

# AGENDA

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**Meeting:** Environment Select Committee  
**Place:** Council Chamber, County Hall, Bythesea Road, Trowbridge, BA14 8JN  
**Date:** Tuesday 13 March 2018  
**Time:** 10.30 am

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Please direct any enquiries on this Agenda to Stuart Figini, of Democratic Services, County Hall, Bythesea Road, Trowbridge, direct line 01225 718221 or email [stuart.figini@wiltshire.gov.uk](mailto:stuart.figini@wiltshire.gov.uk)

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## Membership:

Cllr Ian Blair-Pilling  
Cllr Derek Brown OBE  
Cllr Matthew Dean  
Cllr Peter Evans  
Cllr Peter Fuller  
Cllr Sarah Gibson  
Cllr Mike Hewitt

Cllr Tony Jackson  
Cllr Bob Jones MBE  
Cllr Jacqui Lay  
Cllr Ian McLennan  
Cllr Nick Murry  
Cllr Steve Oldrieve

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## Substitutes:

Cllr Ernie Clark  
Cllr Brian Dalton  
Cllr Sue Evans  
Cllr Jose Green  
Cllr Mollie Groom  
Cllr Russell Hawker

Cllr Ross Henning  
Cllr George Jeans  
Cllr Brian Mathew  
Cllr Stewart Palmen  
Cllr Ricky Rogers

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For extended details on meeting procedure, submission and scope of questions and other matters, please consult [Part 4 of the council's constitution](#).

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

For assistance on these and other matters please contact the officer named above for details

# 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 - 12*)

To approve and sign the minutes of the Environment Select Committee meeting held on 16<sup>th</sup> January 2018.

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 Chair.

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 6<sup>th</sup> March 2018** 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 8<sup>th</sup> March 2018**. 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 **Annual National Highways and Transport Network Survey Report** (*Pages 13 - 74*)

The Committee considered the Highways and Streetscene Task Group's final report at their meeting held on 21<sup>st</sup> November 2017; where it was resolved that the Committee invite an NHT representative to attend a future meeting of the committee, to provide further information on the significance of the NHT survey's results for Wiltshire.

The Committee to receive a monitoring report on the 2017 survey report for further consideration.

7 **Streetworks and Utilities Management** (*Pages 75 - 84*)

During the ESC-Executive Annual Meeting on the 'Highways and Transport' portfolio it was agreed that the ESC receive information on how streetworks operate in Wiltshire; in order to help better understand the partnership between the Council and Utilities Management companies.

The Committee to receive a report about how streetworks are managed in Wiltshire in comparison to other Local Authorities, with information relating to signage, pedestrian access and the added value to the Council.

8 **Reduced Road Casualties 2016** (*Pages 85 - 108*)

During the ESC-Executive Annual Meeting on the 'Highways and Transport' portfolio it was discussed that Wiltshire is promoting the 'Stay Alive' campaign, both for road users and cyclists. It was thus agreed that it would be beneficial for the Committee to consider a report on the work that the Council is doing in order to help reduce road casualties.

The Committee will receive an update report on data from recorded road traffic collisions in 2016, with a summary of the accident prevention/reduction activities undertaken by the Council and its partners, and possible ways of improvements going forward.

9 **Updates from Task Groups and Representatives on Programme Boards**

To receive any updates on recent activity for active task groups and from members of the Environment Select Committee who have been appointed as overview and scrutiny representatives on programme boards.

9a **Council's Playing Pitch Strategy** (*Pages 109 - 114*)

The Council's Playing Pitch Strategy was endorsed last year by Cabinet and ESC had input into this at their 13 December 2016 meeting; resolving to receive annual updates on the development of the Strategy.

The Playing Pitch Strategy is essentially a supplement to the Local Plan: it deals with protecting open spaces and making sure that the right facilities are placed in the right place. As this is not wholly under the Council's control, the Strategy works in partnership with developers to assure funding for these open spaces.

The Committee to receive a Briefing Note by way of update, with a list of the sites that have been worked on included.

9b **Waste Contracts Task Group** (*Pages 115 - 118*)

Following the ESC-Executive Annual Meeting on the 'Waste' portfolio, it was agreed that a Waste Contracts Task Group be established and Committee endorsed this proposal at 21<sup>st</sup> November 2017 meeting.

The Task Group held their first meeting on 27 February and refer a report to Committee for their consideration.

The report will be added to the agenda as a late item.

11 **Forward Work Programme** (*Pages 119 - 126*)

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.

12 **Urgent Items**

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

13 **Date of Next Meeting**

To confirm the date of the next scheduled meeting as 1<sup>st</sup> May 2018.

## **ENVIRONMENT SELECT COMMITTEE**

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**MINUTES OF THE ENVIRONMENT SELECT COMMITTEE MEETING HELD ON 16 JANUARY 2018 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 Nick Murry and Cllr Steve Oldrieve

**Also Present:**

Cllr Brian Mathew, Cllr Richard Gamble, Cllr Alan Hill, Cllr Atiqul Hoque, Cllr David Jenkins, Cllr Horace Prickett and Cllr Bridget Wayman and Dr Carlton Brand.

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1 **Apologies**

There were no apologies for absence.

2 **Minutes of the Previous Meeting**

**Resolved:**

**To confirm the minutes of the meeting held on 21 November 2017.**

3 **Declarations of Interest**

There were no declarations of interest.

4 **Chairman's Announcements**

There were no Chairman's Announcements.

5 **Public Participation**

The Chairman drew attention to the public questions which were available in the agenda supplement and advised he would allow 15 minutes for questions.

It was noted that some questions required a verbal response due to them not being submitted in time for a written response, the following answers were provided by the Director of Waste and Environment:

- The council manages waste in accordance with the waste hierarchy where it is technically, economically and environmentally practicable to do so. The range of materials which the council collects at the kerbside for recycling will extend from 30 July 2018 to include plastic pots, tubs and trays and food and drink cartons. However, manufacturers and producers of goods and packaging continue to use materials which cannot be recycled. Residents continue to purchase such goods and packaging and put them out for collection as residual waste which the council has a duty to collect and dispose of. To avoid disposing of such waste to landfill the council will continue to deliver these materials to the Lakeside energy from waste plant or to the mechanical biological treatment plant at Westbury where it is used to produce solid recovered fuel. In accordance with the waste hierarchy it is better to recover value in the form of energy than to landfill this non-recycled waste. In response to a question on energy from waste, 75% of respondents strongly agreed or tended to agree with the council building an energy from waste plant in Wiltshire if it would be financially beneficial.
- To obtain more information on how residents would like the council to communicate with them about recycling, the following question was included in the Waste and Recycling Survey.  
Q5. Which form of communication would most encourage you to recycle more at home? (Up to two options could be chosen).  
The most popular options were firstly 'stickers on the bin specifying what can and can't go into them' and secondly 'an information leaflet posted to all households'. These are the two most expensive options of those listed. The council will take these responses into consideration but has to do so in the context of the budget available for communication.
- Another question which is of relevance to this subject is set out below.  
Q23. Would you be interested in becoming a local recycling or composting champion?  
Over 10% of respondents said yes, which means there may be 398 residents who would be prepared to communicate with residents in their locality. The council should contact these potential volunteers to identify how they could best distribute information to the public.
- The full response to Q5 is set out below.  
More information available on the council's website- 555  
Regular emails from the council's waste and recycling team with recycling information and updates- 693  
Social media updates from Wiltshire Council regarding recycling information and facts- 451  
Stickers on the bin specifying what can and can't go into them- 1883  
An information leaflet posted to all households- 1265  
None of these I recycle all I can anyway- 1168

Supplementary questions were invited in response to which the Director for Waste and Environment explained the impact of incineration of waste was compared against landfill in the waste hierarchy as landfill was a lower option



and created more greenhouse gases. It was confirmed CO2 emissions of transporting waste were factored into environmental assessments and incineration was primarily a method of waste treatment rather than energy generation. The Director also advised the Council promoted more expensive compost bins for treatment of food waste because they allowed all food waste to be treated. Anaerobic Digestion plants were considered by the Council to be more efficient when used for commercial waste as this generally had lower contamination than food waste collected from households.

Mr Chris Walford made a statement urging engagement between local councils and central government on waste management issues.

The Chairman thanked members of the public for attending to speak and ask questions.

## **6 Wiltshire Council Waste Management Strategy**

A report was introduced by the Cabinet Member for Highways, Transport and Waste which provided an initial overview of the results of a public consultation on the Council's proposed Waste Management Strategy. Response rates had been about 4,000 and had included detailed comments. The key themes in the public responses were as follows:

- Households wanted the Council to help reduce unnecessary waste
- Some households would travel further to Household Recycling Centres if they had a re-use option
- Residents wanted to recycle more and would welcome further information
- Residents supported generating energy from waste.

Tracy Carter, Director for Waste and Environment advised she would bring the Draft Waste Management Strategy to the March meeting of Committee, this report would also consider the implications for waste management of the Government's 25 Year Environment Plan.

The Committee was pleased with the engagement of residents in the public consultation, however was divided on the benefit of incineration of household waste. Other comments included that HRC's offering re-use facilities would be welcome however should be an option in every location. Members considered that the council could change the culture on recycling by improving communication and information on how to recycle. Councillors noted the issues around managing food waste however suggested more information about the benefits of different means of food waste management would be a useful addition to future reports.

The Committee agreed the Council had a duty to consider the long-term implications of waste management and encouraged the service to consider how to engage with residents, particularly school age children about recycling and food waste. Members also encouraged officers to consider the offer from

residents to become Waste Champions and suggested these champions could be used to communicate key messages to the wider community.

**Resolved:**

**To accept the revised timetable for the consideration of a Draft Waste Management Strategy.**

**To note the overview of the results of the Wiltshire Council Waste and Recycling survey 2017, the key themes emerging and initial proposals of how these will be used to inform and develop a draft strategy.**

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

The Cabinet Member for Highways, Transport and Waste presented a report with the outcomes of the public consultation on the Council's Car Parking Strategy.

Members suggested some of the questions in the survey had been leading and questioned why options suggested by respondents hadn't been taken forward. In response the Head of Local Highways advised all suggestions had been thoroughly considered, however upon investigation were not cost effective and did not work alongside traffic movements as part of the wider strategy. The Committee expressed support for cashless parking, the Cabinet Member was also supportive of this however explained it was a significant cost to install. Other comments from the Committee included that policies on Resident Parking Zones should be considered in the strategy, and that responses to the survey may have been higher if it had indicated price rises. The impact of the proposals on individual car parks was also discussed.

**Resolved:**

**To note the contents of the report and agrees that members continue to make individual representations to the Cabinet Member, in order to continue to help influence the Cabinet report.**

8 **Local Provision on Public Transport - Rail**

The Committee considered the local provision of public transport, with particular reference to rail travel. Officers advised rail provision was currently invested around the largest settlements and busiest commuter routes. The South West network was investing in routes near London and quicker routes through Salisbury and into Devon. In response to questions it was heard that potential station sites should be considered as part of the Core Strategy and that, whilst securing station locations was important, ensuring an operator would stop there was as a challenge as increased stops would increase commuting times. In response to a request, officers advised they would be responding to a survey on working with rail franchises.

The Cabinet member advised she would investigate the possibility of a pedestrian link from Salisbury Station to the Maltings development. Officers acknowledged issues at Tisbury station and advised there were meetings arranged to discuss this imminently, likewise they were in discussions for increased train capacity around Westbury and Bath.

**Resolved:**

**That:**

- (i) The Committee supports the content of the report.**
- (ii) The Committee endorses the interim strategy, while awaiting the outcome of the SWLEP-sponsored work**
- (iii) The Committee requests that the final strategy return to ESC in due course**

**9 Highways and Streetscene Task Group - Executive Response**

A report presented the response of the Cabinet Member for Highways, Transport and Waste to the Final Report of the Highways and Street Scene Task Group. It was noted all of the recommendations had been accepted by the Cabinet Member, who advised she would report back on the matter annually.

**Resolved:**

**To note the executive response to the Final Report of the Highways and Street Scene Task Group.**

**To note the development of the public satisfaction KPIs for street scene will be part of the Highways annual report.**

**10 Updates from task groups and representatives on programme boards**

In November 2017 it had been agreed to establish a Waste Task Group, and proposed Terms of Reference were attached to the agenda. The Chairman thanked councillors for expressing their interest in joining this task group and advised any councillors that had not been selected were welcome to attend in an observer capacity.

**Resolved:**

**That the Environment Select Committee endorse:**

- i) The membership of the task group, as listed in the report**
- ii) The Terms of Reference for the task group, as listed in the report**
- iii) That Cllr Oldrieve be listed as an 'observer' and not a reserve member, as listed in the report.**

**11 Forward Work Programme**

The Senior Scrutiny Officer introduced the Committee's Forward Plan, highlighting there were many items to be considered and therefore the work

would be prioritised. It was noted that a response from the Head of Spatial Planning on the local plan and carbon emissions was to be circulated to members, Cllr Oldrieve requested this matter be further considered at the next meeting.

Members suggested it would also be appropriate for the Committee to consider the Government's 25 Year Environment Plan and implications for the Council. The Committee also questioned the status of the Council's Eco Strategy, it was noted there was now not a specific service dedicated to this and that each service was responsible for considering the environmental implications of their service decisions. Officers advised a position statement summarising activity could be brought to the next meeting.

**Resolved:**

**To request a position statement on the Council's Eco Strategy be provided to the next meeting of the Committee.**

**To request an item on the Government's 25 year Environment Plan be provided to a future meeting of the Committee; this would sit with the 'Emissions' item**

**That the Forward Work Plan be updated to reflect the changes detailed above.**

12 **Urgent Items**

There were no urgent items.

13 **Date of Next Meeting**

The next meeting was to be held on 13 March 2018 at 10:30am.

(Duration of meeting: 10.30 am - 1.00 pm)

The Officer who has produced these minutes is Libby Johnstone of Democratic Services, direct line 01225 718214, e-mail [libby.johnstone@wiltshire.gov.uk](mailto:libby.johnstone@wiltshire.gov.uk)

Press enquiries to Communications, direct line (01225) 713114/713115

**Wiltshire Council**

**Environment Select Committee**

**13 March 2018**

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**Subject: National Highways and Transportation Survey**

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

**Key Decision: No**

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## **Purpose of Report**

1. To inform the Committee about the National Highways and Transport (NHT) survey and how the information is used by this Council.

## **Background**

2. At the Environment Select Committee - Executive Annual Meeting on the 15 November 2017 regarding the Highways and Transport portfolio, it was suggested that further information should be provided to this Committee regarding the NHT survey.
3. Wiltshire County Council was a long standing member of the South West Highways Service Improvement Group (SWHIG). This group involved all of the south-west authorities, and carried out benchmarking on a whole range of highway related services, including reviewing the Best Value Performance Indicators which were reported annually to the DfT at that time.
4. In 2008 the SWHIG initiated a public satisfaction survey to obtain specific information on the views of the public regarding highways maintenance issues. The surveys were carried out with the help of measure2improve and Ipsos MORI. The surveys have continued since then, with increasing numbers of local authorities becoming involved.

## **Main Considerations for the Council**

### The NHT Surveys

5. This Council has taken part in the NHT public satisfaction surveys since its inception in 2008. During that time the surveys have proved helpful in identifying trends, but more importantly they have provided the opportunity to compare public satisfaction results with those of other authorities. There were 112 authorities taking part in the 2017 survey.

6. The survey uses a postal mailing methodology. Postal surveys are a robust, cost-efficient way of undertaking survey research and are used for a number of important Government surveys, such as the National GP Patient Survey. Postal surveys are, however, self-selecting, they involve inviting respondents to take part and achieved samples often over and under-represent certain types of people.
7. The survey uses random probability sampling methodology. This is cheaper than using telephone or face-to-face methods, which it is estimated would typically cost an authority at least five times the investment required to participate in the NHT Survey (with the inherent benefits of economies of scale).
8. The survey results are weighted to ensure that the achieved sample is fully representative and better reflects the known population profile. Each respondent is given a weight so that the results are representative of the profile of residents in each local authority area. The responses from each individual completing the survey are given a weight in accordance with their: age, gender, ethnicity, and work status.
9. Further information on the weighting scheme currently in use is available on the NHT website at [www.nhtnetwork.org](http://www.nhtnetwork.org).
10. The survey also offers the option at additional cost to undertake additional surveys with more detail by area, and on-line regarding the views of public representatives, businesses and on specific transport themes.
11. To date, the survey has enjoyed better than average response rates, and above those originally predicted by Ipsos MORI. A slow decline in responses rates, a trend common with postal surveys, was addressed four years ago by the introduction of a reminder, sending a letter and a further copy of the questionnaire, to the sampled households that have not yet returned the questionnaire.

#### NHT Survey Results

12. The response rate to the surveys in Wiltshire was particularly good this year with a high response rate compared to other authorities.
13. The NHT survey produces a summary report (**Appendix 1**) which covers the main themes of:
  - Accessibility,
  - Public Transport,
  - Walking and Cycling,
  - Tackling Congestion,
  - Road Safety and
  - Highway Maintenance

This summary is designed to give a quick visual impression of strengths and weaknesses, and where the authority is in relation to others.

14. In 2017 the shorter form of questionnaire was used in Wiltshire which reduced costs. This obtained less information on public transport and rights of way, but as this information has not been extensively used in the past it was considered preferable to concentrate on the other aspects of the highway service.
15. The detailed NHT survey report (**Appendix 2**) provides information on a question by question basis, and shows the results and breakdown of responses in graphical format. The results use weighted and unweighted data to show public satisfaction. They indicate the relative importance of different factors, and compare them with the average results obtained from the survey.
16. As well as the published reports the survey results can be accessed at the NHT website, which also allows specific reports to be created.
17. The results for the latest NHT survey indicate that public satisfaction in Wiltshire compared to the national average is:
  - Slightly Above average – Tackling congestion
  - Average – Accessibility
  - Slightly Below Average – Walking and Cycling, Road Safety, Highway Maintenance
18. It is clear from the results that public satisfaction with road conditions nationally is low, with high levels of dissatisfaction. This is also the case in Wiltshire with 28% fairly dissatisfied, and 40% very dissatisfied.
19. The questions about management of road roadworks and efforts to reduce traffic delays show levels of public satisfaction in Wiltshire above the national average.
20. In most service areas public satisfaction with highway services in Wiltshire is generally at or slightly below national average. None of the questions indicate that satisfaction is at the lowest levels identified in some other authorities.
21. The comparison of survey results with other highway authorities nationally is useful. However, because of the varying nature of the road networks in different authorities it can sometimes be misleading to compare rural shire counties with inner city urban authorities for example. A key benefit of the NHT survey is that it allows comparison with specific authorities.
22. For example, a comparison of public satisfaction levels was carried out with other highway authorities in the south west at the request of the Contract Task Group, and this information has been updated to reflect the most recent survey results (**Appendix 3**).

#### Public Satisfaction trends in Wiltshire since 2008

23. As this Council has been involved in the service since 2008, it is possible for longer term comparisons with similar county councils to be made of public satisfaction across a range of highways maintenance aspects (**Appendix 4**).

24. The survey shows how public satisfaction levels with road conditions in Wiltshire (KBI 23) have remained fairly consistent since 2008, whereas nationally they have declined during that period. In 2008 Wiltshire was among the lowest scoring county authorities, but is now closer to the average.
25. Public satisfaction with pavements in Wiltshire (WCBI 02) has improved in the past nine years, from a low satisfaction level in 2008, to being average now. Satisfaction with the provision of dropped kerb crossing points (WBCI 06) has also shown a relative improvement in that period.
26. Satisfaction with 'Help lines to find out about roadworks' (TCBI 05) has been improving nationally, and Wiltshire has generally been above or close to average since 2008. Satisfaction with the speed of repair to street lights (HMBI 06), weed killing on pavements and roads (HMBI 10) and keeping drains clear and working (HMBI 12) have generally been very close to the county council average.
27. The 'speed of repair to damaged roads and pavements' (HMBI 07) and 'quality of repair' (HMBI 08) were probably adversely affected by the issues with the BBLP highway contract, especially during 2014 and 2015. Current satisfaction levels are below average, but still above the lowest scoring authorities. The satisfaction with 'dealing with potholes and damaged roads' (HMBI 13) has been increasing consistently in recent years.
28. The NHT survey results indicate that since 2008 the public satisfaction with many aspects of road maintenance have increased in Wiltshire, or remained fairly constant. The low satisfaction levels in 2008, particularly with road conditions, probably reflected the previous decades when surfacing budgets had generally been lower than in many other authorities.
29. Staffing levels in the highways service in Wiltshire have reduced significantly since 2008 as a result of various reorganisations and voluntary redundancies, and the revenue budgets for works have reduced considerably in recent years.
30. Increased efficiency and work prioritisation appear to have off-set these reductions as public satisfaction levels have generally not dropped significantly. However, it is difficult to know whether public satisfaction will be maintained at these levels with continuing budget pressures.

#### Future NHT survey involvement

31. The NHT public satisfaction survey information is used in the Wiltshire Highways Performance Management Framework, which is reported annually to this Committee in the autumn as part of the highways Annual Review of Service.
32. The use of the public satisfaction surveys or other means of gauging public opinion are required as part of the DfT Incentive Fund requirements. They need to demonstrate consistent and comparable sampling methods, and comparisons over time.



33. The NHT survey provides a robust means of obtaining the required information on public satisfaction. Sharon Andrews of measure2improve has been invited to the meeting to provide additional information and answer questions about the survey.
34. The survey information helps inform benchmarking being undertaken with other authorities through various groups, including the South West Highways Alliance, the Direct Management Group and directly with other similar authorities.
35. It is proposed to continue to participate in the survey, using the shorter questionnaire as this provides sufficient information for comparison purposes at a reasonable cost.

### **Safeguarding Implications**

36. None.

### **Public Health Implications**

37. None in connection with the public satisfaction surveys.

### **Environmental and Climate Change Considerations**

38. The effects of climate change, such as the flooding in 2014, can affect the condition of roads, with consequent effects on public satisfaction.

### **Equalities Impact of the Proposal**

39. The maintenance of the highway network, and its effective management is important for local communities, including users of public transport, and vulnerable road users such as cyclists and pedestrians. The surveys help understand the views of the public.

### **Risk Assessment**

40. There are significant risks associated with working on the highway, especially in terms of road safety, and the reputational effects associated with roads and traffic. The NHT survey provides good information on public satisfaction and helps understand public attitudes to highways maintenance.

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

41. No specific decision is required at this time.

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

42. No specific decision is required at this time.

## **Financial Implications**

43. The cost of carrying out the surveys is met from the highways budget. The cost of participating in the next survey will be £8,550 for the 8 page questionnaire, with a loyalty discount of £250 for taking part in last year's survey. It is considered that the information obtained is useful and represents good value for money for the Council.

## **Legal Implications**

44. The duties of the Council as highway authority are mainly set out in the Highways Act 1980. There is no legal requirement to carry out public satisfaction surveys, but it considered that the information is helpful in assessing performance of the highway service and comparing with other authorities.

## **Options Considered**

45. There is no obligation to take part in the NHT survey. However, in connection with the DfT Incentive Funding it is necessary to demonstrate that public satisfaction with the highways service is being taken into account. The NHT survey is considered to be a good method for collecting and comparing this information.

## **Conclusions**

46. The NHT surveys have been carried out annually since 2008, and are an effective way to obtain information on public satisfaction regarding highway services. The survey allows easy comparisons with other authorities by type and geographical areas.
47. It is proposed that the Council should take part in the survey this year.

## **Proposal**

48. It is recommended that the Environment Select Committee:
- (i) Recognises the value of the NHT survey in helping to understand public satisfaction regarding highway services.
  - (ii) Supports the continuing participation of this Council in the NHT survey.
  - (iii) Thanks Sharon Andrews of Measure2improvement for attending this meeting.

**Parvis Khansari**  
**Director Highways and Transport**

Report Author:  
**Peter Binley**  
Head of Highways Asset Management and Commissioning  
February 2018

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

None

**Appendices**

Appendix 1 – NHT Survey Wiltshire Summary Report

Appendix 2 – NHT Survey Wiltshire Detail Report

Appendix 3 – Summary of comparison with south-west counties

Appendix 4 – Public Satisfaction Trends 2008 - 2017

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## NHT Survey Report 2017

### Summary Report for Wiltshire

<b>Summary Report – Explanatory Notes</b>	<b>3</b>
<b>Executive Overview</b>	<b>4</b>
<b>Accessibility</b>	<b>5</b>
<b>Public Transport</b>	<b>6</b>
<b>Walking &amp; Cycling</b>	<b>7</b>
<b>Tackling Congestion</b>	<b>8</b>
<b>Road Safety</b>	<b>9</b>
<b>Highways Maintenance/Enforcement</b>	<b>10</b>

## **Explanatory Notes**

This Report compares your Key Benchmark Indicator (KBI) results with those of all other Authorities taking part in the NHT Survey this year.

It summarises your performance on a single page executive overview and provides a drill down analysis on separate pages for the six themes of the survey; Accessibility, Public Transport, Walking & Cycling, Tackling Congestion, Road Safety and Highway Maintenance & Enforcement. It is designed to give a quick visual impression of your strengths and weaknesses, where you are and how you are doing in relation to others.

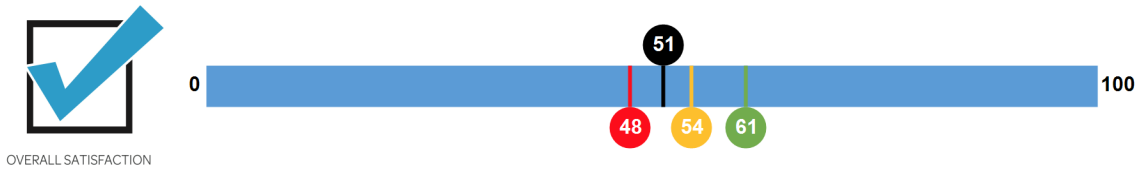
Each page of the report uses a series of bullet charts to compare your results with those of the other Authorities taking part in the survey this year. The first page, the Executive Overview, shows overall satisfaction and summary results for each theme and the subsequent theme pages show individual KBI results within each theme.

Each chart uses a blue bar to show percentage public satisfaction from 0 to 100%, your result is shown using the black pin above the bar, and the high, low and average results of all other authorities are shown using the green, red and amber pins respectively below the bar.

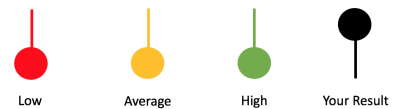
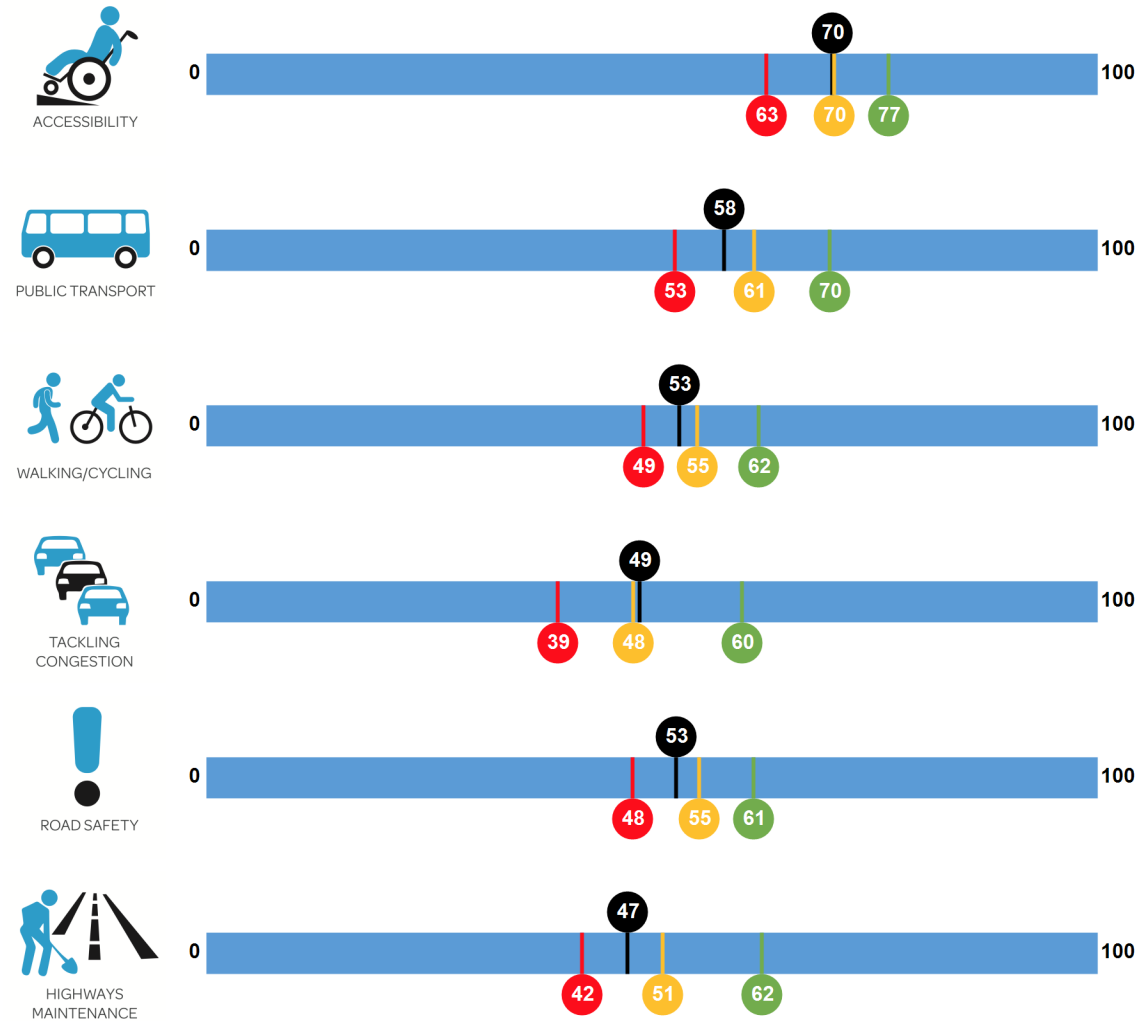
### **Please note:**

Authorities that opted to use the 8 page version of the survey, available for the first time this year, do not have KBI results for the following charts: KBI07 Local Bus Services, KBI08 Public Transport Information, KBI16 Satisfaction with Right of Way (Aspects) and KBI19 Traffic Management and therefore no black pin is shown. Questions to support these KBIs were only available in the 12 page questionnaire.

### Satisfaction Overall



### Satisfaction by Theme

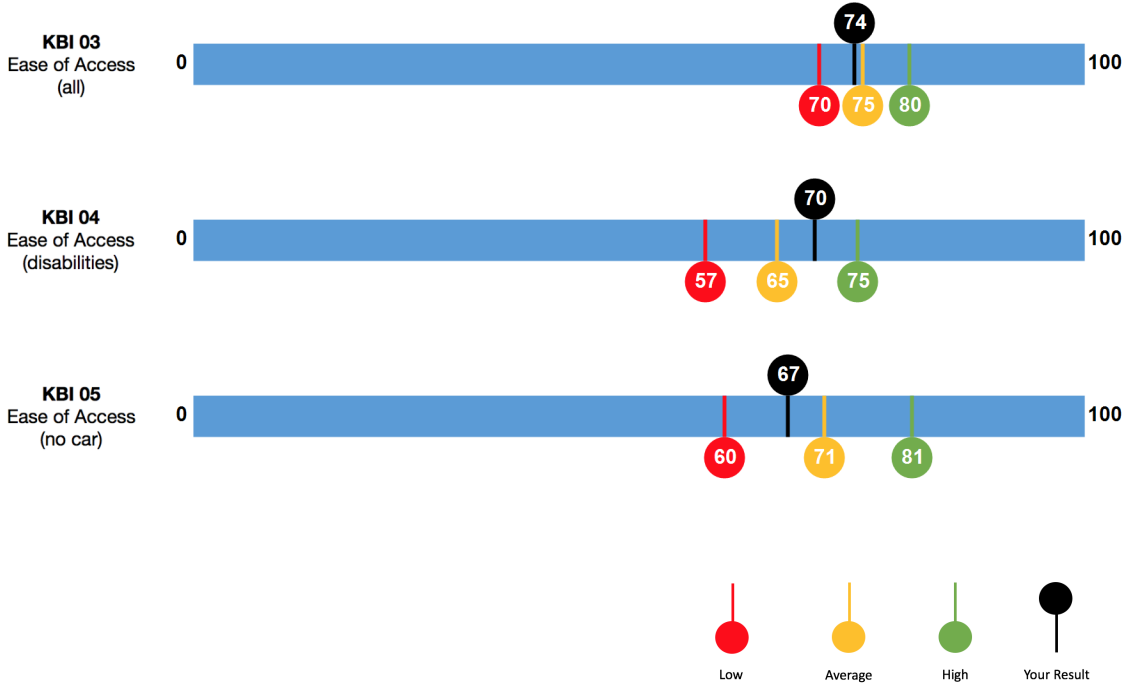




**Accessibility Satisfaction Overall**



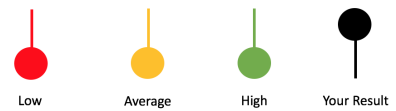
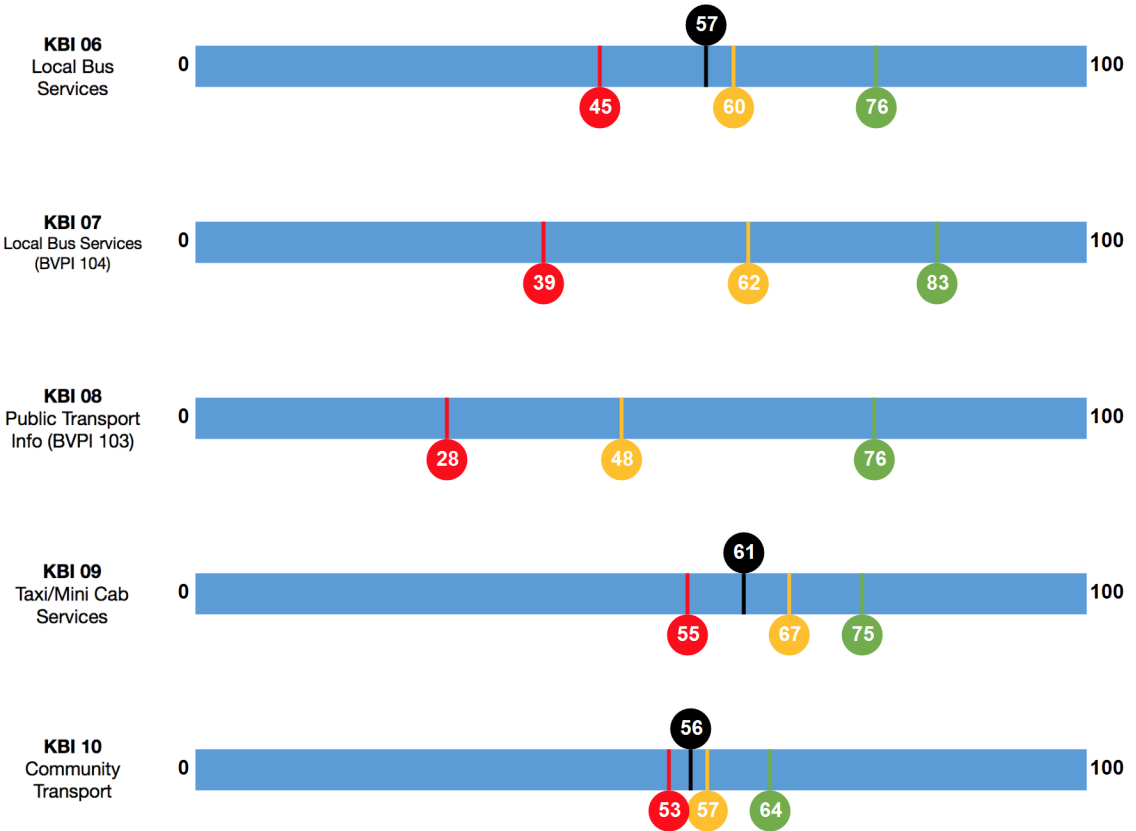
**Accessibility Key Benchmark Indicator Results**



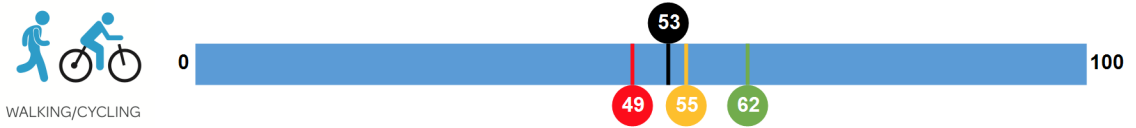
Public Transport Theme



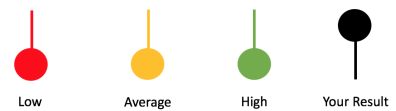
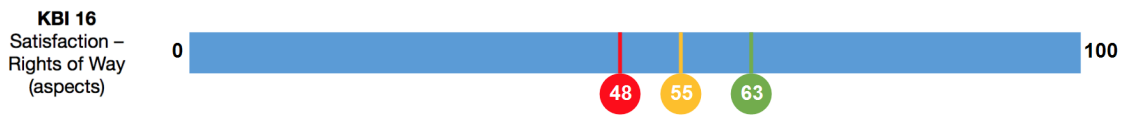
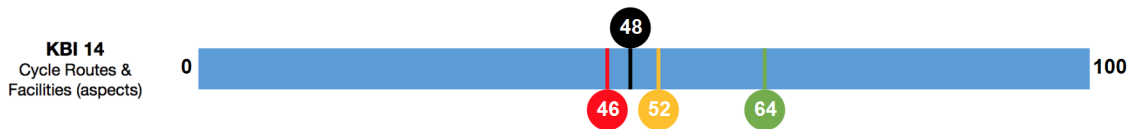
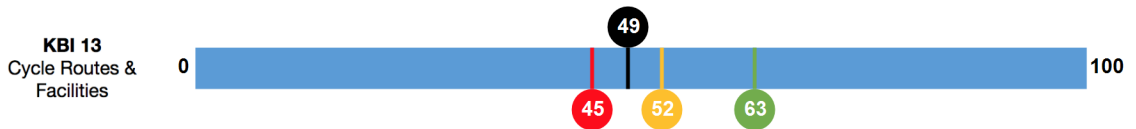
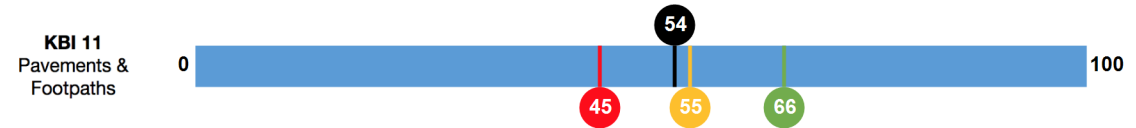
Public Transport Key Benchmark Indicator Results



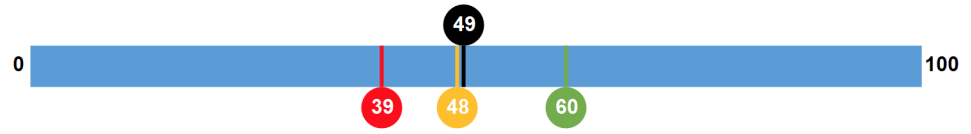
Walking & Cycling Theme



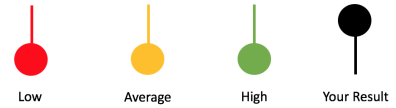
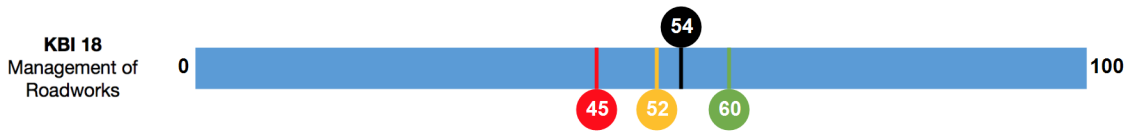
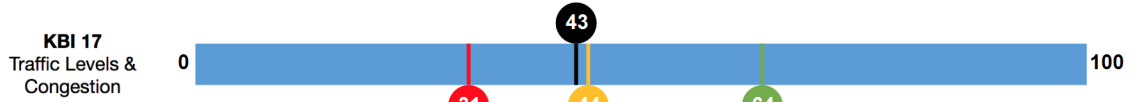
Walking & Cycling Key Benchmark Indicator Results



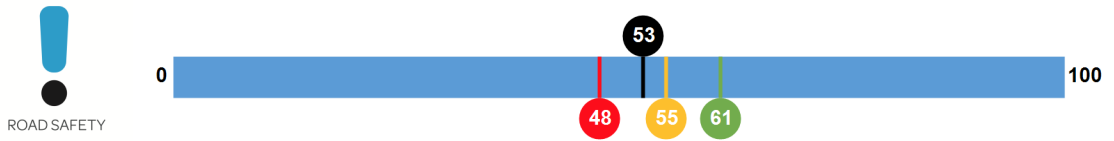
**Tackling Congestion Theme**



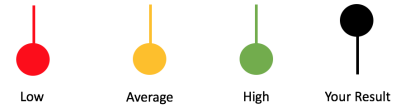
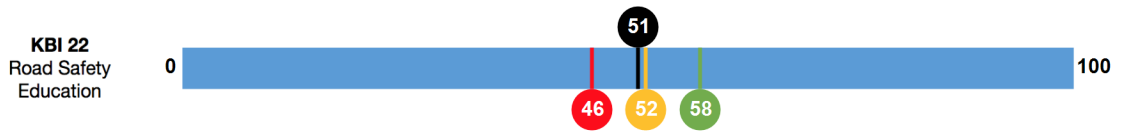
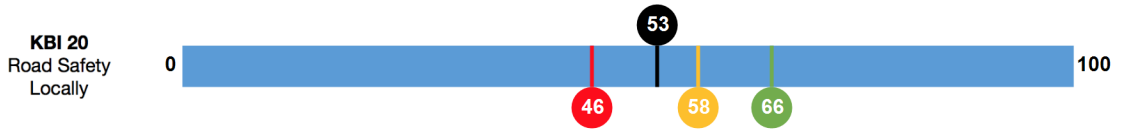
**Tackling Congestion Key Benchmark Indicator Results**



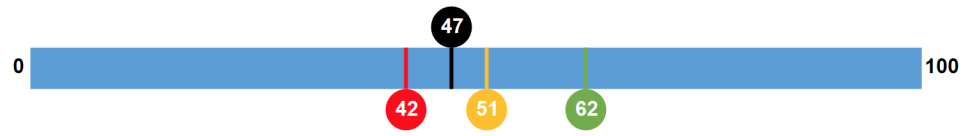
### Road Safety Theme



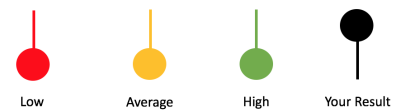
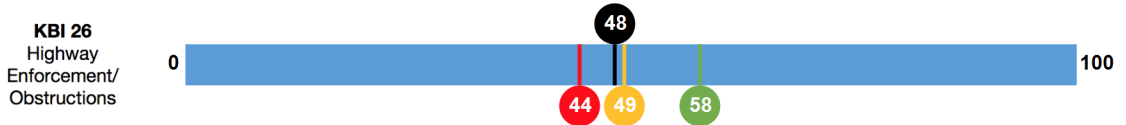
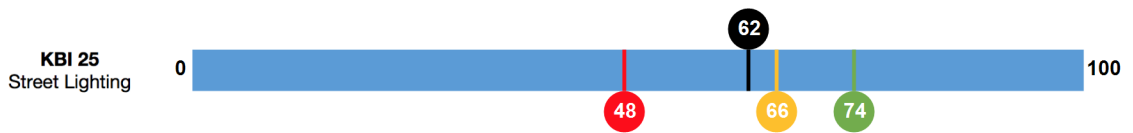
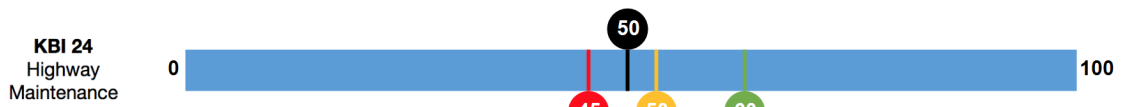
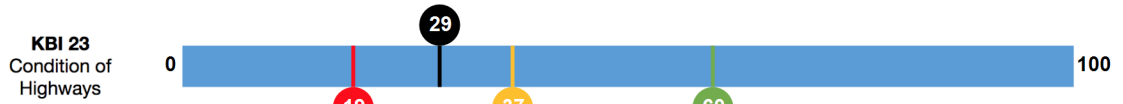
### Road Safety Key Benchmark Indicator Results



### Highways Maintenance/Enforcement Theme



### Highways Maintenance/Enforcement Key Benchmark Indicator Results





## NHT Survey Report 2017

### Question by Question Results for Wiltshire

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<b>Your views on Pavements &amp; Pedestrian Facilities (Q5)</b>	<b>8</b>
<b>Your views on the Condition of Roads &amp; Pavements (Q6 to Q7)</b>	<b>9</b>
<b>Your views on Information (Q8)</b>	<b>12</b>
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### About This Report

This Question by Question Analysis report provides a comprehensive analysis of the responses an authority's public have made to every question in the 2017 Survey.

The report mirrors the sequence of the Survey questionnaire and provides both a comparison of the authority's results with the results of all other authorities in the survey this year and a breakdown, in percentage terms, of the answers given to each question.

The report is structured on a question by question basis and shows the results and breakdown of responses in graphical format. Some of the results are shown using Weighted Data and some use Unweighted Data, these are shown as 'Weighted Data' or 'Unweighted Data' at the end of the graph description line.

### About Weighting

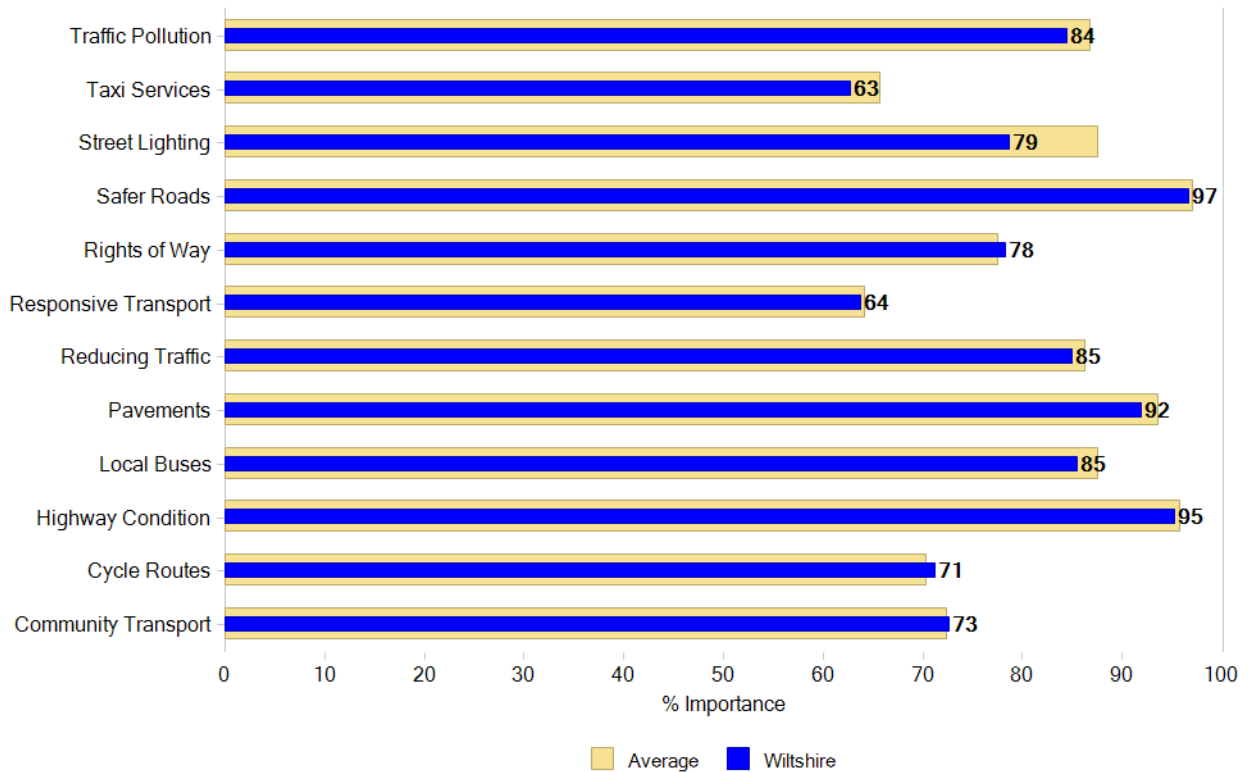
Weighting the data changes the sample profile to improve estimates of the attitudinal characteristics of the 'universe'. One of the circumstances where weighting is required is when there are variable response rates, for example from different sub-groups of the population. Weighting can be used to compensate for different levels of non-response in different sub-groups of the population. We use this weighted data to calculate your % Satisfaction Score.

Where we use Unweighted Data this shows a spread of answers chosen in response to that specific question and is not a calculation of % Satisfaction.

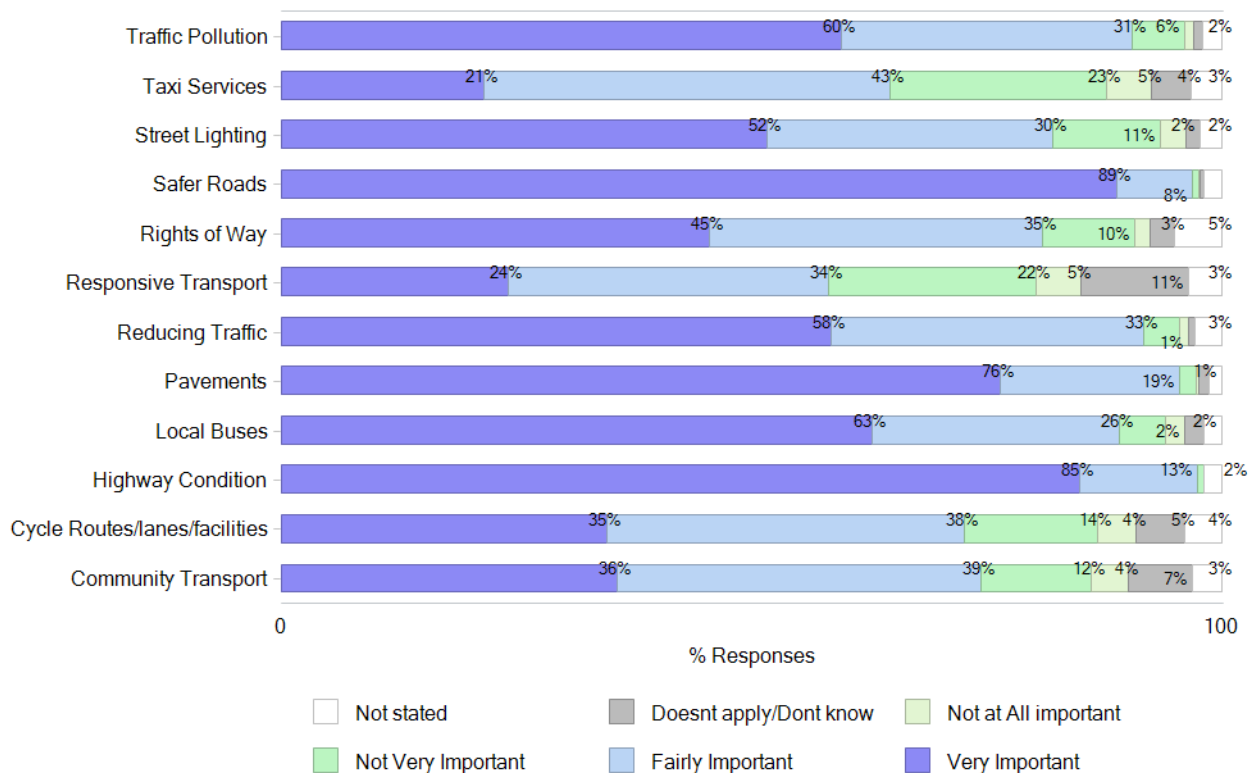
Full details of the NHT Weighting can be found in the Library Section of the NHT website at [www.nhtnetwork.org](http://www.nhtnetwork.org)

**Q1 How important, if at all, do you consider the following ...?**

This graph shows your 'Importance' results for Question 1 and compares them with the average results of all other Authorities in the survey. Uses unweighted data.

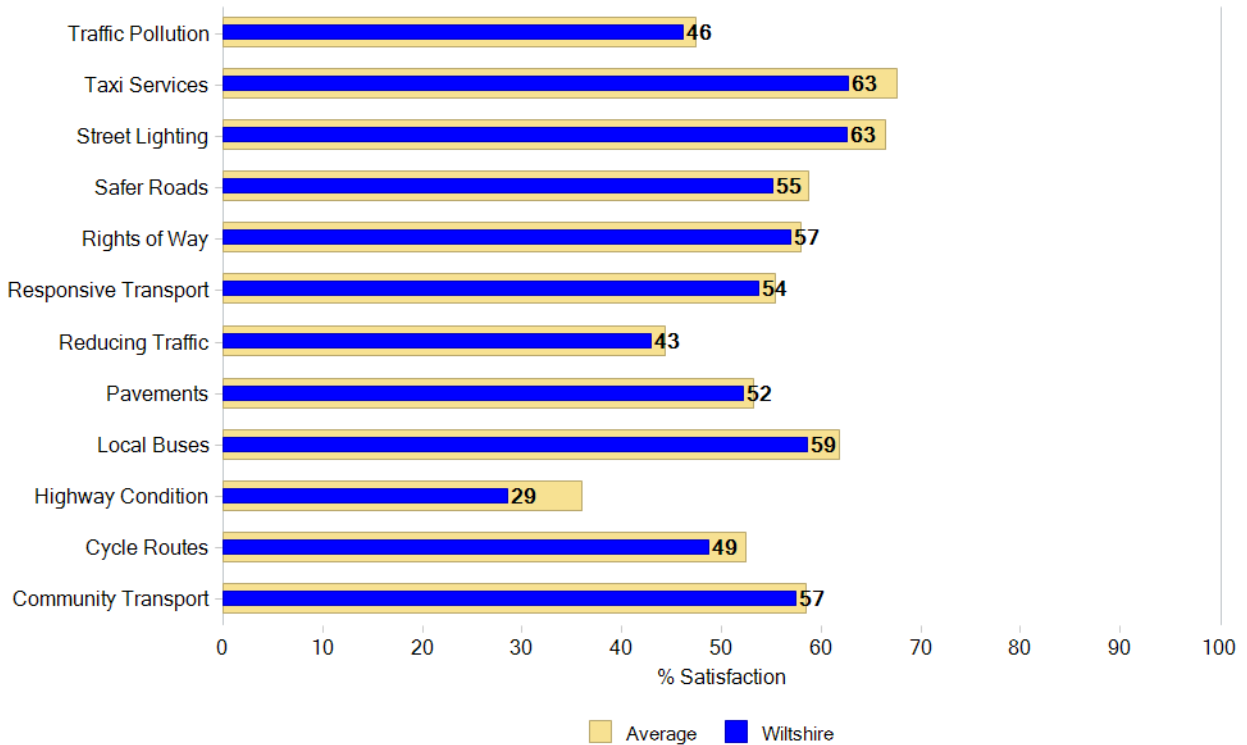


This graph shows the percentage of respondents who selected each answer in Question 1. Uses unweighted data.

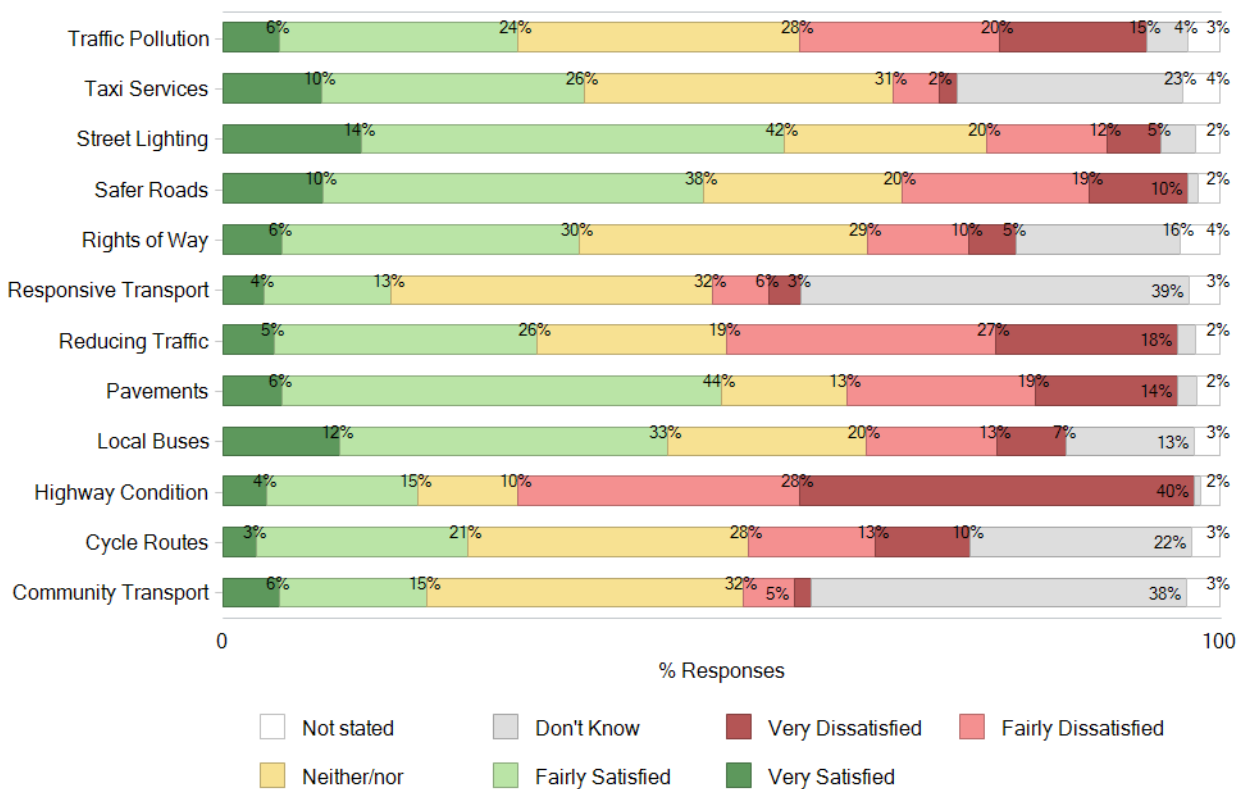


**Q2 Now thinking about roads and transport locally, how satisfied or dissatisfied are you with the following ...?**

This graph shows your 'Satisfaction' results for Question 2 and compares them with the average results of all other Authorities in the survey. Uses unweighted data.

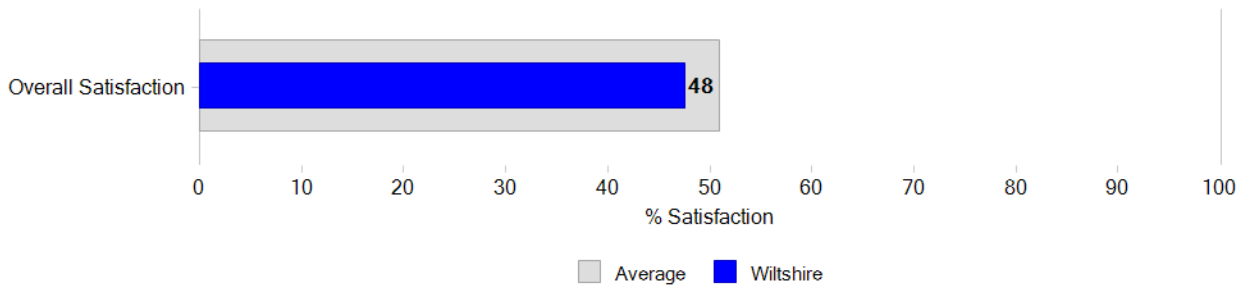


This graph shows the percentage of responses in your area to each option in Question 2. Uses unweighted data.

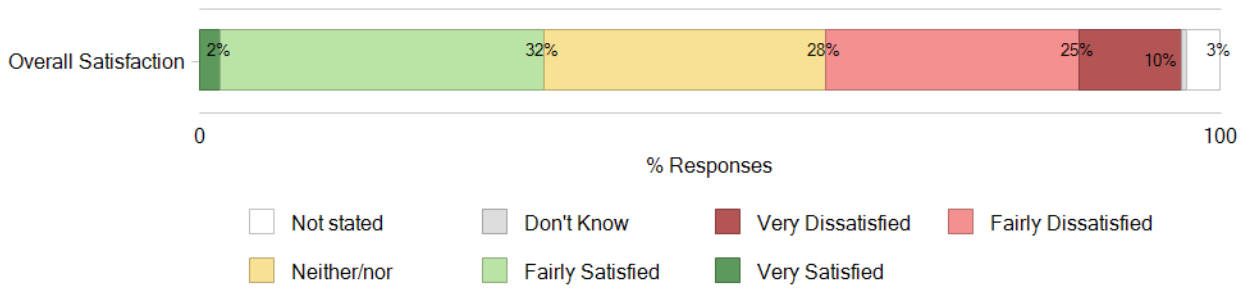


**Question 2.13 How satisfied or dissatisfied are you overall with transport and highway services?**

This graph shows your 'Satisfaction' results for Question 2.13 and compares them with the average results of all other Authorities in the survey. Uses weighted data.

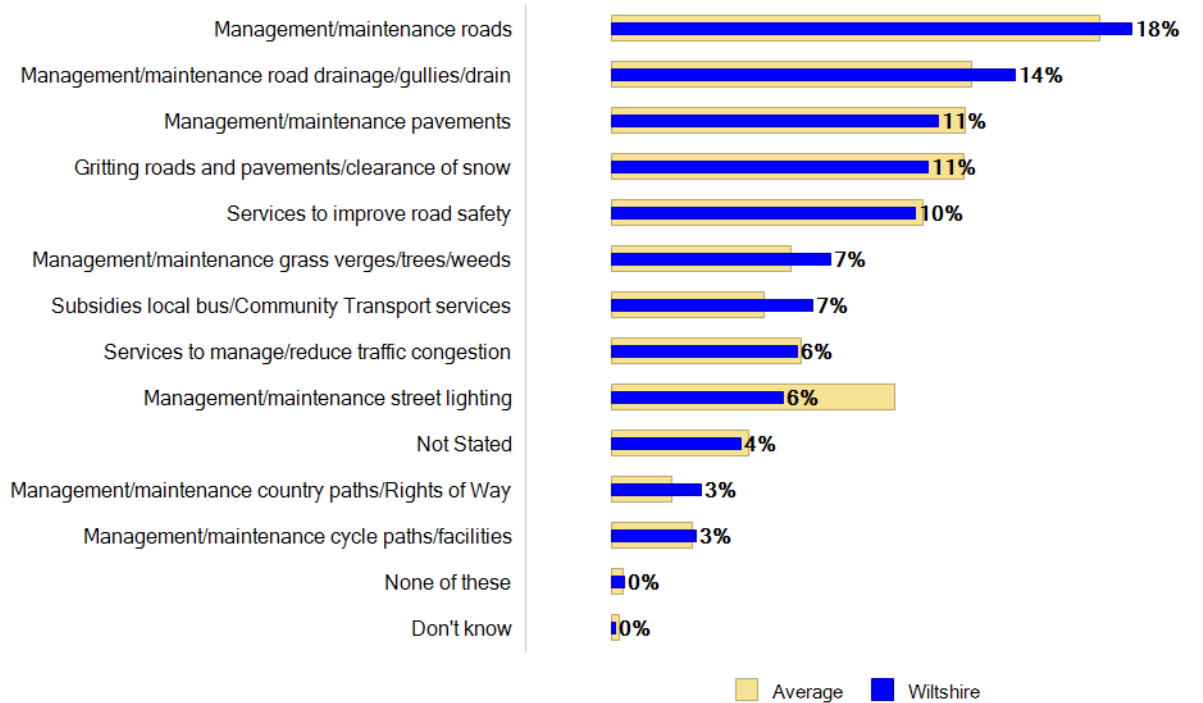


This graph shows the percentage of responses in your area to each option in Question 2.13. Uses unweighted data.



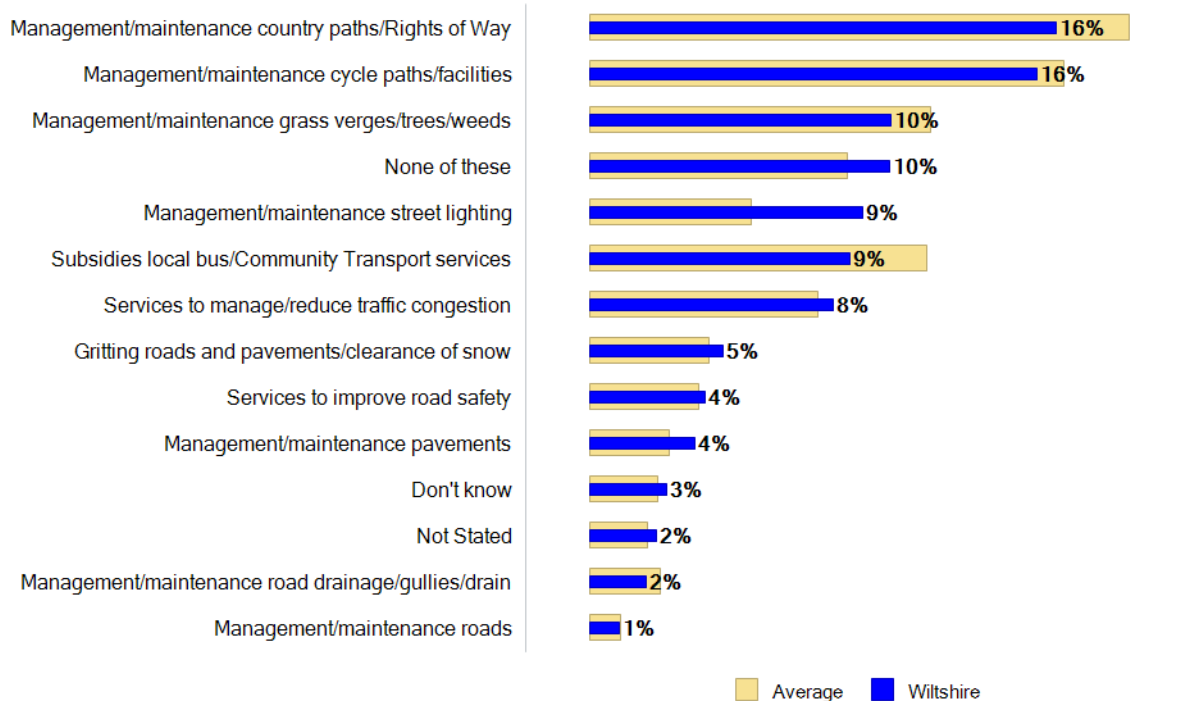
**Q3 For which of the following service areas is it not acceptable to reduce the level of service?**

This graph shows the percentage of responses in your area to each option in Question 3 and compares them with the average results of all other Authorities in the survey. Uses unweighted data.



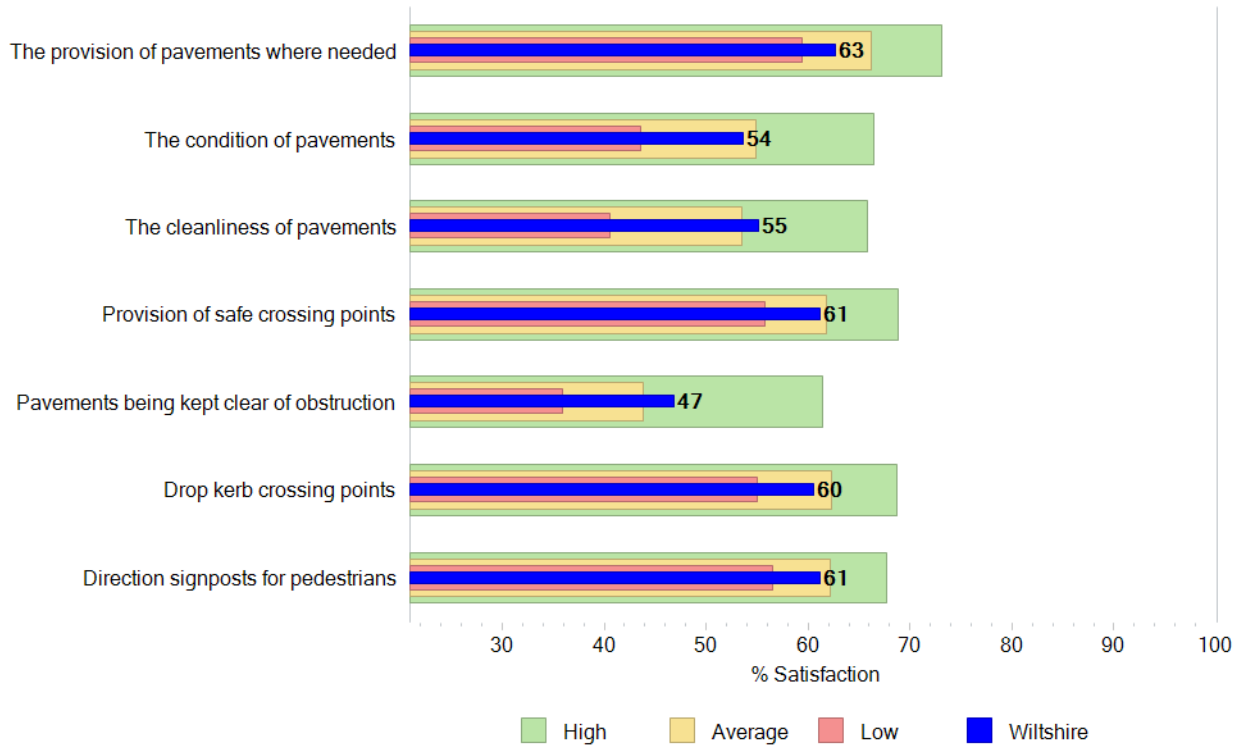
**Q4 For which of the following service areas do you think it is acceptable to reduce the level of service**

This graph shows the percentage of responses in your area to each option in Question 4 and compares them with the average results of all other Authorities in the survey. Uses unweighted data.

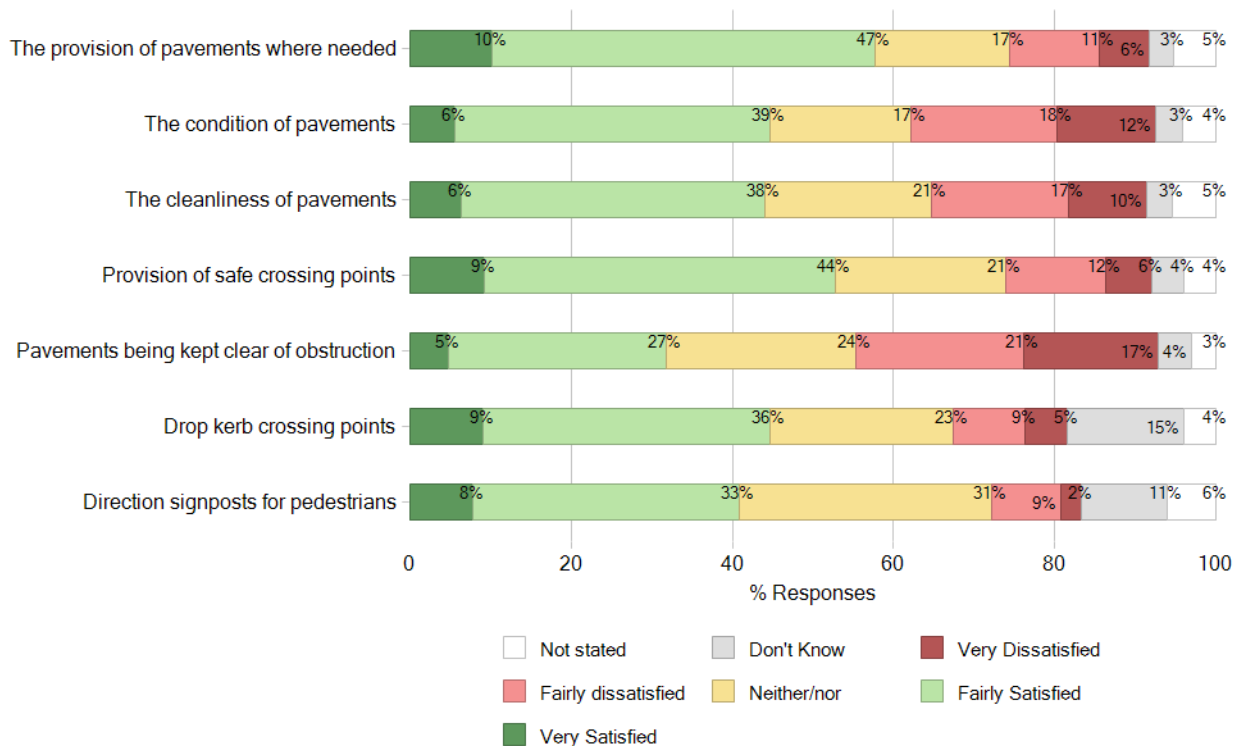


**Q5 Thinking about the local area, how satisfied or dissatisfied with each of these ...?**

This graph shows your 'Satisfaction' results for Question 5 and compares them with the average results of all other Authorities in the survey. Uses weighted data.

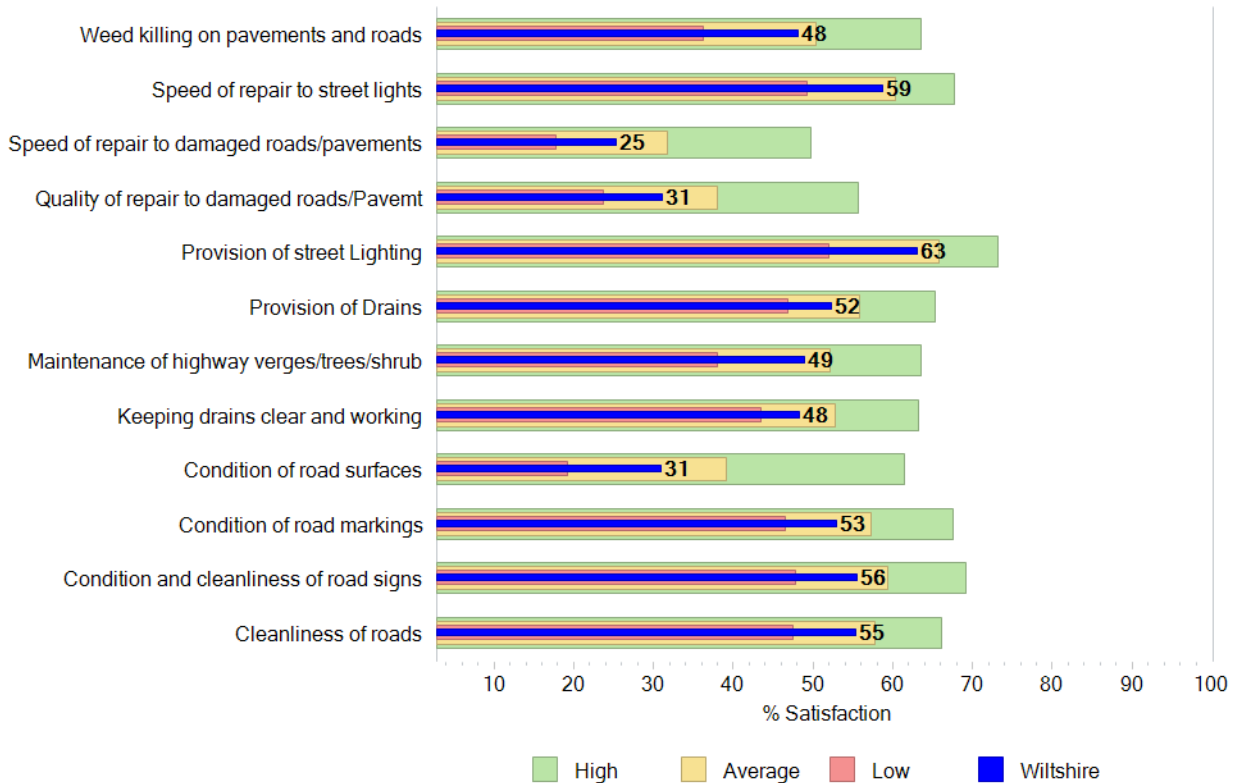


This graph shows the percentage of responses in your area to each option in Question 5. Uses unweighted data.

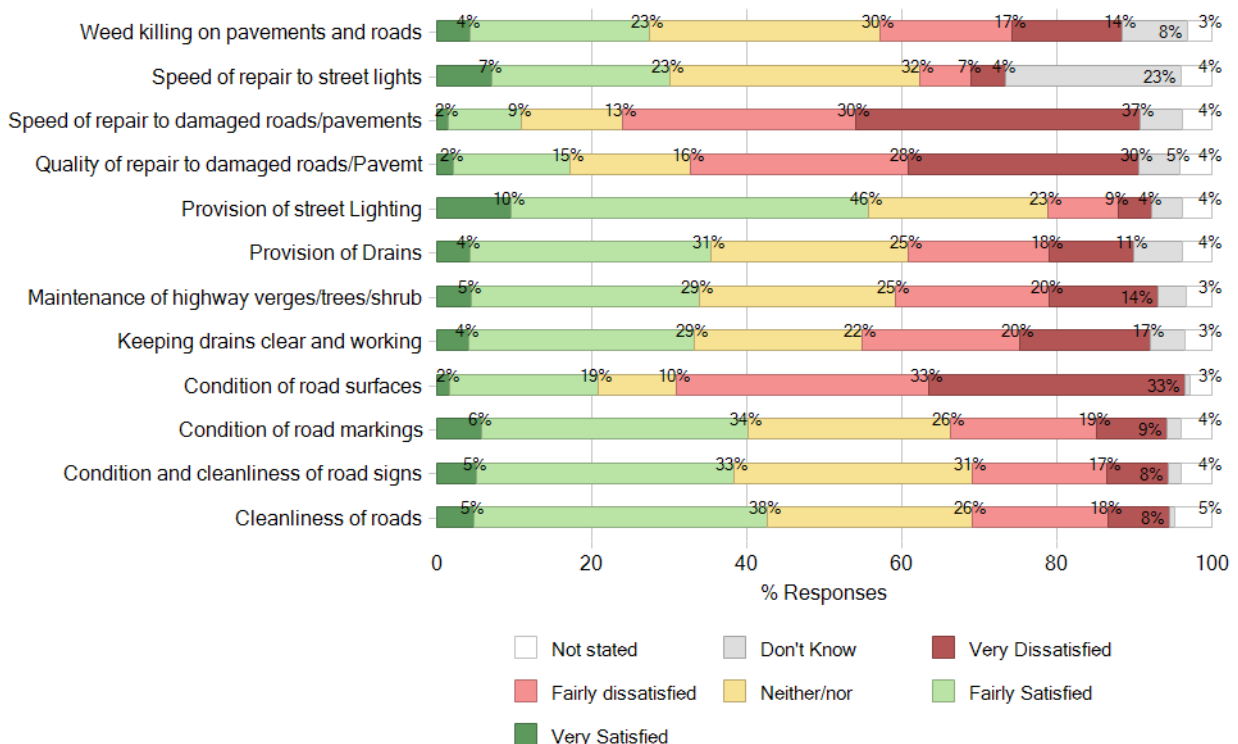


**Q6 How satisfied or dissatisfied are you with each of these locally ...?**

This graph shows your 'Satisfaction' results for Question 6 and compares them with the average results of all other Authorities in the survey. Uses weighted data.

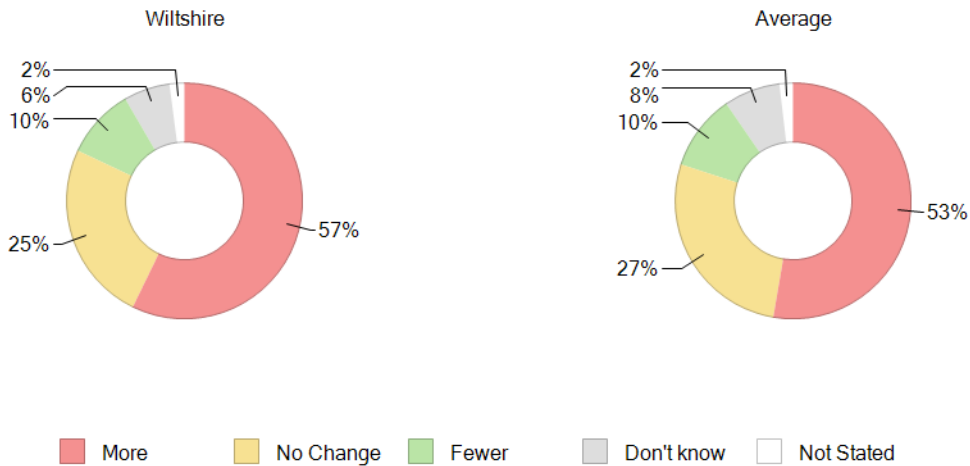


This graph shows the percentage of responses in your area to each option in Question 6. Uses unweighted data.



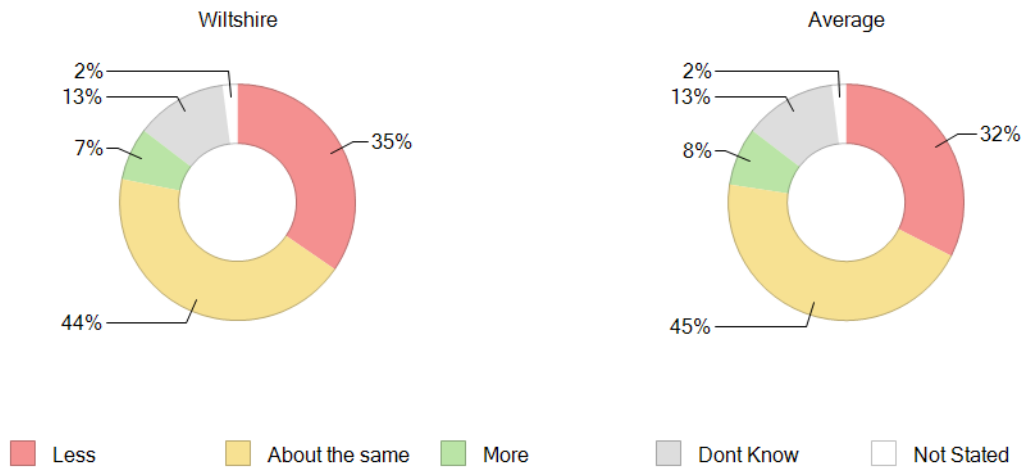
**Q6a Still thinking about the local area, would you say that compared to a year ago there are more potholes and damaged roads, there are fewer, or there has been no change in the number?**

This graph shows the percentage of responses in your area to each option in Question 6a. Uses unweighted data.



**Q6b From what you know or have heard and compared to a year ago, would you say that the Council is doing more to repair local roads, doing less, or about the same?**

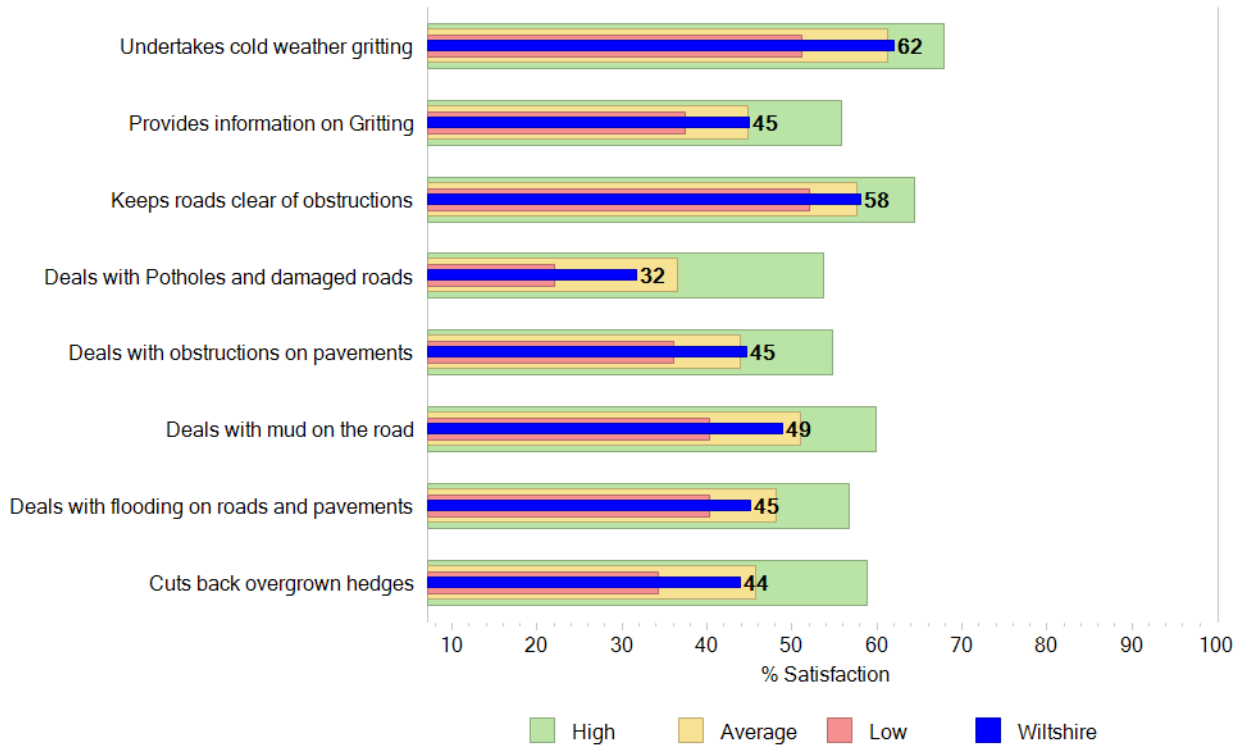
This graph shows the percentage of responses in your area to each option in Question 6b. Uses unweighted data.



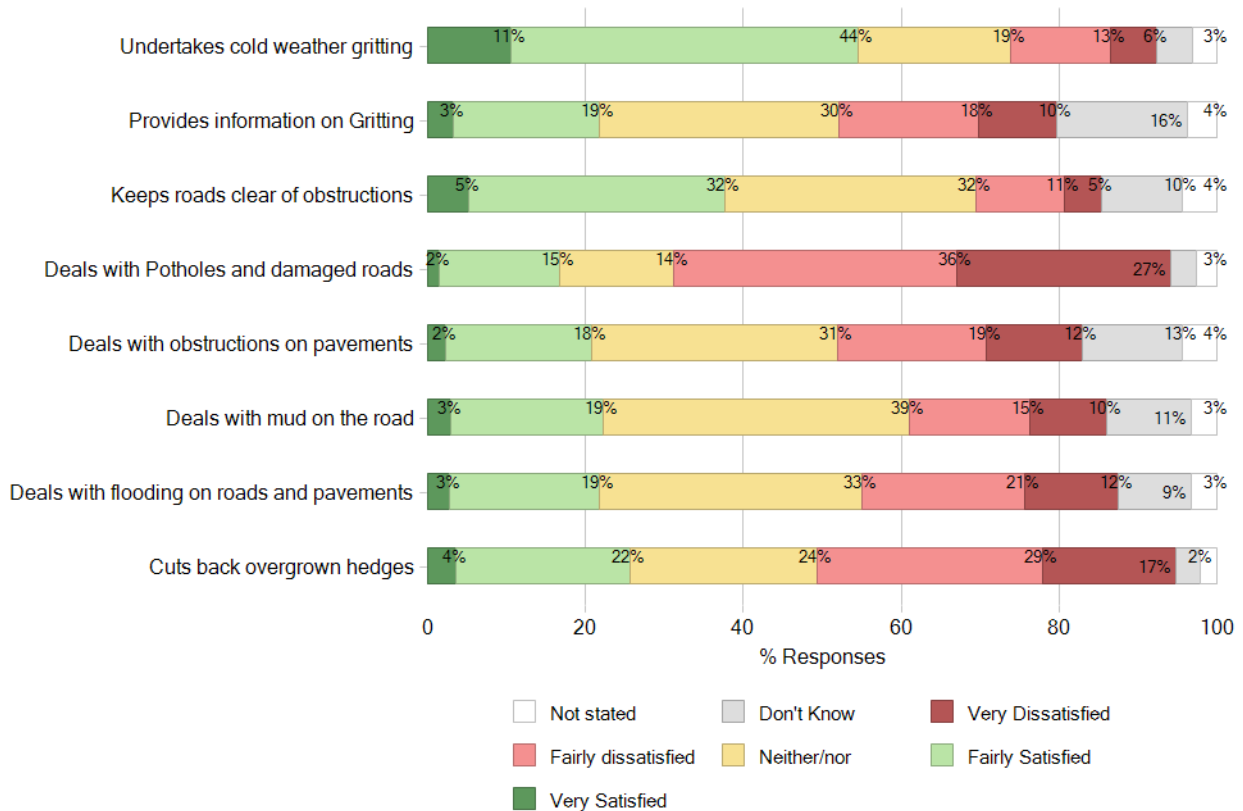


**Q7 How satisfied or dissatisfied are you with the way the council ...?**

This graph shows your 'Satisfaction' results for Question 7 and compares them with the average results of all other Authorities in the survey. Uses weighted data.

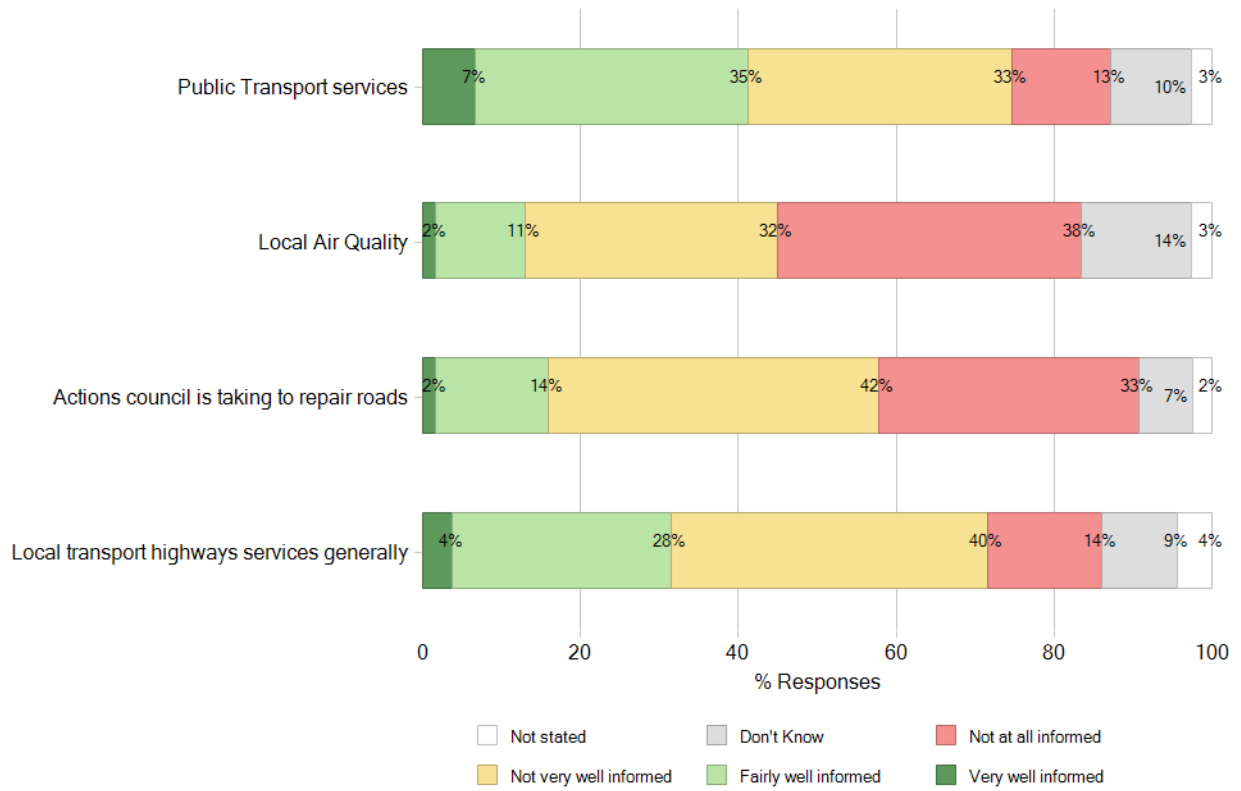


This graph shows the percentage of responses in your area to each option in Question 7. Uses unweighted data.



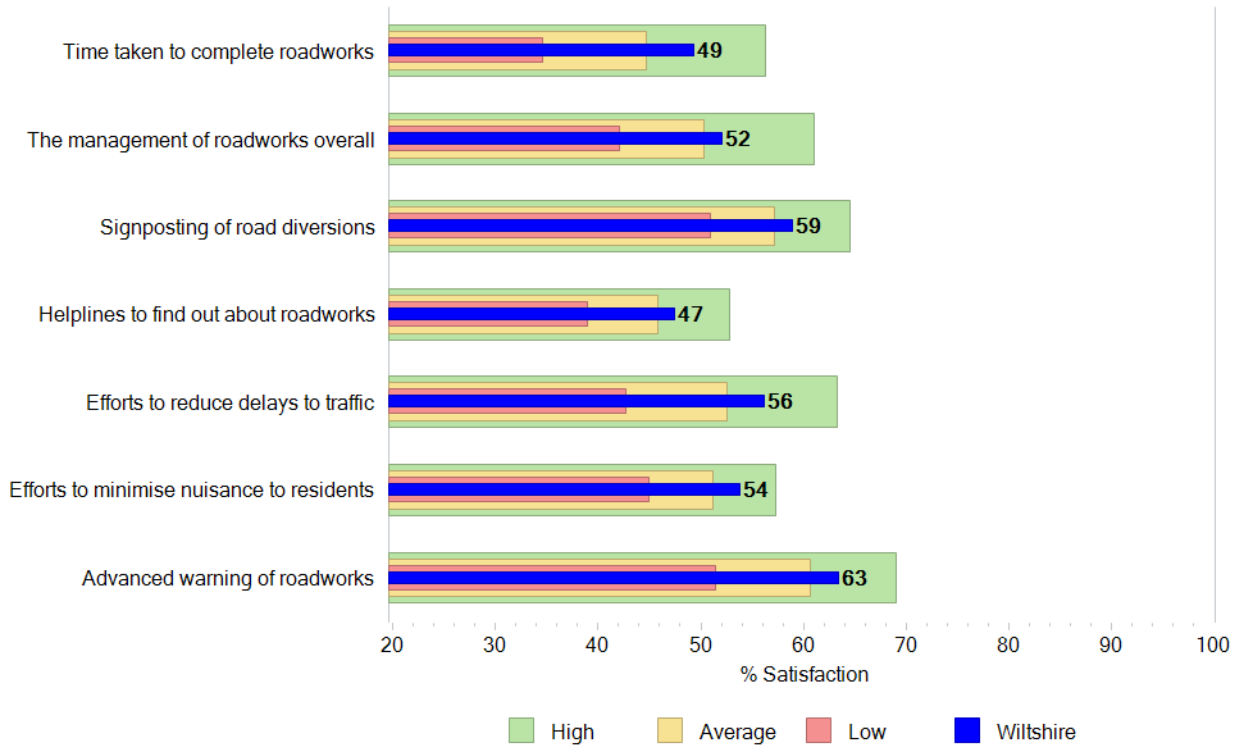
**Q8 How well informed, if at all, do you feel about the following...?**

This graph shows the percentage of responses in your area to each option in Question 8. Uses unweighted data.

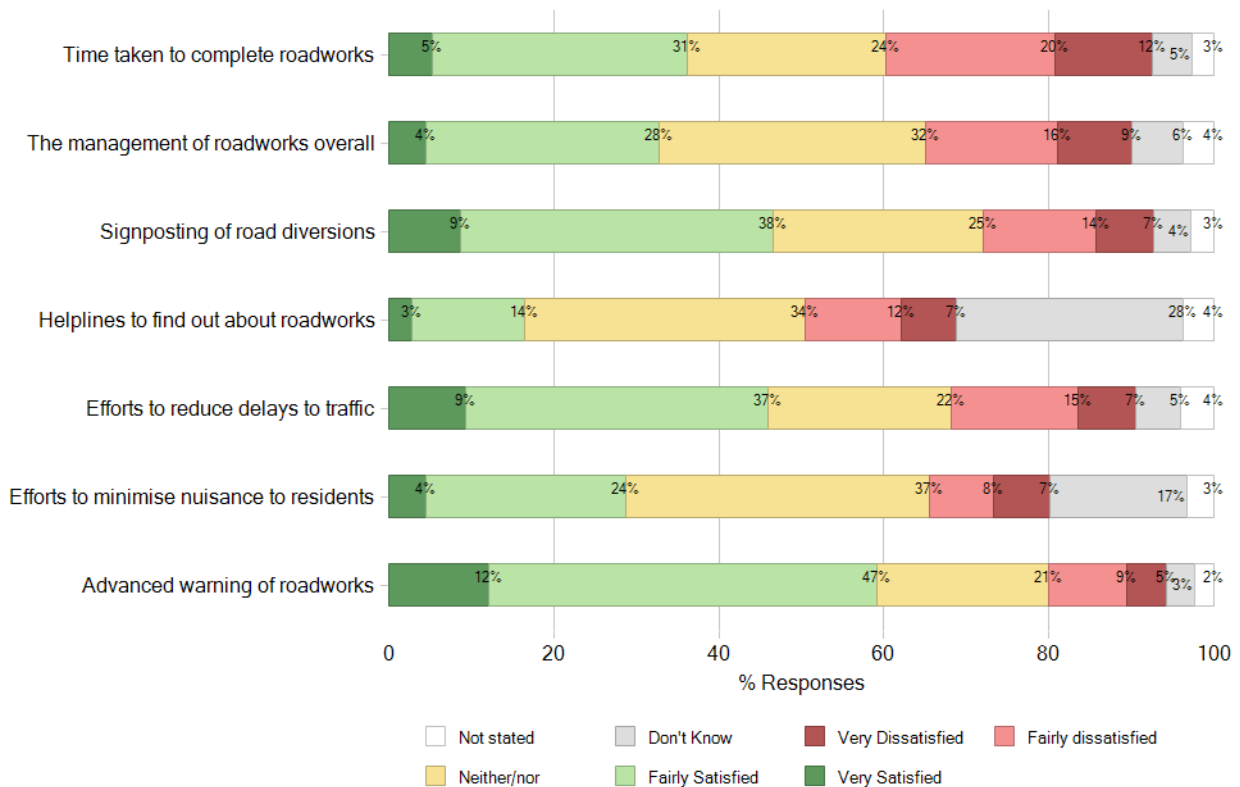


**Q9 Still thinking about the local situation, how satisfied or dissatisfied are you with ..?**

This graph shows your 'Satisfaction' results for Question 9 and compares them with the average results of all other Authorities in the survey. Uses weighted data.

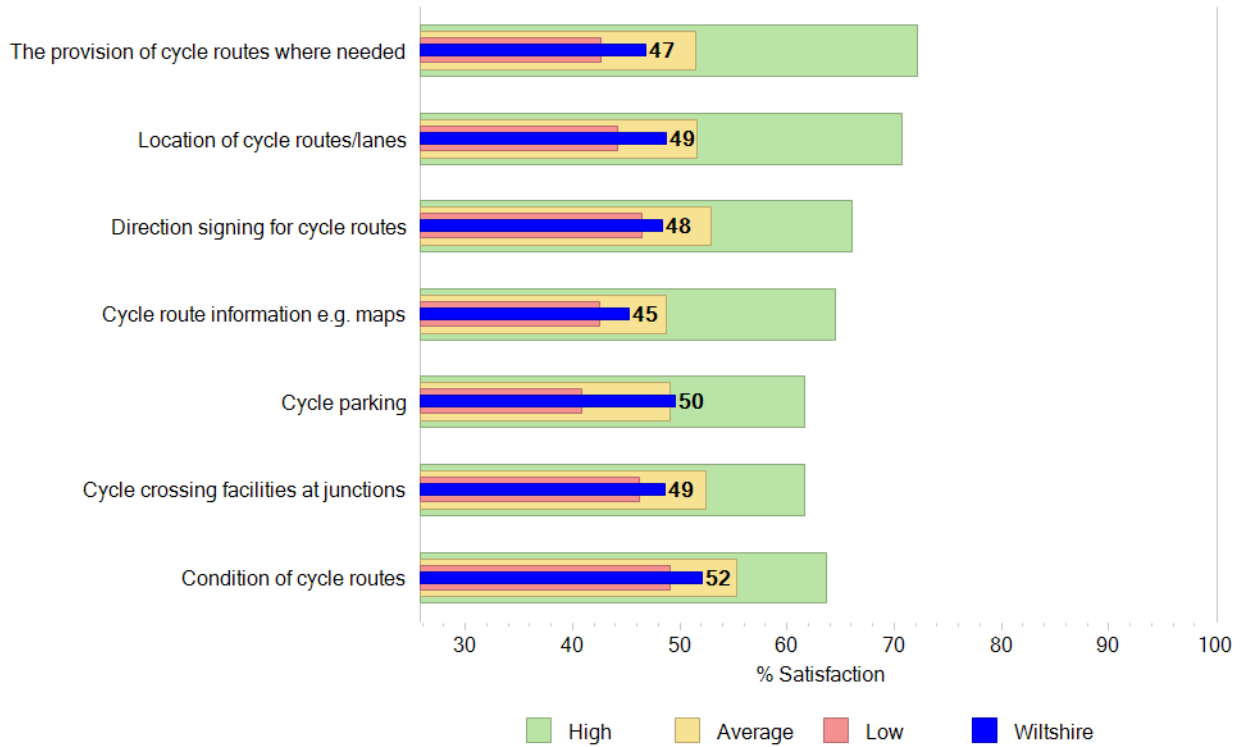


This graph shows the percentage of responses in your area to each option in Question 9. Uses unweighted data.

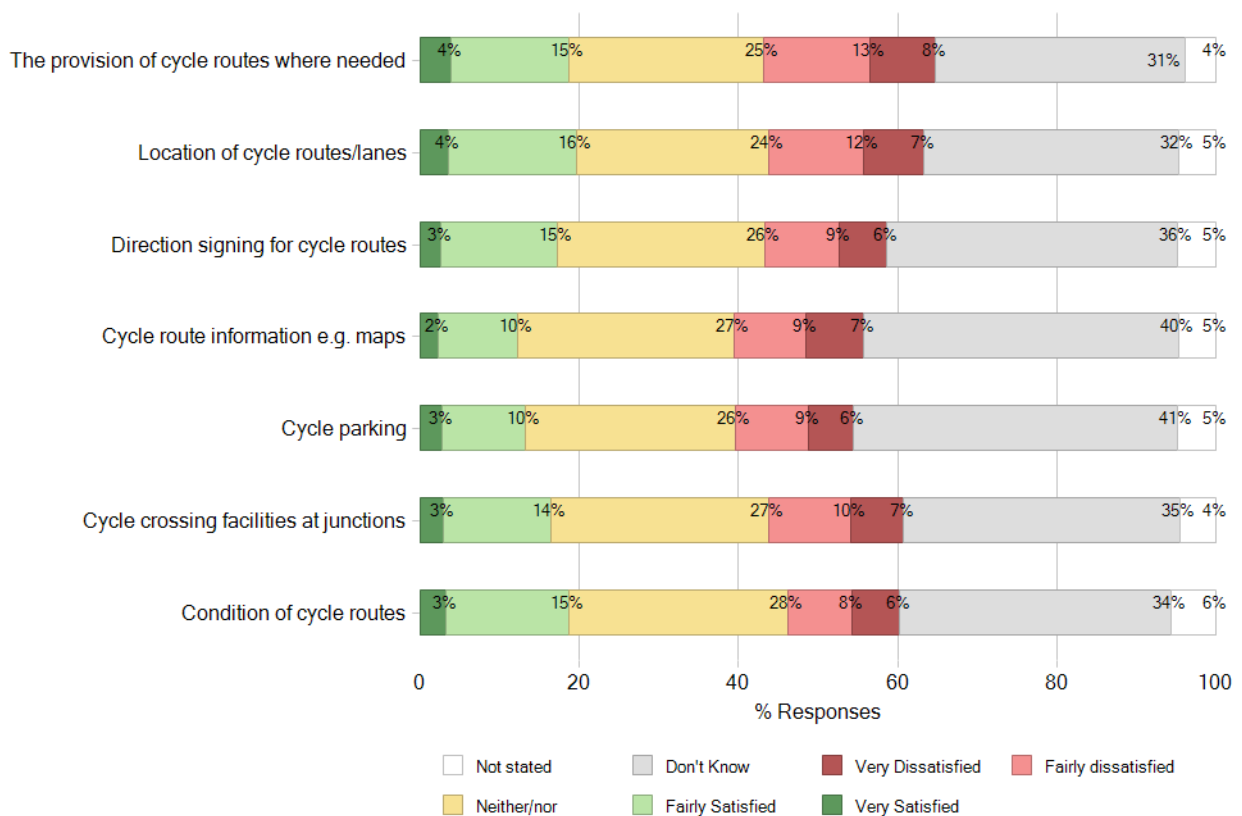


**Q10 How satisfied or dissatisfied are you with each of these locally?**

This graph shows your 'Satisfaction' results for Question 10 and compares them with the average results of all other Authorities in the survey. Uses weighted data.

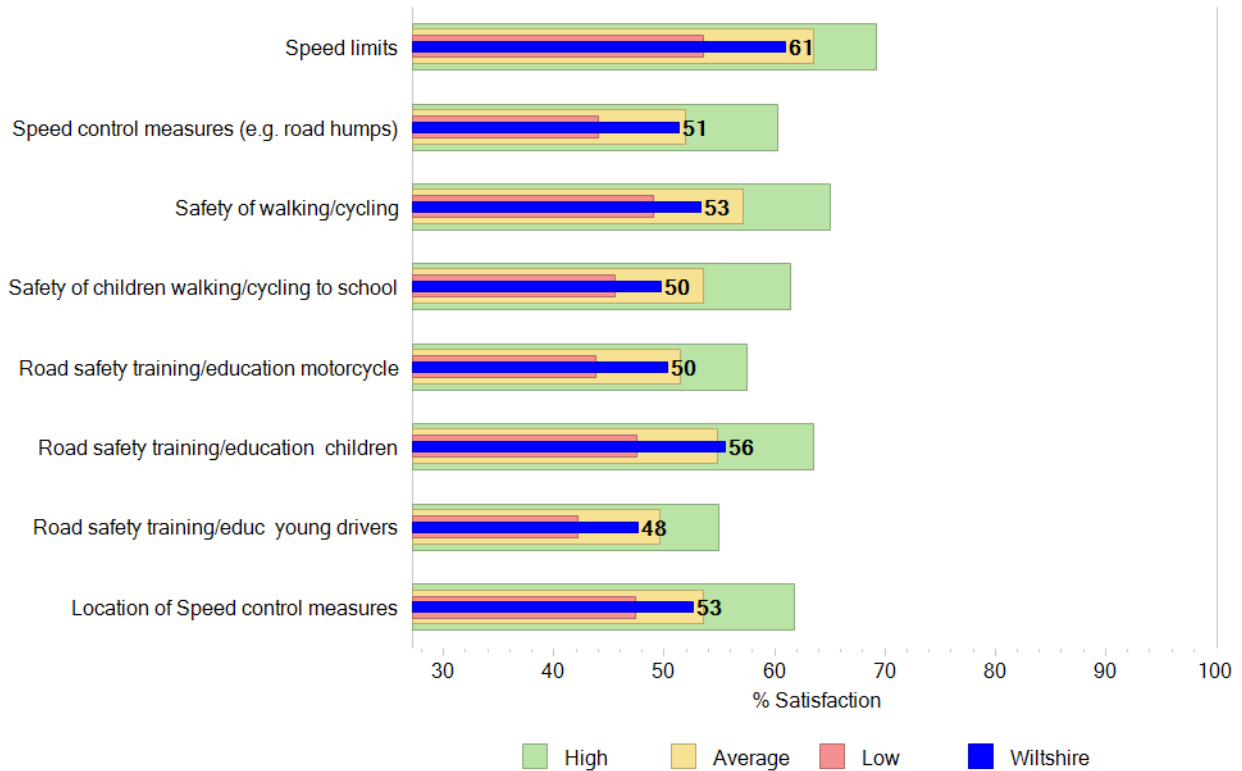


This graph shows the percentage of responses in your area to each option in Question 10. Uses unweighted data.

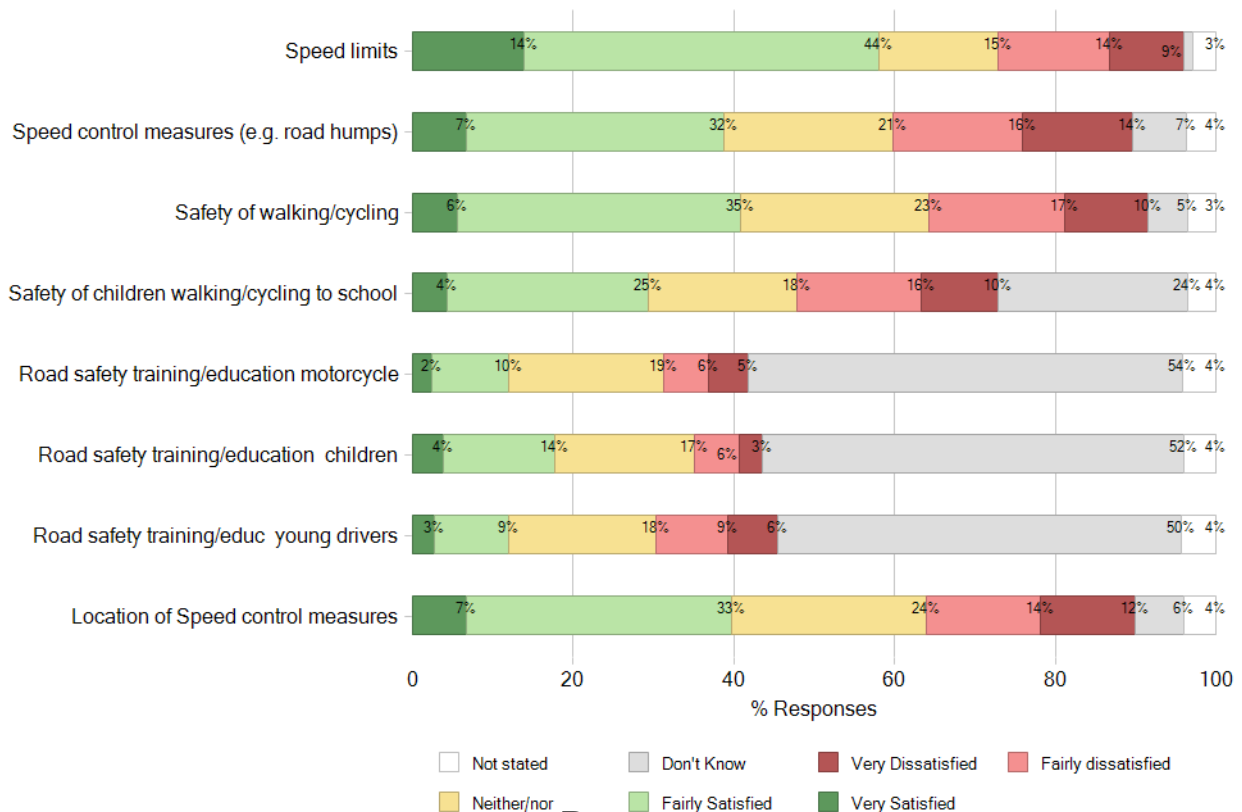


**Q11 How satisfied or dissatisfied are you with the following in your local area?**

This graph shows your 'Satisfaction' results for Question 11 and compares them with the average results of all other Authorities in the survey. Uses weighted data.

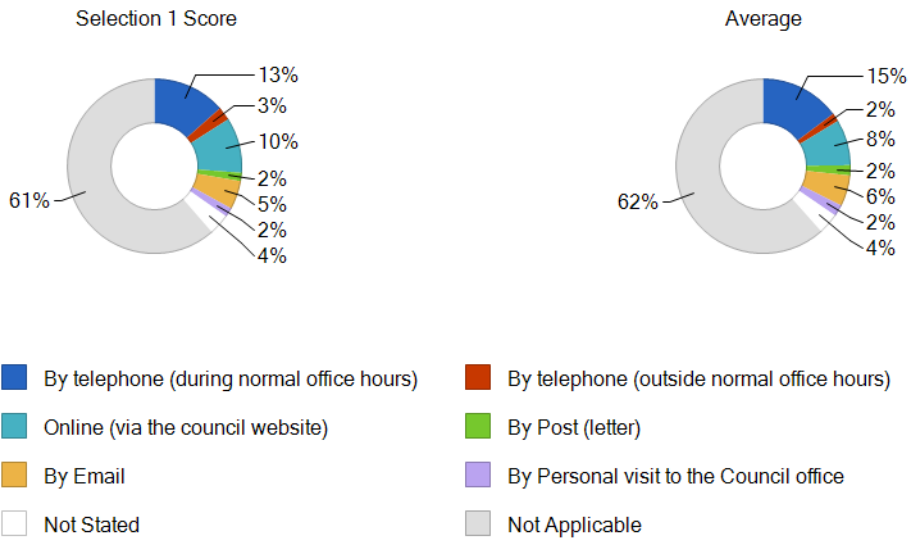


This graph shows the percentage of responses in your area to each option in Question 11. Uses unweighted data.



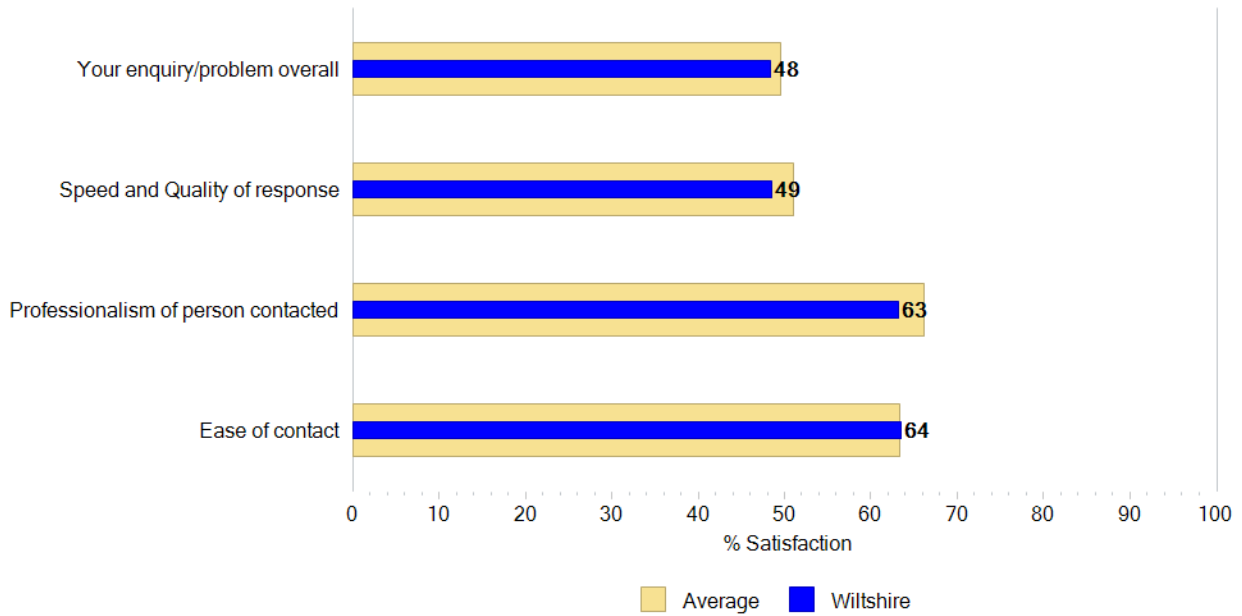
**Q12 In which of these ways, if any, have you contacted the Council to report a highways and/or transport issue or to make a highways and/or transport enquiry over the last 12 months?**

This graph shows the percentage of responses in your area to each option in Question 12 and compares them with the average results of all other Authorities in the survey. Uses unweighted data.

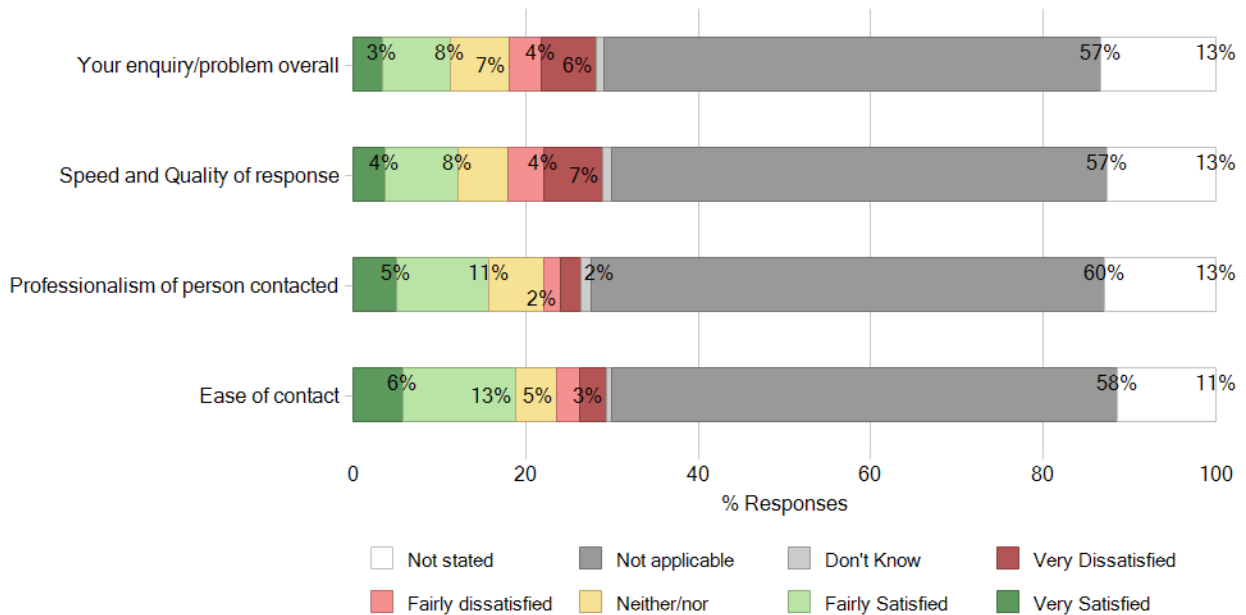


**Q12a How satisfied or dissatisfied are you with the following aspects of how your enquiry was handled?**

This graph shows your 'Satisfaction' results for Question 12a and compares them with the average results of all other Authorities in the survey. Uses unweighted data.

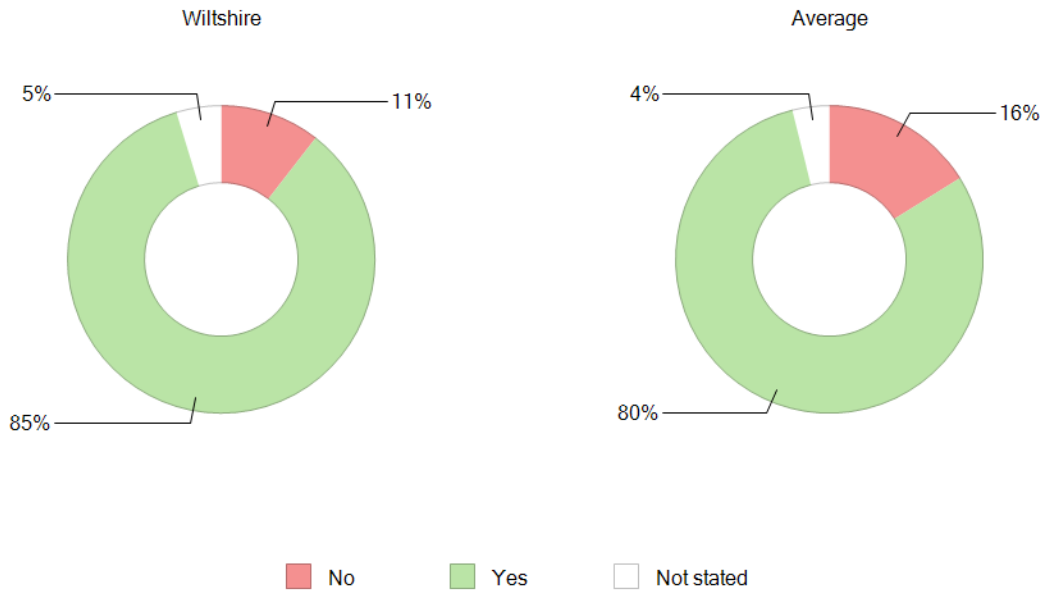


This graph shows the percentage of responses in your area to each option in Question 12a. Uses unweighted data.



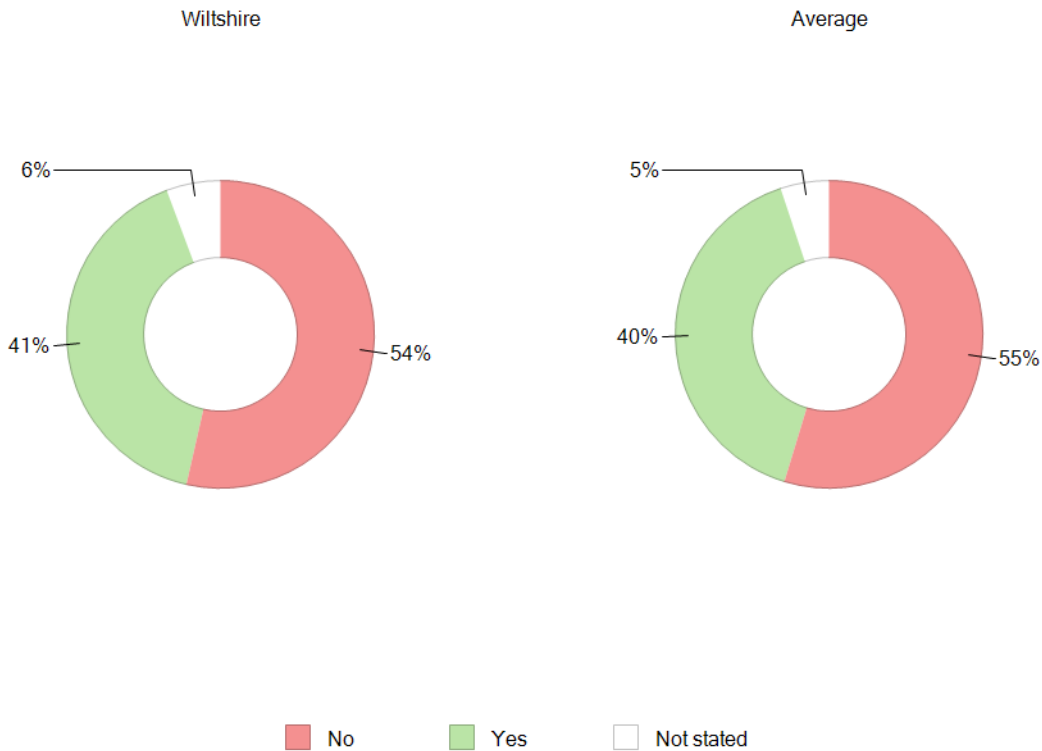
**Q13 Does anyone in your household own a car?**

This graph shows the percentage of responses in your area to each option in Question 13 and compares them with the average results of all other Authorities in the survey. Uses unweighted data.



**Q14 Do you make use of the national free bus pass?**

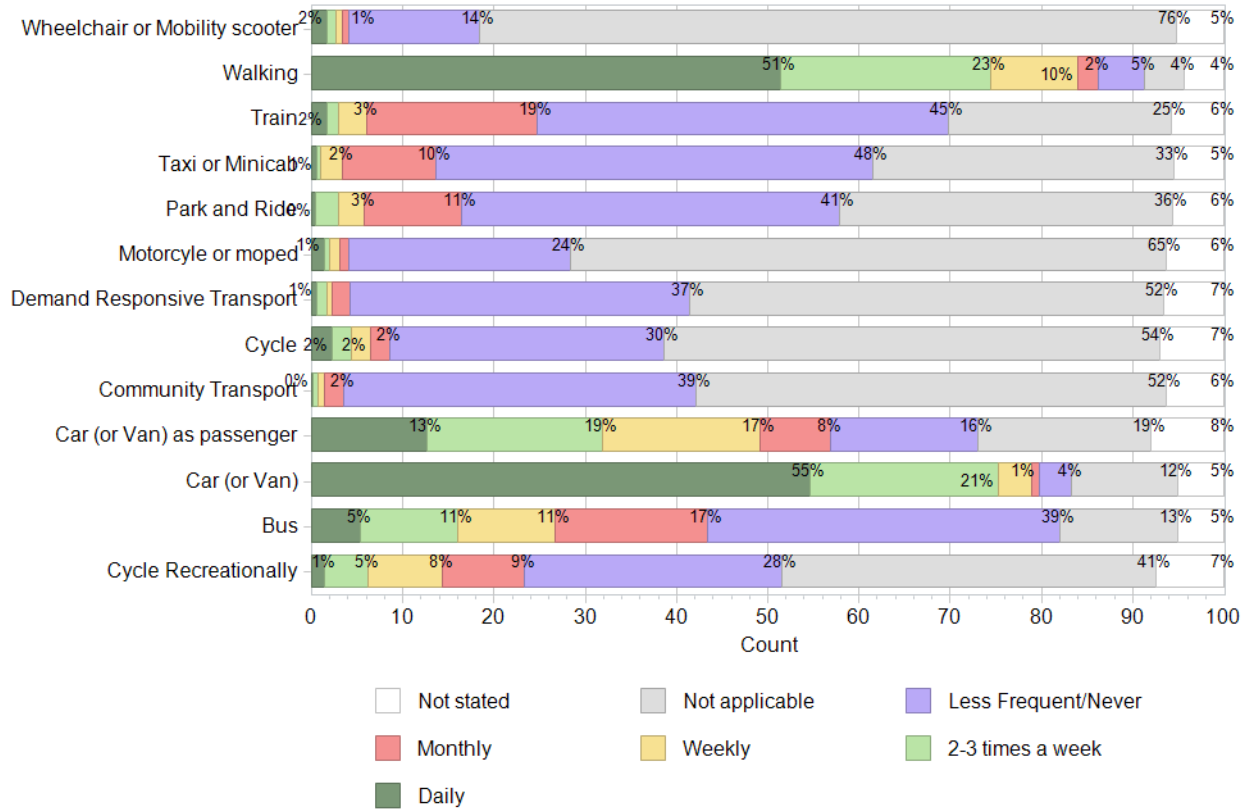
This graph shows the percentage of responses in your area to each option in Question 14 and compares them with the average results of all other Authorities in the survey. Uses unweighted data.





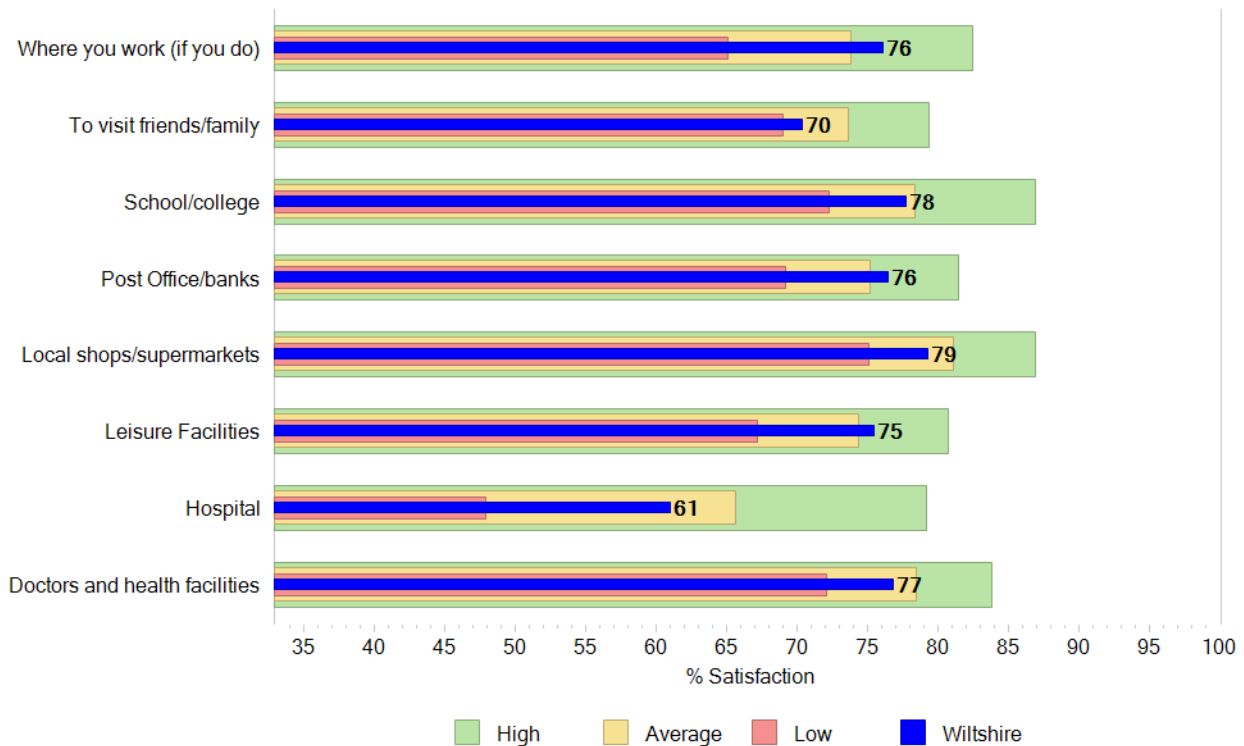
**Q15 Approximately, how often, if at all do you use each of the following to get about?**

This graph shows the percentage of responses in your area to each option in Question Q15. Uses unweighted data.

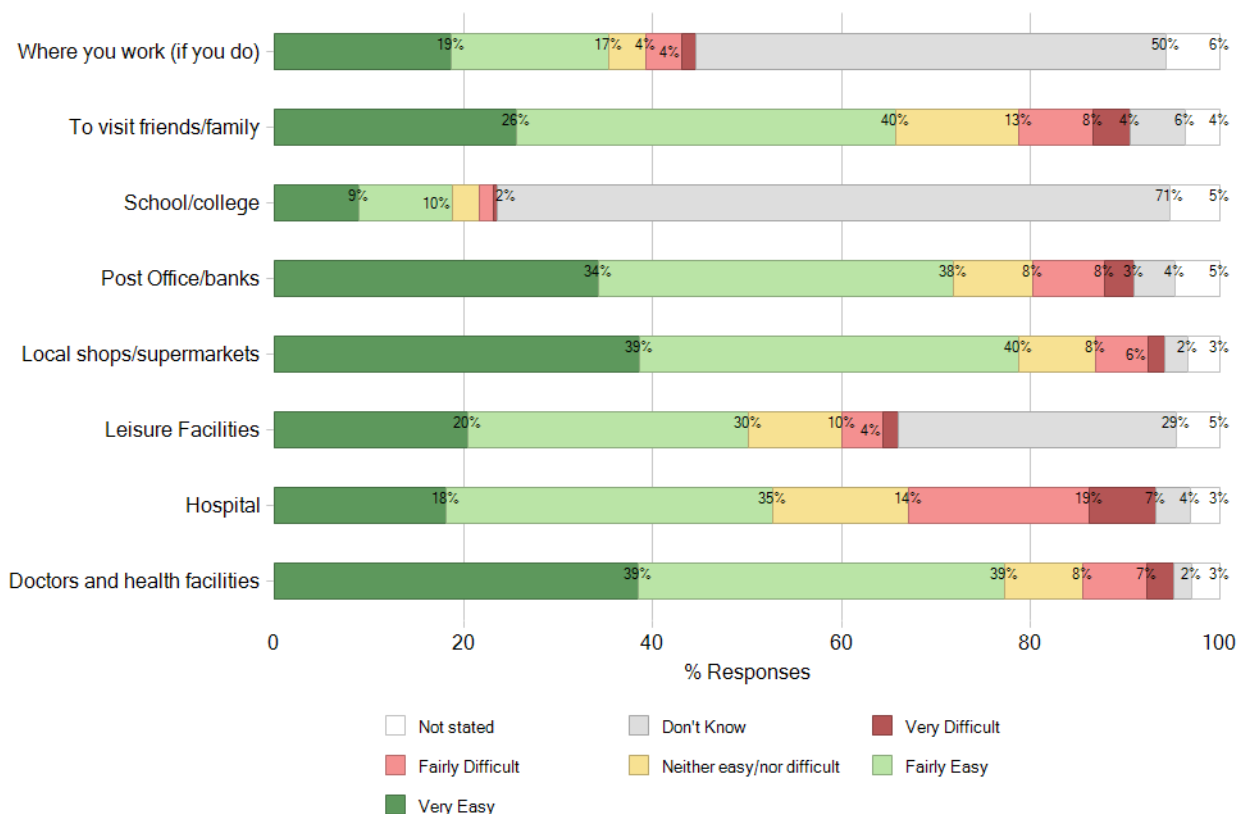


**Q16 How easy or difficult do you find travelling to the following places (by any form of transport)?**

This graph shows your 'Ease of travel' results for Question Q16 and compares them with the average results of all other Authorities in the survey. Uses weighted data.

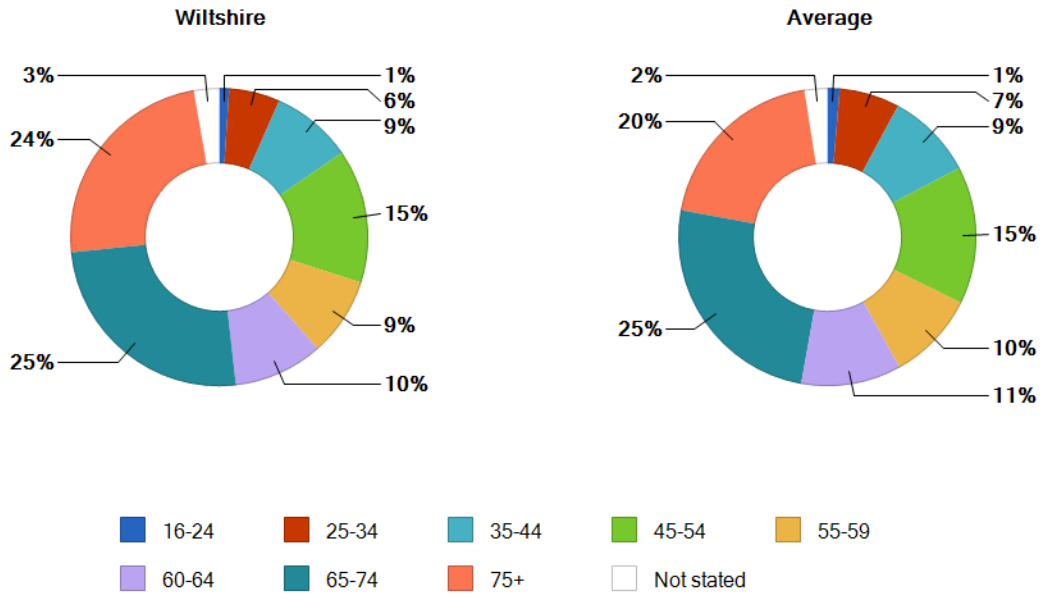


This graph shows the percentage of responses in your area to each option in Question 16. Uses unweighted data.



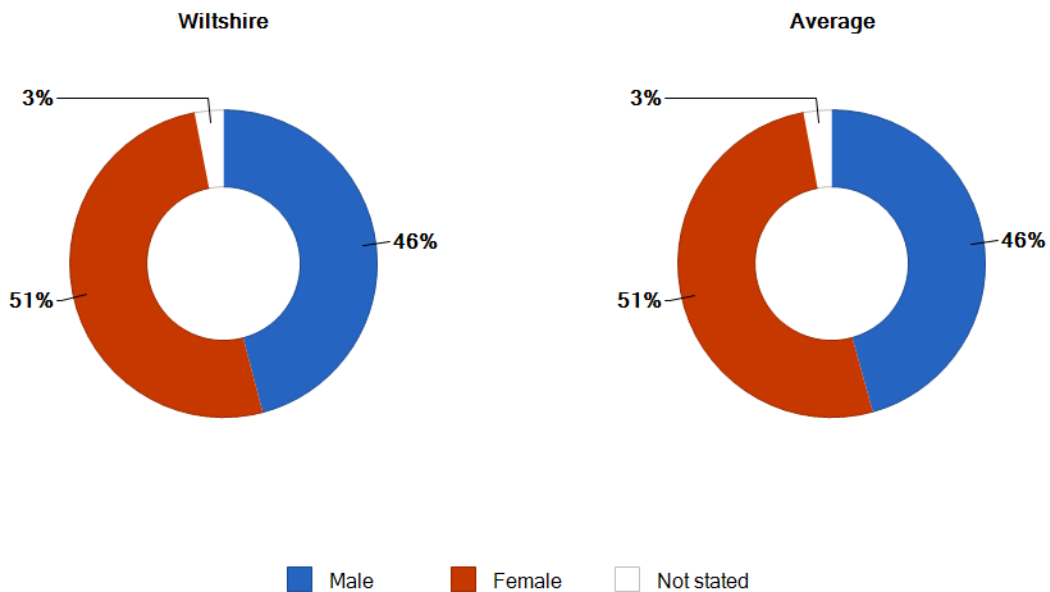
**Q17 Which of these age groups are you in?**

This graph shows a breakdown of your respondents by age group, Q17 and compares them with the average results of all other Authorities in the survey. Uses unweighted data.



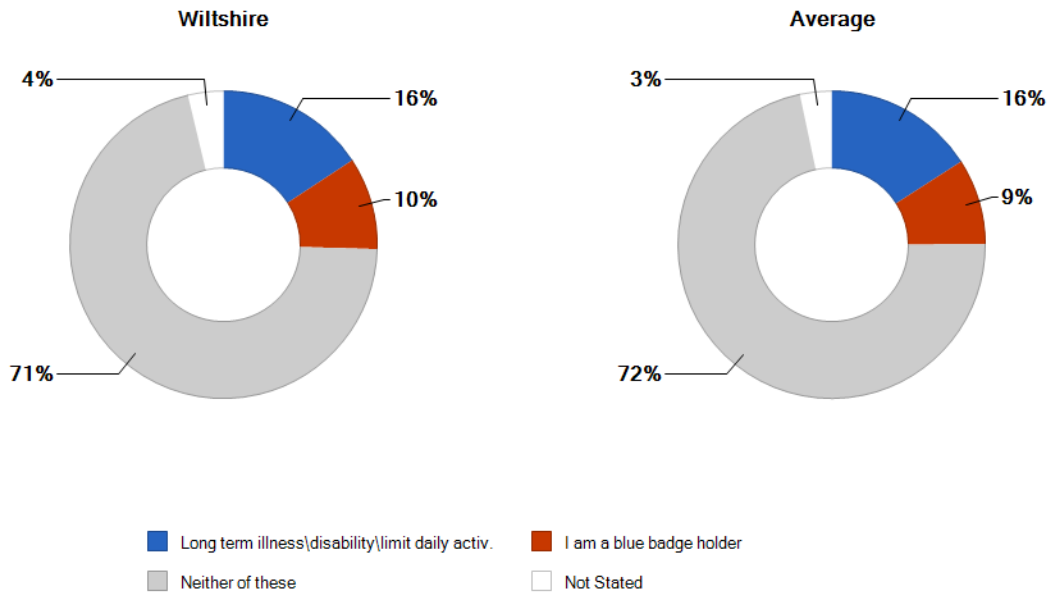
**Q18 Are you?**

This graph shows a breakdown of your respondents by gender, Q18 and compares them with the average results of all other Authorities in the survey. Uses unweighted data.



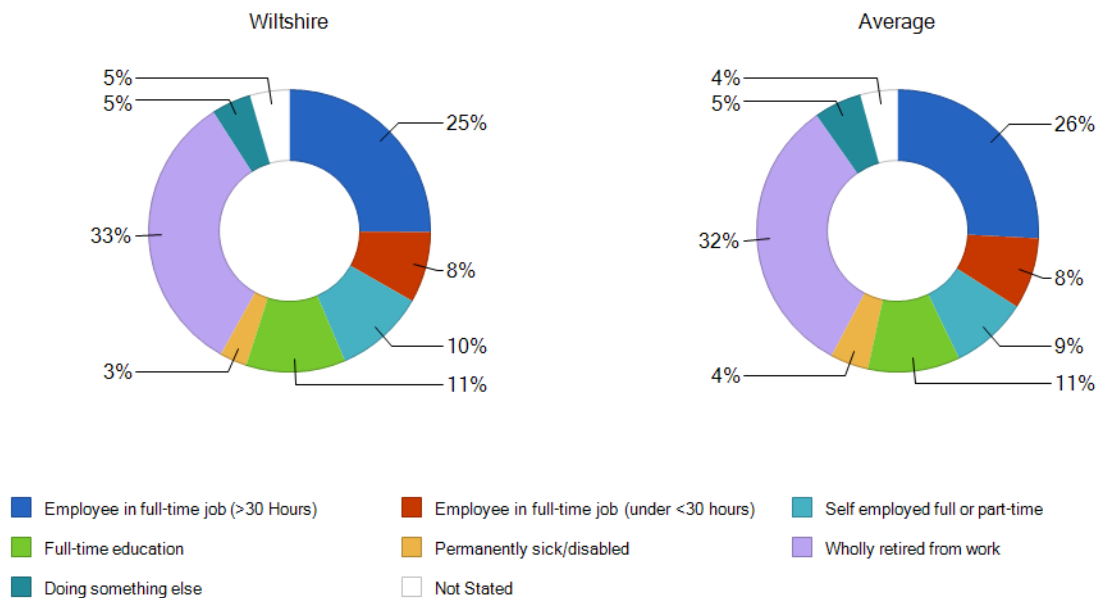
**Q19 Which of these apply to you?**

This graph shows a breakdown of your respondents with a long standing illness, disability or infirmity, or a Blue Badge holder Q19 and compares them with the average results of all other Authorities in the survey. Uses unweighted data.



**Q20 Which of the following best describes what you are doing at the moment?**

This graph shows a breakdown of your respondents by employment status, Q20 and compares them with the average results of all other Authorities in the survey. Uses unweighted data.



**Q21 To which of these groups do you belong?**

This graph shows a breakdown of your respondents by ethnicity (survey question 21) and compares them with the average results of all other Authorities in the survey. Uses unweighted data.



- |   |  |
|---|--|
| <span style="color: blue;">■</span> White British                                     | <span style="color: brown;">■</span> White Irish   |
| <span style="color: teal;">■</span> Other white background                            | <span style="color: green;">■</span> Black or black British Caribbean                    |
| <span style="color: orange;">■</span> Black or black British African                  | <span style="color: purple;">■</span> Any other black background                         |
| <span style="color: darkgreen;">■</span> Mixed white and black Caribbean              | <span style="color: red;">■</span> Mixed white and black African                         |
| <span style="color: lightblue;">■</span> Mixed white and Asian                        | <span style="color: darkblue;">■</span> Any other mixed background                       |
| <span style="color: blue;">■</span> Asian or Asian British Indian                     | <span style="color: lightgreen;">■</span> Asian or Asian British Pakistani               |
| <span style="color: purple;">■</span> Asian or Asian British Bangladeshi              | <span style="color: lightblue;">■</span> Any other Asian background                      |
| <span style="color: yellow;">■</span> Chinese   | <span style="color: magenta;">■</span> Other ethnic group                                |
| <span style="color: white;">■</span> Not stated                                       | <span style="color: brown;">■</span> White Scottish                                      |
| <span style="color: teal;">■</span> White Other British                               | <span style="color: green;">■</span> White Gypsy/Traveller                               |
| <span style="color: orange;">■</span> White Polish                                    | <span style="color: purple;">■</span> Pakistani, Pakistani Scottish or Pakistani British |
| <span style="color: darkgreen;">■</span> Indian, Indian Scottish or Indian British    | <span style="color: red;">■</span> Chinese, Chinese Scottish or Chinese British          |
| <span style="color: lightblue;">■</span> African, African Scottish or African British | <span style="color: darkblue;">■</span> Black, Black Scottish or Black British           |
| <span style="color: blue;">■</span> Arab, Arab Scottish or Arab British               |  |

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## **National Highways and Transport Survey**

### **Comparison with South West Counties based on 2017 Results**

The National Highways and Transport Public Satisfaction Survey is carried out by Ipsos MORI for the National Highways and Transport Network of local authorities across England. The results are used to understand what people in the area think about these important services.

The satisfaction with some key service areas in Wiltshire has been compared to other counties in the south west. Results were compared with the 2017 results for Gloucestershire, Somerset, Dorset, Devon, Hampshire and Cornwall.

Satisfaction in Wiltshire was close (within 3%) to average for the south west counties for:

- Condition of pavements.
- Provision of safe crossing points.
- Dropped kerb crossing points.
- Helplines to find out more about roadworks.
- Speed of street lighting repairs.
- Weed killing on pavements and roads.
- Keeping drains clear and working.
- Undertakes cold weather gritting.

Satisfaction in Wiltshire was below the south west average for:

- Condition of road markings.
- Speed of repair to damaged roads and pavements.
- Quality of repair to damaged roads and pavements.
- Deals with potholes and damaged roads.
- Conditions of highways

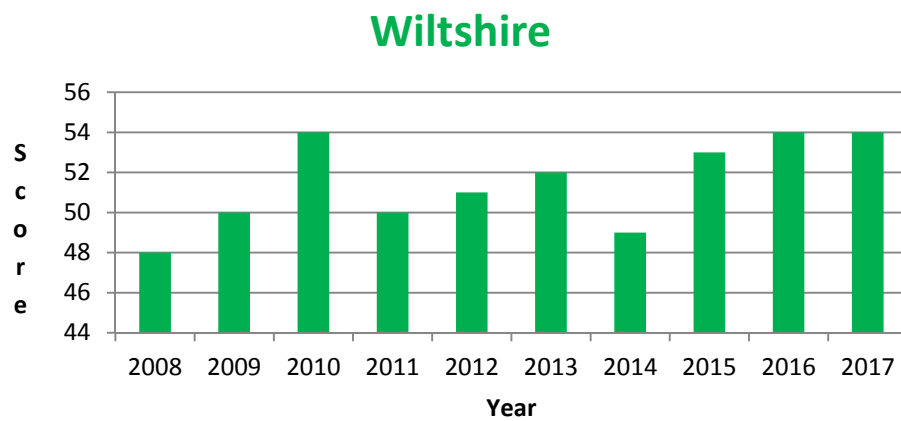
**NHT Public Satisfaction Survey Question: WCBI 02-The condition of pavements**

**Latest Survey Results for Wiltshire**

The purpose of this question is to gauge the level of public satisfaction of the condition of pavements.

The measure is the percentage satisfaction of the condition of pavements on an annual basis.

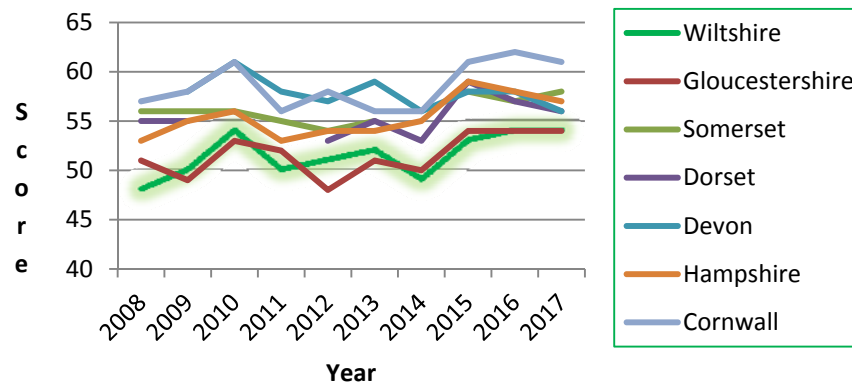
WCBI 02 Condition of Pavements	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
<b>Wiltshire</b>	48	50	54	50	51	52	49	53	54	54



**Measure Details**

<b>Wiltshire's score for 2017</b>	<b>54%</b>
<b>National average for 2017</b>	<b>55%</b>
<b>Southwest Counties average for 2017</b>	<b>57%</b>
<b>Increase in satisfaction since 2008</b>	<b>6%</b>
<b>Increase in satisfaction for the last year</b>	<b>0%</b>

**Trends**





**NHT Public Satisfaction Survey Question: WCBI 05-Provision of safe crossing points**

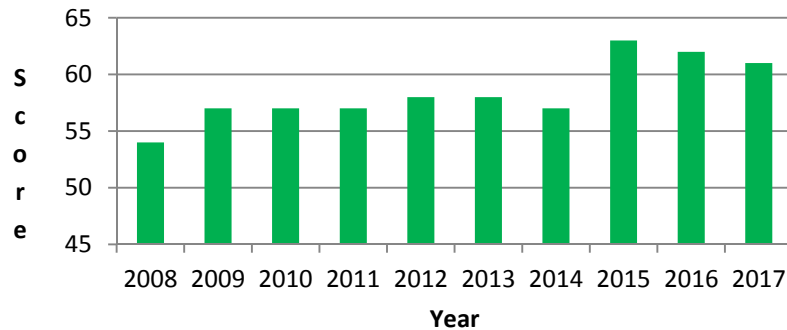
**Latest Survey Results for Wiltshire**

The purpose of this question is to gauge the level of public satisfaction of the provision of safe crossing points.

The measure is the percentage satisfaction of the provision of safe crossing points on an annual basis.

WCBI 05 Provision of safe crossing points	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Wiltshire	54	57	57	57	58	58	57	63	62	61

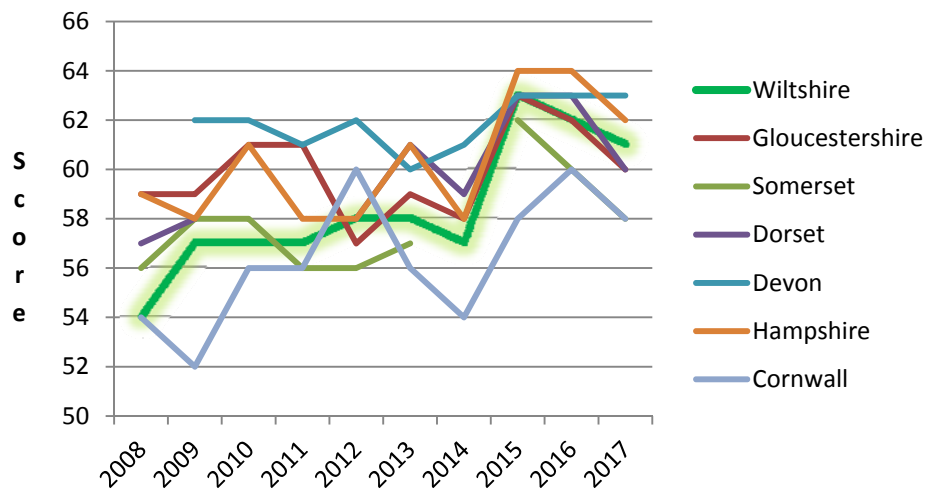
**Wiltshire**



**Measure Details**

Wiltshire's score for 2017	61%
National average for 2017	62%
Southwest Counties average for 2017	60%
Increase in satisfaction since 2008	7%
Decrease in satisfaction for the last year	-1%

**Trends**



**NHT Public Satisfaction Survey Question: WCBI 06-Drop kerb crossing points**

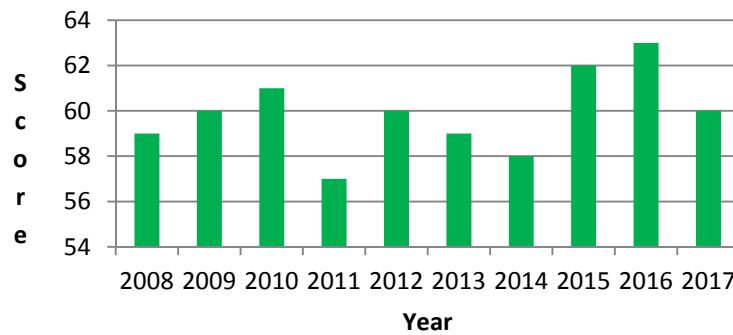
**Latest Survey Results for Wiltshire**

The purpose of this question is to gauge the level of public satisfaction of the dropped kerb crossing points.

The measure is the percentage satisfaction of the dropped kerb crossing points on an annual basis.

WCBI 06-Drop kerb crossing points	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Wiltshire	59	60	61	57	60	59	58	62	63	60

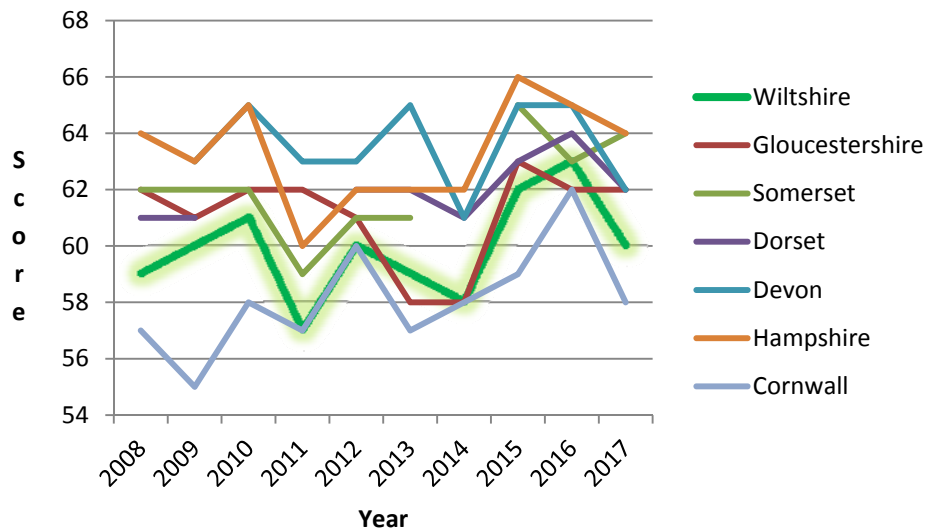
**Wiltshire**



**Measure Details**

Wiltshire's score for 2017	60%
National average for 2017	62%
Southwest Counties average for 2017	62%
Increase in satisfaction since 2008	1%
Decrease in satisfaction for the last year	-3%

**Trends**



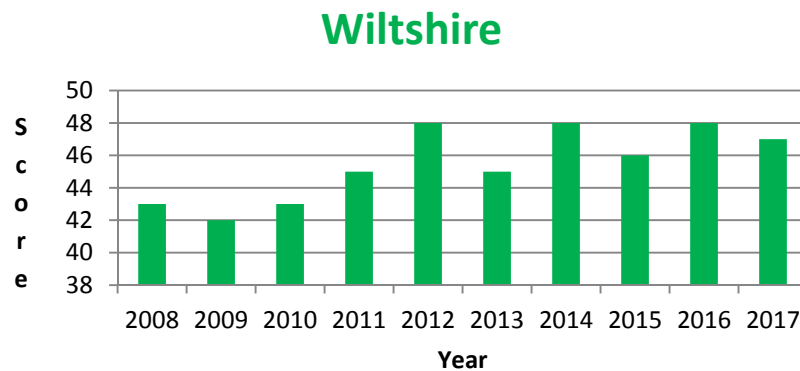
**NHT Public Satisfaction Survey Question: TCBI 05-Helplines to find out about roadwork's**

**Latest Survey Results for Wiltshire**

The purpose of this question is to gauge the level of public satisfaction of the helpfulness to find out about roadwork's.

The measure is the percentage satisfaction of the helpfulness to find out about roadwork's on an annual basis.

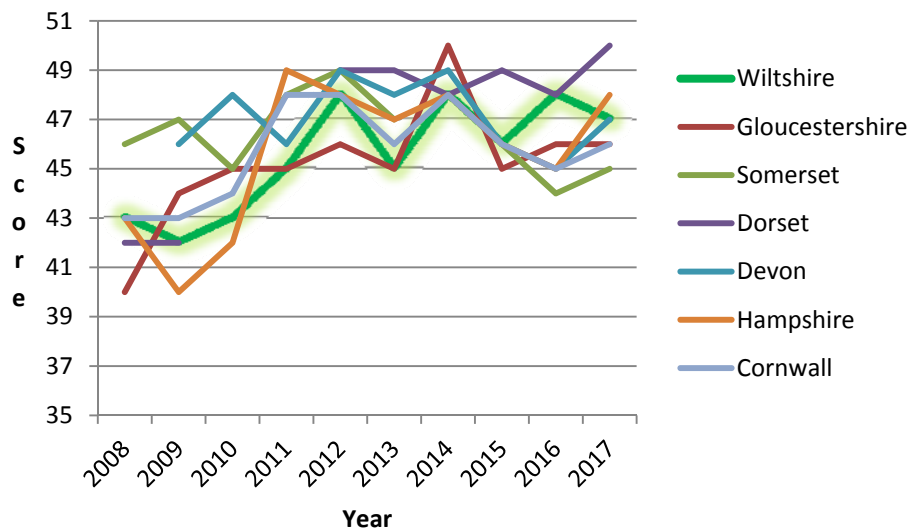
TCBI 05-Helplines to find out about roadwork's	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
<b>Wiltshire</b>	43	42	43	45	48	45	48	46	48	47



**Measure Details**

<b>Wiltshire's score for 2017</b>	<b>47%</b>
<b>National average for 2017</b>	46%
<b>Southwest Counties average for 2017</b>	47%
<b>Increase in satisfaction since 2008</b>	4%
<b>Decrease in satisfaction for the last year</b>	-1%

**Trends**



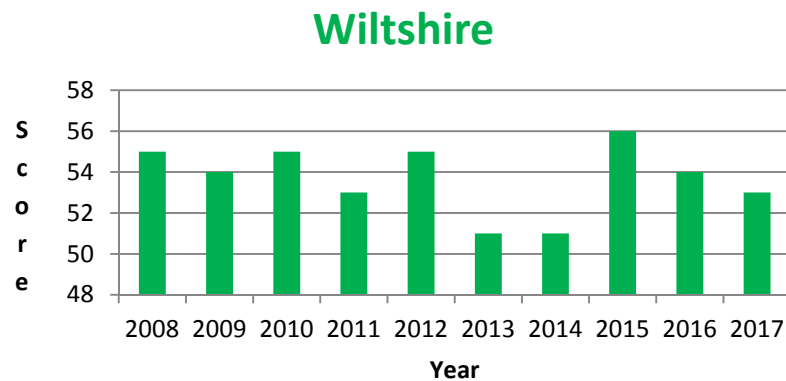
## NHT Public Satisfaction Survey Question: HMBI 03-Condition of road markings

### Latest Survey Results for Wiltshire

The purpose of this question is to gauge the level of public satisfaction of the condition of road markings.

The measure is the percentage satisfaction of the condition of road markings on an annual basis.

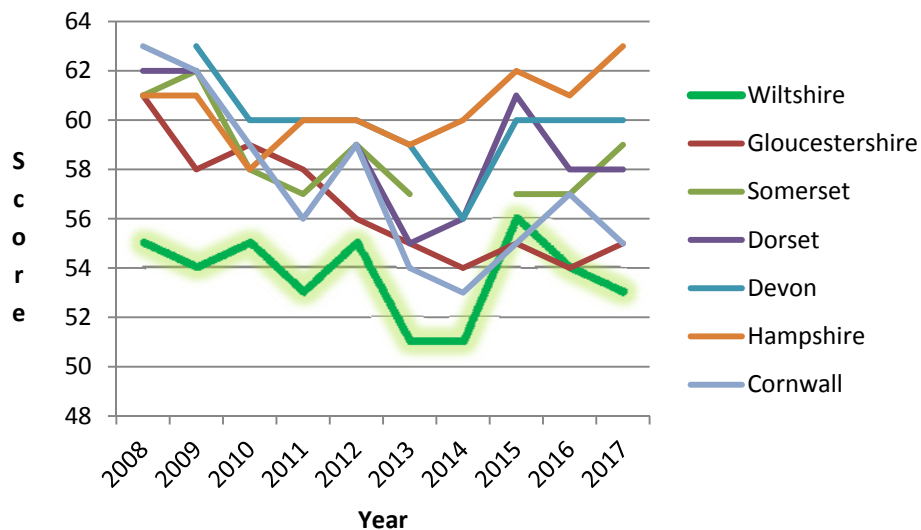
HMBI 03 Condition of road markings	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Wiltshire	55	54	55	53	55	51	51	56	54	53



### Measure Details

Wiltshire's score for 2017	<b>53%</b>
National average for 2017	57%
Southwest Counties average for 2017	58%
Decrease in satisfaction since 2008	-2%
Decrease in satisfaction for the last year	-1%

### Trends



## NHT Public Satisfaction Survey Question: HMBI 06-Speed of repair to street lights

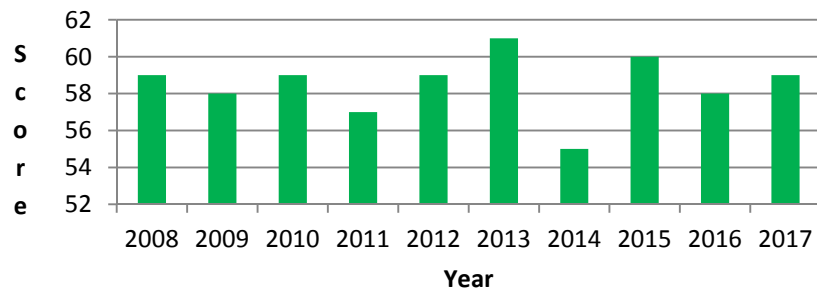
### Latest Survey Results for Wiltshire

The purpose of this question is to gauge the level of public satisfaction of the speed of repair to street lights.

The measure is the percentage satisfaction of the speed of repair to street lights on an annual basis.

HMBI 06 Speed of repair to street lights	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Wiltshire	59	58	59	57	59	61	55	60	58	59

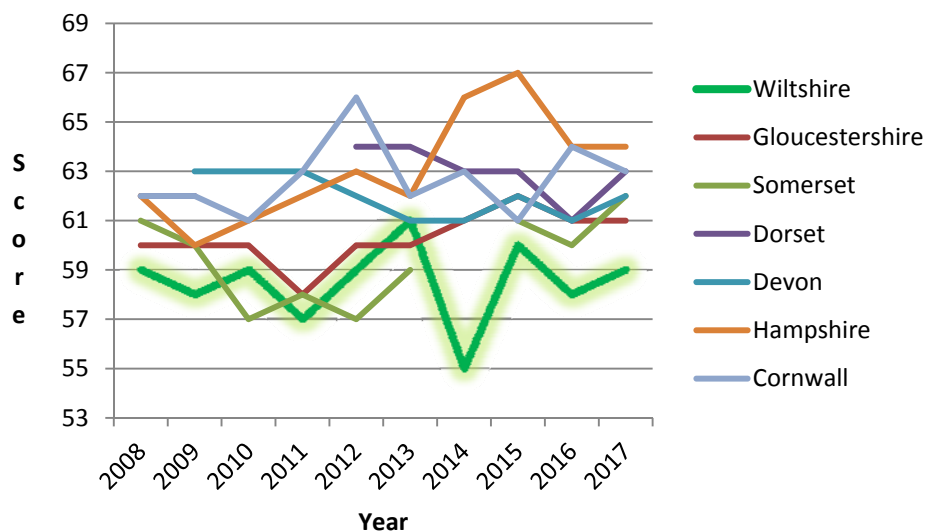
### Wiltshire



### Measure Details

Wiltshire's score for 2017	<b>59%</b>
National average for 2017	60%
Southwest Counties average for 2017	62%
Increase in satisfaction since 2008	0%
Increase in satisfaction for the last year	1%

### Trends



**NHT Public Satisfaction Survey Question: HMBI 07-Speed of repair to damaged roads/pavements**

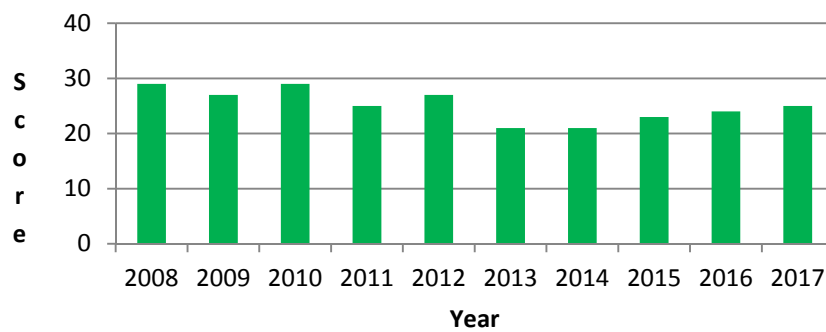
**Latest Survey Results for Wiltshire**

The purpose of this question is to gauge the level of public satisfaction of the speed of repair to damaged roads and pavements.

The measure is the percentage satisfaction of the speed or repair to damaged roads and pavements on an annual basis.

HMBI 07 Speed of repair to damaged roads/pavements	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
<b>Wiltshire</b>	29	27	29	25	27	21	21	23	24	25

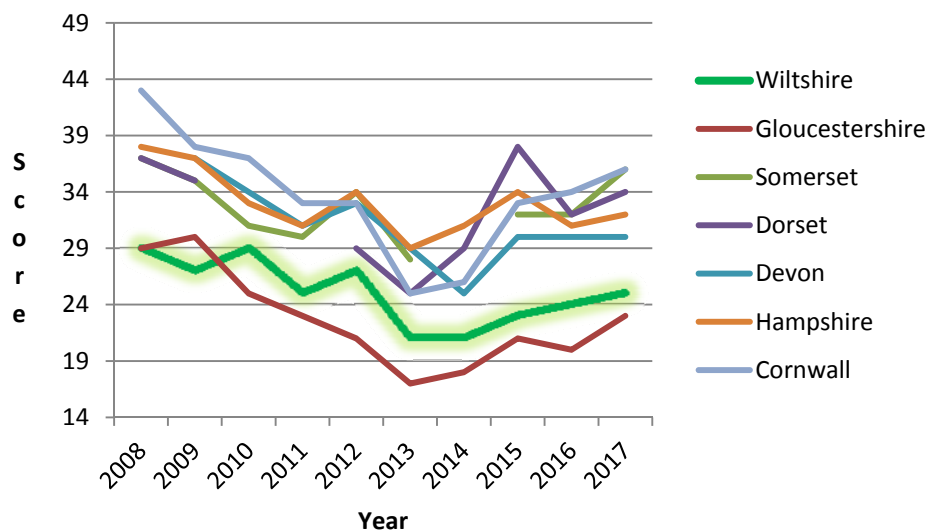
**Wiltshire**



**Measure Details**

<b>Wiltshire's score for 2017</b>	<b>25%</b>
<b>National average for 2017</b>	<b>32%</b>
<b>Southwest Counties average for 2017</b>	<b>31%</b>
<b>Decrease in satisfaction since 2008</b>	<b>-4%</b>
<b>Increase in satisfaction for the last year</b>	<b>1%</b>

**Trends**



**NHT Public Satisfaction Survey Question: HMBI 08-Quality of repair to damaged roads/Pavement**

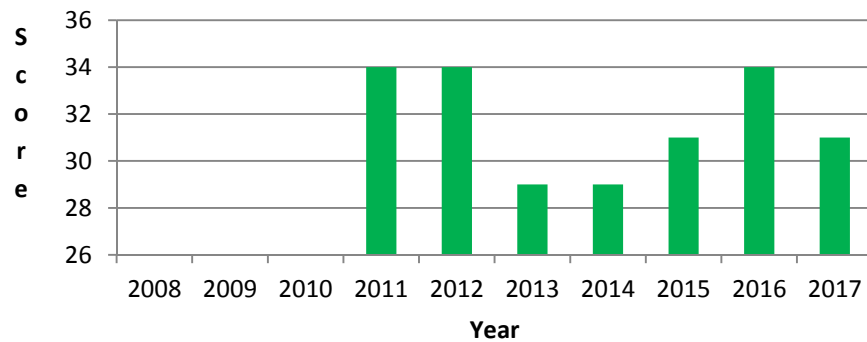
**Latest Survey Results for Wiltshire**

The purpose of this question is to gauge the level of public satisfaction of the quality of repair to damaged roads and pavements.

The measure is the percentage satisfaction of the quality of repair to damaged roads and pavements on an annual basis.

HMBI 08 Quality of repair to damaged roads/Pavement	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Wiltshire				34	34	29	29	31	34	31

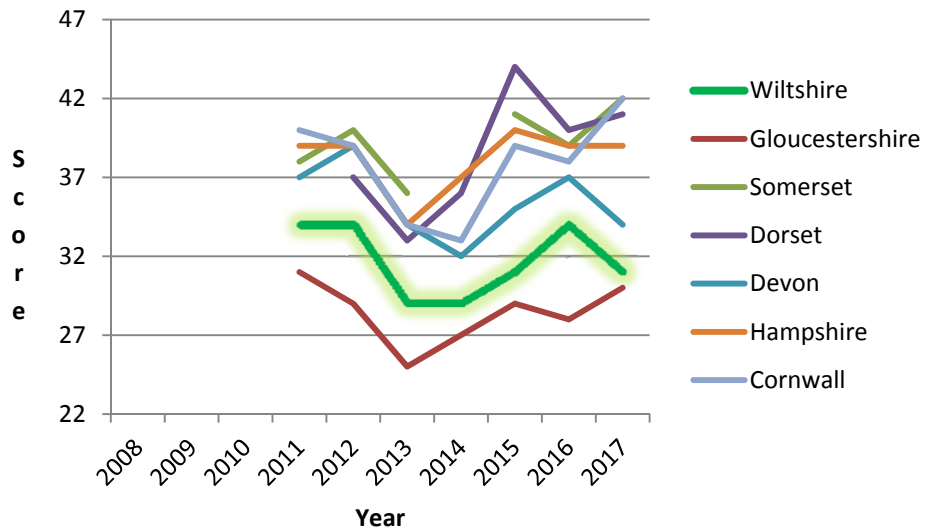
**Wiltshire**



**Measure Details**

Wiltshire's score for 2017	<b>31%</b>
National average for 2017	38%
Southwest Counties average for 2017	37%
Decrease in satisfaction since 2008	-3%
Decrease in satisfaction for the last year	-3%

**Trends**



**NHT Public Satisfaction Survey Question: HMBI 10-Weed killing on pavements and roads**

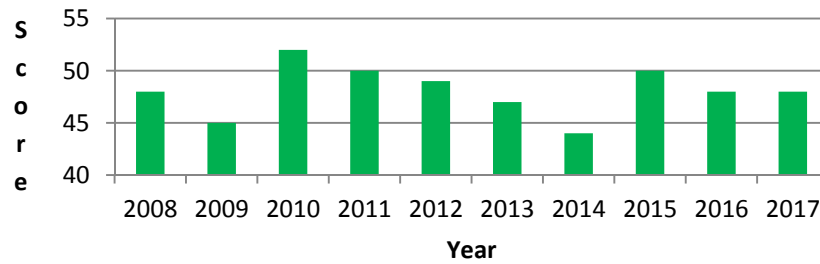
**Latest Survey Results for Wiltshire**

The purpose of this question is to gauge the level of public satisfaction of weed killing on pavements and roads.

The measure is the percentage satisfaction weed killing on pavements and roads on an annual basis.

HMBI 10 Weed killing on pavements and roads	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
<b>Wiltshire</b>	48	45	52	50	49	47	44	50	48	48

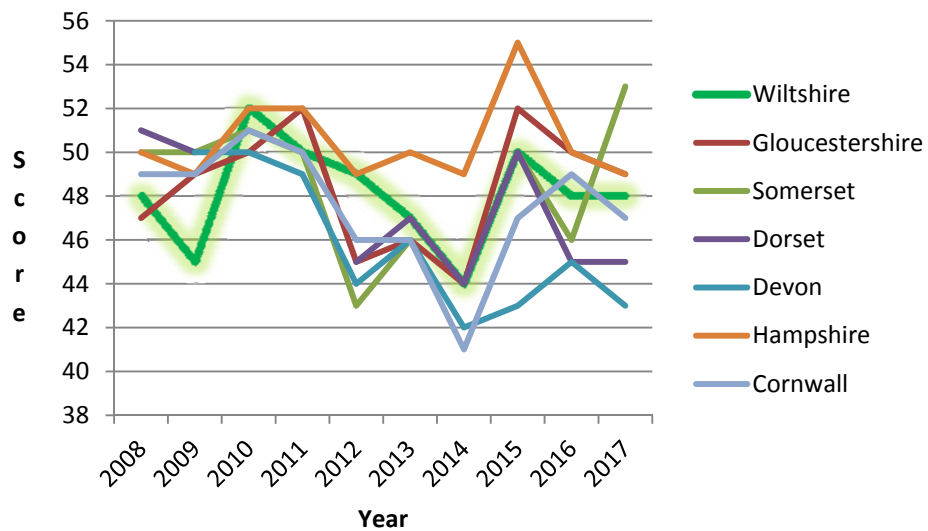
**Wiltshire**



**Measure Details**

<b>Wiltshire's score for 2017</b>	<b>48%</b>
<b>National average for 2017</b>	<b>50%</b>
<b>Southwest Counties average for 2017</b>	<b>48%</b>
<b>Increase in satisfaction since 2008</b>	<b>0%</b>
<b>Increase in satisfaction for the last year</b>	<b>0%</b>

**Trends**





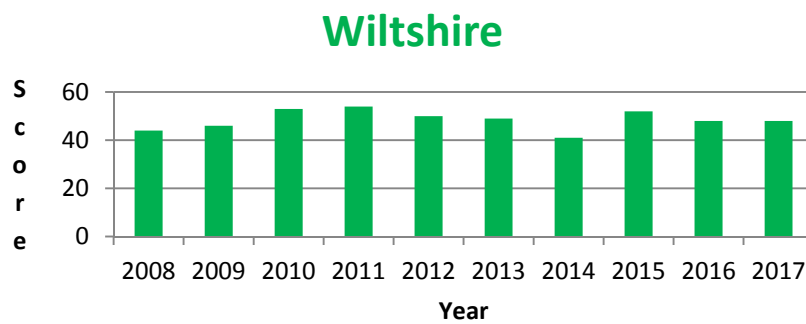
**NHT Public Satisfaction Survey Question: HMBI 12-Keeping drains clear and working**

**Latest Survey Results for Wiltshire**

The purpose of this question is to gauge the level of public satisfaction of keeping drains clear and working.

The measure is the percentage satisfaction of keeping drains clear and working on an annual basis.

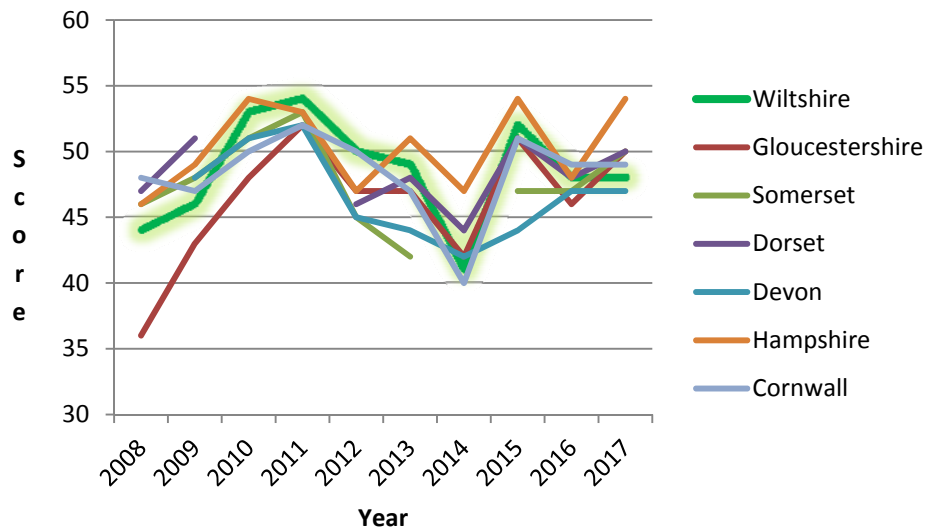
HMBI 12 Keeping drains clear and working	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Wiltshire	44	46	53	54	50	49	41	52	48	48



**Measure Details**

Wiltshire's score for 2017	48%
National average for 2017	53%
Southwest Counties average for 2017	50%
Increase in satisfaction since 2008	4%
Increase in satisfaction for the last year	0%

**Trends**



**NHT Public Satisfaction Survey Question: HMBI 13- Deals with Potholes and damaged roads**

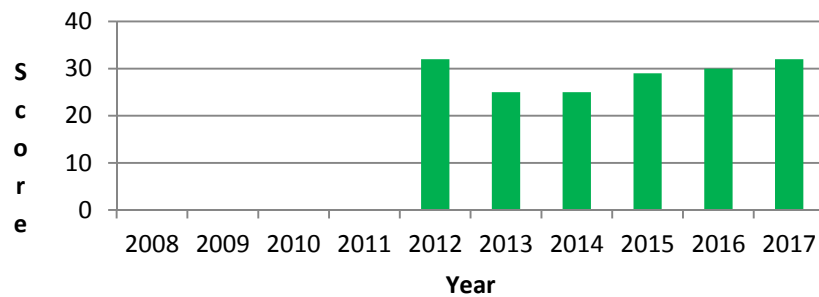
**Latest Survey Results for Wiltshire**

The purpose of this question is to gauge the level of public satisfaction of dealing with potholes and damaged roads.

The measure is the percentage satisfaction of dealing with potholes and damaged roads on an annual basis.

HMBI 13 Deals with Potholes and damaged roads	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Wiltshire					32	25	25	29	30	32

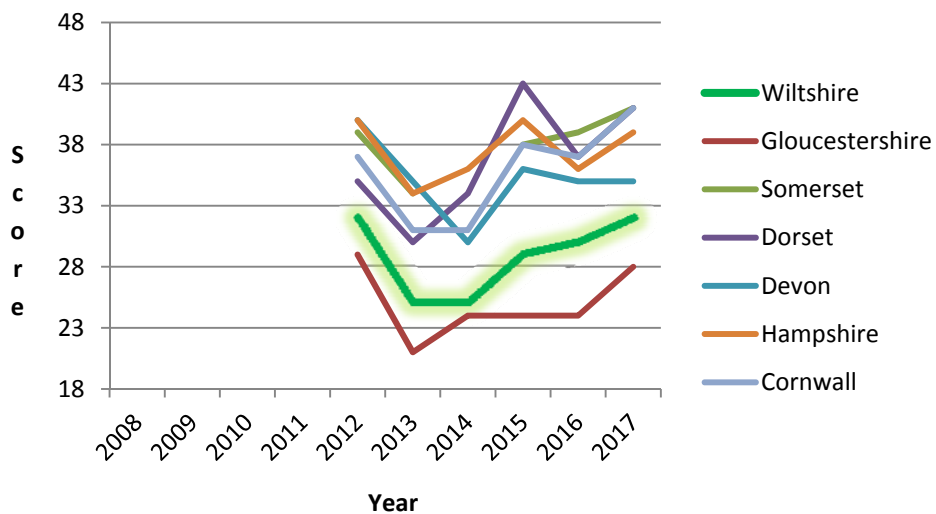
**Wiltshire**



**Measure Details**

Wiltshire's score for 2017	32%
National average for 2017	37%
Southwest Counties average for 2017	37%
Increase in satisfaction since 2008	0%
Increase in satisfaction for the last year	2%

**Trends**



## NHT Public Satisfaction Survey Question: HMBI 17-Undertakes cold weather gritting

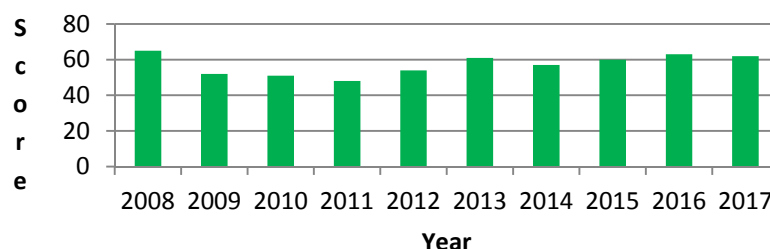
### Latest Survey Results for Wiltshire

The purpose of this question is to gauge the level of public satisfaction of undertaking cold weather gritting.

The measure is the percentage satisfaction undertaking of cold weather gritting on an annual basis.

HMBI 17 Undertakes cold weather gritting	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Wiltshire	65	52	51	48	54	61	57	60	63	62

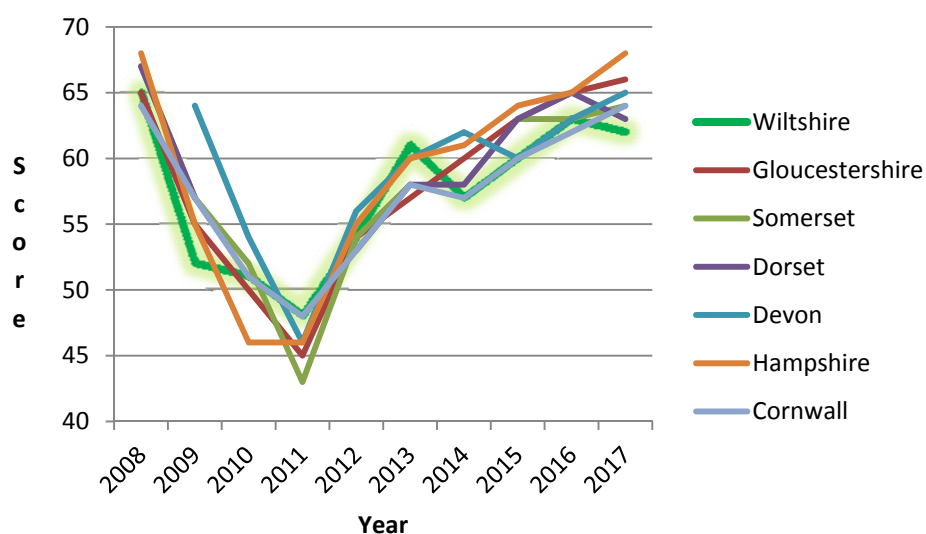
### Wiltshire



### Measure Details

Wiltshire's score for 2017	62%
National average for 2017	61%
Southwest Counties average for 2017	65%
Decrease in satisfaction since 2008	-3%
Decrease in satisfaction for the last year	-1%

### Trends



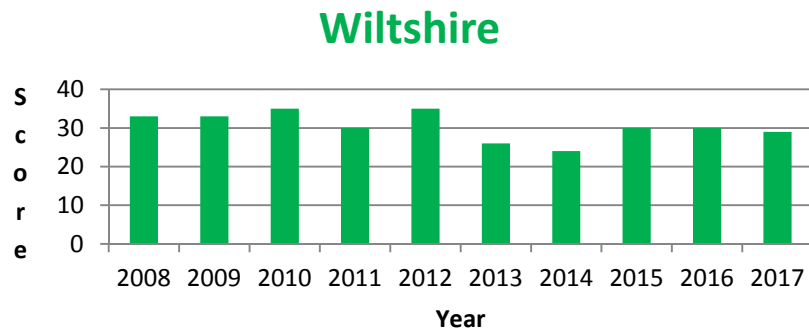
## NHT Public Satisfaction Survey Question: KBI 23 - Condition of highways

### Latest Survey Results for Wiltshire

The purpose of this question is to gauge the level of public satisfaction of the condition of highways.

The measure is the percentage satisfaction of the condition of highways on an annual basis.

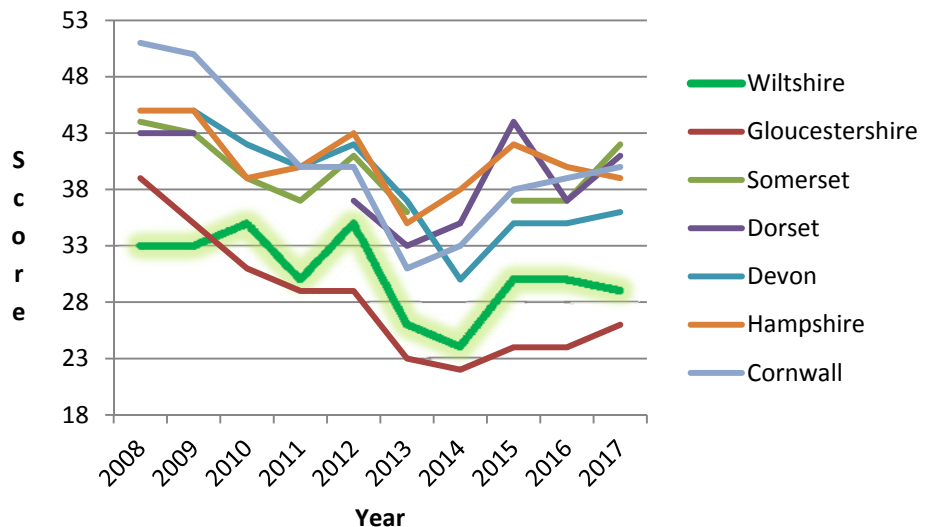
KBI 23 Condition of highways	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Wiltshire	33	33	35	30	35	26	24	30	30	29



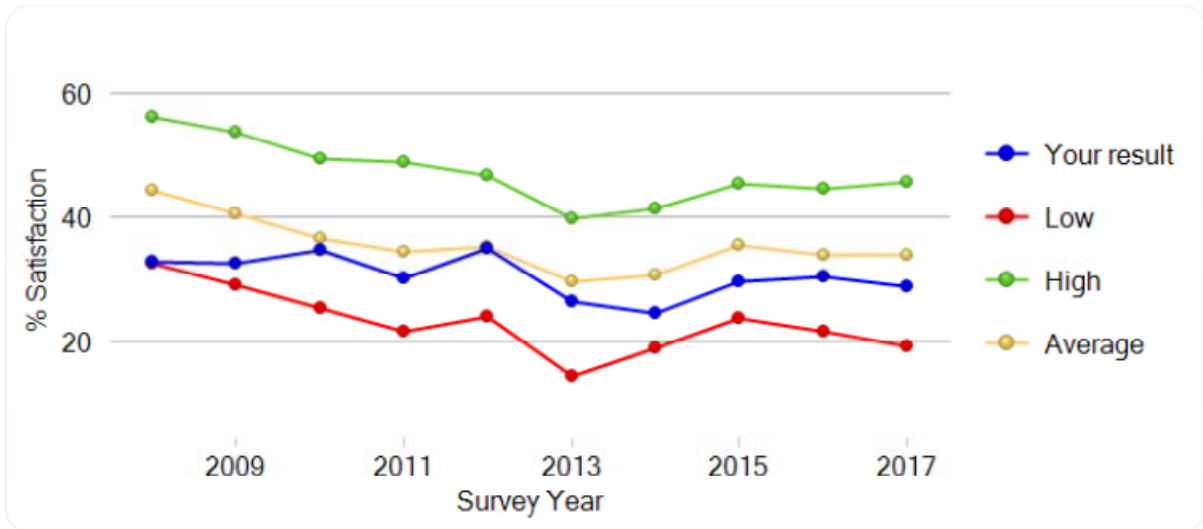
### Measure Details

Wiltshire's score for 2017	<b>29%</b>
National average for 2017	37%
Southwest Counties average for 2017	36%
Decrease in satisfaction since 2008	-4%
Decrease in satisfaction for the last year	-1%

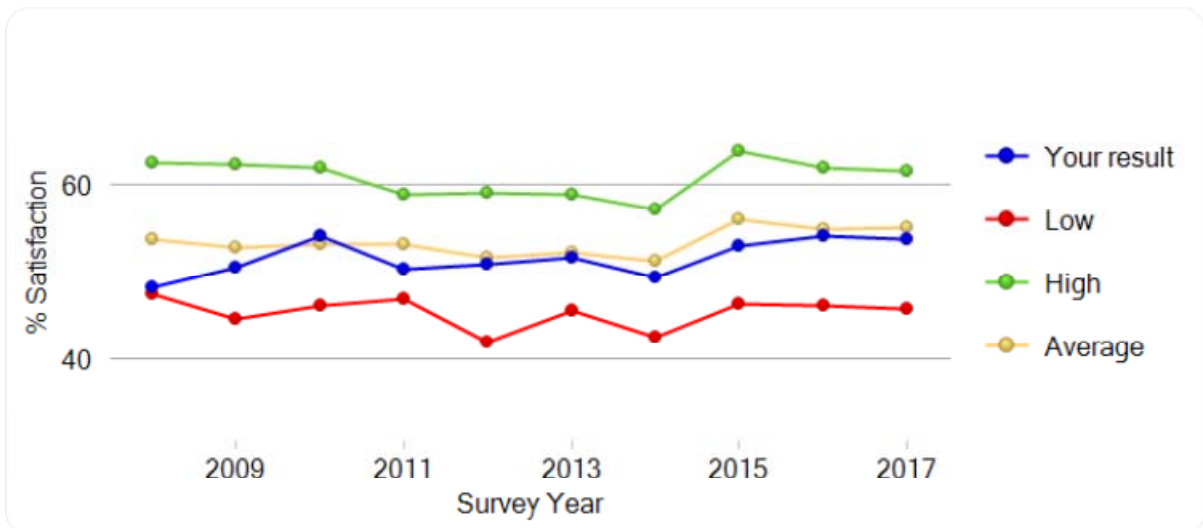
### Trends



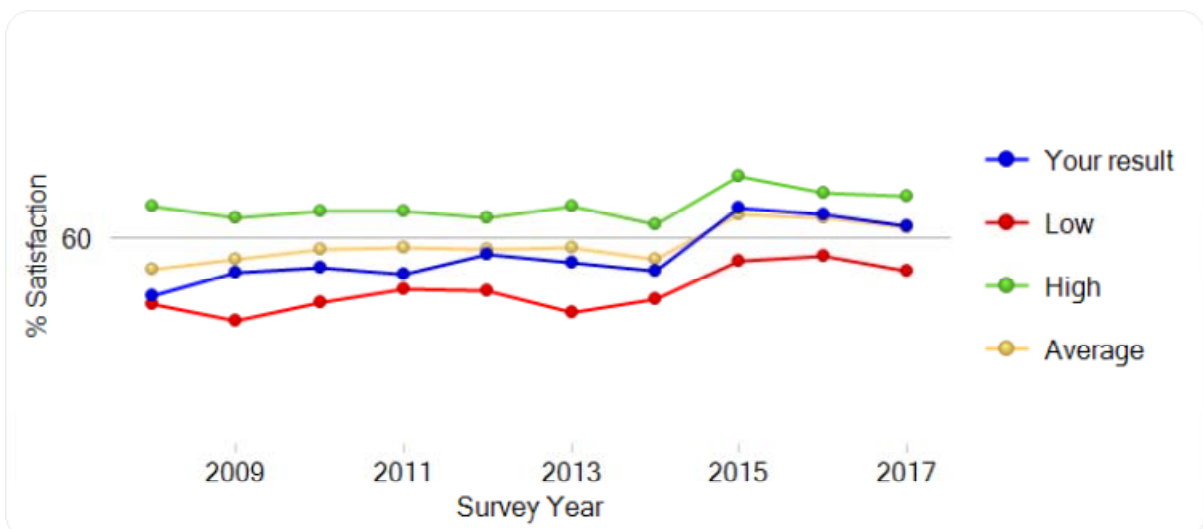
**NHT Public Satisfaction Survey Question: KBI 23 - Condition of highways**



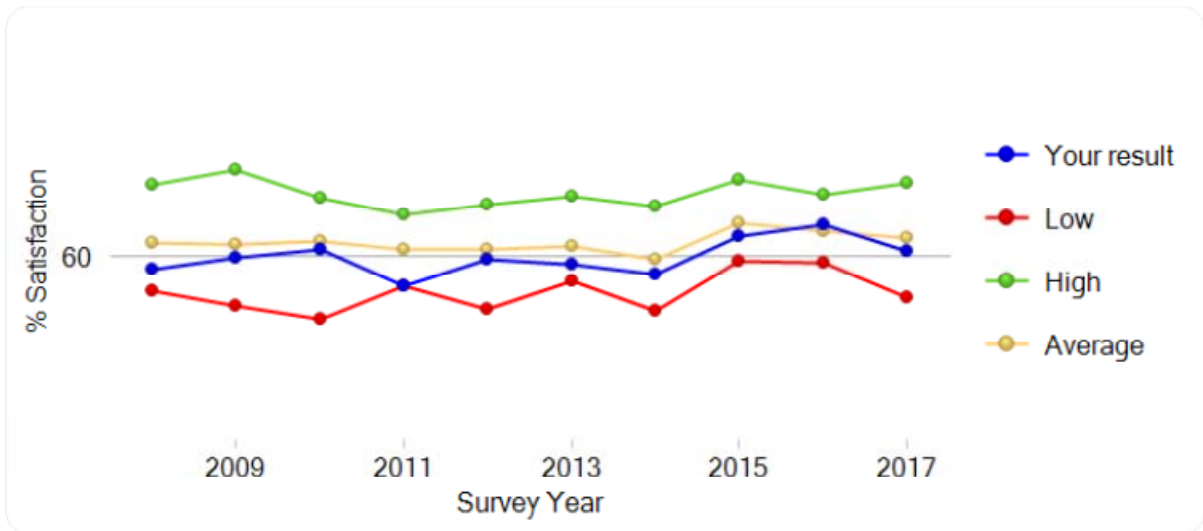
**NHT Public Satisfaction Survey Question: WCBI 02-The condition of pavements**



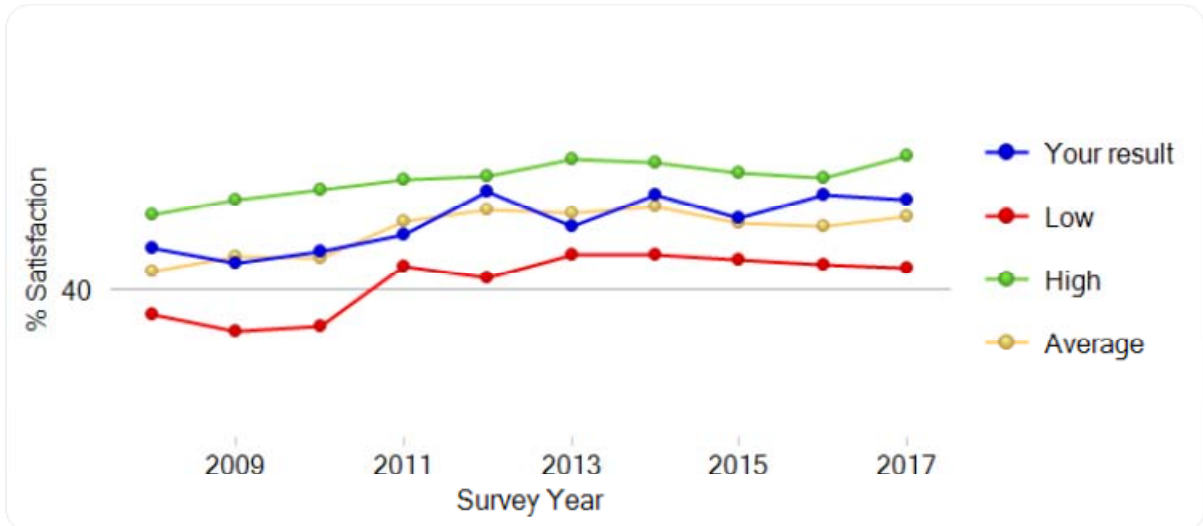
**NHT Public Satisfaction Survey Question: WCBI 05-Provision of safe crossing points**



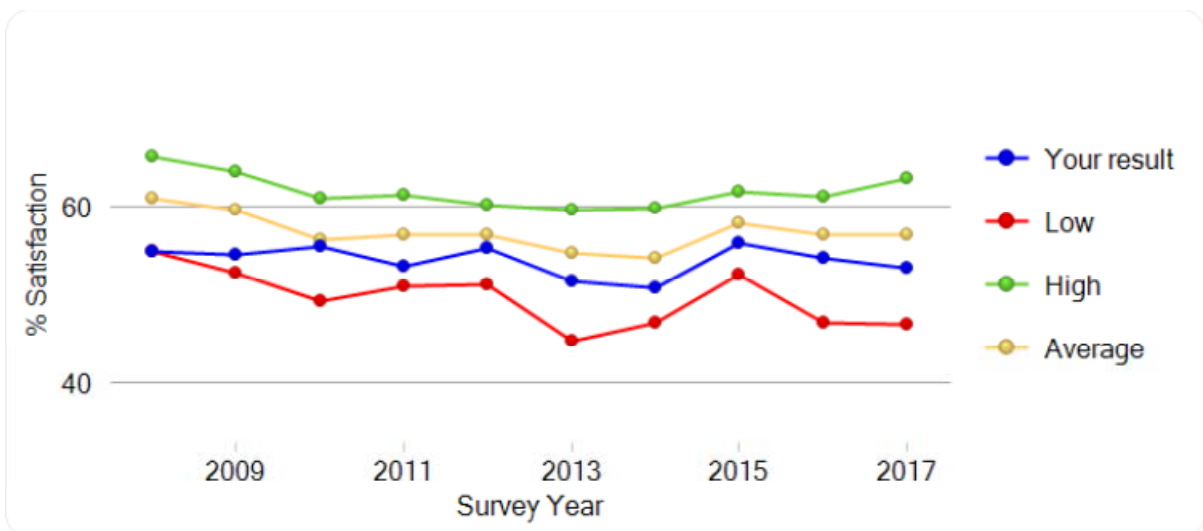
**NHT Public Satisfaction Survey Question: WCBI 06-Drop kerb crossing points**



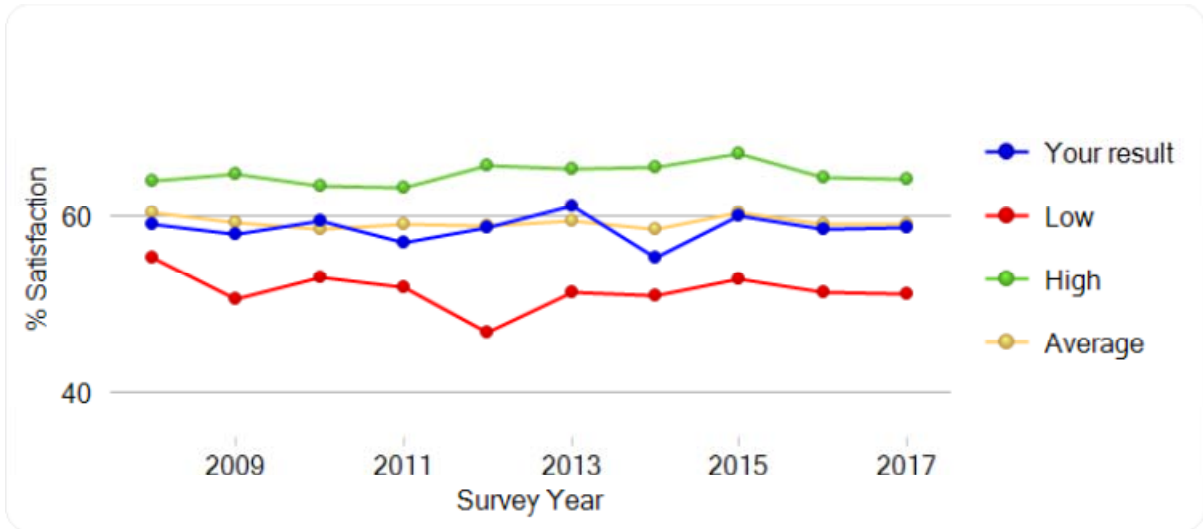
**NHT Public Satisfaction Survey Question: TCBI 05-Helplines to find out about roadwork's**



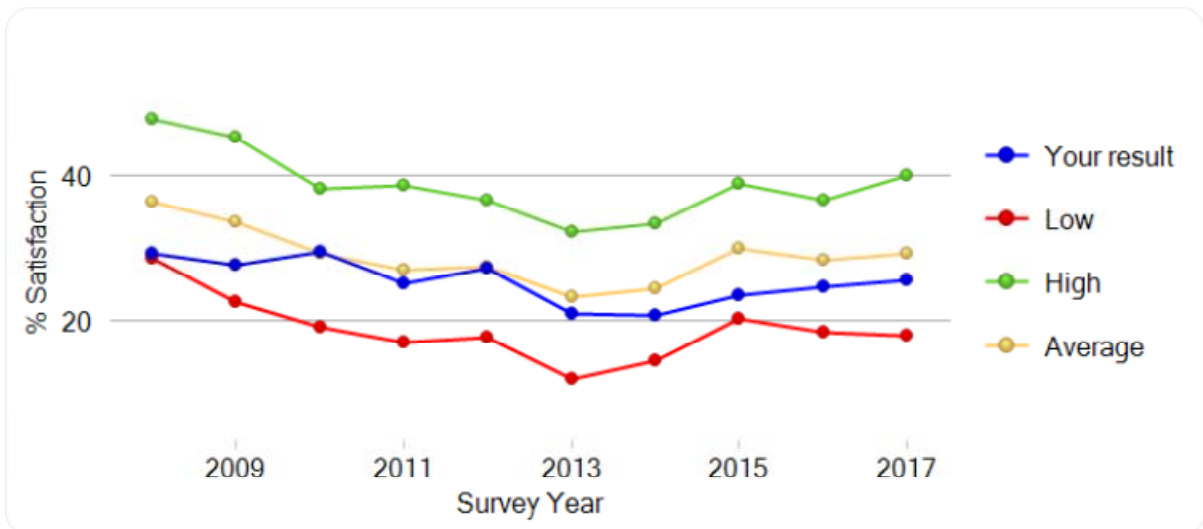
**NHT Public Satisfaction Survey Question: HMBI 03-Condition of road markings**



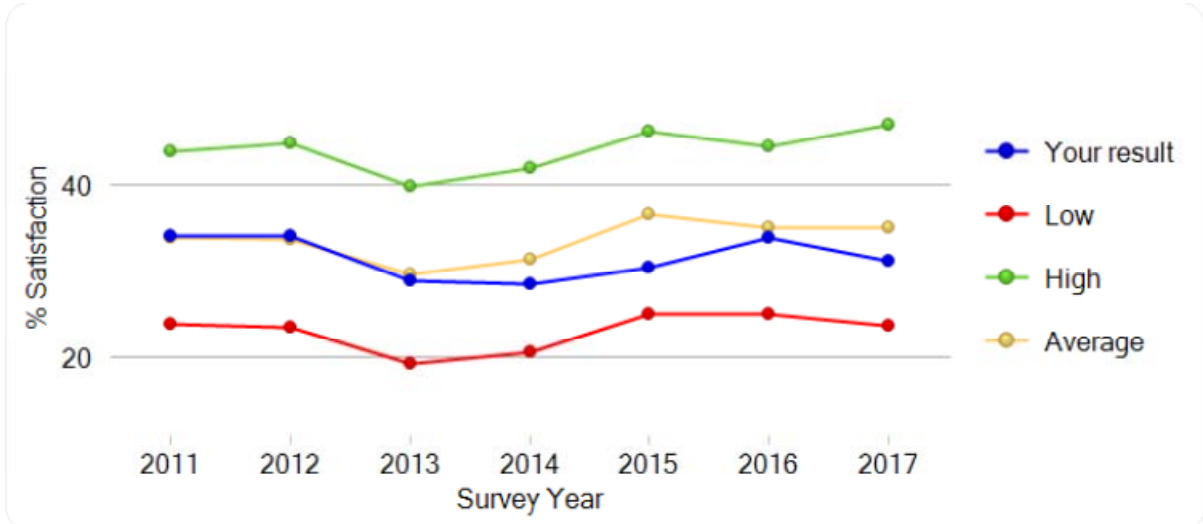
**NHT Public Satisfaction Survey Question: HMBI 06-Speed of repair to street lights**



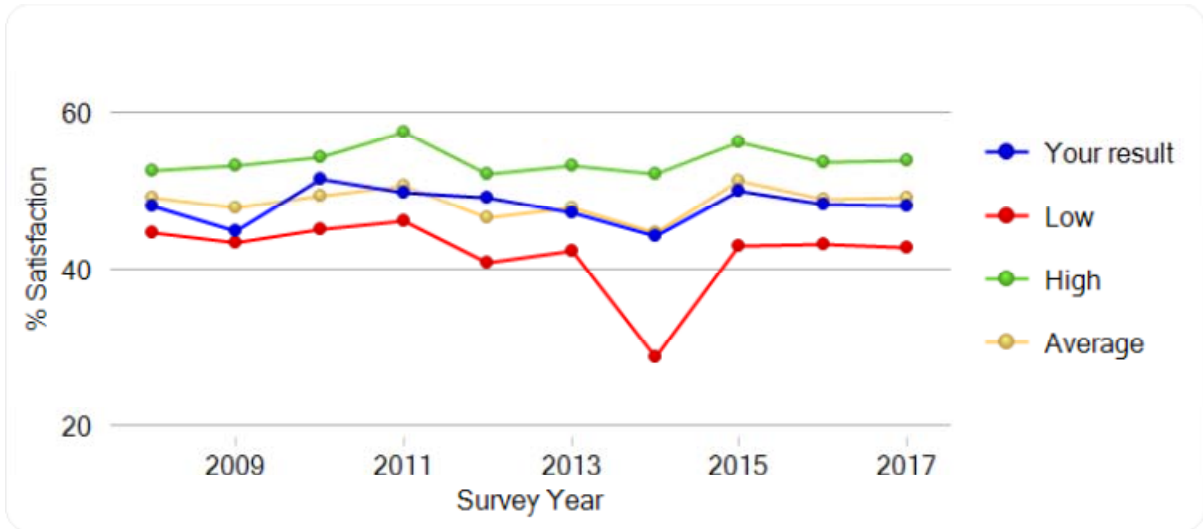
**NHT Public Satisfaction Survey Question: HMBI 07- Speed of repair to damaged roads/pavements**



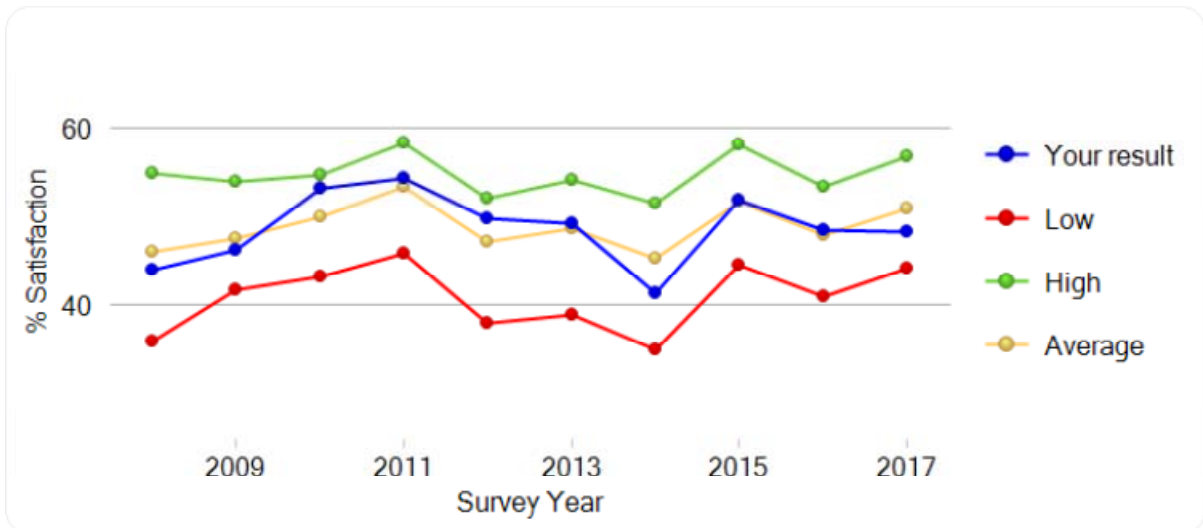
**NHT Public Satisfaction Survey Question: HMBI 08-Quality of repair to damaged roads/Pavement**



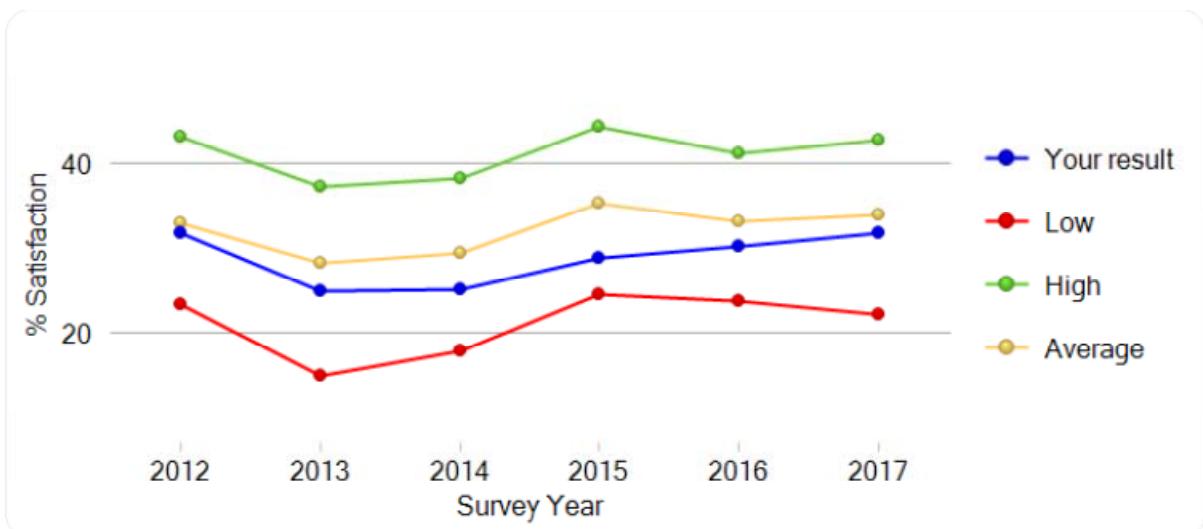
**NHT Public Satisfaction Survey Question: HMBI 10-Weed killing on pavements and roads**



**NHT Public Satisfaction Survey Question: HMBI 12-Keeping drains clear and working**

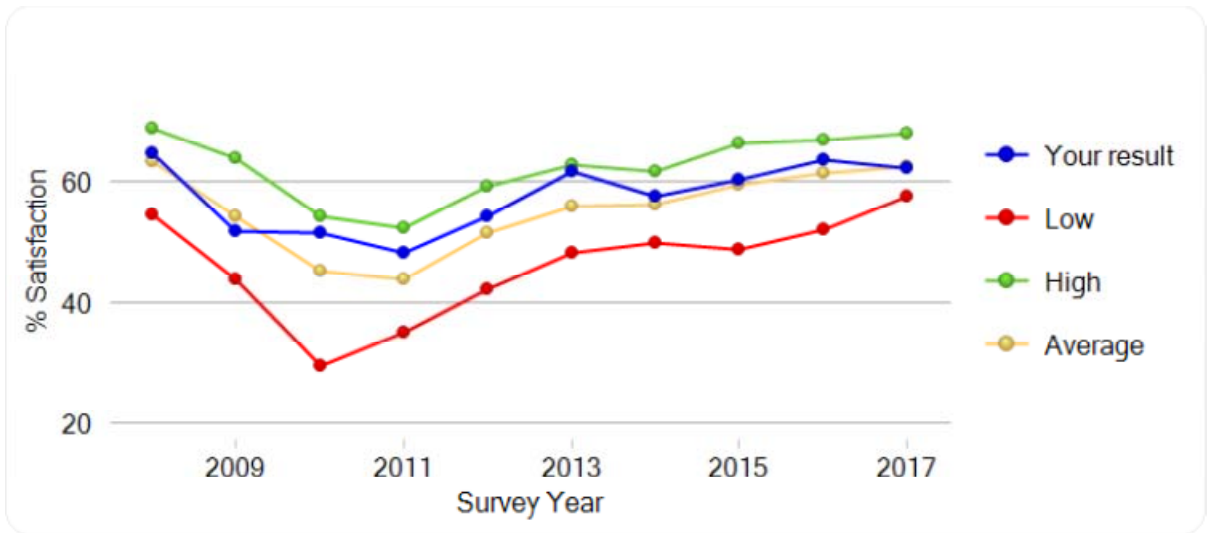


**NHT Public Satisfaction Survey Question: HMBI 13- Deals with Potholes and damaged roads**





NHT Public Satisfaction Survey Question: HMBI 17-Undertakes cold weather gritting



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**Wiltshire Council**

**Environment Select Committee**

**13 March 2018**

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**Subject: Management of Street Works in Wiltshire**

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

**Key Decision: No**

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## **Purpose of Report**

1. To outline to the Committee how street works by Utility companies and others are managed by this Council.

## **Background**

2. On 15 November 2017 at the Environment Select Committee -Executive Annual Meeting on the 'Highways and Transport' portfolio, a report was requested detailing how street works are managed in Wiltshire in comparison to other Local Authorities. Information was requested regarding signage, pedestrian access, and the added value to the Council.

## **Main Considerations for the Council**

### Highway Network

3. The Council is responsible for a highway network comprising over 4,400 kilometres (3,000 miles) of road. The importance of these routes to residents, local businesses and the economy for the movement of people and goods is generally understood by the public.
4. What is not so well understood is the function that the county's roads also perform in delivering the electricity, gas, water, drainage, telephone, broadband and other services needed by our communities. Under most roads there is a complex network of services which are vital to the local businesses and communities.
5. These services are provided by a large number of different organisations who often make use of numerous different contractors to repair, renew or provide new services. All of these operations on the road network need to be carried out safely, and with as little delay to the travelling public as possible.
6. The Utility companies have a statutory right to carry out works to their apparatus in the roads and footways, and this has to be co-ordinated with the extensive road maintenance and resurfacing work undertaken by contractors working for this Council.

### Responsibilities of the Council

7. The Council, as Street Authority, has a statutory duty to co-ordinate all works in the highway, for which it has responsibility under (S59 of the New Roads and Street Works Act (NRSWA)) and Utility companies have a statutory duty to co-operate in this process.
8. The Council also has a statutory duty under the Traffic Management Act (TMA) to ensure that traffic disruption from road works and other activities on our road network is kept to a minimum.
9. Under NRSWA the Council is required to maintain a register for every street for which they are responsible. The register should contain information about street works and other prescribed types of works. This includes road works by Wiltshire Council and their contractors. The amount of advance notification that a works promoter needs to give prior to undertaking their works is dependent on the type and duration of the works.
10. All works on the public highway have to be registered. Electronic notices are submitted from work promoters following a protocol known as EToN (Electronic Transfer of Notices) which is heavily regulated. Each set of works will require many notice submissions governing the life cycle of the works.
11. Major works (works lasting longer than ten days) must submit three months advance notice and one month notice of actual start. Standard works (3 -10 days duration) require ten days' notice, and minor works (planned works of up to three days) require three days' notice. Immediate, urgent and emergency works do not require notification prior to commencement on site, but they must be noticed within two hours of starting.
12. The Council's legal powers allow us to give direction of timings to reduce the duration of works, enforce financial penalties for over running works, and manage the licencing and approval process for a number of other legal authorisations required, including road closure applications, temporary traffic signal licences, private works contractors licences (Section 50 licences) and any changes to the Council's permanent signals required to undertake the works.

### The Council's Network Management Team

13. The Council's Network Management Team forms part of the Highways Asset Management Team. It currently has twelve members under the management of Joanne Heal, the Network Manager. Five members of the team are street works Technicians who are mobile staff visiting the sites to carry out inspections during and after works.
14. The street works team acts as the central co-ordination point for all works activities on the Council's road network, and have specific powers and duties relating to works undertaken by the Utility companies.

15. The team are also involved in the management of the Council's own highway maintenance works, advising and directing on traffic management and the timing and duration of works in order to reduce the disruption to the travelling public. It is a legal requirement that the Council must treat its own works in the same way as works by others.
16. All of this activity on the network results in a highly reactive workload for the team. In an average year they deal with approximately:
  - 15,000 works activities on the network per year,
  - 80,000 works communications notices,
  - 1,000 road closure applications,
  - 1,000 multi-way traffic light applications (i.e. anything more than two way shuttle working lights),
  - Over 100 private works application licences and resultant bonds required to protect the Council's asset,
  - Around 80 applications to temporarily switch off our permanent signals,
  - Approximately 5,000 works site inspections.
17. In addition to dealing with street works, the team are also responsible for:
  - Advising on around 5,000 notifications for routing of abnormal loads through our County,
  - Managing road space bookings for hundreds of events held on the highway,
  - Managing the annual Town Centre waiting restriction and parking restriction review process,
  - The Management of the maintenance of the Council's 200 permanent traffic signal sites.
18. The Network Management Team take the lead on major projects and events which impact on our road network. For example, on the Network Rail electrification project they were successful in arranging for Network Rail to build a new temporary relief road in Royal Wootton Bassett. This resulted in the diversion route being reduced from a potential 40 miles to 2 miles for the 18 months that the routes through the area had to be closed to enable the works to be carried out.
19. The management of road works and street works is a technical, highly regulated area requiring specialised skills and the work is highly reactive in nature. The network management team do suffer from a high level of staff turnover, and there is a shortage of these skilled staff in the industry. It can be difficult to recruit when staff leave, and this can have a direct impact on the team's ability to respond to issues on the network.

#### Managing works on the network

20. The Network Management team work hard behind the scenes, challenging and directing on project programmes to ensure that road disruption is kept to a minimum whilst all of these essential works are being carried out. Some level of disruption to the public is unfortunately inevitable, and the team also manage a large volume of questions, comments and correspondence as a result of the works.

21. The regulations set out in the NRSWA, give Utility companies a statutory right to install, inspect, maintain, repair, or replace apparatus in or under the street. Wiltshire Council as the Highway Authority has a duty to co-ordinate works on the road network. There are over 20 pieces of legislation, Codes of Practice and industry advice notes governing street works which the team need to ensure compliance with.

#### Signing lighting and guarding

22. The requirements for Signing Lighting and Guarding (SLG) of works in the highway are set out in the statutory Code of Practice (CoP) - Safety at Street Works and Road Works. The CoP is issued by the Secretary of State for Transport under Section 65 of NRSWA. Local highway authorities in England and Wales must also comply with this CoP for their own works.
23. Failure to comply is evidence of failing to fulfil the legal requirements in SLG. Utility 'defect notices' are issued to non-compliant organisations, which they have to respond to and rectify any inadequacies that our inspections have identified. These inspections are funded by the Utility company themselves.

#### Reinstatements

24. Reinstatement of works in the highway by utilities have to comply with the Specification for the Reinstatement of Openings in Highways, which is a code approved by the Secretary of State under Section 71 of the NRSWA.
25. It is permitted for the utilities to make and maintain a temporary reinstatement in the highway, which must have a permanent reinstatement within six months. This can result in unsightly temporary repairs, especially in paved areas, but it is permitted under the regulations.

#### Inspections

26. The team carry out site inspections of Utility works for which there is a charge. There are a number of different types of inspection with the most common inspection being a sample inspection at one of three stages of the work. These are randomly generated and the Council is permitted to charge for a total of only 30% of works in any financial year.

Other inspections categories are:

- defect inspections
- investigatory inspections
- improvement plan costs or expenses
- inspections of work carried out under Section 50

27. Any works that do not comply with the requirements are brought to the attention of the relevant Utility. Remedial works are undertaken by them at their own expense. Works that comply with the standards are guaranteed by the Utility for two or three years depending on how deep the excavations are.

### Improvement Plans

28. The Council's streetworks team check all Utility company's performance at the end of each quarter. Those that have a pass rate for all inspection categories of less than 90% are considered for the serving of an improvement notice.
29. Serving the notice requires the Utility to prepare an Improvement Plan, which is discussed at an initial Improvement Plan meeting. The plan should include all measures to achieve expected performance of over the 90% pass rate. Initial trend analysis of the defects is important in directing the Utility in achieving compliant sites and reinstatements. Proactive engagement in the monitoring of the plan by the street works team is vital.
30. Reaching agreement on each other's expectations is essential for a successful Improvement Plan. Agreeing a monitoring regime of additional inspections funded by the Utility, and continued trend analysis of any failures, helps the Utility focus on reoccurring failures. Joint site visits on completed and live sites quickly establishes any changes in working methods that may be required by the Utility to make the required improvements.
31. Monthly meetings are held by the street works team to review the plan, and make any adjustments to it as a result of the continued trend analysis. Wiltshire Council has had continued success in the issuing of improvement notices and managing Improvement Plans. As the management of the plan is funded by the Utility the Council's costs are recovered, and more importantly there are long term benefits to protecting our highway asset and the positive impact this has on our highways maintenance budget.
32. The processes and procedures followed by this Council are consistent with those adopted by other highway authorities because they are all governed by the same legislation in the TMA and NRSWA. The public satisfaction with the management of street works in Wiltshire is slightly above the national average as indicated in the latest National Highways and Transport (NHT) survey, which is the subject of a separate report to this Committee.

### Future Developments

33. In November 2017 this Committee received a report on the new Highways Infrastructure Management System (HIAMS). The contract has been awarded and the implementation of the new system has started with the aim of going live on 1 April 2018.
34. This system will replace the Exor and Mayrise systems and will cover the following areas.
  - Major Maintenance Management
  - Works Ordering
  - Highway Inspections
  - Street Works Management
  - Structures
  - Street Lighting
  - Pavement Management and asset condition modelling/financial modelling

35. The street works management module forms a major element of the new system. It will provide mobile working for the street works technicians and reduce the current reliance on inefficient paper based systems. The co-ordination of the various operations on the highway will enable better co-ordination of works.
36. The Council's website already has details of roadworks and diversion routes. The new HIAMS system will link to this information. It is also intended to improve the website to provide better information on the works being undertaken by the Council and the reasons for undertaking works which currently may not always be apparent to the public. This is likely to be a longer term project as the priority in the short term is to ensure a smooth transition to the new system and implement mobile working.
37. Other changes in connection with street works management are likely to come through the potential for a 'permitting' scheme for street works carried out by utilities and roadworks carried out by ourselves, which is already happening in some authorities. Permit Schemes provide an alternative to the 'notification system' of the NRSWA. Instead of informing of the intentions to carry out works on the highway, a works promoter would book time on the highway through a permit application This would require approval as opposed to the current noticing system which is deemed as granted unless challenged.
38. The expectations of a permitting scheme are that it should reduce delays to road users, reduce the time works are on the highway restricting traffic flows and should enable better planning of works. However, its operation would need more staff resources. It can be used to cover costs, but cannot be used as a money generating scheme. This Council will be monitoring developments in other authorities in the south west regarding permit schemes.

#### National Policy Engagement

39. The street works sector in England is likely to be changing on a massive scale in the future, and we are fortunate that this Council supports its officers in being involved in both local and national engagement with the Department for Transport (DfT) and national working parties. These working parties are shaping the future of the most important street works related codes of practice and potential subsequent changes to the legislation and regulations.
40. Street Manager is the DfT's fast moving project, which will have the biggest impact on how street works are co-ordinated and recorded in the future. Wiltshire Council is involved directly and indirectly through the national Joint Authority Group representing Highways Authorities in the street works industry (JAG UK), and individual relationships with those working directly on the project. Jo Heal, the Council's Network Manager, is our lead on this engagement.
41. Other national reviews are in progress for the Codes of Practice on the following matters:
  - Co-ordination of Street Works Road Works and Other Related Matters Working Party (Highways Chair - Jo Heal, Network Manager),
  - Statutory guidance for Coring issued December 2017 (Working party member - Colin Rivett, Wiltshire Council Compliance and Performance Manger),



- Inspections Code of Practice (Working party member - Colin Rivett),
- Specification for Reinstatement of Openings in Highways (Working party, Highways Chair - Colin Rivett).

42. The expertise of the Council's street works team is recognised at a national level with the involvement of staff in these important working groups and organisations.

### **Safeguarding Considerations**

43. None.

### **Public Health Implications**

44. The condition of roads and related infrastructure can have serious safety implications, especially with regard to the 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.

45. It is important that those working on the highway have adequate signing and protection measures to keep the workforce and the public safe.

### **Environmental and Climate Change Considerations**

46. 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 good reinstatement of road openings is important in preventing the premature deterioration of the highway network and the infrastructure.

### **Equalities Impact of the Proposal**

47. The improved maintenance of the highway network, and its effective management is important for local communities, and good performance by the highways contractors, would benefit all road users, including users of public transport, and vulnerable road users such as cyclists and pedestrians.

### **Risk Assessment**

48. There are significant risks associated with working on the highway, especially in terms of road safety, and the reputational effects of delays to traffic on the network. These risks are significantly reduced with effective management, co-ordination and supervision of those working on the highway.

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

49. No specific decision is required at this time.

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

50. No specific decision is required at this time.

## **Financial Implications**

51. 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 ensuring that work carried out by others on the network is carried out to the appropriate standards.
52. It is predicted that the annual cost of congestion in the UK will rise by 63% by 2030 to £21 billion. It is essential that the disruption caused by road works and street works is efficiently managed and that the Network Management team have sufficient resources to do so.

## **Legal Implications**

53. The duties of the Council as highway authority are mainly set out in the Highways Act 1980, NRSWA and the TMA. It is important to ensure that the Council carries out the duties in this legislation, which includes co-ordinating and monitoring the work carried out by others on the highway network.
54. The Secretary of State has powers to intervene if it is deemed that a Local Authority is failing to comply with its Network Management duties under the TMA.

## **Options Considered**

55. The duties of the street works team are defined in the legislation, particularly NRSWA and TMA. There is limited scope in deviating from these requirements as the duties are well defined.

## **Conclusions**

56. 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.
57. The effective management of street works on the network, by this Council and others, is important to ensure that the safety of the public and reduce delays to traffic. Traffic congestion can have a negative effect on the economy and an adverse impact on local communities.
58. Co-ordinating the large number of different potentially conflicting operations on the road network is often a challenge, especially as the road network has evolved over time and in many instances does not have adequate capacity for current traffic flows.

## **Proposal**

59. It is recommended that the Environment Select Committee:

- (i) Acknowledges the high number of works activities and notices on the highway network dealt with annually by the Council's street works team.
- (ii) Recognises the efforts made by the Council's Network management team to balance the competing demands for the limited road space on the highway network.
- (iii) Supports the efforts being made to provide better information to the public through the website and the introduction of more mobile working for the street works team.
- (iv) Encourages the engagement of the Council's street works team in national working groups and with the DfT.
- (v) Considers whether there is a role for the Committee in reviewing the effects of the introduction of HIAMS and mobile working for the Network Management and street works team.

**Parvis Khansari**  
**Associate Director Highways and Transport**

Report Author:

**Peter Binley**

Head of Highways Asset Management and Commissioning

February 2018

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

None

**Appendices**

None

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**Wiltshire Council**

**Environment Select Committee**

**Tuesday 13 March 2018**

## **Briefing Note**

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**Subject:** Report for discussion detailing 2016 road casualty data, alongside summary of road safety activity.

**Executive Members:** Councillors Bridget Wayman, Cabinet Member for Highways, Transport and Waste and Fleur de Rhé-Philippe Portfolio Holder for Strategic Highways, Area of Outstanding Natural Beauty, European Structural Investment Fund, Canals and Military-Civilian Integration

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### **Purpose of Briefing Note**

1. The purpose of this report is to update Environment Select Committee members with data from recorded road traffic collisions in 2016, with a summary of the accident prevention/reduction activities undertaken by the Council and its partners.
2. To assist with that, the document attached as **Appendix 1** is the nineteenth report highlighting the progress of Wiltshire and Swindon Road Safety Partners towards reaching the 2020 casualty reduction target adopted by the Wiltshire & Swindon Road Safety Partnership.

### **Background**

3. The partnership currently comprises representatives of Wiltshire Council, Wiltshire Police, Swindon Borough Council, Highways England, the Health Authority and Wiltshire Fire and Rescue Service, who are all working together to achieve a locally adopted projected casualty reduction target of:
  - A 40% reduction in the number of people killed and seriously injured (KSI) in road collisions based on 2005 – 2009 average.
4. The partnership is currently on track to achieve that target as evidenced in Figures 1 and 2 below:

	All Killed and Seriously Injured Casualties			
	2005-2009 Average	2016	% Change	2020 Target (40% reduction)
Highway Authority				

Wiltshire Council	234	192	-18	140
Swindon Borough Council	67	73	+9	40
Highways England	62	53	-14	38
All Roads in Wiltshire and Swindon	363	318	-12	218
Great Britain <sup>1</sup>	30	25.9	-14	18

Figure 1

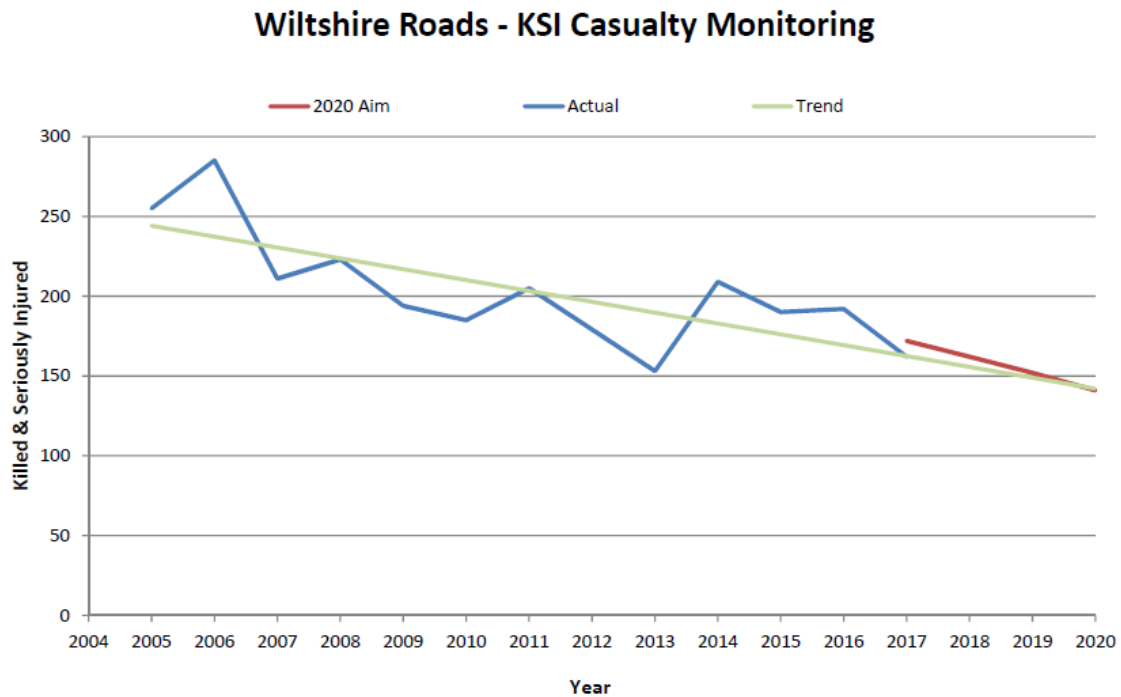


Figure 2

5. Across the partnership area there were 1592 recorded road traffic collisions in 2016 which resulted in 2145 casualties, 24 of which were fatalities. The overall cost of these casualties to the community is estimated to be £134 million.

### Recommendations

6. To note the content of this report, and invite Members to consider whether any aspect of this area should form part of the Select Committee’s forward work plan.

**Parvis Khansari**  
**Associate Director Highways and Transport**

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[allan.creedy@wiltshire.gov.uk](mailto:allan.creedy@wiltshire.gov.uk)

<sup>1</sup> GB Casualties in thousands

# **Road Casualties in Wiltshire and Swindon**

The nineteenth joint report ~ 2017

(Based on 2016 data)

Wiltshire Council & Swindon Borough Council  
work closely with their road safety partners to reduce  
road casualties and to promote, educate and improve  
road safety.



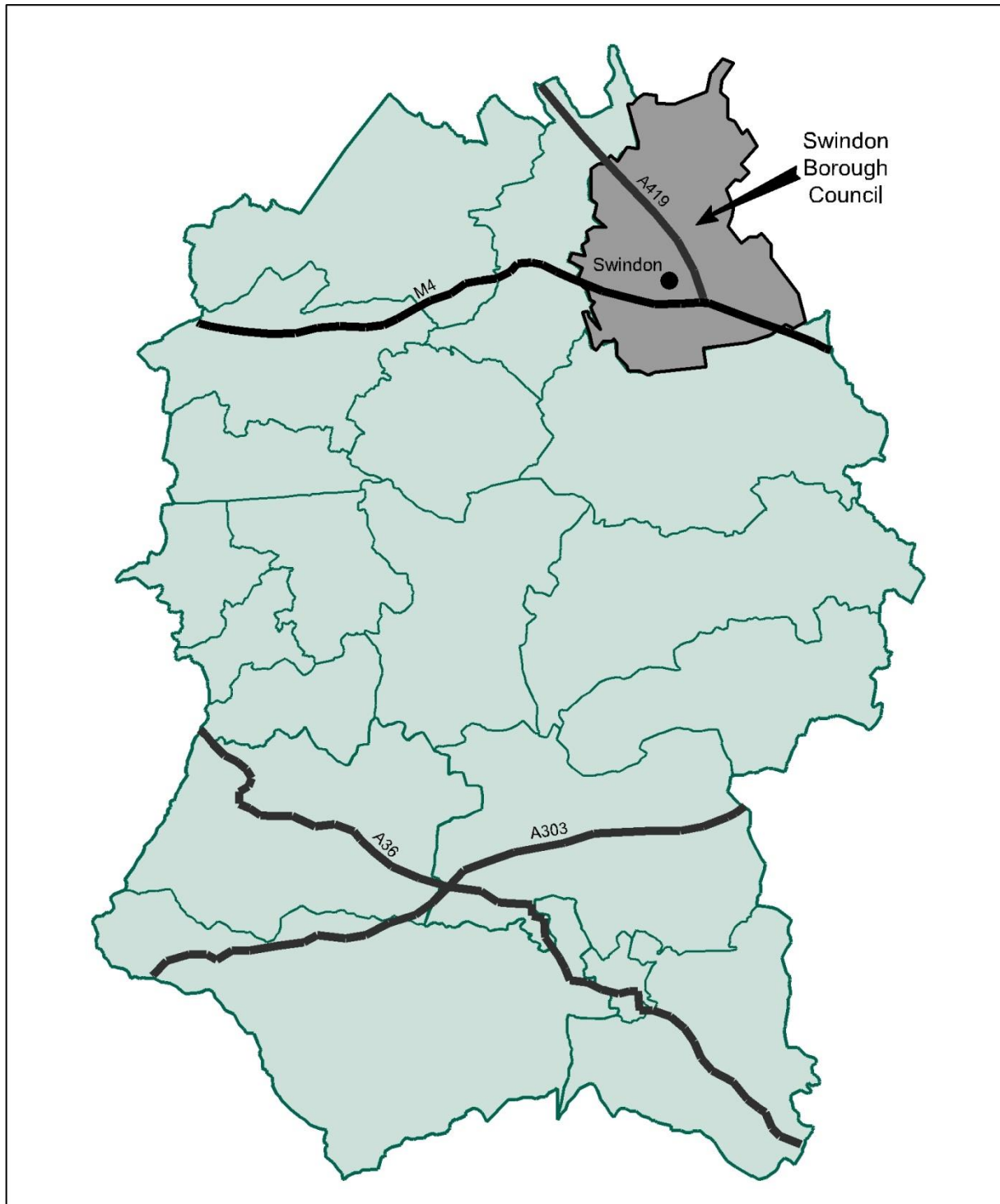
# Road Casualties in Wiltshire and Swindon the Nineteenth Joint Report.

## Contents

	<b>Page</b>
1. Summary	5
2. 2016 Collision and casualty data	6
3. Casualty reduction target and performance	8
<b>Appendix A</b> Road Safety Strategy	15 -20
Further information	21




The nineteenth joint report includes local and national data from 2016

**Plan showing Wiltshire Council and Swindon Borough Council and Trunk roads.**



Map and data from 2009

**Key**

-  Wiltshire Council
-  Swindon Borough Council
-  Trunk roads/motorway (responsibility of Highways England)

## Summary

This is the nineteenth report highlighting the progress of Wiltshire and Swindon Road Safety Partners towards reaching the 2020 casualty reduction target adopted by the Wiltshire & Swindon Road Safety Partnership.

The partnership currently comprises representatives of Wiltshire Council, Wiltshire police, Swindon Borough Council, Highways England, the Health Authority and Wiltshire Fire and Rescue Service, who are all working together to achieve a locally adopted projected casualty reduction target of:

- A 40% reduction in the number of people killed and seriously injured in road collisions based on 2005 – 2009 average.

Across the partnership area there were 1592 recorded road traffic collisions in 2016 which resulted in 2145 casualties, 24 of which were fatalities. The overall cost of these casualties to the community is estimated to be £134 million.

The partnership area includes all roads under the control of Wiltshire Council and Swindon Borough Council, together with the M4 and the Trunk roads that are the responsibility of Highways England.

The reductions that can be seen have been achieved by the partners undertaking activities to help prevent and reduce casualties set out in the road safety strategy shown in 'Appendix A' and work in these areas continues.

## 2016 Collision and Casualty data

The collision and casualty data for each of the highway authorities for 2016 are set out in table 2.1

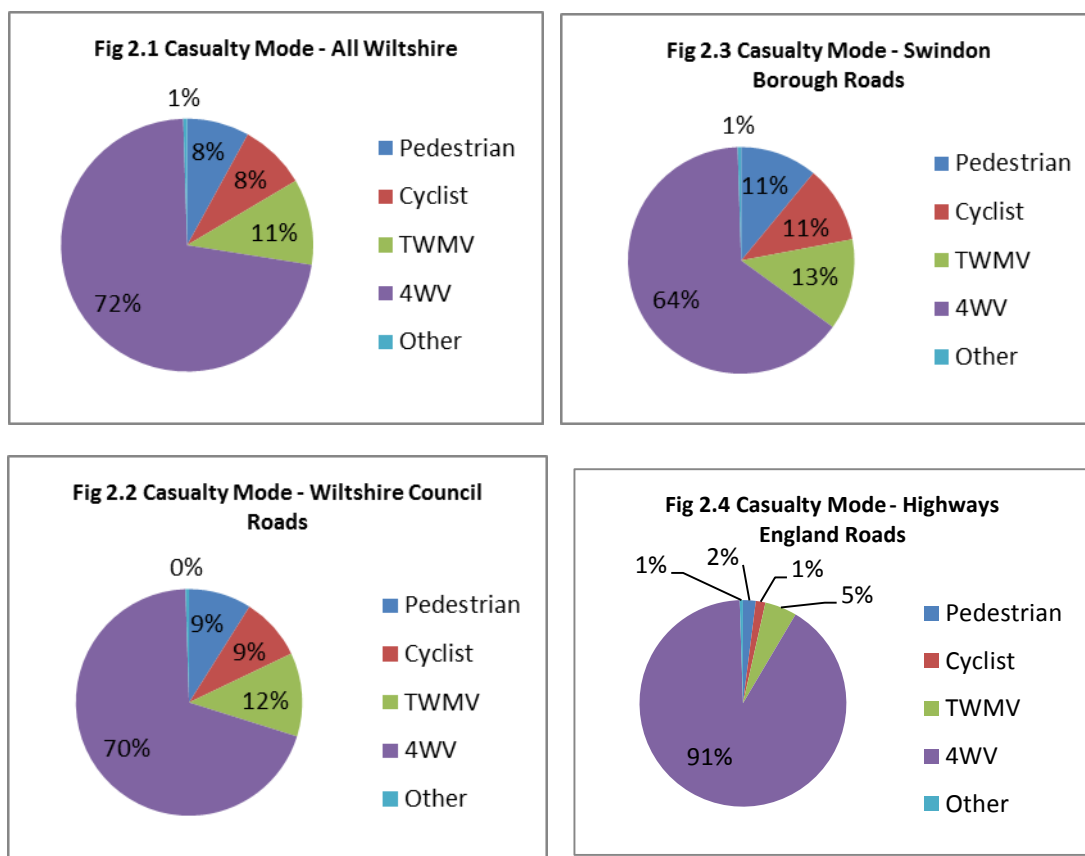
**Table 2.1 Wiltshire collisions and casualties for 2016 by Highway Authority.**

Highway Responsibility	Collisions				Casualties			
	Fatal	Serious	Slight	Total	Fatal	Serious	Slight	Total
Wiltshire Council Roads	13	160	765	938	13	179	1069	1261 59%
Swindon Borough Council Roads	1	69	371	441	1	72	488	561 26%
Highways England (M4 and Trunk)	9	34	170	213	10	43	270	323 15%
All Roads in Wiltshire and Swindon	23	263	1306	1592	24	294	1827	2145

Note: the % figures are related to the overall casualty total of 2145

The higher proportion of collisions and casualties on local authority roads reflects the fact that they have responsibility for the majority of the highway network.

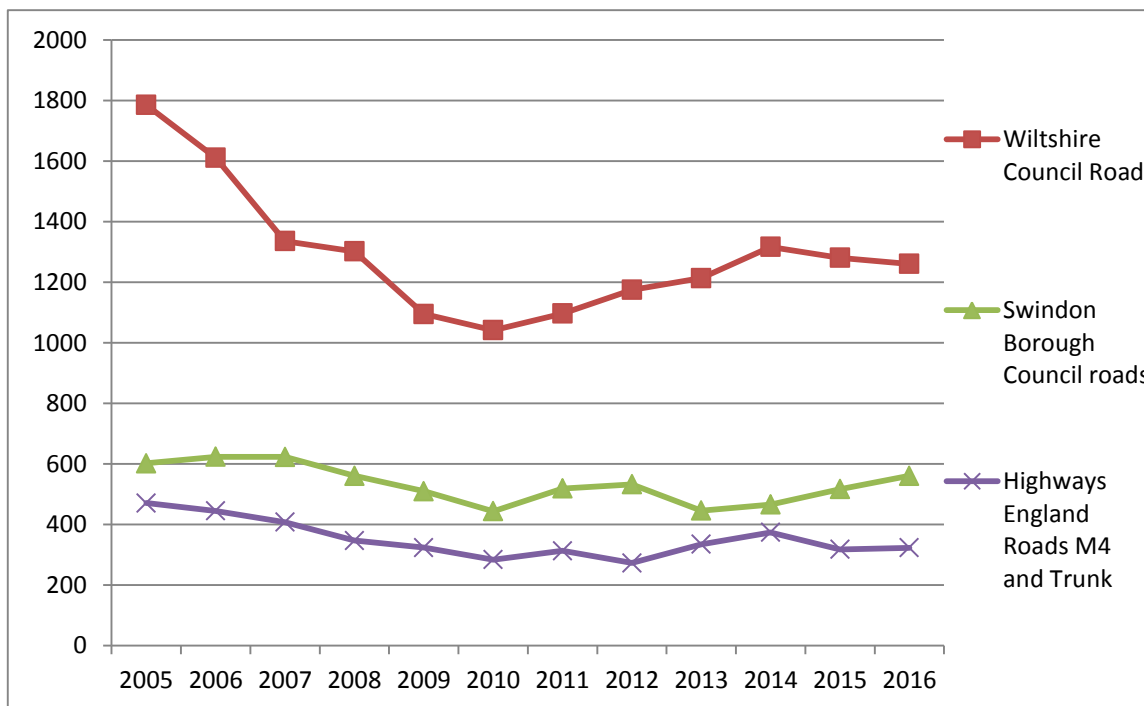
**Figures 2.1 to 2.4 illustrate the road user casualty types for the three highway authorities and All Wiltshire.**



TWMV=Two Wheeled Motor vehicles 4WV=Motor Vehicles with four or more wheels

The trend in road casualties for each highway authority for the last twelve years is shown in fig 2.5 below.

**Fig 2.5 All casualties by highway authorities 2004 – 2016**



The department for transport calculates the financial cost to communities of road traffic casualties. Table 2.2 below shows these costs for each highway authority.

**Table 2.2 Costs of the road traffic collision casualties in Wiltshire 2016**

Severity of injury	Cost per casualty (£)	Cost of casualties (£)			
		Wiltshire Council	Swindon Borough Council	Highways England M4 and Trunk	All County
Fatal	1,841,315	23,937,095	1,841,315	18,413,150	44,,191,560
Serious	206,912	37,037,248	14,897,664	8,897,216	60,832,128
Slight	15,951	17,051,619	7,784,088	4,306,770	29,142,477
Total cost of all casualties in Wiltshire					134,166,165

The base costs per casualty are as quoted in ‘Road Casualties in Great Britain’ 2016

## Casualty reduction target and performance

Table 3.1 below shows the progress at the end of 2016 towards the casualty reduction target set by the road safety partnership, this target has been adopted from the central casualty forecast as detailed in the Department for Transport document 'Strategic framework for Road safety'.

### Reduction Target – A 40% reduction in killed and seriously injured casualties by 2020

**Table 3.1 Wiltshire killed and seriously injured casualties in 2016 by highway authority**

Highway authority	All killed and seriously injured casualties			
	2005-2009 Average	2016	% Change	2020 Target (40% reduction)
Wiltshire Council	234	192	- 18	140
Swindon Borough Council	67	73	+ 9	40
Highways England	62	53	- 14	38
All roads in Wiltshire and Swindon	363	318	- 12	218
Great Britain*	30	25.9	- 14	18

\*GB casualties in thousands

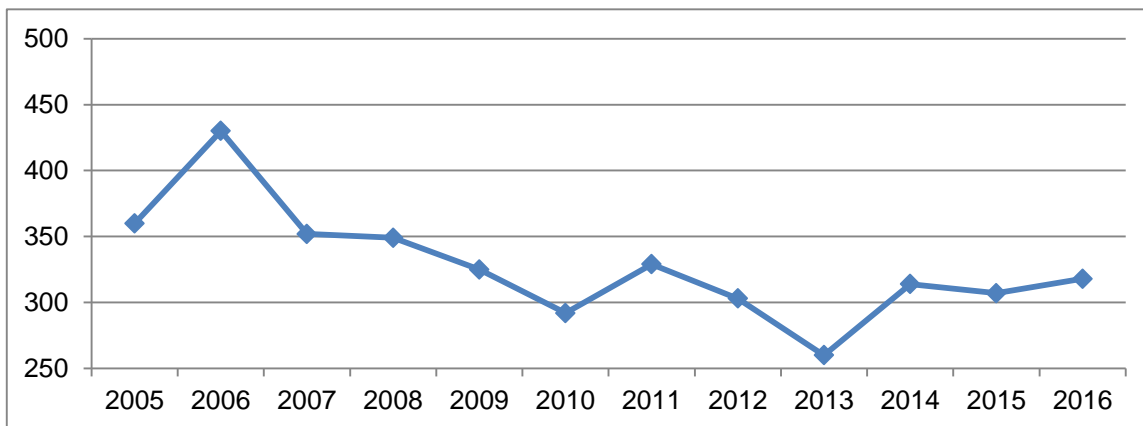
The 'Audit Commission' compares the performance of similar authorities for monitoring purposes. Table 3.2 below shows the reduction Wiltshire achieved for killed and seriously injured casualties against similar authorities. It also shows the regional and national reductions.

**Table 3.2 2016 Killed and seriously injured casualties in comparator areas, south west region and Great Britain, compared with 2005-2009 average.**

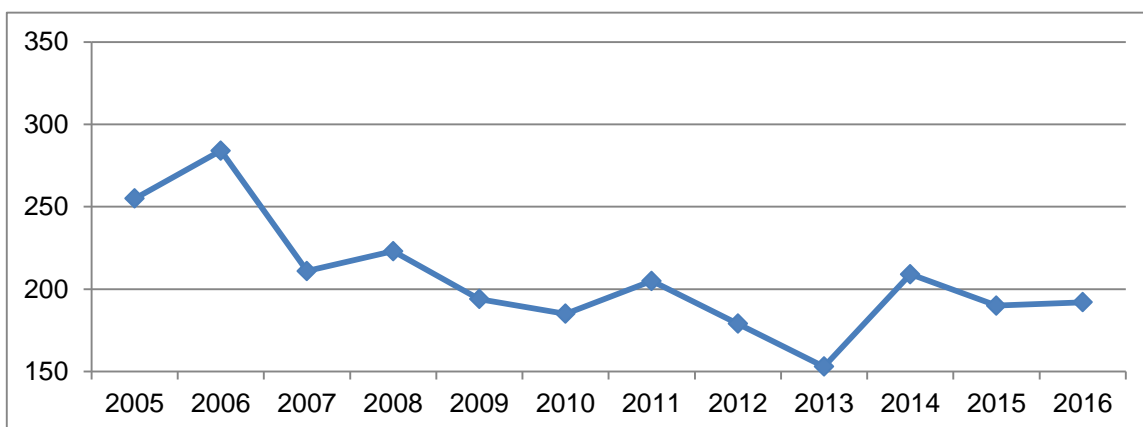
Highway authority	Killed and seriously injured casualties		
	2005-2009 Average	2016	% Change
Somerset	310	183	- 41
Buckinghamshire	281	229	- 18
Gloucestershire	258	279	+ 8
Oxfordshire	355	357	+ 1
All roads in Wiltshire and Swindon	363	318	- 12
South west region	2323	2226	- 4
Great Britain	30,041	25,893	- 14

The trends in killed and seriously injured casualties by highways authorities since 2005 illustrated in figures 3.1 to 3.4.

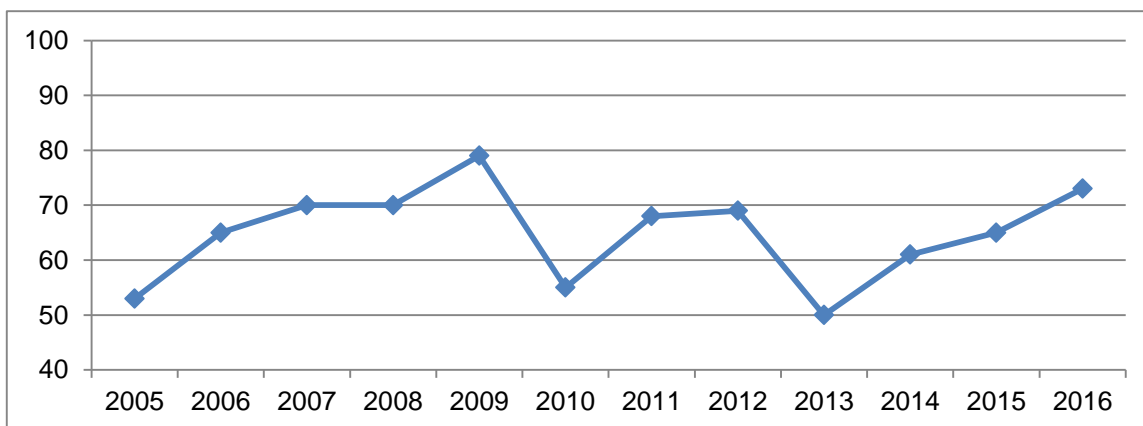
**Fig 3.1 Killed and seriously injured casualties on all Wiltshire and Swindon roads**



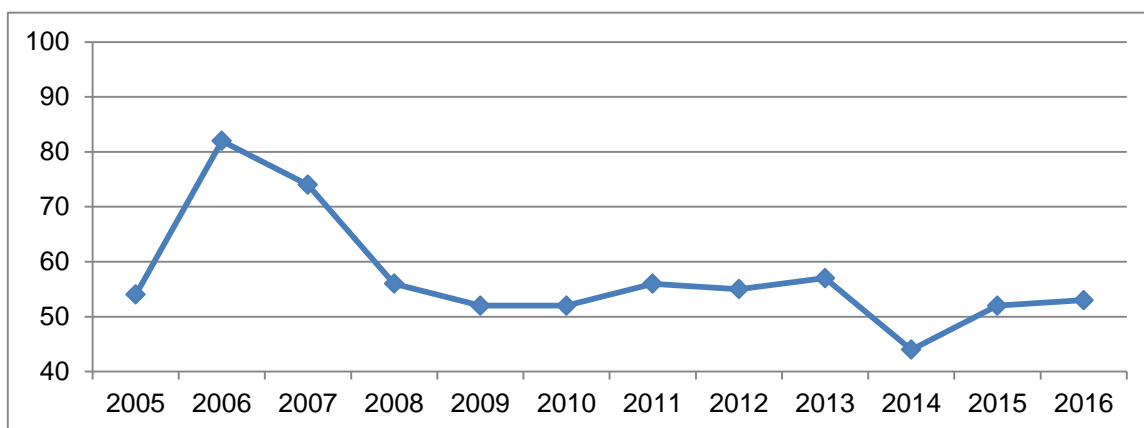
**Fig 3.2 Killed and seriously injured casualties on Wiltshire Council roads**



**Fig 3.3 Killed and seriously injured casualties on Swindon Borough roads**



**Fig 3.4 Killed and seriously injured casualties on Highways England roads**



### Killed and seriously injured child casualties

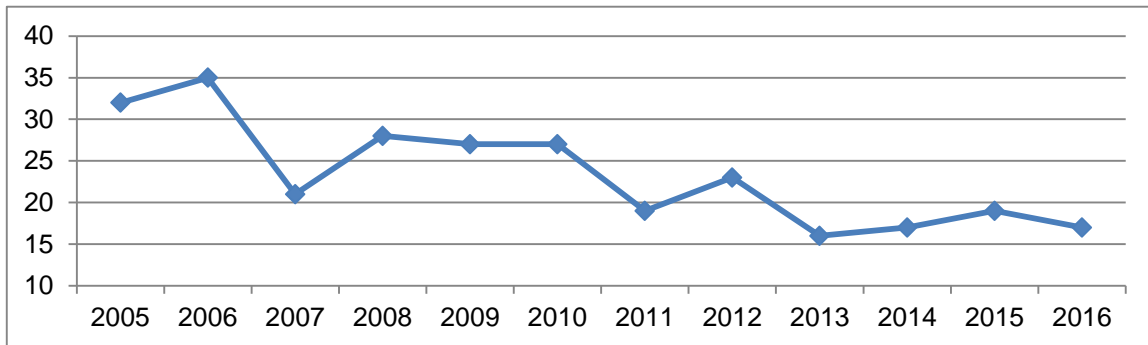
**Table 3.3 Child (0-15 years) casualties killed and seriously injured in 2016 by highway authority.**

Highway authority	Child killed and seriously injured casualties		
	2005-2009 Average	2016	% Change
Wiltshire Council	20	8	- 60
Swindon Borough Council	6	6	0
Highways England	3	3	0
All roads in Wiltshire and Swindon	29	17	- 41
Great Britain	3067	2102	- 31

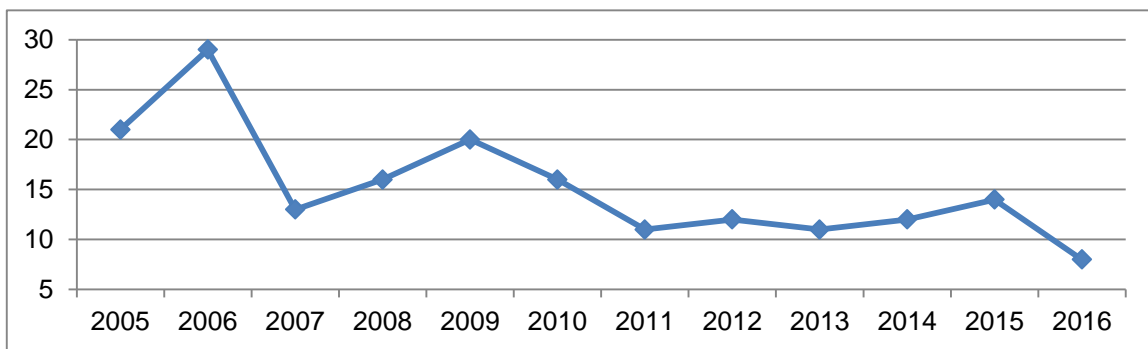
The trends in child casualties by highways authorities are shown in figures 3.5 to 3.7. The casualty numbers for Highways England Roads (motorway and trunk) are very low and it is felt that the inclusion of a chart would be of little value.



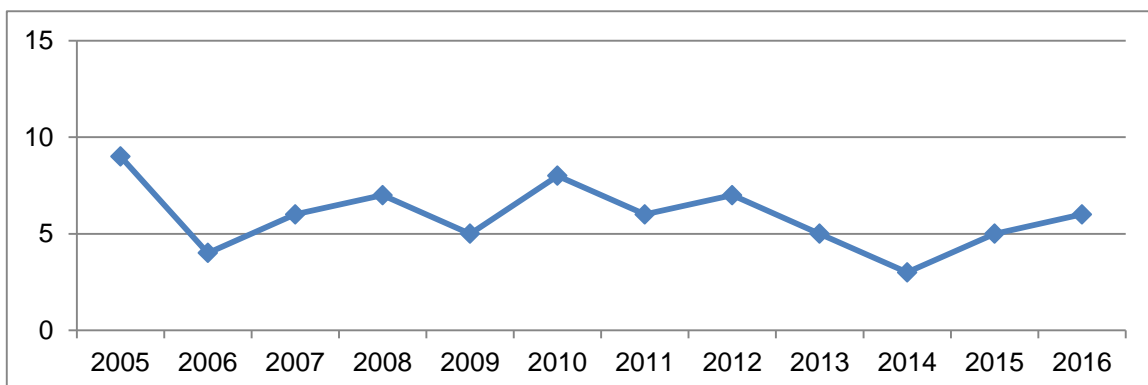
**Fig 3.5 Child casualties killed and seriously injured on all Wiltshire and Swindon roads**



**Fig 3.6 Child casualties killed and seriously injured on Wiltshire Council roads**



**Fig 3.7 Child casualties killed and seriously injured on Swindon Borough roads**



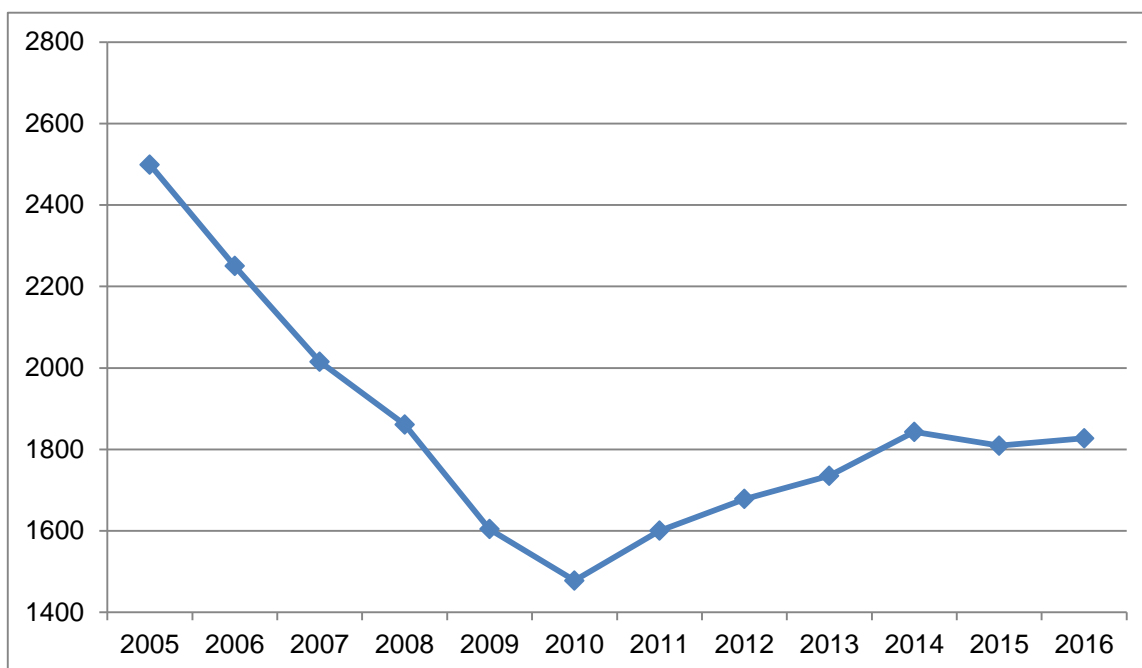
## Slightly injured casualties

**Table 3.4 Slightly injured casualties in 2016 by highway authority**

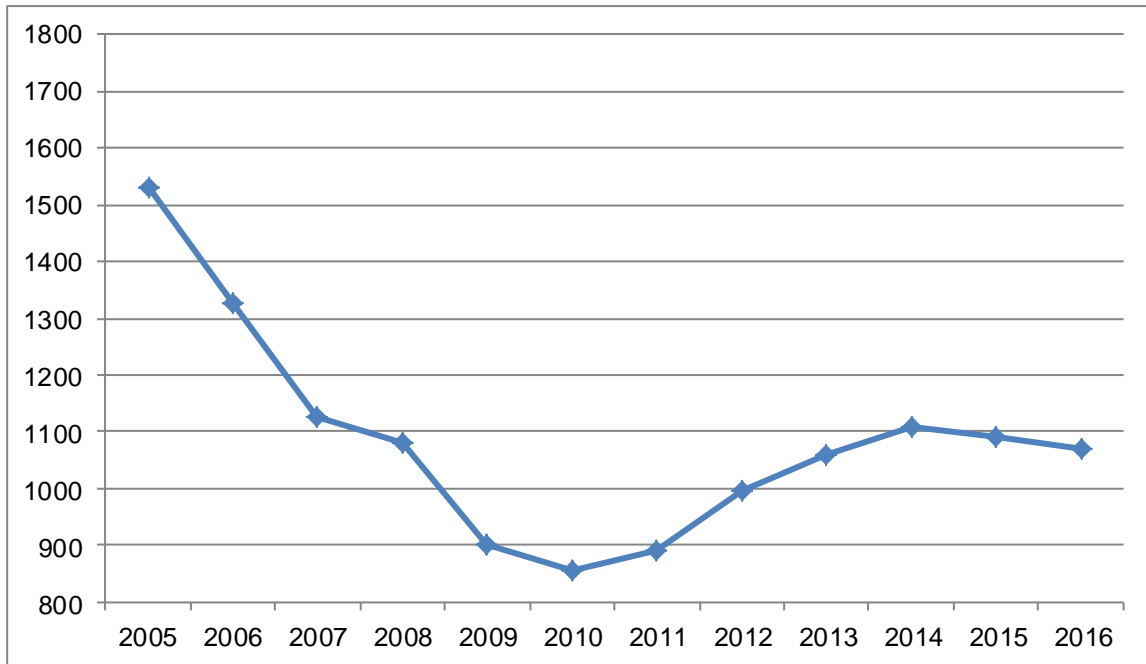
Highway authority	Slightly injured casualties		
	2005-2009 Average	2016	% Change
Wiltshire Council	1,194	1069	- 10
Swindon Borough Council	525	488	- 7
Highways England	326	270	- 17
All roads in Wiltshire and Swindon	2,045	1827	- 11
South west region	18,923	12,507	- 34
Great Britain	216,009	155,491	- 28

The trends in slightly injured casualties by highways authorities are shown in figures 3.8 to 3.11.

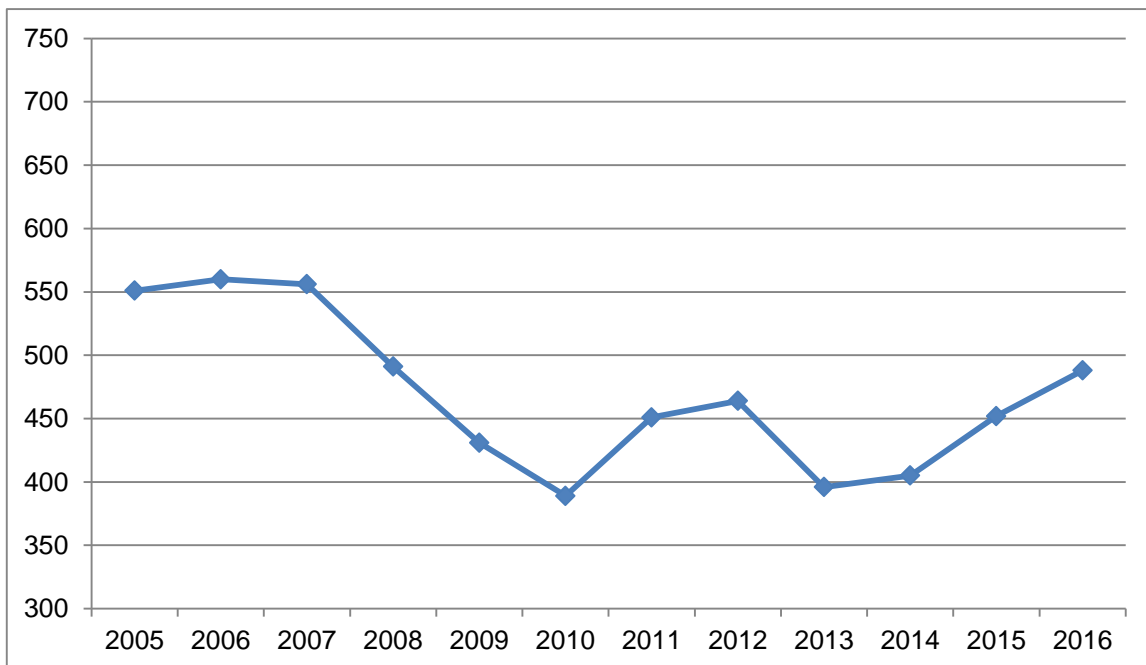
**Fig 3.8 All slightly injured casualties on all Wiltshire and Swindon roads**



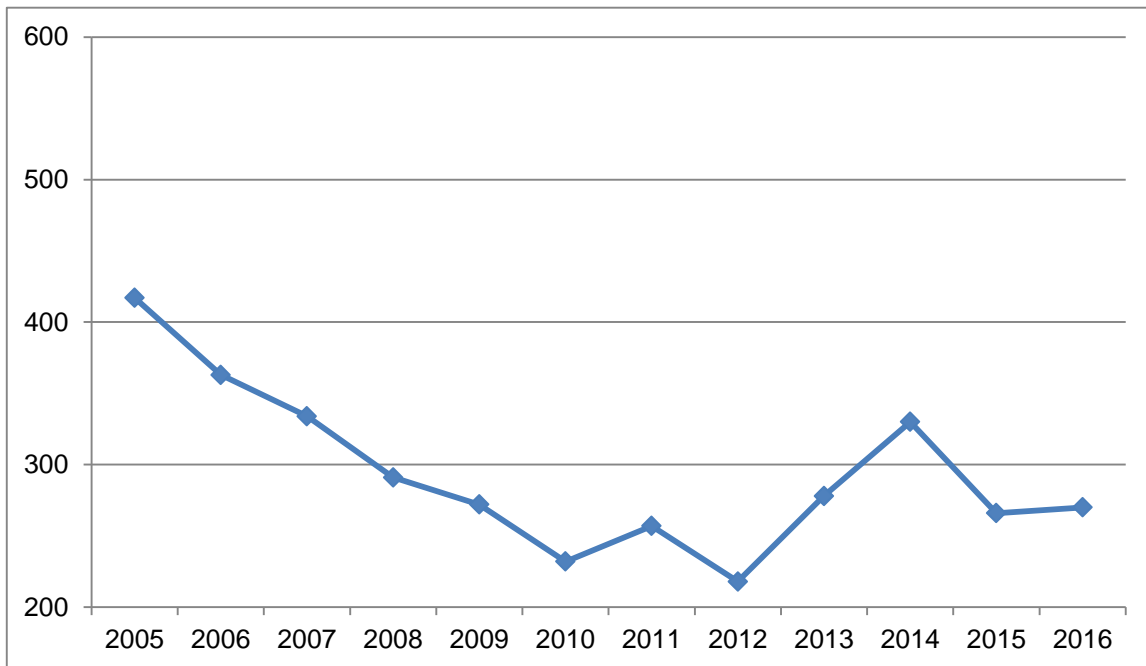
**Fig 3.9 Slightly injured casualties on Wiltshire Council roads**



**Fig 3.10 Slightly injured casualties on Swindon Borough roads**



**Fig 3.11 Slightly injured casualties on Highway England roads (M4 and Trunk)**



## Appendix A

### Table A1 – Road Safety Education, Training and Publicity

User group	Agency	By whom	Notes / Action
Pre-school education	WC, SBC, Police	RSO, PCSO	In car safety advice given to hospital, antenatal clinics, nurseries, pre-school, children's centres and county registrars and current DfT information leaflet issued. Relating to child car seat and seat belt law.
	SBC	RSO	Public child car seat fitting check events National and local road safety publicity
Infant, Junior and Primary school	WC, SBC	RSO	Pedestrian training programme for key stage 1 and 2  Wiltshire programme "Walk Safe" for schools Swindon programme "WALKsmart" for schools  Wiltshire year 6 programme "Are You Street Wise?"  "Junior Good Citizen" open to Year 6 children  Training for school crossing patrollers  'Scooter Skills' Training' Road safety and skills training on scooters to encourage school journeys to school other than by car.
	WC, SBC	STA, RSO	Assessment of walking route to school  Assessment of "Walking Bus" routes  Training the volunteers for "Walking Buses"  General road safety advice  Assessment of parking and safety issues at schools  School transport issues including seat belt advice and child in-car safety  National and local road safety publicity
	RSO, DCE	RSO	Curriculum support and resources made available for key stage 1 – 4
	WC	RSO, Health Promotion, PCSO	School travel planning  Safer routes to school  Taking action on school journeys  "Walk Safe" "WALKsmart" and Bikeability cycle training linked to Wiltshire Healthy Schools.
	WC, SBC	NSI	Cycle Training Bikeability training level 1 and 2

**Table A1 – Road Safety Education, Training and Publicity**

<b>User group</b>	<b>Agency</b>	<b>By whom</b>	<b>Notes / Action</b>
Secondary Schools	WC, SBC	RSO	Secondary education programme for road safety
			Pre-driving training
	WC, SBC, Police, D&WFS,	D&WFS Police, RSO,	'Safe Drive Stay Alive' Programme delivered by joint emergency services to school (16-18 age group)
	WC, SBC	RSO, NSI	Bikeability Training levels 2 and 3
	WC, SBC	RSO, DCE	General road safety advice
		RSO	Curriculum support and resources
		RSO	Assessment of safe routes to school
		STPA (WC)	Assessment of traffic, parking and safety issues at schools
		STPA, (WC)	School transport issues and training for bus users
		RSO	School travel plan, advice and road safety publicity
		STPA, (WC)	Safer routes to school
		RSO, LPO	Taking action on school journeys
	RSO, ADI	Under 17 car club – national club, supported by local road policing officers. Demonstration drivers on and off road, assessment of driving skill	
	WC, SBC, Police	BikeSafe Co-ordinator Police ???	Swindon Young Drivers – local group of Driving Instructors offering practical experience (off-road) and road safety education for 11-16 year-olds (Supported by SBC)
			Scooter rider road safety
	SBC	Local provider	Wheels Workshop – practical workshop and riding activities targeting 'at risk' young people. (Supported by SBC)
Colleges, Further education	WC, SBC, Police, SWAS	RSO, D&WFS, Police, SWAS	'Safe Drive Stay Alive'
			Wiltshire partnership for the post 16 transport
			Drink and Drug driving campaigns
			Seat belt campaigns
			Mobile phone and driving campaigns
	SBC	RSO	General road safety education at Fresher's events and other events throughout academic year.

**Table A1 – Road Safety Education, Training and Publicity**

<b>User group</b>	<b>Agency</b>	<b>By whom</b>	<b>Notes / Action</b>
Older road users	WC, SBC	RSO, ADI	Safe Driving with Age (SAGE) driving assessments and advice to help older drivers drive safely on the road. Advice on driving and highway code.  National and local road safety publicity
Other road users;			
Scooter riders and motorcyclist	WC, SBC	RSO, PTW training organisation	Scooter rider Campaign
Motorcyclists	WC, Police, SBC	RSO, Police motorcyclists	BikeSafe – the ‘Love to Ride... Ride to Live’ scheme supports the best practice initiative, targeting adults, new to or returning to high powered motorcycles and encourages further training.
Drivers	WC, Police, SBC	RSO, Police, CJU, ADI	National Driver Alertness Course, drivers receive theory and practical training, in accordance with a national syllabus, to address driving concerns and bring about behavioural change as an alternative to prosecution for careless driving (around 400 drivers per year attend courses) referrals from both Wiltshire and Swindon.
	WC, SBC	RSO, ADI	‘Pass Plus’ to give newly qualified drivers better driving skills.
	WC	RSO, ADI	Minibus/MPV driving training and assessment
	WC	RSO, ADI	Taxi driver assessments
Young learner Drivers	Police, D&WFS,WC, SBC	ADIs	‘The Honest Truth’ Young Driver Intervention addressing issues which face young drivers and encouraging behaviour change.
Adult cyclists	WC	NSI	Adult cyclist – training level 3 (National Standards)  Cyclist training level 1 to 3 for health reason
Road safety advice	WC, SBC	RSO	Advice given to uniformed organisations
Community Speed Watch & Speed Indicator Devices	WC, Police, SBC	RSO, Community Volunteers, Area Boards	Speed Management Strategy - Community Speed Watch and Speed Indicator Devices.

**Table A1 – Road Safety Education, Training and Publicity**

<b>User group</b>	<b>Agency</b>	<b>By whom</b>	<b>Notes / Action</b>
Publicity	WC, SBC	RSO, Police, D&WFS, HE	<p>National and local road safety campaigns in support of the DfT road safety calendar and other national and local campaigns. A partnership/multi agency calendar is being agreed to promote campaigns locally.</p> <p>Exhibitions and events throughout Wiltshire to promote road safety. Wiltshire Council road safety guide and other publicity materials and resources</p> <p>Motorway service areas exhibitions: eyesight screening, reaction tester.</p> <p>Presentation to various groups including military, further education colleges, public events. Use made of police crash car, crash bike and road safety trailer</p>
National Standard Instructor training	WC	DfT Accredited Instructor Training Organisation (ITO)	<p>Providing accredited training courses to train National standard/Bikeability cyclist instructors. Training provided in Wiltshire and nationally.</p>

Key to abbreviations

WC	Wiltshire Council
SBC	Swindon Borough Council
RSO	Road Safety Officer
ADI	Approved Driving Instructor
LPO	Local Police Officer
D&WFS	Dorset and Wiltshire Fire Service
DCE	Department for Children and Education
DfT	Department for Transport
CJU	Criminal Justice Unit
SWAS	South Western Ambulance Service
HE	Highways England
PCSO	Police Community Support Officer
PTW	Powered Two Wheelers
STA	School Travel Advisor
NSI	National Standards Instructor (cycle training)



**Table A2 – Enforcement**

<b>Area of Action</b>	<b>Agency</b>	<b>By Whom</b>	<b>Comments</b>
Drink drive all age groups 16 +	Police	All uniformed patrol officers	Enforcement of Drink drive legislation
Speed check all age groups 16 +	Police	Road Policing Officers	Targeted speed enforcement in accordance with Partnership Speed Management Strategy
Vehicle checks - LGV/PVC operators and driver - car and light commercial vehicles and drivers	Police, DVSA, Customs and Excise, WC, SBC, Health and safety executive DfT and other	Roads Policing Officers support by other Police officers. Also enforcement officers from other agencies.	Both locally and in support of national operations e.g. 'Operation Mermaid'
Seat belt check all age groups	Police	All uniformed officers	Enforcement of seat belt legislation to compliment publicity campaigns.
Pedal cycle safety, cyclists – all ages	Police	All uniformed officers	Enforcement and educate as appropriate
Vehicle defect rectification scheme all drivers/riders	Police	All uniformed officers	Prosecution follows if scheme is not complied with.
Drug driving all age group 16 +	Police	Trained and authorised Police officers	Enforcement of drug driving legislation using drug recognition and field impairment testing techniques in accordance with DfT code of practice.
Other area of legislation – all age groups	Police	Roads Policing officers	Road safety partnership strategic assessment, national DfT road safety calendar, ACPO or European enforcement calendar e.g. eyesight testing of drivers, construction and use, lighting offences etc.

**Key to Abbreviations**

WC	Wiltshire Council
SBC	Swindon Borough Council
DVSA	Driver & Vehicle Standards Agency
LGV	Large Goods Vehicles
DfT	Department for Transport
ACPO	Association of Chief Police Officers
PCV	Passenger Carrying Vehicle

**Table A3 – Highways engineering and maintenance**

<b>Area of Action</b>	<b>Agency</b>	<b>By Whom</b>	<b>Comments</b>
Safety audits, highway improvements, major maintenance scheme, major development proposals	WC, SBC, Police, Atkins	Traffic, highway engineers, accident investigation engineers, qualified police officers	Schemes checked at various stages from design to implementation.
Improvement schemes, injury accident sites	WC, SBC, Police, Atkins	Traffic, highway engineers, qualified police officers	Monitoring of injury accident records used to identify sites/ routes for remedial treatment and bids to government for funding. Engineering measures are targeted at the sites with the worst accident problems
Traffic management injury accident sites	WC, SBC, Police, Atkins	Traffic, highway engineers, qualified police officers	As above in accordance with the highway authority policy
Highway maintenance programmes, injury accident sites, low skid resistance sites	WC, SBC, Atkins	Highway engineers	Routine and major maintenance programmes use accident data and SCRIM testing to identify sites for treatment, resurfacing etc.
Precautionary salting ice and snow	WC, SBC, Atkins	Highway engineers	During the winter month's coordinated precautionary salting system in operation. Approximately 25% of the total length of the county highways network is treated
Monitoring Speed	WC, Police, SBC	Suitably qualified persons	Monitor complaints and collision sites for excess speed to produce analysis and intelligence to target speed problems in accordance with the partnership speed management strategy.

Key of abbreviations

WC Wiltshire Council

SBC Swindon Borough Council

SCRIM Sideway-Force Coefficient Routine Investigation Machines

## Further information

Further information on government policies, strategies and targets can be found at:

- ❖ DfT Strategic Framework for Road Safety  
<https://www.gov.uk/government/publications/strategic-framework-for-road-safety>

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Information about Wiltshire Council service can be made available on request in other languages including BSL and formats such as **large print** and audio.

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Wiltshire Council

Environment Select Committee

13 March 2018

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**Subject:** Wiltshire Playing Pitch Strategy Update

**Cabinet member:** Cllr John Thomson  
Cabinet Member for Communities, Communication,  
Leisure and Libraries

**Key Decision:** No

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## 1. Purpose of Report

- 1.1 To update Environment Select Committee about the development and the delivery of actions following the adoption of the Wiltshire Playing Pitch Strategy in February 2017.

## 2. Background

- 2.1 The Wiltshire Playing Pitch Strategy (WPPS) was developed to support the Wiltshire Core Strategy and the need for a single Wiltshire wide open spaces standard. The Playing Pitch Strategy forms Part 3 of the Wiltshire Open Spaces Study.
- 2.2 The strategy was developed in accordance with the National Planning Policy Framework and informed by the former guidance provided in 'Planning Policy Guidance Note 17: Planning for Open Space, Sport and Recreation' and its Companion Guide 'Assessing Needs and Opportunities'.
- 2.3 The draft WPPS was endorsed by the Environment Select Committee on 13 December 2016. Cabinet reviewed the draft WPPS on 7<sup>th</sup> February 2017 and resolved:

**(A) To formally adopt the Wiltshire Playing Pitch Strategy, Action Plan, Community Area Profiles and Needs Assessment to inform decision making and policy development.**

**(B) That the Strategy Development Steering Group is to evolve into the body overseeing the Playing Pitch Strategy on behalf of the Council and reporting to the relevant Cabinet officers on an annual basis, with an annual report to be provided to Environment Select Committee. This group to be renamed the Wiltshire Playing Pitch Strategy Implementation Group.**

### **3. Development and delivery of actions**

- 3.1 Following the adoption of the WPPS by cabinet, the existing Wiltshire Playing Pitch Strategy Steering Group converted into the Wiltshire Playing Pitch Strategy Implementation Group. The group has prioritised key projects and opportunities arising from the strategy, community area action plans and needs assessment to form a Year 1 Action Plan. Appendix A is attached; 'Wiltshire Playing Pitch Strategy Priority List' and provides an overview of all year 1 pitch and ancillary facility developments and the implementation group actions.
- 3.2 To date more than £0.460m of s106 contributions has been allocated to three key projects;
  1. A new cricket facility including newly laid cricket square, pavilion and nets at Chippenham Rugby Club financed by the Westinghouse residential development;
  2. New and upgraded cricket facilities in the Trowbridge area financed by the Hospital Sports Field development;
  3. Upgraded changing and social accommodation at Corsham Rugby Club financed by s106 contributions linked to residential developments in the Corsham town area agreed by Corsham Town Council.
- 3.3 Additional s106 funding has been received from developers that has been identified for playing pitch use and can be allocated against other identified projects within the plan. There is also identified playing pitch s106 funding that has not yet not been received. Working with town and parish councils and the National Governing Bodies of Sport the most appropriate use of this s106 funding will be determined based on the priority list.
- 3.4 Wiltshire Council is working closely with Wiltshire Football Association (Wilts FA) to progress the provision of six 3G pitches across the county. It is likely that once feasibility studies have been carried out and match funding identified, that the Football Foundation (FF) will contribute between 70-75% of the total funding required for these new facilities. Wilts FA has identified the Salisbury area as high priority for 3G pitches and it is likely that 75% funding will be allocated in this area. Feasibility studies have been completed in Boscombe / Amesbury and Devizes. Should all six 3G pitches progress, this will realise additional third party financial investment of circa: £3 million into Wiltshire.
- 3.5 The Rugby Football Union (RFU) will be releasing their national facilities strategy imminently, with potentially two Wiltshire rugby clubs identified within that document, that are likely to receive financial support for development. The WPPS Action Plan will be updated, as appropriate, to incorporate these aspects.

- 3.6 Key to the long-term success of the WPPS is the alignment to the Core Planning Strategy. Leisure services and spatial planning are looking at the best way to incorporate the WPPS and its associated standards into the revised Core Strategy with a deadline of spring 2018.
- 3.7 Following feedback from sports clubs a more user-friendly public facing document is being drafted to assist in the marketing of the WPPS.
- 3.8 The development of a new facility takes a considerable amount of time to come to fruition, but good working relationships with internal and external stakeholders is seeing Wiltshire benefit from significant financial investment in facilities that support community infrastructure, access to leisure and sport and improved health and wellbeing.

#### **4. Proposal**

The Environment Select Committee is asked to:

- i) Note the update about the development and the delivery of actions following the adoption of the Wiltshire Playing Pitch Strategy in February 2017;
- ii) Consider whether further overview and scrutiny engagement, by way of an annual update, could continue to add value in this area.

#### **Carlton Brand, Corporate Director - Communities, Resources and Digital**

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Date of report: Tuesday 13 March 2018

#### **Appendices**

Appendix A: Wiltshire Playing Pitch Strategy Priority List

#### **Background Papers**

Wiltshire Playing Pitch Strategy, Action Plan, Community Area Plans and Needs Assessment

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**WILTSHIRE PLAYING PITCH STRATEGY PRIORITY LIST – POSITION AT 22<sup>ND</sup> FEBRUARY 2018**

SHADED ROWS INDICATES 1<sup>ST</sup> YEAR PRIORITIES

SITE	SPORT	PROJECT OUTLINE	DATE BECAME A PRIORITY	POSITION STATEMENT
Westinghouse Sports Ground	Cricket	Ensure associated s106 is delivered or site is returned to a sports ground	Feb 2017	Full cost of mitigation strategy at Chippenham Rugby Club linked to the Westinghouse Sport Ground residential development is to be covered by the developer, this will exceed £241,000. English Cricket Board (ECB) and the Wiltshire Cricket Board (WCB) have met regularly with the developer's consultant and are happy with the specification of the work planned and the agreed work carried out. The cricket table has been laid to the agreed specification and will be ready for use in May 2019. The development of the pavilion and installation of the nets are being discussed with indications that both will be installed in 2018. Sport England are happy with the installation specification and the involvement of the governing bodies of cricket.
Trowbridge CC – Hospital site	Cricket	Ensure s106 funds agreed linked with site development are used in line with s106. The Trowbridge Cricket Club project includes upgrading artificial wicket at Clarendon Academy, upgrading Memorial Field wicket at North Bradley, upgrading practice facilities at TCC Ground	Feb 2017	Wiltshire Council has met with Wiltshire Cricket Board to discuss transferring the s106 funding to the Cricket Board for them to deliver the facilities in line with the s106. Discussions have been positive, with both parties expecting to move forward quickly on the project once the English Cricket Board has given their blessing to the transfer of the s106. The transfer and associated legal agreement removes all risk from Wiltshire Council.
Salisbury 3GATP	Football	Provision of 3GATP with changing accommodation and car parking	Feb 2017	Sarum Academy identified as the only viable site within the Salisbury City boundary. Wilts Football Association, Wiltshire Council, Sarum Academy and Football Foundation have met, discussed and agreed responsibilities as well as the potential way ahead. Football Foundation grant likely to be 75% of total costs. Officers from Sarum Academy, Wiltshire Council and Wilts FA have met with Salisbury City Councillors and have received their in principle support as well an invitation to apply for a grant to assist with the Feasibility Study costs. Sarum Academy will seek to cover the costs of the Feasibility Study by applying to Salisbury, Southern and South West Community Area Boards for a LYN Grant as well as Salisbury City Council for a Community Grant. This will happen during March 2018.
Trowbridge 3GATP	Football	Provision of 3GATP with changing accommodation and car parking	Feb 2017	Site identified and purchased by Trowbridge Town Council (adjacent to Trowbridge Rugby Football Club), S106 contributions identified. Trowbridge Town Council has engaged the Football Foundation and their consultants Robinson Low Francis (RLF) to carry out the Feasibility Study for the 3GATP and QMP for the changing accommodation. The Rugby Football Union (RFU) has expressed an interest in being involved, however at this stage their financial interest and usage expectations are unknown. Feasibility Study is expected to be completed by May 2018.
Westbury 3GATP	Football	Provision of 3GATP with changing accommodation and car parking	Feb 2017	Matravers School has decided that they cannot commit to a major build onsite until after their planned school extension is completed. However, the identified Playing Pitch Contributions have been used to upgrade tennis courts to a Floodlit Multi Use Games Area, which is bookable for Community Use and will provide football practice facilities. Westbury Town Council agreed with this change is use of the funding.
Devizes 3GATP	Football	Provision of 3GATP with changing accommodation and car parking	Feb 2017	Site agreed as Green Lane managed by Devizes Town Council. S106 contributions identified. Devizes Town Council has engaged the Football Foundation and their consultants Robinson Low Francis (RLF) to carry out the Feasibility Study for the 3GATP and QMP for the changing accommodation and Wiltshire FA Headquarters (this to be funded by Wilts FA). The Feasibility Study has been completed and agreed, with a full planning application submission expected in March 2018.

SITE	SPORT	PROJECT OUTLINE	DATE BECAME A PRIORITY	POSITION STATEMENT
Boscombe Down, Amesbury 3GATP	Football	Replacement of redundant ATP (MOD owned) with full size 3GATP	June 2017	Amesbury Town Council appointed Football Foundation consultants Robinson Low Francis (RLF). Feasibility Study completed. Project stalled due to MOD development of Boscombe, assistance from Richard Walters (Major Projects) requested.
Devizes HC, Devizes Leisure Centre	Hockey	Agree fees and future usage – potentially linked to 3GATP developments in Devizes	Feb 2017	Project not eligible for s106. Club currently liaising with Leisure Centre Specialist Manager to agree a sustainable way forward for both parties.
Corsham HC, Springfield Health & Well Being Centre	Hockey	Agree fees linked to Devizes as both ATP's owned by WC	Feb 2017	Not eligible for s106. Club currently liaising with Leisure Centre Specialist Manager to agree a sustainable way forward for both parties.
Trowbridge – Clarendon Academy	Hockey	Development of hockey coaching and opportunities linking to Active Trowbridge.	Feb 2017	Hockey Sessions run by Active Trowbridge initiated in May 2017.
Warminster RUFC	Rugby	Floodlighting & Drainage	Feb 2017	S106 contributions identified and specific to the Rugby Club, triggers not yet met.
Corsham RUFC	Rugby	Floodlighting & Drainage project changed to Upgrading of Changing Facilities	Feb 2017	S106 contributions identified, club is a limited company therefore transfer of funds to the club is possible. After discussion, the project will not be for floodlighting or drainage but upgrading of changing facilities and toilets. Corsham Town Council has agreed to the change. Legal Agreements have been signed by both parties, these transfer the risk to Corsham Rugby Football Club (CRFC) and outlines the works. The first s106 contribution is in the process of being transferred to CRFC.
Align Sport England Grant Applications with Wiltshire Playing Pitch Strategy Priorities (WPPS)	Wiltshire Council WASP	Identify facility development projects that are being supported by either WASP, or Wiltshire Council. Projects relevant to the WPPS to be listed in this plan.	Feb 2017	Monthly updates given both ways to aid discussion and delivery.
Establish the Implementation Group	Wiltshire Council	Identify the core members of the Group	Feb 2017	Wiltshire Playing Pitch Strategy Implementation Group established. Representatives from Wiltshire Council, Sport England, Wiltshire Cricket Board, Wilts FA, England Hockey, Rugby Football Union, WASP.
Maintain Typologies	Wiltshire Council	Develop and maintain a typology of sites to guide planning and investment in line with priority levels 1 – 4	Feb 2017	Ongoing
Establish Planning Policy	Wiltshire Council	Develop key planning statements for the core strategy to ensure the protection of playing fields and commitment to developer contributions	Feb 2017	Meetings held with Spatial Planning in November 2017. Discussions to subsume into Core Strategy commencing spring 2018.
Establish Report Templates	Wiltshire Council	Create Priority List Action Plan Progress Template	Feb 2017	Template agreed and updated post key developments
Compile available Playing Pitch S106 list split by parish	Wiltshire Council	Create list for each community area and identify specific resources available for each of the Year 1 priority facilities	Feb 2017	Priority List Templates agreed.
Investigate CIL application process	Wiltshire Council	Clarify process and if there isn't one, seek to agree a draft	Feb 2017	Process agreed at Cabinet 14 <sup>th</sup> March 2017 – see link below: <a href="http://cms.wiltshire.gov.uk/ieListDocuments.aspx?CId=141&amp;MId=10316&amp;Ver=4">http://cms.wiltshire.gov.uk/ieListDocuments.aspx?CId=141&amp;MId=10316&amp;Ver=4</a> At this stage, the two key documents for the spending of CIL are the CIL 123 List and the Infrastructure Development Plan. Leisure to update its IDP to ensure it covers the six 3GATP projects and seek Member support for the use of CIL funding to assist these strategic projects.
Wiltshire Playing Pitch Strategy Implementation	Sport England	Support the implementation of the Wiltshire Playing Pitch Strategy	Feb 2017	Agreed & ongoing
Produce 6 & 12 month update reports for public consumption	Wiltshire Council	Public awareness of actions against strategy	June 2017	Agreed & ongoing

ToR:

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) A review of the council’s commercial waste policy
  - b) Increased awareness of changes to waste collections
  - c) The implementation and performance of the council’s waste contracts for collecting and managing waste and recyclables (Lot 1, Lot 3, Lot 4 and Lot 5 - commencing 30 July 2018)
  - d) The performance of the contract for managing council-owned HRCs (commenced October 2017 – Lot 2)
  - e) The potential development of services within the council’s waste contracts.
  
2. 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.

Meeting Date	Subject	Purpose	Outcome	Witnesses/Evidence	Additional Information
<b>27 February 2018</b>	Agreement of FWP & Communication Strategy (relating to what can be recycled at the kerbside)	To discuss the proposed FWP for the task group and the waste services team’s ‘Communication Strategy’ surrounding the new contracts	For FWP to be agreed and for the task group to commence “deep dive” activity from this point onwards.  For the task group to be aware of how the waste services team intends to communicate changes in the waste service (with the implementation of the new contracts)	Executive Tracy Carter	This meeting would help enable the task group to provide a recommendation to ToR 1,B ( <i>Increased awareness of changes to waste collections</i> )
<b>May 2018</b>	The performance of the contract for managing council-owned HRCs (Lot 2)	For the task group to learn what the pertinent points (KPIs) are of the	For the task group to be confident of what their observations/line of questioning should follow,	Executive Tracy Carter Officer responsible for drafting/overseeing the	This meeting would provide a sound foundation from which the task group can explore more “deep dive” activity

	and the Council's Commercial Waste Policy	contract for managing HRCs  For the task group to be fully briefed and ask questions on the aims and objectives of the Council's Commercial Waste Policy and the service the council will procure from HWS - if a business requests that the council makes arrangements for collection	when they visit a council-owned HRC in response to ToR 1,D  For the task group to be confident of the aims and objectives of the Council's Commercial Waste Policy (and the services provided by the private sector including HWS)	contract for Lot 2 (Vicki Harris)	around ToR 1,D ( <i>The performance of the contract for managing council-owned HRCs (commenced October 2017 – Lot 2)</i> ) and ToR 1,A ( <i>The development of the council's Commercial Waste Policy</i> )
<b>July 2018 (late July)</b>	The Council's Commercial Waste Policy	For the task group to explore and understand the experience of businesses and traders when it comes to disposing of waste.	For the task group to be aware of whether those "on the ground" have a positive experience in regard to the disposal of their commercial waste & whether they would agree that the Council is meeting the objectives defined in its Commercial Waste Policy.	Business Owners in Wiltshire Traders in Wiltshire <i>15-minute Skype interviews to take place between the above and the task group (those who utilise the service either provided by the private sector or HWS)</i>	This exercise would help to provide the task group with a sound background knowledge base from which to answer ToR 1,A ( <i>The development of the council's Commercial Waste Policy</i> )  <b><i>Interim report to go to ESC: providing recommendations to ToRs 1,A 1,B and 1,D (and potentially 1,E)</i></b>
<b>October 2018</b>	The performance of the contract for managing council-owned HRCs (Lot 2)	For the task group to explore how well HRCs are being managed and whether the terms of the contract are being met "on the ground".	For the task group to be aware of the experiences of both HRC customers and staff and whether business is operating sufficiently.	<b>Field Visit:</b> Staff at HRCs Customers at HRCs <i>Half a day spent observing and</i>	This exercise would enable the task group to provide recommendations to ToRs 1,B ( <i>Increased awareness of changes to waste collections</i> ) and 1,D ( <i>The performance of</i>

			For the task group to gain an insight into whether the Council's Waste Communication Strategy (in relation to kerbside recycling) is operating effectively "on the ground" – i.e. do customers know which items belong in which waste containers at home?	<i>interviewing at the following HRCs: Devizes Salisbury Honeyball, near Calne  Julie/Martin to organise and facilitate this visit</i>	<i>the contract for managing council-owned HRCs (commenced October 2017 – Lot 2))  ToR 1,E (The potential development of services within the council's waste contracts) would also form an undertone to this exercise and therefore, a recommendation could also be made in this regard</i>
<b>January 2019</b>	Performance Framework for Lots 1, 3, 4 and 5	For the task group to be briefed and ask questions around: - The Performance Framework for Lots 1, 3, 4 and 5	For the task group to be familiar with and understand the performance framework for Lots 1, 3, 4 and 5	Executive Tracy Carter Martin Litherland	This exercise would help to provide the task group to answer ToR 1,C: <i>the implementation and performance of the council's waste contracts for Lot 1, Lot 3, Lot 4 and Lot 5 (commencing 30 July 2018).</i>
<b>April 2019</b>	Update on progress with Lots 1, 3, 4 and 5	For the task group to be provided with the corresponding monthly performance framework scores	For the task group to be able to scrutinise, monitor and support how the implementation and performance of the council's waste contracts for Lot 1, Lot 3, Lot 4 and Lot 5 are faring	Executive Tracy Carter (Officers responsible for drafting/overseeing the contracts for Lots 1,3,4 and 5)	This will further enable the task group to answer ToR 1,C: <i>the implementation and performance of the council's waste contracts for Lot 1, Lot 3, Lot 4 and Lot 5 (commencing July 2018))</i>

<p><b>July 2019</b></p>	<p>Update on progress with Lots 1, 3, 4 and 5</p>	<p>For the task group to be provided with the corresponding monthly performance framework scores &amp; discuss any issues that arose from previous consideration of framework</p>	<p>For the task group to be able to scrutinise, monitor and support how the implementation and performance of the council's waste contracts for Lot 1, Lot 3, Lot 4 and Lot 5 are faring</p>	<p>Executive Tracy Carter Officers responsible for drafting/overseeing the contracts for Lots 1,3,4 and 5</p>	<p>Based on discussions, either final report to go to ESC – detailing recommendations around ToR 1,C (<i>the implementation and performance of the council's waste contracts for Lot 1, Lot 3, Lot 4 and Lot 5 (commencing July 2018))</i> and 1,E (<i>the potential development of services within the council's waste contracts or further meetings to be convened to further consider the performance framework for Lots 1, 3, 4 and 5)</i>)</p>
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\* = dates to align with ESC's consideration of the interim report

## Environment Select Committee Forward Work Programme

Last updated 1 MARCH 2018.

Environment Select Committee - Current / Active Task Groups		
Task Group	Start Date	Final Report Expected
Waste Service Changes Task Group	February 2018	July 2019

Environment Select Committee – Forward Work Programme			Last updated 1 FEBRUARY 2018		
Meeting Date	Item	Details / Purpose of Report	Associate Director	Responsible Cabinet Member	Report Author / Lead Officer
13 Mar 2018	Streetworks and Utilities Management	As resolved at 15 November ESC-Executive Annual Meeting on the 'Highways and Transport' portfolio, a report to be provided to the Committee detailing: how streetworks are managed in Wiltshire in comparison to other Local Authorities. Information provided will relate to: signage; pedestrian access; the added value to the Council.	Parvis Khansari	Cabinet Member for Highways, Transport and Waste	Peter Binley
13 Mar 2018	Reduced Road Casualties	As resolved at 15 November, ESC-Executive Annual Meeting on the 'Highways and Transport' portfolio, a report to be received by the Committee detailing: data from 2016 road casualties and accidents; possible ways of improvement going forward.	Parvis Khansari	Cabinet Member for Highways, Transport and Waste	Allan Creedy
13 Mar 2018	Annual National Highways and Transport Network Survey Report	As resolved at 21 Nov 2017 ESC, for the Committee to receive the results from 2017's Survey Report for their monitoring and consideration	Parvis Khansari	Cabinet Member for Highways, Transport and Waste	Peter Binley



Environment Select Committee – Forward Work Programme			Last updated 1 FEBRUARY 2018		
Meeting Date	Item	Details / purpose of report	Associate Director	Responsible Cabinet Member	Report Author / Lead Officer
13 Mar 2018	Wiltshire Council Waste Management Strategy	As resolved at 16 January ESC, the Committee to receive the Council's draft 'Waste Management Strategy' ahead of consideration and adoption by Cabinet and Full Council.	Tracy Carter	Cabinet Member for Highways, Transport and Waste	Vicki Harris, Amy Williams
13 March 2018	Wiltshire Playing Pitch Strategy	<p>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.</p> <p>The Committee to receive a short Briefing Note, listing the sites that have been worked on.</p>	Laurie Bell	Deputy Leader and Cabinet Member for Communications, Communities, Leisure and Libraries	Louise Cary

<b>Environment Select Committee – Forward Work Programme</b>			<b>Last updated 1 FEBRUARY 2018</b>		
<b>Meeting Date</b>	<b>Item</b>	<b>Details / purpose of report</b>	<b>Associate Director</b>	<b>Responsible Cabinet Member</b>	<b>Report Author / Lead Officer</b>
1 May 2018	Future Development	As resolved at 15 November ESC-Executive meeting on the 'Housing' portfolio, the Committee to receive a report on 'Future Development'. Detail to be included around: where proposed future development opportunities on public owned land could take place and the rationale behind this decision; and the process of public engagement into developing proposals for these sites, in order to help ensure that development is provided where it is beneficial	Tim Martienssen	Cabinet Member for Economic Development and Housing	Mike Wilmott
1 May 2018	Public Land Released for Homes and Jobs	Following the ESC-Executive Annual Meeting on Economic Development, it was agreed that the ESC receive a verbal briefing on how profit from development is being used to advance the County of Wiltshire as a whole. A presentation on this topic to be provided to the Committee with a Q&A session.	Tim Martienssen	Cabinet Member for Spatial Planning, Development Management and Property	Mike Wilmott

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1 May 2018	Development where it is needed	Following ESC-Executive Annual Meeting on Housing, it was agreed that the ESC receive a verbal briefing on employment land and how the relevant policy is implemented across Wiltshire	Tim Martienssen	Cabinet Member for Spatial Planning, Development Management and Property	Tim Martienssen
26 Jun 2018	Resident Engagement Strategy	For the Committee to receive an annual update, in the form of a report.	(Director - Housing and Commercial Development)	Cabinet Member for Economic Development and Housing	Janet O'Brien
26 Jun 2018	More affordable homes to rent and buy	As resolved at 15 November ESC-Executive Annual Meeting on the 'Housing' portfolio, a report to be received by the Committee on the Council's partner Housing Associations' criteria for affordable homes. The report will detail: evidence of the individual policies for all the Council's partner Housing Associations.	(Director - Housing and Commercial Development)	Cabinet Member for Economic Development and Housing	Nicole Smith
26 Jun 2018	Housing Board - Annual Report	For the Committee to consider the Housing Board's Annual Report, prior to Cabinet's consideration.	(Director - Housing and Commercial Development)	Cabinet Member for Economic Development and Housing	Ian Seeckts

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4 Sep 2018	Public Transport Review Update	As resolved at 21 November ESC, the Committee to receive an update from the Head of Passenger Transport on the progress with work on the integration of NEPTS and SEND and social care transport	Parvis Khansari	Cabinet Member for Highways, Transport and Waste	Jason Salter
6 Nov 2018	Highways Annual Review of Service	As resolved at 21 November 2017 ESC, the Committee agreed to continue to review the performance of the 'Highways' service area through the review of service annual report. At 16 January 2018 ESC, the Committee resolved that the development of the public satisfaction survey - for street scene key performance indicators - be part of the highways annual report. This public satisfaction survey to be included, as part of the annual report.	Parvis Khansari	Cabinet Member for Highways, Transport and Waste	Peter Binley
Not before 2nd Sep 2019	Highways Consultancy Contract	As resolved at 21 Nov 2017 ESC, for the Committee to receive a further update on the Highways Consultancy contract and the procurement process	Parvis Khansari	Cabinet Member for Highways, Transport and Waste	Peter Binley

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TBC	Enforcement update	To review the impact of the reduction of planning enforcement officers across the service.	Tim Martienssen	Leader of the Council	
TBC	Emissions	To investigate possible scrutiny involvement in Wiltshire's emissions and to consider the Council's response to the Government's 25 year Environment Plan, published in January 2018.	Tracy Carter	Cabinet Member for Highways, Transport and Waste	

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