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Highways Performance Management Framework

Network Safety Condition and Resilience

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

Network Availability

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

Maintenance for Sustainable Transport

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

Infrastructure to Support Economic Growth

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

Environmental Sustainability

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

Customer

Asset Management Objective	Strategic Objective	Key Performance Indicator	Measure	Status 2015/16
To manage the highway network in a manner that supports our vision of placing customers first.	Trust and Respect, Simplicity, Responsibility, Leadership, Working Together, Excellence (Behaviours Framework) Communicating effectively with the public (Communications Strategy) Place Customers First (Business Plan) Strengthen our communities (Business Plan)	C01 - Satisfaction with Highways Service	NHT result compared to average (Q2)	🟧
		C02 - Satisfaction with Pedestrian Facilities	NHT result compared to average (Q5)	🟧
		C03 - Deals with Potholes & Damaged Roads	NHT result compared to average (Q7)	🟥
		C04 - Satisfaction with Cycle facilities	NHT result compared to average (Q8 ave)	🟧
		C05 - Satisfaction with Roadworks	NHT result compared to average (Q12 ave)	🟧
		C06 - Satisfaction with Managing Traffic	NHT result compared to average (Q13 ave)	🟩

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