

Wiltshire Highways Performance Management Framework Indicators



November 2017

Wiltshire Highways

Performance Management Framework

Indicators

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

The scores are included in the Performance Management Framework Summary.

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Network Safety Condition & Resilience 01: Accidents – People Killed and seriously injured.

Overview	<p>The purpose of this performance measure is to report on the effectiveness of the measures undertaken to meet the casualty reduction targets.</p> <p>This measure is as defined in the road safety strategy.</p> <table border="1" data-bbox="619 490 1190 613"> <tr> <td style="background-color: red; color: white; text-align: center;">Poor</td> <td style="background-color: yellow; text-align: center;">Fair</td> <td style="background-color: lightgreen; text-align: center;">Good</td> </tr> <tr> <td style="background-color: red; color: white; text-align: center;">Below target</td> <td style="background-color: yellow; text-align: center;">On Target or close to target</td> <td style="background-color: lightgreen; text-align: center;">Above Target</td> </tr> </table> <p>Where Poor is defined as not meeting the Safety Strategy Target. Fair is an achievement in line with the Safety Strategy targets and Good signifies that the road safety targets are being exceeded.</p>	Poor	Fair	Good	Below target	On Target or close to target	Above Target															
Poor	Fair	Good																				
Below target	On Target or close to target	Above Target																				
Trends	<p>Forward targets for this measure are:</p> <table border="1" data-bbox="448 819 1361 1021"> <thead> <tr style="background-color: #00a0e3; color: white;"> <th colspan="3">Actual</th> <th colspan="4">Forward Targets</th> </tr> <tr style="background-color: #e0e0e0;"> <th>14/15</th> <th>15/16</th> <th>16/17</th> <th>17/18</th> <th>18/19</th> <th>19/20</th> <th>20/21</th> </tr> </thead> <tbody> <tr> <td style="background-color: #e0e0e0; text-align: center;">209</td> <td style="background-color: lightgreen; text-align: center;">190</td> <td style="background-color: red; color: white; text-align: center;">192</td> <td style="text-align: center;">172</td> <td style="text-align: center;">162</td> <td style="text-align: center;">152</td> <td style="text-align: center;">141</td> </tr> </tbody> </table> <p>This measure is not affected by network hierarchy.</p> <p>Driver for Change / Improvement Action</p> <p>National and local aims to reduce accidents</p>	Actual			Forward Targets				14/15	15/16	16/17	17/18	18/19	19/20	20/21	209	190	192	172	162	152	141
Actual			Forward Targets																			
14/15	15/16	16/17	17/18	18/19	19/20	20/21																
209	190	192	172	162	152	141																
Measure Details	<p>This is an annual measure. This measure conforms to the Road Safety Strategy.</p> <p>This measure is based on STATS19 Police Accident data.</p> <p>Measure shows number of people killed each year. Excludes motorways and trunk roads.</p> <p>Collision Reduction Policy aim is for a 40% reduction in killed and seriously injured based on the 2005-09 average by 2020 (calendar year).</p> <p>Target for 2016/17 killed and seriously injured is 183. The actual figure is 192 which is below target, and is an increase compared to the previous figure. Performance is below target.</p>																					

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

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

This measure is as defined in the road safety strategy.

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

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

Trends Forward targets for this measure are:

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

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

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

Measure Details This is an annual measure

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

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

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

No specific aim has been adopted for slight injuries.

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

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

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

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

Poor	Fair	Good
Increased %	Slight change or unchanged	Reduced %

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

Trends Forward targets for this measure are:

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

Driver for Change / Improvement Action/Comment

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

Measure Details This is measured annually.

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

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

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

Network Safety Condition & Resilience 04: Structural Condition of Carriageway

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

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

Poor	Fair	Good
Increased %	Slight increase or unchanged	Reduced %

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

Trends Trends for this measure are:

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

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

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

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

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

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

Network Safety Condition & Resilience 05: Winter Maintenance

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

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

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

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

Trends Trends for this measure are:

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

This measure applies to precautionary salting network only.

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

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

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

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

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

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

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

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

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

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

Trends Forward targets for this measure are:

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

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

Measure Details This is an annual measure

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

For 2016/17:

BCI average 86.93

BCI critical 81.04

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

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

Network Availability NA01: Planned works versus reactive works.																						
Overview	<p>The purpose of the performance measure is to compare proportion of planned highway maintenance works to reactive works. Low proportion of reactive works is good.</p> <p>The measure is the percentage expenditure of highway maintenance reactive work.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="background-color: red; color: white; text-align: center;">Poor</td> <td style="background-color: orange; text-align: center;">Fair</td> <td style="background-color: lightgreen; text-align: center;">Good</td> </tr> <tr> <td style="text-align: center;">Reactive work more than 15%</td> <td style="text-align: center;">Reactive work 15%</td> <td style="text-align: center;">Reactive work 15% or less</td> </tr> </table> <p>Where poor is defined Reactive work more than 15%, fair is 15% reactive work, and good is less than 15% reactive work.</p>	Poor	Fair	Good	Reactive work more than 15%	Reactive work 15%	Reactive work 15% or less															
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Actual			Forward Targets																			
14/15	15/16	16/17	17/18	18/19	19/20	20/21																
N/A	9%	12%	15%	15%	15%	15%																
Measure Details	<p>This performance measure is the budget expenditure on reactive work such as pothole repairs and patching compared to expenditure on planned highway maintenance such as surfacing, reconstruction and surface dressing.</p> <p>The performance measure is reviewed annually to calculate the NA01 measure.</p> <p>Targets for future years will be reviewed next year.</p> <p>2016/17 proportion of reactive road maintenance is estimated as 12% which is assessed as good.</p>																					

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

Network Availability NA03: Forward Visibility of Structures Programme.

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

The measure is the forward structures and bridges programmed.

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

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

Trends Forward targets for this measure are:

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

This measure is not affected by network hierarchy.

Driver for Change / Improvement Action

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

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

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

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

Network Availability NA04: Planned Routine Maintenance

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

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

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

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

Trends Forward targets for this measure are:

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

This measure is generally not affected by network hierarchy.

Driver for Change / Improvement Action

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

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

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

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

Network Availability NA05: Reducing the Number of Potholes

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

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

Poor	Fair	Good
Potholes increasing	Potholes slightly above target	Potholes reducing

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

Trends Forward targets for this measure are:

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

This measure is not affected by network hierarchy.

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

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

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

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

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

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

Network Availability NA06: Repair of Priority 1 Defects

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

The measure is the number of P1 potholes annually.

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

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

Trends Forward targets for this measure are:

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

This measure is not affected by network hierarchy.

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

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

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

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

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

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

Maintenance for Sustainable Transport 01: Footway Condition																											
Overview	<p>This performance measure is designed to determine the percentage of footways where maintenance should be considered.</p> <p>The level of service for this measure is determined based on the following bandings.</p> <table border="1" data-bbox="619 432 1190 555"> <tr> <td style="background-color: red; color: white;">Poor</td> <td style="background-color: yellow;">Fair</td> <td style="background-color: lightgreen;">Good</td> </tr> <tr> <td style="background-color: red; color: white;">>25%</td> <td style="background-color: yellow;">>10% <25%</td> <td style="background-color: lightgreen;"><10%</td> </tr> </table> <p>Where Poor is defined as >25% of surveyed footway length is considered as Structurally Unsound. Fair is defined as where between 10% and 25% of surveyed footway length is considered as Structurally Unsound. Good is defined as less than 10% of the surveyed footway length is considered as Structurally Unsound.</p>						Poor	Fair	Good	>25%	>10% <25%	<10%															
Poor	Fair	Good																									
>25%	>10% <25%	<10%																									
Trends	<p>Measured every 4 years. Percentage of total surveyed footway length considered as structurally unsound.</p> <table border="1" data-bbox="448 831 1361 1032"> <thead> <tr> <th colspan="3">Actual</th> <th colspan="4">Forward Targets</th> </tr> <tr> <th>14/15</th> <th>15/16</th> <th>16/17</th> <th>17/18</th> <th>18/19</th> <th>19/20</th> <th>20/21</th> </tr> </thead> <tbody> <tr> <td style="background-color: #cccccc;">-</td> <td style="background-color: red; color: white;">27.07</td> <td style="background-color: yellow;">Fair</td> <td>Fair</td> <td>Fair</td> <td>tbc</td> <td>tbc</td> </tr> </tbody> </table> <p>Driver for Change / Improvement Action</p> <p>Footway condition is not as good as desired in many instances as a result of underinvestment in previous years.</p>						Actual			Forward Targets				14/15	15/16	16/17	17/18	18/19	19/20	20/21	-	27.07	Fair	Fair	Fair	tbc	tbc
Actual			Forward Targets																								
14/15	15/16	16/17	17/18	18/19	19/20	20/21																					
-	27.07	Fair	Fair	Fair	tbc	tbc																					
Measure Details	<p>This measure uses the Footway Network Survey (FNS) data to identify those locations recorded as being Structurally Unsound.</p> <p>The Council uses the structurally unsound footway condition data to identify and prioritise footway sites for treatment against the available budget.</p> <p>Footway surveys are undertaken on a 4 year cycle. Footway condition data is recorded in 4 categories – As New, Aesthetically Impaired, Functionally Impaired (FI) and Structurally Unsound (SU).</p> <p>Secondary Indicators will be developed for FI</p> <p>SU assessment of condition in 2015/16 was 27.07 which is less than 25 and was assessed as poor in 2015/16.</p> <p>No additional surveys have been completed, but a budget of £1.25 million has been included for 2017/18 footway maintenance, and progress is now being made on reducing the backlog. Performance has been assessed as Fair.</p>																										

Maintenance for Sustainable Transport 02: Dropped Kerbs for Pedestrians																											
Overview	<p>This performance measure is designed to determine the quantity of dropped access points installed per year.</p> <p>The level of service for this measure is determined based on the following bandings.</p> <table border="1" data-bbox="619 434 1190 555"> <thead> <tr> <th>Poor</th> <th>Fair</th> <th>Good</th> </tr> </thead> <tbody> <tr> <td>Less than 5 per year</td> <td>5 to 10 per year</td> <td>10 per year</td> </tr> </tbody> </table> <p>Where Poor is defined as less than 5 sites per year, Fair is defined as 5 to 10 sites per year, and Good is more than 10 sites per year.</p>						Poor	Fair	Good	Less than 5 per year	5 to 10 per year	10 per year															
Poor	Fair	Good																									
Less than 5 per year	5 to 10 per year	10 per year																									
Trends	<p>Forward targets for this measure are:</p> <table border="1" data-bbox="448 730 1359 931"> <thead> <tr> <th colspan="3">Actual</th> <th colspan="4">Forward Targets</th> </tr> <tr> <th>14/15</th> <th>15/16</th> <th>16/17</th> <th>17/18</th> <th>18/19</th> <th>19/20</th> <th>20/21</th> </tr> </thead> <tbody> <tr> <td>-</td> <td>11</td> <td>26</td> <td>More than 10</td> <td>More than 10</td> <td>More than 10</td> <td>More than 10</td> </tr> </tbody> </table> <p>Driver for Change / Improvement Action</p> <p>Improved accessibility for all road users.</p>						Actual			Forward Targets				14/15	15/16	16/17	17/18	18/19	19/20	20/21	-	11	26	More than 10	More than 10	More than 10	More than 10
Actual			Forward Targets																								
14/15	15/16	16/17	17/18	18/19	19/20	20/21																					
-	11	26	More than 10	More than 10	More than 10	More than 10																					
Measure Details	<p>This measure records the number of dropped kerbs installed each year.</p> <p>Dropped kerbs are installed via the Integrated Transport Programme in response to requests raised at the Community Area Transport Groups.</p> <p>In 2015/16 there were 11 CATG schemes involving dropped kerbs to improve pedestrian access and in 2016/17 there were 26.</p> <p>The indicator is assessed as good.</p>																										

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

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

Maintenance for Sustainable Transport 05: Traffic Signals

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

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

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

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

Trends Forward targets for this measure are:

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

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

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

Based on traffic signals data held in asset register.

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

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

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

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

Infrastructure ISEG01: Delivery of A350 Chippenham Phase 3																											
Overview	<p>The purpose of this performance measure is to report on the progress of delivering the improvements to the A350 Chippenham bypass improvements.</p> <p>This measure reflects the progress being made through design, procurement and construction of the A350 works at Chequers Roundabout and Brook to Badgers Roundabout at Chippenham.</p> <table border="1" data-bbox="619 501 1190 622"> <tr> <td style="background-color: red; color: white; text-align: center;">Poor</td> <td style="background-color: yellow; text-align: center;">Fair</td> <td style="background-color: lightgreen; text-align: center;">Good</td> </tr> <tr> <td style="background-color: red; color: white; text-align: center;">No progress</td> <td style="background-color: yellow; text-align: center;">Scheme on hold</td> <td style="background-color: lightgreen; text-align: center;">Scheme progressing</td> </tr> </table> <p>Where poor is defined as no progress, fair is on hold or delayed, and good is scheme progressing on programme or ahead of programme.</p>						Poor	Fair	Good	No progress	Scheme on hold	Scheme progressing															
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N/A	Design	Tender	Works	End	-	-																					
Measure Details	<p>This indicator is measured annually.</p> <p>Scheme progress is measured against programme regularly through the Major Scheme Service Delivery Meetings, and is assessed annually for the ISEG01 measure.</p> <p>2016/17 – Outline Business Case approved by SWLEP Board in November 2016. Detailed design progressed through remaining part of 2016/17 and tender procurement exercise undertaken in early 2017. Full Business Case approved by SWLEP Board in May 2017. Scheme scheduled to start in July 2017. Tender process completed in 2016/17 for delivery in 2017/18.</p> <p>Scheme is on programme and indicator score is assessed as Good.</p>																										

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

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

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

Infrastructure ISEG05: Network Improvements from development																											
Overview	<p>The purpose of this performance measure is to report on the progress of delivering improvements to the highway network through development opportunities.</p> <p>This measure reflects the progress being made on developing and delivering network and capacity improvements through planning applications.</p> <table border="1" data-bbox="619 465 1190 591"> <tr> <td style="background-color: red; color: white; text-align: center;">Poor</td> <td style="background-color: yellow; text-align: center;">Fair</td> <td style="background-color: lightgreen; text-align: center;">Good</td> </tr> <tr> <td style="background-color: red; color: white; text-align: center;">No schemes</td> <td style="background-color: yellow; text-align: center;">Proposals on hold</td> <td style="background-color: lightgreen; text-align: center;">Schemes progressing</td> </tr> </table> <p>Where poor is defined as no progress, fair is on hold or delayed, and good is scheme progressing on programme or ahead of programme.</p>						Poor	Fair	Good	No schemes	Proposals on hold	Schemes progressing															
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Actual			Forward Targets																								
14/15	15/16	16/17	17/18	18/19	19/20	20/21																					
N/A	Schemes delivered	Schemes delivered	Schemes delivered	Schemes delivered	Schemes delivered	Schemes delivered																					
Measure Details	<p>This indicator is measured annually.</p> <p>Scheme progress is reviewed annually in conjunction with the Development Control team, and is assessed annually for the ISEG05 measure.</p> <p>2015/16 – Schemes being progressed to support development growth.</p> <p>Schemes to improve the highway network are progressing and indicator score is assessed as Good.</p>																										

Infrastructure ISEG06: Access improvements for development																						
Overview	<p>The purpose of this performance measure is to report on the progress of delivering access improvements to developments.</p> <p>This measure reflects the progress being made on developing and delivering access improvements to development sites through the planning process.</p> <table border="1" data-bbox="619 465 1190 591"> <tr> <td style="background-color: red; color: white; text-align: center;">Poor</td> <td style="background-color: yellow; text-align: center;">Fair</td> <td style="background-color: lightgreen; text-align: center;">Good</td> </tr> <tr> <td style="background-color: red; color: white; text-align: center;">No schemes</td> <td style="background-color: yellow; text-align: center;">Proposals on hold</td> <td style="background-color: lightgreen; text-align: center;">Schemes progressing</td> </tr> </table> <p>Where poor is defined as no progress, fair is on hold or delayed, and good is schemes progressing on programme or ahead of programme.</p>	Poor	Fair	Good	No schemes	Proposals on hold	Schemes progressing															
Poor	Fair	Good																				
No schemes	Proposals on hold	Schemes progressing																				
Trends	<p>Forward targets for this measure are:</p> <table border="1" data-bbox="448 763 1361 965"> <thead> <tr> <th colspan="3">Actual</th> <th colspan="4">Forward Targets</th> </tr> <tr> <th>14/15</th> <th>15/16</th> <th>16/17</th> <th>17/18</th> <th>18/19</th> <th>19/20</th> <th>20/21</th> </tr> </thead> <tbody> <tr> <td style="background-color: #cccccc;">N/A</td> <td style="background-color: lightgreen;">Schemes delivered</td> <td style="background-color: lightgreen;">Schemes delivered</td> <td>Schemes delivered</td> <td>Schemes delivered</td> <td>Schemes delivered</td> <td>Schemes delivered</td> </tr> </tbody> </table> <p>Driver for Change / Improvement Action/Comment</p> <p>The programme for access improvements as a result of development will depend on development opportunities.</p>	Actual			Forward Targets				14/15	15/16	16/17	17/18	18/19	19/20	20/21	N/A	Schemes delivered	Schemes delivered	Schemes delivered	Schemes delivered	Schemes delivered	Schemes delivered
Actual			Forward Targets																			
14/15	15/16	16/17	17/18	18/19	19/20	20/21																
N/A	Schemes delivered	Schemes delivered	Schemes delivered	Schemes delivered	Schemes delivered	Schemes delivered																
Measure Details	<p>This indicator is measured annually.</p> <p>Scheme progress is reviewed annually in conjunction with the Development Control team, and is assessed annually for the ISEG06 measure.</p> <p>2015/16 – Schemes are being progressed through the planning and development process to provide access to various housing and other sites.</p> <p>Schemes to improve access for development are progressing and the indicator score is currently assessed as Good.</p>																					

Environmental Sustainability 01: Energy Consumption																											
Overview	<p>This performance measure is designed to determine the energy consumption from street lighting upon the highway network in Wiltshire.</p> <p>The level of service for this measure is determined based on the following bandings.</p> <table border="1" data-bbox="619 434 1190 584"> <thead> <tr> <th>Poor</th> <th>Fair</th> <th>Good</th> </tr> </thead> <tbody> <tr> <td>Energy usage increasing</td> <td>No major change in energy usage</td> <td>Energy usage decreasing</td> </tr> </tbody> </table> <p>Where poor is defined as energy usage increasing, fair is no major change in energy usage, good is energy usage decreasing.</p>						Poor	Fair	Good	Energy usage increasing	No major change in energy usage	Energy usage decreasing															
Poor	Fair	Good																									
Energy usage increasing	No major change in energy usage	Energy usage decreasing																									
Trends	<p>Forward targets for this measure are:</p> <table border="1" data-bbox="448 757 1359 958"> <thead> <tr> <th colspan="3">Actual</th> <th colspan="4">Forward Targets</th> </tr> <tr> <th>14/15</th> <th>15/16</th> <th>16/17</th> <th>17/18</th> <th>18/19</th> <th>19/20</th> <th>20/21</th> </tr> </thead> <tbody> <tr> <td>-6.99%</td> <td>-16.43%</td> <td>-20.78%</td> <td>tbc</td> <td>tbc</td> <td>tbc</td> <td>tbc</td> </tr> </tbody> </table> <p>Driver for Change / Improvement Action</p> <p>Energy price changes are key pressures on Local Authority budgets. Measures to reduce energy consumption such as changing to smart LED lighting, part night lighting and lamp dimming are increasingly important to reduce carbon footprint and costs.</p>						Actual			Forward Targets				14/15	15/16	16/17	17/18	18/19	19/20	20/21	-6.99%	-16.43%	-20.78%	tbc	tbc	tbc	tbc
Actual			Forward Targets																								
14/15	15/16	16/17	17/18	18/19	19/20	20/21																					
-6.99%	-16.43%	-20.78%	tbc	tbc	tbc	tbc																					
Measure Details	<p>This measure records the change in energy consumption for street lighting as a standard measurement based on Kilowatt Hours consumed annually.</p> <p>Target set for 2016/17 based on effects of LED, part night lighting and dimming. Target for future years will be set in due course. Further reductions are likely to require invest to save schemes, and options are being considered.</p> <p>2016/17 has seen significant reduction in energy consumption per unit compared to previous year and is assessed as Good.</p>																										

Environmental Sustainability 02: Low Carbon Asphalt Materials																						
Overview	<p>This performance measure is designed to determine the percentage of new material laid in highway maintenance with low carbon materials.</p> <p>The level of service for this measure is determined based on the following bandings.</p> <table border="1" data-bbox="619 434 1190 555"> <tr> <td style="background-color: red; color: black; text-align: center;">Poor</td> <td style="background-color: yellow; text-align: center;">Fair</td> <td style="background-color: lightgreen; text-align: center;">Good</td> </tr> <tr> <td style="background-color: red; text-align: center;">Below target</td> <td style="background-color: yellow; text-align: center;">On or close to target</td> <td style="background-color: lightgreen; text-align: center;">Above target</td> </tr> </table> <p>Where Poor is defined as below target, Fair is on or close to target and Good is above target.</p>	Poor	Fair	Good	Below target	On or close to target	Above target															
Poor	Fair	Good																				
Below target	On or close to target	Above target																				
Trends	<p>Forward targets for this measure are:</p> <table border="1" data-bbox="448 730 1359 931"> <thead> <tr> <th colspan="3">Actual</th> <th colspan="4">Forward Targets</th> </tr> <tr> <th>14/15</th> <th>15/16</th> <th>16/17</th> <th>17/18</th> <th>18/19</th> <th>19/20</th> <th>20/21</th> </tr> </thead> <tbody> <tr> <td style="background-color: #cccccc;">0</td> <td style="background-color: lightgreen;">17.9%</td> <td style="background-color: lightgreen;">60.8%</td> <td>50%</td> <td>tbc</td> <td>tbc</td> <td>tbc</td> </tr> </tbody> </table> <p>This measure is not affected by network hierarchy.</p> <p>Driver for Change / Improvement Action</p> <p>Advances in surfacing material technologies have created opportunities to produce lower temperature asphalts with benefits arising in sustainability through 25% reductions in carbon footprint compared to hot equivalents. Lower temperatures also reduce the risk of burns, fumes and steam which can impact on safety.</p>	Actual			Forward Targets				14/15	15/16	16/17	17/18	18/19	19/20	20/21	0	17.9%	60.8%	50%	tbc	tbc	tbc
Actual			Forward Targets																			
14/15	15/16	16/17	17/18	18/19	19/20	20/21																
0	17.9%	60.8%	50%	tbc	tbc	tbc																
Measure Details	<p>Measure is based on proportion of surfacing material which is 'Warm' Asphalt compared to more traditional 'Hot' material. Figures to be derived from major maintenance programme.</p> <p>The target is to have 50% of material to be low carbon where feasible by 2017/18. Future targets to be set following review of operation of material and surfacing material options.</p> <p>In 2016/17 60.8% of the material used was low carbon, which was a significant increase on the previous year, and performance is currently assessed as Good.</p>																					

Environmental Sustainability 03: Recycling of Road Construction Materials																											
Overview	<p>This performance measure is designed to determine the quantity of materials from highway schemes recycled as opposed to disposal to a licensed tip.</p> <p>The level of service for this measure is determined based on the following bandings.</p> <table border="1" data-bbox="619 432 1190 555"> <thead> <tr> <th>Poor</th> <th>Fair</th> <th>Good</th> </tr> </thead> <tbody> <tr> <td>Less than 70%</td> <td>70% – 80% recycled</td> <td>More than 80% recycled</td> </tr> </tbody> </table> <p>Where Poor is defined as below target, Fair is on or close to target and Good is above target.</p>						Poor	Fair	Good	Less than 70%	70% – 80% recycled	More than 80% recycled															
Poor	Fair	Good																									
Less than 70%	70% – 80% recycled	More than 80% recycled																									
Trends	<p>Forward targets for this measure are:</p> <table border="1" data-bbox="448 730 1361 931"> <thead> <tr> <th colspan="3">Actual</th> <th colspan="4">Forward Targets</th> </tr> <tr> <th>14/15</th> <th>15/16</th> <th>16/17</th> <th>17/18</th> <th>18/19</th> <th>19/20</th> <th>20/21</th> </tr> </thead> <tbody> <tr> <td>-</td> <td>86.3%</td> <td>98.6%</td> <td>80%</td> <td>80%</td> <td>tbc</td> <td>tbc</td> </tr> </tbody> </table> <p>Driver for Change / Improvement Action</p> <p>Aim to improve sustainability, reduce waste and costs.</p>						Actual			Forward Targets				14/15	15/16	16/17	17/18	18/19	19/20	20/21	-	86.3%	98.6%	80%	80%	tbc	tbc
Actual			Forward Targets																								
14/15	15/16	16/17	17/18	18/19	19/20	20/21																					
-	86.3%	98.6%	80%	80%	tbc	tbc																					
Measure Details	<p>Indicator based on the percentage of planings from major maintenance schemes that recycled instead of being disposed of at tips.</p> <p>This is an annual measure</p> <p>Measures based on tonnes of planings recycled as a percentage of total. The volume of planings may vary from year to year, and schemes size may vary. Removal or significant reduction in budget for removing planings to recycling locations would be assessed as Poor.</p> <p>Target for future years will be reviewed depending on type of resurfacing work being undertaken. A separate measure may be introduced for in-situ recycling.</p> <p>There is currently a good proportion of planings being recycled, particularly to rights of way in 2016/17. Current performance is therefore assessed as Good.</p>																										

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

Environmental Sustainability 05: Highway Trees and Verges																											
Overview	<p>This performance measure is designed to measure the number of highway tree works and protected verge works completed each year.</p> <p>The level of service for this measure is determined based on the following bandings.</p> <table border="1" data-bbox="619 434 1190 584"> <tr> <td style="background-color: red; color: white; text-align: center;">Poor</td> <td style="background-color: yellow; text-align: center;">Fair</td> <td style="background-color: lightgreen; text-align: center;">Good</td> </tr> <tr> <td style="background-color: red; color: white; text-align: center;">Reactive work only</td> <td style="background-color: yellow; text-align: center;">Some planned work</td> <td style="background-color: lightgreen; text-align: center;">Management of trees taking place</td> </tr> </table> <p>Where poor is defined as carrying out reactive work only, Fair is defined as mainly reactive but some planned work and Good is having a programme of tree and landscape maintenance.</p>						Poor	Fair	Good	Reactive work only	Some planned work	Management of trees taking place															
Poor	Fair	Good																									
Reactive work only	Some planned work	Management of trees taking place																									
Trends	<p>Trends for this measure are:</p> <table border="1" data-bbox="448 792 1361 992"> <thead> <tr> <th colspan="3">Actual</th> <th colspan="4">Forward Targets</th> </tr> <tr> <th>14/15</th> <th>15/16</th> <th>16/17</th> <th>17/18</th> <th>18/19</th> <th>19/20</th> <th>20/21</th> </tr> </thead> <tbody> <tr> <td style="background-color: #cccccc; text-align: center;">-</td> <td style="background-color: lightgreen; text-align: center;">247</td> <td style="background-color: lightgreen; text-align: center;">241</td> <td style="text-align: center;">tbc</td> <td style="text-align: center;">tbc</td> <td style="text-align: center;">tbc</td> <td style="text-align: center;">tbc</td> </tr> </tbody> </table> <p>Driver for Change / Improvement Action</p> <p>Safety of road users, and preserving and improving the environmental value of highway trees and protected verges.</p>						Actual			Forward Targets				14/15	15/16	16/17	17/18	18/19	19/20	20/21	-	247	241	tbc	tbc	tbc	tbc
Actual			Forward Targets																								
14/15	15/16	16/17	17/18	18/19	19/20	20/21																					
-	247	241	tbc	tbc	tbc	tbc																					
Measure Details	<p>Trees are important for amenity and nature conservation reasons and should be preserved, but they can present risks to highway users and adjoining land users if they are allowed to become unstable. In England and Wales the highway authority is also responsible for ensuring that trees outside the highway boundary, but within falling distance, are safe. All trees within falling distance are collectively termed 'highway trees'. Section 154 of the Highways Act 1980 empowers the authority to deal, by notice, with hedges, trees and shrubs growing on adjacent land which overhang the highway, and to recover costs.</p> <p>This is an annual measure</p> <p>Measures is based on number of schemes, but this is likely to vary from year to year. Removal or significant reduction in highway tree maintenance budget would be assessed as Poor.</p> <p>There is currently a good programme of highway tree maintenance work which is funded, with 241 sites in 2016/17, and the protected verge scheme continues to operate. Performance is therefore assessed as Good.</p>																										

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

Customer 01: Satisfaction with Road Safety

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

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

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

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

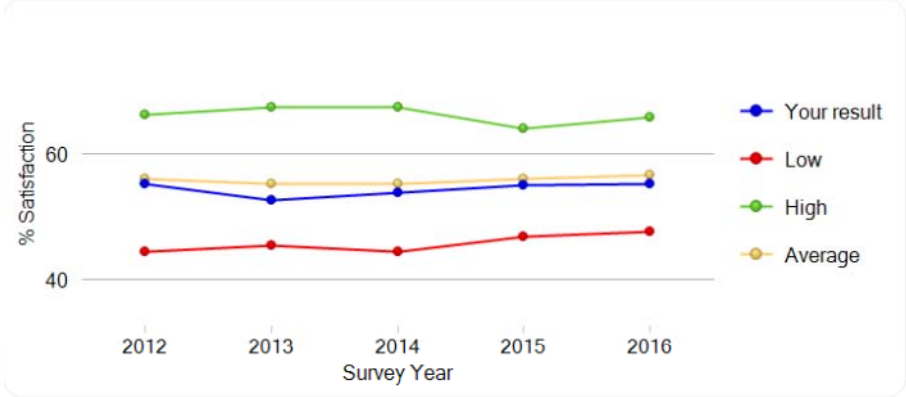
Trends Forward targets for this measure are:

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

Based on 2016 National Highways and Transport Survey Questionnaire Results

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

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



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

Customer 02: Satisfaction with Road Maintenance

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

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

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

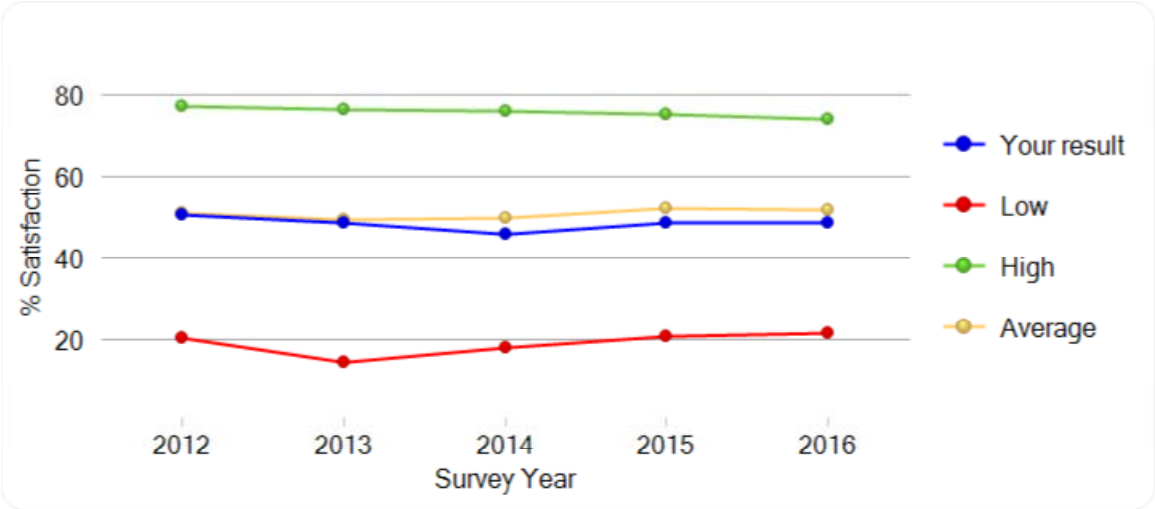
Performance is compared to national average. Fair is within 3% of average.

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

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

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

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



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

Customer 03: Deals with potholes and damaged roads

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

This measure uses the standard NHT results.

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

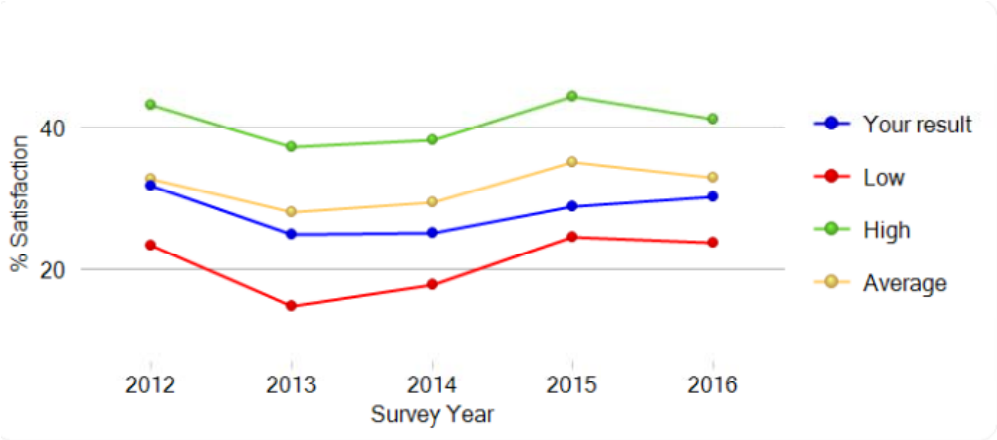
Performance is compared to national average. Fair is within 2% of average.

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

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

Driver for Change / Improvement Action

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



2016 – Wiltshire Average 30 National County Council Average 33

This information is also required for the Direct Management Group.

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

Customer 04: Satisfaction with Walking and Cycling

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

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

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

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

Trends Forward targets for this measure are:

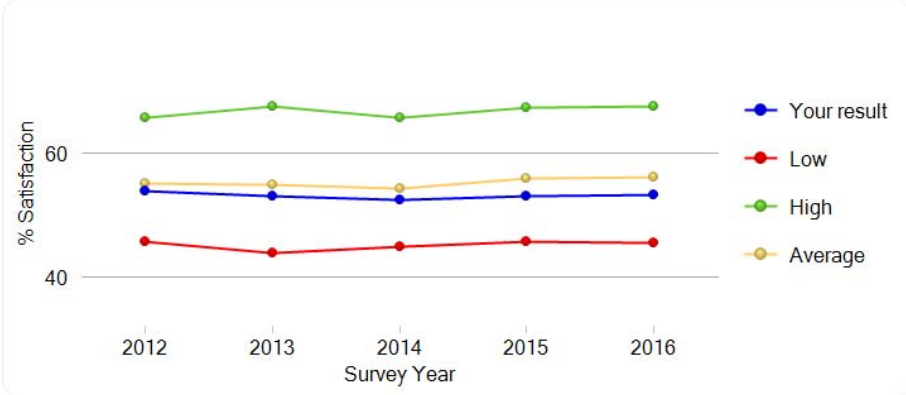
Actual			Forward Targets			
14/15	15/16	16/17	17/18	18/19	19/20	20/21
-	Close to Average	Close to Average	Above Average	Above Average	Above Average	Above Average

Based on National Highways & Transport Survey Questionnaire Results

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

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

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



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

Wiltshire Average 53 National Average 56

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

Customer 05: Satisfaction with Tackling Congestion

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

This measure uses the standard NHT results.

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

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

Trends Forward targets for this measure are:

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

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

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

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

Year	Your result	Low	High	Average
2012	54	40	65	52
2013	53	39	65	52
2014	52	37	65	52
2015	52	30	62	52
2016	52	25	65	51

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

Customer 06: Satisfaction with Managing Roadworks

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

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

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

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

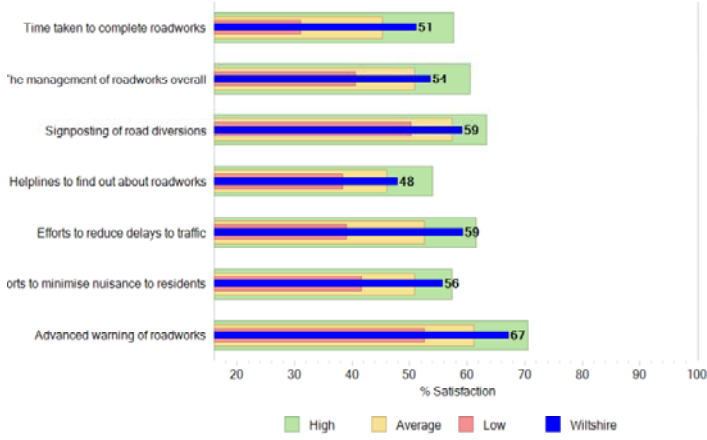
Trends Forward targets for this measure are:

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

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

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

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



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

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