Wiltshire Highways Performance Management Framework Indicators

November 2018

Wiltshire Council
Where everybody matters

WILTSHIRE HIGHWAYS PERFORMANCE MANAGEMENT FRAMEWORK

SUMMARY

Network Safety Condition and Resilience		2015/16	2016/17	2017/18
NSCR01	Collisions – People killed and seriously injured	Green	Red	Green
NSCR02	Collisions – Slight Injury Accidents	Green	Green	Green
NSCR03	Road Skid Resistance	Amber	Amber	Green
NSCR04	Structural Condition of Carriageways	Green	Amber	Green
NSCR05	Winter and weather response	Green	Green	Green
NSCR06	Bridges and Structures Condition	Green	Green	Green
Network Availability		2015/16	2016/17	2017/18
NA01	Low proportion of reactive maintenance	Green	Green	Green
NA02	Forward highway surfacing programme	Green	Green	Green
NA03	Forward structures programme	Green	Green	Green
NA04	Planned routine maintenance on programme	Amber	Amber	Amber
NA05	Reducing number of potholes	Grey	Amber	Red
NA06	Reducing pothole safety defects	Grey	Amber	Red
Maintenance for Sustainable Transport		2015/16	2016/17	2017/18
MST01	Footway conditions	Red	Amber	Amber
MST02	Dropped kerbs for pedestrians	Green	Green	Green
MST03	Pedestrian improvement schemes	Green	Amber	Green
MST04	CATG schemes delivered	Green	Amber	Green
MST05	Condition of traffic signals	Amber	Green	Amber
MST06	Rights of Way Improvement schemes	Green	Red	Red
Infrastructure to Support Economic Growth		2015/16	2016/17	2017/18
ISEG01	A350 Chippenham dualling	Green	Green	Green
ISEG02	M4 Junction 17 Improvement	Green	Green	Green
ISEG03	A350 Yarnbrook/West Ashton	Green	Amber	Green
ISEG04	Development of future Major Schemes	Green	Green	Green
ISEG05	Network Improvements from development	Green	Green	Green
ISEG06	Access improvements for developments	Green	Green	Green
Environmental Sustainability		2015/16	2016/17	2017/18
ES01	Reduction in street lighting energy	Green	Green	Green
ES02	Use of low carbon surfacing materials	Green	Green	Amber
ES03	Recycling of road surfacing materials	Green	Green	Green
ES04	Flood prevention and drainage schemes	Green	Green	Amber
ES05	Programme of tree and landscape works	Green	Green	Green
ES06	Treatment of noxious weeds	Amber	Green	Green
Customer		2015/16	2016/17	2017/18
C01	Public satisfaction with road safety	Amber	Amber	Amber
C02	Public satisfaction with road maintenance	Amber	Amber	Red
C03	Public satisfaction with dealing with potholes	Red	Amber	Amber
C04	Public satisfaction with walking and cycling	Amber	Amber	Amber
C05	Public satisfaction with tackling congestion	Amber	Amber	Amber
C06	Public satisfaction with managing roadworks	Green	Green	Amber

Green – On target or better.   Amber – Close to target.   Red – Below target

INTRODUCTION

The Performance Management Framework gives an indication of performance and trends in the highways service.

This document provides a summary of performance, and a one page description of each of the performance indicators, with an overview of the indicator, trends in the recorded performance to date, future targets and a description of how the indicator is measured and the source of the data.

2017/18 TRENDS

The main trends identified in 2017/18 are outlined below.

The number killed and seriously injured, and the number of slight injury collisions both decreased significantly in 2017/18 and are now on target. This is a major improvement compared to the previous year.

The number of potholes and carriageway safety defect potholes both increased significantly as a result of the severe winter.

Overall public satisfaction with most aspects of the highway service is close to or just below the national average. However, public satisfaction with road conditions has decreased considerably in 2017/18.

The number of rights of way improvement schemes carried out in 2017/18 reduced because of resource issues.

Planned routine maintenance, footway conditions, the treatment of noxious weeds, drainage schemes and the age of the traffic signal stock were close to target, but remain concerns based on the 2017/18 assessment.

ASSET MANAGEMENT OBJECTIVES

The Asset Management Objectives are described in the Highways Asset Management Strategy:

Network Safety Condition and Resilience

To reduce road casualties, improve road safety and the condition and resilience of the highway network.

Network Availability

Minimise the impact of road works by ensuring works are planned and carried out at an optimal time.

Maintenance for Sustainable Transport

To provide a highway network that supports public transport and enables sustainable transport alternatives

Infrastructure to Support Economic Growth

To effectively plan for the management of new infrastructure required to support growth.

Environmental Sustainability

To minimise the environmental impact of maintaining and operating the highway network.

Customer

To manage the highway network in a manner that supports our vision of placing customers first.

Wiltshire Highways Performance Management Framework

Contents

Network Safety Condition & Resilience NSCR01: Accidents – People Killed and seriously injured.	
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
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Below target	On Target or close to target	Above Target	 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.
Trends	Forward targets for this measure are: | Actual				Forward Targets		
---	---	---	---	---	---	---
14/15	**15/16**	**16/17**	**17/18**	**18/19**	**19/20**	**20/21**
209	190	192	174	162	152	141	 This measure is not affected by network hierarchy. **Driver for Change / Improvement Action** National and local aims to reduce accidents
Measure Details	This is an annual measure. This measure conforms to the Road Safety Strategy. This measure is based on STATS19 Police Accident data. Measure shows number of people killed each year. 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). Target for 2017/18 killed and seriously injured is 172. The actual figure is 174, which is very close to target, and a significant improvement compared to the previous year. Performance is therefore assessed as Good.

Network Safety Condition & Resilience NSCR02: 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	887	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.

2017/18 is a significant reduction compared to the previous year and performance is assessed as good. |

Network Safety Condition & Resilience NSCR03: 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 of 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%	29.55%	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, and specific 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 2017/18 is 29.55% which was a very slight improvement from 30.98% in 2016/17, and performance is assessed as Good.

Network Safety Condition & Resilience NSCR04: 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%	3.6%	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.

The 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. It should be noted that the survey methodology may result in some fluctuations in these survey results over time.

2017/18 percentage is a slight reduction compared to previous year and was assessed as good.

Network Safety Condition & Resilience NSCR05: Winter Maintenance	
Overview	This performance measure records the percentage of Winter Service treatment carried out within the prescribed the timescales. The level of service for this measure is determined based on the following bandings. <table><tr><th>Poor</th><th>Fair</th><th>Good</th></tr><tr><td><90%</td><td>90% to 96%</td><td>96% to 100%</td></tr></table> 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:

<table>
<tr><th colspan="4">Actual</th><th colspan="3">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>
<tr><td>-</td><td>Good</td><td>Good</td><td>Good</td><td>Good</td><td>Good</td><td>Good</td></tr>
</table>

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%

Year	Primary	Secondary
2015/16	30	5
2016/17	44	16
2017/18	80	27

In 2017/18 there were significantly more treatments than in recent years as result of the severe winter. No major problems were noted with the operation of winter maintenance and performance was assessed as good.

Network Safety Condition & Resilience NSCR06: Bridges and Structures (BCI)	
Overview	This performance measure is a number of bridge condition factors amalgamated into a single condition indicator using the Bridge Condition Indicator (BCI) information.
	The level of service for this measure is determined based on the following bandings.
	<table><tr><th>Poor</th><th>Fair</th><th>Good</th></tr><tr><td><65</td><td>>65 and <80</td><td>>80</td></tr></table>
	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	85.84	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 the 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 2017/18:
	BCI average 88.41
	BCI critical 82.39
	Blended weighted average is 85.84 (0.6 BCI Ave + 0.4 BCI Critical weighted against deck area)
	Based on guidance 2017/18 performance is rated as good.

Network Availability NA01: Planned works versus reactive works.	
Overview	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. The measure is the percentage expenditure of highway maintenance reactive work. 	Poor	Fair	Good
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Reactive work more than 15%	Reactive work 15%	Reactive work I5% or less	 Where poor is defined Reactive work more than 15%, fair is 15% reactive work, and good is less than 15% reactive work.
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	9%	12%	13%	15%	15%	15%	 This measure is not affected by network hierarchy. **Driver for Change / Improvement Action** An improvement is expected in the longer term as a result of implementing the 'Local Highways Investment Fund 2014 – 2020'. Forward target to be reviewed
Measure Details	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. The performance measure is reviewed annually to calculate the NA01 measure. Targets for future years will be reviewed next year. 2017/18 proportion of reactive road maintenance is estimated as 13% which is assessed as good.

Network Availability NA02: Forward visibility of Surfacing Programme.	
Overview	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. The measure is the forward highway major maintenance programmed. 	Poor	Fair	Good
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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	1 year	1 year	2 years	5 years	5 years	5 years	 This measure is not affected by network hierarchy. **Driver for Change / Improvement Action** Need to identify an effective maintenance programme for the road network for future investment.
Measure Details	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. The performance measure is reviewed annually to calculate the NA02 measure. Target of a 5 year forward programme has been set from 2018/19. The updating of the 5 year programme was deferred from 2017/18 because of the introduction of the new Highways Infrastructure Asset Management System during 2018. 2017/18 programme had forward visibility of two years, and five year programme is being developed. The procurement process u for new Asset Management software has been completed. Development of forward programme is considered to be on target.

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**	**14/15**	**15/16**	**14/15**	**15/16**	**14/15**
N/A	5 year	5 year	5 year	5 year	5 year	5 year

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.
	2017/18 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	Close to 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	2017/18 Performance
Gully emptying	Target 34,560 gully visits	New method of working introduced.	New way of working. Target changed.	26,771 visited. Below target
Rural grass cutting	11,488km	Once per year (additional grass cuts for visibility areas)	Completed	Completed
Road sweeping town centre	7,519km	Fortnightly. Weekly in Salisbury.	Completed	Completed
Road sweeping residential	4,850km	Once per year (Previously - twice per year)	Changed target	Not Completed
Road sweeping Car parks	568,344sqm.	Twice per year	Completed	Completed
Road sweeping Rural	2,182km	Once per year	Not completed	Not Completed

In 2017/18 not all operations were completed and performance has been assessed as Fair.

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	10484	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	2017/18
Safety Inspection potholes	1994	2647
Technician Inspection potholes	462	847
Customer reports	1833	1961
Find and fix pothole repairs	2533	5029
Total	6822	10484

The number of potholes repaired increased substantially in 2017/18, mainly as a result of damage caused by severe winter weather. Performance assessed as poor. |

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	816	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	2017/18
P1 Potholes (safety Inspections)	383	421
P1 Potholes (technician Inspections)	110	150
P1 Potholes (customer reports)	214	245
Total	707	816

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.

Increase in number of P1 potholes in 2017/18 mainly as a result of severe winter weather. |

Maintenance for Sustainable Transport MST01: Footway Condition	
Overview	This performance measure is designed to determine the percentage of footways where maintenance should be considered. The level of service for this measure is determined based on the following bandings. 	**Poor**	**Fair**	**Good**	 |---|---|---| | >25% | >10% <25% | <10% | Where Poor is defined as >25% of surveyed footway length is considered as Structurally Unsound. Fair is defined as where between 10% and 25% of surveyed footway length is considered as Structurally Unsound. Good is defined as less than 10% of the surveyed footway length is considered as Structurally Unsound.
Trends	Measured every 4 years. Percentage of total surveyed footway length considered as structurally unsound. |	Actual				Forward Targets		| |---|---|---|---|---|---|---| | **14/15** | **15/16** | **16/17** | **17/18** | **18/19** | **19/20** | **20/21** | | - | 27.07 | Fair | Fair | Fair | Fair | Fair | **Driver for Change / Improvement Action** Footway condition is not as good as desired in many instances as a result of underinvestment in previous years.
Measure Details	This measure uses the Footway Network Survey (FNS) data to identify those locations recorded as being Structurally Unsound. The Council uses the structurally unsound footway condition data to identify and prioritise footway sites for treatment against the available budget. Footway surveys are usually undertaken on a 4 year cycle. Footway condition data is recorded in 4 categories – As New, Aesthetically Impaired, Functionally Impaired (FI) and Structurally Unsound (SU). Secondary Indicators will be developed for FI SU assessment of condition in 2015/16 was 27.07 which is less than 25 and was assessed as poor in 2015/16. No additional surveys have been completed, but a budget of £1.25 million was included for 2017/18 footway maintenance, and progress is now being made on reducing the backlog. Performance has been assessed as Fair.

Maintenance for Sustainable Transport MST02: Dropped Kerbs for Pedestrians

Overview	This performance measure is designed to determine the quantity of dropped access points installed per year. The level of service for this measure is determined based on the following bandings. 	**Poor**	**Fair**	**Good**
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Less than 5 per year	5 to 10 per year	10 per year	 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.
Trends	Forward targets for this measure are: | **Actual**				**Forward Targets**		
---	---	---	---	---	---	---
14/15	**15/16**	**16/17**	**17/18**	**18/19**	**19/20**	**20/21**
-	11	26	16	More than 10	More than 10	More than 10	 **Driver for Change / Improvement Action** Improved accessibility for all road users.
Measure Details	This measure records the number of dropped kerbs installed each year. Dropped kerbs are installed via the Integrated Transport Programme in response to requests raised at the Community Area Transport Groups. In 2017/18 there were 16 CATG schemes involving dropped kerbs to improve pedestrian access. This is less than in the previous year, but still above the target number. The indicator is assessed as good.

Maintenance for Sustainable Transport MST03: Pedestrian Improvements	
Overview	This performance measure is designed to determine the quantity of pedestrian improvements installed per year. The level of service for this measure is determined based on the following bandings. 	Poor	Fair	Good
---	---	---
Less than 10	10 to 25	More than 25	 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.
Trends	Forward targets for this measure are: | Actual				Forward Targets		
---	---	---	---	---	---	---
14/15	**15/16**	**16/17**	**17/18**	**18/19**	**19/20**	**20/21**
-	29	18	15	More than 25	More than 25	More than 25	 **Driver for Change / Improvement Action** Improved pedestrian facilities to improve safety and encourage walking for shorter journeys.
Measure Details	This measure records the number of pedestrian crossing, footway improvements and pedestrian schemes implemented each year. Measure excludes dropped kerbs assessed under MST02. Pedestrian crossings are installed via the Integrated Transport Programme in response to requests raised at the Community Area Transport Groups, Future targets to be reviewed in due course, and may be subject to levels of Integrated Transport block funding from Department for Transport. In 2017/18 there were 15 pedestrian schemes implemented. This does not include schemes being designed or in preparation. Performance is assessed as Fair.

Maintenance for Sustainable Transport MST04: Community Area Transport Group Schemes

Overview	This performance measure is designed to measure the number of Community Area Transport Group schemes investigated each year. The level of service for this measure is determined based on the following bandings. <table><tr><td>**Poor**</td><td>**Fair**</td><td>**Good**</td></tr><tr><td>Less than 60 per year</td><td>60 to 80 per year</td><td>Over 80 per year</td></tr></table> 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.
Trends	Trends for this measure are: <table><tr><td colspan="4">**Actual**</td><td colspan="3">**Forward Targets**</td></tr><tr><td>**14/15**</td><td>**15/16**</td><td>**16/17**</td><td>**17/18**</td><td>**18/19**</td><td>**19/20**</td><td>**20/21**</td></tr><tr><td>-</td><td>106</td><td>66</td><td>114</td><td>More than 100</td><td>More than 100</td><td>More than 100</td></tr></table> **Driver for Change / Improvement Action** Improved accessibility for all road users and delivering local priorities.
Measure Details	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 Schemes are investigated for feasibility, and if agreed, proceed to design and construction phases. 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. Future targets may need to be reviewed in due course, and may be subject to levels of Integrated Transport block funding from Department for Transport. In 2017/18 there were 114 sites progressed through the CATG process, which is a significant increase compared to the previous year, and is above the target. Performance is assessed as Good.

Maintenance for Sustainable Transport MST05: 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
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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%	24.9%	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	2017/18
---	---	---	---
20 years or more	26.1%	23.0%	24.9%
20 – 11 years	44.6%	32.5%	31.3%
Less than 10 years	29.3%	44.5%	43.8%	 Based on current data and rate of renewal the measure is estimated as Fair for 2017/18. 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 MST06: Rights of Way	
Overview	This performance measure is designed measure footpath problems resolved and footpaths improved. The level of service for this measure is determined based on the following bandings. 	**Poor**	**Fair**	**Good**
---	---	---
Below target	Below but close to Target	Above target	 Where poor is defined as number below target, fair is below but close to target, and good is on or above target.
Trends	Forward targets for this measure are to confirmed: | Actual			Forward Targets			
---	---	---	---	---	---	---
14/15	**15/16**	**16/17**	**17/18**	**18/19**	**19/20**	**20/21**
2799	2226	1518	1301	tbc	tbc	tbc	 **Driver for Change / Improvement Action** Access to countryside and improvements to rights of way.
Measure Details	Measure is based on number of path problems resolved and footpaths improved. Number of paths improved in 2013/14 was 1816. This has been taken as the base year. 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. 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. The number of schemes has reduced to 1301 in 2018/18 because of staffing and resource issues. Performance for 2017/18 on this measure has been assessed as poor compared to previous years.

Infrastructure ISEG01: Delivery of A350 Chippenham Phase 3	
Overview	The purpose of this performance measure is to report on the progress of delivering the improvements to the A350 Chippenham bypass improvements. 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. _[Poor / Fair / Good rating key]_ | **Poor**	**Fair**	**Good**
---	---	---
No progress	Scheme on hold	Scheme progressing	 Where poor is defined as no progress, fair is on hold or delayed, and good is scheme progressing on programme or ahead of programme.
Trends	Forward targets for this measure are: <table><tr><td colspan="4">**Actual**</td><td colspan="3">**Forward Targets**</td></tr><tr><td>**14/15**</td><td>**15/16**</td><td>**16/17**</td><td>**17/18**</td><td>**18/19**</td><td>**19/20**</td><td>**20/21**</td></tr><tr><td>N/A</td><td>Design</td><td>Tender</td><td>Works</td><td>End</td><td>-</td><td>-</td></tr></table> **Driver for Change / Improvement Action/Comment** An established programme for the scheme is in place which envisages scheme completion by 2019/20.
Measure Details	This indicator is measured annually. Scheme progress is measured against programme regularly through the Major Scheme Service Delivery Meetings, and is assessed annually for the ISEG01 measure. 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 constructed started in July 2017. Scheme is on programme and indicator score is assessed as Good.

Infrastructure ISEG02: Delivery of M4 Junction 17 Improvement	
Overview	The purpose of this performance measure is to report on the progress of delivering the improvements to the M4 Junction 17. 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.

Poor	**Fair**	**Good**
No progress	Scheme on hold	Scheme progressing

Where poor is defined as no progress, fair is on hold or delayed, and good is scheme progressing 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	Design	Tender	Works	End	-	-

Driver for Change / Improvement Action/Comment

A programme for the scheme is in place which envisages scheme completion by 2019/20. |
| **Measure Details** | This indicator is measured annually.

Scheme progress is measured against programme regularly through the Major Scheme Service Delivery Meetings, and is assessed annually for the ISEG02 measure.

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 construction started 2017.

Scheme is progressing to delivery in 2018/19, and indicator score is assessed as Good. |

Infrastructure ISEG03: Development of A350 Yarnbrook and West Ashton	
Overview	The purpose of this performance measure is to report on the progress of delivering the improvements to the A350 Yarnbrook and West Ashton Improvements. This measure reflects the progress being made through design, and delivery of this scheme which is being provided in conjunction with development. 	Poor	Fair	Good
---	---	---
No progress	Scheme on hold or slow progress	Scheme progressing	 Where poor is defined as no progress, fair is on hold or delayed, and good is scheme progressing 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	Design	Design	Design	tbc	tbc	tbc	 **Driver for Change / Improvement Action/Comment** The programme for delivery of the scheme will depend on progress of the housing and related development.
Measure Details	This indicator is measured annually. Scheme progress is measured against programme regularly through the Major Scheme Service Delivery Meetings, and is assessed annually for the ISEG03 measure. 2017/18 – Developers continuing to prepare detailed proposals as part of strategic housing site. Programme for delivery subject to outcome of planning application process. In view of slow progress Indicator score is currently assessed as Fair.

Infrastructure ISEG04: Development of future major schemes

Overview	The purpose of this performance measure is to report on the progress of delivering a programme of major schemes for construction in future years. This measure reflects the progress being made on preparation and development of the major schemes programme, including bidding for funding. <table><tr><td>**Poor**</td><td>**Fair**</td><td>**Good**</td></tr><tr><td>No progress</td><td>Scheme on hold</td><td>Scheme progressing</td></tr></table> Where poor is defined as no progress, fair is on hold or delayed, and good is scheme progressing on programme or ahead of programme.
Trends	Forward targets for this measure are: <table><tr><td colspan="4">**Actual**</td><td colspan="3">**Forward Targets**</td></tr><tr><td>**14/15**</td><td>**15/16**</td><td>**16/17**</td><td>**17/18**</td><td>**18/19**</td><td>**19/20**</td><td>**20/21**</td></tr><tr><td>N/A</td><td>Development</td><td>Development</td><td>Development</td><td>tbc</td><td>tbc</td><td>tbc</td></tr></table> **Driver for Change / Improvement Action/Comment** The programme for delivery of the scheme will depend on progress through the major schemes and LEP bidding processes.
Measure Details	This indicator is measured annually. Scheme progress is measured against programme regularly through the Major Scheme Service Delivery Meetings, and is assessed annually for the ISEG04 measure. 2017/18 – Major schemes being developed to take advantage of bidding opportunities, including potential Major Road Network (MRN) schemes. Development of proposals is progressing and indicator score is assessed as Good.

Infrastructure ISEG05: Network Improvements from development	
Overview	The purpose of this performance measure is to report on the progress of delivering improvements to the highway network through development opportunities. This measure reflects the progress being made on developing and delivering network and capacity improvements through planning applications. 	Poor	Fair	Good
---	---	---
No schemes	Proposals on hold	Schemes progressing	 Where poor is defined as no progress, fair is on hold or delayed, and good is scheme progressing 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	Schemes delivered	Schemes delivered	Schemes delivered	Schemes delivered	Schemes delivered	Schemes delivered	 **Driver for Change / Improvement Action/Comment** The programme for delivery network improvements as a result of development will depend on development opportunities.
Measure Details	This indicator is measured annually. Scheme progress is reviewed annually in conjunction with the Development Control team, and is assessed annually for the ISEG05 measure. 2017/18 – Schemes being progressed to support development growth. Schemes to improve the highway network are progressing and indicator score is assessed as Good.

Infrastructure ISEG06: Access improvements for development

Overview	The purpose of this performance measure is to report on the progress of delivering access improvements to developments.

The purpose of this performance measure is to report on the progress of delivering access improvements to developments.

This measure reflects the progress being made on developing and delivering access improvements to development sites through the planning process.

Poor	Fair	Good
No schemes	Proposals on hold	Schemes progressing

Where poor is defined as no progress, fair is on hold or delayed, and good is schemes progressing 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	Schemes delivered	Schemes delivered	Schemes delivered	Schemes delivered	Schemes delivered	Schemes delivered

Driver for Change / Improvement Action/Comment

The programme for access improvements as a result of development will depend on development opportunities.

Measure Details

This indicator is measured annually.

Scheme progress is reviewed annually in conjunction with the Development Control team, and is assessed annually for the ISEG06 measure.

2017/18 – Schemes are being progressed through the planning and development process to provide access to various housing and other sites.

Schemes to improve access for development are progressing and the indicator score is currently assessed as Good.

Environmental Sustainability ES01: Energy Consumption	
Overview	This performance measure is designed to determine the energy consumption from street lighting upon the highway network in Wiltshire. The level of service for this measure is determined based on the following bandings.

Poor	Fair	Good
Energy usage increasing	No major change in energy usage	Energy usage decreasing

Where poor is defined as energy usage increasing, fair is no major change in energy usage, good is energy usage decreasing. |
| **Trends** | Forward targets for this measure are:

Actual				Forward Targets		
14/15	**15/16**	**16/17**	**17/18**	**18/19**	**19/20**	**20/21**
-6.99%	-16.43%	-20.78%	-22.56%	tbc	tbc	tbc

Driver for Change / Improvement Action

Energy price changes are key pressures on Local Authority budgets. Measures to reduce energy consumption such as changing to LED lighting, part night lighting and lamp dimming are increasingly important to reduce carbon footprint and costs. |
| **Measure Details** | This measure records the change in energy consumption for street lighting as a standard measurement based on Kilowatt Hours consumed per unitannually. Base line is 2013/14 consumption. Energy consumption as reported by Meter Administrator

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.

2016/17 saw significant reduction in energy consumption per unit compared to previous year and is assessed as Good. Slight reduction in energy consumption in 2017/18. |

Environmental Sustainability ES02: Low Carbon Asphalt Materials	
Overview	This performance measure is designed to determine the percentage of new material laid in highway maintenance with low carbon materials. The level of service for this measure is determined based on the following bandings. 	Poor	Fair	Good
---	---	---
Below target	On or close to target	Above target	 Where Poor is defined as below target, Fair is on or close to target and Good is above target.
Trends	Forward targets for this measure are: | Actual				Forward Targets		
---	---	---	---	---	---	---
14/15	**15/16**	**16/17**	**17/18**	**18/19**	**19/20**	**20/21**
0	17.9%	60.8%	25.9%	tbc	tbc	tbc	 This measure is not affected by network hierarchy. **Driver for Change / Improvement Action** 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.
Measure Details	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. 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. In 2016/17 60.8% of the material used was low carbon, which was a significant increase on the previous year. However, the volume reduced in 2017/18, and performance is currently assessed as Fair.

Environmental Sustainability ES03: Recycling of Road Construction Materials	
Overview	This performance measure is designed to determine the quantity of materials from highway schemes recycled as opposed to disposal to a licensed tip. The level of service for this measure is determined based on the following bandings. <table><tr><td>**Poor**</td><td>**Fair**</td><td>**Good**</td></tr><tr><td>Less than 70%</td><td>70% – 80% recycled</td><td>More than 80% recycled</td></tr></table> Where Poor is defined as below target, Fair is on or close to target and Good is above target.
Trends	Forward targets for this measure are: <table><tr><td colspan="4">**Actual**</td><td colspan="3">**Forward Targets**</td></tr><tr><td>**14/15**</td><td>**15/16**</td><td>**16/17**</td><td>**17/18**</td><td>**18/19**</td><td>**19/20**</td><td>**20/21**</td></tr><tr><td>-</td><td>86.3%</td><td>98.6%</td><td>99.1%</td><td>80%</td><td>tbc</td><td>tbc</td></tr></table> **Driver for Change / Improvement Action** Aim to improve sustainability, reduce waste and costs.
Measure Details	Indicator based on the percentage of planings from major maintenance schemes that recycled instead of being disposed of at tips. This is an annual measure 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. 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. There is currently a very high proportion of planings being recycled, particularly to rights of way. Current performance is therefore assessed as Good.

Environmental Sustainability ES04: Flood Prevention Schemes	
Overview	The level of service for this measure is determined based on the following bandings. 	**Poor**	**Fair**	**Good**
---	---	---
Decrease in number of schemes	Similar to previous year	Increase in number of schemes	 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.
Trends	Forward targets for this measure are: | **Actual**				**Forward Targets**		
---	---	---	---	---	---	---
14/15	**15/16**	**16/17**	**17/18**	**18/19**	**19/20**	**20/21**
-	34	39	22	tbc	tbc	tbc	 **Driver for Change / Improvement Action** Reduce flood risk for communities and improve road safety.
Measure Details	Indicator based on number of schemes to improve drainage or reduce flooding. This is an annual measure Measures based on number of schemes, but this is likely to vary from year to year, and schemes size may vary. Removal or significant reduction in drainage budget would reduce number of schemes and be assessed as be assessed as Poor. There is currently a good programme of drainage which is funded, with 22 sites completed in 2017/18. This is fewer than in recent years and performance is therefore assessed as Fair.

Environmental Sustainability ES05: Highway Trees and Verges	
Overview	This performance measure is designed to measure the number of highway tree works and protected verge works completed each year. The level of service for this measure is determined based on the following bandings. <table><tr><td>**Poor**</td><td>**Fair**</td><td>**Good**</td></tr><tr><td>Reactive work only</td><td>Some planned work</td><td>Management of trees taking place</td></tr></table> Where poor is defined as carrying out reactive work only, Fair is defined as mainly reactive but some planned work and Good is having a programme of tree and landscape maintenance.
Trends	Trends for this measure are: <table><tr><td colspan="4">**Actual**</td><td>**Forward Targets**</td><td>**Forward Targets**</td><td>**Forward Targets**</td></tr><tr><td>**14/15**</td><td>**15/16**</td><td>**16/17**</td><td>**17/18**</td><td>**18/19**</td><td>**19/20**</td><td>**20/21**</td></tr><tr><td>-</td><td>247</td><td>241</td><td>214</td><td>tbc</td><td>tbc</td><td>tbc</td></tr></table> **Driver for Change / Improvement Action** Safety of road users, and preserving and improving the environmental value of highway trees and protected verges.
Measure Details	Trees are important for amenity and nature conservation reasons and should be preserved, but they can present risks to highway users and adjoining land users if they are allowed to become unstable. In England and Wales the highway authority is also responsible for ensuring that trees outside the highway boundary, but within falling distance, are safe. All trees within falling distance are collectively termed 'highway trees'. Section 154 of the Highways Act 1980 empowers the authority to deal, by notice, with hedges, trees and shrubs growing on adjacent land which overhang the highway, and to recover costs. This is an annual measure Measure is based on number of schemes, but this is likely to vary from year to year. Removal or significant reduction in highway tree maintenance budget would be assessed as Poor. There is currently a good programme of highway tree maintenance work which is funded, with 214 sites completed in 2017/18, and the protected verge scheme continues to operate. Performance is therefore assessed as Good.

Environmental Sustainability ES06: Noxious Weeds

Overview	This performance measure is designed to determine the quantity of known noxious weed sites treated each year. The level of service for this measure is determined based on the following bandings. <table><tr><td>**Poor**</td><td>**Fair**</td><td>**Good**</td></tr><tr><td>Increasing</td><td>Steady State</td><td>Declining</td></tr></table> Where Poor is defined as number of sites increasing, Fair is slight change, and Good is number of sites decreasing.

Trends

Baseline data for this measure is:

Actual				Forward Targets		
14/15	**15/16**	**16/17**	**17/18**	**18/19**	**19/20**	**20/21**
64	79	67	82	Decrease	Decrease	Decrease

This measure is not affected by network hierarchy.

Driver for Change / Improvement Action

Legal requirement to control noxious weeds, and environmental considerations

Measure Details

This is a measure based on the number of sites being treated each year. The numbers do vary from year to year

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.

The number of sites has increased in 2017/18, and is close to the 2015/16 number. The measure has been assessed as Fair, but will need to be reviewed in 2018/19 if number of sites continues to increase.

Customer C01: 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 with regard to road safety. This measure is part of the standard NHT information and based on the Road Safety Theme Report. 	Poor	Fair	Good
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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	Close to 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' 2017 Results Wiltshire Average is 53%. The National Average is 55%. Current score is close to national average and scored as Fair

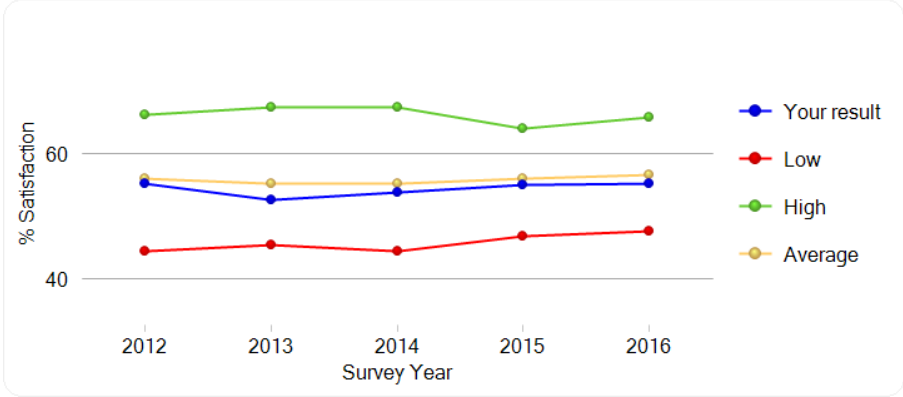| **Customer C02: Satisfaction with Road Maintenance**	
Overview	The purpose of this performance measure is to report the road users' overall perception of the highways and transport service with regard to road maintenance. This measure is part of the standard NHT information and based on the Highways Maintenance Theme Report. <table><tr><td>**Poor**</td><td>**Fair**</td><td>**Good**</td></tr><tr><td>Below Average</td><td>Average or close to average</td><td>Above Average</td></tr></table> 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: <table><tr><td colspan="4">**Actual**</td><td colspan="3">**Forward Targets**</td></tr><tr><td>**14/15**</td><td>**15/16**</td><td>**16/17**</td><td>**17/18**</td><td>**18/19**</td><td>**19/20**</td><td>**20/21**</td></tr><tr><td>-</td><td>Close to Average</td><td>Close to Average</td><td>Below Average</td><td>Above Average</td><td>Above Average</td><td>Above Average</td></tr></table> **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'. 2017 Results for Wiltshire was 47%. The National Average was 51% Current score is assessed as poor.

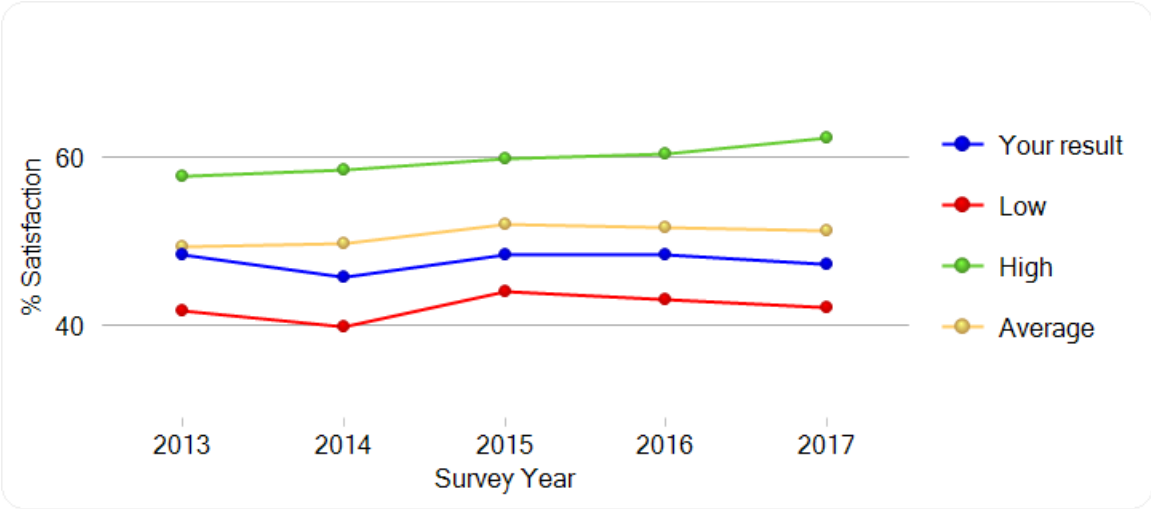| Customer C03: Deals with potholes and damaged roads	
Overview	The purpose of this performance measure is to report the road users' satisfaction with the way in which the Council deals with potholes and damaged roads. This measure uses the standard NHT results. 	Poor	Fair	Good
---	---	---
Below Average	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 comparison with County Councils |	Actual			Forward Targets		
---	---	---	---	---	---	---
14/15	**15/16**	**16/17**	**17/18**	**18/19**	**19/20**	**20/21**
-	Below Average	Close to average	Close to 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. 2017 – Wiltshire Average 32% National County Council Average 34% 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 C04: 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 Walking and Cycling 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	Close to 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:

2017 Wiltshire score is 53%. The National Average is 55%.

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

Customer C05: Satisfaction with Tackling Congestion

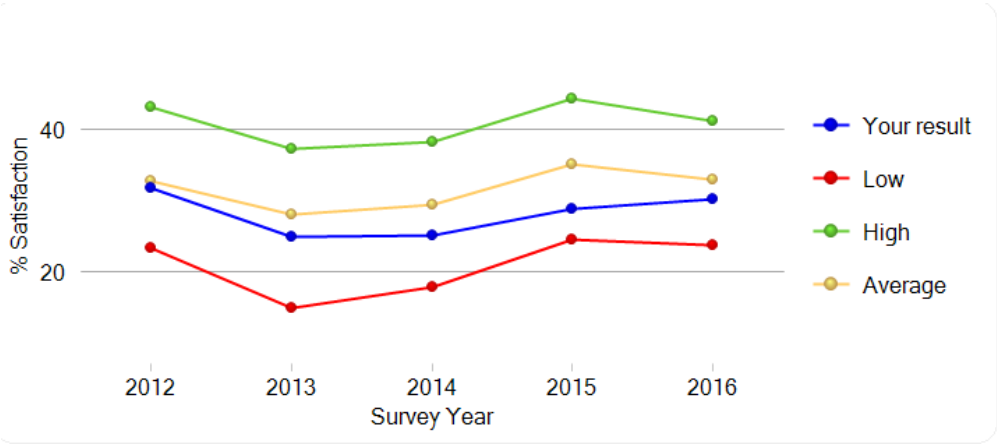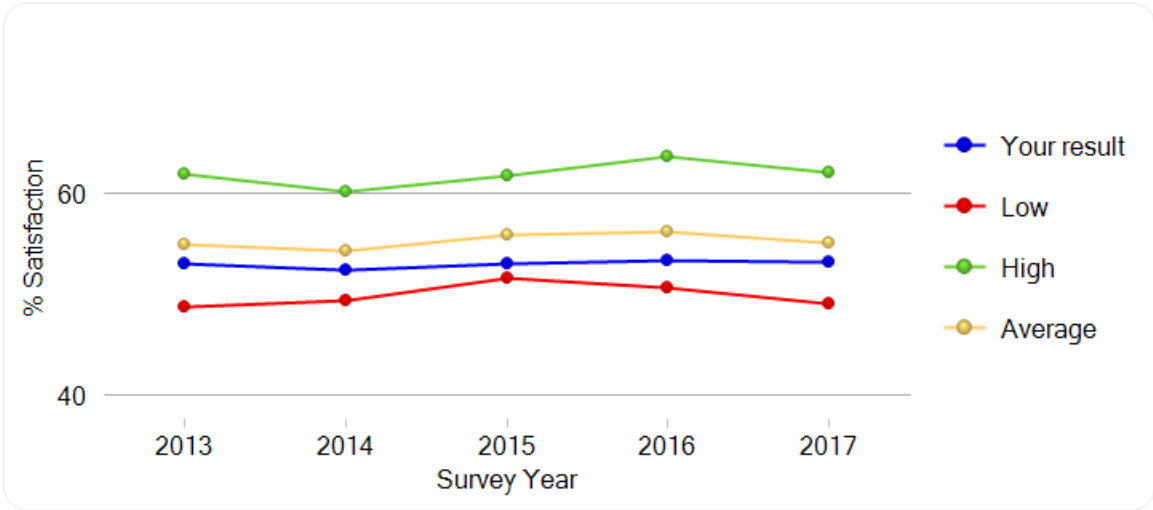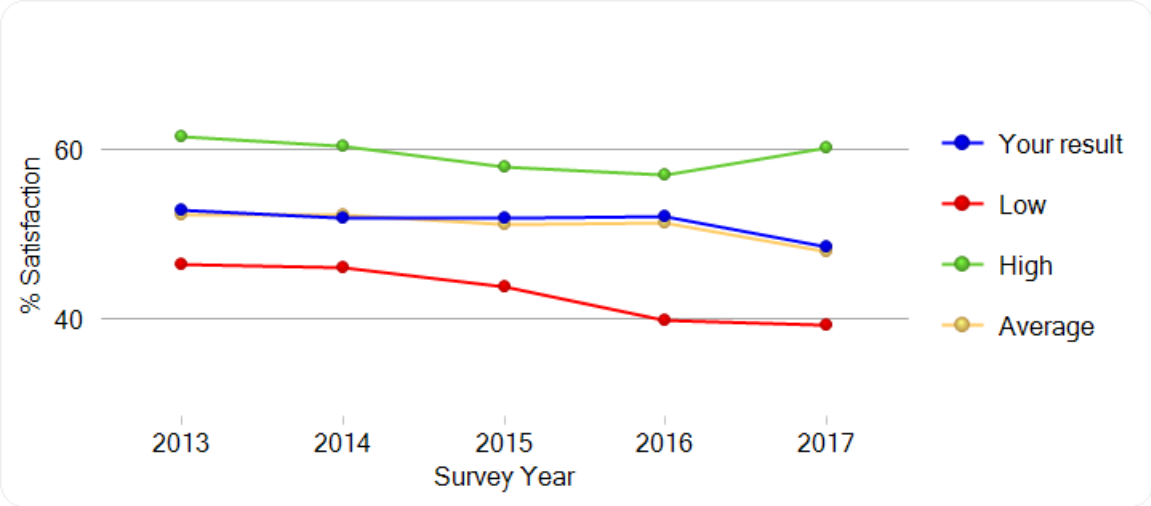| Overview	The purpose of this performance measure is to report the road users' satisfaction or dissatisfaction with roadworks upon the Councils' highway network. This measure uses the standard NHT results. <table><tr><td>Poor</td><td>Fair</td><td>Good</td></tr><tr><td>Below Average</td><td>Average or close to average</td><td>Above Average</td></tr></table> Performance is compared to national average. Fair is within 2% of average.
Trends	This measure is based on National Highways & Transport Survey Questionnaire Results for Tackling Congestion Theme. Forward targets for this measure are: |	Actual			Forward Targets		| <table><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><tr><td>-</td><td>Average</td><td>Average</td><td>Average</td><td>Above Average</td><td>Above Average</td><td>Above Average</td></tr></table> **Driver for Change / Improvement Action** Improved public satisfaction with road maintenance
Measure Details	This measure is recorded from the National Highways & Transport Network Survey and is an average score of the 'Tackling Congestion Theme' results. Wiltshire score for 2017 is 49%. The National average is 48%. Current score is very close to national average and is assessed as fair.

Customer C06: 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 roadworks on the highway network.
	This measure is part of the Road User Survey and therefore uses the standard NHT bandings.

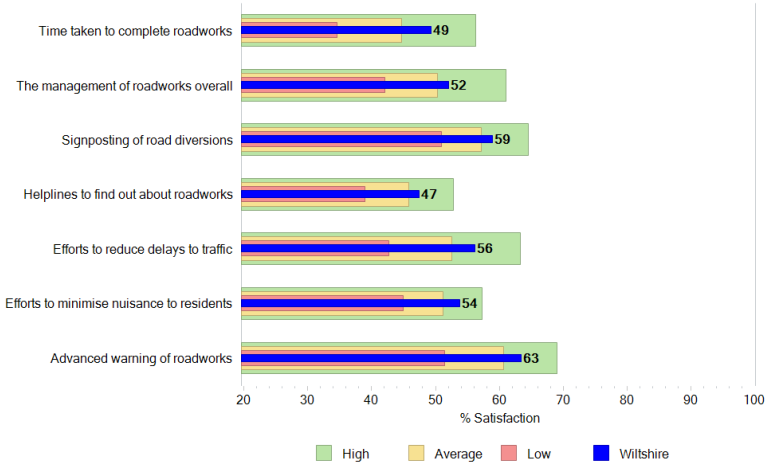| Poor	Fair	Good
Below Average	Average or close to average	Above Average

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

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

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 'TCBI 07 The Management of Roadworks Overall'.

2017 - Wiltshire score is 52. The National average score is 50. The score is close to average and assessed as Fair.