

# Wiltshire Highways Performance Management Framework Indicators



December 2020

WILTSHIRE HIGHWAYS PERFORMANCE MANAGEMENT FRAMEWORK

SUMMARY

Network Safety Condition and Resilience		2017/18	2018/19	2019/20
NSCR01	Collisions – People killed and seriously injured			
NSCR02	Collisions – Slight Injury Accidents			
NSCR03	Road Skid Resistance			
NSCR04	Structural Condition of Carriageways			
NSCR05	Winter and weather response			
NSCR06	Bridges and Structures Condition			
Network Availability		2017/18	2018/19	2019/20
NA01	Low proportion of reactive maintenance			
NA02	Forward highway surfacing programme			
NA03	Forward structures programme			
NA04	Planned routine maintenance on programme			
NA05	Reducing number of potholes			
NA06	Reducing pothole safety defects			
Maintenance for Sustainable Transport		2017/18	2018/19	2019/20
MST01	Footway conditions			
MST02	Dropped kerbs for pedestrians			
MST03	Pedestrian improvement schemes			
MST04	CATG schemes delivered			
MST05	Condition of traffic signals			
MST06	Rights of Way Improvement schemes			
Infrastructure to Support Economic Growth		2017/18	2018/19	2019/20
ISEG01	A350 Chippenham dualling			
ISEG02	M4 Junction 17 Improvement			
ISEG03	A350 Yarnbrook/West Ashton			
ISEG04	Development of future Major Schemes			
ISEG05	Network Improvements from development			
ISEG06	Access improvements for developments			
Environmental Sustainability		2017/18	2018/19	2019/20
ES01	Reduction in street lighting energy			
ES02	Use of low carbon surfacing materials			
ES03	Recycling of road surfacing materials			
ES04	Flood prevention and drainage schemes			
ES05	Programme of tree and landscape works			
ES06	Treatment of noxious weeds			
Customer		2017/18	2018/19	2019/20
C01	Public satisfaction with road safety			
C02	Public satisfaction with road maintenance			
C03	Public satisfaction with dealing with potholes			
C04	Public satisfaction with walking and cycling			
C05	Public satisfaction with tackling congestion			
C06	Public satisfaction with managing roadworks			

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

# Wiltshire Highways Performance Management Framework

## 2019/ 2020

### INTRODUCTION AND SUMMARY

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.

The targets and assessment methods are reviewed annually and amended as required. The previous years results may need to be adjusted accordingly when measures change in order to represent the current trend more accurately.

### 2019/20 TRENDS

The main trends identified in 2019/20 are outlined below.

The number killed and seriously injured on the county's roads reduced in 2019 but is still above the Safety Strategy Aim and consequently the performance for this measure is assessed as poor. The number of slight casualties increased slightly but is still on target. Overall road safety, especially the increase in the number of killed and seriously injured on the highway network continues to be a concern.

The overall condition of the road network has improved, but the number of potholes increased significantly in 2019/20 because of the exceptionally wet winter causing damage at those locations where the road construction was less resilient.

The wet winter also affected other measures. With only five sweepers, sites had to be revisited where there were continuing issues with detritus, and consequently carriageway sweeping was not completed to target.

Performance in connection with skid resistance of roads, the condition of footways and traffic signals have all been assessed as fair and are identified as areas where further capital investment will be required in the future to improve conditions and address the maintenance backlog.

The number of Community Area Transport Group (CATG) schemes and those for pedestrians were above target.

Overall public satisfaction with most aspects of the highway service improved slightly in 2019, and generally remained close to the national average. However, public satisfaction with road maintenance and walking and cycling remained slightly below the national average.

## ASSET MANAGEMENT OBJECTIVES

The Asset Management Objectives are described in the Wiltshire Highways Asset Management Strategy. The relevant Strategic Objectives and Key Performance Indicators are summarised below.

### Network Safety Condition and Resilience

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

Strategic Objective	Key Performance Indicator
To support and help improve the vitality, viability and resilience of Wiltshire's economy and market towns. (LTP SO1) To make the best use of the existing infrastructure through effective design, management and maintenance (LTP SO6). To improve the resilience of the transport system to impacts such as adverse weather, climate change and peak oil (LTP SO16). To improve safety for all road users and to reduce the number of casualties on Wiltshire's roads (LTP SO8)	NSCR01 - Accidents - People Killed and seriously Injured
	NSCR02 - Accidents - People Slight Injury
	NSCR03 - Road Surface Skidding Resistance
	NSCR04 - Structural Condition of Carriageway
	NSCR05 - Winter Maintenance
	NSCR06 - Bridges and Structures Condition

### Network Availability

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

Strategic Objective	Key Performance Indicator
To minimise traffic delays and disruption and improve journey time reliability on key routes (LTP SO4). To enhance the journey experience of transport users (LTP SO18)	NA01 - Planned Works versus Reactive Works
	NA02 - Forward Visibility of Surfacing Programme
	NA03 - Forward Visibility of Structures Programme
	NA04 - Planned Routine maintenance
	NA05 - Reducing number of Potholes recorded
	NA06 - Reducing Priority Safety Defects

## Maintenance for Sustainable Transport

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

Strategic Objective	Key Performance Indicator
<p>To provide, support and/or promote a choice of sustainable transport alternatives including walking, cycling, buses and rail. (LTP SO2)</p> <p>To improve sustainable access to a full range of opportunities particularly for those people without access to a car. (LTP SO5)</p> <p>To reduce the need to travel, particularly by private car. (LTP SO13)</p> <p>To reduce barriers to transport and access for people with disabilities and mobility impairment. (LTP SO15)</p> <p>To improve sustainable access to Wiltshire's countryside and provide a more useable public rights of way network. (LTP SO17)</p>	MST01 - Footway Condition
	MST02 - Dropped kerbs for pedestrians
	MST03 - Pedestrian Improvements
	MST04 - CATG Schemes
	MST05 - Traffic Signals
	MST06 - Rights of Way

## Infrastructure to Support Economic Growth

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

Strategic Objective	Key Performance Indicator
<p>To support planned growth in Wiltshire and ensure that new developments adequately provide for their sustainable transport (LTP SO12)</p> <p>To enhance Wiltshire's public realm and streetscene. (LTP SO7)</p>	ISEG01 - Delivery of A350 Chippenham Phase 3
	ISEG02 - Delivery of M4 Junction 17 Improvement
	ISEG03 - Development A350 Yarnbrook/West Ashton Scheme
	ISEG04 - Development of future major schemes
	ISEG05 - Network improvements from development
	ISEG06 - Access improvements for development

## Environmental Sustainability

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

Strategic Objective	Key Performance Indicator
<p>To reduce the impact of traffic on people's quality of life and Wiltshire's built and natural environment. (LTP SO3)</p> <p>To encourage the efficient and sustainable distribution of freight in Wiltshire. (LTP SO10)</p> <p>To reduce the level of air pollutant and climate change emissions from transport. (LTP SO11)</p> <p>To reduce the impact of traffic speeds in towns and villages. (LTP SO9)</p>	ES01 - Energy Consumption for street lighting
	ES02 - Low carbon surfacing materials
	ES03 - Recycling of road construction materials
	ES04 - Flood Prevention Schemes
	ES05 - Highway Trees and Verges
	ES06 - Treating Noxious Weeds

## Customer

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

Strategic Objective	Key Performance Indicator
<p>Trust and Respect, Simplicity, Responsibility, Leadership, Working Together, Excellence (Behaviours Framework)</p> <p>Communicating effectively with the public (Communications Strategy)</p> <p>Place Customers First (Business Plan)</p> <p>Strengthen our communities (Business Plan)</p>	C01 - Satisfaction with Road Safety
	C02 - Satisfaction with Road Maintenance
	C03 - Deals with Potholes & Damaged Roads
	C04 - Satisfaction with Walking and Cycling
	C05 - Tackling congestion
	C06 - Satisfaction with Managing Roadworks

# Wiltshire Highways Performance Management Framework

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Network Safety Condition & Resilience NSCR01: Accidents – People Killed and seriously injured.																						
<b>Overview</b>	<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" style="margin-left: auto; margin-right: auto;"> <tr> <td style="background-color: red; color: white; text-align: center;"><b>Poor</b></td> <td style="background-color: yellow; text-align: center;"><b>Fair</b></td> <td style="background-color: lightgreen; text-align: center;"><b>Good</b></td> </tr> <tr> <td style="background-color: red; text-align: center;">Above 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;">Below Target</td> </tr> </table> <p>Where Poor is defined as not meeting the Safety Strategy Aim. Fair is an achievement in line with the Safety Strategy targets and Good signifies that the road safety targets are being exceeded.</p>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	Above target	On Target or close to target	Below Target															
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<b>Trends</b>	<p>Forward targets for this measure are:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="6" style="background-color: #4F81BD; color: white;">Actual</th> <th style="background-color: #4F81BD; color: white;">Forward Targets</th> </tr> <tr> <th style="background-color: #4F81BD; color: white;">14/15</th> <th style="background-color: #4F81BD; color: white;">15/16</th> <th style="background-color: #4F81BD; color: white;">16/17</th> <th style="background-color: #4F81BD; color: white;">17/18</th> <th style="background-color: #4F81BD; color: white;">18/19</th> <th style="background-color: #4F81BD; color: white;">19/20</th> <th style="background-color: #4F81BD; color: white;">20/21</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">209</td> <td style="background-color: lightgreen; text-align: center;">190</td> <td style="background-color: red; text-align: center;">192</td> <td style="background-color: lightgreen; text-align: center;">174</td> <td style="background-color: red; text-align: center;">200</td> <td style="background-color: red; text-align: center;">187</td> <td style="text-align: center;">141</td> </tr> </tbody> </table> <p>This measure is not affected by network hierarchy.</p> <p><b>Driver for Change / Improvement Action</b> 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	174	200	187	141
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<b>Measure Details</b>	<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 2019/20 killed and seriously injured is 152. The actual figure is 187, which is significantly above the target, but is a reduction from the previous year. Performance is currently assessed as Poor.</p>																					



<b>Network Safety Condition &amp; Resilience NSCR02: Accidents – People Slight Injury.</b>																						
<b>Overview</b>	<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" style="margin-left: auto; margin-right: auto;"> <tr> <td style="background-color: red; color: black; text-align: center;"><b>Poor</b></td> <td style="background-color: yellow; color: black; text-align: center;"><b>Fair</b></td> <td style="background-color: lightgreen; color: black; text-align: center;"><b>Good</b></td> </tr> <tr> <td style="background-color: red; color: black; text-align: center;">Increasing slight accidents</td> <td style="background-color: yellow; color: black; text-align: center;">On or close to Target</td> <td style="background-color: lightgreen; color: black; text-align: center;">Decreasing slight accidents</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. Good signifies that the Safety Strategy targets are being exceeded.</p>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	Increasing slight accidents	On or close to Target	Decreasing slight accidents															
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1108	1105	1069	887	832	892	1105																
<b>Measure Details</b>	<p>This is an annual measure</p> <p>This measure reflects the Road Safety Strategy and is the number of slight injury casualties.</p> <p>This measure is based on STATS19 Police accident data. 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). No specific aim has been adopted for slight injuries.</p> <p>2019/20 shows an increase in slight injuries compared to the previous year but is still below the 2014 to 2016 numbers and performance is assessed as good.</p>																					

<b>Network Safety Condition &amp; Resilience NSCR03: Road Surface Skidding Resistance (SCRIM)</b>																						
<b>Overview</b>	<p>The purpose of this performance measure is to report the percentage of the network with low skidding resistance.</p> <p>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.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="background-color: red; color: white; text-align: center;"><b>Poor</b></td> <td style="background-color: yellow; text-align: center;"><b>Fair</b></td> <td style="background-color: lightgreen; text-align: center;"><b>Good</b></td> </tr> <tr> <td style="background-color: red; color: white; text-align: center;">Increased %</td> <td style="background-color: yellow; text-align: center;">Slight change or unchanged</td> <td style="background-color: lightgreen; text-align: center;">Reduced %</td> </tr> </table> <p>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 %.</p>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	Increased %	Slight change or unchanged	Reduced %															
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28.4%	30.4%	30.98%	29.55%	31.4%	34.49 %	Reduce %																
<b>Measure Details</b>	<p>This is measured annually.</p> <p><i>SCRIM Survey</i> – 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 main road network annually, which comprises all A and B roads, and specific C and UC roads. This is approximately 1,097km, and is 24% of the network.</p> <p>This information is also used by the Direct Management Group for benchmarking.</p> <p>Figure for 2018/19 was 31.40% which was a very slight decline from 29.55% in 2017/18. The increase to 34.49% in 2019/20 is disappointing and will continue to be monitored.</p> <p>The 2019/20 percentage of surveyed road below investigatory level is assessed as Fair.</p>																					

<b>Network Safety Condition &amp; Resilience NSCR04: Structural Condition of Carriageway</b>																						
<b>Overview</b>	<p>This performance measure is designed to determine the percentage of carriageway where maintenance should be considered soon.</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;"><b>Poor</b></td> <td style="background-color: yellow; text-align: center;"><b>Fair</b></td> <td style="background-color: lightgreen; text-align: center;"><b>Good</b></td> </tr> <tr> <td style="background-color: red; color: white; text-align: center;">Increased %</td> <td style="background-color: yellow; text-align: center;">Slight increase or unchanged</td> <td style="background-color: lightgreen; text-align: center;">Reduced %</td> </tr> </table> <p>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.</p>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	Increased %	Slight increase or unchanged	Reduced %															
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Actual						Forward Targets																
14/15	15/16	16/17	17/18	18/19	19/20	20/21																
-	3.7%	3.7%	3.6%	4.7%	3.6%	Reduce %																
<b>Measure Details</b>	<p>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 lengths of unclassified roads surveyed has been increased in 2020.</p> <p>The information used to generate this measure is also used by the Direct Management Group for benchmarking.</p> <p>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.</p> <p>2017/18 percentage was a slight reduction compared to the previous year and was assessed as good. However, the 2018/19 survey results show a slight increase in % in poor condition, but the 2019/20 result has returned to 2017/18 levels.</p> <p>The 2019/20 result for this measure is assessed as good.</p>																					

<b>Network Safety Condition &amp; Resilience NSCR05: Winter Maintenance</b>																						
<b>Overview</b>	<p>This performance measure records the percentage of Winter Service treatment carried out within the prescribed the timescales.</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;"><b>Poor</b></td> <td style="background-color: yellow; text-align: center;"><b>Fair</b></td> <td style="background-color: lightgreen; text-align: center;"><b>Good</b></td> </tr> <tr> <td style="text-align: center;">&lt;90%</td> <td style="text-align: center;">90% to 96%</td> <td style="text-align: center;">96% to 100%</td> </tr> </table> <p>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.</p>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<90%	90% to 96%	96% to 100%															
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Actual						Forward Targets																
14/15	15/16	16/17	17/18	18/19	19/20	20/21																
-	Good	Good	Good	Good	Good	Good																
<b>Measure Details</b>	<p>This measure is a contract compliance requirement and included in the PMF as an annual figure.</p> <p>The contractor/Client keeps 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.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Year</th> <th>Primary</th> <th>Secondary</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td style="text-align: center;">30</td> <td style="text-align: center;">5</td> </tr> <tr> <td>2016/17</td> <td style="text-align: center;">44</td> <td style="text-align: center;">16</td> </tr> <tr> <td>2017/18</td> <td style="text-align: center;">80</td> <td style="text-align: center;">27</td> </tr> <tr> <td>2018/19</td> <td style="text-align: center;">39</td> <td style="text-align: center;">6</td> </tr> <tr> <td>2019/20</td> <td style="text-align: center;">31</td> <td style="text-align: center;">2</td> </tr> </tbody> </table> <p>In 2017/18 there were significantly more treatments than in most years as result of the severe winter. 2019/20 was a mild winter with fewer treatments.</p> <p>No major problems were noted with the operation of winter maintenance in 2019/20 and performance was assessed as good.</p>	Year	Primary	Secondary	2015/16	30	5	2016/17	44	16	2017/18	80	27	2018/19	39	6	2019/20	31	2			
Year	Primary	Secondary																				
2015/16	30	5																				
2016/17	44	16																				
2017/18	80	27																				
2018/19	39	6																				
2019/20	31	2																				

<b>Network Safety Condition &amp; Resilience NSCR06: Bridges and Structures (BCI)</b>																						
<b>Overview</b>	<p>This performance measure is a number of bridge condition factors amalgamated into a single condition indicator using the Bridge Condition Indicator (BCI) information.</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;"><b>Poor</b></td> <td style="background-color: yellow; text-align: center;"><b>Fair</b></td> <td style="background-color: lightgreen; text-align: center;"><b>Good</b></td> </tr> <tr> <td style="text-align: center;">&lt;65</td> <td style="text-align: center;">&gt;65 and &lt;80</td> <td style="text-align: center;">&gt;80</td> </tr> </table> <p>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%</p>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<65	>65 and <80	>80															
<b>Poor</b>	<b>Fair</b>	<b>Good</b>																				
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<b>Trends</b>	<p>Forward targets for this measure are:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="6" style="background-color: #b8cce4;">Actual</th> <th style="background-color: #b8cce4;">Forward Targets</th> </tr> <tr> <th style="background-color: #b8cce4;">14/15</th> <th style="background-color: #b8cce4;">15/16</th> <th style="background-color: #b8cce4;">16/17</th> <th style="background-color: #b8cce4;">17/18</th> <th style="background-color: #b8cce4;">18/19</th> <th style="background-color: #b8cce4;">19/20</th> <th style="background-color: #b8cce4;">20/21</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">-</td> <td style="text-align: center;">84.13</td> <td style="text-align: center;">84.56</td> <td style="text-align: center;">86.00</td> <td style="text-align: center;">85.34</td> <td style="text-align: center;">85.47</td> <td style="text-align: center;">80</td> </tr> </tbody> </table> <p><b>Driver for Change / Improvement Action</b> Need to ensure the Council's bridges are safe and fit for purpose.</p>	Actual						Forward Targets	14/15	15/16	16/17	17/18	18/19	19/20	20/21	-	84.13	84.56	86.00	85.34	85.47	80
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-	84.13	84.56	86.00	85.34	85.47	80																
<b>Measure Details</b>	<p>This is an annual measure.</p> <p>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'.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="background-color: #b8cce4;">Measure</th> <th style="background-color: #b8cce4;">2017/18</th> <th style="background-color: #b8cce4;">2018/19</th> <th style="background-color: #b8cce4;">2019/20</th> </tr> </thead> <tbody> <tr> <td>BCI Average</td> <td style="text-align: center;">88.41</td> <td style="text-align: center;">87.81</td> <td style="text-align: center;">87.96</td> </tr> <tr> <td>BCI Critical</td> <td style="text-align: center;">82.39</td> <td style="text-align: center;">81.63</td> <td style="text-align: center;">81.73</td> </tr> <tr> <td>Blended (0.6 BCI Ave + 0.4 BCI)</td> <td style="text-align: center;">86.00</td> <td style="text-align: center;">85.34</td> <td style="text-align: center;">85.47</td> </tr> </tbody> </table> <p>For 2019/20 the results are: BCI average 87.96, BCI critical 81.73</p> <p>Blended weighted average is 85.47 (0.6 BCI Ave + 0.4 BCI Critical weighted against deck area)</p> <p>Based on the target 2019/20 performance is rated as good.</p>	Measure	2017/18	2018/19	2019/20	BCI Average	88.41	87.81	87.96	BCI Critical	82.39	81.63	81.73	Blended (0.6 BCI Ave + 0.4 BCI)	86.00	85.34	85.47					
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Network Availability NA01: Planned works versus reactive works.																						
<b>Overview</b>	<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;"><b>Poor</b></td> <td style="background-color: orange; text-align: center;"><b>Fair</b></td> <td style="background-color: lightgreen; text-align: center;"><b>Good</b></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>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	Reactive work more than 15%	Reactive work 15%	Reactive work 15% or less															
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N/A	9%	12%	13%	14%	15%	15%																
<b>Measure Details</b>	<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>2019/20 proportion of the budget for reactive road maintenance compared to the total budget was estimated as 15% which is assessed as good. The actual expenditure on planned maintenance was higher than anticipated as it was possible to bring some planned maintenance forward.</p>																					

Network Availability NA02: Forward visibility of Surfacing Programme.																						
<b>Overview</b>	<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;"><b>Poor</b></td> <td style="background-color: orange; text-align: center;"><b>Fair</b></td> <td style="background-color: lightgreen; text-align: center;"><b>Good</b></td> </tr> <tr> <td style="background-color: red; color: white; text-align: center;">Less than target</td> <td style="background-color: orange; text-align: center;">Close to target</td> <td style="background-color: lightgreen; 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>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	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	5 years	5 years	5 years																
<b>Measure Details</b>	<p>This performance measure is length of the forward planned highway maintenance such as surfacing, reconstruction and surface dressing.</p> <p>The performance measure is reviewed annually to calculate the NA02 measure.</p> <p>Target of a 5 year forward programme has been set from 2018/19. The 5 year highways major maintenance programme was has been updated to reflect the next five years based on assumed budgets.</p> <p>2019/20 programme has forward visibility of five years. Performance is considered to be on target.</p>																					

Network Availability NA03: Forward Visibility of Structures Programme.																						
<b>Overview</b>	<p>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.</p> <p>The measure is the forward structures and bridges programmed.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="background-color: red; color: white; text-align: center;"><b>Poor</b></td> <td style="background-color: orange; text-align: center;"><b>Fair</b></td> <td style="background-color: lightgreen; text-align: center;"><b>Good</b></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>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	Less than target	Close to target	Better than or on target															
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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																
<b>Measure Details</b>	<p>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.</p> <p>The performance measure is reviewed annually to calculate the NA03 measure.</p> <p>2019/20 programme has forward visibility of five years which is on target and good.</p>																					



**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.

<b>Poor</b>	<b>Fair</b>	<b>Good</b>
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	Good	Close to 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	2017/18 Performance	2018/19 Performance	2019/20 Performance
Gully emptying (gully visits)	Target 34,560	Annual Target	26,771 Below target	45875 Above Target	43,747 Above Target
Rural grass cutting (exc for visibility areas)	11,488km	Once per year	Completed	Completed	Completed
Road sweeping town centre	7,519km	Fortnightly. Weekly in Salisbury.	Completed	Completed	Completed
Road sweeping residential	4,850km	Once per year	Not Completed	Completed	Not Completed
Road sweeping Car parks	568,344sq m.	Twice per year	Completed	Completed	Completed
Road sweeping Rural	2,182km	Once per year	Not Completed	Completed	Not Completed

In 2019/20 most of the planned routine maintenance operations were completed except sweeping which was affected by the demands of the wet winter and performance has been assessed as Fair.

Network Availability NA05: Reducing the Number of Potholes																															
<b>Overview</b>	<p>The purpose of the performance measure is to measure the number of potholes meeting intervention levels. Reducing numbers of potholes is good.</p> <p>The measure is the number of intervention level potholes filled annually.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="background-color: red; color: white; text-align: center;"><b>Poor</b></td> <td style="background-color: orange; text-align: center;"><b>Fair</b></td> <td style="background-color: lightgreen; text-align: center;"><b>Good</b></td> </tr> <tr> <td style="text-align: center;">Potholes increasing</td> <td style="text-align: center;">Potholes slightly above target</td> <td style="text-align: center;">Potholes reducing</td> </tr> </table> <p>Where poor is defined as numbers of potholes increasing, fair is slightly above target, and good is pothole numbers reducing.</p>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	Potholes increasing	Potholes slightly above target	Potholes reducing																								
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N/A	N/A	6822	10484	11426	13,235	Reducing number																									
<b>Measure Details</b>	<p>This performance measure is the number of intervention level potholes completed each year.</p> <p>The performance measure is reviewed annually to calculate the NA05 measure.</p> <p>2016/17 has been used as a baseline figure.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="background-color: yellow;">Identified by</th> <th style="background-color: yellow;">2016/17</th> <th style="background-color: yellow;">2017/18</th> <th style="background-color: yellow;">2018/19</th> <th style="background-color: yellow;">2019/20</th> </tr> </thead> <tbody> <tr> <td>Safety Inspection potholes</td> <td>1994</td> <td>2647</td> <td>2520</td> <td>2028</td> </tr> <tr> <td>Technician Inspection potholes</td> <td>462</td> <td>847</td> <td>1098</td> <td>939</td> </tr> <tr> <td>Customer reports</td> <td>1833</td> <td>1961</td> <td>1332</td> <td>2099</td> </tr> <tr> <td>Find and fix pothole repairs</td> <td>2533</td> <td>5029</td> <td>6476</td> <td>8104</td> </tr> <tr> <td><b>Total</b></td> <td><b>6822</b></td> <td><b>10484</b></td> <td><b>11426</b></td> <td><b>13235</b></td> </tr> </tbody> </table> <p>The number of potholes repaired increased considerably in 2019/20 as result of the exceptionally wet winter and the diversion of Parish Stewards onto filling potholes in the early months of 2020. Performance assessed as poor because of the increase in potholes.</p>	Identified by	2016/17	2017/18	2018/19	2019/20	Safety Inspection potholes	1994	2647	2520	2028	Technician Inspection potholes	462	847	1098	939	Customer reports	1833	1961	1332	2099	Find and fix pothole repairs	2533	5029	6476	8104	<b>Total</b>	<b>6822</b>	<b>10484</b>	<b>11426</b>	<b>13235</b>
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Network Availability NA06: Repair of Priority 1 Defects																															
<b>Overview</b>	<p>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.</p> <p>The measure is the number of P1 potholes annually.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="background-color: red; color: white; text-align: center;"><b>Poor</b></td> <td style="background-color: orange; text-align: center;"><b>Fair</b></td> <td style="background-color: lightgreen; text-align: center;"><b>Good</b></td> </tr> <tr> <td style="background-color: red; color: white; text-align: center;">P1 Potholes increasing</td> <td style="background-color: orange; text-align: center;">P1 Potholes slightly above target</td> <td style="background-color: lightgreen; text-align: center;">P1 Potholes reducing</td> </tr> </table> <p>Where poor is defined as P1 potholes increasing, fair is slightly above target, and good is P1 pothole numbers reducing.</p>						<b>Poor</b>	<b>Fair</b>	<b>Good</b>	P1 Potholes increasing	P1 Potholes slightly above target	P1 Potholes reducing																			
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N/A	N/A	707	816	643	685	Reducing number																									
<b>Measure Details</b>	<p>This performance measure is the number of intervention level P1 potholes completed each year.</p> <p>The performance measure is reviewed annually to calculate the NA06 measure.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="background-color: yellow;">Identified by</th> <th style="background-color: yellow;">2016/17</th> <th style="background-color: yellow;">2017/18</th> <th style="background-color: yellow;">2018/19</th> <th style="background-color: yellow;">2019/20</th> </tr> </thead> <tbody> <tr> <td>P1 Potholes (safety Inspections)</td> <td>383</td> <td>421</td> <td>355</td> <td>304</td> </tr> <tr> <td>P1 Potholes (technician Inspections)</td> <td>110</td> <td>150</td> <td>129</td> <td>170</td> </tr> <tr> <td>P1 Potholes (customer reports)</td> <td>214</td> <td>245</td> <td>159</td> <td>211</td> </tr> <tr> <td>Total</td> <td>707</td> <td>816</td> <td>643</td> <td>685</td> </tr> </tbody> </table> <p>2016/17 has been used as the baseline.</p> <p>There was a reduction in the number of P1 potholes in 2018/19, but there has been a slight increase in 2019/20 mainly as a result of the exceptionally wet winter. The number is below the 2016/17 number and is assessed as Fair.</p>						Identified by	2016/17	2017/18	2018/19	2019/20	P1 Potholes (safety Inspections)	383	421	355	304	P1 Potholes (technician Inspections)	110	150	129	170	P1 Potholes (customer reports)	214	245	159	211	Total	707	816	643	685
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<b>Maintenance for Sustainable Transport MST01: Footway Condition</b>																						
<b>Overview</b>	<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" style="margin-left: auto; margin-right: auto;"> <tr> <td style="background-color: red; color: white; text-align: center;"><b>Poor</b></td> <td style="background-color: yellow; text-align: center;"><b>Fair</b></td> <td style="background-color: lightgreen; text-align: center;"><b>Good</b></td> </tr> <tr> <td style="text-align: center;">&gt;25%</td> <td style="text-align: center;">&gt;10% &lt;25%</td> <td style="text-align: center;">&lt;10%</td> </tr> </table> <p>Where Poor is defined as &gt;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>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	>25%	>10% <25%	<10%															
<b>Poor</b>	<b>Fair</b>	<b>Good</b>																				
>25%	>10% <25%	<10%																				
<b>Trends</b>	<p>Measured previously in 2015/16. Percentage of total surveyed footway length considered as structurally unsound.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="6" style="background-color: #d9ead3;">Actual</th> <th style="background-color: #d9ead3;">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;">-</td> <td style="background-color: red; text-align: center;">27.07</td> <td style="background-color: yellow; text-align: center;">Fair</td> <td style="background-color: yellow; text-align: center;">Fair</td> <td style="background-color: yellow; text-align: center;">Fair</td> <td style="background-color: yellow; text-align: center;">Fair</td> <td style="text-align: center;">Fair</td> </tr> </tbody> </table> <p><b>Driver for Change / Improvement Action</b></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	Fair	Fair
Actual						Forward Targets																
14/15	15/16	16/17	17/18	18/19	19/20	20/21																
-	27.07	Fair	Fair	Fair	Fair	Fair																
<b>Measure Details</b>	<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 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).</p> <p>SU assessment of condition in 2015/16 was 27.07 which is more in poor condition 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 was included for 2017/18 footway maintenance, and progress is now being made on reducing the backlog. Budget was reduced for 2018/19, but has been increased for 2019/20.</p> <p>Performance has been assessed as Fair for 2019/20 as some progress has been made on reducing the backlog.</p>																					

<b>Maintenance for Sustainable Transport MST02: Dropped Kerbs for Pedestrians</b>																						
<b>Overview</b>	<p>This performance measure is designed to determine the quantity of dropped kerb pedestrian 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" style="margin-left: auto; margin-right: auto;"> <tr> <td style="background-color: red; color: black; text-align: center;"><b>Poor</b></td> <td style="background-color: yellow; color: black; text-align: center;"><b>Fair</b></td> <td style="background-color: lightgreen; color: black; text-align: center;"><b>Good</b></td> </tr> <tr> <td style="background-color: red; color: black; text-align: center;">Less than 5 per year</td> <td style="background-color: yellow; color: black; text-align: center;">5 to 10 per year</td> <td style="background-color: lightgreen; color: black; text-align: center;">10 per year</td> </tr> </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>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	Less than 5 per year	5 to 10 per year	10 per year															
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<b>Trends</b>	<p>Forward targets for this measure are:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="6" style="background-color: #d9ead3;">Actual</th> <th style="background-color: #d9ead3;">Forward Targets</th> </tr> <tr> <th style="background-color: #d9ead3;">14/15</th> <th style="background-color: #d9ead3;">15/16</th> <th style="background-color: #d9ead3;">16/17</th> <th style="background-color: #d9ead3;">17/18</th> <th style="background-color: #d9ead3;">18/19</th> <th style="background-color: #d9ead3;">19/20</th> <th style="background-color: #d9ead3;">20/21</th> </tr> </thead> <tbody> <tr> <td style="background-color: #d9ead3; text-align: center;">-</td> <td style="background-color: #d9ead3; text-align: center;">11</td> <td style="background-color: #d9ead3; text-align: center;">26</td> <td style="background-color: #d9ead3; text-align: center;">16</td> <td style="background-color: #d9ead3; text-align: center;">31</td> <td style="background-color: #d9ead3; text-align: center;">26</td> <td style="background-color: #d9ead3; text-align: center;">More than 10</td> </tr> </tbody> </table> <p><b>Driver for Change / Improvement Action</b> 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	16	31	26	More than 10
Actual						Forward Targets																
14/15	15/16	16/17	17/18	18/19	19/20	20/21																
-	11	26	16	31	26	More than 10																
<b>Measure Details</b>	<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 (CATG).</p> <p>In 2019/20 there were 26 CATG schemes involving dropped kerbs to improve pedestrian access.</p> <p>This is above the target number. The indicator is assessed as Good.</p>																					

<b>Maintenance for Sustainable Transport MST03: Pedestrian Improvements</b>																						
<b>Overview</b>	<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" data-bbox="614 432 1185 555"> <tr> <td><b>Poor</b></td> <td><b>Fair</b></td> <td><b>Good</b></td> </tr> <tr> <td>Less than 10</td> <td>10 to 25</td> <td>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>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	Less than 10	10 to 25	More than 25															
<b>Poor</b>	<b>Fair</b>	<b>Good</b>																				
Less than 10	10 to 25	More than 25																				
<b>Trends</b>	<p>Forward targets for this measure are:</p> <table border="1" data-bbox="443 728 1356 931"> <thead> <tr> <th colspan="6">Actual</th> <th>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>29</td> <td>18</td> <td>15</td> <td>42</td> <td>50</td> <td>More than 25</td> </tr> </tbody> </table> <p><b>Driver for Change / Improvement Action</b></p> <p>Improved pedestrian facilities to improve safety and encourage walking for shorter journeys.</p>	Actual						Forward Targets	14/15	15/16	16/17	17/18	18/19	19/20	20/21	-	29	18	15	42	50	More than 25
Actual						Forward Targets																
14/15	15/16	16/17	17/18	18/19	19/20	20/21																
-	29	18	15	42	50	More than 25																
<b>Measure Details</b>	<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 and other facilities are installed via the Integrated Transport Programme mainly in response to requests raised at the Community Area Transport Groups,</p> <p>Future targets may need to be reviewed in due course, and may depend on levels of Integrated Transport block funding from the Department for Transport.</p> <p>In 2019/20 there were 50 pedestrian schemes implemented which was significantly more than in recent years.</p> <p>Performance is assessed as Good.</p>																					

<b>Maintenance for Sustainable Transport MST04: Community Area Transport Group Schemes</b>																						
<b>Overview</b>	<p>This performance measure is designed to measure the number of Community Area Transport Group (CATG) 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="614 432 1185 555"> <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 100 per year</td> <td>Over 100 per year</td> </tr> </tbody> </table> <p>Where Poor is defined as less than 60 sites per year, Fair is defined as 60 to 100 sites per year, and Good is more than 100 sites per year. Target revised in 2019/20 to reflect increasing success of CATG delivery.</p>	Poor	Fair	Good	Less than 60 per year	60 to 100 per year	Over 100 per year															
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<b>Trends</b>	<p>Trends for this measure are:</p> <table border="1" data-bbox="443 763 1356 965"> <thead> <tr> <th colspan="6">Actual</th> <th>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>106</td> <td>66</td> <td>114</td> <td>237</td> <td>245</td> <td>More than 100</td> </tr> </tbody> </table> <p><b>Driver for Change / Improvement Action</b></p> <p>Improved accessibility for all road users and delivering local priorities.</p>	Actual						Forward Targets	14/15	15/16	16/17	17/18	18/19	19/20	20/21	-	106	66	114	237	245	More than 100
Actual						Forward Targets																
14/15	15/16	16/17	17/18	18/19	19/20	20/21																
-	106	66	114	237	245	More than 100																
<b>Measure Details</b>	<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 local priorities are identified.</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>The target has been reviewed and increased to 100 in the light of continuing success of CATGs and the Integrated Transport block funding from Department for Transport.</p> <p>In 2019/20 there were 245 sites progressed through the CATG process, which is an increase compared to the previous year, and is above the target.</p> <p>Performance is assessed as Good.</p>																					

Maintenance for Sustainable Transport MST05: Traffic Signals																									
<b>Overview</b>	<p>This performance measure is reporting the condition of traffic signals based on age of installation.</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;"> <thead> <tr> <th style="background-color: #d9534f; color: white;">Poor</th> <th style="background-color: #ffc000;">Fair</th> <th style="background-color: #6aa84f; color: white;">Good</th> </tr> </thead> <tbody> <tr> <td style="background-color: #d9534f; color: white;">Number in poor condition increasing</td> <td style="background-color: #ffc000;">No major change in number in poor condition</td> <td style="background-color: #6aa84f; color: white;">Number in poor condition reducing</td> </tr> </tbody> </table> <p><i>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.</i></p>	Poor	Fair	Good	Number in poor condition increasing	No major change in number in poor condition	Number in poor condition reducing																		
Poor	Fair	Good																							
Number in poor condition increasing	No major change in number in poor condition	Number in poor condition reducing																							
<b>Trends</b>	<p>Forward targets for this measure are:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="6" style="background-color: #d9ead3;">Actual</th> <th style="background-color: #d9ead3;">Forward Targets</th> </tr> <tr> <th style="background-color: #d9ead3;">14/15</th> <th style="background-color: #d9ead3;">15/16</th> <th style="background-color: #d9ead3;">16/17</th> <th style="background-color: #d9ead3;">17/18</th> <th style="background-color: #d9ead3;">18/19</th> <th style="background-color: #d9ead3;">19/20</th> <th style="background-color: #d9ead3;">20/21</th> </tr> </thead> <tbody> <tr> <td style="background-color: #d9ead3;">-</td> <td style="background-color: #ffc000;">26.1%</td> <td style="background-color: #6aa84f; color: white;">23.0%</td> <td style="background-color: #ffc000;">24.9%</td> <td style="background-color: #ffc000;">26.0%</td> <td style="background-color: #ffc000;">28.4%</td> <td style="background-color: #d9ead3;">tbc</td> </tr> </tbody> </table> <p><b>Driver for Change / Improvement Action</b></p> <p>Need to manage highway assets including aging stock of traffic signals.</p>	Actual						Forward Targets	14/15	15/16	16/17	17/18	18/19	19/20	20/21	-	26.1%	23.0%	24.9%	26.0%	28.4%	tbc			
Actual						Forward Targets																			
14/15	15/16	16/17	17/18	18/19	19/20	20/21																			
-	26.1%	23.0%	24.9%	26.0%	28.4%	tbc																			
<b>Measure Details</b>	<p>Measure is based on sets of traffic signals greater than 20 years old, or greater than 20 years since major refurbishment or renewal.</p> <p>Based on traffic signals data held in asset register.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="background-color: #d9ead3;">Age of Unit</th> <th style="background-color: #d9ead3;">2015/16</th> <th style="background-color: #d9ead3;">2016/17</th> <th style="background-color: #d9ead3;">2017/18</th> <th style="background-color: #d9ead3;">2018/19</th> <th style="background-color: #d9ead3;">2019/20</th> </tr> </thead> <tbody> <tr> <td>20 years or more</td> <td>26.1%</td> <td>23.0%</td> <td>24.9%</td> <td>26.0%</td> <td>28.4%</td> </tr> <tr> <td>20 – 11 years</td> <td>44.6%</td> <td>32.5%</td> <td>31.3%</td> <td>31.9%</td> <td>37.0%</td> </tr> <tr> <td>Less than 10 years</td> <td>29.3%</td> <td>44.5%</td> <td>43.8%</td> <td>42.2%</td> <td>34.6%</td> </tr> </tbody> </table> <p>Based on current data and rate of renewal the measure is estimated as Fair for 2019/20.</p> <p>The age of some of the signal systems remains a concern, but the renewal programme is reducing the overall age of some of the equipment.</p> <p>Measure may need to be reviewed as more detailed inventory data becomes available and could include performance and reliability of units.</p>	Age of Unit	2015/16	2016/17	2017/18	2018/19	2019/20	20 years or more	26.1%	23.0%	24.9%	26.0%	28.4%	20 – 11 years	44.6%	32.5%	31.3%	31.9%	37.0%	Less than 10 years	29.3%	44.5%	43.8%	42.2%	34.6%
Age of Unit	2015/16	2016/17	2017/18	2018/19	2019/20																				
20 years or more	26.1%	23.0%	24.9%	26.0%	28.4%																				
20 – 11 years	44.6%	32.5%	31.3%	31.9%	37.0%																				
Less than 10 years	29.3%	44.5%	43.8%	42.2%	34.6%																				



<b>Maintenance for Sustainable Transport MST06: Rights of Way</b>																						
<b>Overview</b>	<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: red; color: white; text-align: center;"><b>Poor</b></td> <td style="background-color: yellow; text-align: center;"><b>Fair</b></td> <td style="background-color: lightgreen; text-align: center;"><b>Good</b></td> </tr> <tr> <td style="background-color: red; color: white; text-align: center;">Below target</td> <td style="background-color: yellow; text-align: center;">Below but close to Target</td> <td style="background-color: lightgreen; 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>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	Below target	Below but close to Target	Above target															
<b>Poor</b>	<b>Fair</b>	<b>Good</b>																				
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<b>Trends</b>	<p>Forward targets for this measure are to confirmed:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="6" style="background-color: #d9ead3;">Actual</th> <th style="background-color: #d9ead3;">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: #f2f2f2;">2799</td> <td style="background-color: #d9ead3;">2226</td> <td style="background-color: #f4cccc;">1518</td> <td style="background-color: #f4cccc;">1301</td> <td style="background-color: #d9ead3;">4122</td> <td style="background-color: #f2f2f2;">tbc</td> <td style="background-color: #f2f2f2;">tbc</td> </tr> </tbody> </table> <p><b>Driver for Change / Improvement Action</b></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	1301	4122	tbc	tbc
Actual						Forward Targets																
14/15	15/16	16/17	17/18	18/19	19/20	20/21																
2799	2226	1518	1301	4122	tbc	tbc																
<b>Measure Details</b>	<p>Measure is based on number of path problems resolved and footpaths improved.</p> <p>Number of paths improved in 2013/14 was 1,816. 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 2,226. 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.</p> <p>The number of schemes reduced to 1,301 in 2018/18 because of staffing and resource issues. In 2018 the number of schemes increased substantially to 4,122, and performance was assessed as Good.</p> <p>Equivalent data for 2019/20 is not currently available.</p>																					

<b>Infrastructure ISEG01: Delivery of A350 Chippenham</b>																						
<b>Overview</b>	<p>The purpose of this performance measure is to report on the progress of delivering improvements to the A350 Chippenham bypass.</p> <p>This measure reflects the progress being made through design, procurement and construction of the A350 works at Bumpers Farm to Lackham Roundabout, Chippenham.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="background-color: red; color: white; text-align: center;"><b>Poor</b></td> <td style="background-color: yellow; text-align: center;"><b>Fair</b></td> <td style="background-color: lightgreen; text-align: center;"><b>Good</b></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>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	No progress	Scheme on hold	Scheme progressing															
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N/A	Design	Tender	Works Stage 3	Design Stages 4 and 5	Bid Submitted Stages 4 and 5	-																
<b>Measure Details</b>	<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>Outline Business Case for Stage 3 was 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. Stage 3 is now completed.</p> <p>Indicator has been amended to include Stages 4 and 5.</p> <p>Bid and OBC for Chippenham Bypass Stages 4 and 5 submitted 2019/20, and result of bid awaited. Progress assessed as good.</p>																					

<b>Infrastructure ISEG02: Delivery of M4 Junction 17 Improvement</b>																						
<b>Overview</b>	<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" style="margin-left: auto; margin-right: auto;"> <tr> <td style="background-color: red; color: white; text-align: center;"><b>Poor</b></td> <td style="background-color: yellow; text-align: center;"><b>Fair</b></td> <td style="background-color: lightgreen; text-align: center;"><b>Good</b></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>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	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	Design	Tender	Works	Completed	Design funding	-																
<b>Measure Details</b>	<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>Outline Business Case for installing traffic signals on off slip road 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 completed.</p> <p>Indicator has been amended to include next phase of improvements as Major Road Network scheme.</p> <p>MRN bid for design funding for major scheme approved in 2019/20. Assessment is that progress is Good.</p>																					

<b>Infrastructure ISEG03: Development of A350 Yarnbrook and West Ashton</b>																						
<b>Overview</b>	<p>The purpose of this performance measure is to report on the progress of delivering the improvements to the A350 at Yarnbrook and West Ashton.</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" style="margin-left: auto; margin-right: auto;"> <tr> <td style="background-color: red; color: white; text-align: center;"><b>Poor</b></td> <td style="background-color: yellow; text-align: center;"><b>Fair</b></td> <td style="background-color: lightgreen; text-align: center;"><b>Good</b></td> </tr> <tr> <td style="background-color: red; text-align: center;">No progress</td> <td style="background-color: yellow; text-align: center;">Scheme on hold or slow progress</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>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	No progress	Scheme on hold or slow progress	Scheme progressing															
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N/A	Design	Design	Design	Design	Design	tbc																
<b>Measure Details</b>	<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>2019/20 – Developers are continuing to prepare detailed proposals as part of strategic housing site. Outline Business Case being prepared.</p> <p>In view of progress Indicator score for 2019/20 is currently assessed as Good.</p>																					

<b>Infrastructure ISEG04: Development of future major schemes</b>																						
<b>Overview</b>	<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" style="margin-left: auto; margin-right: auto;"> <tr> <td style="background-color: red; color: white; text-align: center;"><b>Poor</b></td> <td style="background-color: yellow; text-align: center;"><b>Fair</b></td> <td style="background-color: lightgreen; text-align: center;"><b>Good</b></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>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	No progress	Scheme on hold	Scheme progressing															
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N/A	Develop ment	Develop ment	Develop ment	Develop ment	Develop ment	tbc																
<b>Measure Details</b>	<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>2019/20 – Successful bid for Melksham Bypass design of Large Local Major (LLM) Scheme and for Salisbury Exeter street and Harnham (MRN) schemes.</p> <p>Development of proposals is progressing and indicator score is assessed as Good.</p>																					

<b>Infrastructure ISEG05: Network Improvements from development</b>																						
<b>Overview</b>	<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" style="margin-left: auto; margin-right: auto;"> <tr> <td style="background-color: red; color: white; text-align: center;"><b>Poor</b></td> <td style="background-color: yellow; text-align: center;"><b>Fair</b></td> <td style="background-color: lightgreen; text-align: center;"><b>Good</b></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>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	No schemes	Proposals on hold	Schemes progressing															
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N/A	Schemes developed	Schemes developed	Schemes developed	Schemes developed	Schemes developed	Schemes developed																
<b>Measure Details</b>	<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>2019/20 – 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>																					

<b>Infrastructure ISEG06: Access improvements for development</b>																						
<b>Overview</b>	<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" style="margin-left: auto; margin-right: auto;"> <tr> <td style="background-color: red; color: white; text-align: center;"><b>Poor</b></td> <td style="background-color: yellow; text-align: center;"><b>Fair</b></td> <td style="background-color: lightgreen; text-align: center;"><b>Good</b></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>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	No schemes	Proposals on hold	Schemes progressing															
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N/A	Schemes developed	Schemes developed	Schemes developed	Schemes developed	Schemes developed	Schemes developed																
<b>Measure Details</b>	<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>2019/20 – 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 ES01: Energy Consumption																						
<b>Overview</b>	<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" style="margin-left: auto; margin-right: auto;"> <tr> <td style="background-color: red; color: white; text-align: center;"><b>Poor</b></td> <td style="background-color: yellow; text-align: center;"><b>Fair</b></td> <td style="background-color: lightgreen; text-align: center;"><b>Good</b></td> </tr> <tr> <td style="text-align: center;">Energy usage increasing</td> <td style="text-align: center;">No major change in energy usage</td> <td style="text-align: center;">Energy usage decreasing</td> </tr> </table> <p>Where poor is defined as energy usage increasing, fair is no major change in energy usage, good is energy usage decreasing.</p>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	Energy usage increasing	No major change in energy usage	Energy usage decreasing															
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<b>Trends</b>	<p>Forward targets for this measure are:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="6" style="background-color: #f4a460;">Actual</th> <th style="background-color: #f4a460;">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: lightgreen; text-align: center;">-6.99%</td> <td style="background-color: lightgreen; text-align: center;">-16.43%</td> <td style="background-color: lightgreen; text-align: center;">-20.78%</td> <td style="background-color: lightgreen; text-align: center;">-22.56%</td> <td style="background-color: lightgreen; text-align: center;">-23.74%</td> <td style="background-color: lightgreen; text-align: center;">-25.45%</td> <td style="text-align: center;">tbc</td> </tr> </tbody> </table> <p><b>Driver for Change / Improvement Action</b></p> <p>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.</p>	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%	-23.74%	-25.45%	tbc
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-6.99%	-16.43%	-20.78%	-22.56%	-23.74%	-25.45%	tbc																
<b>Measure Details</b>	<p>This measure records the change in energy consumption for street lighting as a standard measurement based on Kilowatt Hours consumed per unit annually. Base line is 2013/14 consumption. Energy consumption as reported by Meter Administrator.</p> <p>In 2019/20 there was a further reduction in energy consumption per unit compared to the previous year, mainly as a result of increased use of LED lighting.</p> <p>Performance continues to be considered good.</p> <p>Further reductions are anticipated in 2021/20 as the major project to convert older street lighting units to LED continues.</p>																					



Environmental Sustainability ES02: Low Carbon Asphalt Materials																						
<b>Overview</b>	<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" style="margin-left: auto; margin-right: auto;"> <tr> <td style="background-color: red; color: black; text-align: center;"><b>Poor</b></td> <td style="background-color: yellow; text-align: center;"><b>Fair</b></td> <td style="background-color: lightgreen; text-align: center;"><b>Good</b></td> </tr> <tr> <td style="background-color: red; color: black; 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>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	Below target	On or close to target	Above target															
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Actual						Forward Targets																
14/15	15/16	16/17	17/18	18/19	19/20	20/21																
0	17.9%	60.8%	25.9%	50.5%	52.1%	50%																
<b>Measure Details</b>	<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.</p> <p>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, but increased in subsequent years. The current performance at 52.1% is assessed as Good.</p>																					

<b>Environmental Sustainability ES03: Recycling of Road Construction Materials</b>																						
<b>Overview</b>	<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="614 434 1187 560"> <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																				
<b>Trends</b>	<p>Forward targets for this measure are:</p> <table border="1" data-bbox="445 730 1356 931"> <thead> <tr> <th colspan="6">Actual</th> <th>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>99.1%</td> <td>99.8%</td> <td>TBC</td> <td>80%</td> </tr> </tbody> </table> <p><b>Driver for Change / Improvement Action</b></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%	99.1%	99.8%	TBC	80%
Actual						Forward Targets																
14/15	15/16	16/17	17/18	18/19	19/20	20/21																
-	86.3%	98.6%	99.1%	99.8%	TBC	80%																
<b>Measure Details</b>	<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 very high proportion of planings being recycled, particularly to rights of way. Confirmation of 2019/20 quantities are to be confirmed by performance is likely to be assessed as Good.</p>																					

<b>Environmental Sustainability ES04: Flood Prevention Schemes</b>																						
<b>Overview</b>	<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;"><b>Poor</b></td> <td style="background-color: yellow; text-align: center;"><b>Fair</b></td> <td style="background-color: lightgreen; text-align: center;"><b>Good</b></td> </tr> <tr> <td style="background-color: red; color: white; text-align: center;">Decrease in number of schemes</td> <td style="background-color: yellow; text-align: center;">Similar to previous year</td> <td style="background-color: lightgreen; text-align: center;">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>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	Decrease in number of schemes	Similar to previous year	Increase in number of schemes															
<b>Poor</b>	<b>Fair</b>	<b>Good</b>																				
Decrease in number of schemes	Similar to previous year	Increase in number of schemes																				
<b>Trends</b>	<p>Forward targets for this measure are:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="6" style="background-color: #f4b084;">Actual</th> <th style="background-color: #f4b084;">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;">-</td> <td style="background-color: lightgreen; text-align: center;">34</td> <td style="background-color: lightgreen; text-align: center;">39</td> <td style="background-color: yellow; text-align: center;">22</td> <td style="background-color: lightgreen; text-align: center;">1/6/26</td> <td style="background-color: lightgreen; text-align: center;">11/49/16</td> <td style="text-align: center;">tbc</td> </tr> </tbody> </table> <p><b>Driver for Change / Improvement Action</b> 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	22	1/6/26	11/49/16	tbc
Actual						Forward Targets																
14/15	15/16	16/17	17/18	18/19	19/20	20/21																
-	34	39	22	1/6/26	11/49/16	tbc																
<b>Measure Details</b>	<p>Indicator based on number of schemes to improve drainage or reduce flooding.</p> <p>This is an annual measure</p> <p>Measures is based on the number of schemes, but this is likely to vary from year to year, and scheme sizes may vary considerably. Removal or a significant reduction in drainage budget would reduce number of schemes and be assessed as Poor.</p> <p>There was a good programme of drainage schemes in 2018/19, which resulted in one major scheme and six minor schemes being delivered. In addition a further 26 sites were investigated.</p> <p>2019/20 Schemes:</p> <ul style="list-style-type: none"> <li>11 Drainage Improvement Schemes</li> <li>49 CCTV Investigations</li> <li>16 Culvert repairs and renewals</li> </ul> <p>This is a significant number of schemes to reduce flood risk during 2019/20 performance is assessed as Good.</p>																					

<b>Environmental Sustainability ES05: Highway Trees and Verges</b>																						
<b>Overview</b>	<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="614 432 1185 584"> <tr> <td><b>Poor</b></td> <td><b>Fair</b></td> <td><b>Good</b></td> </tr> <tr> <td>Reactive work only</td> <td>Some planned work</td> <td>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>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	Reactive work only	Some planned work	Management of trees taking place															
<b>Poor</b>	<b>Fair</b>	<b>Good</b>																				
Reactive work only	Some planned work	Management of trees taking place																				
<b>Trends</b>	<p>Trends for this measure are:</p> <table border="1" data-bbox="443 790 1355 992"> <thead> <tr> <th colspan="6">Actual</th> <th>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>247</td> <td>241</td> <td>214</td> <td>180</td> <td>186</td> <td>tbc</td> </tr> </tbody> </table> <p><b>Driver for Change / Improvement Action</b></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	214	180	186	tbc
Actual						Forward Targets																
14/15	15/16	16/17	17/18	18/19	19/20	20/21																
-	247	241	214	180	186	tbc																
<b>Measure Details</b>	<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>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.</p> <p>There is currently a good programme of highway tree maintenance work which is funded, with 186 sites completed in 2019/20, and the protected verge scheme continues to operate. Performance is therefore assessed as Good.</p> <p>The spread of Ash Dieback is a concern and could affect future targets with an increase in works needed for safety reasons.</p>																					

<b>Environmental Sustainability ES06: Noxious Weeds</b>																						
<b>Overview</b>	<p>This performance measure is designed to determine the quantity of known noxious weed sites treated each year.</p> <p>The level of service for this measure is determined based on the following bandings.</p> <table border="1" data-bbox="614 434 1185 555"> <tr> <td>Poor</td> <td>Fair</td> <td>Good</td> </tr> <tr> <td>Increasing</td> <td>Steady State</td> <td>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																				
<b>Trends</b>	<p>Baseline data for this measure is:</p> <table border="1" data-bbox="443 728 1356 929"> <thead> <tr> <th colspan="6">Actual</th> <th>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>64</td> <td>79</td> <td>67</td> <td>82</td> <td>84</td> <td>80</td> <td>Decrease</td> </tr> </tbody> </table> <p>This measure is not affected by network hierarchy.</p> <p><b>Driver for Change / Improvement Action</b></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	82	84	80	Decrease
Actual						Forward Targets																
14/15	15/16	16/17	17/18	18/19	19/20	20/21																
64	79	67	82	84	80	Decrease																
<b>Measure Details</b>	<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 slightly in 2019/20 but is still higher than the 2014/15 base year figure.</p> <p>The measure has been assessed as Fair but progress will need to be reviewed in 2020/21.</p>																					

<b>Customer C01: Satisfaction with Road Safety</b>																						
<b>Overview</b>	<p>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.</p> <p>This measure is part of the standard NHT information and based on the Road Safety Theme Report.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="background-color: red; color: white; text-align: center;"><b>Poor</b></td> <td style="background-color: yellow; text-align: center;"><b>Fair</b></td> <td style="background-color: lightgreen; text-align: center;"><b>Good</b></td> </tr> <tr> <td style="background-color: red; color: white; text-align: center;">Below Average</td> <td style="background-color: yellow; text-align: center;">Average or close to average</td> <td style="background-color: lightgreen; text-align: center;">Average or above</td> </tr> </table> <p>Performance is compared to national average. Fair is within 2% of average.</p>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	Below Average	Average or close to average	Average or above															
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<b>Trends</b>	<p>Forward targets for this measure are:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="6" style="background-color: #d3d3d3;">Actual</th> <th style="background-color: #d3d3d3;">Forward Targets</th> </tr> <tr> <th style="background-color: #d3d3d3;">14/15</th> <th style="background-color: #d3d3d3;">15/16</th> <th style="background-color: #d3d3d3;">16/17</th> <th style="background-color: #d3d3d3;">17/18</th> <th style="background-color: #d3d3d3;">18/19</th> <th style="background-color: #d3d3d3;">19/20</th> <th style="background-color: #d3d3d3;">20/21</th> </tr> </thead> <tbody> <tr> <td style="background-color: #d3d3d3; text-align: center;">-</td> <td style="background-color: yellow; text-align: center;">Close to Average</td> <td style="background-color: yellow; text-align: center;">Close to Average</td> <td style="background-color: yellow; text-align: center;">Close to Average</td> <td style="background-color: yellow; text-align: center;">Close to Average</td> <td style="background-color: lightgreen; text-align: center;">At Average</td> <td style="background-color: #d3d3d3; text-align: center;">At or Above Average</td> </tr> </tbody> </table> <p>Based on 2016 National Highways and Transport Survey Questionnaire Results</p> <p><b>Driver for Change / Improvement Action</b> Improved public satisfaction with road safety</p>	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	Close to Average	At Average	At or Above Average
Actual						Forward Targets																
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-	Close to Average	Close to Average	Close to Average	Close to Average	At Average	At or Above Average																
<b>Measure Details</b>	<p>This measure is recorded from the National Highways &amp; Transport Network Survey 'Road Safety Theme'</p> <p>Target amended 2019/20 for good to be at or above average.</p> <p>Based on 2019 survey 2019/20 Results for Wiltshire increased from 53% to 55%. The National Average is 55%.</p> <p>Current score is at the national average and scored as Good</p>																					

<b>Customer C02: Satisfaction with Road Maintenance</b>																						
<b>Overview</b>	<p>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.</p> <p>This measure is part of the standard NHT information and based on the Highways Maintenance Theme Report.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="background-color: red; color: white; text-align: center;"><b>Poor</b></td> <td style="background-color: yellow; text-align: center;"><b>Fair</b></td> <td style="background-color: lightgreen; text-align: center;"><b>Good</b></td> </tr> <tr> <td style="background-color: red; color: white; text-align: center;">Below Average</td> <td style="background-color: yellow; text-align: center;">Average or close to average</td> <td style="background-color: lightgreen; text-align: center;">At or Above Average</td> </tr> </table> <p>Performance is compared to national average. Fair is within 2% of average.</p>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	Below Average	Average or close to average	At or Above Average															
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<b>Trends</b>	<p>National Highways &amp; Transport Survey Questionnaire Results Forward targets for this measure are:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="6" style="background-color: #d3d3d3;">Actual</th> <th style="background-color: #d3d3d3;">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: #d3d3d3; text-align: center;">-</td> <td style="background-color: yellow; text-align: center;">Close to Average</td> <td style="background-color: yellow; text-align: center;">Close to Average</td> <td style="background-color: red; color: white; text-align: center;">Below Average</td> <td style="background-color: yellow; text-align: center;">Close to Average</td> <td style="background-color: yellow; text-align: center;">Close to Average</td> <td style="background-color: #d3d3d3; text-align: center;">At or Above Average</td> </tr> </tbody> </table> <p><b>Driver for Change / Improvement Action</b> Improved public satisfaction with road maintenance</p>	Actual						Forward Targets	14/15	15/16	16/17	17/18	18/19	19/20	20/21	-	Close to Average	Close to Average	Below Average	Close to Average	Close to Average	At or Above Average
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-	Close to Average	Close to Average	Below Average	Close to Average	Close to Average	At or Above Average																
<b>Measure Details</b>	<p>This measure is recorded from the National Highways &amp; Transport Network Survey 'Highways Maintenance Theme'.</p> <p>Target amended 2019/20 for good to be at or above average.</p> <p>Based on 2019 survey 2019/20 results for Wiltshire improved from 47% to 50%. The National Average was 51%</p> <p>Current score is close to the national average and is assessed as fair.</p>																					

<b>Customer C03: Deals with potholes and damaged roads</b>																						
<b>Overview</b>	<p>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.</p> <p>This measure uses the standard NHT results.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="background-color: red; color: black; text-align: center;"><b>Poor</b></td> <td style="background-color: yellow; color: black; text-align: center;"><b>Fair</b></td> <td style="background-color: lightgreen; color: black; text-align: center;"><b>Good</b></td> </tr> <tr> <td style="background-color: red; color: black; text-align: center;">Below Average</td> <td style="background-color: yellow; color: black; text-align: center;">Average or close to average</td> <td style="background-color: lightgreen; color: black; text-align: center;">At or Above Average</td> </tr> </table> <p>Performance is compared to national average. Fair is within 2% of average.</p>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	Below Average	Average or close to average	At or Above Average															
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<b>Trends</b>	<p>Based on National Highways &amp; Transport Survey Questionnaire Results HMBI 13 comparison with County Councils</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="6">Actual</th> <th>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;">-</td> <td style="background-color: red; color: black; text-align: center;">Below Average</td> <td style="background-color: yellow; color: black; text-align: center;">Close to average</td> <td style="background-color: yellow; color: black; text-align: center;">Close to average</td> <td style="background-color: lightgreen; color: black; text-align: center;">Above average</td> <td style="background-color: lightgreen; color: black; text-align: center;">At average</td> <td style="background-color: lightgreen; color: black; text-align: center;">At or Above average</td> </tr> </tbody> </table> <p><b>Driver for Change / Improvement Action</b></p>	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	At average	At or Above average
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-	Below Average	Close to average	Close to average	Above average	At average	At or Above average																
<b>Measure Details</b>	<p>This measure is recorded from the National Highways &amp; Transport Network Survey Question HMBI – 13 – Deals with potholes and damaged roads comparison with County Councils.</p> <p>Target amended 2019/20 for good to be at or above average.</p> <p>Based on 2019 survey 2019/20 – Wiltshire satisfaction increased from 28% to 34%. National County Council Average 34%</p> <p>Highest – 44%, Lowest – 21%</p> <p>This information is also required for the Direct Management Group.</p> <p>Current score is at the national average, and performance is assessed as good.</p>																					



<b>Customer C04: Satisfaction with Walking and Cycling</b>																						
<b>Overview</b>	<p>The purpose of this performance measure is to report the road users' satisfaction or dissatisfaction with the condition of cycle routes.</p> <p>This measure is part of the standard NHT information and based on the Walking and Cycling Theme Report.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="background-color: red; color: white; text-align: center;"><b>Poor</b></td> <td style="background-color: yellow; text-align: center;"><b>Fair</b></td> <td style="background-color: lightgreen; text-align: center;"><b>Good</b></td> </tr> <tr> <td style="background-color: red; color: white; text-align: center;">Below Average</td> <td style="background-color: yellow; text-align: center;">Average or close to average</td> <td style="background-color: lightgreen; text-align: center;">At or Above Average</td> </tr> </table> <p>Performance is compared to national average. Fair is within 2% of average.</p>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	Below Average	Average or close to average	At or Above Average															
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-	Close to Average	Close to Average	Close to Average	Close to Average	Close to Average	At or Above Average																
<b>Measure Details</b>	<p>This measure is part of the standard NHT information and based on the 'Walking and Cycling Theme' Report.</p> <p>Target amended 2019/20 for good to be at or above average.</p> <p>Compared to the Average Score of All Authorities in the survey.</p> <p>Based on 2019 survey 2019/20 Wiltshire score is unchanged at 52%. The National Average is 54%.</p> <p>Current score is close to national average (within 2%) and assessed as fair.</p>																					

<b>Customer C05: Satisfaction with Tackling Congestion</b>																						
<b>Overview</b>	<p>The purpose of this performance measure is to report the road users' satisfaction or dissatisfaction with roadworks upon the Councils' highway network.</p> <p>This measure uses the standard NHT results.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="background-color: red; color: white; text-align: center;"><b>Poor</b></td> <td style="background-color: yellow; text-align: center;"><b>Fair</b></td> <td style="background-color: lightgreen; text-align: center;"><b>Good</b></td> </tr> <tr> <td style="background-color: red; text-align: center;">Below Average</td> <td style="background-color: yellow; text-align: center;">Average or close to average</td> <td style="background-color: lightgreen; text-align: center;">At or Above Average</td> </tr> </table> <p>Performance is compared to national average. Fair is within 2% of average.</p>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	Below Average	Average or close to average	At or Above Average															
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<b>Trends</b>	<p>This measure is based on National Highways &amp; Transport Survey Questionnaire Results for 'Tackling Congestion' Theme. Forward targets for this measure are:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="6" style="background-color: #d3d3d3;">Actual</th> <th style="background-color: #d3d3d3;">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;">-</td> <td style="background-color: yellow; text-align: center;">Average</td> <td style="background-color: yellow; text-align: center;">Average</td> <td style="background-color: lightgreen; text-align: center;">Above Average</td> <td style="background-color: lightgreen; text-align: center;">At Average</td> <td style="background-color: lightgreen; text-align: center;">At Average</td> <td style="text-align: center;">At or Above Average</td> </tr> </tbody> </table> <p><b>Driver for Change / Improvement Action</b></p> <p>Improved public satisfaction with road maintenance</p>	Actual						Forward Targets	14/15	15/16	16/17	17/18	18/19	19/20	20/21	-	Average	Average	Above Average	At Average	At Average	At or Above Average
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<b>Measure Details</b>	<p>This measure is recorded from the National Highways &amp; Transport Network Survey and is an average score of the 'Tackling Congestion Theme' results.</p> <p>Target amended 2019/20 for good to be at or above average.</p> <p>Based on 2019 survey Wiltshire score for 2019/20 increased from 47% to 48%. The National average also increased from 47% to 48%.</p> <p>Current score is at the national average and is assessed as good.</p>																					

<b>Customer C06: Satisfaction with Managing Roadworks</b>																						
<b>Overview</b>	<p>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.</p> <p>This measure is part of the Road User Survey and therefore uses the standard NHT bandings.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="background-color: red; color: white; text-align: center;"><b>Poor</b></td> <td style="background-color: yellow; text-align: center;"><b>Fair</b></td> <td style="background-color: lightgreen; text-align: center;"><b>Good</b></td> </tr> <tr> <td style="background-color: red; color: white; text-align: center;">Below Average</td> <td style="background-color: yellow; text-align: center;">Average or close to average</td> <td style="background-color: lightgreen; text-align: center;">At or Above Average</td> </tr> </table> <p>Performance is compared to national average. Fair is within 2% of average.</p>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	Below Average	Average or close to average	At or Above Average															
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<b>Measure Details</b>	<p>This measure is recorded from the National Highways &amp; Transport Network Survey 'TCBI 07 The Management of Roadworks Overall'. The Wiltshire score is compared to the average for County Councils.</p> <p>Target amended 2019/20 for good to be at or above average.</p> <p>Based on 2019 survey 2019 - Wiltshire score increased from 49% to 52%. The National County Council average score is 49% (Highest 54%, Lowest 43%).</p> <p>The score is above the national average and assessed as Good.</p>																					