Wiltshire Council Performance Scorecard - 2022/23 Quarter Four

Of the 59 indicators on this scorecard 47 (80%) were ranked as either positive or neutral in terms of improved performance.

Arrows show the direction of travel. Blue is an improving change, red a worsening change and grey is stable.

All measures show a rolling annual average, unless stated, with most recent figures presented alongside those from the two most recent reports.

Gold shaded measures are main indicators

Unshaded indicators support a main indicator

Grey shaded indicators are selected from a basket of possible measures - the name of that basket appears above the measures

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Measure description	Target	Previous tw or ye		Latest position	Latest report	Frequency	Direction o Travel	f Trend	Comment
New! Overall educational outcomes: KS4 (Educational attainment for ALL pupils - Percentage achieving grade 5+ in BOTH English & Maths ('Basics') at KS4) Source: Gov.uk Explore Education Statistics	Between 48% and 50%	50.8%	52.5%	48.6%	Mar-23	annual - academic year	₽		National level for 2022 was 49.8%. 69.8% of pupils achieved grade 4 or above in English and maths, compared to 69% nationally. The average Attainment 8 score for all pupils was 49.3 in Wiltshire, compared to 48.9 nationally. Performance for 20/21 and 21/22 is not comparable as assessments were completed differently during Covid.
New! Educational outcomes specific to SEND: KS4 (Educational attainment for SEND pupils with an EHCP - Percentage achieving grade 5+ in BOTH English & Maths ('Basics') at KS4) Source: Gov.uk Explore Education Statistics	between 8.5% and 10.5%	4.5%	6.6%	9.9%	Mar-23	annual - academic year	1		The national level for 2022 was 7%. Performance for 20/21 and 21/22 is not comparable as assessments were completed differently during Covid.
New! Percentage of EHCPs issued within 20 weeks on time with no exceptions Source: Wiltshire Council	Above 40%	22.2%	16.0%	32.5%	Mar-23	quarterly figures	1	\searrow	Quarterly figures reported will vary from published figures in statutory returns as they relate to different time periods. The timeliness of plans issued within 20 weeks is improving. Please note that annual averages will be available for Q1.
New! Percentage of schools rated good or outstanding by Ofsted (Includes primary, secondary and specialist schools) Source: Ofsted via Perspective Lite database	Above national average (85%)	81.0%	82.0%	83.2%	Dec-23	quarterly snapshot	1		Trend shows the last three years. The number of schools judged to be good or outstanding has improved. In maintained schools, the SIA programme is having a positive impact.
New! Percentage of early years settings rated good or outstanding by Ofsted Source: Ofsted via LATE and FID databases	Above 98%		97.9%	97.1%	Mar-23	quarterly snapshot			This data includes school based EY provision (FS1) which is not re-inspected within the 6-12 month timeframe of other Early Years providers. Trend information will be included for future Scorecards once more data is available.
			We	Stay Active					
Percentage of Children who are Physically Active Source: Active Lives Children and Young People Survey, Sports England	Above 60% over course of Business Plan	50.5%	53.7%	47.8%	Mar-22	annual figures	₽		The trend shows the last five financial years. The improvement shown in Wiltshire in 18/19 to 20/21 has not been mirrored in the national or regional figures. Wiltshire now shows slightly better levels of activity than the England (44.6%) but now below the South West average (49.1%), the activity level has decreased in Wiltshire for the first time in 21/22, and it is currently unclear why, this may be an impact of the Covid-19 pandemic and recovery. The percentages are below our target of 60%

Measure description	Target		wo quarters /ears	Latest position	Latest report	Frequency	Direction of Travel	Trend	Comment
Percentage of Adults who are Physically Active Source: Sports England Active Lives Survey	Above 75% over course of Business Plan	71.2%	72.1%	72.9%	Mar-21	annual figures	1		The trend shows the last four financial years, 21/22 data not yet available. Small improvements in each of the last three years put the activity levels in adults in Wiltshire above the national (65.9%) and regional (70.5%) average. Wiltshire figures are not quite on target but trend is indicating it is on track to be achieved.
New! Number of visits to Council-run leisure centres Total monthly visits based on membership card swipes and walk-in payments. Excludes other visitors. Source: Wiltshire Council	Will be available during 23/24	126,225	128,496	134,809	Mar-23	average over 12 months	1		PFP sites transitioned over to Wiltshire Council in October 2021, therefore attendance data from October 2021 includes these sites. From April the process for reporting schools and block bookings will be standardised so current data may not fully capture all visits.
New! Number of library visits (Cumulative total over 12 months) Source: Wiltshire Council	1,000,000 per year	800,832	887,459	1,009,187	Mar-23	cumulative over last 12 months	1		Visits have increased by 87% on previous year and 66% of pre-pandemic levels, mirroring the national picture. Activities returned later than the lending offer, so footfall has been slower to catch up but continues to improve.
New! Number of hectares of new woodland planting that is publicly accessible (Either permissible access rights or a PRoW running through the new woodland area). Source: Wiltshire Council	50 hectares for 23/24				No data yet available				Data will be added to future Scorecards when it becomes available for this new project.
Percentage of people in their own homes 91 days after entering the reablement service Source: Wiltshire Council	Between 80% and 90%	77.8%	76.7%	78.50%	Mar-23	average over 12 months	()		The 91 day outcome evidences the longer term effects of reablement and the service's ability to maintain and support people in their own homes. Wiltshire Reablement performs well in this area which demonstrates its success in supporting longer term outcomes. We are working on improvements to our reporting function to ensure the data reflects the achievements of the service and aim to achieve the 80% target rate within the next reporting period.
			V	Ve are Safe					
Repeat referrals to Children's Services (% referrals within 12 months of previous referral) Source: Wiltshire Council	Between 14% and 20%	15.4%	15.5%	15.9%	Mar-23	average over last 12 months	↓		Performance remains within the target range and evidences that our thresholds application is strong.
New! Percentage of children in care fostered within Local Authority provision (Excludes Connected Carers) Source: Wiltshire Council	Between 42% and 48%	40%	41%	41%	Mar-23	average over last 12 months	1		We are in the third year of Fostering Excellence, a number of mainly age related resignations have impacted on our overall net amount of foster carers. To boost retention we are implementing a new national evidenced based model to support retention (Mockingbird), in addition to Fostering Excellence continuing.

Measure description	Target		two quarters years	Latest position	Latest report	Frequency	Direction of Travel	Trend	Comment
Adult Safeguarding									
Percentage of S42 Outcomes Met (% of statutory enquiries into possible abuse or neglect [section 42] in which set outcomes were met) Source: Wiltshire Council	Between 95% and 100%	97.9%	97.3%	96.9%	Mar-23	average over last 12 months	1		Performance remains strong with a high percentage of outcomes met. A very small percentage of outcomes are not met due to the nature of the cohort with some people who sadly die before their outcomes can be met.
New! Number of adult social care providers currently rated inadequate in CQC Inspections Source: Care Quality Commission	0 (no inadequate providers)	2	1	2	Dec-22	current snapshot	$ \Longleftrightarrow $		The trend shows the snapshot for each of the last three quarters. Numbers remain low.
New! Number of working-aged adults in residential care (Long-term support needs of younger adults aged 18-64 met by admission to residential and nursing care homes, per 100,000 population - ASCOF) Source: Wiltshire Council	Between 12 and 15	16.1	15.4	15.1	Mar-23	average over last 12 months	$ \longleftrightarrow $		Within Wiltshire there is a lack of alternative provision and this is being addressed as part of the transformation programme, the result of which will be more supported living, independent service funds and direct payment provision.
Public Protection									
New! Percentage of reported P1 potholes repaired within 24 hours (Does not include "Find & Fix". Numbers below percentages are the total reported per quarter) Source: Wiltshire Council	95% or over	86.5% 667	84.2% 1999	84.8% ⁵²¹³	Feb-23	average over last 12 months	$ \Longleftrightarrow $		Note there was a 400% increase in the number of potholes reported in January compared to December, and that numbers remain high throughout Q4.
New! Percentage of roads scheduled for treatment									
that have been resurfaced (based on roads identified in the 12-month plan. Numbers below percentages are the total miles resurfaced per quarter) Source: Wiltshire Council	100% of roads identified in the 12-month plan	6.50% 1.219	10.49% 2.933	16.98% 4.76	Mar-23	cumulative over financial year			
New! Percentage of cars found speeding by Community Speedwatch Teams Source: Wiltshire Police		3.96%	4.15%	4.14%	Mar-23	average over last year			The trend shows the last five quarters and that rates of speeding remain consistent.
New! Percentage of reported antisocial behaviour cases resolved within 60 days Source: Wiltshire Council	90% or over								The team is due to recruit to the role of Community Safety Officer in Q1 2023/24. Data will be available from that point onwards

Measure description	Target		wo quarters years	Latest position	Latest report	Frequency	Direction Travel		Comment
Stability for Looked after Children			We Live	e Well Togethe	r				
Percentage of Looked After Children Placed more than 20 Miles from Home (Excludes unaccompanied asylum seeker children) Source: Wiltshire Council	Between 34% and 37%	37%	38%	38%	Mar-23	average over last 12 months	\leftrightarrow		Performance has continued to remain within expected ranges for the last 3 quarters.
Care Experienced Young People in Suitable Accommodation (% of 19-21 year old care experienced people in suitable accommodation) Source: Wiltshire Council	Between 85% and 95%	96%	96%	96%	Mar-23	average over last 12 months	1		Performance remains strong in this area and this indicator continues to be scrutinised to ensure young people are in suitable accommodation.
New! Uptake of NHS health checks (Percentage of invited NHS health checks undertaken) Source: Wiltshire Council	45% or over (Return to pre- Covid level)	36.0%	35.3%	34.6%	Dec-22	average over last 12 months	+		Uptake is increasing since the pause of this service during the pandemic, as Primary Care deal with the backlog and get back to pre-covid levels. Further analysis on the inequalities of access will be undertaken when Q4 data is received.
New! Rates of smoking cessation (Percentage of those seeking smoking cessation support who are smoke free 4 weeks after their quit date). Source: Wiltshire Council	35% or over	44.8%	45.4%	43.5%	Dec-22	average over last 12 months	+		Numbers are lower in 21/22 than previous year, no data yet available for Q4 22/23. The service in Primary Care is recovering since the pandemic and dealing with capacity pressures. Smoking rates are highest among routine and manual occupations, where prevalence is 23.6% for Wiltshire (20/21) (downward trend). People with severe mental illness are twice as likely to smoke - 25.2% in 20/21 (upward trend). Smoking prevalence at time of delivery is 8.10% 21/22 (downward trend)
		We	ensure decis	ions are evide	nce-base	d			
Participation									
Voter Turnout in Neighbourhood Plan Referendums Source: Wiltshire Council	Above 25%	36.6%	16.0%	29.7%	Mar-23	Latest vote	Ŧ	hlinihlanaa	Trend shows all referendums held over the past two years. The low voter turnout for Marlborough Area NP referendum on 27th March 2023 may be attributed to the original referendum set for 11th August 2022 being suspended at the last minute because of an injunction and a claim for judicial review which was subsequently unsuccessful.
New! Open rate for resident e-newsletters (Monthly average) Source:	Above 40%	53.7%	54.2%	55.0%	Mar-23	monthly figures	1		The trend shows ongoing strong performance compared to the national average open rate for government e-newsletters (28.8%) and the average open rate for all e-newsletters (21.3%)

Measure description	Target		wo quarters years	Latest position	Latest report	Frequency	Direction of Travel	Trend	Comment
			We have	the Right Hou	sing				
Delivery of Affordable Housing Source:	650 homes per financial year	633	610	643	Mar-23	cumulative total over last 12 months	\leftrightarrow	ultud	The trend shows numbers buit per quarter for the past two years. The cumulative figure at Q3 2022/23 was 443, which is lower than same period last year. It is common for there to be fluctuations between quarters Early indications are that the lower figure may be linked to wider economic downturn, but further data will be required to confirm.
The number on the Housing Register (Total number of households on the register at the end of the period, not including those on the open market register) Source: Wiltshire Council	Below 5,000	4,193	4229	4,092	Mar-23	current snapshot	Ŧ		The last 12 months have shown a steady growth of households joining the housing register. This year we have reviewed how clients are able to join the register so that all the options available are discussed and if a client has no housing need this is identified at first point of contact, helping to prioritise those in housing need as defined by the allocations policy. Alternative options for those not in housing need are discussed and explained.
Total Households in Temporary Accommodation Source: Wiltshire Council	Below 180 placements	147	159	179	Mar-23	current snapshot	1	huthutt	During the last 12 months we have seen a 70% increase in households who have been accepted as homeless which explains our 46% increased need for temporary accommodation. We are currently taking forward actions to try and maximise suitable temporary accommodation options as well as ways to reduce the numbers in temporary accommodation.
New! Planning process - determination of major applications (Percentage completed within the statutory period or agreed extension. Numbers below percentages are the number of new applications received per quarter.) Source: Wiltshire Council	60%	66% 24	69% 30	66% 31	Mar-23	average over last 12 months	$ \longleftrightarrow $		The trend shows the last two years. Over the past two years Wiltshire Council has received the 6th highest number of major applications compared to 329 other local authorities.
New! Planning process - determination of non- major applications (Percentage completed within the statutory period or agreed extension. Numbers below percentages are the number of new applications received per quarter.) Source: Wiltshire Council	80%	75% 939	76% 844	75% ⁸⁴⁷	Mar-23	average over last 12 months	$ \longleftrightarrow $	llum	The trend shows the last two years. Over the past two years Wiltshire Council has received the 4th highest number of non-major applications compared to 329 other local authorities.

Measure description	Target		wo quarters years	Latest position	Latest report	Frequency	Direction of Travel	Trend	Comment
		v	Ve have the	Right Skills to 	Prosper				
Unemployment (percentage of the work age population [16+] claiming out of work benefits) Source: NOMIS	Below national average (3.7%)	2.4%	2.2%	2.1%	Mar-23	monthly average over last year	↓		Data released to March 23. Wiltshire's Claimant % at 2% is consistently lower than national average at 3.8% and the South West at 2.5%. The trend shows the last 12 months.
Youth Claimant Rate (percentage of 18-24 year olds claiming out of work benefits) Source: NOMIS	Below national average (4.7%)	3.6%	3.5%	3.4%	Mar-23	monthly average over last year	↓		Data released to March 23. Wiltshire's youth % is 3.0, compared to 3.2% across the South West and 4.9% nationally. The trend shows the last 12 months.
New! % 16-17 year-olds who are NEET Source: Wiltshire Council	Between 2% and 2.6%	1.5%	2.4%	2.9%	Mar-23	quarterly figures	1		The higher % this quarter correlates with a significant reduction in our unknowns, with only 1% of our cohort remaining as such. Performance this Q is in line with the England average of 2.9% and below the SW average of 3.3% as at February. (This is a DfE measure, it refers to academic year groups 12 & 13. Tracking starts each September so figures fluctuate slightly.)
New! % care-experienced 16-17 year-olds who are EET Source: Wiltshire Council	Between 65% and 75%	60%	66%	59%	Mar-23	quarterly figures	$ \Longleftrightarrow $	~~~~	There has been a decrease this quarter. The steering group overseeing performance scrutinise each young person and their specific circumstances for being EET. Exception reporting forms part of the quarterly performance update to POBs.
New! Gross weekly pay (Gross weekly pay by workplace) Source: ONS annual survey of hours and earnings	Above the national rate (£642)	£536.60	£569.30	£610.80	2022	annual figures	$ \Longleftrightarrow $	Ш	There has been a 7.2% increase in the last year compared to inflationary measure of 10%. In addition, workplace earnings remain below residential earnings (£642 per week) meaning residents still commute for higher paid opportunities.
New! Regional GVA (Value generated by economic activity in £ per million) Source: ONS	Above South- West average (£10,642m)	£11,435m	£11,635m	£10,661m	2020	annual figures	$ \Longleftrightarrow $		Figures are slightly lower in comparison to the South West average: 2018 = £11,689m; 2019 = £11,874m; 2020 £10,642m. Figure slightly higher than SW average in 2020 due to high levels of public sector within Wiltshire providing protection from the pandemic. Wiltshire's GVA growth is not keeping track with the South West average.
New! Level 4 skills (Percentage of 16+ individuals qualified to Level 4) Source: ONS Annual Population Survey	Increase gap above the national level (43.6%)	38.6%	40.3%	45.6%	2021	annual figures	1	ш	Wiltshire has 45.6% of the population educated to level 4 and above compared to 42% in the South West and 43.6% across Great Britain.

Measure description	Target	Previous tw or ye		Latest position	Latest report	Frequency	Direction o Travel	f Trend	Comment
New! Gross Disposable Household Income (Gross Disposable Household Income per head of population at current basic prices) Source: ONS	Above the rate for England (£21,962)	£22,656	£23,378	£22,987	2020	annual figures	$ \Longleftrightarrow $		A reduction in Disposable Income is starting to emerge alongside the cost of living picture. Despite the recent decline, Wiltshire remains above the regional and national rates.
		We have	Vibrant, W	ell-Connected	Commu	nities			
Transport and links									
Bus journeys (Number of passenger trips on both the commercial and supported bus network) Source:	7,905,000 (trips per annum by Q4 22/23)	6,950,060	7,020,097	7,263,372	Feb-23	12 month rolling total	1		Data from March 23 is not yet available. Numbers for Q1, Q2, Q3 and Q4 22/23 so far have increased over the previous year (21/22) in line with national trends.
New! Rail journeys								1	
Number of entries and exists from Wiltshire's rail stations Source: Office of Rail and Road		6,960,640	1,613,818	4,600,314	Mar-22	annual figures	T	1.1	The trend shows the last previous years.
New! Percentage of gigabit broadband coverage Source: Local Broadband Information by thinkbroadband	85% coverage by 2025	61.80%	62.80%	63.00%	Mar-23	current monthly snapshot	1		10% increase in Gigabit coverage between March 22- 23. The publicly funded programme is due to begin later this year
New! Percentage 4G mobile phone coverage Percentage of premises with indoors 4G reception from all four providers Source: Ofcom Connected Nations report		73.86%	74.61%	75.32%	Sep-22	annual snapshot	1		Coverage anticipated to increase alongside the Shared Rural Services network which is currently in development
Town centre vibrancy									
New! Car park occupancy Number of pay-and-display transactions Source: Wiltshire Council		260,929	272,958	275,451	Jan-23	monthly average over last 12 months	1		The trend shows the last two years.
Income from pay and display car parks (Including season tickets) Source: Wiltshire Council		£569,913	£599,728	£610,692	Jan-23	monthly average over last 12 months	1		The trend shows the last two years.
		We Tal	ke Responsi	bility for the Er	nvironm	ent			
Waste economy									
Household Waste (Kilograms of waste produced per household) Source:	Below 880kg (at the end of Q4)	538	528	521	Feb-23	monthly average over last 12 months	-		Kgs of waste reduced compared with previous years. Less waste generated post-Covid, plus less garden waste due to hot weather in 22/23, plus cost-of-living impacts on consumer spending.

Measure description	Target	Previous tw or ye		Latest position	Latest report	Frequency	Direction Trave		Comment
Recycling Rate (Percentage of household waste recycled or composted) Source:	Above 45%	42.0%	41.0%	40.1%	Feb-23	quarterly snapshot	ł		Revised "stretch" target will not be achieved. 22/23 has seen weather-related reductions in garden waste collected (less composting tonnage) and higher levels of contaminated recyclate tonnage being rejected at the sorting facility. The "Recycling - Let's Sort It!" campaign waste was launched in February 2022 to help mitigate and improve 23/24 performance.
Waste Recovery Rate (Percentage of household waste sent for treatment/energy recovery) Source:	Above 42%	43.2%	43.8%	44.3%	Feb-23	quarterly snapshot	1		We expect to exceed this "stretch" target. New requirements to send domestic upholstered seating for incineration came into force from 1 Jan 2022 (larger positive impact assumed for 23/24). Additional residual waste tonnage was also sent to Lakeside EfW.
Residual Waste Rate (Percentage of household waste sent to landfill) Source:	Below 13%	14.8%	15.2%	15.6%	Feb-23	quarterly snapshot	+		Whilst achieving a significant improvement over 21/22 performance we will fail to meet hit the 22/23 "stretch" target, despite diverting an additional 255 tonnes of domestic upholstered seating from landfill (to comply with new 'POPs' requirements from Dec to end of February 2023), and placing additional residual waste tonnage through the Lakeside EfW contract. Rejection of contaminated recycling has increased the amount of waste sent to landfill.
New! Number of fly tipping reports Source: Wiltshire Council	Below the national level (4% decrease per year)	256	240	229		monthly average over last 12 month	•		The trend shows the last year.
		We are o	n the path t	o Carbon Neı	ıtral (Net 2	Zero)			
Wiltshire's Carbon Emissions (measured in CO_2e – the common unit for greenhouse gases. For any quantity and type of greenhouse gas, CO_2e signifies the amount of CO_2 which would have the equivalent global warning impact. Wiltshire emissions are territorial emissions only, i.e. these are emissions that arise within the county.) Source: UK local authority and regional greenhouse gas emissions national statistics, 2005 to 2020 - gov.uk	2100 kilotonnes	2,637	2,534	2,209	Dec-20	annual with a 2-year lag	Ŧ	11 .	The trends show the most recent three annual returns. This measure counts only the gases produced within the county and the complexity of measuring it means that data is only available after two years. The council does not have control over all of these emissions but we report this measure to support partnership working across the county to address these emissions. The direction of travel is positive.
Wiltshire Council's Carbon Emissions (measured in $CO_2e -$ the common unit for greenhouse gases. For any quantity and type of greenhouse gas, CO_2e signifies the amount of CO_2 which would have the equivalent global warming impact.) Source: Wiltshire Council	3750 tonnes	12,321	4,401	5,275	Mar-21	annually	1		The trend shows the five latest annual returns. Rebound in emissions due to post-lockdown activity in 2021/22 has thrown us off our emissions reduction pathway, however indications are that we will rejoin our pathway in 2022/23 thanks to ambitious carbon reduction projects in key buildings (eg leisure centres)

Measure description	Target	Previous tw or y		Latest position	Latest report	Frequency	Direction of Travel	Trend	Comment
New! Renewable energy capacity (Megawatts) Source: Regional Renewable Statistics - gov.uk	978MW by 2027	575	577	583	2021	annual snapshot	1		There is 268MW capacity of renewable energy projects with planning approval, and more in the pipeline, however such projects take many years to achieve approval and construction.
New! Carbon literacy training within the Council (Number of officers and Councillors who have received the training) Source: Wiltshire Council	15% of staff (750 people) by end of 2024			58	Mar-23	quarterly snapshot	1		Good progress made to date and we have achieved the bronze award, however considerable resource will be required to achieve silver by end 2024 (it will require training approx 750 staff in groups of 15-20)
Energy Performance Certificates at Levels A - C (% or registered EPC recorded at one of the top three levels - a three year rolling average) Source: Energy Performance Building Certificates live tables - gov.uk	Above South West benchmark (48%)	43.0%	49.0%	50.0%	Sep-22	annual	1-		The trend shows the five latest annual returns. This does not show the EPCs of all homes in Wiltshire, only the EPCs registered over a rolling three-year period. Half of Wiltshire's homes were classified in the top three (of seven) levels in the most recent count, compared with 34% in 2015-18.
Public Electric Vehicle Charging Points (All publicly available charging points including those owned by the council per 100,000 population) Source: Electric vehicle charging device statistics - gov.uk	35 per 100,000 population (in line with SW average)	24	33	35	Mar-22	annual			The trend shows the position at the end of the last four financial years. There has been slow growth in the last two years of just 49% but these figure do not include private EV charging where there is more growth.