Wiltshire Council
Where everybody matters

AGENDA

Meeting: Environment Select Committee

Place: The Kennet Room - County Hall, Trowbridge BA14 8JN

Date: Tuesday 25 October 2016

Time: **10.30 am**

Please direct any enquiries on this Agenda to Kieran Elliott, of Democratic Services, County Hall, Bythesea Road, Trowbridge, direct line 01225 718504 or email kieran.elliott@wiltshire.gov.uk

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Membership:

Cllr Rosemary Brown
Cllr Brian Dalton
Cllr Dennis Drewett
Cllr Peter Edge
Cllr Peter Evans
Cllr Jose Green
Cllr Mike Hewitt
Cllr Jacqui Lay
Cllr Magnus Macdonald
Cllr Ian McLennan
Cllr James Sheppard
Cllr Tony Trotman
Cllr Bridget Wayman

Substitutes:

Cllr Trevor Carbin
Cllr Terry Chivers
Cllr Tony Deane
Cllr Nick Fogg MBE
Cllr George Jeans
Cllr Bob Jones MBE
Cllr Howard Marshall
Cllr Linda Packard
Cllr Ricky Rogers
Cllr Ian Tomes
Cllr Ian West
Cllr Philip Whalley

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AGENDA

PART I

Items to be considered while the meeting is open to the public

1 **Apologies**

To receive any apologies or substitutions for the meeting.

1 **Minutes of the Previous Meeting** *(Pages 7 - 12)*

To approve and sign the minutes of the Environment Select Committee meeting held on 13th September 2016.

1 **Declarations of Interest**

To receive any declarations of disclosable interests or dispensations granted by the Standards Committee.

1 **Chairman's Announcements**

To receive any announcements through the Chair.

1 **Public Participation**

The Council welcomes contributions from members of the public.

Statements
If you would like to make a statement at this meeting on any item on this agenda, please register to do so at least 10 minutes prior to the meeting. Up to 3 speakers are permitted to speak for up to 3 minutes each on any agenda item. Please contact the officer named on the front of the agenda for any further clarification.

Questions
To receive any questions from members of the public or members of the Council received in accordance with the constitution.

Those wishing to ask questions are required to give notice of any such questions in writing to the officer named on the front of this agenda no later than 5pm on **18th October** in order to be guaranteed of a written response**.** In order to receive a verbal response questions must be submitted no later than 5pm on **20th October**. Please contact the officer named on the front of this agenda for further advice. Questions may be asked without notice if the Chairman decides that the matter is urgent.

Details of any questions received will be circulated to Committee members prior to the meeting and made available at the meeting and on the Council's website.

1 **Highways Major Maintenance Programme - Annual Report** *(Pages 13 - 504)*

The new highway contract with Ringway Infrastructure Services started in April 2016. A number of sub-contracts were have been transferred to the Council following the early end of the previous highway contract, the performance of these contractors will continue to be monitored.

An Annual Review of Service has been prepared for the Committee in Appendix 3.

Information has been prepared for each Area Board and is included in this agenda under Appendix 1. An indicative list of priority sites for treatment has been developed for 2017/18 and is included in Appendix 2.

1 **Wiltshire Local Flood Risk Management Strategy - Annual Report** *(Pages 505 - 522)*

Included for the Committee is an Annual Report on the Wiltshire Local Flood Risk Management Strategy.

Wiltshire has experienced severe flooding in recent years, especially in 2014 when over 500 properties were flooded and a number of roads had to be closed to traffic. There were 72% of town and parish councils affected by flooding.

There are 82 communities with flood plans and 177 Flood Wardens across the county as detailed in Appendix 1. Work undertaken to improve drainage and protect communities has been completed in the past year and is included in Appendix 2.

1 **Highways Service - Peer Review Action Plan** *(Pages 523 - 538)*

In November 2016, Cabinet agreed to an independent review of the highways service through the Highways Maintenance Efficiency Programme (HMEP) Strategic Peer Review process, which is funded and supported by the Department for Transport (DfT). The proposal was for a challenge and review process where officers and members from other authorities help an authority's highways service identify opportunities for improvement, greater efficiencies and change.

The review took place in February 2016 and involved interviews with focus groups of members, staff, customers and partners, and individual interviews with Cabinet Members and senior managers, as well as reviewing service strategies and operational plans.

The Committee is requested to note:

(i) the positive results of the HMEP Peer Review earlier this year, and that progress is being made on implementing its recommendations.

(ii) the progress on implementing the Action Plan will be reported to a meeting of this Committee next year.

1 **Municipal Waste Management Strategy** *(Pages 539 - 558)*

Wiltshire's Joint Municipal Waste Management Strategy was prepared by the Wiltshire Waste Partnership and adopted by the four district councils and the county council in 2006. This was then updated in 2012 following the formation of the Wiltshire Council unitary authority to reflect emerging legislation and changing council priorities.

An updated version of the current strategy has been provided in the agenda for members.

The Committee is asked to note the contents of the updated Wiltshire Municipal Waste Management Strategy 2016.

1 **Executive Response to the Waste Task Group's Final Report** *(Pages 559 - 564)*

On 13th September the Environment Select Committee endorsed the Final Report of the Task Group. The Committee resolved to refer the following Task Group's recommendations to the relevant Cabinet member for response at the Committee's next meeting.

Included for the Committee in this agenda is the executive response to the Task Group's recommendations for approval.

1 **Task Group Update** *(Pages 565 - 568)*

Written updates on Environment Select Committee Task Group activity are attached.

1 **Forward Work Programme** *(Pages 569 - 574)*

To note and receive updates on the progress of items on the forward work programme.

Under the revised Overview and Scrutiny (OS) arrangements there is now a single OS work programme controlled by the OS Management Committee, linked to priorities in the Business Plan.

Therefore it should be noted that, whilst any matters added by Members are welcome, they will be referred to the OS Management Committee for approval before formal inclusion in the work programme for the Environment Select Committee.

A copy of the Overview and Scrutiny Forward Work Programme for the Environment Select Committee is attached for reference.

1 **Date of Next Meeting**

To confirm the date of the next scheduled meeting as 13 December 2016.

1 **Urgent Items**

Any other items of business which the Chairman agrees to consider as a matter of urgency.

ENVIRONMENT SELECT COMMITTEE

MINUTES OF THE ENVIRONMENT SELECT COMMITTEE MEETING HELD ON 13 SEPTEMBER 2016 AT THE KENNET ROOM - COUNTY HALL, TROWBRIDGE BA14 8JN.

Present:

Cllr Rosemary Brown, Cllr Dennis Drewett, Cllr Peter Edge (Vice Chairman), Cllr Peter Evans, Cllr Jose Green, Cllr Bob Jones MBE (Substitute), Cllr Jacqui Lay, Cllr Magnus Macdonald, Cllr Ian McLennan, Cllr James Sheppard, Cllr Tony Trotman and Cllr Bridget Wayman (Chairman)

Also Present:

Cllr Baroness Scott of Bybrook OBE, Cllr Jonathon Seed, Cllr Toby Sturgis and Cllr Philip Whitehead

39 **Apologies**

Apologies were received from Councillors Brian Dalton and Mike Hewitt. Councillor Dalton was substituted by Councillor Bob Jones MBE.

40 **Minutes of the Previous Meeting**

The minutes of the meeting held on 7 June 2016 were presented for consideration and it was,

Resolved:

To approve and sign as a true and correct record.

41 **Declarations of Interest**

There were no declarations.

42 **Chairman's Announcements**

Through the Chair there were the following announcements:

1) On 15 March 2016 the Cabinet received the final report of the Housing Board. Details were provided on its activities December 2014-November 2015.

2) Details were provided of meetings between the Chairman, officers and the Executive regarding issues related to the planning service. It had been noted at the Management Committee that any scrutiny involvement or review of the service should be led through the Environment Select Committee.

43 **Public Participation**

It was raised by a member of the Committee that there was an issue with planning applications and the designation of 'virtual pavements' and details were sought on how many of these existed in the county and what they involved. It was stated the questions should be referred to the relevant Cabinet Member.

44 **Waste Service Changes Task Group Final Report**

On 27 October 2015 the Environment Select Committee asked the Waste Task Group to investigate the impact of reduced Household Recycling Centres' hours and traffic management issues and to investigate the impact of the new green waste collection service particularly in relation to fly-tipping. Evidence was collected by the Task Group as detailed in paragraphs 7-10 of the report.

Councillor Jose Green, Chairman of the Task Group, presented the final report, outlining the key findings and recommendations made by its members. It was emphasised that the council's Household Recycling Centres were not designed for commercial disposal of waste, and the task group had looked at the effectiveness of the existing centres and policies, and potential impact from service changes such as changes to opening hours and location of sites.

A total of 18 recommendations had been made to the Cabinet Member, including ensuring a minimum of 11 HRCs, to continue to monitor opening times to ensure they cope with demand, to explore the possibility of a redevelopment of the Churchfields depot in Salisbury, improved signage, links with charities and supporting the implementation of the Van Permit Scheme to reduce disposal of commercial waste.

The Committee discussed the report and its recommendations, noting concerns about the lack of awareness of individual householder responsibility for waste on their properties and waste licensing in general. Mini recycling sites operated at commercial sites were discussed as alternate locations, along with questions on the response times to reporting of asbestos and other materials. It was requested the Cabinet Member update the committee on policies and procedures regarding asbestos collection.

At the conclusion of debate, it was,

Resolved:

To endorse the recommendations of the Task Group to the Cabinet Member:

1. **That the council ensures that a minimum of 11 HRC's are retained and operational.**

2. **To acknowledge that the advantages of reduced opening hours at HRCs include providing time for HRC staff to remove and replace full waste containers.**

3. **For the council to monitor the usage of HRC sites in the future in order to determine whether the new opening times are fit for purpose and capable of coping with the demand.**

4. **To explore the possibility of funding a redevelopment of the Churchfields depot through the CIL by placing it on the Regulation 123 list; and for consideration to be given to using CIL to fund the development of any new HRCs.**

5. **For any future HRC site development or redevelopment to take into account proximity to businesses in order to avoid incurring negative impacts from the HRC site.**

6. **To ensure that all signage at HRCs is appropriately chosen to ensure that customers are well guided through the site, and that the number and type of signs at entrances and exits avoids creating "sign blindness".**

7. **To install "percentage recycled" signs at all HRC's, as demonstrated at Warminster HRC, and to expand the statistics to illustrate the savings achieved as a result of recycling.**

8. **To provide relevant HRC workers with high visibility jackets which clearly state that they are able to assist customers with queries.**

9. **To support the implementation of the Van Permit Scheme in Wiltshire scheduled for 4th September to reduce the number of small businesses illegally disposing of commercial waste at Wiltshire HRCs.**

10. **To improve current and further links with companies and charities, such as the Repair Academy link with HRCs to improve the recycling of bulky goods which can be repaired or reused.**

11. **To promote "bring bank sites" and awareness of the items which they are able to accept to help reduce the demand on HRCs and prevent potential fly-tipping.**

12. **To create a communication strategy that raises public awareness of what can and cannot be disposed of and the processes required, as**

well as ensuring they are aware of the cost and impact of abusing the system.

13. **To continue promotion of the garden waste collection service, with a focus on promotion to those who were previously signed up but have not renewed online using their personal renewal number.**

14. **To utilise Area Boards as a form of communication for key information regarding HRC's, further waste changes, and the promotion of garden waste collection, recycling, and composting.**

15. **To support Wiltshire Council's relations with Wiltshire Wildlife Trust in order to promote the benefits and awareness of recycling and composting.**

16. **To explore the purchase of further covert camera recording units for the enforcement of fly-tipping.**

17. **To promote the installation of signs as a fly-tipping deterrent in relevant areas and hotspots.**

18. **For the task group to continue to monitor the implementation of the mobilisation plan for the HRC contract with Hills Waste Management.**

And That the executive response from the Cabinet Member for Strategic Planning, Development Management, Strategic Housing, Operational Property and Waste be provided at the next meeting of the Environment Select Committee;

45 **Housing Allocation Policy**

The Housing Allocation Policy helps deliver the council's aim to create stronger and more resilient communities by focusing on local homes for local people. At the request of the Committee, the Cabinet Member for Housing, Leisure, Libraries and Flooding, Councillor Jonathon Seed and the Associate Director, Adult Care Commissioning and Housing, James Cawley, were in attendance to provide an update on the latest data on the policy and figures for the housing register.

It was stated the policy had been successful in prioritising housing in communities for those with a connection that community, and that figures could be broken down by community area or individual parish. Details were provided on the bandings clarifying the need levels of those on the register, and the numbers being houses in the past year.

The Committee discussed the update and sought additional details from the Cabinet Member, including procedures to identify long term empty homes, the accessibility of housing board agendas and minutes and the impact of housing refugees. It was agreed further details would be provided after the meeting

clarifying if the change to empty houses being subject to the same rates had had an impact upon their number, and it was stated refugees had been initially placed in hard to let properties and so not appreciable effect on the register.

Resolved:

To note the update on the Housing Allocation Policy.

46 **Gypsy and Traveller Plan Update**

The Gypsy and Traveller Strategy was published in 2010 to bring together a range of services and responsibilities as they engaged with Gypsy and Traveller communities within Wiltshire. The Strategy had now been refreshed, including the creation of an action plan to provide support for the council's aims to create resilient communities among Gypsy and Travellers and the settled populations.

Steve Maddern, Head of Health Improvement, presented the report outlining the key actions proposed including the continued monitoring of the Strategy to be reported to the Committee.

The Committee discussed the draft Strategy, and in response to queries it was confirmed once ratified specific timeframes would be developed for the proposed action plan and an implementation plan prepared, and that the council had been working with the Canal Trust to include the Boating community. It was also noted the refreshed Strategy was to be referred to simply as the Traveller Strategy.

Resolved:

a) **To approve the refreshed Strategy.**
b) **To note the implementation and monitoring of the Strategy will be undertaken by the Traveller Reference Group, who will be accountable to the Committee**

47 **Task Group Update**

Updates were provided on the Task Groups overseen by the Environment Select Committee, as detailed in the agenda papers and including the following:

Highways and Streetscene Task Group
It was stated 19 out of 22 Parish Stewards had been recruited, and that information on the role of the stewards would be resent to councillors to enable people to be aware of their role. The October meeting of the Committee would contain an item on Highways, and the Cabinet Member in attendance, Councillor Philip Whitehead, encouraged all councillors to set an example by using the MyWiltshire App to report highways concerns.

Public Transport Review Task Group

The Task Group would consider the Public Transport report before its consideration by Cabinet on 11 October 2016, and meet following Cabinet to discuss its decision.

Resolved:

To note the Task Group updates provided.

48 **Forward Work Programme**

The Committee considered the proposed Forward Work Programme including suggestions arising from the meetings between the Chairman, Vice-Chairman and the Executive, as detailed in the agenda papers and including any review of the planning service.

A meeting had been held between the Chair of the Committee, Alistair Cunningham and Cllr Toby Sturgis to discuss planning services. It was noted at the last meeting of Overview and Scrutiny planning should fall under the remit of the Environment Select Committee.

Resolved:

1. **To approve the proposed Forward Plan.**
2. **To notify Overview and Scrutiny Management Committee of the intention to investigate establishing a Planning Services Rapid Scrutiny and to begin scoping and forming a terms of reference.**

49 **Date of Next Meeting**

The date of the next meeting was confirmed as 20 October 2016.

50 **Urgent Items**

There were no urgent items.

(Duration of meeting: 3.00 - 5.05 pm)

The Officer who has produced these minutes is Natalie Heritage, of Democratic Services, direct line 01225 718062, e-mail natalie.heritage@wiltshire.gov.uk

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Wiltshire Council

Environment Select Committee

25 October 2016

Subject: **Highways Annual Review of Service**

Cabinet Member: **Councillor Philip Whitehead – Highways and Transport**

Key Decision: **No**

Executive Summary

The local highway network is vital to providing connectivity for businesses and communities, and effective maintenance to ensure its availability is essential to the economic development of the county. Wiltshire Council recognises the importance of maintaining and managing its highway network effectively.

The 'Local Highways Investment Fund 2014 – 2020' is addressing the long standing under investment in highways maintenance, which has been a problem nationally for many years. The significant investment of £21 million annually for six years by Wiltshire Council has already seen a substantial improvement in the condition of the county's road network, with a 30% reduction in the carriageway maintenance backlog in the first two years of the investment. Information has been prepared for each Area Board (see **Appendix 1**) and an indicative list of priority sites for treatment has been developed for 2017/18 (see **Appendix 2**).

The new highway contract with Ringway Infrastructure Services started in April 2016. The transition from the old contract went smoothly and the new contractor's performance for the first six months has been good. An Annual Review of Service has been prepared (see **Appendix 3**). A number of sub-contracts were transferred to the Council following the early end of the previous highway contract, and the performance of these contractors has also been good, and will continue to be monitored.

The Highways Consultancy contract was awarded to Atkins in December 2012, and is for five years with a possible extension of up to two years, subject to performance. Atkins provides a wide range of services and support with regard to mainly highways services, including design and supervision of highway, transport and drainage works. Following a review of its performance to date (see **Appendices 4 and 5**) it is proposed to award an extension of 18 months in accordance with the terms of the contract.

The government funded Highways Maintenance Efficiency Programme (HMEP) publishes guidance on implementing highways asset management. The Department for Transport (DfT) is keen that authorities adopt an asset management approach, and is encouraging this by including an incentive in the allocation of maintenance funding. In order to achieve the highest band 3 it is important to have a performance management framework (see **Appendices 6 and 7**). This will help monitor performance and facilitate benchmarking with other highway authorities. The Performance Management Framework has been developed in accordance with the guidance, and will be used as the basis for future reports to this Committee.

Proposals

It is recommended that the contents of this report and the following are noted:

(i) Good progress has been made on implementing the 'Local Highways Investment Fund 2014 – 2020', and there has been a substantial improvement in road conditions in Wiltshire.

(ii) The performance of all of the contractors currently delivering the highways service is good, and the transition to the new highways contract with Ringway Infrastructure Services has gone smoothly.

(iii) The new Parish Steward Scheme has been launched. The operation of the scheme will be monitored and reported to this Committee next year.

(iv) The Highways Consultancy contract was awarded to Atkins in December 2012. Performance has been good and they are being awarded an 18 month extension in accordance with the provisions of the contract. Performance will continue to be monitored and will be reviewed again next year regarding a further six month extension of the contract.

(v) A Performance Management Framework has been developed to help monitor future performance of the highways service and support good asset management.

(vi) An annual review of the highway service will be undertaken and reported to this Committee next year, which will include reporting on progress on implementing the 'Local Highways Investment Fund 2014 – 2020', and on the introduction of the Parish Steward Scheme.

Reason for Proposals

The highway network forms the Council's largest asset, and it is important that it is maintained in the most cost-effective way in order to show value for money. This includes the use of asset management and whole life costing approaches to inform investment decisions.

Asset management principles have been applied for many years in Wiltshire to ensure appropriate investment with longer term planning. The use of the proposed performance management framework will help to monitor performance.

The performance of the Council's contractors and their supply chains are important in maintaining the condition of the highway assets and ensuring an efficient and effective highways service and their performance is continuously monitored.

Dr. Carlton Brand
Corporate Director

Wiltshire Council

Environment Select Committee

25 October 2016

Subject: **Highways Annual Review of Service**

Cabinet Member: **Councillor Philip Whitehead – Highways and Transport**

Key Decision: **Yes**

Purpose of Report

1. To provide a review of the performance of the highways service and an update on progress on the 'Local Highways Investment Fund 2014 – 2020'.

Relevance to the Council's Business Plan

2. The highways service supports three priorities of the Council's Business Plan:

   - Outcome 2 – People in Wiltshire work together to solve problems locally and participate in decisions that affect them
   - Outcome 3 – People in Wiltshire have a high quality environment
   - Outcome 6 – People are as protected from harm as possible and feel safe

Background

3. The local highway network is vital in providing connectivity for businesses and communities; effective maintenance to ensure its availability is essential to the economic development of the county. Wiltshire Council recognises the importance of maintaining and managing its highway network effectively.

4. The highway network in Wiltshire comprises 4,400 kilometres of road, 3.9 million square metres of footway, 981 bridges and over 50,000 street lights and illuminated signs. The replacement value of the assets is over £5 billion, and it would cost over £330 million to resurface all of the roads.

5. The condition of the county's roads is important to the public. This is demonstrated by the results of the Council's People's Voice and the National Highways and Transportation (NHT) surveys, which indicate low levels of public satisfaction with road conditions nationally.

6. In October 2013 Cabinet agreed to increase highway maintenance funding to £21 million for six years. This was subsequently included in the Council's future budget, and forms the basis of the 'Local Highways Investment Fund 2014 – 2020'. The increased investment in highways maintenance has enabled a large number of schemes to be progressed to improve the condition of the network and its infrastructure.

7. The Council has applied the principles of asset management to the maintenance of the highway network, which involves taking into account the lifecycle of the assets and monitoring performance of the intervention and investment strategies. The Highways Asset Management Policy and Strategy were reviewed by the Environment Select Committee in October 2015 and subsequently adopted by Cabinet.

8. The previous Highways and Streetscene Contract was with Balfour Beatty Living Places (BBLP) and started in June 2013. In July 2015 Cabinet agreed to the early termination of the contract following a review of the potential benefits for the Council. The transfer of services was carefully managed so that the potentially significant financial, legal, reputational and operational risks to the Council were avoided. The progress on terminating the previous contract and the procurement of the new contract was regularly reported to this Committee and monitored through the Contract Task Group.

9. Arrangements were made for the Council to take over some of the existing sub-contracts between BBLP and specialist suppliers in key service areas, including grass cutting, litter picking and major road resurfacing. A procurement exercise was undertaken for a new Wiltshire Highways Contract for the other services, which was awarded to Ringway Infrastructure Services earlier this year and started in April 2016.

Main Considerations for the Council

Local Highways Investment Fund 2014 – 2020

10. The 'Local Highways Investment Fund 2014 – 2020' is addressing the long standing under investment in highways maintenance and consequent backlog, which has been a problem nationally for many years. The significant investment of £21 million annually for six years by this Council is delivering substantial improvements in the condition of the highway network in Wiltshire.

11. A range of investment options was considered, which ranged from spending the minimum necessary to keep road conditions unchanged to treating the whole of the network. It was intended that the investment should be used to improve approximately 664 kilometres of the network (about 15%), and that annually up to 238 Kilometres of road could be surfaced, depending on the treatment required and the deterioration of the network.

12. In the first two years of the investment there have been a number of sites which needed substantial reconstruction work and, as expected, the lengths of road treated were consequently less than the indicative target. In 2016/17 a substantial programme of surface dressing has been undertaken and the total length of road resurfaced has increased considerably.

Year	Length treated (km)
2014/15	148
2015/16	182
2016/17	250

13. A total of 580 kilometres of road has been resurfaced to date, and the Council is currently on target to achieve the anticipated improvement by 2020, subject to funding continuing at current levels. There have also been a significant number of smaller sites treated with hand patching, which has addressed localised areas in poor condition.

14. The detailed calculation of the backlog carried out by the Council's specialist consultants WDM indicates that there has been a significant reduction in the backlog in the first two years of the investment:

	2013/14	**2014/15**	**2015/16**
Calculated backlog	£69.4 million	£63.3 million	£48.2 million

15. The backlog has decreased by 30% since the 'Local Highways Investment Fund 2014 – 2020' started. Good progress has been made in reducing the backlog, but a further investment, as originally planned, would be required to remove the remaining backlog.

16. A summary of road conditions and other highway information has been prepared for each of the Area Boards (see **Appendix 1**). This information will form the basis of data to be made available on the Council's website, including regularly updated information on potholes and other reports through the My Wiltshire app, the website and by telephone. The website will also be developed to explain the Council's highway maintenance policies and strategies in greater detail.

17. The Council's highways maintenance investment strategy was developed using the Department for Transport funded Highways Maintenance Efficiency Programme (HMEP) toolkit, which also identified that timely investment in surface dressing of the minor rural roads would be cost-effective given the current condition of the local road network.

18. The individual sites for treatment were identified from the technical surveys of the road conditions, and were assessed and confirmed by the highway engineers. The lists of proposed sites for treatment have been reviewed by the Area Boards where representatives of the town and parish councils have been given the opportunity to consider local priorities.

19. Surface dressing work was carried out on a number of minor roads across the county this summer. This work sometimes known as 'tar and chippings' is preventative maintenance to seal the road construction and restore skid resistance. Not carrying out any maintenance on these minor roads may initially appear attractive in order to save money, but in the longer term that would be a false economy as the repairs would be substantially more expensive if the roads were allowed to deteriorate, and there would be an increasing risk of claims as a result of accidents. The cost of injury compensation claims can be significantly higher than the repair costs, and the cost of doing repairs once a road is in bad condition would be much higher.

20. The overall condition of the road network in Wiltshire is now broadly similar to other authorities in the south west. However, based on the 2015 survey results, which are the latest available nationally, the condition of Wiltshire A roads is the same as the national average, but is below the south-west average. The B and C road conditions in Wiltshire are better than both the national and south west averages, but still not as good as in some of the other authorities in the south west.

21. The condition of the unclassified roads is more difficult to compare as the assessment methods are not necessarily consistent across authorities. In general terms the condition of the more important unclassified roads in Wiltshire compares well with similar authorities, but further assessment will be required to get a better understanding of conditions across the south west.

22. The National Highways and Transportation (NHT) surveys indicate that public satisfaction with road conditions in Wiltshire is below the national average, and for some years has been consistently lower than for similar authorities in the south west. It is anticipated that the effects of the current investment strategy will now start to be reflected in future public satisfaction surveys.

Proposed Surfacing Programme 2017/18

23. Road safety is the top priority, and it is important to treat those sites identified as having reduced skid resistance in accordance with the Council's Skid Resistance Policy. It is necessary to have adequate skid resistance in order to reduce accidents and avoid claims against the Council. Where possible, the sites are retextured by increasing the roughness of the surface. This is cost-effective and avoids the substantially more expensive resurfacing which would otherwise be required. However, some sites where the road has deteriorated do require resurfacing to repair the road and restore adequate skid resistance.

24. There are a number of sites which were identified for treatment in previous years which for various reasons it has not yet been possible to complete yet. These have been included in the proposed programme for 2017/18, and will generally be programmed for the start of the programme.

25. There was an extensive programme of surface dressing of rural roads across the county this year. Within the villages and the more built up areas this treatment can be less robust, especially where there are significant vehicle turning movements, and other surfacing materials can be more effective in these locations. It is intended to carry out surfacing in many of the built up areas adjacent to these recently surface dressed roads.

26. It has been some years since there has been surface dressing on many of the county's minor roads and this is a process which should ideally be repeated every six or seven years. It is proposed to continue the programme of surface dressing in 2017/18, with a large number of sites in the south of the county identified for treatment.

27. The condition of many of the footways in residential areas has been a concern for some years. It has been possible to treat some of these in conjunction with adjacent carriageways when they are resurfaced, but there are many footways which would benefit from treatment even though the road is in reasonable condition. A survey of the condition of the county's footways is approaching completion and is being used to develop a list of sites for treatment. In view of the amount of footway in need of treatment it is proposed to prioritise the renewal or resurfacing of those areas identified as being in worst condition.

28. A provisional list of priority sites for carriageway resurfacing work has been identified for 2017/18 (see **Appendix 2**). The schemes on the list will be reviewed and developed in more detail, and the list of proposed sites will be considered by the relevant Area Boards shortly. Subject to funding it is hoped to include some additional surface dressing sites to address a number of rural minor roads which would benefit from treatment.

New Highways Contract

29. The new highways contract was awarded to Ringway Infrastructure Services in January 2016 following a two stage procurement process. The four submitted tenders were assessed in terms of price and quality to determine the preferred bidder. The outcome was reported to this Committee at its meeting on 12 January 2016.

30. There was a short lead in time for the new contract which had to be operational by 1 April 2016 so that Ringway could take over from the previous contractor. The termination of the BBLP contract and the transfer to Ringway went very smoothly. Performance overall by Ringway has been good, although in some cases it did take time to get all staff and operatives in place because of the time required for recruitment. Ringway has already set up a new depot at Melksham and is considering another in the north of the county.

31. The new highways contract currently provides a range of highway services, including dealing with potholes, gully emptying, minor road and footway repairs, Parish Stewards, bridge works, street lighting maintenance, integrated transport and Community Area Transport Group (CATG) schemes. Ringway is working in partnership with the Council to deliver these services.

32. The outcome of the HMEP Peer Review was reported to this Committee in April 2016. The review acknowledged that the contract termination and challenging procurement and transition was managed effectively.

Parish Stewards

33. The Parish Steward Scheme was originally introduced when the highways works contract was awarded to Ringway in 2005. The scheme provided a steward for each area board to respond to requests for minor highway works from town and parish councils. It proved very successful, and was very popular with local communities.

34. The introduction of Community Teams with the previous Highways and Streetscene contract proved more of a challenge, and was not as successful as had been hoped. The procurement of a new contract has provided the opportunity to reintroduce the Parish Steward Scheme in the current highways contract.

35. In order to ensure the successful launch of the scheme it was agreed with Ringway that the start of the Parish Steward Scheme should be in October as this would provide time to recruit suitable staff and procure the vehicles and equipment required. A comprehensive training programme was undertaken following a careful recruitment process to select the stewards.

36. Arrangements are being made with the town and parish councils to introduce them to their Stewards and establish communications channels. The progress of the scheme and its performance will be monitored and reported in the Annual Review of Service to this Committee next year.

Contractor's performance

37. Following the termination of the BBLP contract a number of sub-contracts were transferred to the Council. This provided continuity of service in a number of key areas, and preserved the cost savings obtained through the original tender process. These included contracts to provide urban grass cutting, major resurfacing, tree maintenance and specialist road surfacing.

38. The new arrangements with The Landscape Group (TLG), Tarmac, Eurovia and other contractors have proved to be successful and good working relationships have been established. The Council monitors performance of the contractors and service delivery through a series of satisfaction surveys which are jointly scored by all parties. The scores are based on a range of 0 to 10, with a score of 10 being excellent. A score of 7 to 8 represents good performance that meets all expectations with a good degree of confidence in the contractor.

39. The scores for the services three months after the start of the new Ringway contract were:

Service (Contractor)	Score Jun 2016
Drainage (RIS)	8.3
Structures (RIS)	8.1
Winter and Emergency (RIS)	7.0
Integrated Transport Delivery (RIS)	7.1
Local highways (RIS)	7.2
Parish Steward (RIS)	7.6
Street Lighting (RIS)	8.5
Streetscene (TLG)	7.9
Fly Tipping (TLG)	7.8
Surface Treatments (Eurovia)	8.5
Surfacing (Tarmac)	8.2
Integrated Transport Planning (Atkins)	8.6

40. The average scores for the services provided by each of the main service suppliers for June were:

Contractor	Score Jun 2016
Ringway (RIS)	7.7
The Landscape Group (TLG)	7.9
Eurovia	8.5
Tarmac	8.2
Atkins	8.6

41. The average scores for all of the contractors are good, and compare favourably with those recorded for the old contract, where Local Highways and Streetscene services were scoring as low as 2.7 and the winter service 5.2. The latest scores indicate a substantial improvement in these key areas.

42. The Annual Review of Service is included as **Appendix 3** of this report.

Highways Consultancy Contract

43. The Highways Consultancy contract was awarded to Atkins in December 2012. It is for five years with a possible extension of up to two years subject to performance. Atkins provides a range of services and support with regard to mainly highways services, including design and supervision of highway, transportation and drainage schemes.

44. The support in connection with preparing bids, particularly for major schemes, has proved especially helpful, including those for the A350 Chippenham Pinch Point scheme and the LEP schemes. The expertise that a major consultancy can bring to the Council has benefited the Council in a number of areas, including asset management, street lighting and other specialist services. The assistance provided by Atkins at short notice to assist with the procurement of the new highways contract was greatly appreciated.

45. Atkins has developed the staff who TUPE transferred at the start of the contract, and has run a successful apprenticeship scheme for local young people, offered summer placements to graduates and supported a range of activities in local schools and skills development. It has also provided secondment opportunities to enable Council staff to broaden their experience.

46. A summary of the performance by Atkins to date is included as **Appendices 4 and 5**. The performance has been very good and the contract has been successful. It is proposed to award Atkins an eighteen month extension based on performance to date as provided for in the contract. Performance will be reviewed again next year to determine the potential entitlement to a further six months extension.

Staffing Reorganisation

47. The ending of the Highways and Streetscene contract and the need to review the Council's staffing costs has provided the opportunity to reorganise the staff structure within the Council's highway service. The new structure conforms to the Council's preferred structure in terms of number of managers and direct reports, and introduces updated role descriptions.

48. The highway and streetscene functions have been divided to reflect the findings of a review of arrangements in similar authorities, and support the aim to reduce direct customer contact by the increased use of digital and web solutions. It provides highway and streetscene engineers and technicians to cover particular areas and reflects the current contractual arrangements.

49. The opportunity has also been taken to create technical officer roles to provide specialist advice in a number of areas, including structures, traffic engineering, drainage, and highway maintenance. These specialists will work with the managers and their teams to provide greater flexibility in the use of the limited staff resources available. It will also provide the opportunity for staff to have a greater range of experience to support career development, including through the apprentice scheme.

Performance Management

50. In order to encourage the adoption of good asset management practice the Department for Transport has introduced Incentive Funding for part of the highways maintenance block funding. The Council had to complete a DfT self assessment form in connection to its performance with regard to highways asset management earlier this year.

51. Funding will be withheld if specific standards are not met. The Council achieved band 2 out of 3 bands, which entitled the Council to full funding in 2016/17. However, in order to receive full funding in 2017/18 it will be necessary to move to the top band 3, and consequently a number of improvements are being implemented as described in a separate report on the agenda.

52. Future funding from the DfT for highways maintenance will become increasingly dependent on meeting the incentive funding requirements. The difference for Wiltshire Council between being assessed as band 1 and band 3 would be £2,782,000 annually by 2020/21. It is therefore important that the asset management guidance is followed.

53. The Highways Asset Management Guidance published by HMEP recommends that a performance management framework should be developed that is clear and accessible to stakeholders as appropriate and supports the asset management strategy. The development of the Performance Management Framework was a question which achieved a low score in the initial self assessment, and having one in place will be important in achieving band 3.

54. At its meeting on 15 June 2016 the Contract Task Group discussed performance indicators and the information that would be helpful for members to have access to. Those discussions have helped inform the development of the Performance Management Framework, and will assist in the development of the website and other communications to members and the public.

55. The Performance Management Framework contains a suite of performance measures based on the themes of:

- Network Safety Condition and Resilience
- Planned Maintenance
- Maintenance for Sustainable Transport
- Infrastructure to Support Economic Growth
- Environmental Sustainability
- Customer

56. Each theme is measured at high level as: poor – does not meet minimum standards, fair – meets minimum standards, good – exceeds minimum standards and refines service delivery to suit the need of the customer. Long term performance aims are being developed for each theme. A red, amber and green colour coding is used to aid understanding.

57. The Performance Management Framework Summary is included as **Appendices 6 and 7**. The Framework will enable performance to be tracked on a year by year basis. Benchmarking will be carried out against other local authorities, including through the South West Highways Alliance and the Direct Management Group, which is a group of highway authorities that the Council has recently joined to jointly monitor and compare performance.

58. The measures in the framework include a number which were National Indicators or previous Best Value Performance Indicators. It also includes performance indicators based on the National Highways and Transportation public satisfaction results. Six key indicators have been identified for each theme. An additional series of secondary indicators will be developed in due course to provide further information.

59. The Council has good data on its highways assets and conditions and this information is used to inform investment decisions and manage risks. Asset condition data is included in the framework and will be used to monitor future performance and the condition of the network.

60. The indicators are a mixture of outcome, output and input measures designed to provide an overall view of performance without being too complex or difficult to collect. The indicators will be reviewed on an annual basis with the targets and aims reviewed at the same time. It is proposed that performance should be reviewed by the Environment Select Committee annually.

Safeguarding Implications

61. None.

Public Health Implications

62. The condition of roads and related infrastructure can have serious safety implications, especially with regard to skid resistance and condition of highways and the contribution they can make to reducing accidents. Roads, bridges, highway structures, signs and street lighting need to be kept in good condition in order to protect the public and those maintaining the assets.

63. The investment through the ‘Local Highways Investment Fund 2014 – 2020’ will improve the condition of the highway network and improve safety. The strategy to maintain and improve the highway assets should help reduce traffic accidents and vehicle collisions.

Corporate Procurement Implications

64. There are no procurement implications at this stage.

Equalities Impact of the Proposal

65. The improved maintenance of the highway network, its management using sound asset management principles, and good performance by the highways contractors, should benefit all road users, including public transport, and vulnerable road users such as cyclists and pedestrians.

Environmental and Climate Change Considerations

66. The effects of climate change could be significant for the highway network as was seen in the flooding of 2014, and the consequent damage to the roads, footways and drainage systems. Having robust maintenance strategies to improve the condition of the network will help build resilience into the infrastructure.

67. Where possible, suitable materials arising from road resurfacing schemes are recycled. Large quantities of road planings are used on rights of way to repair damage and on county farms, or provided to community groups. The presence of tar bound materials in older carriageways has caused problems on some sites as it has to be disposed of as contaminated waste, with consequent cost implications. Options for in-situ and other recycling processes are being examined in order to increase the recycling of highway materials.

Risk Assessment

68. The application of good asset management principles, the planned maintenance of the highway infrastructure, and the establishment of formalised asset management policies, helps reduce the risk of incidents and claims. The award of the new highways contract, and the arrangements made with previous sub-contractors is providing resources to ensure the delivery of the highways service.

69. There is a risk that the current increase in construction activity in both the public and private sectors will result in insufficient resources being available to deliver the extensive road surfacing and asset management strategies currently proposed. This could delay delivery or reduce the volume of work it will be feasible to deliver. Processes are currently in place to deliver the maintenance programme and the situation will continue to be monitored.

Risks that may arise if the proposed decision and related work is not taken

70. No specific decision is required at this time, but it should be noted that there is a risk of increased accidents, claims and public dissatisfaction if the programme of highway maintenance and services are not delivered or delayed. The principles of asset management have been followed by this Council for many years, and there is a need to demonstrate best practise.

71. Future DfT funding will be dependent on demonstrating the application of good practise and asset management principles. Failure to do so will result in reduced funding in future years.

Risks that may arise if the proposed decision is taken and actions that will be taken to manage these risks

72. No decision is required. However, it should be noted that it is important to ensure that highways asset management and service delivery are implemented effectively. Processes are currently in place with Service Delivery Teams covering the various aspects of the highway services, and these are the appropriate groups to continue to manage the process. They include representatives from the Council, consultants and contractors involved in delivering the services, and report to the Contract Management Meeting comprising senior managers from those organisations.

Financial Implications

73. The highway network and related infrastructure forms the Council's largest asset, and has a replacement value of over £5 billion. It is important that they are maintained in the most cost-effective way in order to show value for money. This includes the use of a whole life costing approach to inform investment decisions.

74. The increasing drive for asset management from DfT will mean that failure to demonstrate the application of this approach will result in reduced funding from central government. An increasing proportion of available funding will be potentially withheld as an incentive. By 2020/21 Wiltshire could lose out on £2,782,000 of DfT funding if good asset management is not followed. It is therefore important to meet the requirements of the incentive funding self assessment.

Legal Implications

75. The Council has a duty under the Highways Act to maintain the county's roads. The highway inspection procedures, policies and improvement plans ensure that this duty is fulfilled. The increased investment and improved road conditions is helping the Council meet its responsibilities with regard to road maintenance.

Options Considered

76. There is a need to continue to apply asset management principles to the highway network and to ensure the performance of the contractors involved in delivering the service is good in order to keep the network in good condition and to ensure value for money. Not having a performance management framework would result in reduced funding from DfT in future years.

Conclusions

77. The highway network forms the Council's largest asset, and it is important that it is maintained in the most cost-effective way in order to show value for money. This includes the use of whole life costing approaches to inform investment decisions.

78. The ‘Local Highways Investment Fund 2014 – 2020’ provides the opportunity to address the long standing under investment in highways maintenance, which has been a problem nationally for many years. The significant investment of £21 million annually for six years by Wiltshire Council is seeing a substantial improvement in the condition of the highways network.

79. Good progress has been made in delivering the programme of highway maintenance and has included the involvement of the Area Boards to help set local priorities. It is intended that this process should continue in future years, and that improvements should be made to the information provided to the Area Boards, members and the public.

80. The use of asset management principles has been applied for many years in Wiltshire to ensure appropriate investment with longer term planning. The adoption of a performance management framework will help formalise that process.

81. The performance of the contractors delivering the highway service is currently good and the transition to the new contract with Ringway Infrastructure Services has been successful. The reintroduction of the Parish Steward scheme forms an important part of the new contract.

Parvis Khansari
Associate Director Highways and Transport

Report Author:
Peter Binley
Head of Highways Asset Management and Commissioning
October 2016

The following unpublished documents have been relied on in the preparation of this report:

None

Appendices

Appendix 1 – Local Highways Information
Appendix 2 – Proposed priority surfacing sites for 2017/18
Appendix 3 – Annual Review of Highways Service
Appendix 4 – Highways Consultancy Contract Performance Year 3
Appendix 5 – Highways Consultancy Contract Summary Years 1 to 4
Appendix 6 – Highways Performance Management Framework Summary
Appendix 7 – Highways Performance Management Framework Indicators

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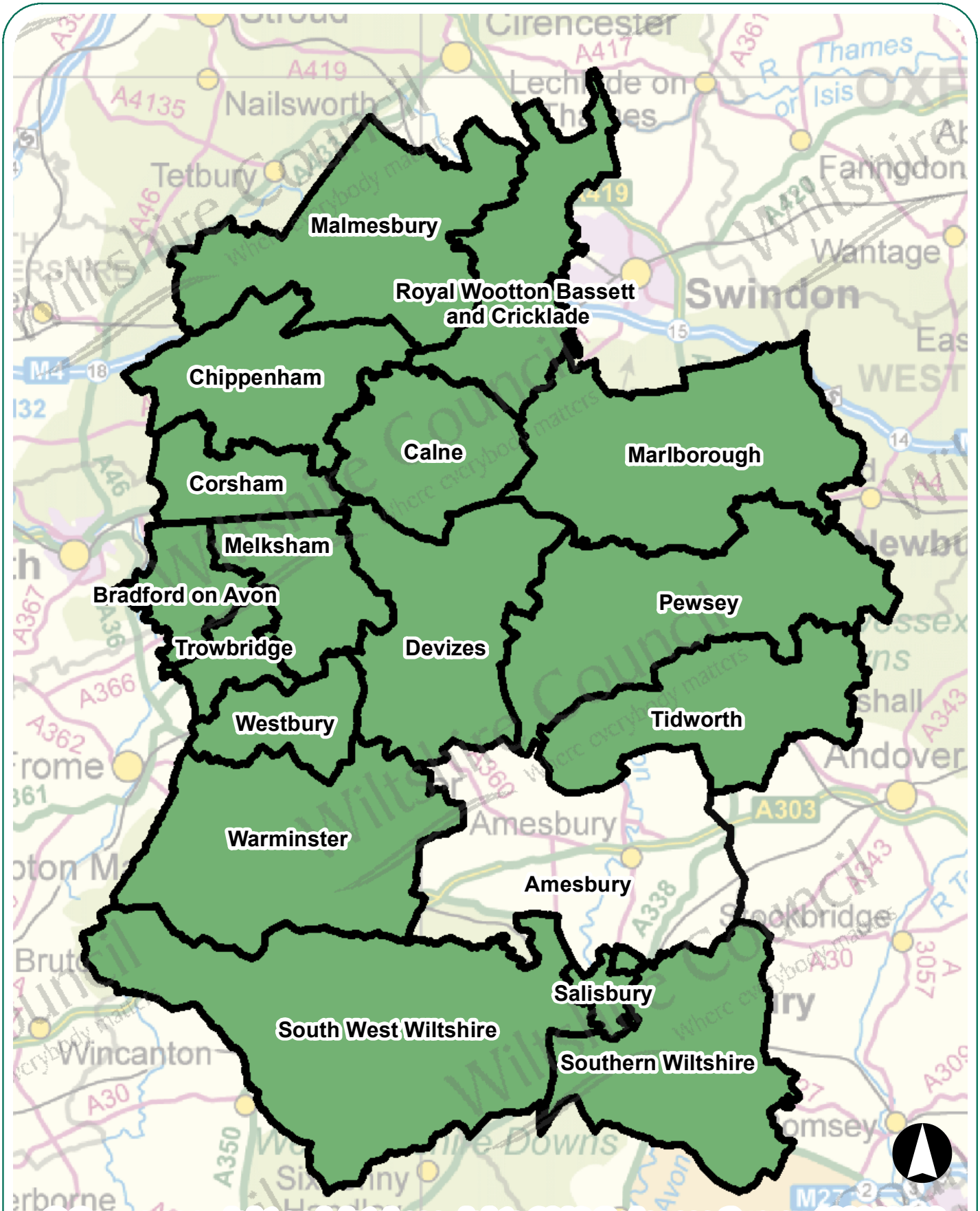
Wiltshire Council
Where everybody matters

Amesbury Area Board
Highway Information



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Amesbury Area Board Highway Information

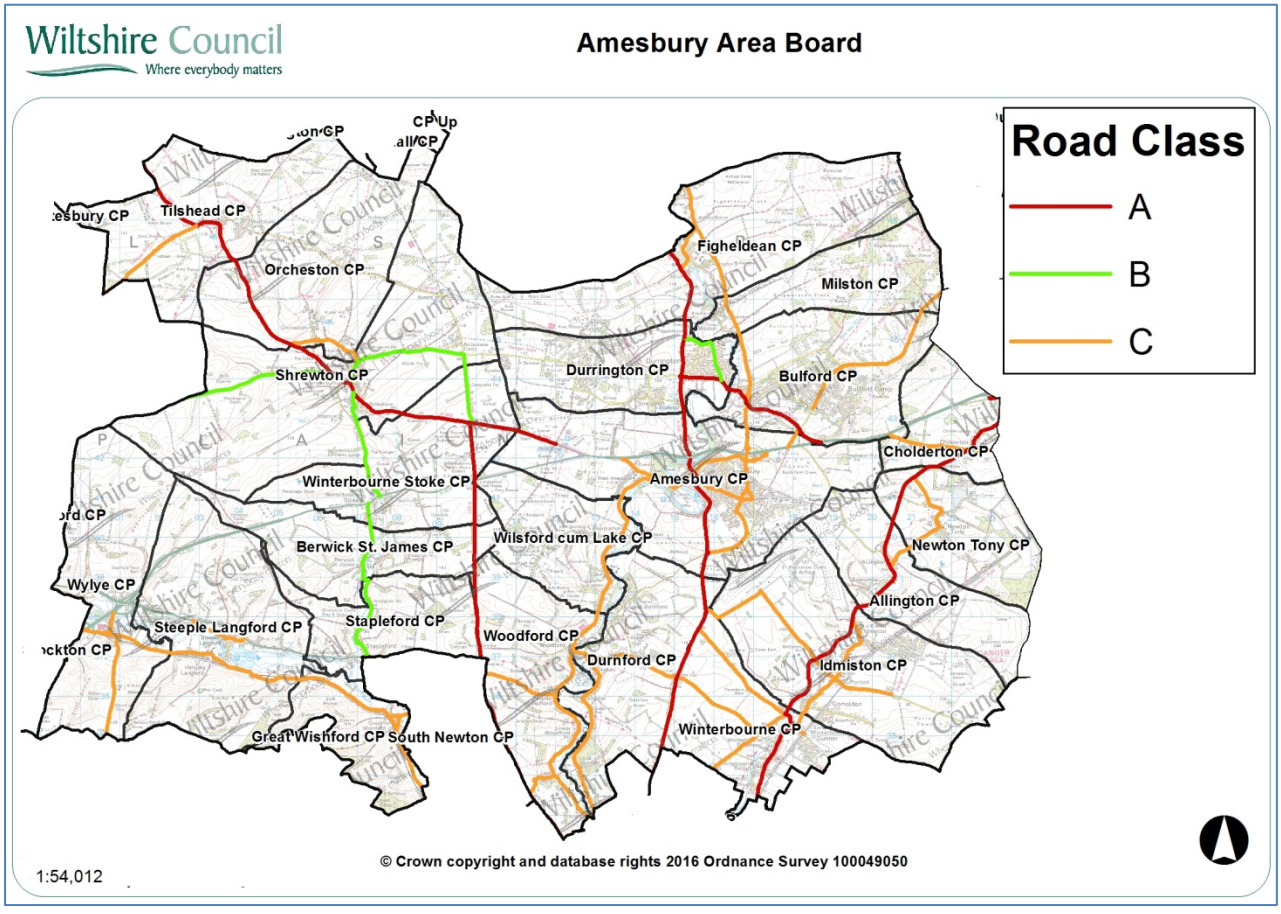
Introduction

This document summarises highway information for your area board. It lists the recent highway and related work carried out by Wiltshire Council, including the road resurfacing carried out during the first two years of the 'Local Highways Investment Fund 2014 – 2020', and includes other information which should be of interest.

Further information on the Council's activities is available at the website www.wiltshire.gov.uk. If you wish to report a specific highway issue please use My Wiltshire. Details are provided at the end of this document.

Parishes in the community area are:

Amesbury, Wilsford cum Lake, Woodford, Durnford, Tilshead, Orcheston, Shrewton, Cholderton, Winterbourne, Idmiston, Allington, Berwick St James, Newton Tony, Figheldean, Milston, Durrington, Bulford, Great Wishford, Stapleford, Steeple Langford, Winterbourne Stoke, Wylye



Network statistics in your area

Road length by class

Road type	Urban (km)	Rural (km)
A Class Roads	14.63	40.37
B Class Roads	5.98	12.87
C Class Roads	31.85	60.18
Unclassified Roads	65.98	35.85
Total	**118.44**	**149.27**
	Overall Total	**267.7**

The council categorises its roads to reflect their importance. This enables an effective assignment of highway inspection frequencies and maintenance standards.

Highway assets in your area

The council keeps an inventory of its highway assets in order to assist planning its highway maintenance. Important statistics relating to your board area are:

Asset Type	Measure
Carriageway	267.7 km
Footways adjacent to road	117 km
Footways (linked)	9.6 km
White road centre lines	154 km
Road kerbs	158 km
Grass verge (maintained)	406 km
Drainage grips	1785
Drainage pipe grips	119
Drainage gullies	4342
Road signs	2554
Street lights	3176

Major highway maintenance

Road resurfacing

Wiltshire has over 3,000 miles of road. The Council's 'Local Highways Investment Fund 2014 – 2020' is making a massive investment to improve the condition of the roads in Wiltshire over six years. The programme of work started in April 2014, and is designed and supervised by the Council's consultants Atkins, with the work carried out by our main highway contractors Tarmac and Eurovia.

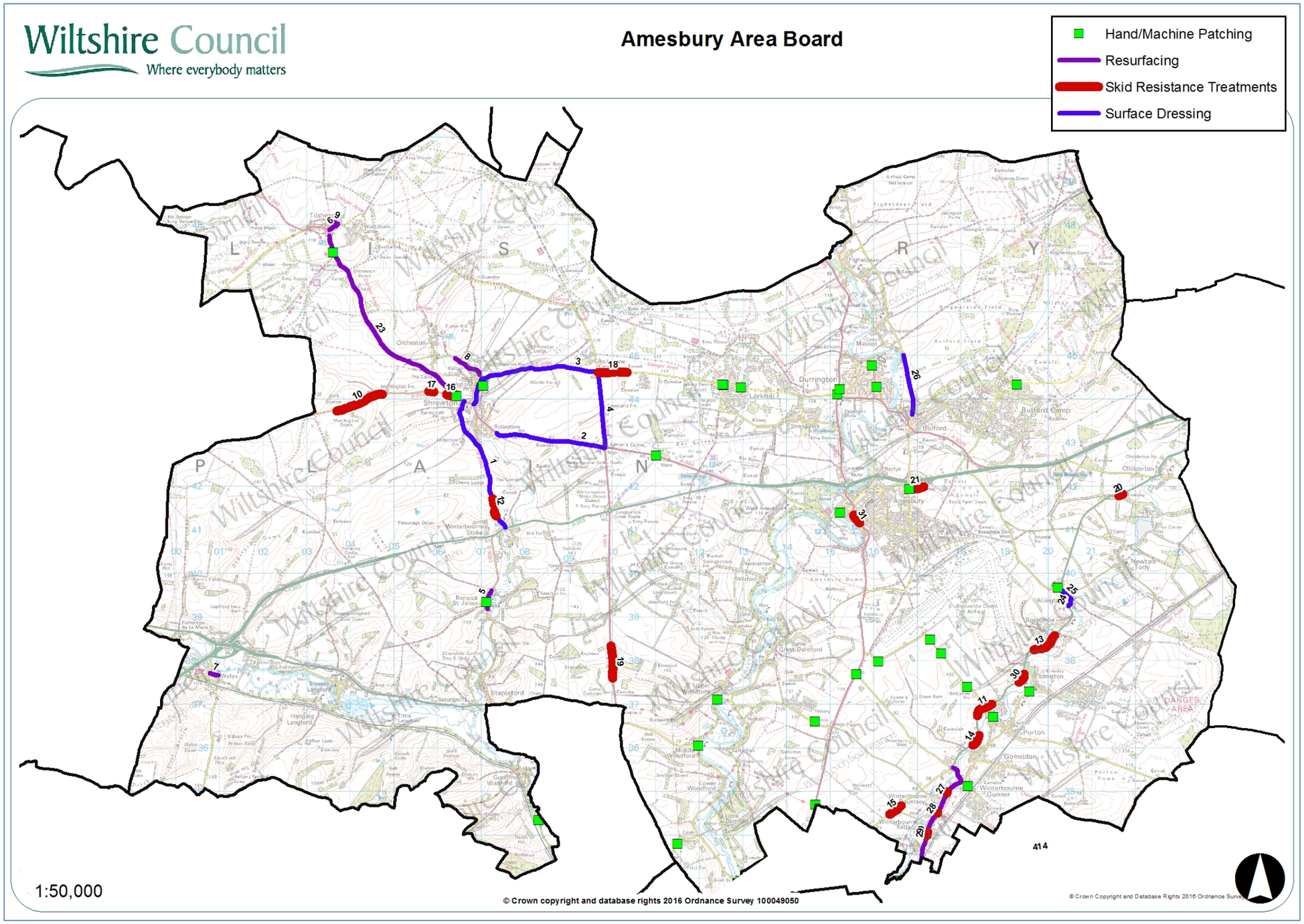
The work carried out in the first two years of the programme has improved a considerable number of the roads in previously poor condition. The locations of sites treated in recent years are shown below.

Carriageway repairs

As well as resurfacing roads other works are undertaken to make localised repairs to keep the roads safe. The works undertaken in your area since 2014 are shown on the map below.

The wet winter and flooding in previous years has resulted in substantial damage to the road network. It is important that serious defects are treated promptly to keep the roads safe. The Council currently operates four Pothole teams that respond to urgent issues to keep the roads safe.

Plan showing major maintenance schemes & hand/machine patching sites completed since 2014



Major maintenance completed since 2014

No	Location	Works
1	B3083 north junction A303 into The Common to junction with Maddington Street	Surface Dressing
2	Amesbury Road Shrewton east to Airmans Corner	Surface Dressing
3	London Road into The Packway to Rollestone Crossroads	Surface Dressing
4	B3086 Airmans Corner north to The Packway	Surface Dressing
5	High Street, Berwick St James	Resurfacing
6	Candown Road, Tilshead	Resurfacing
7	Church Street, Wylye	Resurfacing
8	Elston Lane, Maddington	Resurfacing
9	Imber Place	Resurfacing
10	Track Chitterne Down To Maddington Farm	Skid Resistance Improvements
11	Tidworth Road, Idmiston	Skid Resistance Improvements
12	A303 Winterbourne Stoke To Cherry Lodge	Skid Resistance Improvements
13	Tidworth Road, Allington	Skid Resistance Improvements
14	A338 at West Gomeldon	Skid Resistance Improvements
15	Portway, Winterbourne Dauntsey	Skid Resistance Improvements
16	B390 Chitterne Road, Shrewton	Skid Resistance Improvements
17	B390 Chitterne Road, Shrewton	Skid Resistance Improvements
18	The Packway, Larkhill	Skid Resistance Improvements
19	North of Stoford Bush Crossroads, Woodford	Skid Resistance Improvements
20	Unclassified road – Crossroad Amesbury Road to 30mph Cholderton	Skid Resistance Improvements
21	Imber Place	Skid Resistance Improvements

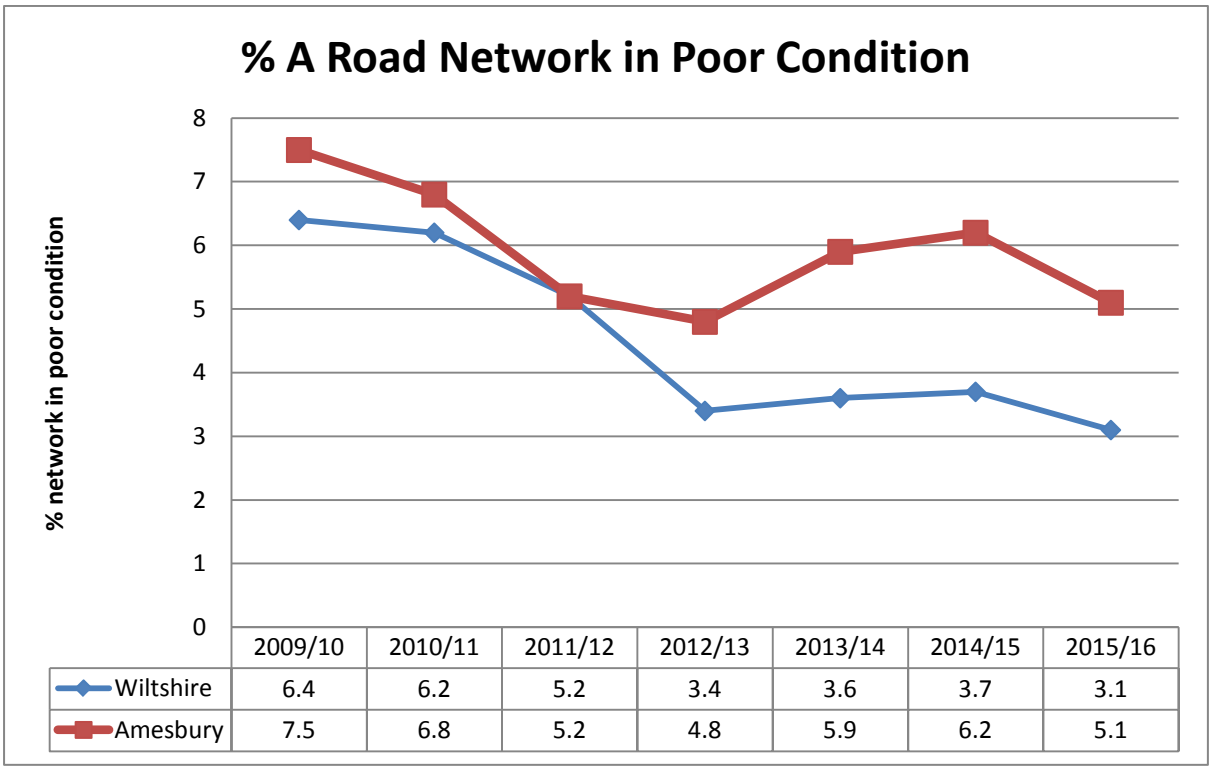
No	Location	Works
22	London Road into The Packway to Rollestone Crossroads	Resurfacing
23	A360 Shrewton - Tilshead	Resurfacing
24	C293, Allington	Surface Dressing
25	Wyndham Lane, Allington	Surface Dressing
26	C32 Milston Rd	Surface Dressing
27	A338 The Winterbournes	Skid Resistance Improvements
28	A338 The Winterbournes	Skid Resistance Improvements
29	A338 The Winterbournes	Skid Resistance Improvements
30	London Road, Winterslow	Skid Resistance Improvements
31	A345 Salisbury Road, Amesbury	Skid Resistance Improvements

Highway conditions and technical surveys in your area

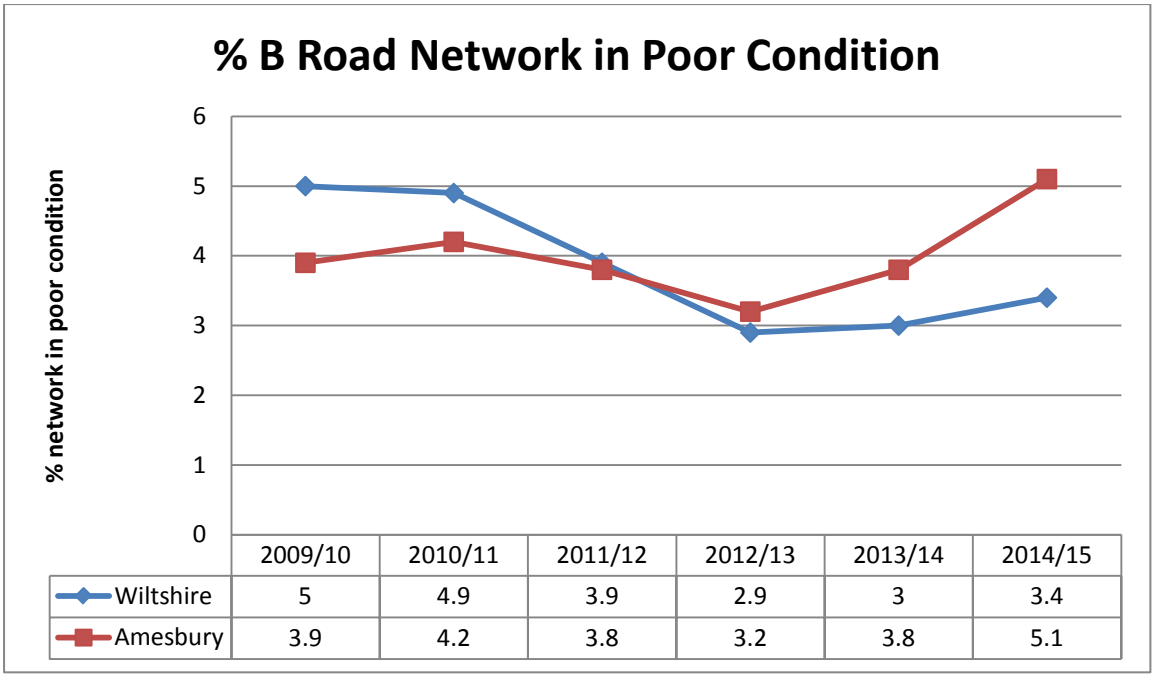
Roads deteriorate in condition because of various factors, including traffic volumes, ground conditions, and weather and drainage issues. Technical surveys of the condition of the highway network are carried out annually and the information is used to help prioritise schemes. Road safety is the priority, and maintaining adequate skid resistance on the busy high speed roads is vital.

The surveys include the use of a vehicle equipped with lasers and cameras to record road surface condition, which allows us to report on road conditions to the Department for Transport and to prioritise maintenance work. Other surveys include measuring skid resistance on the busier roads.

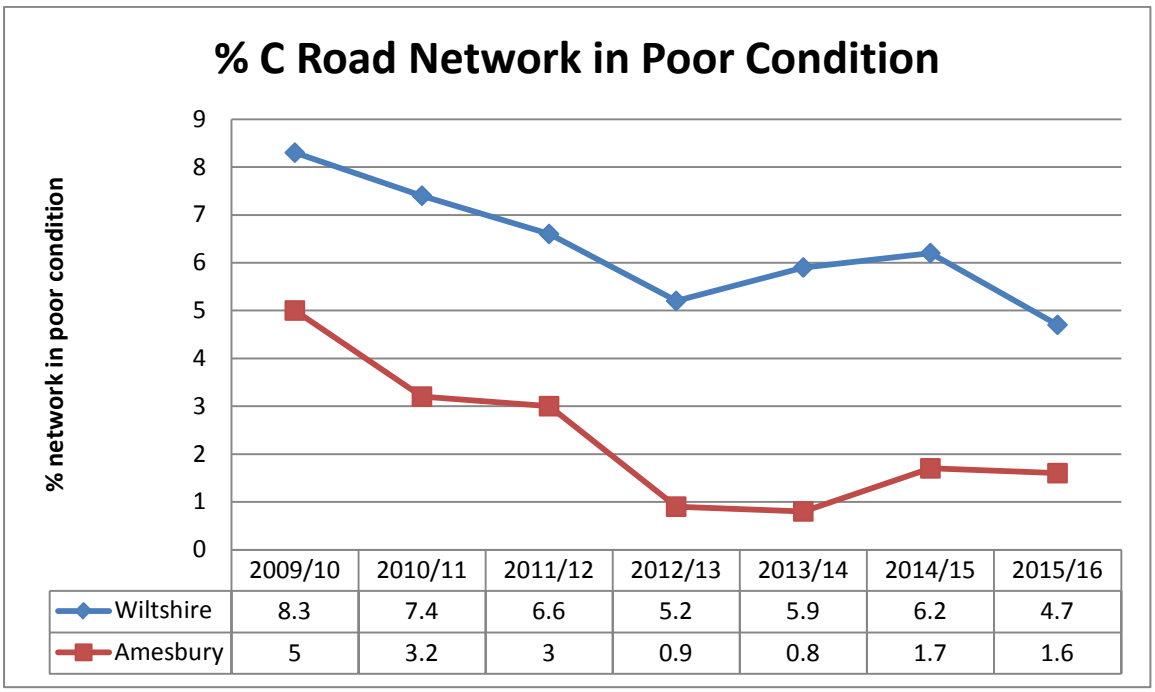
The road conditions in your area are shown below. It should be noted that low numbers are good because it indicates that less road length should be considered for treatment. More detailed information is shown in Appendix A.



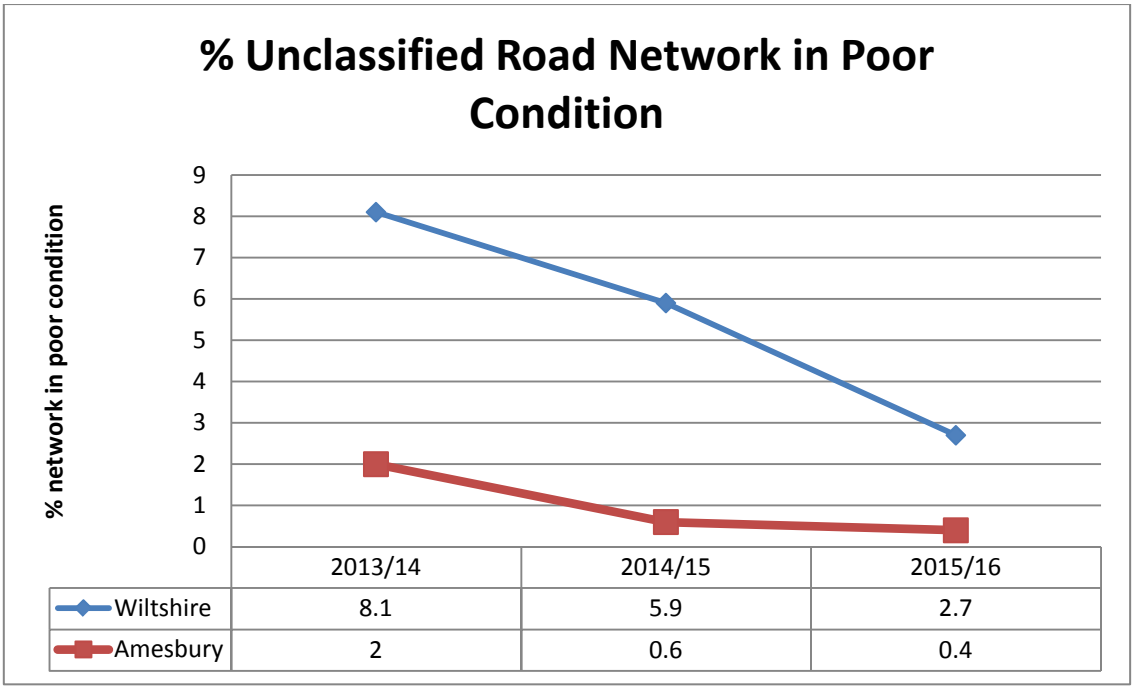
	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	6.4	6.2	5.2	3.4	3.6	3.7	3.1
Amesbury	7.5	6.8	5.2	4.8	5.9	6.2	5.1



	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
Wiltshire	5	4.9	3.9	2.9	3	3.4
Amesbury	3.9	4.2	3.8	3.2	3.8	5.1



	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	8.3	7.4	6.6	5.2	5.9	6.2	4.7
Amesbury	5	3.2	3	0.9	0.8	1.7	1.6



Integrated transport, bridge and drainage works

Integrated transport

The Council's traffic engineering team work with our contractors to plan and deliver a range of projects to the local community, most notably through the Area Boards and Community Area Transport Groups (CATGs). The schemes range in size and complexity from simple sign installation through to more complex road safety and improvement schemes.

Bridges

The Council regularly inspects its bridges and other highway structures. There is a programme of renewal and refurbishment works to keep them in good condition, as well as having to respond to damage caused by collisions.

Drainage

Programmes of drainage investigations, repairs and flood alleviation schemes are undertaken throughout the year, but the flooding in recent years has meant that there has been a need to respond immediately to flooding issues, as well as dealing with previously identified problem sites. The drainage improvement and flood alleviation work is co-ordinated through the Council's Operational Flood Working Groups that include the Environment Agency, Wessex Water, other organisations and stakeholders.

Recent work in your area

The Integrated Transport, Bridge and Drainage schemes carried out in your area since 2015 are listed below.

Wiltshire Council
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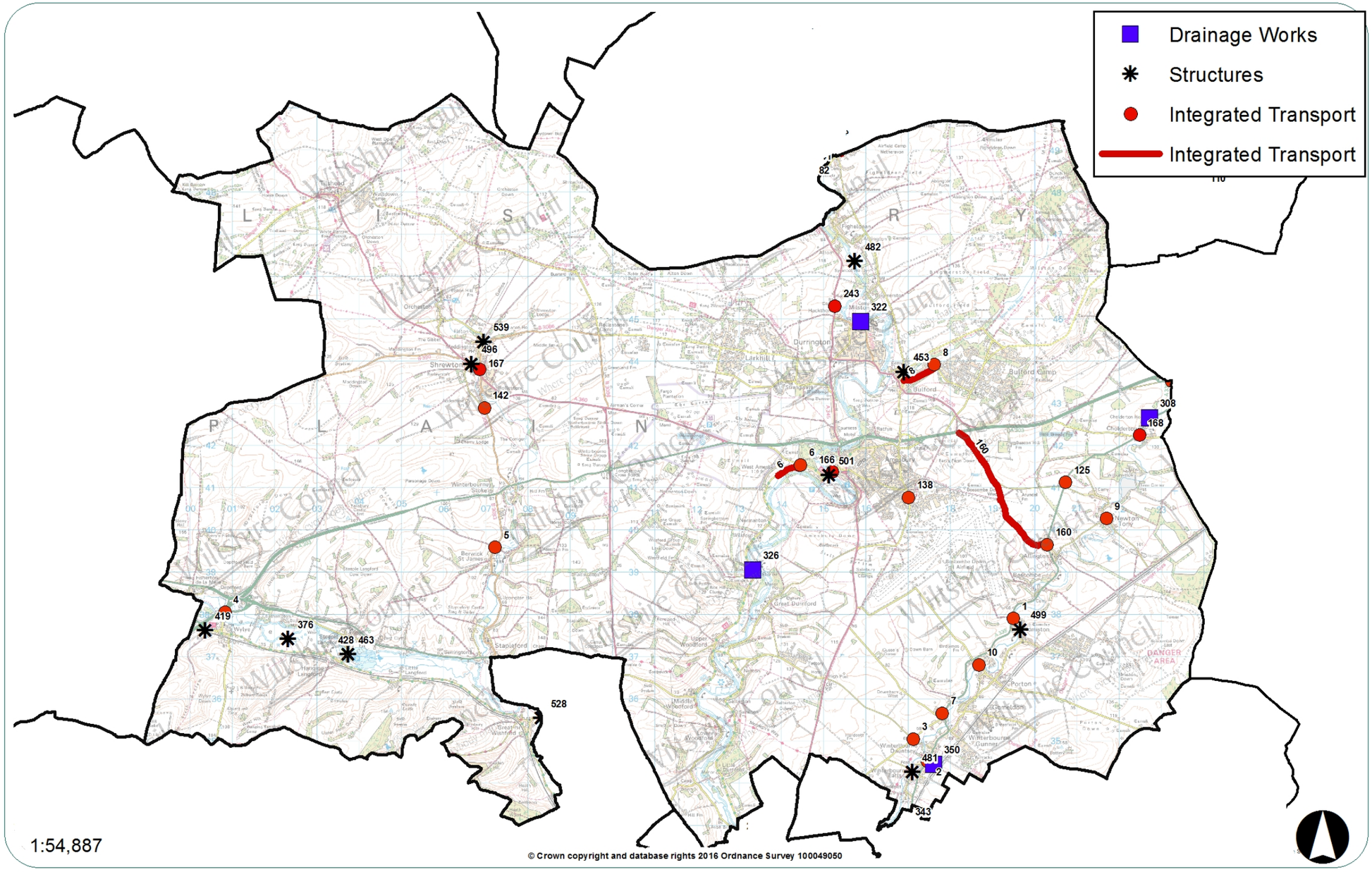
Amesbury Area Board



Plan showing completed integrated transport, bridge and drainage schemes since 2015

Integrated transport schemes since 2015

No	Location	Description
1	A338 Idmiston /Church Road	Traffic Management
2	Winterbourne Earls	Winterbourne Earls Glebe Hall village signs
3	Winterbourne Gunner	Winterbourne Gunner, Gatters Lane / Portway junction
4	Highway Street, Wyle	Wylye High Street bollards
5	B3083 Berwick St James	Berwick St James, B3083 Review of speed limit signs
6	C42	C42 speed limit implementation
7	A338 West Gomeldon	West Gomeldon, A338 Portway footway
8	Churchill Avenue, Bulford	Bulford, Churchill Avenue 20mph speed limit
9	Newton Toney	Newton Toney, no through road sign
10	Winterslow Road, Porton	Porton, Winterslow Road footway
120	A338	A338 - Direction signs concerning Andover Business Park
125	A338, Newton Toney	A338 Newton Tony - relocate warning sign
138	Boscombe Down	Amesbury / Boscombe Down Main Road - warning signs and markings
142	B3083, Shrewton	B3083 Shrewton - speed limit terminal signs
160	Boscombe Down	Boscombe Down Allington Track / Winterslow Road - signs and markings
166	Amesbury	Amesbury Waiting Restrictions
167	Shrewton	Shrewton Parsons Green street nameplates
168	Cholderton	Cholderton Old Road/A338 hazard marker posts
243	A345 Netheravon Road	A345 Netheravon Road - Durrington - Path to Cemetery

Bridge schemes since 2014

No	Location	Description
376	Ballington Manor	Bridge Repair
419	Dyers Lane	Incursion Works
428	Steeple Langford Bridge.	Vegetation Works
453	Vicarage Bridge Bulford	Concrete Repair
463	Steeple Langford Bridge	Replacement
481	Drove Footbridge, Winterbourne	Deck Replacement Works
482	Gunville Hatches Footbridge	Deck Maintenance Works
496	A360 Shrewton Retaining Wall reconstruction	Partial Rebuild
499	Idmiston Bridge	Scour Protection
501	Queensbury Footbridge	Replacement Works
528	Great Wishford Bridge	Masonry Works
539	Laundry Bridge	Parapet Repair

Drainage works since 2015

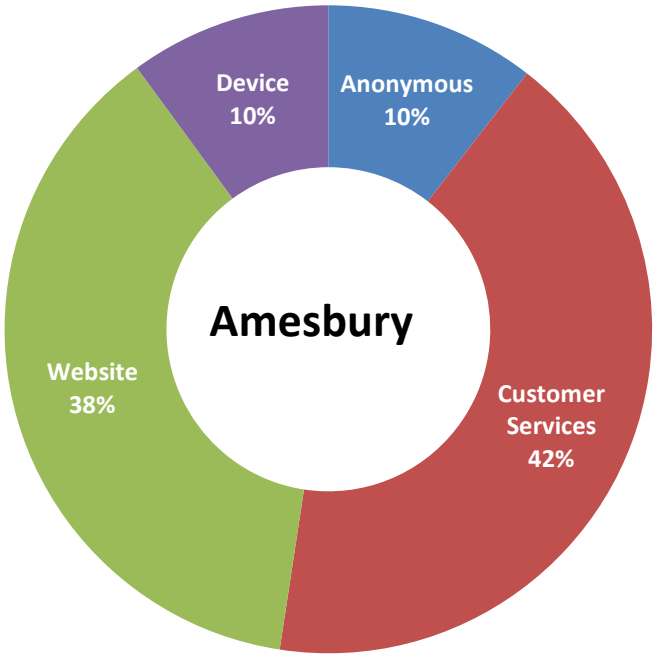
No	Location	Description
308	Amesbury	Replacement of kerb drainage and barriers
322	Amesbury	New outfall across private gardens
326	Amesbury	Surface water drainage Scheme
350	Amesbury	Refurbishment of soakaway

My Wiltshire

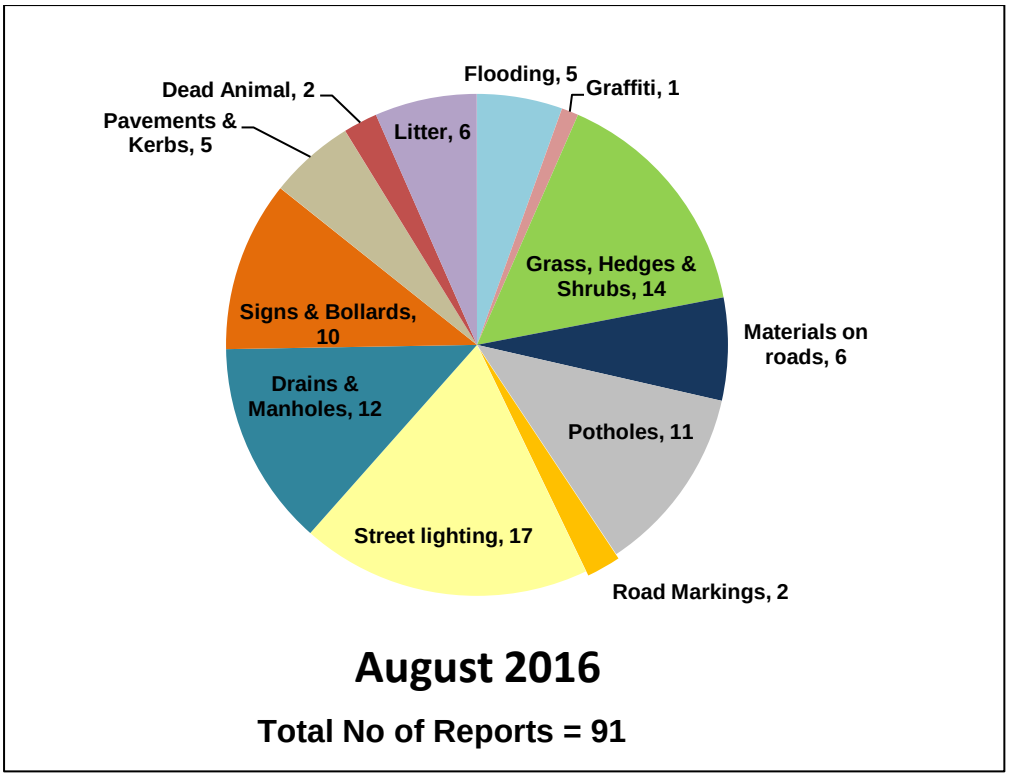
My Wiltshire provides an easy way to report highway issues, including using the Council's website. We have an app so you can report on the go using your smartphone. The My Wiltshire app is available to download at both the App Store (for iPhones and iPads), from Google Play™ (for Android phones) and Windows Store. You can attach information such as photos or videos and pinpoint the location of your report using the mapping software on your phone.

A summary of recent reports in your area is shown below, and further details are shown in Appendix B.

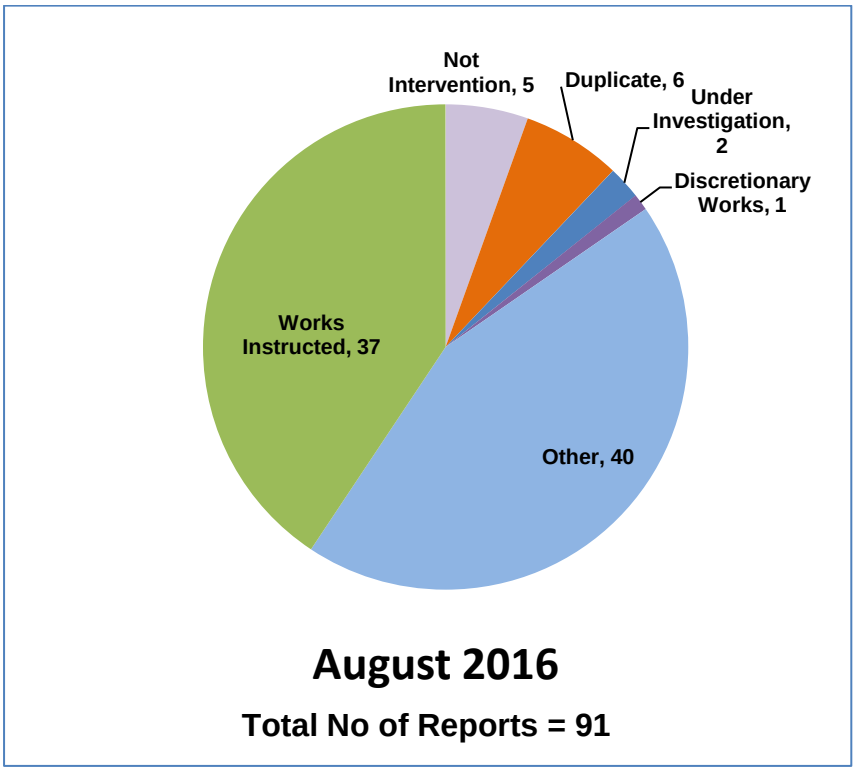
Customer reporting methods in your area



Customer reports in your area for the month of August 2016



Actions following recent reports in your area



Action definitions

1. **Not Intervention** – the technician has attended site and classified the defect as not meeting intervention levels as per the Highway Inspection Manual 2013 or in the case of streetscene reports, service level agreements.

2. **Duplicate** – a report has already been received in relation to this issue and a works instruction has previously been passed to the contractor to undertake a repair/carry out the necessary works.

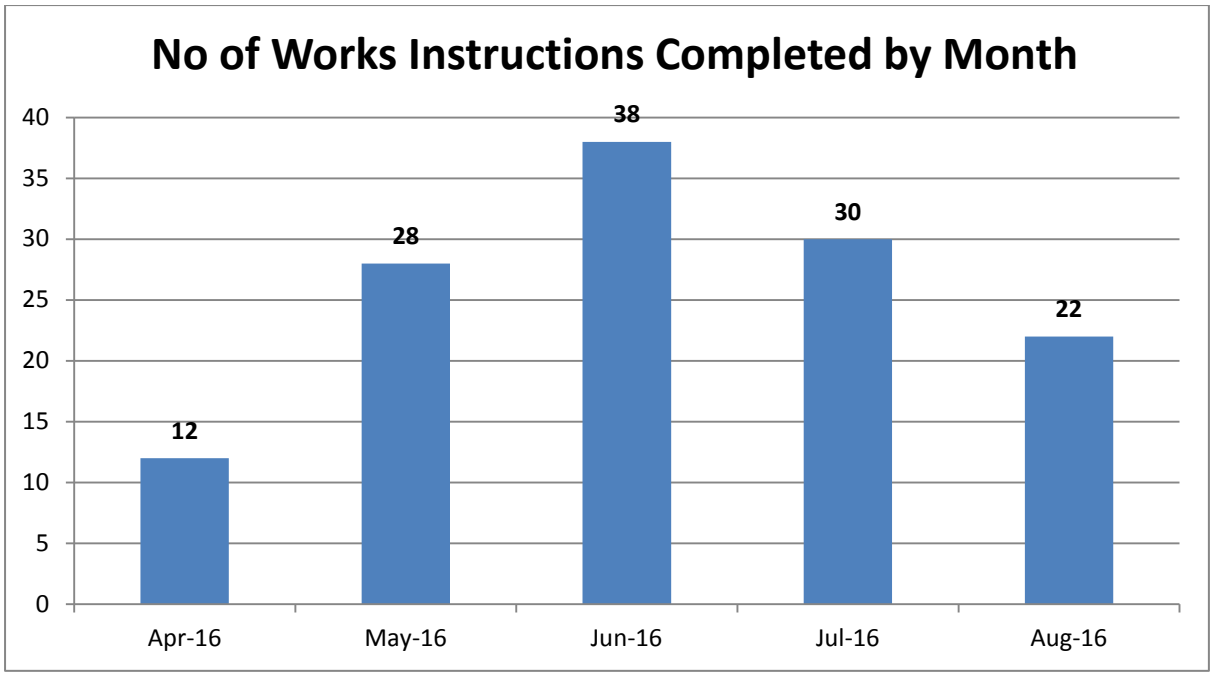
3. **Under Investigation** – this issue is currently with a Highways technician or engineer – they may be awaiting information from the customer or the issue requires further investigation e.g. wet weather inspection, drainage survey, exploratory excavation, ownership query.

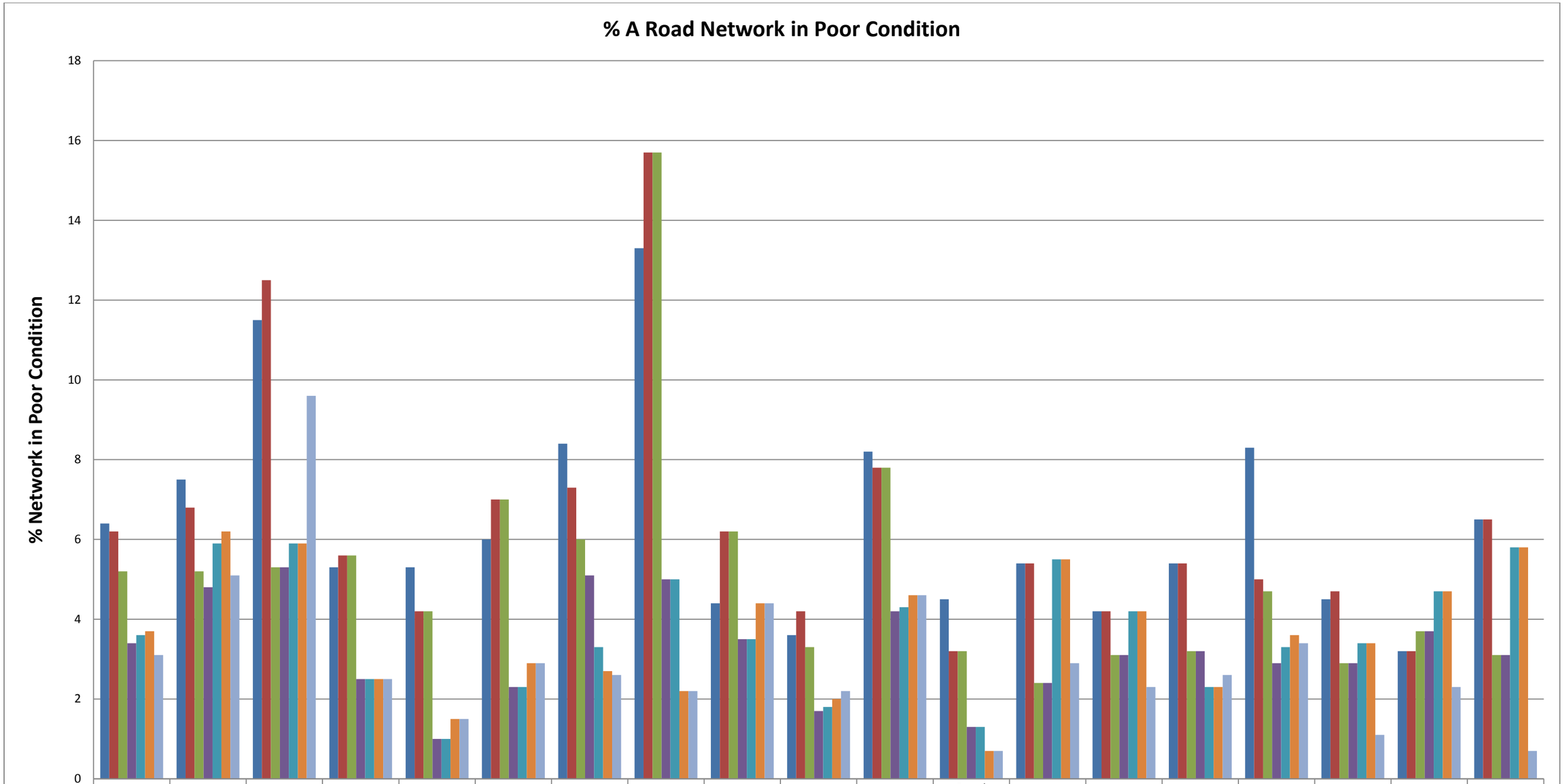
4. **Discretionary works** – this issue is not a highway safety issue and has been identified as one which falls within the remit of the parish steward scheme.

5. **Other** – the issue has been identified as one which does not require any action by Local Highways. This could be for a number of reasons –
   - the report has been cancelled by the user,
   - there is insufficient information provided to assess the issue and the customer has not provided contact details,
   - the issue is not the responsibility of Wiltshire Council e.g. un-adopted highway, gas/electricity/telephone/water/cable company, Highways England, housing association,
   - the technician attended site and nothing was found at the stated location
   - the issue has been passed to another service within Wiltshire Council e.g. rights of way, bridges.

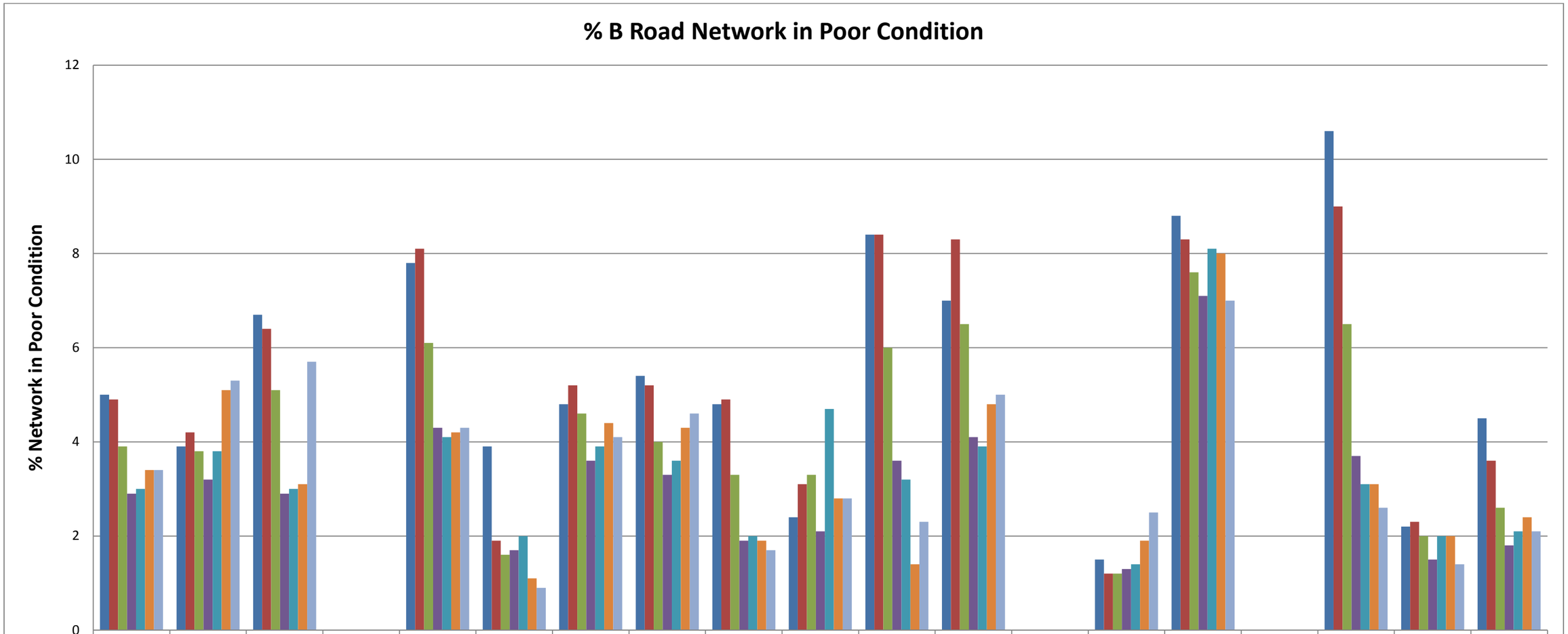
6. **Works Instructed** – the technician has assessed the issue as requiring works to be carried out and has either dealt with the issue personally or has referred it to the contractor for repair.

Highway defects completed in your area in recent months

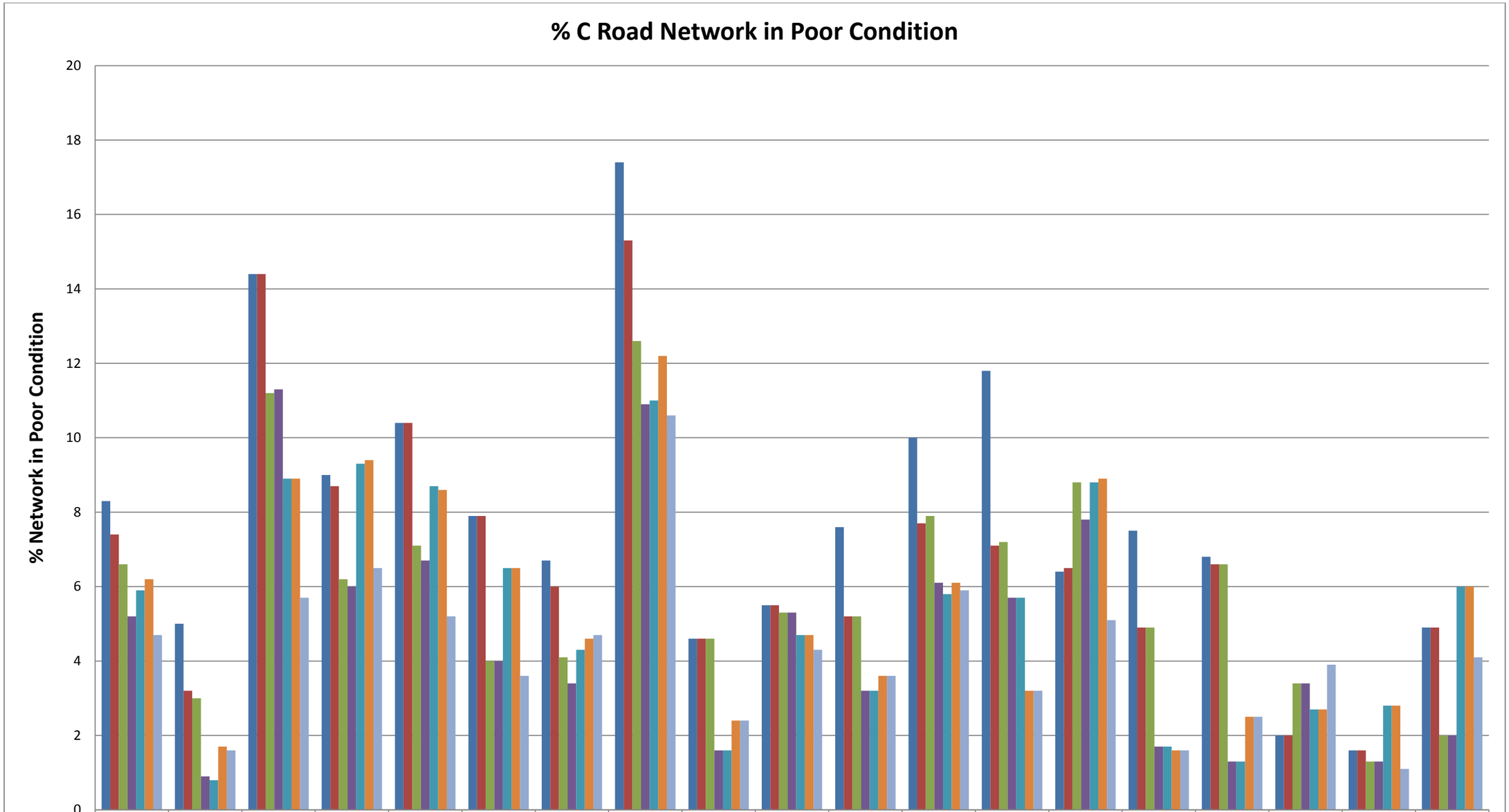




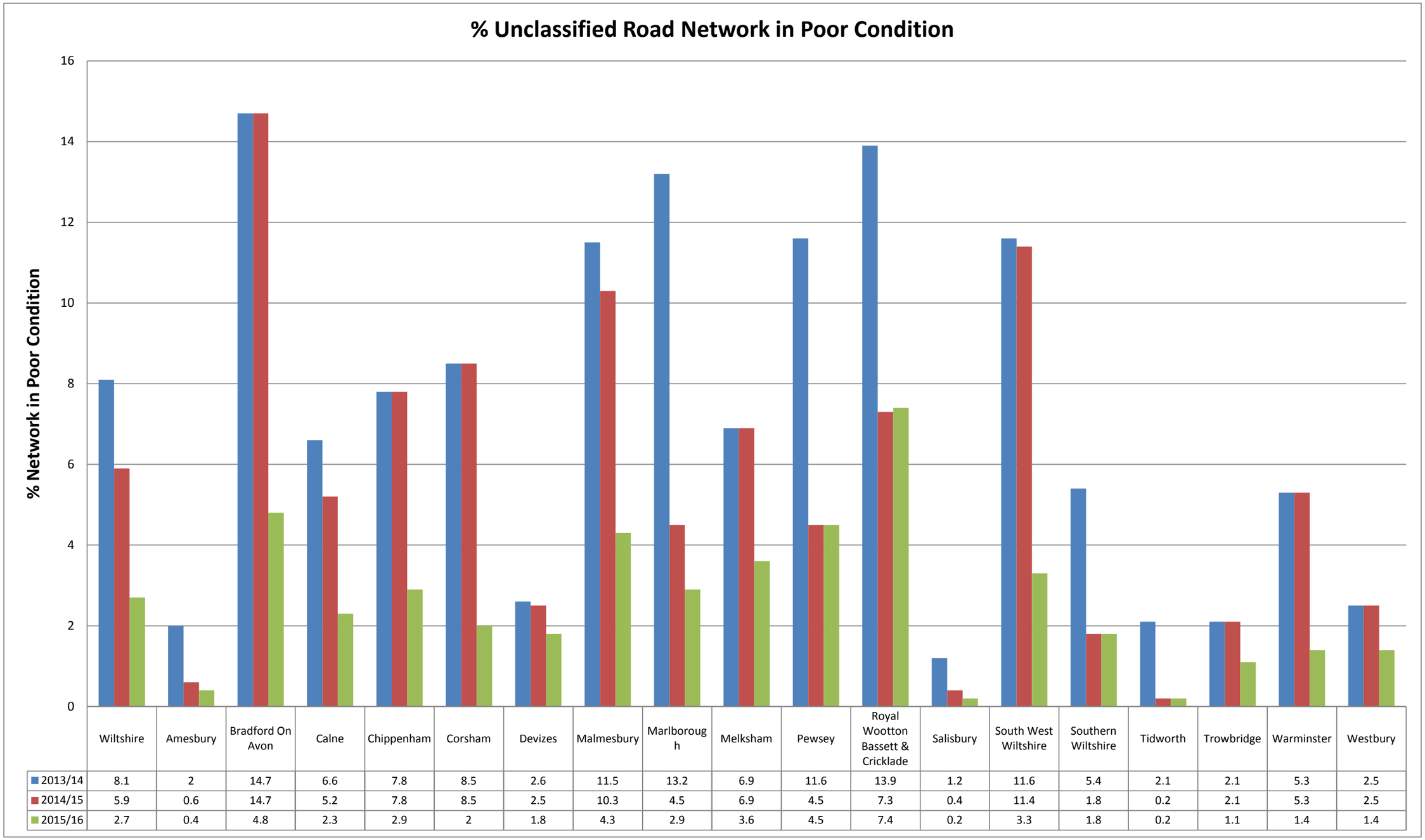
	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	6.4	7.5	11.5	5.3	5.3	6	8.4	13.3	4.4	3.6	8.2	4.5	5.4	4.2	5.4	8.3	4.5	3.2	6.5
2010/11	6.2	6.8	12.5	5.6	4.2	7	7.3	15.7	6.2	4.2	7.8	3.2	5.4	4.2	5.4	5	4.7	3.2	6.5
2011/12	5.2	5.2	5.3	5.6	4.2	7	6	15.7	6.2	3.3	7.8	3.2	2.4	3.1	3.2	4.7	2.9	3.7	3.1
2012/13	3.4	4.8	5.3	2.5	1	2.3	5.1	5	3.5	1.7	4.2	1.3	2.4	3.1	3.2	2.9	2.9	3.7	3.1
2013/14	3.6	5.9	5.9	2.5	1	2.3	3.3	5	3.5	1.8	4.3	1.3	5.5	4.2	2.3	3.3	3.4	4.7	5.8
2014/15	3.7	6.2	5.9	2.5	1.5	2.9	2.7	2.2	4.4	2	4.6	0.7	5.5	4.2	2.3	3.6	3.4	4.7	5.8
2015/16	3.1	5.1	9.6	2.5	1.5	2.9	2.6	2.2	4.4	2.2	4.6	0.7	2.9	2.3	2.6	3.4	1.1	2.3	0.7



	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	5	3.9	6.7	0	7.8	3.9	4.8	5.4	4.8	2.4	8.4	7	0	1.5	8.8	0	10.6	2.2	4.5
2010/11	4.9	4.2	6.4	0	8.1	1.9	5.2	5.2	4.9	3.1	8.4	8.3	0	1.2	8.3	0	9	2.3	3.6
2011/12	3.9	3.8	5.1	0	6.1	1.6	4.6	4	3.3	3.3	6	6.5	0	1.2	7.6	0	6.5	2	2.6
2012/13	2.9	3.2	2.9	0	4.3	1.7	3.6	3.3	1.9	2.1	3.6	4.1	0	1.3	7.1	0	3.7	1.5	1.8
2013/14	3	3.8	3	0	4.1	2	3.9	3.6	2	4.7	3.2	3.9	0	1.4	8.1	0	3.1	2	2.1
2014/15	3.4	5.1	3.1	0	4.2	1.1	4.4	4.3	1.9	2.8	1.4	4.8	0	1.9	8	0	3.1	2	2.4
2015/16	3.4	5.3	5.7	0	4.3	0.9	4.1	4.6	1.7	2.8	2.3	5	0	2.5	7	0	2.6	1.4	2.1



	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	8.3	5	14.4	9	10.4	7.9	6.7	17.4	4.6	5.5	7.6	10	11.8	6.4	7.5	6.8	2	1.6	4.9
2010/11	7.4	3.2	14.4	8.7	10.4	7.9	6	15.3	4.6	5.5	5.2	7.7	7.1	6.5	4.9	6.6	2	1.6	4.9
2011/12	6.6	3	11.2	6.2	7.1	4	4.1	12.6	4.6	5.3	5.2	7.9	7.2	8.8	4.9	6.6	3.4	1.3	2
2012/13	5.2	0.9	11.3	6	6.7	4	3.4	10.9	1.6	5.3	3.2	6.1	5.7	7.8	1.7	1.3	3.4	1.3	2
2013/14	5.9	0.8	8.9	9.3	8.7	6.5	4.3	11	1.6	4.7	3.2	5.8	5.7	8.8	1.7	1.3	2.7	2.8	6
2014/15	6.2	1.7	8.9	9.4	8.6	6.5	4.6	12.2	2.4	4.7	3.6	6.1	3.2	8.9	1.6	2.5	2.7	2.8	6
2015/16	4.7	1.6	5.7	6.5	5.2	3.6	4.7	10.6	2.4	4.3	3.6	5.9	3.2	5.1	1.6	2.5	3.9	1.1	4.1



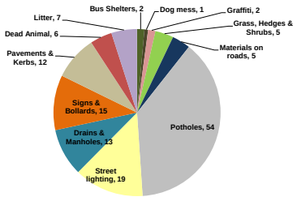
	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2013/14	8.1	2	14.7	6.6	7.8	8.5	2.6	11.5	13.2	6.9	11.6	13.9	1.2	11.6	5.4	2.1	2.1	5.3	2.5
2014/15	5.9	0.6	14.7	5.2	7.8	8.5	2.5	10.3	4.5	6.9	4.5	7.3	0.4	11.4	1.8	0.2	2.1	5.3	2.5
2015/16	2.7	0.4	4.8	2.3	2.9	2	1.8	4.3	2.9	3.6	4.5	7.4	0.2	3.3	1.8	0.2	1.1	1.4	1.4

Appendix B: My Wiltshire Statistics

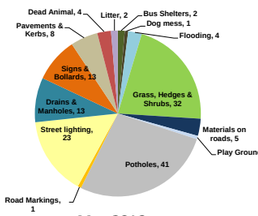
Wiltshire Council
Where everybody matters

Amesbury Area Board

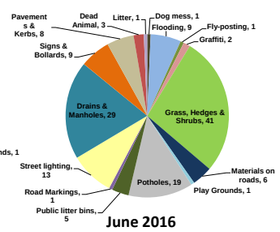
Customer Reported Issues



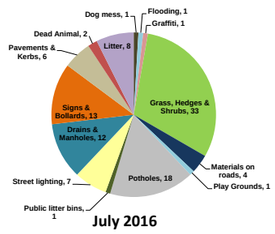
April 2016
Total No of Reports = 141



May 2016
Total No of Reports = 150



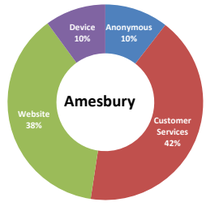
June 2016
Total No of Reports = 149

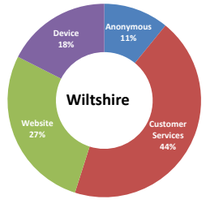


July 2016
Total No of Reports = 108

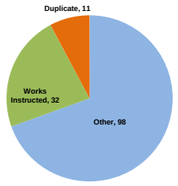
August 2016
Total No of Reports = 91

Reporting Channels





Customer Call Outcomes



April 2016
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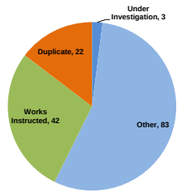
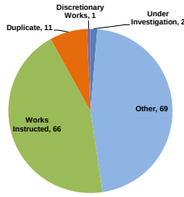
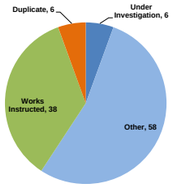


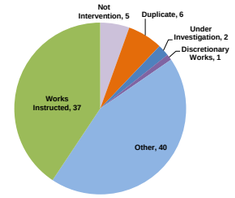
May 2016
Total No of Reports = 150



June 2016
Total No of Reports = 149

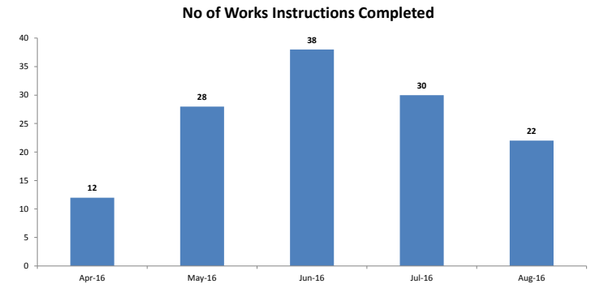


July 2016
Total No of Reports = 108



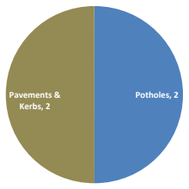
August 2016
Total No of Reports = 91

Completed in Month



Safety Inspections

April 2016
Total No of Defects= 0



May 2016
Total No of Defects = 4

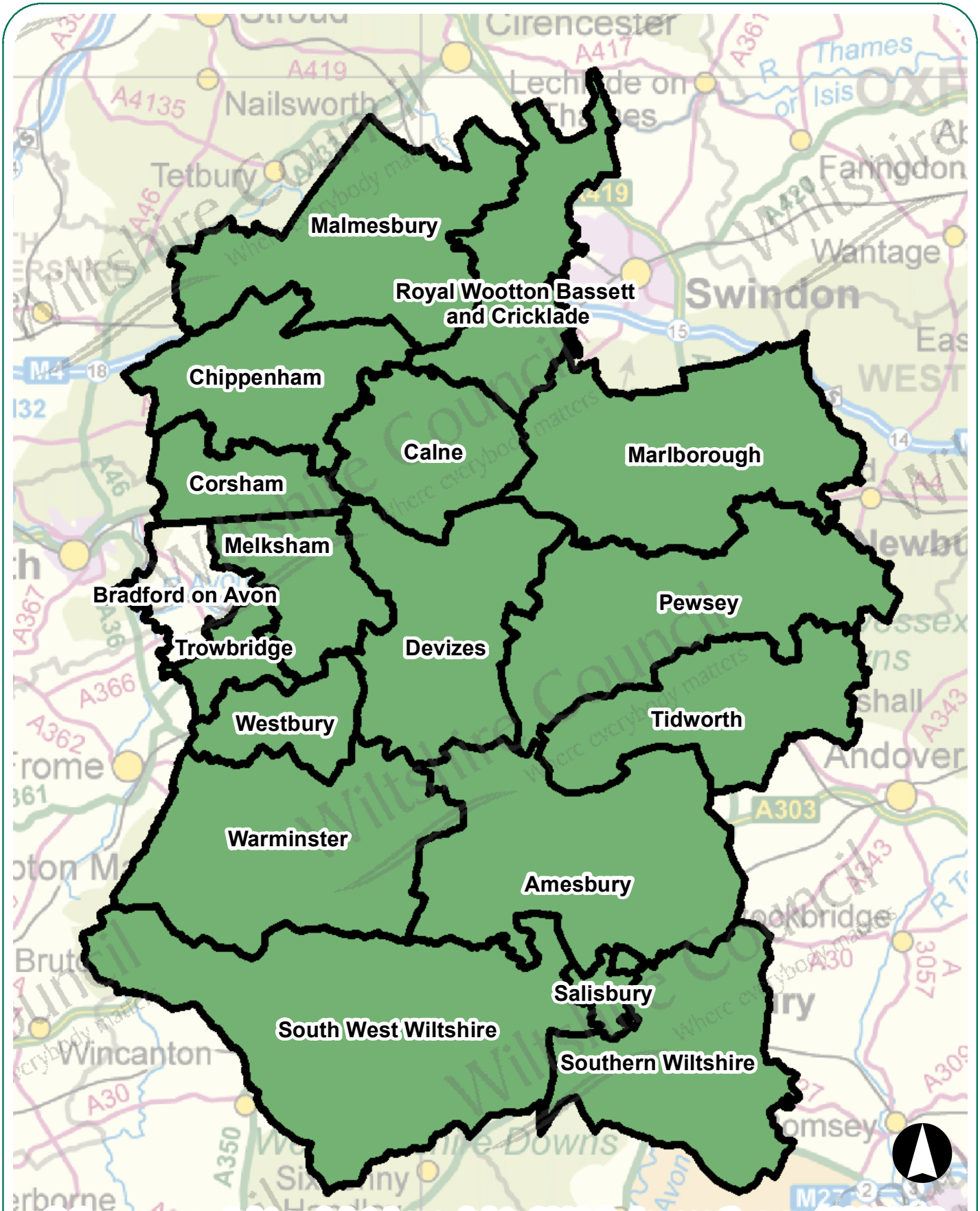
June 2016
Total No of Defects = 0

July 2016
Total No of Defects = 0

August 2016
Total No of Defects = 0

Wiltshire Council
Where everybody matters

Bradford On Avon Area Board
Highway Information



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Bradford On Avon Area Board Highway Information

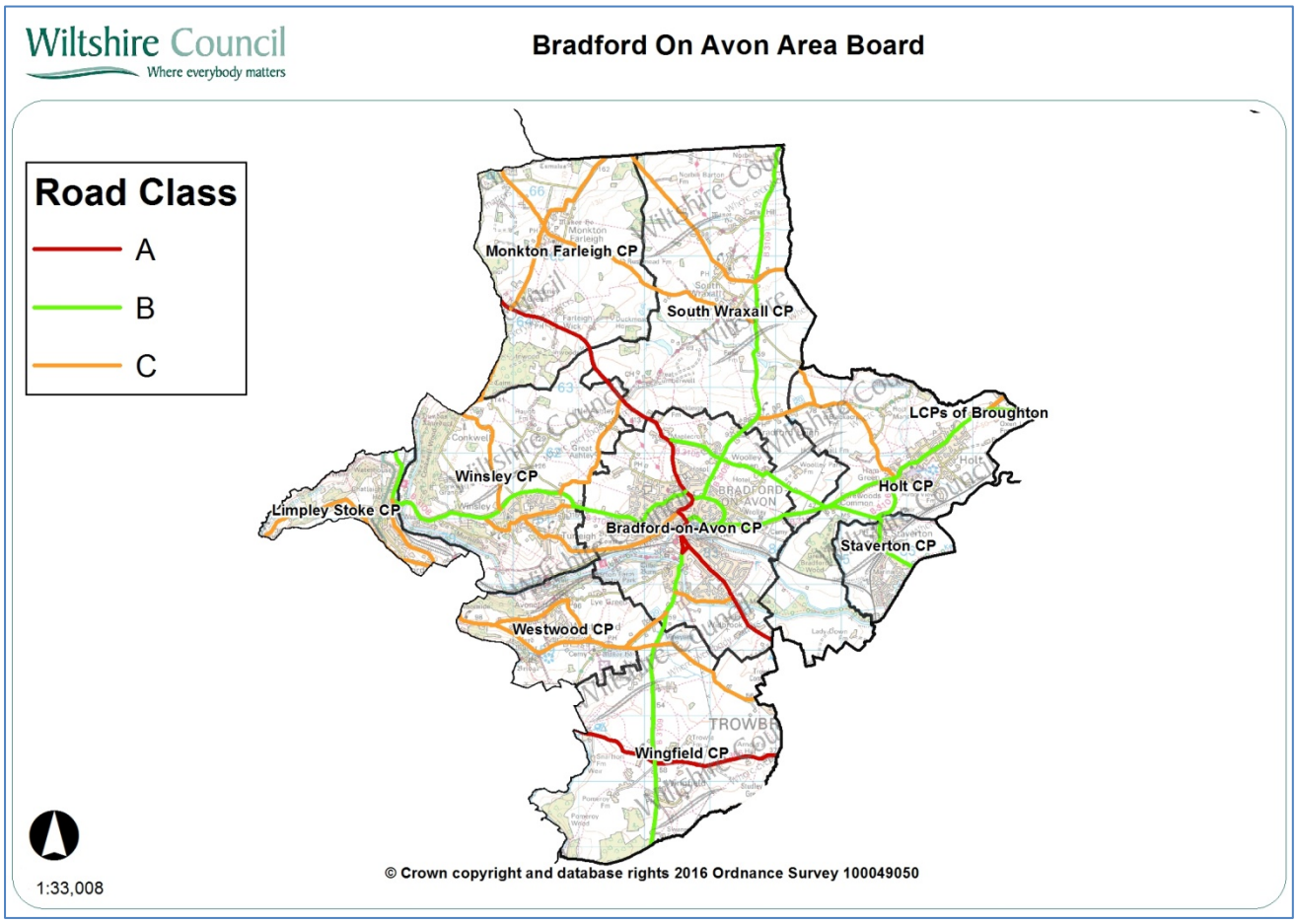
Introduction

This document summarises highway information for your area board. It lists the recent highway and related work carried out by Wiltshire Council, including the road resurfacing carried out during the first two years of the 'Local Highways Investment Fund 2014 – 2020', and includes other information which should be of interest.

Further information on the Council's activities is available at the website www.wiltshire.gov.uk. If you wish to report a specific highway issue please use My Wiltshire. Details are provided at the end of this document.

Parishes in the community area are:

Bradford on Avon, Limpley Stoke, Winsley, Westwood, Holt, South Wraxall, Monkton Farleigh, Wingfield, Staverton



Network statistics in your area

Road length by class

Road type	Urban (km)	Rural (km)
A Class Roads	5.8	6.44
B Class Roads	11.33	18.92
C Class Roads	10.52	28.97
Unclassified Roads	48.43	24.45
Total	**76.08**	**78.78**
	Overall Total	**154.86**

The council categorises its roads to reflect their importance. This enables an effective assignment of highway inspection frequencies and maintenance standards.

Highway assets in your area

The council keeps an inventory of its highway assets in order to assist planning its highway maintenance. Important statistics relating to your board area are:

Asset Type	Measure
Carriageway	154.86
Footways adjacent to road	99km
Footways (linked)	15.25km
White road centre lines	68km
Road kerbs	114km
Grass verge (maintained)	194 km
Drainage grips	1,071 number
Drainage pipe grips	124 number
Drainage gullies	3551
Road signs	1,484 number
Street lights	2112

Major highway maintenance

Road resurfacing

Wiltshire has over 3,000 miles of road. The Council's 'Local Highways Investment Fund 2014 – 2020' is making a massive investment to improve the condition of the roads in Wiltshire over six years. The programme of work started in April 2014, and is designed and supervised by the Council's consultants Atkins, with the work carried out by our main highway contractors Tarmac and Eurovia.

The work carried out in the first two years of the programme has improved a considerable number of the roads in previously poor condition. The locations of sites treated in recent years are shown below.

Carriageway repairs

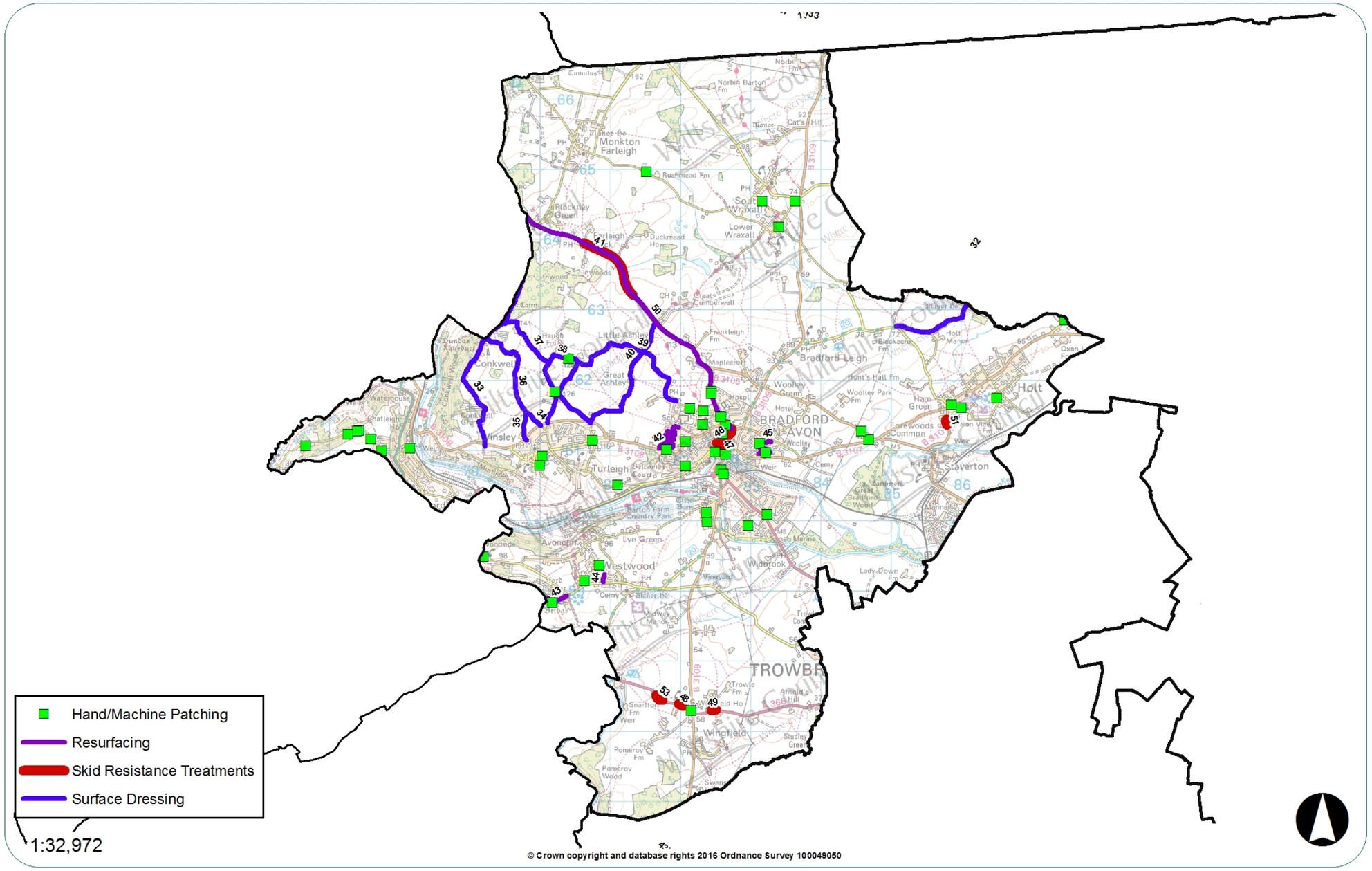
As well as resurfacing roads other works are undertaken to make localised repairs to keep the roads safe. The works undertaken in your area since 2014 are shown on the map below.

The wet winter and flooding in previous years has resulted in substantial damage to the road network. It is important that serious defects are treated promptly to keep the roads safe. The Council currently operates four Pothole teams that respond to urgent issues to keep the roads safe.

Plan showing major maintenance schemes & hand/machine patching sites completed since 2014

Wiltshire Council
Where everybody matters

Bradford On Avon Area Board


Monkton Farleigh
Rushmead Fm
South Wraxall
Lower Wraxall
Bradford Leigh
Holt
BRADFORD ON AVON
Turleigh
Staverton
Westwood
TROWBRIDGE
Winsley
Conkwell
Great Ashley
Little Ashley
Frankleigh Fm
Woolley
Hilperton
Hilperton Marsh
Hilperton Gap
Whaddon
Trowle Common
Hilcot End
Hilcot
Hilperton Fm
Hilperton Ho
Hilperton Marsh Fm
Hilperton Marsh Ho
Hilperton Marsh Cottages
Hilperton Marsh Farm Cottages
Hilperton Marsh Farm
Hilperton Marsh Farm Ho
Hilperton Marsh Farm Cottages

Major maintenance completed since 2014

No	Location	Works
32	Summer Lane (junction with Leigh Road) to Chalfield Manor to Coombe Lane junction	Surface Dressing
33	Blackberry Lane (junction Winsley Hill B3108) north into Conkwell north into Warleigh Lane	Surface Dressing
34	Unnamed road (junction with Winsley B3108) north to fork junction	Surface Dressing
35	Unnamed road (junction with Winsley B3108) North to fork junction	Surface Dressing
36	Unnamed road (junction with Winsley B3108) north to junction with Blackberry Lane	Surface Dressing
37	Unnamed road (junction with Winsley B3018) north to junction Warleigh Lane	Surface Dressing
38	Haugh Farm road	Surface Dressing
39	Unnamed road (junction with Winsley B3108) to Ashley Road, Upper Bearfield Farm junction	Surface Dressing
40	Little Ashley (junction B3108) north into Ashley Green (junction with Bath Road A363)	Surface Dressing
41	Entrance to Hays Wood Farm to Unclassified Road (To Gt. Cumberwell)	Skid Resistance Improvements
42	Downs View, BOA. (Includes Downs Close & Westfield)	Resurfacing
43	Iford, Westwood	Resurfacing
44	Orchard Close, Westwood	Resurfacing
45	Springfield, BOA	Resurfacing
46	A363 Masons Lane, Bradford on Avon	Skid Resistance Improvements
47	New Road Mini To Market Street Mini	Skid Resistance Improvements
48	Farleigh Rd (40mph To Wingfield cross roads)	Skid Resistance Improvements
49	A366 Trowbridge Road, Wingfield	Skid Resistance Improvements
50	A363 Bath Road, Bradford on Avon from Castle Roundabout to County Boundary	Resurfacing

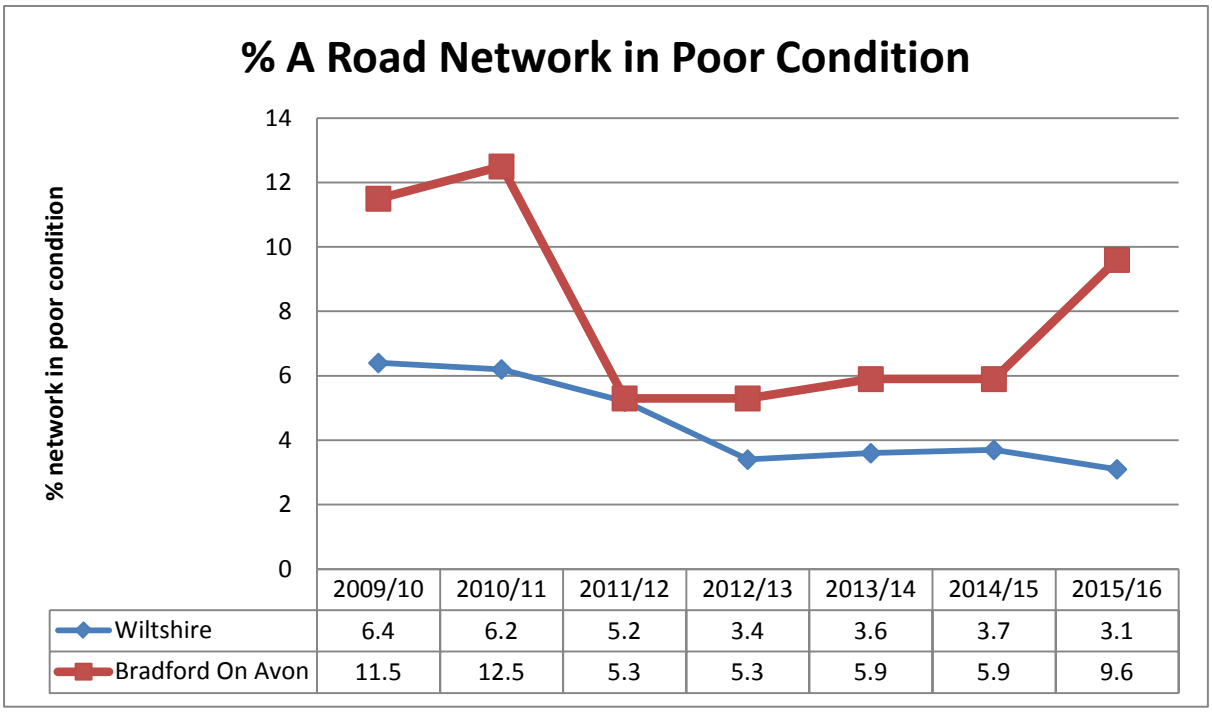
No	Location	Works
51	B3105 To 30mph Holt	Skid Resistance Improvements
52	Downsview, Bradford on Avon	Resurfacing
53	Farleigh Road, Wingfield	Skid Resistance Improvements

Highway conditions and technical surveys in your area

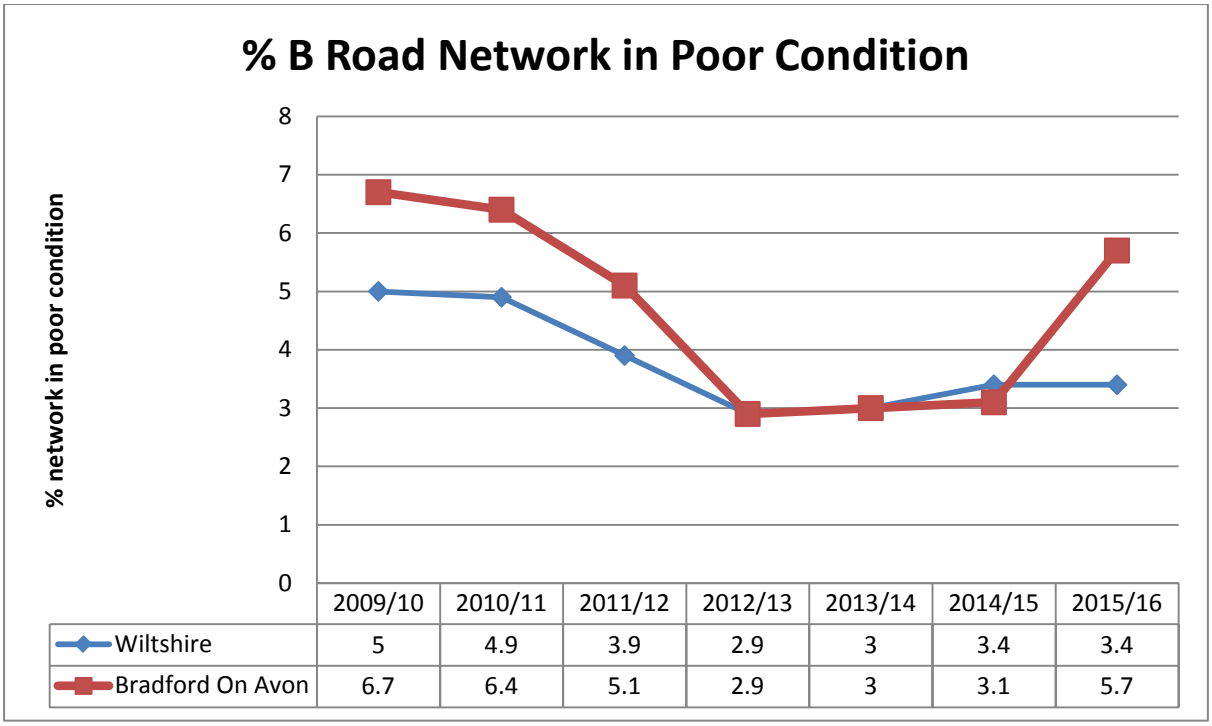
Roads deteriorate in condition because of various factors, including traffic volumes, ground conditions, and weather and drainage issues. Technical surveys of the condition of the highway network are carried out annually and the information is used to help prioritise schemes. Road safety is the priority, and maintaining adequate skid resistance on the busy high speed roads is vital.

The surveys include the use of a vehicle equipped with lasers and cameras to record road surface condition, which allows us to report on road conditions to the Department for Transport and to prioritise maintenance work. Other surveys include measuring skid resistance on the busier roads.

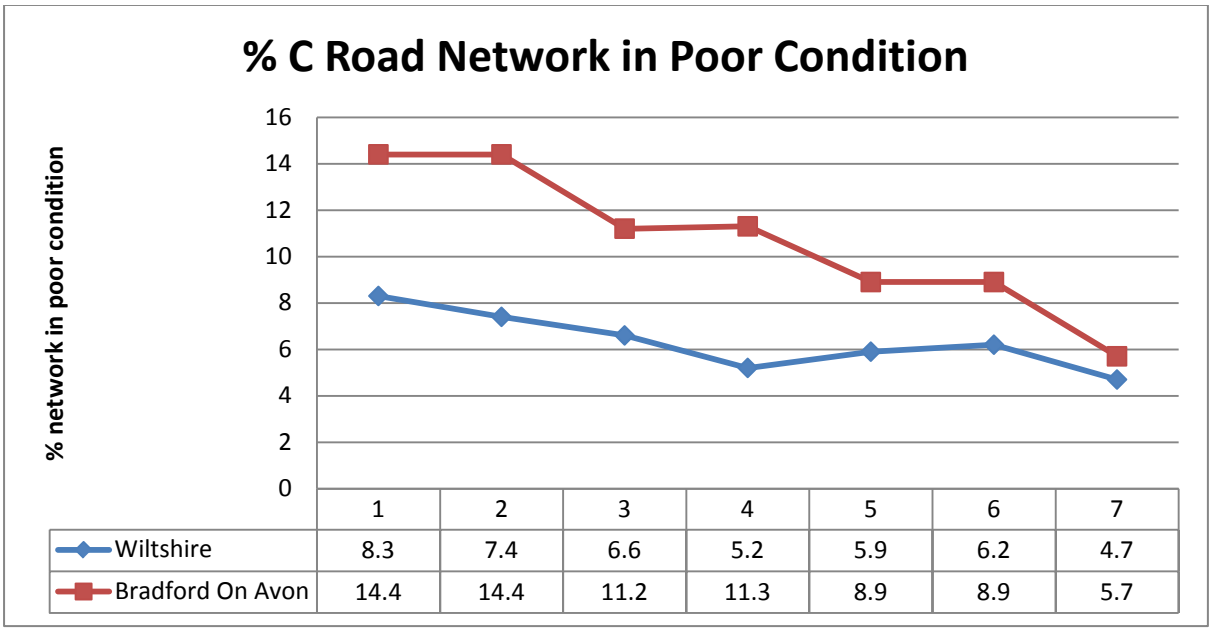
The road conditions in your area are shown below. It should be noted that low numbers are good because it indicates that less road length should be considered for treatment. More detailed information is shown in Appendix A.



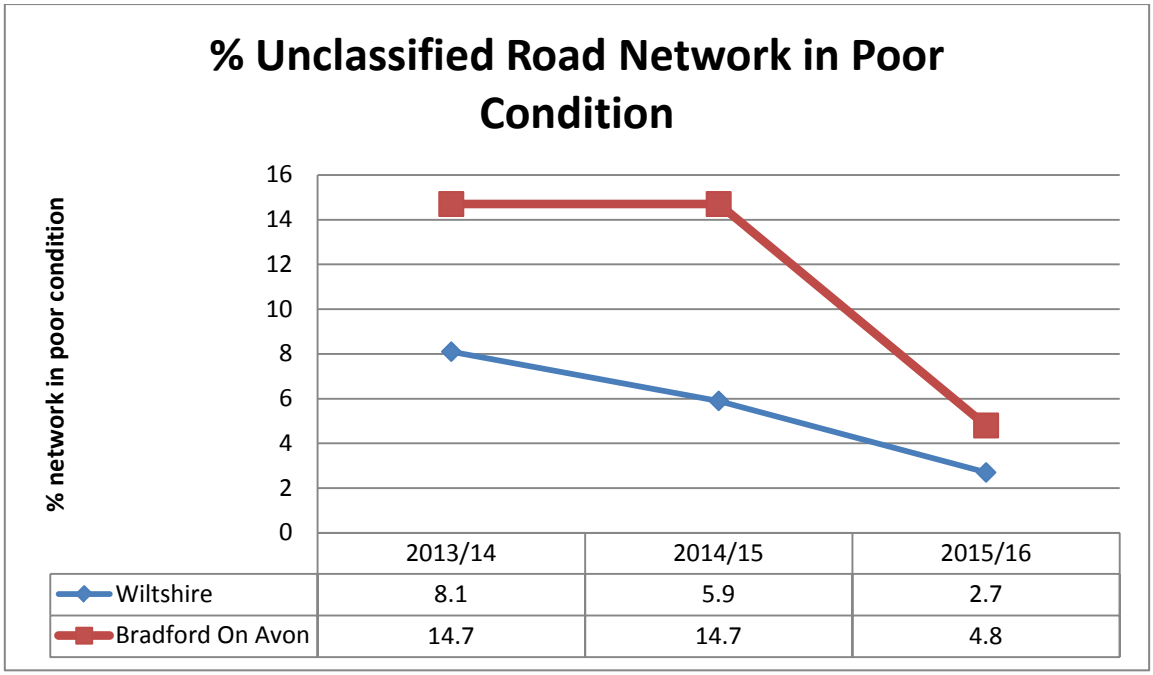
	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	6.4	6.2	5.2	3.4	3.6	3.7	3.1
Bradford On Avon	11.5	12.5	5.3	5.3	5.9	5.9	9.6



	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	5	4.9	3.9	2.9	3	3.4	3.4
Bradford On Avon	6.7	6.4	5.1	2.9	3	3.1	5.7



	1	2	3	4	5	6	7
Wiltshire	8.3	7.4	6.6	5.2	5.9	6.2	4.7
Bradford On Avon	14.4	14.4	11.2	11.3	8.9	8.9	5.7



Integrated transport, bridge and drainage works

Integrated transport

The Council's traffic engineering team work with our contractors to plan and deliver a range of projects to the local community, most notably through the Area Boards and Community Area Transport Groups (CATGs). The schemes range in size and complexity from simple sign installation through to more complex road safety and improvement schemes.

Bridges

The Council regularly inspects its bridges and other highway structures. There is a programme of renewal and refurbishment works to keep them in good condition, as well as having to respond to damage caused by collisions.

Drainage

Programmes of drainage investigations, repairs and flood alleviation schemes are undertaken throughout the year, but the flooding in recent years has meant that there has been a need to respond immediately to flooding issues, as well as dealing with previously identified problem sites. The drainage improvement and flood alleviation work is co-ordinated through the Council's Operational Flood Working Groups that include the Environment Agency, Wessex Water, other organisations and stakeholders.

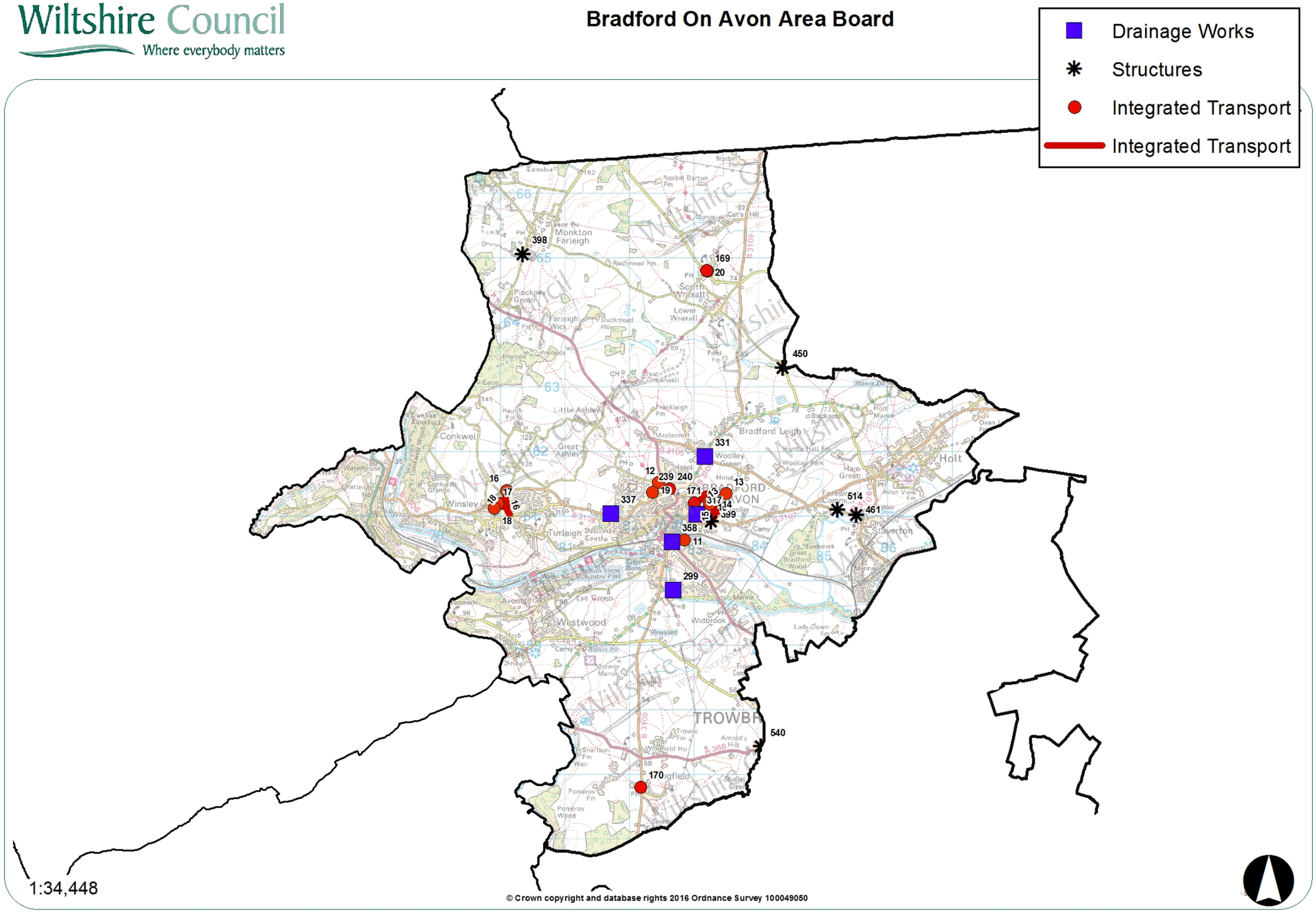
Recent work in your area

The Integrated Transport, Bridge and Drainage schemes carried out in your area since 2015 are listed below.

Plan showing completed integrated transport, bridge and drainage schemes since 2015

Wiltshire Council
Where everybody matters

Bradford On Avon Area Board



Integrated transport schemes since 2015

No	Location	Description
169	South Wraxall	Near pub - traffic management measures (coloured surfacing)
170	Wingfield	Wingfield Traffic Management measures (coloured surfacing)
171	Bradford On Avon	Highfield handrail and light
239	Bath Road	Christ Church - drop kerbs on Bath Road and no loading restrictions
11	Upper Regents Park	Upper Regents Park railings
12	Upper Regents Park	Churchacre handrail & Upper Regents park
13	Woolley Street	Woolley Area 20mph speed limit Woolley St
14	Coronation Avenue	Woolley Area 20mph speed limit Coronation Ave
15	Bradford On Avon	Bradford on Avon Woolley Area 20mph speed limit
16	Winsley/Turleigh	Winsley/Turleigh 20mph speed limit Dane Rise
17	Winsley/Turleigh	Winsley/Turleigh 20mph speed limit Poston way
18	Winsley/Turleigh	Winsley/Turleigh 20mph speed limit King Alfred Way
19	Huntingdon Rise, Bradford On Avon	Bollards
20	South Wraxall	Near pub - traffic management measures

Bridge schemes since 2014

No	Location	Description
398	Retaining Wall Broadstones, Monkton Farleigh	Partial rebuild
399	Holt Road Retaining Wall	Partial rebuild
450	Poor House Culvert Atwork – Re-erect parapet following road traffic collision.	RTC Repair
461	Staverton Causeway Re-point abutments	Masonry Works
514	Staverton	Parapet Repair
540	London Footbridge	Parapet Repair

Drainage works since 2015

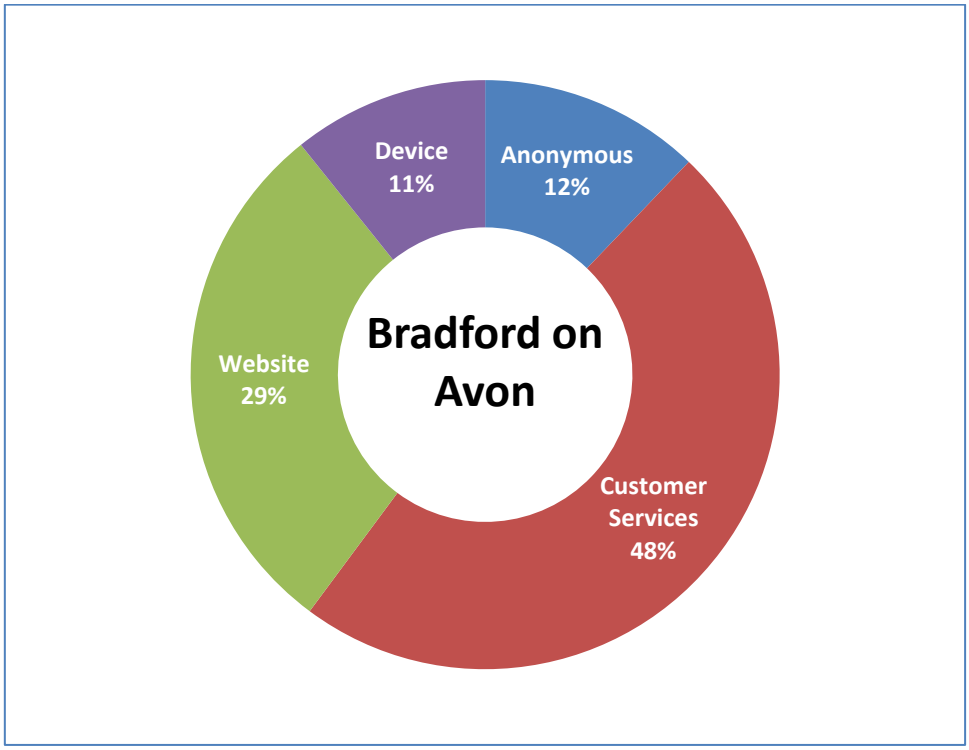
No	Location	Description
299	Bradford on Avon	Borehole & associated works
317	Bradford on Avon	Upgrades to system and water couses
331	Bradford on Avon	Improvements to Surface Water drainage
337	Bradford on Avon	Works to Gully and kerb to improve collection
358	Bradford on Avon	New Gully and connecting pipe work

My Wiltshire

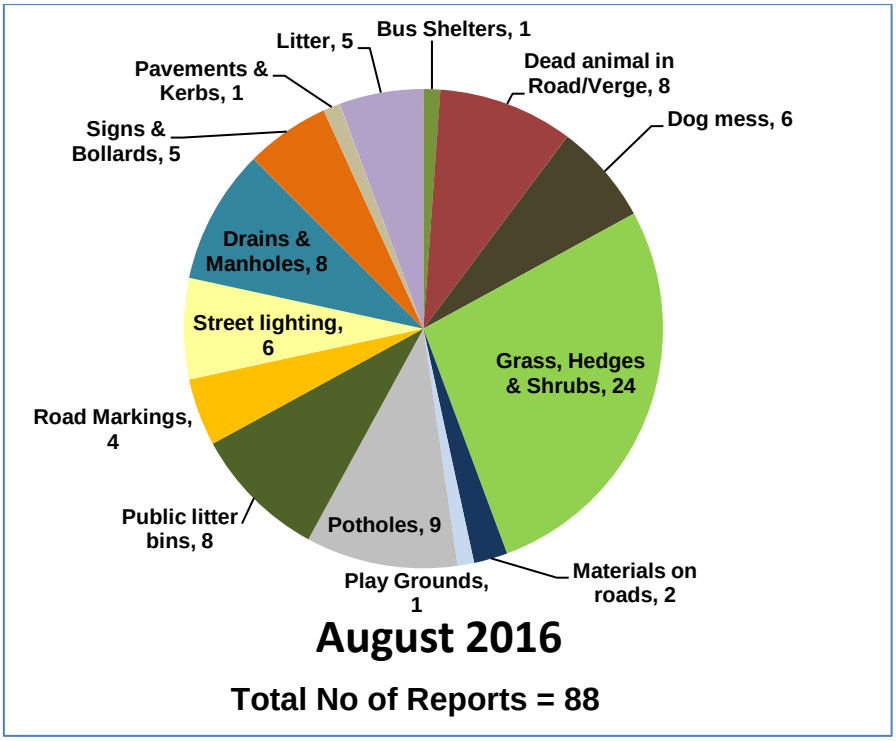
My Wiltshire provides an easy way to report highway issues, including using the Council's website. We have an app so you can report on the go using your smartphone. The My Wiltshire app is available to download at both the App Store (for iPhones and iPads), from Google Play™ (for Android phones) and Windows Store. You can attach information such as photos or videos and pinpoint the location of your report using the mapping software on your phone.

A summary of recent reports in your area is shown below, and further details are shown in Appendix A.

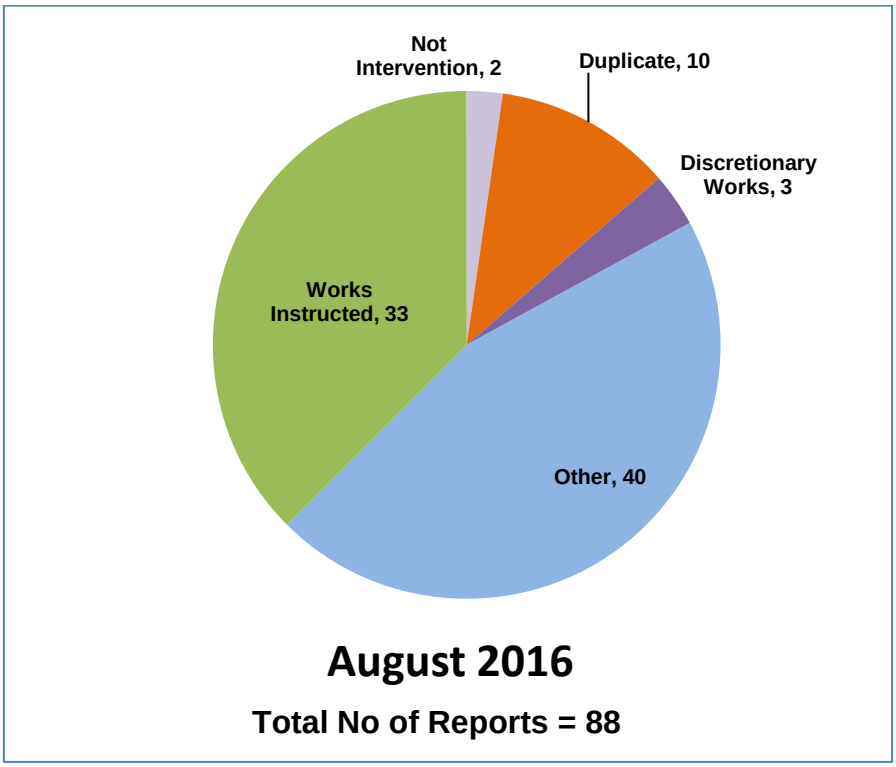
Customer reporting methods in your area



Customer reports in your area for the month of August 2016



Actions following recent reports in your area



Action definitions

1. **Not Intervention** – the technician has attended site and classified the defect as not meeting intervention levels as per the Highway Inspection Manual 2013 or in the case of streetscene reports, service level agreements.

2. **Duplicate** – a report has already been received in relation to this issue and a works instruction has previously been passed to the contractor to undertake a repair/carry out the necessary works.

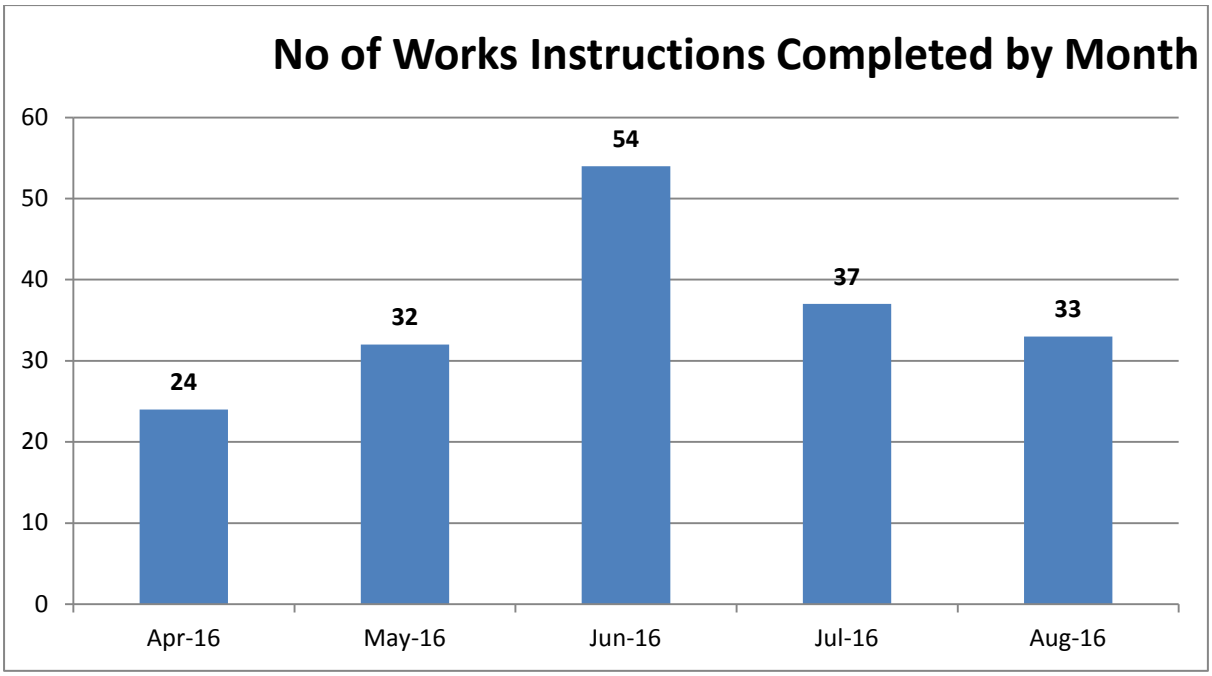
3. **Under Investigation** – this issue is currently with a Highways technician or engineer – they may be awaiting information from the customer or the issue requires further investigation e.g. wet weather inspection, drainage survey, exploratory excavation, ownership query.

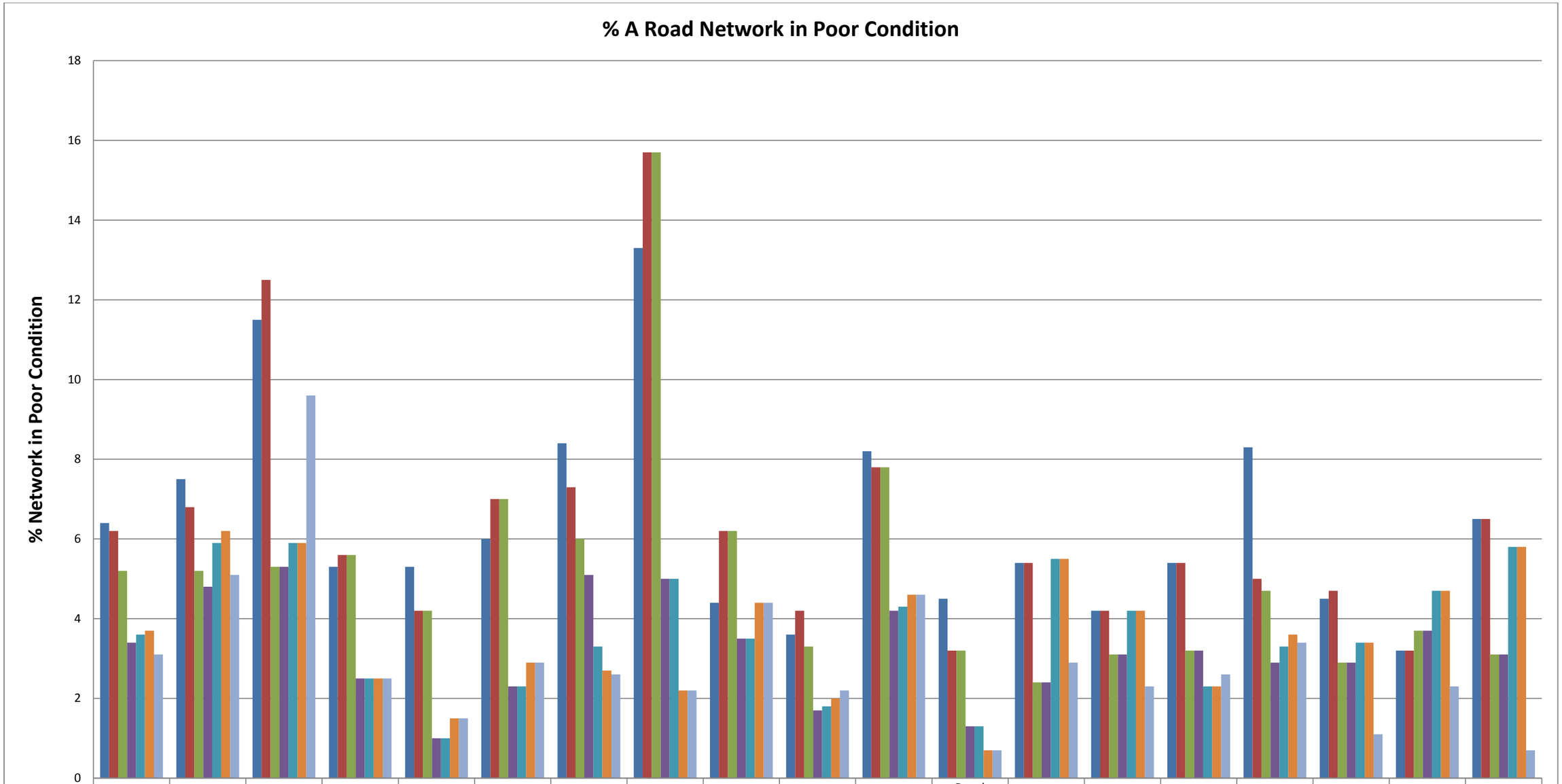
4. **Discretionary works** – this issue is not a highway safety issue and has been identified as one which falls within the remit of the parish steward scheme.

5. **Other** – the issue has been identified as one which does not require any action by Local Highways. This could be for a number of reasons –
   - the report has been cancelled by the user,
   - there is insufficient information provided to assess the issue and the customer has not provided contact details,
   - the issue is not the responsibility of Wiltshire Council e.g. un-adopted highway, gas/electricity/telephone/water/cable company, Highways England, housing association,
   - the technician attended site and nothing was found at the stated location
   - the issue has been passed to another service within Wiltshire Council e.g. rights of way, bridges.

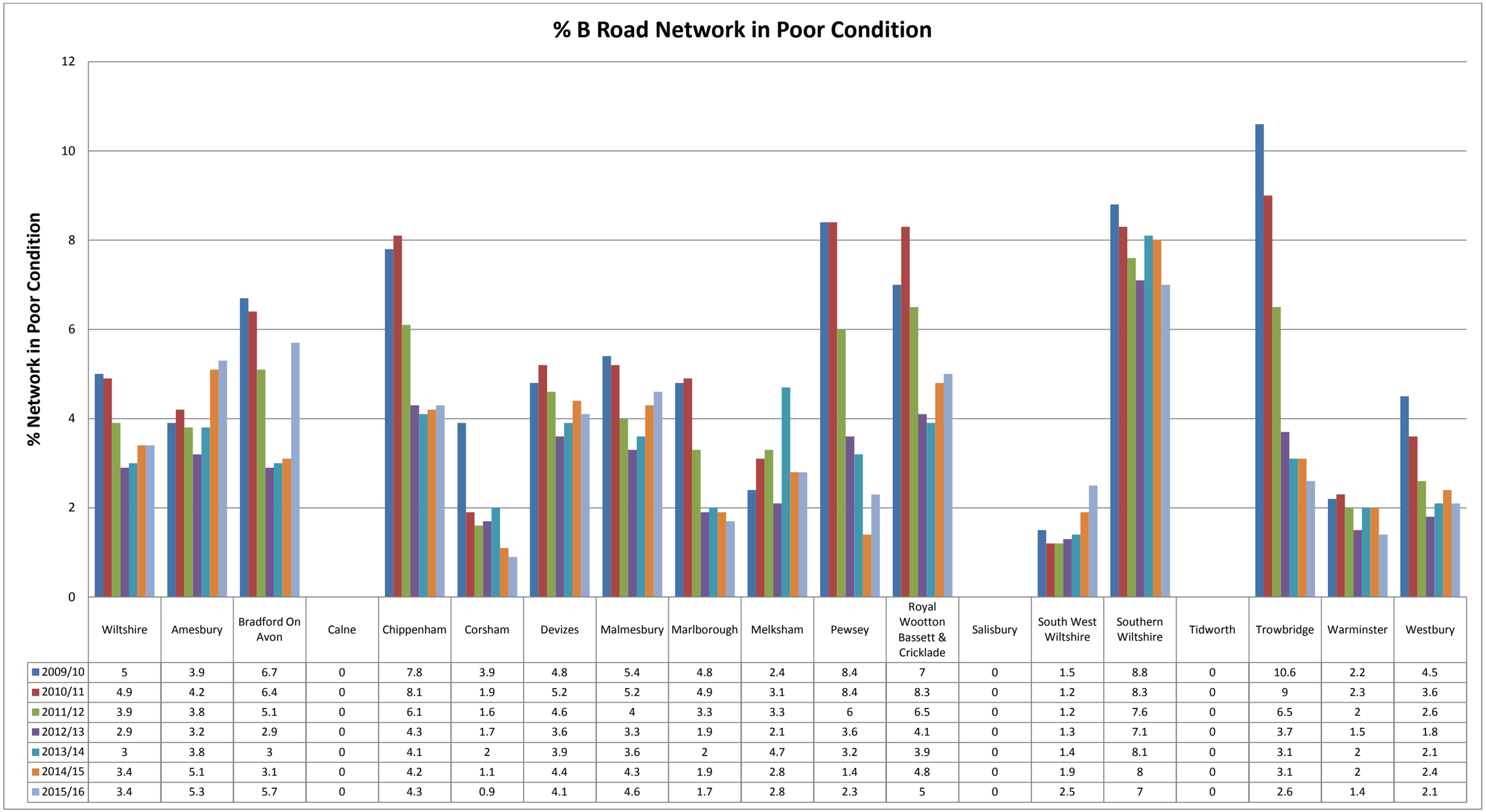
6. **Works Instructed** – the technician has assessed the issue as requiring works to be carried out and has either dealt with the issue personally or has referred it to the contractor for repair.

Highway defects completed in your area in recent months

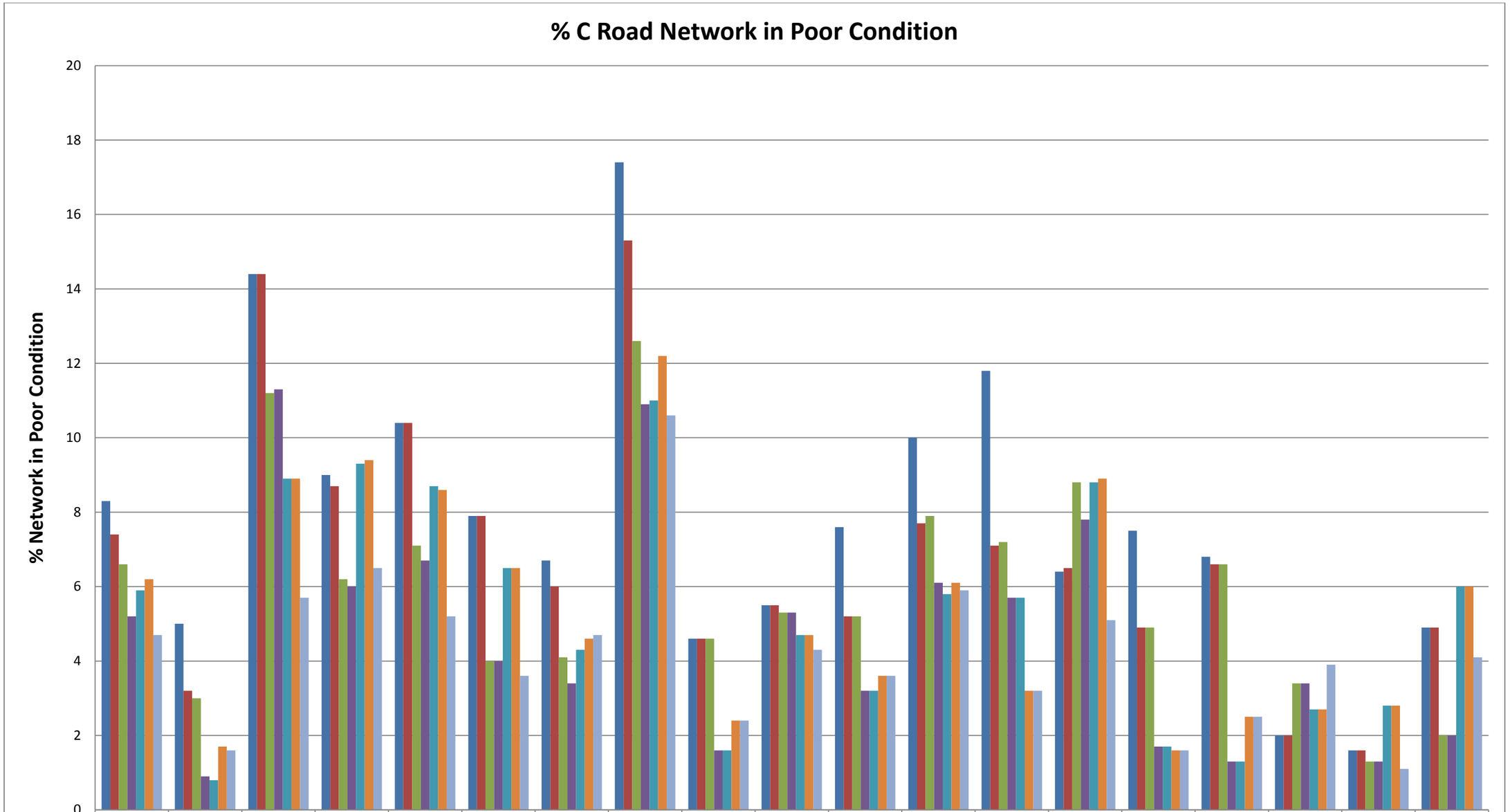




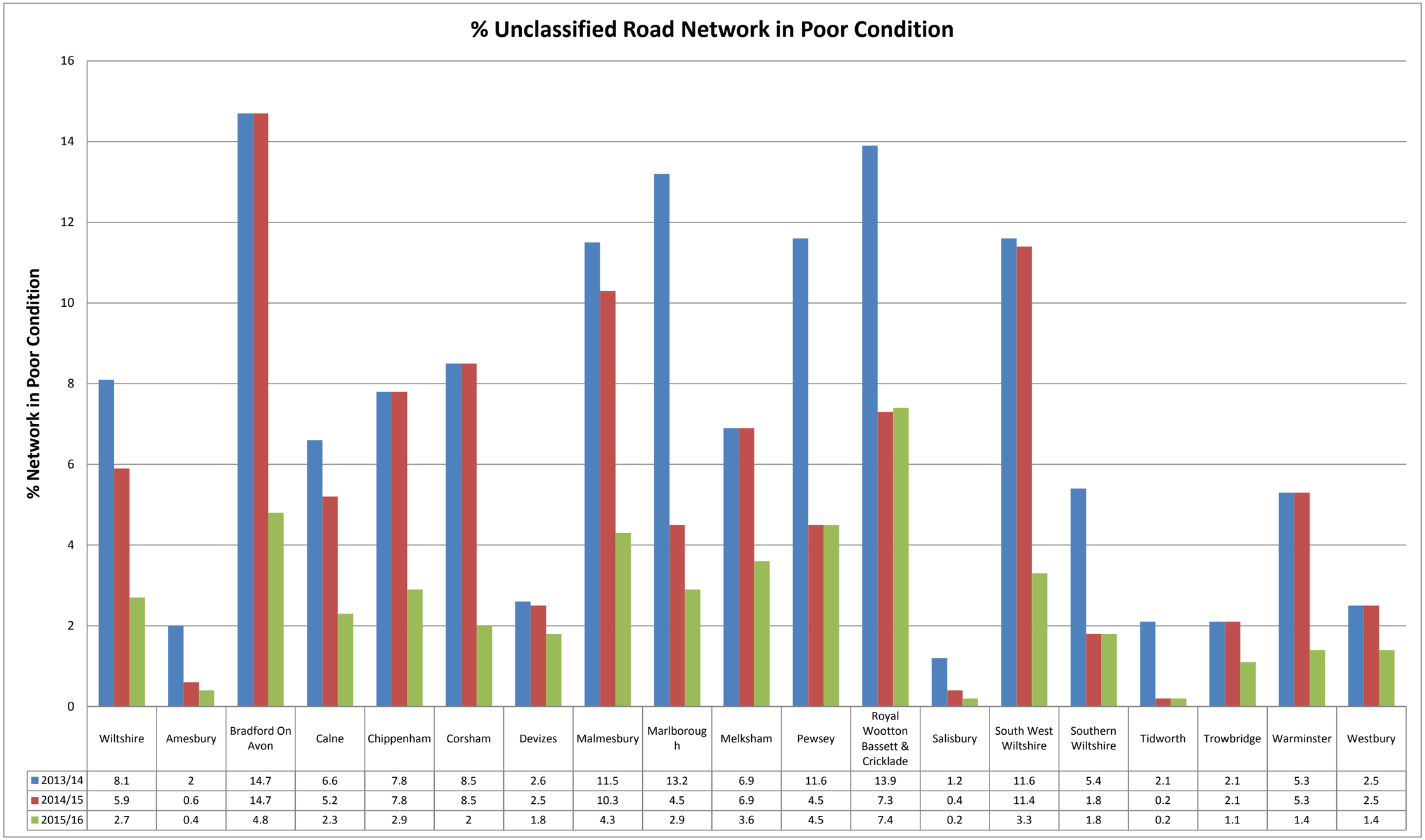
	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	6.4	7.5	11.5	5.3	5.3	6	8.4	13.3	4.4	3.6	8.2	4.5	5.4	4.2	5.4	8.3	4.5	3.2	6.5
2010/11	6.2	6.8	12.5	5.6	4.2	7	7.3	15.7	6.2	4.2	7.8	3.2	5.4	4.2	5.4	5	4.7	3.2	6.5
2011/12	5.2	5.2	5.3	5.6	4.2	7	6	15.7	6.2	3.3	7.8	3.2	2.4	3.1	3.2	4.7	2.9	3.7	3.1
2012/13	3.4	4.8	5.3	2.5	1	2.3	5.1	5	3.5	1.7	4.2	1.3	2.4	3.1	3.2	2.9	2.9	3.7	3.1
2013/14	3.6	5.9	5.9	2.5	1	2.3	3.3	5	3.5	1.8	4.3	1.3	5.5	4.2	2.3	3.3	3.4	4.7	5.8
2014/15	3.7	6.2	5.9	2.5	1.5	2.9	2.7	2.2	4.4	2	4.6	0.7	5.5	4.2	2.3	3.6	3.4	4.7	5.8
2015/16	3.1	5.1	9.6	2.5	1.5	2.9	2.6	2.2	4.4	2.2	4.6	0.7	2.9	2.3	2.6	3.4	1.1	2.3	0.7



	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	5	3.9	6.7	0	7.8	3.9	4.8	5.4	4.8	2.4	8.4	7	0	1.5	8.8	0	10.6	2.2	4.5
2010/11	4.9	4.2	6.4	0	8.1	1.9	5.2	5.2	4.9	3.1	8.4	8.3	0	1.2	8.3	0	9	2.3	3.6
2011/12	3.9	3.8	5.1	0	6.1	1.6	4.6	4	3.3	3.3	6	6.5	0	1.2	7.6	0	6.5	2	2.6
2012/13	2.9	3.2	2.9	0	4.3	1.7	3.6	3.3	1.9	2.1	3.6	4.1	0	1.3	7.1	0	3.7	1.5	1.8
2013/14	3	3.8	3	0	4.1	2	3.9	3.6	2	4.7	3.2	3.9	0	1.4	8.1	0	3.1	2	2.1
2014/15	3.4	5.1	3.1	0	4.2	1.1	4.4	4.3	1.9	2.8	1.4	4.8	0	1.9	8	0	3.1	2	2.4
2015/16	3.4	5.3	5.7	0	4.3	0.9	4.1	4.6	1.7	2.8	2.3	5	0	2.5	7	0	2.6	1.4	2.1



	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	8.3	5	14.4	9	10.4	7.9	6.7	17.4	4.6	5.5	7.6	10	11.8	6.4	7.5	6.8	2	1.6	4.9
2010/11	7.4	3.2	14.4	8.7	10.4	7.9	6	15.3	4.6	5.5	5.2	7.7	7.1	6.5	4.9	6.6	2	1.6	4.9
2011/12	6.6	3	11.2	6.2	7.1	4	4.1	12.6	4.6	5.3	5.2	7.9	7.2	8.8	4.9	6.6	3.4	1.3	2
2012/13	5.2	0.9	11.3	6	6.7	4	3.4	10.9	1.6	5.3	3.2	6.1	5.7	7.8	1.7	1.3	3.4	1.3	2
2013/14	5.9	0.8	8.9	9.3	8.7	6.5	4.3	11	1.6	4.7	3.2	5.8	5.7	8.8	1.7	1.3	2.7	2.8	6
2014/15	6.2	1.7	8.9	9.4	8.6	6.5	4.6	12.2	2.4	4.7	3.6	6.1	3.2	8.9	1.6	2.5	2.7	2.8	6
2015/16	4.7	1.6	5.7	6.5	5.2	3.6	4.7	10.6	2.4	4.3	3.6	5.9	3.2	5.1	1.6	2.5	3.9	1.1	4.1



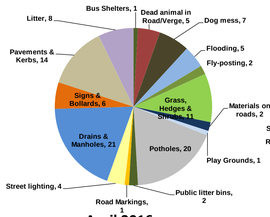
	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2013/14	8.1	2	14.7	6.6	7.8	8.5	2.6	11.5	13.2	6.9	11.6	13.9	1.2	11.6	5.4	2.1	2.1	5.3	2.5
2014/15	5.9	0.6	14.7	5.2	7.8	8.5	2.5	10.3	4.5	6.9	4.5	7.3	0.4	11.4	1.8	0.2	2.1	5.3	2.5
2015/16	2.7	0.4	4.8	2.3	2.9	2	1.8	4.3	2.9	3.6	4.5	7.4	0.2	3.3	1.8	0.2	1.1	1.4	1.4

Appendix B: My Wiltshire Statistics

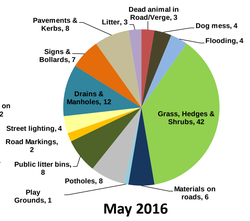
Wiltshire Council
Where everybody matters

Bradford on Avon Area Board

Customer Reported Issues



April 2016
Total No of Reports = 110



May 2016
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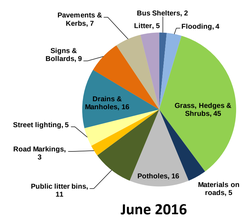

June 2016
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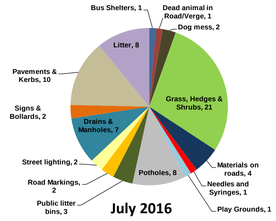

July 2016
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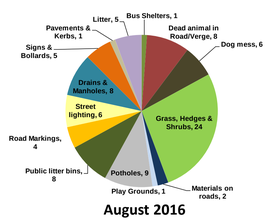
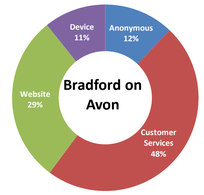
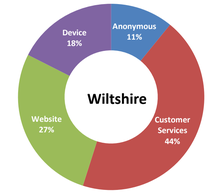


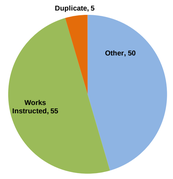
August 2016
Total No of Reports = 88

Reporting Channels

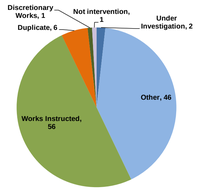




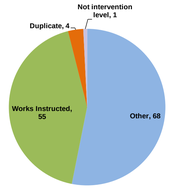
Customer Call Outcomes



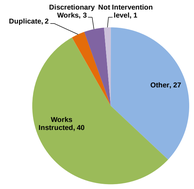
April 2016
Total No of Reports = 110



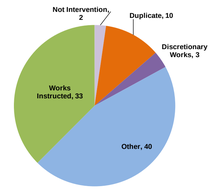
May 2016
Total No of Reports = 112



June 2016
Total No of Reports = 128

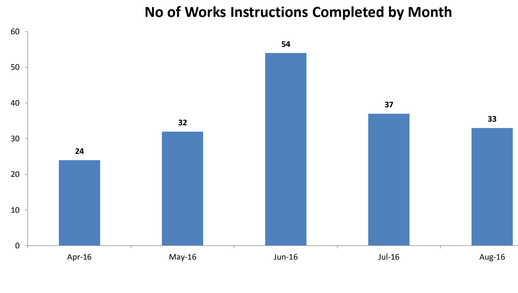


July 2016
Total No of Reports = 73

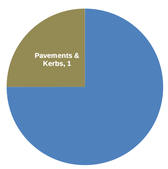


August 2016
Total No of Reports = 88

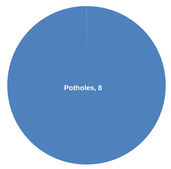
Completed in Month



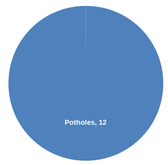
Safety Inspections



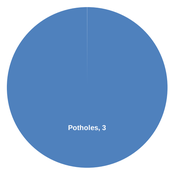
April 2016
Total No of Defects= 4



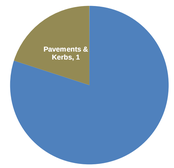
May 2016
Total No of Defects = 8



June 2016
Total No of Defects = 12



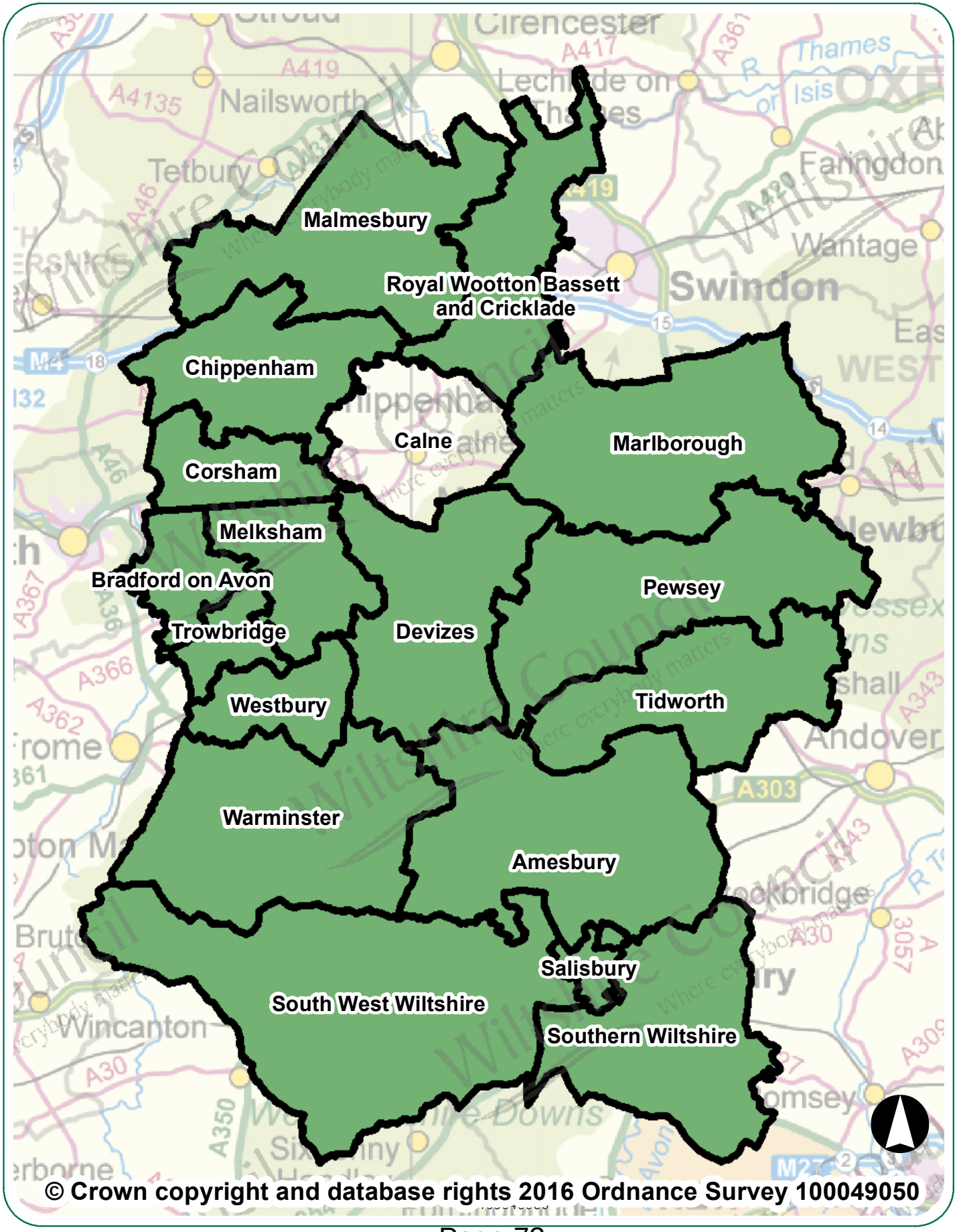
July 2016
Total No of Defects = 3



August 2016
Total No of Defects = 5

Wiltshire Council
Where everybody matters

Calne Area Board
Highway Information



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Calne Area Board Highway Information

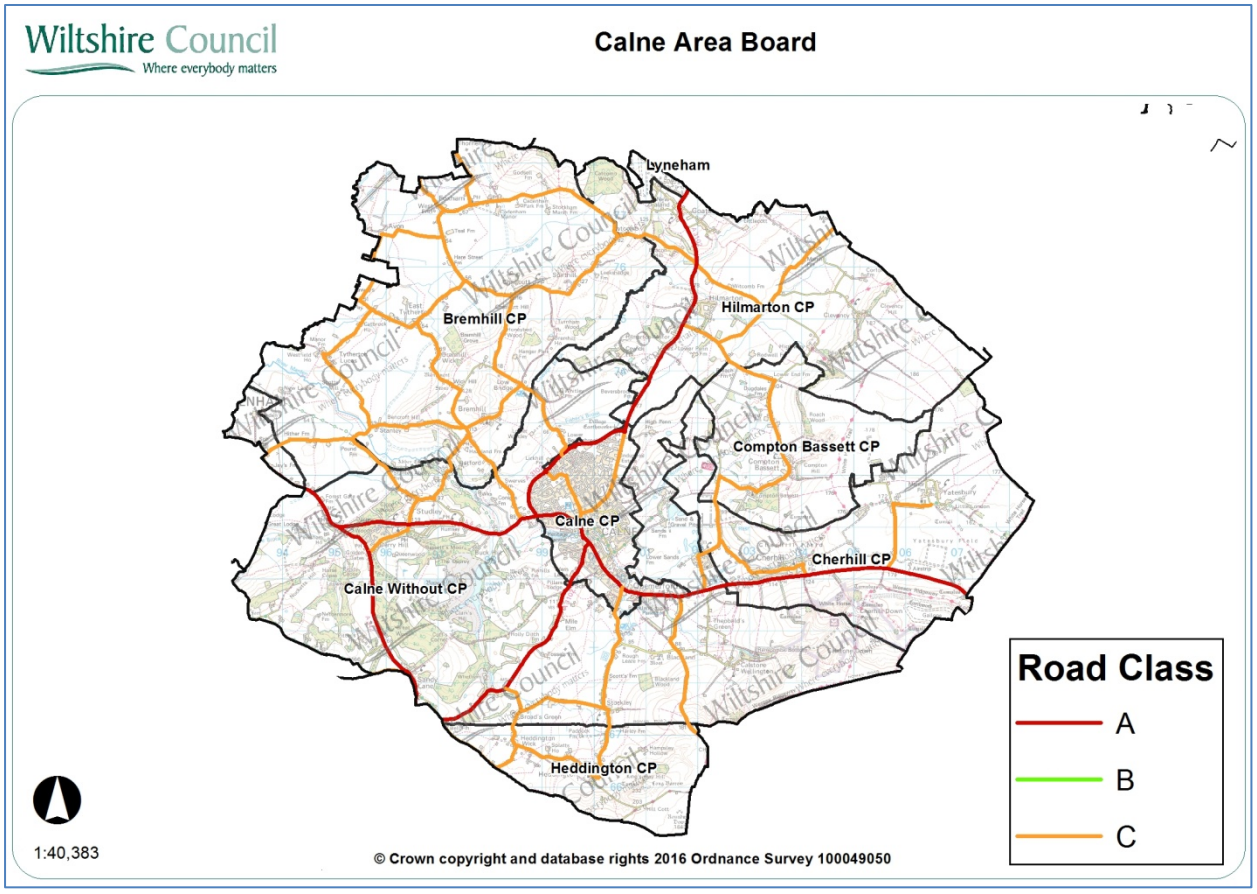
Introduction

This document summarises highway information for your area board. It lists the recent highway and related work carried out by Wiltshire Council, including the road resurfacing carried out during the first two years of the 'Local Highways Investment Fund 2014 – 2020', and includes other information which should be of interest.

Further information on the Council's activities is available at the website www.wiltshire.gov.uk. If you wish to report a specific highway issue please use My Wiltshire. Details are provided at the end of this document.

Parishes in the community area are:

Bremhill, Heddington, Calne Without, Cherhill, Compton Bassett, Calne, Hilmarton



Network statistics in your area

Road length by class

Road type	Urban (km)	Rural (km)
A Class Roads	9	21.61
B Class Roads	0.00	0.00
C Class Roads	16.08	61.09
Unclassified Roads	51.92	29.17
Total	**77**	**111.87**
	Overall Total	**188.87**

The council categorises its roads to reflect their importance. This enables an effective assignment of highway inspection frequencies and maintenance standards.

Highway assets in your area

The council keeps an inventory of its highway assets in order to assist planning its highway maintenance. Important statistics relating to your board area are:

Asset Type	Measure
Carriageway	188.87km
Footways adjacent to road	104km
Footways (linked)	13.55km
White road centre lines	55km
Road kerbs	138km
Grass verge (maintained)	272 km
Drainage grips	1,045 number
Drainage pipe grips	86 number
Drainage gullies	4,094 number
Road signs	1,310 number
Street lights	2,531 number

Major highway maintenance

Road resurfacing

Wiltshire has over 3,000 miles of road. The Council's 'Local Highways Investment Fund 2014 – 2020' is making a massive investment to improve the condition of the roads in Wiltshire over six years. The programme of work started in April 2014, and is designed and supervised by the Council's consultants Atkins, with the work carried out by our main highway contractors Tarmac and Eurovia.

The work carried out in the first two years of the programme has improved a considerable number of the roads in previously poor condition. The locations of sites treated in recent years are shown below.

Carriageway repairs

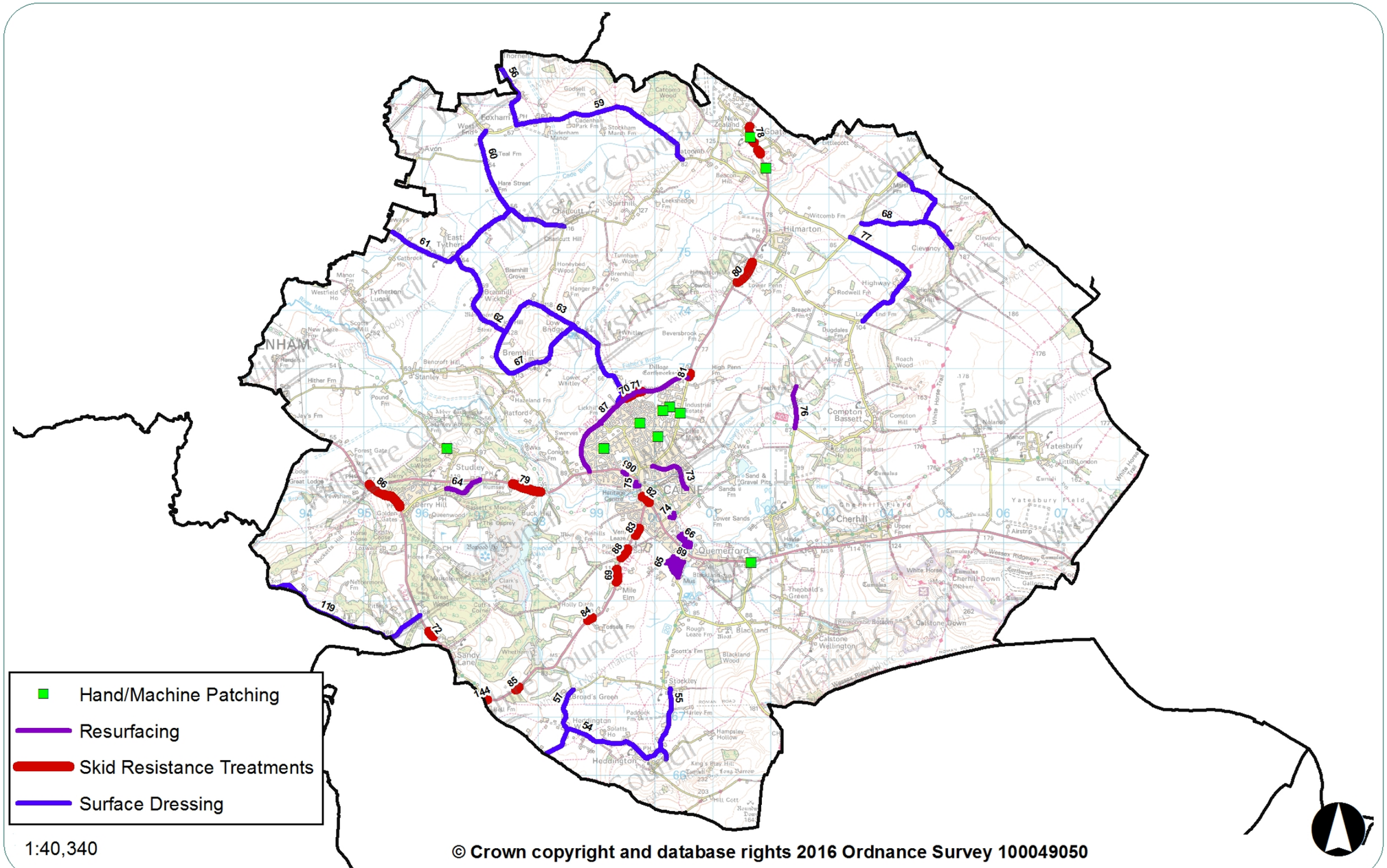
As well as resurfacing roads other works are undertaken to make localised repairs to keep the roads safe. The works undertaken in your area since 2014 are shown on the map below.

The wet winter and flooding in previous years has resulted in substantial damage to the road network. It is important that serious defects are treated promptly to keep the roads safe. The Council currently operates four Pothole teams that respond to urgent issues to keep the roads safe.

Plan showing major maintenance schemes & hand/machine patching sites completed since 2014

Wiltshire Council
Where everybody matters

Calne Area Board



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Major maintenance completed since 2014

No	Location	Works
54	The Turnpike junction with The Common, south to Heddington to Church Road junction	Surface Dressing
55	Church Road, Heddington into Hampsley Road into Stockley Road to junction with Stockley Hollow	Surface Dressing
56	Unnamed road - Foxham north C132 to B4069	Surface Dressing
119	Mons Lane east to Bewley Lane junction to A342 Devizes Road	Surface Dressing
57	The Common (Heddington Wick to junction with Broads Green)	Surface Dressing
58	Lye Common (junction with Station Road to junction with Thorn end)	Surface Dressing
59	Foxham east C111 to near junction Catcomb	Surface Dressing
60	Hare Street (junction West End to junction Charlcutt)	Surface Dressing
61	Mauds Heath Causeway (junction Mauds Heath Causeway north to Avon to junction with Hare Street)	Surface Dressing
62	Wick Hill (junction Maud Heaths Causeway to Monument Farm)	Surface Dressing
63	Fishers Brook (junction Beversbrook Road to junction Dumb Post Hill)	Surface Dressing
64	Old Road, Studley	Resurfacing
65	The Rise, Fairway, Charlieu Avenue & Bay Close, Calne	Resurfacing
66	Wessington Park, Calne	Resurfacing
67	Top of Bencroft Hill north-east C112 through Bremhill to Low Bridge	Surface Dressing
68	Unnamed road - Corton	Surface Dressing
69	Tossels Farm Entrance to Pillars Lodge Entrance	Skid Resistance Improvements
70	Roundabout 2 To Oxford Road Roundabout Calne Bypass	Skid Resistance Improvements
71	Roundabout 2 To Oxford Road Roundabout Calne Bypass	Skid Resistance Improvements
72	Entrance To Kennels Lodge To unclassified road Nash Hill	Skid Resistance Improvements

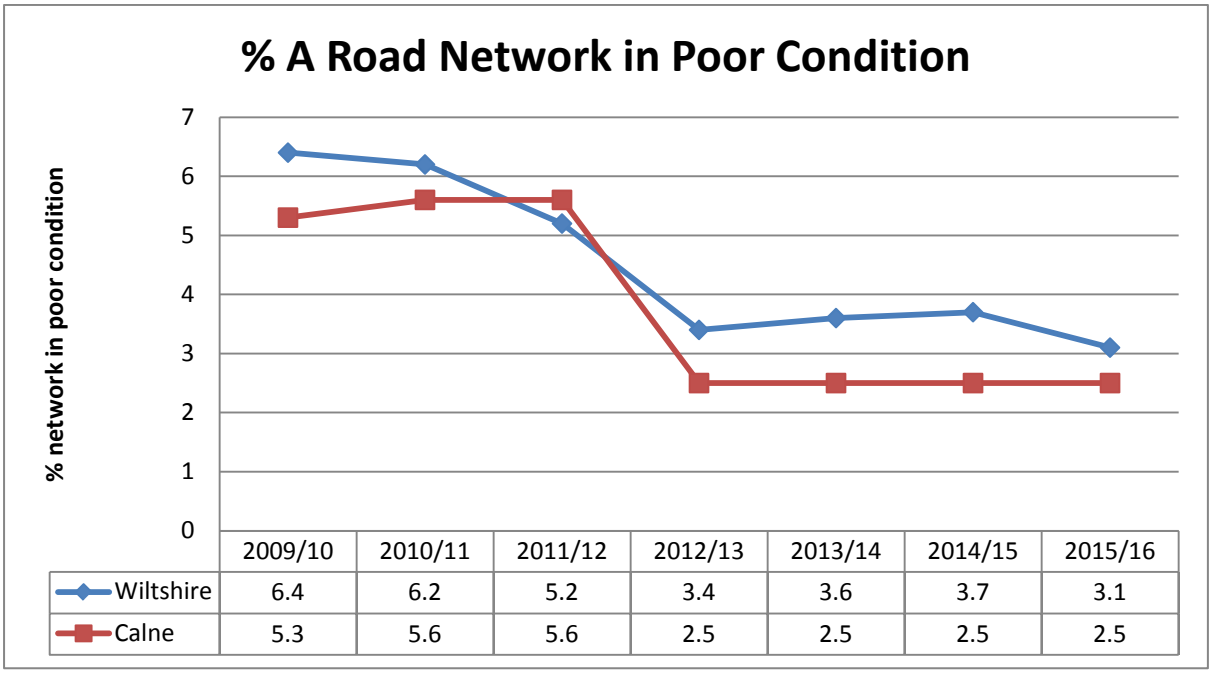
No	Location	Works
73	Abberd Way, Calne	Resurfacing
74	Brewers Lane, Calne	Resurfacing
75	Cox's Hill, Calne	Resurfacing
76	Freeth Lane, Compton Bassett	Resurfacing
77	Highway Common, Compton Bassett	Surface Dressing
78	Widcombe Mill Xrds To Goatacre Lane	Skid Resistance Improvements
79	C136 Church Road To 40mph Calne	Skid Resistance Improvements
80	Compton Bassett To Church Road	Skid Resistance Improvements
81	Greenacres Way Roundabout to entrance of Cowage Farm	Skid Resistance Improvements
82	A3102 Curzon Streat Mini-roundabout to A3102 Silver Sreet mini-roundabout	Skid Resistance Improvements
83	Pillars Lodge Entrance to Roundabout at Sports Centre	Skid Resistance Improvements
84	Broads Green To Tossels Farm Entrance To Tossels Farm	Skid Resistance Improvements
85	Back Lane To Broads Green	Skid Resistance Improvements
86	A342 Old Derry Hilll	Skid Resistance Improvements
144	A3102/A342 To Back Lane	Skid Resistance Improvements
87	Calne By-Pass	Resurfacing
88	Tossels Farm Entrance To Pillars Lodge Entrance	Skid Resistance Improvements
89	The Rise, Calne	Resurfacing
90	A4 Curzon Street, Calne	Resurfacing

Highway conditions and technical surveys in your area

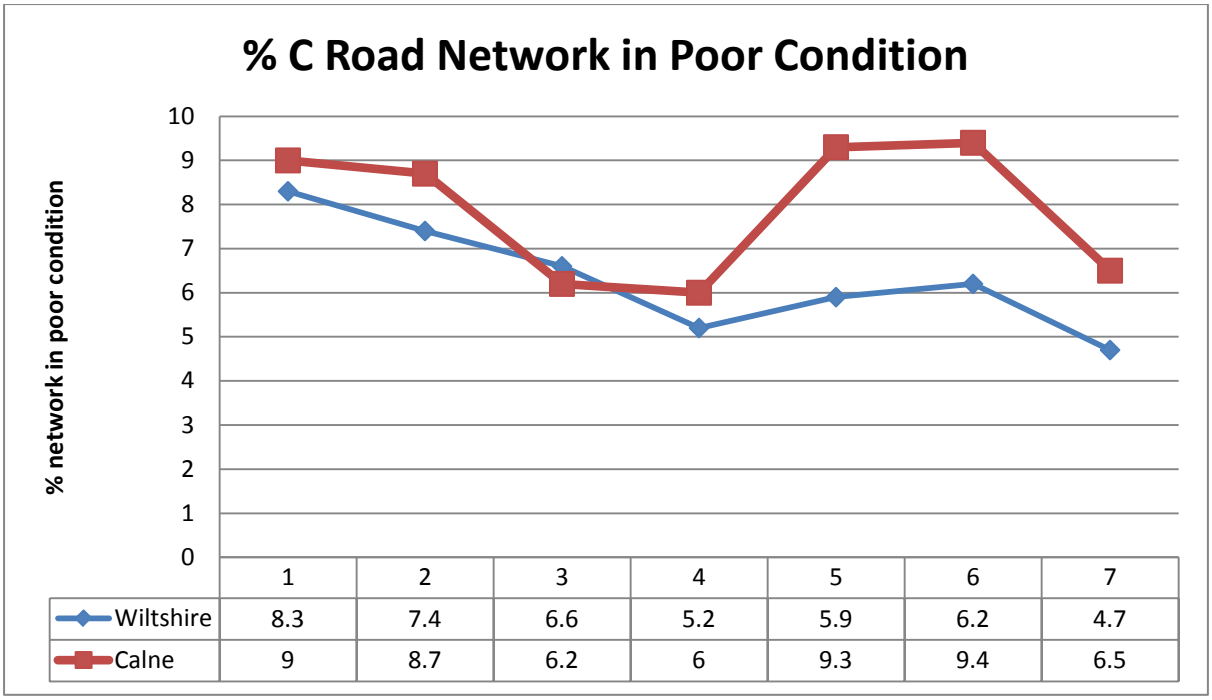
Roads deteriorate in condition because of various factors, including traffic volumes, ground conditions, and weather and drainage issues. Technical surveys of the condition of the highway network are carried out annually and the information is used to help prioritise schemes. Road safety is the priority, and maintaining adequate skid resistance on the busy high speed roads is vital.

The surveys include the use of a vehicle equipped with lasers and cameras to record road surface condition, which allows us to report on road conditions to the Department for Transport and to prioritise maintenance work. Other surveys include measuring skid resistance on the busier roads.

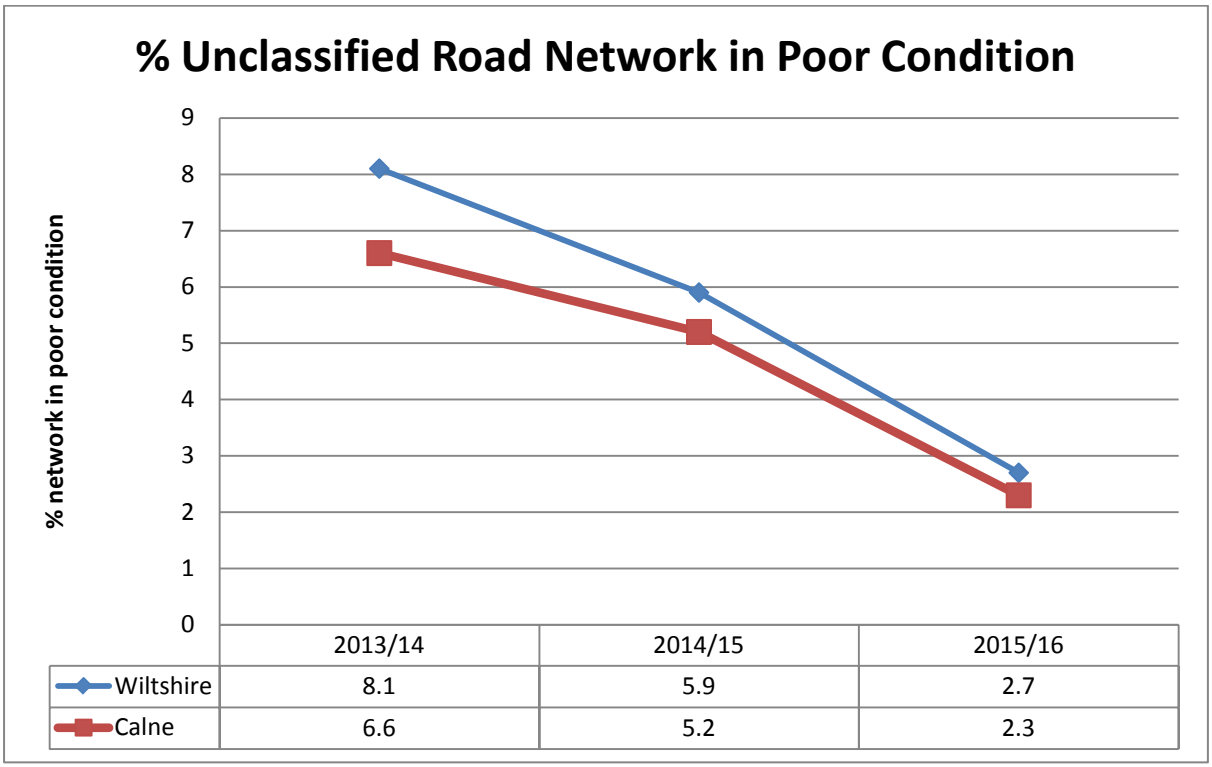
The road conditions in your area are shown below. It should be noted that low numbers are good because it indicates that less road length should be considered for treatment. More detailed information is shown in Appendix A.



	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	6.4	6.2	5.2	3.4	3.6	3.7	3.1
Calne	5.3	5.6	5.6	2.5	2.5	2.5	2.5



	1	2	3	4	5	6	7
Wiltshire	8.3	7.4	6.6	5.2	5.9	6.2	4.7
Calne	9	8.7	6.2	6	9.3	9.4	6.5



	2013/14	2014/15	2015/16
Wiltshire	8.1	5.9	2.7
Calne	6.6	5.2	2.3

Integrated transport, bridge and drainage works

Integrated transport

The Council's traffic engineering team work with our contractors to plan and deliver a range of projects to the local community, most notably through the Area Boards and Community Area Transport Groups (CATGs). The schemes range in size and complexity from simple sign installation through to more complex road safety and improvement schemes.

Bridges

The Council regularly inspects its bridges and other highway structures. There is a programme of renewal and refurbishment works to keep them in good condition, as well as having to respond to damage caused by collisions.

Drainage

Programmes of drainage investigations, repairs and flood alleviation schemes are undertaken throughout the year, but the flooding in recent years has meant that there has been a need to respond immediately to flooding issues, as well as dealing with previously identified problem sites. The drainage improvement and flood alleviation work is co-ordinated through the Council's Operational Flood Working Groups that include the Environment Agency, Wessex Water, other organisations and stakeholders.

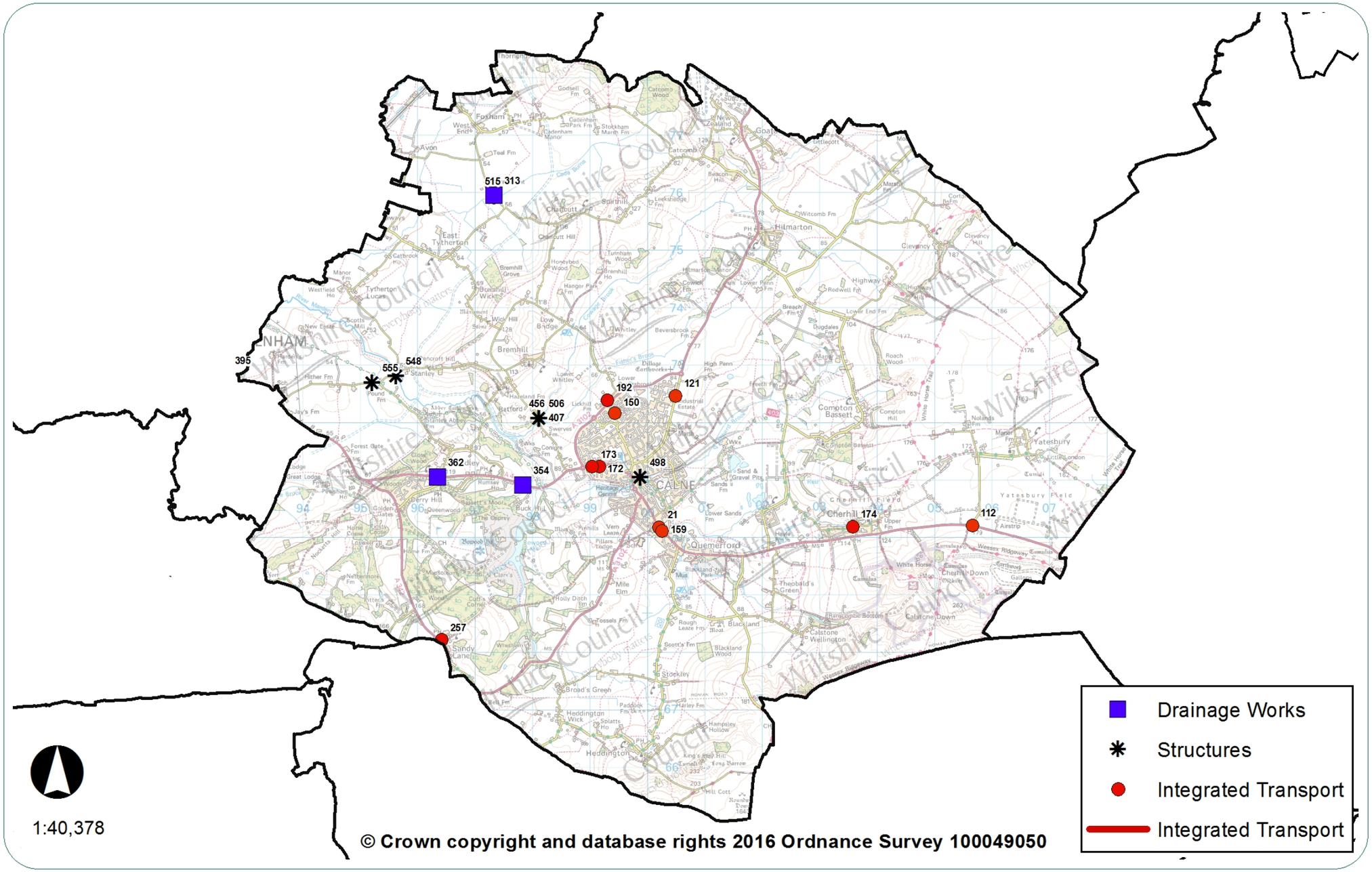
Recent work in your area

The Integrated Transport, Bridge and Drainage schemes carried out in your area since 2015 are listed below.

Plan showing completed integrated transport, bridge and drainage schemes since 2015

Wiltshire Council
Where everybody matters

Calne Area Board



Integrated transport schemes since 2015

No	Location	Description
21	Bentley Lane/A4, Calne	Calne Bentley Lane / A4 junction footway widening
112	Yatesbury	A4 Yatesbury Junction Review - signs and road markings / studs
121	Calne	HGV testing station signs - removal and erect new
150	A3102 Calne	Direction signs to Beversbrook Medical Centre
159	Bentley Lane, Calne	Signs & bollards
172	Calne	Springfield Pedestrian crossing
173	Calne	Springfield bus shelter
174	Cherhill	Village 20mph speed limit
192	Devonshire Place to Tower Road	Shared use path
257	A342 Sandy Lane	A342 Sandy Lane warning signs

Drainage works since 2015

No	Location	Description
313	Calne	Culvert reconstruction
354	Calne	Replacement of limed up carrier pipe
362	Calne	Replacement of soakaway

Bridge works since 2014

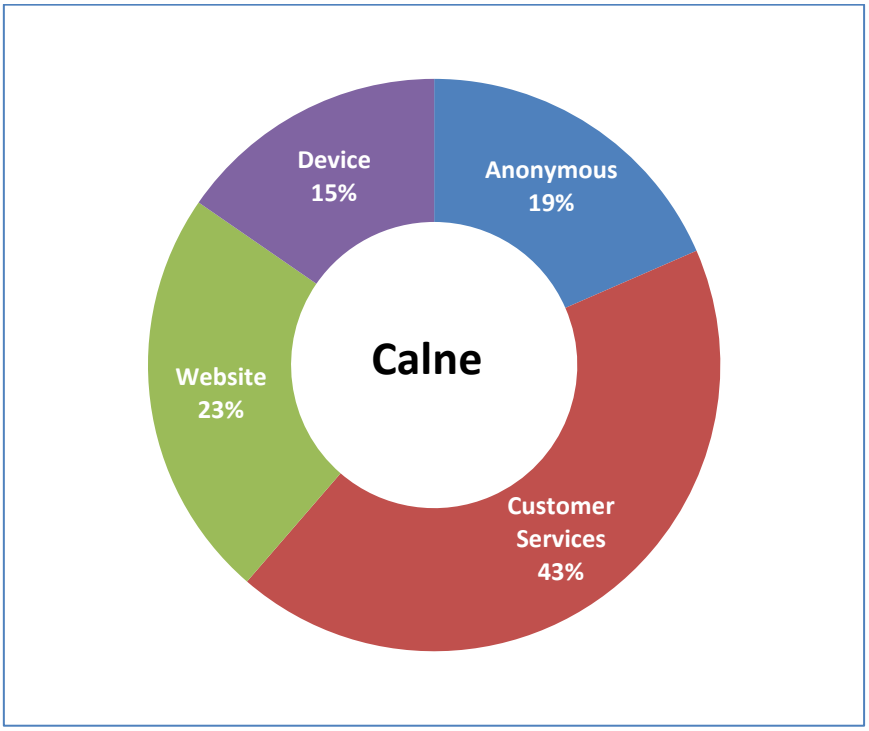
No	Location	Description
548	Bremhill	Road Traffic Collision Masonry Repairs
555	Bremhill	Masonry repairs
407	Bremhill	Ratford Bridge Parapet Repair
456	Bremhill	Rattle Bridge Ratford, Repair Parapet following Road Traffic Collision
498	Calne	Bacon Harris Footbridge, repairs to railings
506	Bremhill	Rattle Bridge Repair
515	Bremhill	Hare Street Bridge, Timber Parapet Replacement Works

My Wiltshire

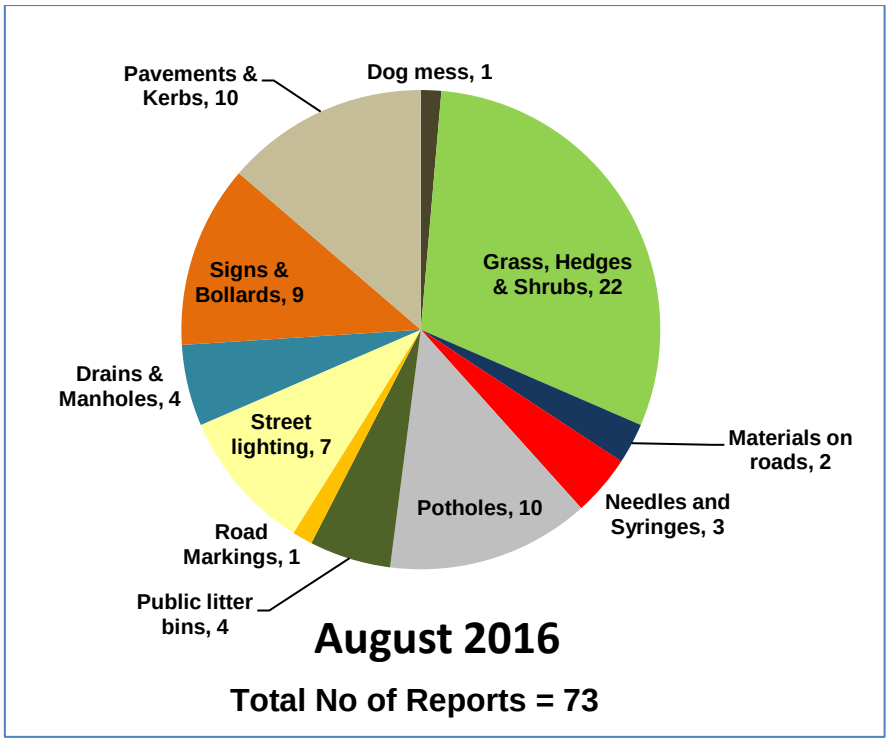
My Wiltshire provides an easy way to report highway issues, including using the Council's website. We have an app so you can report on the go using your smartphone. The My Wiltshire app is available to download at both the App Store (for iPhones and iPads), from Google Play™ (for Android phones) and Windows Store. You can attach information such as photos or videos and pinpoint the location of your report using the mapping software on your phone.

A summary of recent reports in your area is shown below, and further details are shown in Appendix B.

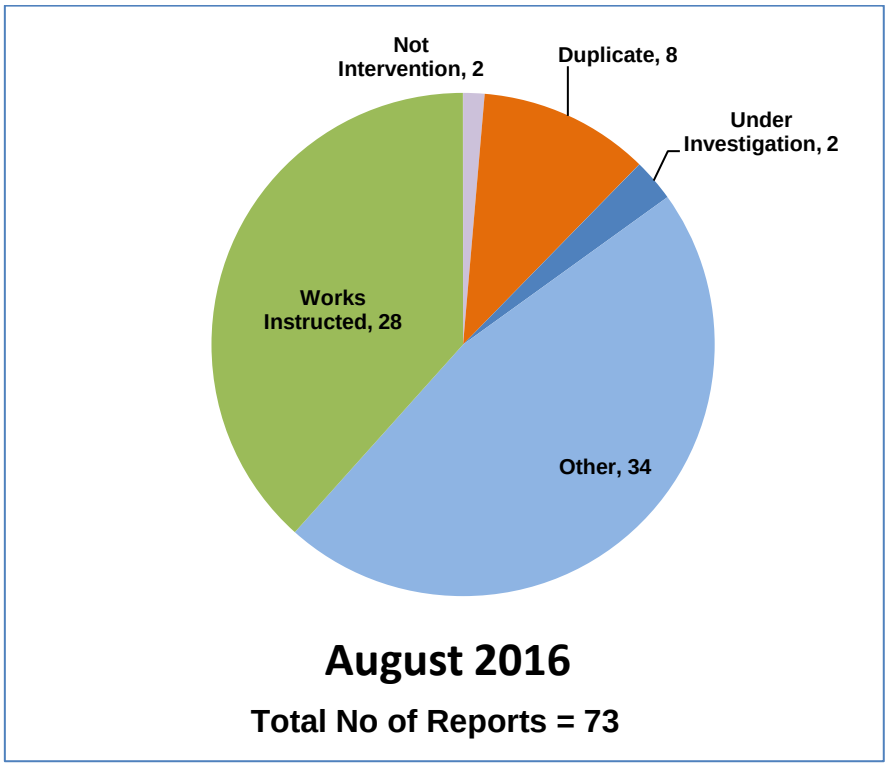
Customer reporting methods in your area



Customer reports in your area for the month of August 2016



Actions following recent reports in your area



Action definitions

1. **Not Intervention** – the technician has attended site and classified the defect as not meeting intervention levels as per the Highway Inspection Manual 2013 or in the case of streetscene reports, service level agreements.

2. **Duplicate** – a report has already been received in relation to this issue and a works instruction has previously been passed to the contractor to undertake a repair/carry out the necessary works.

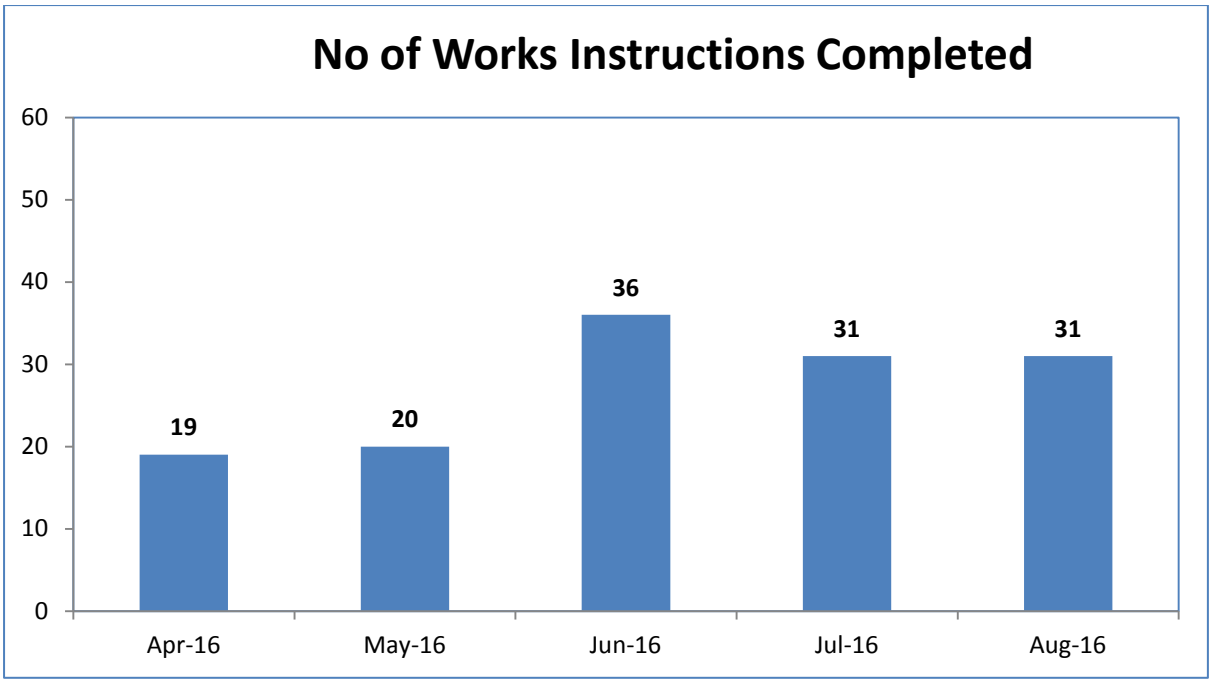
3. **Under Investigation** – this issue is currently with a Highways technician or engineer – they may be awaiting information from the customer or the issue requires further investigation e.g. wet weather inspection, drainage survey, exploratory excavation, ownership query.

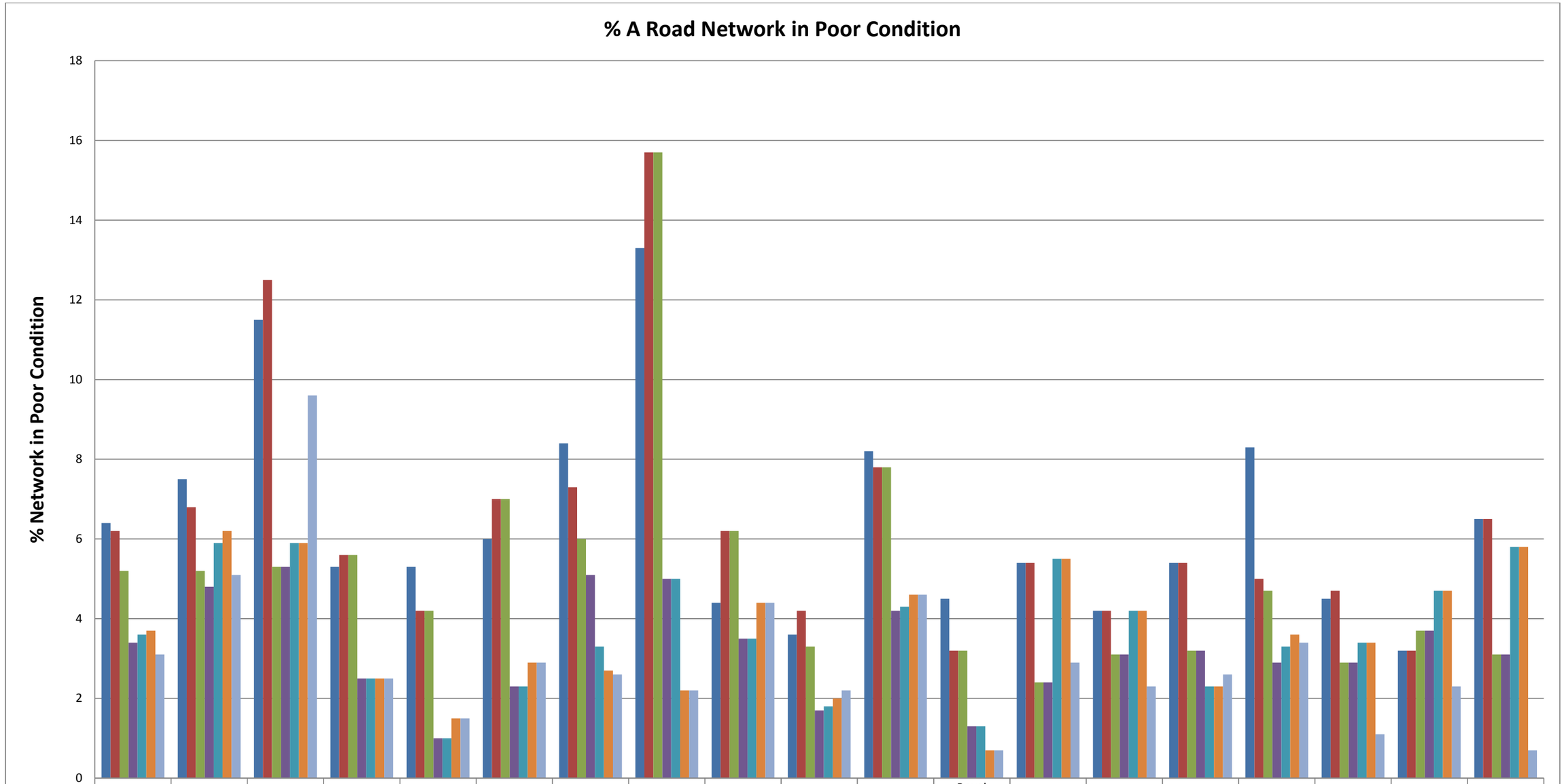
4. **Discretionary works** – this issue is not a highway safety issue and has been identified as one which falls within the remit of the parish steward scheme.

5. **Other** – the issue has been identified as one which does not require any action by Local Highways. This could be for a number of reasons –
   - the report has been cancelled by the user,
   - there is insufficient information provided to assess the issue and the customer has not provided contact details,
   - the issue is not the responsibility of Wiltshire Council e.g. un-adopted highway, gas/electricity/telephone/water/cable company, Highways England, housing association,
   - the technician attended site and nothing was found at the stated location
   - the issue has been passed to another service within Wiltshire Council e.g. rights of way, bridges.

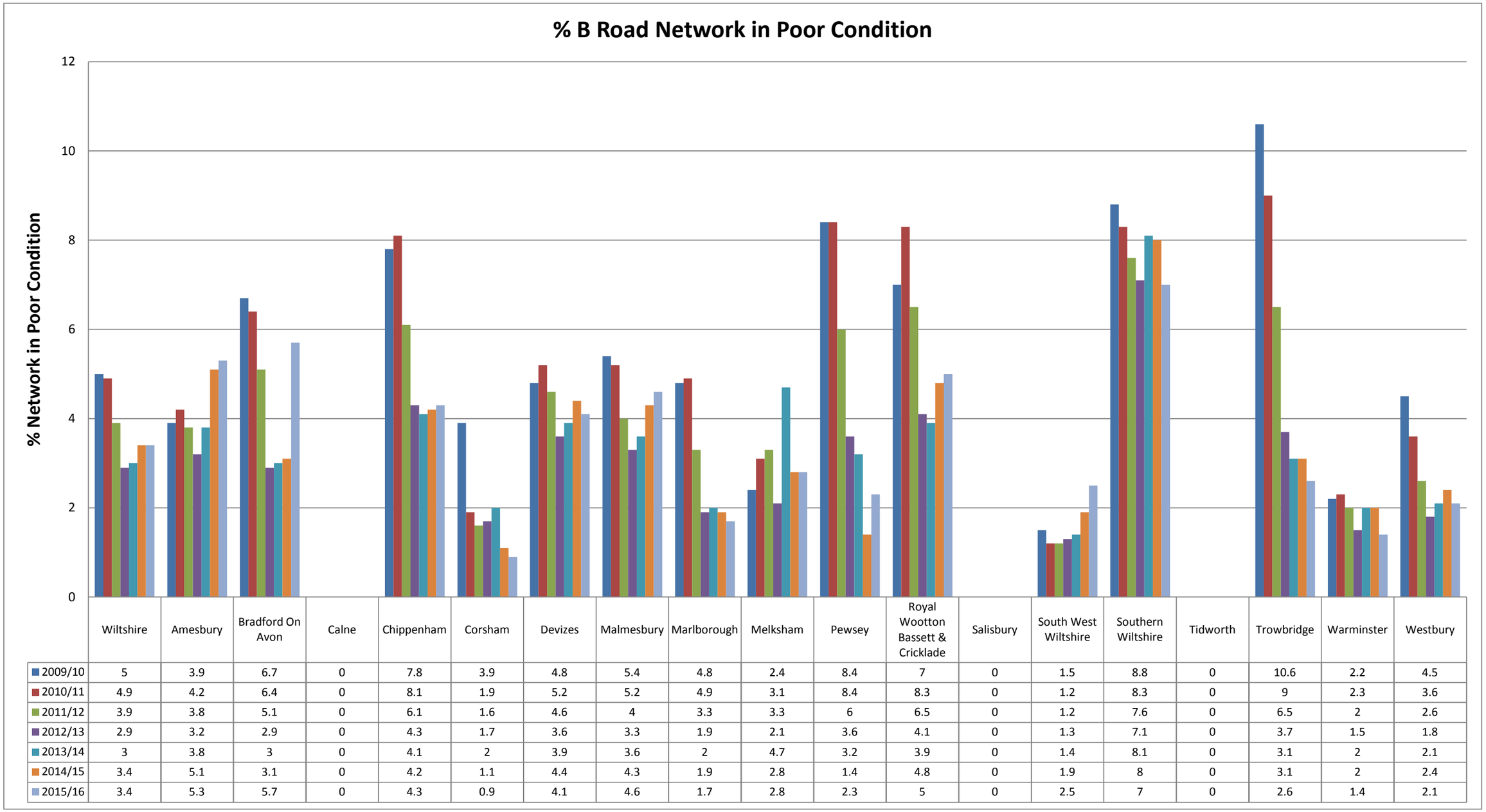
6. **Works Instructed** – the technician has assessed the issue as requiring works to be carried out and has either dealt with the issue personally or has referred it to the contractor for repair.

Highway defects completed in your area in recent months

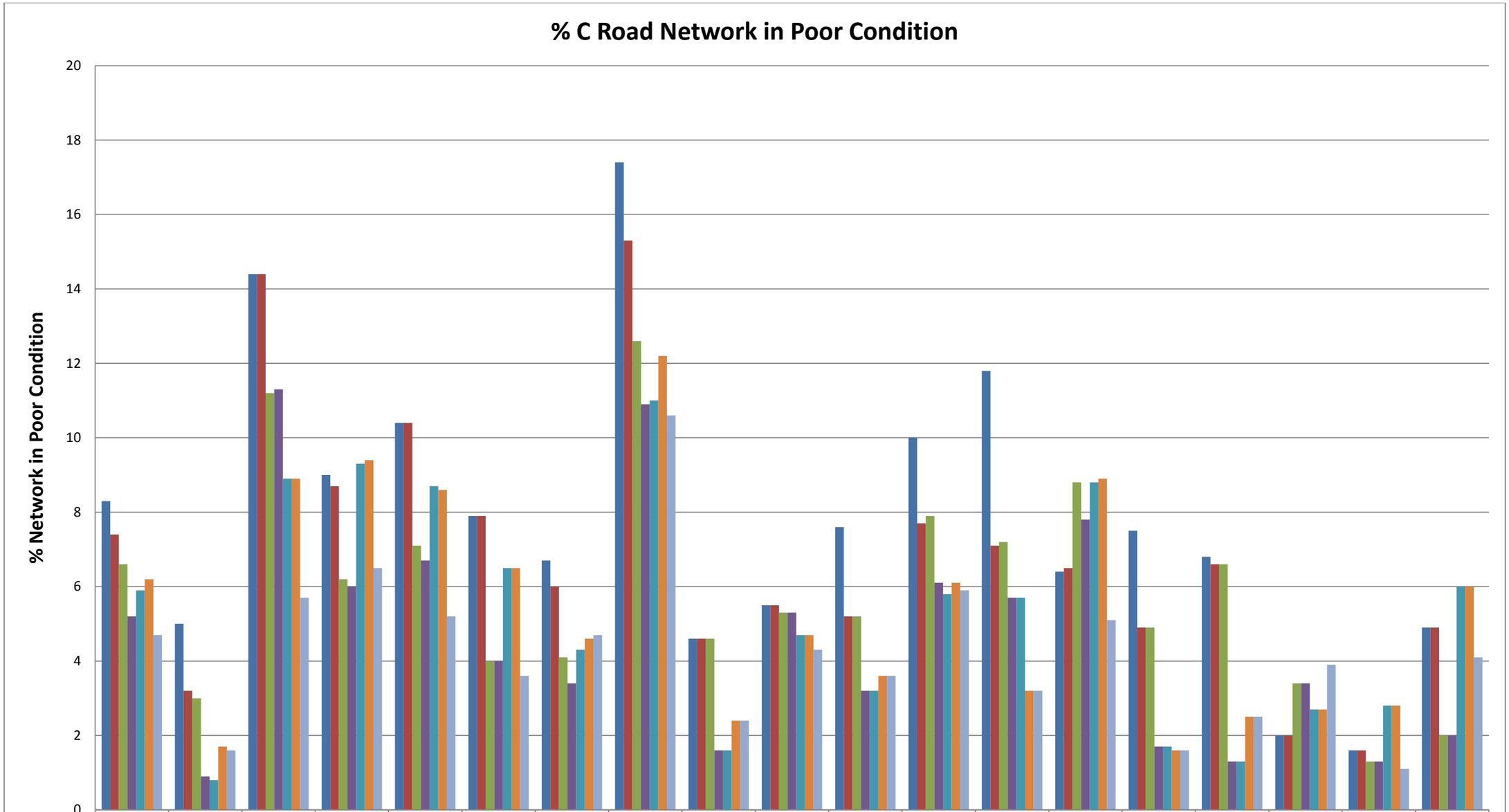




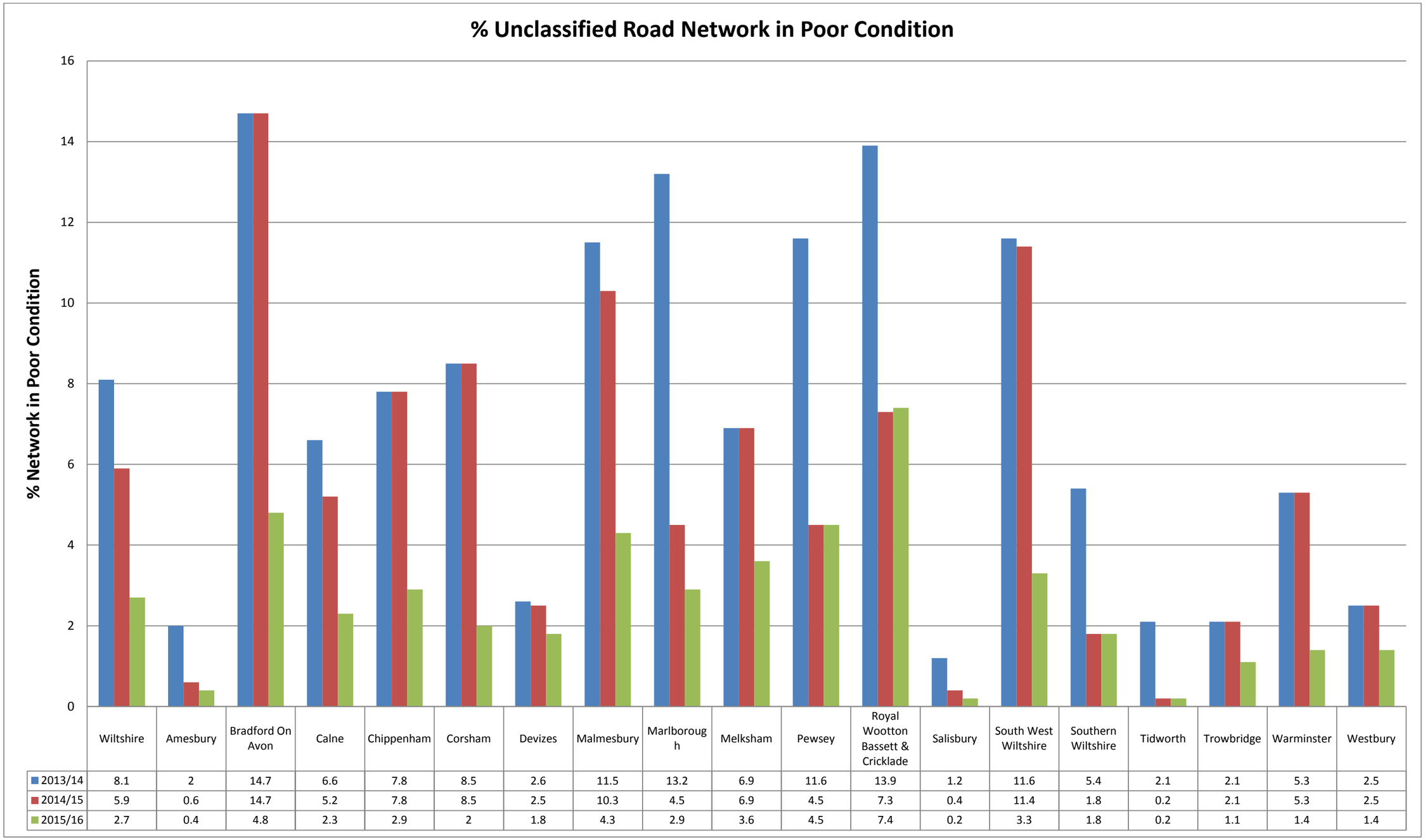
	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	6.4	7.5	11.5	5.3	5.3	6	8.4	13.3	4.4	3.6	8.2	4.5	5.4	4.2	5.4	8.3	4.5	3.2	6.5
2010/11	6.2	6.8	12.5	5.6	4.2	7	7.3	15.7	6.2	4.2	7.8	3.2	5.4	4.2	5.4	5	4.7	3.2	6.5
2011/12	5.2	5.2	5.3	5.6	4.2	7	6	15.7	6.2	3.3	7.8	3.2	2.4	3.1	3.2	4.7	2.9	3.7	3.1
2012/13	3.4	4.8	5.3	2.5	1	2.3	5.1	5	3.5	1.7	4.2	1.3	2.4	3.1	3.2	2.9	2.9	3.7	3.1
2013/14	3.6	5.9	5.9	2.5	1	2.3	3.3	5	3.5	1.8	4.3	1.3	5.5	4.2	2.3	3.3	3.4	4.7	5.8
2014/15	3.7	6.2	5.9	2.5	1.5	2.9	2.7	2.2	4.4	2	4.6	0.7	5.5	4.2	2.3	3.6	3.4	4.7	5.8
2015/16	3.1	5.1	9.6	2.5	1.5	2.9	2.6	2.2	4.4	2.2	4.6	0.7	2.9	2.3	2.6	3.4	1.1	2.3	0.7



	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	5	3.9	6.7	0	7.8	3.9	4.8	5.4	4.8	2.4	8.4	7	0	1.5	8.8	0	10.6	2.2	4.5
2010/11	4.9	4.2	6.4	0	8.1	1.9	5.2	5.2	4.9	3.1	8.4	8.3	0	1.2	8.3	0	9	2.3	3.6
2011/12	3.9	3.8	5.1	0	6.1	1.6	4.6	4	3.3	3.3	6	6.5	0	1.2	7.6	0	6.5	2	2.6
2012/13	2.9	3.2	2.9	0	4.3	1.7	3.6	3.3	1.9	2.1	3.6	4.1	0	1.3	7.1	0	3.7	1.5	1.8
2013/14	3	3.8	3	0	4.1	2	3.9	3.6	2	4.7	3.2	3.9	0	1.4	8.1	0	3.1	2	2.1
2014/15	3.4	5.1	3.1	0	4.2	1.1	4.4	4.3	1.9	2.8	1.4	4.8	0	1.9	8	0	3.1	2	2.4
2015/16	3.4	5.3	5.7	0	4.3	0.9	4.1	4.6	1.7	2.8	2.3	5	0	2.5	7	0	2.6	1.4	2.1



	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	8.3	5	14.4	9	10.4	7.9	6.7	17.4	4.6	5.5	7.6	10	11.8	6.4	7.5	6.8	2	1.6	4.9
2010/11	7.4	3.2	14.4	8.7	10.4	7.9	6	15.3	4.6	5.5	5.2	7.7	7.1	6.5	4.9	6.6	2	1.6	4.9
2011/12	6.6	3	11.2	6.2	7.1	4	4.1	12.6	4.6	5.3	5.2	7.9	7.2	8.8	4.9	6.6	3.4	1.3	2
2012/13	5.2	0.9	11.3	6	6.7	4	3.4	10.9	1.6	5.3	3.2	6.1	5.7	7.8	1.7	1.3	3.4	1.3	2
2013/14	5.9	0.8	8.9	9.3	8.7	6.5	4.3	11	1.6	4.7	3.2	5.8	5.7	8.8	1.7	1.3	2.7	2.8	6
2014/15	6.2	1.7	8.9	9.4	8.6	6.5	4.6	12.2	2.4	4.7	3.6	6.1	3.2	8.9	1.6	2.5	2.7	2.8	6
2015/16	4.7	1.6	5.7	6.5	5.2	3.6	4.7	10.6	2.4	4.3	3.6	5.9	3.2	5.1	1.6	2.5	3.9	1.1	4.1



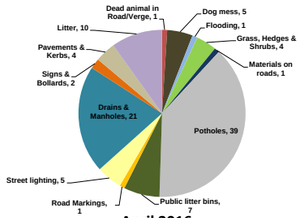
	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2013/14	8.1	2	14.7	6.6	7.8	8.5	2.6	11.5	13.2	6.9	11.6	13.9	1.2	11.6	5.4	2.1	2.1	5.3	2.5
2014/15	5.9	0.6	14.7	5.2	7.8	8.5	2.5	10.3	4.5	6.9	4.5	7.3	0.4	11.4	1.8	0.2	2.1	5.3	2.5
2015/16	2.7	0.4	4.8	2.3	2.9	2	1.8	4.3	2.9	3.6	4.5	7.4	0.2	3.3	1.8	0.2	1.1	1.4	1.4

Appendix B: My Wiltshire Statistics

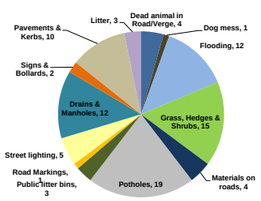
Wiltshire Council
Where everybody matters

Calne Area Board

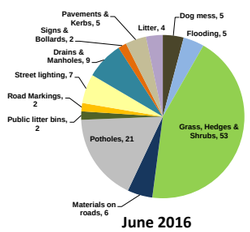
Customer Reported Issues



April 2016
Total No of Reports = 101



May 2016
Total No of Reports = 91



June 2016
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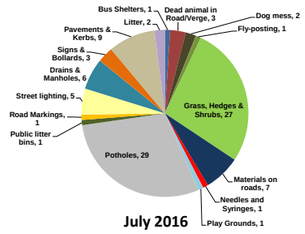
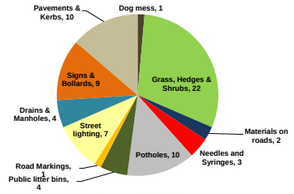
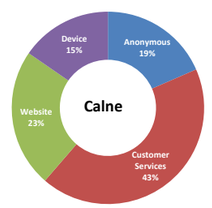


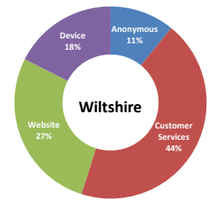
July 2016
Total No of Reports = 99



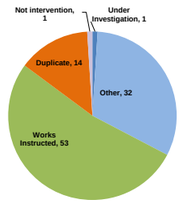
August 2016
Total No of Reports = 73

Reporting Channels

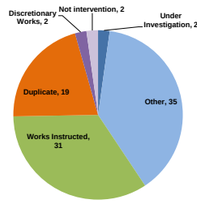




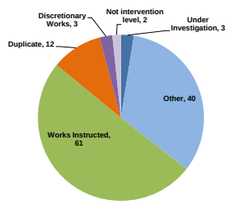
Customer Call Outcomes



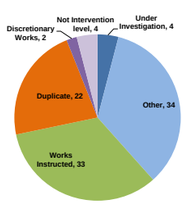
April 2016
Total No of Reports = 101



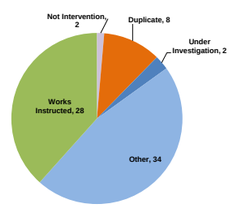
May 2016
Total No of Reports = 91



June 2016
Total No of Reports = 121

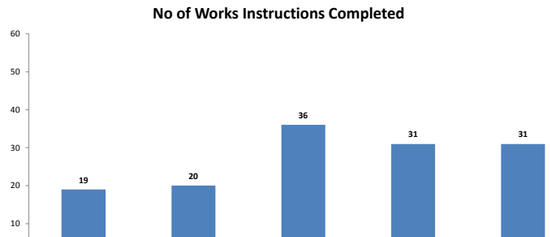


July 2016
Total No of Reports = 99

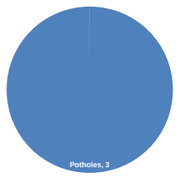


August 2016
Total No of Reports = 73

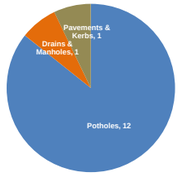
Completed in Month



Safety Inspections

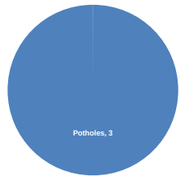


April 2016
Total No of Defects= 3

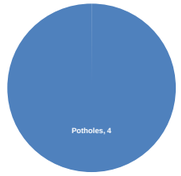


May 2016
Total No of Defects = 14

June 2016
Total No of Defects = 0



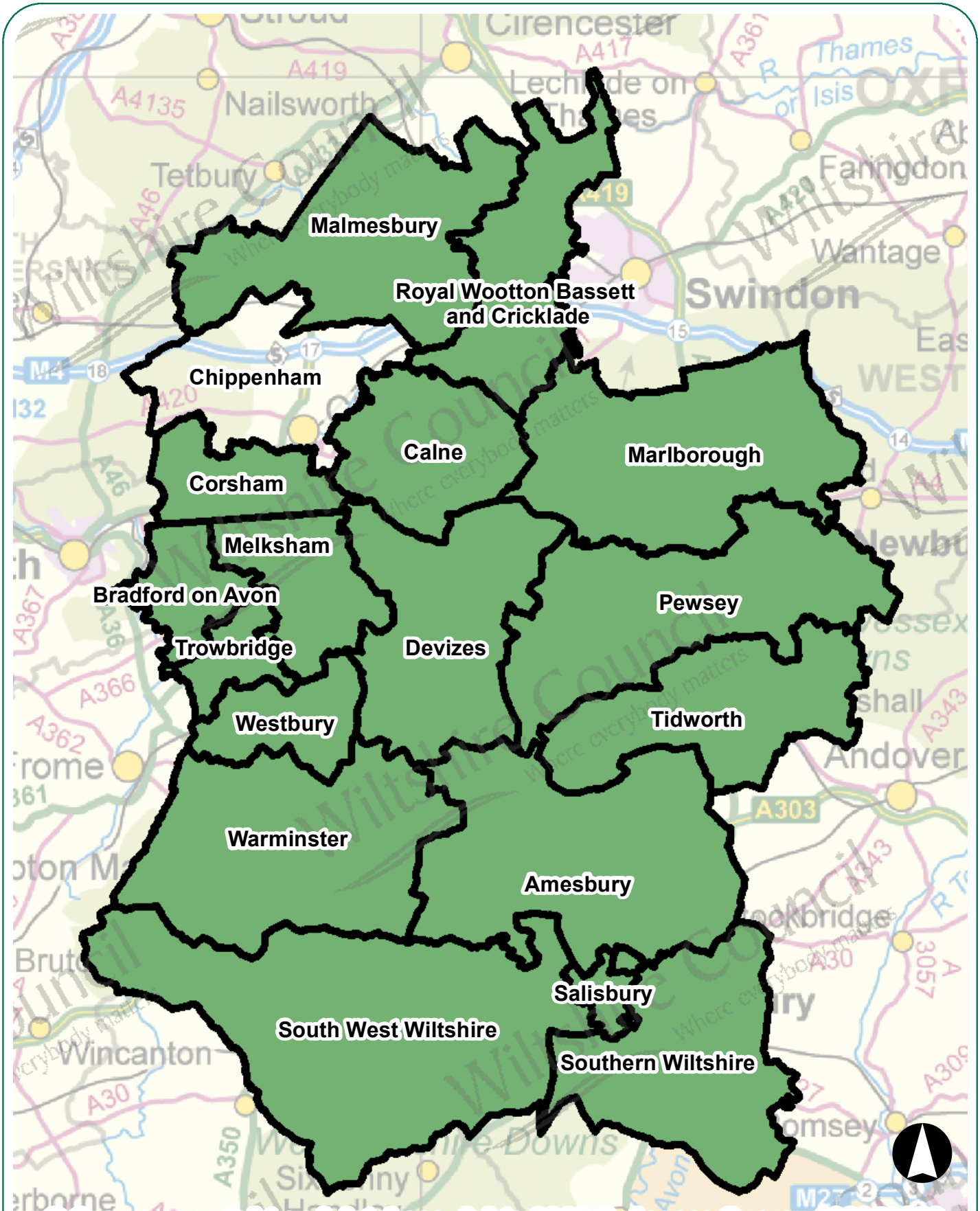
July 2016
Total No of Defects = 3



August 2016
Total No of Defects = 4

Wiltshire Council
Where everybody matters

Chippenham Area Board
Highway Information



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Chippenham Area Board Highway Information

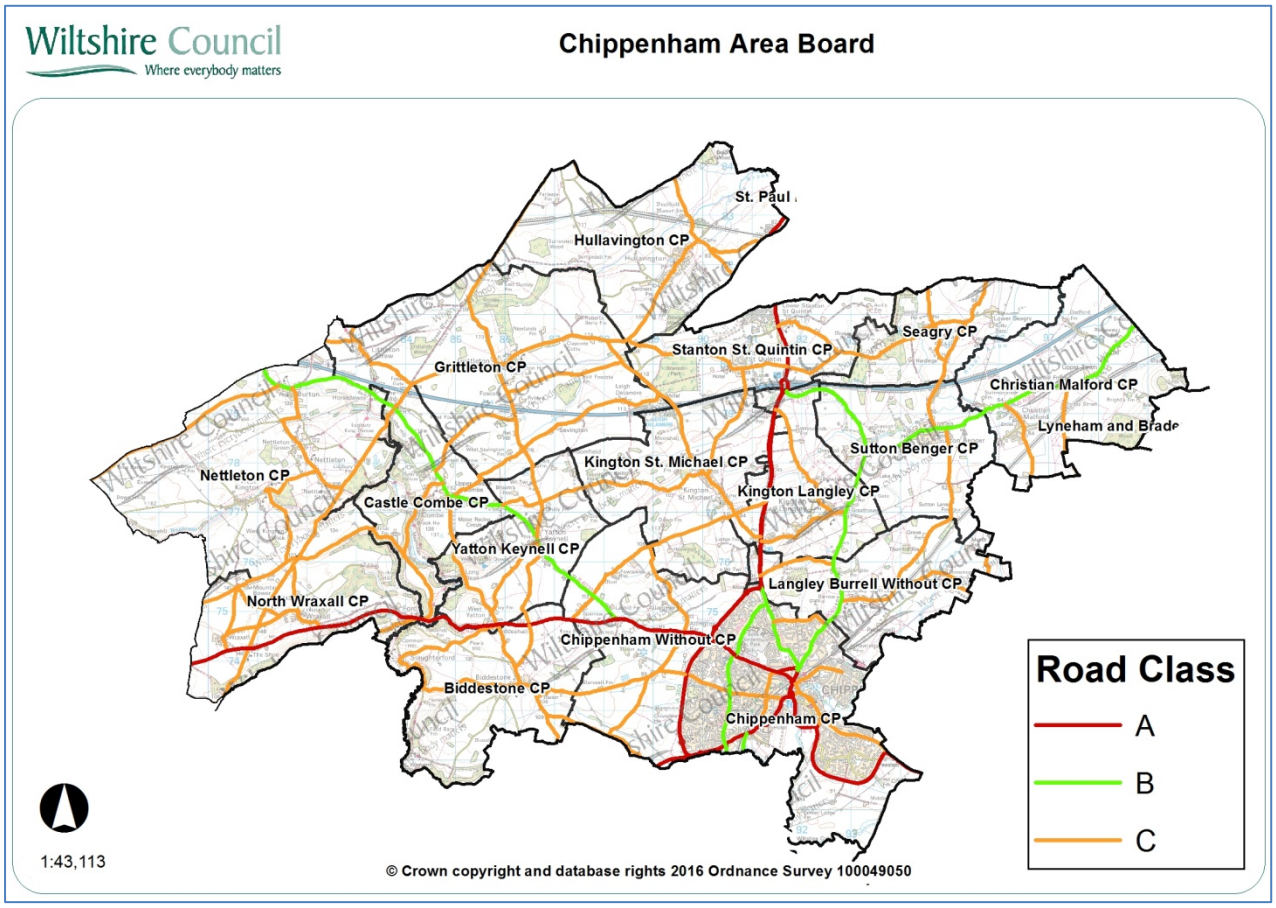
Introduction

This document summarises highway information for your area board. It lists the recent highway and related work carried out by Wiltshire Council, including the road resurfacing carried out during the first two years of the 'Local Highways Investment Fund 2014 – 2020', and includes other information which should be of interest.

Further information on the Council's activities is available at the website www.wiltshire.gov.uk. If you wish to report a specific highway issue please use My Wiltshire. Details are provided at the end of this document.

Parishes in the community area are:

Langley Burrell W/O, Christian Malford, North Wraxall, Nettleton, Castle Combe, Yatton Keynell, Grittleton, Chippenham W/O, Kington St Michael, Kington Langley, Sutton Benger, Stanton St Quintin, Seagry, Chippenham, Biddestone, Hullavington



Network statistics in your area

Road length by class

Road type	Urban (km)	Rural (km)
A Class Roads	7.47	30.48
B Class Roads	13.97	15.264
C Class Roads	26.05	123.48
Unclassified Roads	111.18	52.7
Total	**158.67**	**221.924**
	Overall Total	**380.59**

The council categorises its roads to reflect their importance. This enables an effective assignment of highway inspection frequencies and maintenance standards.

Highway assets in your area

The council keeps an inventory of its highway assets in order to assist planning its highway maintenance. Important statistics relating to your board area are:

Asset Type	Measure
Carriageway	380.59km
Footways adjacent to road	229km
Footways (linked)	28.88km
White road centre lines	28km
Road kerbs	311km
Grass verge (maintained)	542 km
Drainage grips	2,981 number
Drainage pipe grips	373 number
Drainage gullies	9,193 number
Road signs	3,462 number
Street lights	5,828 number

Major highway maintenance

Road resurfacing

Wiltshire has over 3,000 miles of road. The Council's 'Local Highways Investment Fund 2014 – 2020' is making a massive investment to improve the condition of the roads in Wiltshire over six years. The programme of work started in April 2014, and is designed and supervised by the Council's consultants Atkins, with the work carried out by our main highway contractors Tarmac and Eurovia.

The work carried out in the first two years of the programme has improved a considerable number of the roads in previously poor condition. The locations of sites treated in recent years are shown below.

Carriageway repairs

As well as resurfacing roads other works are undertaken to make localised repairs to keep the roads safe. The works undertaken in your area since 2014 are shown on the map below.

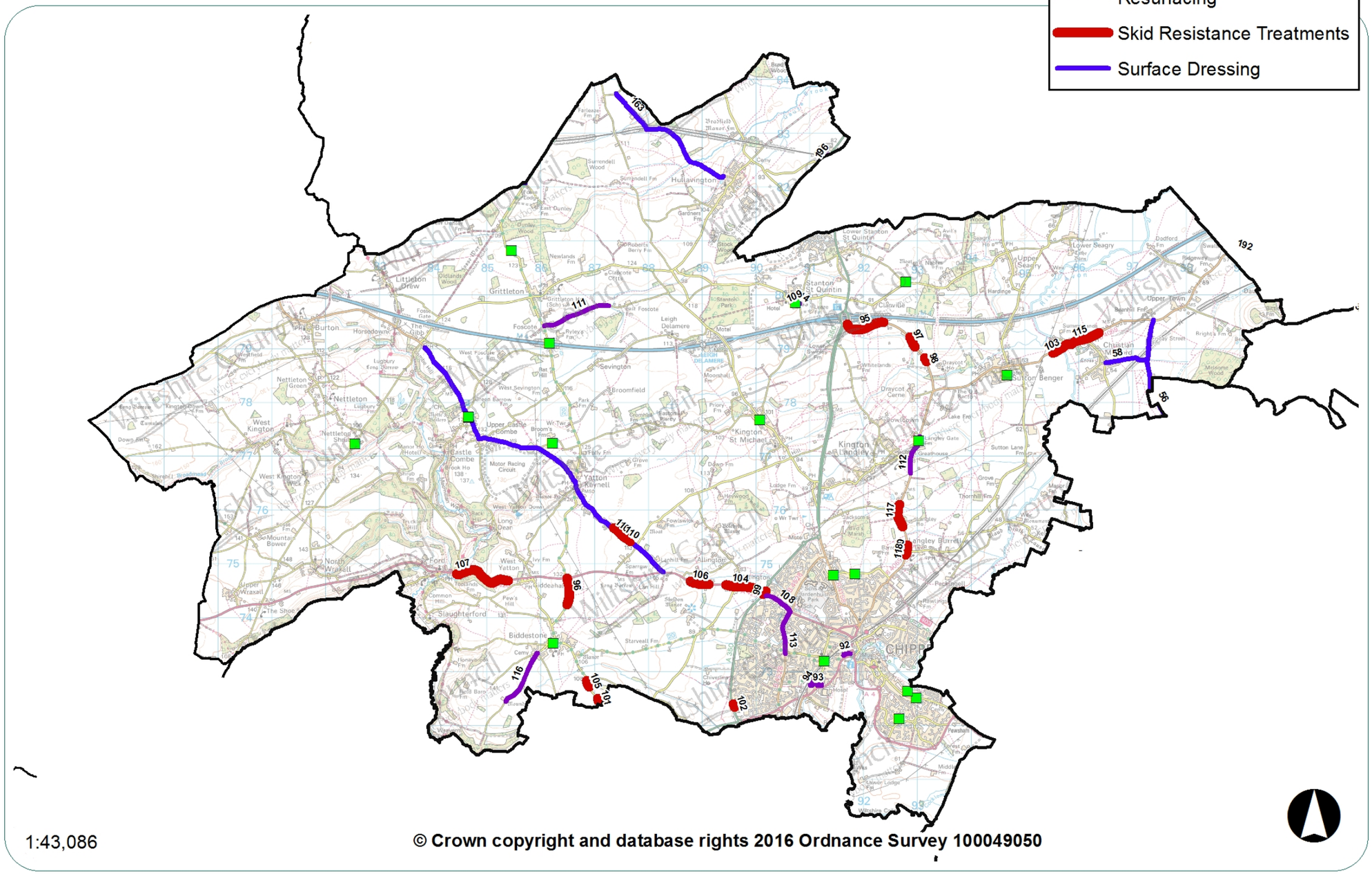
The wet winter and flooding in previous years has resulted in substantial damage to the road network. It is important that serious defects are treated promptly to keep the roads safe. The Council currently operates four Pothole teams that respond to urgent issues to keep the roads safe.

Plan showing major maintenance schemes & hand/machine patching sites completed since 2014

Wiltshire Council
Where everybody matters

Chippenham Area Board

Hand/Machine Patching
Resurfacing
Skid Resistance Treatments
Surface Dressing



1:43,086

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Major maintenance completed since 2014

No	Location	Works
91	B4039 south of junction with Fosse Way/The Gibb to junction with A420 Bristol Road	Surface Dressing
56	Unnamed road - Foxham north C132 to B4069	Surface Dressing
162	Thomson's Hill	Surface Dressing
163	Hill Hayes Lane, Hullavington	Surface Dressing
58	Lye Common (junction with Station Road to junction with Thorn end)	Surface Dressing
92	Ivy Road, Chippenham	Resurfacing
93	St Margarets Gardens	Resurfacing
94	St Peters Close, Chippenham	Resurfacing
95	B4122 east of M4 Roundabout Junction 17, Stanton St Quintin	Skid Resistance Improvements
96	Yatton Road, Biddestone	Skid Resistance Improvements
97	Entrance Draycot House To Entrance Oakleigh Acres	Skid Resistance Improvements
98	Entrance Draycot House To Entrance Oakleigh Acres	Skid Resistance Improvements
99	Bumpers Farm Roundabout to Brook Roundabout Western Bypass	Skid Resistance Improvements
100	C375 To C18	Skid Resistance Improvements
101	South Boundary Of Wood To C159	Skid Resistance Improvements
102	Cepen Park South Rbt (Chippenham)	Skid Resistance Improvements
103	30mph Sutton Benger To 30mph Christian Malford	Skid Resistance Improvements
104	A420/A350 at Bumpers Farm Roundabout, Chippenham	Skid Resistance Improvements
105	Biddestone road, Biddestone	Skid Resistance Improvements
106	A420 Bristol road, Allington	Skid Resistance Improvements
107	A420 bends east of Ford	Skid Resistance Improvements
108	A420 Bristol Road Chippenham Folly Cross roundabouts to Bumpers Farm roundabout	Resurfacing
109	Stanton St Quinton Court Gardens carriageway and footway	Resurfacing
110	40Mph To Track Opposite Tiddley Wink Cottages	Skid Resistance Improvements

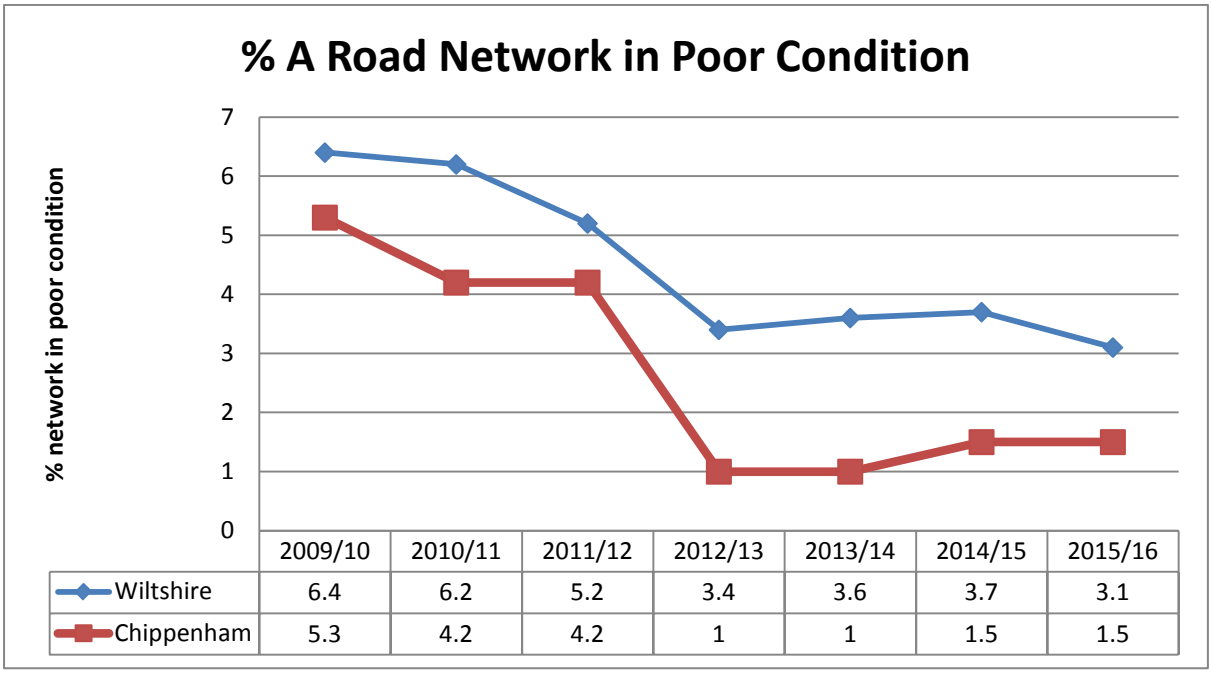
No	Location	Works
111	Crowdown Lane, Foscote	Resurfacing
112	B4069 Kington Langley	Resurfacing
113	B4528 Hungerdown Lane, Chippenham	Resurfacing
114	Court Gardens, Stanton St Quintin	Resurfacing
115	B4069 Sutton Benger & Christian Malford	Skid Resistance Improvements
116	UC Weavern Lane, Biddestone	Resurfacing
117	B4069 Swindon Road at Jacksoms Lane, Langley Burrell	Skid Resistance Improvements
118	B4069 Chippenham Road at Junction with Maud Heaths Causeway, Langley Burrell	Skid Resistance Improvements

Highway conditions and technical surveys in your area

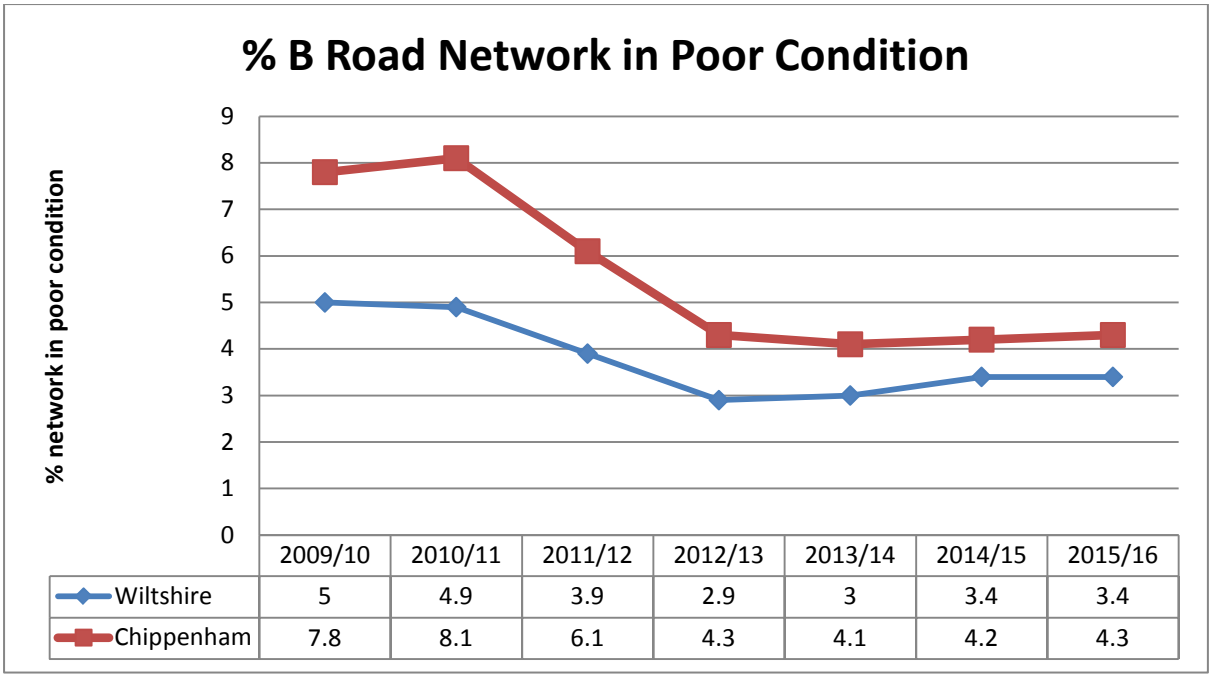
Roads deteriorate in condition because of various factors, including traffic volumes, ground conditions, and weather and drainage issues. Technical surveys of the condition of the highway network are carried out annually and the information is used to help prioritise schemes. Road safety is the priority, and maintaining adequate skid resistance on the busy high speed roads is vital.

The surveys include the use of a vehicle equipped with lasers and cameras to record road surface condition, which allows us to report on road conditions to the Department for Transport and to prioritise maintenance work. Other surveys include measuring skid resistance on the busier roads.

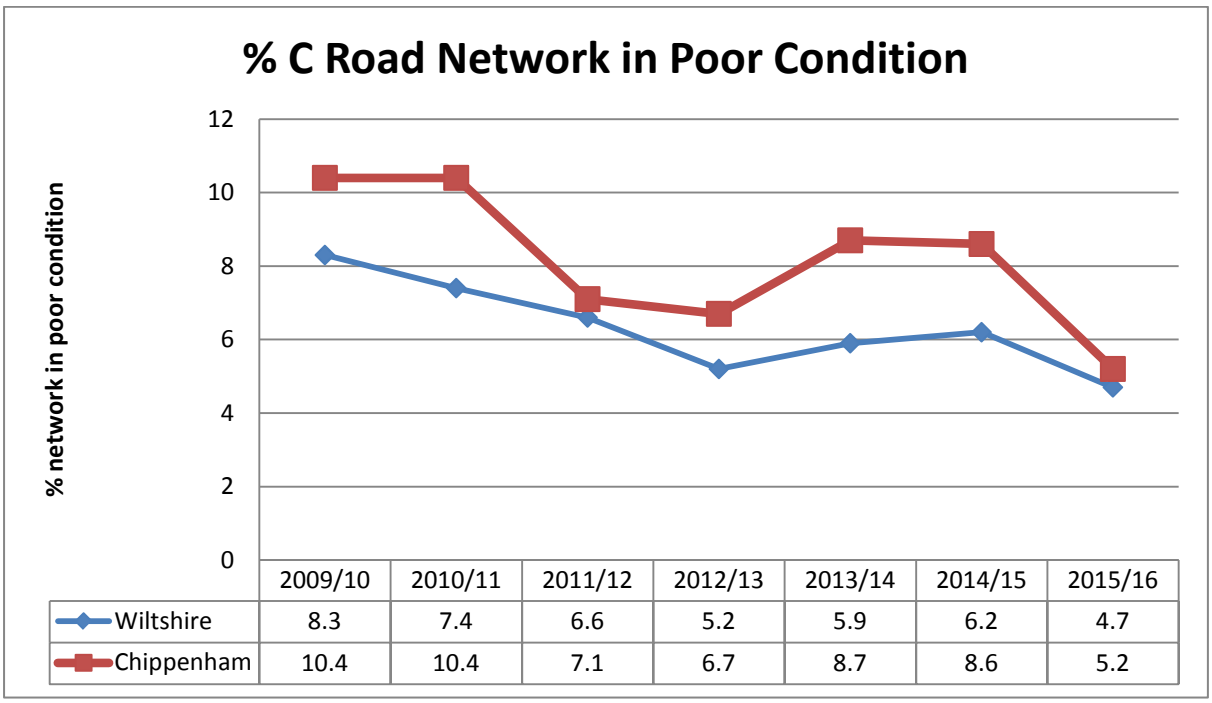
The road conditions in your area are shown below. It should be noted that low numbers are good because it indicates that less road length should be considered for treatment. More detailed information is shown in Appendix A.



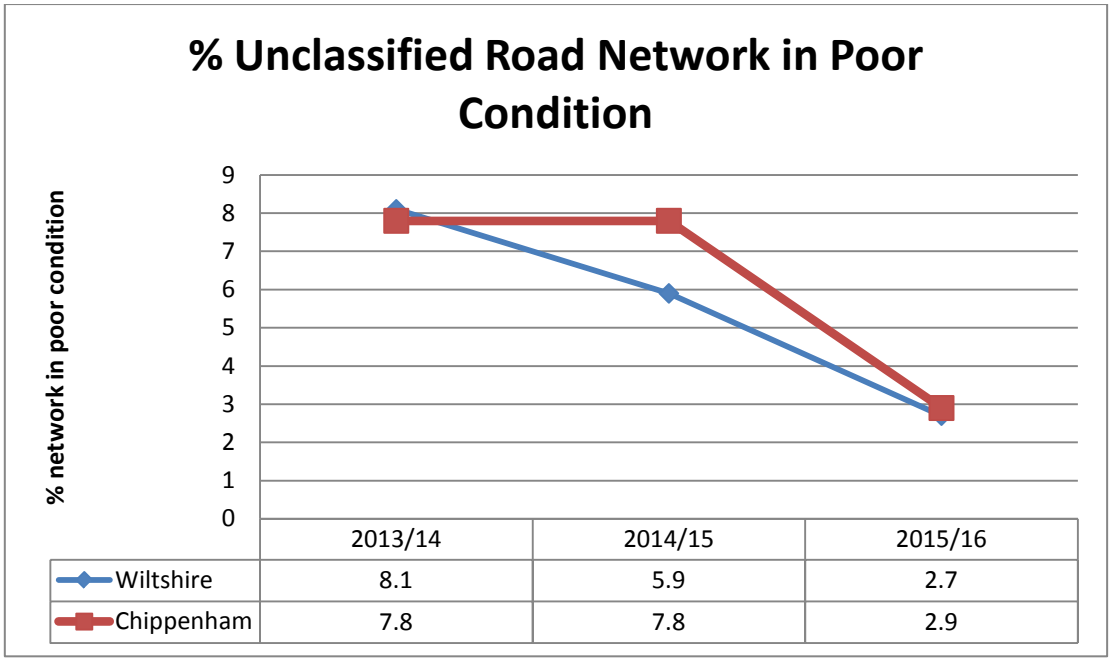
	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	6.4	6.2	5.2	3.4	3.6	3.7	3.1
Chippenham	5.3	4.2	4.2	1	1	1.5	1.5



	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	5	4.9	3.9	2.9	3	3.4	3.4
Chippenham	7.8	8.1	6.1	4.3	4.1	4.2	4.3



	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	8.3	7.4	6.6	5.2	5.9	6.2	4.7
Chippenham	10.4	10.4	7.1	6.7	8.7	8.6	5.2



Integrated transport, bridge and drainage works

Integrated transport

The Council's traffic engineering team work with our contractors to plan and deliver a range of projects to the local community, most notably through the Area Boards and Community Area Transport Groups (CATGs). The schemes range in size and complexity from simple sign installation through to more complex road safety and improvement schemes.

Bridges

The Council regularly inspects its bridges and other highway structures. There is a programme of renewal and refurbishment works to keep them in good condition, as well as having to respond to damage caused by collisions.

Drainage

Programmes of drainage investigations, repairs and flood alleviation schemes are undertaken throughout the year, but the flooding in recent years has meant that there has been a need to respond immediately to flooding issues, as well as dealing with previously identified problem sites. The drainage improvement and flood alleviation work is co-ordinated through the Council's Operational Flood Working Groups that include the Environment Agency, Wessex Water, other organisations and stakeholders.

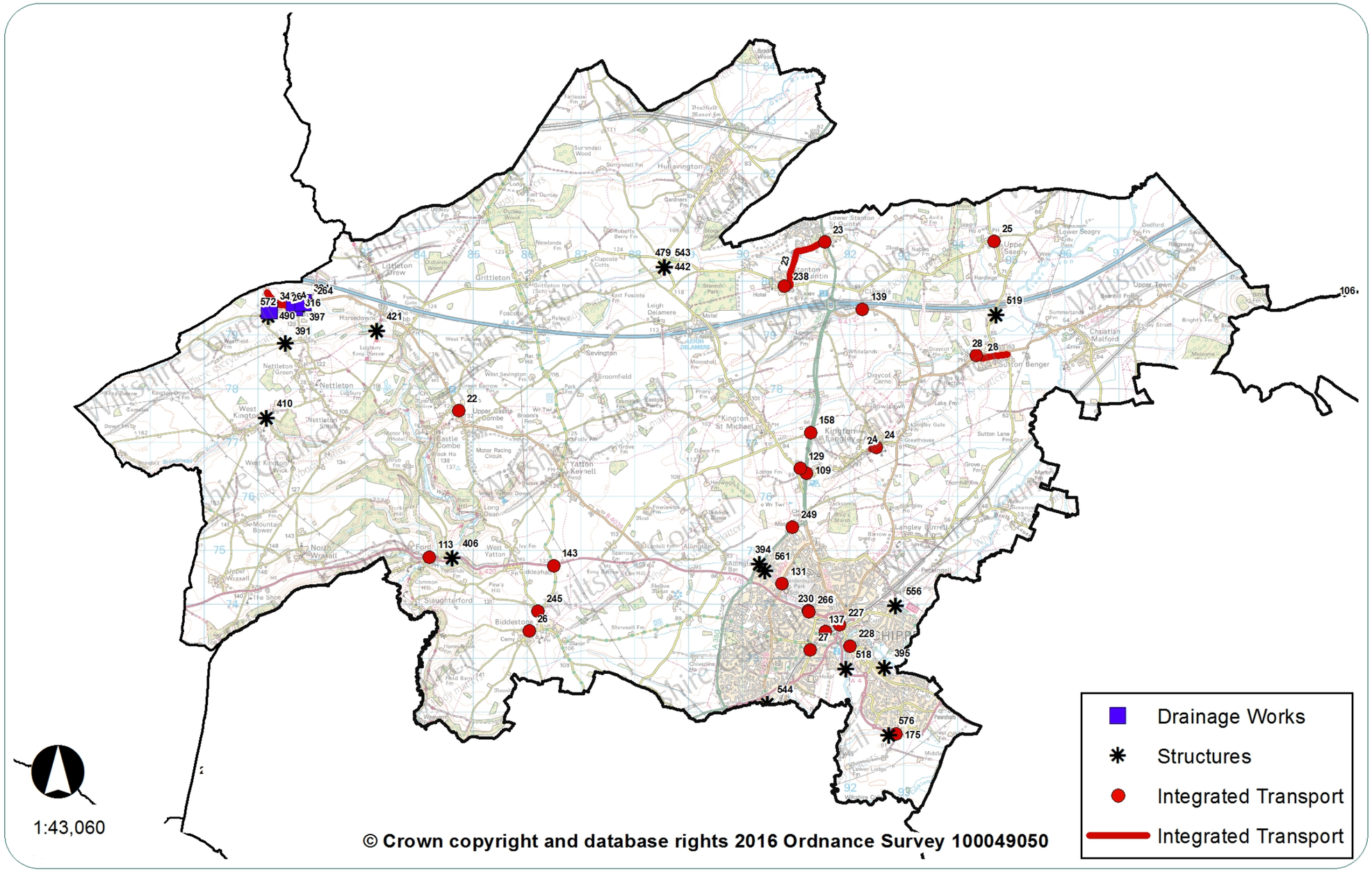
Recent work in your area

The Integrated Transport, Bridge and Drainage schemes carried out in your area since 2015 are listed below.

Plan showing completed integrated transport, bridge and drainage schemes since 2015

Wiltshire Council
Where everybody matters

Chippenham Area Board



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Integrated transport schemes since 2015

No	Location	Description
175	Forest Lane, A4 Pewsham	Road marking amendments
227	Marshfield Road Gyratory, Chippenham	Cycle links
228	Tesco Emery Gate, Chippenham	Cycle parking
230	Bristol Road/Woodlands Road, Chippenham	Toucan crossing
238	Kington Lane, Stanton St Quinton	Junction amendments
245	Cuttle Lane, Biddestone	Substantive CATG bollard installation
249	West Cepen Park, Chippenham	Lanes merge signs
264	Burton Hillside/The street	Burton Hillside/The street village gates
266	Redlands Estate, Chippenham	20mph speed limit
22	Lower Castle Combe, Chippenham	Coach signs
23	Church Lane, Stanton St Quinton	Lane signs
24	Kington Langley	Kington Langley bend by church - signs and lines
25	Upper Seagry	Upper Seagry on carriageway parking bays
26	Slaughterford	Various roads - Unsuitable for HGV signs
27	Lowden Tunnel, Chippenham	Pedestrian improvements
28	Chestnut Road, Sutton Benger	20mph speed limit
109	Kington Langley	Village nameplate
113	A420 Ford	Colerne direction sign
129	Kington St Michael	Direction sign to Jolly Huntsman
131	Sheldon School, Chippenham	Flag sign
137	Chippenham	Direction signs to Emmanuel Church

139	B4122 Stanton St Quintin	Recycling Centre - warning signs and markings
143	A420 Biddestone Crossroads	Regulatory sign
158	A350 north of Chippenham	Access signs

Bridge schemes since 2014

No	Location	Description
544	Chippenham	RTC Masonry Repairs
556	Chippenham	Vegetation clearance, masonry repairs
561	Chippenham Without	Coping reinstatement, vegetation cutting back
572	Nettleton	Rebuild wall
576	Chippenham	Timber Parapet Repair
391	Nettleton	Old Quarry Bridge, Chicksgrove. Inspection Scaffold
394	Chippenham Without	Hardenhuish Culvert - parapet replacement
395	Chippenham	Baydons Lane Footbridge, Chippenham. Redecking
397	Nettleton	Burton Bridge Nettleton
406	Biddestone	Ford Bridge crayfish refuge
410	Nettleton	West Kington Bridge, relay in situ concrete coping
421	Nettleton	Goulters Mill Castle Combe, bagwork to pier
442	Grittleton	Needles Culvert Hullavington. Remove vegetation
479	Grittleton	Needles Bridge Replacement
490	Nettleton	Edge Corner - parapet replacement & loose masonry
518	Chippenham	Waterworks Tubewright Post and Rail fencing
519	Sutton Benger	Judy Pearce Parapet Masonry
543	Grittleton	Needles Bridge, Additional Drainage Works

Drainage works since 2015

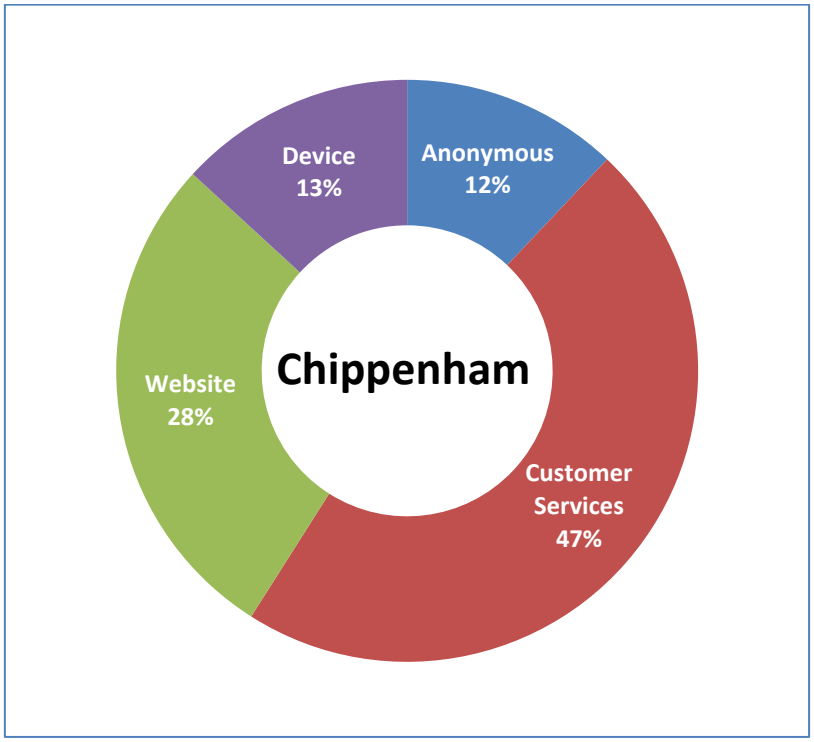
No	Location	Description
316	Chippenham	Upgrades to existing systems
324	Chippenham	Rebuild of catch pit
342	Chippenham	New Gully and connecting pipe work

My Wiltshire

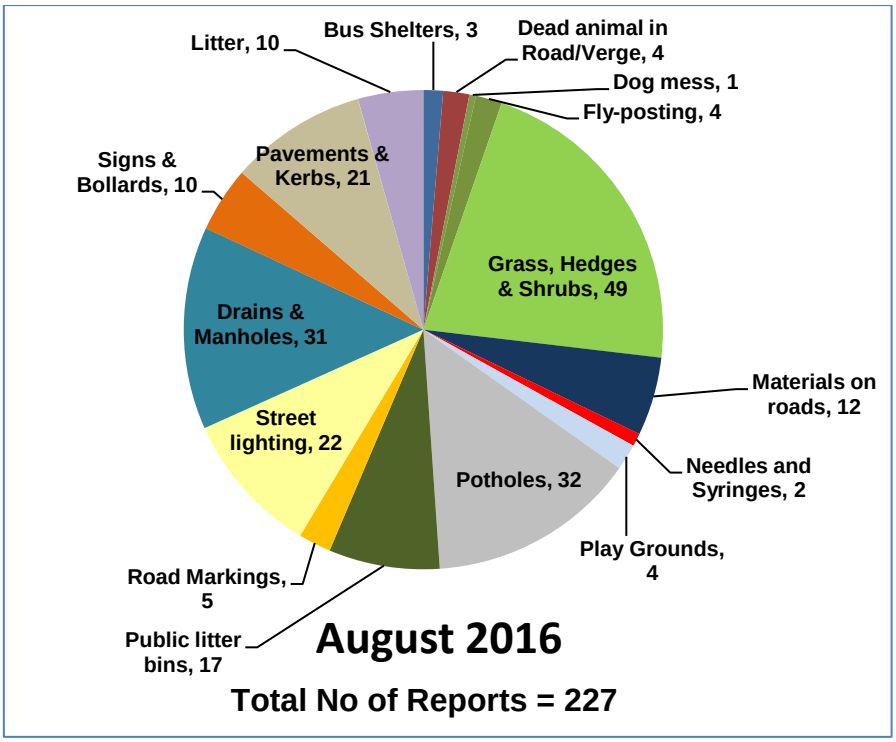
My Wiltshire provides an easy way to report highway issues, including using the Council's website. We have an app so you can report on the go using your smartphone. The My Wiltshire app is available to download at both the App Store (for iPhones and iPads), from Google Play™ (for Android phones) and Windows Store. You can attach information such as photos or videos and pinpoint the location of your report using the mapping software on your phone.

A summary of recent reports in your area is shown below, and further details are shown in Appendix B.

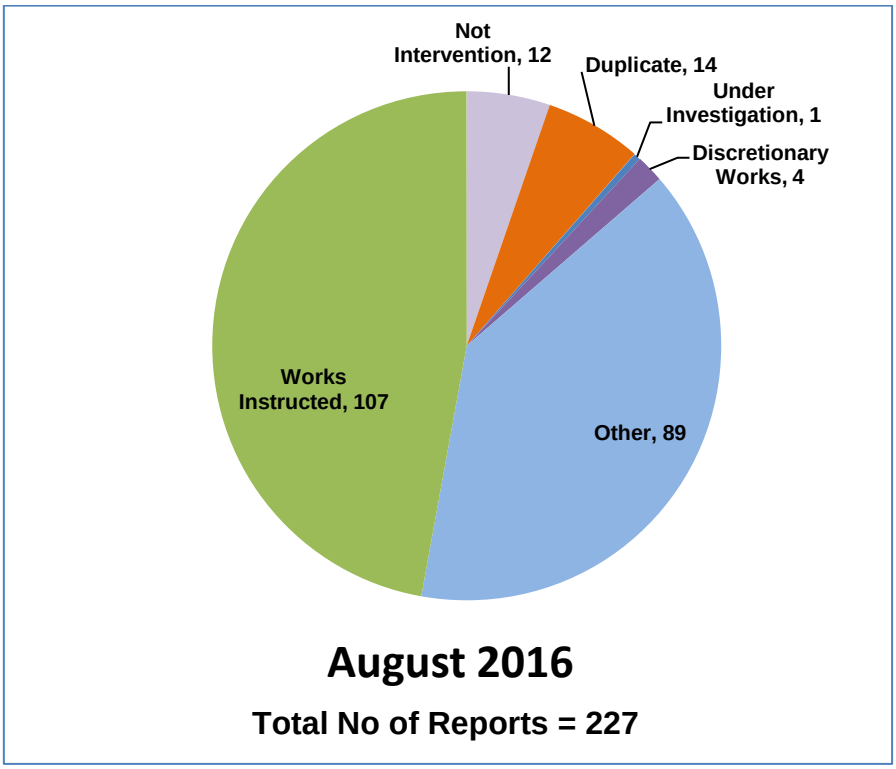
Customer reporting methods in your area



Customer reports in your area for the month of August 2016



Actions following recent reports in your area



Action definitions

1. **Not Intervention** – the technician has attended site and classified the defect as not meeting intervention levels as per the Highway Inspection Manual 2013 or in the case of streetscene reports, service level agreements.

2. **Duplicate** – a report has already been received in relation to this issue and a works instruction has previously been passed to the contractor to undertake a repair/carry out the necessary works.

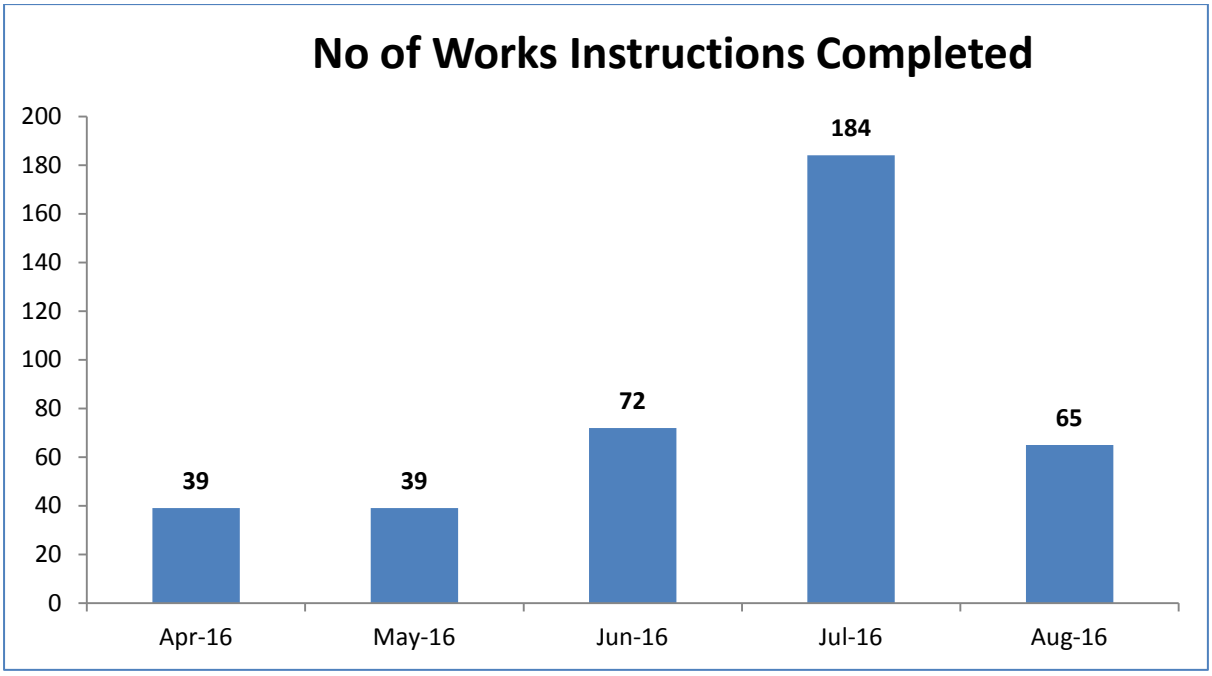
3. **Under Investigation** – this issue is currently with a Highways technician or engineer – they may be awaiting information from the customer or the issue requires further investigation e.g. wet weather inspection, drainage survey, exploratory excavation, ownership query.

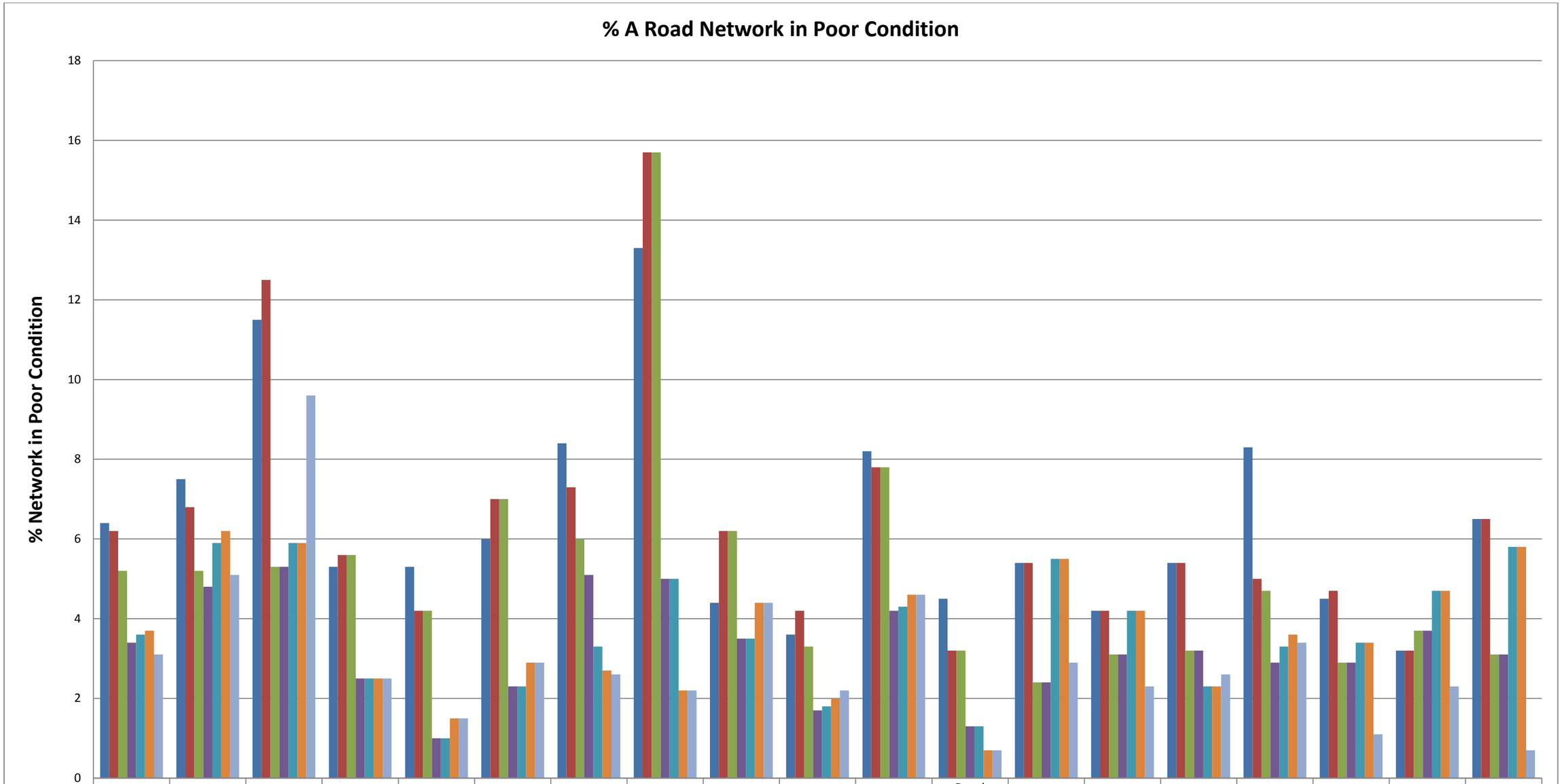
4. **Discretionary works** – this issue is not a highway safety issue and has been identified as one which falls within the remit of the parish steward scheme.

5. **Other** – the issue has been identified as one which does not require any action by Local Highways. This could be for a number of reasons –
   - the report has been cancelled by the user,
   - there is insufficient information provided to assess the issue and the customer has not provided contact details,
   - the issue is not the responsibility of Wiltshire Council e.g. un-adopted highway, gas/electricity/telephone/water/cable company, Highways England, housing association,
   - the technician attended site and nothing was found at the stated location
   - the issue has been passed to another service within Wiltshire Council e.g. rights of way, bridges.

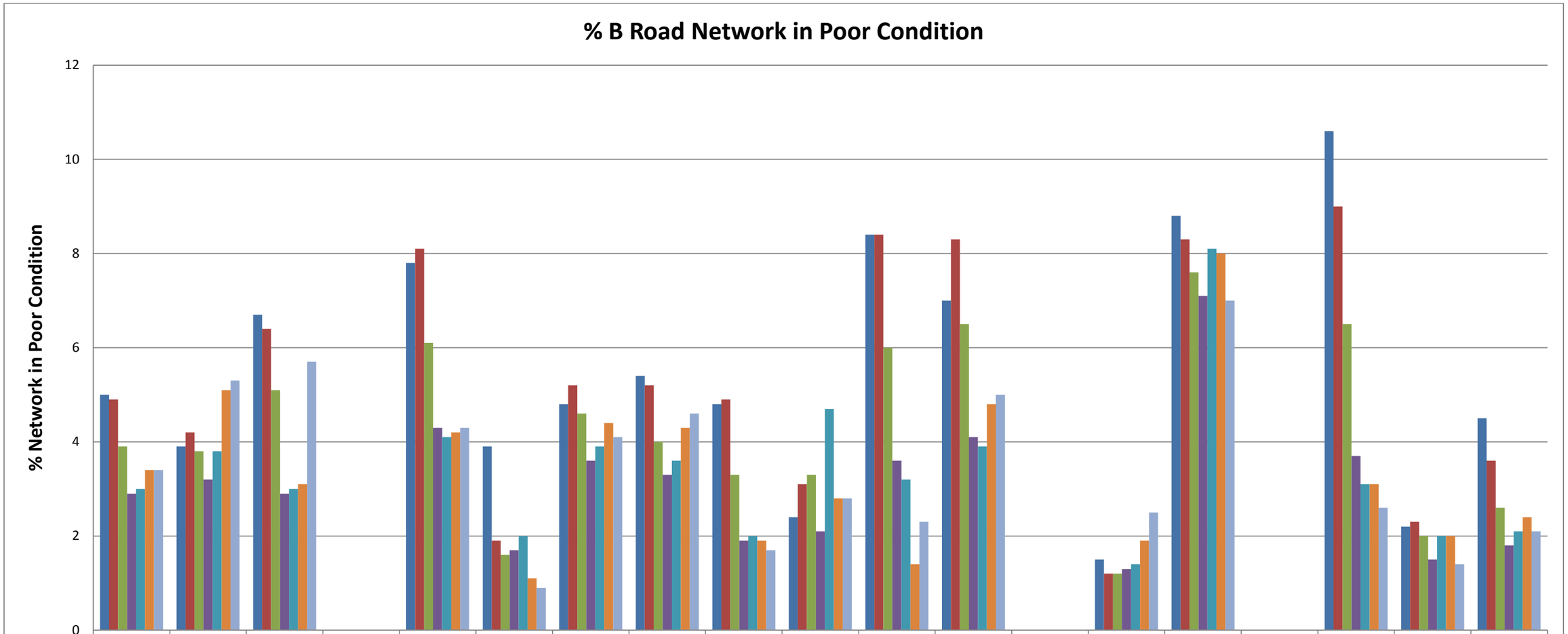
6. **Works Instructed** – the technician has assessed the issue as requiring works to be carried out and has either dealt with the issue personally or has referred it to the contractor for repair.

Highway defects completed in your area in recent months

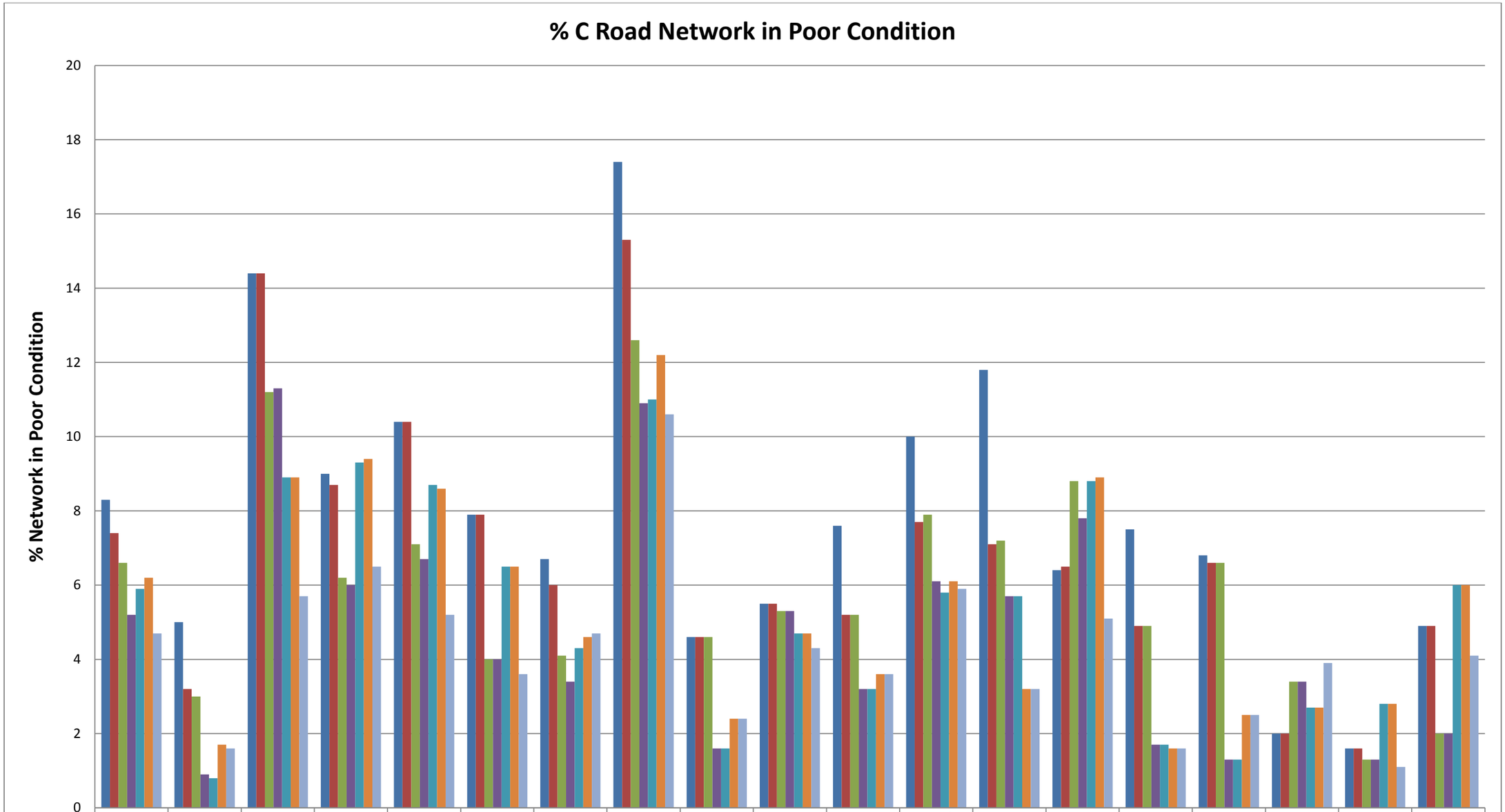




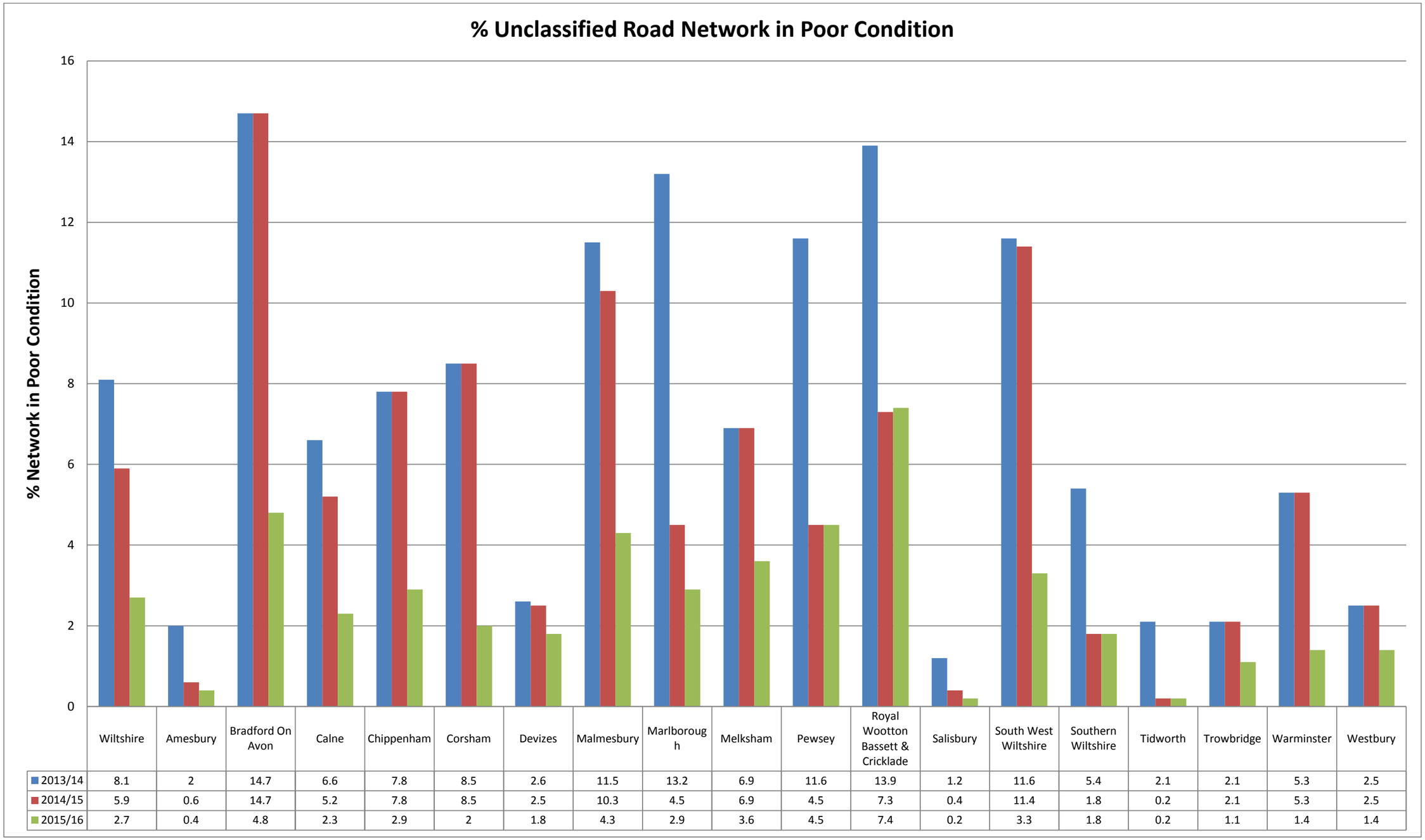
	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	6.4	7.5	11.5	5.3	5.3	6	8.4	13.3	4.4	3.6	8.2	4.5	5.4	4.2	5.4	8.3	4.5	3.2	6.5
2010/11	6.2	6.8	12.5	5.6	4.2	7	7.3	15.7	6.2	4.2	7.8	3.2	5.4	4.2	5.4	5	4.7	3.2	6.5
2011/12	5.2	5.2	5.3	5.6	4.2	7	6	15.7	6.2	3.3	7.8	3.2	2.4	3.1	3.2	4.7	2.9	3.7	3.1
2012/13	3.4	4.8	5.3	2.5	1	2.3	5.1	5	3.5	1.7	4.2	1.3	2.4	3.1	3.2	2.9	2.9	3.7	3.1
2013/14	3.6	5.9	5.9	2.5	1	2.3	3.3	5	3.5	1.8	4.3	1.3	5.5	4.2	2.3	3.3	3.4	4.7	5.8
2014/15	3.7	6.2	5.9	2.5	1.5	2.9	2.7	2.2	4.4	2	4.6	0.7	5.5	4.2	2.3	3.6	3.4	4.7	5.8
2015/16	3.1	5.1	9.6	2.5	1.5	2.9	2.6	2.2	4.4	2.2	4.6	0.7	2.9	2.3	2.6	3.4	1.1	2.3	0.7



	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	5	3.9	6.7	0	7.8	3.9	4.8	5.4	4.8	2.4	8.4	7	0	1.5	8.8	0	10.6	2.2	4.5
2010/11	4.9	4.2	6.4	0	8.1	1.9	5.2	5.2	4.9	3.1	8.4	8.3	0	1.2	8.3	0	9	2.3	3.6
2011/12	3.9	3.8	5.1	0	6.1	1.6	4.6	4	3.3	3.3	6	6.5	0	1.2	7.6	0	6.5	2	2.6
2012/13	2.9	3.2	2.9	0	4.3	1.7	3.6	3.3	1.9	2.1	3.6	4.1	0	1.3	7.1	0	3.7	1.5	1.8
2013/14	3	3.8	3	0	4.1	2	3.9	3.6	2	4.7	3.2	3.9	0	1.4	8.1	0	3.1	2	2.1
2014/15	3.4	5.1	3.1	0	4.2	1.1	4.4	4.3	1.9	2.8	1.4	4.8	0	1.9	8	0	3.1	2	2.4
2015/16	3.4	5.3	5.7	0	4.3	0.9	4.1	4.6	1.7	2.8	2.3	5	0	2.5	7	0	2.6	1.4	2.1



	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	8.3	5	14.4	9	10.4	7.9	6.7	17.4	4.6	5.5	7.6	10	11.8	6.4	7.5	6.8	2	1.6	4.9
2010/11	7.4	3.2	14.4	8.7	10.4	7.9	6	15.3	4.6	5.5	5.2	7.7	7.1	6.5	4.9	6.6	2	1.6	4.9
2011/12	6.6	3	11.2	6.2	7.1	4	4.1	12.6	4.6	5.3	5.2	7.9	7.2	8.8	4.9	6.6	3.4	1.3	2
2012/13	5.2	0.9	11.3	6	6.7	4	3.4	10.9	1.6	5.3	3.2	6.1	5.7	7.8	1.7	1.3	3.4	1.3	2
2013/14	5.9	0.8	8.9	9.3	8.7	6.5	4.3	11	1.6	4.7	3.2	5.8	5.7	8.8	1.7	1.3	2.7	2.8	6
2014/15	6.2	1.7	8.9	9.4	8.6	6.5	4.6	12.2	2.4	4.7	3.6	6.1	3.2	8.9	1.6	2.5	2.7	2.8	6
2015/16	4.7	1.6	5.7	6.5	5.2	3.6	4.7	10.6	2.4	4.3	3.6	5.9	3.2	5.1	1.6	2.5	3.9	1.1	4.1



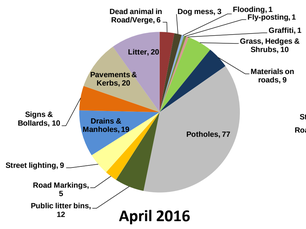
	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2013/14	8.1	2	14.7	6.6	7.8	8.5	2.6	11.5	13.2	6.9	11.6	13.9	1.2	11.6	5.4	2.1	2.1	5.3	2.5
2014/15	5.9	0.6	14.7	5.2	7.8	8.5	2.5	10.3	4.5	6.9	4.5	7.3	0.4	11.4	1.8	0.2	2.1	5.3	2.5
2015/16	2.7	0.4	4.8	2.3	2.9	2	1.8	4.3	2.9	3.6	4.5	7.4	0.2	3.3	1.8	0.2	1.1	1.4	1.4

Appendix B: My Wiltshire Statistics

Wiltshire Council
Where everybody matters

Chippenham Area Board

Customer Reported Issues



April 2016

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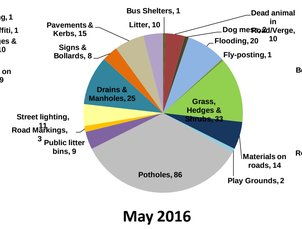

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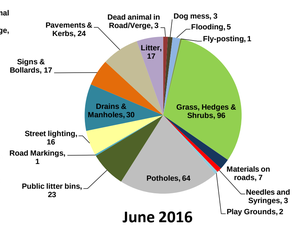

June 2016

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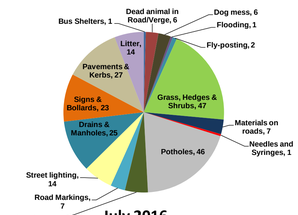

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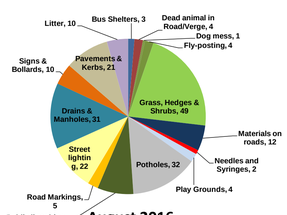

August 2016

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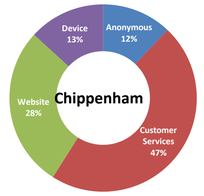
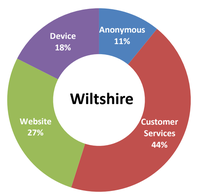
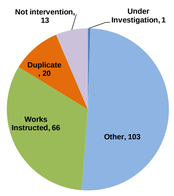
Reporting Channels





Customer Call Outcomes



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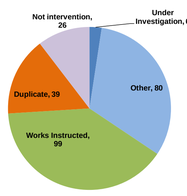

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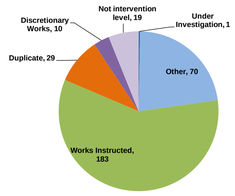

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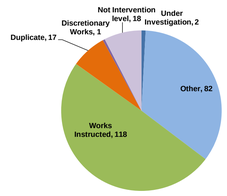

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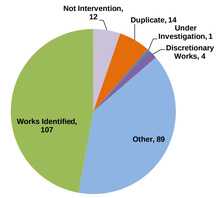
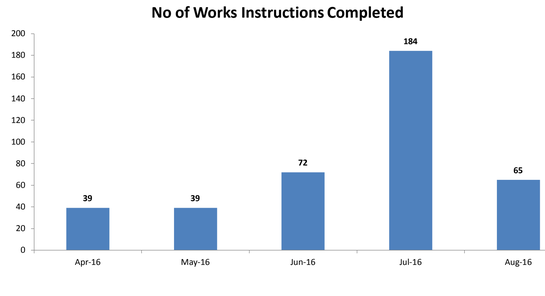


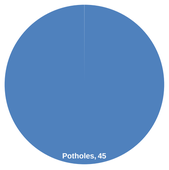
August 2016

Total No of Reports = 227

Completed in Month



Safety Inspections



April 2016

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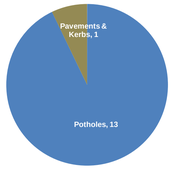

May 2016

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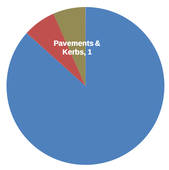

June 2016

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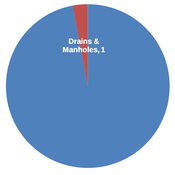
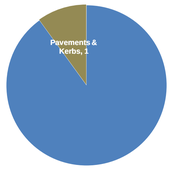


July 2016

Total No of Defects = 34



August 2016

Total No of Defects = 10

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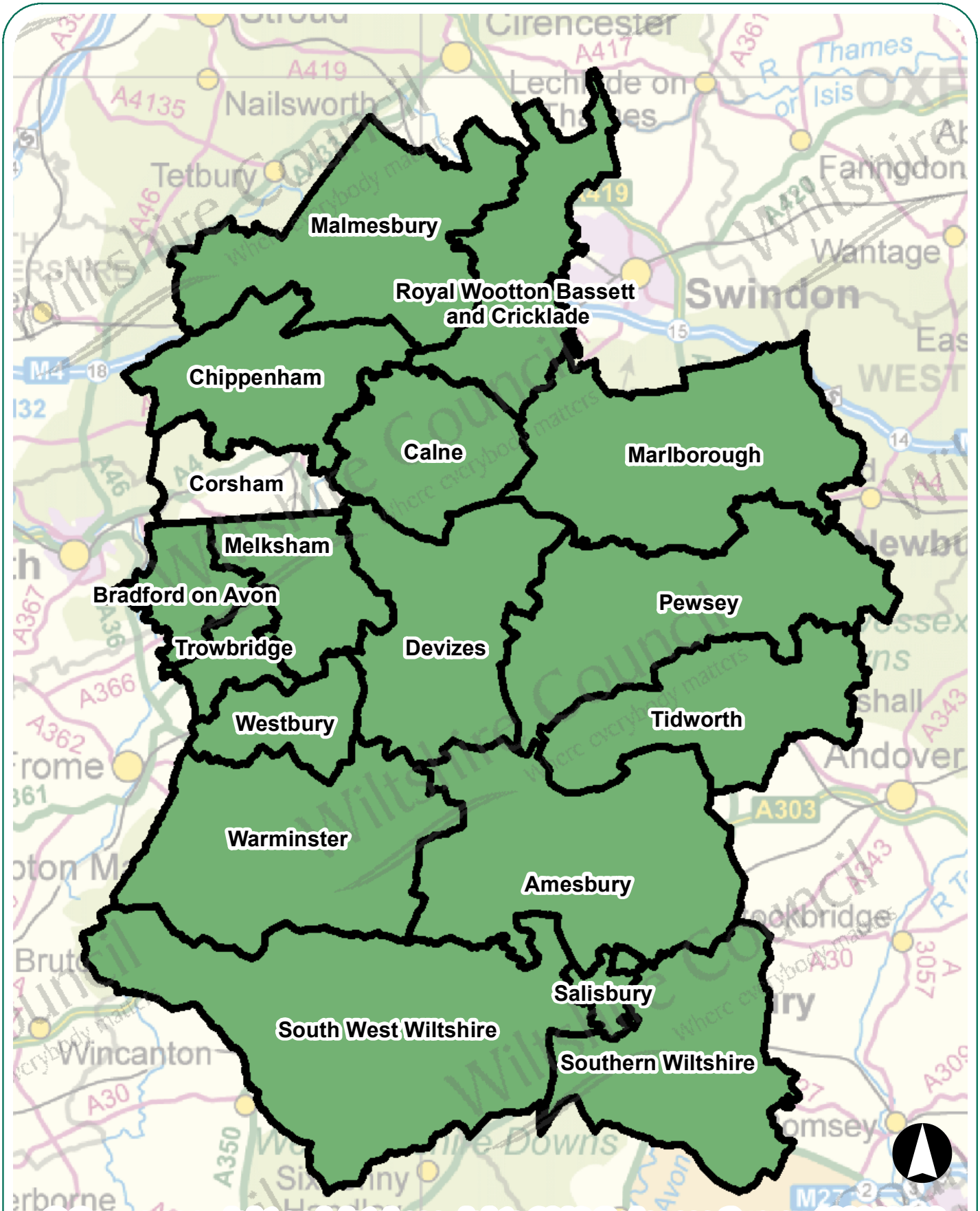
Wiltshire Council
Where everybody matters

Corsham Area Board
Highway Information



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Corsham Area Board Highway Information

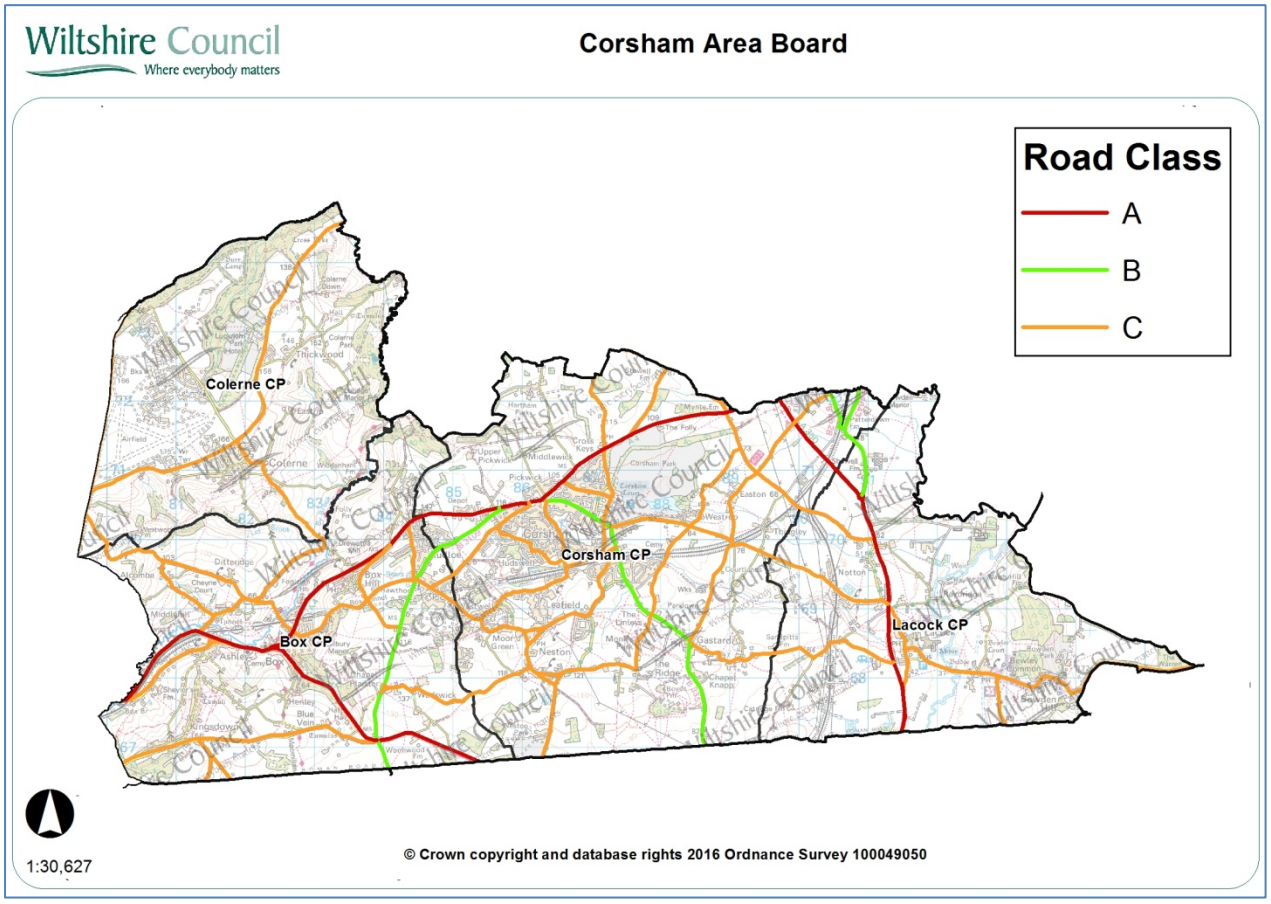
Introduction

This document summarises highway information for your area board. It lists the recent highway and related work carried out by Wiltshire Council, including the road resurfacing carried out during the first two years of the 'Local Highways Investment Fund 2014 – 2020', and includes other information which should be of interest.

Further information on the Council's activities is available at the website www.wiltshire.gov.uk. If you wish to report a specific highway issue please use My Wiltshire. Details are provided at the end of this document.

Parishes in the community area are:

Colerne, Box, Corsham, Lacock



Network statistics in your area

Road length by class

Road type	Urban (km)	Rural (km)
A Class Roads	4.18	14.67
B Class Roads	5.04	7.08
C Class Roads	25.08	53.01
Unclassified Roads	48.98	45.76
Total	**83.28**	**120.52**
	Overall Total	**203.8**

The council categorises its roads to reflect their importance. This enables an effective assignment of highway inspection frequencies and maintenance standards.

Highway assets in your area

The council keeps an inventory of its highway assets in order to assist planning its highway maintenance. Important statistics relating to your board area are:

Asset Type	Measure
Carriageway	203.8 km
Footways adjacent to road	118 km
Footways (linked)	9.54 km
White road centre lines	73 km
Road kerbs	143 km
Grass verge (maintained)	297 km
Drainage grips	644 number
Drainage pipe grips	94 number
Drainage gullies	4,011 number
Road signs	1, 666 number
Street lights	2,512 number

Major highway maintenance

Road resurfacing

Wiltshire has over 3,000 miles of road. The Council's 'Local Highways Investment Fund 2014 – 2020' is making a massive investment to improve the condition of the roads in Wiltshire over six years. The programme of work started in April 2014, and is designed and supervised by the Council's consultants Atkins, with the work carried out by our main highway contractors Tarmac and Eurovia.

The work carried out in the first two years of the programme has improved a considerable number of the roads in previously poor condition. The locations of sites treated in recent years are shown below.

Carriageway repairs

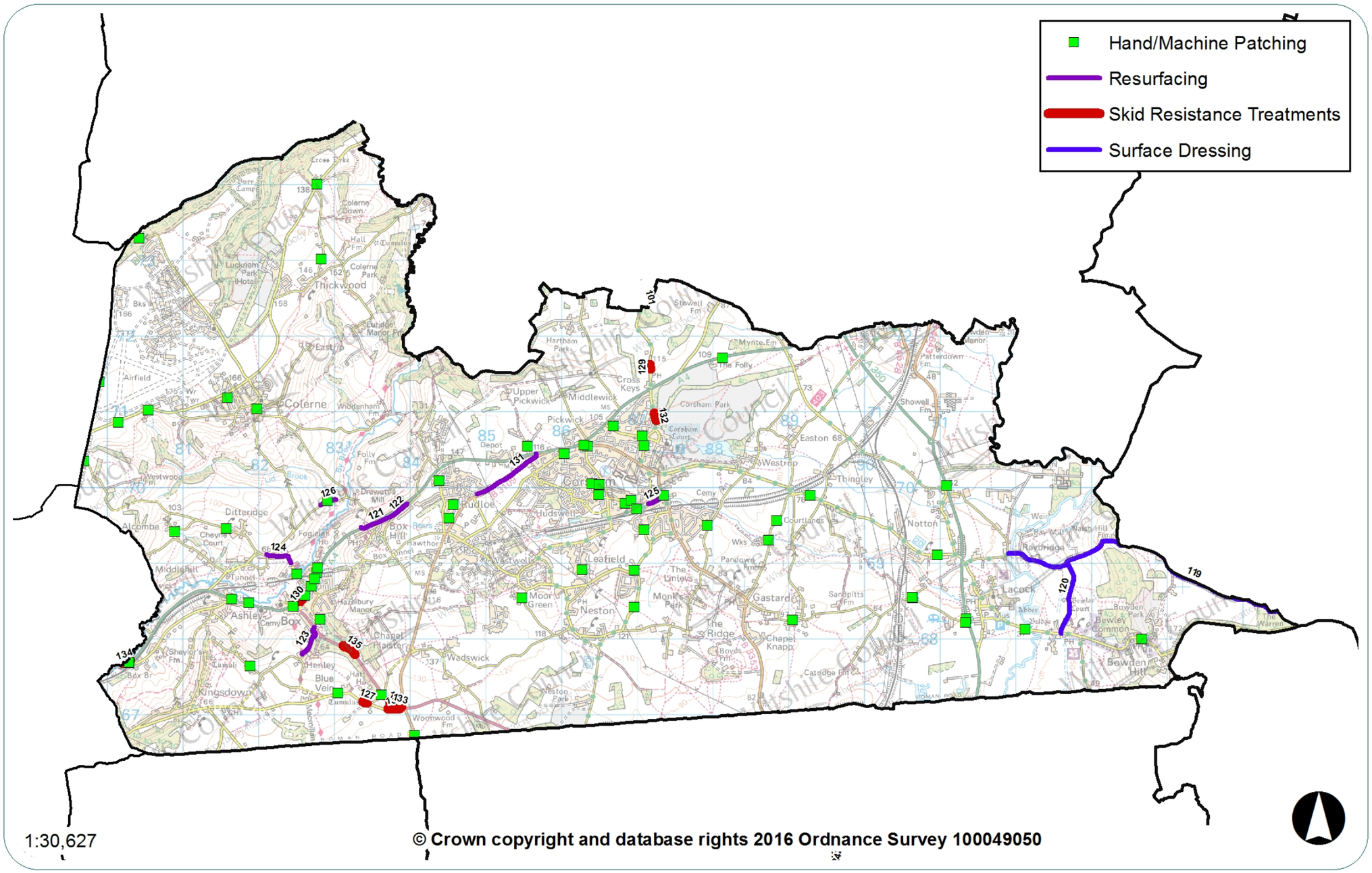
As well as resurfacing roads other works are undertaken to make localised repairs to keep the roads safe. The works undertaken in your area since 2014 are shown on the map below.

The wet winter and flooding in previous years has resulted in substantial damage to the road network. It is important that serious defects are treated promptly to keep the roads safe. The Council currently operates four Pothole teams that respond to urgent issues to keep the roads safe.

Plan showing major maintenance schemes & hand/machine patching sites completed since 2014

Wiltshire Council
Where everybody matters

Corsham Area Board


Hand/Machine Patching
Resurfacing
Skid Resistance Treatments
Surface Dressing
Coterne
Thickwood
Middlewick
Pickwick
Corsham
Rudloe
Leafield
Neston
Gastard
Lacock
Bowden Hill
Bewley Common
Box
Ashley
Kingsdown
Notton
Easton 68
Westrop
Thingley
Showell Fm
Patterdown Fm
Stowell Fm
Mynte Fm
The Folly
Cross Keys
Corsham Park
Hartham Park
Upper Pickwick
Widenham Fm
Drewetts Mill
Ditteridge
Middlehill
Hazelbury Manor
Chapel Plaster
Wadswick
Blue Vein
Henley
Woodwell
Moor Green
The Ridge
Chapel Knapp
Sandpitts Fm
Pandown
Courtlands
Cemy
Hudswell
Box Hill
Eastrip
Colerne Park
Colerne Down
Lucknam Park Hotel
Eastridge Manor Fm
Hall Fm
Cross Elke
Alcombe
Cheyne Court
Tunnel
Box Br
Westwood
Brook
Folly Fm
Depot
Ravenridge
Nash Hill Fm
Weir
Bowden Park
Warren
Bradon Court
Abbey
Sheaver Fm
Woodwell
Woodwell Fm
Kingsdown
Airfield
Wr Twr
Cross Elke
Corsham Court
Corsham Park
Manor
Fm
Ho
Mus
PH
MS
Wks
Cemy
Abbey
Bradon Court
Bowden Park
Warren
Nash Hill Fm
Weir
Ravenridge
Lacock
Notton
Thingley
Easton 68
Westrop

Major maintenance completed since 2014

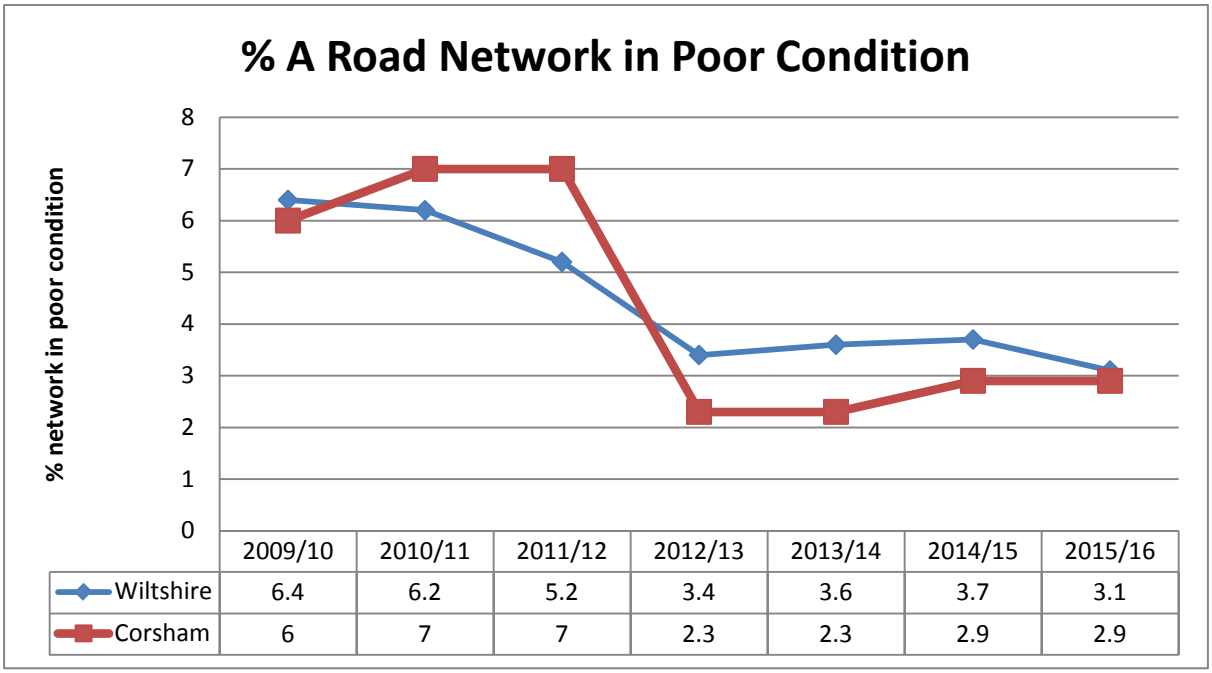
No	Location	Works
119	Mons Lane east to Bewley Lane junction to A342 Devizes Road	Surface Dressing
120	Bewley Lane (junction with Mons Lane east to Bowden Hill)	Surface Dressing
121	Beech Road, Box	Resurfacing
122	Beech Road, Box	Resurfacing
123	Henley Lane, Box	Resurfacing
124	Mill Lane, Box	Resurfacing
125	Stokes Road, Corsham	Resurfacing
126	Tutton Hill to Mill Lane, Colerne	Resurfacing
127	Unclassified Road Longsplatt To A365	Skid Resistance Improvements
128	Unclassified Road Longsplatt To A365	Skid Resistance Improvements
129	A4 Cross Keys To South Boundary Of Wood	Skid Resistance Improvements
130	High Street And London Road (30mph To 30mph) Box	Skid Resistance Improvements
131	B3109 Corsham Bradford Road, close to caravan park	Resurfacing
132	Newlands Road To A4 (Cross Keys Corsham)	Skid Resistance Improvements
133	A365 Henley Lane to B3109 (Fiveways)	Skid Resistance Improvements
134	Bath Road, Box	Skid Resistance Improvements
135	A365 Devizes Road, Box	Skid Resistance Improvements
136	At Five Lanes Crossroads, East of Old Jockey, Box	Skid Resistance Improvements

Highway conditions and technical surveys in your area

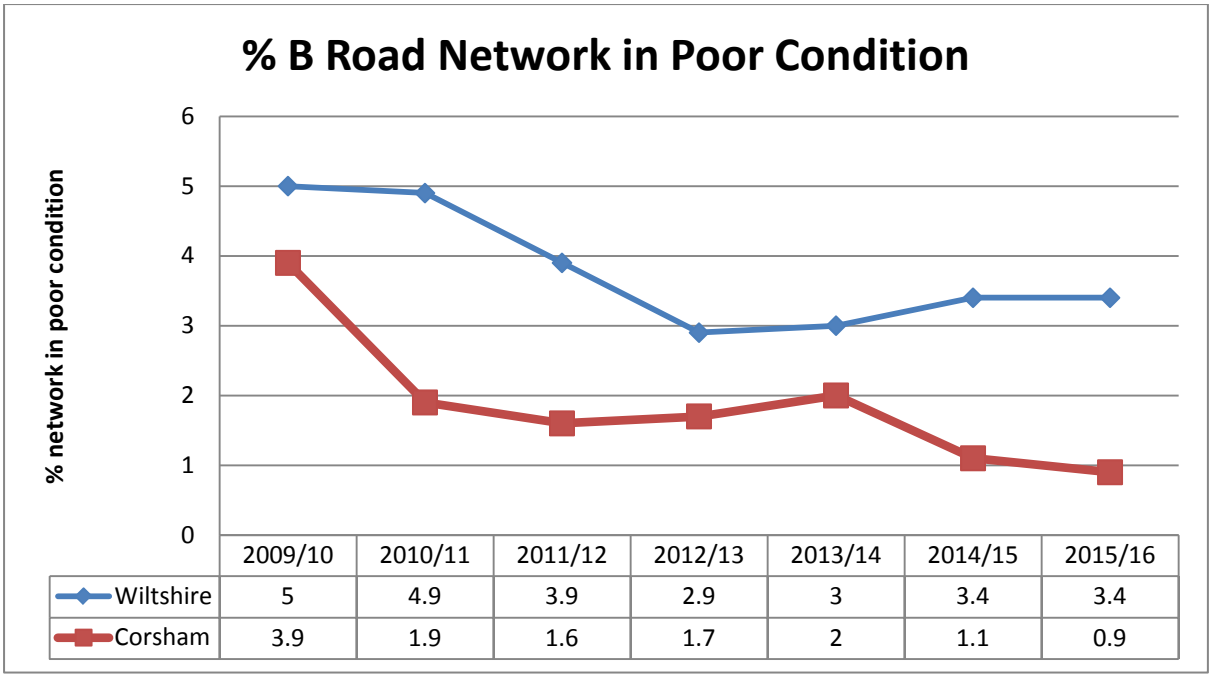
Roads deteriorate in condition because of various factors, including traffic volumes, ground conditions, and weather and drainage issues. Technical surveys of the condition of the highway network are carried out annually and the information is used to help prioritise schemes. Road safety is the priority, and maintaining adequate skid resistance on the busy high speed roads is vital.

The surveys include the use of a vehicle equipped with lasers and cameras to record road surface condition, which allows us to report on road conditions to the Department for Transport and to prioritise maintenance work. Other surveys include measuring skid resistance on the busier roads.

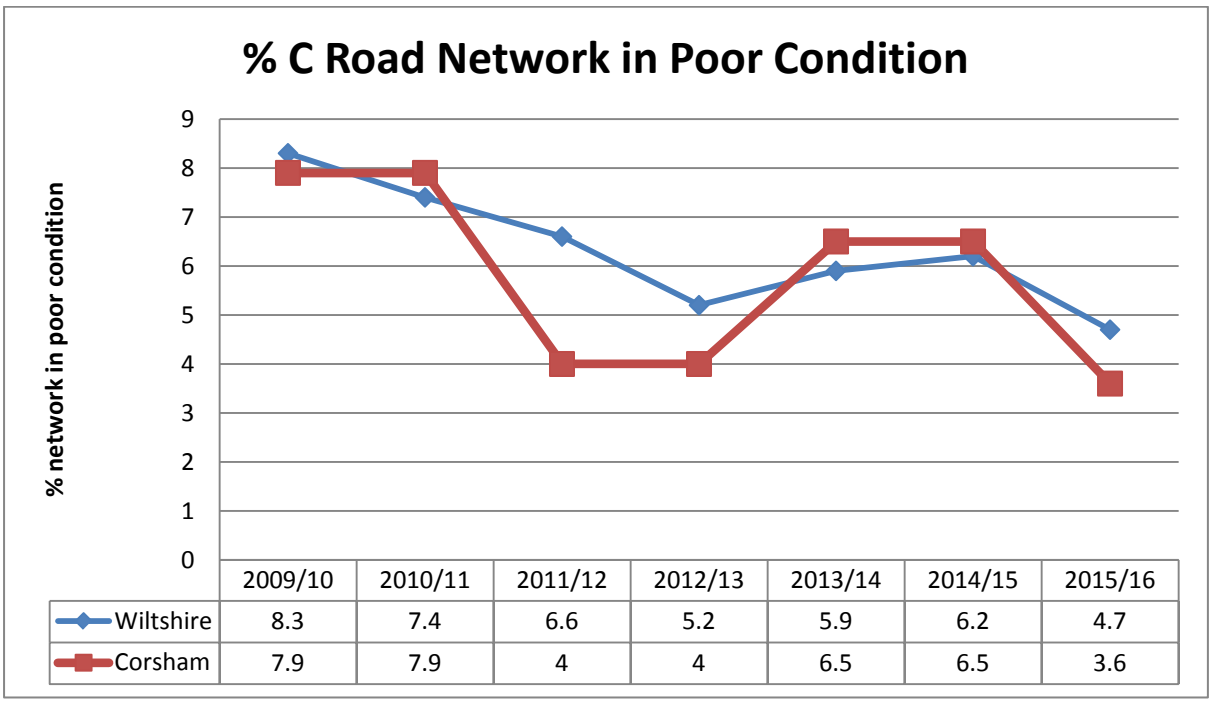
The road conditions in your area are shown below. It should be noted that low numbers are good because it indicates that less road length should be considered for treatment. More detailed information is shown in Appendix A.



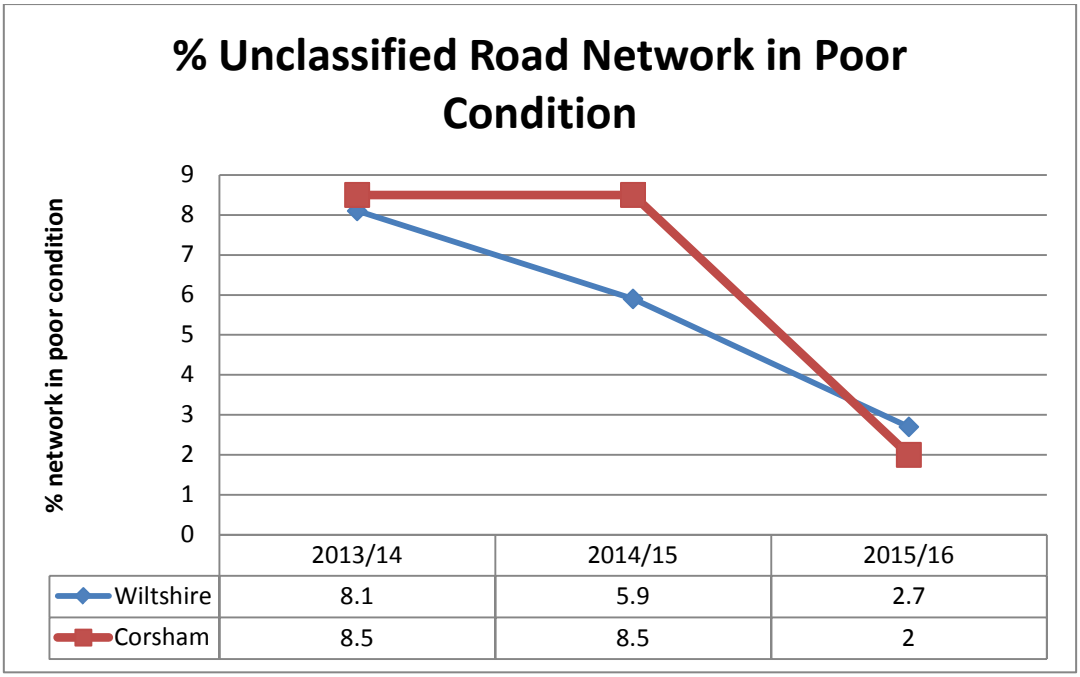
	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	6.4	6.2	5.2	3.4	3.6	3.7	3.1
Corsham	6	7	7	2.3	2.3	2.9	2.9



	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	5	4.9	3.9	2.9	3	3.4	3.4
Corsham	3.9	1.9	1.6	1.7	2	1.1	0.9



	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	8.3	7.4	6.6	5.2	5.9	6.2	4.7
Corsham	7.9	7.9	4	4	6.5	6.5	3.6



Integrated transport, bridge and drainage works

Integrated transport

The Council's traffic engineering team work with our contractors to plan and deliver a range of projects to the local community, most notably through the Area Boards and Community Area Transport Groups (CATGs). The schemes range in size and complexity from simple sign installation through to more complex road safety and improvement schemes.

Bridges

The Council regularly inspects its bridges and other highway structures. There is a programme of renewal and refurbishment works to keep them in good condition, as well as having to respond to damage caused by collisions.

Drainage

Programmes of drainage investigations, repairs and flood alleviation schemes are undertaken throughout the year, but the flooding in recent years has meant that there has been a need to respond immediately to flooding issues, as well as dealing with previously identified problem sites. The drainage improvement and flood alleviation work is co-ordinated through the Council's Operational Flood Working Groups that include the Environment Agency, Wessex Water, other organisations and stakeholders.

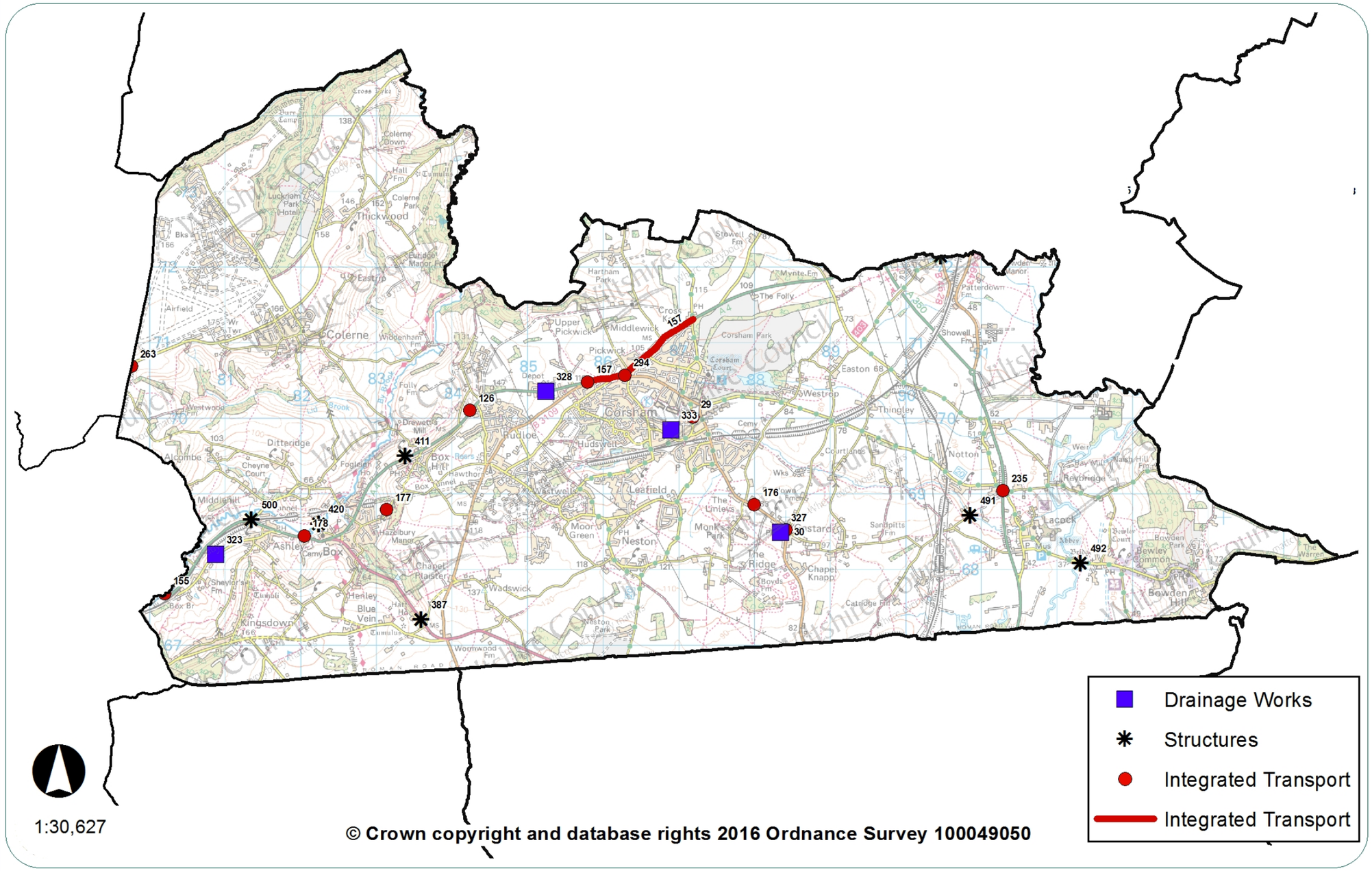
Recent work in your area

The Integrated Transport, Bridge and Drainage schemes carried out in your area since 2015 are listed below.

Plan showing completed integrated transport, bridge and drainage schemes since 2015

Wiltshire Council
Where everybody matters

Corsham Area Board



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Integrated transport schemes since 2015

No	Location	Description
176	Corsham	The Linleys Gateway (coloured surfacing)
177	Quarry Hill, Box	Relocate 40mph Sign
178	Box	A365 Village Gateway
235	A350 Lacock	Substantive scheme A350 Lacock traffic signals
263	Colerne	Hunters Hall signs
294	Pickwick	De-cluttering
29	Station Road/Grove Lane, Corsham	Junction improvement
30	B5353, Gastard	Road markings roundels
126	A4 Rudloe	Replacement advance direction sign on optimast post
155	A4 Box	County boundary Sign

Bridge schemes since 2014

No	Location	Description
387	Box	Washwell bridge, Box. Masonry repair and re-pointing
411	Box	Ivy Cottage Wall Box - Repair highway retaining wall
420	Box	Wilderness Bridge, Box. Replace Parapets
491	Lacock	Wick Lane Footbridge - bagwork to wingwall
492	Lacock	Stroud Farm Bridge, Lacock - Bridge drainage maintenance
500	Box	Box Station Drainage work

Drainage works since 2015

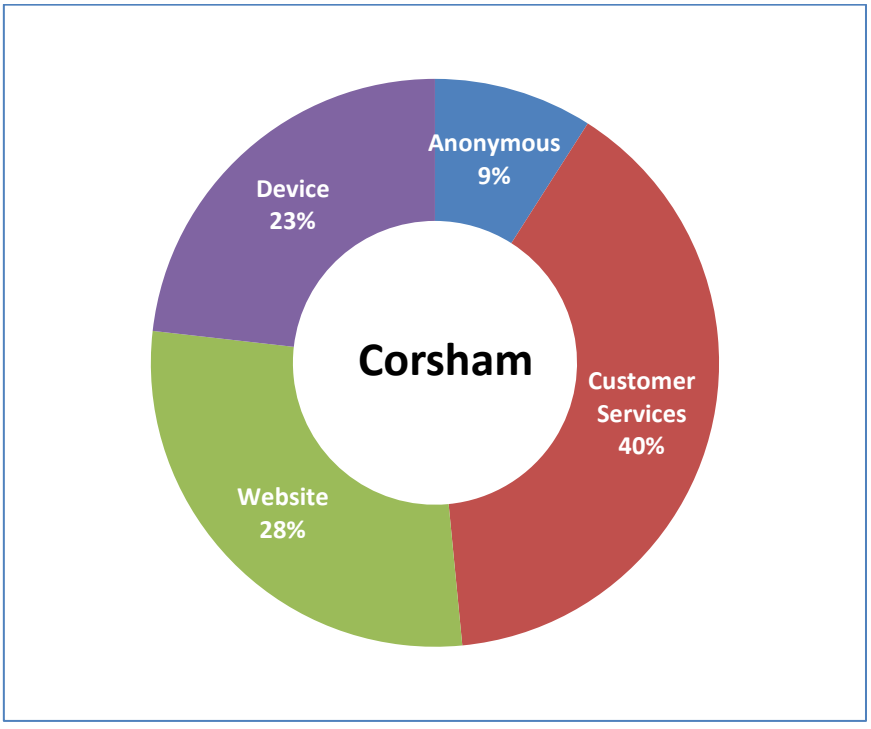
No	Location	Description
323	Corsham	Work on SW system
327	Corsham	minor works to watercourses
328	Corsham	Replacement of carrier
333	Corsham	Installing EA monitoring equipment

My Wiltshire

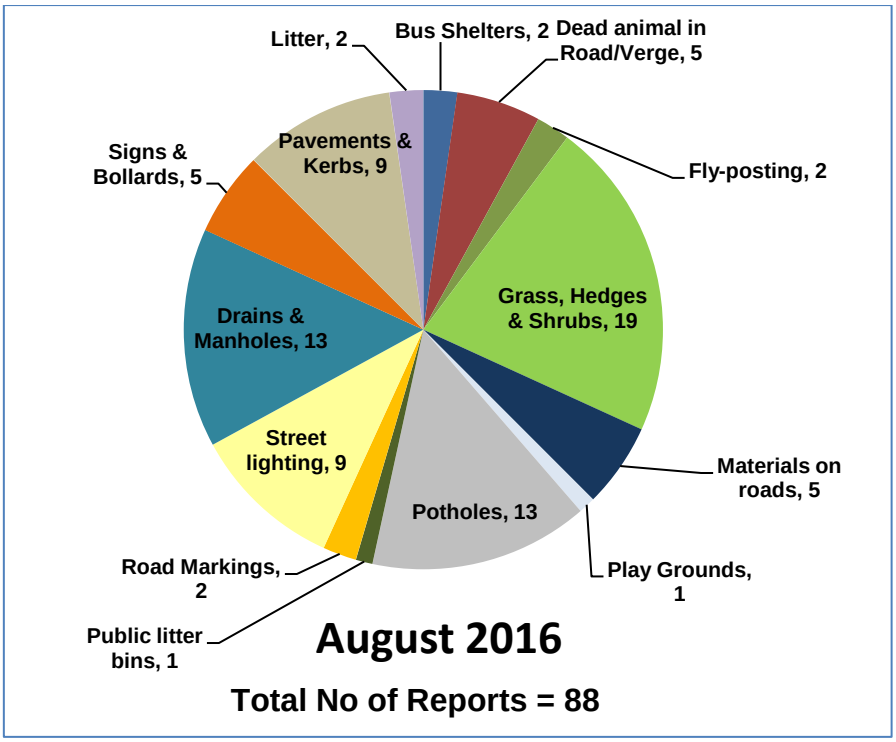
My Wiltshire provides an easy way to report highway issues, including using the Council's website. We have an app so you can report on the go using your smartphone. The My Wiltshire app is available to download at both the App Store (for iPhones and iPads), from Google Play™ (for Android phones) and Windows Store. You can attach information such as photos or videos and pinpoint the location of your report using the mapping software on your phone.

A summary of recent reports in your area is shown below, and further details are shown in Appendix B.

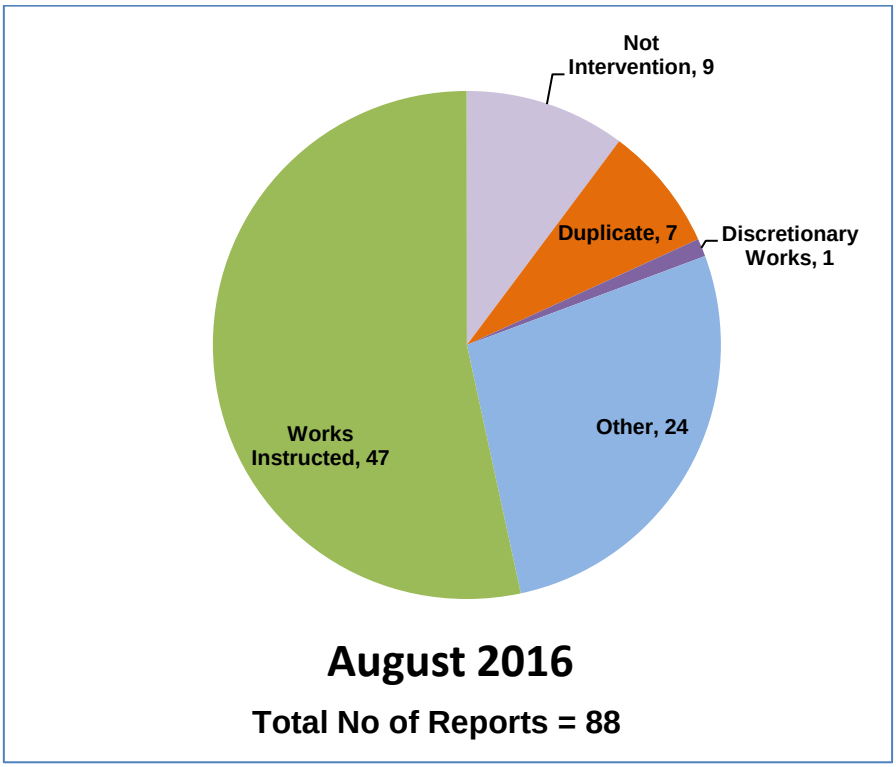
Customer reporting methods in your area



Customer reports in your area for the month of August 2016



Actions following recent reports in your area



Action definitions

1. **Not Intervention** – the technician has attended site and classified the defect as not meeting intervention levels as per the Highway Inspection Manual 2013 or in the case of streetscene reports, service level agreements.

2. **Duplicate** – a report has already been received in relation to this issue and a works instruction has previously been passed to the contractor to undertake a repair/carry out the necessary works.

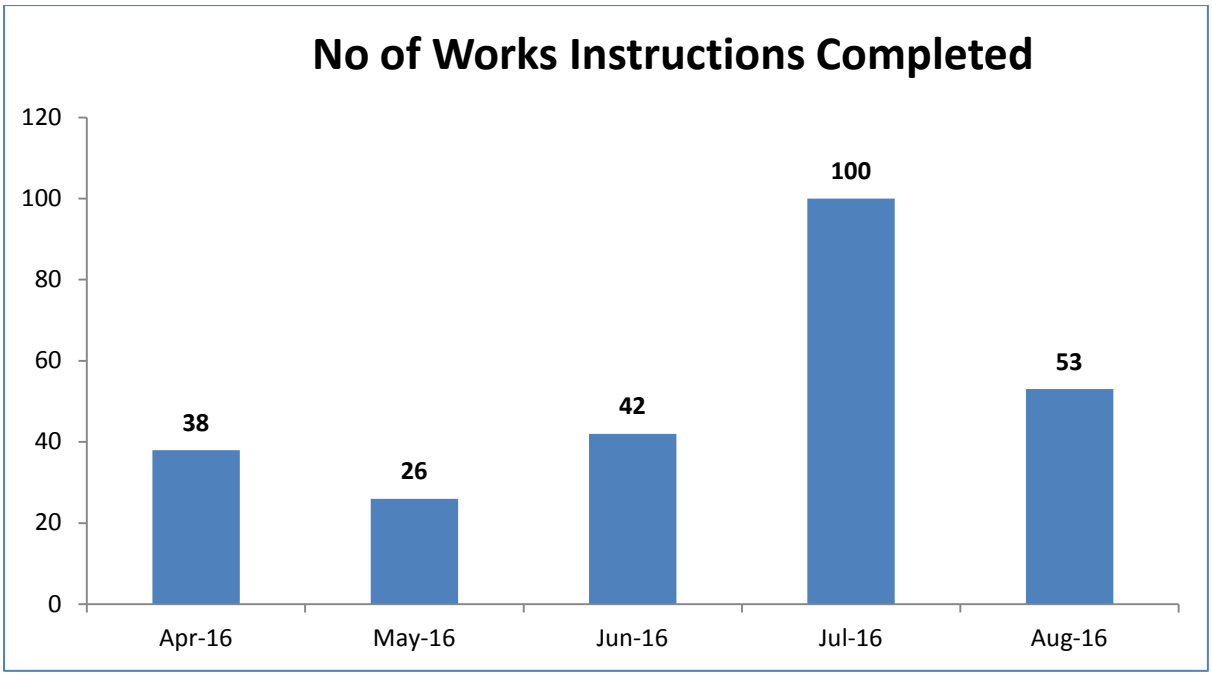
3. **Under Investigation** – this issue is currently with a Highways technician or engineer – they may be awaiting information from the customer or the issue requires further investigation e.g. wet weather inspection, drainage survey, exploratory excavation, ownership query.

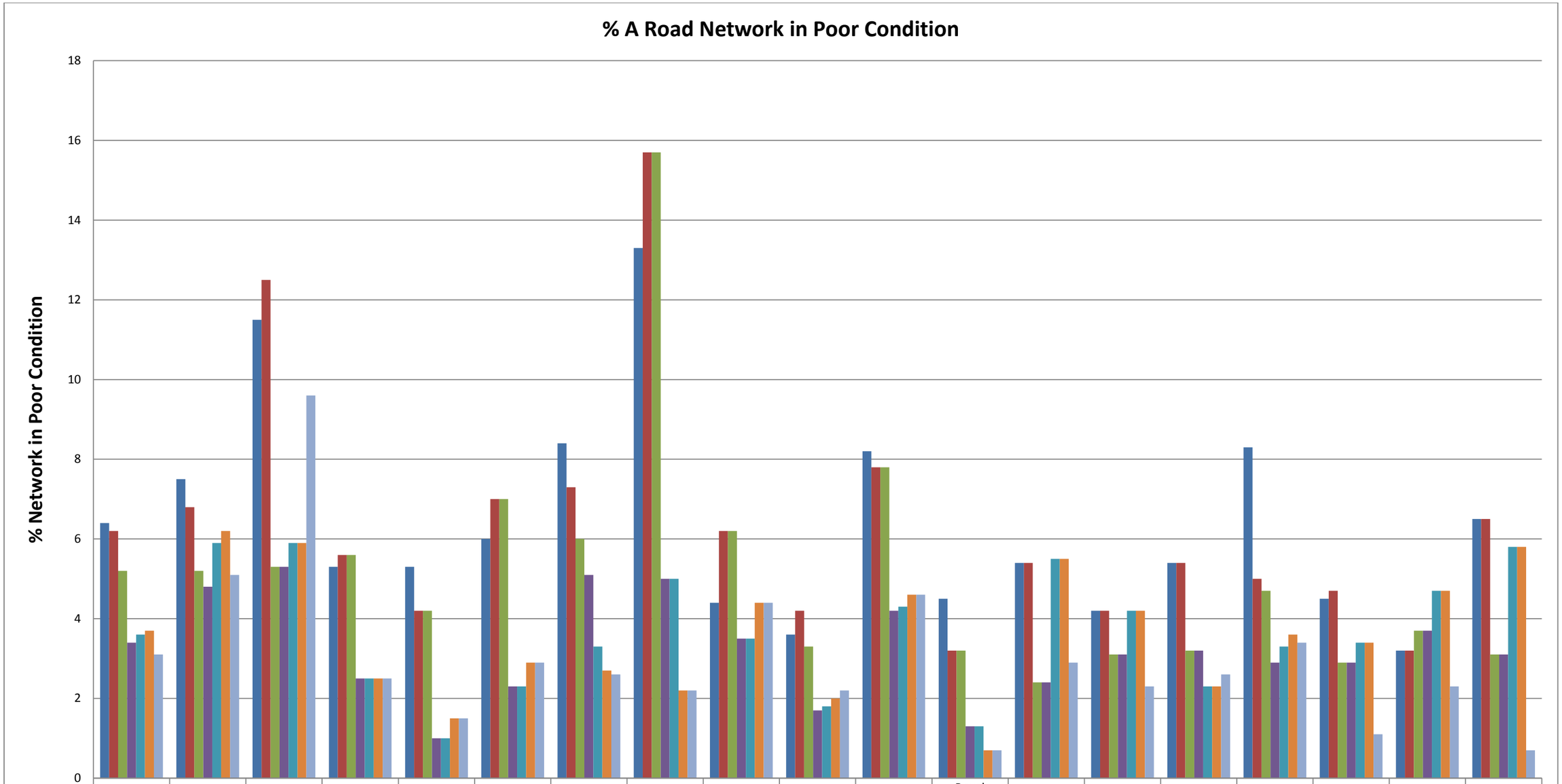
4. **Discretionary works** – this issue is not a highway safety issue and has been identified as one which falls within the remit of the parish steward scheme.

5. **Other** – the issue has been identified as one which does not require any action by Local Highways. This could be for a number of reasons –
   - the report has been cancelled by the user,
   - there is insufficient information provided to assess the issue and the customer has not provided contact details,
   - the issue is not the responsibility of Wiltshire Council e.g. un-adopted highway, gas/electricity/telephone/water/cable company, Highways England, housing association,
   - the technician attended site and nothing was found at the stated location
   - the issue has been passed to another service within Wiltshire Council e.g. rights of way, bridges.

6. **Works Instructed** – the technician has assessed the issue as requiring works to be carried out and has either dealt with the issue personally or has referred it to the contractor for repair.

Highway defects completed in your area in recent months





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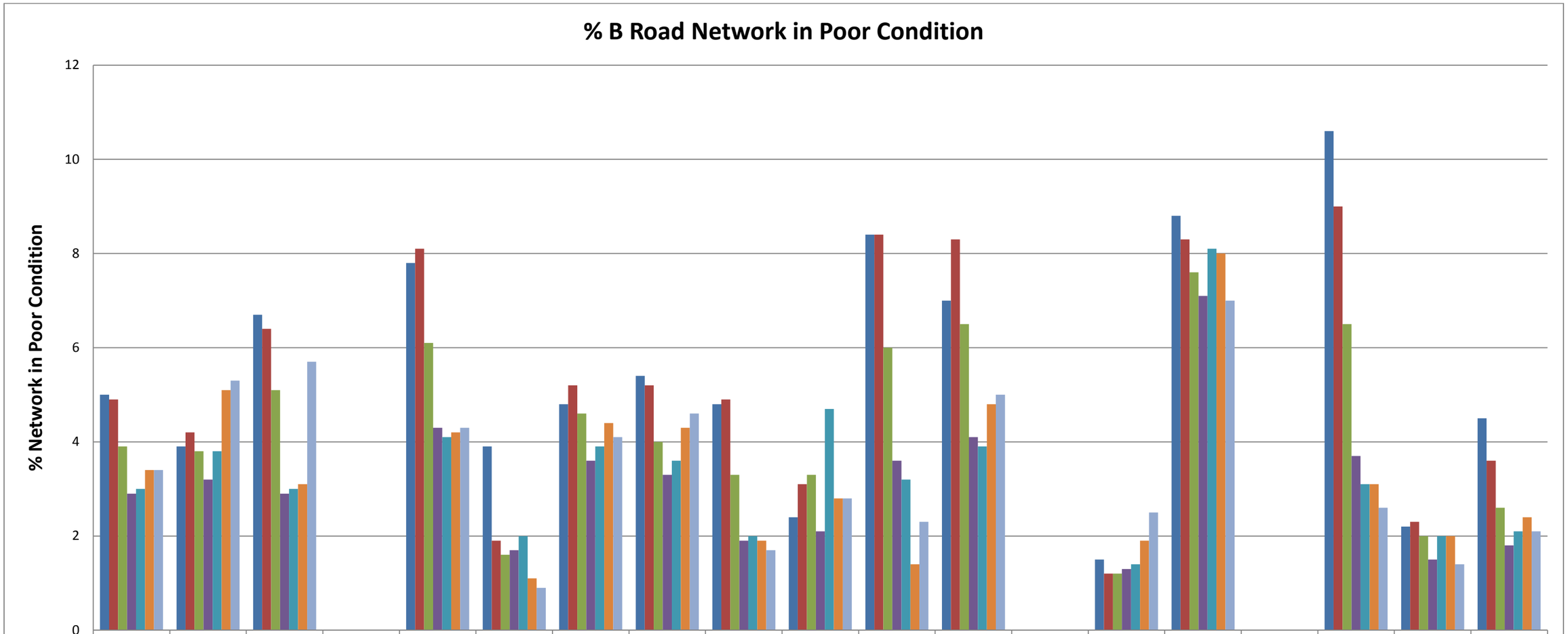
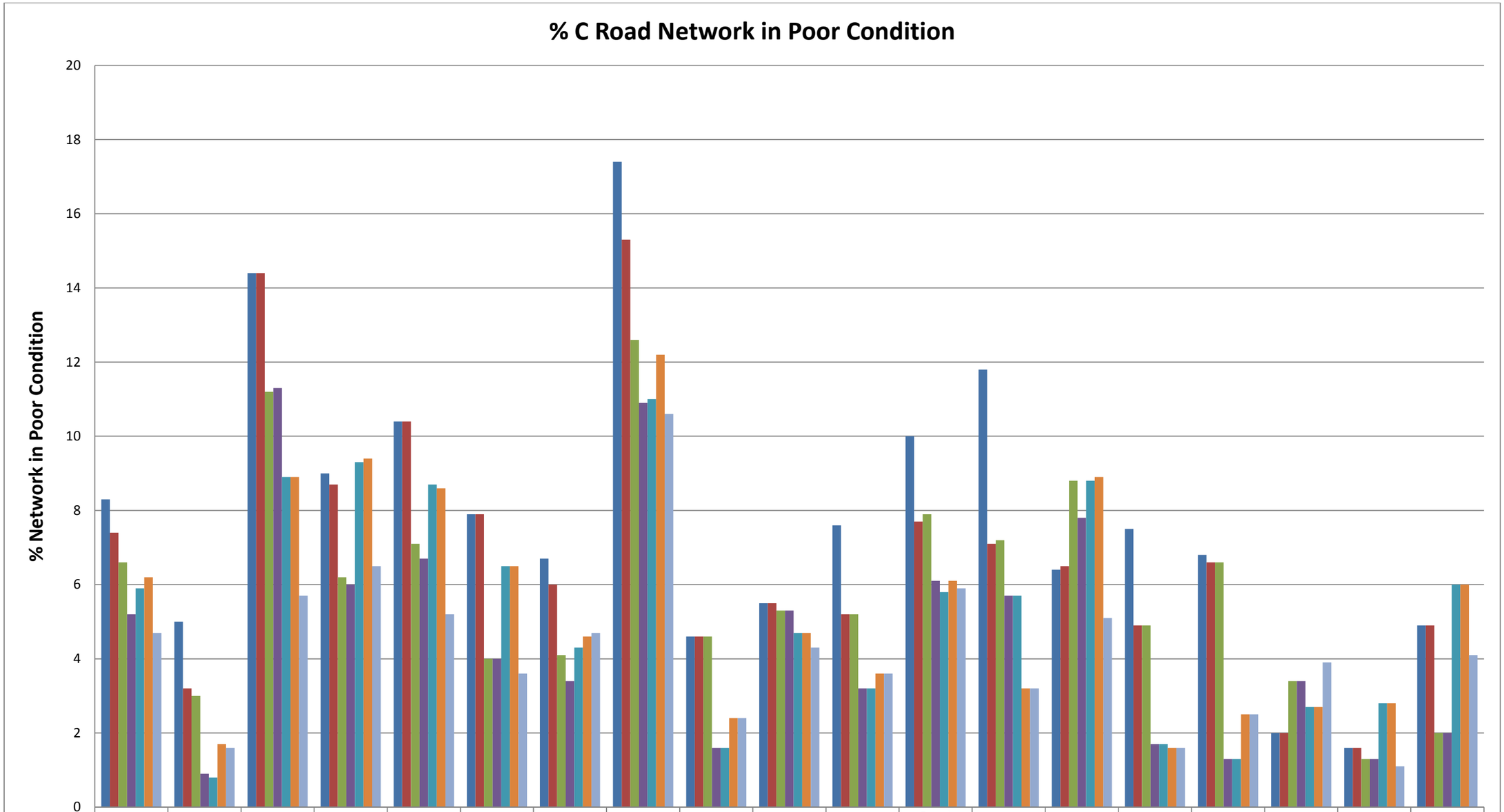
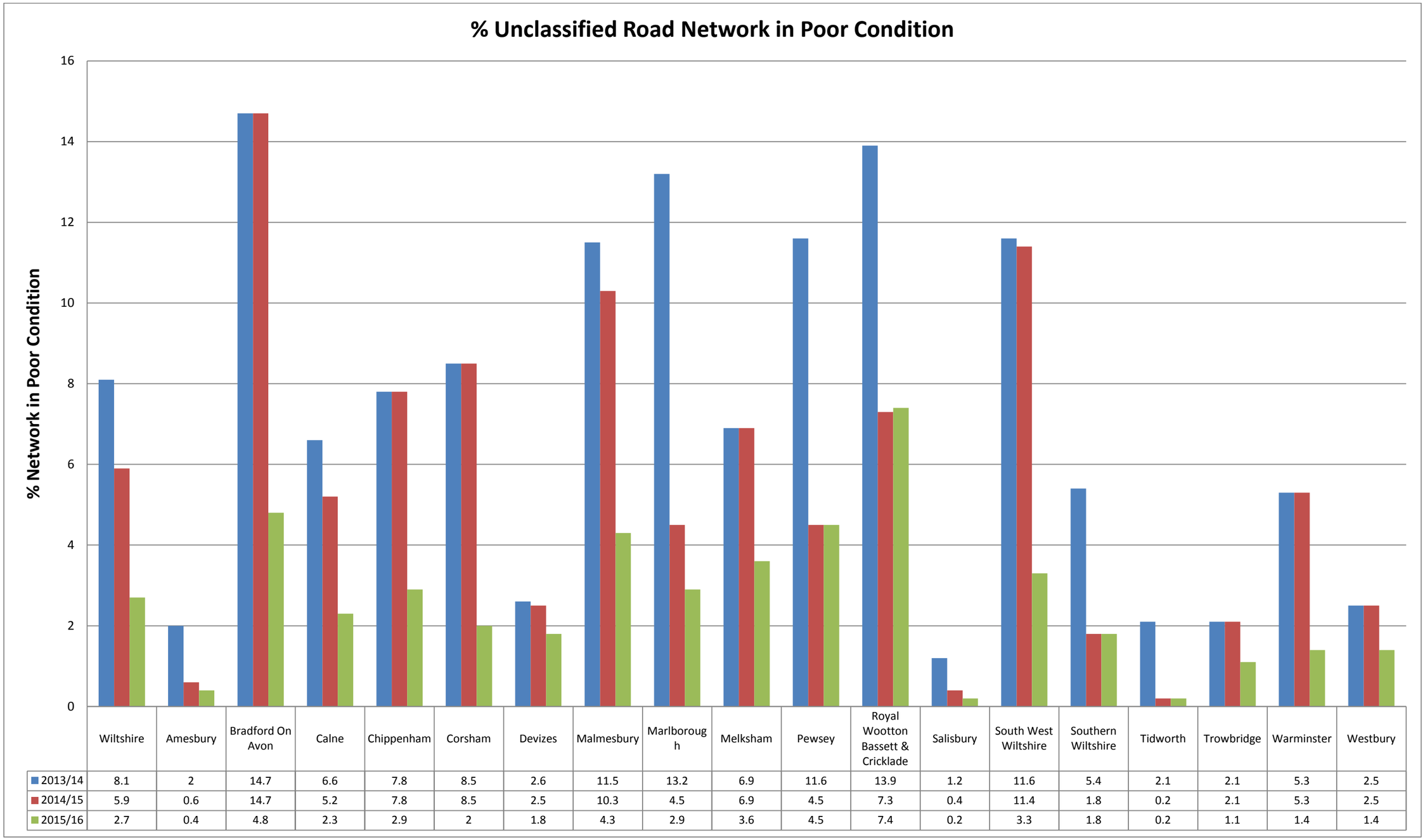
2009/10	6.4	7.5	11.5	5.3	5.3	6	8.4	13.3	4.4	3.6	8.2	4.5	5.4	4.2	5.4	8.3	4.5	3.2	6.5
2010/11	6.2	6.8	12.5	5.6	4.2	7	7.3	15.7	6.2	4.2	7.8	3.2	5.4	4.2	5.4	5	4.7	3.2	6.5
2011/12	5.2	5.2	5.3	5.6	4.2	7	6	15.7	6.2	3.3	7.8	3.2	2.4	3.1	3.2	4.7	2.9	3.7	3.1
2012/13	3.4	4.8	5.3	2.5	1	2.3	5.1	5	3.5	1.7	4.2	1.3	2.4	3.1	3.2	2.9	2.9	3.7	3.1
2013/14	3.6	5.9	5.9	2.5	1	2.3	3.3	5	3.5	1.8	4.3	1.3	5.5	4.2	2.3	3.3	3.4	4.7	5.8
2014/15	3.7	6.2	5.9	2.5	1.5	2.9	2.7	2.2	4.4	2	4.6	0.7	5.5	4.2	2.3	3.6	3.4	4.7	5.8
2015/16	3.1	5.1	9.6	2.5	1.5	2.9	2.6	2.2	4.4	2.2	4.6	0.7	2.9	2.3	2.6	3.4	1.1	2.3	0.7



	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	5	3.9	6.7	0	7.8	3.9	4.8	5.4	4.8	2.4	8.4	7	0	1.5	8.8	0	10.6	2.2	4.5
2010/11	4.9	4.2	6.4	0	8.1	1.9	5.2	5.2	4.9	3.1	8.4	8.3	0	1.2	8.3	0	9	2.3	3.6
2011/12	3.9	3.8	5.1	0	6.1	1.6	4.6	4	3.3	3.3	6	6.5	0	1.2	7.6	0	6.5	2	2.6
2012/13	2.9	3.2	2.9	0	4.3	1.7	3.6	3.3	1.9	2.1	3.6	4.1	0	1.3	7.1	0	3.7	1.5	1.8
2013/14	3	3.8	3	0	4.1	2	3.9	3.6	2	4.7	3.2	3.9	0	1.4	8.1	0	3.1	2	2.1
2014/15	3.4	5.1	3.1	0	4.2	1.1	4.4	4.3	1.9	2.8	1.4	4.8	0	1.9	8	0	3.1	2	2.4
2015/16	3.4	5.3	5.7	0	4.3	0.9	4.1	4.6	1.7	2.8	2.3	5	0	2.5	7	0	2.6	1.4	2.1



	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	8.3	5	14.4	9	10.4	7.9	6.7	17.4	4.6	5.5	7.6	10	11.8	6.4	7.5	6.8	2	1.6	4.9
2010/11	7.4	3.2	14.4	8.7	10.4	7.9	6	15.3	4.6	5.5	5.2	7.7	7.1	6.5	4.9	6.6	2	1.6	4.9
2011/12	6.6	3	11.2	6.2	7.1	4	4.1	12.6	4.6	5.3	5.2	7.9	7.2	8.8	4.9	6.6	3.4	1.3	2
2012/13	5.2	0.9	11.3	6	6.7	4	3.4	10.9	1.6	5.3	3.2	6.1	5.7	7.8	1.7	1.3	3.4	1.3	2
2013/14	5.9	0.8	8.9	9.3	8.7	6.5	4.3	11	1.6	4.7	3.2	5.8	5.7	8.8	1.7	1.3	2.7	2.8	6
2014/15	6.2	1.7	8.9	9.4	8.6	6.5	4.6	12.2	2.4	4.7	3.6	6.1	3.2	8.9	1.6	2.5	2.7	2.8	6
2015/16	4.7	1.6	5.7	6.5	5.2	3.6	4.7	10.6	2.4	4.3	3.6	5.9	3.2	5.1	1.6	2.5	3.9	1.1	4.1



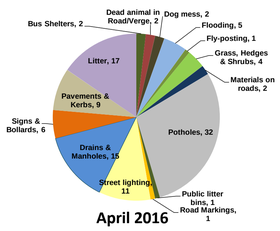
	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2013/14	8.1	2	14.7	6.6	7.8	8.5	2.6	11.5	13.2	6.9	11.6	13.9	1.2	11.6	5.4	2.1	2.1	5.3	2.5
2014/15	5.9	0.6	14.7	5.2	7.8	8.5	2.5	10.3	4.5	6.9	4.5	7.3	0.4	11.4	1.8	0.2	2.1	5.3	2.5
2015/16	2.7	0.4	4.8	2.3	2.9	2	1.8	4.3	2.9	3.6	4.5	7.4	0.2	3.3	1.8	0.2	1.1	1.4	1.4

Appendix B: My Wiltshire Statistics

Wiltshire Council
Where everybody matters

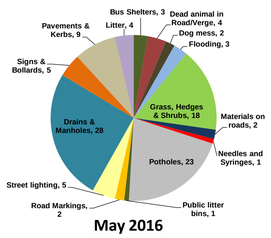
Corsham Area Board

Customer Reported Issues



April 2016

Total No of Reports = 110



May 2016

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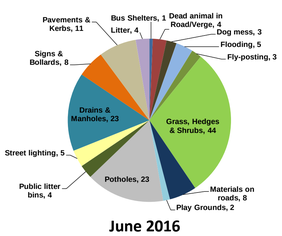

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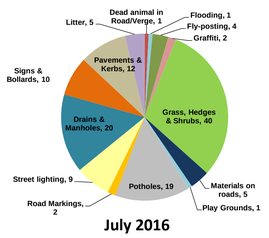

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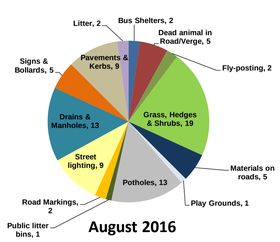
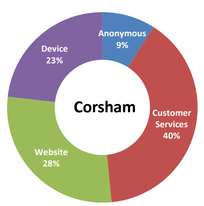
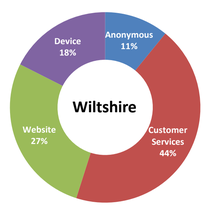


August 2016

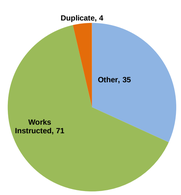
Total No of Reports = 88

Reporting Channels





Customer Call Outcomes



April 2016

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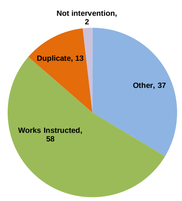
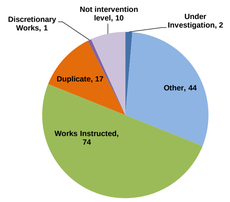


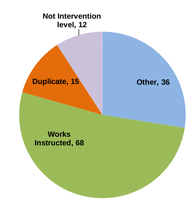
May 2016

Total No of Reports = 110



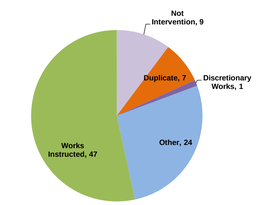
June 2016

Total No of Reports = 148



July 2016

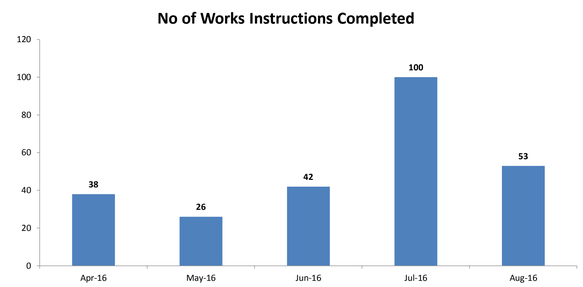
Total No of Reports = 131



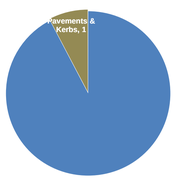
August 2016

Total No of Reports = 88

Completed in Month



Safety Inspections



April 2016

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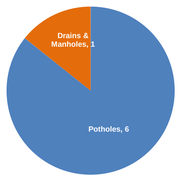
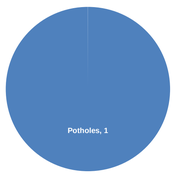


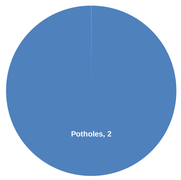
May 2016

Total No of Defects = 7



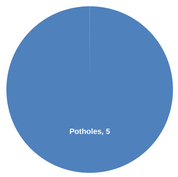
June 2016

Total No of Defects = 1



July 2016

Total No of Defects = 2



August 2016

Total No of Defects = 5

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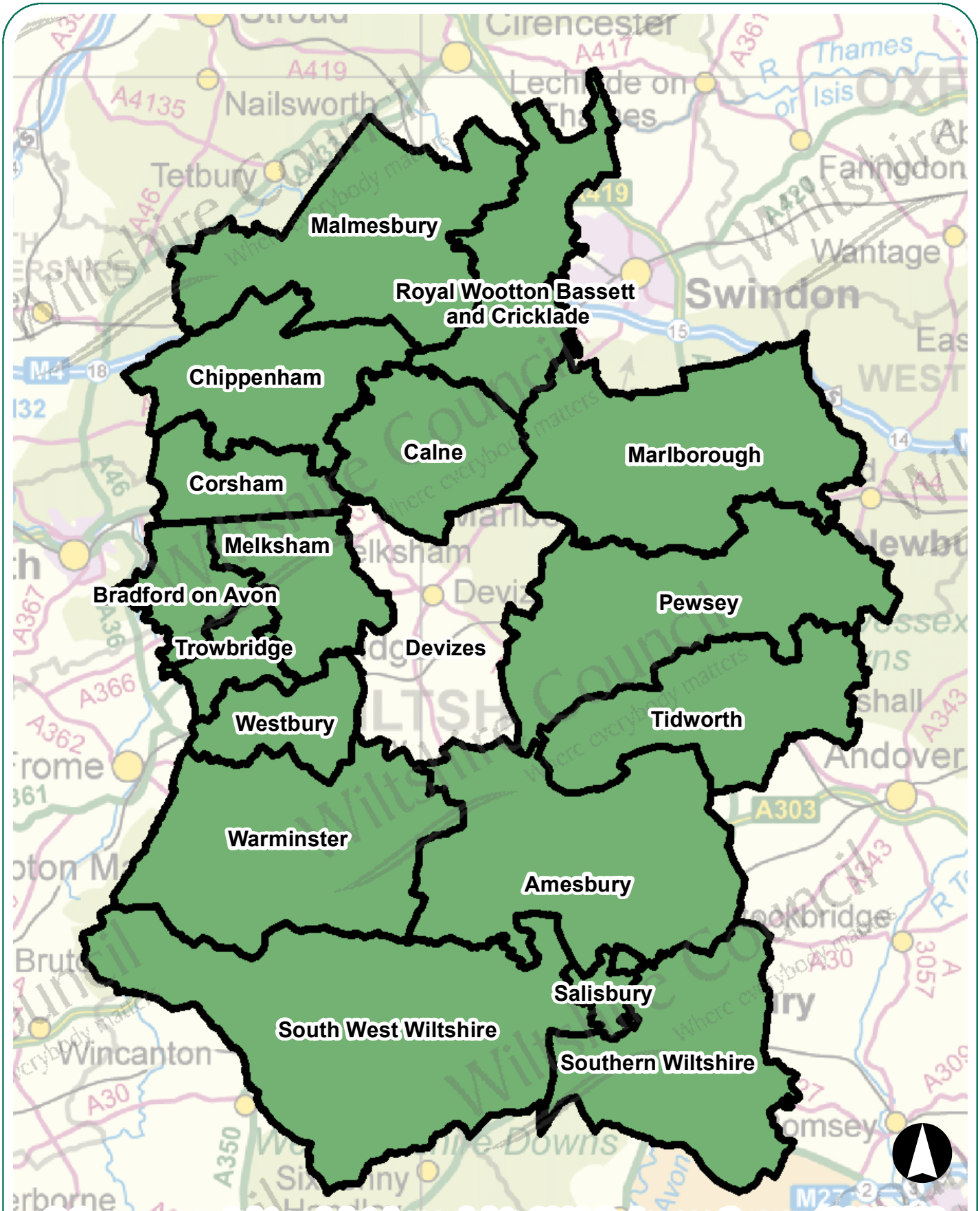
Wiltshire Council
Where everybody matters

Devizes Area Board
Highway Information



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Devizes Area Board Highway Information

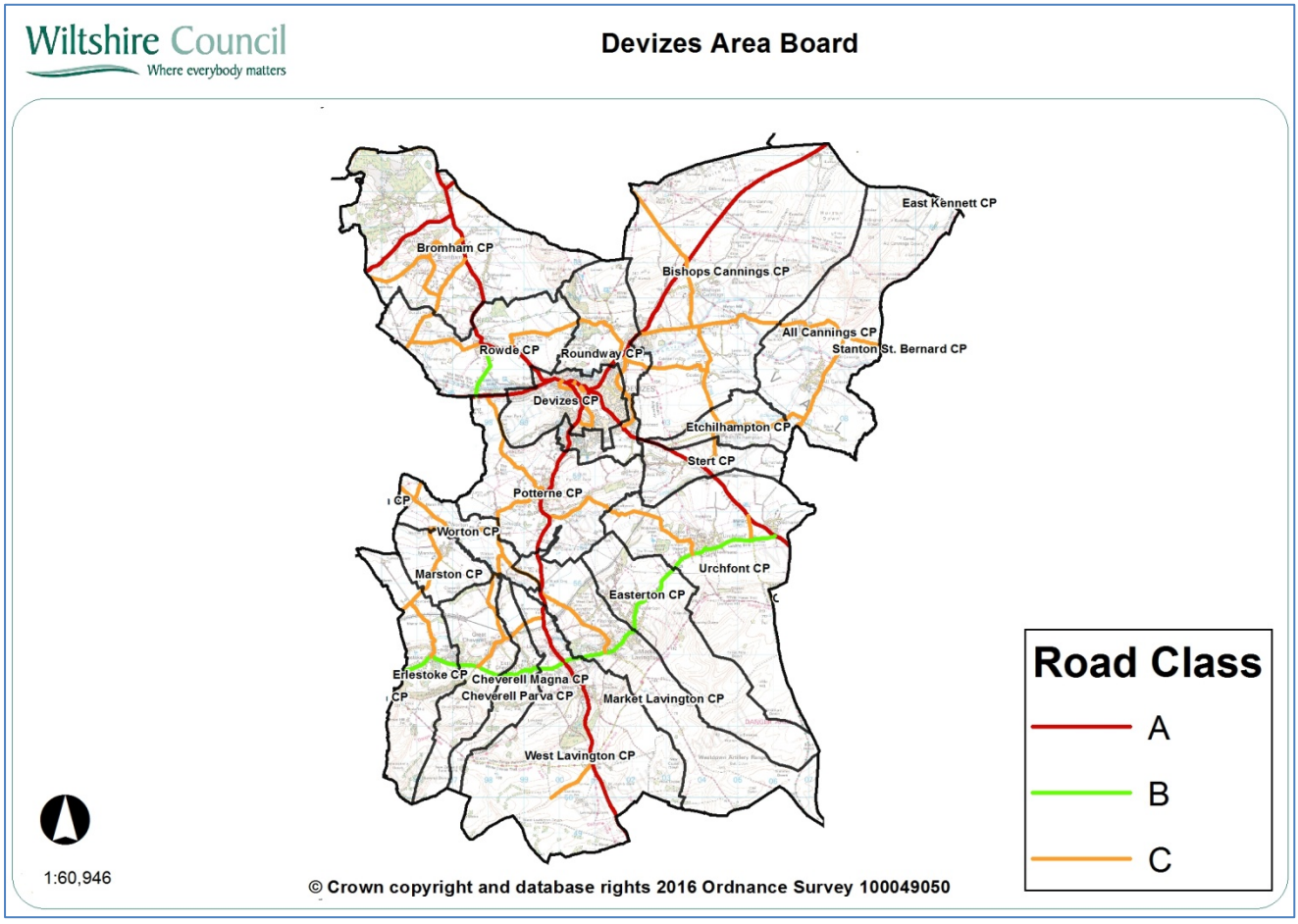
Introduction

This document summarises highway information for your area board. It lists the recent highway and related work carried out by Wiltshire Council, including the road resurfacing carried out during the first two years of the 'Local Highways Investment Fund 2014 – 2020', and includes other information which should be of interest.

Further information on the Council's activities is available at the website www.wiltshire.gov.uk. If you wish to report a specific highway issue please use My Wiltshire. Details are provided at the end of this document.

Parishes in the community area are:

Etchilhampton, Bishops Cannings, All Cannings, Roundway, Potterne, Worton, Marston, Erlestoke, Cheverell Magna, Cheverell Parva, West Lavington, Market Lavington, Easterton, Urchfont, Stert, Devizes, Bromham, Rowde



Network statistics in your area

Road length by class

Road type	Urban (km)	Rural (km)
A Class Roads	17.95	31.37
B Class Roads	8.28	6.35
C Class Roads	21.53	55.5
Unclassified Roads	75.44	38.89
Total	**123.2**	**132.11**
	Overall Total	**255.31**

The council categorises its roads to reflect their importance. This enables an effective assignment of highway inspection frequencies and maintenance standards.

Highway assets in your area

The council keeps an inventory of its highway assets in order to assist planning its highway maintenance. Important statistics relating to your board area are:

Asset Type	Measure
Carriageway	255.31 km
Footways adjacent to road	152 km
Footways (linked)	18.57 km
White road centre lines	114 km
Road kerbs	180 km
Grass verge (maintained)	351 km
Drainage grips	1, 936 number
Drainage pipe grips	149 number
Drainage gullies	5,517 number
Road signs	2, 328 number
Street lights	3,620 number

Major highway maintenance

Road resurfacing

Wiltshire has over 3,000 miles of road. The Council's 'Local Highways Investment Fund 2014 – 2020' is making a massive investment to improve the condition of the roads in Wiltshire over six years. The programme of work started in April 2014, and is designed and supervised by the Council's consultants Atkins, with the work carried out by our main highway contractors Tarmac and Eurovia.

The work carried out in the first two years of the programme has improved a considerable number of the roads in previously poor condition. The locations of sites treated in recent years are shown below.

Carriageway repairs

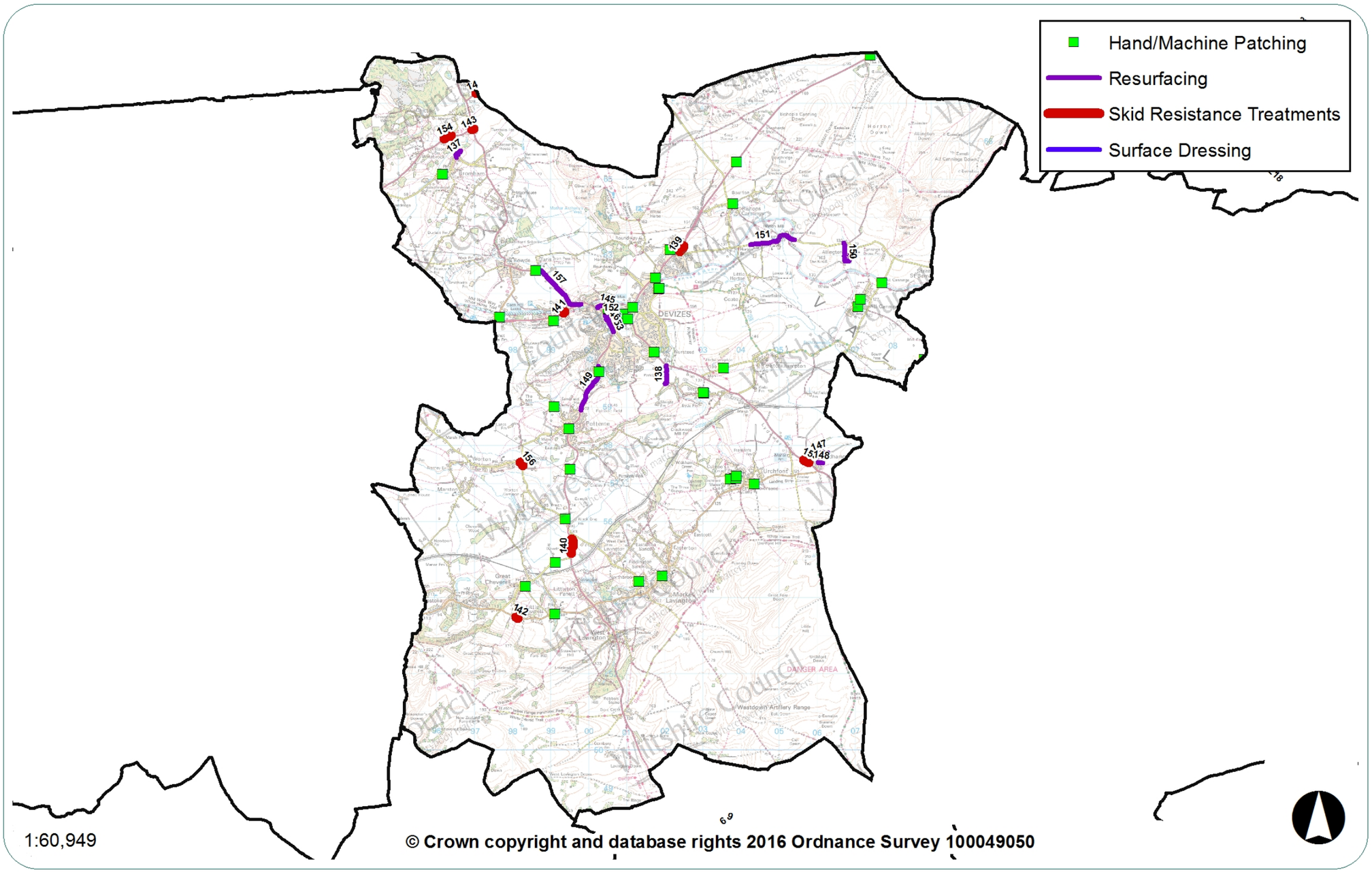
As well as resurfacing roads other works are undertaken to make localised repairs to keep the roads safe. The works undertaken in your area since 2014 are shown on the map below.

The wet winter and flooding in previous years has resulted in substantial damage to the road network. It is important that serious defects are treated promptly to keep the roads safe. The Council currently operates four Pothole teams that respond to urgent issues to keep the roads safe.

Plan showing major maintenance schemes & hand/machine patching sites completed since 2014

Wiltshire Council
Where everybody matters

Devizes Area Board



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Major maintenance completed since 2014

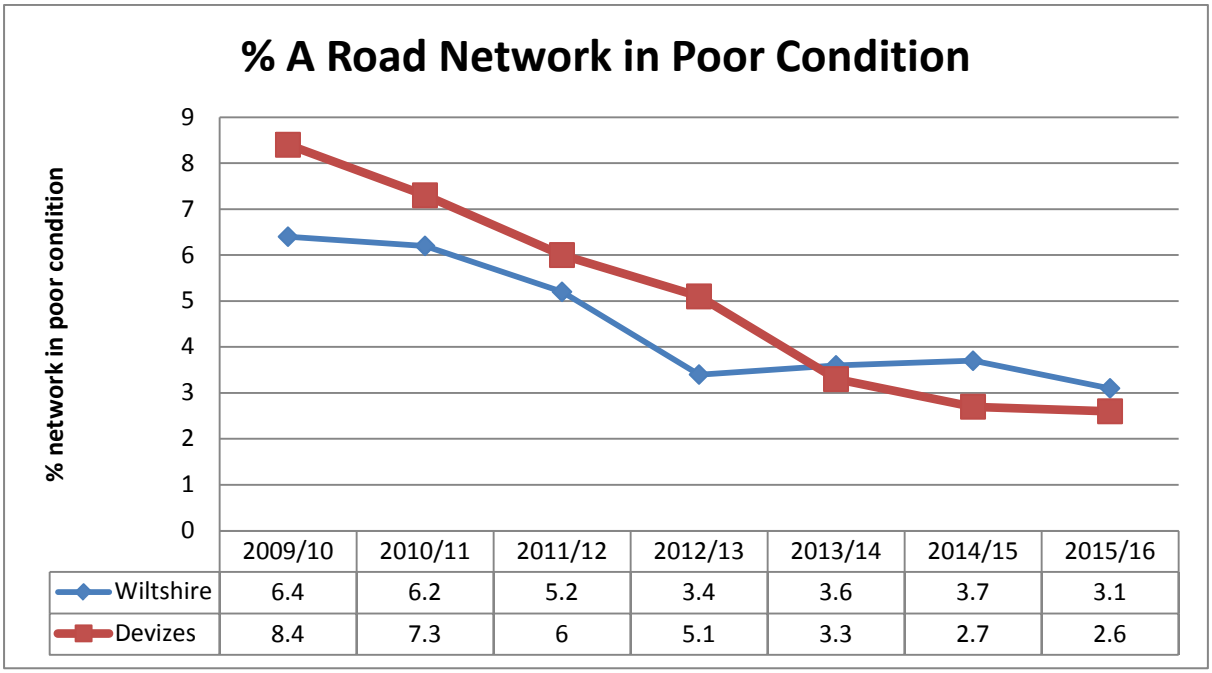
No	Location	Works
137	Greystones, Bromham	Resurfacing
138	Sleight Lane, Devizes	Resurfacing
139	Horton Road Roundabout To Start Of Dual Carriageway	Skid Resistance Improvements
140	C40 Cheverell Road To C20 Black Dog crossroads	Skid Resistance Improvements
141	Caen Hill Gardens To A342 Dunkirk Hill	Skid Resistance Improvements
142	Townsend Great Cheverell To 40mph Little Cheverell	Skid Resistance Improvements
143	Westbrook Rd (60mph To A342) Bromham	Skid Resistance Improvements
144	A3102/A342 To Back Lane To Back Lane	Skid Resistance Improvements
145	Devizes A361 New Park Street incl. Gains Lane	Resurfacing
146	Wine Street & High Street, Devizes	Resurfacing
147	The Cartway, Plum Lane, Wedhampton	Resurfacing
148	The Cartway, Plum Lane, Wedhampton	Resurfacing
149	A360 Potterne Village to Devizes	Resurfacing
150	UC Allington Loop	Resurfacing
151	C8 Horton Village	Resurfacing
152	West Central Car Park, Devizes	Resurfacing
153	A360 Long Street, Devizes	Resurfacing
154	Westbrook Road, Bromham	Skid Resistance Improvements
155	A342 at Wedhampton	Skid Resistance Improvements
156	Bend at junction Cuckolds Green, Worton	Skid Resistance Improvements
157	Dunkirk Hill to Rowde	Resurfacing

Highway conditions and technical surveys in your area

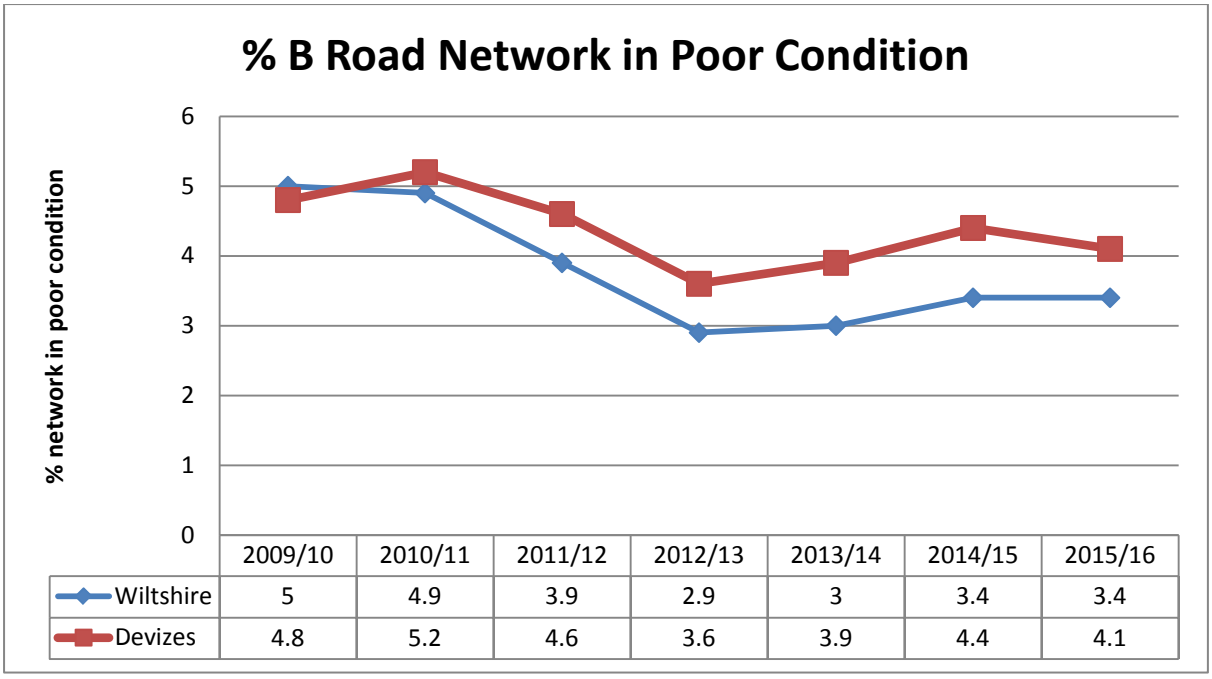
Roads deteriorate in condition because of various factors, including traffic volumes, ground conditions, and weather and drainage issues. Technical surveys of the condition of the highway network are carried out annually and the information is used to help prioritise schemes. Road safety is the priority, and maintaining adequate skid resistance on the busy high speed roads is vital.

The surveys include the use of a vehicle equipped with lasers and cameras to record road surface condition, which allows us to report on road conditions to the Department for Transport and to prioritise maintenance work. Other surveys include measuring skid resistance on the busier roads.

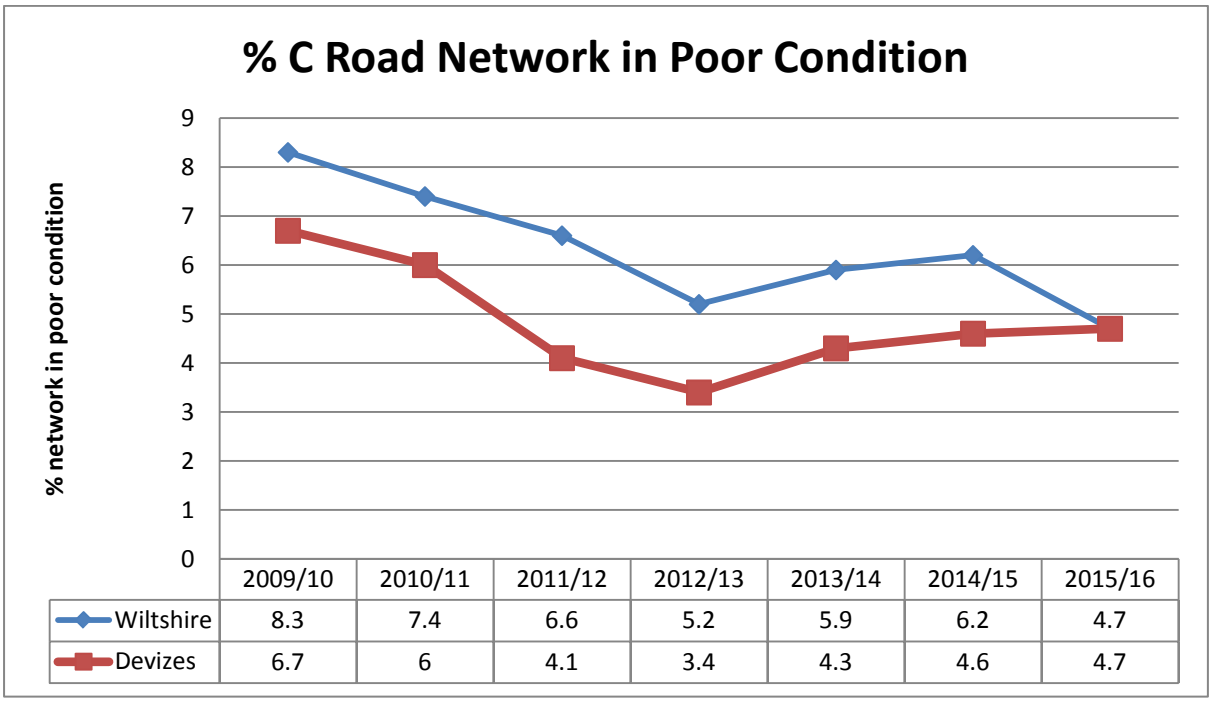
The road conditions in your area are shown below. It should be noted that low numbers are good because it indicates that less road length should be considered for treatment. More detailed information is shown in Appendix A.



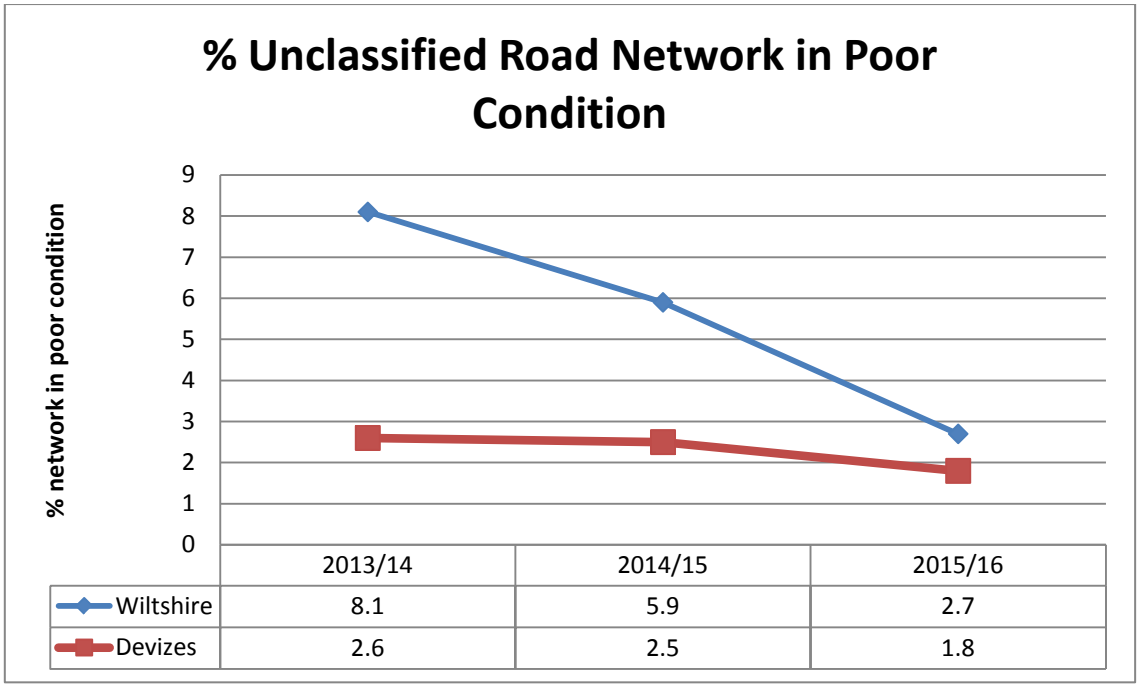
	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	6.4	6.2	5.2	3.4	3.6	3.7	3.1
Devizes	8.4	7.3	6	5.1	3.3	2.7	2.6



	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	5	4.9	3.9	2.9	3	3.4	3.4
Devizes	4.8	5.2	4.6	3.6	3.9	4.4	4.1



	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	8.3	7.4	6.6	5.2	5.9	6.2	4.7
Devizes	6.7	6	4.1	3.4	4.3	4.6	4.7



Integrated transport, bridge and drainage works

Integrated transport

The Council's traffic engineering team work with our contractors to plan and deliver a range of projects to the local community, most notably through the Area Boards and Community Area Transport Groups (CATGs). The schemes range in size and complexity from simple sign installation through to more complex road safety and improvement schemes.

Bridges

The Council regularly inspects its bridges and other highway structures. There is a programme of renewal and refurbishment works to keep them in good condition, as well as having to respond to damage caused by collisions.

Drainage

Programmes of drainage investigations, repairs and flood alleviation schemes are undertaken throughout the year, but the flooding in recent years has meant that there has been a need to respond immediately to flooding issues, as well as dealing with previously identified problem sites. The drainage improvement and flood alleviation work is co-ordinated through the Council's Operational Flood Working Groups that include the Environment Agency, Wessex Water, other organisations and stakeholders.

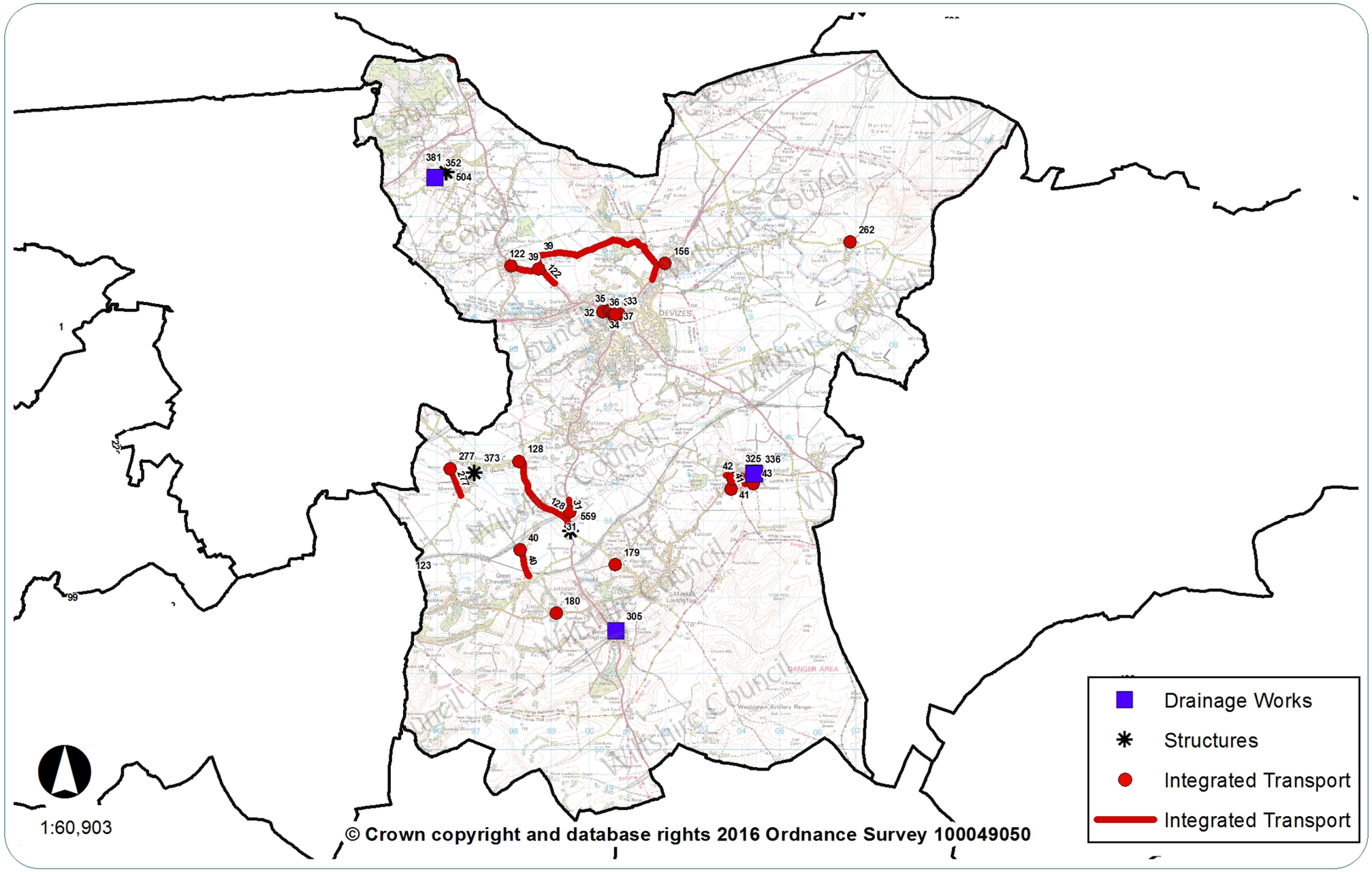
Recent work in your area

The Integrated Transport, Bridge and Drainage schemes carried out in your area since 2015 are listed below.

Plan showing completed integrated transport, bridge and drainage schemes since 2015

Wiltshire Council
Where everybody matters

Devizes Area Board



Integrated transport schemes since 2015

No	Location	Description
179	Market Lavington	Spin hill / Ledge Hill junction signs
180	Little Cheverell	Low Road unsuitable for HGV signs
262	Allington	C8 at Allington - 40 mph speed limit
277	Marston	Marston Speed Limit Signing
31	A360	A360 Frieth nameplates
32	Devizes	Various locations cycle parking Winkworth
33	Devizes	Various locations cycle parking O/s Roses
34	Devizes	Various locations cycle parking Central car Park
35	Devizes	Various locations cycle parking Monday Market Street
36	Devizes	Various locations cycle parking opposite Tesco
37	Devizes	Various locations cycle parking Sheep St
38	Devizes	Various locations cycle parking outside Sainsbury
39	C249	C class speed limit reviews C249 implementation
40	Great Cheverell	Green Lane speed limit investigation
41	Urchfont	20mph speed limit implementation
42	Urchfont	20mph speed limit implementation
43	Urchfont	Crossing point and bus stop hardstanding
122	A342 Rowde	Tourism signs to the Rowdey Cow Caf
128	C20 Worton	New Speed Limit - signs and markings
156	Devizes	Directions signs to Air Training Corps / ACF

Bridge schemes since 2014

No	Location	Description
373	Marston	Plough Footbridge, Marston, Rebuild Elevations and Parapet
381	Bromham	Retaining wall Chantry Church Hill Bromham repair following road traffic collision
504	Bromham	Retaining wall Chantry Church Hill Bromham repair following road traffic collision
559	Market Lavington	General re-pointing

Drainage works since 2015

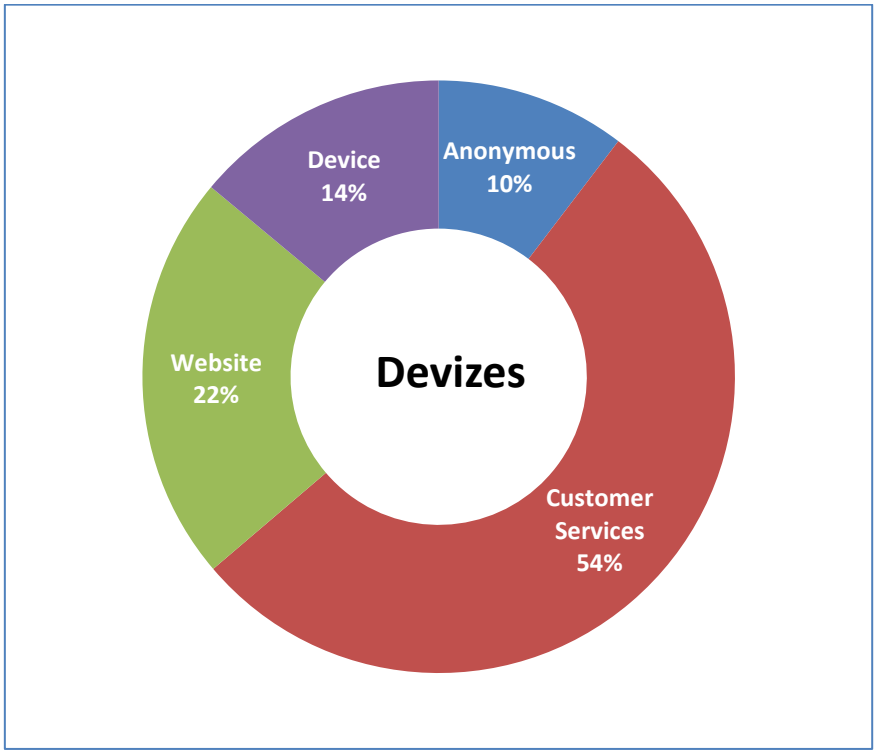
No	Location	Description
305	Devizes	New surface water system
325	Devizes	Install new system/headwall and pipework
336	Devizes	Culvert reconstruction
352	Devizes	Rebuild of existing outfall system

My Wiltshire

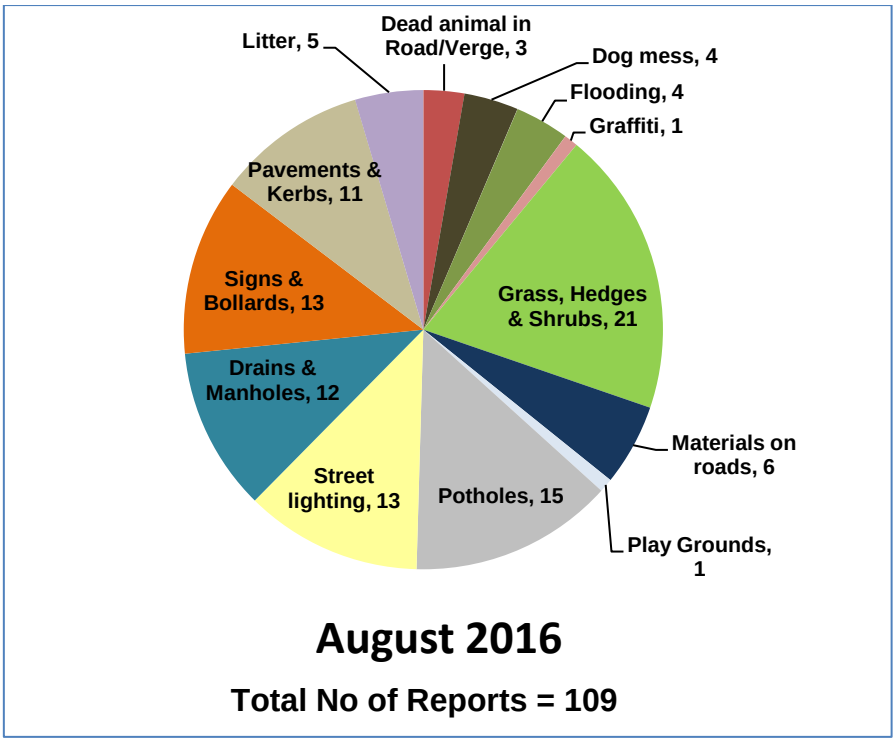
My Wiltshire provides an easy way to report highway issues, including using the Council's website. We have an app so you can report on the go using your smartphone. The My Wiltshire app is available to download at both the App Store (for iPhones and iPads), from Google Play™ (for Android phones) and Windows Store. You can attach information such as photos or videos and pinpoint the location of your report using the mapping software on your phone.

A summary of recent reports in your area is shown below, and further details are shown in Appendix B.

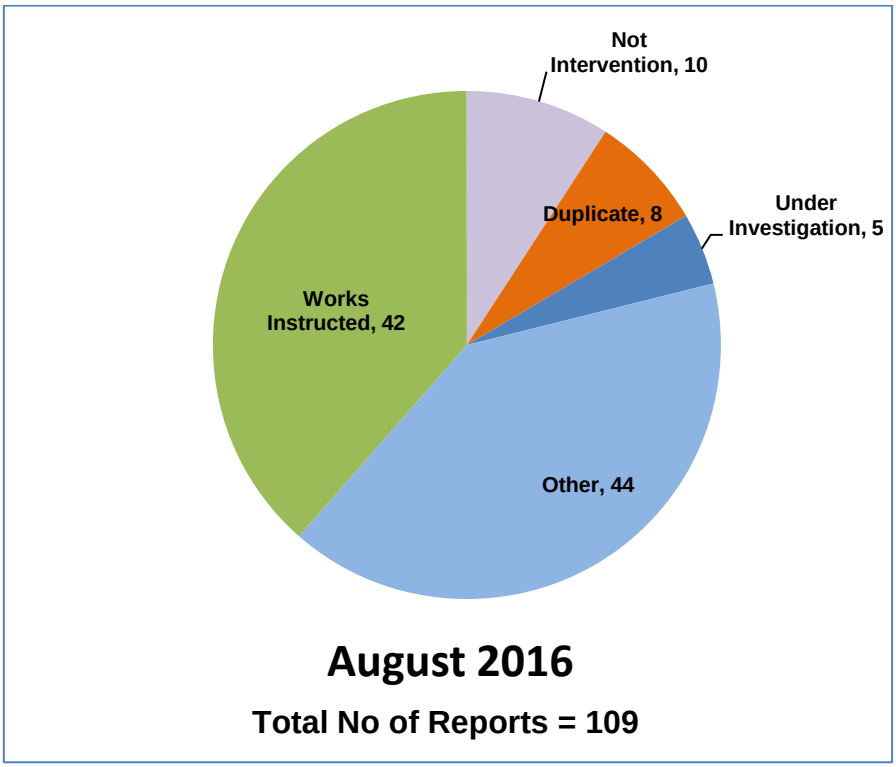
Customer reporting methods in your area



Customer reports in your area for the month of August 2016



Actions following recent reports in your area



Action definitions

1. **Not Intervention** – the technician has attended site and classified the defect as not meeting intervention levels as per the Highway Inspection Manual 2013 or in the case of streetscene reports, service level agreements.

2. **Duplicate** – a report has already been received in relation to this issue and a works instruction has previously been passed to the contractor to undertake a repair/carry out the necessary works.

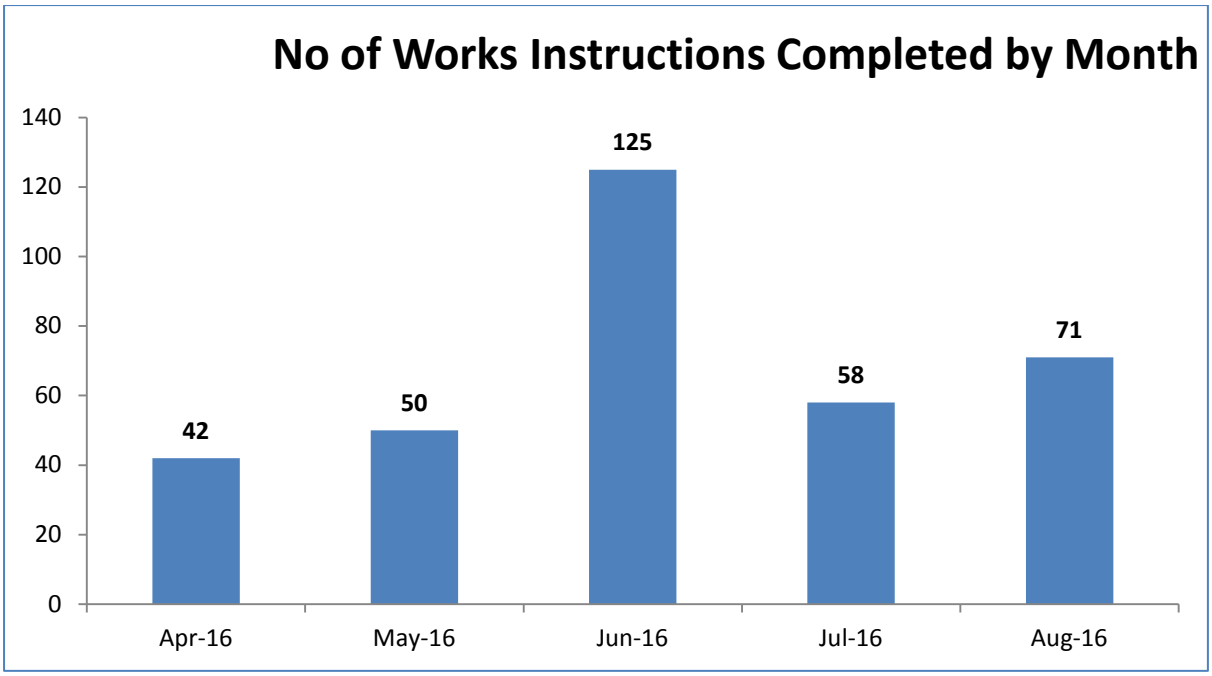
3. **Under Investigation** – this issue is currently with a Highways technician or engineer – they may be awaiting information from the customer or the issue requires further investigation e.g. wet weather inspection, drainage survey, exploratory excavation, ownership query.

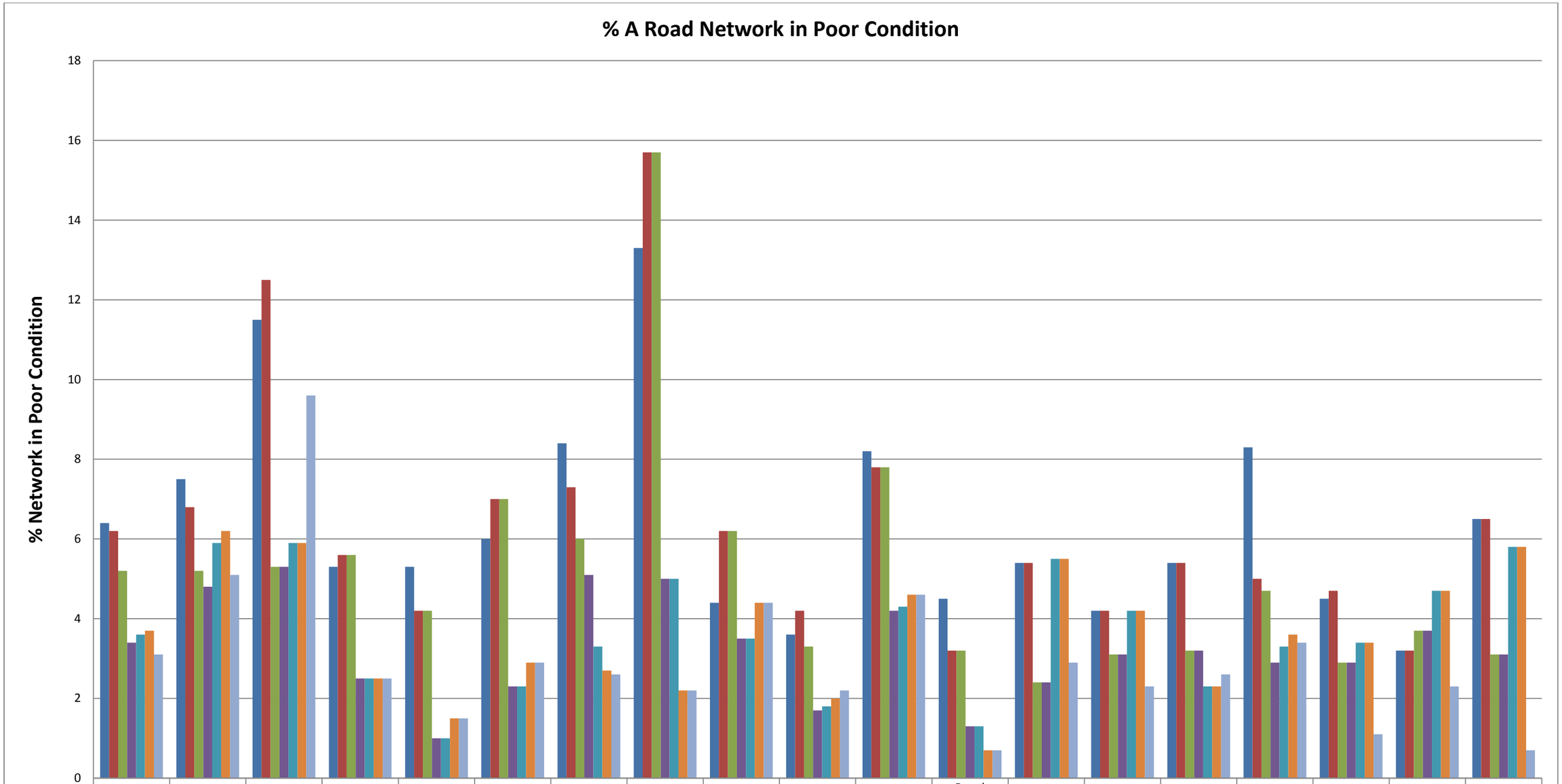
4. **Discretionary works** – this issue is not a highway safety issue and has been identified as one which falls within the remit of the parish steward scheme.

5. **Other** – the issue has been identified as one which does not require any action by Local Highways. This could be for a number of reasons –
   - the report has been cancelled by the user,
   - there is insufficient information provided to assess the issue and the customer has not provided contact details,
   - the issue is not the responsibility of Wiltshire Council e.g. un-adopted highway, gas/electricity/telephone/water/cable company, Highways England, housing association,
   - the technician attended site and nothing was found at the stated location
   - the issue has been passed to another service within Wiltshire Council e.g. rights of way, bridges.

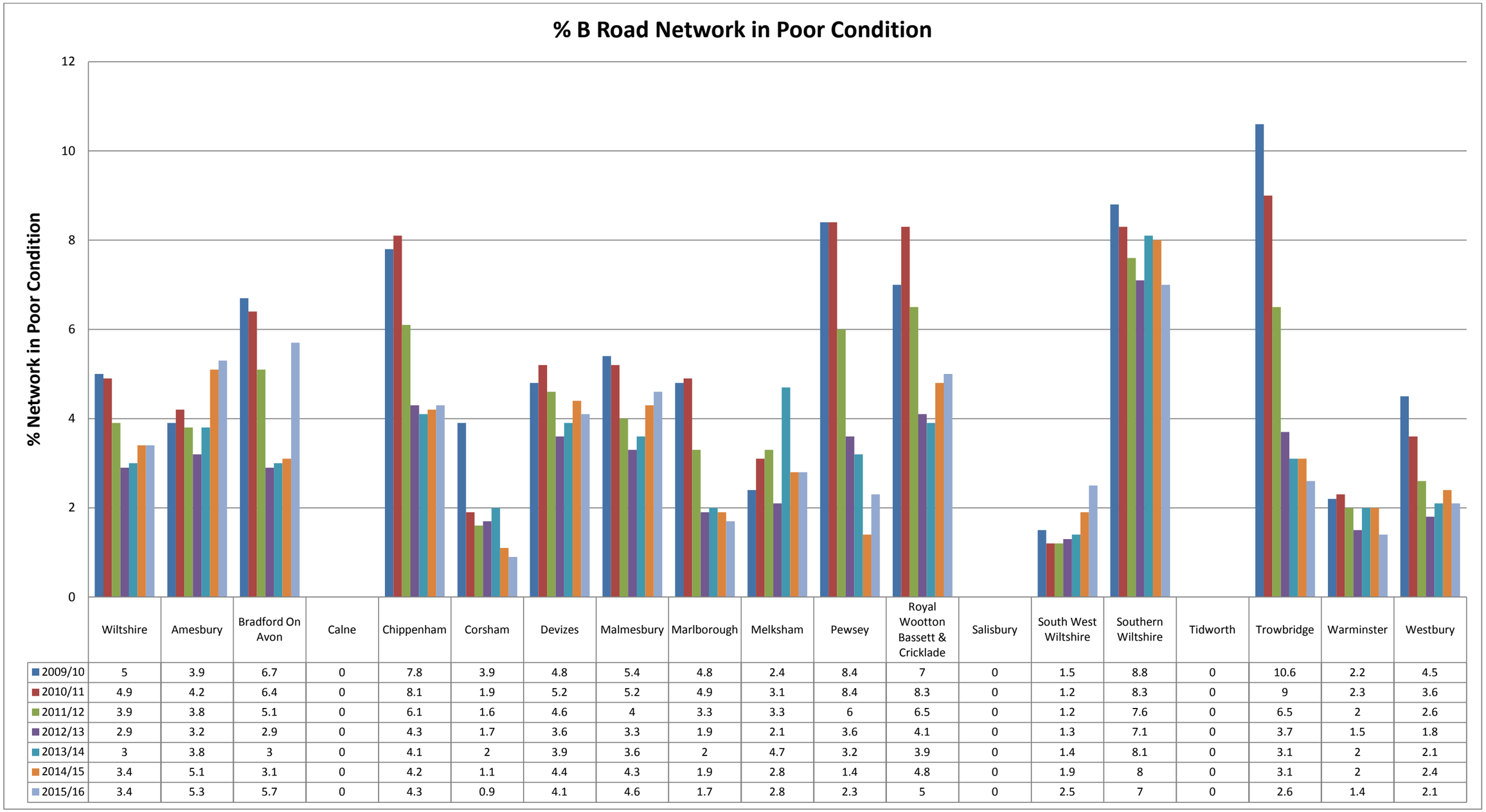
6. **Works Instructed** – the technician has assessed the issue as requiring works to be carried out and has either dealt with the issue personally or has referred it to the contractor for repair.

Highway defects completed in your area in recent months

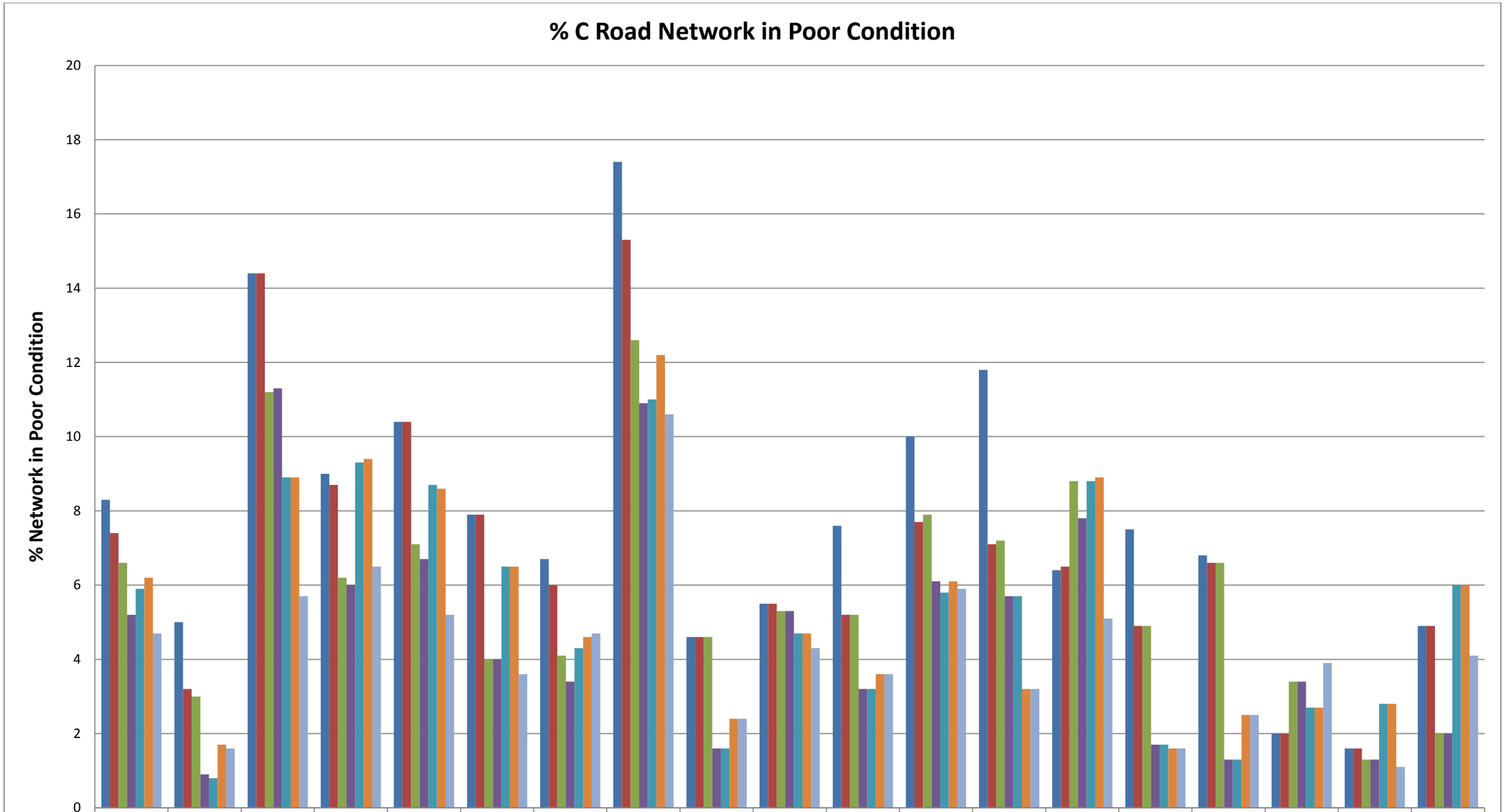




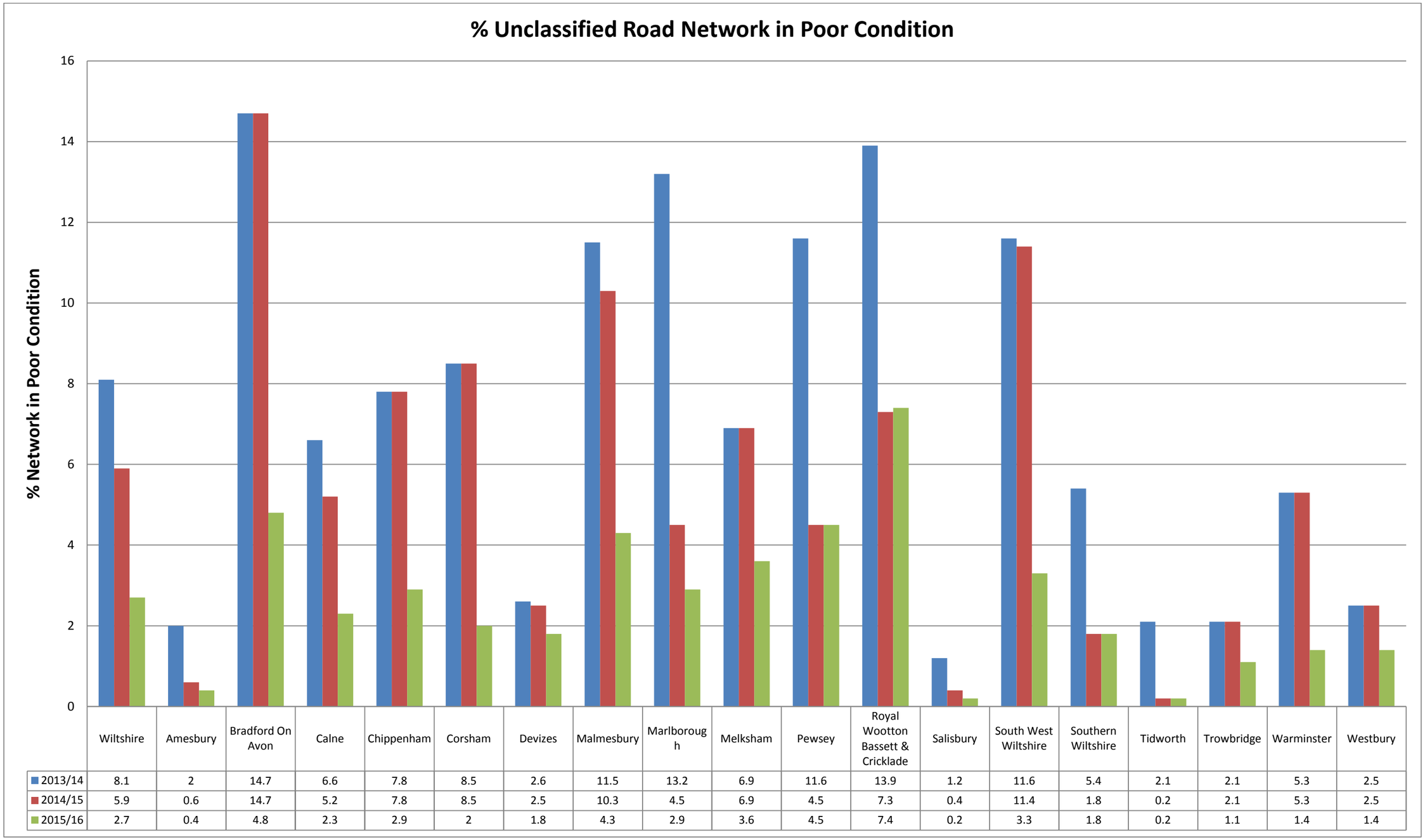
	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	6.4	7.5	11.5	5.3	5.3	6	8.4	13.3	4.4	3.6	8.2	4.5	5.4	4.2	5.4	8.3	4.5	3.2	6.5
2010/11	6.2	6.8	12.5	5.6	4.2	7	7.3	15.7	6.2	4.2	7.8	3.2	5.4	4.2	5.4	5	4.7	3.2	6.5
2011/12	5.2	5.2	5.3	5.6	4.2	7	6	15.7	6.2	3.3	7.8	3.2	2.4	3.1	3.2	4.7	2.9	3.7	3.1
2012/13	3.4	4.8	5.3	2.5	1	2.3	5.1	5	3.5	1.7	4.2	1.3	2.4	3.1	3.2	2.9	2.9	3.7	3.1
2013/14	3.6	5.9	5.9	2.5	1	2.3	3.3	5	3.5	1.8	4.3	1.3	5.5	4.2	2.3	3.3	3.4	4.7	5.8
2014/15	3.7	6.2	5.9	2.5	1.5	2.9	2.7	2.2	4.4	2	4.6	0.7	5.5	4.2	2.3	3.6	3.4	4.7	5.8
2015/16	3.1	5.1	9.6	2.5	1.5	2.9	2.6	2.2	4.4	2.2	4.6	0.7	2.9	2.3	2.6	3.4	1.1	2.3	0.7



	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	5	3.9	6.7	0	7.8	3.9	4.8	5.4	4.8	2.4	8.4	7	0	1.5	8.8	0	10.6	2.2	4.5
2010/11	4.9	4.2	6.4	0	8.1	1.9	5.2	5.2	4.9	3.1	8.4	8.3	0	1.2	8.3	0	9	2.3	3.6
2011/12	3.9	3.8	5.1	0	6.1	1.6	4.6	4	3.3	3.3	6	6.5	0	1.2	7.6	0	6.5	2	2.6
2012/13	2.9	3.2	2.9	0	4.3	1.7	3.6	3.3	1.9	2.1	3.6	4.1	0	1.3	7.1	0	3.7	1.5	1.8
2013/14	3	3.8	3	0	4.1	2	3.9	3.6	2	4.7	3.2	3.9	0	1.4	8.1	0	3.1	2	2.1
2014/15	3.4	5.1	3.1	0	4.2	1.1	4.4	4.3	1.9	2.8	1.4	4.8	0	1.9	8	0	3.1	2	2.4
2015/16	3.4	5.3	5.7	0	4.3	0.9	4.1	4.6	1.7	2.8	2.3	5	0	2.5	7	0	2.6	1.4	2.1



	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	8.3	5	14.4	9	10.4	7.9	6.7	17.4	4.6	5.5	7.6	10	11.8	6.4	7.5	6.8	2	1.6	4.9
2010/11	7.4	3.2	14.4	8.7	10.4	7.9	6	15.3	4.6	5.5	5.2	7.7	7.1	6.5	4.9	6.6	2	1.6	4.9
2011/12	6.6	3	11.2	6.2	7.1	4	4.1	12.6	4.6	5.3	5.2	7.9	7.2	8.8	4.9	6.6	3.4	1.3	2
2012/13	5.2	0.9	11.3	6	6.7	4	3.4	10.9	1.6	5.3	3.2	6.1	5.7	7.8	1.7	1.3	3.4	1.3	2
2013/14	5.9	0.8	8.9	9.3	8.7	6.5	4.3	11	1.6	4.7	3.2	5.8	5.7	8.8	1.7	1.3	2.7	2.8	6
2014/15	6.2	1.7	8.9	9.4	8.6	6.5	4.6	12.2	2.4	4.7	3.6	6.1	3.2	8.9	1.6	2.5	2.7	2.8	6
2015/16	4.7	1.6	5.7	6.5	5.2	3.6	4.7	10.6	2.4	4.3	3.6	5.9	3.2	5.1	1.6	2.5	3.9	1.1	4.1



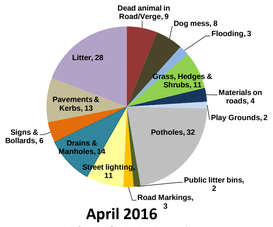
	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2013/14	8.1	2	14.7	6.6	7.8	8.5	2.6	11.5	13.2	6.9	11.6	13.9	1.2	11.6	5.4	2.1	2.1	5.3	2.5
2014/15	5.9	0.6	14.7	5.2	7.8	8.5	2.5	10.3	4.5	6.9	4.5	7.3	0.4	11.4	1.8	0.2	2.1	5.3	2.5
2015/16	2.7	0.4	4.8	2.3	2.9	2	1.8	4.3	2.9	3.6	4.5	7.4	0.2	3.3	1.8	0.2	1.1	1.4	1.4

Appendix B: My Wiltshire Statistics

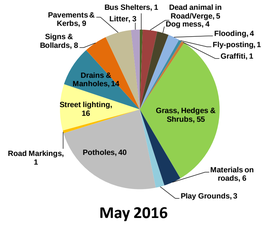
Wiltshire Council
Where everybody matters

Devizes Area Board

Customer Reported Issues



April 2016
Total No of Reports = 146



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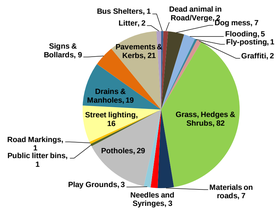

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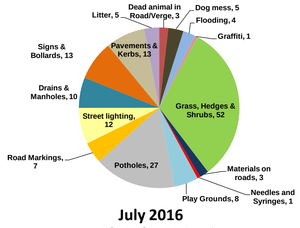

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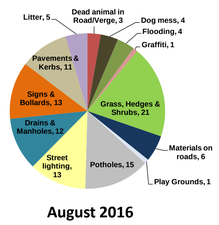

August 2016
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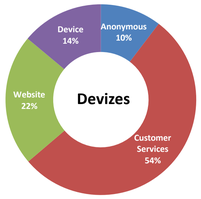
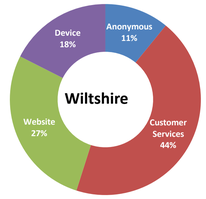
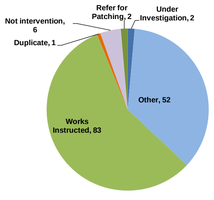
Reporting Channels





Customer Call Outcomes



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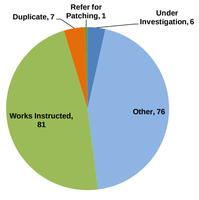

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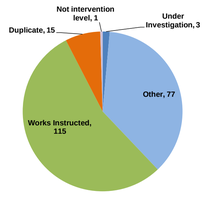
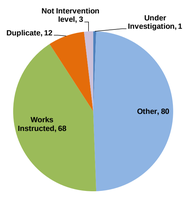
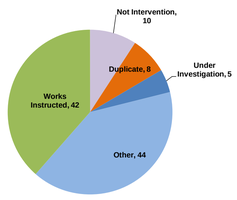


June 2016
Total No of Reports = 211

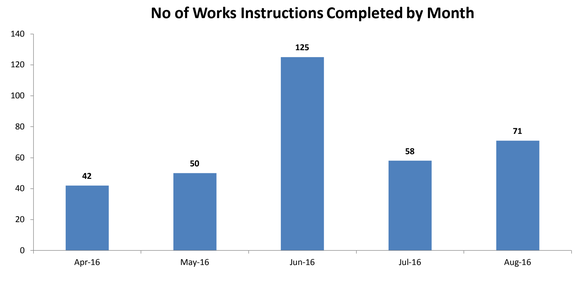


July 2016
Total No of Reports = 164

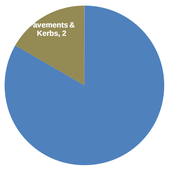


August 2016
Total No of Reports = 109

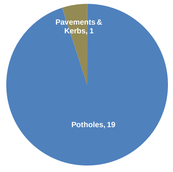
Completed in Month



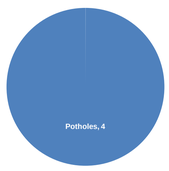
Safety Inspections



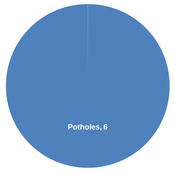
April 2016
Total No of Defects= 12



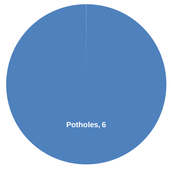
May 2016
Total No of Defects = 20



June 2016
Total No of Defects = 4



July 2016
Total No of Defects = 6



August 2016
Total No of Defects = 6

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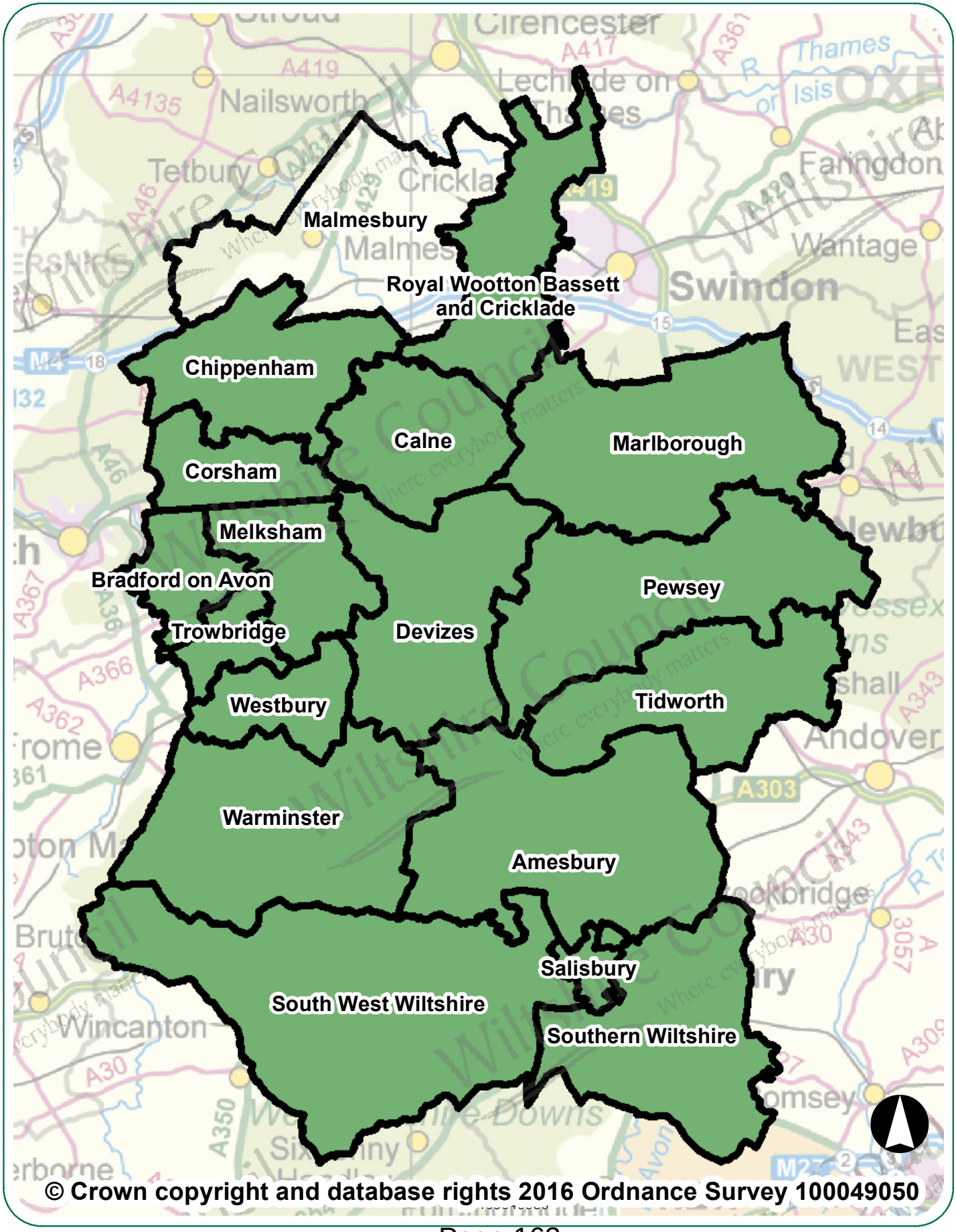
Wiltshire Council
Where everybody matters

Malmesbury Area Board
Highway Information



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Malmesbury Area Board Highway Information

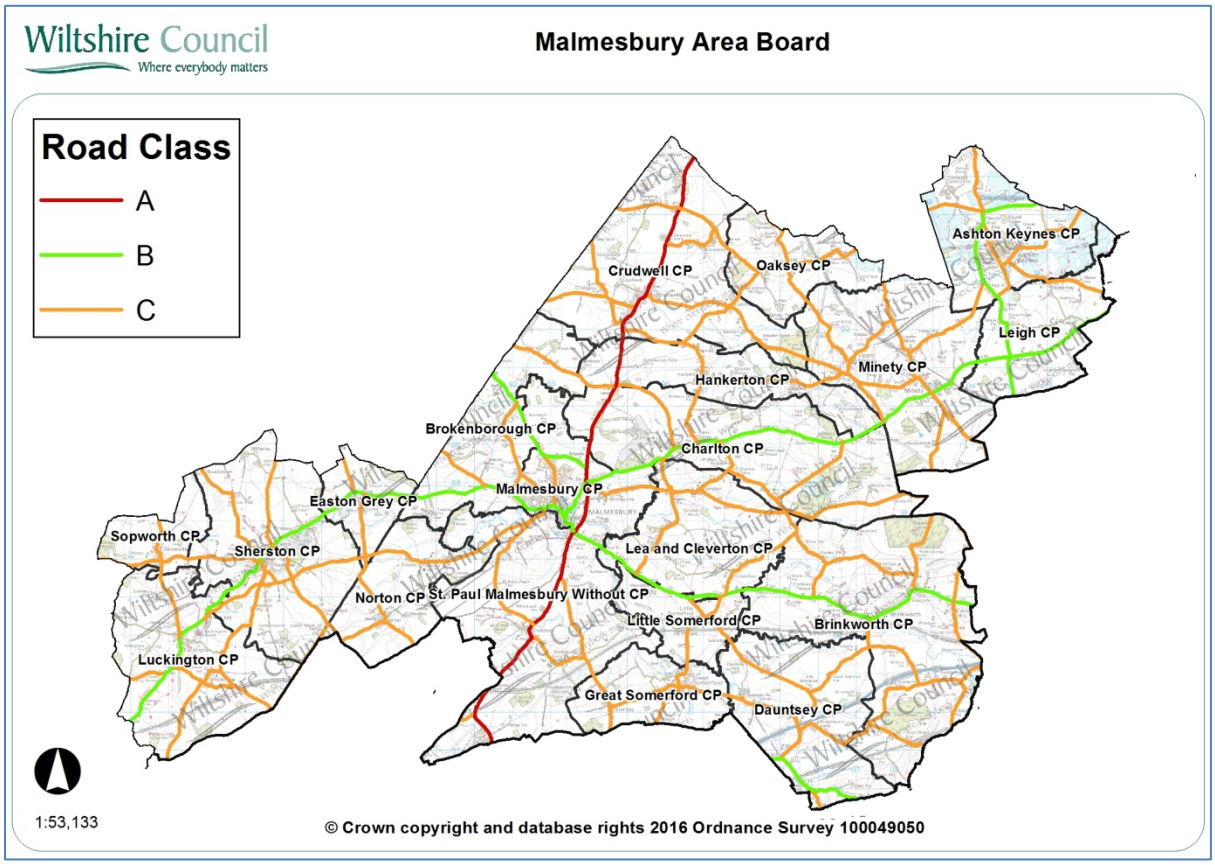
Introduction

This document summarises highway information for your area board. It lists the recent highway and related work carried out by Wiltshire Council, including the road resurfacing carried out during the first two years of the 'Local Highways Investment Fund 2014 – 2020', and includes other information which should be of interest.

Further information on the Council's activities is available at the website www.wiltshire.gov.uk. If you wish to report a specific highway issue please use My Wiltshire. Details are provided at the end of this document.

Parishes in the community area are:

Brokenborough , Great Somerford, Little Somerford, Dauntsey, Brinkworth, Lea and Cleverton, Charlton, Hankerton, Crudwell, Oaksey, Minety, Sopworth, Luckington, Sherston, Easton Grey, Leigh, Norton, Malmesbury, St Paul Malmesbury W/O, Ashton Keynes



Network statistics in your area

Road length by class

Road type	Urban (km)	Rural (km)
A Class Roads	3.73	14.43
B Class Roads	18.5	39.37
C Class Roads	31.66	166.82
Unclassified Roads	47.47	40.09
Total	**101.36**	**260.71**
	Overall Total	**362.07**

The council categorises its roads to reflect their importance. This enables an effective assignment of highway inspection frequencies and maintenance standards.

Highway assets in your area

The council keeps an inventory of its highway assets in order to assist planning its highway maintenance. Important statistics relating to your board area are:

Asset Type	Measure
Carriageway	362.07 km
Footways adjacent to road	71 km
Footways (linked)	4.51 km
White road centre lines	175 km
Road kerbs	112 km
Grass verge (maintained)	606 km
Drainage grips	6,302 number
Drainage pipe grips	625 number
Drainage gullies	3, 611number
Road signs	2,368 number
Street lights	1, 574 number

Major highway maintenance

Road resurfacing

Wiltshire has over 3,000 miles of road. The Council's 'Local Highways Investment Fund 2014 – 2020' is making a massive investment to improve the condition of the roads in Wiltshire over six years. The programme of work started in April 2014, and is designed and supervised by the Council's consultants Atkins, with the work carried out by our main highway contractors Tarmac and Eurovia.

The work carried out in the first two years of the programme has improved a considerable number of the roads in previously poor condition. The locations of sites treated in recent years are shown below.

Carriageway repairs

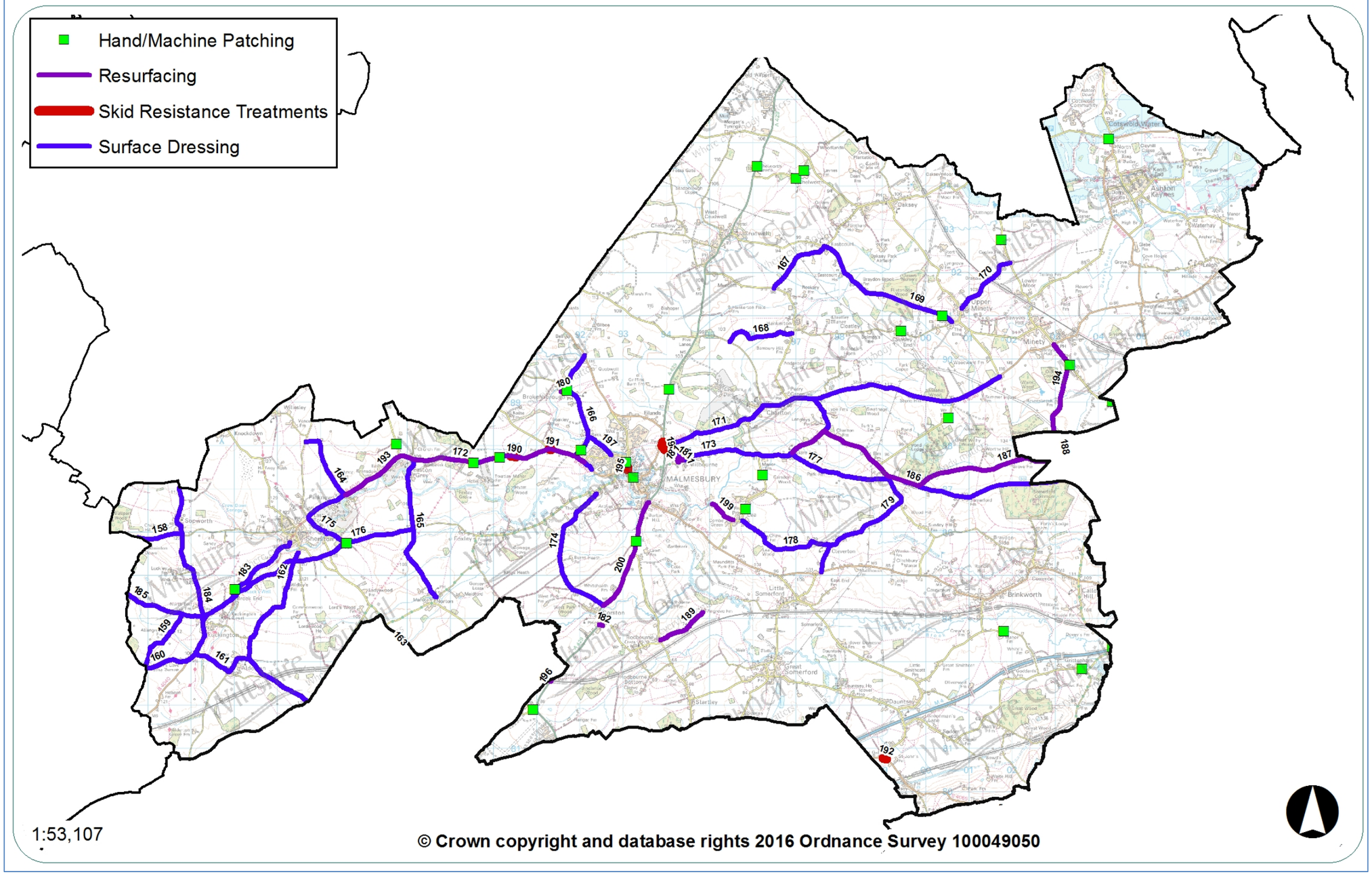
As well as resurfacing roads other works are undertaken to make localised repairs to keep the roads safe. The works undertaken in your area since 2014 are shown on the map below.

The wet winter and flooding in previous years has resulted in substantial damage to the road network. It is important that serious defects are treated promptly to keep the roads safe. The Council currently operates four Pothole teams that respond to urgent issues to keep the roads safe.

Plan showing major maintenance schemes & hand/machine patching sites completed since 2014

Wiltshire Council
Where everybody matters

Malmesbury Area Board



1:53,107

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Major maintenance completed since 2014

No	Location	Works
158	Un-named road links in to Sopworth Road Junction	Surface Dressing
159	Allengrove Lane	Surface Dressing
160	Bristol Road B4040	Surface Dressing
161	Unnamed road Alderton	Surface Dressing
162	Thomson's Hill	Surface Dressing
163	Hill Hayes Lane, Hullavington	Surface Dressing
164	Pinkney Court Farm	Surface Dressing
165	Unnamed road from Easton Grey to Norton (junction Honey Lane)	Surface Dressing
166	Park Lane, Brokenborough	Surface Dressing
167	Junction north of Hankerton to junction in Eastcourt	Surface Dressing
168	Junction east of Five Lanes east to junction in Hankerton	Surface Dressing
169	Flisteridge Road to Silver Street, Minety	Surface Dressing
170	Level Crossing Road, Minety	Surface Dressing
171	B4040 Charlton Road from Malmesbury to Minety junction Dog Trap Lane	Surface Dressing
172	B4040 Easton Town to speed limit change at Malmesbury	Surface Dressing
173	C7 Milbourne Lane to Moor Lane, Charlton Heath	Surface Dressing
174	Common Road, Corston	Surface Dressing
175	From B4040 Easton Town junction to next junction	Surface Dressing
176	Unnamed road heading towards Foxley Road, Foxley	Surface Dressing
177	Park Lane, Garsdon	Surface Dressing
178	Cresswell Lane, Lea and Cleverton	Surface Dressing
179	Swindon Road from B4042 junction to Hill Farm	Surface Dressing
180	Church Lane, Brokenborough	Resurfacing
181	Milbourne Park, Malmesbury	Resurfacing

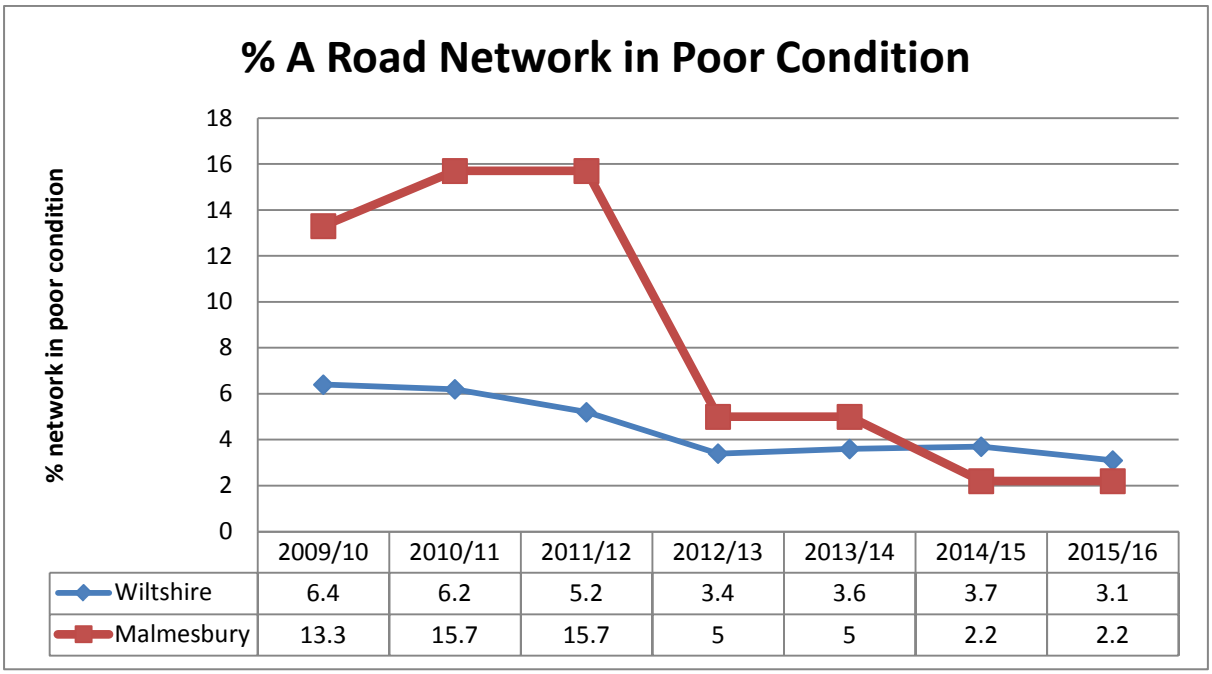
No	Location	Works
182	Radnor Park, Corston	Resurfacing
183	C8 B4040 Sherston Road	Surface Dressing
184	Sopworth Road	Surface Dressing
185	Cherry Orchard Lane, Luckington	Surface Dressing
186	Queen Street, Brinkworth	Surface Dressing
187	Junction at Pond Plantation east to crossroads north of Queen Street	Surface Dressing
188	Ravenroost Road to Queen Street crossroads	Surface Dressing
189	Angrove Lane, Rodbourne	Resurfacing
190	Twatley Farm To C14	Skid Resistance Improvements
191	C14 East To 30mph Malmesbury	Skid Resistance Improvements
192	C45 Swallett Gate Se To 40 Mph Dauntsey Lock	Skid Resistance Improvements
193	Malmesbury to Sherston	Resurfacing
194	Gorsdon to Minety	Resurfacing
195	Gloucester Road, Malmesbury Pedestrian Crossing	Skid Resistance Improvements
196	A429 South of Corston	Resurfacing
197	Malmesbury - Church Lane, Brokenborough	Surface Dressing
198	A429 at Whychurch Roundabout, Malmesbury	Skid Resistance Improvements
199	Crab Mill Lane, Lea	Resurfacing
200	A429 Corston to Malmesbury	Resurfacing

Highway conditions and technical surveys in your area

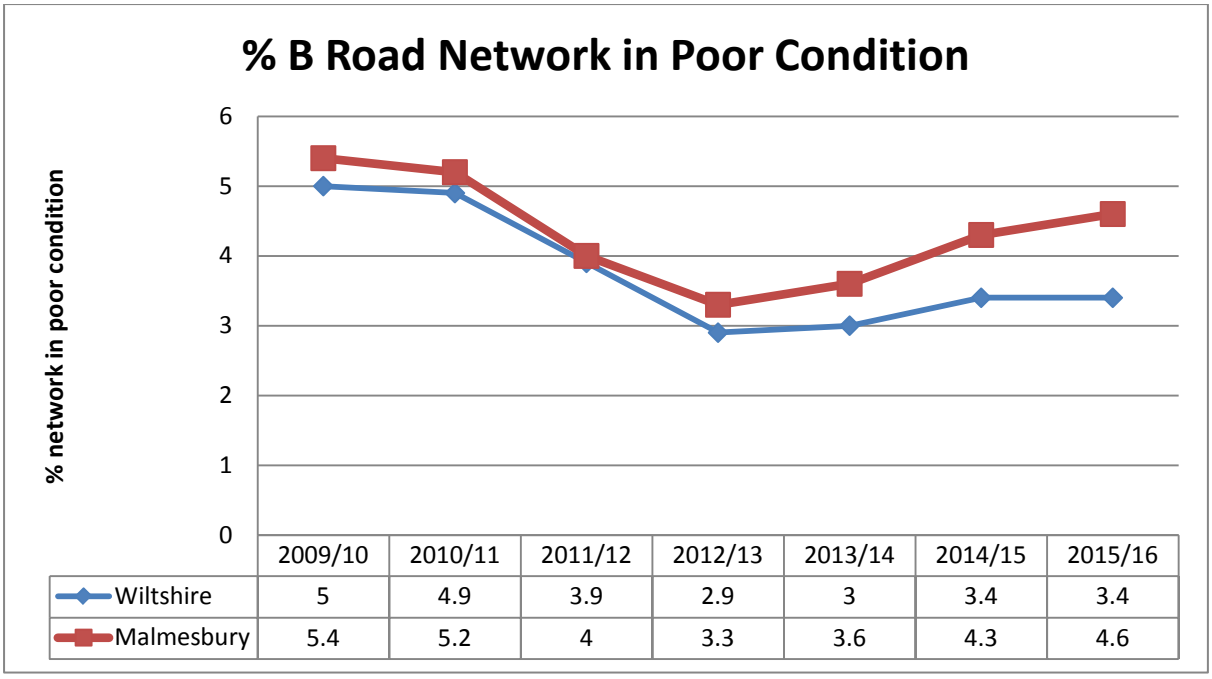
Roads deteriorate in condition because of various factors, including traffic volumes, ground conditions, and weather and drainage issues. Technical surveys of the condition of the highway network are carried out annually and the information is used to help prioritise schemes. Road safety is the priority, and maintaining adequate skid resistance on the busy high speed roads is vital.

The surveys include the use of a vehicle equipped with lasers and cameras to record road surface condition, which allows us to report on road conditions to the Department for Transport and to prioritise maintenance work. Other surveys include measuring skid resistance on the busier roads.

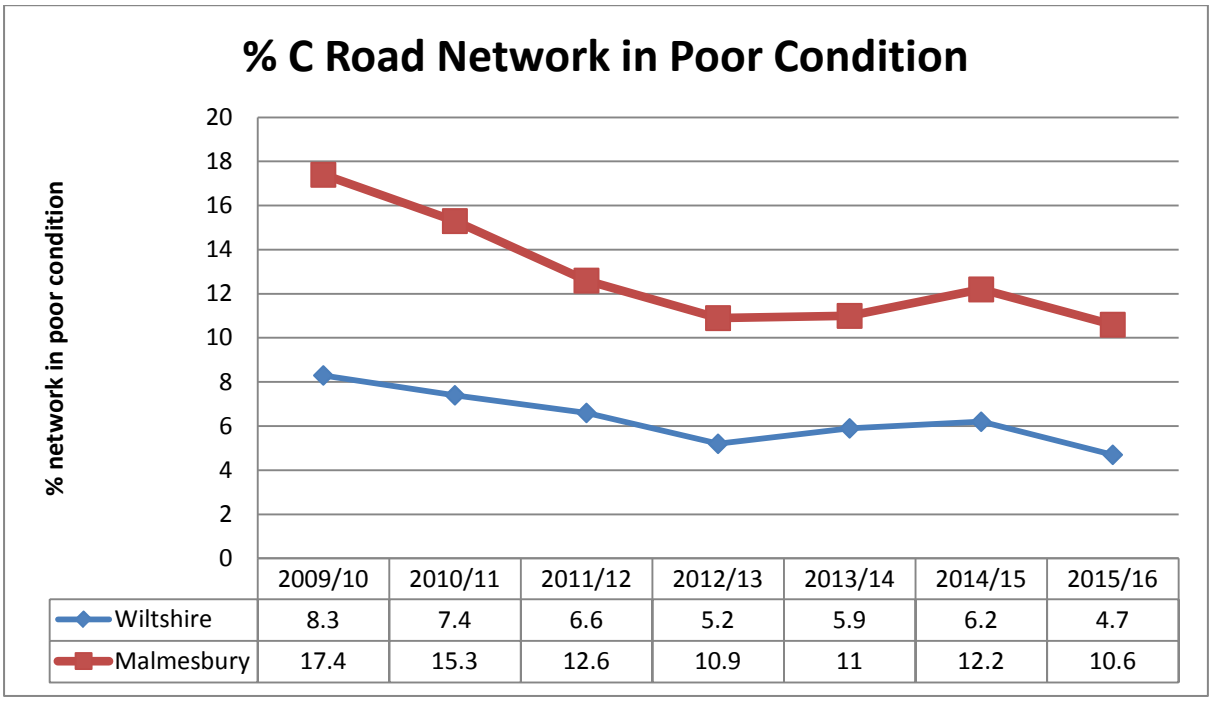
The road conditions in your area are shown below. It should be noted that low numbers are good because it indicates that less road length should be considered for treatment. More detailed information is shown in Appendix A.



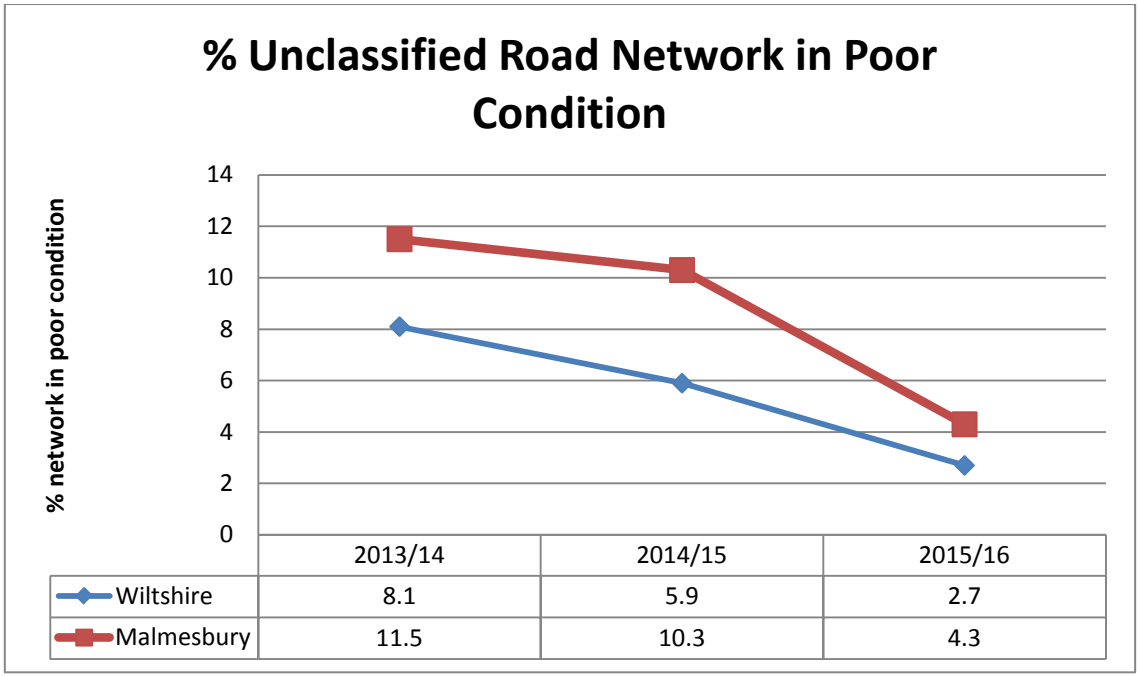
	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	6.4	6.2	5.2	3.4	3.6	3.7	3.1
Malmesbury	13.3	15.7	15.7	5	5	2.2	2.2



	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	5	4.9	3.9	2.9	3	3.4	3.4
Malmesbury	5.4	5.2	4	3.3	3.6	4.3	4.6



	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	8.3	7.4	6.6	5.2	5.9	6.2	4.7
Malmesbury	17.4	15.3	12.6	10.9	11	12.2	10.6



Integrated transport, bridge and drainage works

Integrated transport

The Council's traffic engineering team work with our contractors to plan and deliver a range of projects to the local community, most notably through the Area Boards and Community Area Transport Groups (CATGs). The schemes range in size and complexity from simple sign installation through to more complex road safety and improvement schemes.

Bridges

The Council regularly inspects its bridges and other highway structures. There is a programme of renewal and refurbishment works to keep them in good condition, as well as having to respond to damage caused by collisions.

Drainage

Programmes of drainage investigations, repairs and flood alleviation schemes are undertaken throughout the year, but the flooding in recent years has meant that there has been a need to respond immediately to flooding issues, as well as dealing with previously identified problem sites. The drainage improvement and flood alleviation work is co-ordinated through the Council's Operational Flood Working Groups that include the Environment Agency, Wessex Water, other organisations and stakeholders.

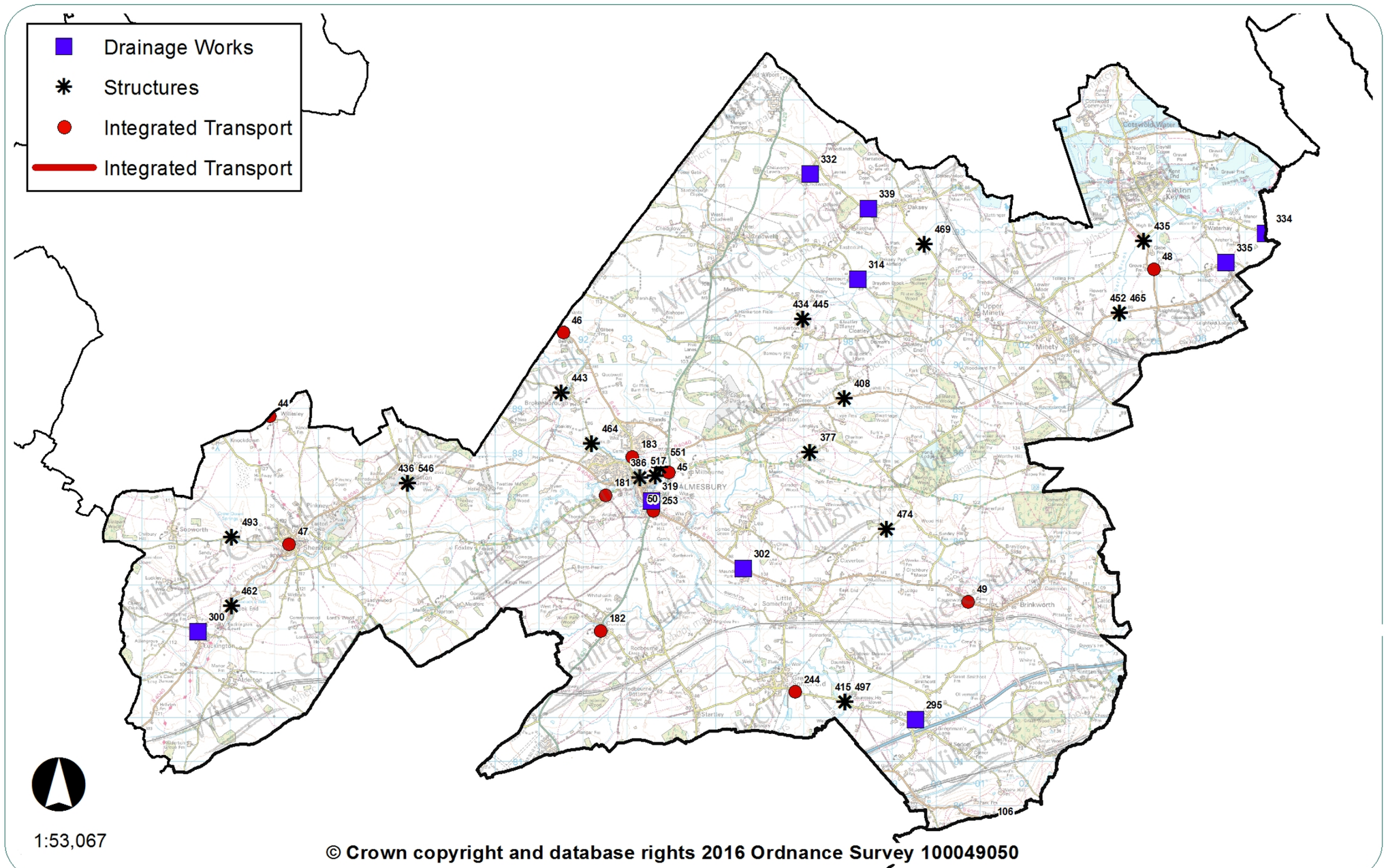
Recent work in your area

The Integrated Transport, Bridge and Drainage schemes carried out in your area since 2015 are listed below.

Plan showing completed integrated transport, bridge and drainage schemes since 2015

Wiltshire Council
Where everybody matters

Malmesbury Area Board



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Integrated transport schemes since 2015

No	Location	Description
181	Common Road/Foxley Road	Junction improvements
182	Corston	The Street - signs and lines
183	Tetbury Hill	School wig wags
244	Dauntsey Road, Great Somerford	Completion of works
253	Malmesbury Priory roundabout	Road markings and zig zags
45	A429 Blicks Hill / Holloway	Pedestrian Improvements
46	B4014 by County Boundary	Byway carriage sign
47	B4040 Sherston High street	Coloured surfacing
48	B4696 Road to Ashton Keynes junction with Swan Lane	Signs & lines
49	B4042 Brinkworth Causeway end	Signs & lines
50	Malmesbury Priory roundabout	Road marking amendments

Bridge schemes since 2014

No	Location	Description
546	Easton Grey	RTC masonry repairs
551	Malmesbury	Stone wall repair
377	Lea & Cleverton	Brickyard Bridge, Lea and Cleverton. Re-point Arch
386	Malmesbury	Abbey Mill bridge, Malmesbury. Relay copings
408	Charlton	Maggots Bridge. Parapet repair following RTC
415	Dauntsey	Dauntsey Church concrete repairs
434	Hankerton	Hankerton Bridge, Deck Replacement Works
435	Leigh	Swans Lane 1st bridge Ashton Keynes. Arch barrel repair
436	Easton Grey	Easton Grey Bridge, Re-point parapets and re-fix copings
443	Brokenborough	Westerley bridge, vegetation clearance
445	Hankerton	Vegetation clearance Hankerton Bridge
452	Leigh	Sambourne Bridge Vegetation Clearance
462	Luckington	Hancocks Well Bridge Br R1-39, General masonry repairs
464	Brokenborough	Back bridge, Malmesbury, Repoint Arch Barrel
465	Leigh	Arch Extension to Sambourne Bridge, Leigh
469	Oaksey	Oaksey Ford Bridge Concrete repair to parapet edge beam
474	Lea & Cleverton	Woodbridge, Lea & Claverton
493	Sherston	Stan Bridge parapet reconstruction
497	Dauntsey	Dauntsey Church Bridge, Maintenance Works
517	Malmesbury	Holloway South Bridge Road Traffic Collision 14/12/2015

Drainage works since 2015

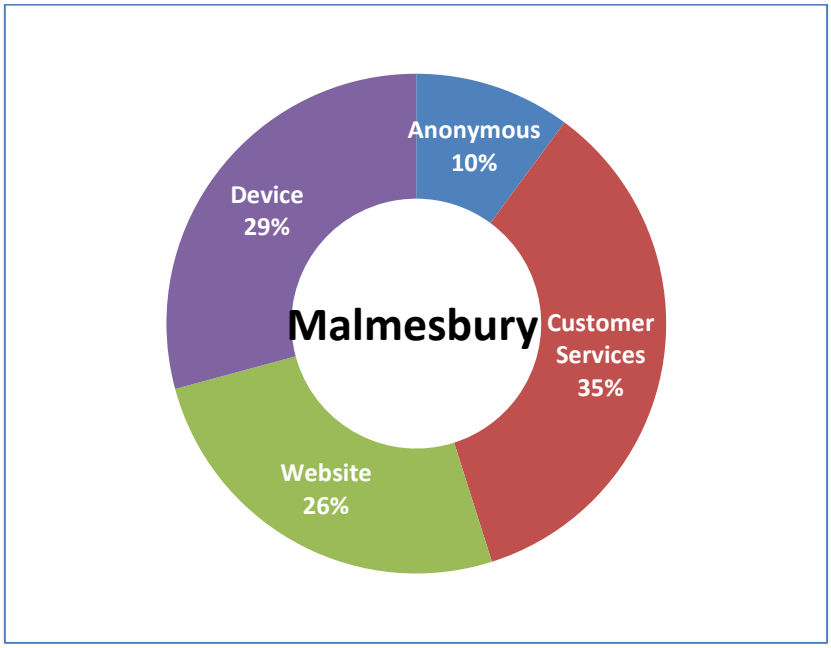
No	Location	Description
295	Malmesbury	Ditching and Restoring watercourses
300	Malmesbury	Surface water upgrade
302	Malmesbury	Road widening drainage improvements safety scheme
314	Malmesbury	Clearance of silt
319	Malmesbury	Clearance of silt
332	Malmesbury	Drainage investigations and test holes
335	Malmesbury	New Gully and connecting pipe work
339	Malmesbury	Restoration of existing system to improve collection

My Wiltshire

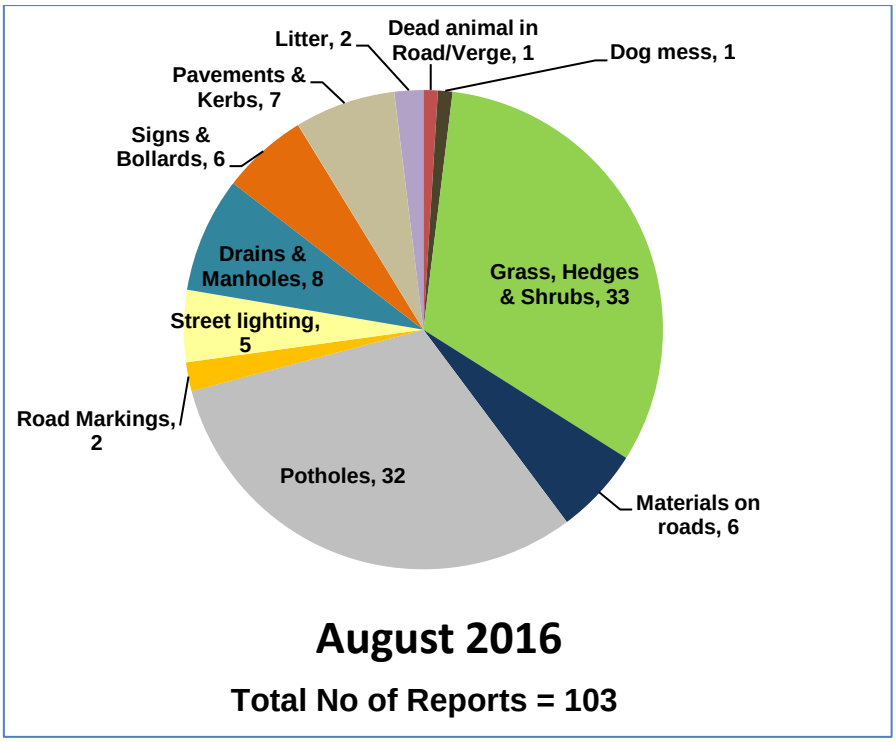
My Wiltshire provides an easy way to report highway issues, including using the Council's website. We have an app so you can report on the go using your smartphone. The My Wiltshire app is available to download at both the App Store (for iPhones and iPads), from Google Play™ (for Android phones) and Windows Store. You can attach information such as photos or videos and pinpoint the location of your report using the mapping software on your phone.

A summary of recent reports in your area is shown below, and further details are shown in Appendix B.

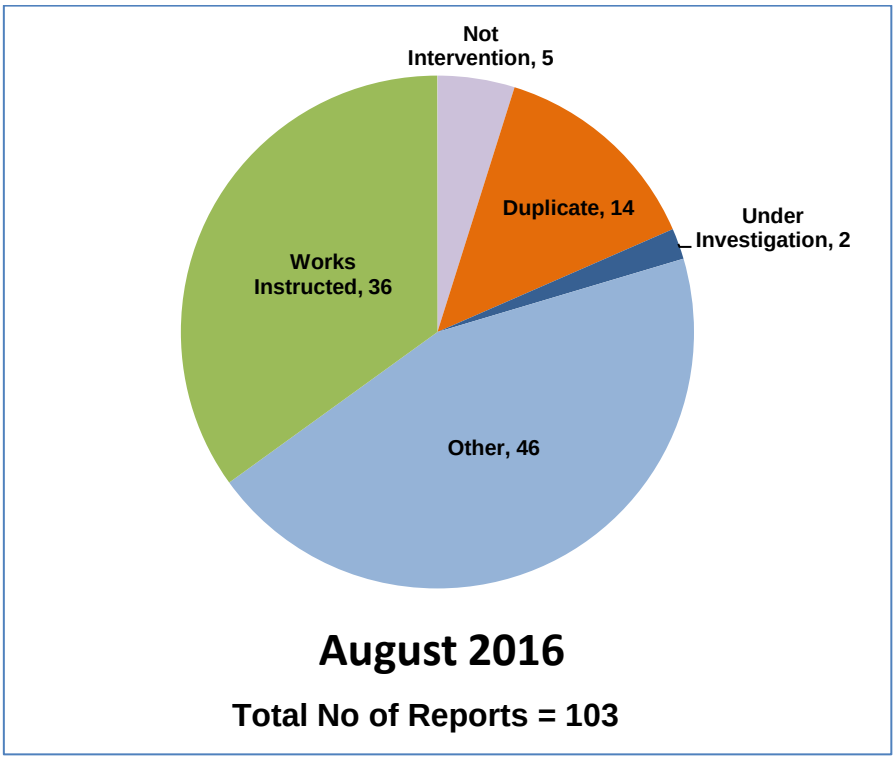
Customer reporting methods in your area



Customer reports in your area for the month of August 2016



Actions following recent reports in your area



Action definitions

1. **Not Intervention** – the technician has attended site and classified the defect as not meeting intervention levels as per the Highway Inspection Manual 2013 or in the case of streetscene reports, service level agreements.

2. **Duplicate** – a report has already been received in relation to this issue and a works instruction has previously been passed to the contractor to undertake a repair/carry out the necessary works.

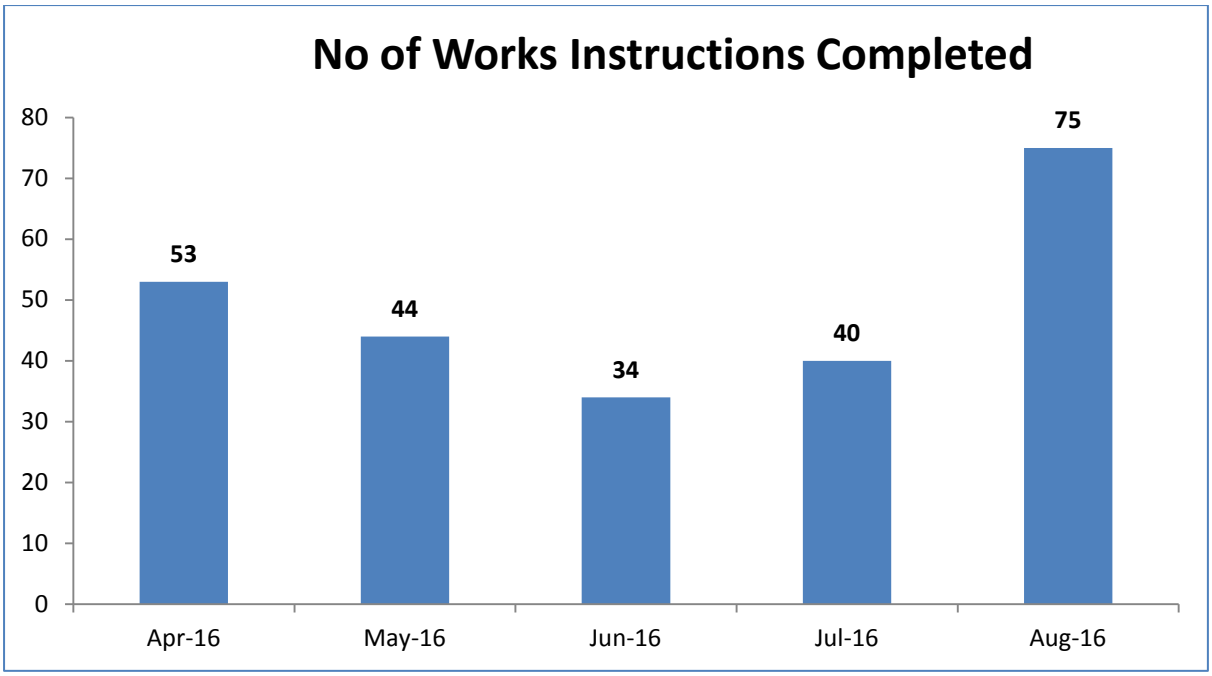
3. **Under Investigation** – this issue is currently with a Highways technician or engineer – they may be awaiting information from the customer or the issue requires further investigation e.g. wet weather inspection, drainage survey, exploratory excavation, ownership query.

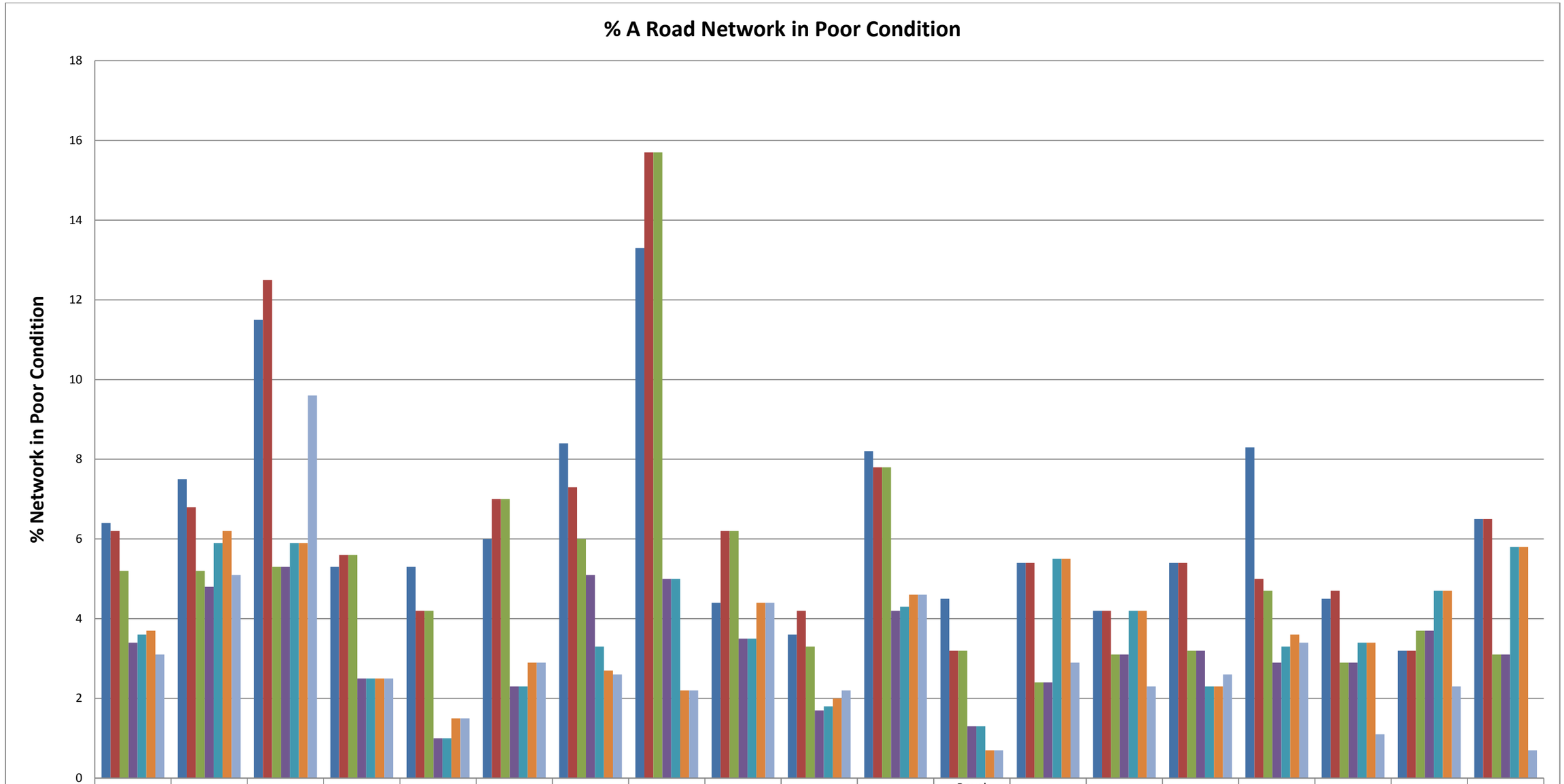
4. **Discretionary works** – this issue is not a highway safety issue and has been identified as one which falls within the remit of the parish steward scheme.

5. **Other** – the issue has been identified as one which does not require any action by Local Highways. This could be for a number of reasons –
   - the report has been cancelled by the user,
   - there is insufficient information provided to assess the issue and the customer has not provided contact details,
   - the issue is not the responsibility of Wiltshire Council e.g. un-adopted highway, gas/electricity/telephone/water/cable company, Highways England, housing association,
   - the technician attended site and nothing was found at the stated location
   - the issue has been passed to another service within Wiltshire Council e.g. rights of way, bridges.

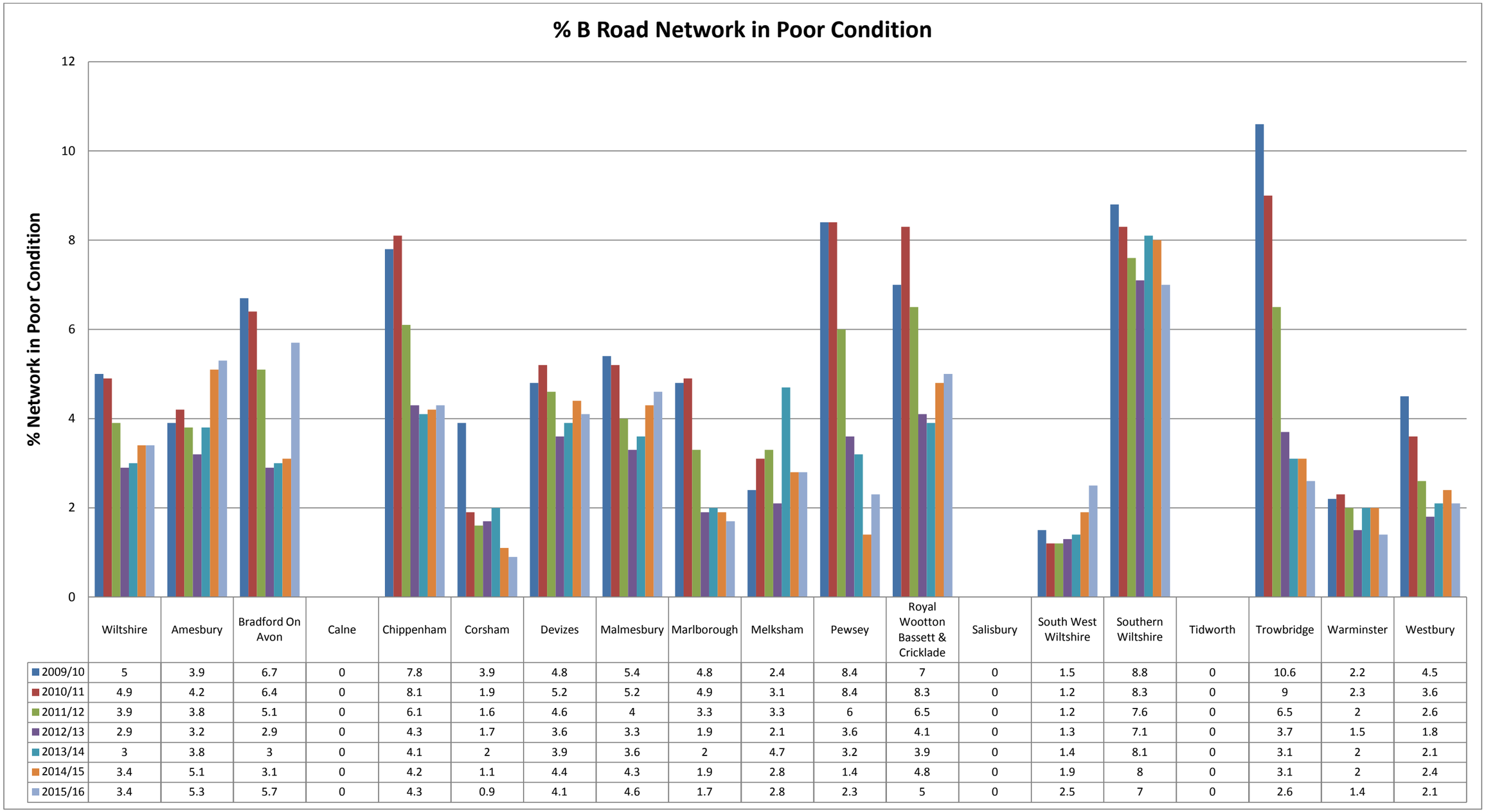
6. **Works Instructed** – the technician has assessed the issue as requiring works to be carried out and has either dealt with the issue personally or has referred it to the contractor for repair.

Highway defects completed in your area in recent months

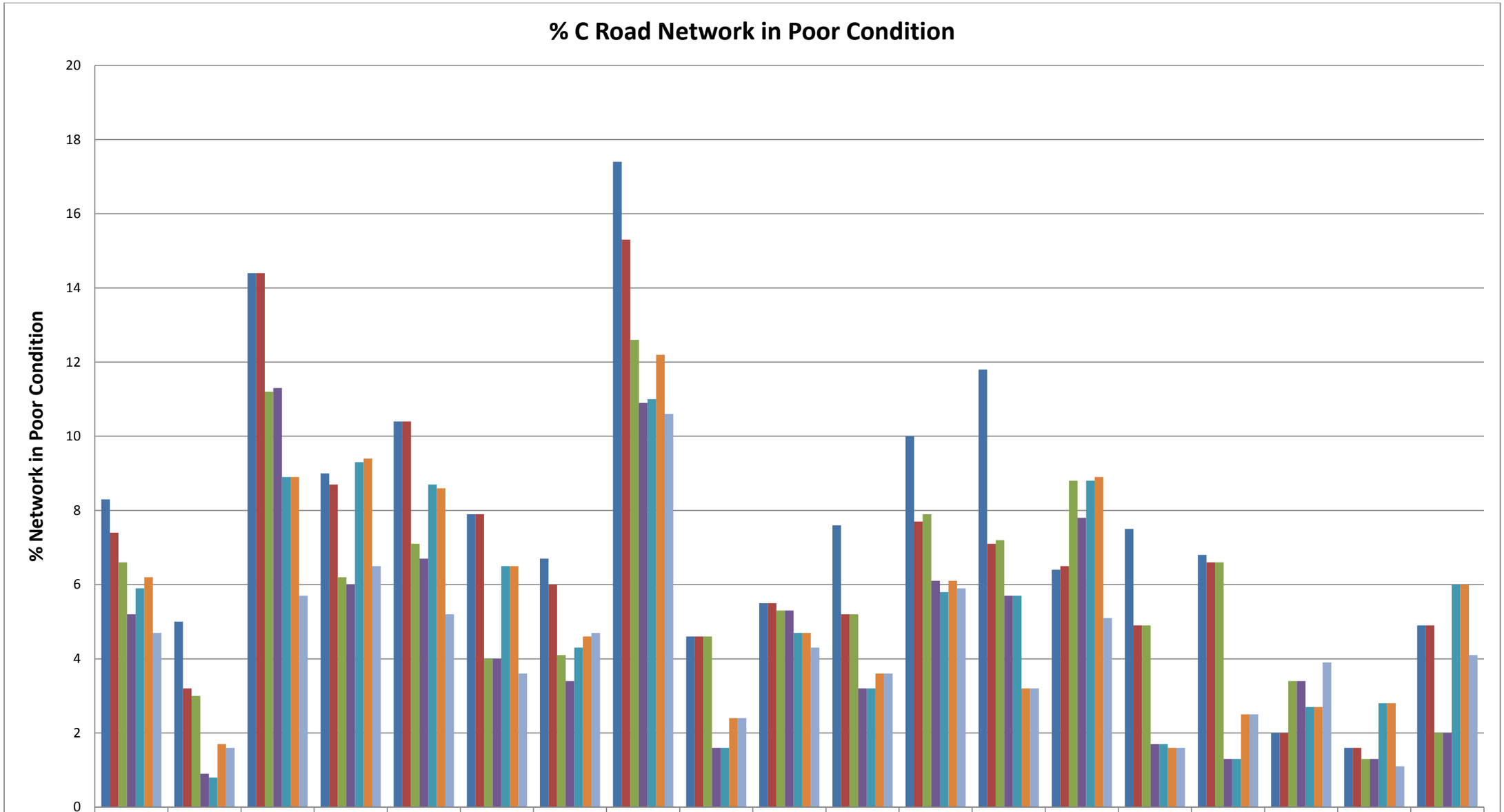




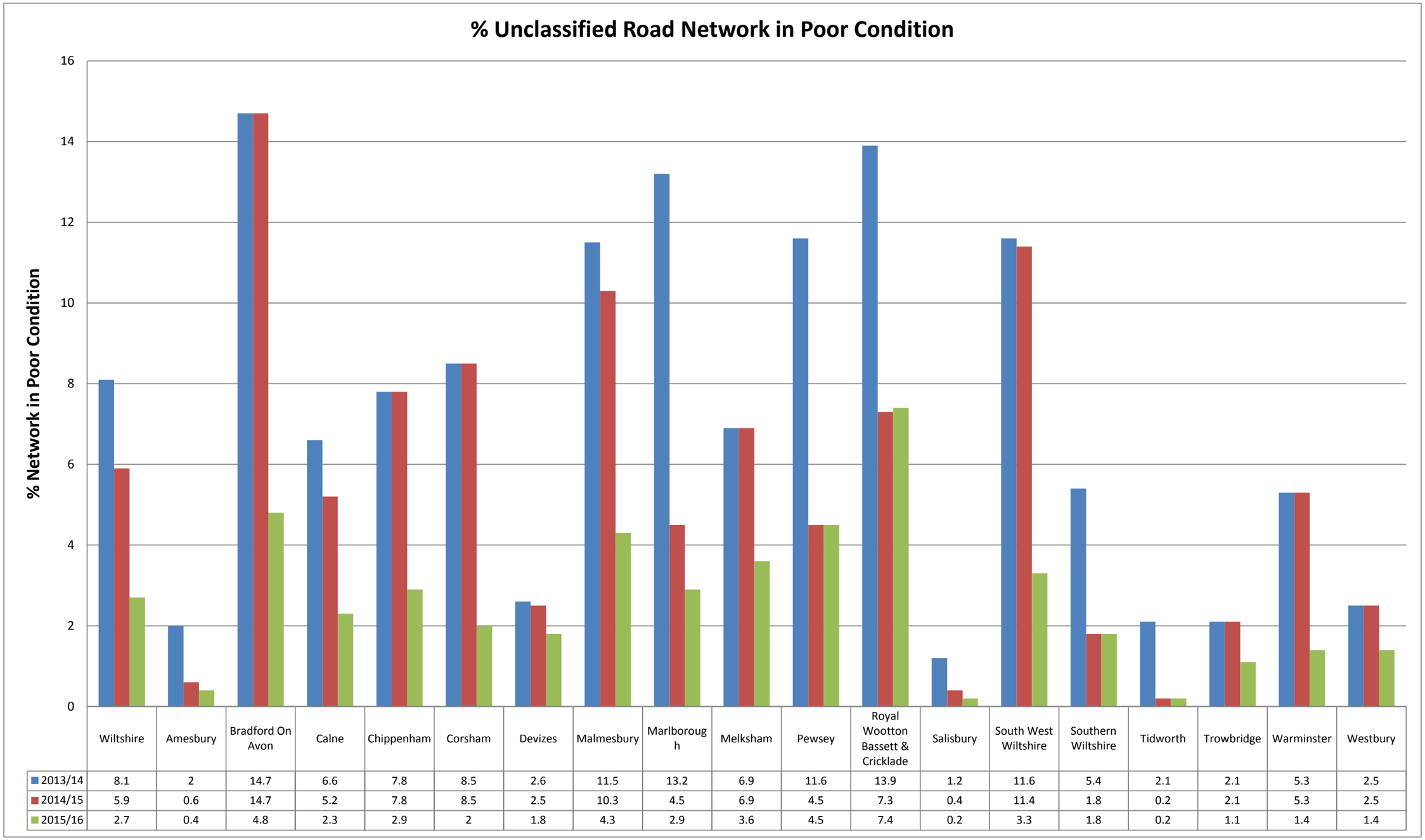
	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	6.4	7.5	11.5	5.3	5.3	6	8.4	13.3	4.4	3.6	8.2	4.5	5.4	4.2	5.4	8.3	4.5	3.2	6.5
2010/11	6.2	6.8	12.5	5.6	4.2	7	7.3	15.7	6.2	4.2	7.8	3.2	5.4	4.2	5.4	5	4.7	3.2	6.5
2011/12	5.2	5.2	5.3	5.6	4.2	7	6	15.7	6.2	3.3	7.8	3.2	2.4	3.1	3.2	4.7	2.9	3.7	3.1
2012/13	3.4	4.8	5.3	2.5	1	2.3	5.1	5	3.5	1.7	4.2	1.3	2.4	3.1	3.2	2.9	2.9	3.7	3.1
2013/14	3.6	5.9	5.9	2.5	1	2.3	3.3	5	3.5	1.8	4.3	1.3	5.5	4.2	2.3	3.3	3.4	4.7	5.8
2014/15	3.7	6.2	5.9	2.5	1.5	2.9	2.7	2.2	4.4	2	4.6	0.7	5.5	4.2	2.3	3.6	3.4	4.7	5.8
2015/16	3.1	5.1	9.6	2.5	1.5	2.9	2.6	2.2	4.4	2.2	4.6	0.7	2.9	2.3	2.6	3.4	1.1	2.3	0.7



	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	5	3.9	6.7	0	7.8	3.9	4.8	5.4	4.8	2.4	8.4	7	0	1.5	8.8	0	10.6	2.2	4.5
2010/11	4.9	4.2	6.4	0	8.1	1.9	5.2	5.2	4.9	3.1	8.4	8.3	0	1.2	8.3	0	9	2.3	3.6
2011/12	3.9	3.8	5.1	0	6.1	1.6	4.6	4	3.3	3.3	6	6.5	0	1.2	7.6	0	6.5	2	2.6
2012/13	2.9	3.2	2.9	0	4.3	1.7	3.6	3.3	1.9	2.1	3.6	4.1	0	1.3	7.1	0	3.7	1.5	1.8
2013/14	3	3.8	3	0	4.1	2	3.9	3.6	2	4.7	3.2	3.9	0	1.4	8.1	0	3.1	2	2.1
2014/15	3.4	5.1	3.1	0	4.2	1.1	4.4	4.3	1.9	2.8	1.4	4.8	0	1.9	8	0	3.1	2	2.4
2015/16	3.4	5.3	5.7	0	4.3	0.9	4.1	4.6	1.7	2.8	2.3	5	0	2.5	7	0	2.6	1.4	2.1



	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	8.3	5	14.4	9	10.4	7.9	6.7	17.4	4.6	5.5	7.6	10	11.8	6.4	7.5	6.8	2	1.6	4.9
2010/11	7.4	3.2	14.4	8.7	10.4	7.9	6	15.3	4.6	5.5	5.2	7.7	7.1	6.5	4.9	6.6	2	1.6	4.9
2011/12	6.6	3	11.2	6.2	7.1	4	4.1	12.6	4.6	5.3	5.2	7.9	7.2	8.8	4.9	6.6	3.4	1.3	2
2012/13	5.2	0.9	11.3	6	6.7	4	3.4	10.9	1.6	5.3	3.2	6.1	5.7	7.8	1.7	1.3	3.4	1.3	2
2013/14	5.9	0.8	8.9	9.3	8.7	6.5	4.3	11	1.6	4.7	3.2	5.8	5.7	8.8	1.7	1.3	2.7	2.8	6
2014/15	6.2	1.7	8.9	9.4	8.6	6.5	4.6	12.2	2.4	4.7	3.6	6.1	3.2	8.9	1.6	2.5	2.7	2.8	6
2015/16	4.7	1.6	5.7	6.5	5.2	3.6	4.7	10.6	2.4	4.3	3.6	5.9	3.2	5.1	1.6	2.5	3.9	1.1	4.1



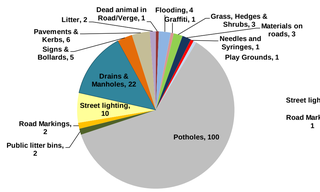
	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2013/14	8.1	2	14.7	6.6	7.8	8.5	2.6	11.5	13.2	6.9	11.6	13.9	1.2	11.6	5.4	2.1	2.1	5.3	2.5
2014/15	5.9	0.6	14.7	5.2	7.8	8.5	2.5	10.3	4.5	6.9	4.5	7.3	0.4	11.4	1.8	0.2	2.1	5.3	2.5
2015/16	2.7	0.4	4.8	2.3	2.9	2	1.8	4.3	2.9	3.6	4.5	7.4	0.2	3.3	1.8	0.2	1.1	1.4	1.4

Appendix B: My Wiltshire Statistics

Wiltshire Council
Where everybody matters

Malmesbury Area Board

Customer Reported Issues



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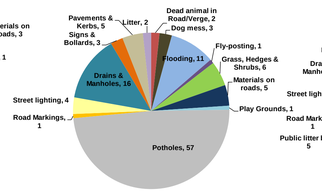

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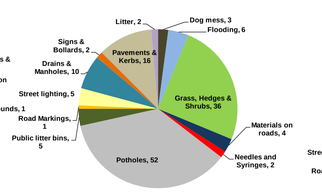

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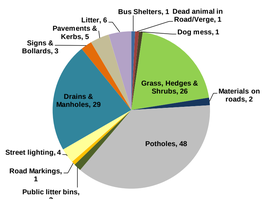

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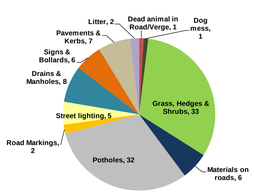

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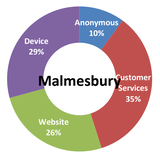
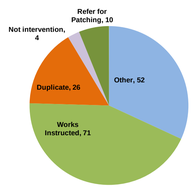
Reporting Channels



Customer Call Outcomes



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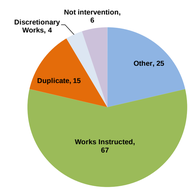

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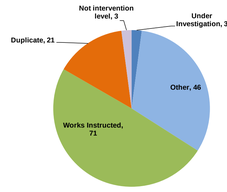

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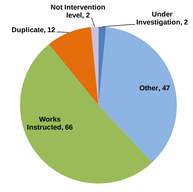

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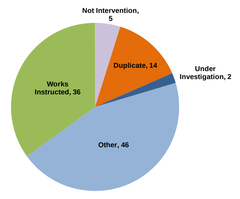
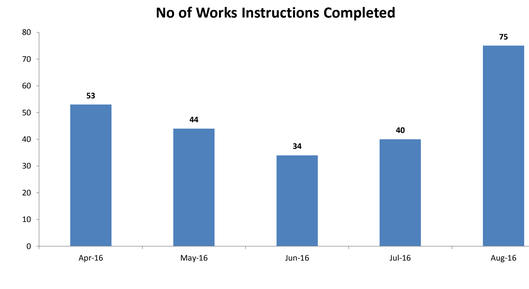
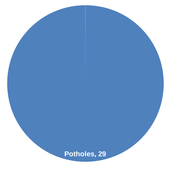


August 2016
Total No of Reports = 103

Completed in Month



Safety Inspections



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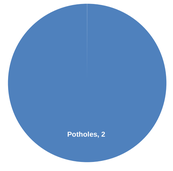

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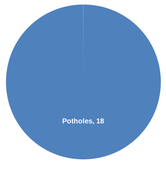

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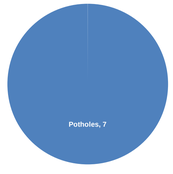

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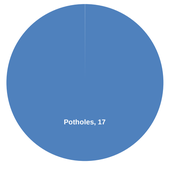

August 2016
Total No of Defects = 17

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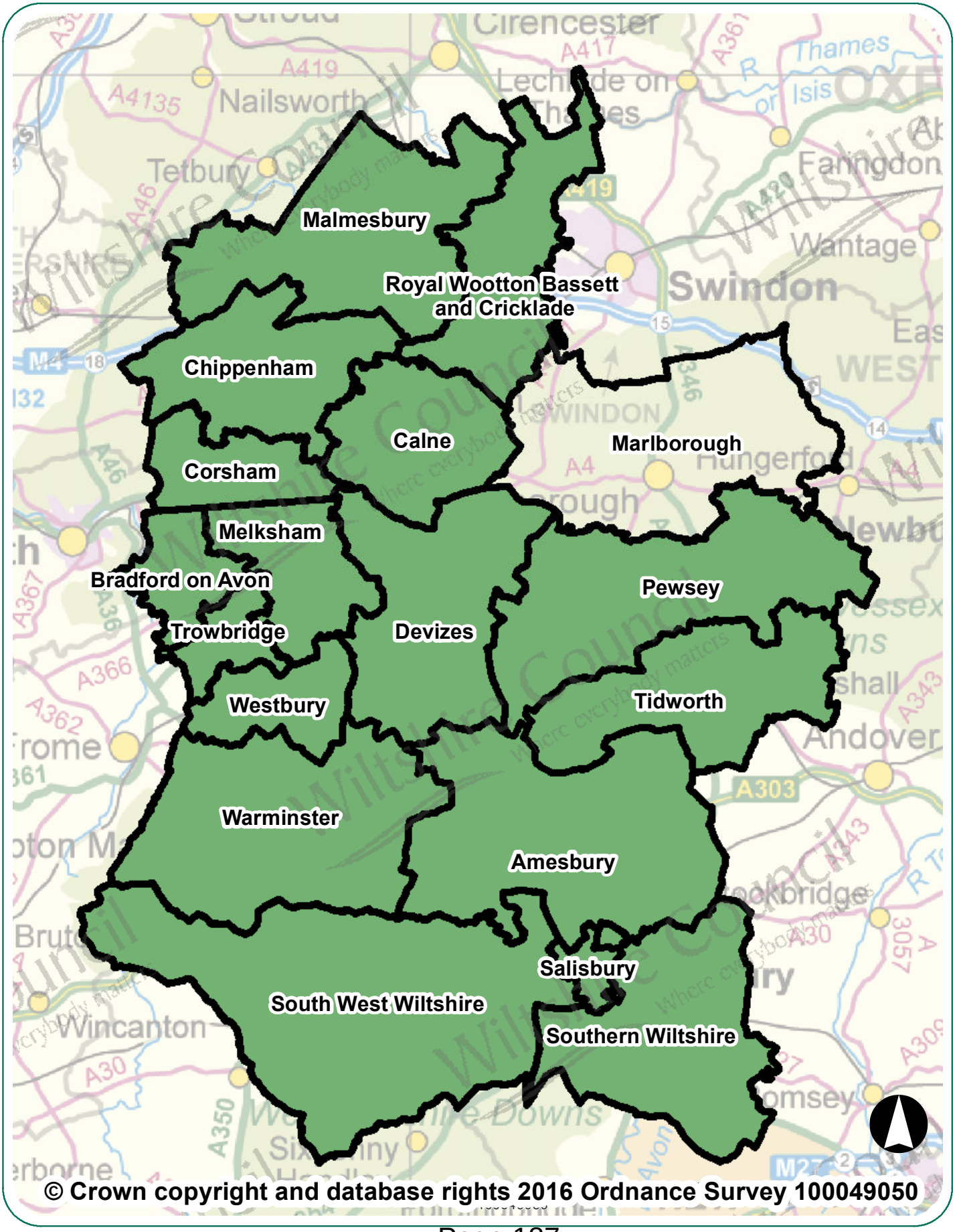
Wiltshire Council
Where everybody matters

Marlborough Area Board
Highway Information



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Marlborough Area Board Highway Information

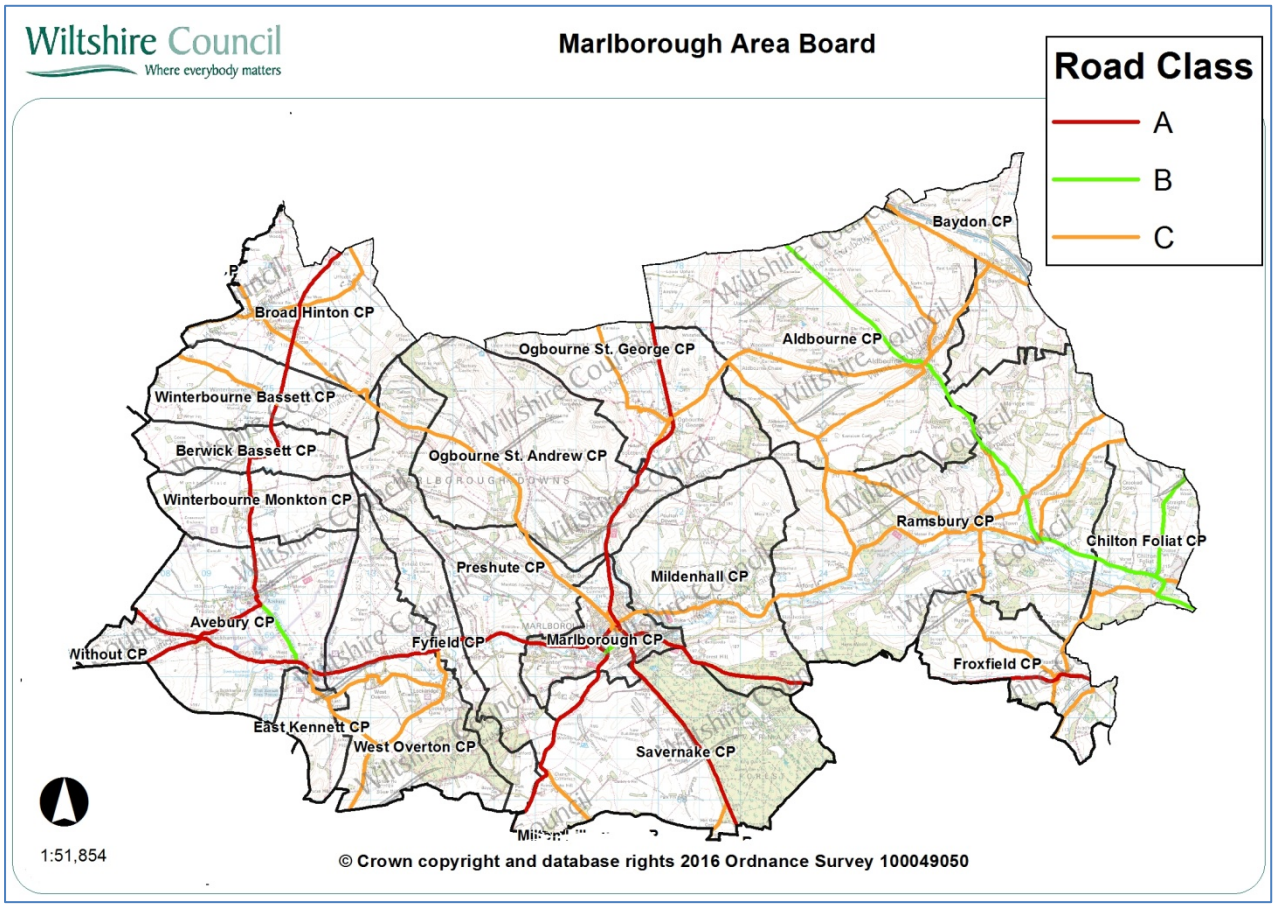
Introduction

This document summarises highway information for your area board. It lists the recent highway and related work carried out by Wiltshire Council, including the road resurfacing carried out during the first two years of the 'Local Highways Investment Fund 2014 – 2020', and includes other information which should be of interest.

Further information on the Council's activities is available at the website www.wiltshire.gov.uk. If you wish to report a specific highway issue please use My Wiltshire. Details are provided at the end of this document.

Parishes in the community area are:

Broad Hinton, Winterbourne Bassett, Berwick Bassett, East Kennet, West Overton, Fyfield, Avebury, Preshute, Ogbourne St Andrew, Savernake, Mildenhall, Marlborough, Ogbourne St George, Aldbourne, Baydon, Ramsbury, Chilton Foliat, Winterbourne Monkton, Froxfield



Network statistics in your area

Road length by class

Road type	Urban (km)	Rural (km)
A Class Roads	7.25	48.09
B Class Roads	2.76	17.12
C Class Roads	20.12	89.90
Unclassified Roads	38.96	83.88
Total	**69.09**	**238.99**
	Overall Total	**308.08**

The council categorises its roads to reflect their importance. This enables an effective assignment of highway inspection frequencies and maintenance standards.

Highway assets in your area

The council keeps an inventory of its highway assets in order to assist planning its highway maintenance. Important statistics relating to your board area are:

Asset Type	Measure
Carriageway	308.08 km
Footways adjacent to road	92 km
Footways (linked)	10.16 km
White road centre lines	129 km
Road kerbs	135 km
Grass verge (maintained)	530 km
Drainage grips	2, 377 number
Drainage pipe grips	212 number
Drainage gullies	3,706 number
Road signs	2, 102 number
Street lights	1, 470 number

Major highway maintenance

Road resurfacing

Wiltshire has over 3,000 miles of road. The Council's 'Local Highways Investment Fund 2014 – 2020' is making a massive investment to improve the condition of the roads in Wiltshire over six years. The programme of work started in April 2014, and is designed and supervised by the Council's consultants Atkins, with the work carried out by our main highway contractors Tarmac and Eurovia.

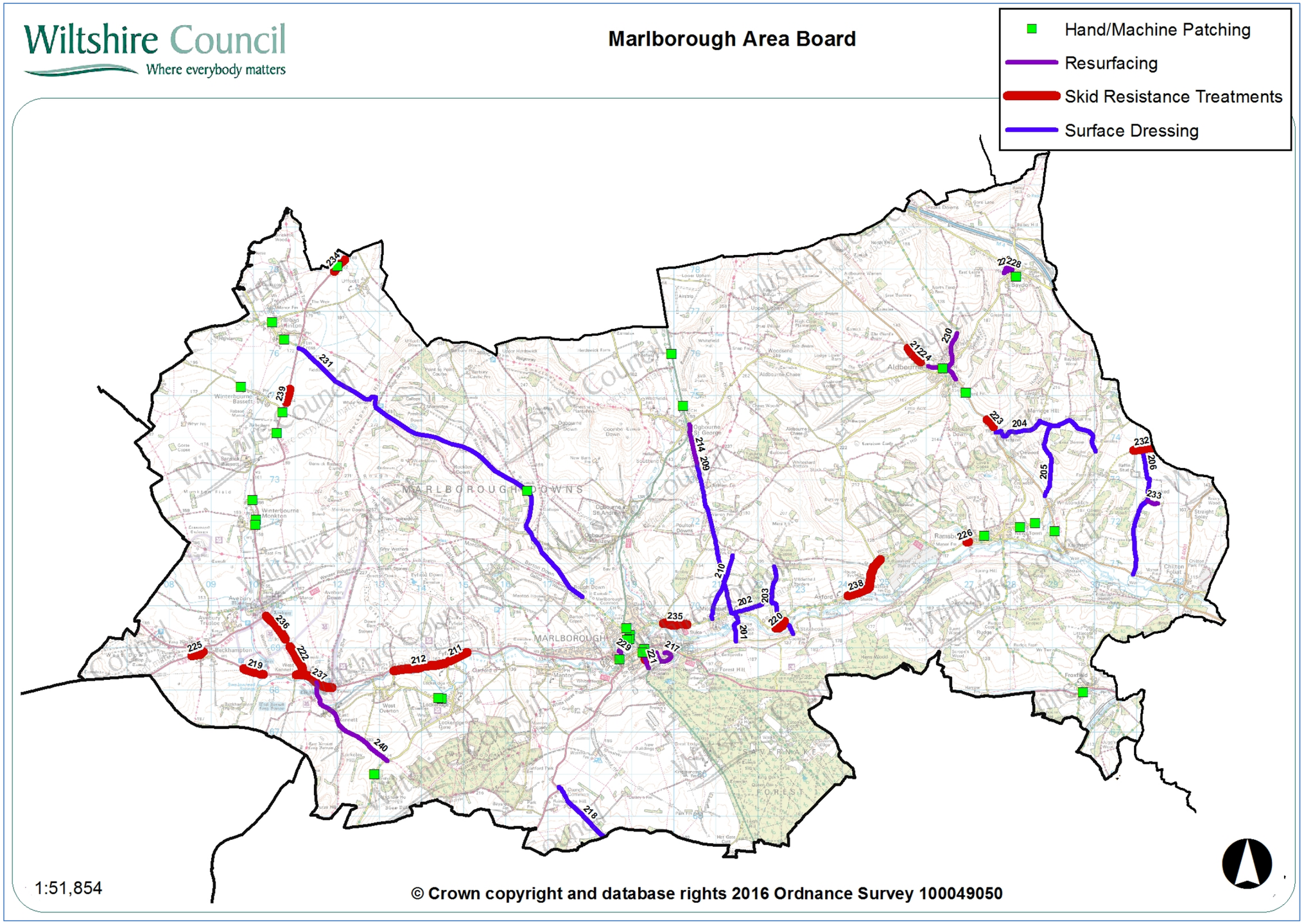
The work carried out in the first two years of the programme has improved a considerable number of the roads in previously poor condition. The locations of sites treated in recent years are shown below.

Carriageway repairs

As well as resurfacing roads other works are undertaken to make localised repairs to keep the roads safe. The works undertaken in your area since 2014 are shown on the map below.

The wet winter and flooding in previous years has resulted in substantial damage to the road network. It is important that serious defects are treated promptly to keep the roads safe. The Council currently operates four Pothole teams that respond to urgent issues to keep the roads safe.

Plan showing major maintenance schemes & hand/machine patching sites completed since 2014



Major maintenance completed since 2014

No	Location	Works
201	C6 Ramsbury Road south to Chopping Knife Lane, Mildenhall	Surface Dressing
202	C6 Ramsbury Road east and north to Upper Thicket Copse	Surface Dressing
203	sound Copse Lane south from Thicketts Road	Surface Dressing
204	Witcha Lane, Ramsbury	Surface Dressing
205	Shell Wood Lane, Whittonditch	Surface Dressing
206	Whittonditch crossroads road north of crossroads up Marridge hill to Balak	Surface Dressing
207	Rudge Lane	Surface Dressing
208	High Street Little Bedwyn through Bagshot	Surface Dressing
209	C6 Ramsbury Road north to end of highway and then north to Old Chase Road	Surface Dressing
210	Woodlands Road	Surface Dressing
211	A4 at Fyfield Farm, Marlborugh	Skid Resistance Improvements
212	A4 west of Fyfield	Skid Resistance Improvements
213	B4192, Aldbourne	Skid Resistance Improvements
214	Bytham Road, Ogbourne St. George	Resurfacing
215	Downsmead, Marlborough	Resurfacing
216	Figgins Lane, Marlborough	Resurfacing
217	Five Stiles Road, Marlborough	Resurfacing
218	Unnamed Road (Clench Common south east C265 to junction with Burbage Road B3087	Surface Dressing
219	Beckhampton Roundabout To B4003 (To Avebury)	Skid Resistance Improvements
220	30mph Mildenhall to Uc Stichcombe Farm	Skid Resistance Improvements
221	Entrance to depot to A4 London Road Mini-roundabout	Skid Resistance Improvements
222	B4003 North of A4 Junction, West Kennett	Skid Resistance Improvements
223	30mph Aldbourne to Witcha Lane	Skid Resistance Improvements

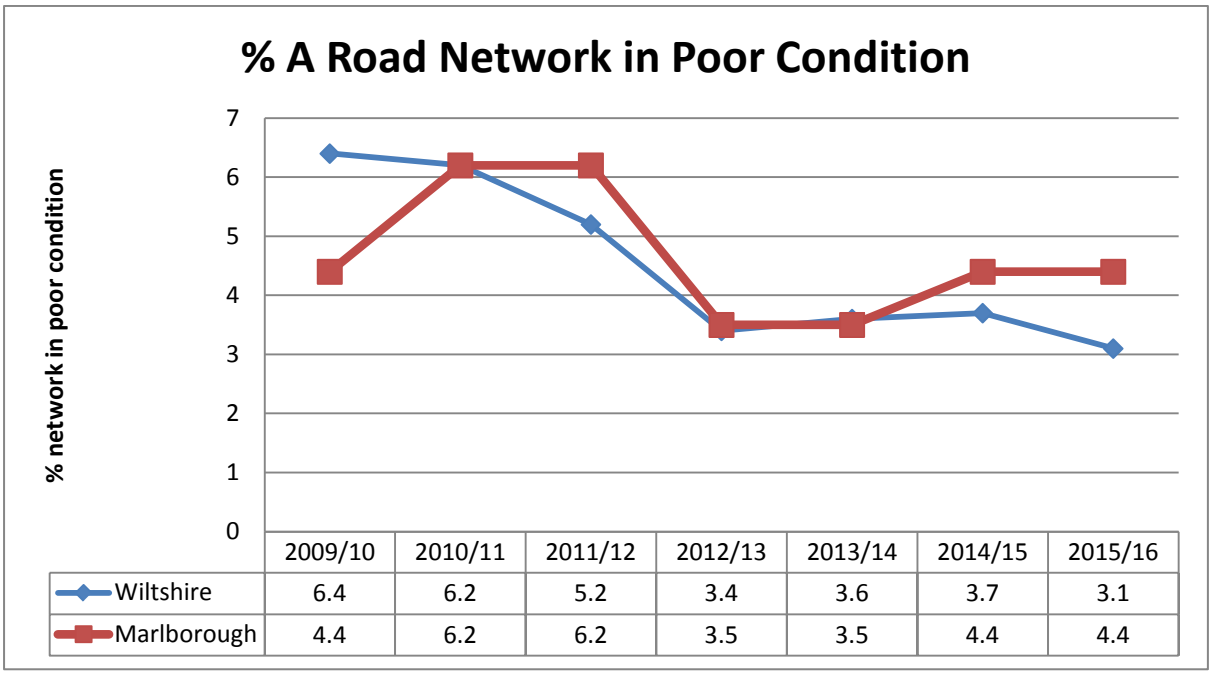
No	Location	Works
224	Track To Upper Upham to 30mph Aldbourne	Skid Resistance Improvements
225	Entrance To The Firs To Beckhampton Roundabout	Skid Resistance Improvements
226	Entrance Manor Farm To 30mph Limit Ramsbury	Skid Resistance Improvements
227	A346 Salisbury Road - Marlborough	Resurfacing
228	Downsmead, Baydon	Resurfacing
229	Figgins Lane, Marlborough	Resurfacing
230	B4192 West Street, South Street & Lottage Road, Aldbourne	Resurfacing
231	Marlborough - C18 Marlborough to Broad Hinton	Surface Dressing
232	Entrance Eastridge Farm To County Boundary	Skid Resistance Improvements
233	East Soley, Ramsbury	Resurfacing
234	A4361 at Swindon Boundary, Broad Hinton	Skid Resistance Improvements
235	At Poulton Farm, Marlborugh	Skid Resistance Improvements
236	B4003 Southeast of Beckhampton Road, Avebury	Skid Resistance Improvements
237	A4 East of Junction with B4003 West Kennet	Skid Resistance Improvements
238	Ramsbury Road, Axford near House Farm	Skid Resistance Improvements
239	A4361 at Junction with High Street, Winterbourne Bassett	Skid Resistance Improvements
240	East Kennett - A4 to Alton Barnes road	Resurfacing

Highway conditions and technical surveys in your area

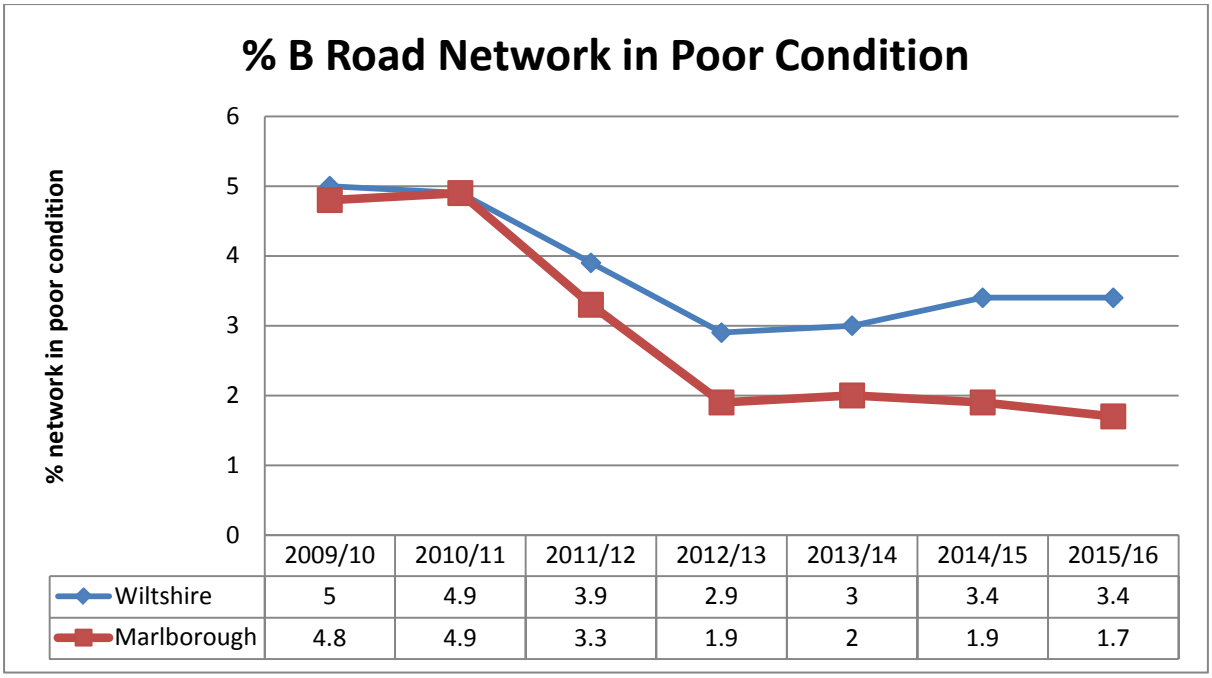
Roads deteriorate in condition because of various factors, including traffic volumes, ground conditions, and weather and drainage issues. Technical surveys of the condition of the highway network are carried out annually and the information is used to help prioritise schemes. Road safety is the priority, and maintaining adequate skid resistance on the busy high speed roads is vital.

The surveys include the use of a vehicle equipped with lasers and cameras to record road surface condition, which allows us to report on road conditions to the Department for Transport and to prioritise maintenance work. Other surveys include measuring skid resistance on the busier roads.

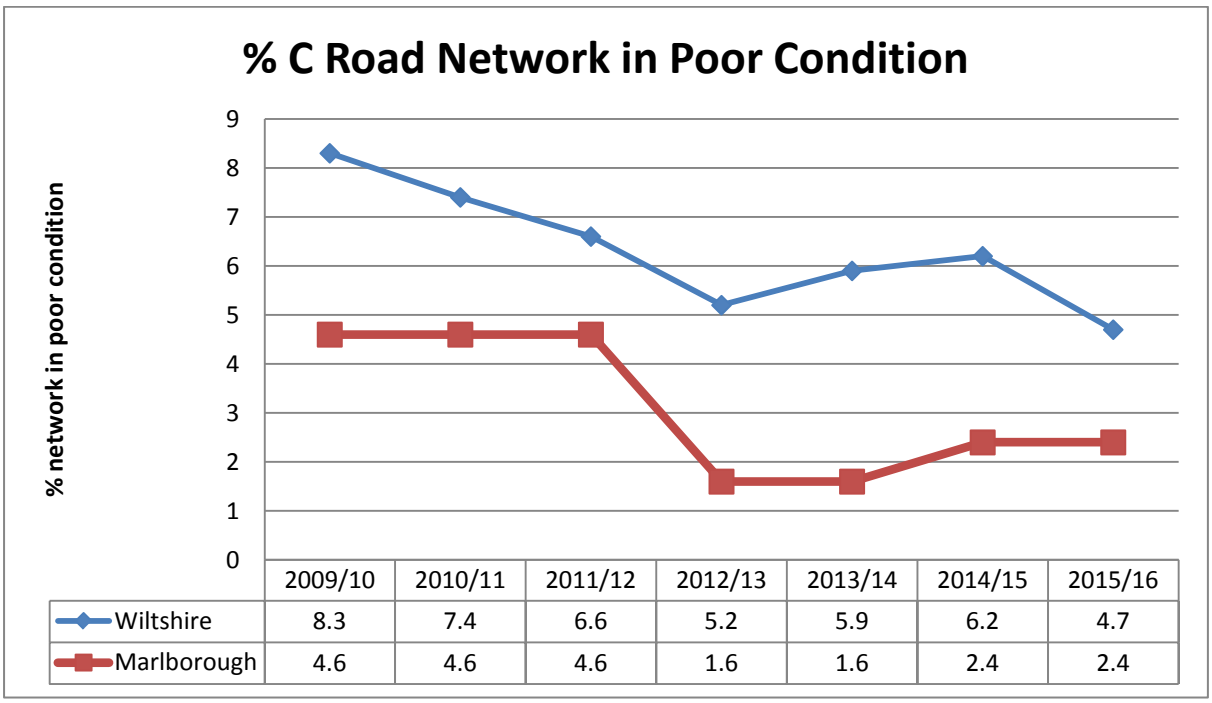
The road conditions in your area are shown below. It should be noted that low numbers are good because it indicates that less road length should be considered for treatment. More detailed information is shown in Appendix A.



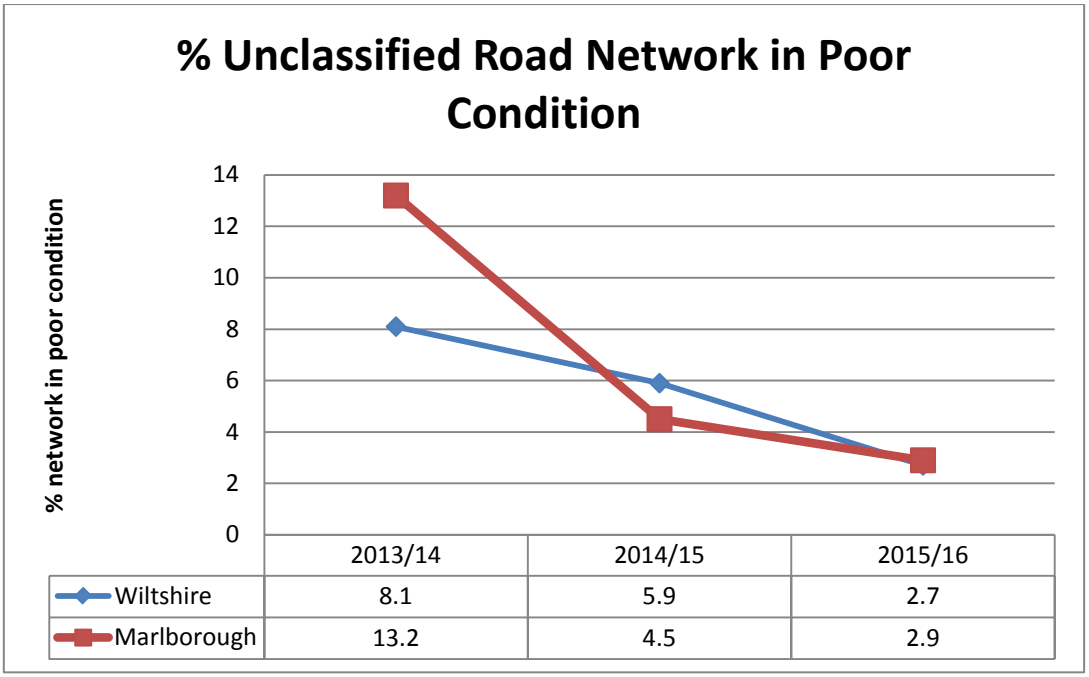
	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	6.4	6.2	5.2	3.4	3.6	3.7	3.1
Marlborough	4.4	6.2	6.2	3.5	3.5	4.4	4.4



	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	5	4.9	3.9	2.9	3	3.4	3.4
Marlborough	4.8	4.9	3.3	1.9	2	1.9	1.7



	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	8.3	7.4	6.6	5.2	5.9	6.2	4.7
Marlborough	4.6	4.6	4.6	1.6	1.6	2.4	2.4



Integrated transport, bridge and drainage works

Integrated transport

The Council's traffic engineering team work with our contractors to plan and deliver a range of projects to the local community, most notably through the Area Boards and Community Area Transport Groups (CATGs). The schemes range in size and complexity from simple sign installation through to more complex road safety and improvement schemes.

Bridges

The Council regularly inspects its bridges and other highway structures. There is a programme of renewal and refurbishment works to keep them in good condition, as well as having to respond to damage caused by collisions.

Drainage

Programmes of drainage investigations, repairs and flood alleviation schemes are undertaken throughout the year, but the flooding in recent years has meant that there has been a need to respond immediately to flooding issues, as well as dealing with previously identified problem sites. The drainage improvement and flood alleviation work is co-ordinated through the Council's Operational Flood Working Groups that include the Environment Agency, Wessex Water, other organisations and stakeholders.

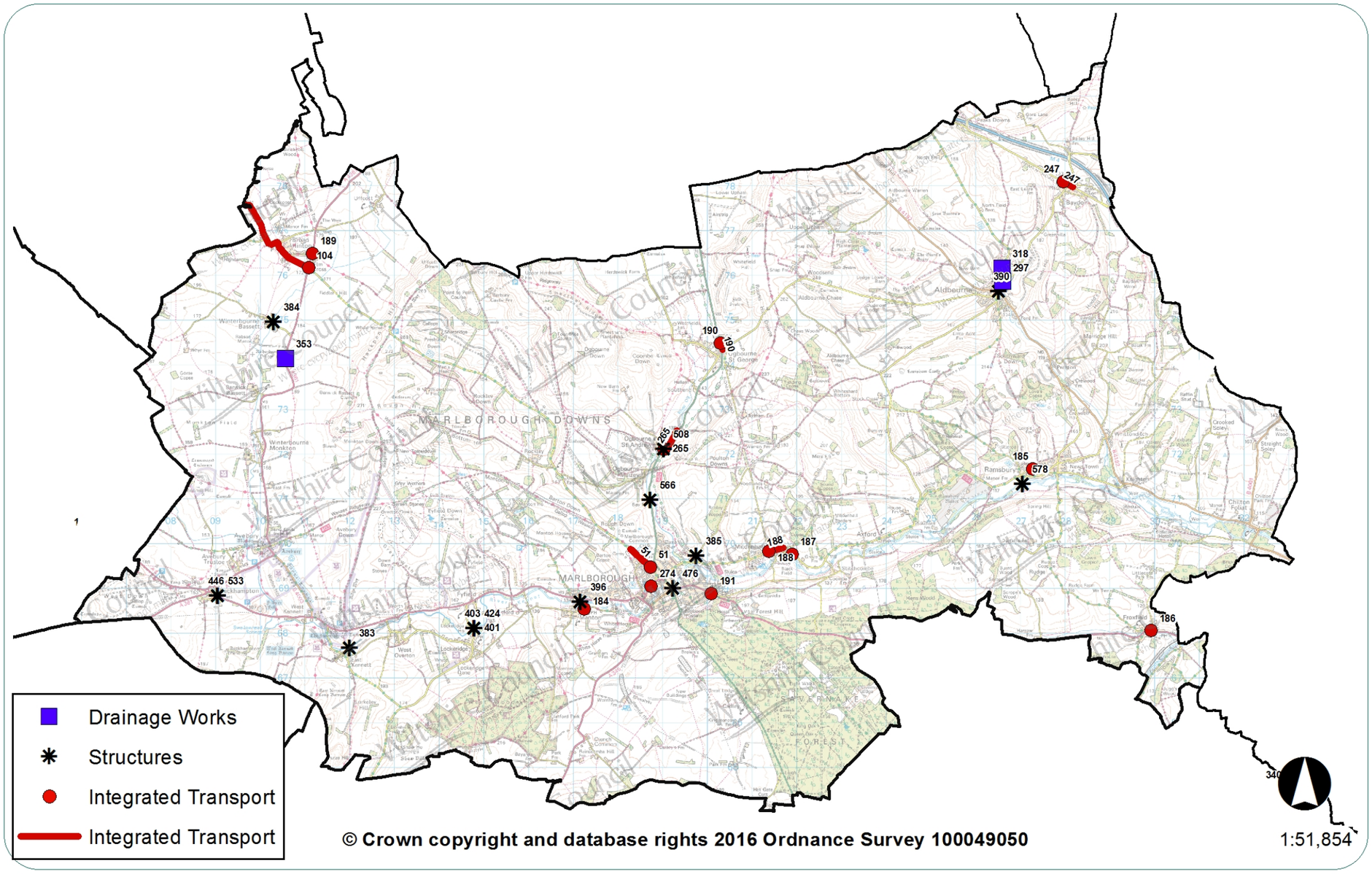
Recent work in your area

The Integrated Transport, Bridge and Drainage schemes carried out in your area since 2015 are listed below.

Plan showing completed integrated transport, bridge and drainage schemes since 2015

Wiltshire Council
Where everybody matters

Marlborough Area Board



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1:51,854

Integrated transport schemes since 2015

No	Location	Description
184	Manton Junction of High St /Bridge St	Footway improvements
185	Ramsbury Back Lane	20mph speed limit implementation
186	Froxfield	Footway and lighting
187	Mildenhall	Mildenhall Gates at eastern end of village
188	Mildenhall Thicketts Road	Warning signs for playground
189	A4361 Broad Hinton	Bus stop kerbs by Barbury Inn
190	Ogborne St George	Slip road on carriageway footway
191	A4 East of Marlborough	Deer warning signs
247	C146 Ermin Street Baydon	Safety Audit
265	Ogbourne St Andrew	Village Lane 20mph speed limit implementation
274	Marlborough	Marlborough Parking Review (including High St N) - road markings only
51	C18 Marlborough	Frees Avenue speed limit
104	C415	Speed limit implementations C415

Bridge schemes since 2014

No	Location	Description
566	Ogbourne St Andrew	Vegetation, masonry, pot-holes, parapets clean / paint
578	Ramsbury	Abutment Repair
383	West Overton (see Fyfield)	East kennet Bridge, Weld parapet
384	Winterbourne Bassett (see Broad Hinton)	Winterbourne Bassett re-deck
385	Marlborough	Rabley Lane ex rail bridge, erect additional fencing inside existing parapets
390	Aldbourne	Albourne Pond Culvert, Straighten and repair parapet
396	Marlborough	Manton North and South Bridge, replace parapet posts
401	Fyfield & West Overton	Lockeridge Bridge
403	Fyfield & West Overton	Trial Hole Locckeridge Bridge
424	Fyfield & West Overton	Lockeridge Bridge
446	Avebury	Galteemore Culvert Vegetation Clearance
476	Marlborough	Marlborough Town – re-pointing, vegetation clearance
508	Ogbourne St Andrew	Ogbourne St Andrew - parapet repair

Drainage works since 2015

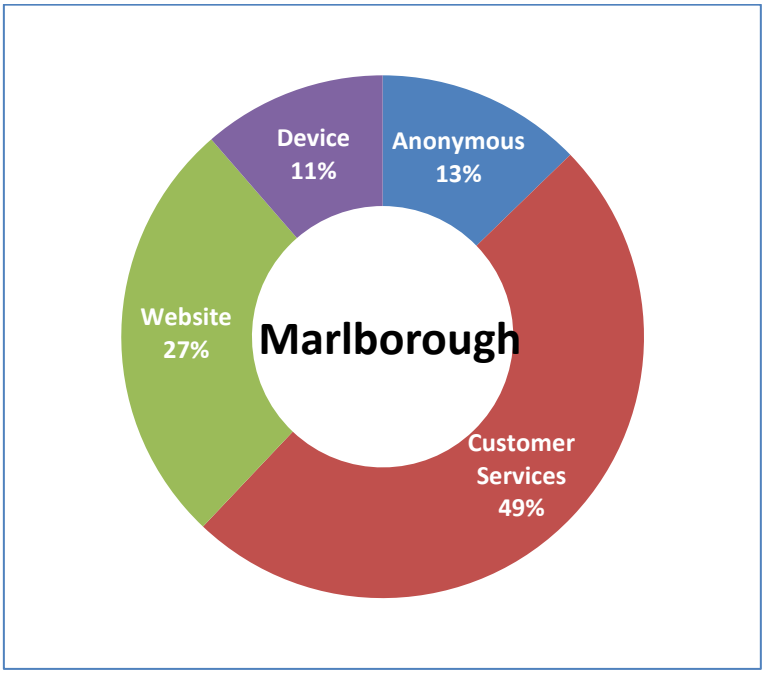
No	Location	Description
297	Marlborough	EA funded joint scheme for new culverts
318	Marlborough	Culvert reconstruction
353	Marlborough	Replacement of collapsed culvert

My Wiltshire

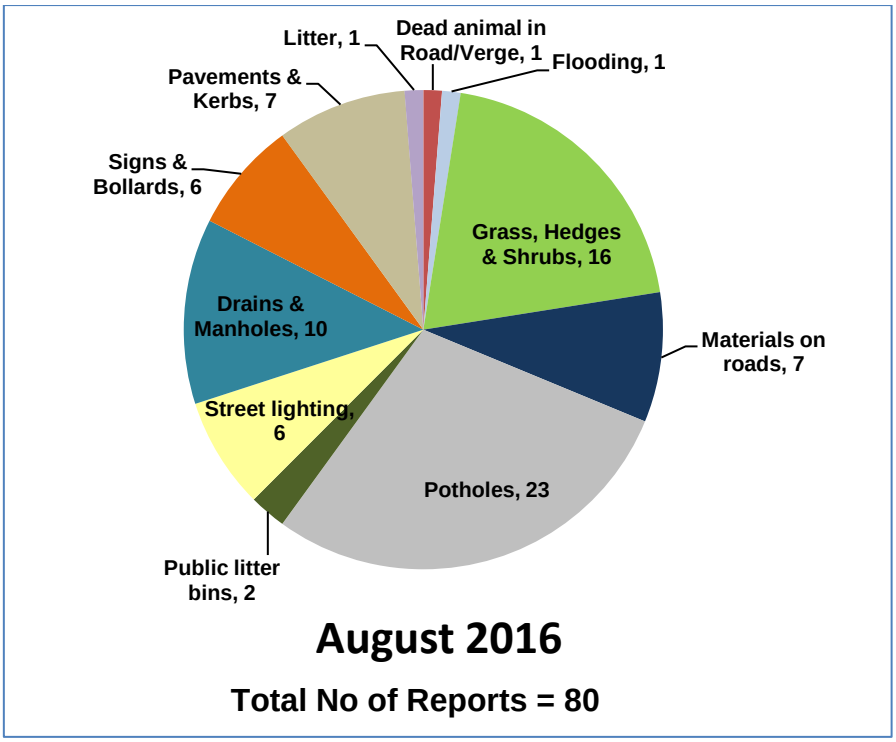
My Wiltshire provides an easy way to report highway issues, including using the Council's website. We have an app so you can report on the go using your smartphone. The My Wiltshire app is available to download at both the App Store (for iPhones and iPads), from Google Play™ (for Android phones) and Windows Store. You can attach information such as photos or videos and pinpoint the location of your report using the mapping software on your phone.

A summary of recent reports in your area is shown below, and further details are shown in Appendix B.

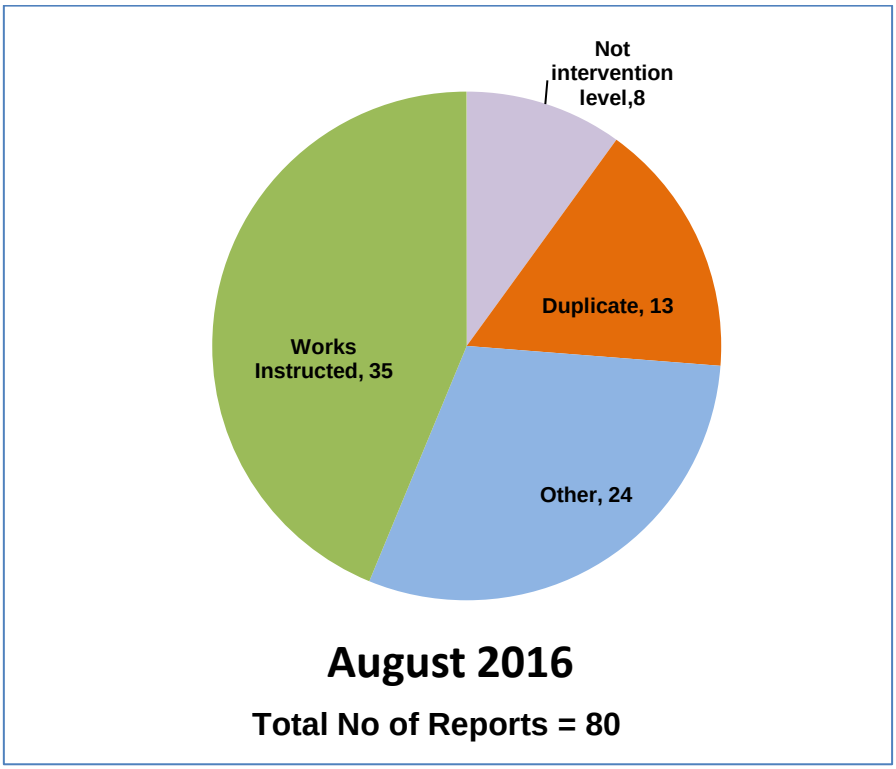
Customer reporting methods in your area



Customer reports in your area for the month of August 2016



Actions following recent reports in your area



Action definitions

1. **Not Intervention** – the technician has attended site and classified the defect as not meeting intervention levels as per the Highway Inspection Manual 2013 or in the case of streetscene reports, service level agreements.

2. **Duplicate** – a report has already been received in relation to this issue and a works instruction has previously been passed to the contractor to undertake a repair/carry out the necessary works.

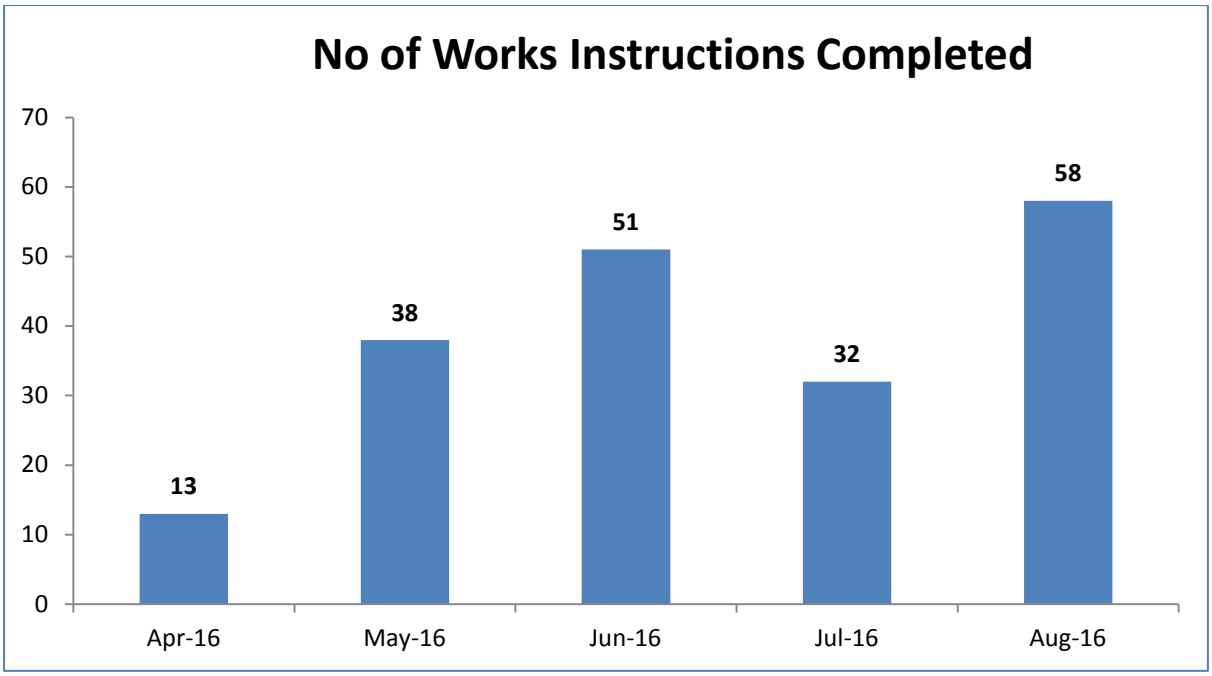
3. **Under Investigation** – this issue is currently with a Highways technician or engineer – they may be awaiting information from the customer or the issue requires further investigation e.g. wet weather inspection, drainage survey, exploratory excavation, ownership query.

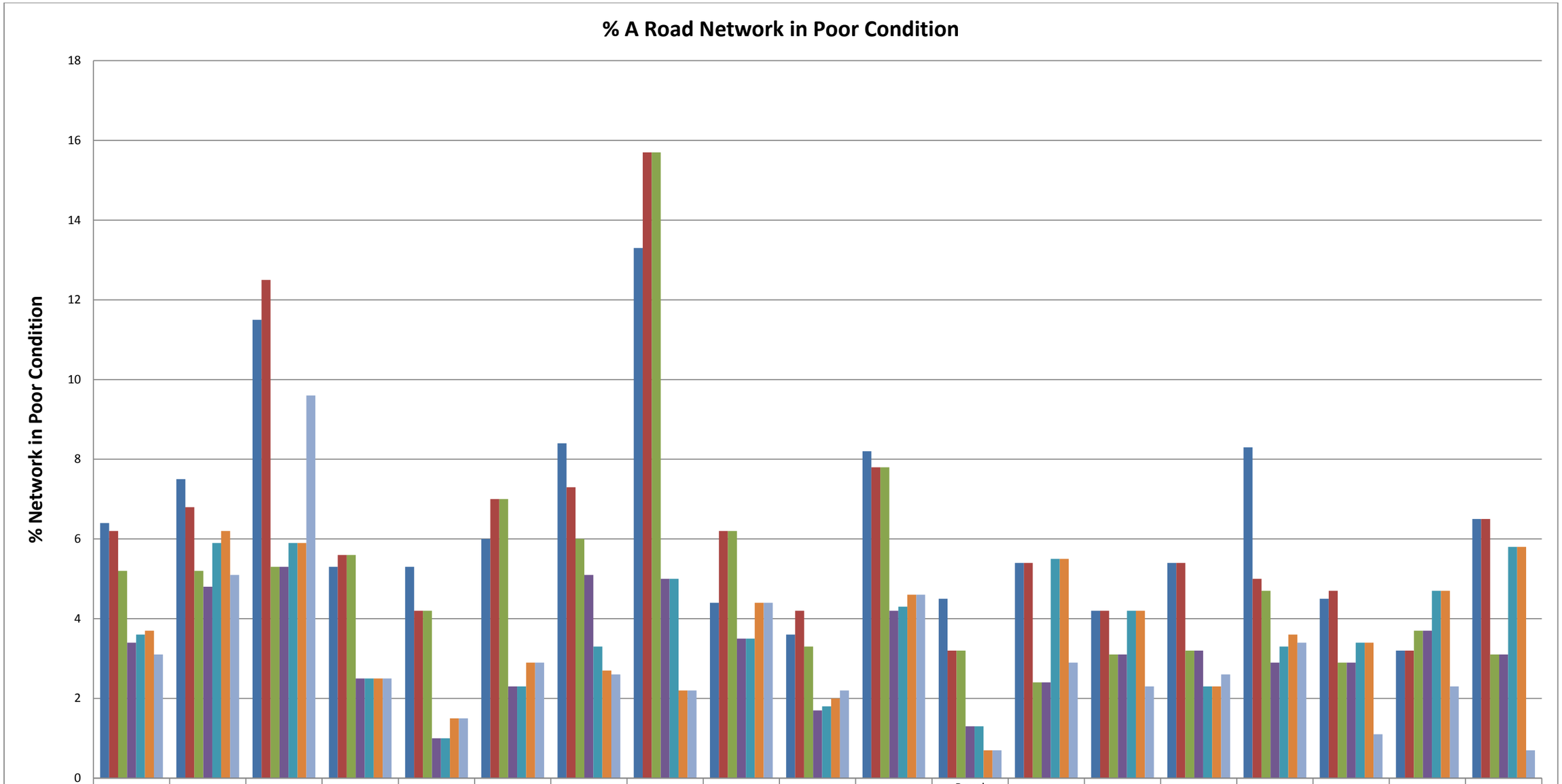
4. **Discretionary works** – this issue is not a highway safety issue and has been identified as one which falls within the remit of the parish steward scheme.

5. **Other** – the issue has been identified as one which does not require any action by Local Highways. This could be for a number of reasons –
   - the report has been cancelled by the user,
   - there is insufficient information provided to assess the issue and the customer has not provided contact details,
   - the issue is not the responsibility of Wiltshire Council e.g. un-adopted highway, gas/electricity/telephone/water/cable company, Highways England, housing association,
   - the technician attended site and nothing was found at the stated location
   - the issue has been passed to another service within Wiltshire Council e.g. rights of way, bridges.

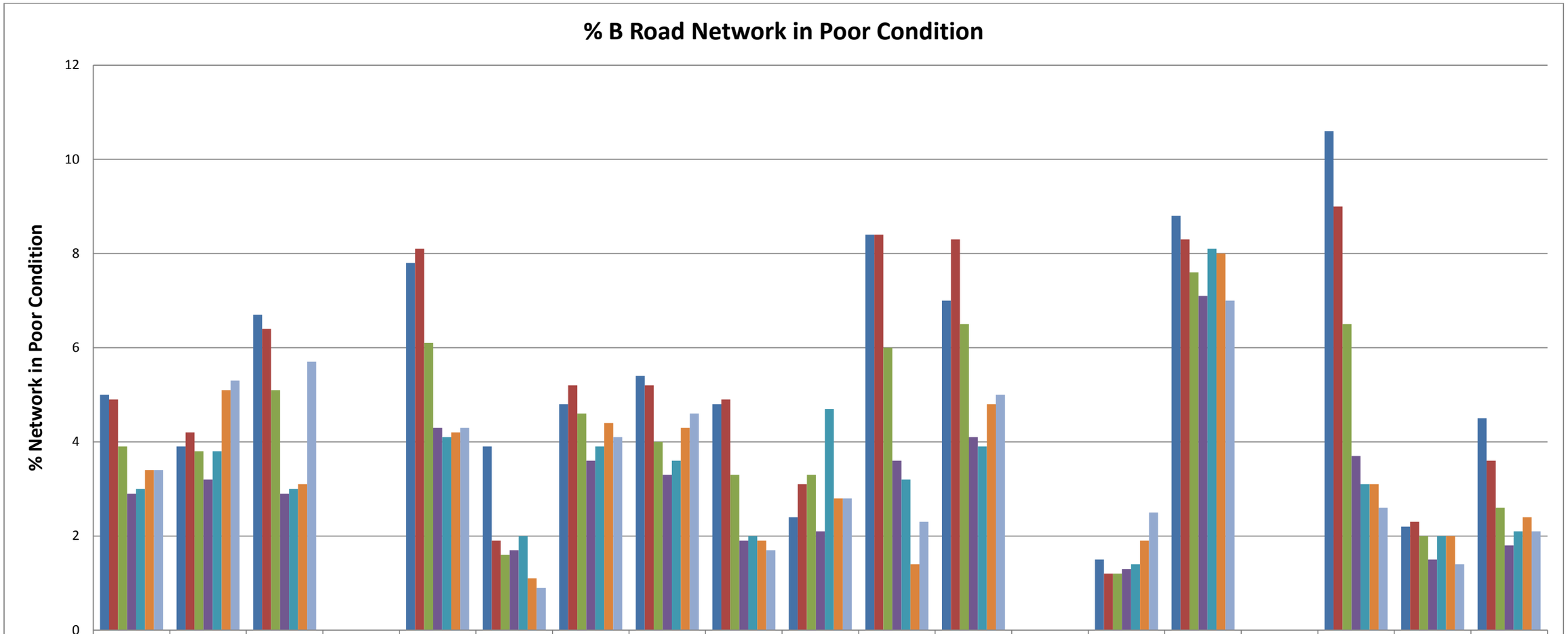
6. **Works Instructed** – the technician has assessed the issue as requiring works to be carried out and has either dealt with the issue personally or has referred it to the contractor for repair.

Highway defects completed in your area in recent months

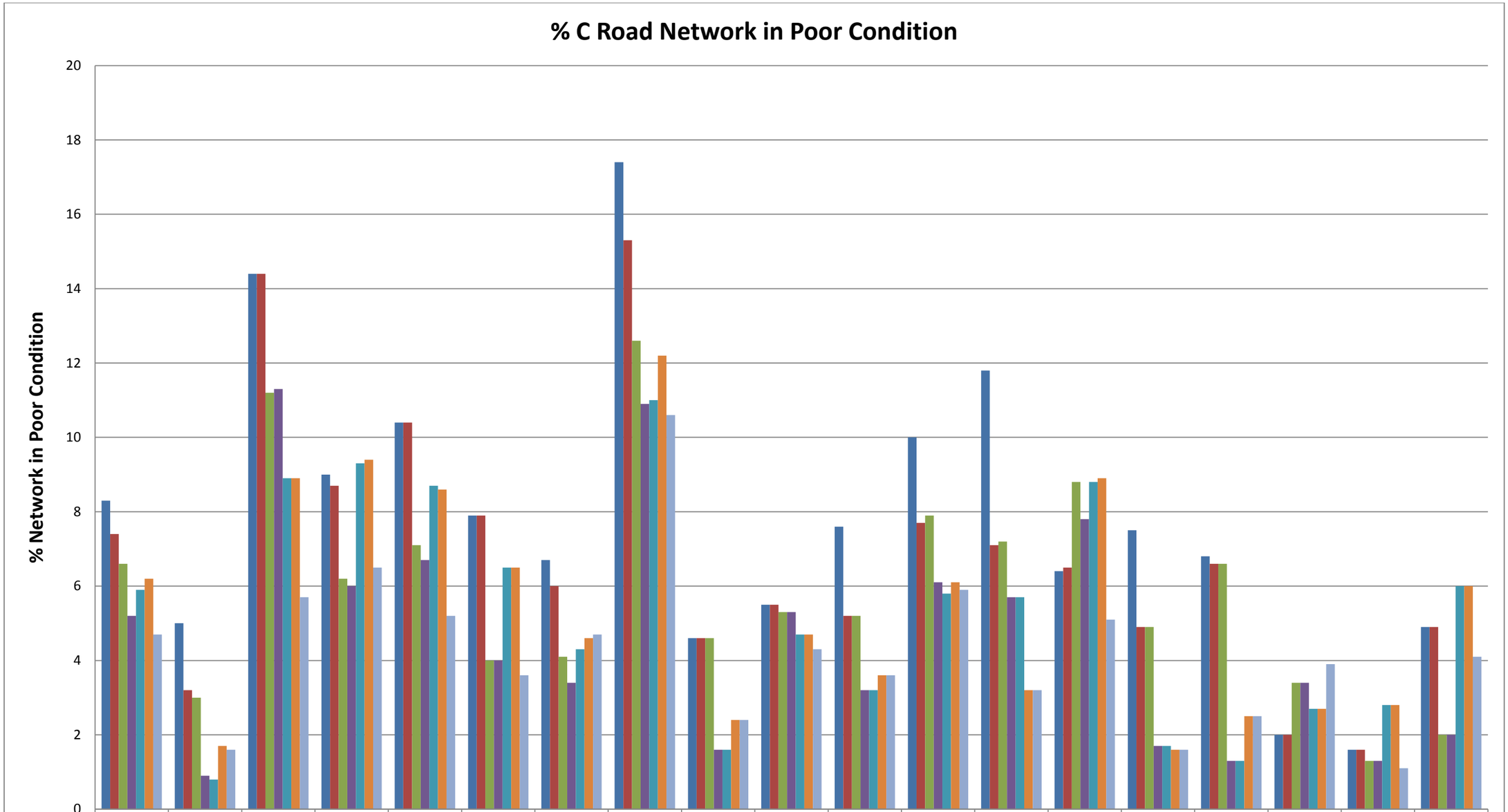




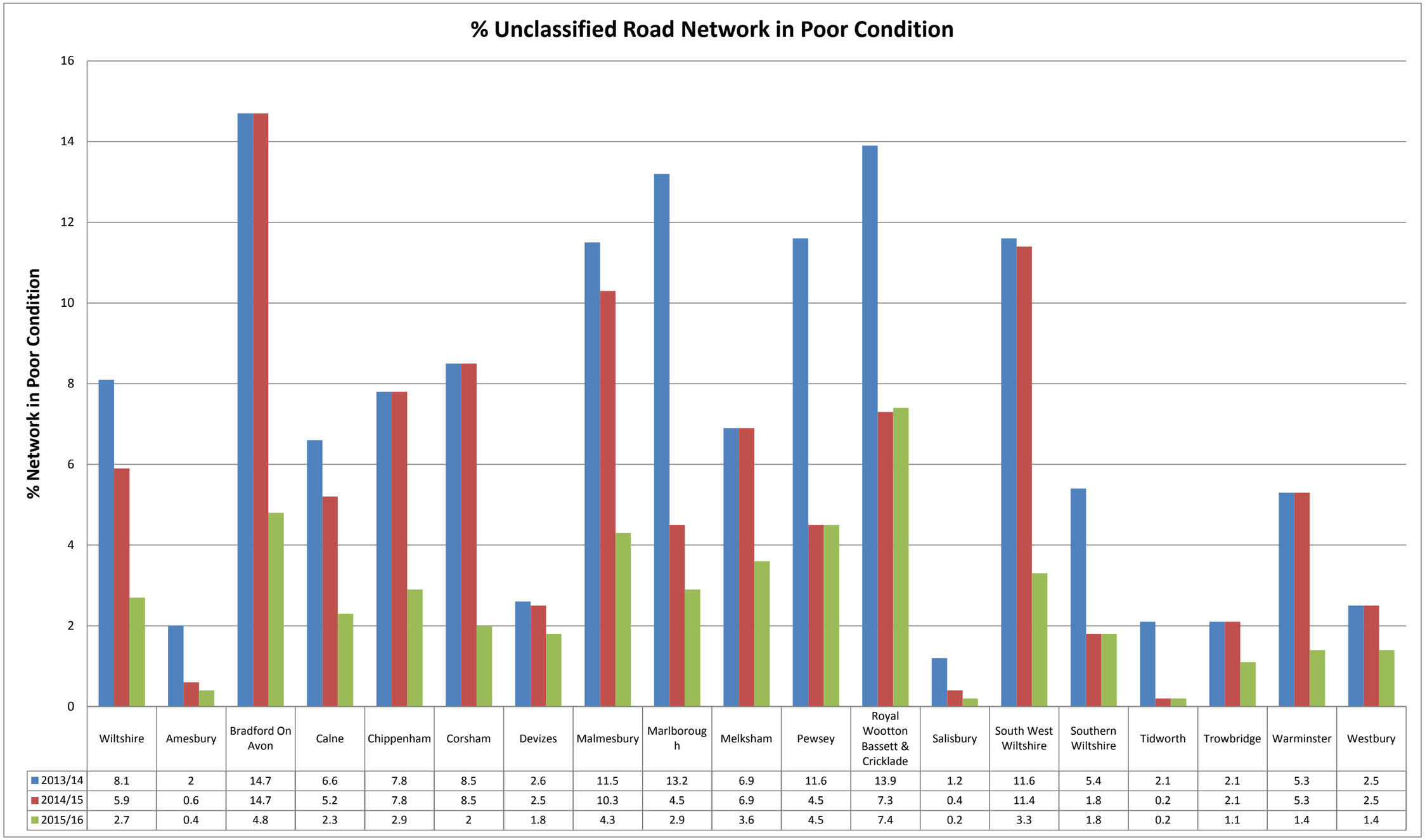
	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	6.4	7.5	11.5	5.3	5.3	6	8.4	13.3	4.4	3.6	8.2	4.5	5.4	4.2	5.4	8.3	4.5	3.2	6.5
2010/11	6.2	6.8	12.5	5.6	4.2	7	7.3	15.7	6.2	4.2	7.8	3.2	5.4	4.2	5.4	5	4.7	3.2	6.5
2011/12	5.2	5.2	5.3	5.6	4.2	7	6	15.7	6.2	3.3	7.8	3.2	2.4	3.1	3.2	4.7	2.9	3.7	3.1
2012/13	3.4	4.8	5.3	2.5	1	2.3	5.1	5	3.5	1.7	4.2	1.3	2.4	3.1	3.2	2.9	2.9	3.7	3.1
2013/14	3.6	5.9	5.9	2.5	1	2.3	3.3	5	3.5	1.8	4.3	1.3	5.5	4.2	2.3	3.3	3.4	4.7	5.8
2014/15	3.7	6.2	5.9	2.5	1.5	2.9	2.7	2.2	4.4	2	4.6	0.7	5.5	4.2	2.3	3.6	3.4	4.7	5.8
2015/16	3.1	5.1	9.6	2.5	1.5	2.9	2.6	2.2	4.4	2.2	4.6	0.7	2.9	2.3	2.6	3.4	1.1	2.3	0.7



	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	5	3.9	6.7	0	7.8	3.9	4.8	5.4	4.8	2.4	8.4	7	0	1.5	8.8	0	10.6	2.2	4.5
2010/11	4.9	4.2	6.4	0	8.1	1.9	5.2	5.2	4.9	3.1	8.4	8.3	0	1.2	8.3	0	9	2.3	3.6
2011/12	3.9	3.8	5.1	0	6.1	1.6	4.6	4	3.3	3.3	6	6.5	0	1.2	7.6	0	6.5	2	2.6
2012/13	2.9	3.2	2.9	0	4.3	1.7	3.6	3.3	1.9	2.1	3.6	4.1	0	1.3	7.1	0	3.7	1.5	1.8
2013/14	3	3.8	3	0	4.1	2	3.9	3.6	2	4.7	3.2	3.9	0	1.4	8.1	0	3.1	2	2.1
2014/15	3.4	5.1	3.1	0	4.2	1.1	4.4	4.3	1.9	2.8	1.4	4.8	0	1.9	8	0	3.1	2	2.4
2015/16	3.4	5.3	5.7	0	4.3	0.9	4.1	4.6	1.7	2.8	2.3	5	0	2.5	7	0	2.6	1.4	2.1



	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	8.3	5	14.4	9	10.4	7.9	6.7	17.4	4.6	5.5	7.6	10	11.8	6.4	7.5	6.8	2	1.6	4.9
2010/11	7.4	3.2	14.4	8.7	10.4	7.9	6	15.3	4.6	5.5	5.2	7.7	7.1	6.5	4.9	6.6	2	1.6	4.9
2011/12	6.6	3	11.2	6.2	7.1	4	4.1	12.6	4.6	5.3	5.2	7.9	7.2	8.8	4.9	6.6	3.4	1.3	2
2012/13	5.2	0.9	11.3	6	6.7	4	3.4	10.9	1.6	5.3	3.2	6.1	5.7	7.8	1.7	1.3	3.4	1.3	2
2013/14	5.9	0.8	8.9	9.3	8.7	6.5	4.3	11	1.6	4.7	3.2	5.8	5.7	8.8	1.7	1.3	2.7	2.8	6
2014/15	6.2	1.7	8.9	9.4	8.6	6.5	4.6	12.2	2.4	4.7	3.6	6.1	3.2	8.9	1.6	2.5	2.7	2.8	6
2015/16	4.7	1.6	5.7	6.5	5.2	3.6	4.7	10.6	2.4	4.3	3.6	5.9	3.2	5.1	1.6	2.5	3.9	1.1	4.1



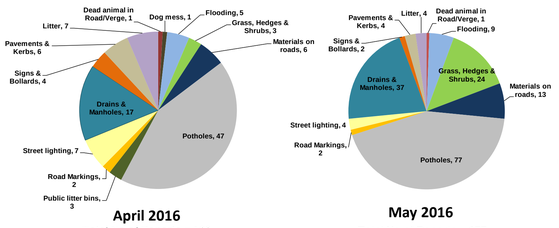
	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2013/14	8.1	2	14.7	6.6	7.8	8.5	2.6	11.5	13.2	6.9	11.6	13.9	1.2	11.6	5.4	2.1	2.1	5.3	2.5
2014/15	5.9	0.6	14.7	5.2	7.8	8.5	2.5	10.3	4.5	6.9	4.5	7.3	0.4	11.4	1.8	0.2	2.1	5.3	2.5
2015/16	2.7	0.4	4.8	2.3	2.9	2	1.8	4.3	2.9	3.6	4.5	7.4	0.2	3.3	1.8	0.2	1.1	1.4	1.4

Appendix B: My Wiltshire Statistics

Wiltshire Council
Where everybody matters

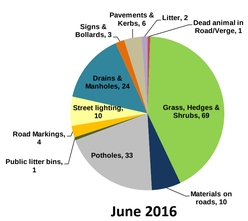
Marlborough Area Board

Customer Reported Issues

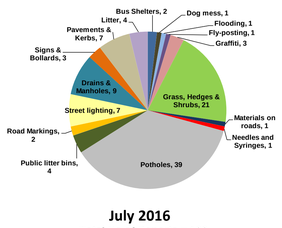


April 2016
Total No of Reports = 109

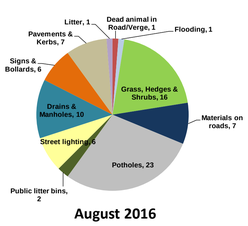
May 2016
Total No of Reports = 177



June 2016
Total No of Reports = 163

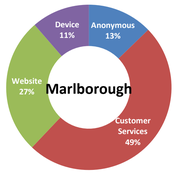


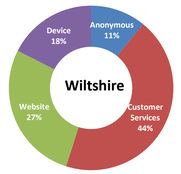
July 2016
Total No of Reports = 106



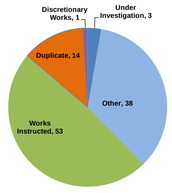
August 2016
Total No of Reports = 80

Reporting Channels

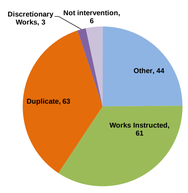




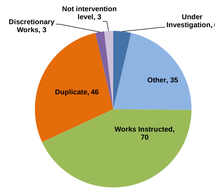
Customer Call Outcomes



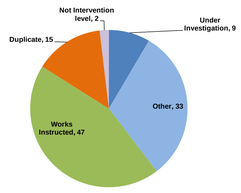
April 2016
Total No of Reports = 109



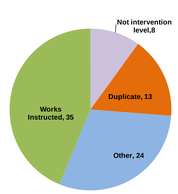
May 2016
Total No of Reports = 177



June 2016
Total No of Reports = 163

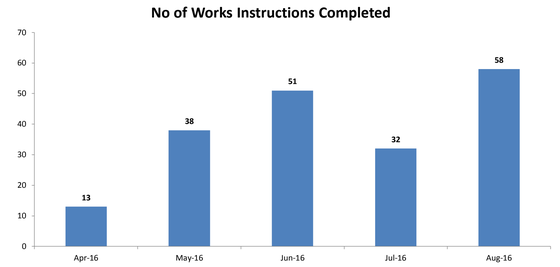


July 2016
Total No of Reports = 106

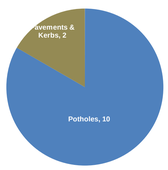


August 2016
Total No of Reports = 80

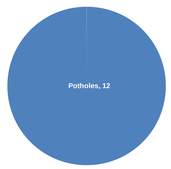
Completed in Month



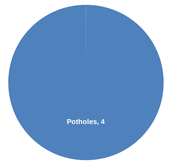
Safety Inspections



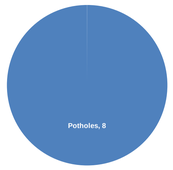
April 2016
Total No of Defects= 12



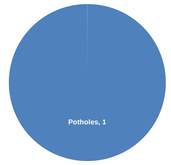
May 2016
Total No of Defects = 12



June 2016
Total No of Defects = 4



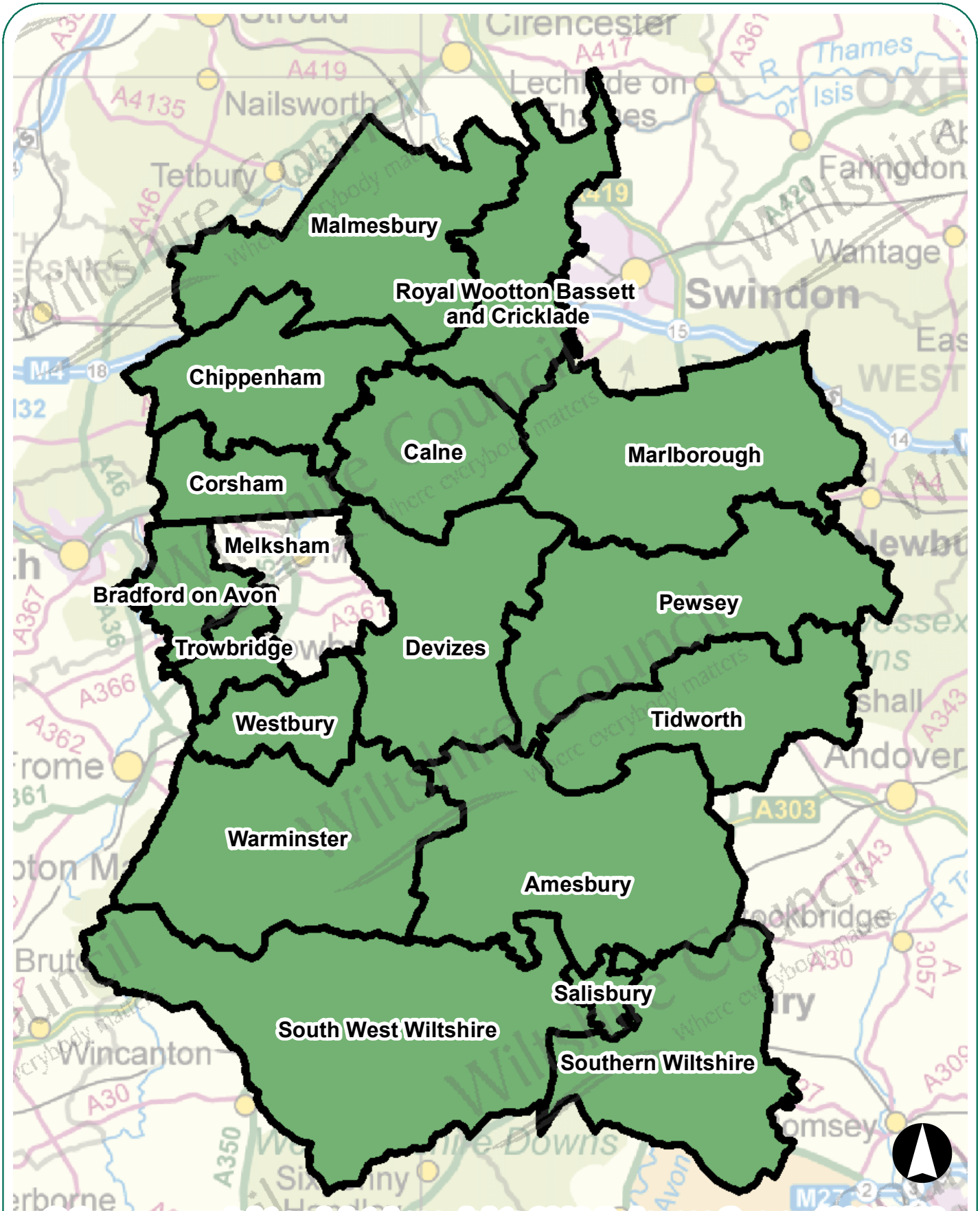
July 2016
Total No of Defects = 8



August 2016
Total No of Defects = 1

Wiltshire Council
Where everybody matters

Melksham Area Board
Highway Information



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Melksham Area Board Highway Information

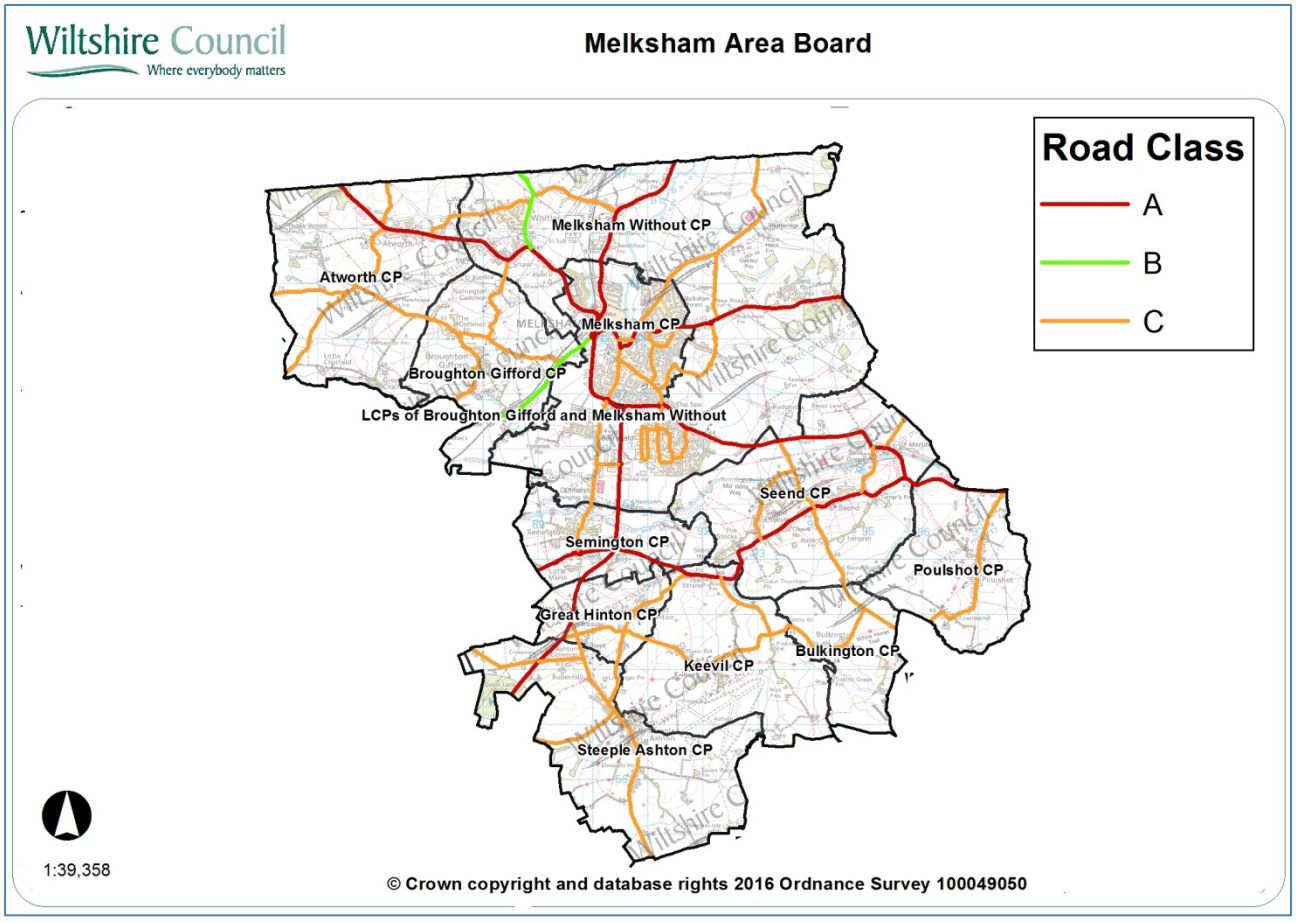
Introduction

This document summarises highway information for your area board. It lists the recent highway and related work carried out by Wiltshire Council, including the road resurfacing carried out during the first two years of the 'Local Highways Investment Fund 2014 – 2020', and includes other information which should be of interest.

Further information on the Council's activities is available at the website www.wiltshire.gov.uk. If you wish to report a specific highway issue please use My Wiltshire. Details are provided at the end of this document.

Parishes in the community area are:

Melksham, Melksham Without, Atworth, Broughton Gifford, Steeple Ashton, Bulkington, Keevil, Great Hinton, Poulshot, Semington, Seend



Network statistics in your area

Road length by class

Road type	Urban (km)	Rural (km)
A Class Roads	17.68	23.31
B Class Roads	0.9	2.71
C Class Roads	31.04	36.64
Unclassified Roads	69.68	18.97
Total	**119.3**	**81.63**
	Overall Total	**200.93**

The council categorises its roads to reflect their importance. This enables an effective assignment of highway inspection frequencies and maintenance standards.

Highway assets in your area

The council keeps an inventory of its highway assets in order to assist planning its highway maintenance. Important statistics relating to your board area are:

Asset Type	Measure
Carriageway	200.93 km
Footways adjacent to road	157 km
Footways (linked)	16.65 km
White road centre lines	84 km
Road kerbs	196 km
Grass verge (maintained)	260 km
Drainage grips	1, 502 number
Drainage pipe grips	204 number
Drainage gullies	5, 833 number
Road signs	2, 109 number
Street lights	3, 801 number

Major highway maintenance

Road resurfacing

Wiltshire has over 3,000 miles of road. The Council's 'Local Highways Investment Fund 2014 – 2020' is making a massive investment to improve the condition of the roads in Wiltshire over six years. The programme of work started in April 2014, and is designed and supervised by the Council's consultants Atkins, with the work carried out by our main highway contractors Tarmac and Eurovia.

The work carried out in the first two years of the programme has improved a considerable number of the roads in previously poor condition. The locations of sites treated in recent years are shown below.

Carriageway repairs

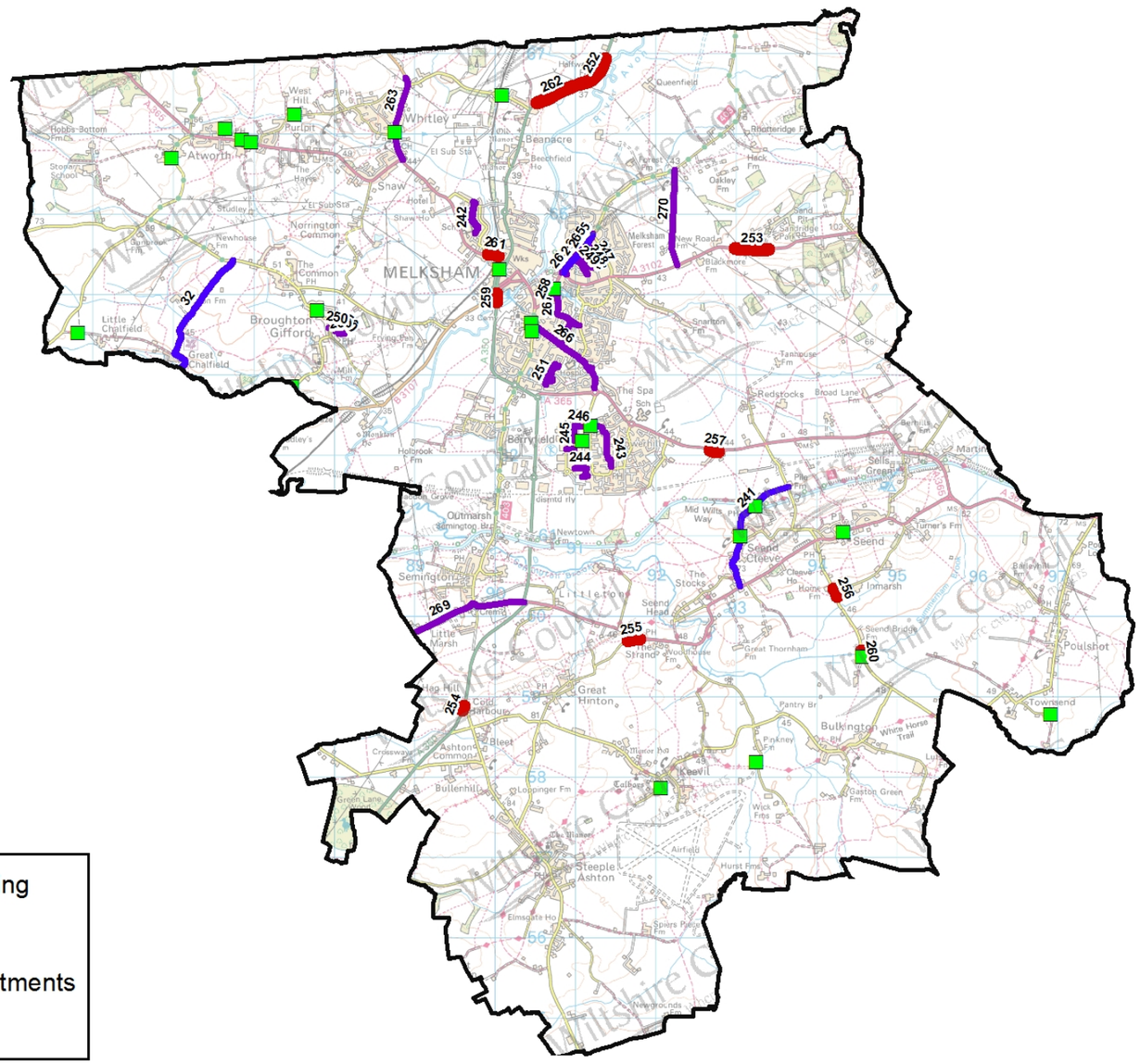
As well as resurfacing roads other works are undertaken to make localised repairs to keep the roads safe. The works undertaken in your area since 2014 are shown on the map below.

The wet winter and flooding in previous years has resulted in substantial damage to the road network. It is important that serious defects are treated promptly to keep the roads safe. The Council currently operates four Pothole teams that respond to urgent issues to keep the roads safe.

Plan showing major maintenance schemes & hand/machine patching sites completed since 2014

Wiltshire Council
Where everybody matters

Melksham Area Board



Hand/Machine Patching
Resurfacing
Skid Resistance Treatments
Surface Dressing

1:39,339

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Major maintenance completed since 2014

No	Location	Works
32	Summer Lane (junction with Leigh Road) to Chalfield Manor to Coombe Lane junction	Surface Dressing
241	Trowbridge Road north east C226 to Bollands Hill	Surface Dressing
242	Addison Road, Melksham	Resurfacing
243	Halifax Road, Bowerhill	Resurfacing
244	Hercules Way, Bowerhill	Resurfacing
245	Connecting Rd between Lancaster and Lysander Road	Resurfacing
246	Lysander/Lancaster Road, Bowerhill	Resurfacing
247	Craybourne Road/Barnwell Road, Melksham	Resurfacing
248	Heathcote Road, Melksham	Resurfacing
249	St Margarets Gardens, Melksham	Resurfacing
250	Curtis Orchard, Broughton Gifford	Resurfacing
251	Sarum Avenue, Melksham	Resurfacing
252	At Halfway Farm, South of Lacock	Skid Resistance Improvements
253	30mph Sandridge To Entrance Home Farm	Skid Resistance Improvements
254	Stoney Gutter crossroads To C19 (Top Of Hagg Hill)	Skid Resistance Improvements
255	Semington Bypass Rbt East To The Strand	Skid Resistance Improvements
256	Seend Bridge To Inmarsh Lane To Inmarsh Lane	Skid Resistance Improvements
257	40mph Devizes Road To Redstocks	Skid Resistance Improvements
258	Lowbourne Mini Rbt To Forest Road	Skid Resistance Improvements
259	A350 Western Way, Melksham	Skid Resistance Improvements
260	Seend Bridge To Inmarsh Lane	Skid Resistance Improvements
261	Inter City T.E. Slip To Bullnose of Island	Skid Resistance Improvements
262	Westlands Lane To 30mph Beanacre	Skid Resistance Improvements
263	B3353 Corsham road, Whitley	Resurfacing

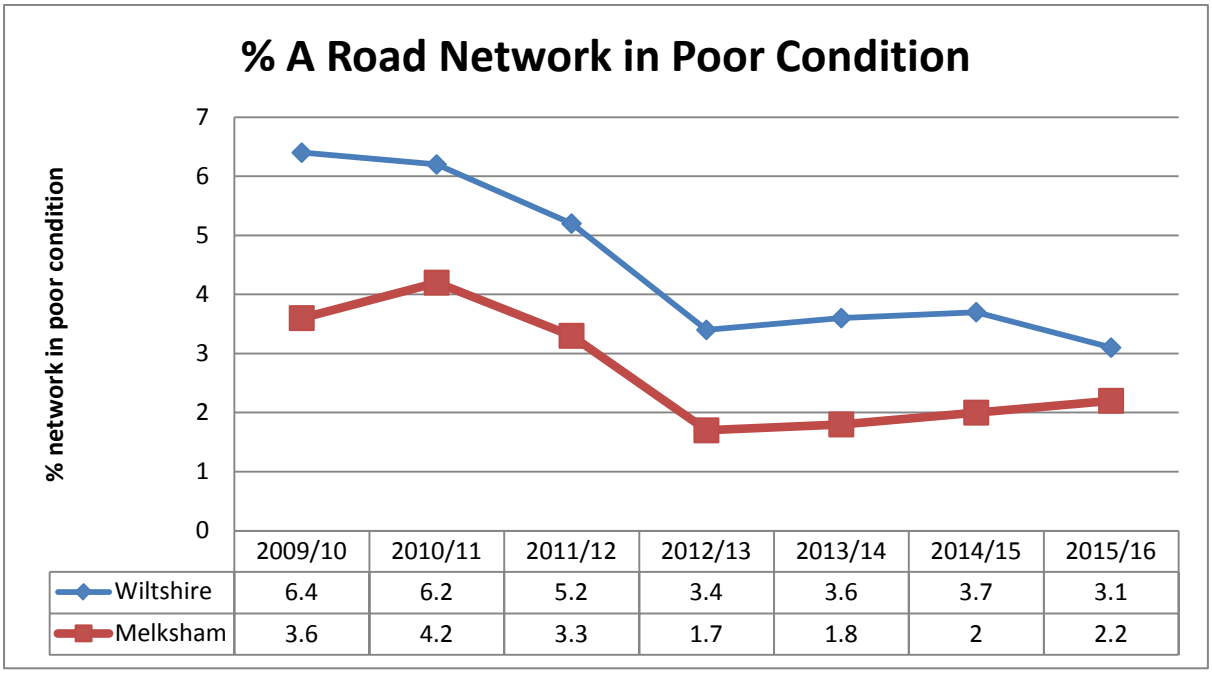
No	Location	Works
264	Craybourne Road, Melksham	Resurfacing
265	Forest Road. Melksham	Resurfacing
266	B3122 Spa Road, Melkham	Resurfacing
267	Unclassified Road/Pembroke Road & Ruskin Avenue, Melksham	Resurfacing
268	Melksham - C165 Forest Road, Melksham	Surface Dressing
269	Paxcroft To Semington	Resurfacing
270	New Road, Melksham	Resurfacing

Highway conditions and technical surveys in your area

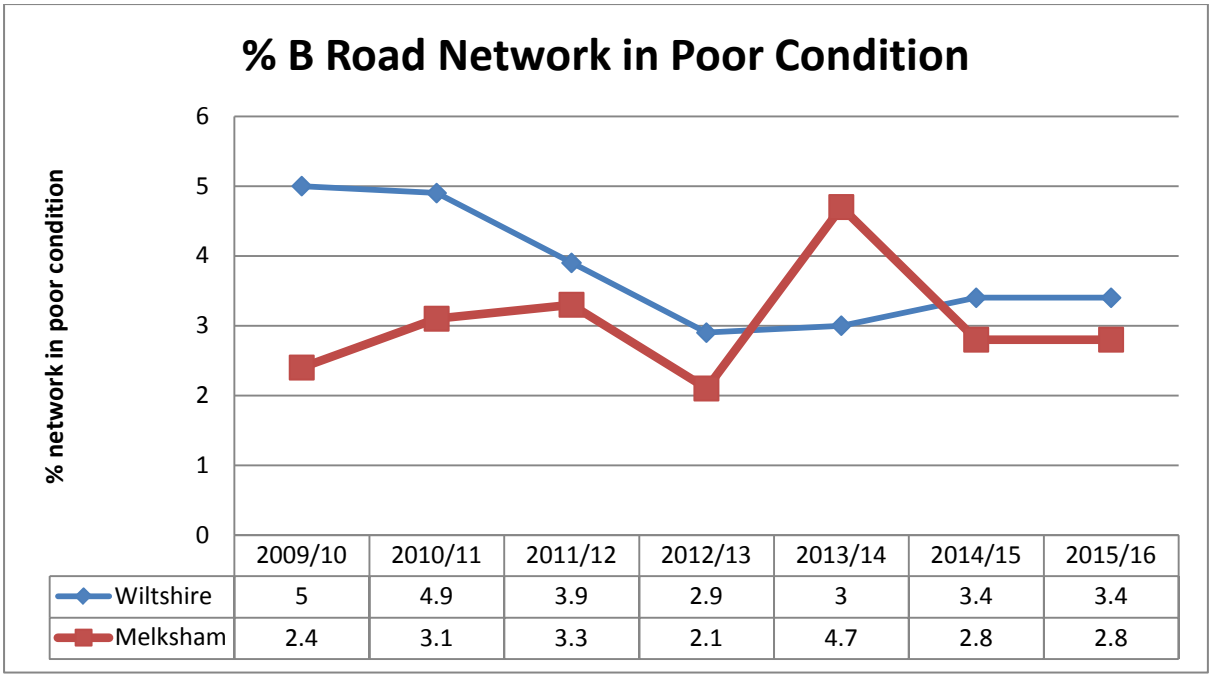
Roads deteriorate in condition because of various factors, including traffic volumes, ground conditions, and weather and drainage issues. Technical surveys of the condition of the highway network are carried out annually and the information is used to help prioritise schemes. Road safety is the priority, and maintaining adequate skid resistance on the busy high speed roads is vital.

The surveys include the use of a vehicle equipped with lasers and cameras to record road surface condition, which allows us to report on road conditions to the Department for Transport and to prioritise maintenance work. Other surveys include measuring skid resistance on the busier roads.

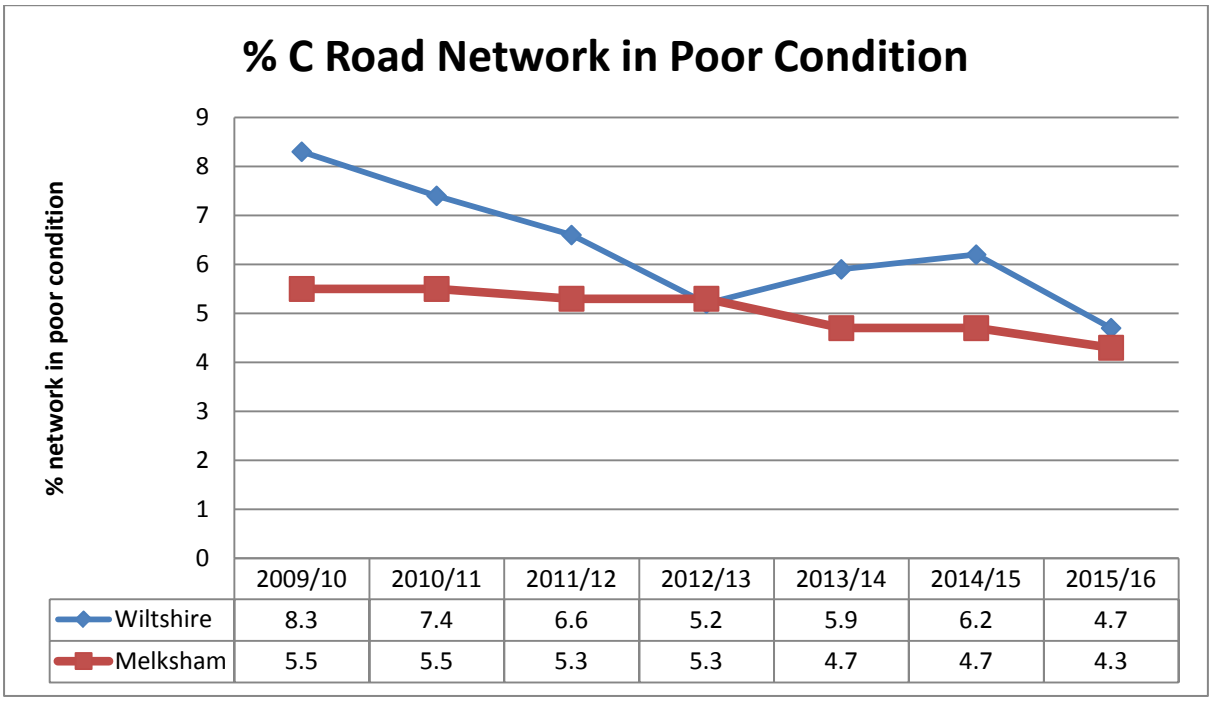
The road conditions in your area are shown below. It should be noted that low numbers are good because it indicates that less road length should be considered for treatment. More detailed information is shown in Appendix A.



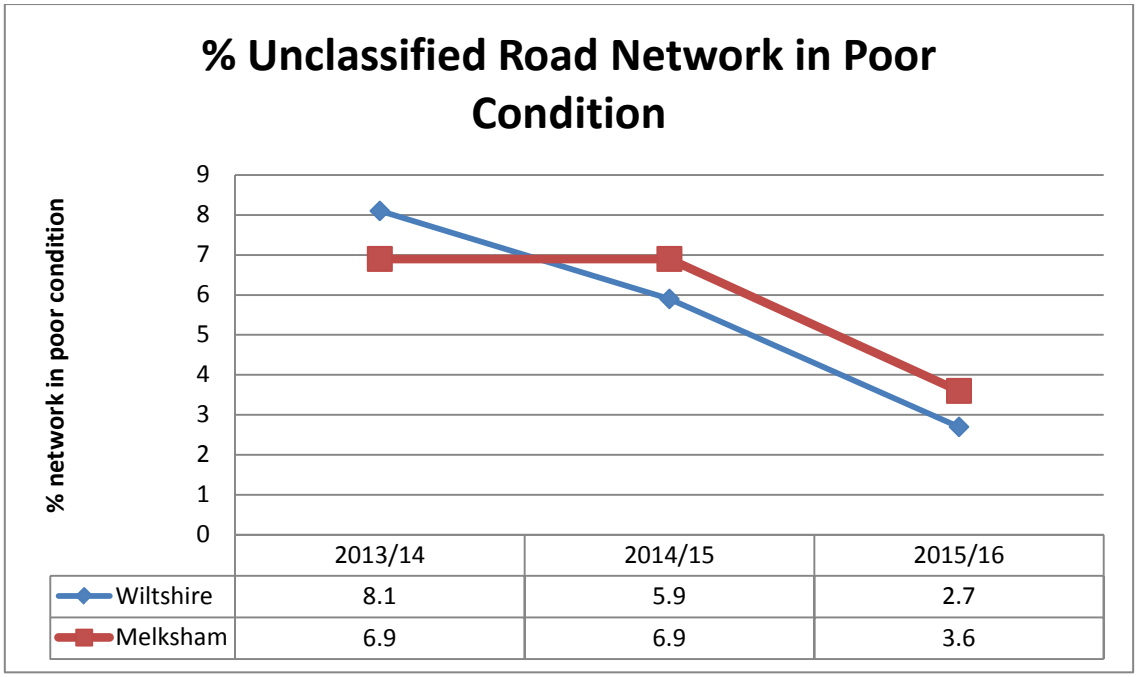
	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	6.4	6.2	5.2	3.4	3.6	3.7	3.1
Melksham	3.6	4.2	3.3	1.7	1.8	2	2.2



	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	5	4.9	3.9	2.9	3	3.4	3.4
Melksham	2.4	3.1	3.3	2.1	4.7	2.8	2.8



	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	8.3	7.4	6.6	5.2	5.9	6.2	4.7
Melksham	5.5	5.5	5.3	5.3	4.7	4.7	4.3



Integrated transport, bridge and drainage works

Integrated transport

The Council's traffic engineering team work with our contractors to plan and deliver a range of projects to the local community, most notably through the Area Boards and Community Area Transport Groups (CATGs). The schemes range in size and complexity from simple sign installation through to more complex road safety and improvement schemes.

Bridges

The Council regularly inspects its bridges and other highway structures. There is a programme of renewal and refurbishment works to keep them in good condition, as well as having to respond to damage caused by collisions.

Drainage

Programmes of drainage investigations, repairs and flood alleviation schemes are undertaken throughout the year, but the flooding in recent years has meant that there has been a need to respond immediately to flooding issues, as well as dealing with previously identified problem sites. The drainage improvement and flood alleviation work is co-ordinated through the Council's Operational Flood Working Groups that include the Environment Agency, Wessex Water, other organisations and stakeholders.

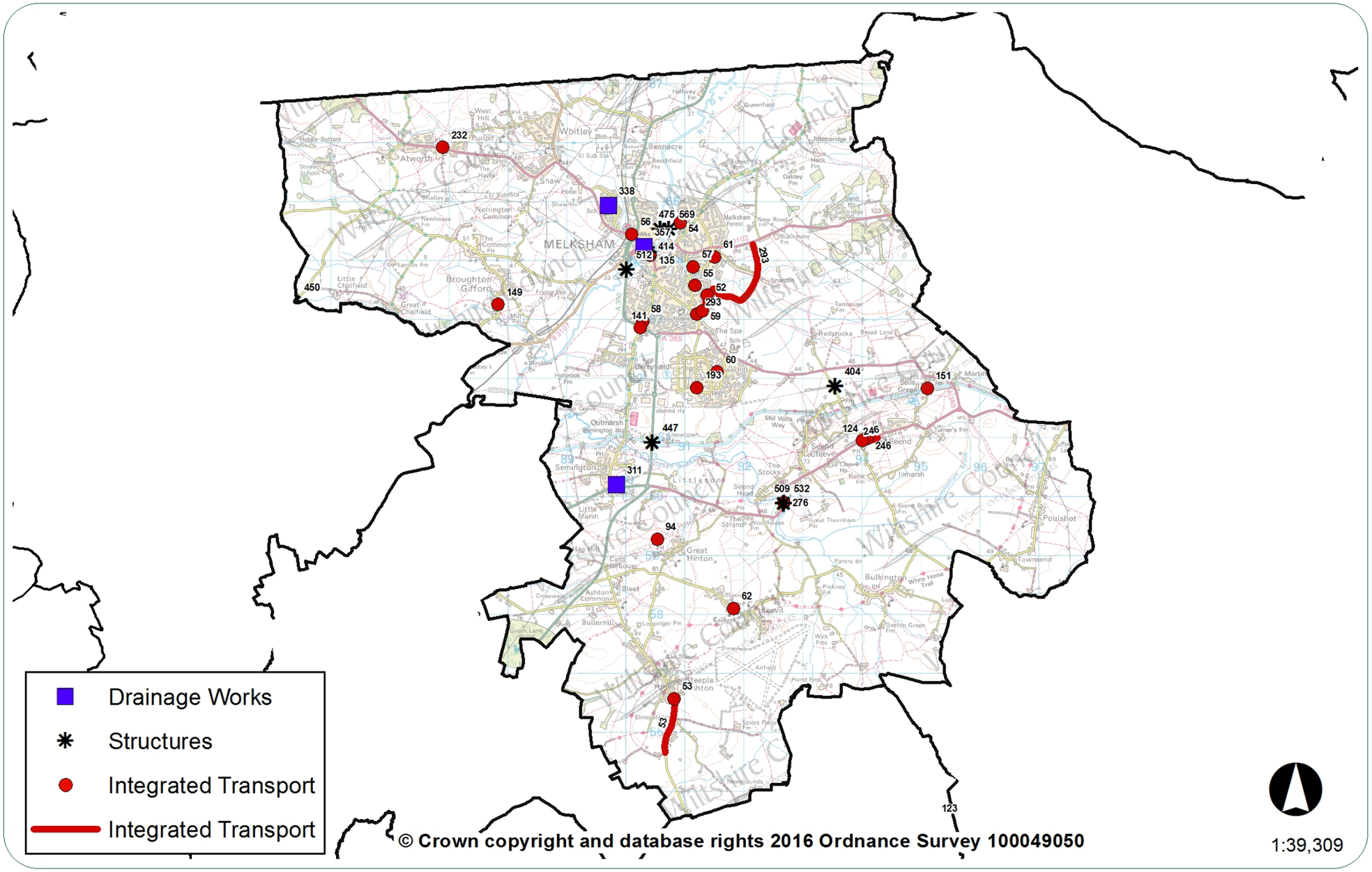
Recent work in your area

The Integrated Transport, Bridge and Drainage schemes carried out in your area since 2015 are listed below.

Plan showing completed integrated transport, bridge and drainage schemes since 2015

Wiltshire Council
Where everybody matters

Melksham Area Board



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1:39,309

Integrated transport schemes since 2015

No	Location	Description
193	DeHaviland Place, Bowerhill	Drop kerbs
232	A365 Atworth business park	Mini roundabout signs
246	A361 High Street Seend	VAS signs
276	A361 Seend Baldham Bridge	Warning signs
293	A350 / Portal Road Melksham	Installation of direction signs
52	Snowberry Lane, Melksham	Pedestrian crossing
53	C19	Speed limit implementation C19
54	Bowmans Court	Bollard
55	Berkshire Green / Dorset Crescent, Melksham	Cycling signs
56	Melksham Railway Station	Pedestrian signs
57	Melksham	Various 3no bus shelters Blackmore Rd
58	Melksham	Various 3no bus shelters Semington Rd
59	Melksham	Various 3no bus shelters Snowberry Lane
60	Hurricane Road, Bowerhill	Footway link to Grassmere
61	Blackmore Road, Melksham	Drop kerbs and footway alterations
62	High Street, Keevil	Hand rails
94	Bratton	Bratton, The Hollow, horse warning signs
124	C20 Seend Bell Hill	Give way / speed limit signs
135	A3102 Melksham Bath Road	Mini roundabout - signs and markings
141	A350 Melksham	Removal of Waney Edge signs
149	Broughton Gifford	School warning signs
151	Spout Lane, Seend	Verge marker posts (white edgemasters)

Bridge schemes since 2014

No	Location	Description
569	Melksham	General Maintenance Works
404	Seend	Seend Station - drainage investigation
414	Melksham	C6/177 Melksham Town concrete repairs to footway extension
447	Semington	A350 Semington Brook - Canal Bridge
475	Melksham	Murray Walk, Maintenance Works
509	Keevil	C6/175 Baldham Mill Bridge RTA repair
512	Melksham	Challymead Bridge barrier repair
532	Keevil	Baldham Bridge Temporary Traffic Management 22-12-15 to 31-3-16

Drainage works since 2015

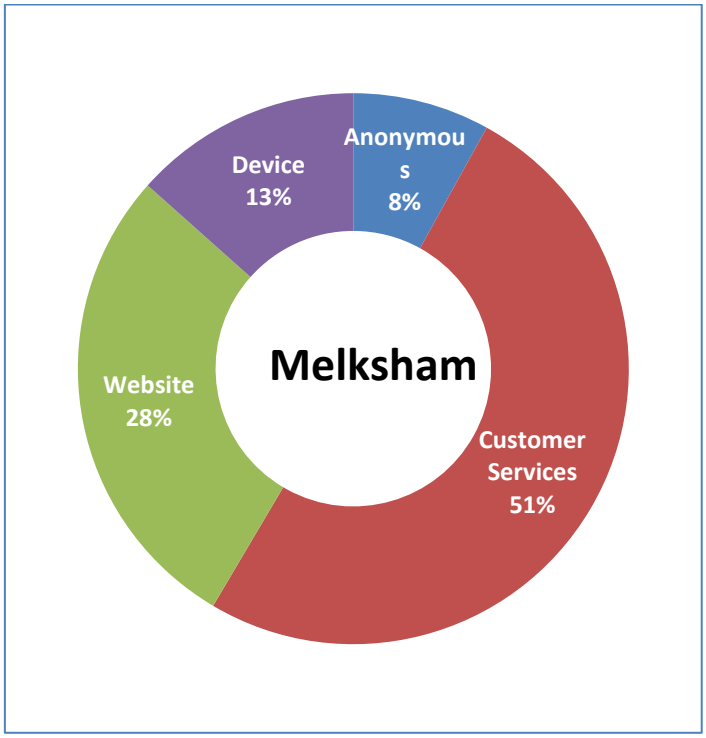
No	Location	Description
311	Melksham	Repairs to surface water system
338	Melksham	Installing soakaways as no outfall
357	Melksham	New Gully and connecting pipework

My Wiltshire

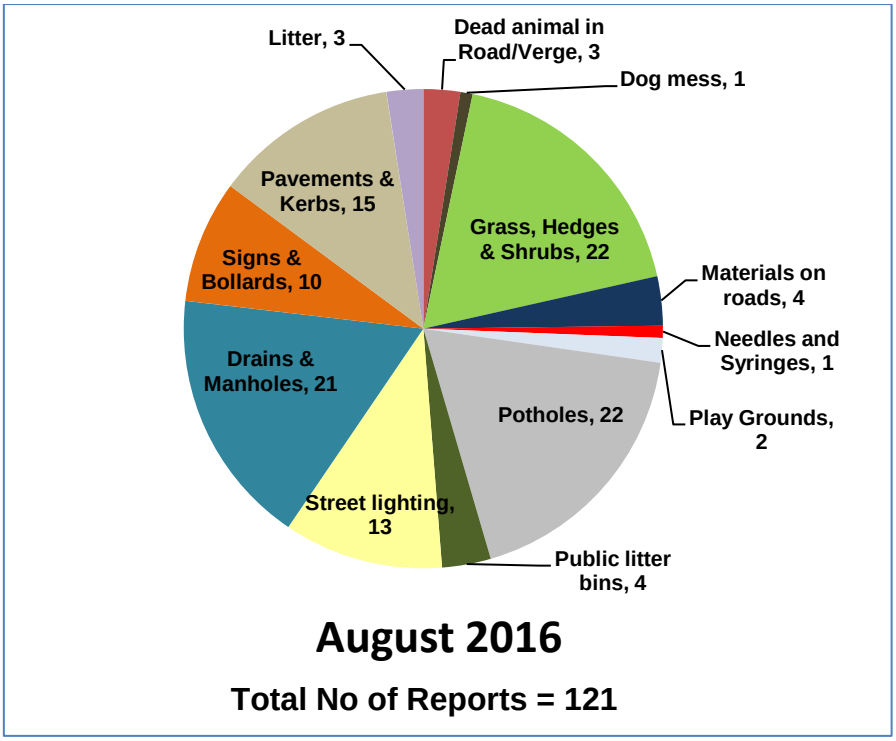
My Wiltshire provides an easy way to report highway issues, including using the Council's website. We have an app so you can report on the go using your smartphone. The My Wiltshire app is available to download at both the App Store (for iPhones and iPads), from Google Play™ (for Android phones) and Windows Store. You can attach information such as photos or videos and pinpoint the location of your report using the mapping software on your phone.

A summary of recent reports in your area is shown below, and further details are shown in Appendix B.

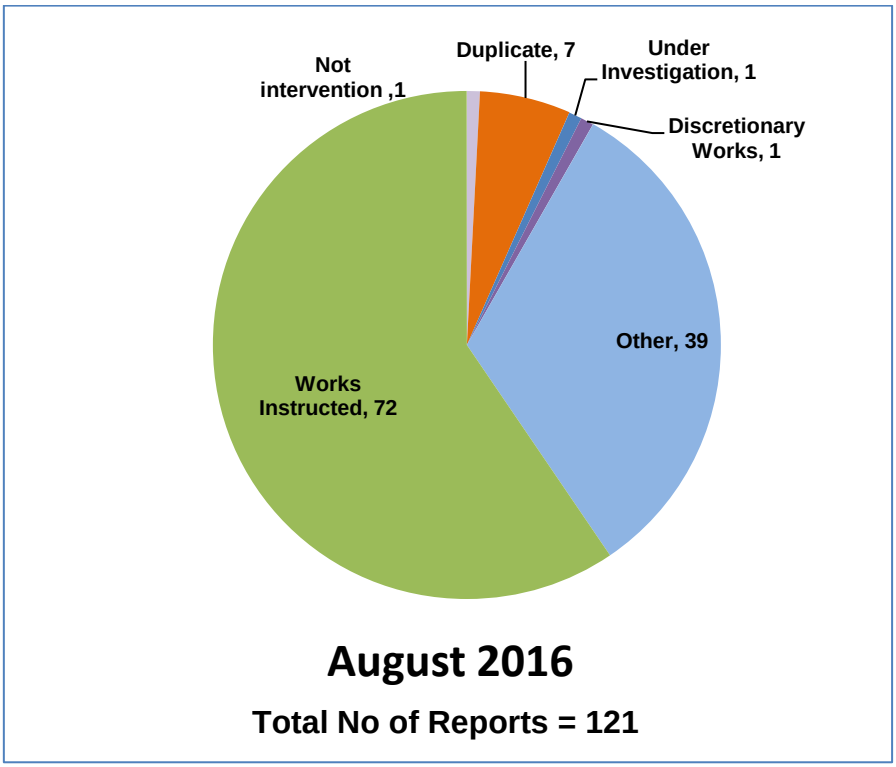
Customer reporting methods in your area



Customer reports in your area for the month of August 2016



Actions following recent reports in your area



Action definitions

1. **Not Intervention** – the technician has attended site and classified the defect as not meeting intervention levels as per the Highway Inspection Manual 2013 or in the case of streetscene reports, service level agreements.

2. **Duplicate** – a report has already been received in relation to this issue and a works instruction has previously been passed to the contractor to undertake a repair/carry out the necessary works.

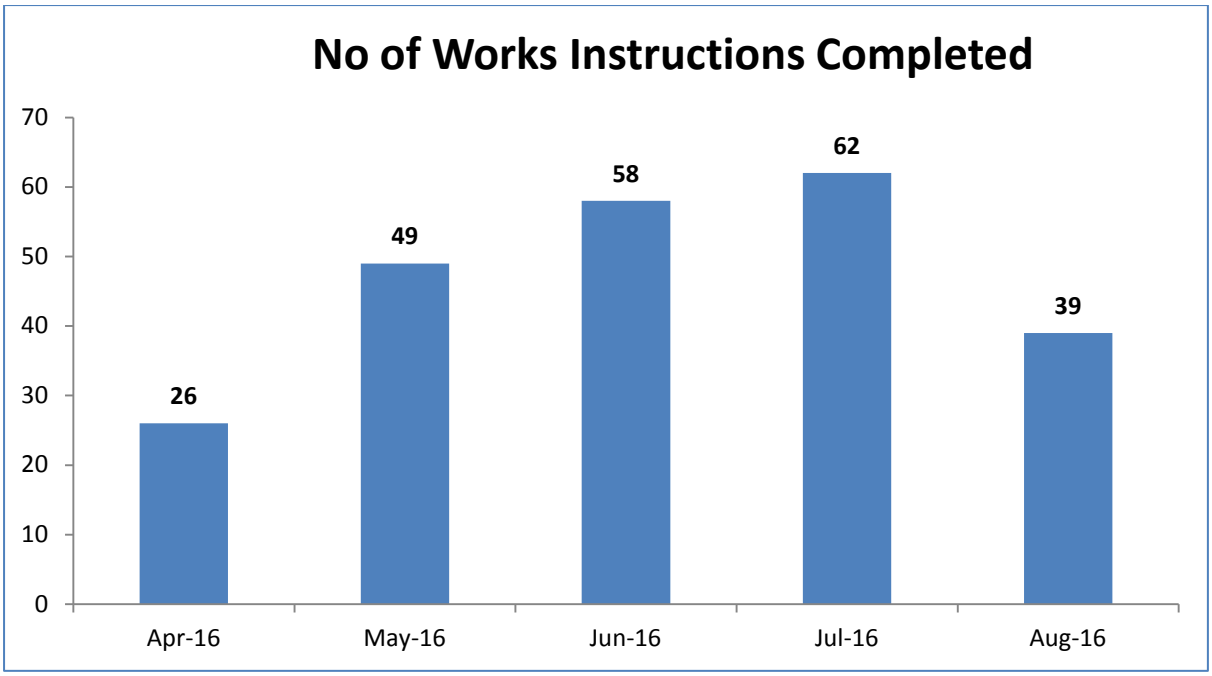
3. **Under Investigation** – this issue is currently with a Highways technician or engineer – they may be awaiting information from the customer or the issue requires further investigation e.g. wet weather inspection, drainage survey, exploratory excavation, ownership query.

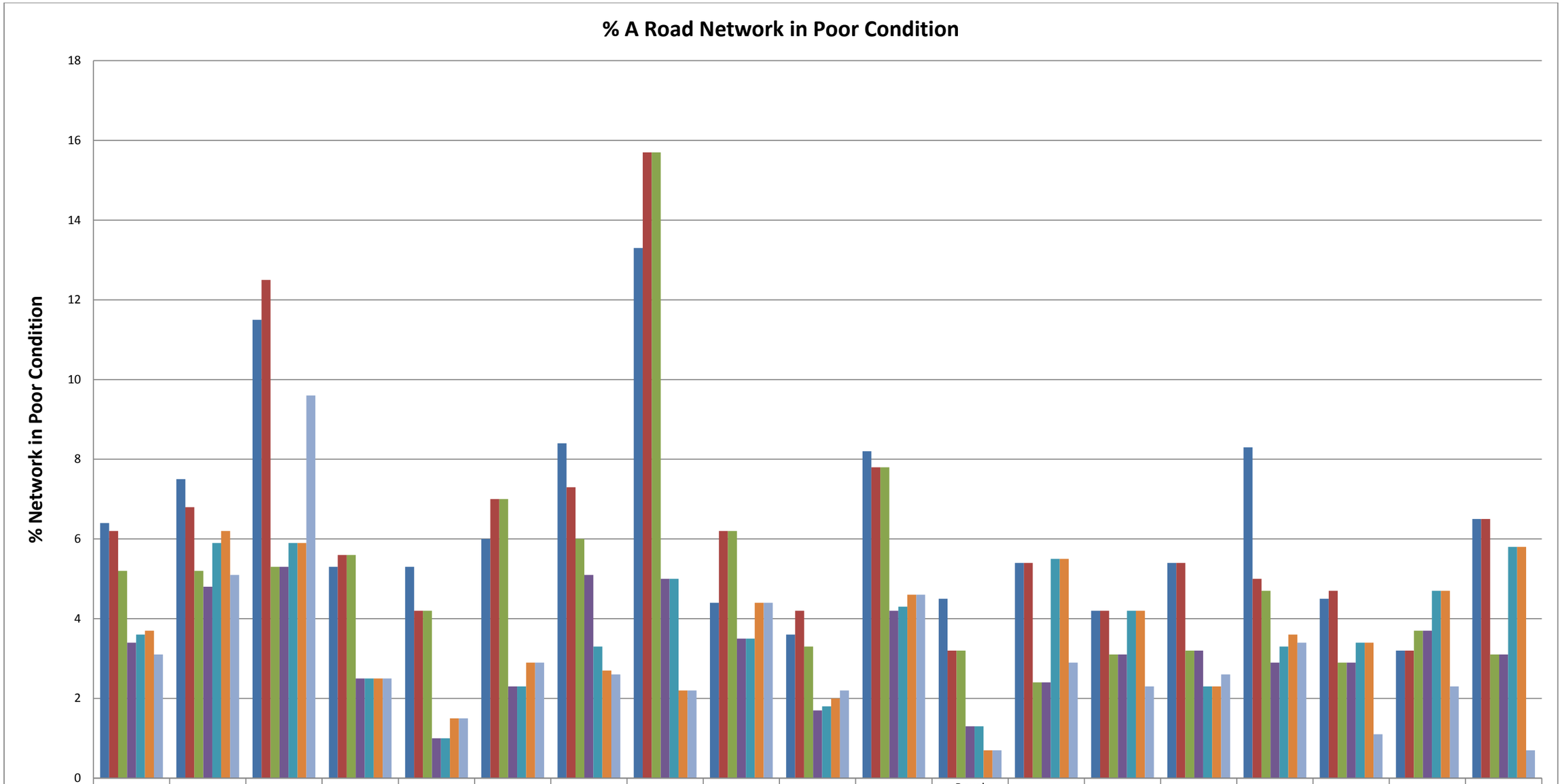
4. **Discretionary works** – this issue is not a highway safety issue and has been identified as one which falls within the remit of the parish steward scheme.

5. **Other** – the issue has been identified as one which does not require any action by Local Highways. This could be for a number of reasons –
   - the report has been cancelled by the user,
   - there is insufficient information provided to assess the issue and the customer has not provided contact details,
   - the issue is not the responsibility of Wiltshire Council e.g. un-adopted highway, gas/electricity/telephone/water/cable company, Highways England, housing association,
   - the technician attended site and nothing was found at the stated location
   - the issue has been passed to another service within Wiltshire Council e.g. rights of way, bridges.

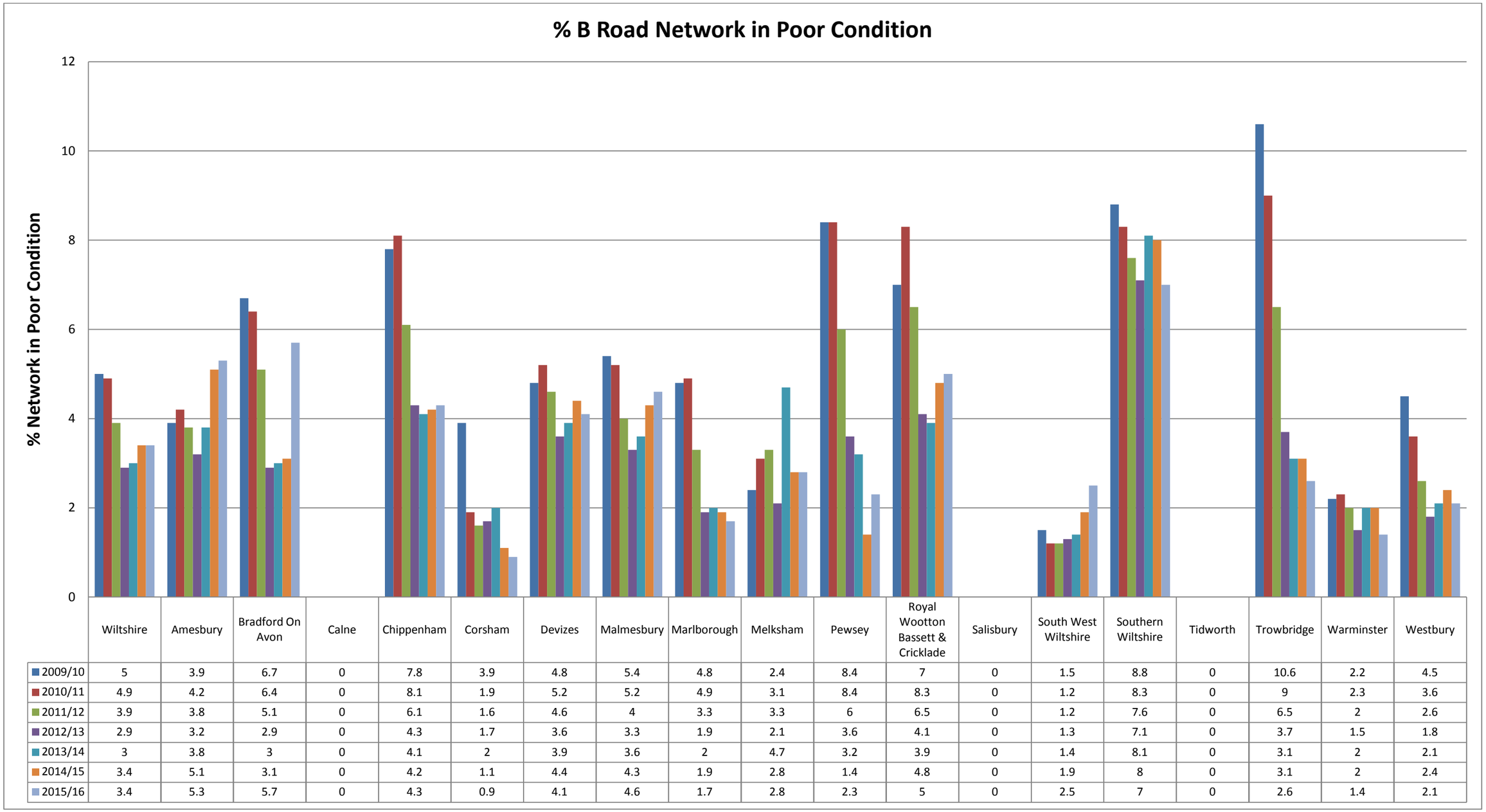
6. **Works Instructed** – the technician has assessed the issue as requiring works to be carried out and has either dealt with the issue personally or has referred it to the contractor for repair.

Highway defects completed in your area in recent months

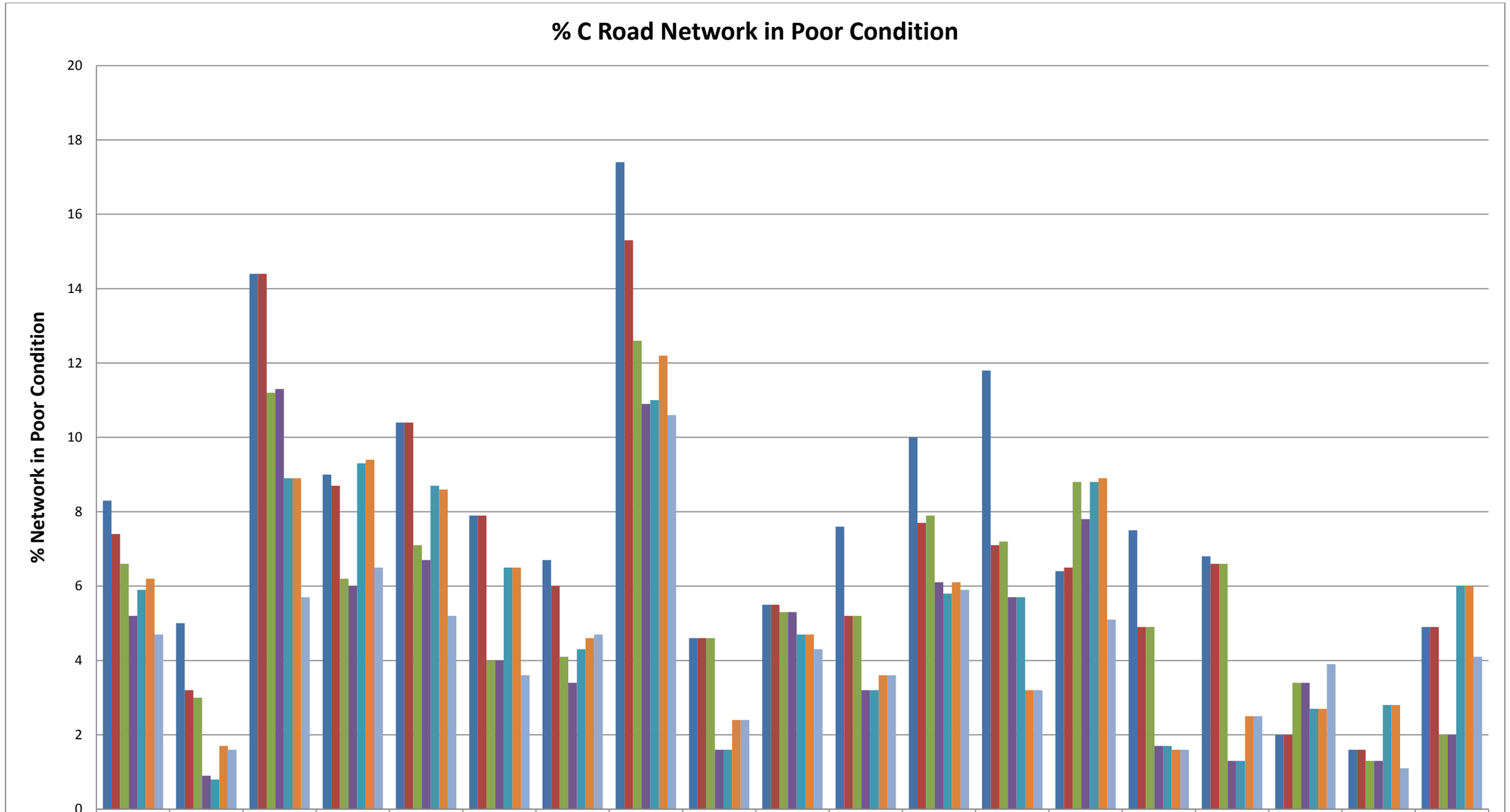




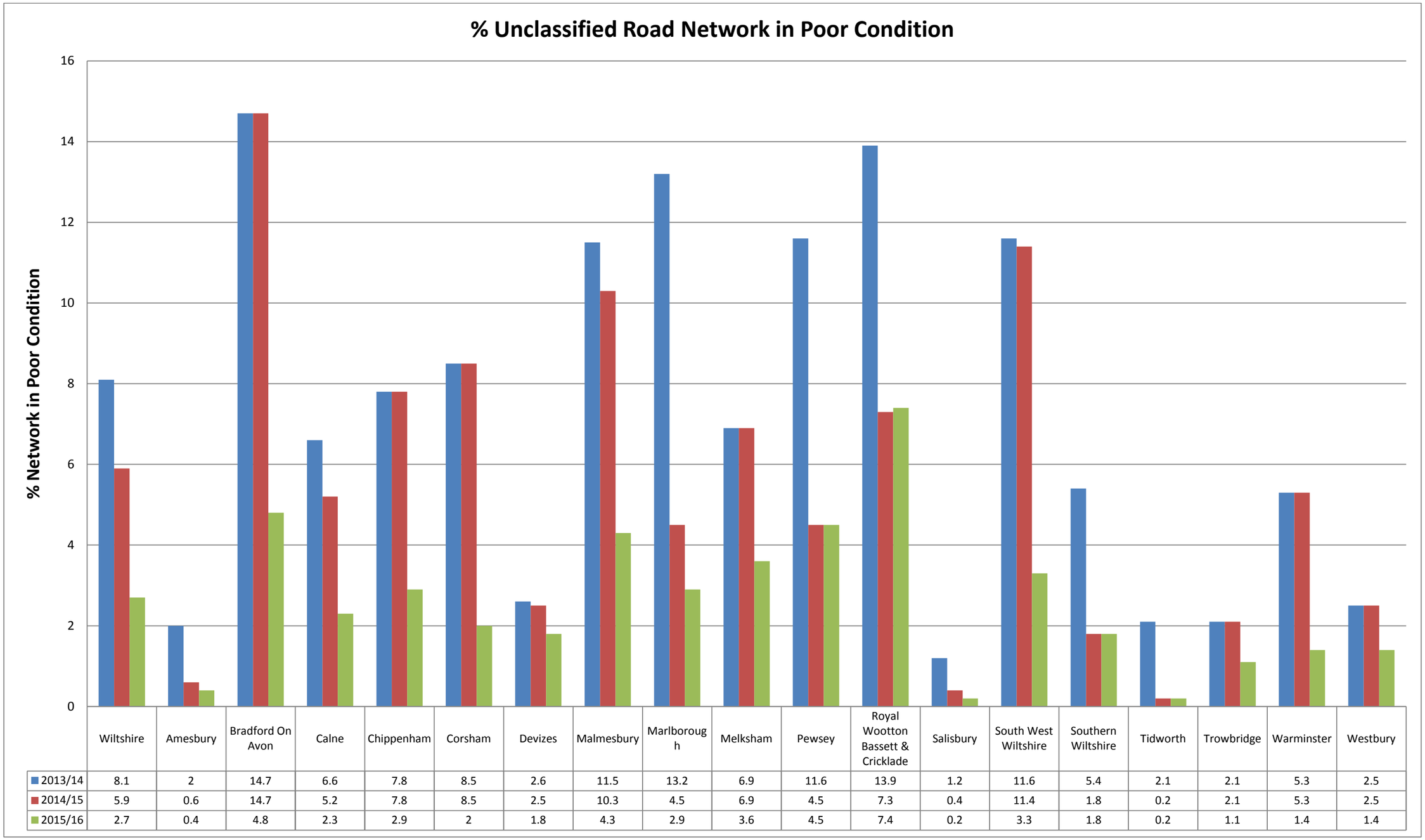
	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	6.4	7.5	11.5	5.3	5.3	6	8.4	13.3	4.4	3.6	8.2	4.5	5.4	4.2	5.4	8.3	4.5	3.2	6.5
2010/11	6.2	6.8	12.5	5.6	4.2	7	7.3	15.7	6.2	4.2	7.8	3.2	5.4	4.2	5.4	5	4.7	3.2	6.5
2011/12	5.2	5.2	5.3	5.6	4.2	7	6	15.7	6.2	3.3	7.8	3.2	2.4	3.1	3.2	4.7	2.9	3.7	3.1
2012/13	3.4	4.8	5.3	2.5	1	2.3	5.1	5	3.5	1.7	4.2	1.3	2.4	3.1	3.2	2.9	2.9	3.7	3.1
2013/14	3.6	5.9	5.9	2.5	1	2.3	3.3	5	3.5	1.8	4.3	1.3	5.5	4.2	2.3	3.3	3.4	4.7	5.8
2014/15	3.7	6.2	5.9	2.5	1.5	2.9	2.7	2.2	4.4	2	4.6	0.7	5.5	4.2	2.3	3.6	3.4	4.7	5.8
2015/16	3.1	5.1	9.6	2.5	1.5	2.9	2.6	2.2	4.4	2.2	4.6	0.7	2.9	2.3	2.6	3.4	1.1	2.3	0.7



	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	5	3.9	6.7	0	7.8	3.9	4.8	5.4	4.8	2.4	8.4	7	0	1.5	8.8	0	10.6	2.2	4.5
2010/11	4.9	4.2	6.4	0	8.1	1.9	5.2	5.2	4.9	3.1	8.4	8.3	0	1.2	8.3	0	9	2.3	3.6
2011/12	3.9	3.8	5.1	0	6.1	1.6	4.6	4	3.3	3.3	6	6.5	0	1.2	7.6	0	6.5	2	2.6
2012/13	2.9	3.2	2.9	0	4.3	1.7	3.6	3.3	1.9	2.1	3.6	4.1	0	1.3	7.1	0	3.7	1.5	1.8
2013/14	3	3.8	3	0	4.1	2	3.9	3.6	2	4.7	3.2	3.9	0	1.4	8.1	0	3.1	2	2.1
2014/15	3.4	5.1	3.1	0	4.2	1.1	4.4	4.3	1.9	2.8	1.4	4.8	0	1.9	8	0	3.1	2	2.4
2015/16	3.4	5.3	5.7	0	4.3	0.9	4.1	4.6	1.7	2.8	2.3	5	0	2.5	7	0	2.6	1.4	2.1



	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	8.3	5	14.4	9	10.4	7.9	6.7	17.4	4.6	5.5	7.6	10	11.8	6.4	7.5	6.8	2	1.6	4.9
2010/11	7.4	3.2	14.4	8.7	10.4	7.9	6	15.3	4.6	5.5	5.2	7.7	7.1	6.5	4.9	6.6	2	1.6	4.9
2011/12	6.6	3	11.2	6.2	7.1	4	4.1	12.6	4.6	5.3	5.2	7.9	7.2	8.8	4.9	6.6	3.4	1.3	2
2012/13	5.2	0.9	11.3	6	6.7	4	3.4	10.9	1.6	5.3	3.2	6.1	5.7	7.8	1.7	1.3	3.4	1.3	2
2013/14	5.9	0.8	8.9	9.3	8.7	6.5	4.3	11	1.6	4.7	3.2	5.8	5.7	8.8	1.7	1.3	2.7	2.8	6
2014/15	6.2	1.7	8.9	9.4	8.6	6.5	4.6	12.2	2.4	4.7	3.6	6.1	3.2	8.9	1.6	2.5	2.7	2.8	6
2015/16	4.7	1.6	5.7	6.5	5.2	3.6	4.7	10.6	2.4	4.3	3.6	5.9	3.2	5.1	1.6	2.5	3.9	1.1	4.1



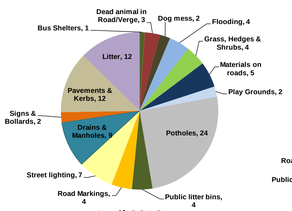
	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2013/14	8.1	2	14.7	6.6	7.8	8.5	2.6	11.5	13.2	6.9	11.6	13.9	1.2	11.6	5.4	2.1	2.1	5.3	2.5
2014/15	5.9	0.6	14.7	5.2	7.8	8.5	2.5	10.3	4.5	6.9	4.5	7.3	0.4	11.4	1.8	0.2	2.1	5.3	2.5
2015/16	2.7	0.4	4.8	2.3	2.9	2	1.8	4.3	2.9	3.6	4.5	7.4	0.2	3.3	1.8	0.2	1.1	1.4	1.4

Appendix B: My Wiltshire Statistics

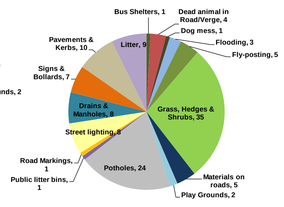
Wiltshire Council
Where everybody matters

Melksham Area Board

Customer Reported Issues



April 2016
Total No of Reports = 95



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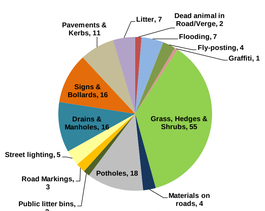

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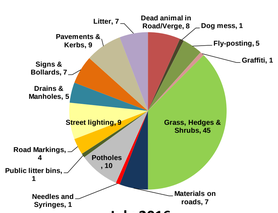

July 2016
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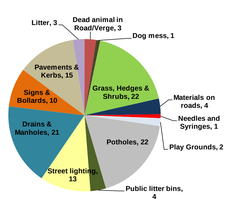
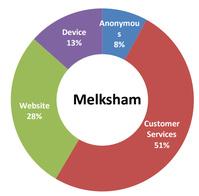
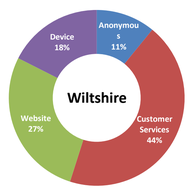


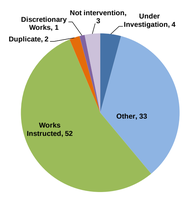
August 2016
Total No of Reports = 121

Reporting Channels

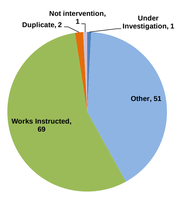




Customer Call Outcomes



April 2016
Total No of Reports = 95



May 2016
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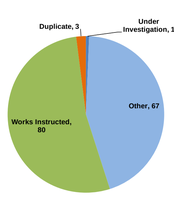
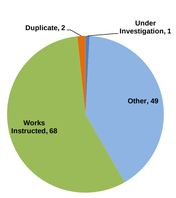
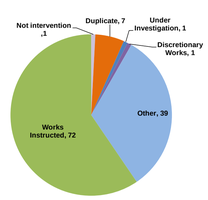


June 2016
Total No of Reports = 151

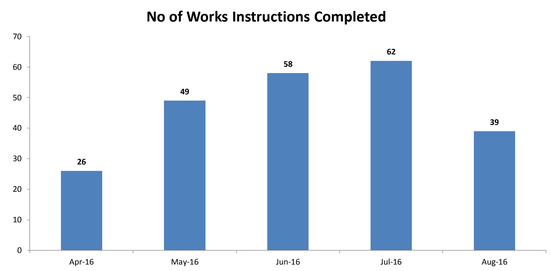


July 2016
Total No of Reports = 120

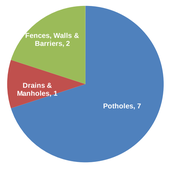


August 2016
Total No of Reports = 121

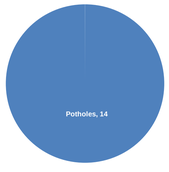
Completed in Month



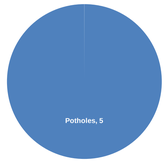
Safety Inspections



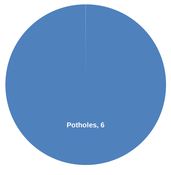
April 2016
Total No of Defects= 10



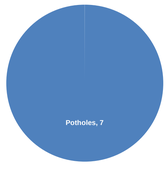
May 2016
Total No of Defects = 14



June 2016
Total No of Defects = 5



July 2016
Total No of Defects = 6



August 2016
Total No of Defects = 7

Wiltshire Council
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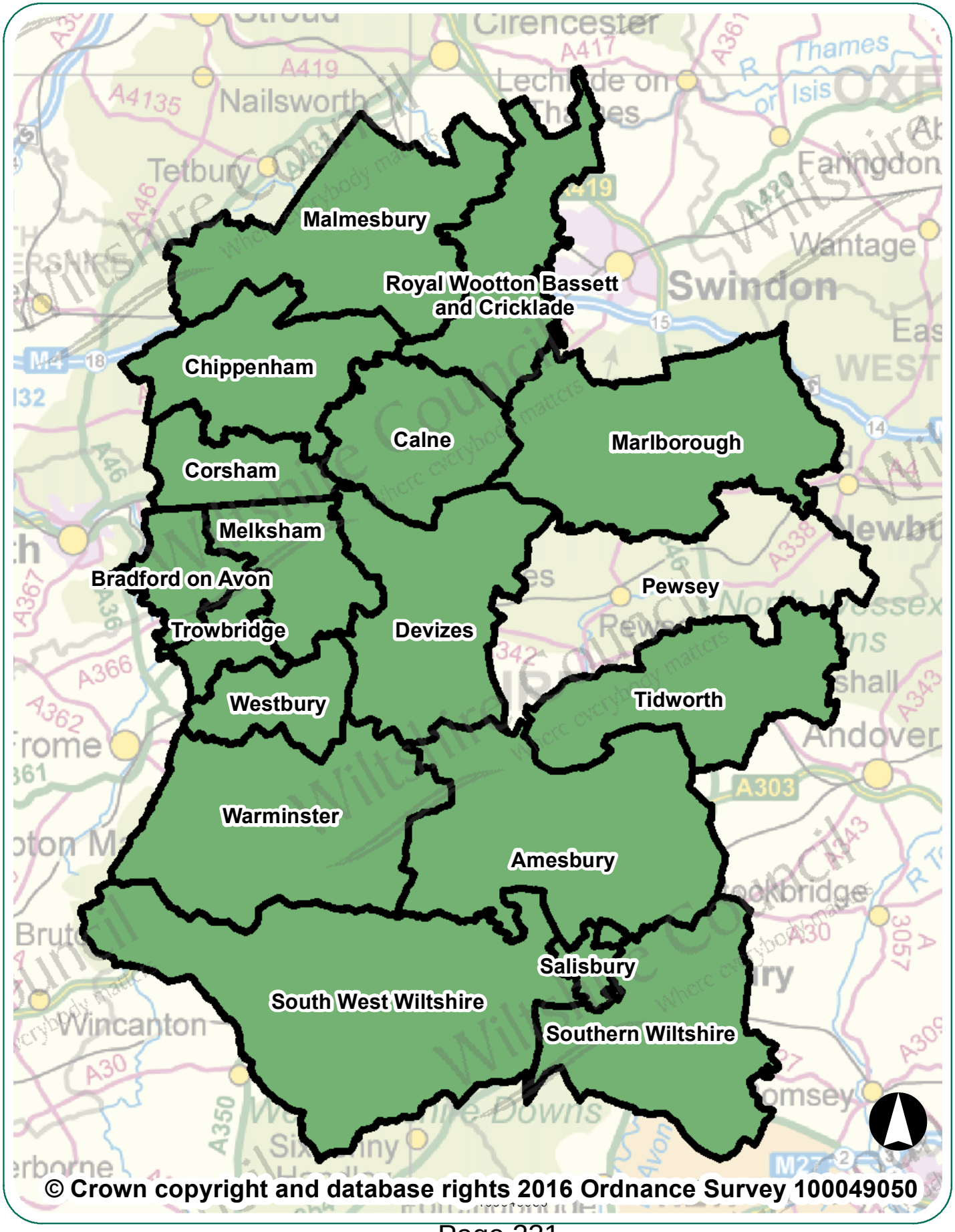
Pewsey Area Board
Highway Information



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Pewsey Area Board Highway Information

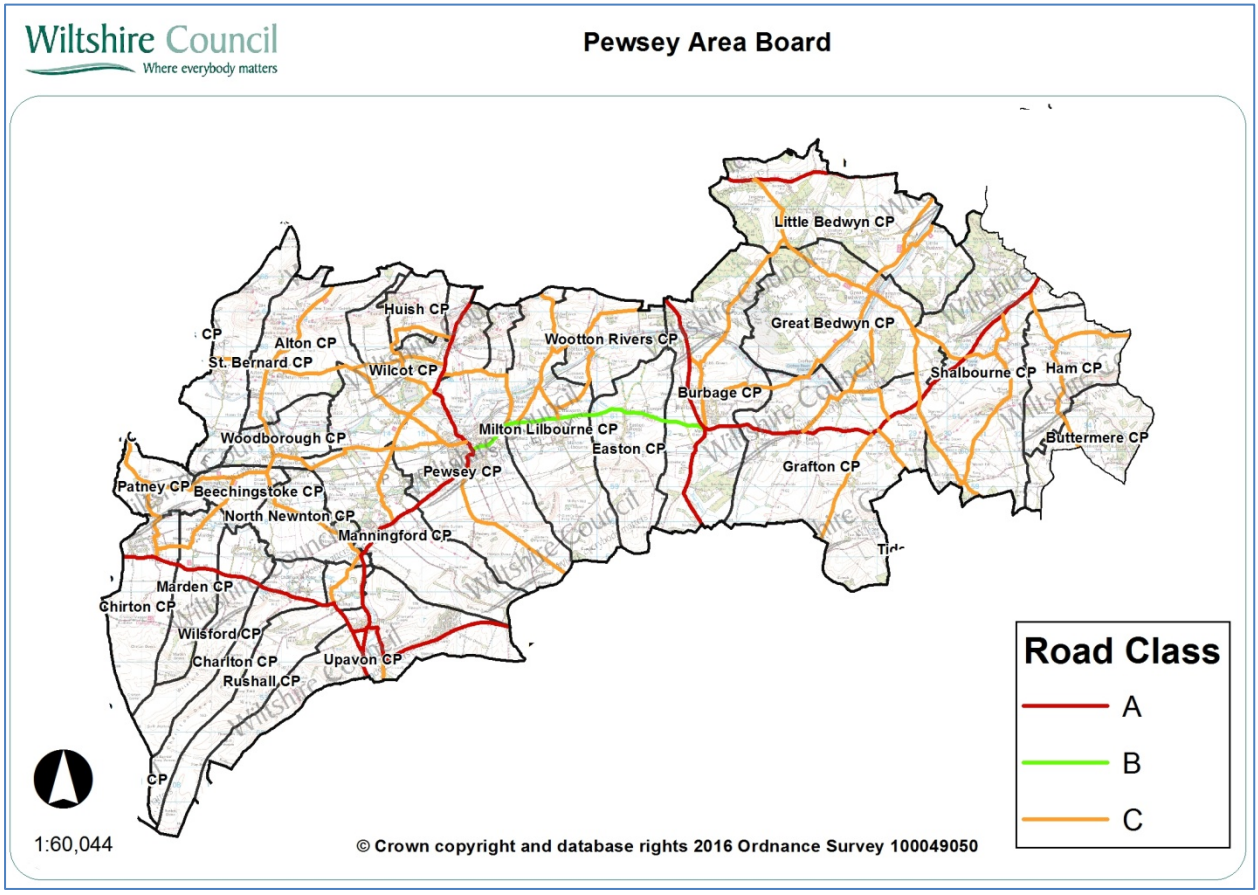
Introduction

This document summarises highway information for your area board. It lists the recent highway and related work carried out by Wiltshire Council, including the road resurfacing carried out during the first two years of the 'Local Highways Investment Fund 2014 – 2020', and includes other information which should be of interest.

Further information on the Council's activities is available at the website www.wiltshire.gov.uk. If you wish to report a specific highway issue please use My Wiltshire. Details are provided at the end of this document.

Parishes in the community area are:

Stanton St Bernard, Patney, Chirton, Marden, Easton, Wilsford, Charlton St Peter, Rushall, Upavon, Wilcot, North Newnton, Alton, Burbage, Buttermere, Grafton, Beechingstoke, Woodborough, Pewsey, Milton Lilbourne, Huish, Wootton Rivers, Manningford, Ham, Great Bedwyn, Little Bedwyn, Shalbourne



Network statistics in your area

Road length by class

Road type	Urban (km)	Rural (km)
A Class Roads	8.76	41.75
B Class Roads	2.84	4.32
C Class Roads	29.86	96.81
Unclassified Roads	42.09	77.77
Total	**83.55**	**220.65**
	Overall Total	**304.2**

The council categorises its roads to reflect their importance. This enables an effective assignment of highway inspection frequencies and maintenance standards.

Highway assets in your area

The council keeps an inventory of its highway assets in order to assist planning its highway maintenance. Important statistics relating to your board area are:

Asset Type	Measure
Carriageway	304.2 km
Footways adjacent to road	44 km
Footways (linked)	6.14 km
White road centre lines	92 km
Road kerbs	69 km
Grass verge (maintained)	526 km
Drainage grips	2, 755 number
Drainage pipe grips	178 number
Drainage gullies	2,535 number
Road signs	1,975 number
Street lights	5, 078 number

Major highway maintenance

Road resurfacing

Wiltshire has over 3,000 miles of road. The Council's 'Local Highways Investment Fund 2014 – 2020' is making a massive investment to improve the condition of the roads in Wiltshire over six years. The programme of work started in April 2014, and is designed and supervised by the Council's consultants Atkins, with the work carried out by our main highway contractors Tarmac and Eurovia.

The work carried out in the first two years of the programme has improved a considerable number of the roads in previously poor condition. The locations of sites treated in recent years are shown below.

Carriageway repairs

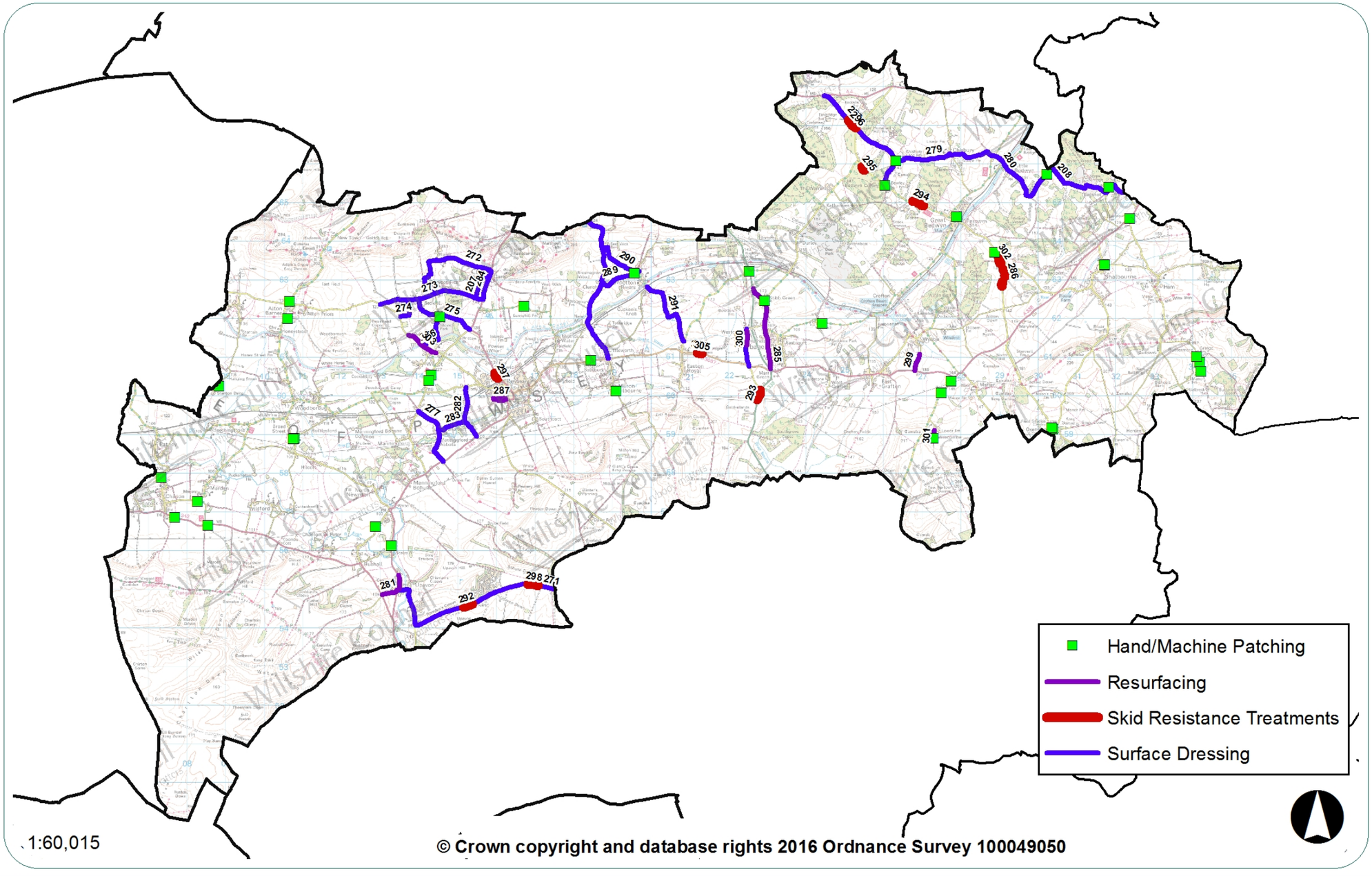
As well as resurfacing roads other works are undertaken to make localised repairs to keep the roads safe. The works undertaken in your area since 2014 are shown on the map below.

The wet winter and flooding in previous years has resulted in substantial damage to the road network. It is important that serious defects are treated promptly to keep the roads safe. The Council currently operates four Pothole teams that respond to urgent issues to keep the roads safe.

Plan showing major maintenance schemes & hand/machine patching sites completed since 2014

Wiltshire Council
Where everybody matters

Pewsey Area Board



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Major maintenance completed since 2014

No	Location	Works
271	A342 Andover Road (junction with A345 Pewsey Road to A338 Tidworth Road)	Surface Dressing
272	Cold Blow, Oare (junction with Oare Hill to end)	Surface Dressing
273	Unnamed road (junction with Alton Road to A345 Marlborough/Pewsey road)	Surface Dressing
274	Unnamed road (junction Alton Road to junction Draycott South)	Surface Dressing
275	China Cottage (Draycot South and east to junction south east A345)	Surface Dressing
276	Unclassified Road (Alton Road, Wilcot east next to canal and north around Stowell Park to C268)	Surface Dressing
277	Unnamed road (north through Manningford Abbots from A345 to the Railway Bridge	Surface Dressing
207	Rudge lane	Surface Dressing
278	A4 southwest to C74 Bedwyn Common	Surface Dressing
279	Chisbury Lane/School Lane	Surface Dressing
280	Canal footbridge se to Upper Slope End Farm	Surface Dressing
208	High Street Little Bedwyn through Bagshot	Surface Dressing
281	Upavon Village	Resurfacing
282	Sharcott Drove (from A345 to Woodborough Road)	Surface Dressing
283	Unnamed road (Manningford Abbots east to junction with Sharcott Drove)	Surface Dressing
284	A345 - Rudge Lane	Surface Dressing
285	Burbage High Street	Resurfacing
286	C197 To Unclassified crossroads, Wilton Down	Skid Resistance Improvements
287	The Crescent, Pewsey	Resurfacing
288	Westcourt (north from B3087)	Surface Dressing
289	Unclassified road (Manville Lane, Clench to Forest Road, Wootton Rivers	Surface Dressing

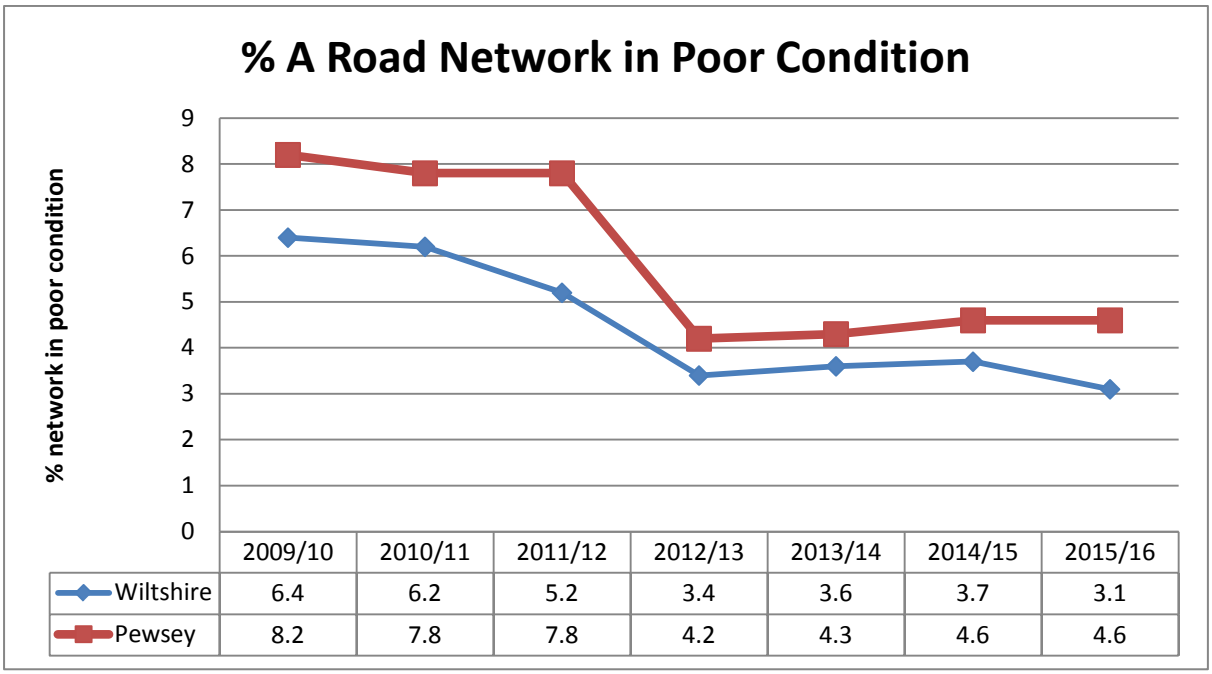
No	Location	Works
290	Manville Lane at East Wick Farm south east to Wootton Rivers	Surface Dressing
291	Pig Path, Wootton Rivers (junction north of Easton Royal north to junction at Halt Wootton Rivers	Surface Dressing
218	Unnamed road (Clench Common south east C265 to junction with Burbage Road B3087	Surface Dressing
292	Avon Square To York Road To York Road	Skid Resistance Improvements
293	A338 Goldenland, Burbage	Skid Resistance Improvements
294	UC Bedwyn Common To 30mph Great Bedwyn	Skid Resistance Improvements
295	C192 To UC Bedwyn Common	Skid Resistance Improvements
296	A4 To UC (Cobham Frith)	Skid Resistance Improvements
297	A345 From B3087 High Sreet To 40mph Pewsey	Skid Resistance Improvements
298	York Road To Three Tracks Meet	Skid Resistance Improvements
299	Hollow Lane, Wilton	Resurfacing
300	Westcourt Rd, Burbage	Resurfacing
301	Wexcombe Loop	Resurfacing
302	Jockey Green, Great Bedwyn	Skid Resistance Improvements
303	C8 Wilcot village	Resurfacing
304	Easton Royal, Burbage	Skid Resistance Improvements
305	Easton Royal, Burbage	Skid Resistance Improvements

Highway conditions and technical surveys in your area

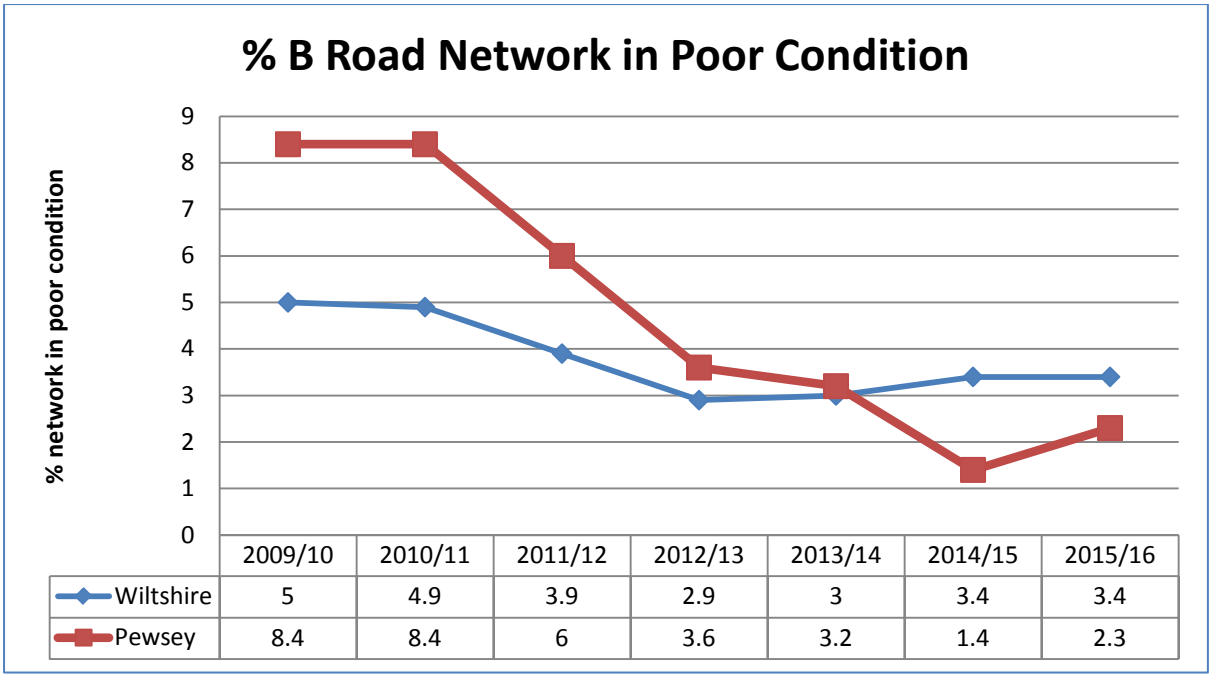
Roads deteriorate in condition because of various factors, including traffic volumes, ground conditions, and weather and drainage issues. Technical surveys of the condition of the highway network are carried out annually and the information is used to help prioritise schemes. Road safety is the priority, and maintaining adequate skid resistance on the busy high speed roads is vital.

The surveys include the use of a vehicle equipped with lasers and cameras to record road surface condition, which allows us to report on road conditions to the Department for Transport and to prioritise maintenance work. Other surveys include measuring skid resistance on the busier roads.

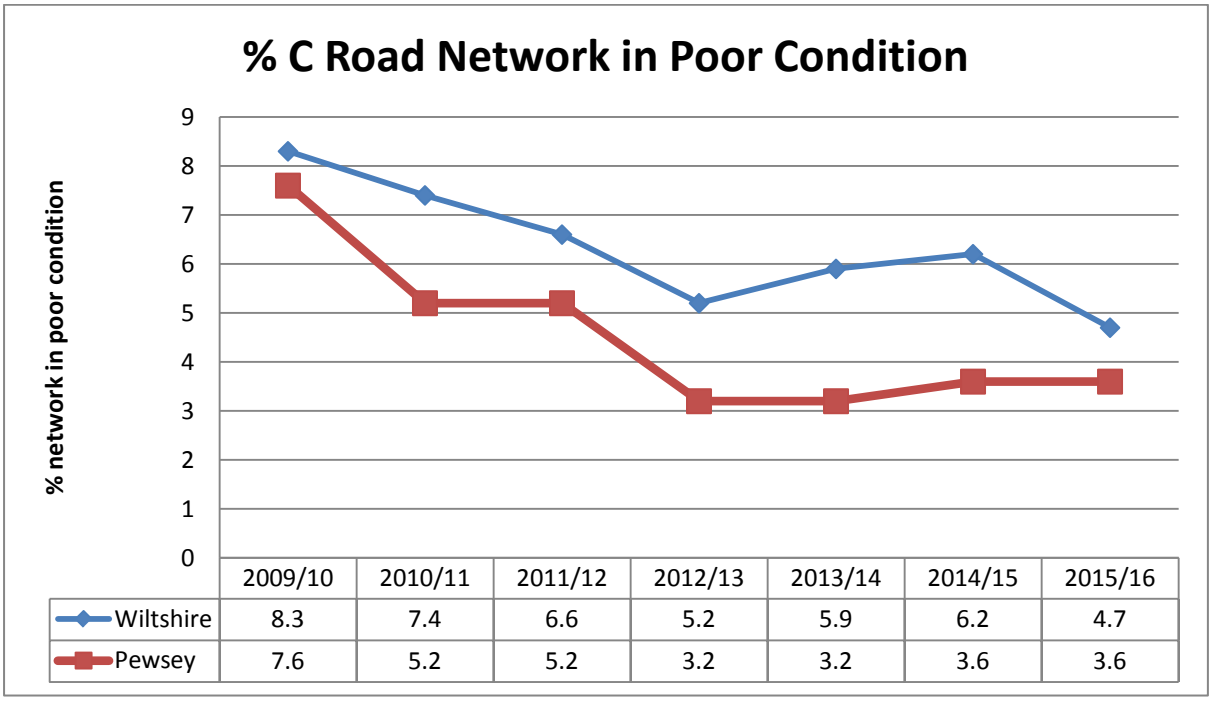
The road conditions in your area are shown below. It should be noted that low numbers are good because it indicates that less road length should be considered for treatment. More detailed information is shown in Appendix A.



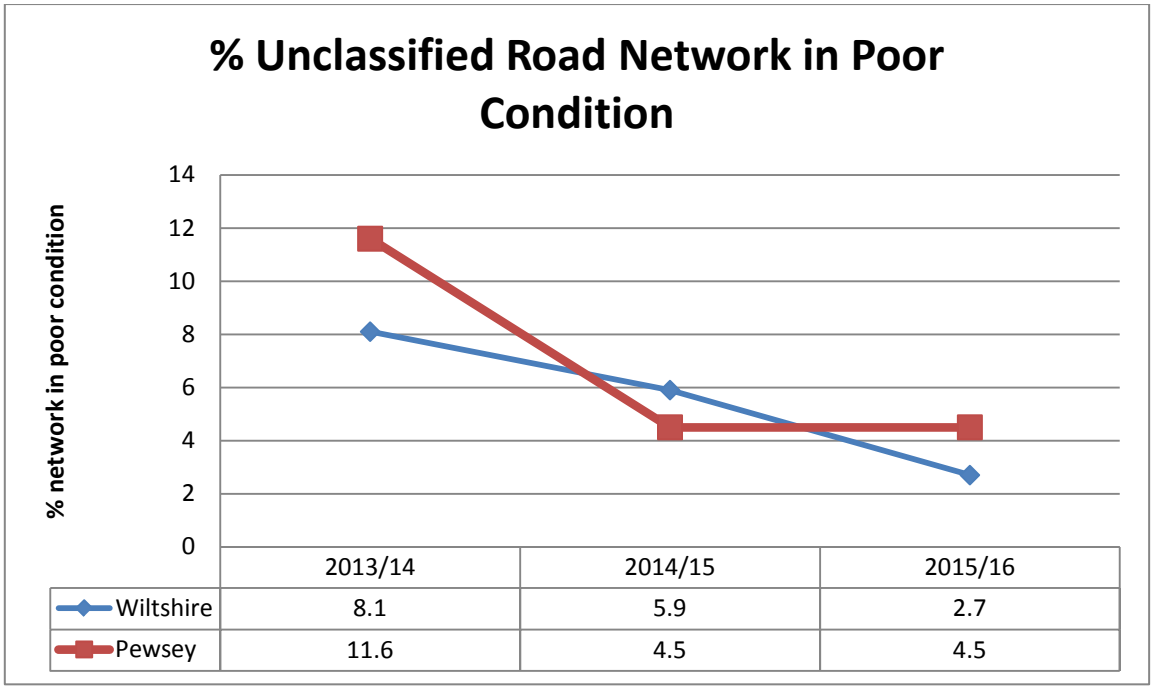
	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	6.4	6.2	5.2	3.4	3.6	3.7	3.1
Pewsey	8.2	7.8	7.8	4.2	4.3	4.6	4.6



	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	5	4.9	3.9	2.9	3	3.4	3.4
Pewsey	8.4	8.4	6	3.6	3.2	1.4	2.3



	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	8.3	7.4	6.6	5.2	5.9	6.2	4.7
Pewsey	7.6	5.2	5.2	3.2	3.2	3.6	3.6



Integrated transport, bridge and drainage works

Integrated transport

The Council's traffic engineering team work with our contractors to plan and deliver a range of projects to the local community, most notably through the Area Boards and Community Area Transport Groups (CATGs). The schemes range in size and complexity from simple sign installation through to more complex road safety and improvement schemes.

Bridges

The Council regularly inspects its bridges and other highway structures. There is a programme of renewal and refurbishment works to keep them in good condition, as well as having to respond to damage caused by collisions.

Drainage

Programmes of drainage investigations, repairs and flood alleviation schemes are undertaken throughout the year, but the flooding in recent years has meant that there has been a need to respond immediately to flooding issues, as well as dealing with previously identified problem sites. The drainage improvement and flood alleviation work is co-ordinated through the Council's Operational Flood Working Groups that include the Environment Agency, Wessex Water, other organisations and stakeholders.

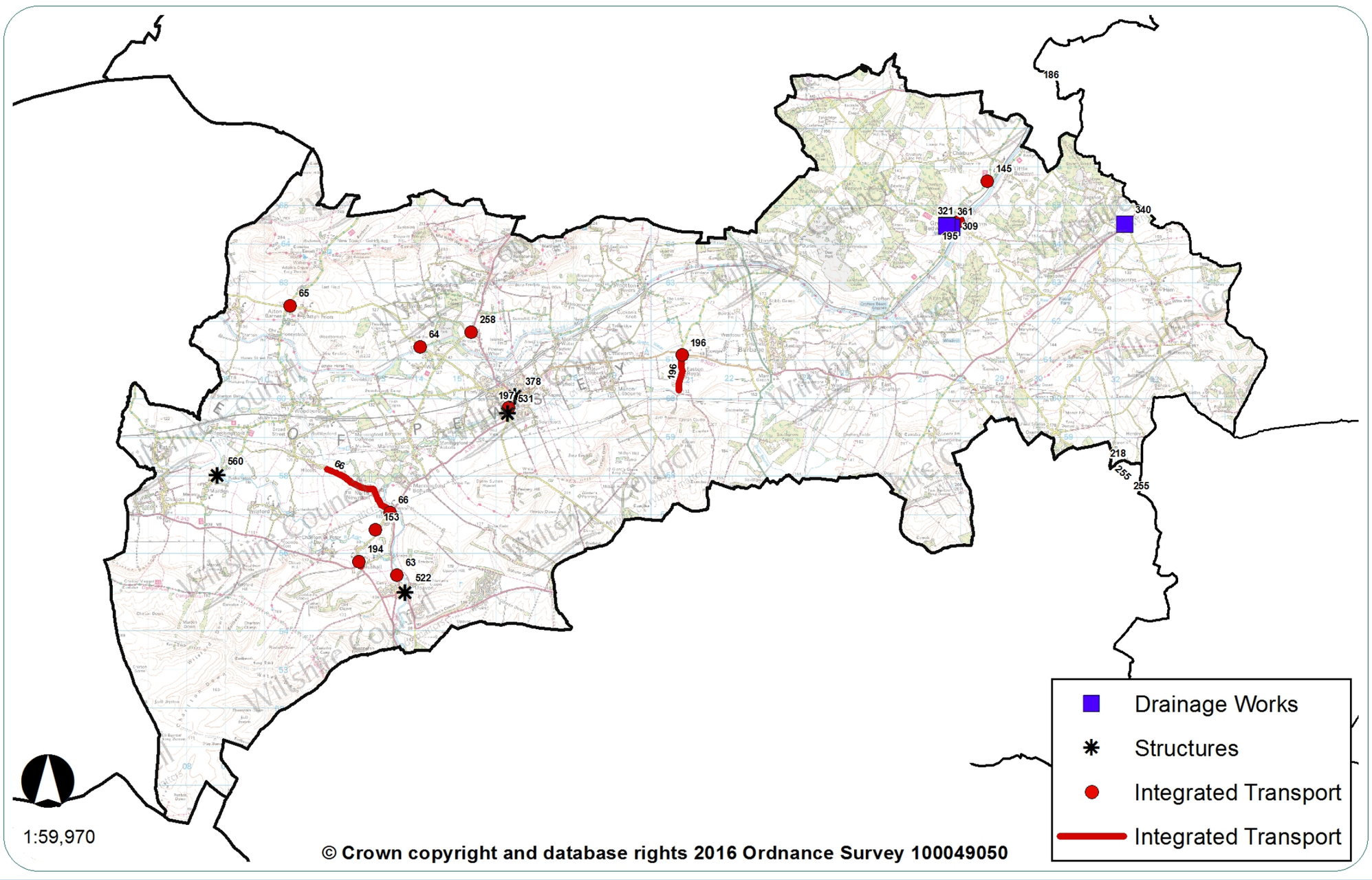
Recent work in your area

The Integrated Transport, Bridge and Drainage schemes carried out in your area since 2015 are listed below.

Plan showing completed integrated transport, bridge and drainage schemes since 2015

Wiltshire Council
Where everybody matters

Pewsey Area Board



Integrated transport schemes since 2015

No	Location	Description
194	Rushall	Rushall Old Barn yard to Church Lane footpath
195	Great Bedwyn	The Knapp Drop kerbs
196	Easton Royal	20mph speed limit
197	Pewsey	Pewsey Manor Court drop kerb
258	A345, Pewsey	Prospect chevrons
63	Upavon	Grey Flags footway Phase 2
64	Wilcot	Alton Road bus stop hard standing
65	Alton	Horse and rider sign
66	C8 & C38	Speed limit implementation
145	Little Bedwyn	Unsuitable for HGVs sign
153	C351 Rushall to North Newnton	Warning signs only

Bridge schemes since 2014

No	Location	Description
560	Marden	Re-pointing, parapet painting
378	Pewsey	Pewsey Town Bridge. Repair elevation
522	Upavon	Upavon Scour
531	Pewsey	Swans Pewsey, concrete repairs

Drainage works since 2015

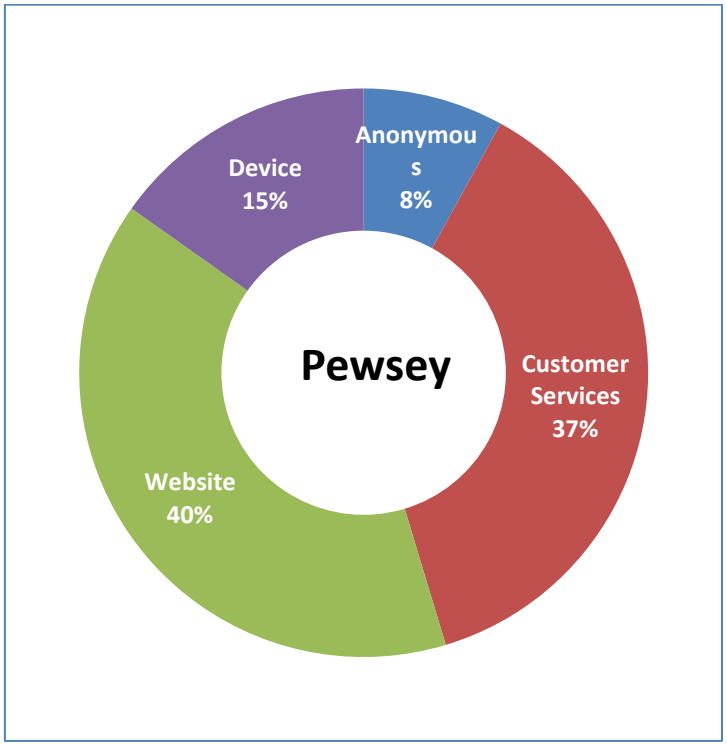
No	Location	Description
309	Pewsey	Rebuild of carrier
321	Pewsey	Installation of flood defence wall
340	Pewsey	New Gully and connecting pipe work
361	Pewsey	Construction of flood defence wall

My Wiltshire

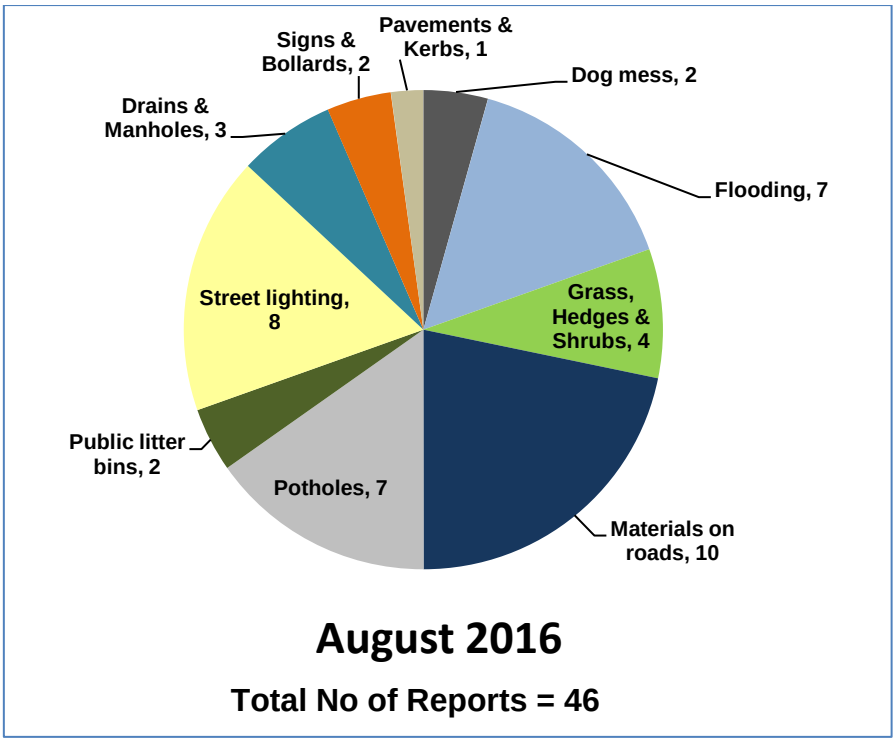
My Wiltshire provides an easy way to report highway issues, including using the Council's website. We have an app so you can report on the go using your smartphone. The My Wiltshire app is available to download at both the App Store (for iPhones and iPads), from Google Play™ (for Android phones) and Windows Store. You can attach information such as photos or videos and pinpoint the location of your report using the mapping software on your phone.

A summary of recent reports in your area is shown below, and further details are shown in Appendix B.

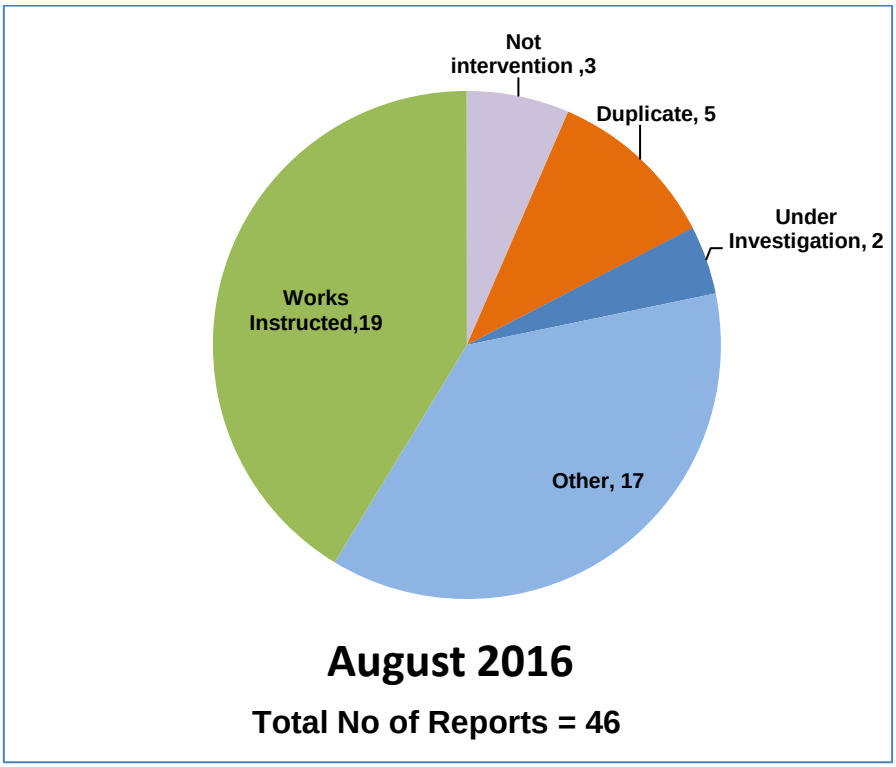
Customer reporting methods in your area



Customer reports in your area for the month of August 2016



Actions following recent reports in your area



Action definitions

1. **Not Intervention** – the technician has attended site and classified the defect as not meeting intervention levels as per the Highway Inspection Manual 2013 or in the case of streetscene reports, service level agreements.

2. **Duplicate** – a report has already been received in relation to this issue and a works instruction has previously been passed to the contractor to undertake a repair/carry out the necessary works.

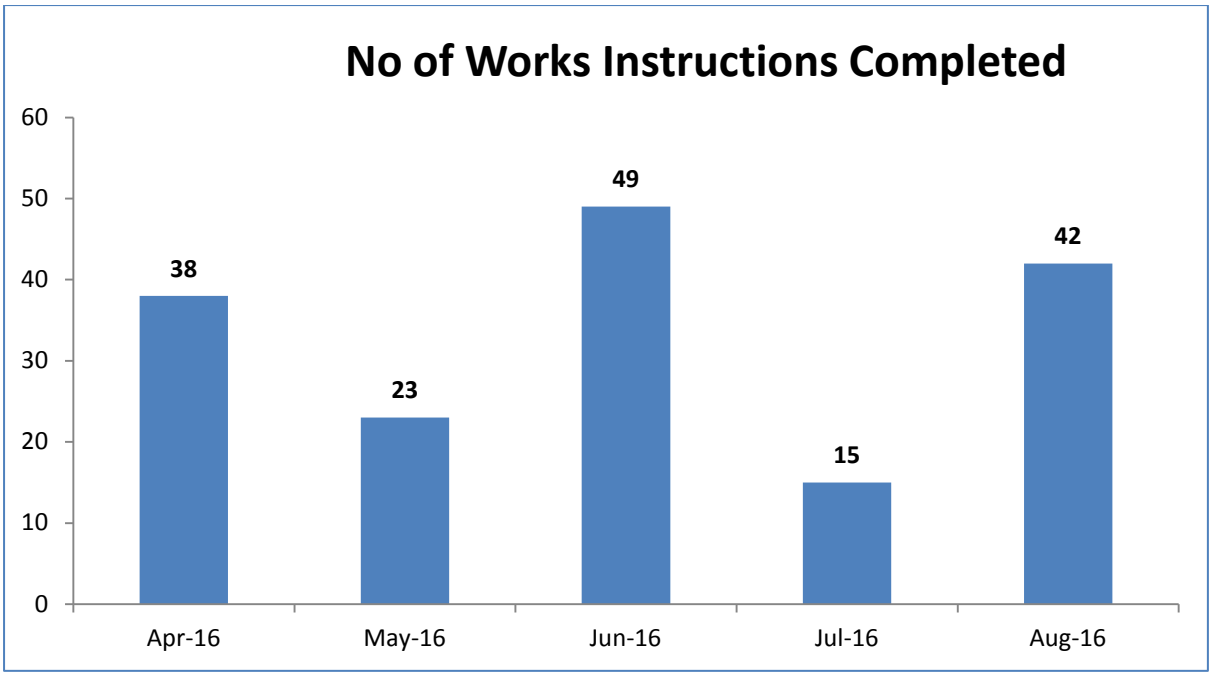
3. **Under Investigation** – this issue is currently with a Highways technician or engineer – they may be awaiting information from the customer or the issue requires further investigation e.g. wet weather inspection, drainage survey, exploratory excavation, ownership query.

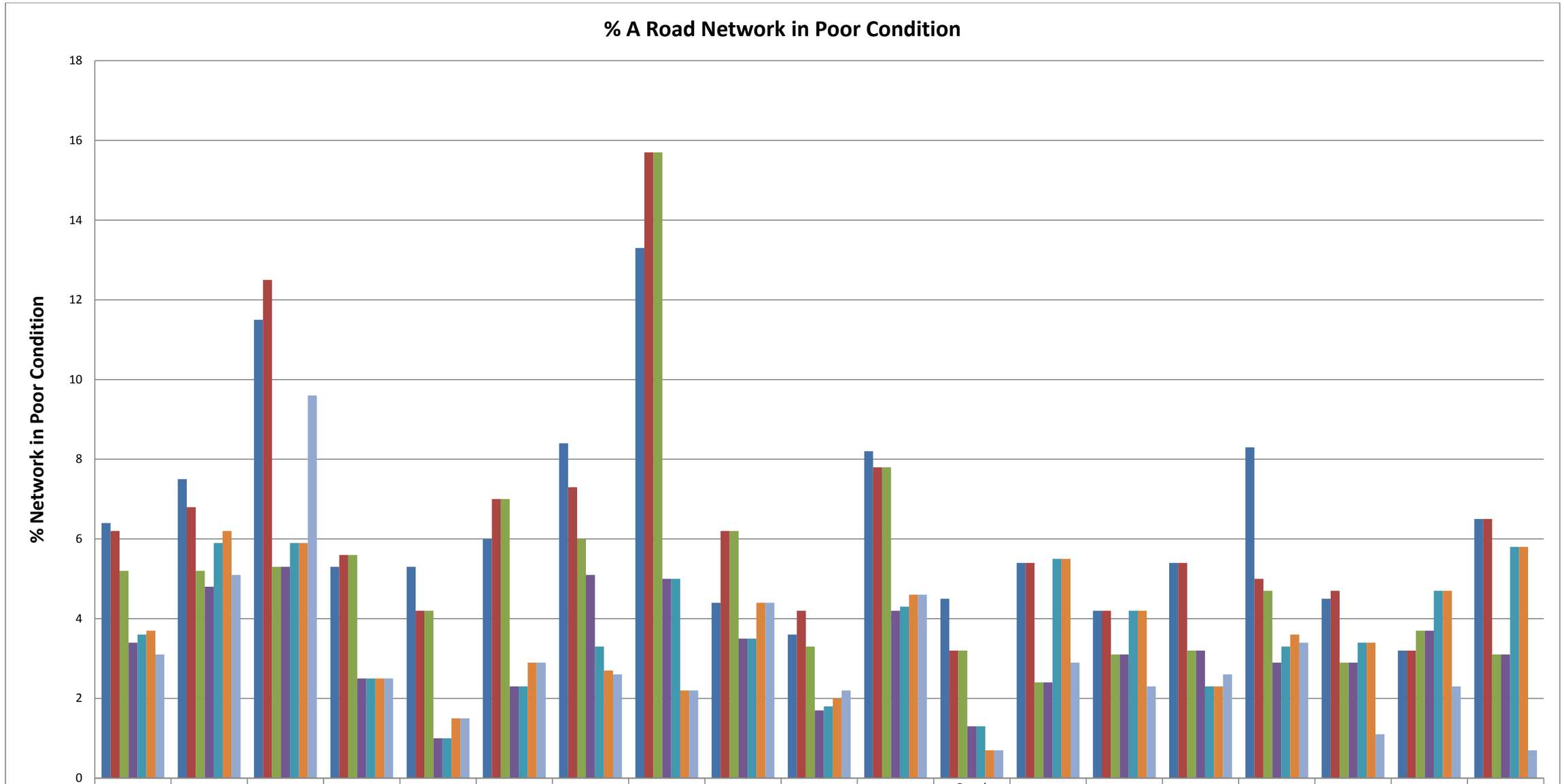
4. **Discretionary works** – this issue is not a highway safety issue and has been identified as one which falls within the remit of the parish steward scheme.

5. **Other** – the issue has been identified as one which does not require any action by Local Highways. This could be for a number of reasons –
   - the report has been cancelled by the user,
   - there is insufficient information provided to assess the issue and the customer has not provided contact details,
   - the issue is not the responsibility of Wiltshire Council e.g. un-adopted highway, gas/electricity/telephone/water/cable company, Highways England, housing association,
   - the technician attended site and nothing was found at the stated location
   - the issue has been passed to another service within Wiltshire Council e.g. rights of way, bridges.

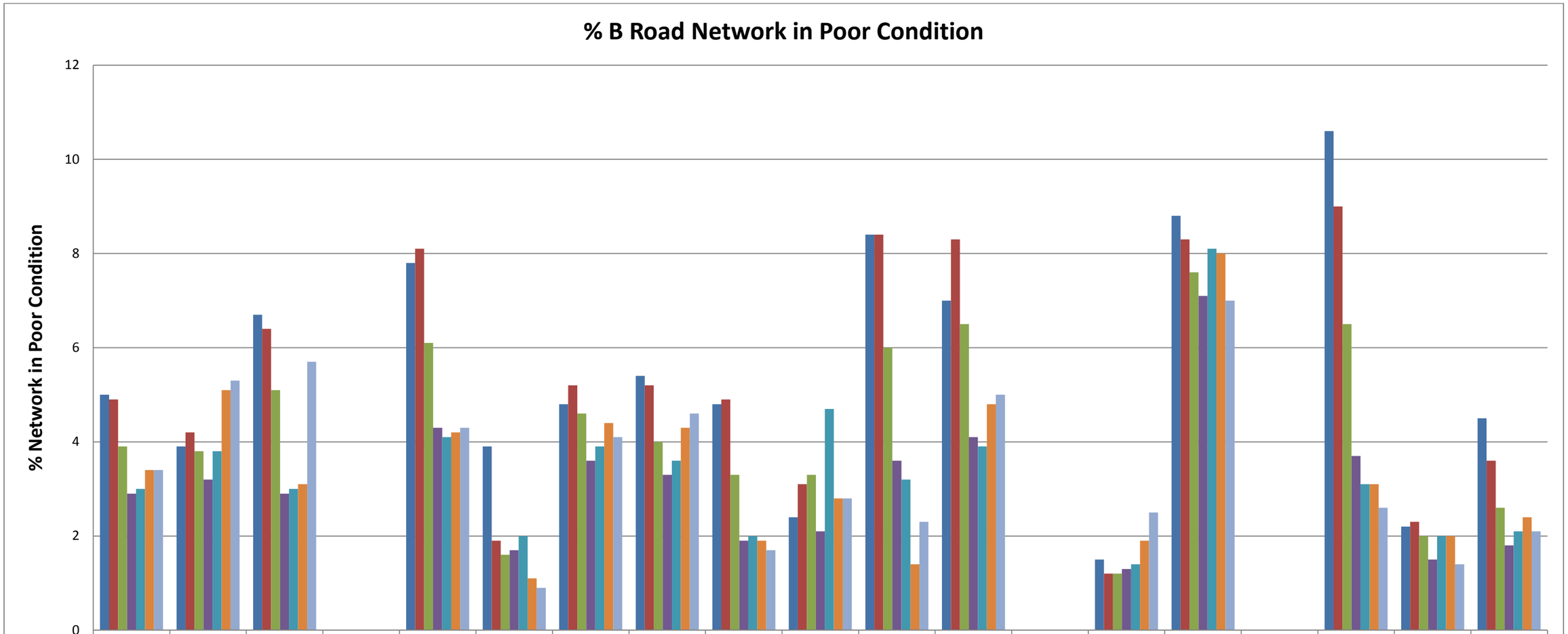
6. **Works Instructed** – the technician has assessed the issue as requiring works to be carried out and has either dealt with the issue personally or has referred it to the contractor for repair.

Highway defects completed in your area in recent months

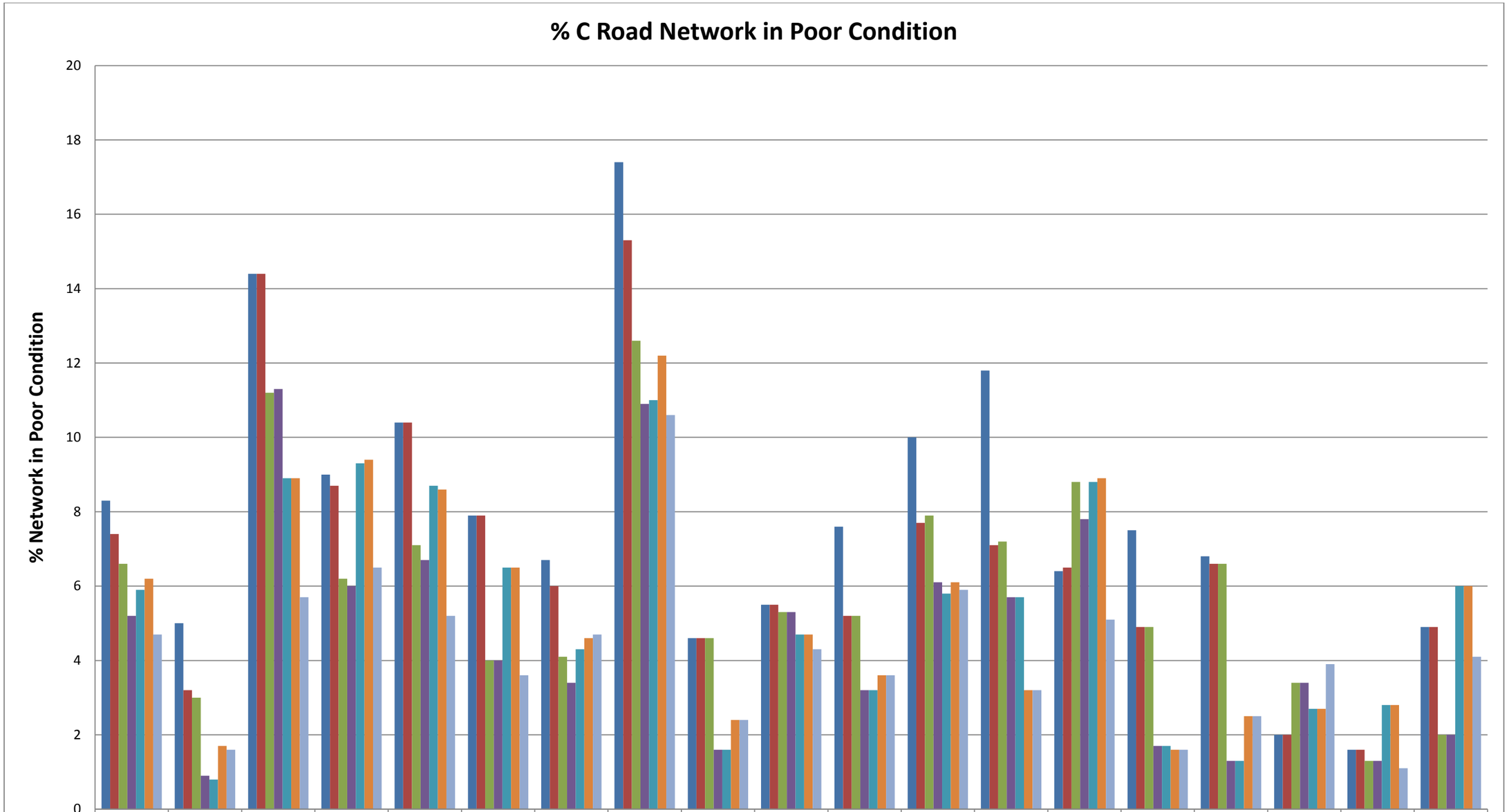




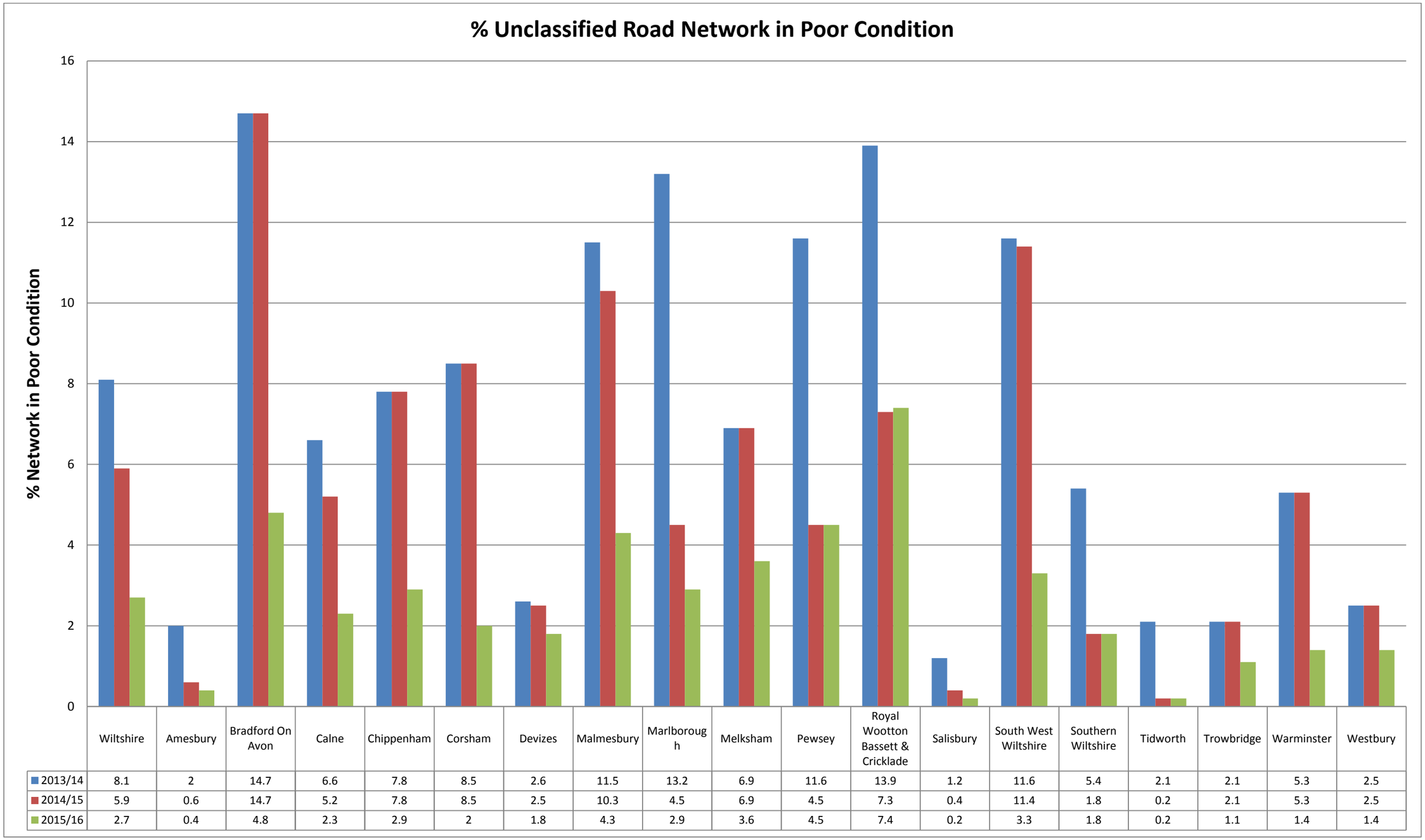
	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	6.4	7.5	11.5	5.3	5.3	6	8.4	13.3	4.4	3.6	8.2	4.5	5.4	4.2	5.4	8.3	4.5	3.2	6.5
2010/11	6.2	6.8	12.5	5.6	4.2	7	7.3	15.7	6.2	4.2	7.8	3.2	5.4	4.2	5.4	5	4.7	3.2	6.5
2011/12	5.2	5.2	5.3	5.6	4.2	7	6	15.7	6.2	3.3	7.8	3.2	2.4	3.1	3.2	4.7	2.9	3.7	3.1
2012/13	3.4	4.8	5.3	2.5	1	2.3	5.1	5	3.5	1.7	4.2	1.3	2.4	3.1	3.2	2.9	2.9	3.7	3.1
2013/14	3.6	5.9	5.9	2.5	1	2.3	3.3	5	3.5	1.8	4.3	1.3	5.5	4.2	2.3	3.3	3.4	4.7	5.8
2014/15	3.7	6.2	5.9	2.5	1.5	2.9	2.7	2.2	4.4	2	4.6	0.7	5.5	4.2	2.3	3.6	3.4	4.7	5.8
2015/16	3.1	5.1	9.6	2.5	1.5	2.9	2.6	2.2	4.4	2.2	4.6	0.7	2.9	2.3	2.6	3.4	1.1	2.3	0.7



	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	5	3.9	6.7	0	7.8	3.9	4.8	5.4	4.8	2.4	8.4	7	0	1.5	8.8	0	10.6	2.2	4.5
2010/11	4.9	4.2	6.4	0	8.1	1.9	5.2	5.2	4.9	3.1	8.4	8.3	0	1.2	8.3	0	9	2.3	3.6
2011/12	3.9	3.8	5.1	0	6.1	1.6	4.6	4	3.3	3.3	6	6.5	0	1.2	7.6	0	6.5	2	2.6
2012/13	2.9	3.2	2.9	0	4.3	1.7	3.6	3.3	1.9	2.1	3.6	4.1	0	1.3	7.1	0	3.7	1.5	1.8
2013/14	3	3.8	3	0	4.1	2	3.9	3.6	2	4.7	3.2	3.9	0	1.4	8.1	0	3.1	2	2.1
2014/15	3.4	5.1	3.1	0	4.2	1.1	4.4	4.3	1.9	2.8	1.4	4.8	0	1.9	8	0	3.1	2	2.4
2015/16	3.4	5.3	5.7	0	4.3	0.9	4.1	4.6	1.7	2.8	2.3	5	0	2.5	7	0	2.6	1.4	2.1



	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	8.3	5	14.4	9	10.4	7.9	6.7	17.4	4.6	5.5	7.6	10	11.8	6.4	7.5	6.8	2	1.6	4.9
2010/11	7.4	3.2	14.4	8.7	10.4	7.9	6	15.3	4.6	5.5	5.2	7.7	7.1	6.5	4.9	6.6	2	1.6	4.9
2011/12	6.6	3	11.2	6.2	7.1	4	4.1	12.6	4.6	5.3	5.2	7.9	7.2	8.8	4.9	6.6	3.4	1.3	2
2012/13	5.2	0.9	11.3	6	6.7	4	3.4	10.9	1.6	5.3	3.2	6.1	5.7	7.8	1.7	1.3	3.4	1.3	2
2013/14	5.9	0.8	8.9	9.3	8.7	6.5	4.3	11	1.6	4.7	3.2	5.8	5.7	8.8	1.7	1.3	2.7	2.8	6
2014/15	6.2	1.7	8.9	9.4	8.6	6.5	4.6	12.2	2.4	4.7	3.6	6.1	3.2	8.9	1.6	2.5	2.7	2.8	6
2015/16	4.7	1.6	5.7	6.5	5.2	3.6	4.7	10.6	2.4	4.3	3.6	5.9	3.2	5.1	1.6	2.5	3.9	1.1	4.1



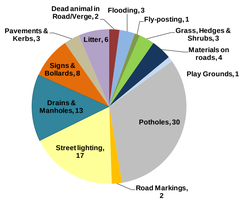
	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2013/14	8.1	2	14.7	6.6	7.8	8.5	2.6	11.5	13.2	6.9	11.6	13.9	1.2	11.6	5.4	2.1	2.1	5.3	2.5
2014/15	5.9	0.6	14.7	5.2	7.8	8.5	2.5	10.3	4.5	6.9	4.5	7.3	0.4	11.4	1.8	0.2	2.1	5.3	2.5
2015/16	2.7	0.4	4.8	2.3	2.9	2	1.8	4.3	2.9	3.6	4.5	7.4	0.2	3.3	1.8	0.2	1.1	1.4	1.4

Appendix B: My Wiltshire Statistics

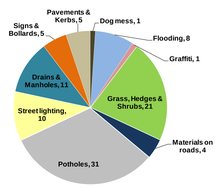
Wiltshire Council
Where everybody matters

Pewsey Area Board

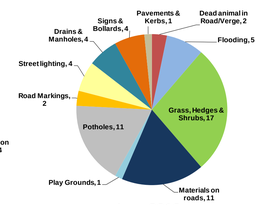
Customer Reported Issues



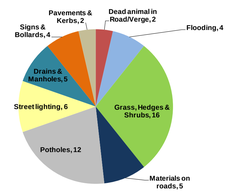
April 2016
Total No of Reports = 93



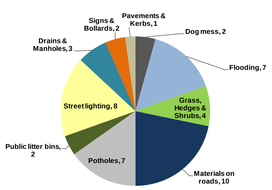
May 2016
Total No of Reports = 97



June 2016
Total No of Reports = 62

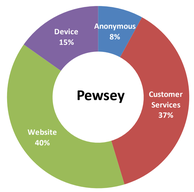


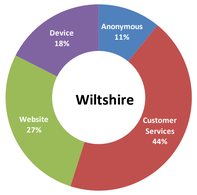
July 2016
Total No of Reports = 56



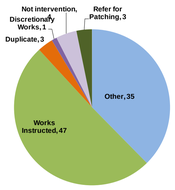
August 2016
Total No of Reports = 46

Reporting Channels

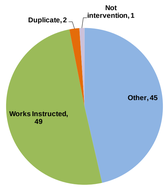




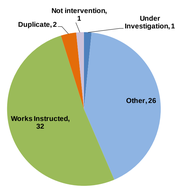
Customer Call Outcomes



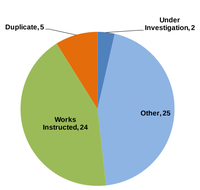
April 2016
Total No of Reports = 93



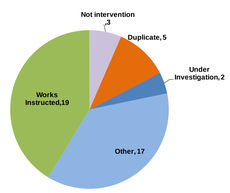
May 2016
Total No of Reports = 97



June 2016
Total No of Reports = 62

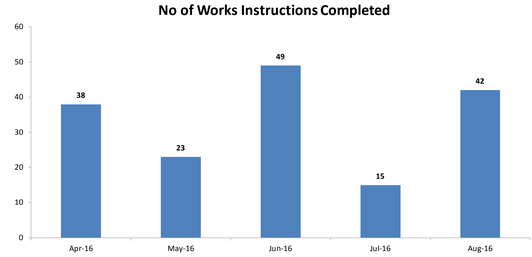


July 2016
Total No of Reports = 56

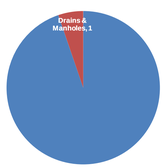


August 2016
Total No of Reports = 46

Completed in Month



Safety Inspections



April 2016
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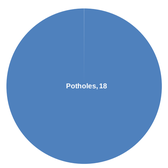
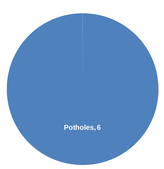
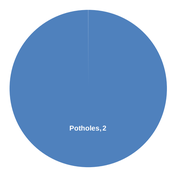


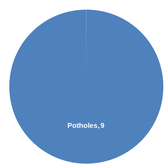
May 2016
Total No of Defects = 18



June 2016
Total No of Defects = 6



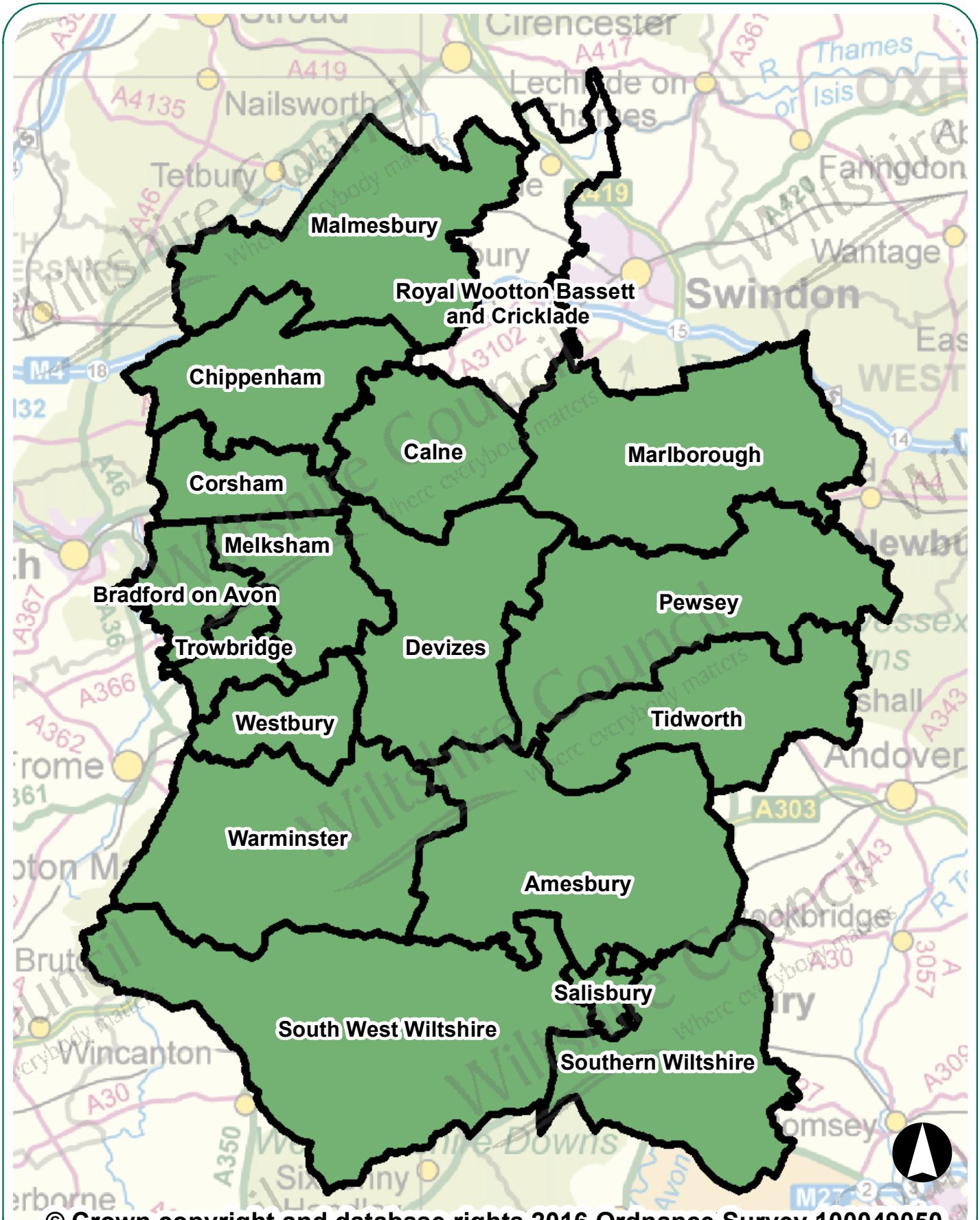
July 2016
Total No of Defects = 2



August 2016
Total No of Defects = 9

Royal Wootton Basset & Cricklade Area Board
Highway Information

Wiltshire Council
Where everybody matters



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Royal Wootton Bassett & Cricklade Area Board Highway Information

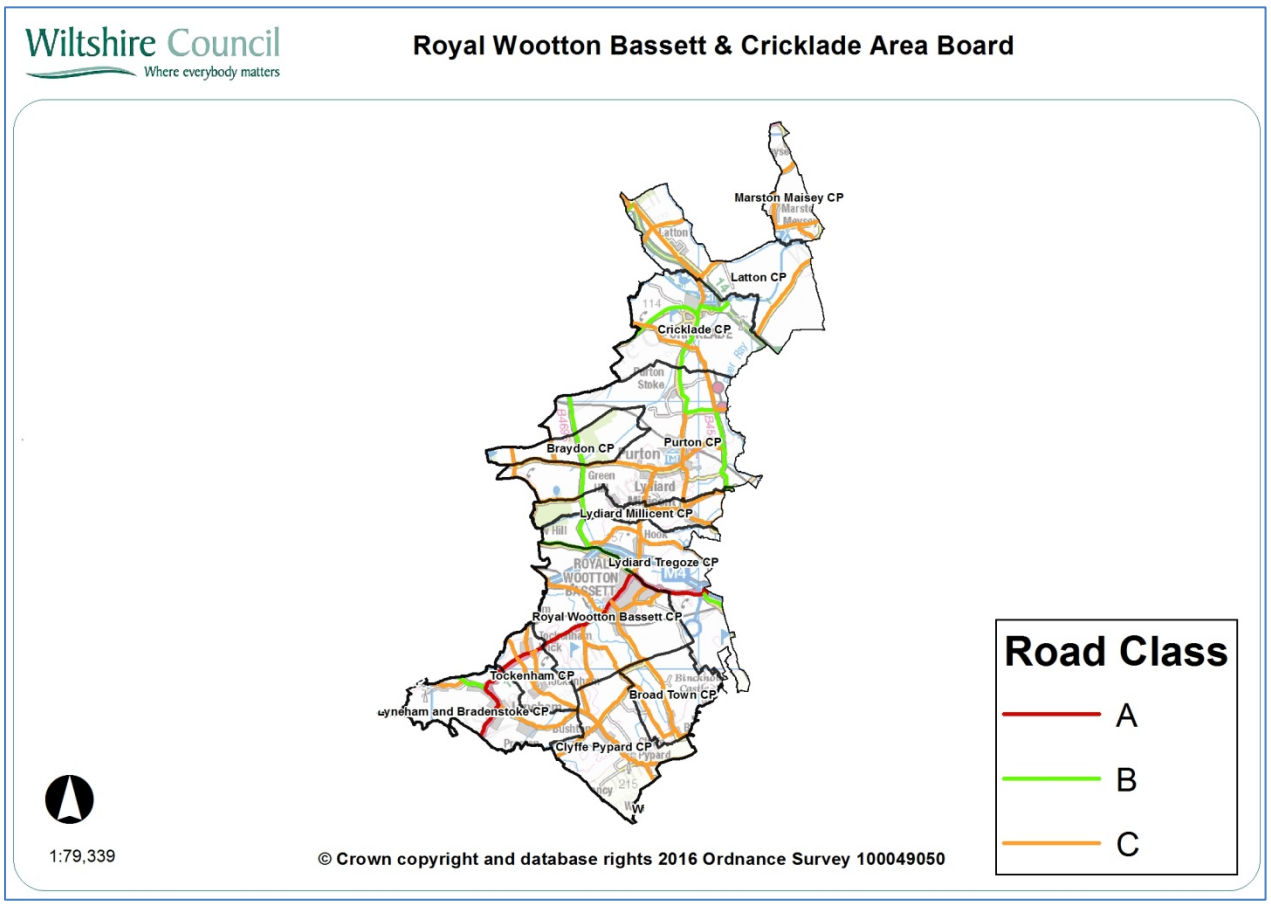
Introduction

This document summarises highway information for your area board. It lists the recent highway and related work carried out by Wiltshire Council, including the road resurfacing carried out during the first two years of the 'Local Highways Investment Fund 2014 – 2020', and includes other information which should be of interest.

Further information on the Council's activities is available at the website www.wiltshire.gov.uk. If you wish to report a specific highway issue please use My Wiltshire. Details are provided at the end of this document.

Parishes in the community area are:

Purton, Braydon, Cricklade, Latton, Marston Maisey, Lydiard Millicent, Lyneham and Bradenstoke, Tockenham, Clyffe Pypard, Broad Town, Lydiard Tregoze, Royal Wootton Bassett



Network statistics in your area

Road length by class

Road type	Urban (km)	Rural (km)
A Class Roads	4.92	9.41
B Class Roads	3.66	21.49
C Class Roads	25.73	71.40
Unclassified Roads	62.8	33.55
Total	**97.11**	**135.85**
	Overall Total	**232.96**

The council categorises its roads to reflect their importance. This enables an effective assignment of highway inspection frequencies and maintenance standards.

Highway assets in your area

The council keeps an inventory of its highway assets in order to assist planning its highway maintenance. Important statistics relating to your board area are:

Asset Type	Measure
Carriageway	232.96 km
Footways adjacent to road	139 km
Footways (linked)	19.84 km
White road centre lines	113 km
Road kerbs	183 km
Grass verge (maintained)	330 km
Drainage grips	1, 924number
Drainage pipe grips	396 number
Drainage gullies	4, 827 number
Road signs	1, 824 number
Street lights	1, 307 number

Major highway maintenance

Road resurfacing

Wiltshire has over 3,000 miles of road. The Council's 'Local Highways Investment Fund 2014 – 2020' is making a massive investment to improve the condition of the roads in Wiltshire over six years. The programme of work started in April 2014, and is designed and supervised by the Council's consultants Atkins, with the work carried out by our main highway contractors Tarmac and Eurovia.

The work carried out in the first two years of the programme has improved a considerable number of the roads in previously poor condition. The locations of sites treated in recent years are shown below.

Carriageway repairs

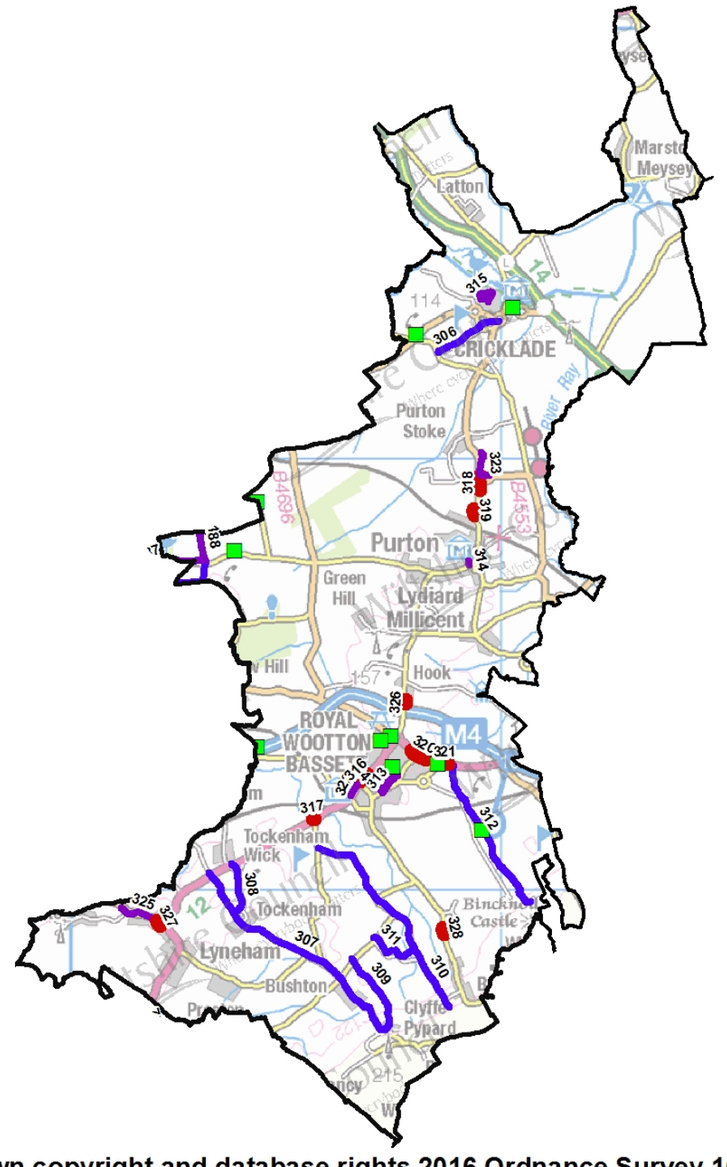
As well as resurfacing roads other works are undertaken to make localised repairs to keep the roads safe. The works undertaken in your area since 2014 are shown on the map below.

The wet winter and flooding in previous years has resulted in substantial damage to the road network. It is important that serious defects are treated promptly to keep the roads safe. The Council currently operates four Pothole teams that respond to urgent issues to keep the roads safe.

Plan showing major maintenance schemes & hand/machine patching sites completed since 2014

Wiltshire Council
Where everybody matters

Royal Wootton Bassett & Cricklade Area Board



1:79,343

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Major maintenance completed since 2014

No	Location	Works
306	Chelworth Road	Surface Dressing
307	Greenway	Surface Dressing
308	Primrose Hill	Surface Dressing
309	Wood Street	Surface Dressing
310	Unnamed road - Thornhill (junction Breach Lane to junction with Pye Lane, Thornhill	Surface Dressing
311	Manor Farm, Thornhill	Surface Dressing
312	Opp Sally Pusey Inn, Swindon	Surface Dressing
313	Parsons Way, RWB	Resurfacing
314	Play Close, Purton	Resurfacing
315	White Horse Road, Cricklade	Resurfacing
187	Junction at Pond Plantation east to crossroads north of Queen Street	Surface Dressing
188	Ravenroost Road to Queen Street crossroads	Surface Dressing
316	Station Rd To Lime Kiln	Skid Resistance Improvements
317	Tockenham Wick (Park House) To Breach Lane	Skid Resistance Improvements
318	Cricklade Road, Purton	Skid Resistance Improvements
319	30mph Purton to Junction B4553	Skid Resistance Improvements
320	Swindon Road (Prince Of Wales Rbt To 60mph) To Stone	Skid Resistance Improvements
321	Bincknoll Rbt To M4 Junc. 16 Interchange	Skid Resistance Improvements
194	Gorsdon to Minety	Resurfacing
322	A3102 North of White Hill Lane to Town Centre, RWB	Resurfacing
323	B4553 Watkins Corner	Resurfacing
324	UC Church Street, Royal Wootton Bassett	Resurfacing

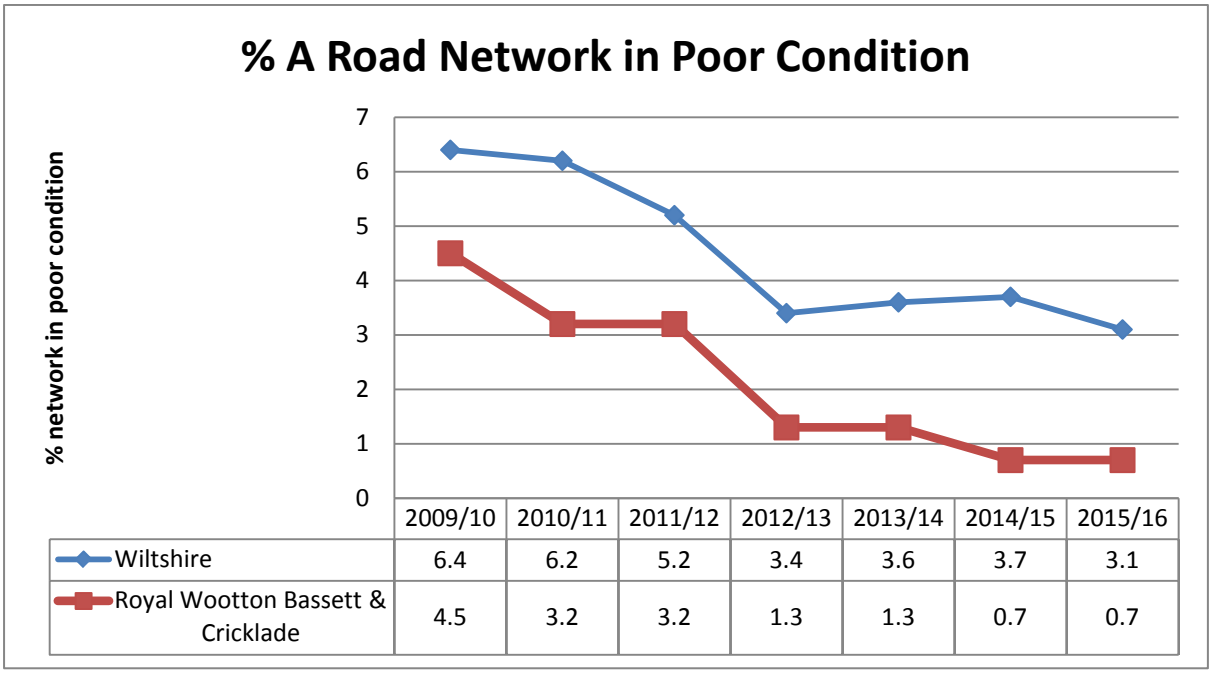
No	Location	Works
325	B4069 Chippenham Road, Lyneham	Resurfacing
326	Un-named road, Hook	Skid Resistance Improvements
327	A3102 Calne Road, Lyneham	Skid Resistance Improvements
328	Broad Town Road Near Marston Farm, Broad Town	Skid Resistance Improvements

Highway conditions and technical surveys in your area

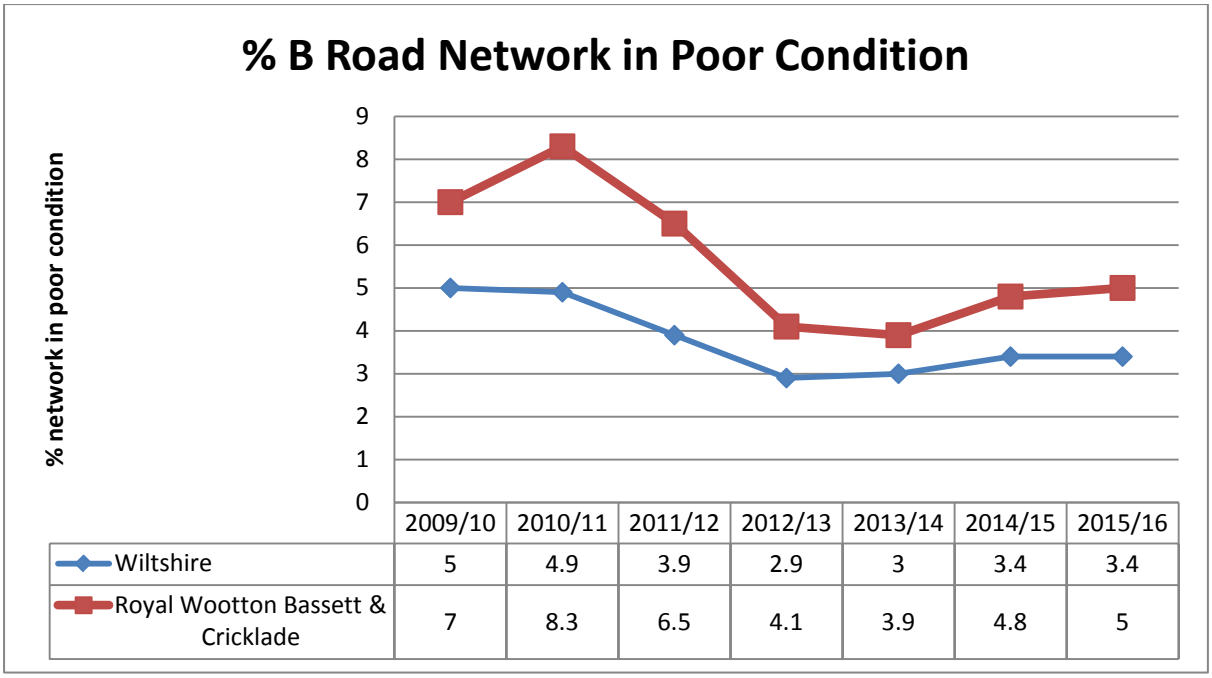
Roads deteriorate in condition because of various factors, including traffic volumes, ground conditions, and weather and drainage issues. Technical surveys of the condition of the highway network are carried out annually and the information is used to help prioritise schemes. Road safety is the priority, and maintaining adequate skid resistance on the busy high speed roads is vital.

The surveys include the use of a vehicle equipped with lasers and cameras to record road surface condition, which allows us to report on road conditions to the Department for Transport and to prioritise maintenance work. Other surveys include measuring skid resistance on the busier roads.

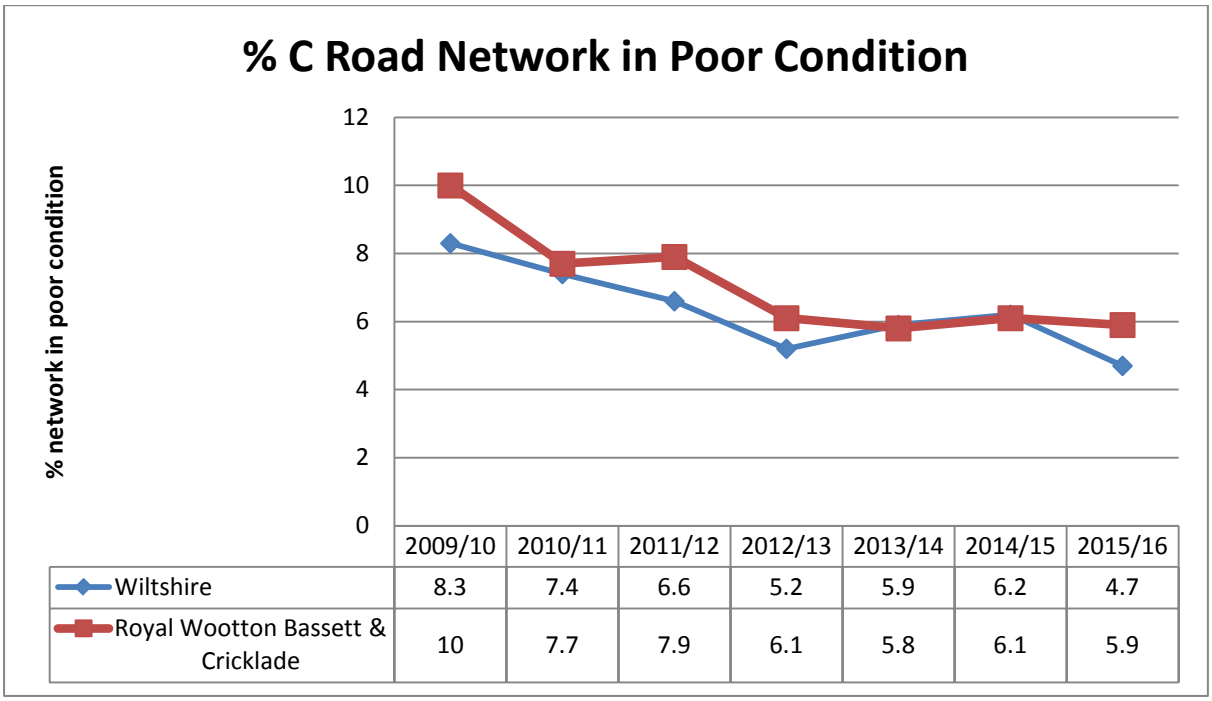
The road conditions in your area are shown below. It should be noted that low numbers are good because it indicates that less road length should be considered for treatment. More detailed information is shown in Appendix A.



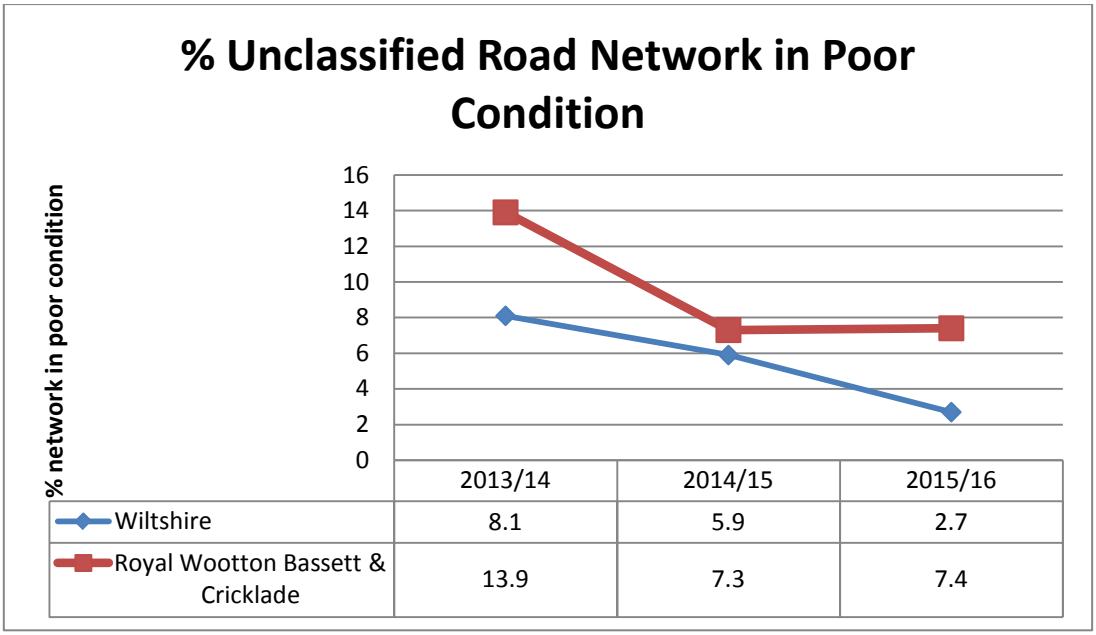
	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	6.4	6.2	5.2	3.4	3.6	3.7	3.1
Royal Wootton Bassett & Cricklade	4.5	3.2	3.2	1.3	1.3	0.7	0.7



	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	5	4.9	3.9	2.9	3	3.4	3.4
Royal Wootton Bassett & Cricklade	7	8.3	6.5	4.1	3.9	4.8	5



	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	8.3	7.4	6.6	5.2	5.9	6.2	4.7
Royal Wootton Bassett & Cricklade	10	7.7	7.9	6.1	5.8	6.1	5.9



Integrated transport, bridge and drainage works

Integrated transport

The Council's traffic engineering team work with our contractors to plan and deliver a range of projects to the local community, most notably through the Area Boards and Community Area Transport Groups (CATGs). The schemes range in size and complexity from simple sign installation through to more complex road safety and improvement schemes.

Bridges

The Council regularly inspects its bridges and other highway structures. There is a programme of renewal and refurbishment works to keep them in good condition, as well as having to respond to damage caused by collisions.

Drainage

Programmes of drainage investigations, repairs and flood alleviation schemes are undertaken throughout the year, but the flooding in recent years has meant that there has been a need to respond immediately to flooding issues, as well as dealing with previously identified problem sites. The drainage improvement and flood alleviation work is co-ordinated through the Council's Operational Flood Working Groups that include the Environment Agency, Wessex Water, other organisations and stakeholders.

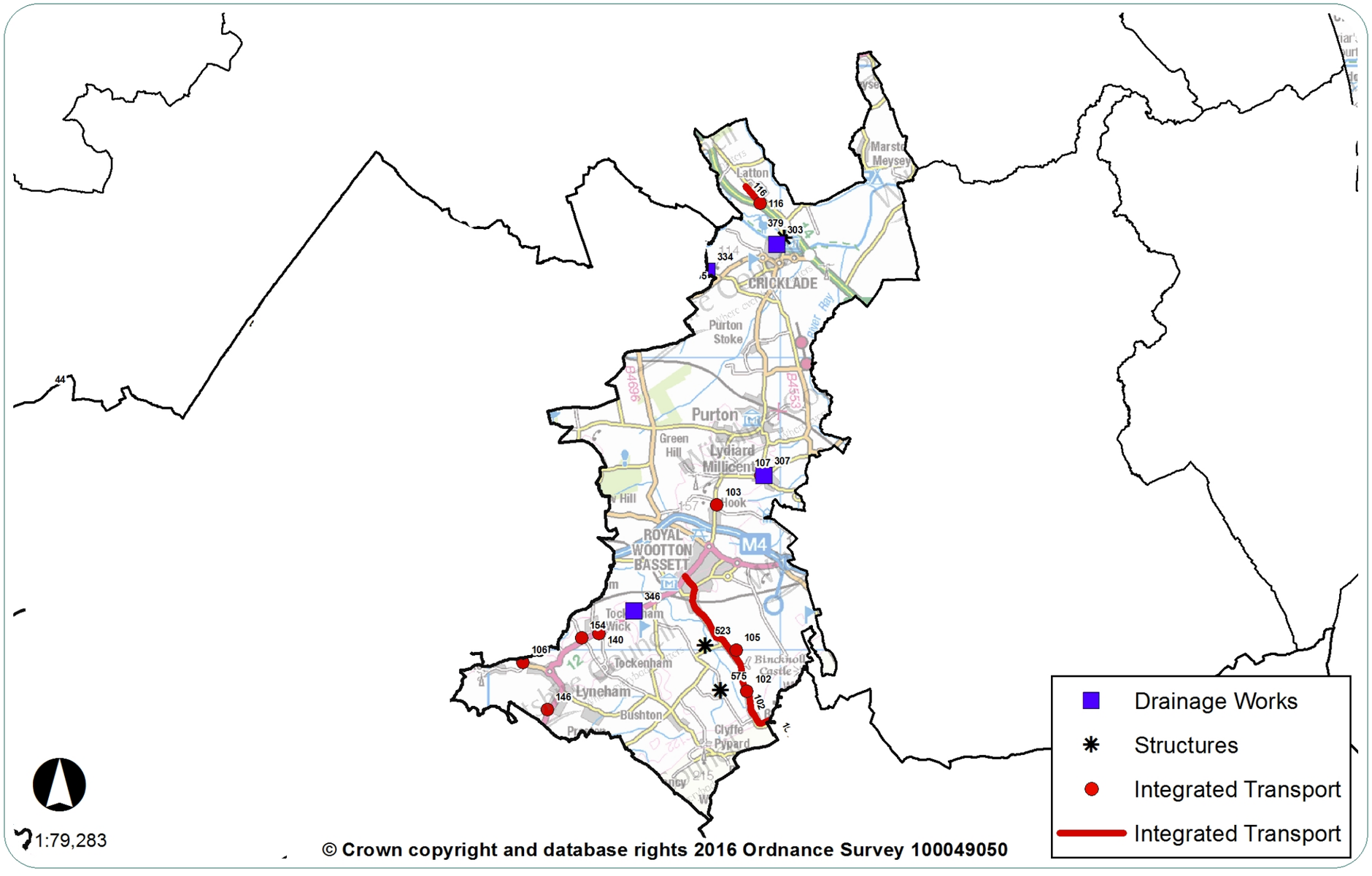
Recent work in your area

The Integrated Transport, Bridge and Drainage schemes carried out in your area since 2015 are listed below.

Plan showing completed integrated transport, bridge and drainage schemes since 2015

Wiltshire Council
Where everybody matters

Royal Wootton Bassett & Cricklade Area Board



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Integrated transport schemes since 2015

No	Location	Description
102	Broad Town	Measures to enforce speed limit
103	Hook	Traffic calming
105	Lydiard Green	Footway
106	B4069 Bradenstoke Junction	Proposed footway
107	Lydiard Millicent	Road safety by church
116	C419 Latton	New 7.5t Weight Limit, including electrics
140	Tockenham	Single track road signs
146	Lyneham	Village nameplates
154	Tockenham	Trow Lane - Unsuitable for HGV signs

Bridge schemes since 2014

No	Location	Description
575	Broad Town	Trial Holes & Road Closure
379	Cricklade	High Bridge Cricklade, re-point arch barrel and elevations
523	Wootton Bassett	Barnhill, Bridge arch barrel & spandrel

Drainage works since 2015

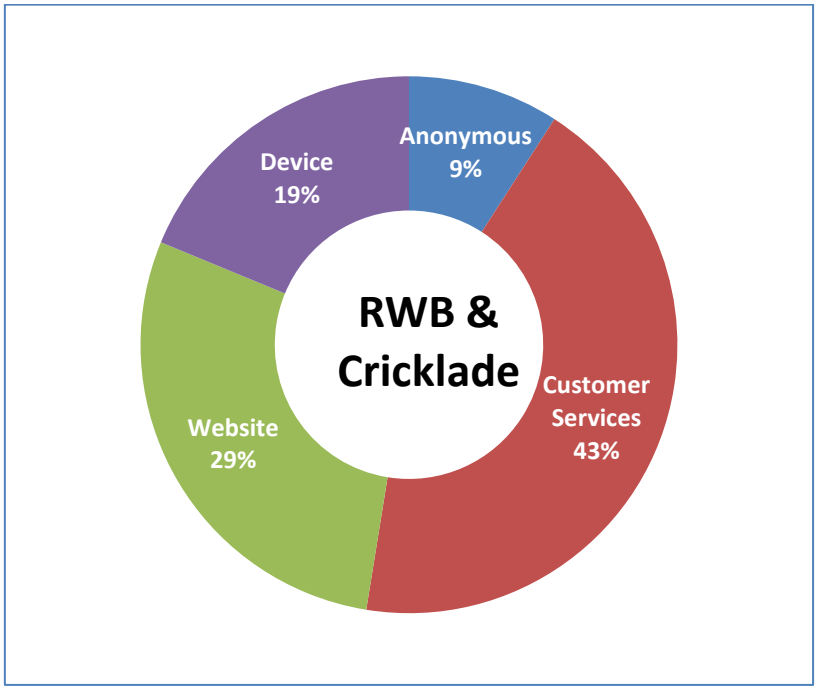
No	Location	Description
303	Royal Wootton Bassett and Cricklade	Watercourse restoration
307	Royal Wootton Bassett and Cricklade	Drainage improvements for footpath installation
346	Royal Wootton Bassett and Cricklade	Replacement of failed/root ingresses pipes

My Wiltshire

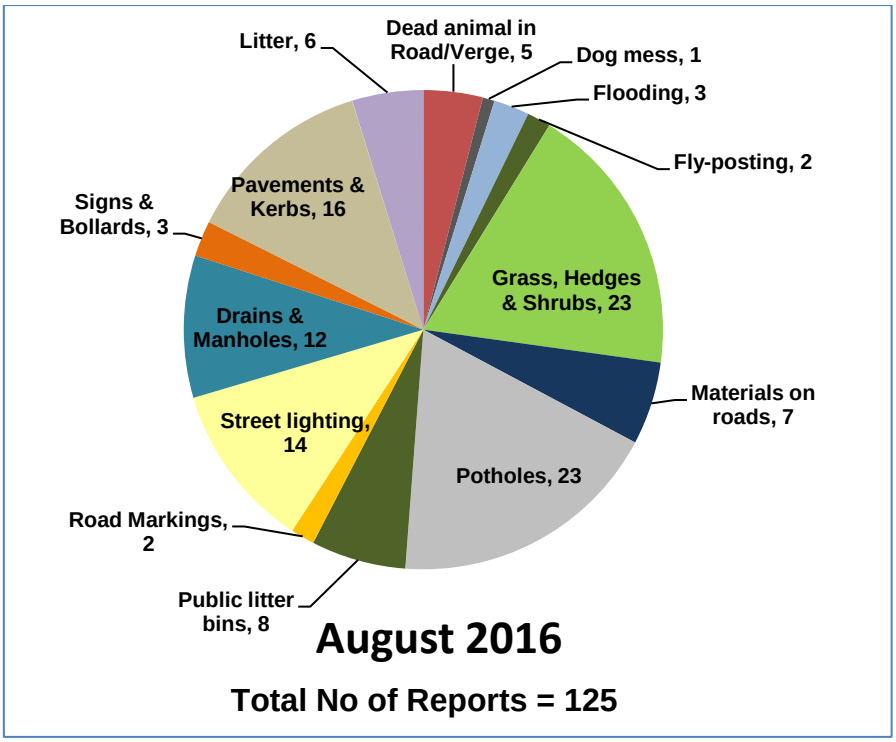
My Wiltshire provides an easy way to report highway issues, including using the Council's website. We have an app so you can report on the go using your smartphone. The My Wiltshire app is available to download at both the App Store (for iPhones and iPads), from Google Play™ (for Android phones) and Windows Store. You can attach information such as photos or videos and pinpoint the location of your report using the mapping software on your phone.

A summary of recent reports in your area is shown below, and further details are shown in Appendix B.

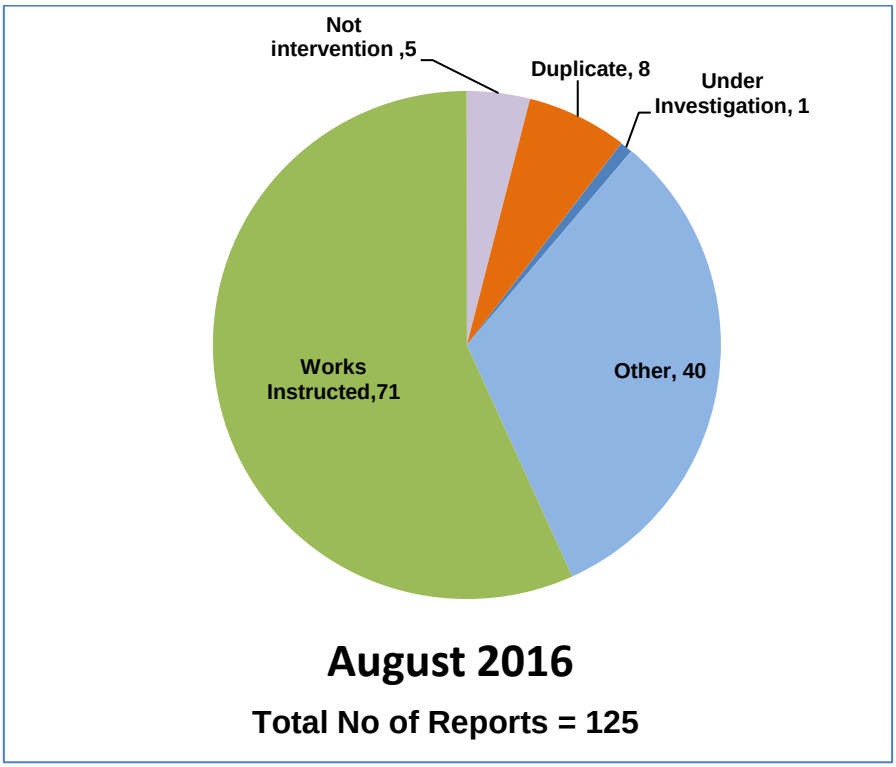
Customer reporting methods in your area



Customer reports in your area for the month of August 2016



Actions following recent reports in your area



Action definitions

1. **Not Intervention** – the technician has attended site and classified the defect as not meeting intervention levels as per the Highway Inspection Manual 2013 or in the case of streetscene reports, service level agreements.

2. **Duplicate** – a report has already been received in relation to this issue and a works instruction has previously been passed to the contractor to undertake a repair/carry out the necessary works.

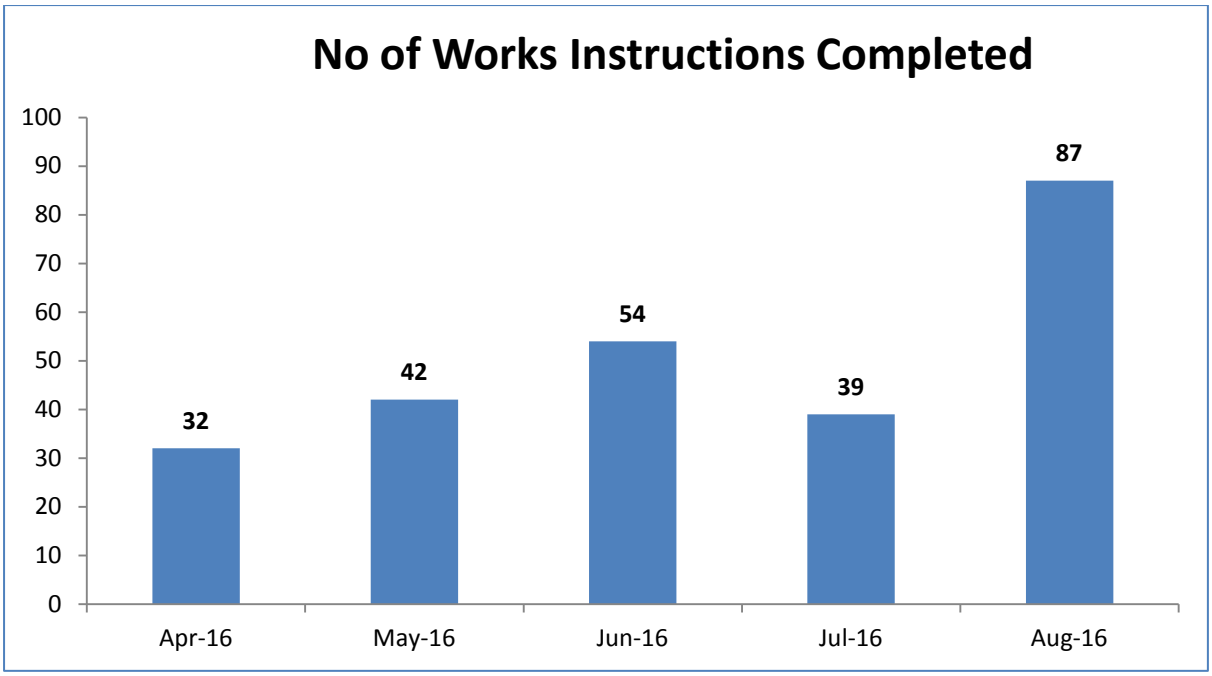
3. **Under Investigation** – this issue is currently with a Highways technician or engineer – they may be awaiting information from the customer or the issue requires further investigation e.g. wet weather inspection, drainage survey, exploratory excavation, ownership query.

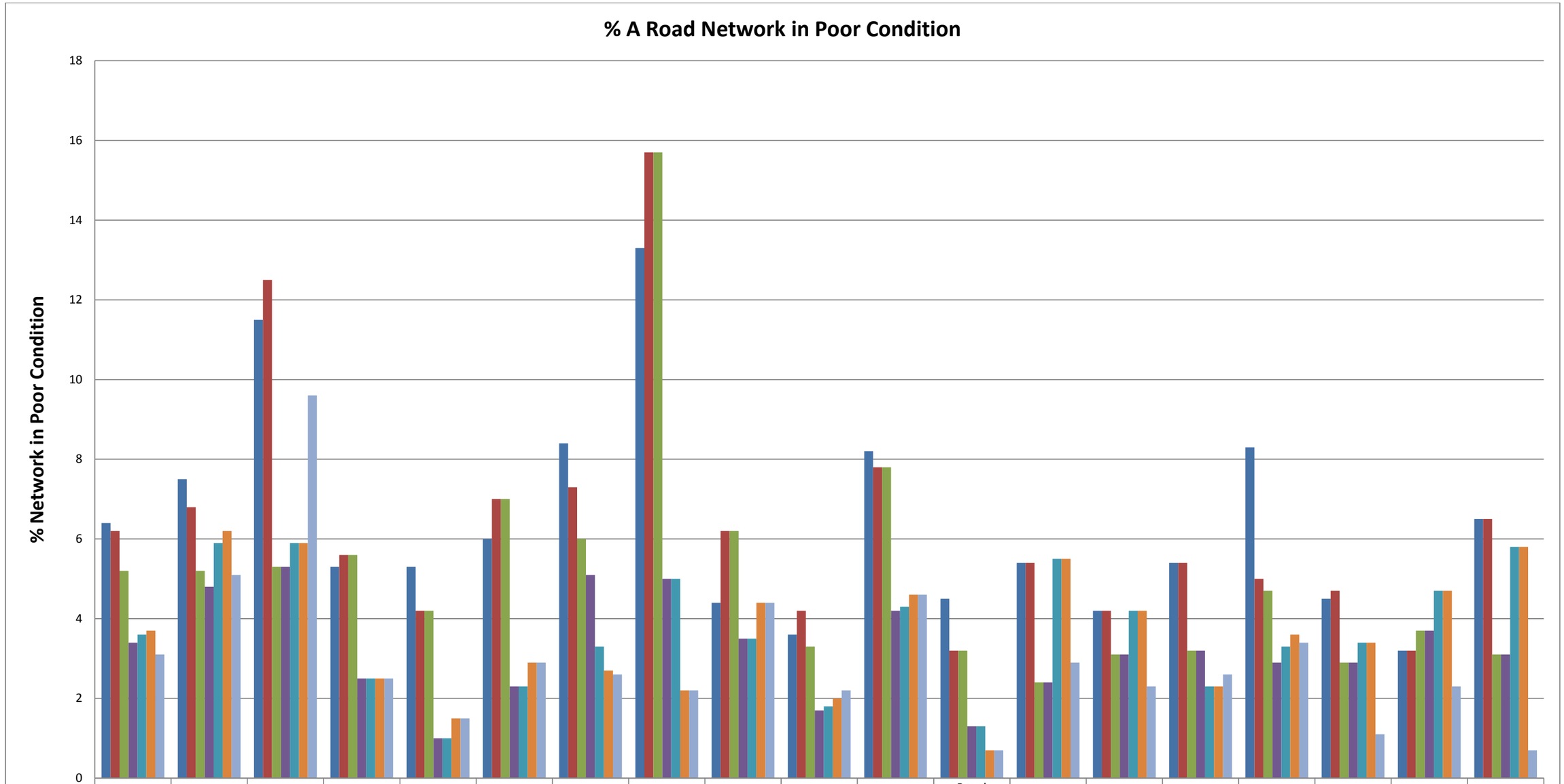
4. **Discretionary works** – this issue is not a highway safety issue and has been identified as one which falls within the remit of the parish steward scheme.

5. **Other** – the issue has been identified as one which does not require any action by Local Highways. This could be for a number of reasons –
   - the report has been cancelled by the user,
   - there is insufficient information provided to assess the issue and the customer has not provided contact details,
   - the issue is not the responsibility of Wiltshire Council e.g. un-adopted highway, gas/electricity/telephone/water/cable company, Highways England, housing association,
   - the technician attended site and nothing was found at the stated location
   - the issue has been passed to another service within Wiltshire Council e.g. rights of way, bridges.

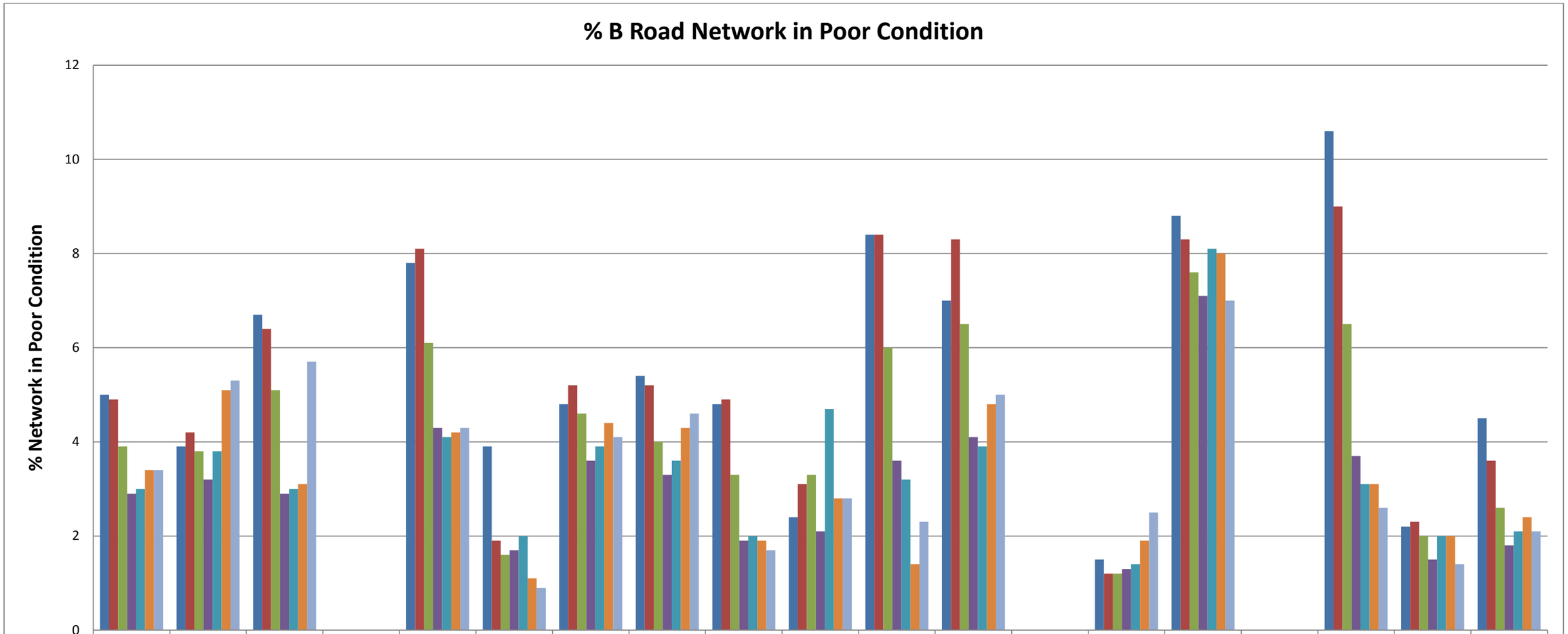
6. **Works Instructed** – the technician has assessed the issue as requiring works to be carried out and has either dealt with the issue personally or has referred it to the contractor for repair.

Highway defects completed in your area in recent months

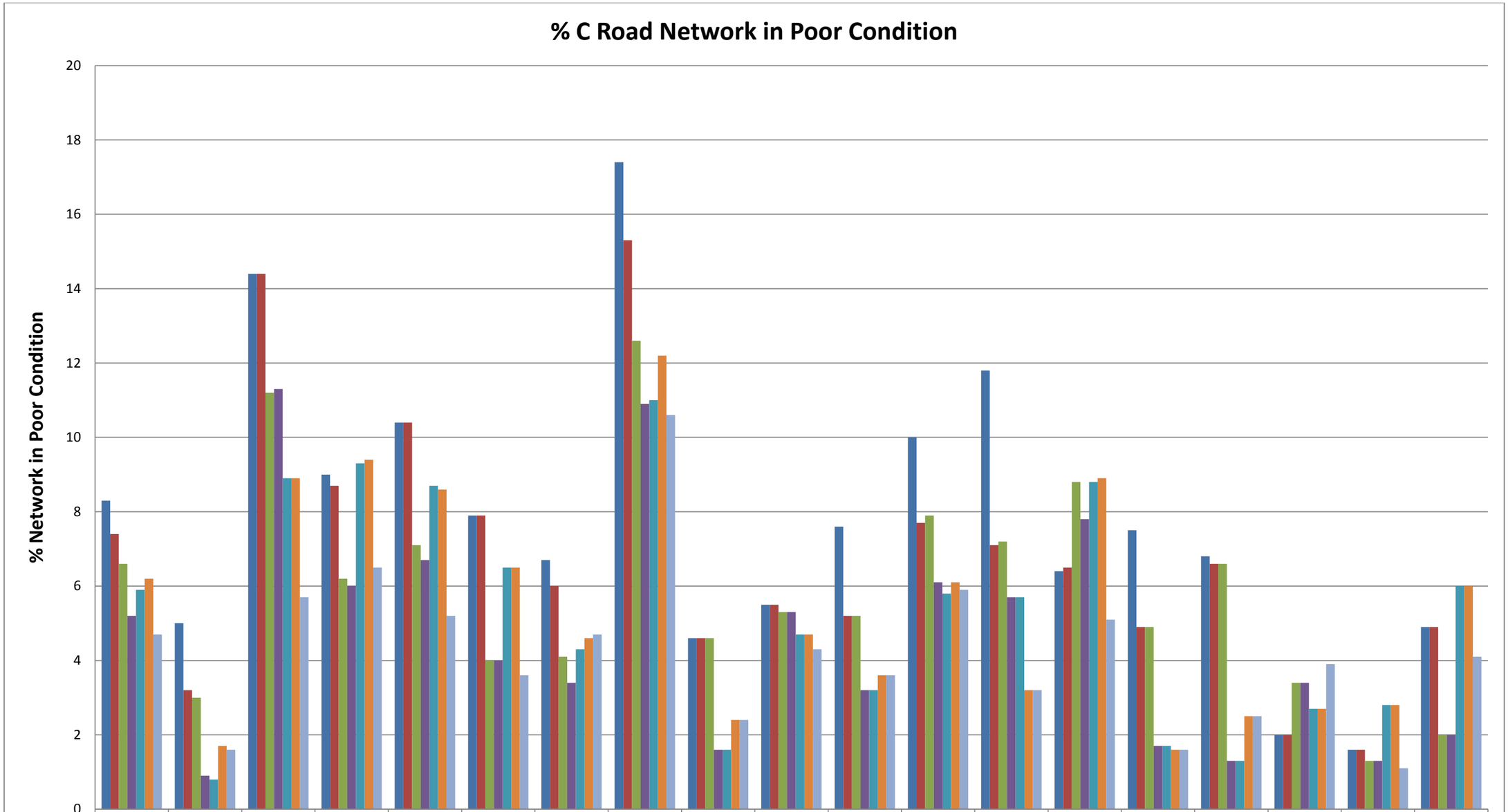




	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	6.4	7.5	11.5	5.3	5.3	6	8.4	13.3	4.4	3.6	8.2	4.5	5.4	4.2	5.4	8.3	4.5	3.2	6.5
2010/11	6.2	6.8	12.5	5.6	4.2	7	7.3	15.7	6.2	4.2	7.8	3.2	5.4	4.2	5.4	5	4.7	3.2	6.5
2011/12	5.2	5.2	5.3	5.6	4.2	7	6	15.7	6.2	3.3	7.8	3.2	2.4	3.1	3.2	4.7	2.9	3.7	3.1
2012/13	3.4	4.8	5.3	2.5	1	2.3	5.1	5	3.5	1.7	4.2	1.3	2.4	3.1	3.2	2.9	2.9	3.7	3.1
2013/14	3.6	5.9	5.9	2.5	1	2.3	3.3	5	3.5	1.8	4.3	1.3	5.5	4.2	2.3	3.3	3.4	4.7	5.8
2014/15	3.7	6.2	5.9	2.5	1.5	2.9	2.7	2.2	4.4	2	4.6	0.7	5.5	4.2	2.3	3.6	3.4	4.7	5.8
2015/16	3.1	5.1	9.6	2.5	1.5	2.9	2.6	2.2	4.4	2.2	4.6	0.7	2.9	2.3	2.6	3.4	1.1	2.3	0.7



	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	5	3.9	6.7	0	7.8	3.9	4.8	5.4	4.8	2.4	8.4	7	0	1.5	8.8	0	10.6	2.2	4.5
2010/11	4.9	4.2	6.4	0	8.1	1.9	5.2	5.2	4.9	3.1	8.4	8.3	0	1.2	8.3	0	9	2.3	3.6
2011/12	3.9	3.8	5.1	0	6.1	1.6	4.6	4	3.3	3.3	6	6.5	0	1.2	7.6	0	6.5	2	2.6
2012/13	2.9	3.2	2.9	0	4.3	1.7	3.6	3.3	1.9	2.1	3.6	4.1	0	1.3	7.1	0	3.7	1.5	1.8
2013/14	3	3.8	3	0	4.1	2	3.9	3.6	2	4.7	3.2	3.9	0	1.4	8.1	0	3.1	2	2.1
2014/15	3.4	5.1	3.1	0	4.2	1.1	4.4	4.3	1.9	2.8	1.4	4.8	0	1.9	8	0	3.1	2	2.4
2015/16	3.4	5.3	5.7	0	4.3	0.9	4.1	4.6	1.7	2.8	2.3	5	0	2.5	7	0	2.6	1.4	2.1



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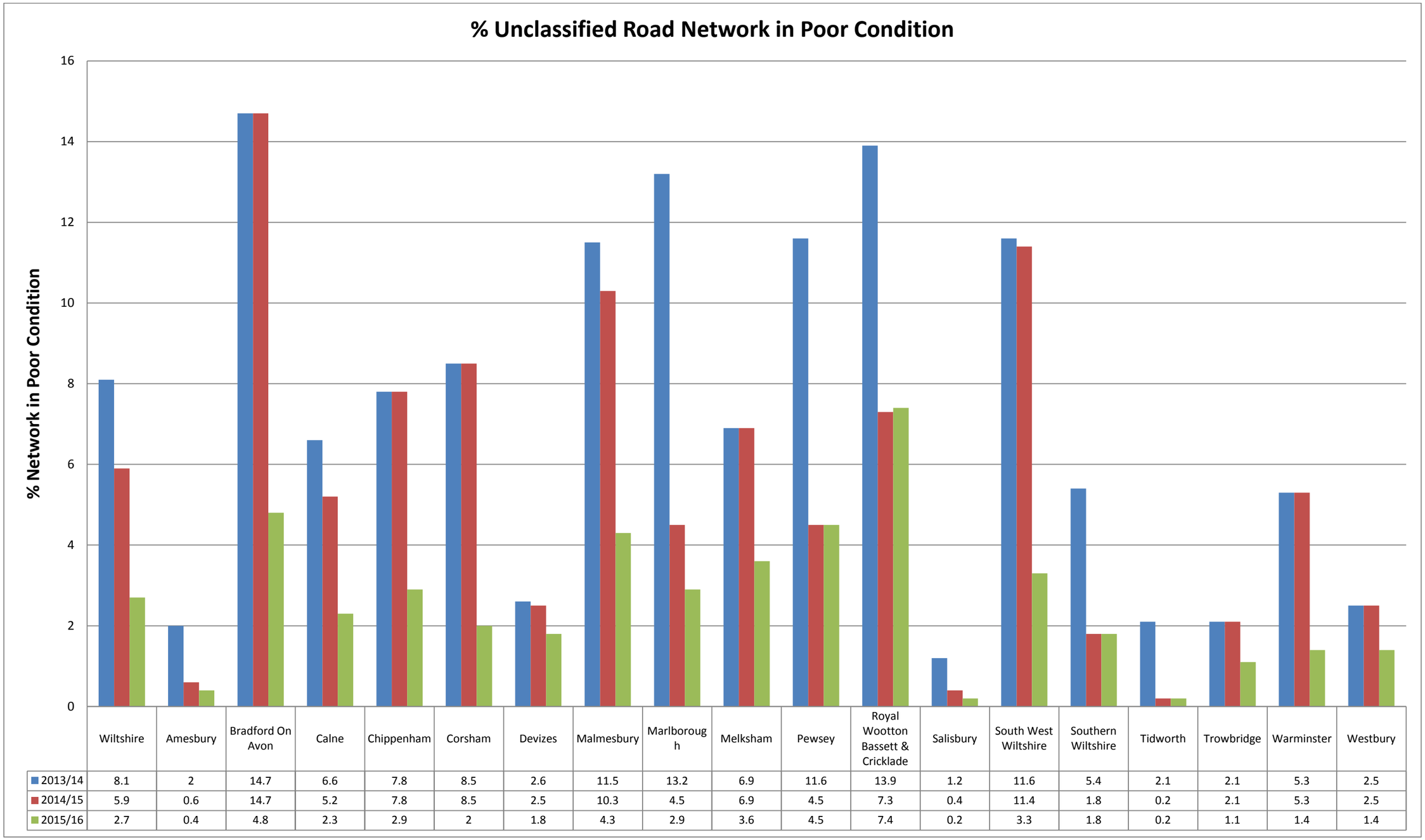
2009/10	8.3	5	14.4	9	10.4	7.9	6.7	17.4	4.6	5.5	7.6	10	11.8	6.4	7.5	6.8	2	1.6	4.9
2010/11	7.4	3.2	14.4	8.7	10.4	7.9	6	15.3	4.6	5.5	5.2	7.7	7.1	6.5	4.9	6.6	2	1.6	4.9
2011/12	6.6	3	11.2	6.2	7.1	4	4.1	12.6	4.6	5.3	5.2	7.9	7.2	8.8	4.9	6.6	3.4	1.3	2
2012/13	5.2	0.9	11.3	6	6.7	4	3.4	10.9	1.6	5.3	3.2	6.1	5.7	7.8	1.7	1.3	3.4	1.3	2
2013/14	5.9	0.8	8.9	9.3	8.7	6.5	4.3	11	1.6	4.7	3.2	5.8	5.7	8.8	1.7	1.3	2.7	2.8	6
2014/15	6.2	1.7	8.9	9.4	8.6	6.5	4.6	12.2	2.4	4.7	3.6	6.1	3.2	8.9	1.6	2.5	2.7	2.8	6
2015/16	4.7	1.6	5.7	6.5	5.2	3.6	4.7	10.6	2.4	4.3	3.6	5.9	3.2	5.1	1.6	2.5	3.9	1.1	4.1



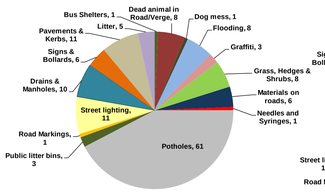
	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2013/14	8.1	2	14.7	6.6	7.8	8.5	2.6	11.5	13.2	6.9	11.6	13.9	1.2	11.6	5.4	2.1	2.1	5.3	2.5
2014/15	5.9	0.6	14.7	5.2	7.8	8.5	2.5	10.3	4.5	6.9	4.5	7.3	0.4	11.4	1.8	0.2	2.1	5.3	2.5
2015/16	2.7	0.4	4.8	2.3	2.9	2	1.8	4.3	2.9	3.6	4.5	7.4	0.2	3.3	1.8	0.2	1.1	1.4	1.4

Appendix B: My Wiltshire Statistics

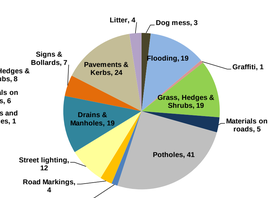
Wiltshire Council
Where everybody matters

Royal Wootton Basset & Cricklade Area Board

Customer Reported Issues



April 2016
Total No of Reports = 144



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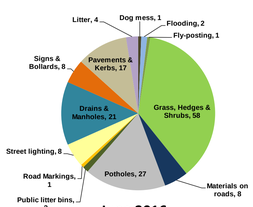

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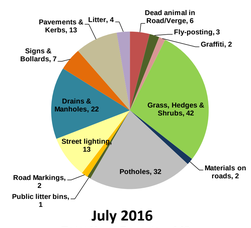

July 2016
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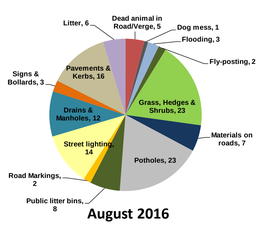

August 2016
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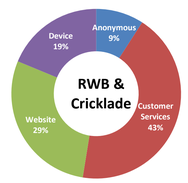
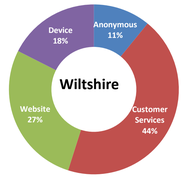
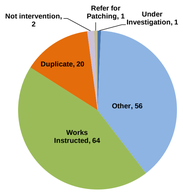
Reporting Channels





Customer Call Outcomes



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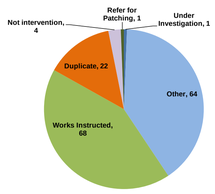

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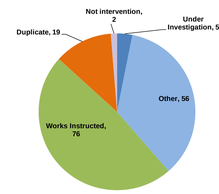

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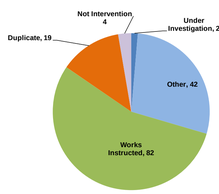

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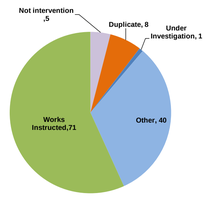
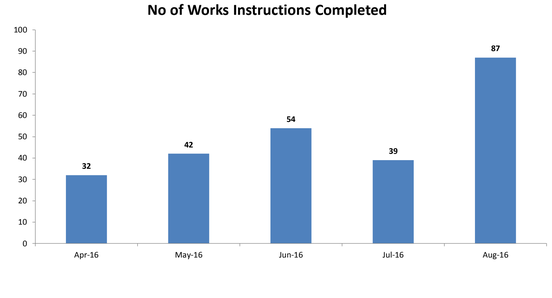
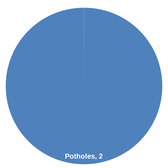


August 2016
Total No of Reports = 125

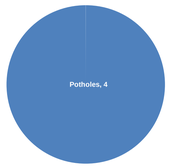
Completed in Month



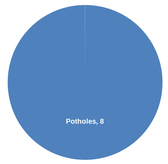
Safety Inspections



April 2016
Total No of Defects= 2

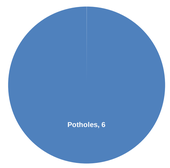


May 2016
Total No of Defects = 4



June 2016
Total No of Defects = 8

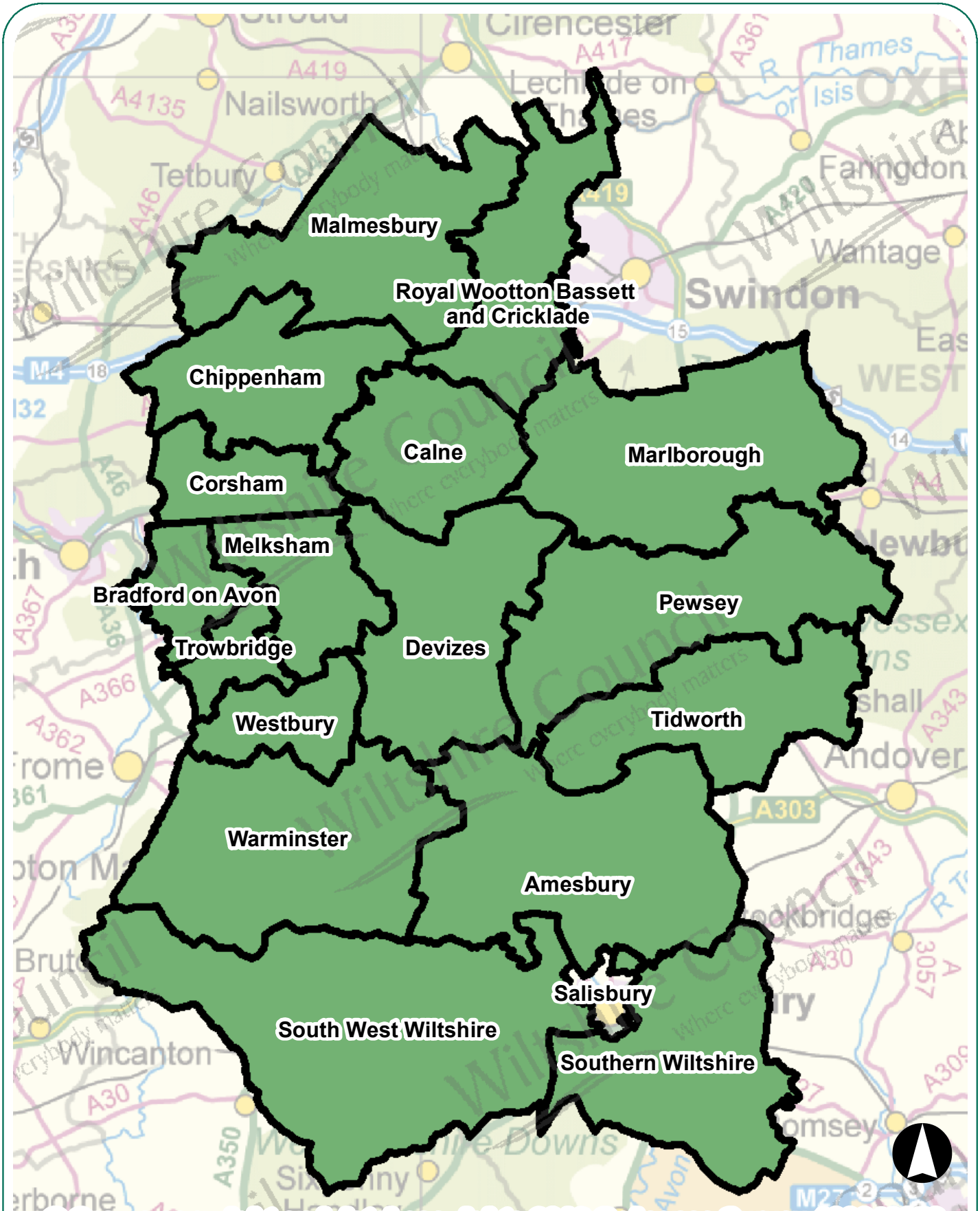
July 2016
Total No of Defects = 0



August 2016
Total No of Defects = 6

Wiltshire Council
Where everybody matters

Salisbury Area Board
Highway Information



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Salisbury Area Board Highway Information

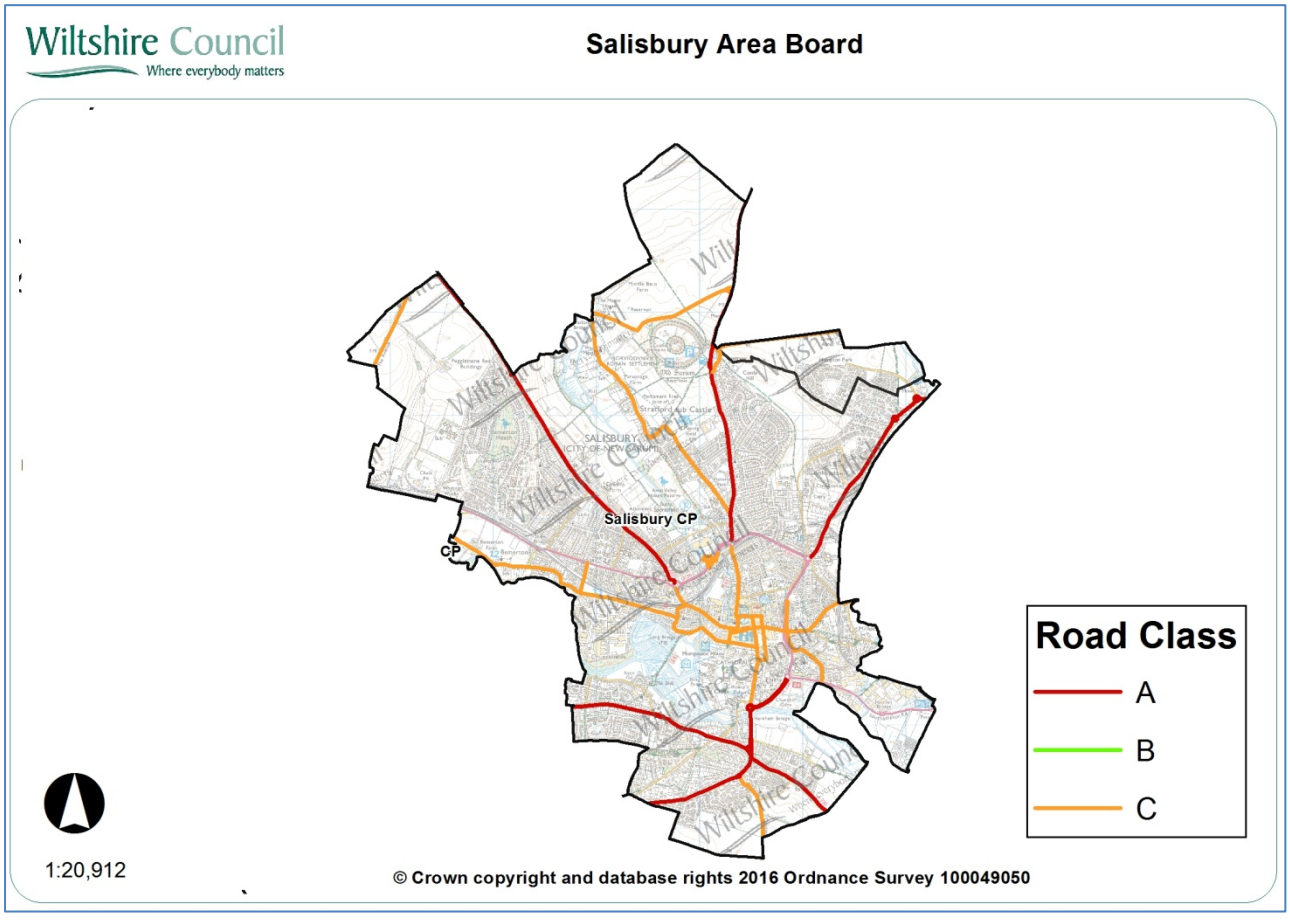
Introduction

This document summarises highway information for your area board. It lists the recent highway and related work carried out by Wiltshire Council, including the road resurfacing carried out during the first two years of the 'Local Highways Investment Fund 2014 – 2020', and includes other information which should be of interest.

Further information on the Council's activities is available at the website www.wiltshire.gov.uk. If you wish to report a specific highway issue please use My Wiltshire. Details are provided at the end of this document.

Parishes in the community area are:

Salisbury (including part of Laverstock & Ford)



Network statistics in your area

Road length by class

Road type	Urban (km)	Rural (km)
A Class Roads	14.29	1.36
B Class Roads	0	0
C Class Roads	13.97	3.1
Unclassified Roads	99.18	0.8
Total	**127.44**	**5.26**
	Overall Total	**132.7**

The council categorises its roads to reflect their importance. This enables an effective assignment of highway inspection frequencies and maintenance standards.

Highway assets in your area

The council keeps an inventory of its highway assets in order to assist planning its highway maintenance. Important statistics relating to your board area are:

Asset Type	Measure
Carriageway	132.7 km
Footways adjacent to road	212 km
Footways (linked)	24.51 km
White road centre lines	89 km
Road kerbs	221 km
Grass verge (maintained)	92 km
Drainage grips	83 number
Drainage pipe grips	8 number
Drainage gullies	5, 492 number
Road signs	2, 817number
Street lights	1, 424 number

Major highway maintenance

Road resurfacing

Wiltshire has over 3,000 miles of road. The Council's 'Local Highways Investment Fund 2014 – 2020' is making a massive investment to improve the condition of the roads in Wiltshire over six years. The programme of work started in April 2014, and is designed and supervised by the Council's consultants Atkins, with the work carried out by our main highway contractors Tarmac and Eurovia.

The work carried out in the first two years of the programme has improved a considerable number of the roads in previously poor condition. The locations of sites treated in recent years are shown below.

Carriageway repairs

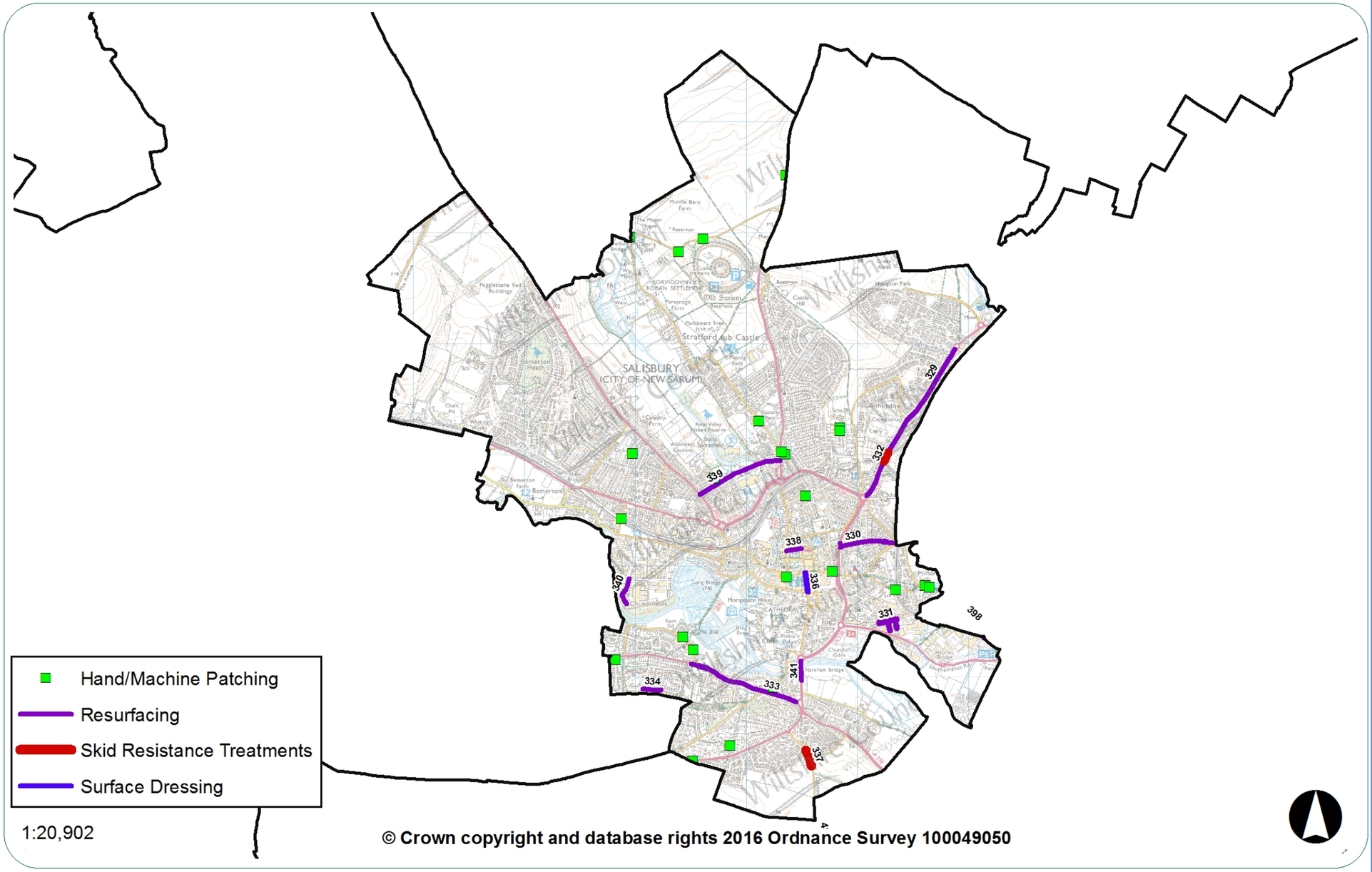
As well as resurfacing roads other works are undertaken to make localised repairs to keep the roads safe. The works undertaken in your area since 2014 are shown on the map below.

The wet winter and flooding in previous years has resulted in substantial damage to the road network. It is important that serious defects are treated promptly to keep the roads safe. The Council currently operates four Pothole teams that respond to urgent issues to keep the roads safe.

Plan showing major maintenance schemes & hand/machine patching sites completed since 2014

Wiltshire Council
Where everybody matters

Salisbury Area Board



1:20,902

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Major maintenance completed since 2014

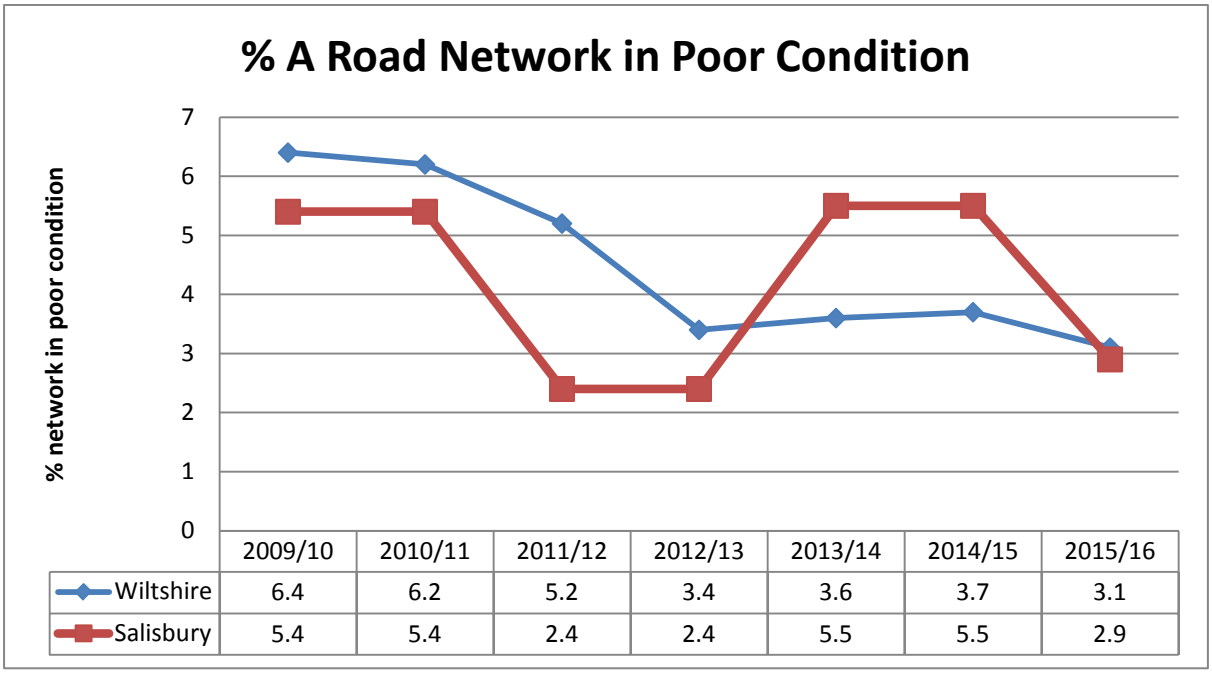
No	Location	Works
329	A30 London Road Salisbury - St Marks Roundabout to St Thomas Roundabout	Resurfacing
330	Kelsey Road	Resurfacing
331	Waterloo Road	Resurfacing
332	Weeping Cross Rbt To Bishopdown Rbt	Skid Resistance Improvements
333	A3094 Netherhampton Road, Salisbury	Resurfacing
334	Sussex Road, Salisbury	Resurfacing
335	Catherine Street, Salisbury	Resurfacing
336	Salisbury - C370 Catherine Street, Salisbury	Surface Dressing
337	Rowbarrow, Salisbury	Skid Resistance Improvements
338	Chipper Lane Salisbury	Resurfacing
339	Ashley Road/ Butts Road, Salisbury	Resurfacing
340	Brunel road, Salisbury	Resurfacing
341	New Bridge Road, Salisbury	Resurfacing

Highway conditions and technical surveys in your area

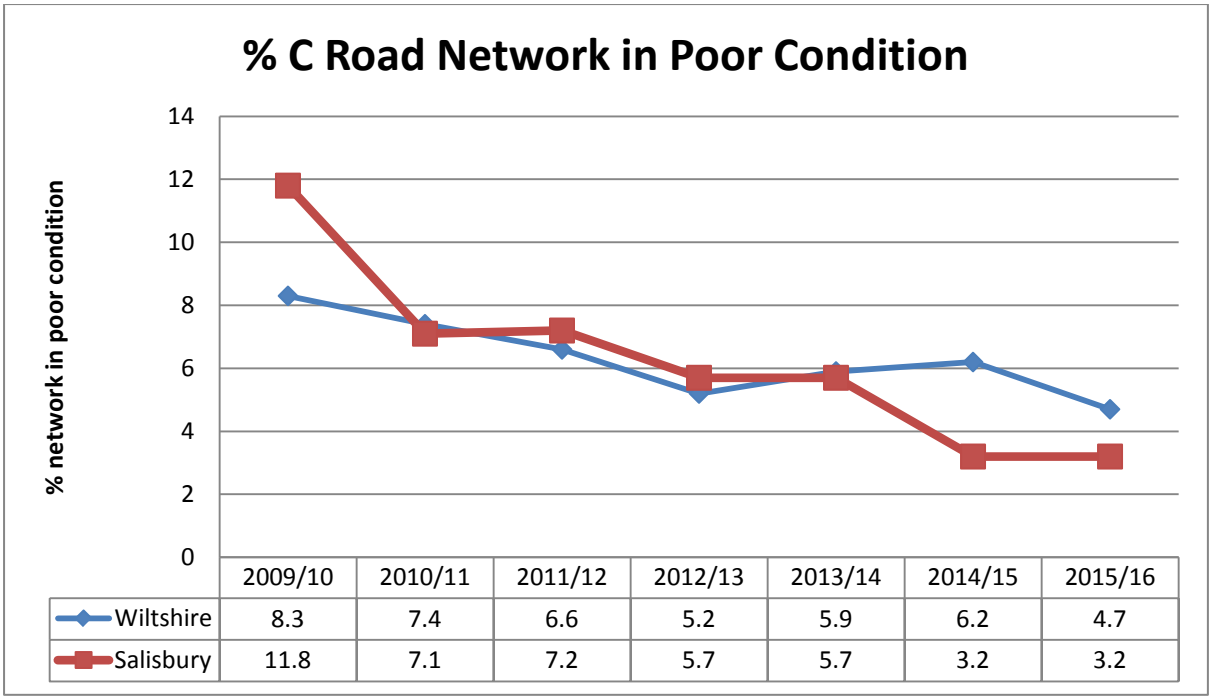
Roads deteriorate in condition because of various factors, including traffic volumes, ground conditions, and weather and drainage issues. Technical surveys of the condition of the highway network are carried out annually and the information is used to help prioritise schemes. Road safety is the priority, and maintaining adequate skid resistance on the busy high speed roads is vital.

The surveys include the use of a vehicle equipped with lasers and cameras to record road surface condition, which allows us to report on road conditions to the Department for Transport and to prioritise maintenance work. Other surveys include measuring skid resistance on the busier roads.

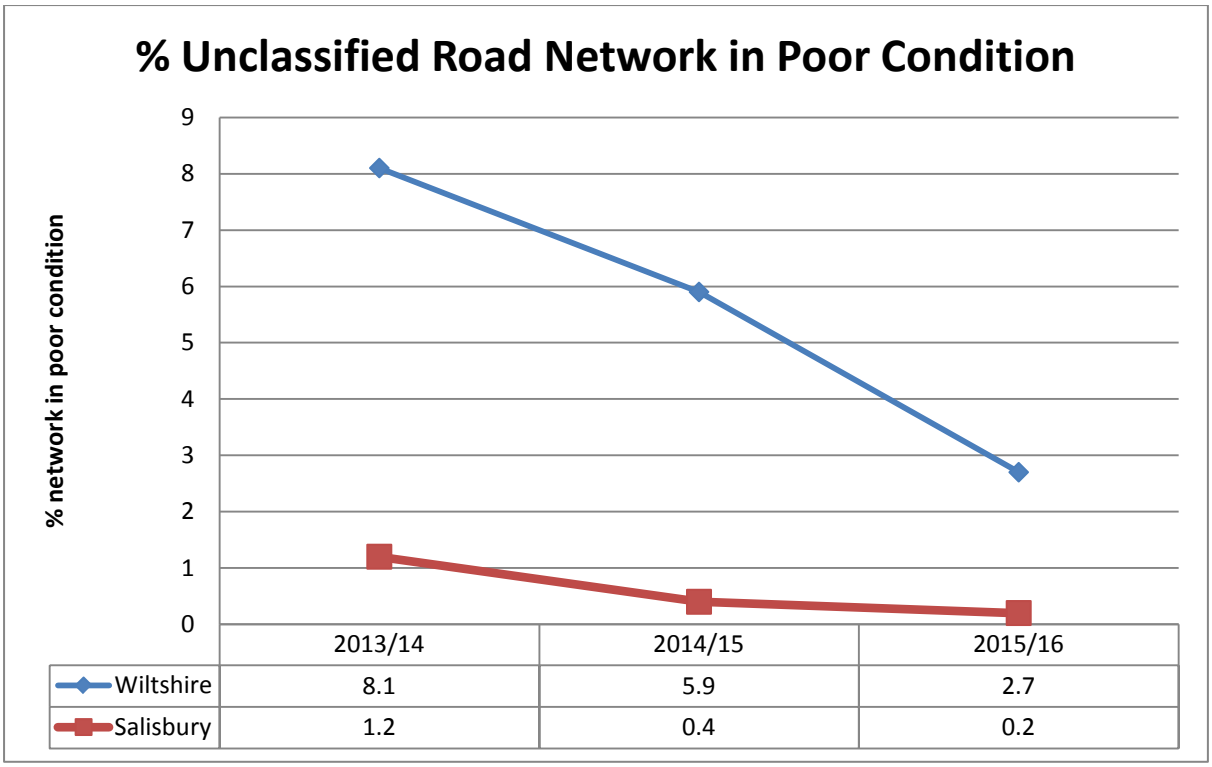
The road conditions in your area are shown below. It should be noted that low numbers are good because it indicates that less road length should be considered for treatment. More detailed information is shown in Appendix A.



	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	6.4	6.2	5.2	3.4	3.6	3.7	3.1
Salisbury	5.4	5.4	2.4	2.4	5.5	5.5	2.9



	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	8.3	7.4	6.6	5.2	5.9	6.2	4.7
Salisbury	11.8	7.1	7.2	5.7	5.7	3.2	3.2



	2013/14	2014/15	2015/16
Wiltshire	8.1	5.9	2.7
Salisbury	1.2	0.4	0.2

Integrated transport, bridge and drainage works

Integrated transport

The Council's traffic engineering team work with our contractors to plan and deliver a range of projects to the local community, most notably through the Area Boards and Community Area Transport Groups (CATGs). The schemes range in size and complexity from simple sign installation through to more complex road safety and improvement schemes.

Bridges

The Council regularly inspects its bridges and other highway structures. There is a programme of renewal and refurbishment works to keep them in good condition, as well as having to respond to damage caused by collisions.

Drainage

Programmes of drainage investigations, repairs and flood alleviation schemes are undertaken throughout the year, but the flooding in recent years has meant that there has been a need to respond immediately to flooding issues, as well as dealing with previously identified problem sites. The drainage improvement and flood alleviation work is co-ordinated through the Council's Operational Flood Working Groups that include the Environment Agency, Wessex Water, other organisations and stakeholders.

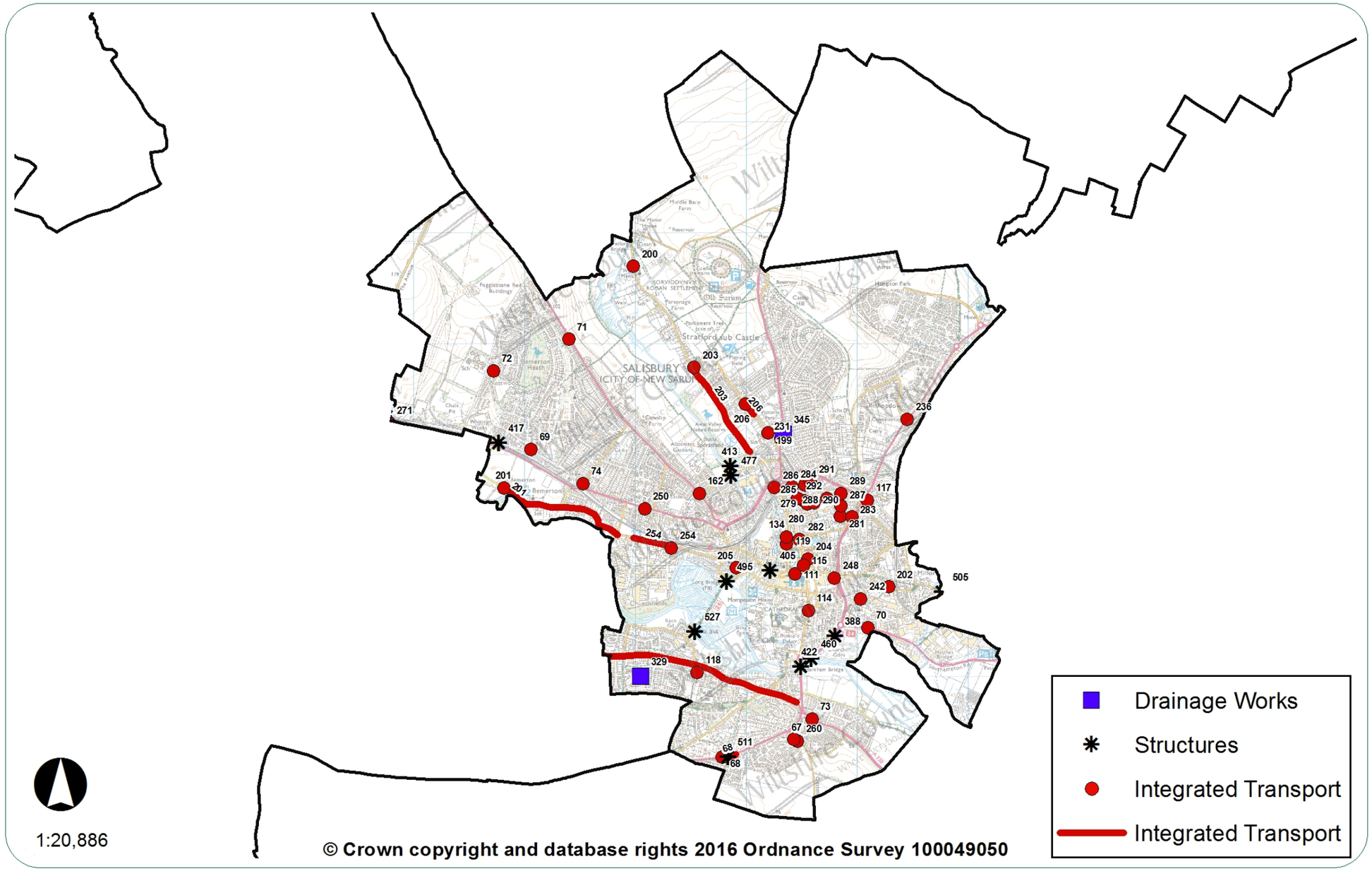
Recent work in your area

The Integrated Transport, Bridge and Drainage schemes carried out in your area since 2015 are listed below.

Plan showing completed integrated transport, bridge and drainage schemes since 2015

Wiltshire Council
Where everybody matters

Salisbury Area Board



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Integrated transport schemes since 2015

No	Location	Description
199	Stratford Road, Salisbury	Pedestrian crossing at South Wilts Grammar School
200	Stratford	Statford Sub castle village gates
201	Salisbury	Lower Bemerton 20mph speed limit implementation
202	Salisbury	Shady Bower 20mph speed limit implementation
203	Salisbury	Avon Valley Path improved cycleroute signs
204	Salisbury	Winchester street relocation of signs
205	Salisbury	Harcourt Terrace improved cycle route signs
206	Salisbury	Stratford Road tree bypasses
231	A345 Salisbury	Castle Road / Cornwall Road
236	A30 Barrington Road	Substantive Scheme A30 Barrington Road signals
242	Salisbury	St Martin's build out on Tollgate Road
248	Salisbury	Culver street car park additional cycle route signs
250	Salisbury	Charnwood Road private road sign
254	Salisbury	Churchfields ind est weight limit signs
260	Salisbury	Coombe Road / Odstock Road - direction signs
279	Salisbury	Residents parking zone A Salisbury - removal of NWAAT signs Albany Road
280	Salisbury	Residents parking zone A Salisbury - removal of NWAAT signs Belle Vue Road
281	Salisbury	Residents parking zone A Salisbury - removal of NWAAT signs College Street
282	Salisbury	Residents parking zone A Salisbury - removal of NWAAT signs Endless Street
283	Salisbury	Residents parking zone A Salisbury - removal of NWAAT signs Estcourt Street
284	Salisbury	Residents parking zone A Salisbury - removal of NWAAT signs Hamilton Road
285	Salisbury	Residents parking zone A Salisbury - removal of

		NWAAT signs Marlborough Road
286	Salisbury	Residents parking zone A Salisbury - removal of NWAAT signs Nelson road
287	Salisbury	Residents parking zone A Salisbury - removal of NWAAT signs Park Street
288	Salisbury	Residents parking zone A Salisbury - removal of NWAAT signs Queens Road
289	Salisbury	Residents parking zone A Salisbury - removal of NWAAT signs St Mark's Road
290	Salisbury	Residents parking zone A Salisbury - removal of NWAAT signs Swaynes Close
291	Salisbury	Residents parking zone A Salisbury - removal of NWAAT signs Woodstock Road
292	Salisbury	Residents parking zone A Salisbury - removal of NWAAT signs Wyndham Road
67	Salisbury	Odstock Road Ridings Mead crossing point
68	Salisbury	Coombe Road pedestrian crossing warning signs
69	Salisbury	Bus shelter improvements various locations Pembroke Rd
70	Salisbury	Bus shelter improvements various locations Southampton Rd
71	Salisbury	Bus shelter improvements various locations Devizes rd
72	Salisbury	Bus shelter improvements various locations Westwood Rd
73	Salisbury	London road / Downton road cycle awareness at Filling stations
74	Salisbury	Roman Road Pembroke road amendments to traffic island
111	Salisbury	Salisbury New Canal - Loading & Bus Parking Signs
114	Salisbury	Exeter Street TTRO coach parking
115	Salisbury	Queen Street Salisbury
117	Salisbury	Chafyn Grove school direction signs
118	Salisbury	Parsonage Green waiting restrictions

119	Salisbury	Castle Street bus stop flag pole
134	Salisbury	Castle Street erection of sign post and loading only sign
162	Salisbury	Various roads - directions signs to Five Rivers Campus

Bridge schemes since 2014

No	Location	Description
388	Salisbury	Greyfriars Subway ongoing maintenance
405	Salisbury	Fisherton St Bridge Salisbury, Trial holes
413	Salisbury	Summerlock Head Footbridge, Replacement Works
417	Bemerton	Incursion work - Pullman Drive
422	Salisbury	New Bridge Harnham Trial Holes for joints
460	Salisbury	Churchil Gardens South, Repair / strengthen parapet
477	Salisbury	Ashley Road Bridge parapet repairs
495	Salisbury	Long Bridge, Approach rail replacement works
505	Laverstock & Ford	Milford Mill Bridge pilaster repair
511	Salisbury	Coombe Road, Post and handrail replacement
527	Salisbury	Harnham Mill

Drainage works since 2015

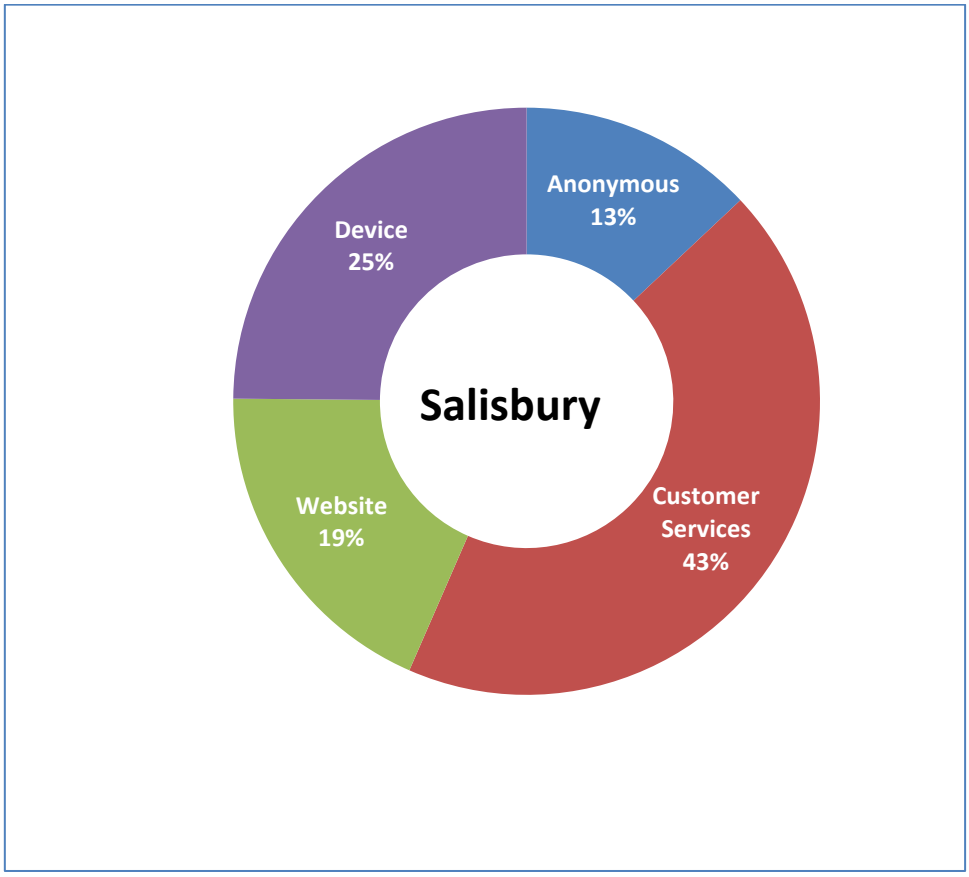
No	Location	Description
329	Salisbury	New parking bays and upgrade to SW system
345	Salisbury	New Gully and connecting pipework

My Wiltshire

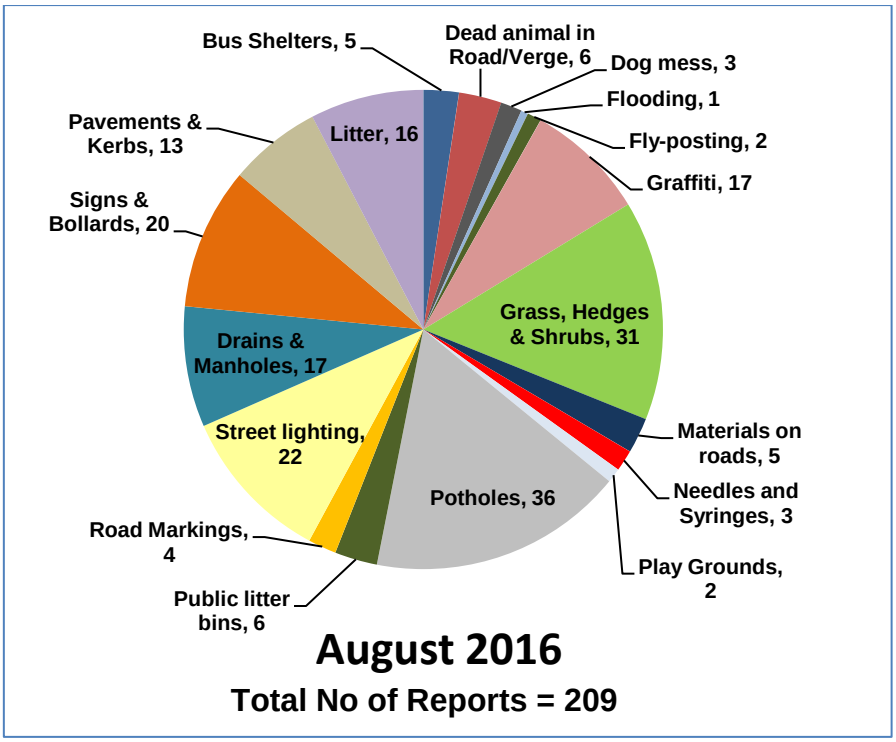
My Wiltshire provides an easy way to report highway issues, including using the Council's website. We have an app so you can report on the go using your smartphone. The My Wiltshire app is available to download at both the App Store (for iPhones and iPads), from Google Play™ (for Android phones) and Windows Store. You can attach information such as photos or videos and pinpoint the location of your report using the mapping software on your phone.

A summary of recent reports in your area is shown below, and further details are shown in Appendix B.

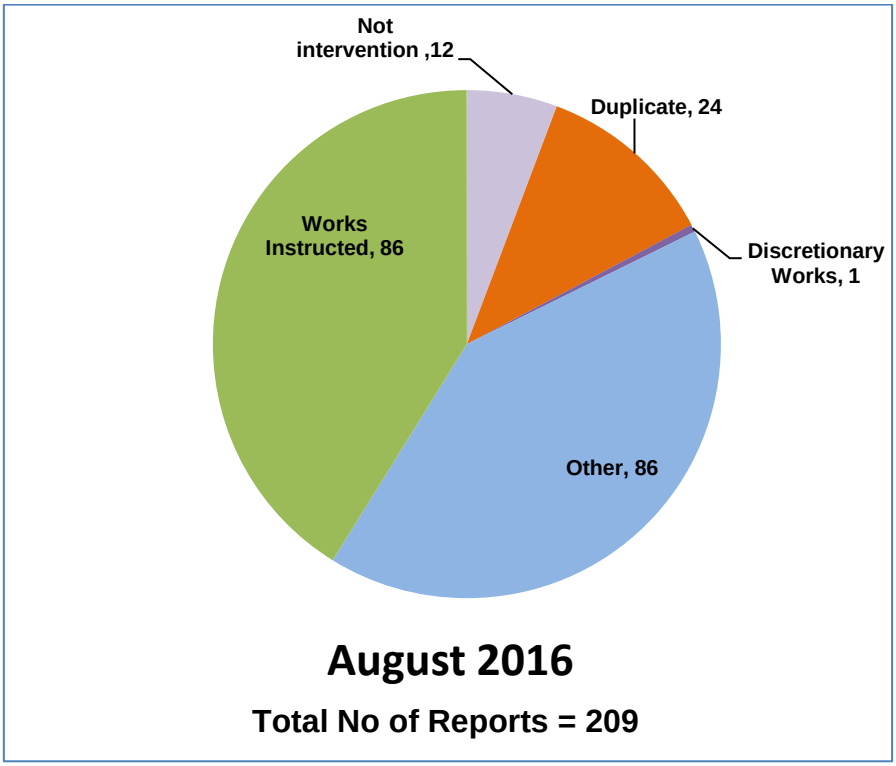
Customer reporting methods in your area



Customer reports in your area for the month of August 2016



Actions following recent reports in your area



Action definitions

1. **Not Intervention** – the technician has attended site and classified the defect as not meeting intervention levels as per the Highway Inspection Manual 2013 or in the case of streetscene reports, service level agreements.

2. **Duplicate** – a report has already been received in relation to this issue and a works instruction has previously been passed to the contractor to undertake a repair/carry out the necessary works.

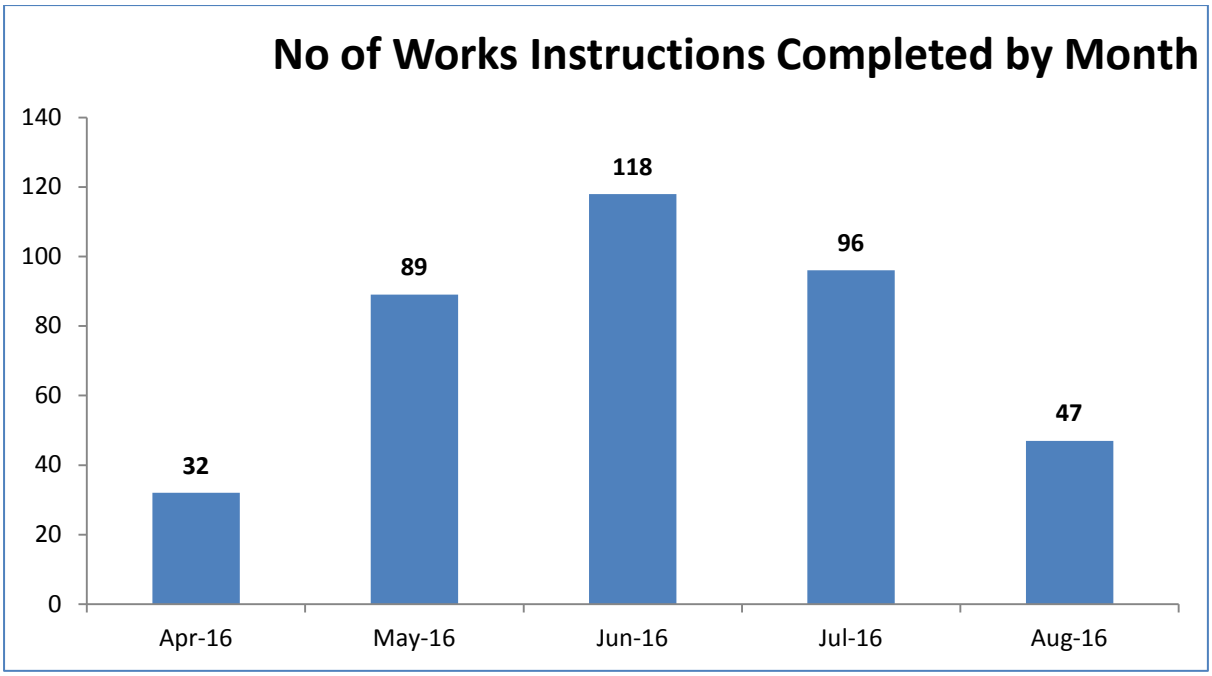
3. **Under Investigation** – this issue is currently with a Highways technician or engineer – they may be awaiting information from the customer or the issue requires further investigation e.g. wet weather inspection, drainage survey, exploratory excavation, ownership query.

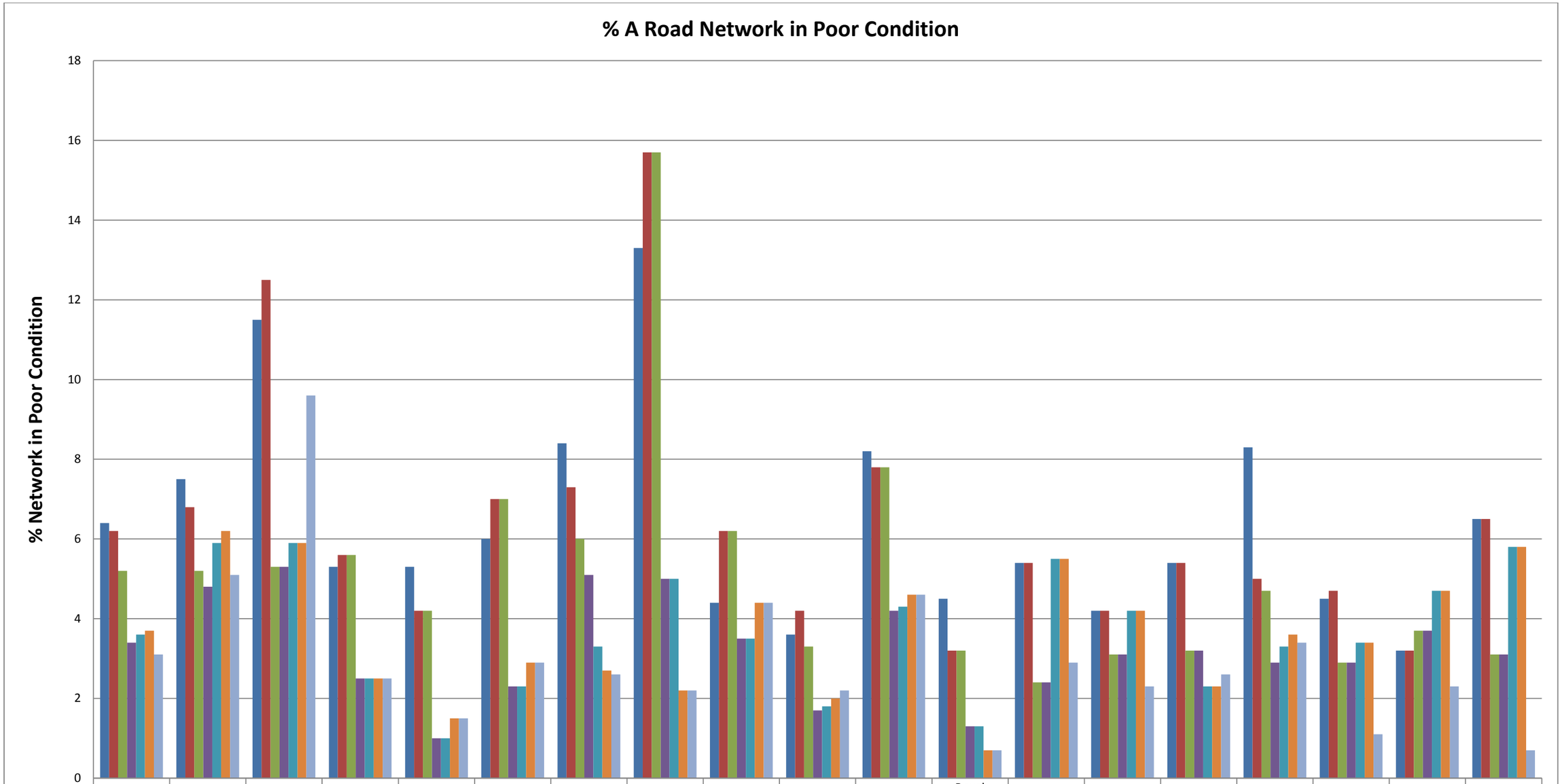
4. **Discretionary works** – this issue is not a highway safety issue and has been identified as one which falls within the remit of the parish steward scheme.

5. **Other** – the issue has been identified as one which does not require any action by Local Highways. This could be for a number of reasons –
   - the report has been cancelled by the user,
   - there is insufficient information provided to assess the issue and the customer has not provided contact details,
   - the issue is not the responsibility of Wiltshire Council e.g. un-adopted highway, gas/electricity/telephone/water/cable company, Highways England, housing association,
   - the technician attended site and nothing was found at the stated location
   - the issue has been passed to another service within Wiltshire Council e.g. rights of way, bridges.

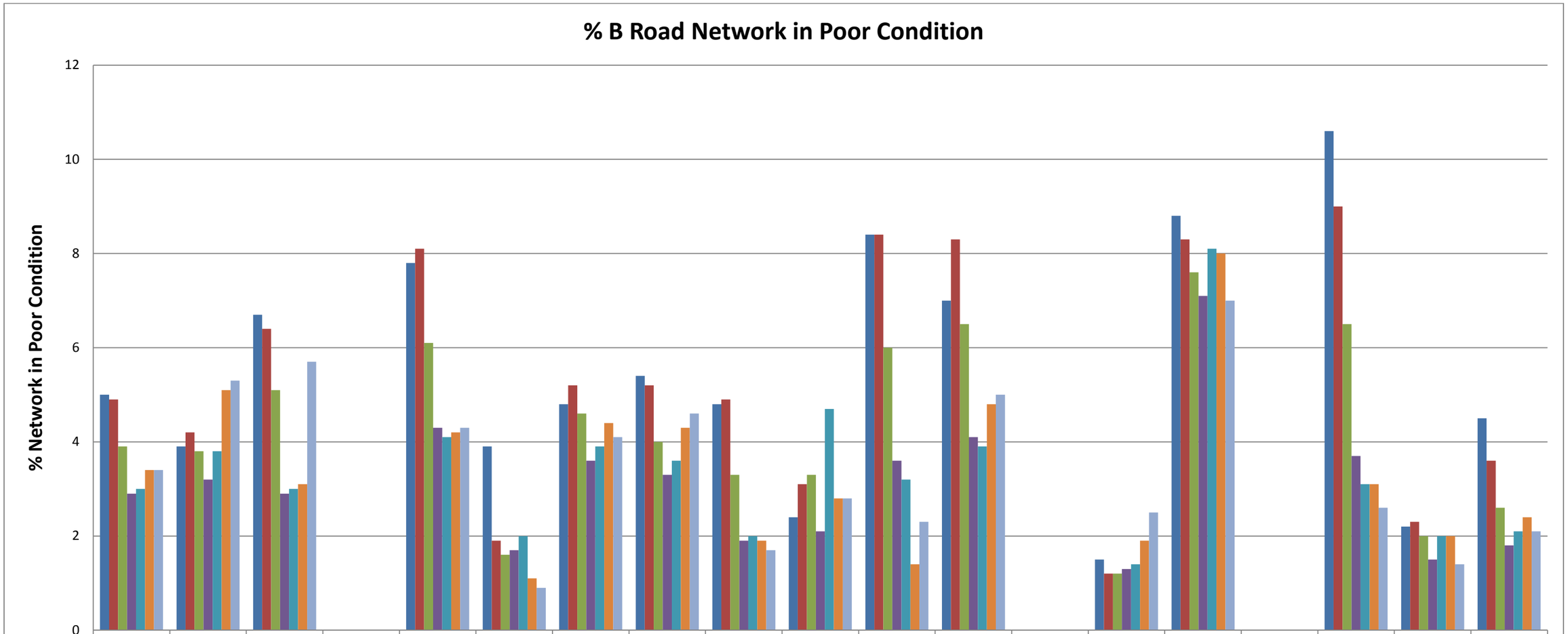
6. **Works Instructed** – the technician has assessed the issue as requiring works to be carried out and has either dealt with the issue personally or has referred it to the contractor for repair.

Highway defects completed in your area in recent months

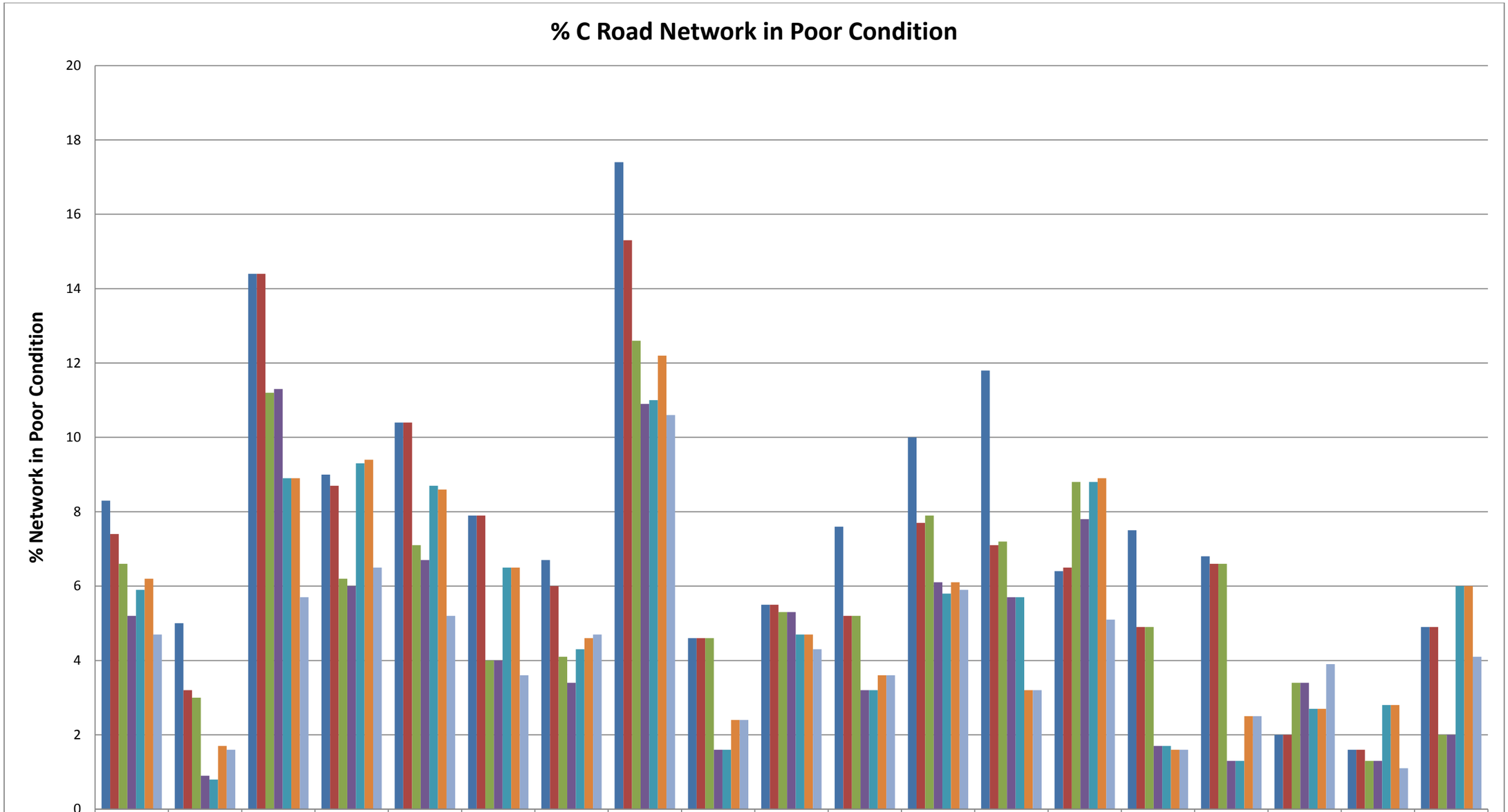




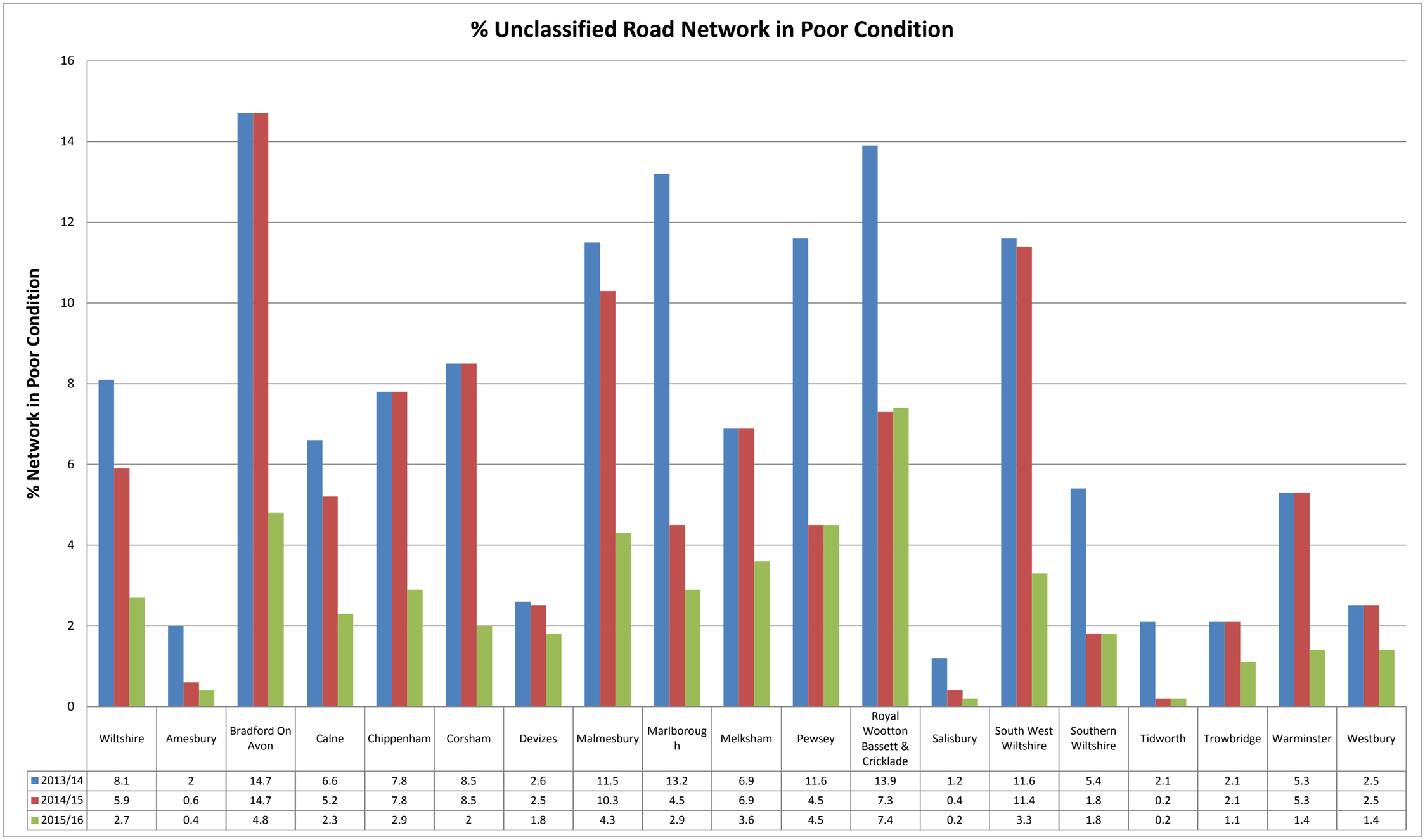
	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	6.4	7.5	11.5	5.3	5.3	6	8.4	13.3	4.4	3.6	8.2	4.5	5.4	4.2	5.4	8.3	4.5	3.2	6.5
2010/11	6.2	6.8	12.5	5.6	4.2	7	7.3	15.7	6.2	4.2	7.8	3.2	5.4	4.2	5.4	5	4.7	3.2	6.5
2011/12	5.2	5.2	5.3	5.6	4.2	7	6	15.7	6.2	3.3	7.8	3.2	2.4	3.1	3.2	4.7	2.9	3.7	3.1
2012/13	3.4	4.8	5.3	2.5	1	2.3	5.1	5	3.5	1.7	4.2	1.3	2.4	3.1	3.2	2.9	2.9	3.7	3.1
2013/14	3.6	5.9	5.9	2.5	1	2.3	3.3	5	3.5	1.8	4.3	1.3	5.5	4.2	2.3	3.3	3.4	4.7	5.8
2014/15	3.7	6.2	5.9	2.5	1.5	2.9	2.7	2.2	4.4	2	4.6	0.7	5.5	4.2	2.3	3.6	3.4	4.7	5.8
2015/16	3.1	5.1	9.6	2.5	1.5	2.9	2.6	2.2	4.4	2.2	4.6	0.7	2.9	2.3	2.6	3.4	1.1	2.3	0.7



	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	5	3.9	6.7	0	7.8	3.9	4.8	5.4	4.8	2.4	8.4	7	0	1.5	8.8	0	10.6	2.2	4.5
2010/11	4.9	4.2	6.4	0	8.1	1.9	5.2	5.2	4.9	3.1	8.4	8.3	0	1.2	8.3	0	9	2.3	3.6
2011/12	3.9	3.8	5.1	0	6.1	1.6	4.6	4	3.3	3.3	6	6.5	0	1.2	7.6	0	6.5	2	2.6
2012/13	2.9	3.2	2.9	0	4.3	1.7	3.6	3.3	1.9	2.1	3.6	4.1	0	1.3	7.1	0	3.7	1.5	1.8
2013/14	3	3.8	3	0	4.1	2	3.9	3.6	2	4.7	3.2	3.9	0	1.4	8.1	0	3.1	2	2.1
2014/15	3.4	5.1	3.1	0	4.2	1.1	4.4	4.3	1.9	2.8	1.4	4.8	0	1.9	8	0	3.1	2	2.4
2015/16	3.4	5.3	5.7	0	4.3	0.9	4.1	4.6	1.7	2.8	2.3	5	0	2.5	7	0	2.6	1.4	2.1



	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	8.3	5	14.4	9	10.4	7.9	6.7	17.4	4.6	5.5	7.6	10	11.8	6.4	7.5	6.8	2	1.6	4.9
2010/11	7.4	3.2	14.4	8.7	10.4	7.9	6	15.3	4.6	5.5	5.2	7.7	7.1	6.5	4.9	6.6	2	1.6	4.9
2011/12	6.6	3	11.2	6.2	7.1	4	4.1	12.6	4.6	5.3	5.2	7.9	7.2	8.8	4.9	6.6	3.4	1.3	2
2012/13	5.2	0.9	11.3	6	6.7	4	3.4	10.9	1.6	5.3	3.2	6.1	5.7	7.8	1.7	1.3	3.4	1.3	2
2013/14	5.9	0.8	8.9	9.3	8.7	6.5	4.3	11	1.6	4.7	3.2	5.8	5.7	8.8	1.7	1.3	2.7	2.8	6
2014/15	6.2	1.7	8.9	9.4	8.6	6.5	4.6	12.2	2.4	4.7	3.6	6.1	3.2	8.9	1.6	2.5	2.7	2.8	6
2015/16	4.7	1.6	5.7	6.5	5.2	3.6	4.7	10.6	2.4	4.3	3.6	5.9	3.2	5.1	1.6	2.5	3.9	1.1	4.1



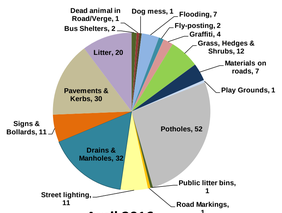
	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2013/14	8.1	2	14.7	6.6	7.8	8.5	2.6	11.5	13.2	6.9	11.6	13.9	1.2	11.6	5.4	2.1	2.1	5.3	2.5
2014/15	5.9	0.6	14.7	5.2	7.8	8.5	2.5	10.3	4.5	6.9	4.5	7.3	0.4	11.4	1.8	0.2	2.1	5.3	2.5
2015/16	2.7	0.4	4.8	2.3	2.9	2	1.8	4.3	2.9	3.6	4.5	7.4	0.2	3.3	1.8	0.2	1.1	1.4	1.4

Appendix B: My Wiltshire Statistics

Wiltshire Council
Where everybody matters

Salisbury Area Board

Customer Reported Issues



April 2016
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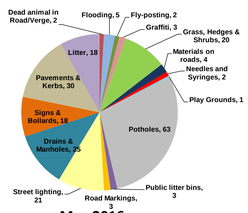

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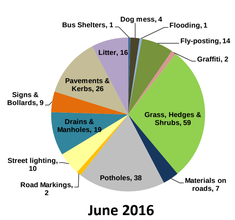

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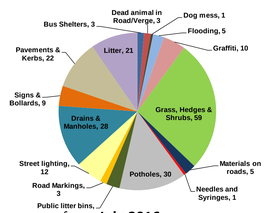

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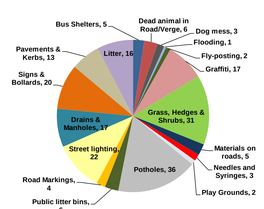
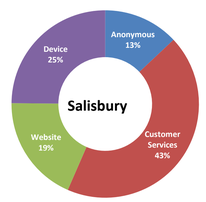
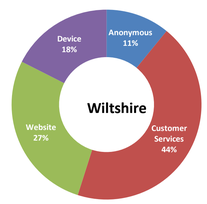


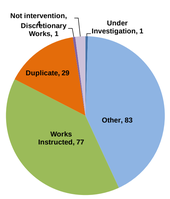
August 2016
Total No of Reports = 209

Reporting Channels





Customer Call Outcomes



April 2016
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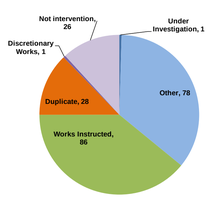

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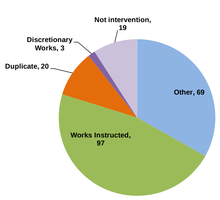

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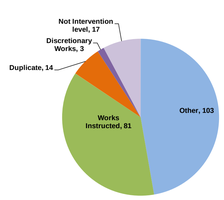

July 2016
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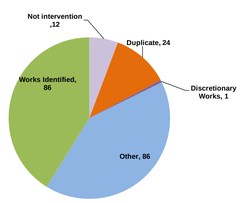
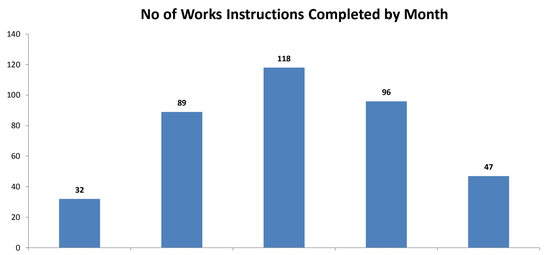
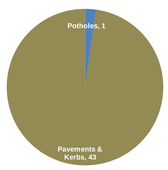


August 2016
Total No of Reports = 209

Completed in Month



Safety Inspections



April 2016
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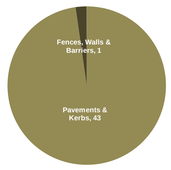

May 2016
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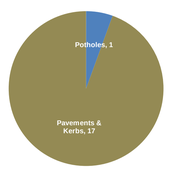

June 2016
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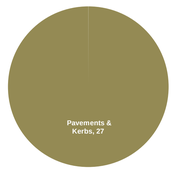

July 2016
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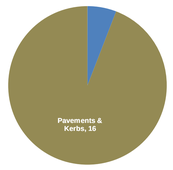
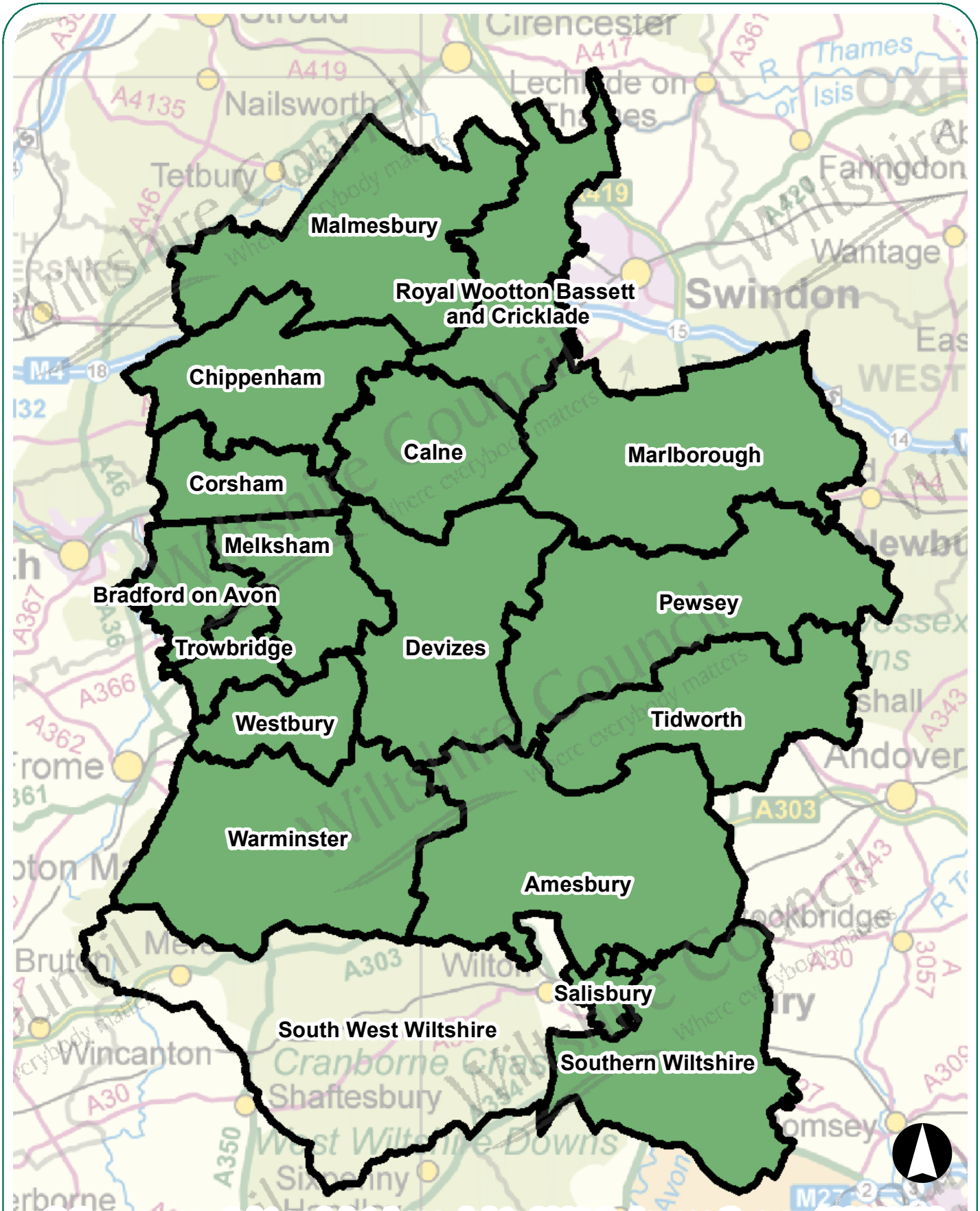


August 2016
Total No of Defects = 17

South West Wiltshire Area Board
Highway Information

Wiltshire Council
Where everybody matters



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South West Wiltshire Area Board Highway Information

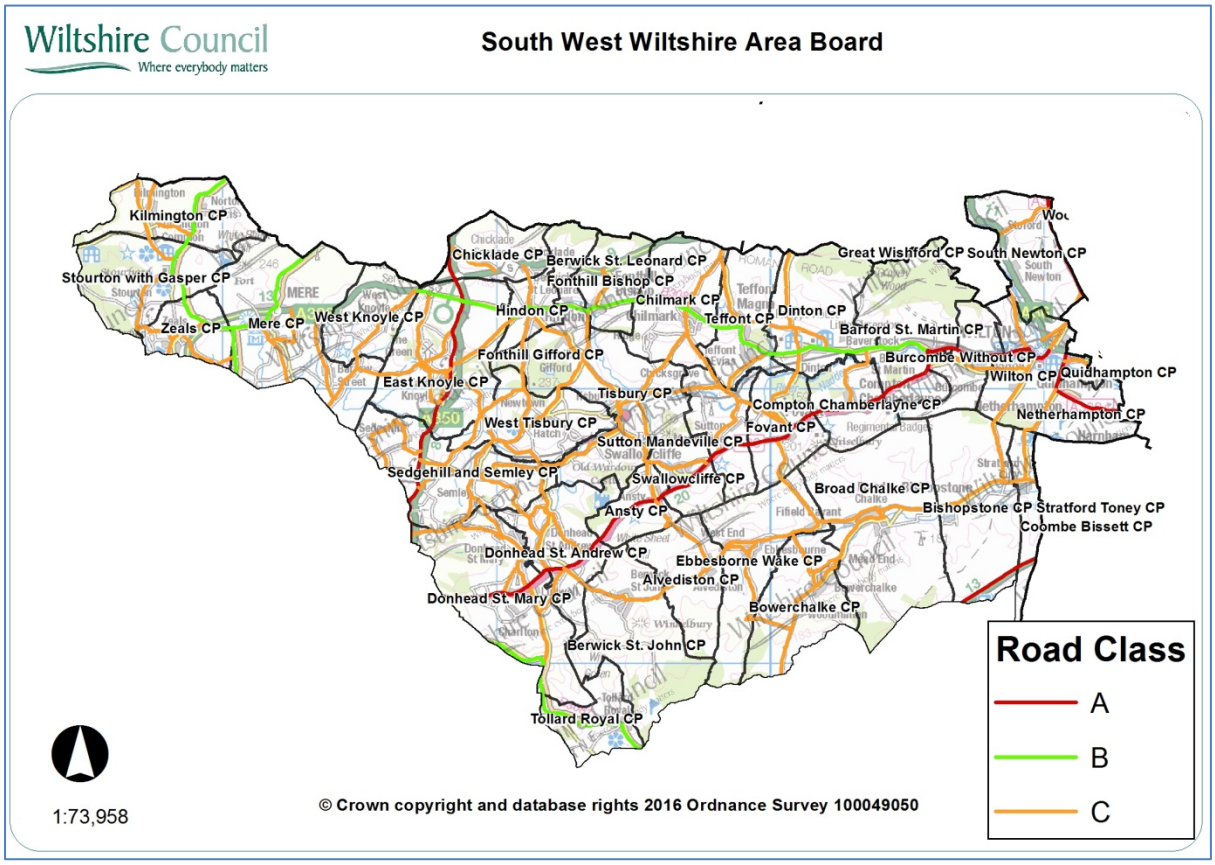
Introduction

This document summarises highway information for your area board. It lists the recent highway and related work carried out by Wiltshire Council, including the road resurfacing carried out during the first two years of the 'Local Highways Investment Fund 2014 – 2020', and includes other information which should be of interest.

Further information on the Council's activities is available at the website www.wiltshire.gov.uk. If you wish to report a specific highway issue please use My Wiltshire. Details are provided at the end of this document.

Parishes in the community area are:

Ansty, Wilton, Netherhampton, Berwick St John, Quidhampton, South Newton, Berwick St Leonard, Chicklade, Bower Chalke, Broad Chalke, Chilmark, Donhead St Andrew, Bishopstone, Stratford Toney, Teffont, Dinton, Compton Chamberlayne, Barford St Martin, Burcombe Without, Donhead St Mary, Alvediston, Ebbesbourne Wake, East Knoyle, Fonthill Bishop, Fonthill Gifford, Fovant, Hindon, Kilmington, Mere, Sedgehill & Semley, Stourton With Gasper, Sutton Mandeville, Swallowcliffe, Tisbury, Tollard Royal, West Knoyle, West Tisbury, Zeals



Network statistics in your area

Road length by class

Road type	Urban (km)	Rural (km)
A Class Roads	8.45	36.9
B Class Roads	8.05	35.16
C Class Roads	43.00	191.48
Unclassified Roads	52.13	153.43
Total	**111.63**	**416.97**
	Overall Total	**528.6**

The council categorises its roads to reflect their importance. This enables an effective assignment of highway inspection frequencies and maintenance standards.

Highway assets in your area

The council keeps an inventory of its highway assets in order to assist planning its highway maintenance. Important statistics relating to your board area are:

Asset Type	Measure
Carriageway	528.6 km
Footways adjacent to road	76 km
Footways (linked)	6.76 km
White road centre lines	147 km
Road kerbs	137 km
Grass verge (maintained)	941 km
Drainage grips	2, 491 number
Drainage pipe grips	147 number
Drainage gullies	4, 663 number
Road signs	3, 347number
Street lights	1, 407 number

Major highway maintenance

Road resurfacing

Wiltshire has over 3,000 miles of road. The Council's 'Local Highways Investment Fund 2014 – 2020' is making a massive investment to improve the condition of the roads in Wiltshire over six years. The programme of work started in April 2014, and is designed and supervised by the Council's consultants Atkins, with the work carried out by our main highway contractors Tarmac and Eurovia.

The work carried out in the first two years of the programme has improved a considerable number of the roads in previously poor condition. The locations of sites treated in recent years are shown below.

Carriageway repairs

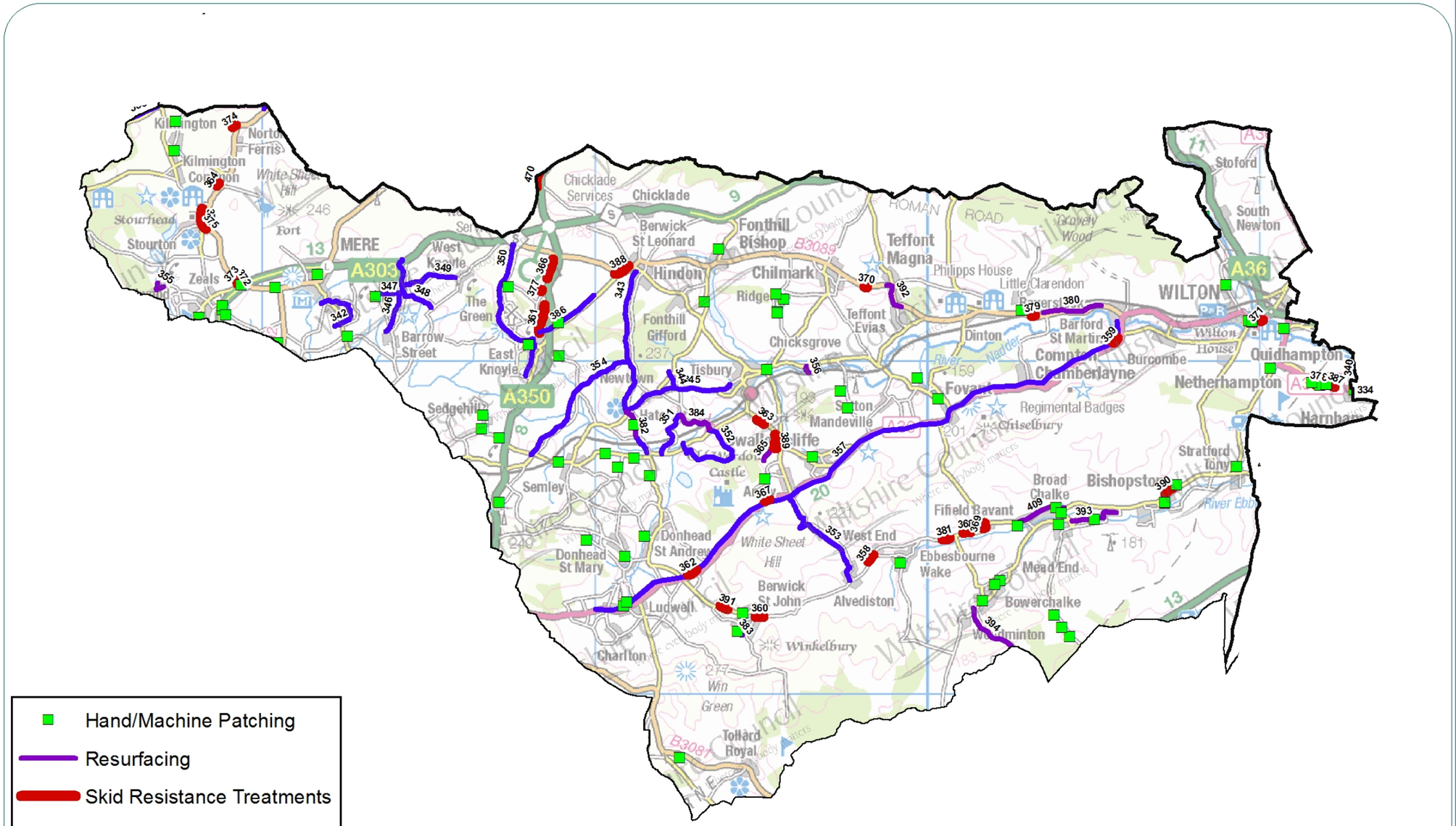
As well as resurfacing roads other works are undertaken to make localised repairs to keep the roads safe. The works undertaken in your area since 2014 are shown on the map below.

The wet winter and flooding in previous years has resulted in substantial damage to the road network. It is important that serious defects are treated promptly to keep the roads safe. The Council currently operates four Pothole teams that respond to urgent issues to keep the roads safe.

Plan showing major maintenance schemes & hand/machine patching sites completed since 2014

Wiltshire Council
Where everybody matters

South West Wiltshire Area Board



Hand/Machine Patching
Resurfacing
Skid Resistance Treatments
Surface Dressing

1:73,958

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Major maintenance completed since 2014

No	Location	Works
342	Shaftesbury Road northeast to Limpers Hill into Southbrook to junction Shaftesbury Road	Surface Dressing
343	Share Corner junct of Batch Cott crossroads. Bratch Farm, Pythouse Farm, Mockeny Wood, High St	Surface Dressing
344	Hatch Lane north to y junction north of Upper Lawn Barn	Surface Dressing
345	Hatch Lane, Newtown to Tuckingmil junction with Monmouth Road	Surface Dressing
346	Barrow Street Lane, Barrow Street	Surface Dressing
347	Six Acre Lane, Barrow Street	Surface Dressing
348	Bottom of Chadenwick Hill, Six Acre Lane south into Six Acre lane to junction The Street	Surface Dressing
349	The Middles east to The Street West Knoyle	Surface Dressing
350	Shaftesbury Road north to junction B3089	Surface Dressing
351	Share lane to Hazeldon	Surface Dressing
352	Nightingale Lane to junction Hazeldon Lane	Surface Dressing
353	Ansty Pond southeast C315 to Crockerton Firs to southeast C315 to Alvediston	Surface Dressing
354	Tokes Lane,Semley into Kinghay northeast C309 to Mockeny Wood	Surface Dressing
355	Fordswater	Resurfacing
356	Quarry Lane, Lower Chicksgrove	Resurfacing
357	Rural A30 from County Boundary to Barford St Martin	Surface Dressing
358	Top Road, Ebbesbourne Wake	Skid Resistance Improvements
359	C338 (C/Chamberlayne) To C325 (Burcombe)	Skid Resistance Improvements
360	30 Mph Berwick St John To Unclassified Road Trow Down	Skid Resistance Improvements
456	B3092 junction with Rodmead Farm Lane north to Church Street, Maiden Bradley	Surface Dressing
361	A350 Warminster Hollow, East Knoyle	Skid Resistance Improvements
362	Whitesand Cross To Sands Lane	Skid Resistance Improvements

No	Location	Works
363	Jobbers Lane, Tisbury	Skid Resistance Improvements
364	C55 Stourton Lane To C341	Skid Resistance Improvements
365	Squalls Lane	Resurfacing
366	C305 (To Milton) To B3089 (To Mere)	Skid Resistance Improvements
367	Horwood Lodge To Ansty Road	Skid Resistance Improvements
368	C326 Stowford Birdge To C64 Fifield Bavant	Skid Resistance Improvements
369	C326 Stowford Bridge To C64 Fifield Bavant	Skid Resistance Improvements
370	UC To Cleeve Farm To 30mph Teffont Magna	Skid Resistance Improvements
371	North St To Wilton Rbt.	Skid Resistance Improvements
372	C/L Slip To A303 To B3092 T Junction (Zeals)	Skid Resistance Improvements
373	C/L Slip To A303 To B3092 T Junction (Zeals)	Skid Resistance Improvements
374	Coombe Barn Lane To 30mph Maiden Bradley	Skid Resistance Improvements
375	C278 High Street To C55 Stourton Lane	Skid Resistance Improvements
376	Junction with High Street, Stourton	Skid Resistance Improvements
377	C305 (To Milton) To B3089 (To Mere)	Skid Resistance Improvements
378	2nd Exit From Netherhampton To Montague Road	Skid Resistance Improvements
379	UC Baverstock Lane To C338 Horse Shoe Lane	Skid Resistance Improvements
380	B3089 Hurdcott Bend to Barford St Martin	Resurfacing
381	West of Stowford Lane, Ebbesbourne Wake	Skid Resistance Improvements
382	Barretts Hollow	Resurfacing
383	Blind Lane Berwick St John	Resurfacing
384	East Hatch - Level crossing to Hatch Lane	Resurfacing
409	C12 Broadchalk, Bishopstone and Coombe Bissett	Resurfacing
385	Druley Hill, Yarnfield Gate	Surface Dressing

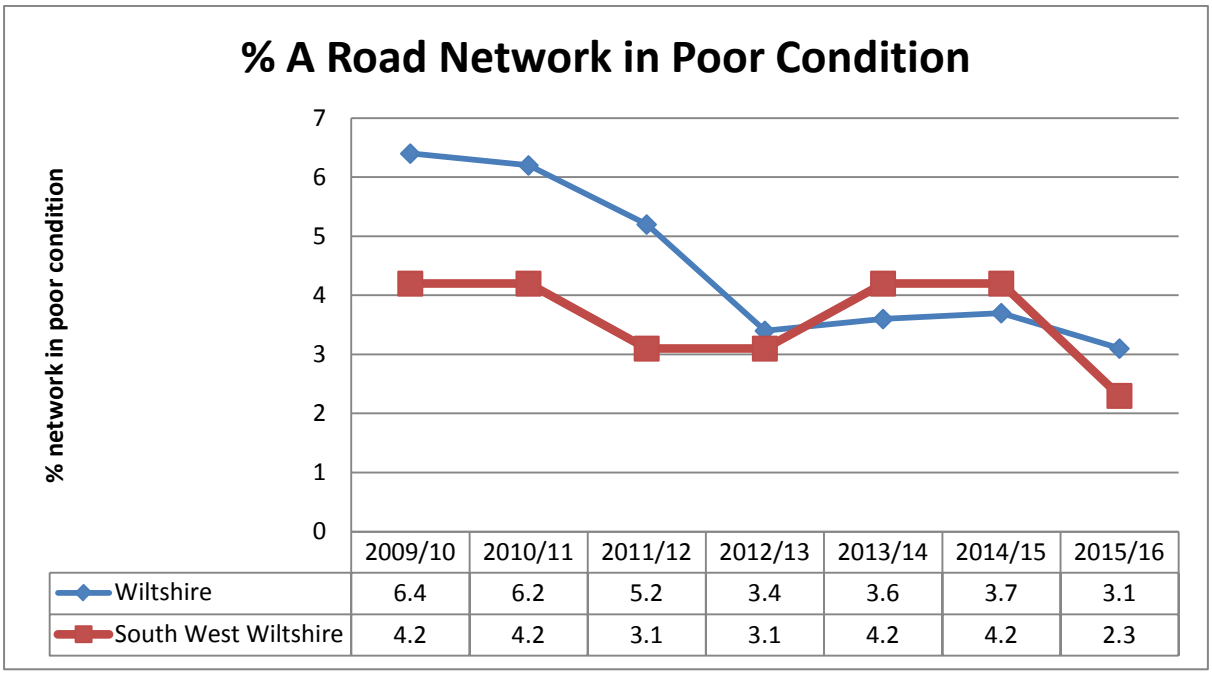
No	Location	Works
386	C41 Druley Lane, Yarnfield Gate; C58 Sheephouse Lane, East Knoyle; C309 Tokes Lane	Surface Dressing
387	A3094 Netherhampton Road, Salisbury	Skid Resistance Improvements
388	B3083 Angel Lane, Hindon	Skid Resistance Improvements
389	At Spilsbury Farm, North of Ansty	Skid Resistance Improvements
390	High Road, Bishopstone	Skid Resistance Improvements
391	Northwest of Church Street, Berwick St John	Skid Resistance Improvements
392	B3089 Hindon Road/Teffont Village	Resurfacing
393	Knighton Road, Broad Chalk	Resurfacing
394	Misselfore to Cow Down Hill/ Hampshire Boundary	Resurfacing

Highway conditions and technical surveys in your area

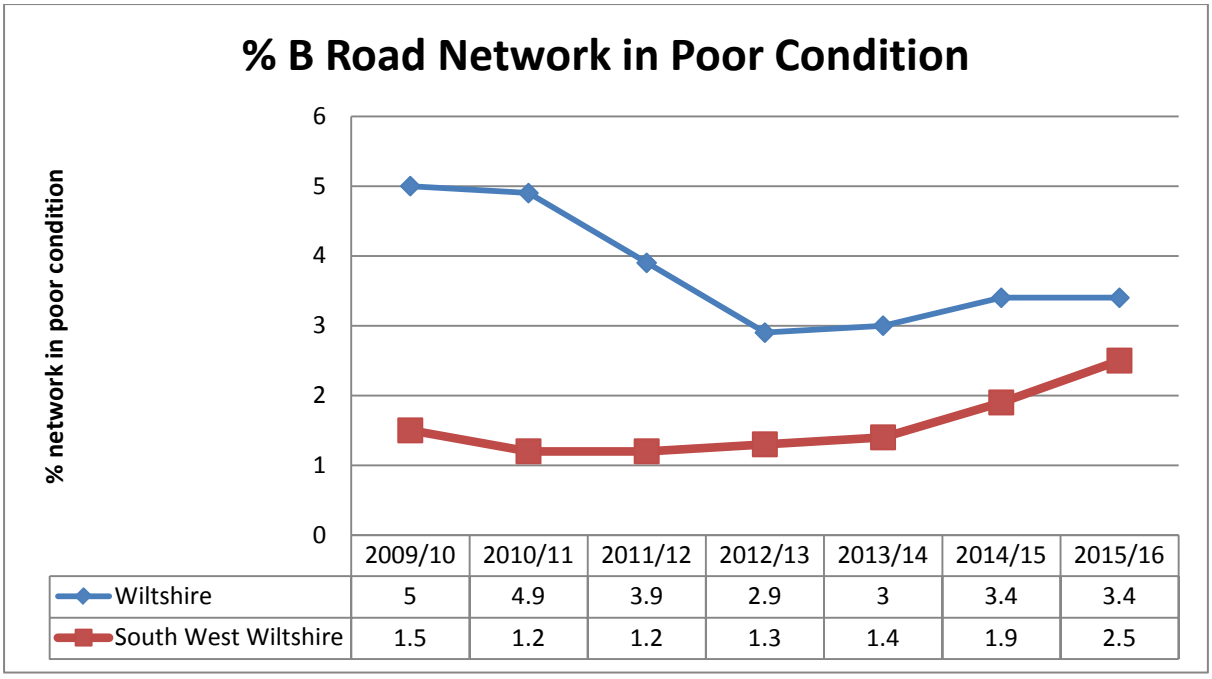
Roads deteriorate in condition because of various factors, including traffic volumes, ground conditions, and weather and drainage issues. Technical surveys of the condition of the highway network are carried out annually and the information is used to help prioritise schemes. Road safety is the priority, and maintaining adequate skid resistance on the busy high speed roads is vital.

The surveys include the use of a vehicle equipped with lasers and cameras to record road surface condition, which allows us to report on road conditions to the Department for Transport and to prioritise maintenance work. Other surveys include measuring skid resistance on the busier roads.

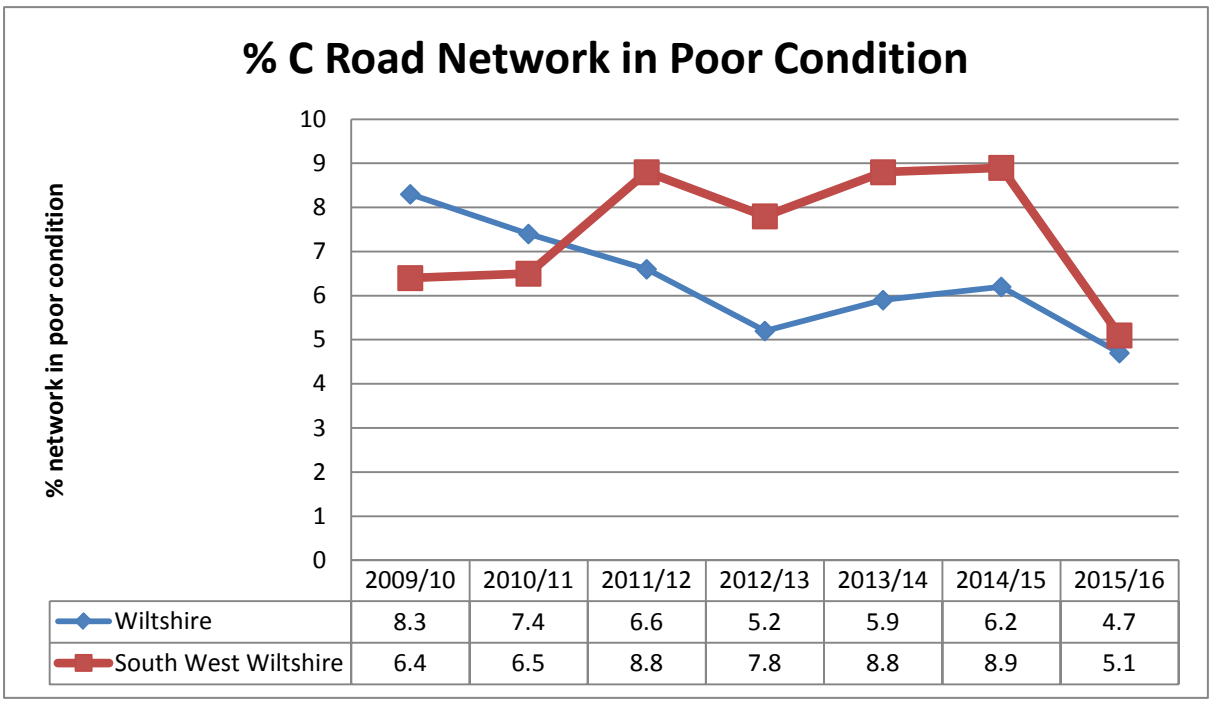
The road conditions in your area are shown below. It should be noted that low numbers are good because it indicates that less road length should be considered for treatment. More detailed information is shown in Appendix A.



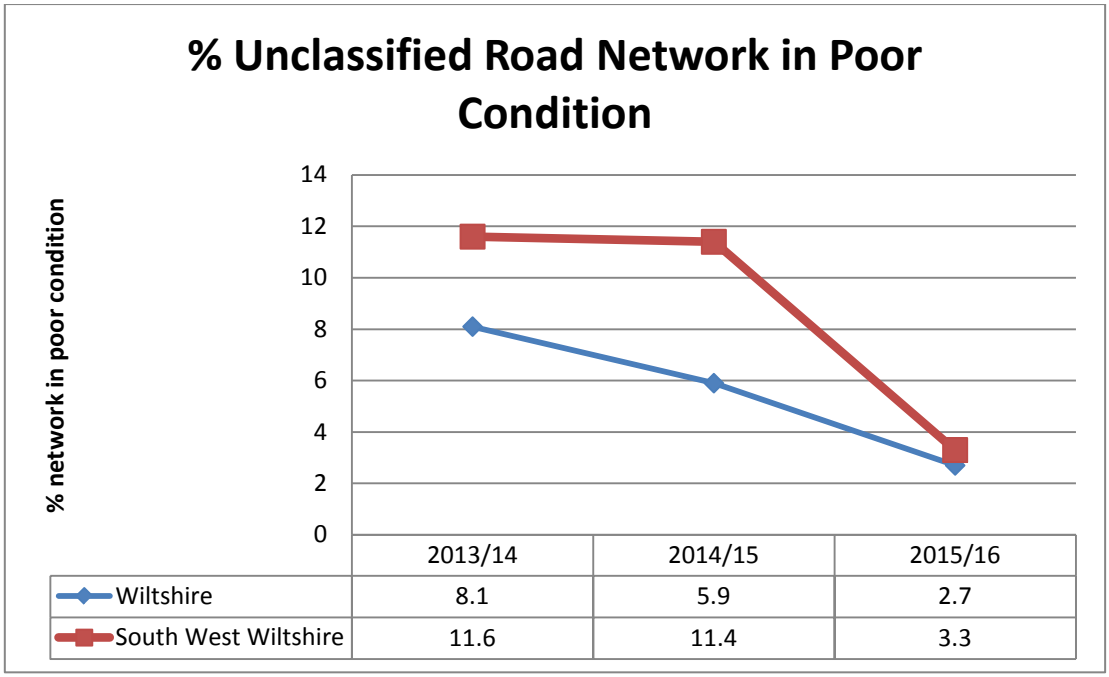
	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	6.4	6.2	5.2	3.4	3.6	3.7	3.1
South West Wiltshire	4.2	4.2	3.1	3.1	4.2	4.2	2.3



	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	5	4.9	3.9	2.9	3	3.4	3.4
South West Wiltshire	1.5	1.2	1.2	1.3	1.4	1.9	2.5



	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	8.3	7.4	6.6	5.2	5.9	6.2	4.7
South West Wiltshire	6.4	6.5	8.8	7.8	8.8	8.9	5.1



Integrated transport, bridge and drainage works

Integrated transport

The Council's traffic engineering team work with our contractors to plan and deliver a range of projects to the local community, most notably through the Area Boards and Community Area Transport Groups (CATGs). The schemes range in size and complexity from simple sign installation through to more complex road safety and improvement schemes.

Bridges

The Council regularly inspects its bridges and other highway structures. There is a programme of renewal and refurbishment works to keep them in good condition, as well as having to respond to damage caused by collisions.

Drainage

Programmes of drainage investigations, repairs and flood alleviation schemes are undertaken throughout the year, but the flooding in recent years has meant that there has been a need to respond immediately to flooding issues, as well as dealing with previously identified problem sites. The drainage improvement and flood alleviation work is co-ordinated through the Council's Operational Flood Working Groups that include the Environment Agency, Wessex Water, other organisations and stakeholders.

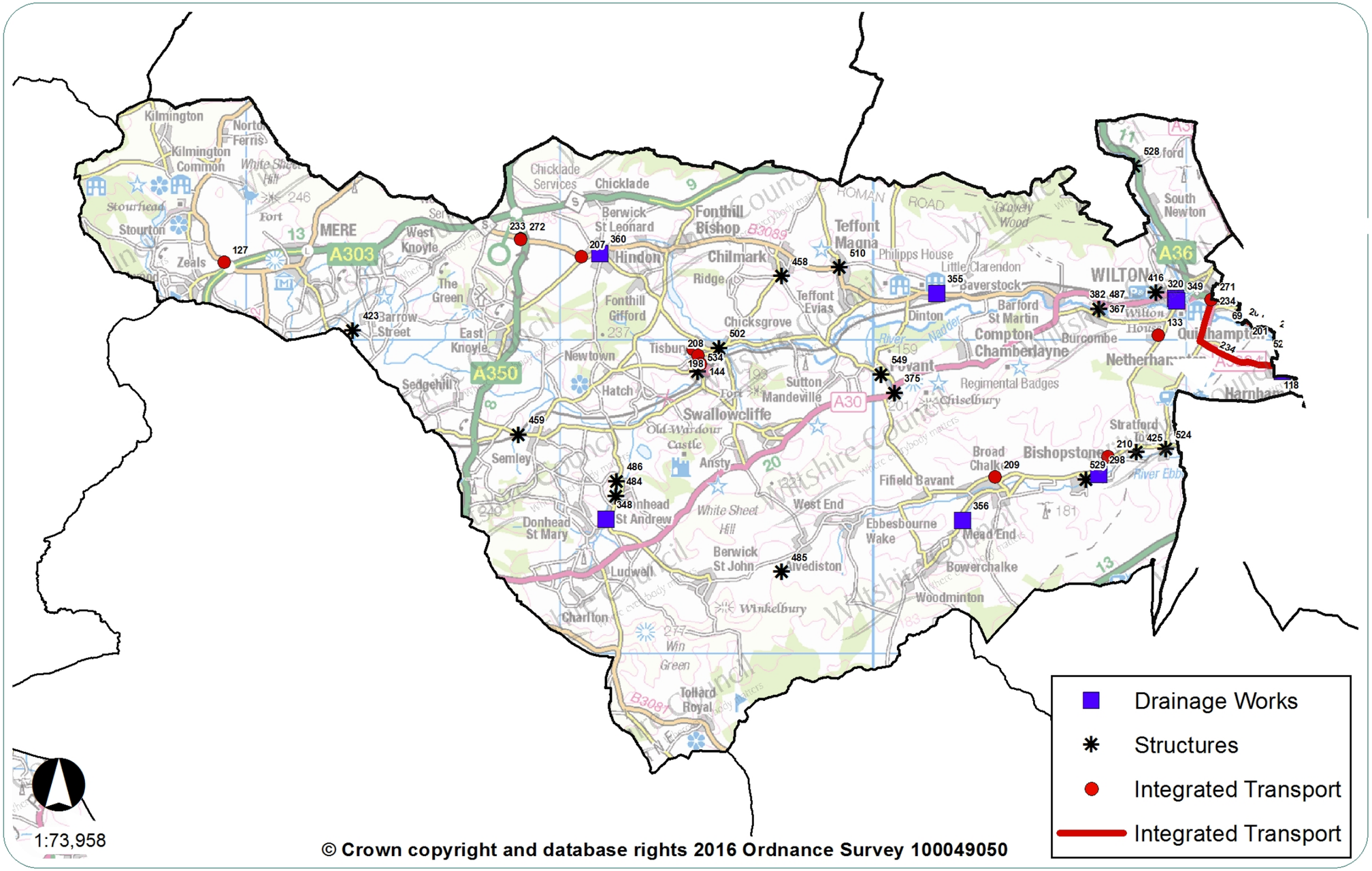
Recent work in your area

The Integrated Transport, Bridge and Drainage schemes carried out in your area since 2015 are listed below.

Plan showing completed integrated transport, bridge and drainage schemes since 2015

Wiltshire Council
Where everybody matters

South West Wiltshire Area Board



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Integrated transport schemes since 2015

No	Location	Description
198	Oare	A345 Southern end gates
207	Hindon	Traffic Management (gateway and coloured surfacing)
208	High Street, Tisbury	20mph speed limit implementation
209	Broadchalke	20mph speed limit implementation
210	Bishopstone	Whitlock Rise warning sign
233	A350	A350 Two Mile down sign erection
234	A3094	A3094 route study completion of works
271	A3094	A3094 route study completion of works
272	A350	A350 Two Mile down sign erection
127	Zeals	Replacement direction sign to Stourhead
133	Wilton	Bulbridge Road Wilton terminal plates
144	Tisbury	Low bridge Warning Sign

Bridge schemes since 2014

No	Location	Description
549	Fovant	General Bridge Maintenance
367	Burcombe Without	Burcombe bridges welding to parapets at both sites
375	Wylye	Brook St Fovant Replace Parapets
382	Burcombe Without	Burcombe parapets - weld repair
416	Wilton	Incursion work - The Hollows
423	Mere	Pimperleaze Bridge, Mere. Replace parapets
425	Bishopstone	Bishopstone Bridges - replace approach rails
458	Chilmark	Portash Bridge, Chilmark. Rebuild Elevation
459	Semley (see Sedgehill)	Semley Bridge Stone repair and repoint arch barrel
484	Donhead St Andrew	Donhead St Andrew 2nd parapets
485	Donhead St Mary	Ludwell Bridge - scour
486	Donhead St Andrew	Ricketts Mill - vegetation clearance & pointing
487	Burcombe Without	Burcombe 1st parapet railing repairs
502	Tisbury	Tisbury Row Parapet repair
510	Teffont	Teffont Magna reseating of stone in parapet
524	Sratford Toney	Stratford Toney
528	Great Wishford	Great Wishford Bridge, Retaining wall
529	Bishopstone & Stratford Toney	Croucheston 1st & 2nd, Retaining wall
534	Tisbury	Belle Bridge, Vegetation Clearance

Drainage works since 2015

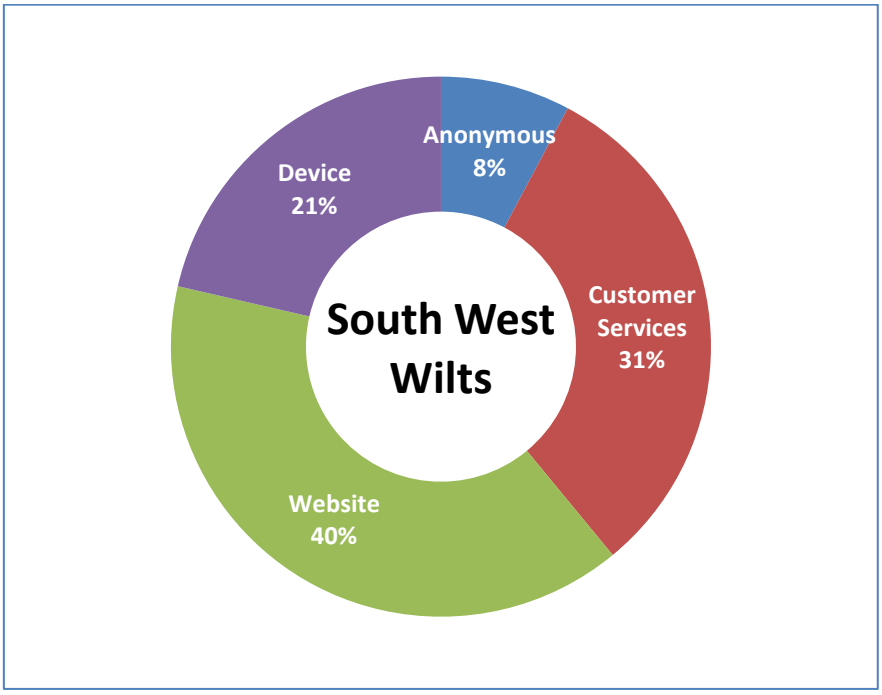
No	Location	Description
298	South West Wiltshire	Reconstructing road and drainage
320	South West Wiltshire	Work with EA on flood barriers
348	South West Wiltshire	Replacement of collapsed system
349	South West Wiltshire	New Gully and connecting pipe work
355	South West Wiltshire	Locate existing carrier and install new gully
356	South West Wiltshire	Rebuild of collapsed riverbank and stabilise road
360	South West Wiltshire	Installation of additional outfall pipe

My Wiltshire

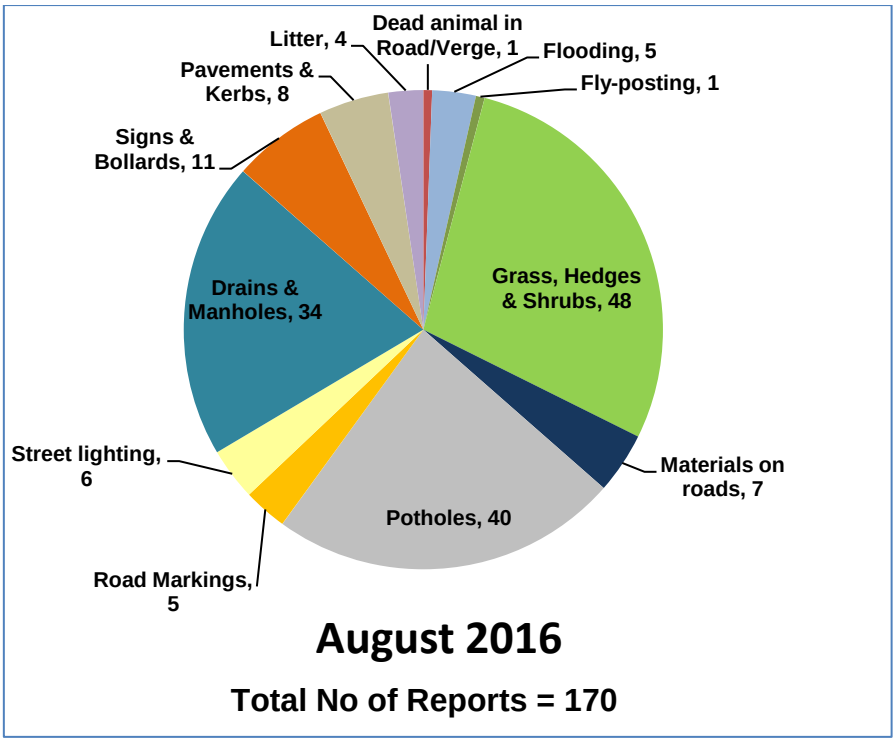
My Wiltshire provides an easy way to report highway issues, including using the Council's website. We have an app so you can report on the go using your smartphone. The My Wiltshire app is available to download at both the App Store (for iPhones and iPads), from Google Play™ (for Android phones) and Windows Store. You can attach information such as photos or videos and pinpoint the location of your report using the mapping software on your phone.

A summary of recent reports in your area is shown below, and further details are shown in Appendix B.

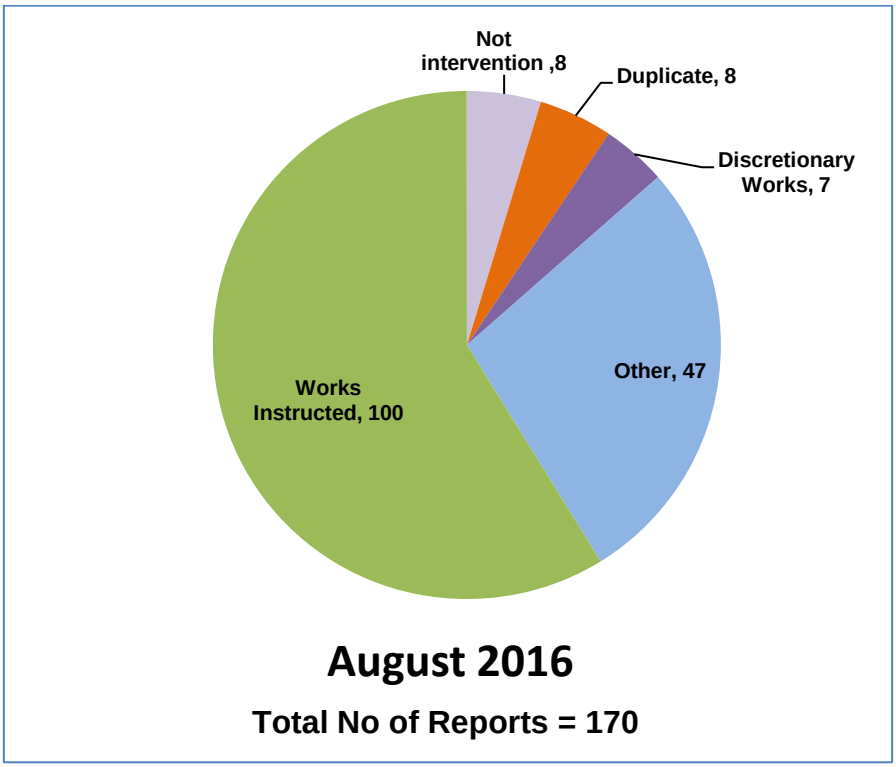
Customer reporting methods in your area



Customer reports in your area for the month of August 2016



Actions following recent reports in your area



Action definitions

1. **Not Intervention** – the technician has attended site and classified the defect as not meeting intervention levels as per the Highway Inspection Manual 2013 or in the case of streetscene reports, service level agreements.

2. **Duplicate** – a report has already been received in relation to this issue and a works instruction has previously been passed to the contractor to undertake a repair/carry out the necessary works.

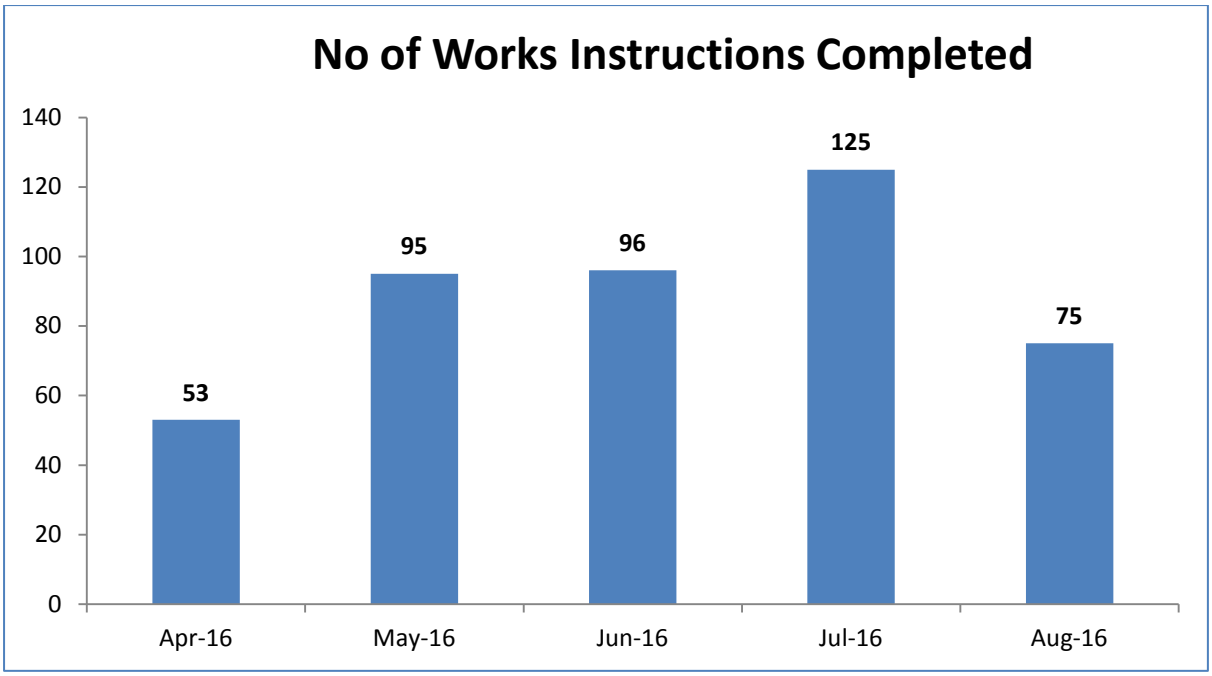
3. **Under Investigation** – this issue is currently with a Highways technician or engineer – they may be awaiting information from the customer or the issue requires further investigation e.g. wet weather inspection, drainage survey, exploratory excavation, ownership query.

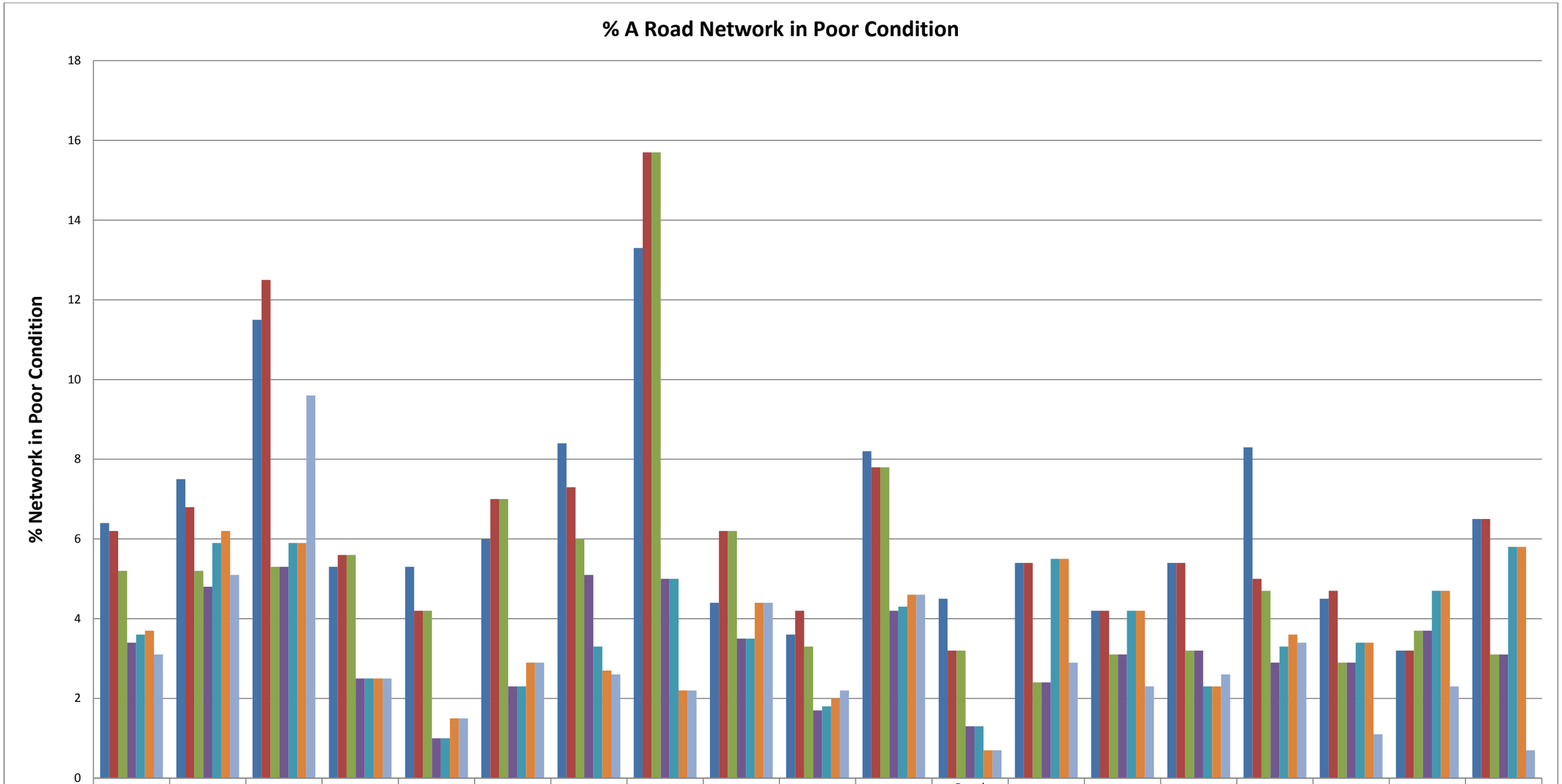
4. **Discretionary works** – this issue is not a highway safety issue and has been identified as one which falls within the remit of the parish steward scheme.

5. **Other** – the issue has been identified as one which does not require any action by Local Highways. This could be for a number of reasons –
   - the report has been cancelled by the user,
   - there is insufficient information provided to assess the issue and the customer has not provided contact details,
   - the issue is not the responsibility of Wiltshire Council e.g. un-adopted highway, gas/electricity/telephone/water/cable company, Highways England, housing association,
   - the technician attended site and nothing was found at the stated location
   - the issue has been passed to another service within Wiltshire Council e.g. rights of way, bridges.

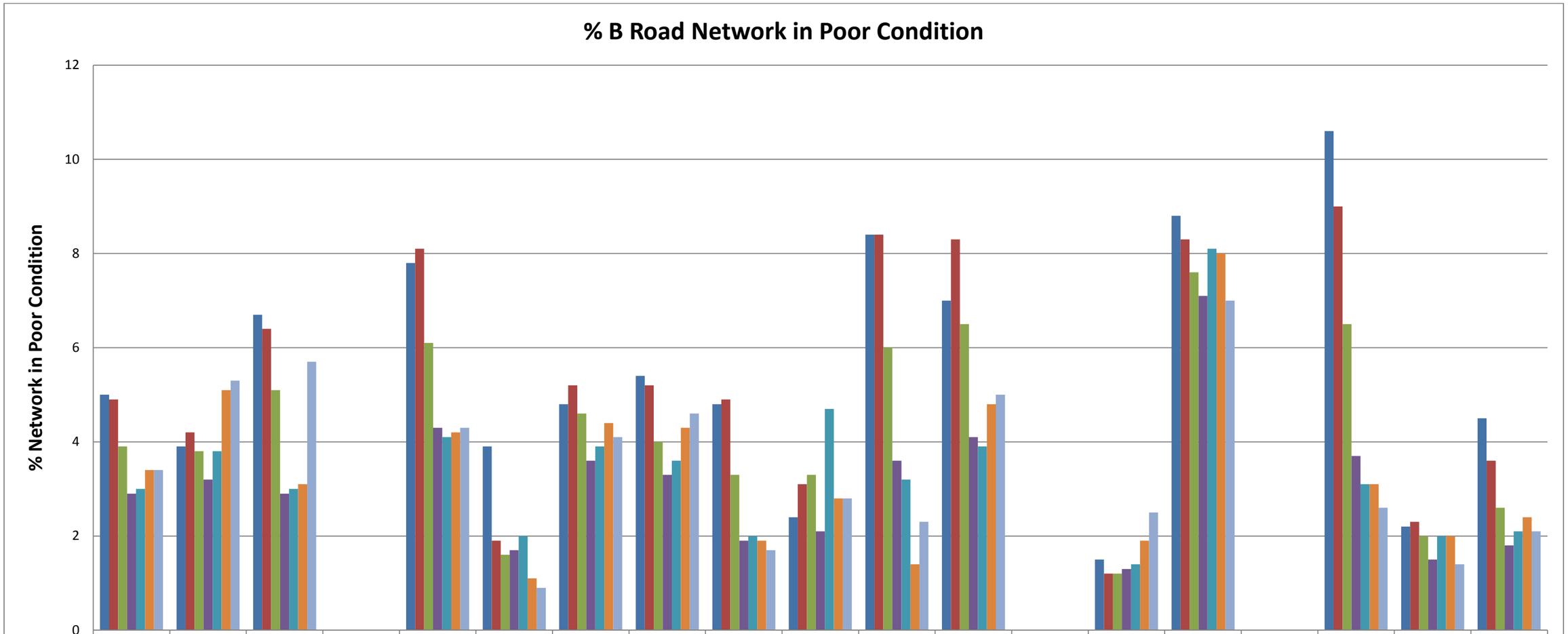
6. **Works Instructed** – the technician has assessed the issue as requiring works to be carried out and has either dealt with the issue personally or has referred it to the contractor for repair.

Highway defects completed in your area in recent months





	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	6.4	7.5	11.5	5.3	5.3	6	8.4	13.3	4.4	3.6	8.2	4.5	5.4	4.2	5.4	8.3	4.5	3.2	6.5
2010/11	6.2	6.8	12.5	5.6	4.2	7	7.3	15.7	6.2	4.2	7.8	3.2	5.4	4.2	5.4	5	4.7	3.2	6.5
2011/12	5.2	5.2	5.3	5.6	4.2	7	6	15.7	6.2	3.3	7.8	3.2	2.4	3.1	3.2	4.7	2.9	3.7	3.1
2012/13	3.4	4.8	5.3	2.5	1	2.3	5.1	5	3.5	1.7	4.2	1.3	2.4	3.1	3.2	2.9	2.9	3.7	3.1
2013/14	3.6	5.9	5.9	2.5	1	2.3	3.3	5	3.5	1.8	4.3	1.3	5.5	4.2	2.3	3.3	3.4	4.7	5.8
2014/15	3.7	6.2	5.9	2.5	1.5	2.9	2.7	2.2	4.4	2	4.6	0.7	5.5	4.2	2.3	3.6	3.4	4.7	5.8
2015/16	3.1	5.1	9.6	2.5	1.5	2.9	2.6	2.2	4.4	2.2	4.6	0.7	2.9	2.3	2.6	3.4	1.1	2.3	0.7



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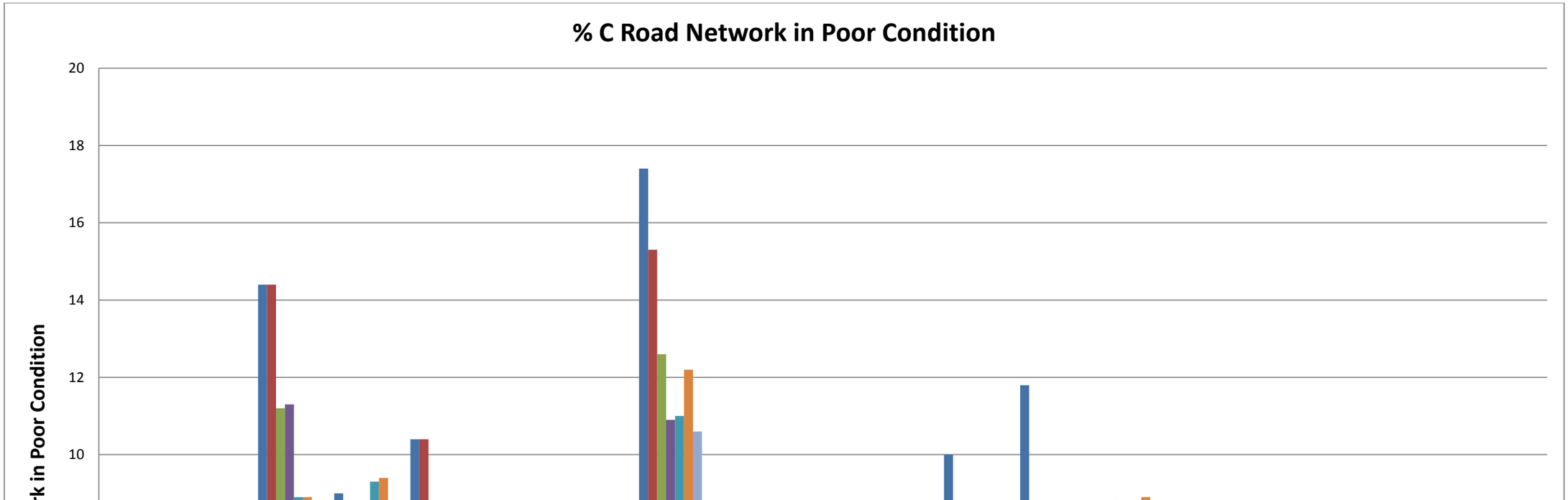
2009/10	5	3.9	6.7	0	7.8	3.9	4.8	5.4	4.8	2.4	8.4	7	0	1.5	8.8	0	10.6	2.2	4.5
2010/11	4.9	4.2	6.4	0	8.1	1.9	5.2	5.2	4.9	3.1	8.4	8.3	0	1.2	8.3	0	9	2.3	3.6
2011/12	3.9	3.8	5.1	0	6.1	1.6	4.6	4	3.3	3.3	6	6.5	0	1.2	7.6	0	6.5	2	2.6
2012/13	2.9	3.2	2.9	0	4.3	1.7	3.6	3.3	1.9	2.1	3.6	4.1	0	1.3	7.1	0	3.7	1.5	1.8
2013/14	3	3.8	3	0	4.1	2	3.9	3.6	2	4.7	3.2	3.9	0	1.4	8.1	0	3.1	2	2.1
2014/15	3.4	5.1	3.1	0	4.2	1.1	4.4	4.3	1.9	2.8	1.4	4.8	0	1.9	8	0	3.1	2	2.4
2015/16	3.4	5.3	5.7	0	4.3	0.9	4.1	4.6	1.7	2.8	2.3	5	0	2.5	7	0	2.6	1.4	2.1



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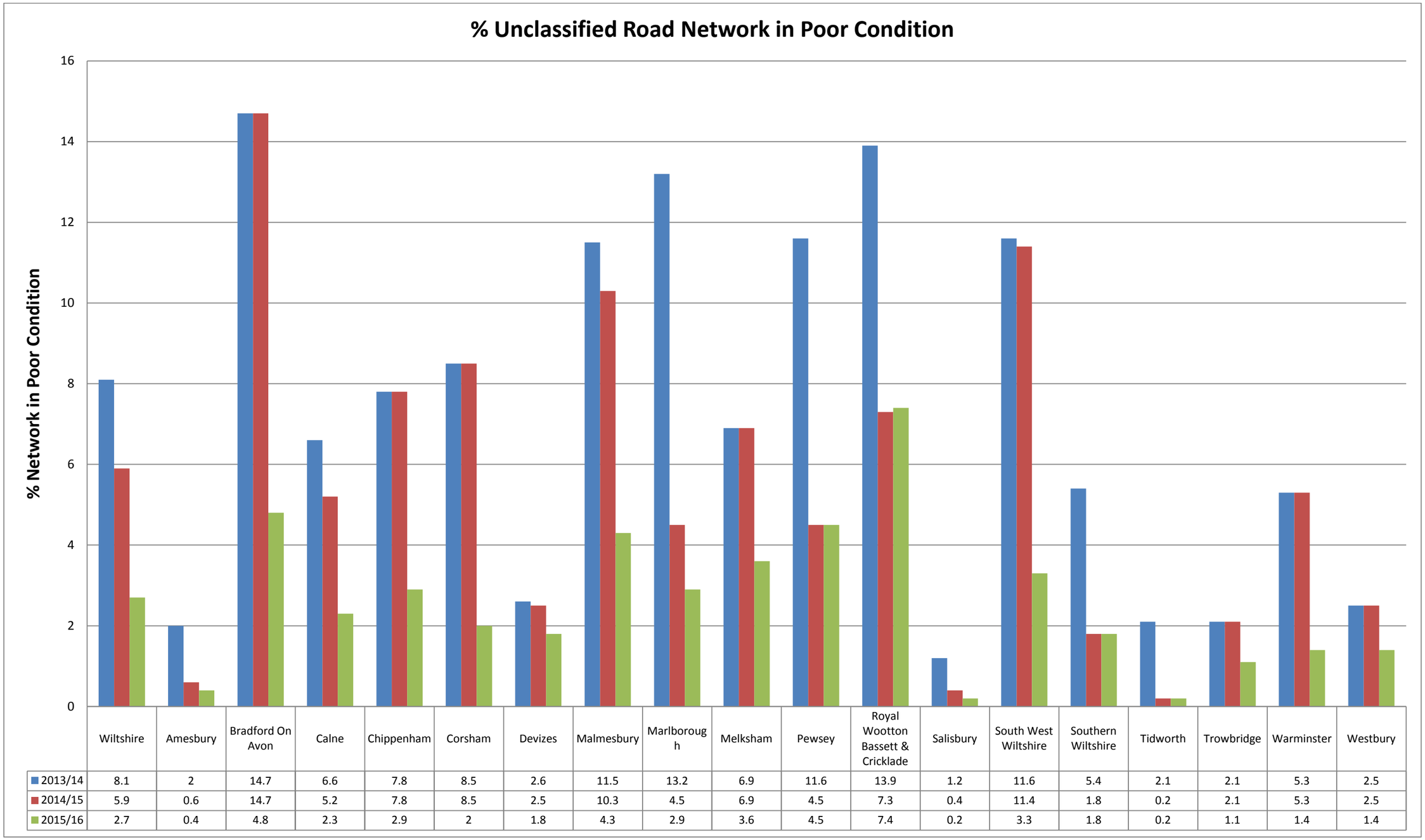
2009/10	8.3	5	14.4	9	10.4	7.9	6.7	17.4	4.6	5.5	7.6	10	11.8	6.4	7.5	6.8	2	1.6	4.9
2010/11	7.4	3.2	14.4	8.7	10.4	7.9	6	15.3	4.6	5.5	5.2	7.7	7.1	6.5	4.9	6.6	2	1.6	4.9
2011/12	6.6	3	11.2	6.2	7.1	4	4.1	12.6	4.6	5.3	5.2	7.9	7.2	8.8	4.9	6.6	3.4	1.3	2
2012/13	5.2	0.9	11.3	6	6.7	4	3.4	10.9	1.6	5.3	3.2	6.1	5.7	7.8	1.7	1.3	3.4	1.3	2
2013/14	5.9	0.8	8.9	9.3	8.7	6.5	4.3	11	1.6	4.7	3.2	5.8	5.7	8.8	1.7	1.3	2.7	2.8	6
2014/15	6.2	1.7	8.9	9.4	8.6	6.5	4.6	12.2	2.4	4.7	3.6	6.1	3.2	8.9	1.6	2.5	2.7	2.8	6
2015/16	4.7	1.6	5.7	6.5	5.2	3.6	4.7	10.6	2.4	4.3	3.6	5.9	3.2	5.1	1.6	2.5	3.9	1.1	4.1



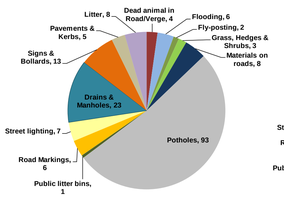
	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2013/14	8.1	2	14.7	6.6	7.8	8.5	2.6	11.5	13.2	6.9	11.6	13.9	1.2	11.6	5.4	2.1	2.1	5.3	2.5
2014/15	5.9	0.6	14.7	5.2	7.8	8.5	2.5	10.3	4.5	6.9	4.5	7.3	0.4	11.4	1.8	0.2	2.1	5.3	2.5
2015/16	2.7	0.4	4.8	2.3	2.9	2	1.8	4.3	2.9	3.6	4.5	7.4	0.2	3.3	1.8	0.2	1.1	1.4	1.4

Appendix B: My Wiltshire Statistics

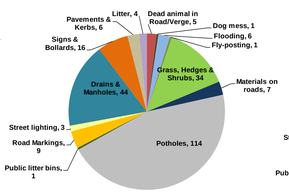
Wiltshire Council
Where everybody matters

South West Wiltshire Area Board

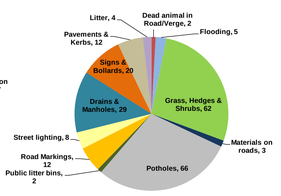
Customer Reported Issues



April 2016
Total No of Reports = 179



May 2016
Total No of Reports = 251



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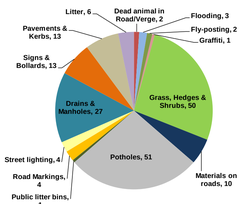
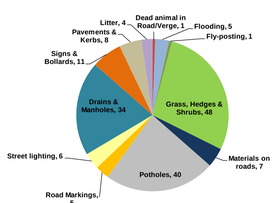


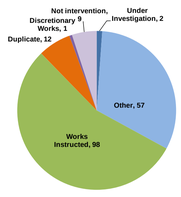
July 2016
Total No of Reports = 187



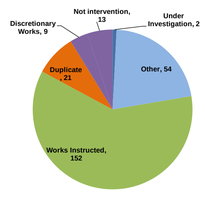
August 2016
Total No of Reports = 170

Reporting Channels

Customer Call Outcomes



April 2016
Total No of Reports = 179



May 2016
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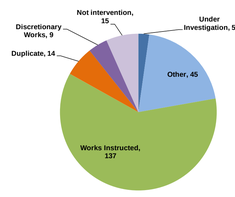

June 2016
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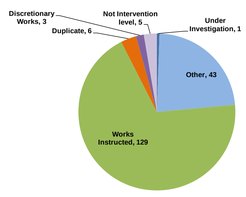
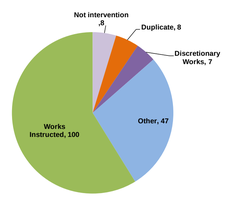
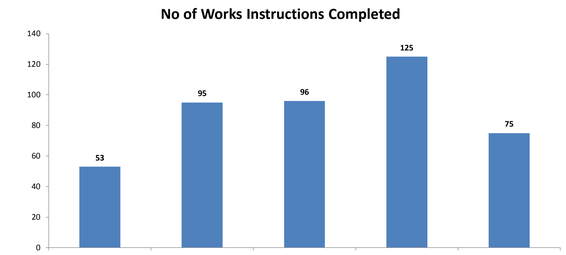


July 2016
Total No of Reports = 187

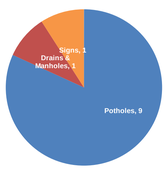


August 2016
Total No of Reports = 170

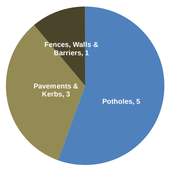
Completed in Month



Safety Inspections



April 2016
Total No of Defects= 11



May 2016
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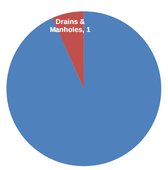

June 2016
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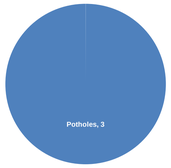
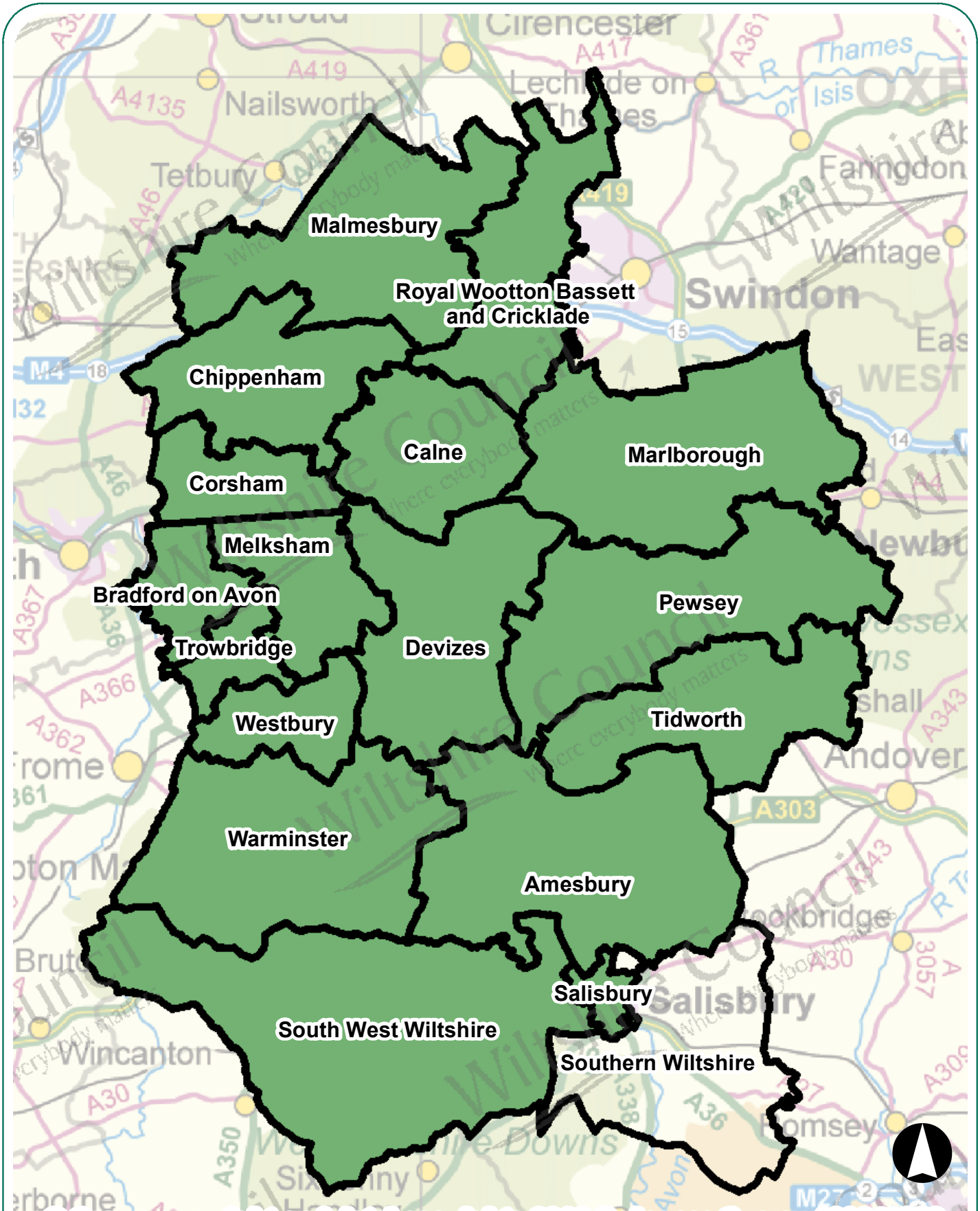


July 2016
Total No of Defects = 3

August 2016
Total No of Defects = 0

Southern Wiltshire Area Board
Highway Information

Wiltshire Council
Where everybody matters



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Southern Wiltshire Area Board Highway Information

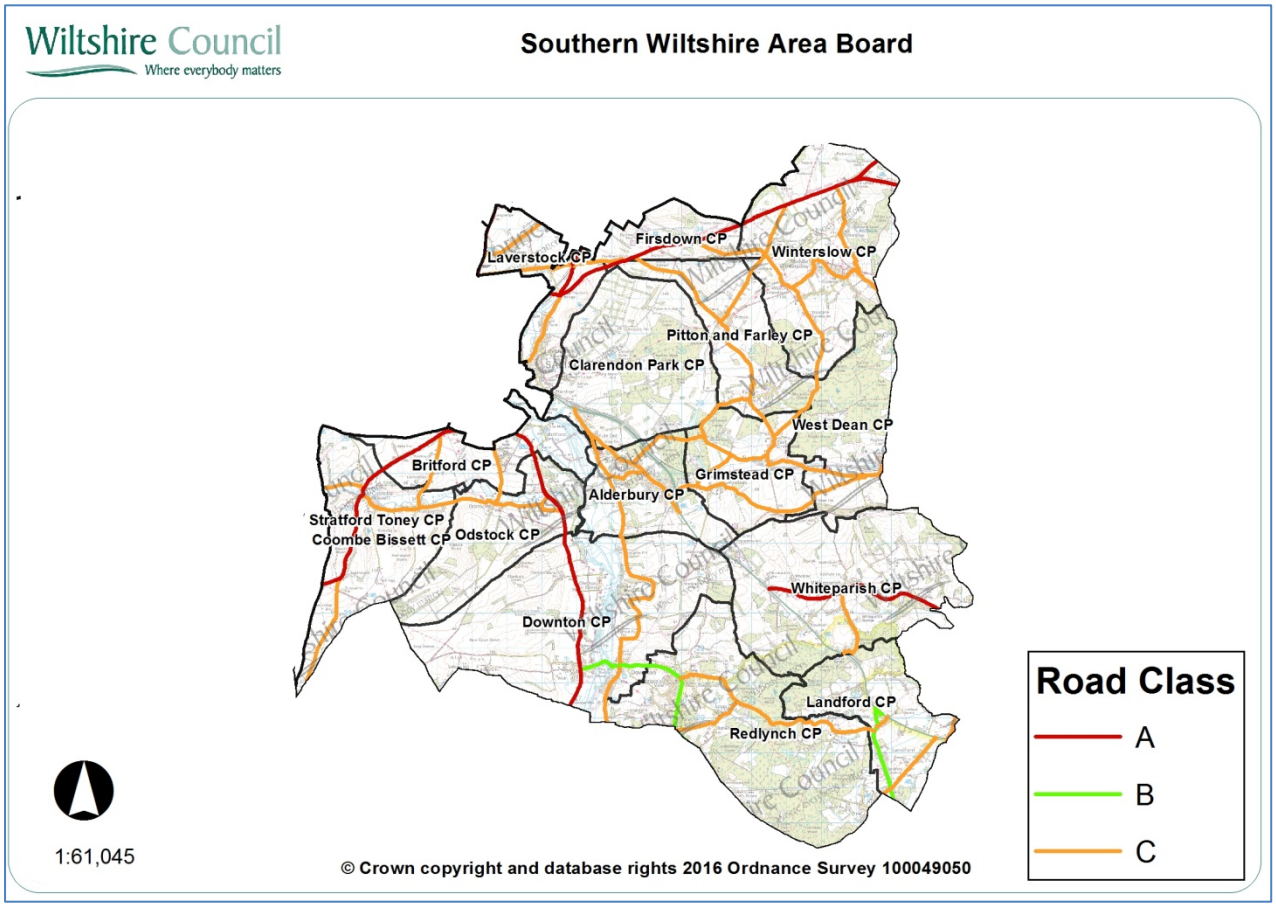
Introduction

This document summarises highway information for your area board. It lists the recent highway and related work carried out by Wiltshire Council, including the road resurfacing carried out during the first two years of the 'Local Highways Investment Fund 2014 – 2020', and includes other information which should be of interest.

Further information on the Council's activities is available at the website www.wiltshire.gov.uk. If you wish to report a specific highway issue please use My Wiltshire. Details are provided at the end of this document.

Parishes in the community area are:

Coombe Bissett, Britford, Odstock, Downton, Redlynch, West Dean, Alderbury, Clarendon Park, Landford, Whiteparish, Grimstead, Firsdown, Pitton & Farley, Winterslow, Laverstock & Ford (part)



Network statistics in your area

Road length by class

Road type	Urban (km)	Rural (km)
A Class Roads	7.51	28.69
B Class Roads	7.85	0.27
C Class Roads	35.30	64.95
Unclassified Roads	52.84	58.99
Total	**103.5**	**152.9**
	Overall Total	**256.4**

The council categorises its roads to reflect their importance. This enables an effective assignment of highway inspection frequencies and maintenance standards.

Highway assets in your area

The council keeps an inventory of its highway assets in order to assist planning its highway maintenance. Important statistics relating to your board area are:

Asset Type	Measure
Carriageway	256.4 km
Footways adjacent to road	84 km
Footways (linked)	4.32 km
White road centre lines	81 km
Road kerbs	123 km
Grass verge (maintained)	416 km
Drainage grips	1, 162 number
Drainage pipe grips	148 number
Drainage gullies	3, 198 number
Road signs	2, 216 number
Street lights	1,964 number

Major highway maintenance

Road resurfacing

Wiltshire has over 3,000 miles of road. The Council's 'Local Highways Investment Fund 2014 – 2020' is making a massive investment to improve the condition of the roads in Wiltshire over six years. The programme of work started in April 2014, and is designed and supervised by the Council's consultants Atkins, with the work carried out by our main highway contractors Tarmac and Eurovia.

The work carried out in the first two years of the programme has improved a considerable number of the roads in previously poor condition. The locations of sites treated in recent years are shown below.

Carriageway repairs

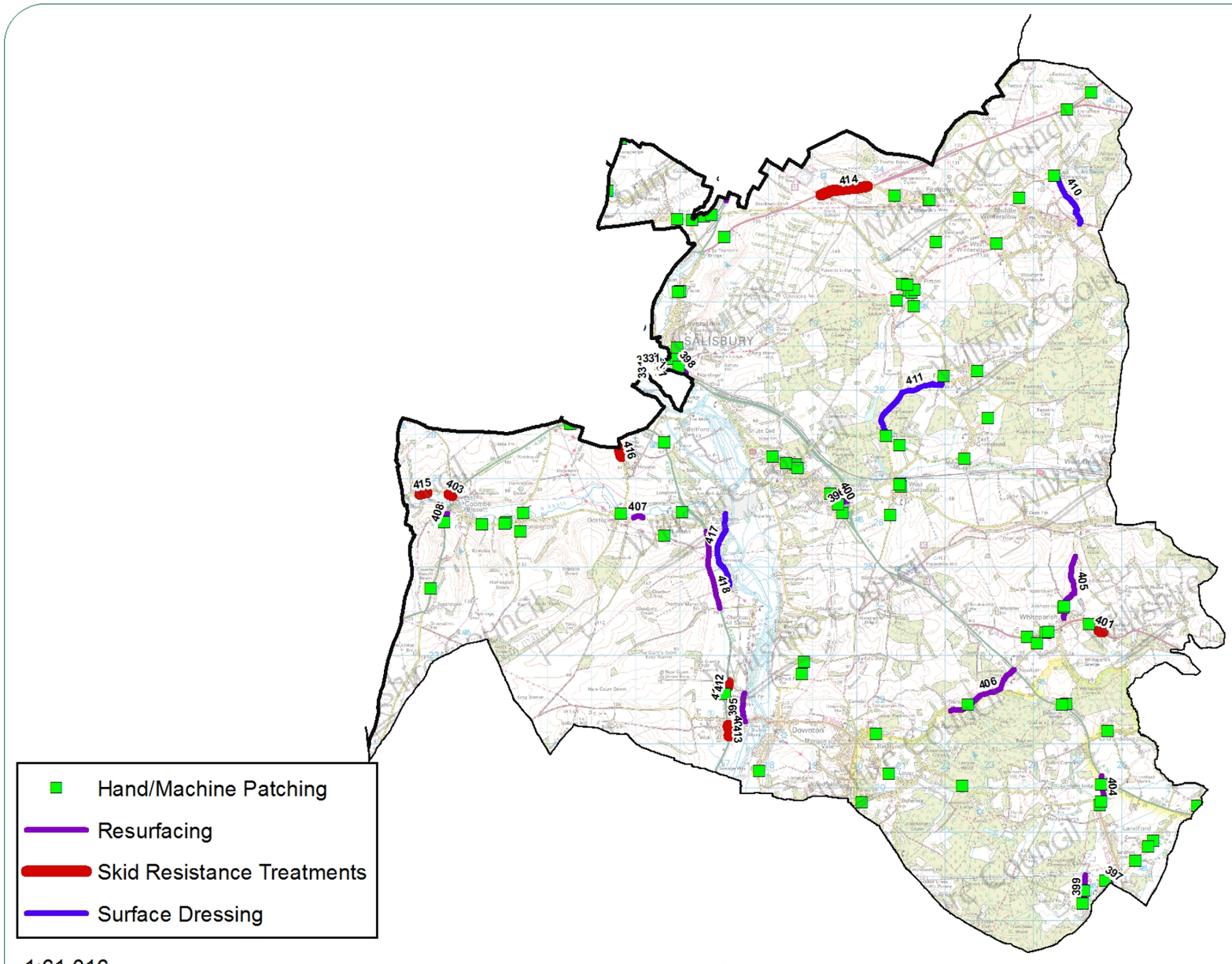
As well as resurfacing roads other works are undertaken to make localised repairs to keep the roads safe. The works undertaken in your area since 2014 are shown on the map below.

The wet winter and flooding in previous years has resulted in substantial damage to the road network. It is important that serious defects are treated promptly to keep the roads safe. The Council currently operates four Pothole teams that respond to urgent issues to keep the roads safe.

Plan showing major maintenance schemes & hand/machine patching sites completed since 2014

Wiltshire Council
Where everybody matters

Southern Wiltshire Area Board



1:61,016

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Major maintenance completed since 2014

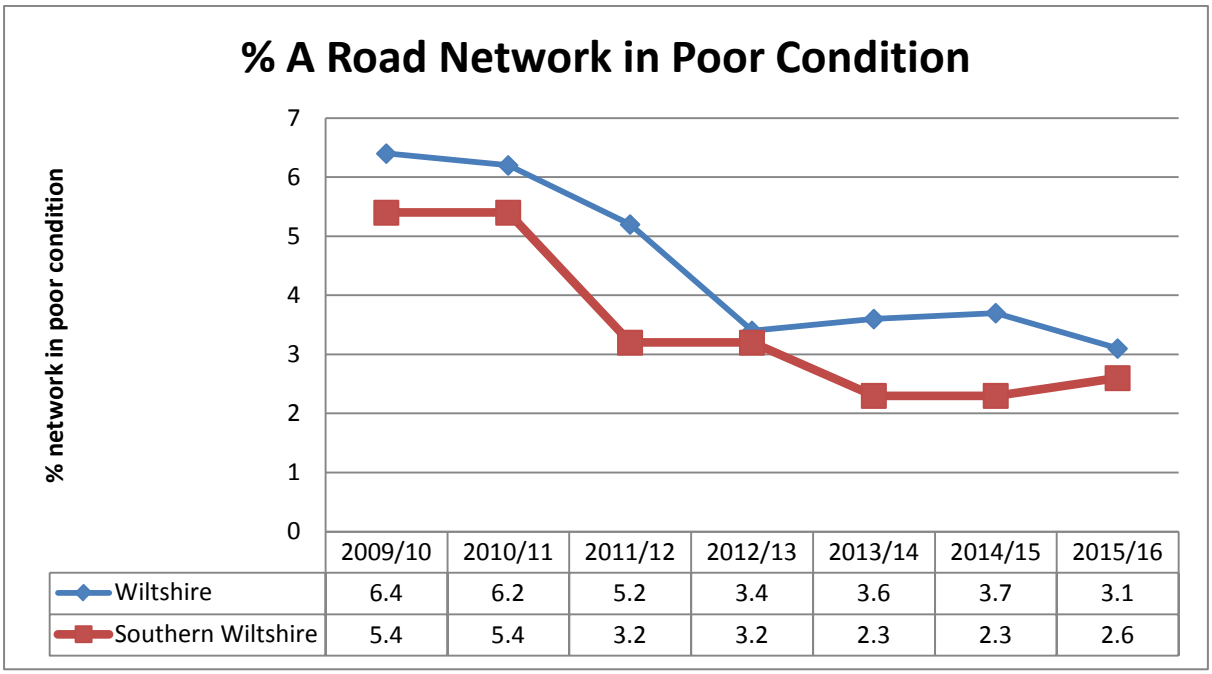
No	Location	Works
395	Gravel Close	Resurfacing
396	Grimstead Road	Resurfacing
400	Spiders Island	Resurfacing
401	Romsey Road, Whiteparish	Skid Resistance Improvements
402	Braemore Rd (30mph To 60mph) Downton	Skid Resistance Improvements
403	30mph To A354 (Coombe Bissett)	Skid Resistance Improvements
22	A338 through The Winterbournes to Gomeldon Roundabout	Resurfacing
405	Ashmore Lane, Whiteparish	Resurfacing
406	Moor Lane, Redlynch	Resurfacing
407	C12, Odstock	Resurfacing
408	A354 Coombe Bissett	Resurfacing
410	Southern Wiltshire C41, C58, C309	Surface Dressing
411	Junction Parsonage Hill Farley to Junction C289 West Grimstead	Surface Dressing
412	A338 Downton	Skid Resistance Improvements
413	A338 Downton	Skid Resistance Improvements
414	A30 Three Mile Hill, Firsdown	Skid Resistance Improvements
415	Stratford Toney Road, Combe Bissett	Skid Resistance Improvements
416	Odstock Road, Salisbury	Skid Resistance Improvements
417	Bodenham Loop Road	Surface Dressing
418	A338 Downton road	Resurfacing

Highway conditions and technical surveys in your area

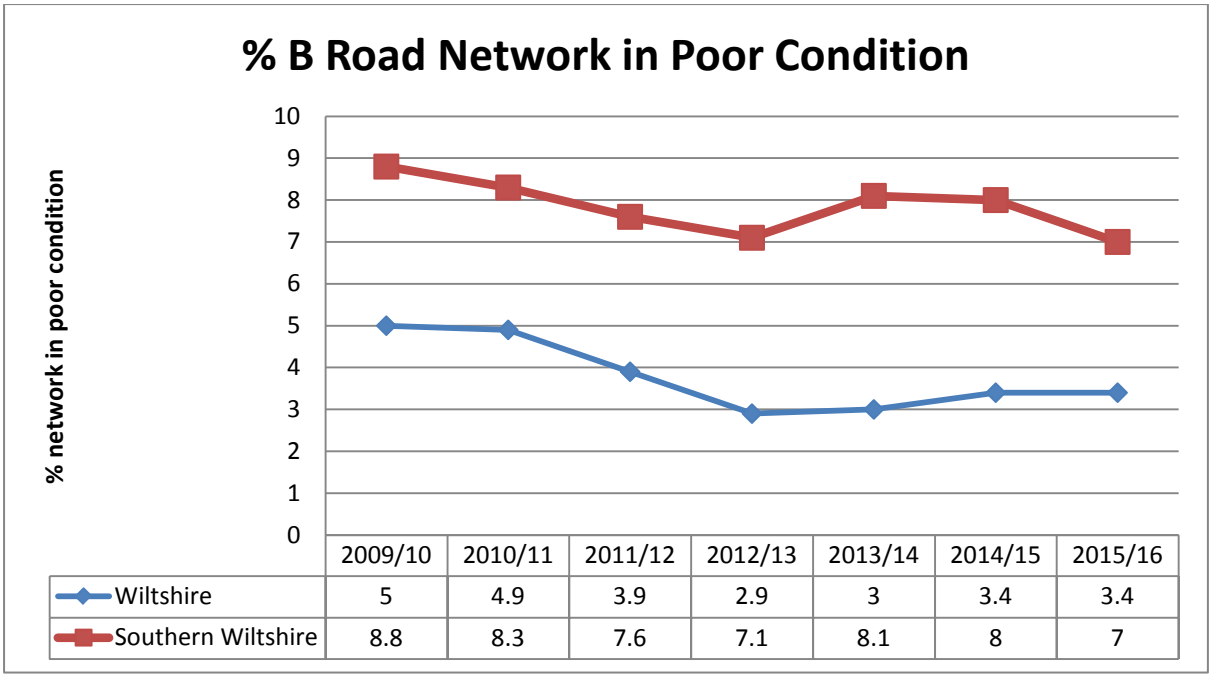
Roads deteriorate in condition because of various factors, including traffic volumes, ground conditions, and weather and drainage issues. Technical surveys of the condition of the highway network are carried out annually and the information is used to help prioritise schemes. Road safety is the priority, and maintaining adequate skid resistance on the busy high speed roads is vital.

The surveys include the use of a vehicle equipped with lasers and cameras to record road surface condition, which allows us to report on road conditions to the Department for Transport and to prioritise maintenance work. Other surveys include measuring skid resistance on the busier roads.

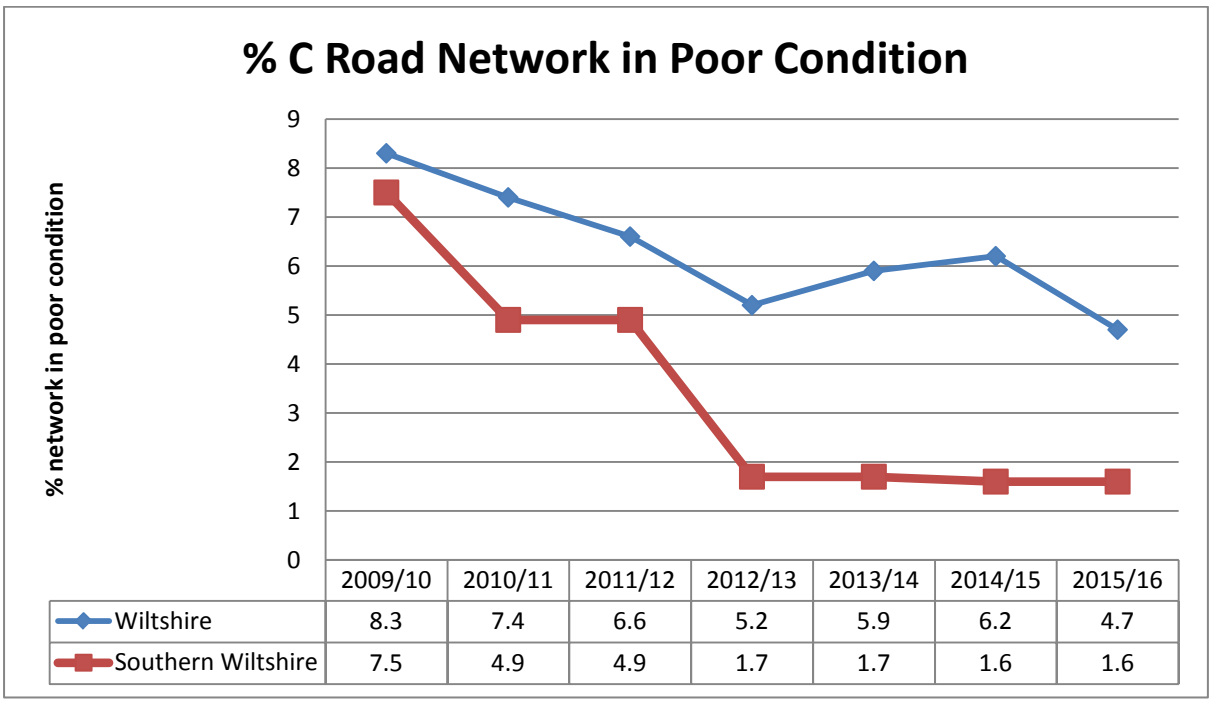
The road conditions in your area are shown below. It should be noted that low numbers are good because it indicates that less road length should be considered for treatment. More detailed information is shown in Appendix A.



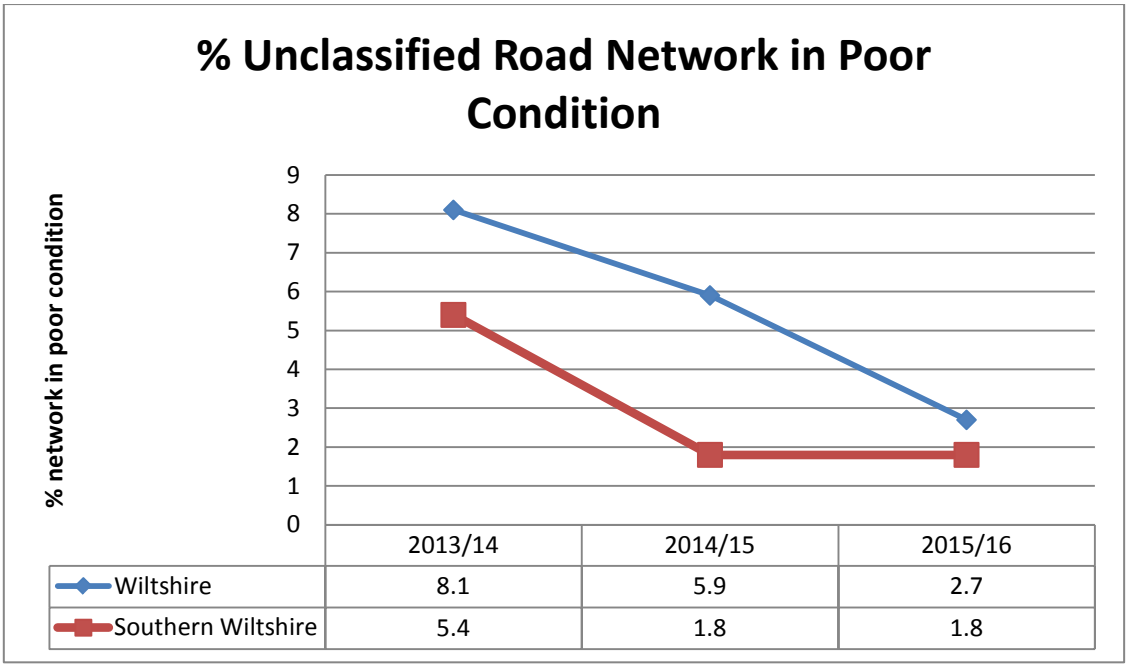
	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	6.4	6.2	5.2	3.4	3.6	3.7	3.1
Southern Wiltshire	5.4	5.4	3.2	3.2	2.3	2.3	2.6



	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	5	4.9	3.9	2.9	3	3.4	3.4
Southern Wiltshire	8.8	8.3	7.6	7.1	8.1	8	7



	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	8.3	7.4	6.6	5.2	5.9	6.2	4.7
Southern Wiltshire	7.5	4.9	4.9	1.7	1.7	1.6	1.6



Integrated transport, bridge and drainage works

Integrated transport

The Council's traffic engineering team work with our contractors to plan and deliver a range of projects to the local community, most notably through the Area Boards and Community Area Transport Groups (CATGs). The schemes range in size and complexity from simple sign installation through to more complex road safety and improvement schemes.

Bridges

The Council regularly inspects its bridges and other highway structures. There is a programme of renewal and refurbishment works to keep them in good condition, as well as having to respond to damage caused by collisions.

Drainage

Programmes of drainage investigations, repairs and flood alleviation schemes are undertaken throughout the year, but the flooding in recent years has meant that there has been a need to respond immediately to flooding issues, as well as dealing with previously identified problem sites. The drainage improvement and flood alleviation work is co-ordinated through the Council's Operational Flood Working Groups that include the Environment Agency, Wessex Water, other organisations and stakeholders.

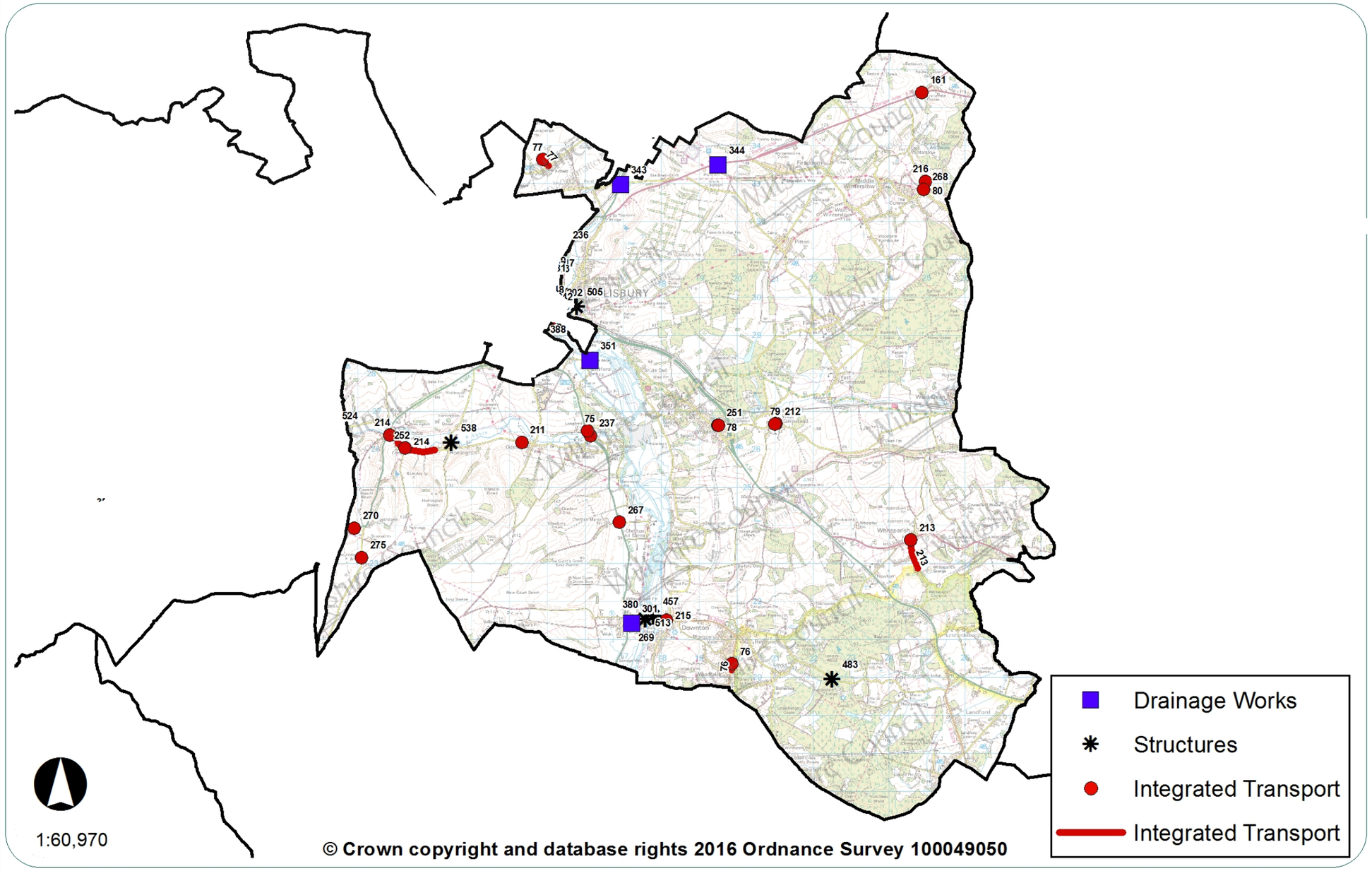
Recent work in your area

The Integrated Transport, Bridge and Drainage schemes carried out in your area since 2015 are listed below.

Plan showing completed integrated transport, bridge and drainage schemes since 2015

Wiltshire Council
Where everybody matters

Southern Wiltshire Area Board



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Integrated transport schemes since 2015

No	Location	Description
211	Odstock	Various locations gateway surfacing and signs (coloured surfacing)
212	West Grimstead	Informal pedestrian crossing (coloured surfacing)
213	Whiteparish	Common Road 20mph speed limit road markings (coloured surfacing)
214	Coombe Bissett	20mph speed limit road markings (coloured surfacing)
215	Downton	High Street improvements to pedestrian crossings
216	Winterslow	Mill Road relocation of 30mph terminal sign
237	A338 Bodenham Bypass	Substantive Scheme A338 Bodenham bypass
251	Alderbury	Eyres Drive Bollards - Phase 2
252	Combe Bissett	Pennings drove no through road sign
267	Southern Wiltshire	Various lining works 1
268	Southern Wiltshire	Various lining works 2
269	Southern Wiltshire	Various lining works 3
270	A354 Coombe Bissett	Sign remedials
275	Combe Bissett	Tourism Signing to Summerlands caravan park
70	Southampton Road	Bus shelter improvements various locations Southampton Rd
75	Britford	The Lanes cul de sac sign
76	Redlynch	HGV signs
77	Landford	Landford and Ford The Portway community centre signs
78	Alderbury	Eyres Drive Bollards
79	West Grimstead	Informal pedestrian crossing
80	Winterslow	Gunville Hill signs and lines
161	A30 Lopcombe	Re-erect directional sign assembly

Bridge schemes since 2014

No	Location	Description
380	Downton	Moulds Bridge Downton, Close off parapet gap
457	Downton	Iron Bridge Downton, Repairs to parapet following Road Traffic Collision
505	Laverstock & Ford	Milford Mill Bridge pilaster repair
513	Downton	Moulds parapet refurbishments
538	Coombe Bissett	Homington 3rd bridge, remove vegetation

Drainage works since 2015

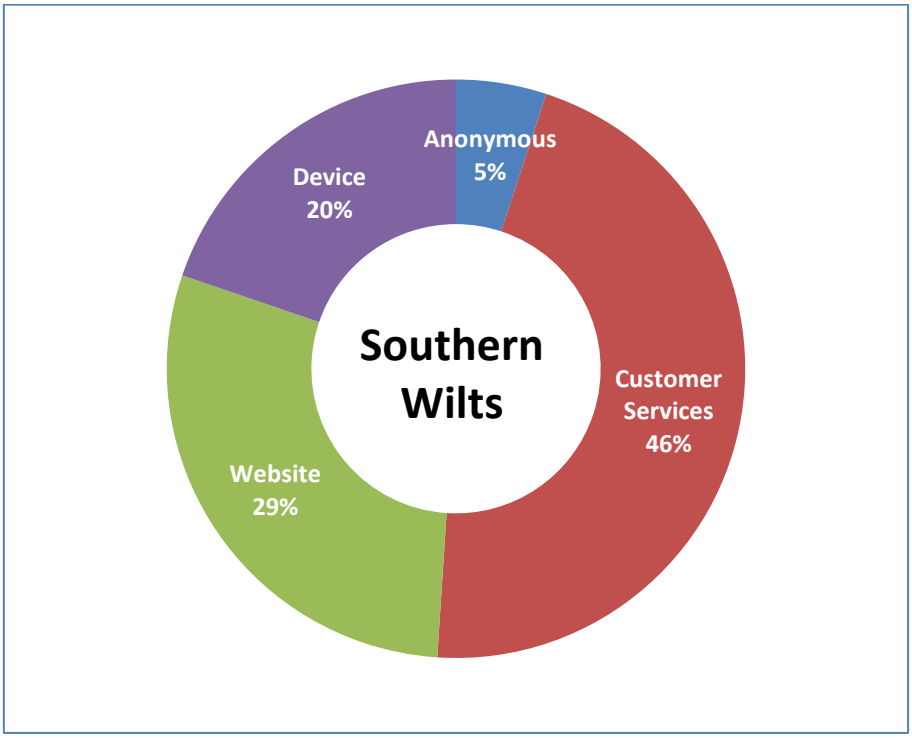
No	Location	Description
301	Southern Wiltshire	Surface Water drain upgrades
343	Southern Wiltshire	Refurbishment of soakaway
344	Southern Wiltshire	Formalise grips and soak off area
351	Southern Wiltshire	Works to Gullies and ditch

My Wiltshire

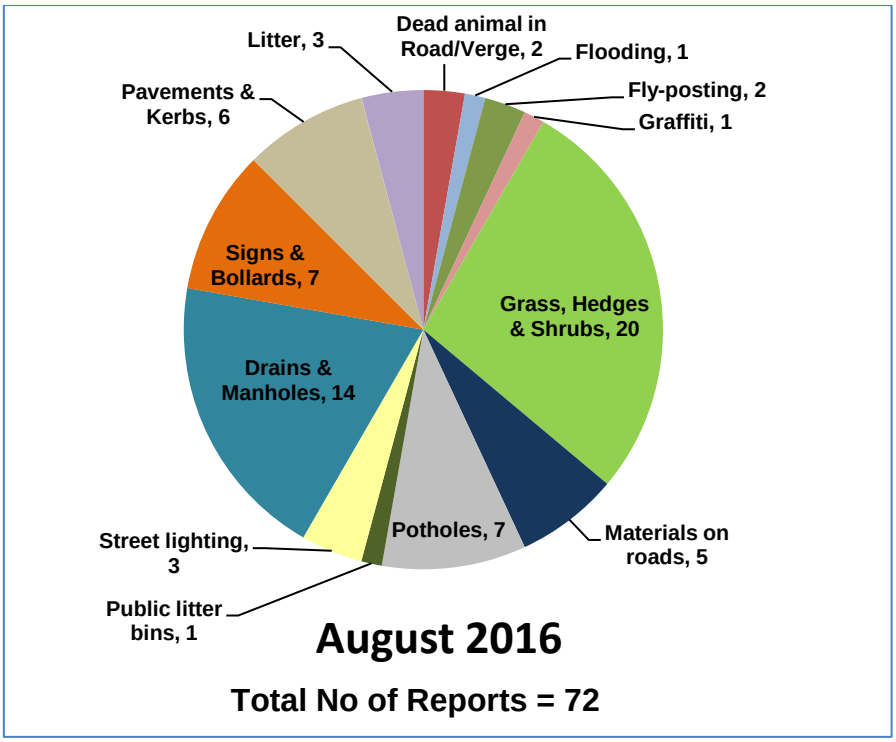
My Wiltshire provides an easy way to report highway issues, including using the Council's website. We have an app so you can report on the go using your smartphone. The My Wiltshire app is available to download at both the App Store (for iPhones and iPads), from Google Play™ (for Android phones) and Windows Store. You can attach information such as photos or videos and pinpoint the location of your report using the mapping software on your phone.

A summary of recent reports in your area is shown below, and further details are shown in Appendix B.

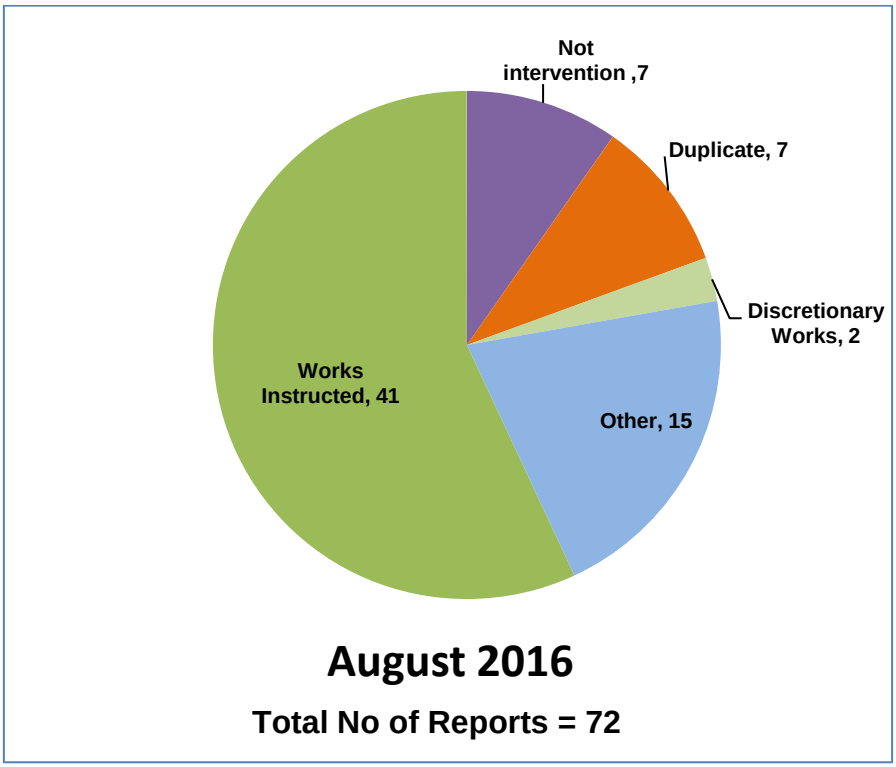
Customer reporting methods in your area



Customer reports in your area for the month of August 2016



Actions following recent reports in your area



Action definitions

1. **Not Intervention** – the technician has attended site and classified the defect as not meeting intervention levels as per the Highway Inspection Manual 2013 or in the case of streetscene reports, service level agreements.

2. **Duplicate** – a report has already been received in relation to this issue and a works instruction has previously been passed to the contractor to undertake a repair/carry out the necessary works.

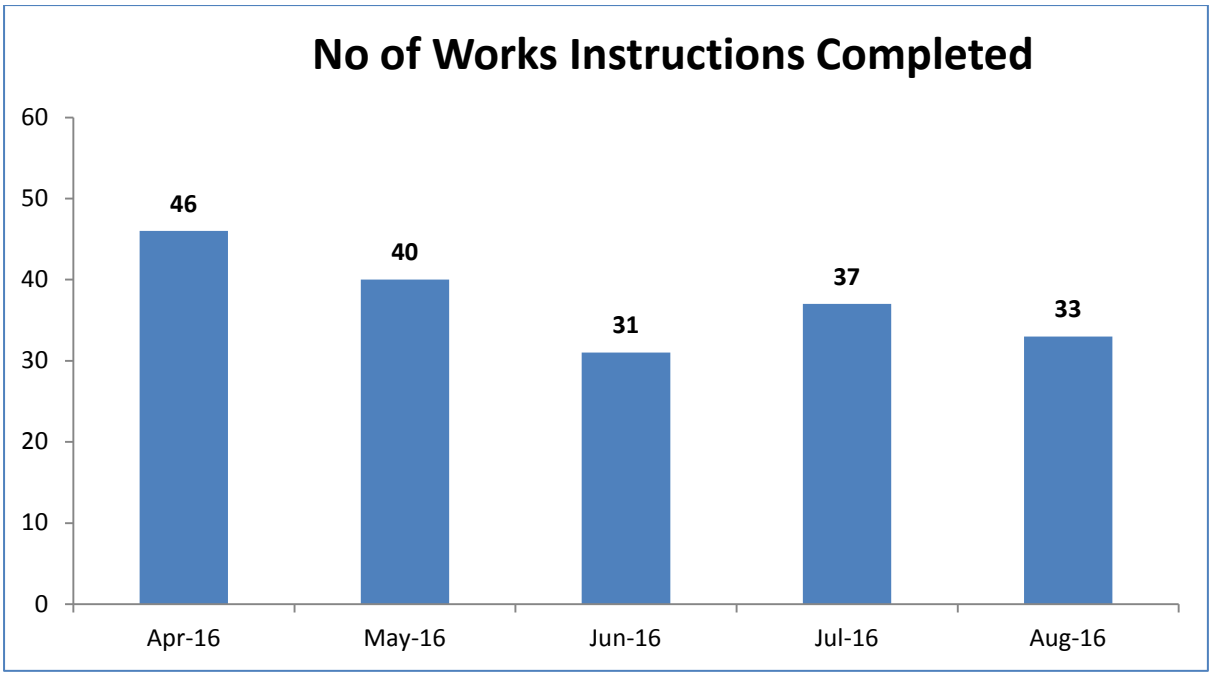
3. **Under Investigation** – this issue is currently with a Highways technician or engineer – they may be awaiting information from the customer or the issue requires further investigation e.g. wet weather inspection, drainage survey, exploratory excavation, ownership query.

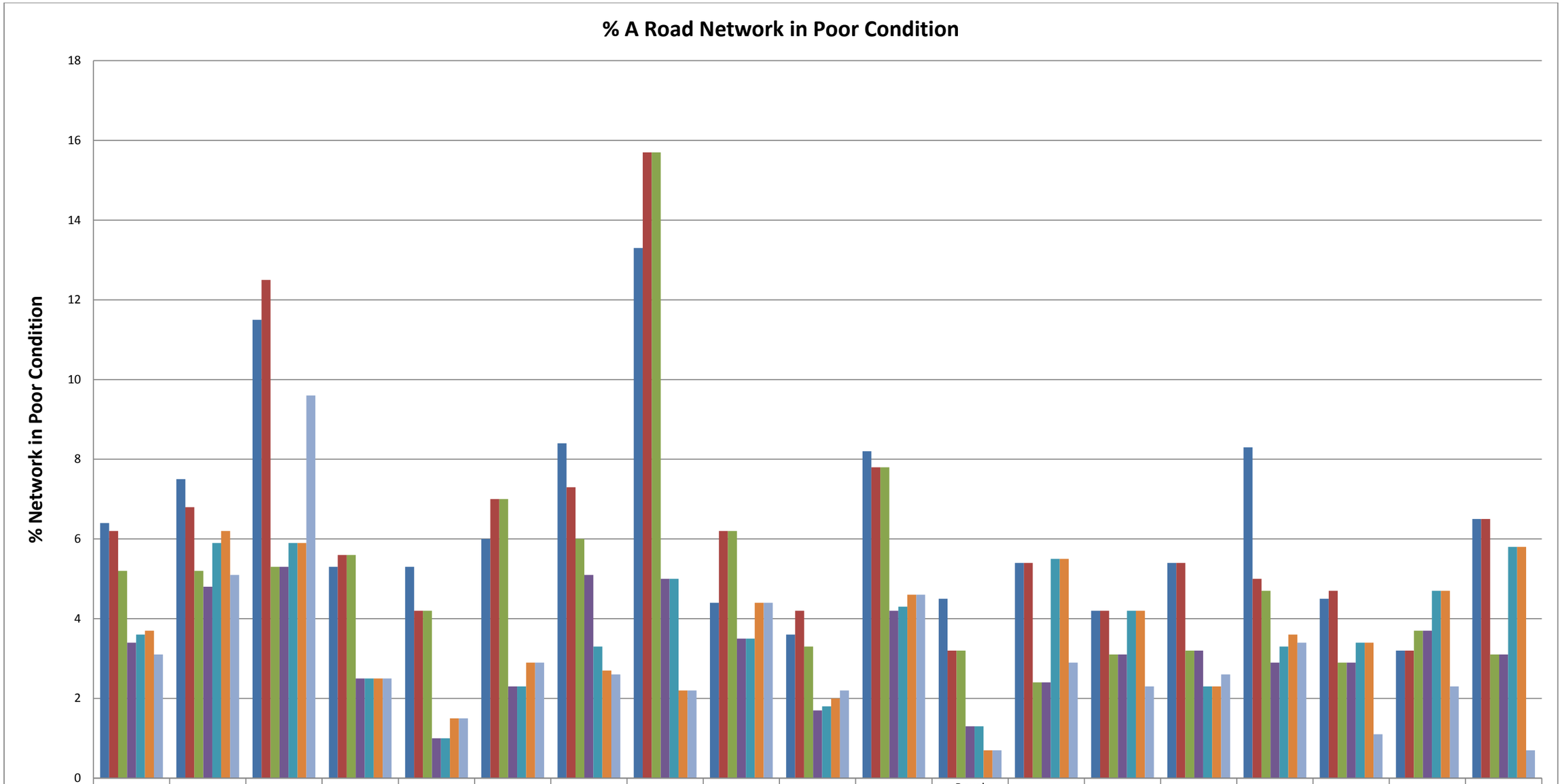
4. **Discretionary works** – this issue is not a highway safety issue and has been identified as one which falls within the remit of the parish steward scheme.

5. **Other** – the issue has been identified as one which does not require any action by Local Highways. This could be for a number of reasons –
   - the report has been cancelled by the user,
   - there is insufficient information provided to assess the issue and the customer has not provided contact details,
   - the issue is not the responsibility of Wiltshire Council e.g. un-adopted highway, gas/electricity/telephone/water/cable company, Highways England, housing association,
   - the technician attended site and nothing was found at the stated location
   - the issue has been passed to another service within Wiltshire Council e.g. rights of way, bridges.

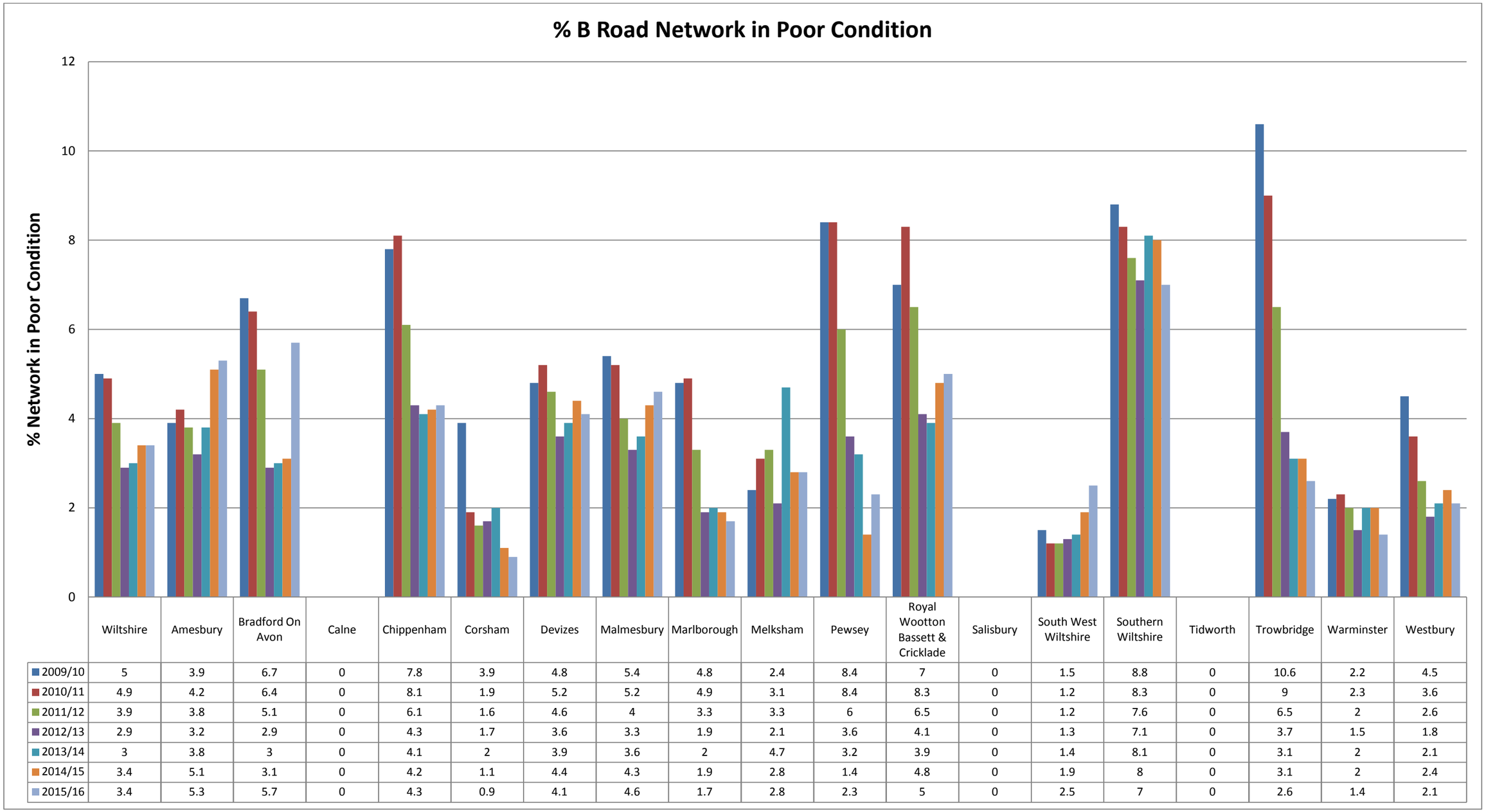
6. **Works Instructed** – the technician has assessed the issue as requiring works to be carried out and has either dealt with the issue personally or has referred it to the contractor for repair.

Highway defects completed in your area in recent months

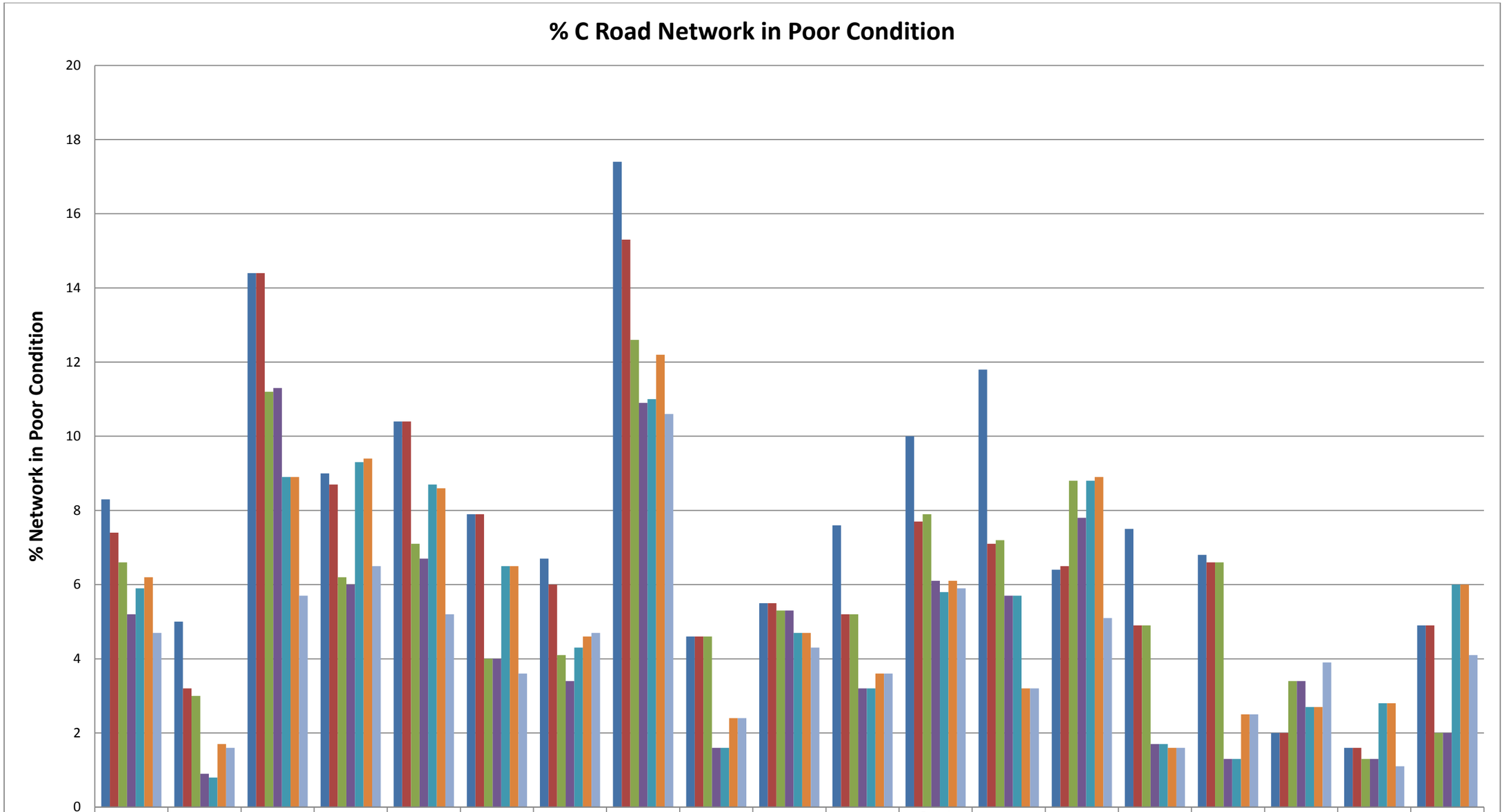




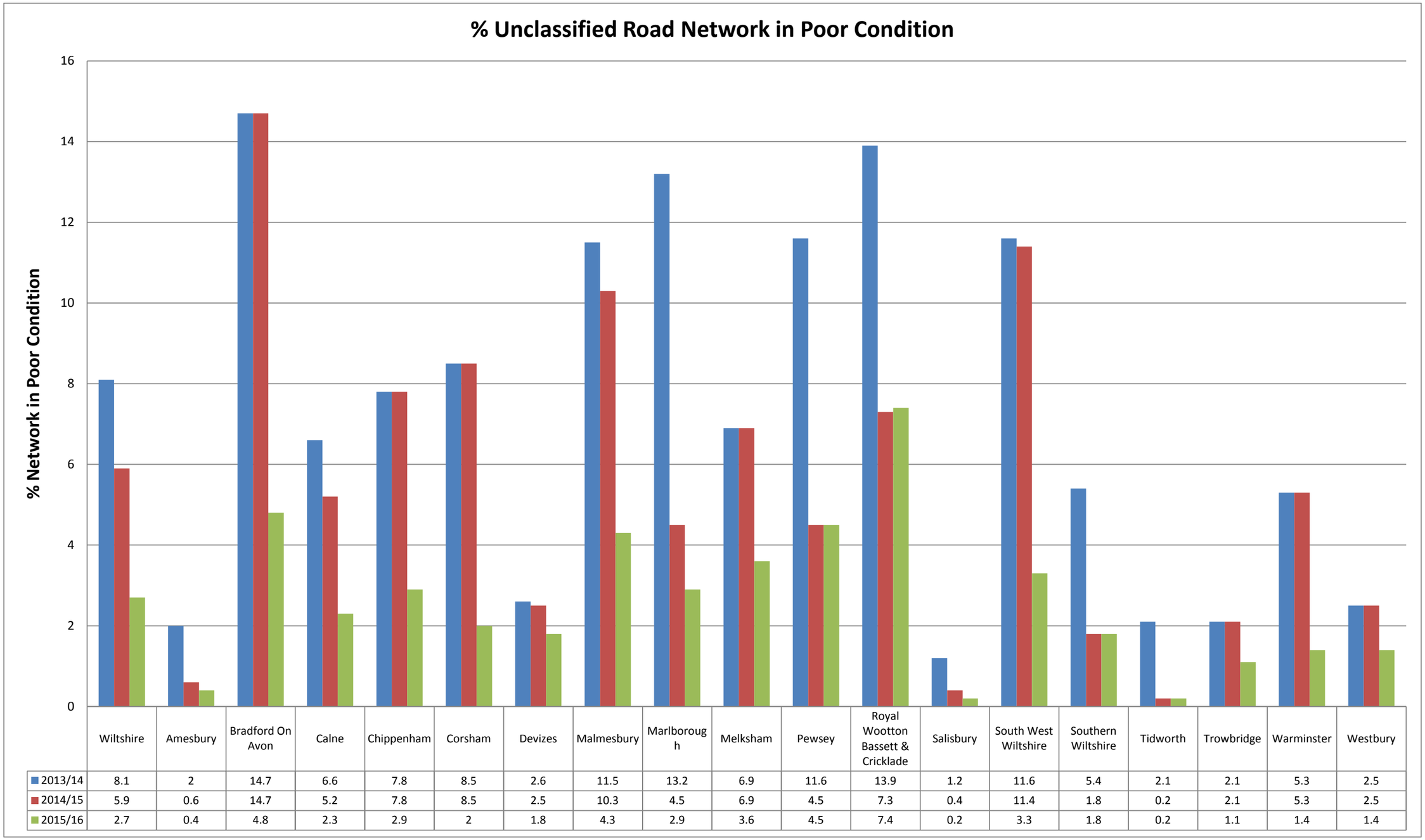
	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	6.4	7.5	11.5	5.3	5.3	6	8.4	13.3	4.4	3.6	8.2	4.5	5.4	4.2	5.4	8.3	4.5	3.2	6.5
2010/11	6.2	6.8	12.5	5.6	4.2	7	7.3	15.7	6.2	4.2	7.8	3.2	5.4	4.2	5.4	5	4.7	3.2	6.5
2011/12	5.2	5.2	5.3	5.6	4.2	7	6	15.7	6.2	3.3	7.8	3.2	2.4	3.1	3.2	4.7	2.9	3.7	3.1
2012/13	3.4	4.8	5.3	2.5	1	2.3	5.1	5	3.5	1.7	4.2	1.3	2.4	3.1	3.2	2.9	2.9	3.7	3.1
2013/14	3.6	5.9	5.9	2.5	1	2.3	3.3	5	3.5	1.8	4.3	1.3	5.5	4.2	2.3	3.3	3.4	4.7	5.8
2014/15	3.7	6.2	5.9	2.5	1.5	2.9	2.7	2.2	4.4	2	4.6	0.7	5.5	4.2	2.3	3.6	3.4	4.7	5.8
2015/16	3.1	5.1	9.6	2.5	1.5	2.9	2.6	2.2	4.4	2.2	4.6	0.7	2.9	2.3	2.6	3.4	1.1	2.3	0.7



	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	5	3.9	6.7	0	7.8	3.9	4.8	5.4	4.8	2.4	8.4	7	0	1.5	8.8	0	10.6	2.2	4.5
2010/11	4.9	4.2	6.4	0	8.1	1.9	5.2	5.2	4.9	3.1	8.4	8.3	0	1.2	8.3	0	9	2.3	3.6
2011/12	3.9	3.8	5.1	0	6.1	1.6	4.6	4	3.3	3.3	6	6.5	0	1.2	7.6	0	6.5	2	2.6
2012/13	2.9	3.2	2.9	0	4.3	1.7	3.6	3.3	1.9	2.1	3.6	4.1	0	1.3	7.1	0	3.7	1.5	1.8
2013/14	3	3.8	3	0	4.1	2	3.9	3.6	2	4.7	3.2	3.9	0	1.4	8.1	0	3.1	2	2.1
2014/15	3.4	5.1	3.1	0	4.2	1.1	4.4	4.3	1.9	2.8	1.4	4.8	0	1.9	8	0	3.1	2	2.4
2015/16	3.4	5.3	5.7	0	4.3	0.9	4.1	4.6	1.7	2.8	2.3	5	0	2.5	7	0	2.6	1.4	2.1



	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	8.3	5	14.4	9	10.4	7.9	6.7	17.4	4.6	5.5	7.6	10	11.8	6.4	7.5	6.8	2	1.6	4.9
2010/11	7.4	3.2	14.4	8.7	10.4	7.9	6	15.3	4.6	5.5	5.2	7.7	7.1	6.5	4.9	6.6	2	1.6	4.9
2011/12	6.6	3	11.2	6.2	7.1	4	4.1	12.6	4.6	5.3	5.2	7.9	7.2	8.8	4.9	6.6	3.4	1.3	2
2012/13	5.2	0.9	11.3	6	6.7	4	3.4	10.9	1.6	5.3	3.2	6.1	5.7	7.8	1.7	1.3	3.4	1.3	2
2013/14	5.9	0.8	8.9	9.3	8.7	6.5	4.3	11	1.6	4.7	3.2	5.8	5.7	8.8	1.7	1.3	2.7	2.8	6
2014/15	6.2	1.7	8.9	9.4	8.6	6.5	4.6	12.2	2.4	4.7	3.6	6.1	3.2	8.9	1.6	2.5	2.7	2.8	6
2015/16	4.7	1.6	5.7	6.5	5.2	3.6	4.7	10.6	2.4	4.3	3.6	5.9	3.2	5.1	1.6	2.5	3.9	1.1	4.1



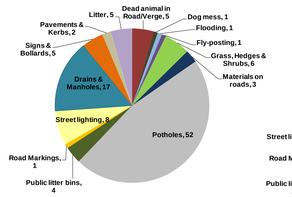
	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2013/14	8.1	2	14.7	6.6	7.8	8.5	2.6	11.5	13.2	6.9	11.6	13.9	1.2	11.6	5.4	2.1	2.1	5.3	2.5
2014/15	5.9	0.6	14.7	5.2	7.8	8.5	2.5	10.3	4.5	6.9	4.5	7.3	0.4	11.4	1.8	0.2	2.1	5.3	2.5
2015/16	2.7	0.4	4.8	2.3	2.9	2	1.8	4.3	2.9	3.6	4.5	7.4	0.2	3.3	1.8	0.2	1.1	1.4	1.4

Appendix B: My Wiltshire Statistics

Wiltshire Council
Where everybody matters

Southern Wiltshire Area Board

Customer Reported Issues



April 2016
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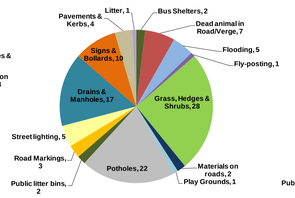

May 2016
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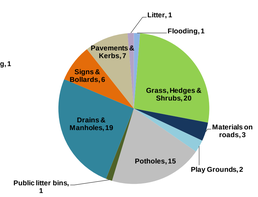

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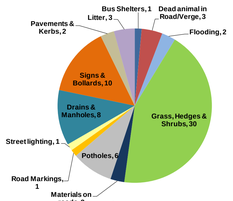

July 2016
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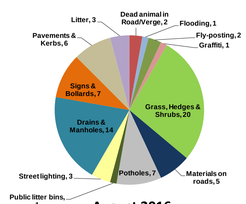

August 2016
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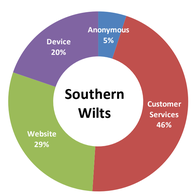
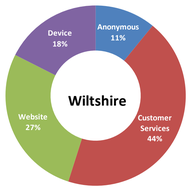
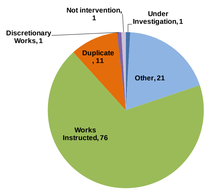
Reporting Channels





Customer Call Outcomes



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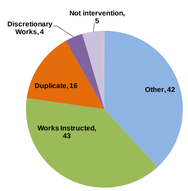

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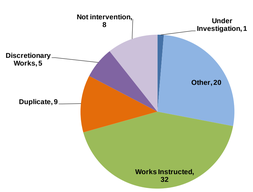

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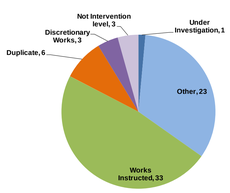
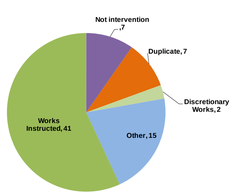
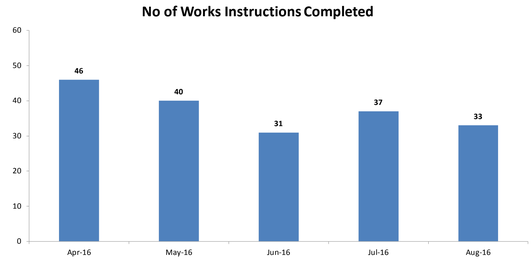


July 2016
Total No of Reports = 69

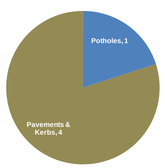


August 2016
Total No of Reports = 72

Completed in Month



Safety Inspections



April 2016
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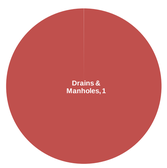

May 2016
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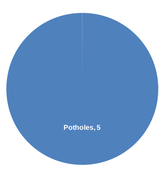
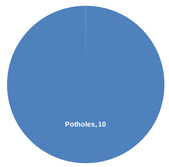
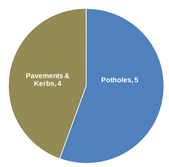


June 2016
Total No of Defects = 5



July 2016
Total No of Defects = 10



August 2016
Total No of Defects = 9

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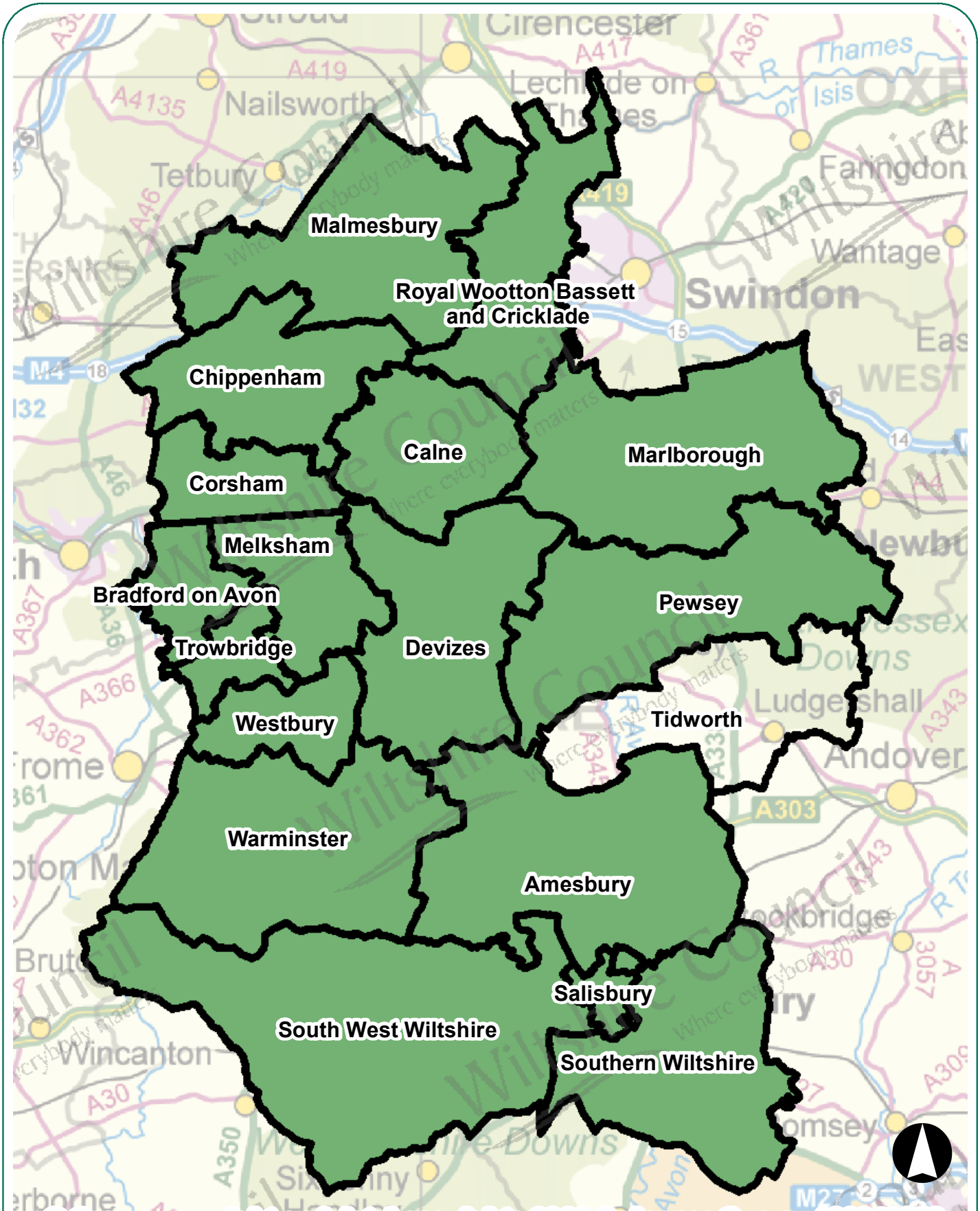
Wiltshire Council
Where everybody matters

Tidworth Area Board
Highway Information



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Tidworth Area Board Highway Information

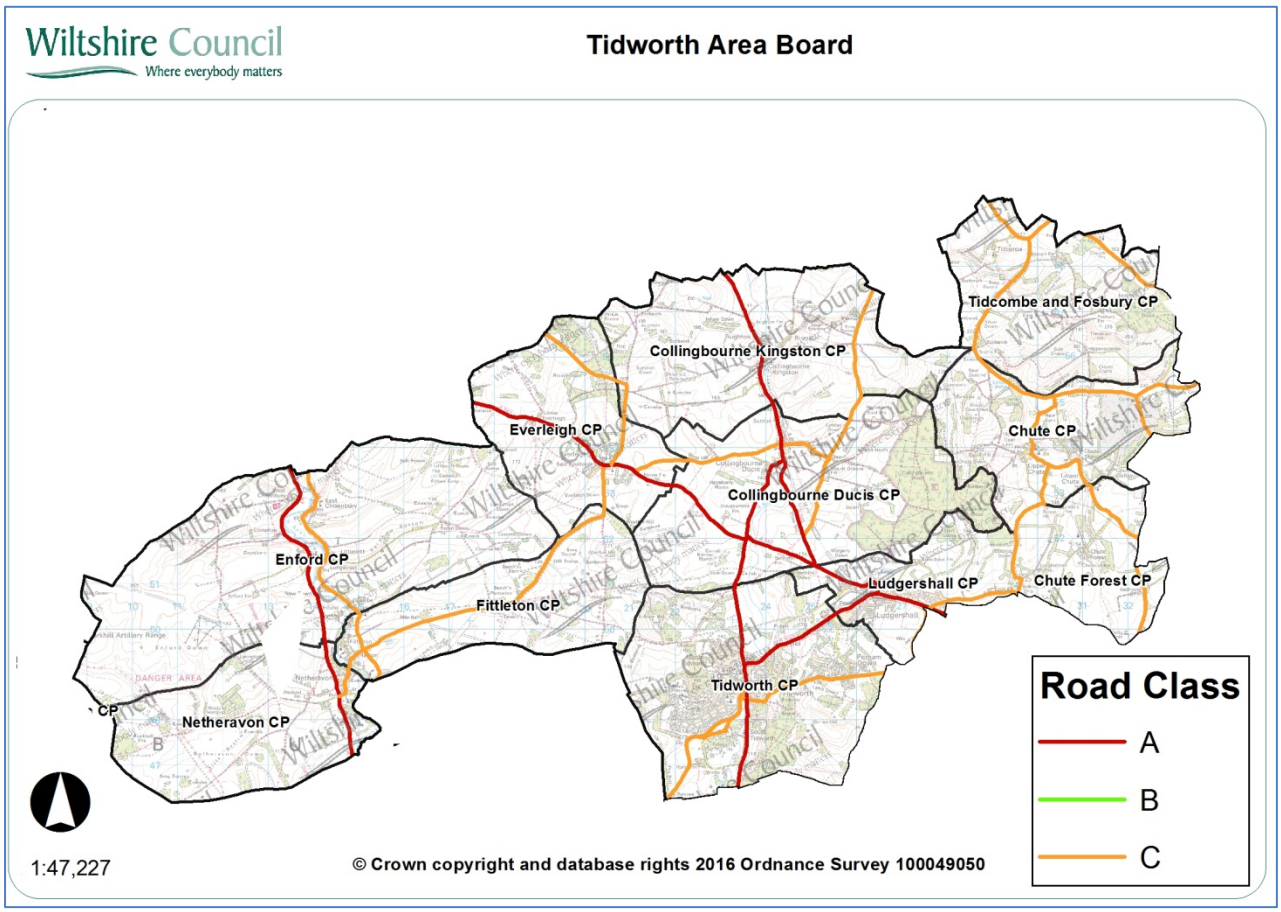
Introduction

This document summarises highway information for your area board. It lists the recent highway and related work carried out by Wiltshire Council, including the road resurfacing carried out during the first two years of the 'Local Highways Investment Fund 2014 – 2020', and includes other information which should be of interest.

Further information on the Council's activities is available at the website www.wiltshire.gov.uk. If you wish to report a specific highway issue please use My Wiltshire. Details are provided at the end of this document.

Parishes in the community area are:

Chute Forest, Chute, Tidcombe & Fosbury, Everleigh, Tidworth, Collingbourne Ducis, Collingbourne Kingston, Ludgershall, Enford, Fitttleton, Netheravon



Network statistics in your area

Road length by class

Road type	Urban (km)	Rural (km)
A Class Roads	11.17	26.2
B Class Roads	0.00	0.00
C Class Roads	10.06	55.32
Unclassified Roads	39.49	27.54
Total	**60.72**	**109.06**
	Overall Total	**169.78**

The council categorises its roads to reflect their importance. This enables an effective assignment of highway inspection frequencies and maintenance standards.

Highway assets in your area

The council keeps an inventory of its highway assets in order to assist planning its highway maintenance. Important statistics relating to your board area are:

Asset Type	Measure
Carriageway	169.78 km
Footways adjacent to road	64 km
Footways (linked)	7.11 km
White road centre lines	58 km
Road kerbs	79 km
Grass verge (maintained)	280 km
Drainage grips	1, 043number
Drainage pipe grips	73 number
Drainage gullies	2, 049 number
Road signs	1, 165 number
Street lights	5,412 number

Major highway maintenance

Road resurfacing

Wiltshire has over 3,000 miles of road. The Council's 'Local Highways Investment Fund 2014 – 2020' is making a massive investment to improve the condition of the roads in Wiltshire over six years. The programme of work started in April 2014, and is designed and supervised by the Council's consultants Atkins, with the work carried out by our main highway contractors Tarmac and Eurovia.

The work carried out in the first two years of the programme has improved a considerable number of the roads in previously poor condition. The locations of sites treated in recent years are shown below.

Carriageway repairs

As well as resurfacing roads other works are undertaken to make localised repairs to keep the roads safe. The works undertaken in your area since 2014 are shown on the map below.

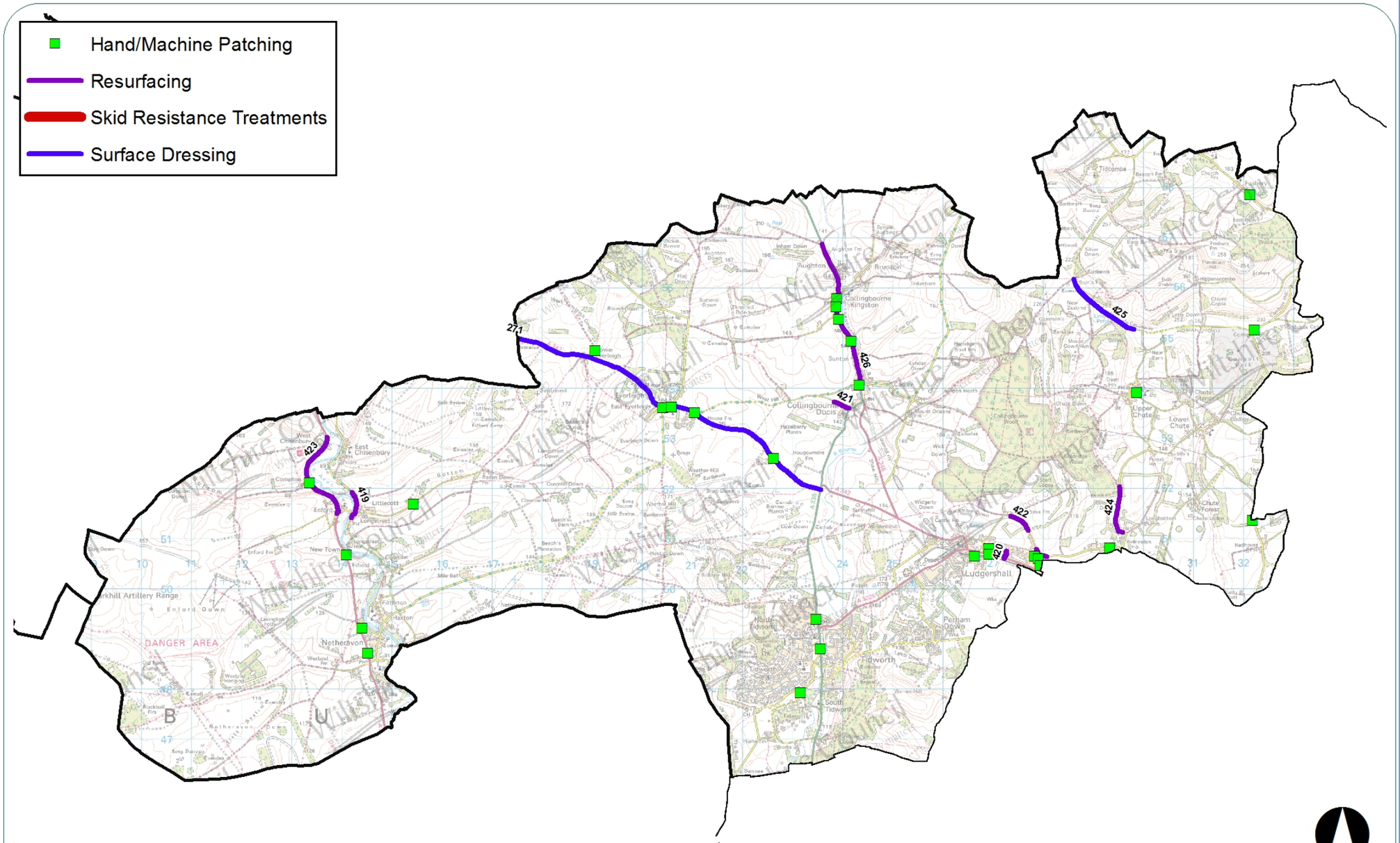
The wet winter and flooding in previous years has resulted in substantial damage to the road network. It is important that serious defects are treated promptly to keep the roads safe. The Council currently operates four Pothole teams that respond to urgent issues to keep the roads safe.

Plan showing major maintenance schemes & hand/machine patching sites completed since 2014

Wiltshire Council
Where everybody matters

Tidworth Area Board

- Hand/Machine Patching
- Resurfacing
- Skid Resistance Treatments
- Surface Dressing



1:47,227

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Major maintenance completed since 2014

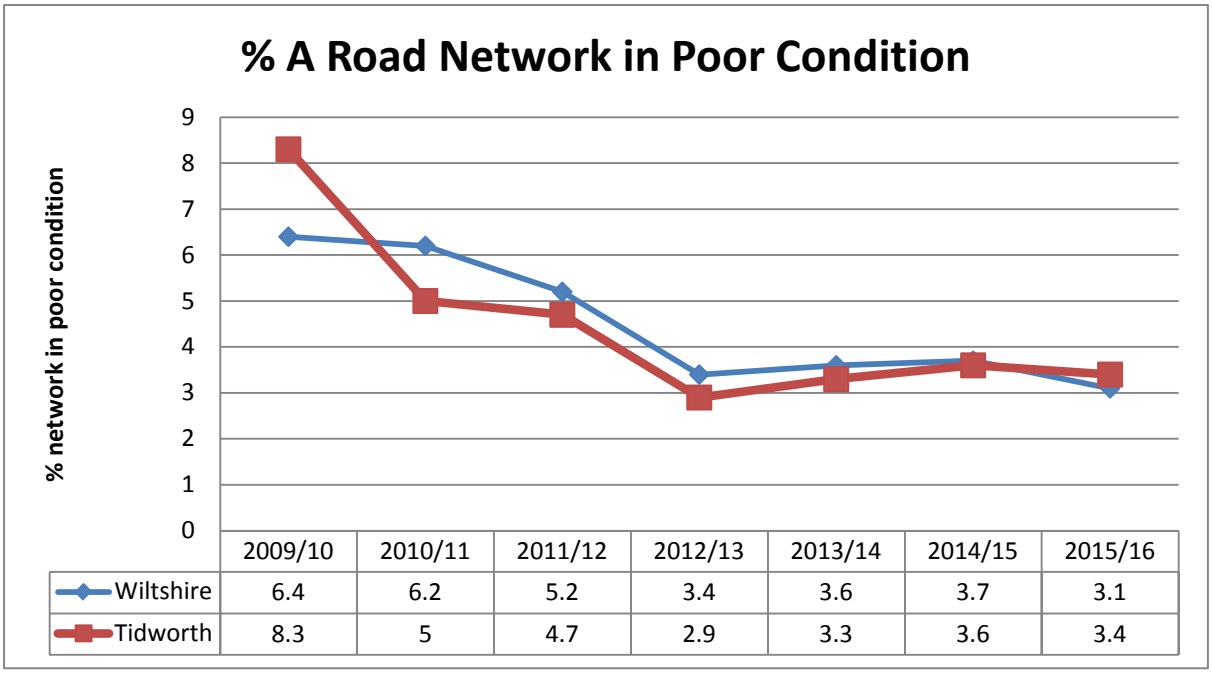
No	Location	Works
271	A342 Andover Road (junction with A345 Pewsey Road to A338 Tidworth Road)	Surface Dressing
419	Longstreet, Wiltshire	Resurfacing
420	Meade Road, Ludgershall	Resurfacing
421	Chicks Lane/ Everleigh Road	Resurfacing
422	Crawlboys Lane	Resurfacing
423	A345 Enford to Compton	Resurfacing
424	Biddesden to Chute	Resurfacing
425	Tidworth - C195 Chute Causeway	Surface Dressing
426	Collingbourne Ducis & Collingbourne Kingston	Resurfacing

Highway conditions and technical surveys in your area

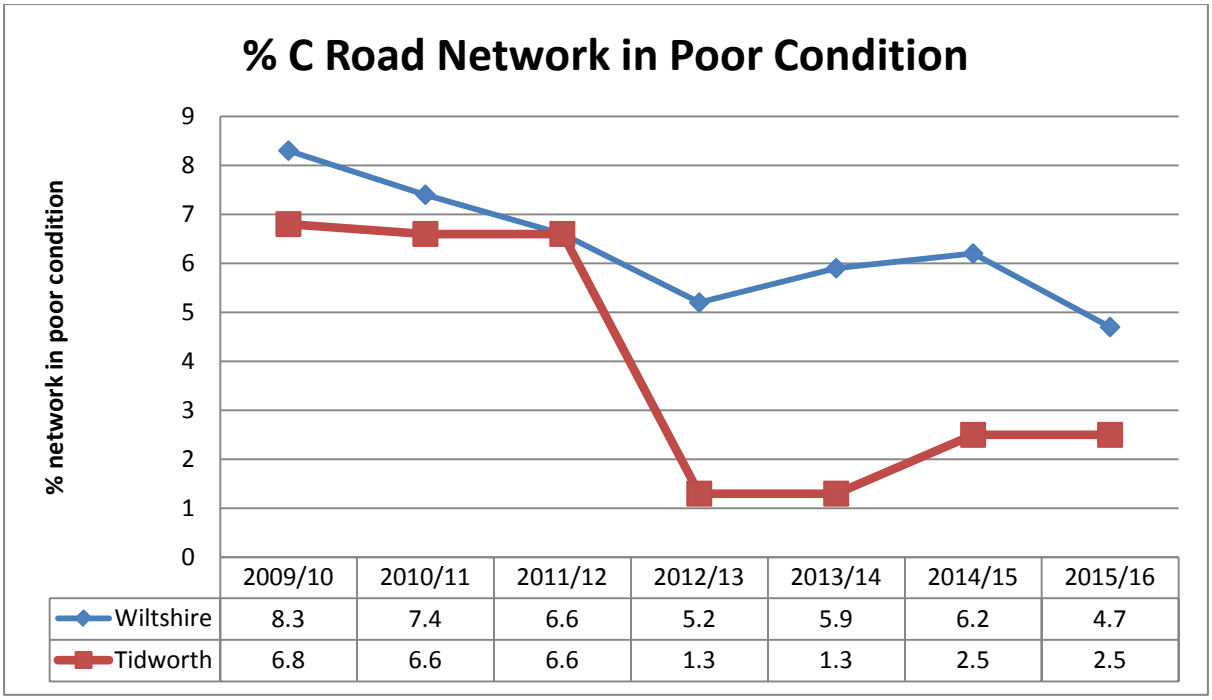
Roads deteriorate in condition because of various factors, including traffic volumes, ground conditions, and weather and drainage issues. Technical surveys of the condition of the highway network are carried out annually and the information is used to help prioritise schemes. Road safety is the priority, and maintaining adequate skid resistance on the busy high speed roads is vital.

The surveys include the use of a vehicle equipped with lasers and cameras to record road surface condition, which allows us to report on road conditions to the Department for Transport and to prioritise maintenance work. Other surveys include measuring skid resistance on the busier roads.

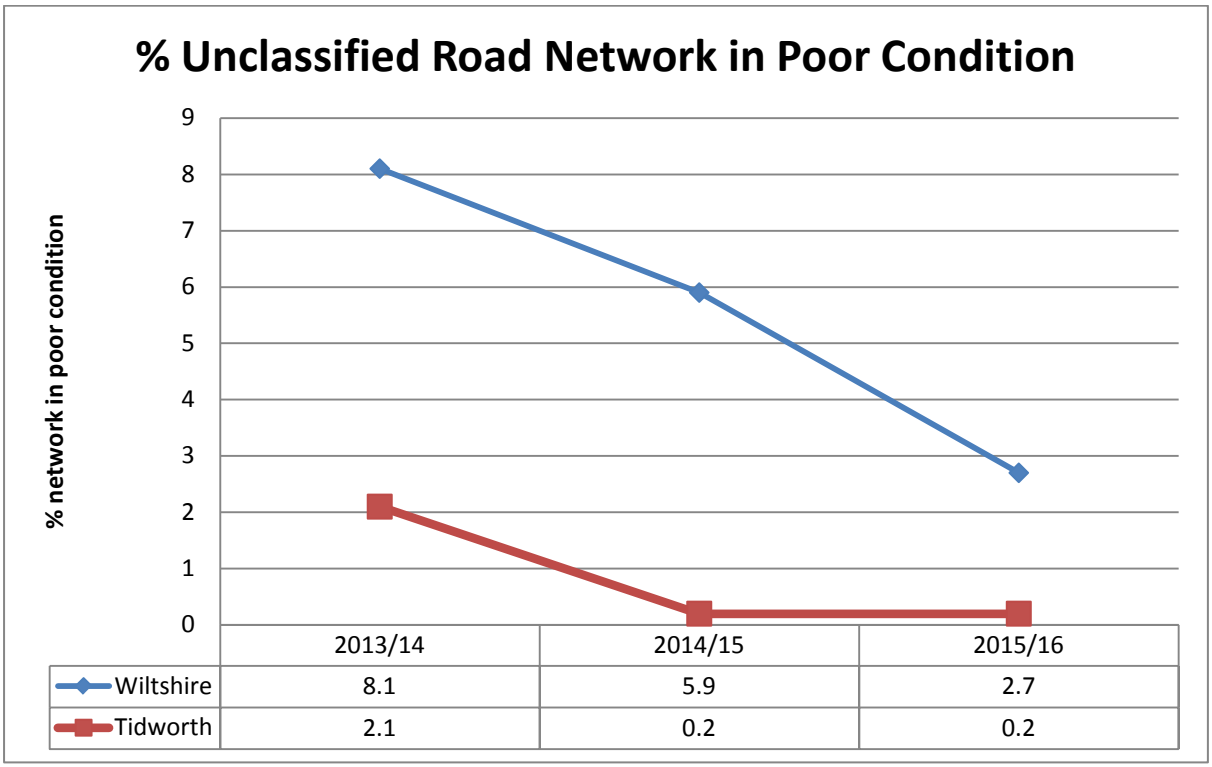
The road conditions in your area are shown below. It should be noted that low numbers are good because it indicates that less road length should be considered for treatment. More detailed information is shown in Appendix A.



	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	6.4	6.2	5.2	3.4	3.6	3.7	3.1
Tidworth	8.3	5	4.7	2.9	3.3	3.6	3.4



	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	8.3	7.4	6.6	5.2	5.9	6.2	4.7
Tidworth	6.8	6.6	6.6	1.3	1.3	2.5	2.5



	2013/14	2014/15	2015/16
Wiltshire	8.1	5.9	2.7
Tidworth	2.1	0.2	0.2

Integrated transport, bridge and drainage works

Integrated transport

The Council's traffic engineering team work with our contractors to plan and deliver a range of projects to the local community, most notably through the Area Boards and Community Area Transport Groups (CATGs). The schemes range in size and complexity from simple sign installation through to more complex road safety and improvement schemes.

Bridges

The Council regularly inspects its bridges and other highway structures. There is a programme of renewal and refurbishment works to keep them in good condition, as well as having to respond to damage caused by collisions.

Drainage

Programmes of drainage investigations, repairs and flood alleviation schemes are undertaken throughout the year, but the flooding in recent years has meant that there has been a need to respond immediately to flooding issues, as well as dealing with previously identified problem sites. The drainage improvement and flood alleviation work is co-ordinated through the Council's Operational Flood Working Groups that include the Environment Agency, Wessex Water, other organisations and stakeholders.

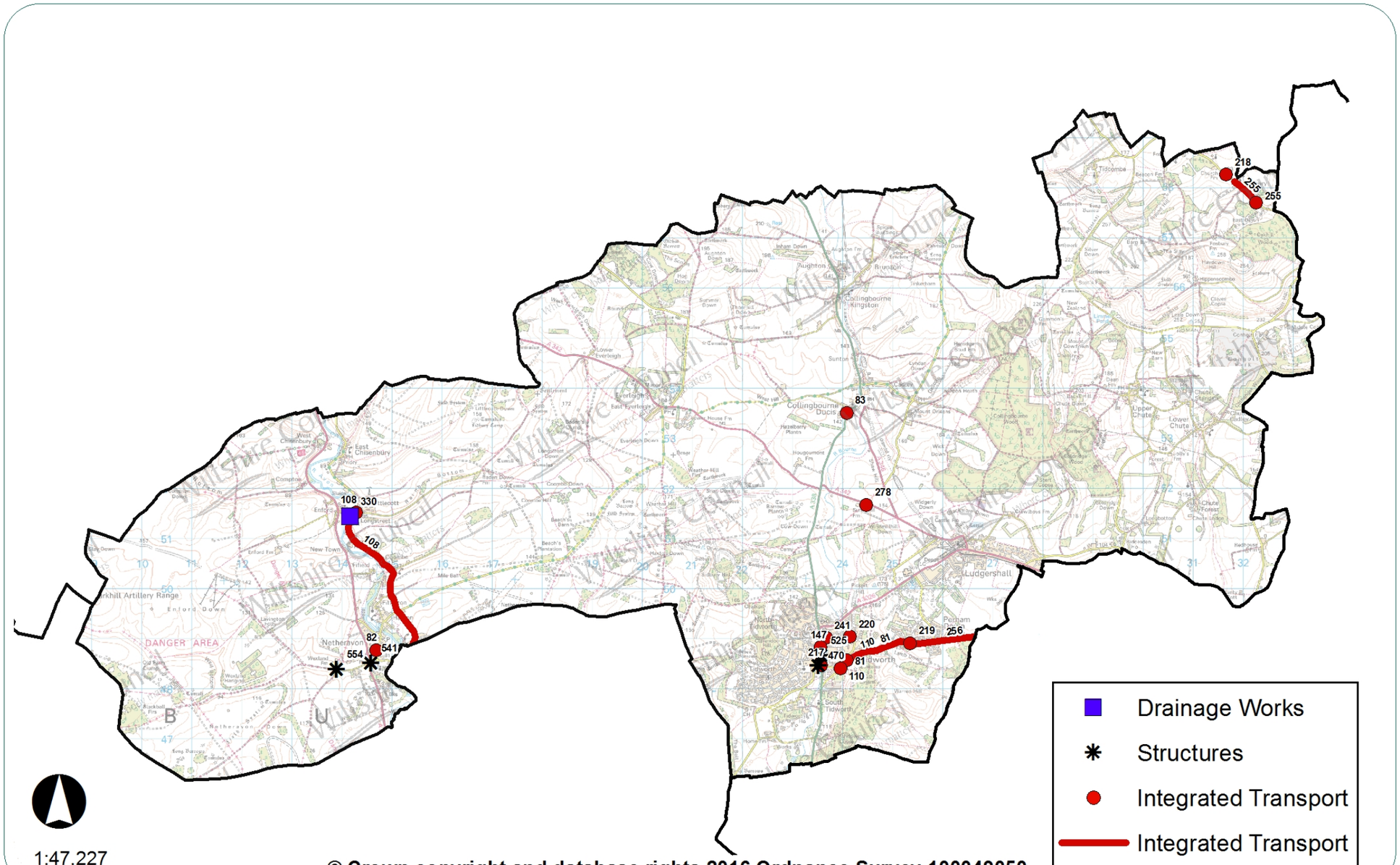
Recent work in your area

The Integrated Transport, Bridge and Drainage schemes carried out in your area since 2015 are listed below.

Plan showing completed integrated transport, bridge and drainage schemes since 2015

Wiltshire Council
Where everybody matters

Tidworth Area Board



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Integrated transport schemes since 2015

No	Location	Description
217	Tidworth	Bulford Road pedestrian crossing (drop kerbs)
218	Fosbury	Speed limit / gateways
219	Perham Down	Tidworth road / Lamdown Terrace Junction warning signs * slow marking
220	Tidworth	Kennet Road drop kerbs
241	Tidworth	Clarendon Infants and Junior bus stop clearway and waiting restrictions
255	Fosbury	Fosbury speed limit / gateways
278	Ludgershall	A342 Sunny Hill Farm - relocation of solar powered cattle warning signs
81	C32 & C9	Speed limit implementations C32 & C9
82	Netheravon	Post Office Lane Unsuitable for HGV signs
83	Collingbourne Ducis	The Knapp pedestrian railings
108	Netheravon	C32 Enford Coombe Speed Limit - signs and road markings
110	Tidworth	C9 Perham Down Speed Limit - signs and markings
147	Tidworth	Direction signs to Clarendon Schools

Bridge schemes since 2014

No	Location	Description
554	Netheravon	Masonry arch repair
470	North Tidworth	Bridge schemes vegetation clearance - Woodbridge & Oval
525	North Tidworth	Tidworth 2nd, 3rd and Ordance Road railing repairs.
541	Netheravon	Netheravon Bridge, Remove Vegetation

Drainage works since 2015

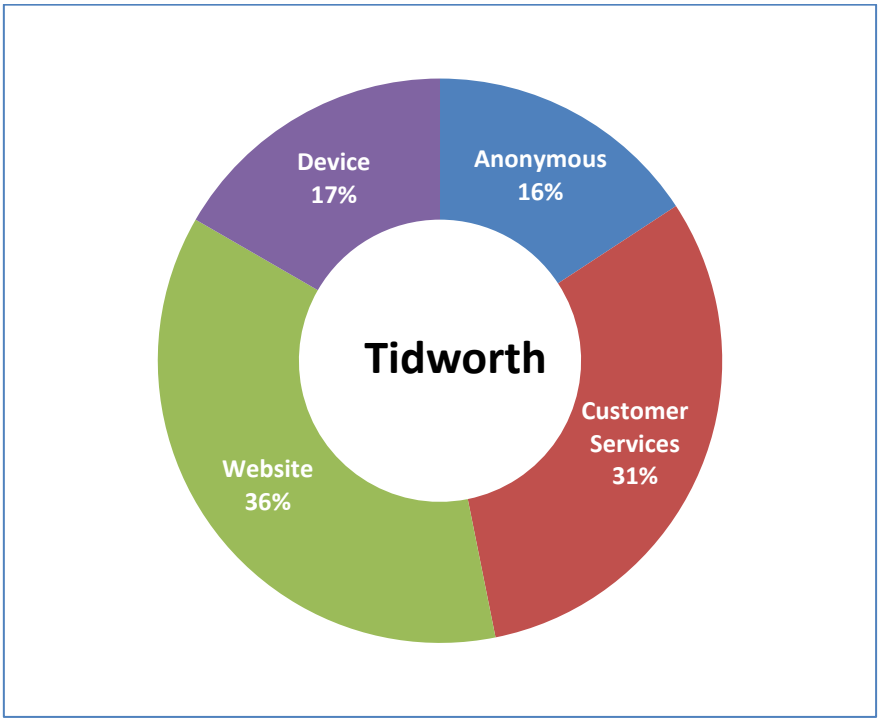
No	Location	Description
330	Tidworth	Installation of new outfall pipe

My Wiltshire

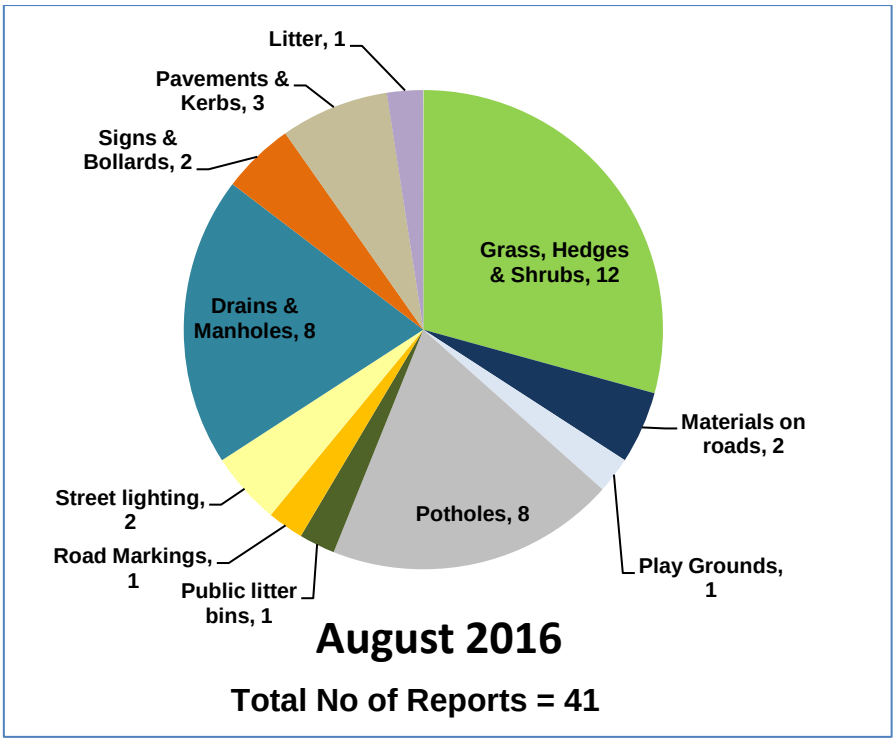
My Wiltshire provides an easy way to report highway issues, including using the Council's website. We have an app so you can report on the go using your smartphone. The My Wiltshire app is available to download at both the App Store (for iPhones and iPads), from Google Play™ (for Android phones) and Windows Store. You can attach information such as photos or videos and pinpoint the location of your report using the mapping software on your phone.

A summary of recent reports in your area is shown below, and further details are shown in Appendix B.

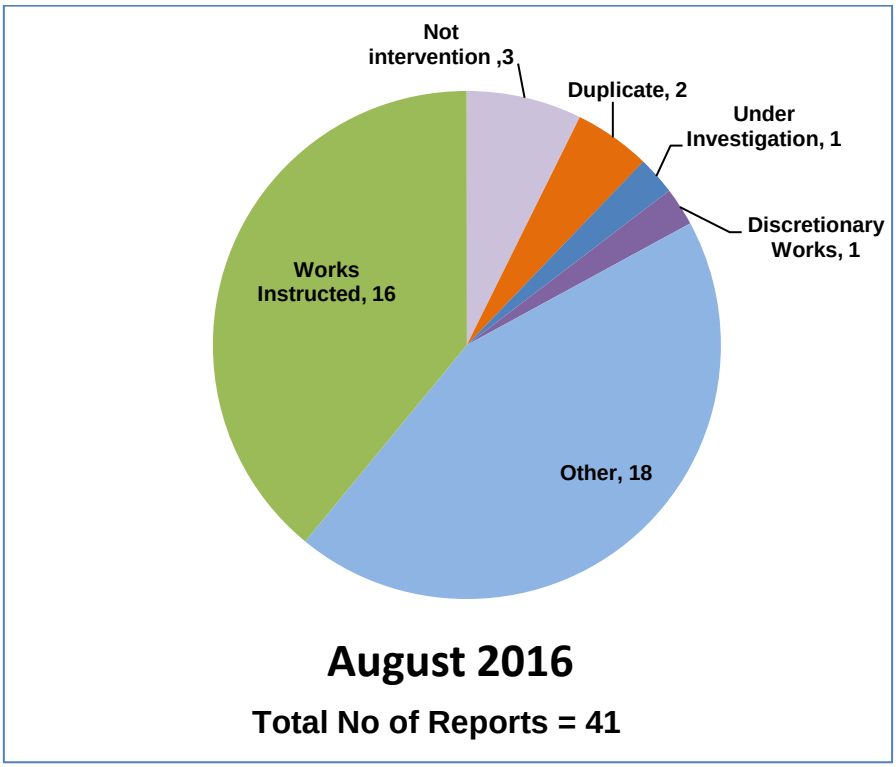
Customer reporting methods in your area



Customer reports in your area for the month of August 2016



Actions following recent reports in your area



Action definitions

1. **Not Intervention** – the technician has attended site and classified the defect as not meeting intervention levels as per the Highway Inspection Manual 2013 or in the case of streetscene reports, service level agreements.

2. **Duplicate** – a report has already been received in relation to this issue and a works instruction has previously been passed to the contractor to undertake a repair/carry out the necessary works.

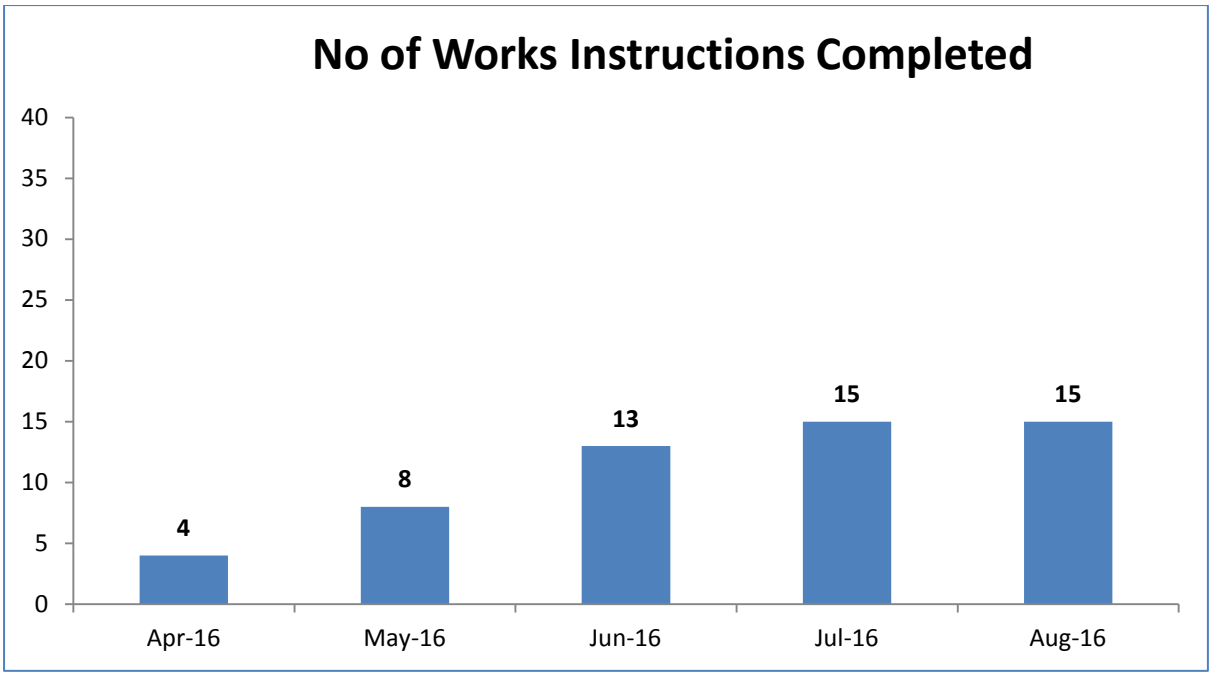
3. **Under Investigation** – this issue is currently with a Highways technician or engineer – they may be awaiting information from the customer or the issue requires further investigation e.g. wet weather inspection, drainage survey, exploratory excavation, ownership query.

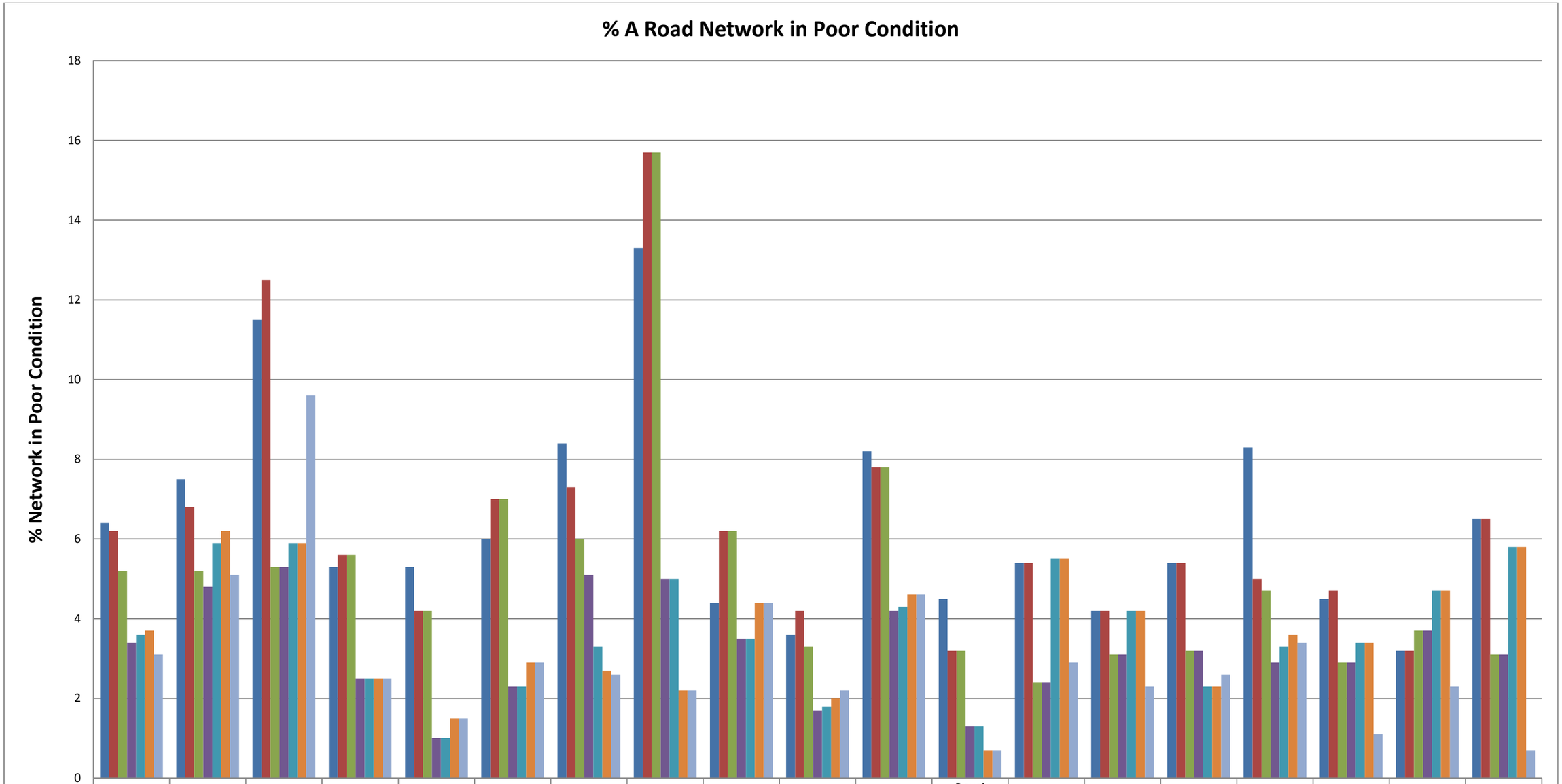
4. **Discretionary works** – this issue is not a highway safety issue and has been identified as one which falls within the remit of the parish steward scheme.

5. **Other** – the issue has been identified as one which does not require any action by Local Highways. This could be for a number of reasons –
   - the report has been cancelled by the user,
   - there is insufficient information provided to assess the issue and the customer has not provided contact details,
   - the issue is not the responsibility of Wiltshire Council e.g. un-adopted highway, gas/electricity/telephone/water/cable company, Highways England, housing association,
   - the technician attended site and nothing was found at the stated location
   - the issue has been passed to another service within Wiltshire Council e.g. rights of way, bridges.

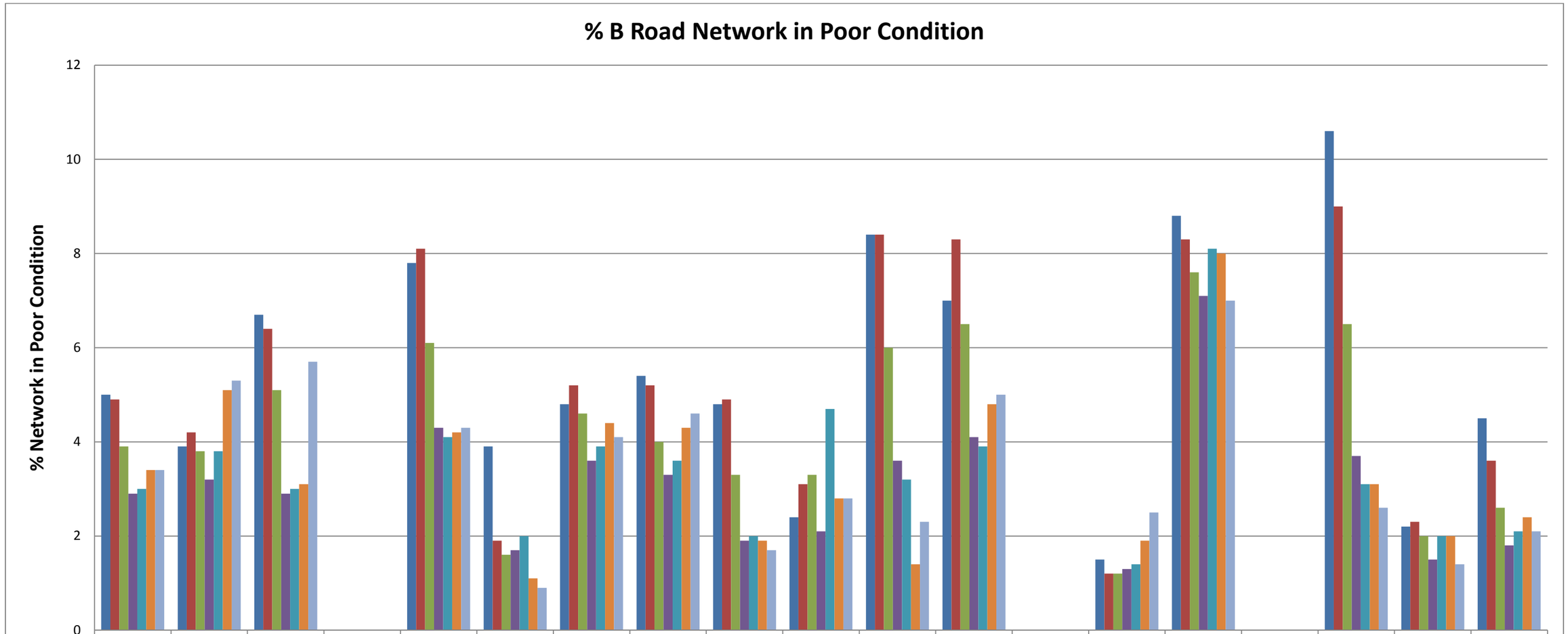
6. **Works Instructed** – the technician has assessed the issue as requiring works to be carried out and has either dealt with the issue personally or has referred it to the contractor for repair.

Highway defects completed in your area in recent months

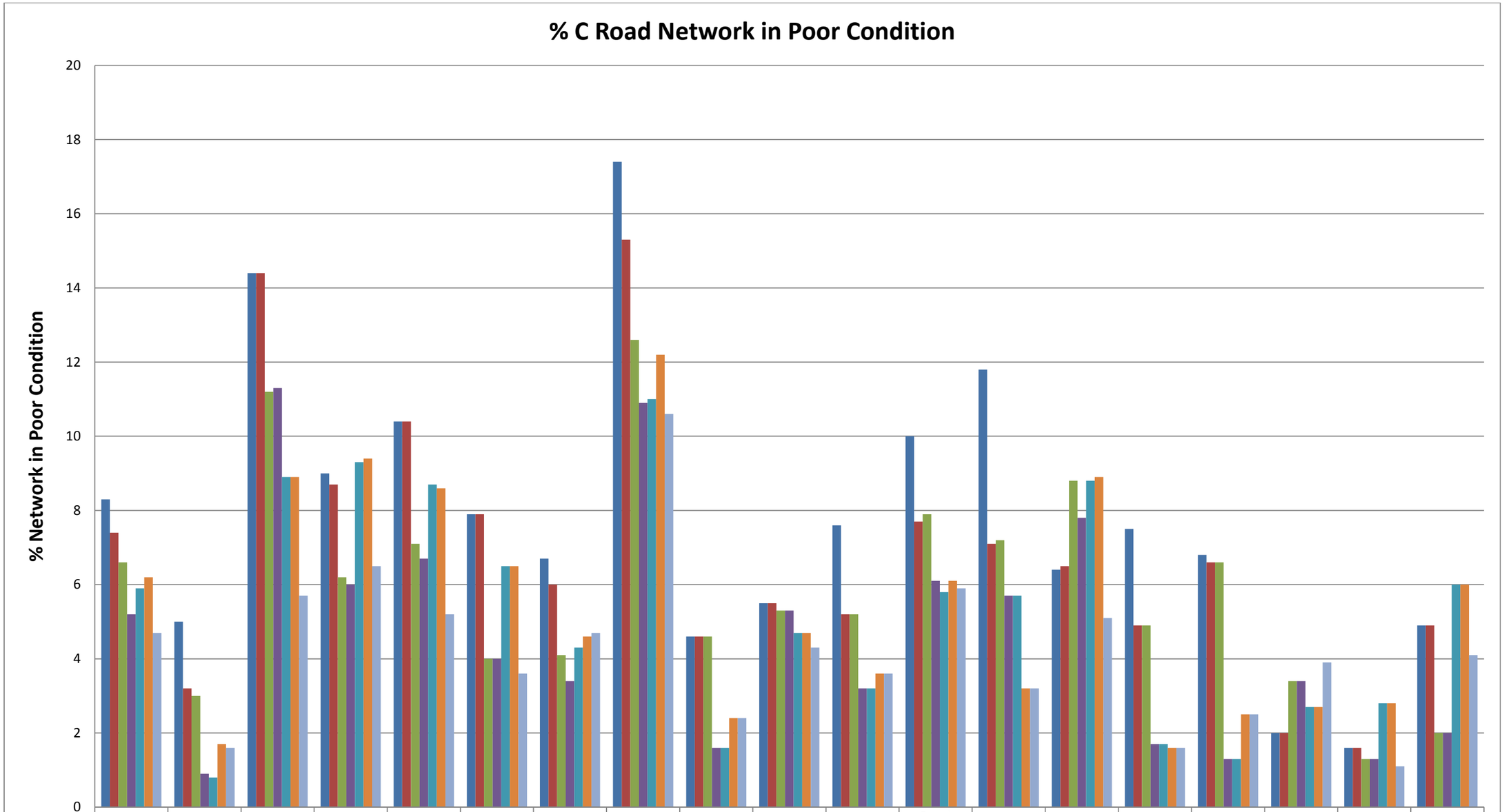




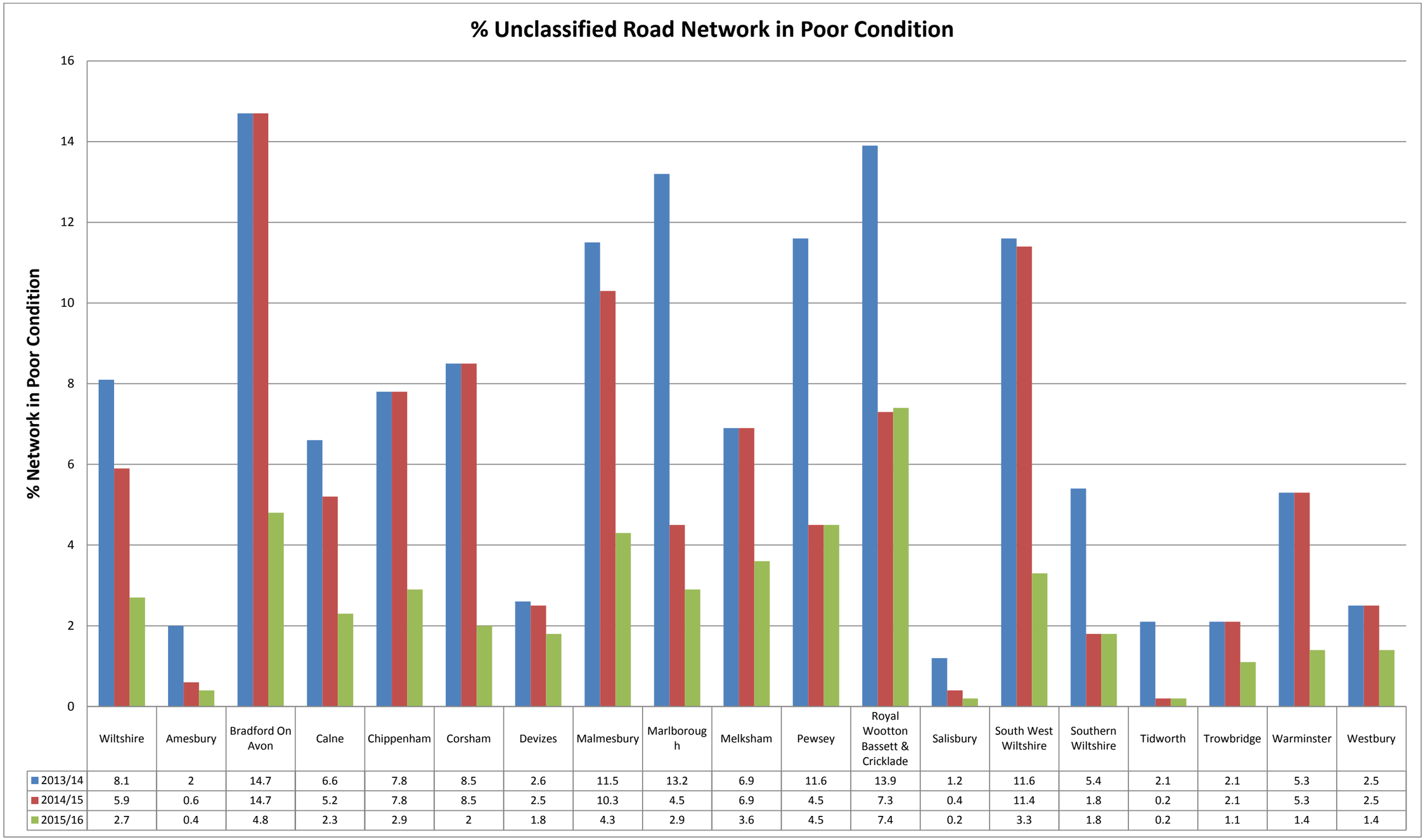
	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	6.4	7.5	11.5	5.3	5.3	6	8.4	13.3	4.4	3.6	8.2	4.5	5.4	4.2	5.4	8.3	4.5	3.2	6.5
2010/11	6.2	6.8	12.5	5.6	4.2	7	7.3	15.7	6.2	4.2	7.8	3.2	5.4	4.2	5.4	5	4.7	3.2	6.5
2011/12	5.2	5.2	5.3	5.6	4.2	7	6	15.7	6.2	3.3	7.8	3.2	2.4	3.1	3.2	4.7	2.9	3.7	3.1
2012/13	3.4	4.8	5.3	2.5	1	2.3	5.1	5	3.5	1.7	4.2	1.3	2.4	3.1	3.2	2.9	2.9	3.7	3.1
2013/14	3.6	5.9	5.9	2.5	1	2.3	3.3	5	3.5	1.8	4.3	1.3	5.5	4.2	2.3	3.3	3.4	4.7	5.8
2014/15	3.7	6.2	5.9	2.5	1.5	2.9	2.7	2.2	4.4	2	4.6	0.7	5.5	4.2	2.3	3.6	3.4	4.7	5.8
2015/16	3.1	5.1	9.6	2.5	1.5	2.9	2.6	2.2	4.4	2.2	4.6	0.7	2.9	2.3	2.6	3.4	1.1	2.3	0.7



	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	5	3.9	6.7	0	7.8	3.9	4.8	5.4	4.8	2.4	8.4	7	0	1.5	8.8	0	10.6	2.2	4.5
2010/11	4.9	4.2	6.4	0	8.1	1.9	5.2	5.2	4.9	3.1	8.4	8.3	0	1.2	8.3	0	9	2.3	3.6
2011/12	3.9	3.8	5.1	0	6.1	1.6	4.6	4	3.3	3.3	6	6.5	0	1.2	7.6	0	6.5	2	2.6
2012/13	2.9	3.2	2.9	0	4.3	1.7	3.6	3.3	1.9	2.1	3.6	4.1	0	1.3	7.1	0	3.7	1.5	1.8
2013/14	3	3.8	3	0	4.1	2	3.9	3.6	2	4.7	3.2	3.9	0	1.4	8.1	0	3.1	2	2.1
2014/15	3.4	5.1	3.1	0	4.2	1.1	4.4	4.3	1.9	2.8	1.4	4.8	0	1.9	8	0	3.1	2	2.4
2015/16	3.4	5.3	5.7	0	4.3	0.9	4.1	4.6	1.7	2.8	2.3	5	0	2.5	7	0	2.6	1.4	2.1



	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	8.3	5	14.4	9	10.4	7.9	6.7	17.4	4.6	5.5	7.6	10	11.8	6.4	7.5	6.8	2	1.6	4.9
2010/11	7.4	3.2	14.4	8.7	10.4	7.9	6	15.3	4.6	5.5	5.2	7.7	7.1	6.5	4.9	6.6	2	1.6	4.9
2011/12	6.6	3	11.2	6.2	7.1	4	4.1	12.6	4.6	5.3	5.2	7.9	7.2	8.8	4.9	6.6	3.4	1.3	2
2012/13	5.2	0.9	11.3	6	6.7	4	3.4	10.9	1.6	5.3	3.2	6.1	5.7	7.8	1.7	1.3	3.4	1.3	2
2013/14	5.9	0.8	8.9	9.3	8.7	6.5	4.3	11	1.6	4.7	3.2	5.8	5.7	8.8	1.7	1.3	2.7	2.8	6
2014/15	6.2	1.7	8.9	9.4	8.6	6.5	4.6	12.2	2.4	4.7	3.6	6.1	3.2	8.9	1.6	2.5	2.7	2.8	6
2015/16	4.7	1.6	5.7	6.5	5.2	3.6	4.7	10.6	2.4	4.3	3.6	5.9	3.2	5.1	1.6	2.5	3.9	1.1	4.1



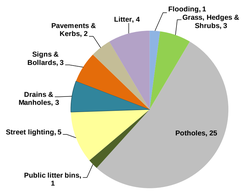
	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2013/14	8.1	2	14.7	6.6	7.8	8.5	2.6	11.5	13.2	6.9	11.6	13.9	1.2	11.6	5.4	2.1	2.1	5.3	2.5
2014/15	5.9	0.6	14.7	5.2	7.8	8.5	2.5	10.3	4.5	6.9	4.5	7.3	0.4	11.4	1.8	0.2	2.1	5.3	2.5
2015/16	2.7	0.4	4.8	2.3	2.9	2	1.8	4.3	2.9	3.6	4.5	7.4	0.2	3.3	1.8	0.2	1.1	1.4	1.4

Appendix B: My Wiltshire Statistics

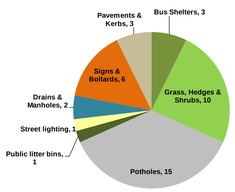
Wiltshire Council
Where everybody matters

Tidworth Area Board

Customer Reported Issues



April 2016
Total No of Reports = 47



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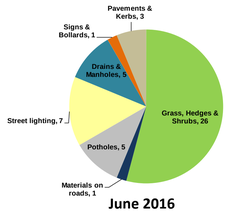
Total No of Reports = 41



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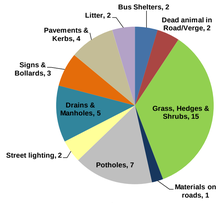

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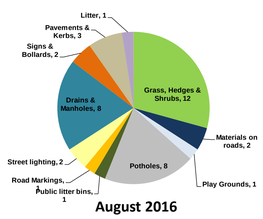
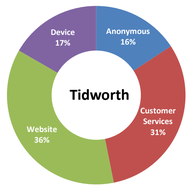
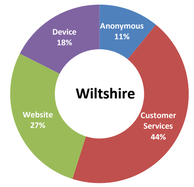


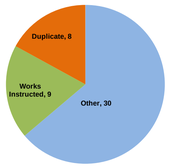
August 2016
Total No of Reports = 41

Reporting Channels

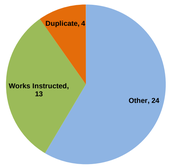




Customer Call Outcomes



April 2016
Total No of Reports = 47



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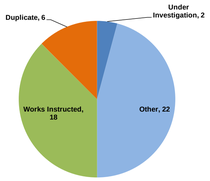
Total No of Reports = 41



June 2016
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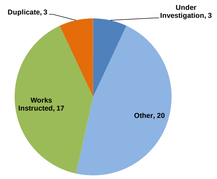
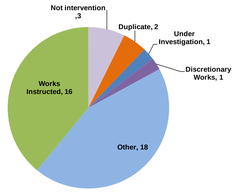
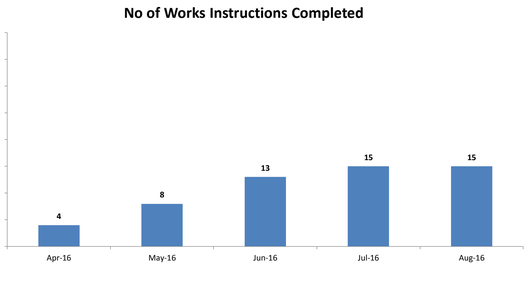


July 2016
Total No of Reports = 43

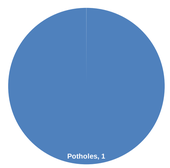


August 2016
Total No of Reports = 41

Completed in Month



Safety Inspections



April 2016
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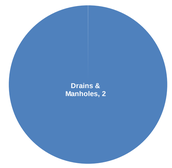
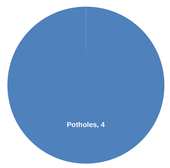


May 2016
Total No of Defects = 2

June 2016
Total No of Defects = 0

July 2016
Total No of Defects = 0



August 2016
Total No of Defects = 4

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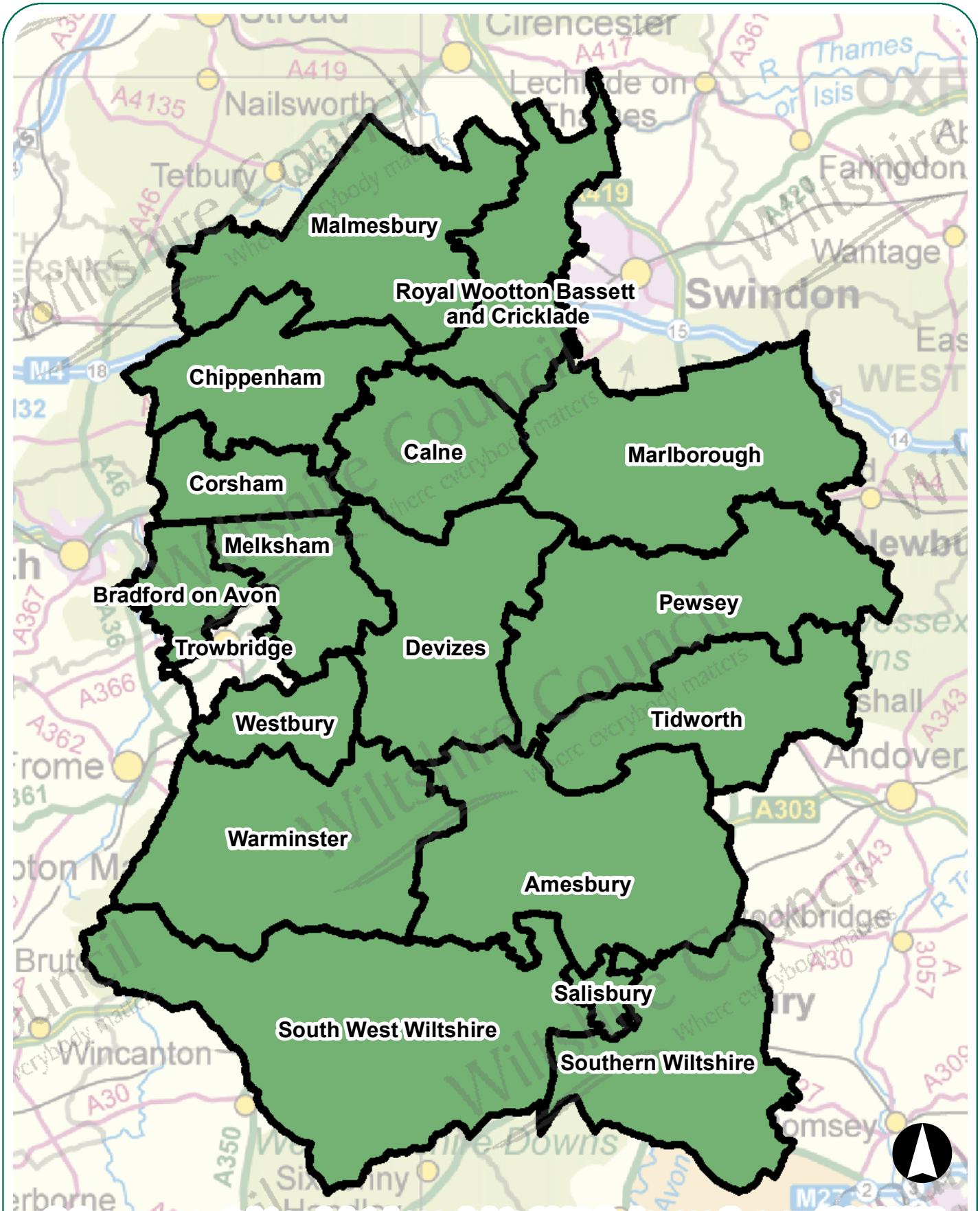
Trowbridge Area Board
Highway Information

Wiltshire Council
Where everybody matters



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Trowbridge Area Board Highway Information

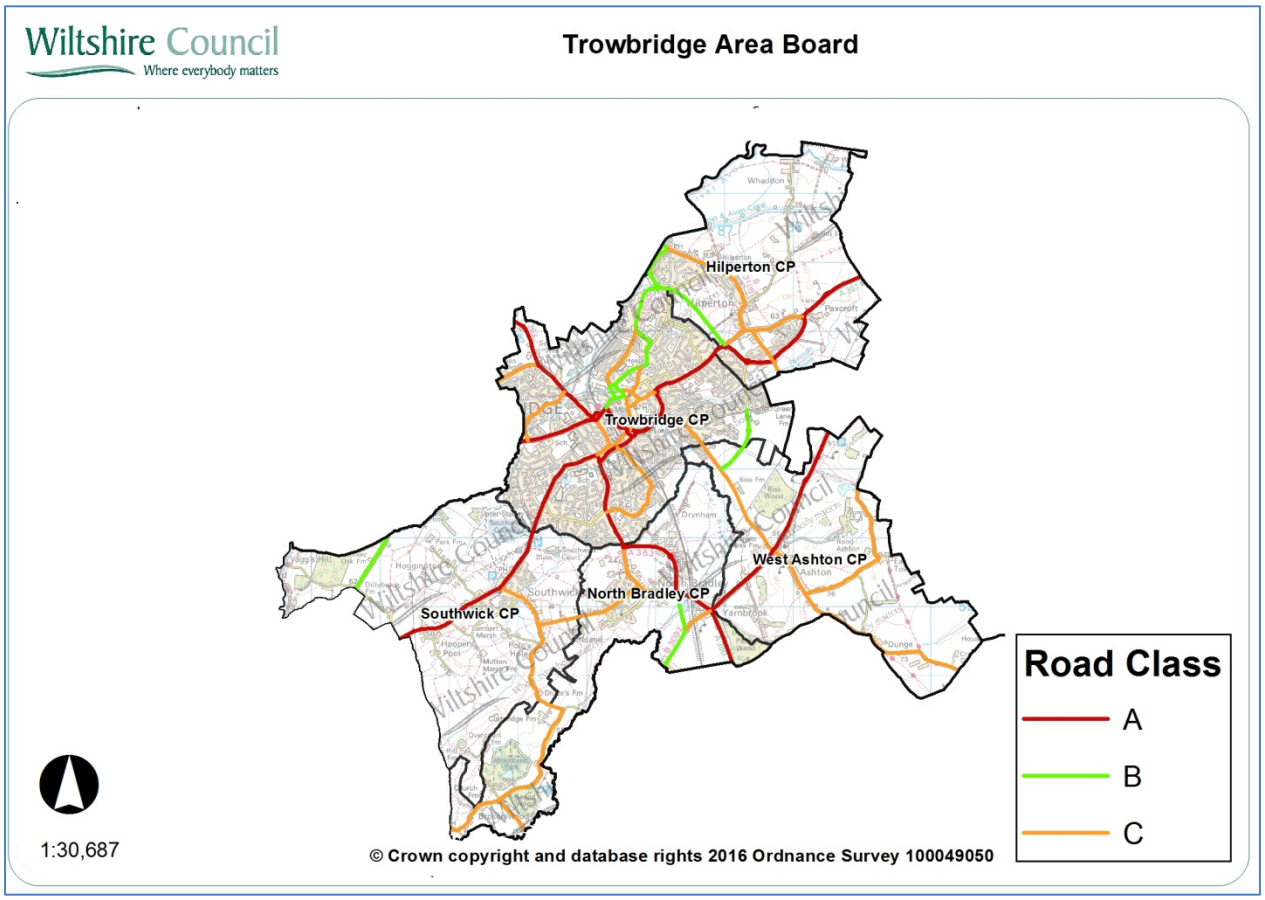
Introduction

This document summarises highway information for your area board. It lists the recent highway and related work carried out by Wiltshire Council, including the road resurfacing carried out during the first two years of the 'Local Highways Investment Fund 2014 – 2020', and includes other information which should be of interest.

Further information on the Council's activities is available at the website www.wiltshire.gov.uk. If you wish to report a specific highway issue please use My Wiltshire. Details are provided at the end of this document.

Parishes in the community area are:

Trowbridge, Southwick, North Bradley, West Ashton, Hilperton



Network statistics in your area

Road length by class

Road type	Urban (km)	Rural (km)
A Class Roads	15.41	8.07
B Class Roads	3.85	1.99
C Class Roads	16.63	12.12
Unclassified Roads	105.11	12.61
Total	**141**	**34.79**
	Overall Total	**175.79**

The council categorises its roads to reflect their importance. This enables an effective assignment of highway inspection frequencies and maintenance standards.

Highway assets in your area

The council keeps an inventory of its highway assets in order to assist planning its highway maintenance. Important statistics relating to your board area are:

Asset Type	Measure
Carriageway	175.79 km
Footways adjacent to road	234 km
Footways (linked)	27.2 km
White road centre lines	95 km
Road kerbs	254 km
Grass verge (maintained)	153 km
Drainage grips	420 number
Drainage pipe grips	107 number
Drainage gullies	7, 462 number
Road signs	2, 491 number
Street lights	2, 266 number

Major highway maintenance

Road resurfacing

Wiltshire has over 3,000 miles of road. The Council's 'Local Highways Investment Fund 2014 – 2020' is making a massive investment to improve the condition of the roads in Wiltshire over six years. The programme of work started in April 2014, and is designed and supervised by the Council's consultants Atkins, with the work carried out by our main highway contractors Tarmac and Eurovia.

The work carried out in the first two years of the programme has improved a considerable number of the roads in previously poor condition. The locations of sites treated in recent years are shown below.

Carriageway repairs

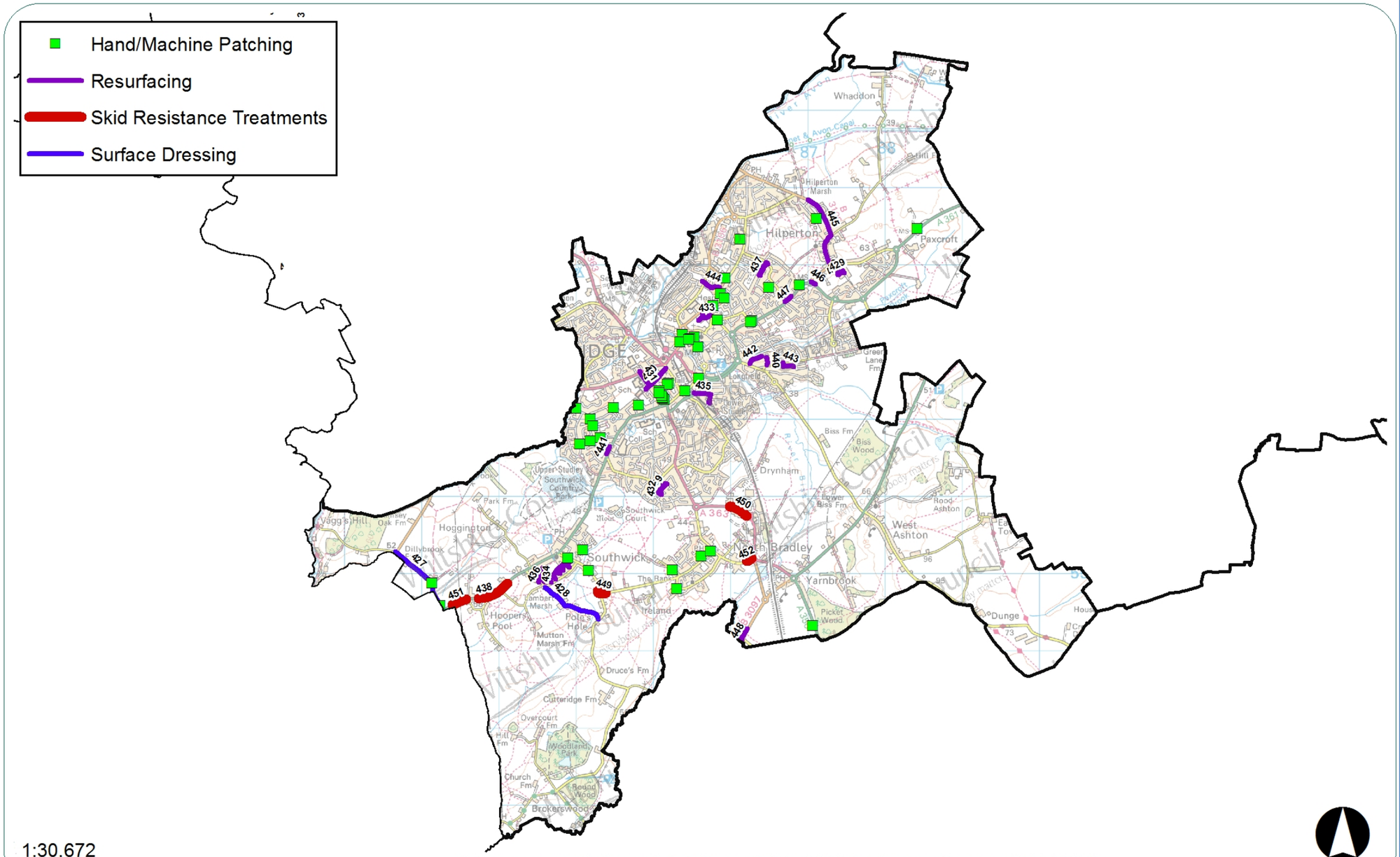
As well as resurfacing roads other works are undertaken to make localised repairs to keep the roads safe. The works undertaken in your area since 2014 are shown on the map below.

The wet winter and flooding in previous years has resulted in substantial damage to the road network. It is important that serious defects are treated promptly to keep the roads safe. The Council currently operates four Pothole teams that respond to urgent issues to keep the roads safe.

Plan showing major maintenance schemes & hand/machine patching sites completed since 2014

Wiltshire Council
Where everybody matters

Trowbridge Area Board



1:30,672

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Major maintenance completed since 2014

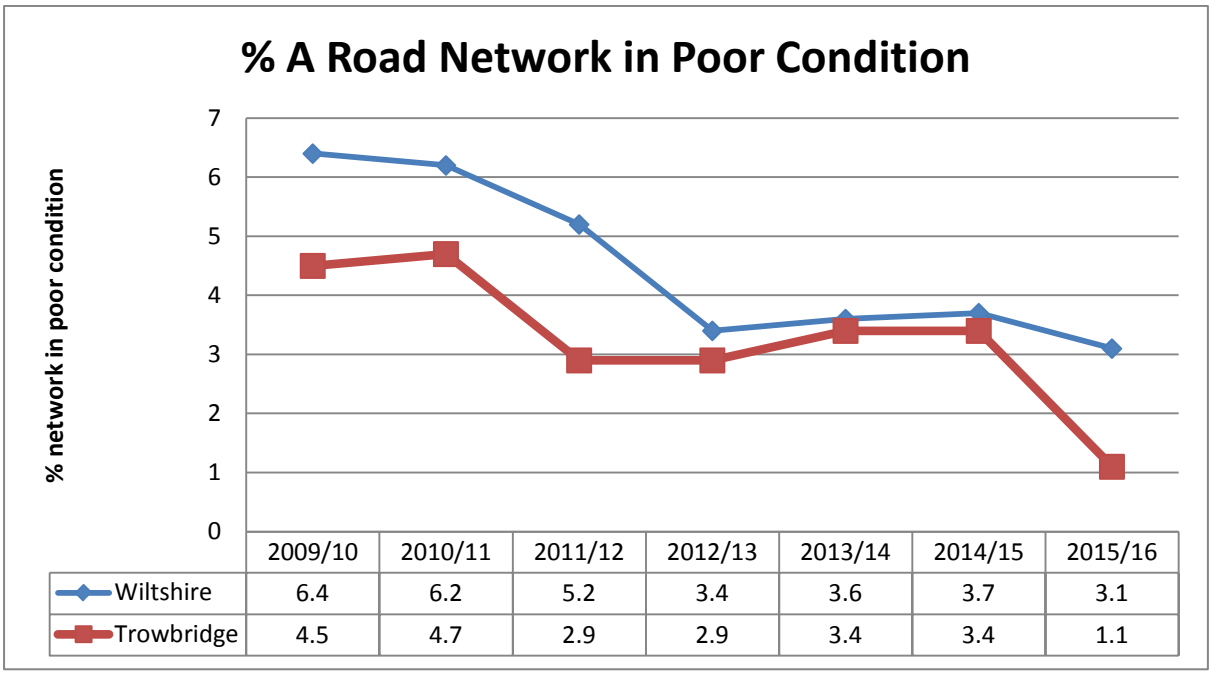
No	Location	Works
427	Poplar Tree Lane, Southwick	Surface Dressing
428	Wesley Lane, Southwick	Surface Dressing
429	Ashton Rise, Trowbridge	Resurfacing
430	Gloucester Road, Trowbridge	Resurfacing
431	Avenue Road Trowbridge	Resurfacing
432	Broughton - Langley - Bewley Rd's, Trowbridge	Resurfacing
433	Charlotte St / George St (spur) Trowbridge	Resurfacing
434	Hollis Way, Southwick	Resurfacing
435	Orchard Road / Haden Road, Trowbridge	Resurfacing
436	Southfield, Southwick	Resurfacing
437	Victoria Gardens, Trowbridge	Resurfacing
438	Frome Rd (County Boundary To 30mph) Southwick	Skid Resistance Improvements
439	Langley Road, Trowbridge	Resurfacing
440	UC Clarendon Road, Trowbridge (By Way)	Resurfacing
441	Frome Road, Upper Studley	Resurfacing
442	UC Clarendon Road, Trowbridge (Carriageway)	Resurfacing
443	UC Amouracre Rd, Trowbridge	Resurfacing
444	UC Palmer Rd, Trowbridge	Resurfacing
445	B3105 Hill Street & Church Street, Hilperton	Resurfacing
446	A361 Hilperton Drive, Hilperton	Resurfacing
447	A361 Hilperton Road, Hilperton	Resurfacing
448	B3097 Hawkeridge Road, North Bradley	Resurfacing
449	Goose Street/ Bradley Road, Southwick	Skid Resistance Improvements
450	White Horse Business Park, Trowbridge	Skid Resistance Improvements
451	A361 Frome Road, Southwick	Skid Resistance Improvements
452	Old Westbury road, North Bradley	Skid Resistance Improvements

Highway conditions and technical surveys in your area

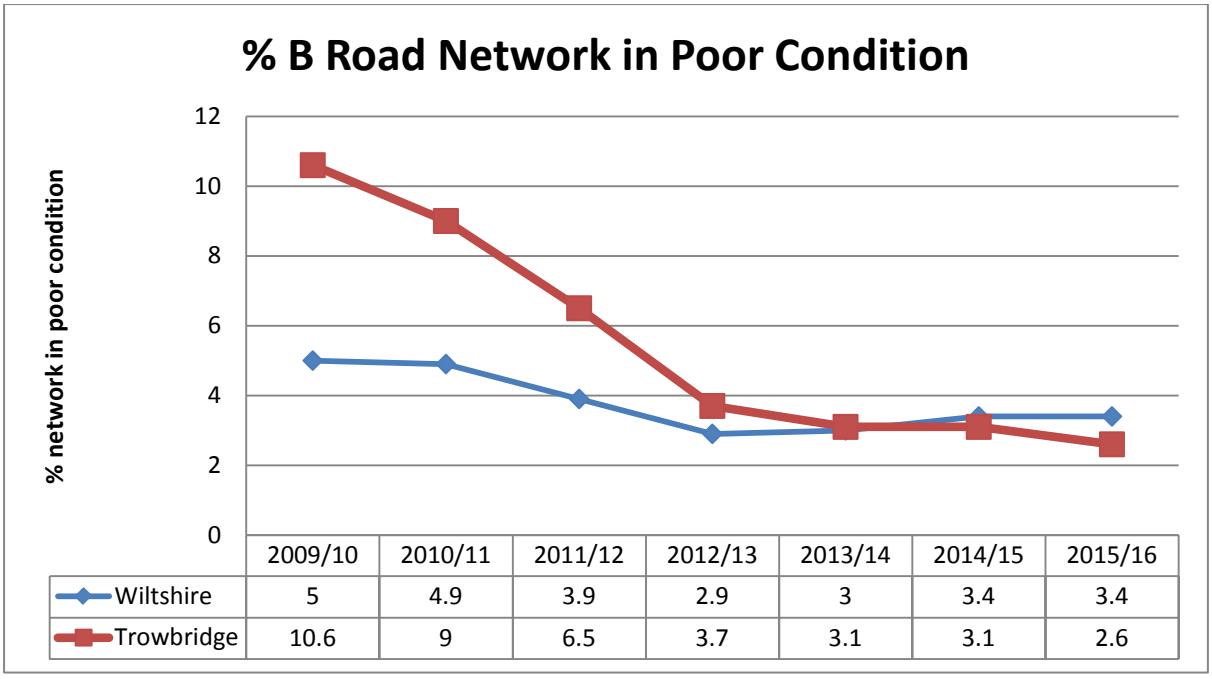
Roads deteriorate in condition because of various factors, including traffic volumes, ground conditions, and weather and drainage issues. Technical surveys of the condition of the highway network are carried out annually and the information is used to help prioritise schemes. Road safety is the priority, and maintaining adequate skid resistance on the busy high speed roads is vital.

The surveys include the use of a vehicle equipped with lasers and cameras to record road surface condition, which allows us to report on road conditions to the Department for Transport and to prioritise maintenance work. Other surveys include measuring skid resistance on the busier roads.

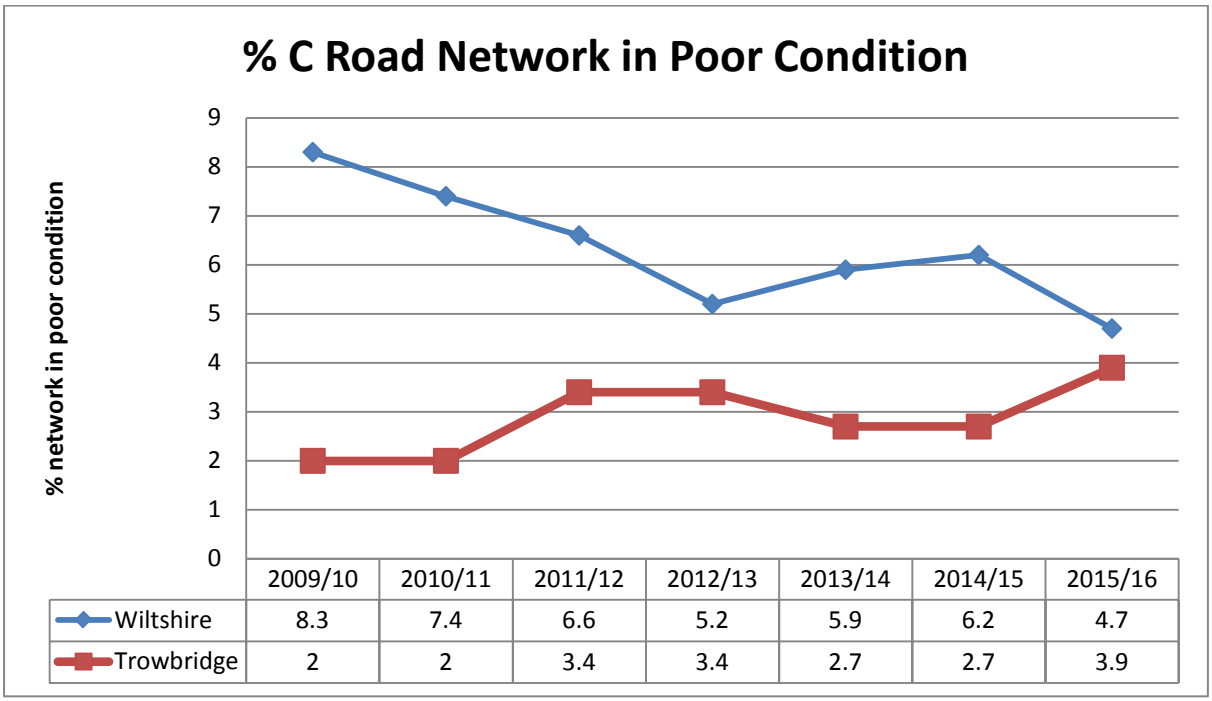
The road conditions in your area are shown below. It should be noted that low numbers are good because it indicates that less road length should be considered for treatment. More detailed information is shown in Appendix A.



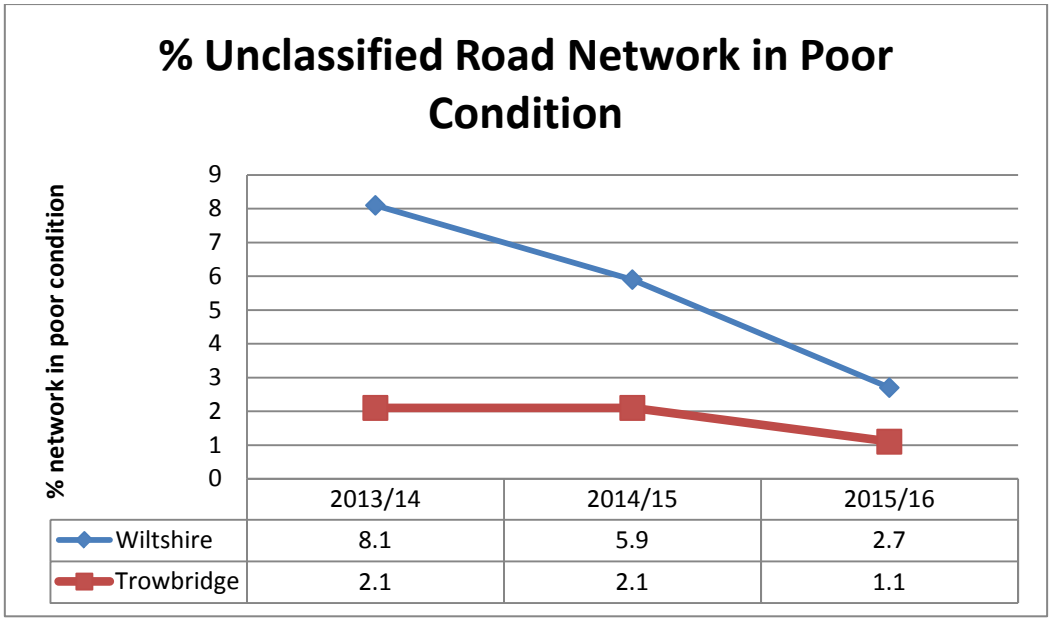
	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	6.4	6.2	5.2	3.4	3.6	3.7	3.1
Trowbridge	4.5	4.7	2.9	2.9	3.4	3.4	1.1



	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	5	4.9	3.9	2.9	3	3.4	3.4
Trowbridge	10.6	9	6.5	3.7	3.1	3.1	2.6



	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	8.3	7.4	6.6	5.2	5.9	6.2	4.7
Trowbridge	2	2	3.4	3.4	2.7	2.7	3.9



Integrated transport, bridge and drainage works

Integrated transport

The Council's traffic engineering team work with our contractors to plan and deliver a range of projects to the local community, most notably through the Area Boards and Community Area Transport Groups (CATGs). The schemes range in size and complexity from simple sign installation through to more complex road safety and improvement schemes.

Bridges

The Council regularly inspects its bridges and other highway structures. There is a programme of renewal and refurbishment works to keep them in good condition, as well as having to respond to damage caused by collisions.

Drainage

Programmes of drainage investigations, repairs and flood alleviation schemes are undertaken throughout the year, but the flooding in recent years has meant that there has been a need to respond immediately to flooding issues, as well as dealing with previously identified problem sites. The drainage improvement and flood alleviation work is co-ordinated through the Council's Operational Flood Working Groups that include the Environment Agency, Wessex Water, other organisations and stakeholders.

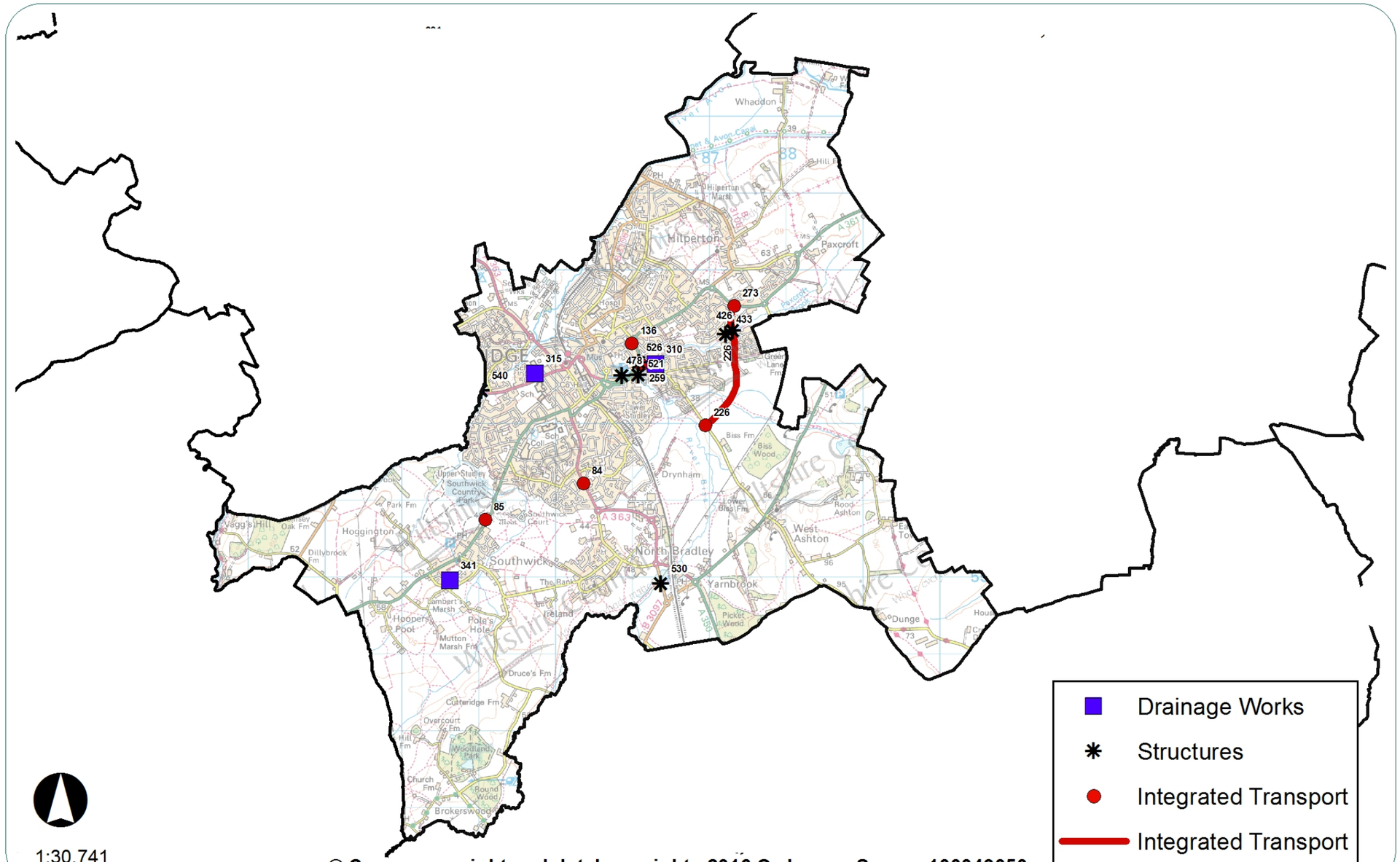
Recent work in your area

The Integrated Transport, Bridge and Drainage schemes carried out in your area since 2015 are listed below.

Plan showing completed integrated transport, bridge and drainage schemes since 2015

Wiltshire Council
Where everybody matters

Trowbridge Area Board



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Integrated transport schemes since 2015

No	Location	Description
226	Hilperton	Hilperton /Leap Gate Signing Review
259	Trowbridge	West Ashton Road terminal signs
273	Hilperton	Hilperton/Leap Gate Signing Review
84	Trowbridge	Bradley Road prohibition of right turn at Bradley Road retail park
85	Southwick	Frome Road signs and gateway
136	Trowbridge	Yerbury St Residents Parking - signs & lines

Bridge schemes since 2014

No	Location	Description
426	Trowbridge	Empire Bridge, Hilperton, Resurface road dips
433	Trowbridge	Wren and Wagtail FB's, Hilperton. Replace railing and repair parapets
478	Trowbridge	Brown Street (Tesco) footbridge parapet repair
521	Trowbridge	Tesco FB
526	Trowbridge	Polebarn Subway, Bridge Rails
530	North Bradley	Hawkeridge Brick facing removal
540	Wingfield	London footbridge, Replace top rails

Drainage works since 2015

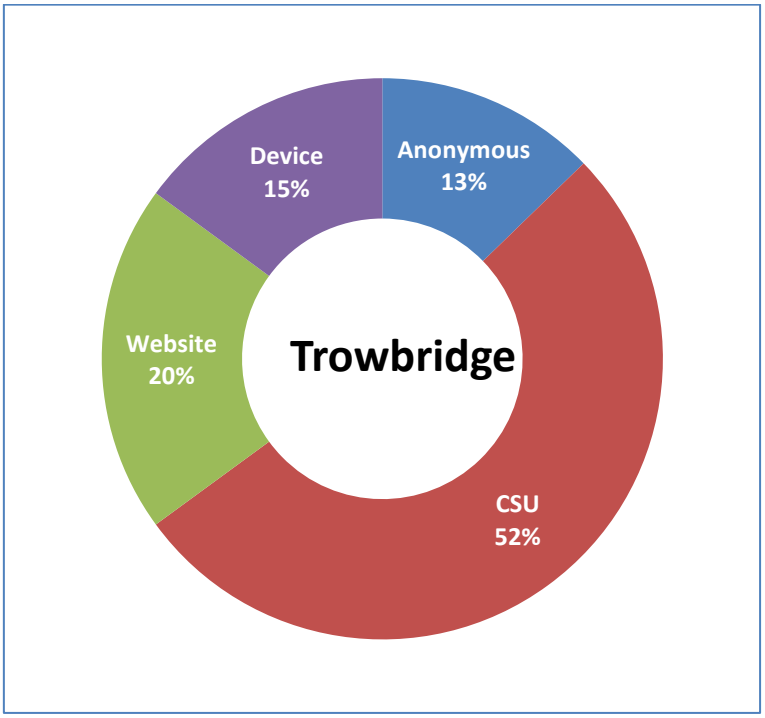
No	Location	Description
310	Trowbridge	Surface water drainage scheme
315	Trowbridge	Gully rebuilds/enlargement
341	Trowbridge	Drainage Investigations

My Wiltshire

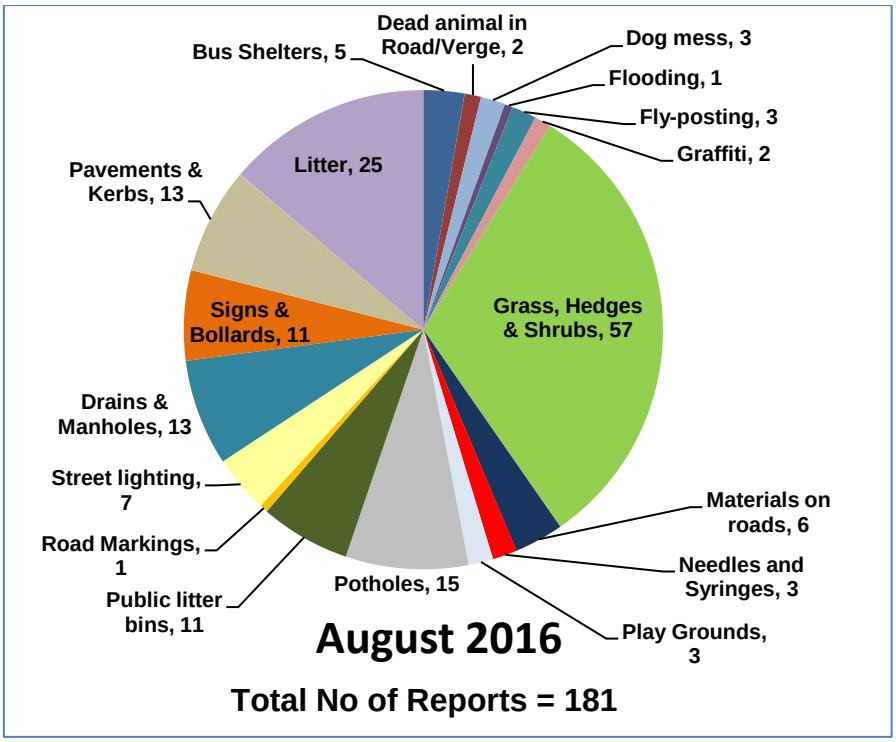
My Wiltshire provides an easy way to report highway issues, including using the Council's website. We have an app so you can report on the go using your smartphone. The My Wiltshire app is available to download at both the App Store (for iPhones and iPads), from Google Play™ (for Android phones) and Windows Store. You can attach information such as photos or videos and pinpoint the location of your report using the mapping software on your phone.

A summary of recent reports in your area is shown below, and further details are shown in Appendix B.

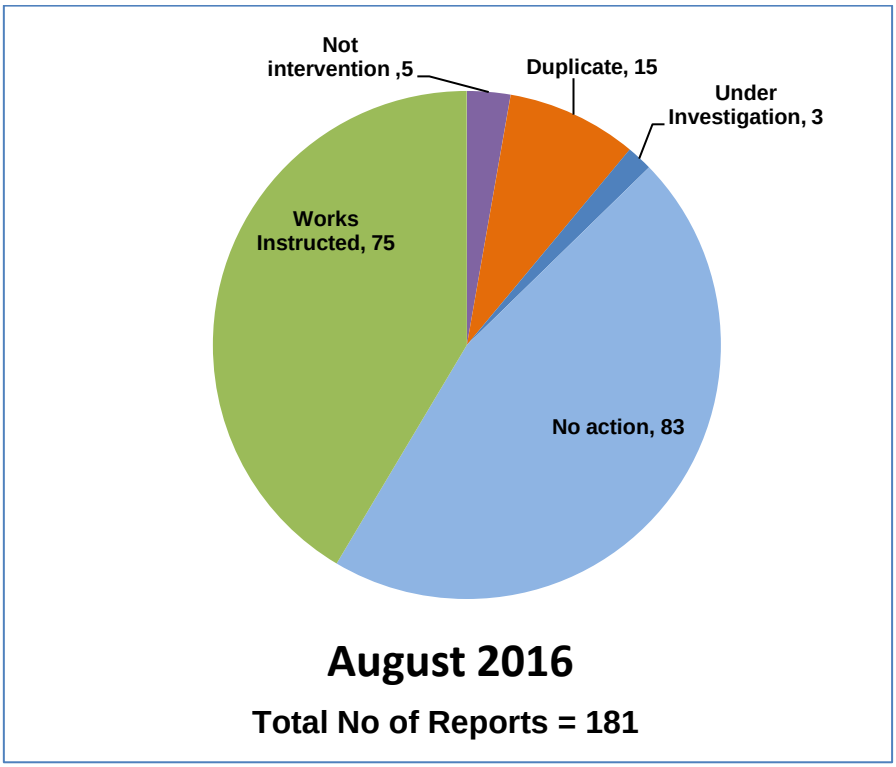
Customer reporting methods in your area



Customer reports in your area for the month of August 2016



Actions following recent reports in your area



Action definitions

1. **Not Intervention** – the technician has attended site and classified the defect as not meeting intervention levels as per the Highway Inspection Manual 2013 or in the case of streetscene reports, service level agreements.

2. **Duplicate** – a report has already been received in relation to this issue and a works instruction has previously been passed to the contractor to undertake a repair/carry out the necessary works.

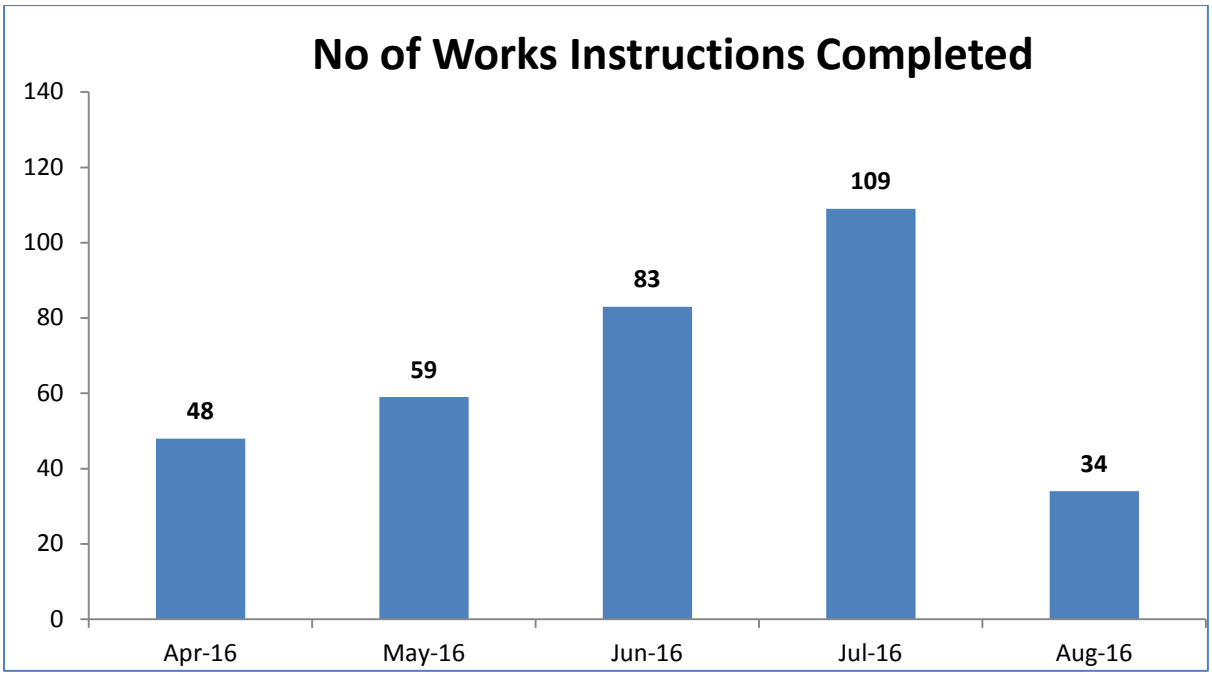
3. **Under Investigation** – this issue is currently with a Highways technician or engineer – they may be awaiting information from the customer or the issue requires further investigation e.g. wet weather inspection, drainage survey, exploratory excavation, ownership query.

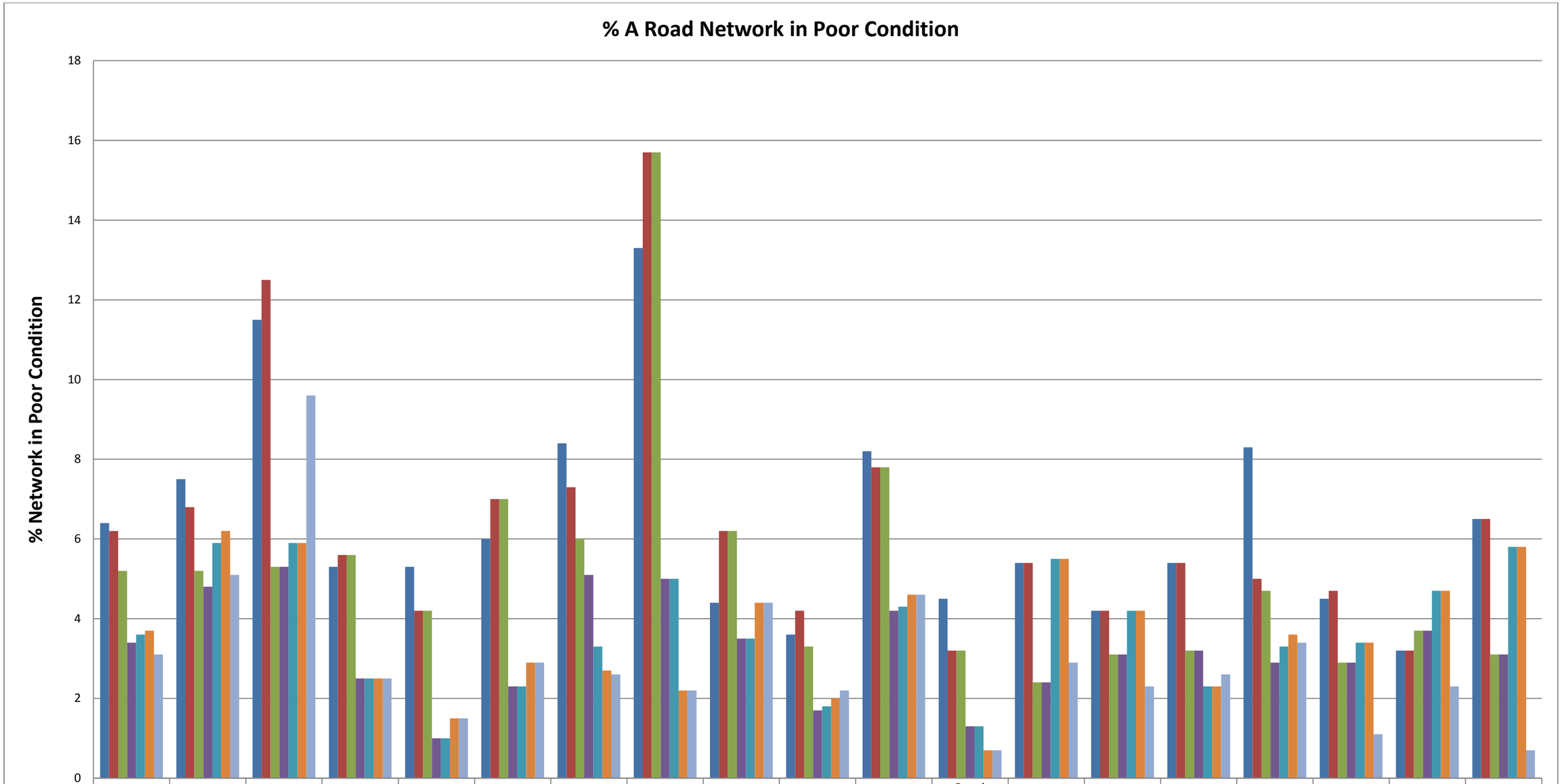
4. **Discretionary works** – this issue is not a highway safety issue and has been identified as one which falls within the remit of the parish steward scheme.

5. **Other** – the issue has been identified as one which does not require any action by Local Highways. This could be for a number of reasons –
   - the report has been cancelled by the user,
   - there is insufficient information provided to assess the issue and the customer has not provided contact details,
   - the issue is not the responsibility of Wiltshire Council e.g. un-adopted highway, gas/electricity/telephone/water/cable company, Highways England, housing association,
   - the technician attended site and nothing was found at the stated location
   - the issue has been passed to another service within Wiltshire Council e.g. rights of way, bridges.

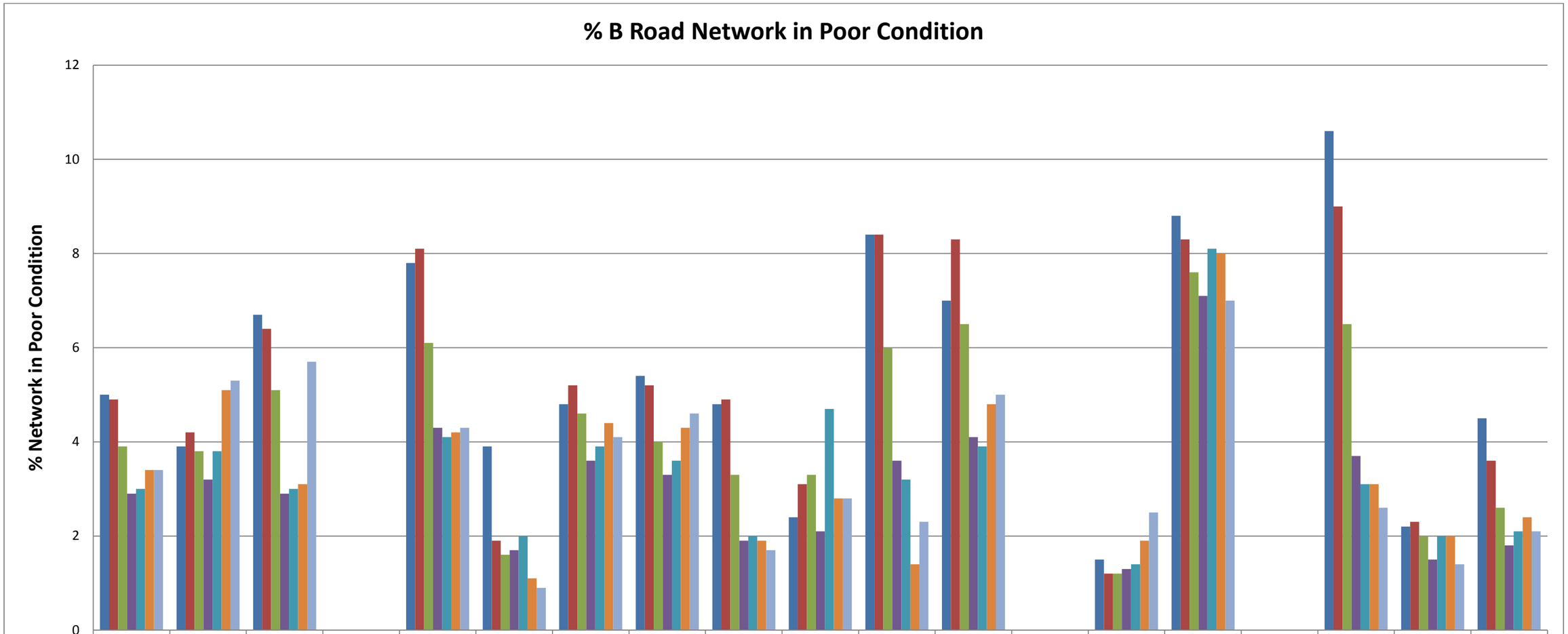
6. **Works Instructed** – the technician has assessed the issue as requiring works to be carried out and has either dealt with the issue personally or has referred it to the contractor for repair.

Highway defects completed in your area in recent months

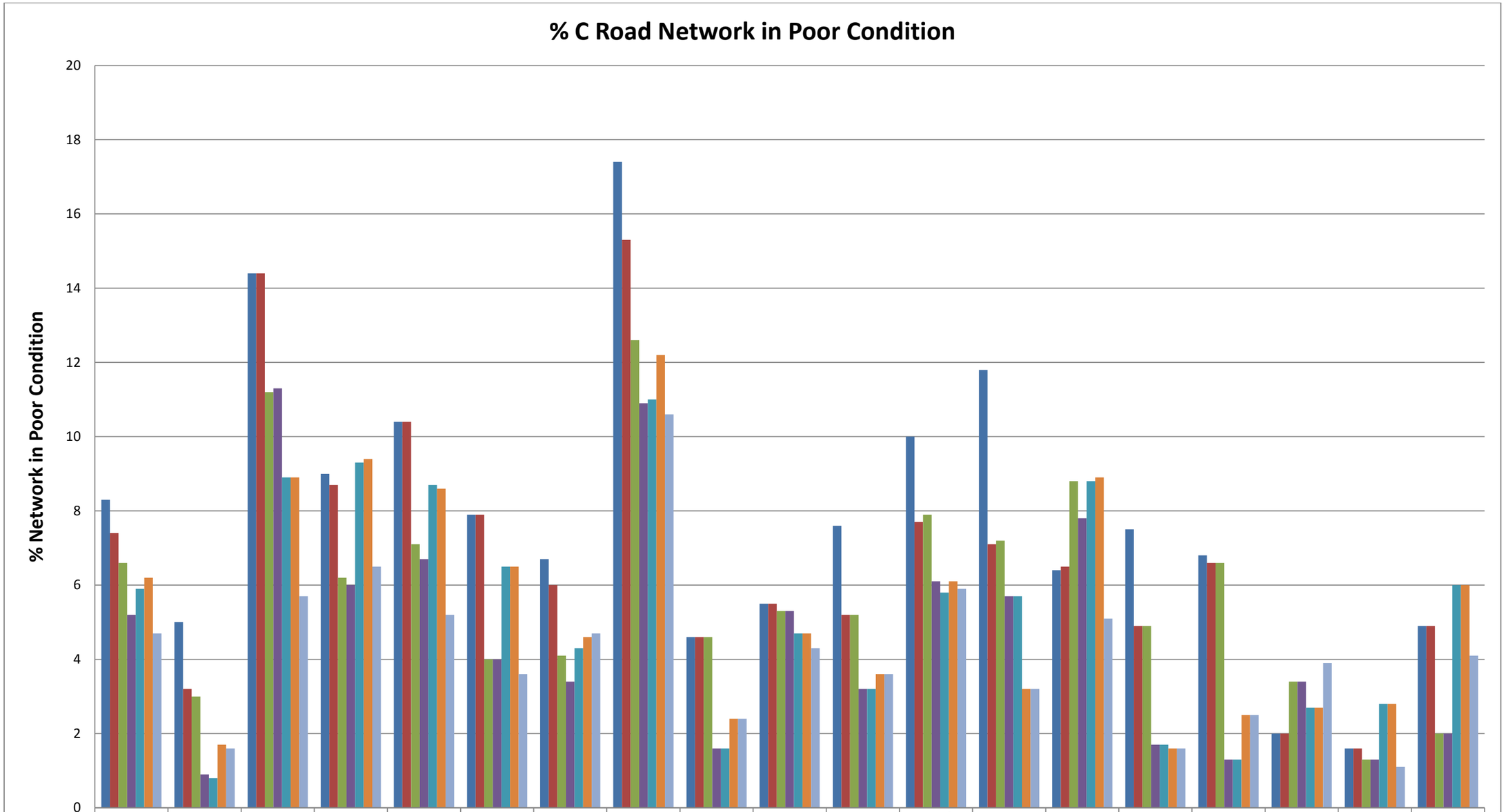




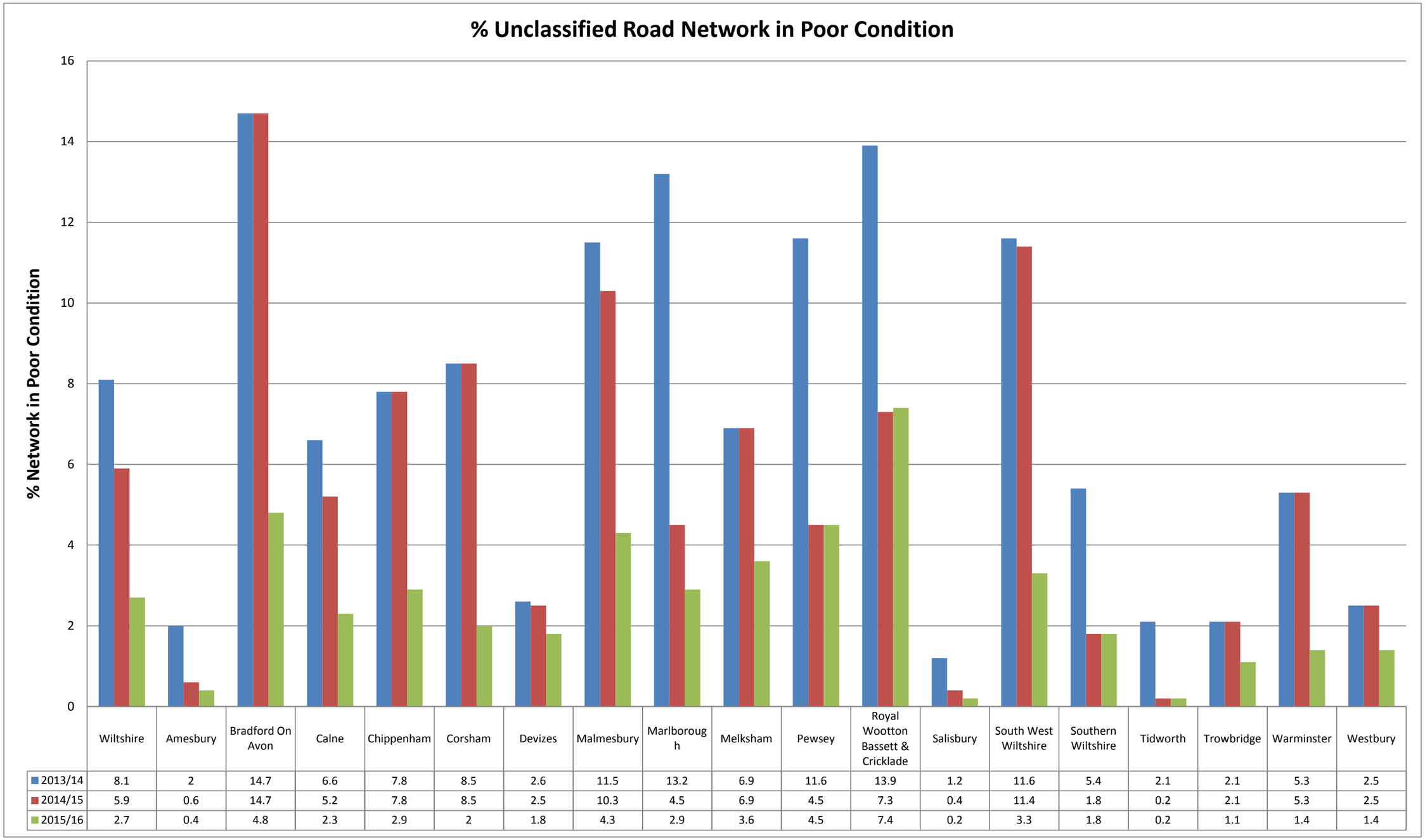
	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	6.4	7.5	11.5	5.3	5.3	6	8.4	13.3	4.4	3.6	8.2	4.5	5.4	4.2	5.4	8.3	4.5	3.2	6.5
2010/11	6.2	6.8	12.5	5.6	4.2	7	7.3	15.7	6.2	4.2	7.8	3.2	5.4	4.2	5.4	5	4.7	3.2	6.5
2011/12	5.2	5.2	5.3	5.6	4.2	7	6	15.7	6.2	3.3	7.8	3.2	2.4	3.1	3.2	4.7	2.9	3.7	3.1
2012/13	3.4	4.8	5.3	2.5	1	2.3	5.1	5	3.5	1.7	4.2	1.3	2.4	3.1	3.2	2.9	2.9	3.7	3.1
2013/14	3.6	5.9	5.9	2.5	1	2.3	3.3	5	3.5	1.8	4.3	1.3	5.5	4.2	2.3	3.3	3.4	4.7	5.8
2014/15	3.7	6.2	5.9	2.5	1.5	2.9	2.7	2.2	4.4	2	4.6	0.7	5.5	4.2	2.3	3.6	3.4	4.7	5.8
2015/16	3.1	5.1	9.6	2.5	1.5	2.9	2.6	2.2	4.4	2.2	4.6	0.7	2.9	2.3	2.6	3.4	1.1	2.3	0.7



	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	5	3.9	6.7	0	7.8	3.9	4.8	5.4	4.8	2.4	8.4	7	0	1.5	8.8	0	10.6	2.2	4.5
2010/11	4.9	4.2	6.4	0	8.1	1.9	5.2	5.2	4.9	3.1	8.4	8.3	0	1.2	8.3	0	9	2.3	3.6
2011/12	3.9	3.8	5.1	0	6.1	1.6	4.6	4	3.3	3.3	6	6.5	0	1.2	7.6	0	6.5	2	2.6
2012/13	2.9	3.2	2.9	0	4.3	1.7	3.6	3.3	1.9	2.1	3.6	4.1	0	1.3	7.1	0	3.7	1.5	1.8
2013/14	3	3.8	3	0	4.1	2	3.9	3.6	2	4.7	3.2	3.9	0	1.4	8.1	0	3.1	2	2.1
2014/15	3.4	5.1	3.1	0	4.2	1.1	4.4	4.3	1.9	2.8	1.4	4.8	0	1.9	8	0	3.1	2	2.4
2015/16	3.4	5.3	5.7	0	4.3	0.9	4.1	4.6	1.7	2.8	2.3	5	0	2.5	7	0	2.6	1.4	2.1



	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	8.3	5	14.4	9	10.4	7.9	6.7	17.4	4.6	5.5	7.6	10	11.8	6.4	7.5	6.8	2	1.6	4.9
2010/11	7.4	3.2	14.4	8.7	10.4	7.9	6	15.3	4.6	5.5	5.2	7.7	7.1	6.5	4.9	6.6	2	1.6	4.9
2011/12	6.6	3	11.2	6.2	7.1	4	4.1	12.6	4.6	5.3	5.2	7.9	7.2	8.8	4.9	6.6	3.4	1.3	2
2012/13	5.2	0.9	11.3	6	6.7	4	3.4	10.9	1.6	5.3	3.2	6.1	5.7	7.8	1.7	1.3	3.4	1.3	2
2013/14	5.9	0.8	8.9	9.3	8.7	6.5	4.3	11	1.6	4.7	3.2	5.8	5.7	8.8	1.7	1.3	2.7	2.8	6
2014/15	6.2	1.7	8.9	9.4	8.6	6.5	4.6	12.2	2.4	4.7	3.6	6.1	3.2	8.9	1.6	2.5	2.7	2.8	6
2015/16	4.7	1.6	5.7	6.5	5.2	3.6	4.7	10.6	2.4	4.3	3.6	5.9	3.2	5.1	1.6	2.5	3.9	1.1	4.1



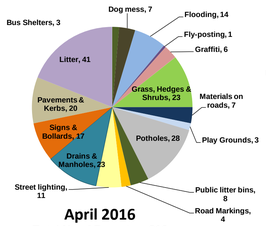
	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2013/14	8.1	2	14.7	6.6	7.8	8.5	2.6	11.5	13.2	6.9	11.6	13.9	1.2	11.6	5.4	2.1	2.1	5.3	2.5
2014/15	5.9	0.6	14.7	5.2	7.8	8.5	2.5	10.3	4.5	6.9	4.5	7.3	0.4	11.4	1.8	0.2	2.1	5.3	2.5
2015/16	2.7	0.4	4.8	2.3	2.9	2	1.8	4.3	2.9	3.6	4.5	7.4	0.2	3.3	1.8	0.2	1.1	1.4	1.4

Appendix B: My Wiltshire Statistics

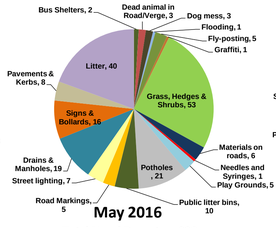
Wiltshire Council
Where everybody matters

Trowbridge Area Board

Customer Reported Issues



April 2016
Total No of Reports = 216



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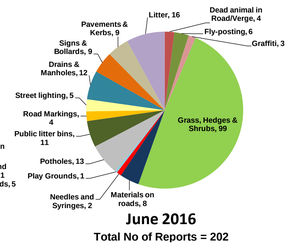

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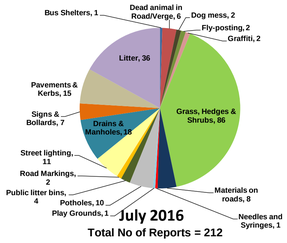

July 2016
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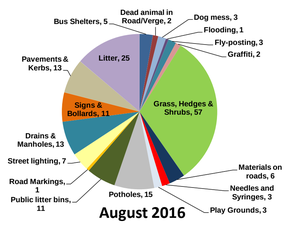
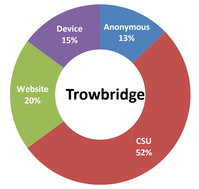
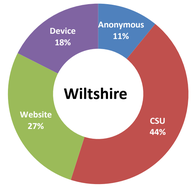


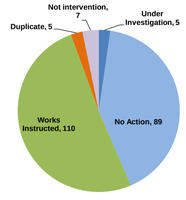
August 2016
Total No of Reports = 181

Reporting Channels





Customer Call Outcomes



April 2016
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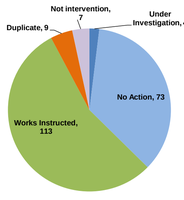

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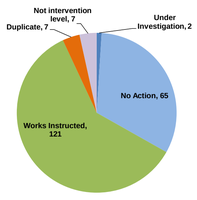
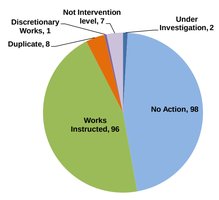
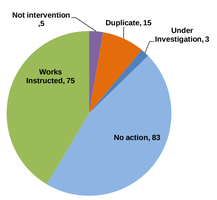


June 2016
Total No of Reports = 202

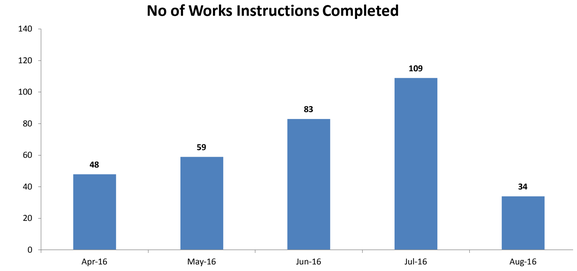


July 2016
Total No of Reports = 212

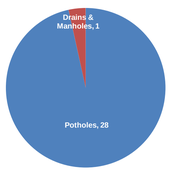


August 2016
Total No of Reports = 181

Completed in Month



Safety Inspections



April 2016
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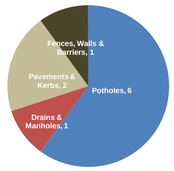

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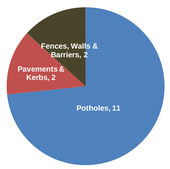
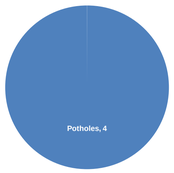
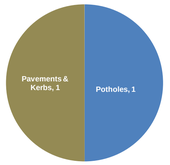


June 2016
Total No of Defects = 15



July 2016
Total No of Defects = 4



August 2016
Total No of Defects = 2

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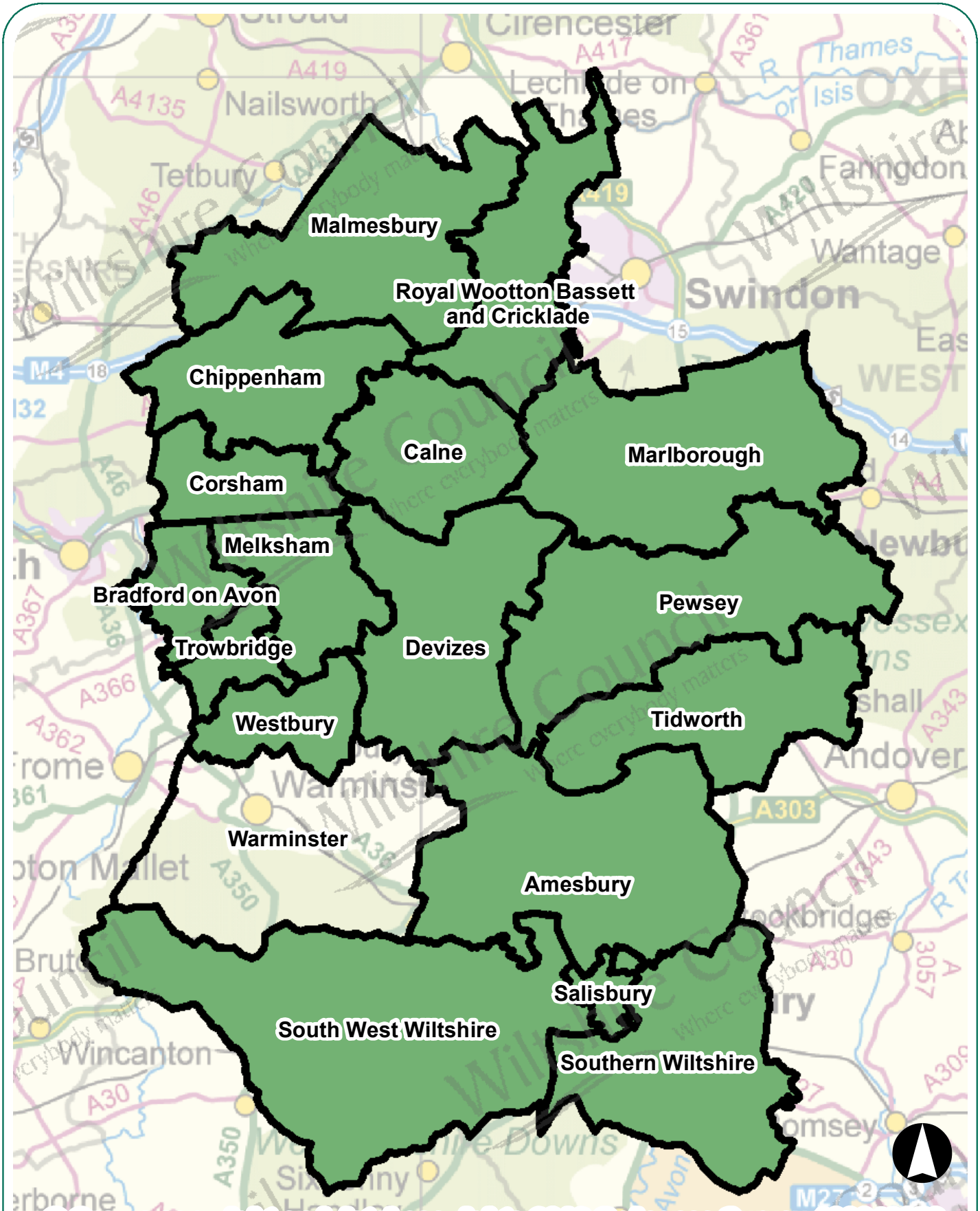
Wiltshire Council
Where everybody matters

Warminster Area Board
Highway Information



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Warminster Area Board Highway Information

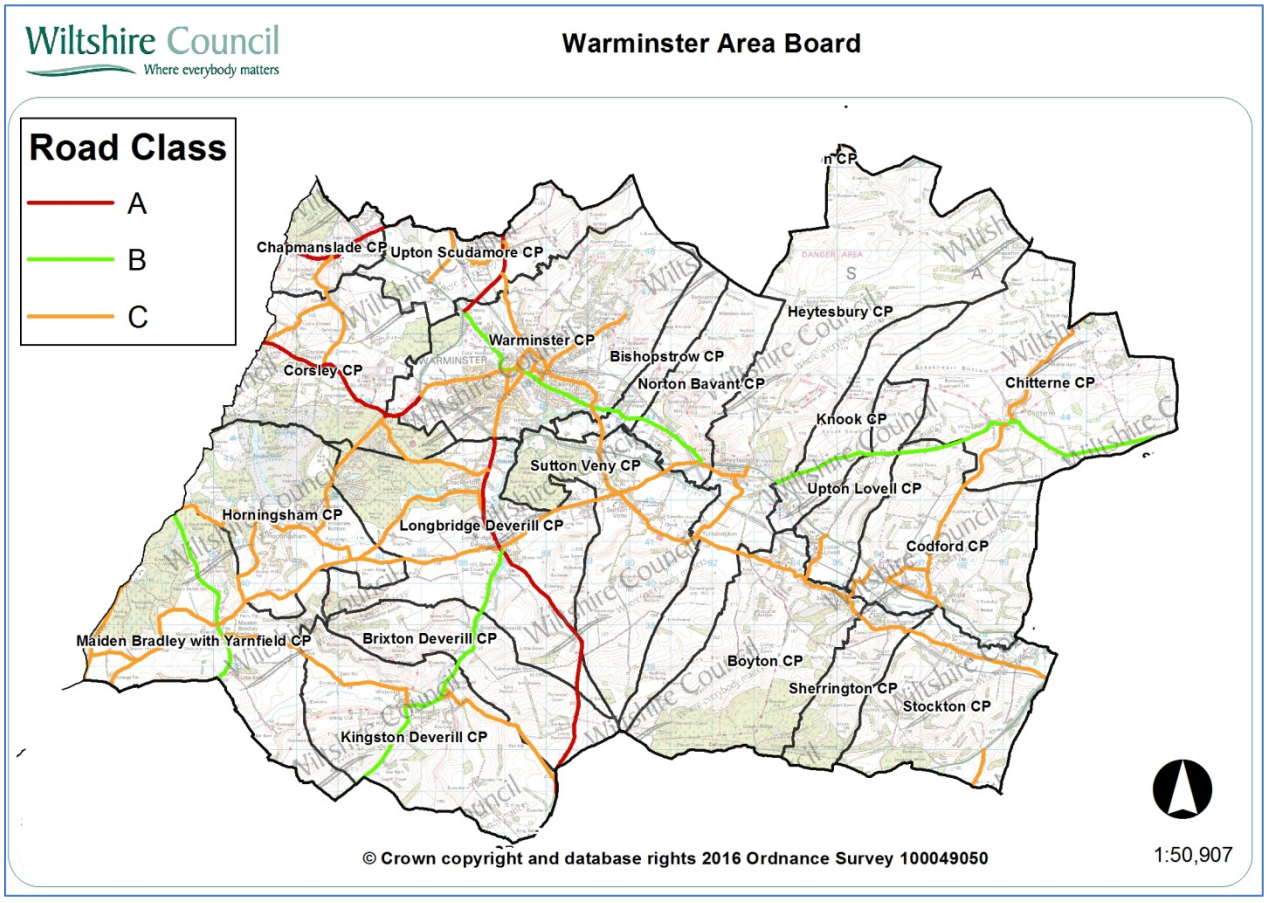
Introduction

This document summarises highway information for your area board. It lists the recent highway and related work carried out by Wiltshire Council, including the road resurfacing carried out during the first two years of the 'Local Highways Investment Fund 2014 – 2020', and includes other information which should be of interest.

Further information on the Council's activities is available at the website www.wiltshire.gov.uk. If you wish to report a specific highway issue please use My Wiltshire. Details are provided at the end of this document.

Parishes in the community area are:

Warminster, Chapmanslade, Corsley, Horningsham, Kingston Deverill, Brixton Deveril, Longbridge Deverill, Upton Scudamore, Sutton Veny, Bishopstrow, Norton Bavant, Heytesbury, Knook, Boyton, Upton Lovell, Sherrington, Stockton, Codford, Maiden Bradley with Yarnfield, Chitterne



Network statistics in your area

Road length by class

Road type	Urban (km)	Rural (km)
A Class Roads	5.29	13.80
B Class Roads	10.27	17.96
C Class Roads	31.38	71.48
Unclassified Roads	70.80	50.61
Total	**117.74**	**153.85**
	Overall Total	**271.59**

The council categorises its roads to reflect their importance. This enables an effective assignment of highway inspection frequencies and maintenance standards.

Highway assets in your area

The council keeps an inventory of its highway assets in order to assist planning its highway maintenance. Important statistics relating to your board area are:

Asset Type	Measure
Carriageway	271.59 km
Footways adjacent to road	113 km
Footways (linked)	10.25 km
White road centre lines	128 km
Road kerbs	147 km
Grass verge (maintained)	415 km
Drainage grips	894 number
Drainage pipe grips	102 number
Drainage gullies	4, 143 number
Road signs	2, 419number
Street lights	2, 745 number

Major highway maintenance

Road resurfacing

Wiltshire has over 3,000 miles of road. The Council's 'Local Highways Investment Fund 2014 – 2020' is making a massive investment to improve the condition of the roads in Wiltshire over six years. The programme of work started in April 2014, and is designed and supervised by the Council's consultants Atkins, with the work carried out by our main highway contractors Tarmac and Eurovia.

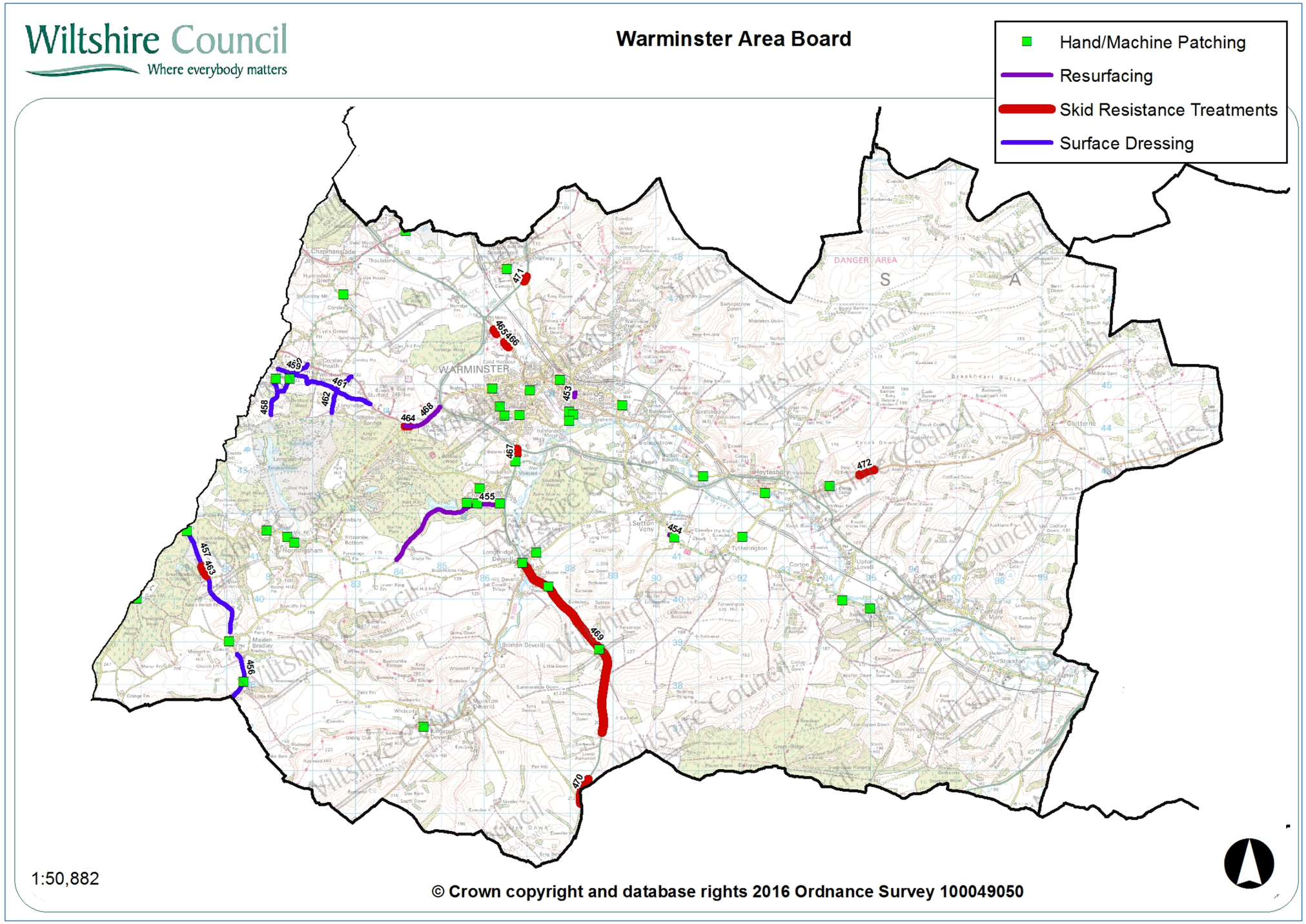
The work carried out in the first two years of the programme has improved a considerable number of the roads in previously poor condition. The locations of sites treated in recent years are shown below.

Carriageway repairs

As well as resurfacing roads other works are undertaken to make localised repairs to keep the roads safe. The works undertaken in your area since 2014 are shown on the map below.

The wet winter and flooding in previous years has resulted in substantial damage to the road network. It is important that serious defects are treated promptly to keep the roads safe. The Council currently operates four Pothole teams that respond to urgent issues to keep the roads safe.

Plan showing major maintenance schemes & hand/machine patching sites completed since 2014



Major maintenance completed since 2014

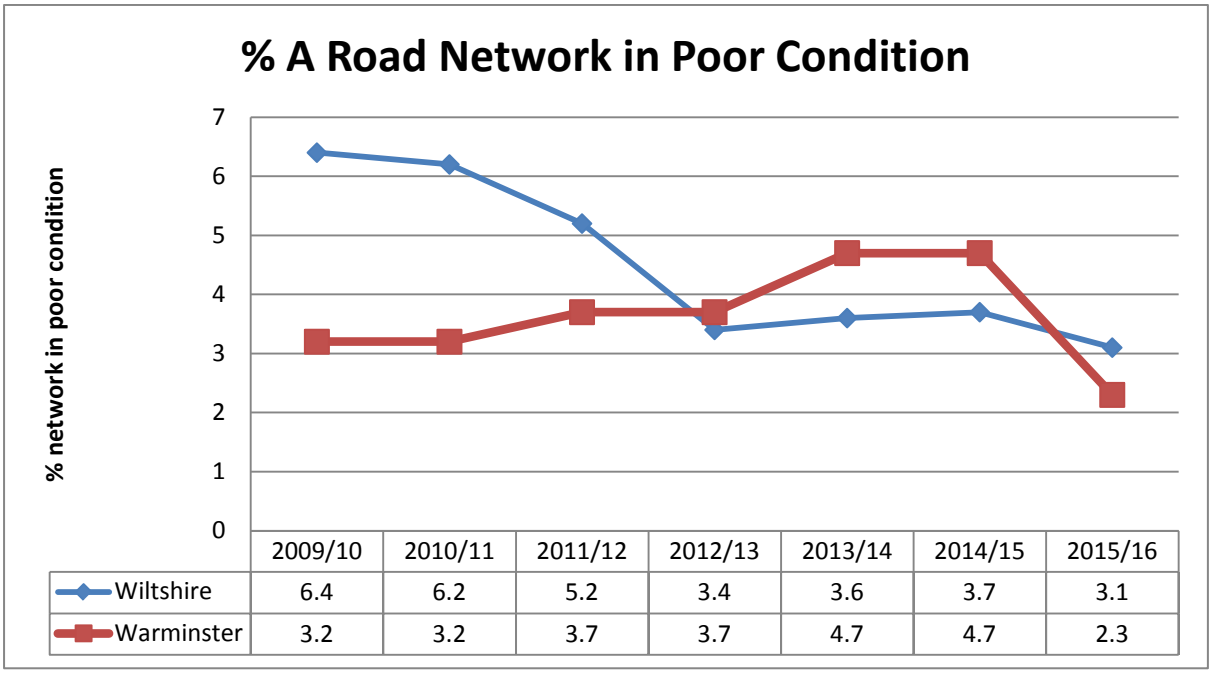
No	Location	Works
453	Chancery Lane	Resurfacing
454	Springhead	Resurfacing
455	C54 Clay Street Shearwater (Warminster CAB)	Resurfacing
456	B3092 junction with Rodmead Farm Lane north to Church Street, Maiden Bradley	Surface Dressing
457	Frome Road B3092 junction Bradley Road north to junction Forest Road	Surface Dressing
458	The Stalls, Corsley	Surface Dressing
459	Unnamed road junction Geys Hill to Whitbourne Moor	Surface Dressing
460	Unnamed road, Derfords junction with Lands End Hill A362	Surface Dressing
461	Sturford Lane, Whitbourne Moor to junction Lands End Hill A362	Surface Dressing
462	Longhedge into Syndalls Lane to junction Lands End Hill A362	Surface Dressing
463	Unclassified Road Mill Lane To County Boundary	Skid Resistance Improvements
464	Picket Post Roundabout To A36 Rbt Warminster	Skid Resistance Improvements
465	A36 Bath Road Roundabout To Furnax Lane (Warminster)	Skid Resistance Improvements
466	A36 Bath Road Roundabout To Furnax Lane (Warminster)	Skid Resistance Improvements
467	End Dual Carriageway N/Bound To Warminster Bypass Rbt	Skid Resistance Improvements
468	A362 Picket Post Rbt to Warminster Bypass (Warminster CAB)	Resurfacing
469	A350 Longbridge Deverill	Skid Resistance Improvements
470	A350 at Pertwood Manor Farm, Brixton Deverill	Skid Resistance Improvements
471	A350 Warminster Road, Upton Scudamore	Skid Resistance Improvements
472	B390 Camp Road, Knook	Skid Resistance Improvements

Highway conditions and technical surveys in your area

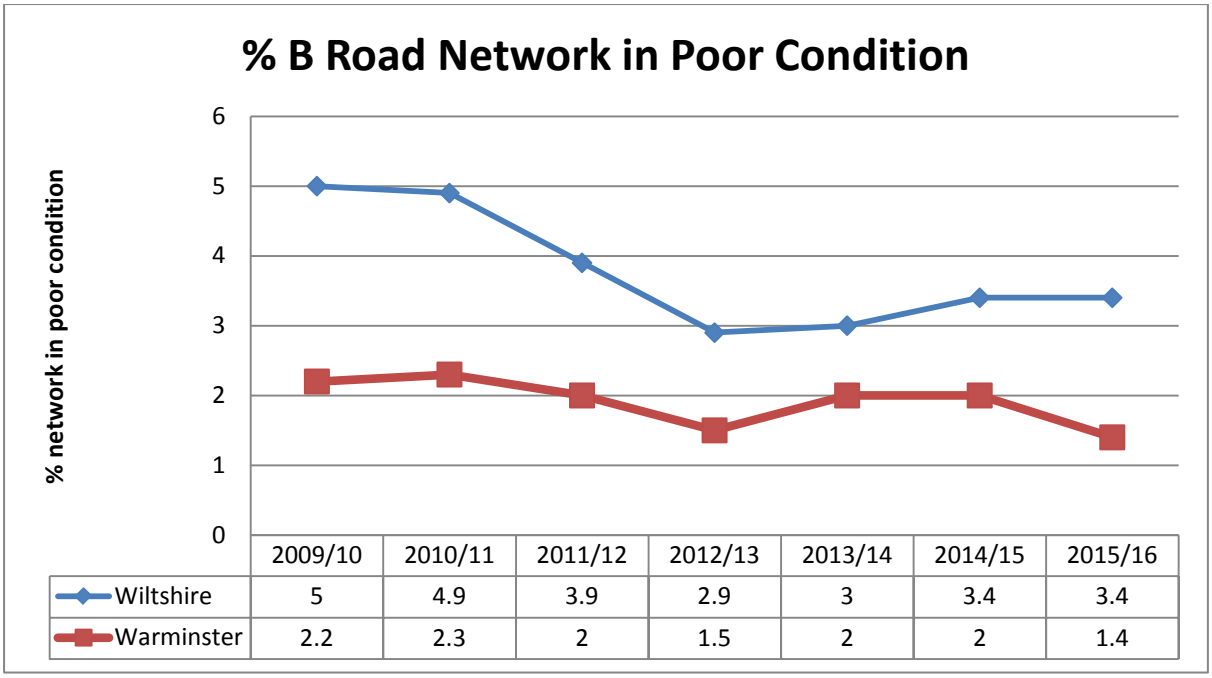
Roads deteriorate in condition because of various factors, including traffic volumes, ground conditions, and weather and drainage issues. Technical surveys of the condition of the highway network are carried out annually and the information is used to help prioritise schemes. Road safety is the priority, and maintaining adequate skid resistance on the busy high speed roads is vital.

The surveys include the use of a vehicle equipped with lasers and cameras to record road surface condition, which allows us to report on road conditions to the Department for Transport and to prioritise maintenance work. Other surveys include measuring skid resistance on the busier roads.

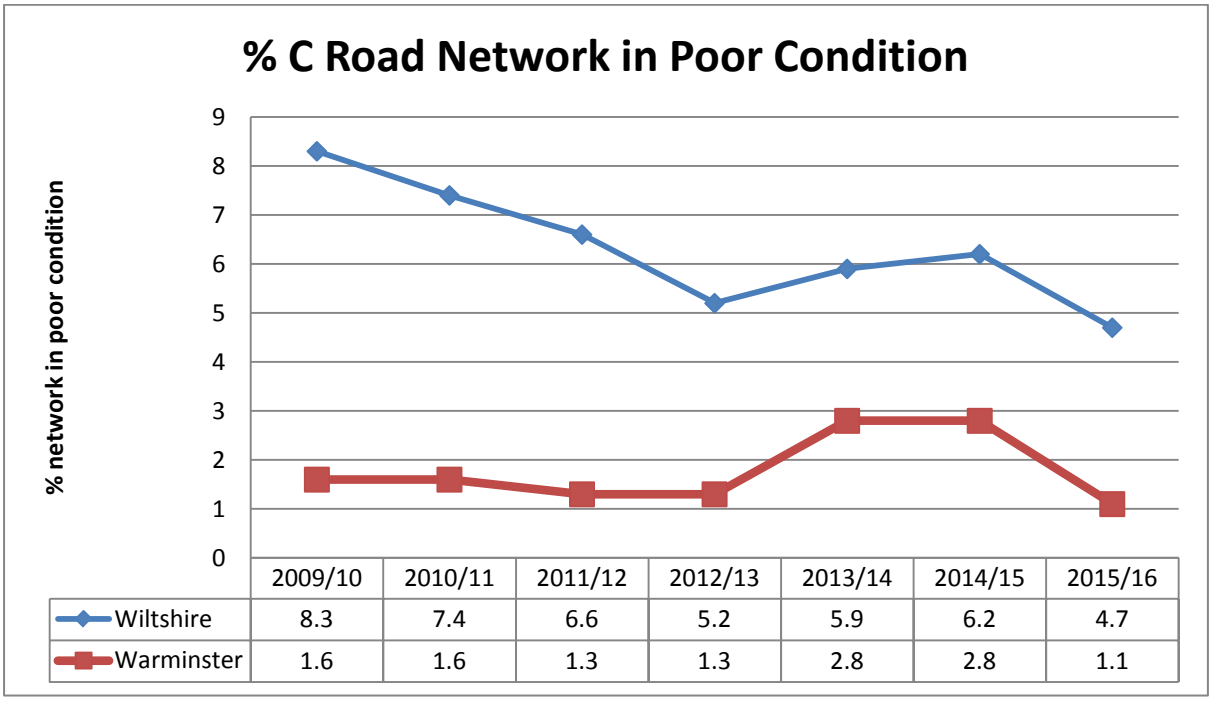
The road conditions in your area are shown below. It should be noted that low numbers are good because it indicates that less road length should be considered for treatment. More detailed information is shown in Appendix A.



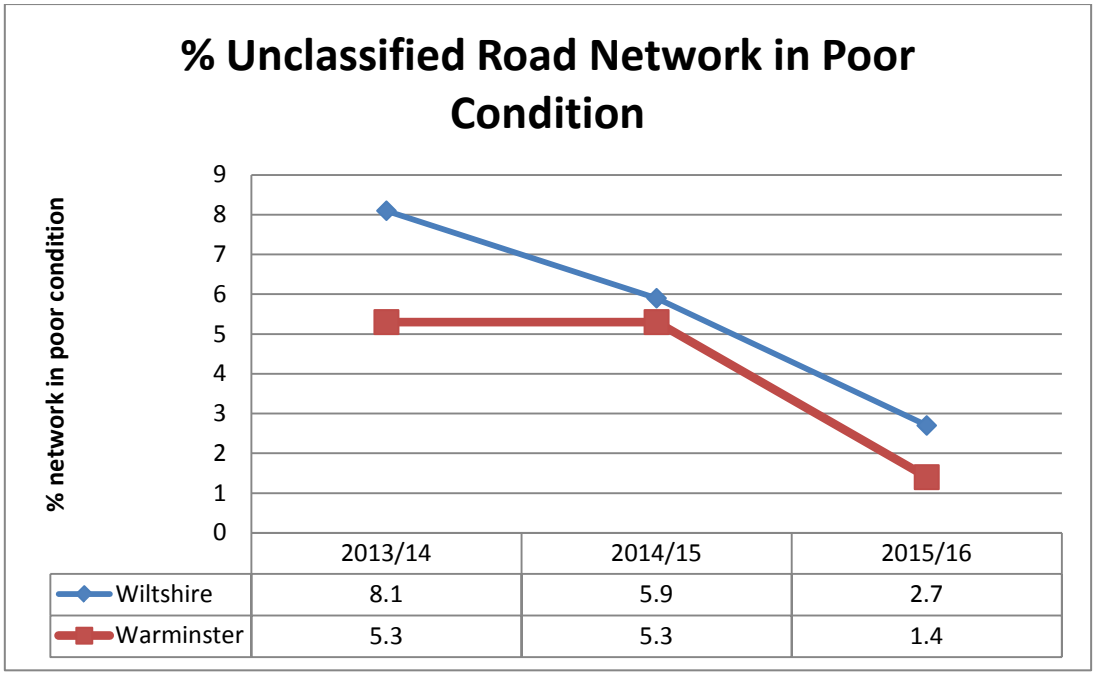
	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	6.4	6.2	5.2	3.4	3.6	3.7	3.1
Warminster	3.2	3.2	3.7	3.7	4.7	4.7	2.3



	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	5	4.9	3.9	2.9	3	3.4	3.4
Warminster	2.2	2.3	2	1.5	2	2	1.4



	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	8.3	7.4	6.6	5.2	5.9	6.2	4.7
Warminster	1.6	1.6	1.3	1.3	2.8	2.8	1.1



Integrated transport, bridge and drainage works

Integrated transport

The Council's traffic engineering team work with our contractors to plan and deliver a range of projects to the local community, most notably through the Area Boards and Community Area Transport Groups (CATGs). The schemes range in size and complexity from simple sign installation through to more complex road safety and improvement schemes.

Bridges

The Council regularly inspects its bridges and other highway structures. There is a programme of renewal and refurbishment works to keep them in good condition, as well as having to respond to damage caused by collisions.

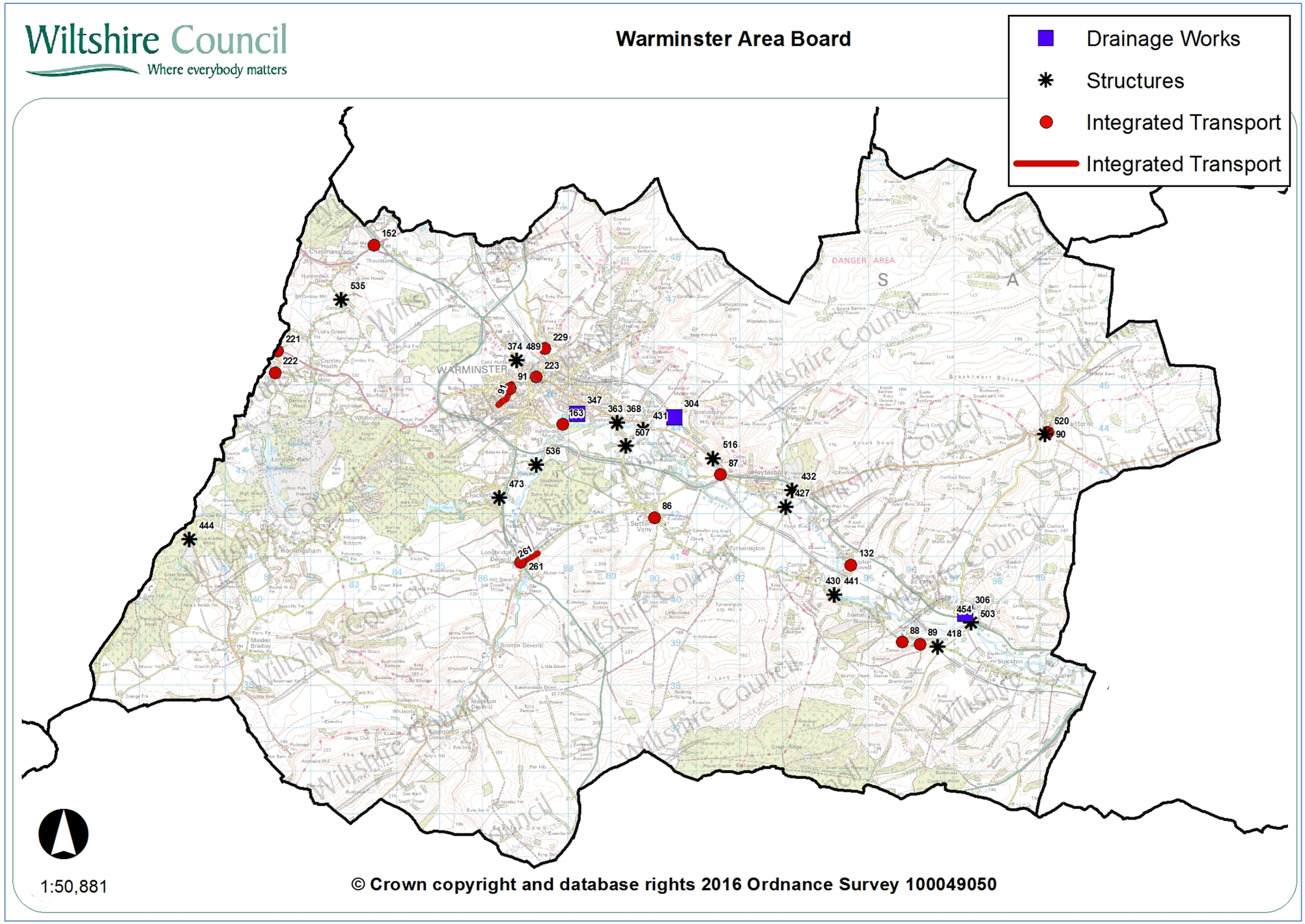
Drainage

Programmes of drainage investigations, repairs and flood alleviation schemes are undertaken throughout the year, but the flooding in recent years has meant that there has been a need to respond immediately to flooding issues, as well as dealing with previously identified problem sites. The drainage improvement and flood alleviation work is co-ordinated through the Council's Operational Flood Working Groups that include the Environment Agency, Wessex Water, other organisations and stakeholders.

Recent work in your area

The Integrated Transport, Bridge and Drainage schemes carried out in your area since 2015 are listed below.

Plan showing completed integrated transport, bridge and drainage schemes since 2015



Integrated transport schemes since 2015

No	Location	Description
221	C274 & C275	Speed limit assessments
222	Corsley	Geys Hill passing bay
223	Warminster	Portway / George Street bollards
229	Warminster	Portway Lane Cyclepath
261	Longbridge Deverell	Sand Street signing
86	Sutton Veny	High Street road markings
87	Warminster	Cotley Hill by bridge signs and road markings
88	Sherrington	Slow road markings
89	Sherrington	Slow road markings
90	Chitterne	B390 Tilshead Junction improvements (Bidden Lane)
91	Warminster	Pound street & Boreham Road waiting restrictions
132	Upton Lovell	Removal of unauthorised tourism signs to Prince Leopald
152	A398 Chapmanslade	New 18t Weight Limit - signs only
163	Warminster	Smallbrook - Toad warning sign

Bridge schemes since 2014

No	Location	Description
363	Warminster	Boreham Mill bridge. Repair to parapet following RTC
368	Warminster	Boreham Mill Warminster Repair parapet following RTA
374	Warminster	Cold Harbour Parapet repair
418	Sherrington	Incursion work - Sherrington
427	Heytesbury	Mill 2nd Footbridge Heytesbury. Replace parapet post
430	Boyton	Suffers Bridge Upton Lovell, Preorder concrete beams
431	Bishopstrow	Bishopstrow Mill Bridge, remove extension slab
432	Heytesbury	Heytesbury Lodge, Repair arch barrel, resite drainage gully
441	Boyton	Suffers Bridge Upton Lovell - Redecking
444	Maiden Bradley with Yarnfield	Bradley Water 2nd Bridge Vegetation Clearance`
454	Codford	Giggan St Bridge Codford St Mary. Repair parapet following RTA
473	Longbridge Deverill	Poole Bridge, Shrewton, repointing
489	Warminster	Cold Harbour parapet repair
503	Codford	Giggan street parapet repair
507	Bishopstrow	Eastleigh retaining wall repairs
516	Norton Bavant	Norton Bavant Trial Holes
520	Chitterne	Clump Packhorse, Chitterne
535	Corsley	Divers bridge, Parapet Repair
536	Sutton Veny	Five ash lane, Vegetation clearance

Drainage works since 2015

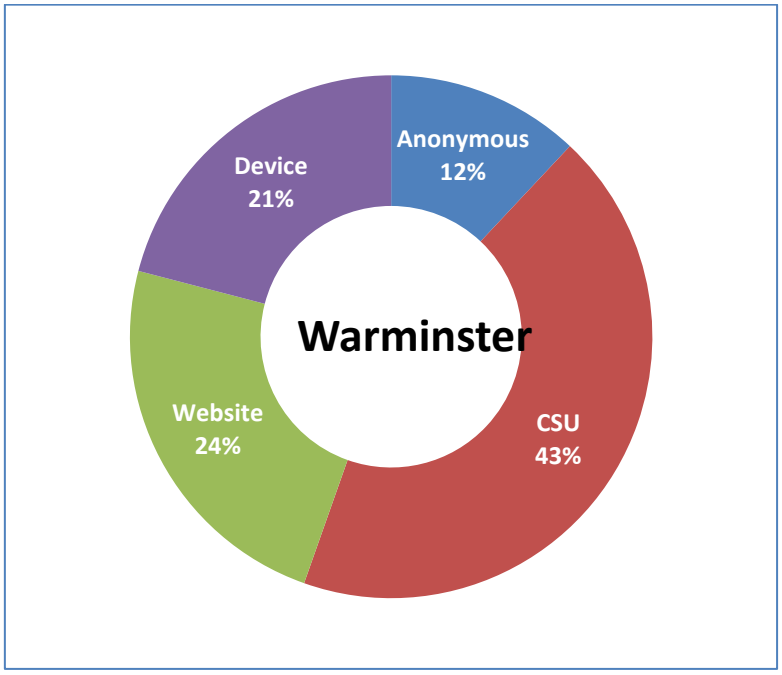
No	Location	Description
304	Warminster	Culvert reconstruction
306	Warminster	Lowering footpaths and accesses
347	Warminster	Refurbishment of soakaway

My Wiltshire

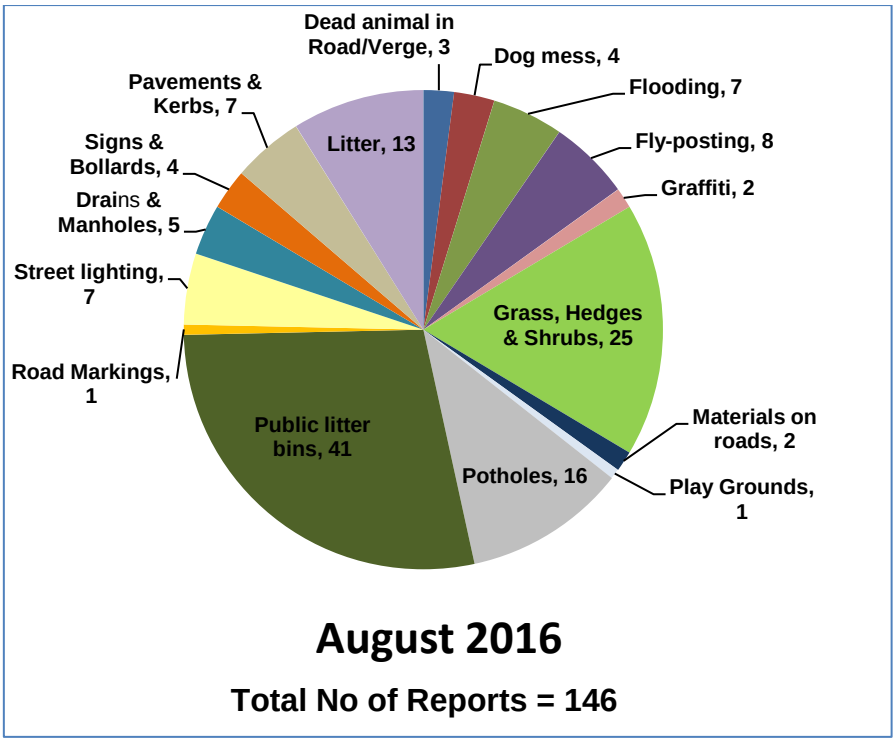
My Wiltshire provides an easy way to report highway issues, including using the Council's website. We have an app so you can report on the go using your smartphone. The My Wiltshire app is available to download at both the App Store (for iPhones and iPads), from Google Play™ (for Android phones) and Windows Store. You can attach information such as photos or videos and pinpoint the location of your report using the mapping software on your phone.

A summary of recent reports in your area is shown below, and further details are shown in Appendix B.

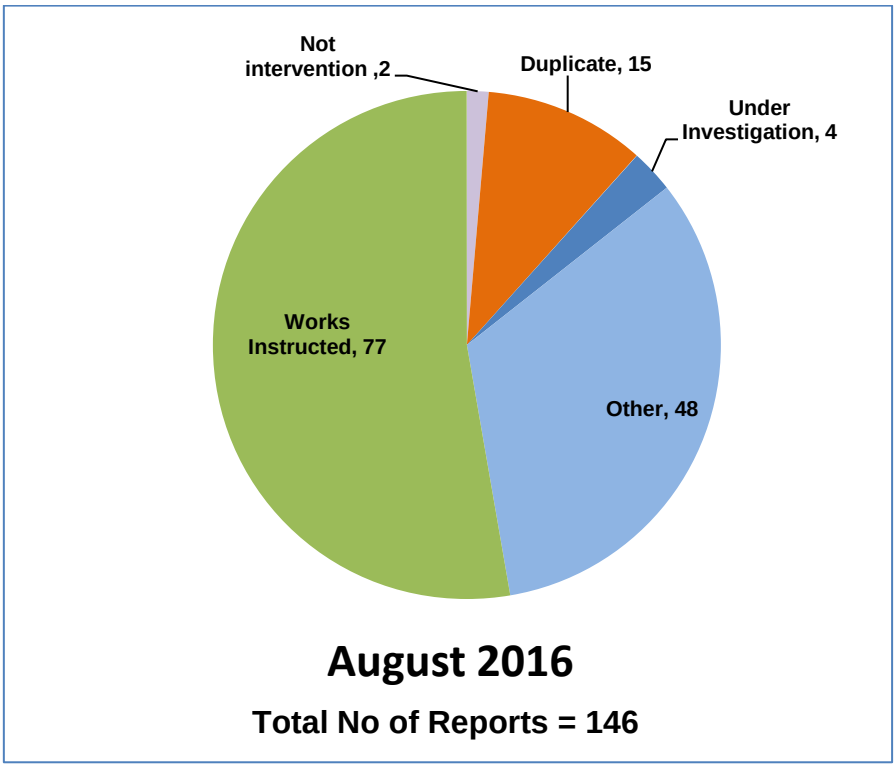
Customer reporting methods in your area



Customer reports in your area for the month of August 2016



Actions following recent reports in your area



Action definitions

1. **Not Intervention** – the technician has attended site and classified the defect as not meeting intervention levels as per the Highway Inspection Manual 2013 or in the case of streetscene reports, service level agreements.

2. **Duplicate** – a report has already been received in relation to this issue and a works instruction has previously been passed to the contractor to undertake a repair/carry out the necessary works.

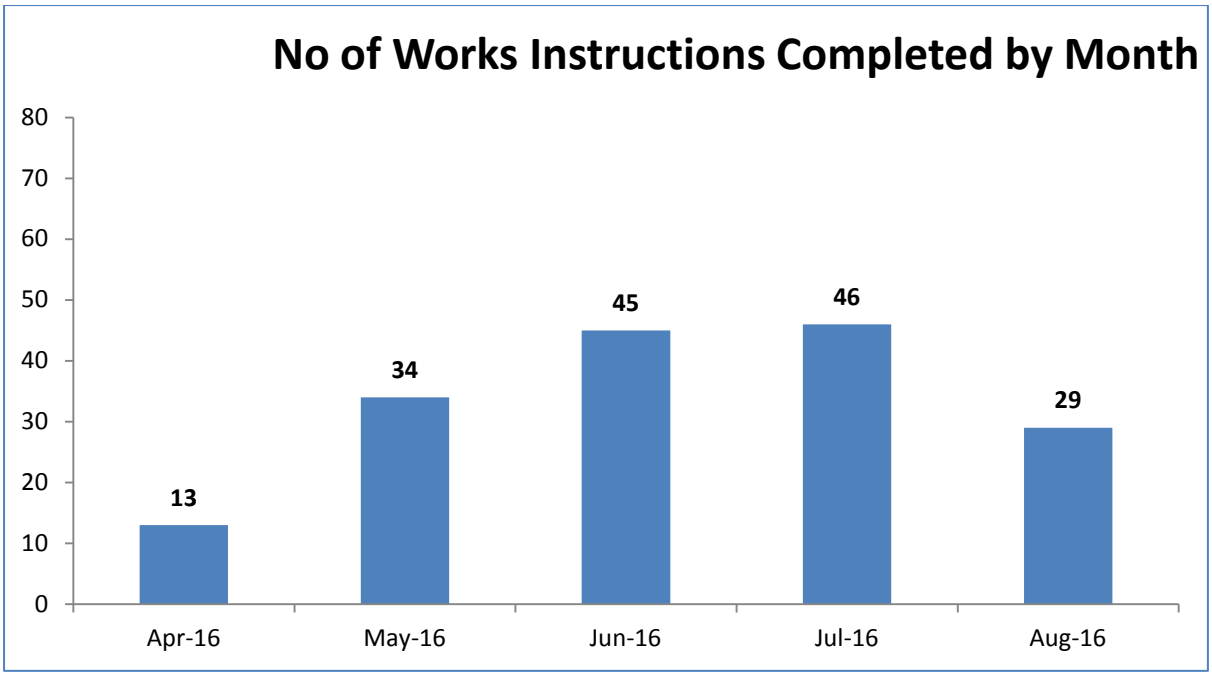
3. **Under Investigation** – this issue is currently with a Highways technician or engineer – they may be awaiting information from the customer or the issue requires further investigation e.g. wet weather inspection, drainage survey, exploratory excavation, ownership query.

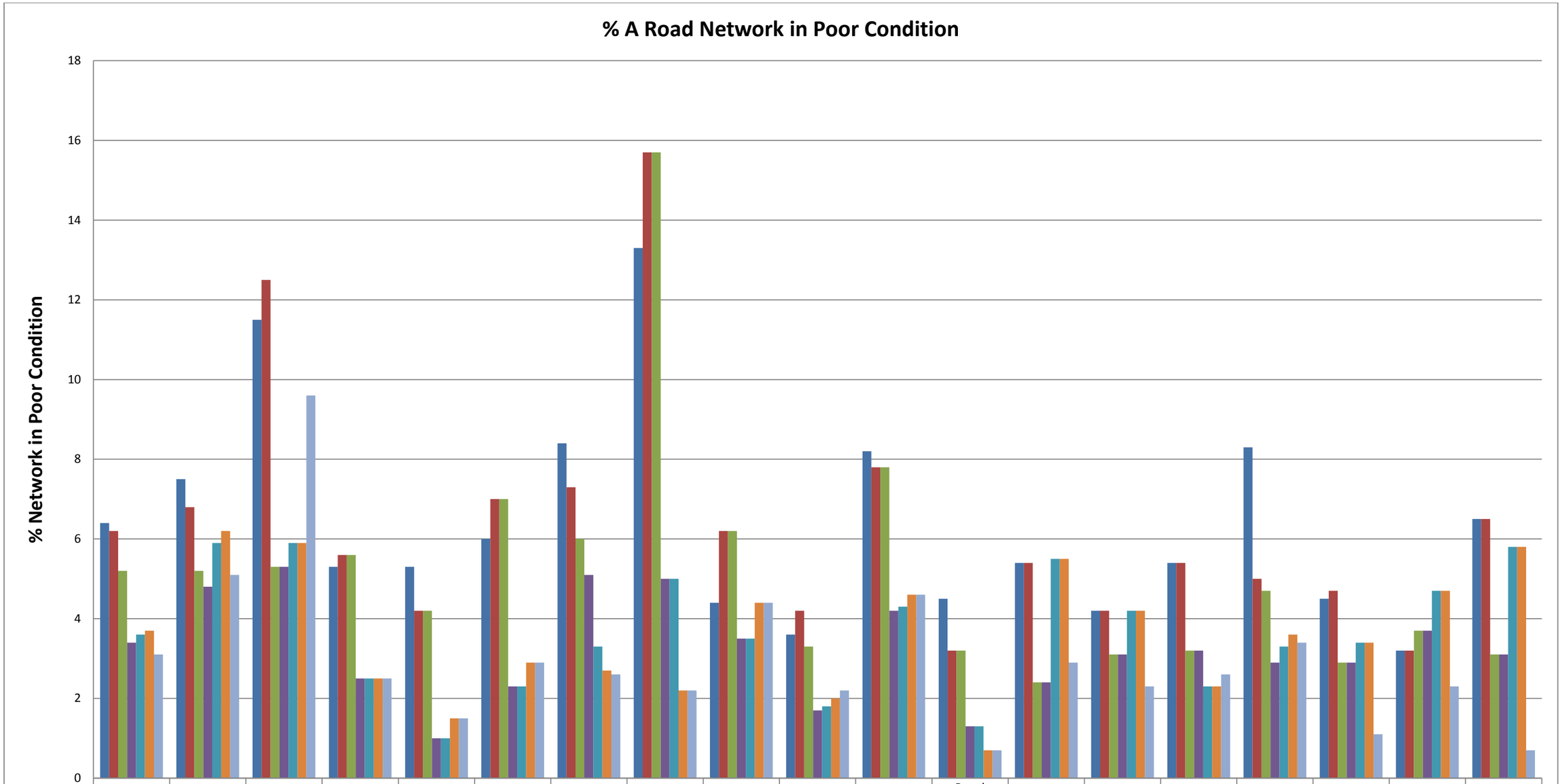
4. **Discretionary works** – this issue is not a highway safety issue and has been identified as one which falls within the remit of the parish steward scheme.

5. **Other** – the issue has been identified as one which does not require any action by Local Highways. This could be for a number of reasons –
   - the report has been cancelled by the user,
   - there is insufficient information provided to assess the issue and the customer has not provided contact details,
   - the issue is not the responsibility of Wiltshire Council e.g. un-adopted highway, gas/electricity/telephone/water/cable company, Highways England, housing association,
   - the technician attended site and nothing was found at the stated location
   - the issue has been passed to another service within Wiltshire Council e.g. rights of way, bridges.

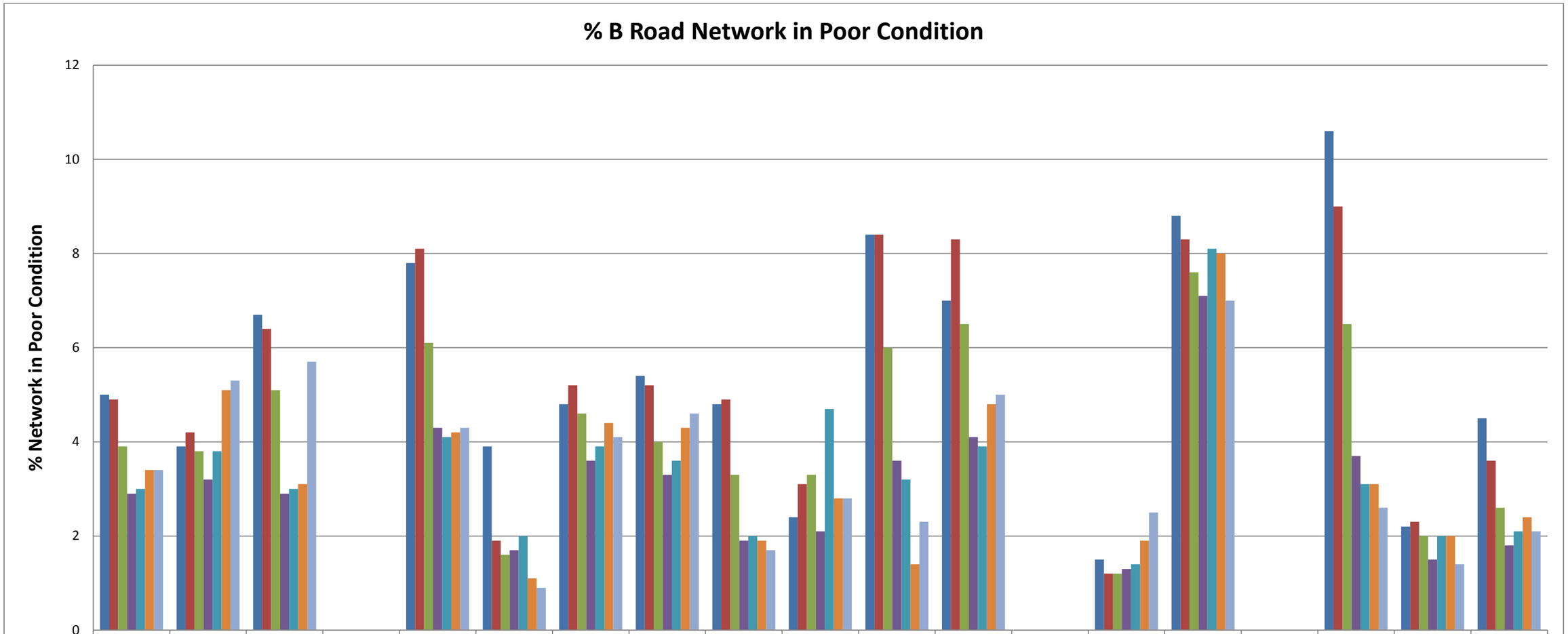
6. **Works Instructed** – the technician has assessed the issue as requiring works to be carried out and has either dealt with the issue personally or has referred it to the contractor for repair.

Highway defects completed in your area in recent months

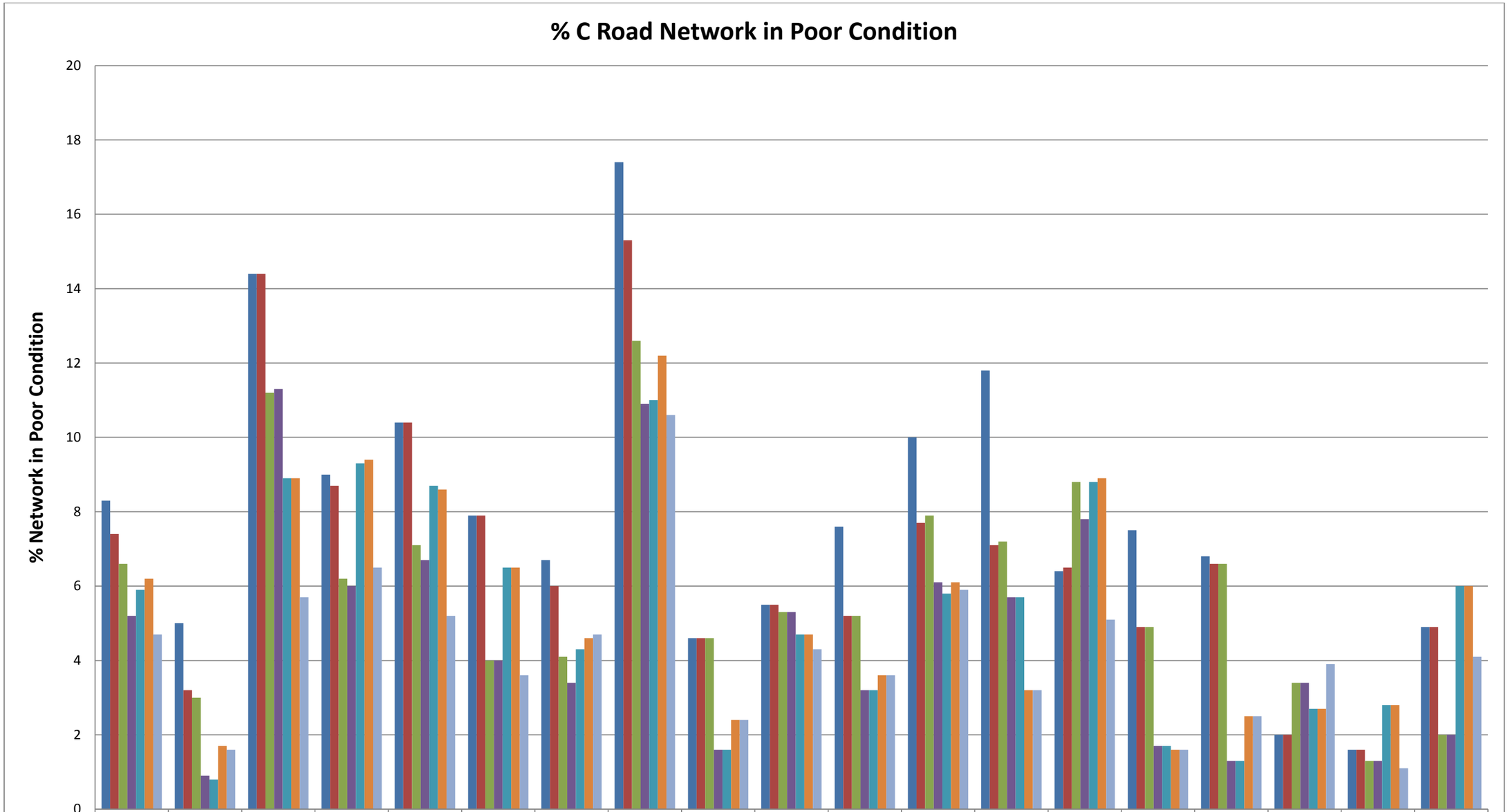




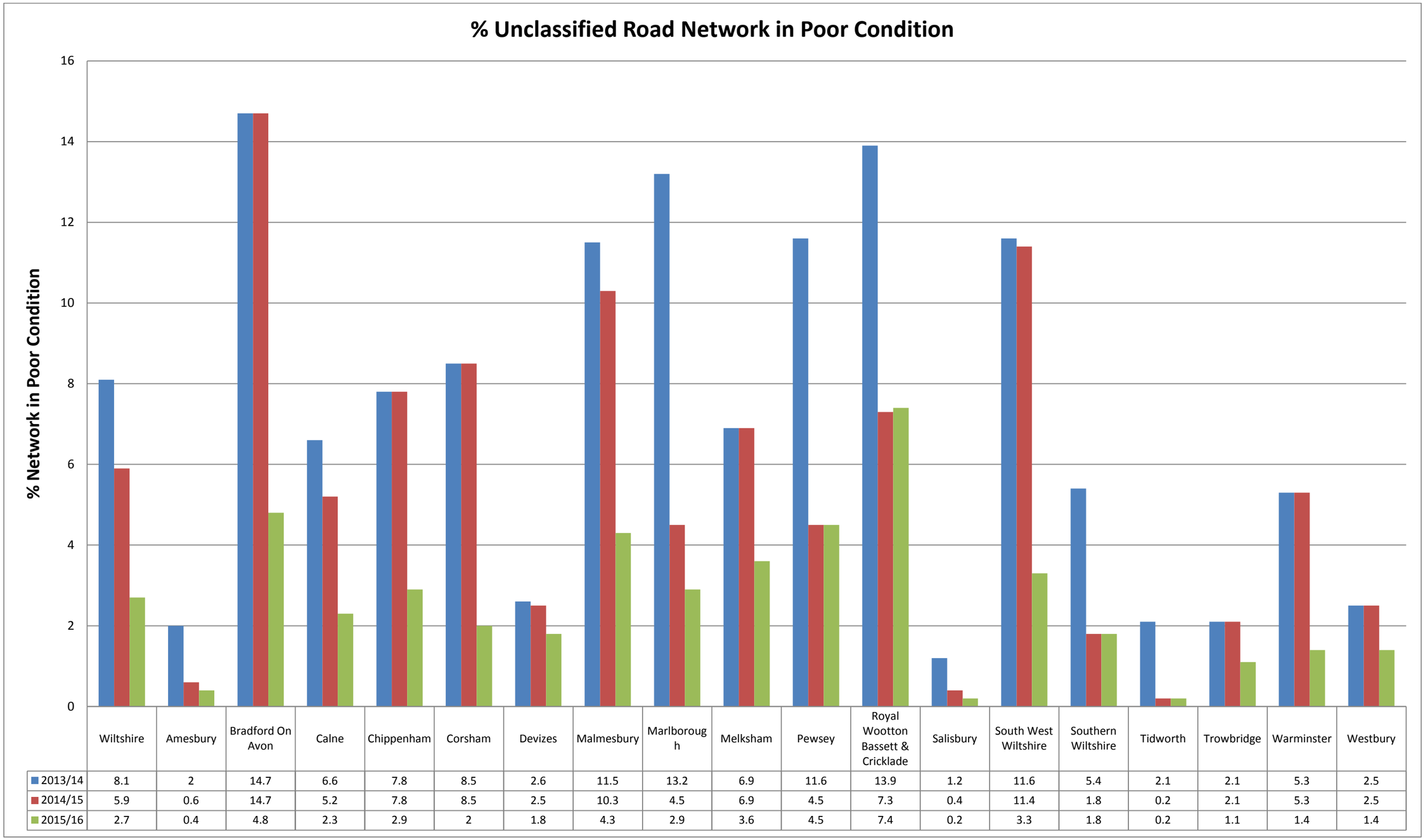
	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	6.4	7.5	11.5	5.3	5.3	6	8.4	13.3	4.4	3.6	8.2	4.5	5.4	4.2	5.4	8.3	4.5	3.2	6.5
2010/11	6.2	6.8	12.5	5.6	4.2	7	7.3	15.7	6.2	4.2	7.8	3.2	5.4	4.2	5.4	5	4.7	3.2	6.5
2011/12	5.2	5.2	5.3	5.6	4.2	7	6	15.7	6.2	3.3	7.8	3.2	2.4	3.1	3.2	4.7	2.9	3.7	3.1
2012/13	3.4	4.8	5.3	2.5	1	2.3	5.1	5	3.5	1.7	4.2	1.3	2.4	3.1	3.2	2.9	2.9	3.7	3.1
2013/14	3.6	5.9	5.9	2.5	1	2.3	3.3	5	3.5	1.8	4.3	1.3	5.5	4.2	2.3	3.3	3.4	4.7	5.8
2014/15	3.7	6.2	5.9	2.5	1.5	2.9	2.7	2.2	4.4	2	4.6	0.7	5.5	4.2	2.3	3.6	3.4	4.7	5.8
2015/16	3.1	5.1	9.6	2.5	1.5	2.9	2.6	2.2	4.4	2.2	4.6	0.7	2.9	2.3	2.6	3.4	1.1	2.3	0.7



	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	5	3.9	6.7	0	7.8	3.9	4.8	5.4	4.8	2.4	8.4	7	0	1.5	8.8	0	10.6	2.2	4.5
2010/11	4.9	4.2	6.4	0	8.1	1.9	5.2	5.2	4.9	3.1	8.4	8.3	0	1.2	8.3	0	9	2.3	3.6
2011/12	3.9	3.8	5.1	0	6.1	1.6	4.6	4	3.3	3.3	6	6.5	0	1.2	7.6	0	6.5	2	2.6
2012/13	2.9	3.2	2.9	0	4.3	1.7	3.6	3.3	1.9	2.1	3.6	4.1	0	1.3	7.1	0	3.7	1.5	1.8
2013/14	3	3.8	3	0	4.1	2	3.9	3.6	2	4.7	3.2	3.9	0	1.4	8.1	0	3.1	2	2.1
2014/15	3.4	5.1	3.1	0	4.2	1.1	4.4	4.3	1.9	2.8	1.4	4.8	0	1.9	8	0	3.1	2	2.4
2015/16	3.4	5.3	5.7	0	4.3	0.9	4.1	4.6	1.7	2.8	2.3	5	0	2.5	7	0	2.6	1.4	2.1



	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	8.3	5	14.4	9	10.4	7.9	6.7	17.4	4.6	5.5	7.6	10	11.8	6.4	7.5	6.8	2	1.6	4.9
2010/11	7.4	3.2	14.4	8.7	10.4	7.9	6	15.3	4.6	5.5	5.2	7.7	7.1	6.5	4.9	6.6	2	1.6	4.9
2011/12	6.6	3	11.2	6.2	7.1	4	4.1	12.6	4.6	5.3	5.2	7.9	7.2	8.8	4.9	6.6	3.4	1.3	2
2012/13	5.2	0.9	11.3	6	6.7	4	3.4	10.9	1.6	5.3	3.2	6.1	5.7	7.8	1.7	1.3	3.4	1.3	2
2013/14	5.9	0.8	8.9	9.3	8.7	6.5	4.3	11	1.6	4.7	3.2	5.8	5.7	8.8	1.7	1.3	2.7	2.8	6
2014/15	6.2	1.7	8.9	9.4	8.6	6.5	4.6	12.2	2.4	4.7	3.6	6.1	3.2	8.9	1.6	2.5	2.7	2.8	6
2015/16	4.7	1.6	5.7	6.5	5.2	3.6	4.7	10.6	2.4	4.3	3.6	5.9	3.2	5.1	1.6	2.5	3.9	1.1	4.1



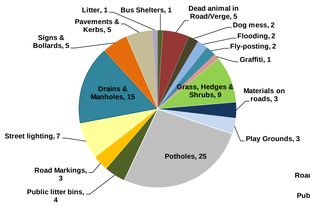
	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2013/14	8.1	2	14.7	6.6	7.8	8.5	2.6	11.5	13.2	6.9	11.6	13.9	1.2	11.6	5.4	2.1	2.1	5.3	2.5
2014/15	5.9	0.6	14.7	5.2	7.8	8.5	2.5	10.3	4.5	6.9	4.5	7.3	0.4	11.4	1.8	0.2	2.1	5.3	2.5
2015/16	2.7	0.4	4.8	2.3	2.9	2	1.8	4.3	2.9	3.6	4.5	7.4	0.2	3.3	1.8	0.2	1.1	1.4	1.4

Appendix B: My Wiltshire Statistics

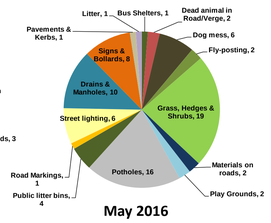
Wiltshire Council
Where everybody matters

Warminster Area Board

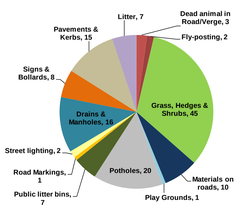
Customer Reported Issues



April 2016
Total No of Reports = 93



May 2016
Total No of Reports = 81



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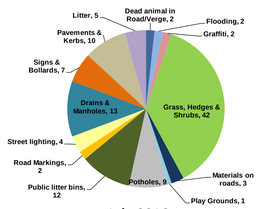

July 2016
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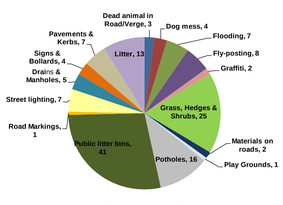
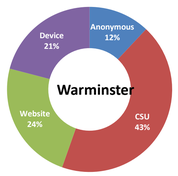
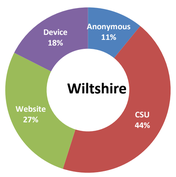


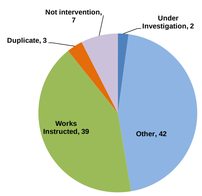
August 2016
Total No of Reports = 146

Reporting Channels





Customer Call Outcomes



April 2016
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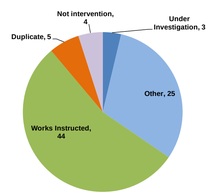
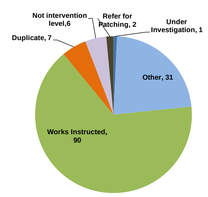
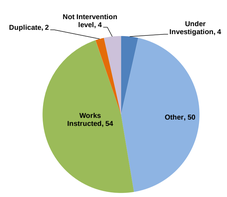


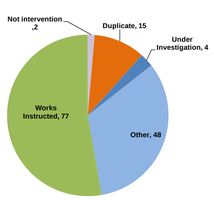
May 2016
Total No of Reports = 81



June 2016
Total No of Reports = 137

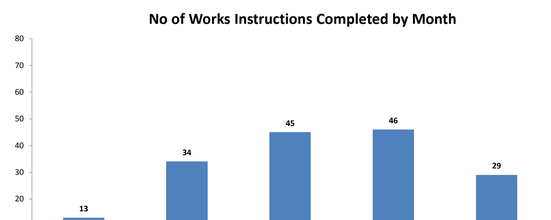


July 2016
Total No of Reports = 114

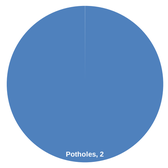


August 2016
Total No of Reports = 146

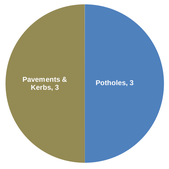
Completed in Month



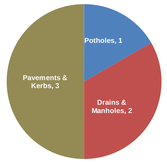
Safety Inspections



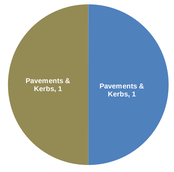
April 2016
Total No of Defects= 2



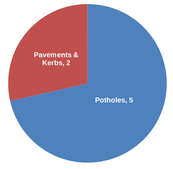
May 2016
Total No of Defects = 6



June 2016
Total No of Defects = 6



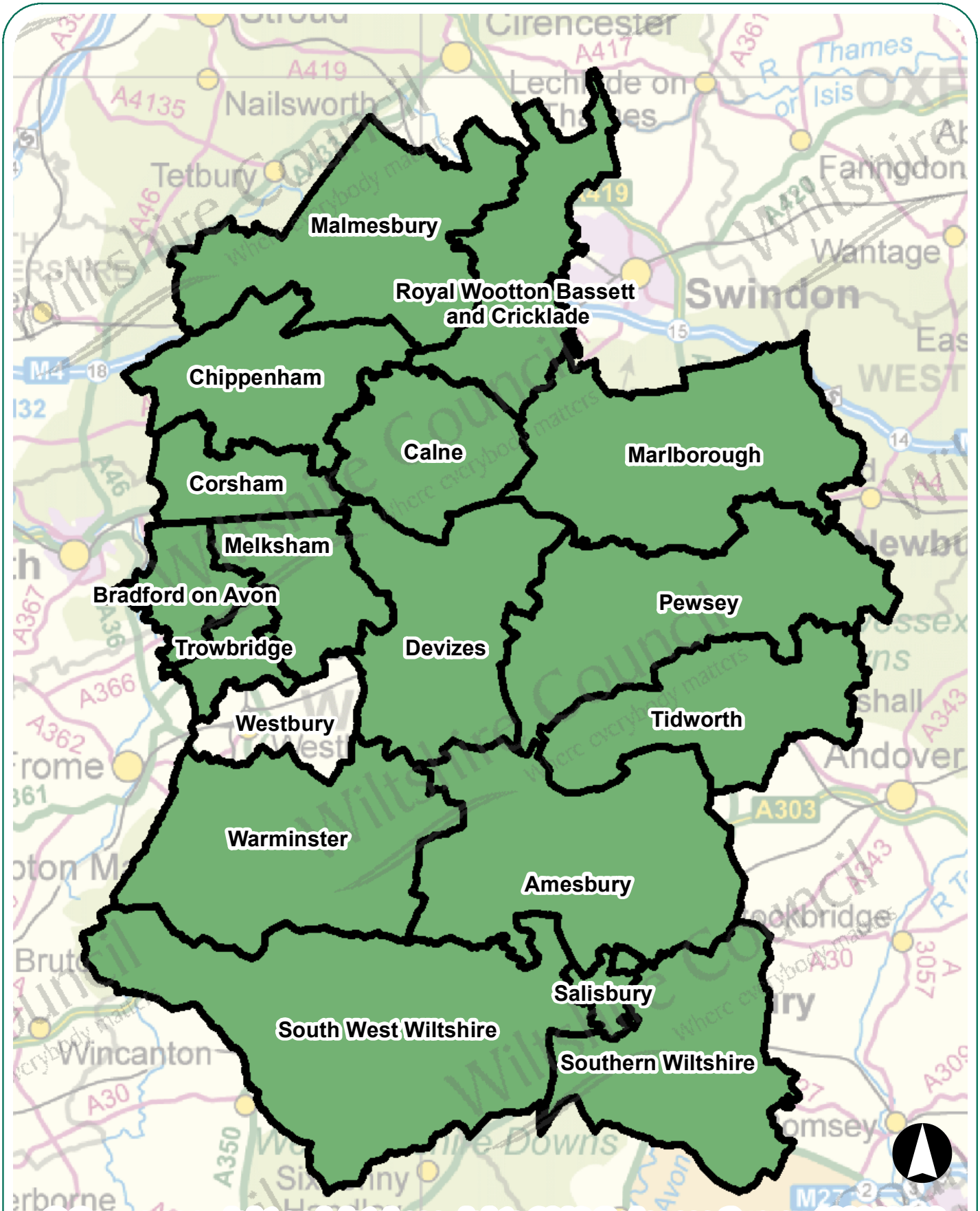
July 2016
Total No of Defects = 2



August 2016
Total No of Defects = 7

Wiltshire Council
Where everybody matters

Westbury Area Board
Highway Information



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Westbury Area Board Highway Information

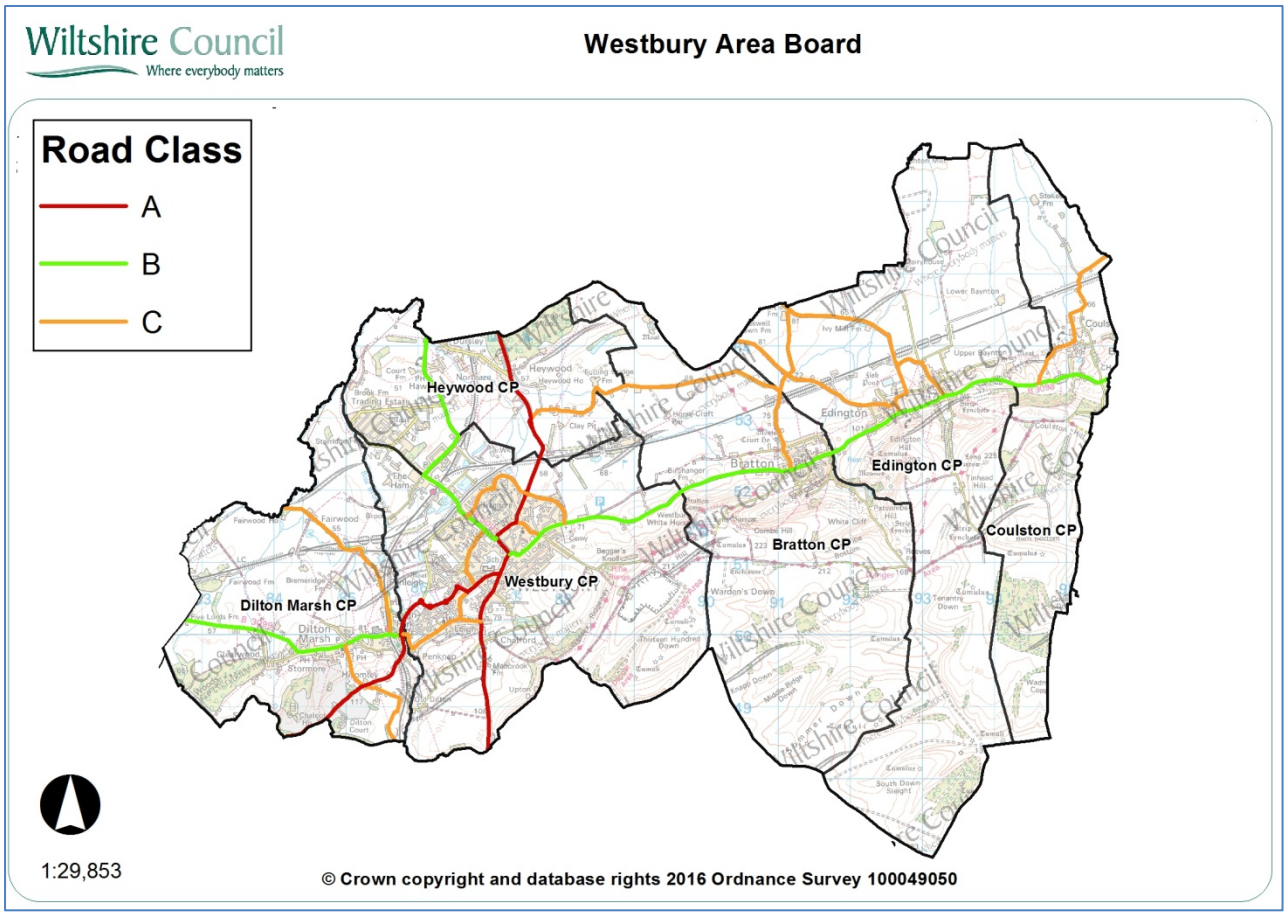
Introduction

This document summarises highway information for your area board. It lists the recent highway and related work carried out by Wiltshire Council, including the road resurfacing carried out during the first two years of the 'Local Highways Investment Fund 2014 – 2020', and includes other information which should be of interest.

Further information on the Council's activities is available at the website www.wiltshire.gov.uk. If you wish to report a specific highway issue please use My Wiltshire. Details are provided at the end of this document.

Parishes in the community area are:

Westbury, Dilton Marsh, Heywood, Bratton, Edington, Coulston



Network statistics in your area

Road length by class

Road type	Urban (km)	Rural (km)
A Class Roads	5.56	7.24
B Class Roads	7.31	8.64
C Class Roads	10.35	12.94
Unclassified Roads	57.88	24.01
Total	**81.1**	**52.83**
	Overall Total	**133.93**

The council categorises its roads to reflect their importance. This enables an effective assignment of highway inspection frequencies and maintenance standards.

Highway assets in your area

The council keeps an inventory of its highway assets in order to assist planning its highway maintenance. Important statistics relating to your board area are:

Asset Type	Measure
Carriageway	133.93 km
Footways adjacent to road	87 km
Footways (linked)	15.17 km
White road centre lines	53 km
Road kerbs	109 km
Grass verge (maintained)	171 km
Drainage grips	298 number
Drainage pipe grips	55 number
Drainage gullies	3, 775 number
Road signs	1, 368 number
Street lights	2, 873 number

Major highway maintenance

Road resurfacing

Wiltshire has over 3,000 miles of road. The Council's 'Local Highways Investment Fund 2014 – 2020' is making a massive investment to improve the condition of the roads in Wiltshire over six years. The programme of work started in April 2014, and is designed and supervised by the Council's consultants Atkins, with the work carried out by our main highway contractors Tarmac and Eurovia.

The work carried out in the first two years of the programme has improved a considerable number of the roads in previously poor condition. The locations of sites treated in recent years are shown below.

Carriageway repairs

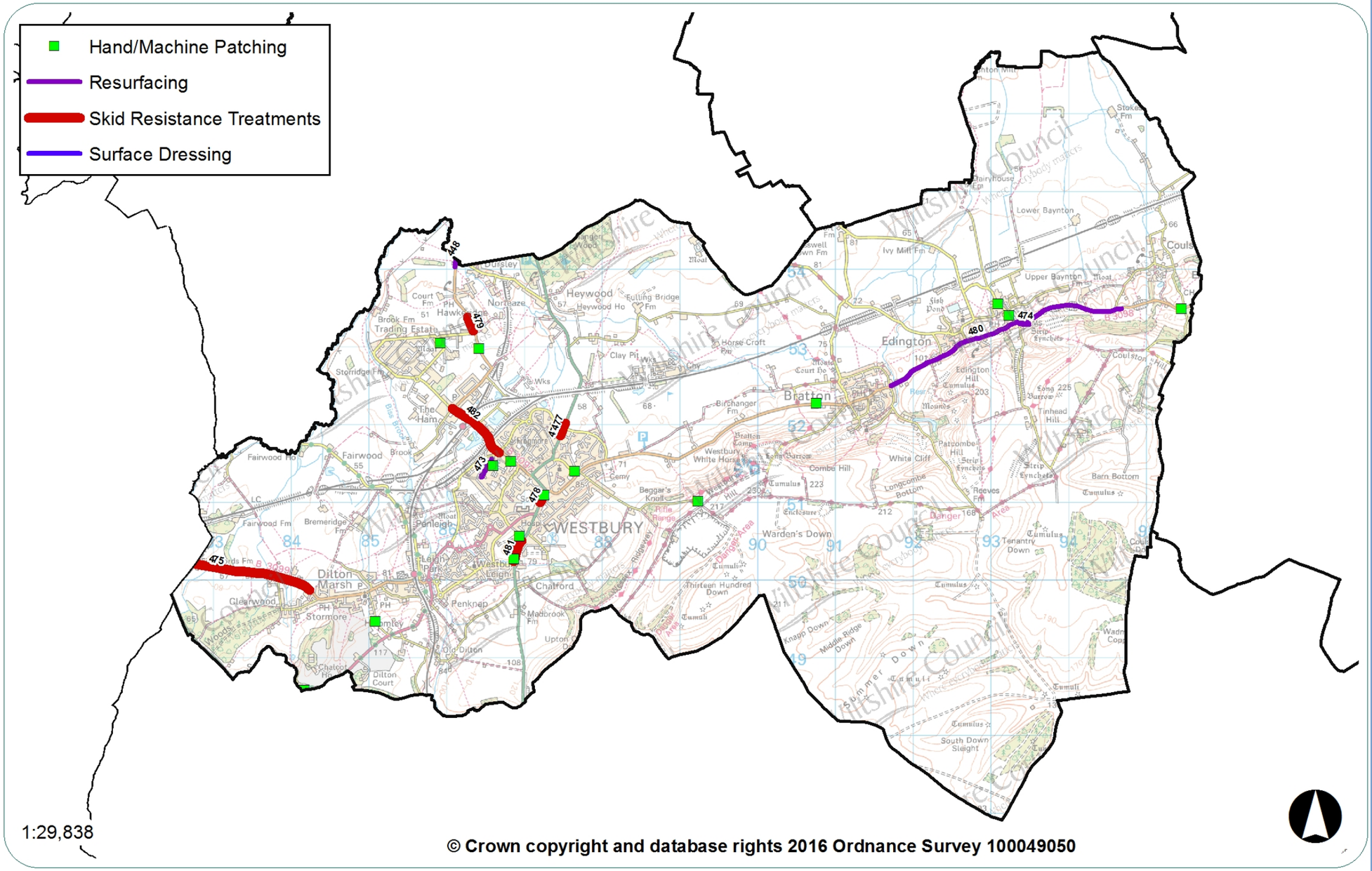
As well as resurfacing roads other works are undertaken to make localised repairs to keep the roads safe. The works undertaken in your area since 2014 are shown on the map below.

The wet winter and flooding in previous years has resulted in substantial damage to the road network. It is important that serious defects are treated promptly to keep the roads safe. The Council currently operates four Pothole teams that respond to urgent issues to keep the roads safe.

Plan showing major maintenance schemes & hand/machine patching sites completed since 2014

Wiltshire Council
Where everybody matters

Westbury Area Board



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Major maintenance completed since 2014

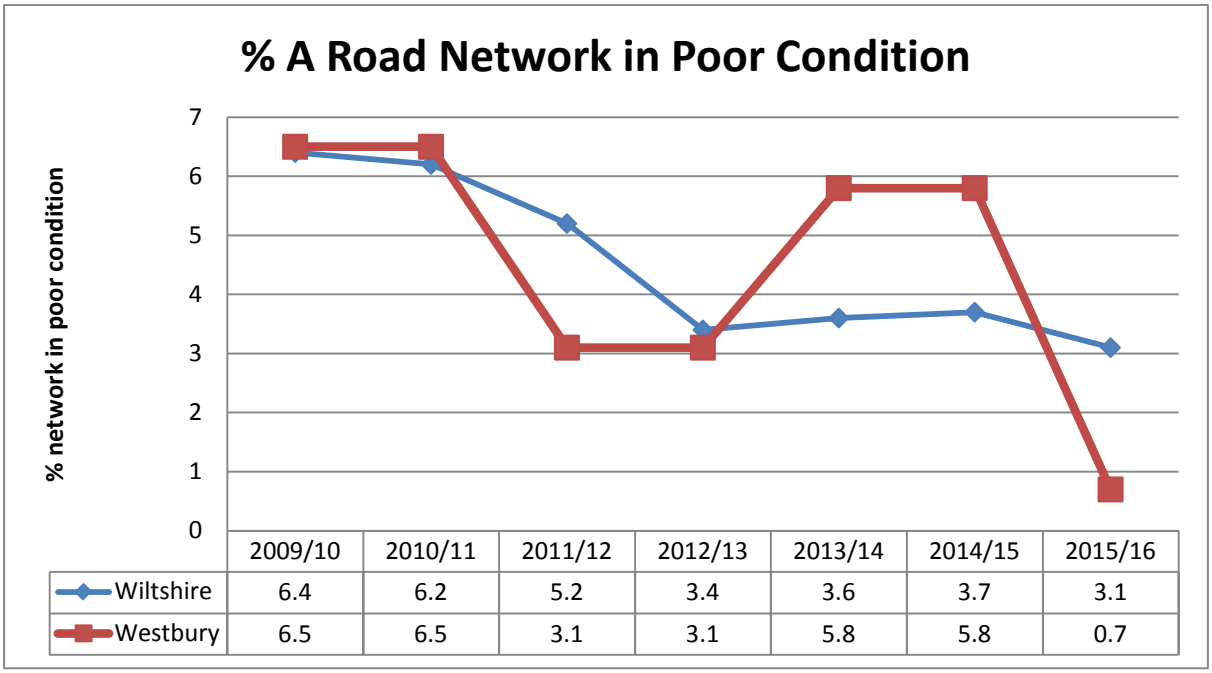
No	Location	Works
473	Oldfield Park, Westbury	Resurfacing
474	Salisbury Hollow, Edington	Resurfacing
475	B3099 Clivey, Dilton Marsh	Skid Resistance Improvements
476	Bitham Park Roundabout To Church Road	Skid Resistance Improvements
477	Bitham Park Roundabout To Church Road	Skid Resistance Improvements
478	Wellhead Lane To Haynes Road Mini roundabout	Skid Resistance Improvements
479	EB3097 Hawkeridge Road, Heywood	Skid Resistance Improvements
480	B3098 Bratton Road, this includes other sections at Bratton and Edington	Resurfacing
481	Wellhead Drove To Wellhead Lane	Skid Resistance Improvements
482	B3097 Station Road, Westbury	Skid Resistance Improvements
448	B3097 Hawkeridge Road, North Bradley	Resurfacing

Highway conditions and technical surveys in your area

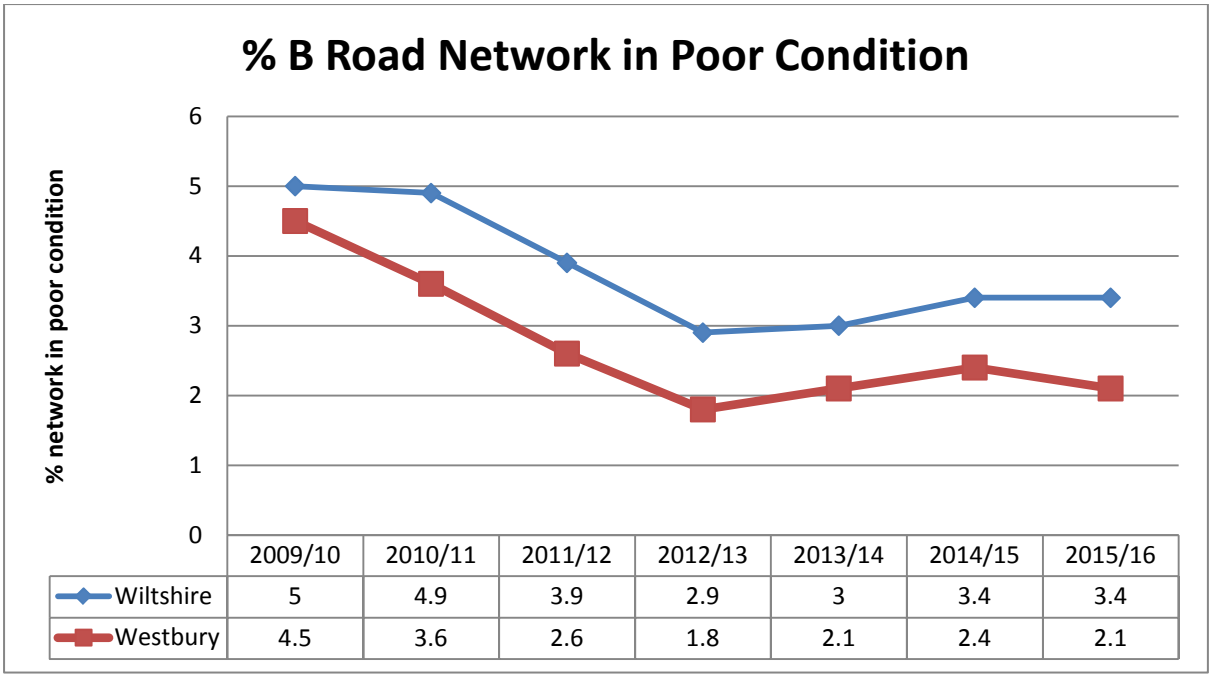
Roads deteriorate in condition because of various factors, including traffic volumes, ground conditions, and weather and drainage issues. Technical surveys of the condition of the highway network are carried out annually and the information is used to help prioritise schemes. Road safety is the priority, and maintaining adequate skid resistance on the busy high speed roads is vital.

The surveys include the use of a vehicle equipped with lasers and cameras to record road surface condition, which allows us to report on road conditions to the Department for Transport and to prioritise maintenance work. Other surveys include measuring skid resistance on the busier roads.

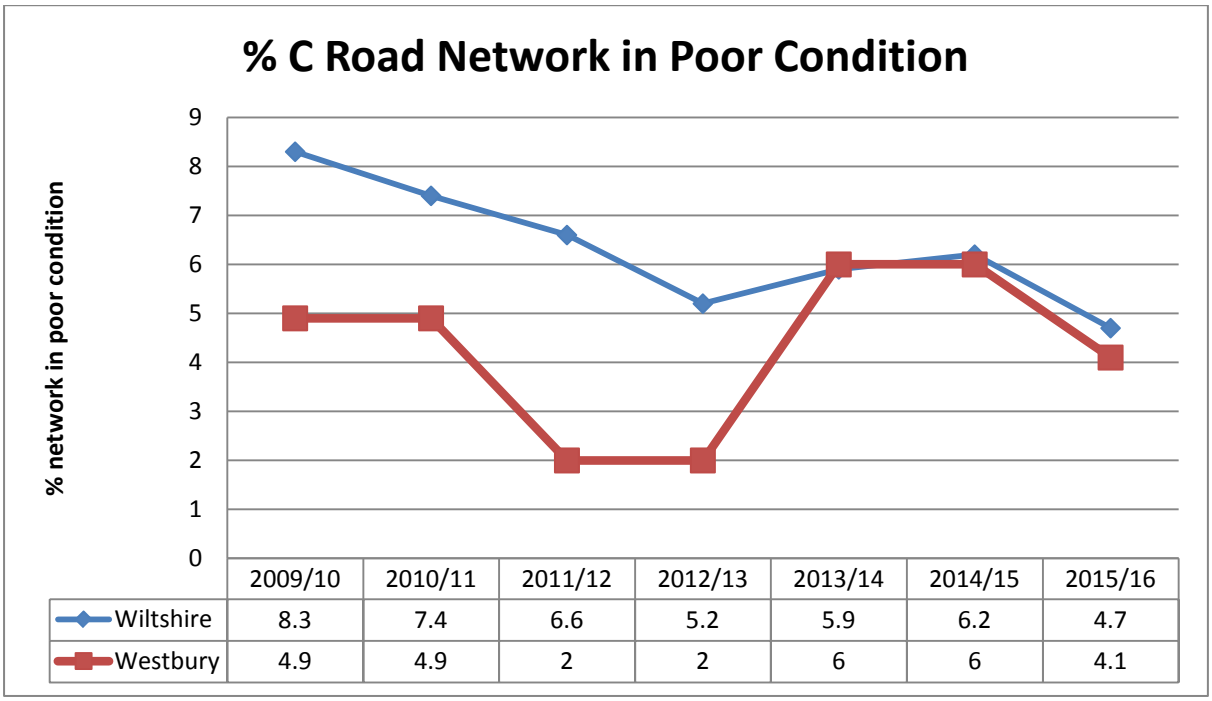
The road conditions in your area are shown below. It should be noted that low numbers are good because it indicates that less road length should be considered for treatment. More detailed information is shown in Appendix A.



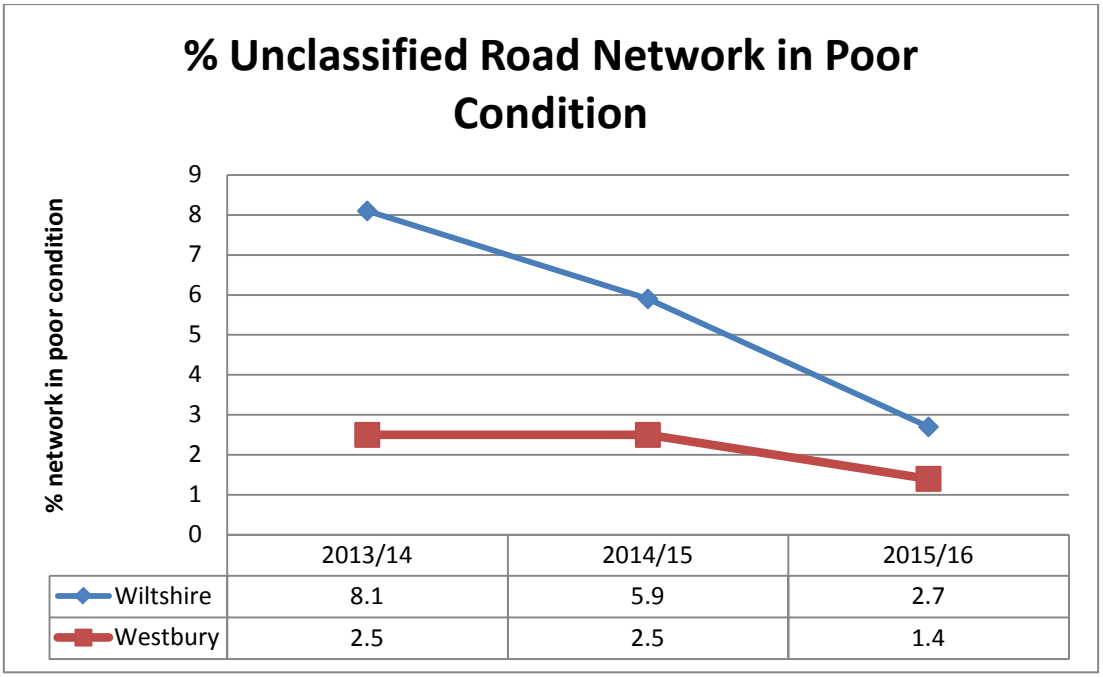
	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	6.4	6.2	5.2	3.4	3.6	3.7	3.1
Westbury	6.5	6.5	3.1	3.1	5.8	5.8	0.7



	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	5	4.9	3.9	2.9	3	3.4	3.4
Westbury	4.5	3.6	2.6	1.8	2.1	2.4	2.1



	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Wiltshire	8.3	7.4	6.6	5.2	5.9	6.2	4.7
Westbury	4.9	4.9	2	2	6	6	4.1



Integrated transport, bridge and drainage works

Integrated transport

The Council's traffic engineering team work with our contractors to plan and deliver a range of projects to the local community, most notably through the Area Boards and Community Area Transport Groups (CATGs). The schemes range in size and complexity from simple sign installation through to more complex road safety and improvement schemes.

Bridges

The Council regularly inspects its bridges and other highway structures. There is a programme of renewal and refurbishment works to keep them in good condition, as well as having to respond to damage caused by collisions.

Drainage

Programmes of drainage investigations, repairs and flood alleviation schemes are undertaken throughout the year, but the flooding in recent years has meant that there has been a need to respond immediately to flooding issues, as well as dealing with previously identified problem sites. The drainage improvement and flood alleviation work is co-ordinated through the Council's Operational Flood Working Groups that include the Environment Agency, Wessex Water, other organisations and stakeholders.

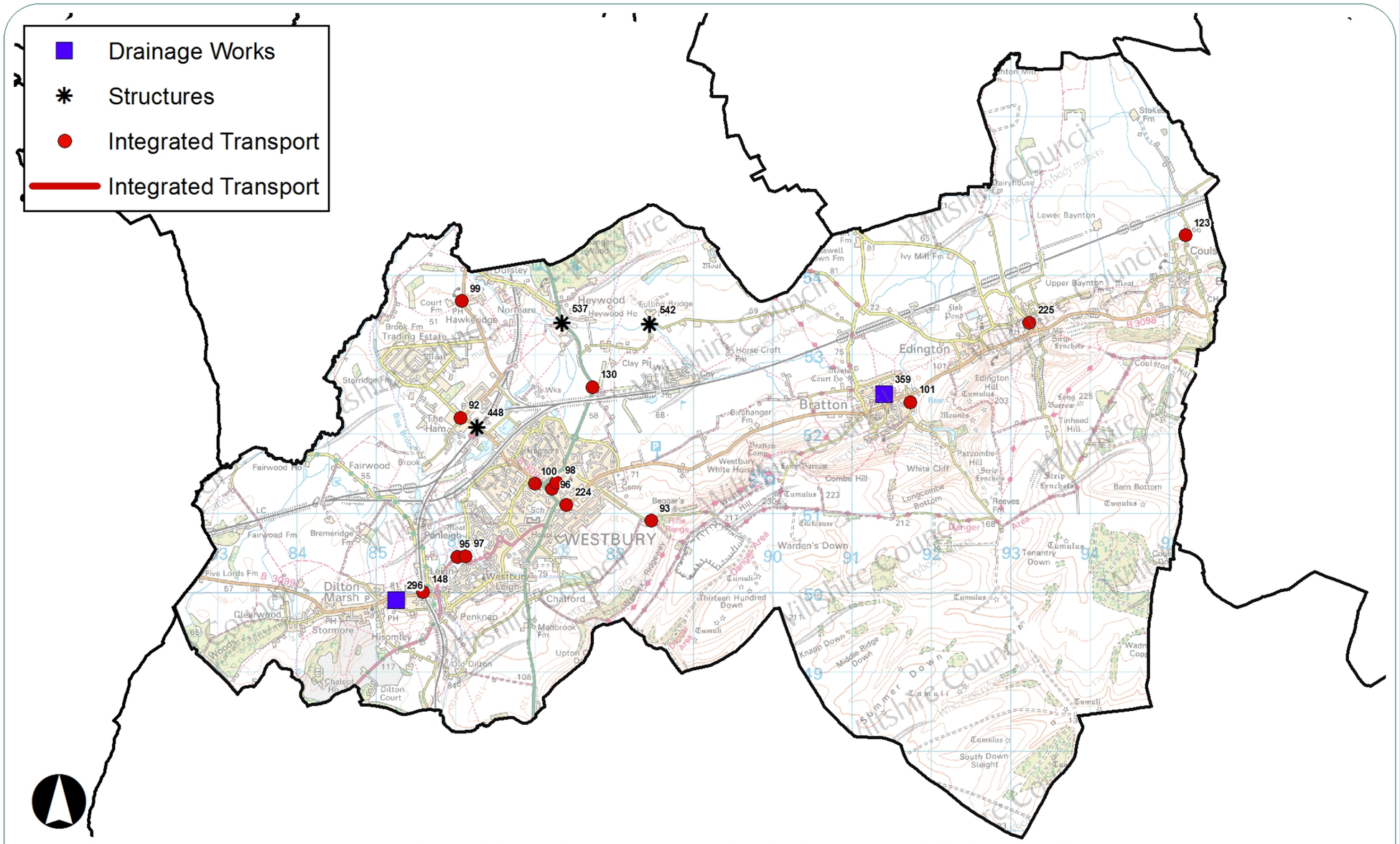
Recent work in your area

The Integrated Transport, Bridge and Drainage schemes carried out in your area since 2015 are listed below.

Plan showing completed integrated transport, bridge and drainage schemes since 2015

Wiltshire Council
Where everybody matters

Westbury Area Board



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Integrated transport schemes since 2015

No	Location	Description
224	Westbury	Bratton Road drop kerbs by Laverton Hall
225	Edington	Tinhead Road Signs and lines
92	Westbury	Brook Road weight limit
93	Westbury	Newtown bend warning sign
95	Westbury	Westbury White horse health centre pedestrian route signs
96	Westbury	High Street cycle parking
97	Westbury	Westbury Leigh Park cycle parking
98	Westbury	Edward Street cycle parking
99	Hawkeridge	Traffic Signals review of phasing
100	Wesbury	Westbury Station Road keep clear markings
101	Bratton	Emms Lane removal of footpath barrier
123	Coulston	Single track road sign
130	Westbury	Rugby Club signs
148	Dilton Marsh	Weight limit signs, including electrics

Bridge schemes since 2014

No	Location	Description
448	Westbury	Westbury Station Embankment - Repair Fence and re-point wall
537	Heywood	Heywood bridge, Remove saplings from base of head wall
542	Heywood	Fulling bridge, Realign brick parapet

Drainage works since 2015

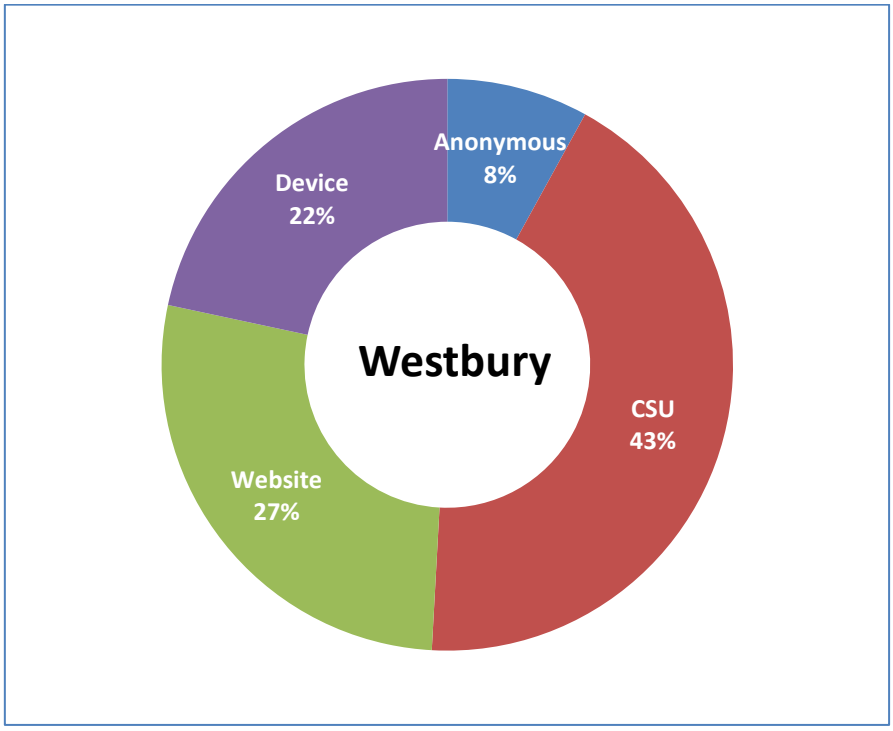
No	Location	Description
296	Westbury	Installing new carrier
359	Westbury	Jetting works to clear rooting in pipe

My Wiltshire

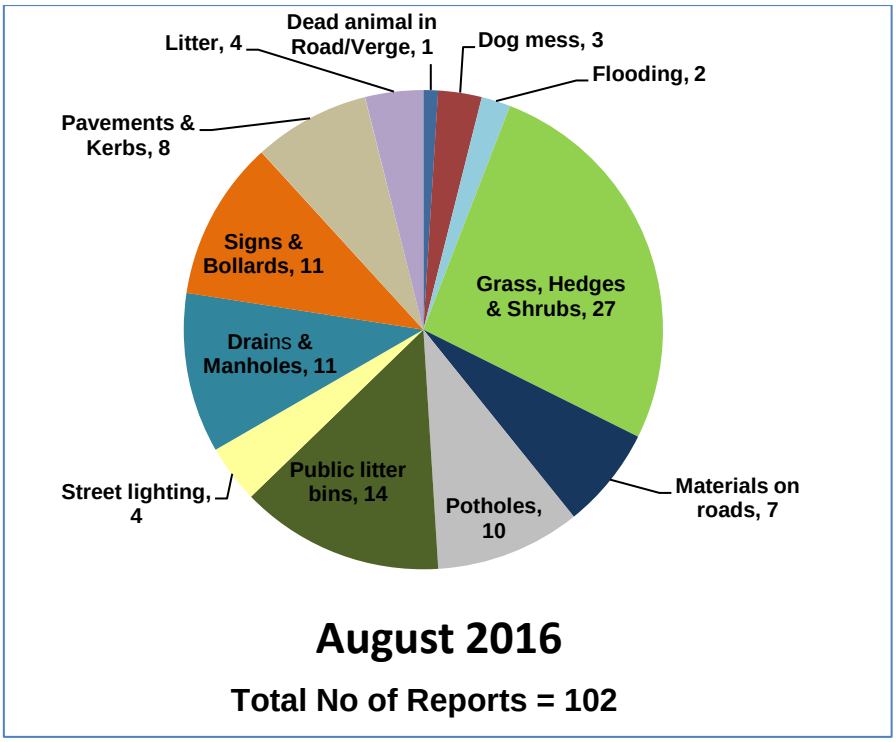
My Wiltshire provides an easy way to report highway issues, including using the Council's website. We have an app so you can report on the go using your smartphone. The My Wiltshire app is available to download at both the App Store (for iPhones and iPads), from Google Play™ (for Android phones) and Windows Store. You can attach information such as photos or videos and pinpoint the location of your report using the mapping software on your phone.

A summary of recent reports in your area is shown below, and further details are shown in Appendix B.

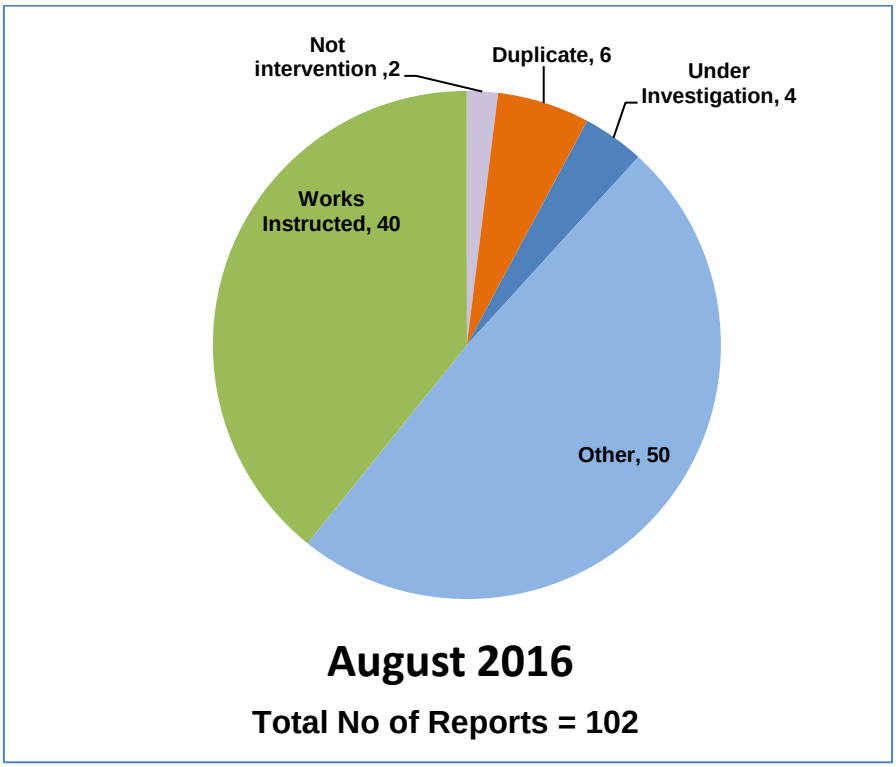
Customer reporting methods in your area



Customer reports in your area for the month of August 2016



Actions following recent reports in your area



Action definitions

1. **Not Intervention** – the technician has attended site and classified the defect as not meeting intervention levels as per the Highway Inspection Manual 2013 or in the case of streetscene reports, service level agreements.

2. **Duplicate** – a report has already been received in relation to this issue and a works instruction has previously been passed to the contractor to undertake a repair/carry out the necessary works.

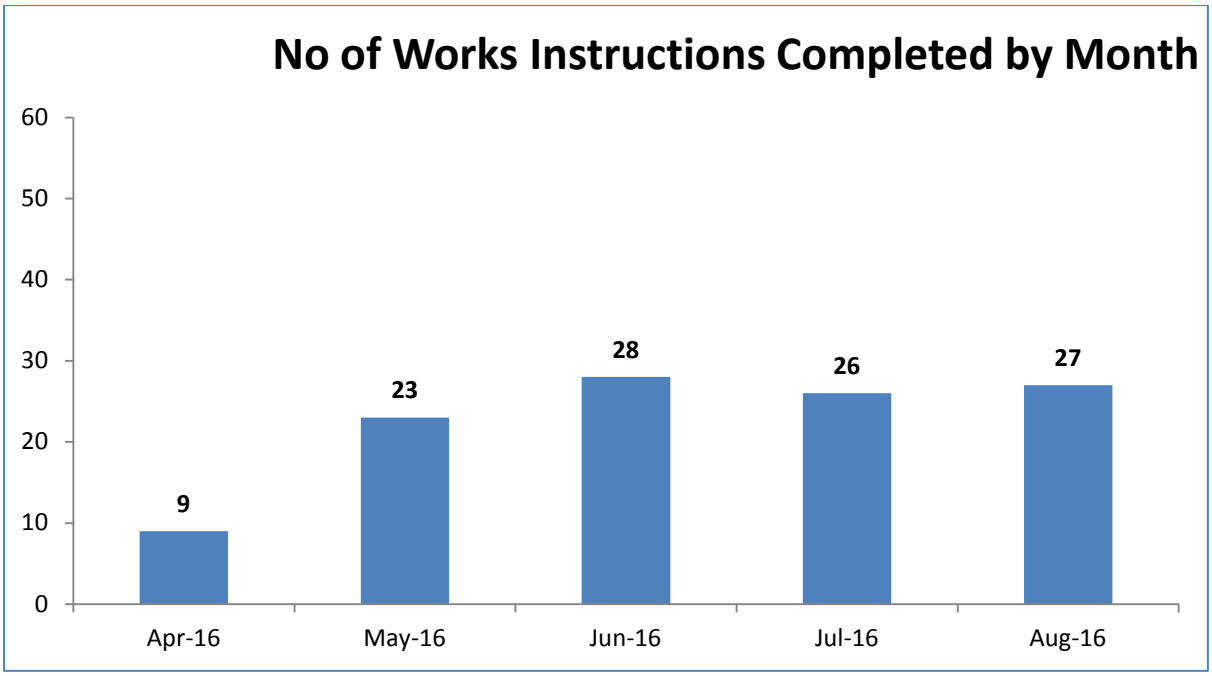
3. **Under Investigation** – this issue is currently with a Highways technician or engineer – they may be awaiting information from the customer or the issue requires further investigation e.g. wet weather inspection, drainage survey, exploratory excavation, ownership query.

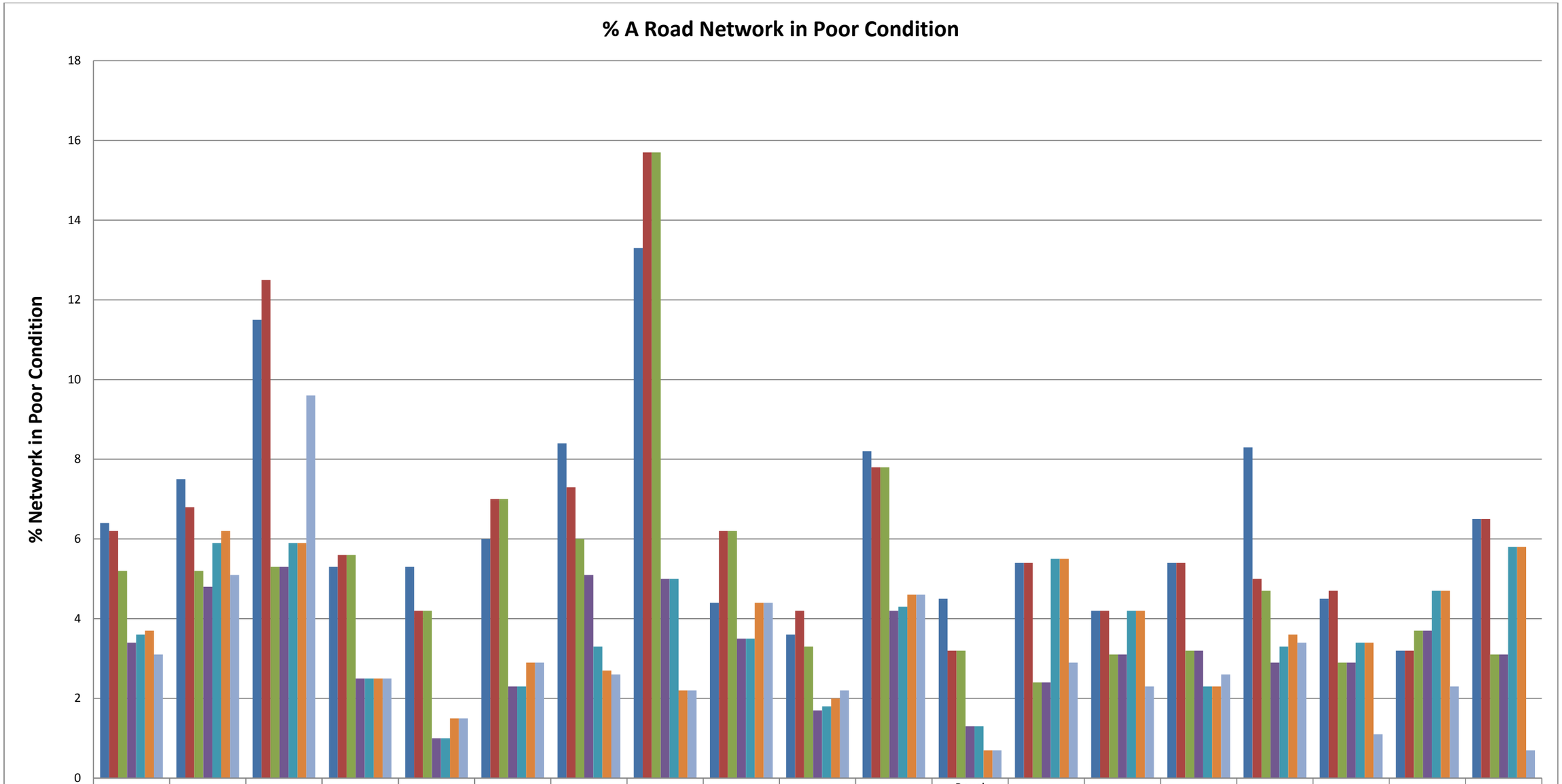
4. **Discretionary works** – this issue is not a highway safety issue and has been identified as one which falls within the remit of the parish steward scheme.

5. **Other** – the issue has been identified as one which does not require any action by Local Highways. This could be for a number of reasons –
   - the report has been cancelled by the user,
   - there is insufficient information provided to assess the issue and the customer has not provided contact details,
   - the issue is not the responsibility of Wiltshire Council e.g. un-adopted highway, gas/electricity/telephone/water/cable company, Highways England, housing association,
   - the technician attended site and nothing was found at the stated location
   - the issue has been passed to another service within Wiltshire Council e.g. rights of way, bridges.

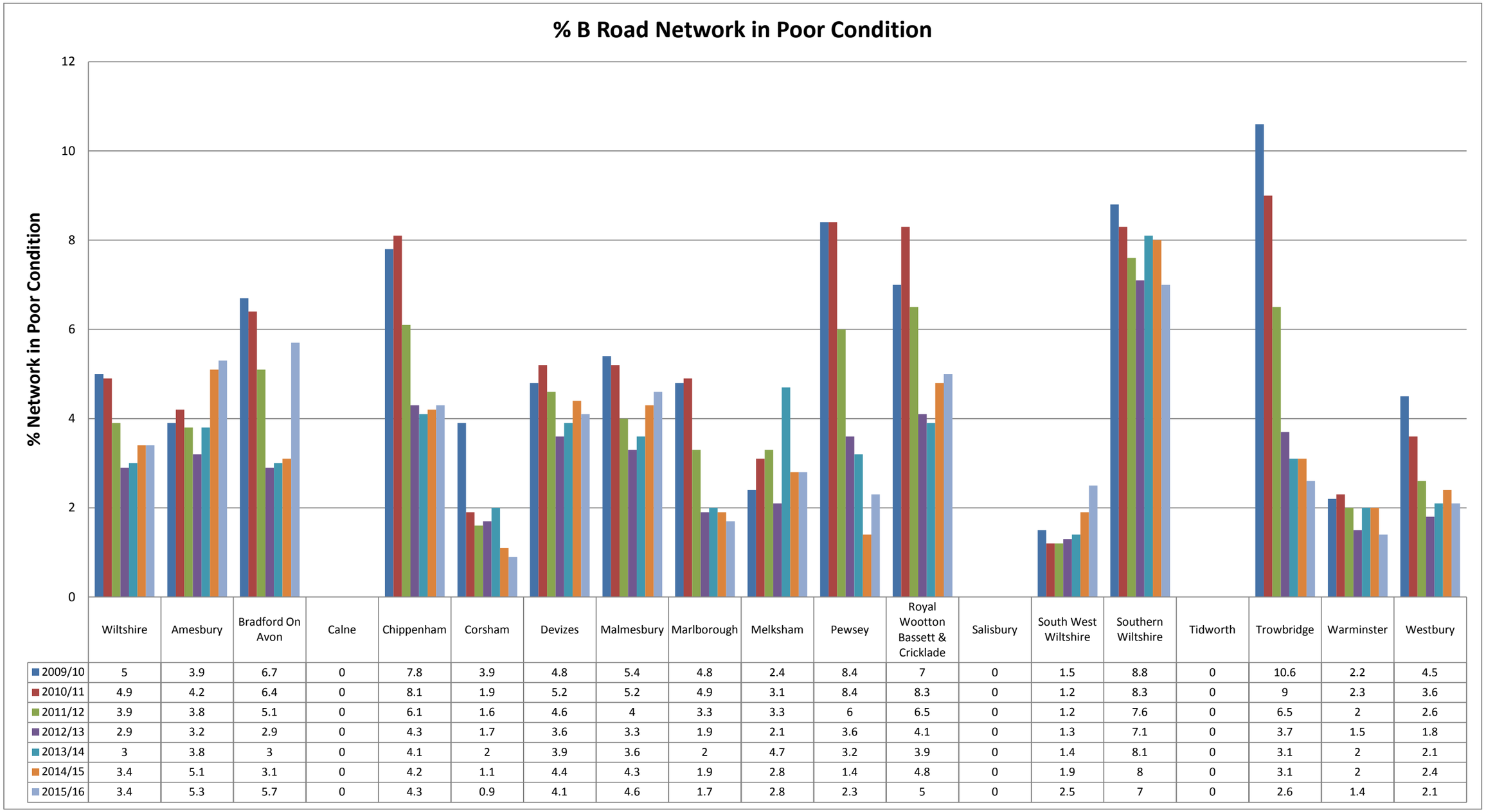
6. **Works Instructed** – the technician has assessed the issue as requiring works to be carried out and has either dealt with the issue personally or has referred it to the contractor for repair.

Highway defects completed in your area in recent months

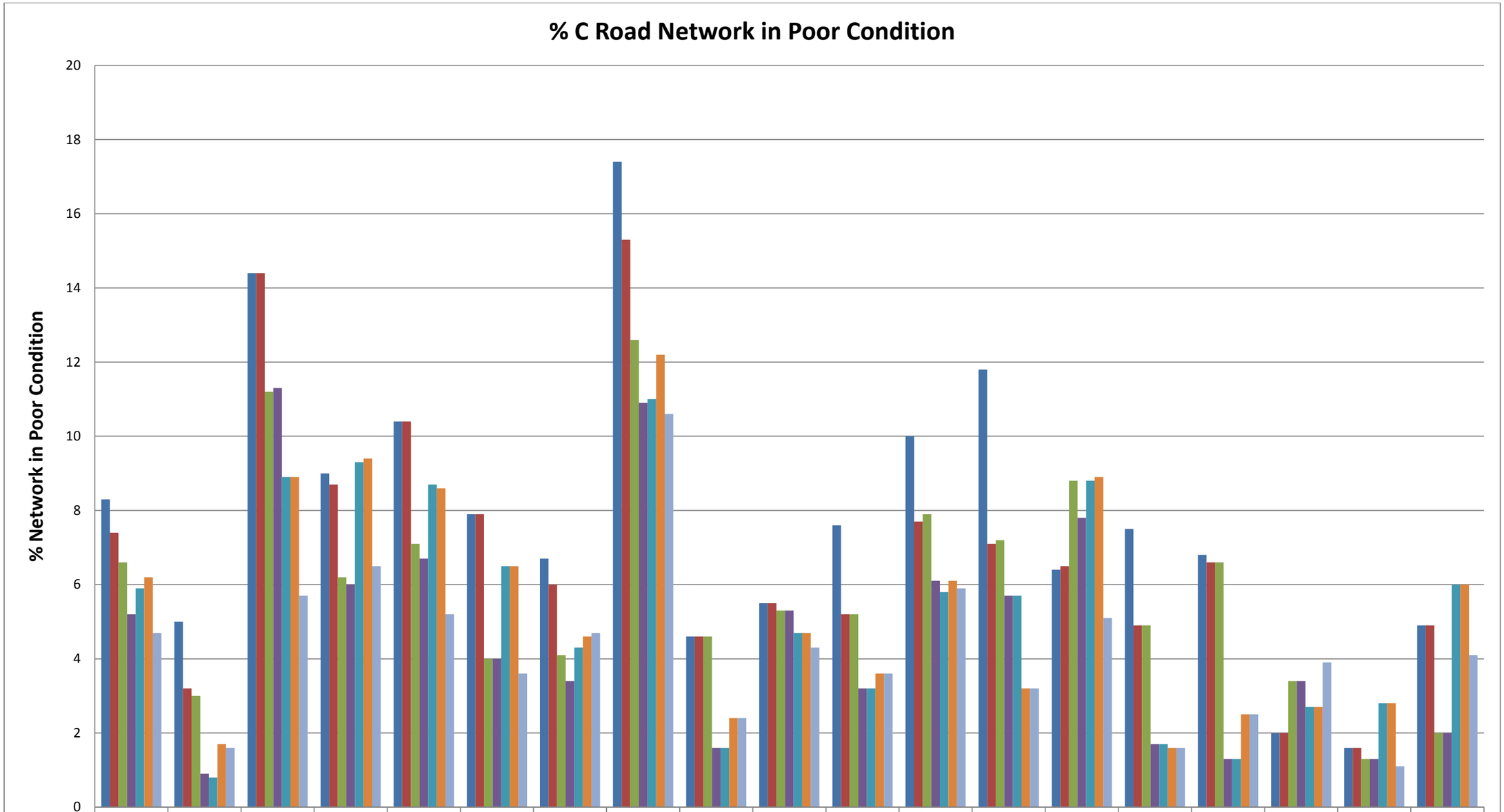




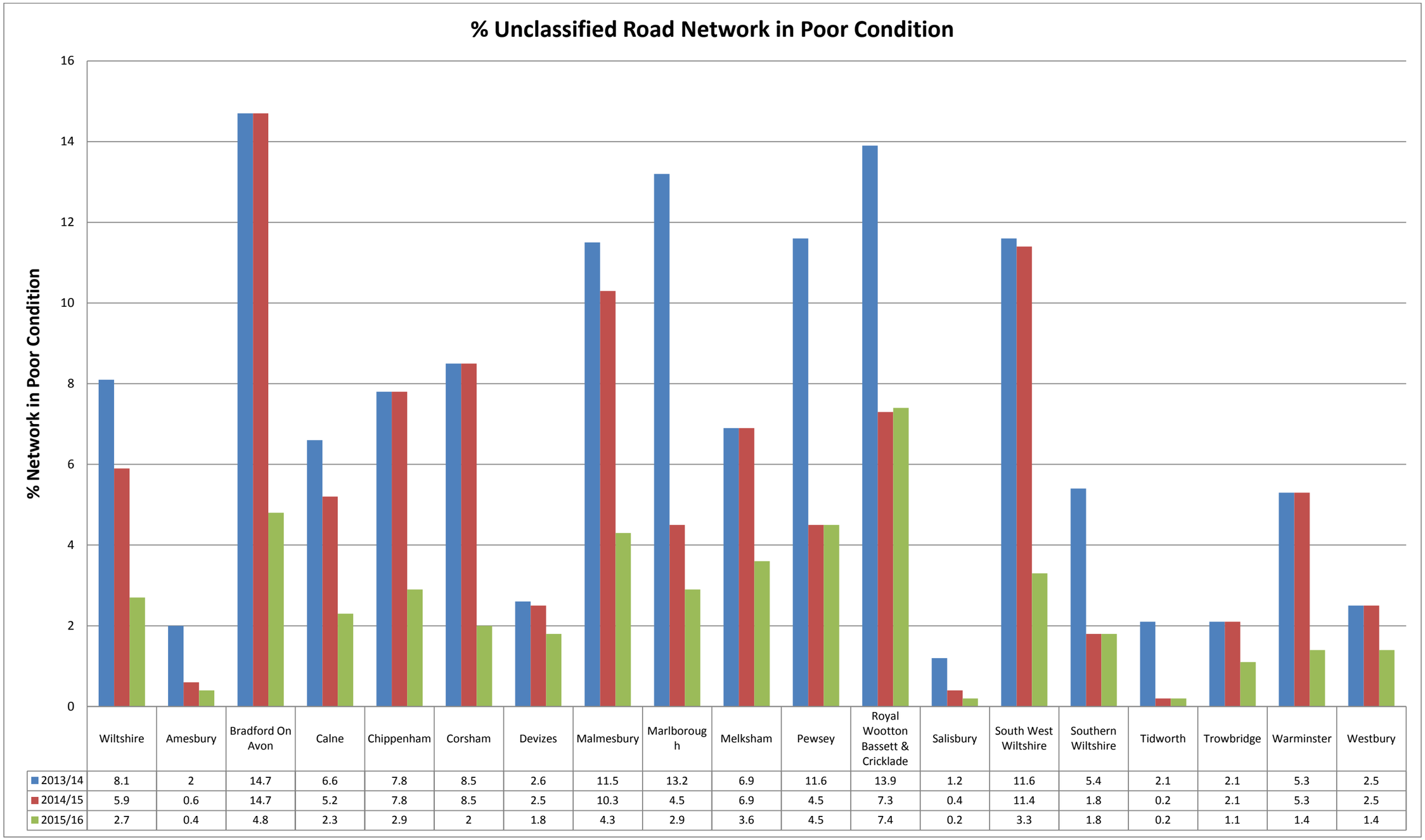
	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	6.4	7.5	11.5	5.3	5.3	6	8.4	13.3	4.4	3.6	8.2	4.5	5.4	4.2	5.4	8.3	4.5	3.2	6.5
2010/11	6.2	6.8	12.5	5.6	4.2	7	7.3	15.7	6.2	4.2	7.8	3.2	5.4	4.2	5.4	5	4.7	3.2	6.5
2011/12	5.2	5.2	5.3	5.6	4.2	7	6	15.7	6.2	3.3	7.8	3.2	2.4	3.1	3.2	4.7	2.9	3.7	3.1
2012/13	3.4	4.8	5.3	2.5	1	2.3	5.1	5	3.5	1.7	4.2	1.3	2.4	3.1	3.2	2.9	2.9	3.7	3.1
2013/14	3.6	5.9	5.9	2.5	1	2.3	3.3	5	3.5	1.8	4.3	1.3	5.5	4.2	2.3	3.3	3.4	4.7	5.8
2014/15	3.7	6.2	5.9	2.5	1.5	2.9	2.7	2.2	4.4	2	4.6	0.7	5.5	4.2	2.3	3.6	3.4	4.7	5.8
2015/16	3.1	5.1	9.6	2.5	1.5	2.9	2.6	2.2	4.4	2.2	4.6	0.7	2.9	2.3	2.6	3.4	1.1	2.3	0.7



	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	5	3.9	6.7	0	7.8	3.9	4.8	5.4	4.8	2.4	8.4	7	0	1.5	8.8	0	10.6	2.2	4.5
2010/11	4.9	4.2	6.4	0	8.1	1.9	5.2	5.2	4.9	3.1	8.4	8.3	0	1.2	8.3	0	9	2.3	3.6
2011/12	3.9	3.8	5.1	0	6.1	1.6	4.6	4	3.3	3.3	6	6.5	0	1.2	7.6	0	6.5	2	2.6
2012/13	2.9	3.2	2.9	0	4.3	1.7	3.6	3.3	1.9	2.1	3.6	4.1	0	1.3	7.1	0	3.7	1.5	1.8
2013/14	3	3.8	3	0	4.1	2	3.9	3.6	2	4.7	3.2	3.9	0	1.4	8.1	0	3.1	2	2.1
2014/15	3.4	5.1	3.1	0	4.2	1.1	4.4	4.3	1.9	2.8	1.4	4.8	0	1.9	8	0	3.1	2	2.4
2015/16	3.4	5.3	5.7	0	4.3	0.9	4.1	4.6	1.7	2.8	2.3	5	0	2.5	7	0	2.6	1.4	2.1



	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2009/10	8.3	5	14.4	9	10.4	7.9	6.7	17.4	4.6	5.5	7.6	10	11.8	6.4	7.5	6.8	2	1.6	4.9
2010/11	7.4	3.2	14.4	8.7	10.4	7.9	6	15.3	4.6	5.5	5.2	7.7	7.1	6.5	4.9	6.6	2	1.6	4.9
2011/12	6.6	3	11.2	6.2	7.1	4	4.1	12.6	4.6	5.3	5.2	7.9	7.2	8.8	4.9	6.6	3.4	1.3	2
2012/13	5.2	0.9	11.3	6	6.7	4	3.4	10.9	1.6	5.3	3.2	6.1	5.7	7.8	1.7	1.3	3.4	1.3	2
2013/14	5.9	0.8	8.9	9.3	8.7	6.5	4.3	11	1.6	4.7	3.2	5.8	5.7	8.8	1.7	1.3	2.7	2.8	6
2014/15	6.2	1.7	8.9	9.4	8.6	6.5	4.6	12.2	2.4	4.7	3.6	6.1	3.2	8.9	1.6	2.5	2.7	2.8	6
2015/16	4.7	1.6	5.7	6.5	5.2	3.6	4.7	10.6	2.4	4.3	3.6	5.9	3.2	5.1	1.6	2.5	3.9	1.1	4.1



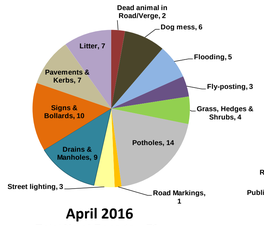
	Wiltshire	Amesbury	Bradford On Avon	Calne	Chippenham	Corsham	Devizes	Malmesbury	Marlborough	Melksham	Pewsey	Royal Wootton Bassett & Cricklade	Salisbury	South West Wiltshire	Southern Wiltshire	Tidworth	Trowbridge	Warminster	Westbury
2013/14	8.1	2	14.7	6.6	7.8	8.5	2.6	11.5	13.2	6.9	11.6	13.9	1.2	11.6	5.4	2.1	2.1	5.3	2.5
2014/15	5.9	0.6	14.7	5.2	7.8	8.5	2.5	10.3	4.5	6.9	4.5	7.3	0.4	11.4	1.8	0.2	2.1	5.3	2.5
2015/16	2.7	0.4	4.8	2.3	2.9	2	1.8	4.3	2.9	3.6	4.5	7.4	0.2	3.3	1.8	0.2	1.1	1.4	1.4

Appendix B: My Wiltshire Statistics

Wiltshire Council
Where everybody matters

Westbury Area Board

Customer Reported Issues



April 2016
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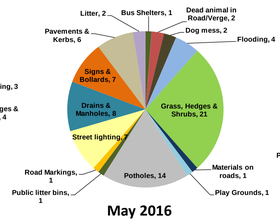

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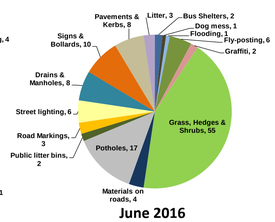
Total No of Reports = 78



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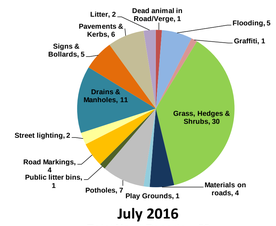

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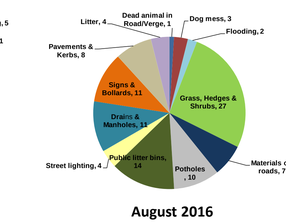

August 2016
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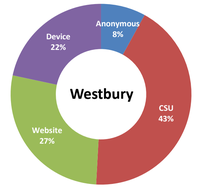
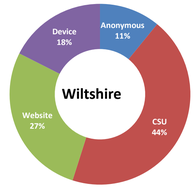
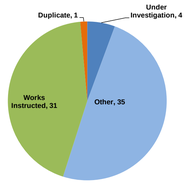
Reporting Channels





Customer Call Outcomes



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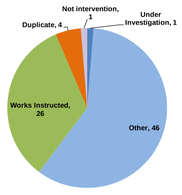

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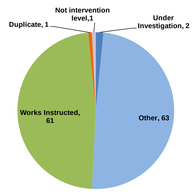

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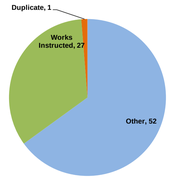

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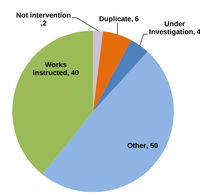
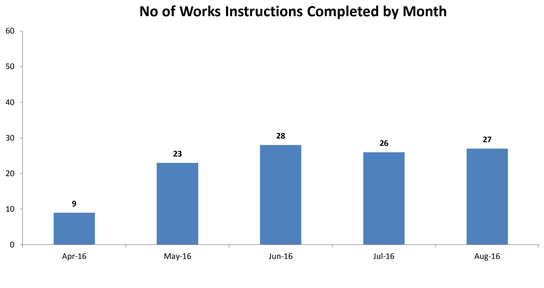


August 2016
Total No of Reports = 102

Completed in Month



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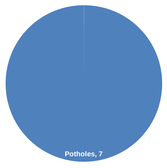

April 2016
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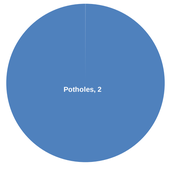

May 2016
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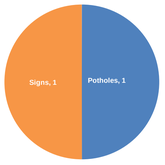

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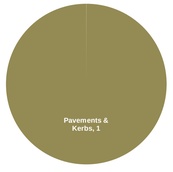

July 2016
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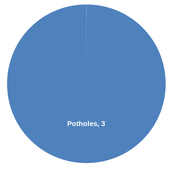

August 2016
Total No of Defects = 3

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Potential Site List 2017/18

Road	Location	Recommended Treatment	Estimated Length	Est Area of Site (m²)
	Amesbury			
A345	A345 Netheravon Rd/Salisbury Rd	Surfacing	1,400	9,184
A338	A338 between Cholderton Rd, Newton Toney & Amesbury Rd Cholderton	Surfacing	60	198
A3028	A3028 Bulford Double Hedges	Retexture	270	810
A345	A345 Netheravon Piggott Close to Mill Road	Retexture	230	713
A338	A338 Porton at The Avenue	Surfacing	230	1,472
A360	A360 North of Tilshead at Tank Crossing 'Foxtrot'	Surfacing	100	640
A345	A345 Salisbury Rd, Netheravon	Surface Dressing	1,136	7,229
B390	B390 Shrewton at Maddington Farm	Retexture	120	780
B390	B390 Shrewton at Middle Croft Farm	Retexture	100	290
C293	C293 Allington	Surfacing	557	2,555
C42	C42 Lower Woodford	Surfacing	1,469	7,677
C32	Milston Road	Surface Dressing	1,052	4,734
UC	Durnford	Surfacing	375	1,775
UC	Bulford Droveway, Bulford	Surfacing	457	2,977
UC	Amesbury Solstice Park Avenue	High Friction Surfacing	63	422
A360	Tilshead to Srewton (should funds permit)			
	Bradford on Avon			
A366	A366 Wingfield Rd west of Lambrok Road	Retexture	500	3,000
A366	A366 Farleigh Rd County Boundary to Wingfield Crossroads	Retexture	880	4,928
A366	A366 Wingfield Rd at Arnolds Hill Farm	Retexture	50	150
A366	A366 Farleigh Rd at Magdalen Lane	Retexture	60	336
A363	A363 Masons Lane, Bradford on Avon	Surfacing	270	tbc
B3109	Sladesbrook, BoA	Imprint	na	na
UC	Iford, Westwood	Surfacing	440	1,160
UC	Blackberry Lane (junction Winsley Hill B3108) North into Conkwell North into Warleigh Lane	Surface Dressing	891	2,584
UC	Unnamed road (junction with Winsley B3108) North to junction with Blackberry Lane	Surface Dressing	1,147	4,015
UC	Haugh Farm Road	Surface Dressing	1,144	3,089
UC	Unnamed road (junction with Winsley B3108) to Ashley Road, Upper Bearfield Farm junction	Surface Dressing	1,067	3,201
UC	Little Ashley Lane	Surface Dressing	1,556	6,380
	Calne			
A3102	Silver Street Calne	Surfacing	586	3,862
A4	A4 Chilvester Hill Calne	Retexture	155	620
A4	Curzon Street, Calne	High Friction Surfacing	60	287
A342	A342 Bowood Gardens & Nash Hill Junction (North of Sandy Lane)	Retexture	110	363
C112	Bremhill	Surface Dressing	478	2,252
C50	C50 Calne to Devizes at Smallgrain Picnic Site	Retexture	70	203
UC	Warren Crescent, Hungerford Rd, William St, Calne	Surfacing	534	6,092
UC	Grierson Close, Calne	Surfacing	95	691
UC	Various surface dressing sites (should funds permit)			

Potential Site List 2017/18

Road	Location	Recommended Treatment	Estimated Length	Est Area of Site (m²)
	Chippenham			
A350	A350 Chippenham Western Way at Badger Rbt (Southbound)	Retexture	51	306
A429	J17 M4 Roundabout (to be confirmed)	Retexture	210	1,974
A350	A350 Dual Southbound, north of Courtfield Farm	Retexture	70	532
A350	A350 Dual Southbound, South of Days Lane	Retexture	60	444
A350	A350 Dual Northbound, north of Pretty Chimneys	Retexture	60	444
A350	A350 Plough Lane junction (Dual Carriageway)	High Friction Surfacing	40	424
B4069	Sutton Benger High Street	Surfacing	1,086	7,200
B4039	Upper Castle Combe	Surface Dressing	1,084	4,483
B4069	Christian Malford	Surface Dressing	625	3,925
UC	Tegula Road, Chippenham	Surfacing	217	1,410
UC	Wedmore Avenue, Chippenham	Surfacing	124	930
UC	Ridings Mead/Long Ridings	Surfacing	633	4,114
UC	Various surface dressing sites (should funds permit)			
	Corsham			
A4	A4 Bath Road Box at County Boundary	Retexture	120	468
B3353	Cross Keys Road, Corsham	Surfacing	141	878
B3109	B3109 Bradford Rd near Chapel Plaister	Retexture	110	352
B3109	B3109 Bradford Rd Corsham at Westwood Road	Retexture	393	1,336
B3353	B3353 Cross Keys Road, Corsham at Bences Lane	Surfacing	50	290
C48	C48 Longsplatt, Kingsdown	Retexture	120	384
	Devizes			
A342	A342 Dunkirk Hill	Surface Dressing	803	5,364
B3098	B3098 Urchfont at Goosehole Farm	Retexture	80	464
B3098	B3098 Eastcott	Retexture	130	767
C20	Broadway - Ledgehill Market Lavington	Surfacing	2,457	14,406
C8	Horton Village	Surface Dressing	1,166	6,646
C20	C20 Ledge Hill - Black Dog to Market Lavington	Surface Dressing	1,348	7,660
	Malmesbury			
A429	Corston to Malmesbury	Carriageway Repairs	2,560	3,536
A429	A429 North of Crudwell to Chelworth Xrds	Retexture	140	980
B4040	Charlton	Surface Dressing	692	4,435
B4040	Sherston	Surface Dressing	2,111	13,048
C87	Sopworth	Surface Dressing	349	1,406
C67	Milbourne	Surface Dressing	1,331	6,921
C83/76	Eastcourt	Surface Dressing	1,062	4,945
C89	Brokenborough	Surfacing	610	2,600
C89	C89 Park Road, Brokenborough	Surface Dressing	484	2,154
UC	Gastons Lane, Sherston	Surfacing	123	558
UC	Crab Mill Lane,Lea	Recycling	710	2,612

Provisional list subject to review, budget approval and consideration by Area Boards

Potential Site List 2017/18

Road	Location	Recommended Treatment	Estimated Length	Est Area of Site (m²)
	Marlborough			
A346	A346 Savernake Cadley Ram Alley	Carriageway Repairs	141	990
A4	A4 Silbury Hill	Retexture	490	4,606
A346	A346 North of Ogbourne St Andrew at Wet Pits Lane	Retexture	200	1,460
A4361	A4361 between Weir Farm and Salthrop Xrds	Retexture	90	288
A4	A4 Silbury Hill	Retexture	60	282
A346	A346 North of Ogbourne St Andrew at Wet Pits Lane	Retexture	110	407
A4	A4 East of Marlborough at Knowle Farm	Retexture	150	750
A4361	A4361 at Post Office Lane Broad Hinton	Retexture	90	297
A4361	A4361 North of Winterbourne Monkton at Mill Lane	Retexture	110	440
A4	A4 East of Marlborough between Stitchcombe & Great Bedwyn Junctions	Retexture	360	1,620
A4	A4 Beckhampton Roundabout to Silbury Hill	Retexture	430	2,150
B4192	B4192 South Street Aldbourne to Witcha Lane (Hoddes Bridge)	Retexture	600	1,680
B4192	B4192 Manor Farm Chilton Foliat	Retexture	200	670
C415	C415 Broad Town to Broad Hinton	Retexture	260	871
C73	C73 East Kennet	Surface Dressing	2,664	13,253
C18	Broad Hinton to Marlborough (should funds permit)			
	Melksham			
A361	A361 Seend Bends north of Baldham Bridge	Retexture	100	500
A350	A350 Beanacre at Halfway Farm	Retexture	170	646
B3107	B3107 Bradford Rd at Melksham Lane	Retexture	100	500
B3107	B3107 Melksham Rd at East Lane	Retexture	70	238
B3107	B3107 Melksham Rd at Mill Lane	Retexture	280	952
B3107	B3107 Melksham Rd at Old Milestone Nursery	Retexture	100	340
B3353	B3353 Corsham Road Whitley at First Lane & Middle Lane	Surfacing	200	1,280
C226	Seend Cleeve	Surface Dressing	835	4,115
C20	C20 Bell Hill Seend at Inmarsh Lane	Retexture	100	590
C165	New Road Melksham	Recycling	1,195	5,280
C395	Semington Road, Melksham	Surfacing	99	659
UC	Coronation Road, Melksham	Reconstruction	337	2,497
UC	Ruskin Avenue, Melksham	Reconstruction	331	1,797
	Pewsey			
A338	A338 Burbage Roundabout to Goldenlands Farm	Retexture	50	375
A345	A345 Manningford Abbots junction	Retexture	220	814
A338	A338 East of Burbage Rbt to West Grafton	Retexture	120	360
A345	A345 North of Woodbridge Roundabout	Retexture	70	245
B3087	Easton Royal, Burbage	High Friction	25	145
B3087	B3087 West of Burbage Roundabout to Easton Royal	Retexture	190	589
C8	Wilcot Village	Surface Dressing	888	4,884
C30	Little Bedwyn	Surface Dressing	tbc	tbc
C8	C8 East of Wilcot to Pewsey at Cross Hayes	Retexture	60	366
UC	The Knapp, Great Bedwyn	Surfacing	550	3,363
UC	Forge Close, Milton Lilbourne	Surfacing	50	394
UC	Havering Lane, Milton Lilbourne	Surfacing	300	1,170

Provisional list subject to review, budget approval and consideration by Area Boards

Potential Site List 2017/18

Road	Location	Recommended Treatment	Estimated Length	Est Area of Site (m²)
UC	Hillview Lane, Milton Lilbourne	Surfacing	164	520
UC	Draycot Fitz Payne South to Stowell Park	Surface Dressing	1,477	1,952
UC	Rudge Lane	Surface Dressing	753	2,611
	Royal Wootton Bassett & Cricklade			
A3102	A3102 Bincknoll Rbt to Junc 16 M4 Interchange	Retexture	120	480
B4553	B4553 at Chelworth/Newths Lane junction	Surfacing	90	883
B4696	B4696 junction with B4042 at Flaxlands	Retexture	110	358
C120	Tockenham	Surface Dressing	571	2,541
C120	Bushton	Surface Dressing	1,768	6,070
C415	C415 Marlborough Road, Royal Wootton Bassett to Wootton Fields Farm	Surfacing	110	352
C414	C414 between Hook and Greatfield at Bolingbroke Arms	Retexture	100	310
UC	Witts Lane, Purton	Surfacing	787	3,541
UC	Morstone Road, Royal Wootton Bassett	Surfacing	171	889
UC	Borough Fields, Royal Wootton Bassett	Surfacing	190	1,466
UC	Kent End & Back Street Ashton Keynes	Surfacing	509	2,715
UC	Hallsfield, Cricklade	Surfacing	880	4,485
UC	Cotmarsh	Surface Dressing	871	2,703
UC	Bupton Hill	Surface Dressing	1,455	6,550
UC	White Horse Road, Cricklade	Surfacing	1,080	7,231
UC	Un named road, Hook	High Friction Surfacing	25	195
	Salisbury			
A338	A338 Downton Rd, Britford	Repairs and surfacing	tbc	tbc
A338	A338 New Bridge Rd to Harnham Gyratory	Retexture	60	438
A30	A30 London Road Winterslow	Surfacing and High Friction	90	900
UC	Cherry Close, Salisbury	Surfacing	116	750
UC	Wain a long Rd Salisbury	Carriageway Repairs	33	101
UC	Brunel Road, Churchfields, Salisbury	Specialist Reconstruction	432	4,215
	South West Wiltshire			
A360	A360 New Cut Crossroads junction The Avenue	Surfacing	80	616
A350	A350 Sedgehill at Hayes Farm	Retexture	430	1,591
A360	A360 Stoford Crossroads	High Friction & Retexture	50	168
A354	Coombe Bissett	High Friction	tbc	tbc
A3094	A3094 Netherhampton Road at Salisbury Livestock Market	Retexture	160	1,248
B3089	B3089 Berwick St Leonard	Retexture	250	750
B3089	B3089 Hindon Road/Chilmark	Surfacing	813	5,288
B3092	B3092 north of Stourton Lane at Coldcot Farm	Retexture	110	352
B3089	B3089 Fonthill Bishop	Retexture	190	608
B3089	B3089 Hindon Rd nr Baverstock Lane	Retexture	110	330

Provisional list subject to review, budget approval and consideration by Area Boards

Road	Location	Recommended Treatment	Estimated Length	Est Area of Site (m²)
B3089	B3089 Salisbury Rd, Teffont Magna	Retexture	310	899
A350	A350 North of Staggered Cross to A303 Southbound Slip	Retexture	840	3,192
C12	C12 High Road Bishopstone at Flamstone St	Retexture	50	150
C309	Tokes Lane	Recycling	2,482	7,626
C41	Druley Hill	Recycling	911	6,195
C12	Broadchalk, Bishopstone and Coombe Bissett	Surface Dressing	4,322	25,560
C12	C12 Stratford Tony East	Retexture	470	2,820
C12	C12 West of Church Lane Bishopstone	Retexture	130	780
C25	Ansty High Street north of Kings Lane	Retexture	90	387
UC	Tuckingmill West Tisbury	Surfacing	490	2,029
UC	Knighton Road Broadchalke	Surface Dressing	1,590	5,816
UC	Misselfore to Cow Down Hill/Hants Border	Surface Dressing	1,825	5,906
UC	Sheephouse Lane	Surface Dressing	2,107	10,114
UC	Ansty Coombe NE into Kings Lane	Surface Dressing	747	3,243
UC	Squalls Lane, Ansty	Surface Dressing	516	1,812
UC	Sutton Bottom	Surface Dressing	1,133	3,843
UC	Various surface dressing sites (should funds permit)			
	Southern Wiltshire			
A30	A30 at Highfield Farm/Figsbury Ring	Retexture	470	3,149
A27	A27 Brickworth Road west of Whiteparish	Retexture	130	442
A27	A27 Romsey Road Whiteparish between Meadow Court & Cowesfield Rd	Retexture	440	3,520
A338	A338 Salisbury Rd Downton	High Friction & Retexture	163	619
A30	A30 at Easton Down Farm	Retexture	310	2,046
A354	A354 Blandford Rd Coombe Bissett at Lower Coombe Farm	Surfacing	50	335
A354	A354 Blandford Rd Coombe Bissett	Retexture	110	704
A338	Downton	High Friction Surfacing	tbc	208
C12	West of Odstock to A338 (C12)	Surfacing	1,893	10,411
C335	C335 East Winterslow South into Mill Lane	Surface Dressing	2,745	12,040
C321	Lacewood Lane, Farley	Surface Dressing	1,357	7,660
UC	Bodenham Loop Road	Surface Dressing	1,800	4,842
UC	Lyburn Road	Surface Dressing	3,595	14,265
	Tidworth			
A338	A338 Collingbournes	Surfacing	2,260	12,095
C195	C195 Chute Causeway	Surface Dressing	2,140	6,634
C256	Road between Biddesden Lane and Lower Chute, just north of junction with Long Bottom, near Biddesden House	Surfacing	970	4,677
	Trowbridge			
A363	A363 White Horse Business Park to North Bradley	Retexture	160	608
A361	A361 Trowbridge at Roundstone St Roundabout	Retexture	180	1,566
A361	A361 Paxcroft to Semington	Surface Dressing	1,412	10,818
A361	Frome Road, Upper Studley	High Friction Surfacing	75	320
UC	Palmer Rd, Trowbridge	Surfacing	266	1,356
UC	Hill Street, Hilperton	Surfacing	1,800	11,520
UC	Various surface dressing sites (should funds permit)			

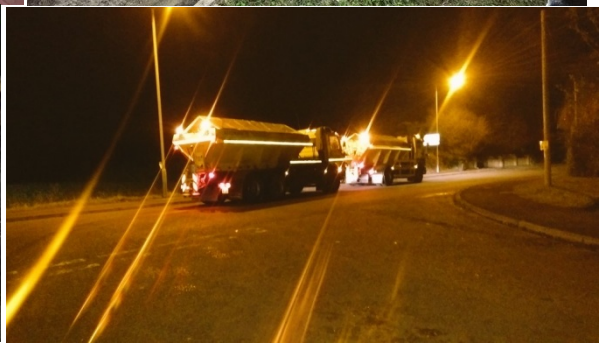
Potential Site List 2017/18

Road	Location	Recommended Treatment	Estimated Length	Est Area of Site (m²)
	Warminster			
B3414	Boreham Road, Bishopstrow	Surfacing	tbc	tbc
B3414	Bath Road Warminster at Roman Way (Crusader Park)	Retexture	110	594
B390	B390 Chitterne at Valley Farm	High Friction & Retexture	199	1,194
UC	Bradley Road (should funds permit)			
	Westbury			
C235	The Hollow, Dilton Marsh	Surfacing	688	3,543
UC	Quartermaster Road	Repairs and surfacing	tbc	tbc

Appendix 3

WILTSHIRE HIGHWAYS CONTRACTS

ANNUAL REVIEW OF SERVICE 2016



Wiltshire Council
Where everybody matters

ATKINS

Introduction

Wiltshire Council manages over 3000 miles of road and about 1,000 bridges and structures. This infrastructure is vital to local residents and businesses, and it is important that it is kept in safe condition.

Wiltshire Council has contracts with Atkins, Ringway Infrastructure Services and other specialist contractors to provide highways consultancy and works services. The new highways term maintenance contract was awarded to Ringway in January 2016 and started in April 2016. The new highways contract is for five years, with possible extensions of up to two years subject to performance.

This review covers the past year, and includes the first six months of the new arrangements. It has been prepared as a joint report between the Council and the service suppliers.

Ringway Infrastructure Services

As one of the leading providers of highway services in the UK, Ringway is renowned for consistently delivering cost-effective performance and sustainable, innovative solution. Working closely with local authorities for over thirty years, Ringway currently operates a number of highway maintenance contracts throughout the country, including North Yorkshire, Shropshire, Bracknell Forest and Hertfordshire, as well as two PFI's in the London Borough of Hounslow and Isle of Wight.

Ringway delivers a range of services for Wiltshire from planned and reactive highways maintenance, through to winter precautionary salting, emergency response, gully cleansing, street lighting installation and maintenance, and traffic management and safety schemes. Ringway were previously the highways term maintenance contractor in Wiltshire between 1999 and 2013, and their current contract started in April 2016

Atkins

Atkins is one of the world's leading design, engineering and project management consultancies with over 17,000 employees worldwide. It has been the UK's largest engineering consultancy for the past 15 years.

The Wiltshire Highways Consultancy Contract started in December 2012, and operates from a local office at County Gate, Trowbridge. Atkins design and supervise road and bridge schemes for the Council, and manage the street lighting and traffic signals as well providing technical information and advice on a wide range of highway and transport matters.

Other Suppliers

A number of specialist sub-contracts were transferred to the Council in the past year following the end of the previous highways and streetscene contract in March 2016. These contractors include Tarmac who delivers road surfacing and repairs, Eurovia who carry out surface dressing and specialist road surfacing, and The Landscape Group who carry out urban grass cutting and landscape maintenance.

Other specialist contractors working for the Council include Wessex Tree Care, Simon Jackson for rural grass cutting, Telent maintaining traffic signals, Texture Blast and Miles Macadam for particular road maintenance processes.

Contract Management

There was a short procurement and lead in period for the new highways contract following the early end of the previous contract. The transition went very smoothly, with the new contractor Ringway establishing a new depot at Melksham at the start of the contract, and making early arrangements for staff recruitment, new equipment and vehicles. In view of the tight timescale for mobilisation it was always envisaged that not all services would be fully operational from day one, but good progress has been made already in delivering the key services.

The services provided under the highways and other contracts are managed by a number of Service Delivery Teams, which report to the Council's monthly Contract Management Meeting. The teams are headed by a Council officer and include representatives from the consultant and contractor. They are responsible for managing the delivery of the service, including project planning, programming and budget control.

Performance of the service is assessed by using a series of Key Performance Indicators, satisfaction surveys and where appropriate by monitoring the delivery of undertakings given at the tender stage.

Highway Major Maintenance

Wiltshire has over 3,000 miles of road. Carriageway resurfacing and other major road and footway maintenance are a major part of the highways service. The Council's 'Local Highways Investment Fund 2014 – 2020' is making a massive investment to improve the condition of the roads in Wiltshire over six years. The programme of work started in April 2014, and is designed and supervised by Atkins, with the work carried out by Tarmac and Eurovia.

A number of large road surfacing schemes have already been undertaken this year, including at A363 from Bradford to the County boundary and on the B3098. These were delivered successfully with a good quality of workmanship and traffic management. Some of the recent surfacing work has attracted very positive comments from the public and local residents. Many of the sites have been difficult because of the proximity of properties and the potential disturbance and disruption for businesses and residents.

The Council has carried out an extensive programme of surface dressing (tar and chippings) on parts of the rural road network this summer. This comparatively inexpensive treatment prolongs the life of the road, improves skid resistance and protects the structure of the road. The work was being carried out for the Council by specialist contractors Eurovia, and was carried out to a very high standard.

Miles Macadam provided especially durable surfacing at a number of sites, which suffered from heavy vehicle loadings or especially wet conditions. These included sites at Bowerhill Industrial Estate and the bus lay-by at New Canal, Salisbury.

Roads deteriorate in condition because of various factors, including traffic volumes, ground conditions, weather and drainage issues. Technical surveys of the condition of the highway network are carried out annually and the information is used to help prioritise schemes. Road safety is the priority, and maintaining adequate skid resistance on the busy high speed roads is vital. Work has continued this year to improve the surfaces of many of our high speed rural roads, particularly those with poor safety records. The sites proposed for major maintenance are reviewed annually by the local Area Boards to help identify local priorities.

The performance of all of the companies delivering road maintenance in Wiltshire, including Ringway, Tarmac, Miles Macadam, Texture Blast and Eurovia has been good. All of the companies have worked with the Council to manage the transition to the new delivery arrangements.

Carriageway Repairs

The wet winter and flooding in previous years has resulted in substantial damage to the road network. It is important that serious defects are treated promptly to keep the roads safe. Ringway currently operate four Pothole teams that respond to urgent issues, and Tarmac has been operating teams to carry out larger surfacing repairs.

The programme of pothole repairs, carriageway repairs and other treatments will continue throughout the year to address the damage. However, the best approach is to prevent the deterioration by the planned resurfacing of those roads in poor condition, which is what the increased road maintenance expenditure will deliver. Unfortunately it is not possible to resurface every road and work has to be prioritised, with arrangements also made to deal with defects as they arise.

Bridges and Structures

Wiltshire Council maintains about 1000 road bridges and a similar number of Rights of Way bridges. The Council undertakes general inspections and routine maintenance on these structures in accordance with national codes of practice.

Atkins carry out principal bridge inspections and investigations to inform future maintenance work on highway bridges and structures. They also provide support to assess planning applications involving structures and design the larger new and replacement bridges for the Council.

Ringway operate a bridge maintenance gang and Bridge Warden to carry out routine maintenance work on bridges, which also includes clearing debris resulting from flooding, and making minor repairs.

Ringway also make repairs to bridges, including for example following vehicle damage at Baldham Mill Bridge on the A361 near Seend, and at Easton Grey. This often involves repairing bridges which are listed structures or ancient monuments. These require particular care and often need permission for alterations to historic structures. Many of the rivers and watercourses in Wiltshire have environmental designations, which can affect the timing of work, permissions required and the methods used.

A number of major bridge schemes were carried out by Balfour Beatty Living Places last year, including at Steeple Langford. Under the new contract this type of work will generally be carried out by Ringway in the future, and they have been recruiting staff and making arrangements to deliver this specialist work.

Integrated Transport

This year saw the delivery of a number of integrated transport and safety schemes. The Council's traffic engineering team have worked with the contractors to plan and deliver a range of projects to the local community most notably through the Area Boards and Community Area Transport Groups (CATGs). The schemes ranged in size and complexity from simple sign installation through to more complex road safety improvement schemes to safety schemes.

Recent larger schemes include major improvements at Wingfield cross-roads traffic signals, a new footway at Dauntsey Road, Great Somerford, and the start of construction of a new cycleway between Bulford and Amesbury. In addition the team has delivered a significant

number of smaller scale projects, such as pedestrian crossings, speed limits, footway improvements and gateway schemes.

Development work is progressing on a number of Taking Action on School Journeys schemes, 20 mph speed limits and safety schemes for delivery next year. The close working relationship of the design teams with the CATGs is helping identify and deliver local priorities.

In 2015/16 there were 146 CATG schemes progressed of which 29 were pedestrian improvement schemes and a further 11 were for the installation of dropped kerbs.

Drainage Improvements and Flood Alleviation

Programmes of drainage investigations, repairs and flood alleviation schemes are undertaken throughout the year, but the flooding in recent years has meant that there has been a need to respond immediately to flooding issues, as well as dealing with previously identified problem sites.

The drainage improvement and flood alleviation work is co-ordinated through three Operational Flood Working Groups that include the Environment Agency, Wessex Water, other organisations and stakeholders. Atkins design and supervise many of the larger schemes, some of which are funded by the Environment Agency, with construction and survey work being undertaken by Ringway and their sub-contractors.

The specialist Drainage Investigation and CCTV Survey team locate, clean, survey and map the underground drainage network. Survey and asset condition data collected from the drainage investigations and surveys is recorded for future reference.

Major drainage improvement schemes carried out this year include works at Bradford on Avon, Urchfont, and Great Bedwyn. These schemes have improved drainage systems, repaired damaged pipes and helped to reduce flood risks for communities.

Major schemes were delivered to help reduce flood risks for communities badly affected by the flooding, including works at Aldbourne last year. Schemes are being developed by Atkins in conjunction with the Council to enable bids for funding and implementation in the near future, including design of a scheme to help protect Tilshead.

Street Lighting

The Wiltshire has over 50,000 street lights and illuminated signs which are managed by Atkins, with Ringway carrying out maintenance and improvement work.

A large proportion of the street lights in the urban area are controlled by a centrally managed street lighting system, which allows for flexibility in energy saving methods, remote monitoring of energy consumption and automatic fault reporting to minimise the time between failure and fix. The introduction of part night lighting in many areas has seen a significant reduction in energy consumption, with the Council being on target to reduce street lighting energy by 23% in the past three years.

With an aging stock of street lighting a programme of both concrete and steel column testing is underway by Ringway to keep the lighting safe. A programme of removing life-expired concrete columns whilst introducing LED equipment with reduced energy consumption and maintenance requirements will continue as funds permit.

The transition to Ringway delivering the lighting service under the new contract has gone smoothly.

Traffic Signals

The Council's traffic signal stock, including the Salisbury Urban Traffic Control (UTC) system, is monitored and managed by Atkins on behalf of the Council with maintenance work undertaken by the Council's signal maintenance contactors Telent. Telent also respond to faults and damage following accidents. They also install new equipment and upgrade the existing signals as required.

Trees and Landscaping

Atkins manages the maintenance of highway trees and protected verges for Wiltshire Council. Maintenance work carried out by the specialist contractor Wessex Tree Care includes annual maintenance of street trees in towns and villages, including annual pollarding (removal of all trunk and crown shoots) on trees in urban streets.

Larger scale schemes are carried out, including highway safety works along miles of major routes to remove dead, dying and dangerous trees and improve clearances and visibility. Pruning is often needed prior to major maintenance surfacing schemes to allow access for the works vehicles and to prune around street lights.

There are 50 protected verges in the county which receive special management. The wildflower verges now support an excellent range of fauna and flora, including slow worms and lizards and Biological Action Plan species of butterflies.

Local Highways

The Local Highway Service carries out routine highway maintenance, including pot hole filling, gully emptying, grass cutting, litter collection, litter bin emptying, and dead animal collections. The Council's teams have recently undergone a significant internal reorganisation to reflect the new contract arrangements and service delivery requirements.

The majority of the highways maintenance activities are now undertaken by Ringway under the new highway contract which started on 1st April. The transition from the previous contractor went well, without major disruptions to services. The recruitment and development issues have largely been addressed and the service is working will, with a good relationship established with the highways contractor.

The urban streetscene and landscaping services are currently being undertaken by The Landscape Group (TLG) following the transfer of the previous sub-contract to the Council. The new arrangements started in September 2015, and an appreciable improvement in delivery has already been noted.

The local highways service is predominantly funded from revenue expenditure, which has been under significant budget pressures in recent years. In recognition of these issues funding was increased in this area for 2016/17, which has improved the situation, but demand and public expectations remain high, and meeting this demand is likely to continue to be a challenge in the future.

There are a number of customer contact improvements that have been implemented in recent years, including the My Wiltshire app, which is being developed further so that the operatives and Parish Stewards will have direct access to it to report work completed.

The Parish Steward scheme is being reintroduced in October 2016. This was an extremely popular scheme when it was operated by Ringway previously, and arrangements have made to appoint stewards with new vehicles and a full programme of training ready for the launch. The scheme involves the town and parish councils setting priorities for the 20 Parish Stewards.

Winter and Emergency Response

The precautionary salting of Wiltshire's roads this coming winter will be carried out by Ringway using Wiltshire Council's vehicles under the supervision of the Council's staff. The winter of 2015/16 was fairly mild, and the operation of the winter service did not cause any serious concerns, despite the ending of the previous contract. However, the Council's Duty Engineers and contractors faced challenges on occasions regarding the salting of the network, including the need to keep crews on standby and carry out gritting runs at short notice. There were still many precautionary salt runs despite the lack of snow and apparently mild winter.

The transition of responsibility for the out of hours and emergency response to Ringway in April went well, and the support from the various sub-contractors during emergencies, including Wessex Tree Care during recent storms, has been very good.

The threat of flooding earlier this year required the deployment of temporary flood barriers at Bradford on Avon. The Council's staff and contractors worked closely with the Environment Agency and others to ensure the timely placement of the flood defences.

A350 Improvement Schemes

The Council was successful in applying for funding for the second stage of the A350 improvements at Chippenham. The bid documentation and design were prepared by Atkins. The tender was won by local company M. J. Church and the scheme was delivered on time and on budget. The scheme involved the dualling a section of the A350 at Bumpers Farm. It has delivered the benefits of less congestion and better journey time certainty.

Design work is being completed by Atkins on the third phase of the A350 Chippenham improvements, which includes improvements to Chequers Roundabout on the A4, and the dualling of the remainder of the section of the A350 between the A420 and the Malmesbury Road Roundabout north of Chippenham.

Design work is also progressing on improvements to the M4 junction 17 with the A350. Procurement processes for these scheme is starting and work is anticipated to start on site next year.

Performance and Future Developments

A major factor in highways service delivery in the past year has been the ending of the previous contract with BBLP in March 2016, and the procurement of the new highways contract. There have also been major changes in arrangements with the previous sub-contractors to deliver some of the services as direct contractors to the Council.

These substantial changes were made without serious disruption to services and with the full co-operation of the previous and current contractors to manage the transition.

The Peer Review carried out in February as part of the DfT funded Highways Maintenance Efficiency Programme complimented the Council on the way the transition had been managed. A series of projects have since been established following the Peer Review, which will deliver a number of further improvements, especially in connection with joint training, performance management, supply chain management collaboration and asset management.

The programme of review and improvement is being implemented by the Council in conjunction with Atkins, Ringway and the other contractors. There is a commitment from all involved to work with Wiltshire Council to improve services and deliver the Council's Business Plan, which includes investment in highways maintenance as a key action.

The performance of the Council's highway supply chain, and progress on implementing the proposed improvements has been good in the past year. This is expected to continue in the coming year, and progress on improving performance will continue to be reported annually.

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Technical note

Project:	Wiltshire Highways Consultancy Contract	**To:**	Peter Binley – Wiltshire Council
Subject:	Annual Review of Service – Year 3 - Summary	**From:**	Richard Stokes - Contract Director
Date:	31st August 2016	**cc:**	Steve Cross – Wiltshire Council Simon Moon – Atkins Gwillam Lloyd - Atkins Kevin Robbins - Atkins

1. Introduction

1.1. Purpose

On 1st December 2012 Atkins commenced the Wiltshire Highways Consultancy Contract (WHCC) with Wiltshire Council, a 5 year core term commission to provide design and advice to the Council in relation to highways related services.

Extensions of up to a maximum of 2 years are available to the Consultant based on 'Performance'. The Council will review 'Performance' on an annual basis and this will determine whether an extension, and its length, will be awarded. The rules for the award of extensions are defined within the Contract Documents and are replicated within this Technical Note.

The purpose of this Technical Note is to summarise the key aspects required for the Council to undertake their annual review of 'Performance' and to make a decision as to whether to award Atkins a six month extension based strictly on the rules set out in the Contract Documents for performance during the third year of the WHCC. ***The third year ran from 1st December 2014 to 30th November 2015 inclusive*.**

It should be noted that a six month extension was formally awarded by the Council for performance in Year 1 of the WHCC. The Annual Review for Year 2 also evidences a further 6 month extension but has yet to be formally awarded.

1.2. Assessment of 'Performance'

In accordance with the WHCC, 'Performance' will be assessed against the ten Performance Objectives:

A. General Management
B. Financial Management
C. Customer Service and Quality
D. Health and Safety
E. Staffing Matters
F. Service Development and Innovation
G. Information Technology
H. Environmental Management
I. Technical Performance – Quality
J. Technical Performance – Programme and Cost

'Performance' is measured against:

- Agreed Key Performance Indicators (KPIs) and other satisfaction surveys to award a *'Performance'* score;
- Delivery of the '*Undertakings'* provided in the tender submission and subsequent development agreed year-on-year with the Council

For Year 3 of the Contract, the proportion of the *'Performance'* score to *'Undertakings'* score is 70:30.

Contains *sensitive* information

Overall scoring is based on a scale of one to ten for both '*Performance'* and *'Undertakings'* and the scores merged to give an overall scoring out of ten. In relation to the assessment and award of contract extensions:

- For average scores of 8.0 and over the award will be for a 6 month extension to the Contract;
- For average scores of 6.0 to 7.9 the award will be for a 3 month extension to the Contract;
- For average scores of less than 6.0, no extension will be awarded. If the average scores are less than 5.0, the Council will give serious consideration to terminating the Contract, or taking other corrective action

The overall scoring for Atkins' performance during Year 3 is provided in section 4 of this Technical Note.

1.3. Structure and Content of the Technical Note

The Technical Note is structured to bring together a user-friendly summary of relevant information required to fulfil the purpose outlined in 1.1.

The contents of the Technical Note are:

Section	Title	Purpose/Overview
2	Contract Undertakings	To provide a summary of: • Purpose/background to the Undertakings • Progress made in Year 3 with delivery of the Undertakings / Measurement Mechanisms
3	Key Performance Indicators	To provide a summary of: • Purpose/background to the KPIs • KPI scores in Year 3
4	Performance Dashboard	To provide an overview of 'Performance' in Year 3 in relation to the review and assessment mechanisms laid out in the WHCC

Table 1. Contents of Technical Note

2. Contract Undertakings

In accordance with the Invitation To Tender (ITT), Atkins tender submission contained a series of commitments in the form of Contract Undertakings for each Performance Objective. The ITT stated that there was a maximum of ten Undertakings permitted for each of the ten Performance Objectives, meaning an overall limit of 100 Undertakings. Each Undertaking was to have at least one Measurement Mechanism (MM) which enabled progress to be tracked against key objectives and timescales.

Atkins submission contained 94 Undertakings and 101 associated MMs. These formed the Undertakings and MMs for Year 1. On agreement with the Council, the number of MMs was reduced to 99. For Year 2, the Undertakings and MMs included in the tender submission formed the core, but in agreement with the Council a number were 'parked' or removed, and a number of new MMs included to represent the areas for further development and improvement identified in the Year 1 Review. The number of Undertakings and associated MMs for Year 2 totalled 51 and 69 respectively. For Year 3, a similar approach to that taken for Year 2 was adopted. At the start of Year 3, the number of Undertakings and associated MMs totalled 36 and 43 respectively. However, this was reduced to 32 Undertakings and 38 MMs as the year progressed, in joint agreement with the Client.

Table 2 below summarises progress made with the Undertakings and MMs in Year 3 based on Performance Objectives.

Performance Objective	No. of MMs/Maximum Score	RAG Assessment			Score/Percentage
		Red	Amber	Green	
A. General Management	3 MMs = 6 Points max.	0	0	3	12/12 = 100%
B. Financial Management	5 MMs = 10 Points max.	0	0	5	10/10 = 100%
C. Customer Service & Quality	3 MMs = 6 Points max.	0	0	3	6/6 = 100%
D. Health and Safety	3 MMs = 6 Points max.	0	0	3	6/6 = 100%
E. Staffing Issues	8 MMs = 16 Points max.	0	0	8	16/16 = 100%
F. Service Development and Innovation	6 MMs = 12 Points max.	0	0	6	12/12 = 100%
G. Information Technology	1 MM = 2 Points max.	0	0	1	2/2 = 100%
H. Environmental Management	4 MMs = 8 Points max.	0	0	4	8/8 = 100%
I. Technical Performance – Quality	3 MMs = 6 Points max.	0	0	3	6/6 = 100%
J. Technical Performance – Programme and Cost	2 MMs = 4 Points max.	0	0	2	4/4 = 100%
Totals	**38 MMs = 76 Points max.**	**0**	**0**	**38**	**76/76 = 100%**

Table 2. Undertakings Metrics for Year 3 – Performance Objectives Based

Table 3 highlights the basis of the RAG assessment scoring system.

Red =	Limited/no current progress **= 0 Points**
Amber =	Progress being made with MM/Undertaking, confidence in progress and outcomes **= 1 Point**
Green =	MM/Undertaking achieved/met **= 2 Points**

Table 3. RAG Assessment Scoring System

Table 2 highlights that all 38 Measurement Mechanisms were completed to a satisfactory level agreed with the Client.

3. Key Performance Indicators

3.1. Background

To complement the Contract Undertakings and complete the 'Performance' measurement for Atkins in Year 3 the bespoke set of Key Performance Indicators (KPI's) created at the start of the Contract have been developed to demonstrate performance against 9 of the 10 contract Performance Objectives.

The KPI's developed in consultation with the Council from the National Highways Best Value Benchmarking Club indicators use project, commission and company data to measure performance using data captured from Atkins' systems, and the monthly satisfaction scoring completed by the Council and the Highways and Streetscene Contractor.

The Year 3 indicators align with the Performance Objectives as shown below:

- **General Management:**
  - Commissioner Satisfaction 'Our Service';
  - Response to Briefs;
  - Staff Turnover;
  - Staff Utilisation
- **Financial Management:**
  - Working Debt Levels >61days total in 12 month period;
  - Timeliness of Invoicing
- **Customer Service and Quality:**
  - Management of Compliments;
  - Management of Complaints;
  - Time to close out Complaints
- **Health and Safety:**
  - Compliance with Skillport Training Modules;
  - Commissioner Satisfaction 'Our Product – Safety'
- **Staffing Matters:**
  - Completion of PDR's;
  - Staff Satisfaction Score measured against Regional Score
- **Service Development and Innovation:**
  - Identification of Efficiency Savings
- **Information Technology**: No indicators have been identified or developed that would bring benefits to the Council around the two principal systems used by Atkins on the contract, Exor (Bentley) and Mayrise.
- **Environmental Management**:
  - Commissioner Satisfaction 'Environmental'
- **Technical Performance – Quality:**
  - Commissioner Satisfaction 'Quality of our Product'
- **Technical Quality – Cost and Programme:**
  - Predictability Costs - Design Fees;
  - Commissioner Satisfaction 'Delivery to Time and Budget'

For each KPI a measurement mechanism aligns with the contract scoring criteria and is averaged across the indicators under each contract objective to produce the '*Performance*' contract score for the objective.

3.2. Summary of Overall KPI Performance

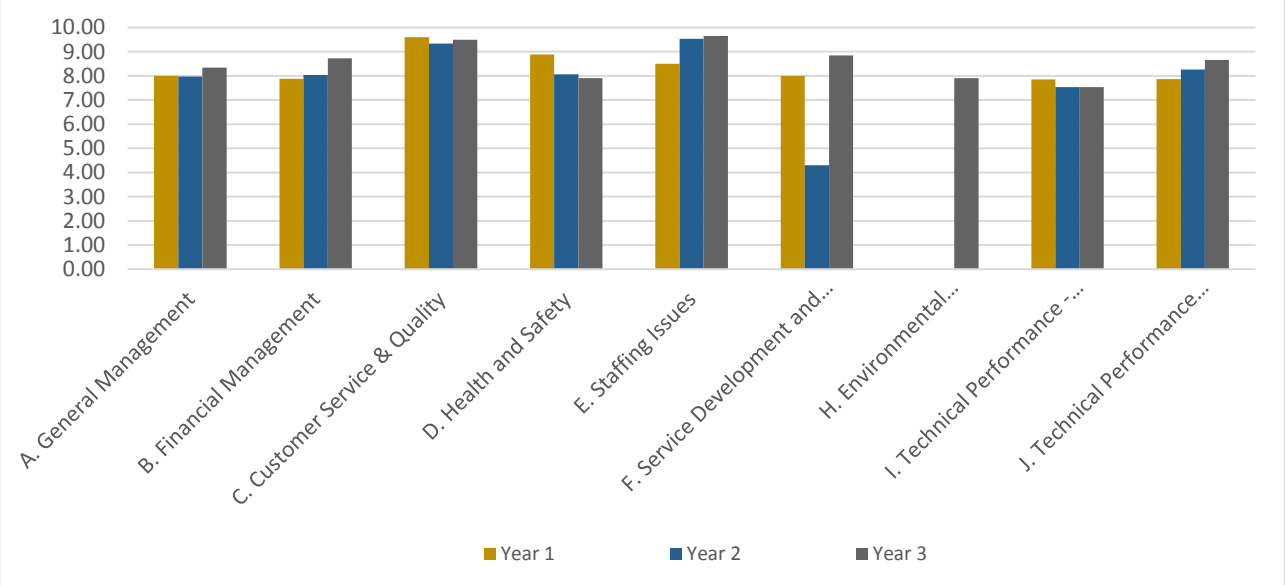

Figure 1. Summary of KPI Scores across Performance Objectives

A graphical representation of the overall KPI scores across the Performance Objectives is shown in Figure 1 above. **Atkins achieved an average '*Performance*' score of 8.56** across the nine measured Performance Objectives included in the 'Performance' equation.

4. Performance Dashboard

The contract documents set out that 'Performance' shall be assessed in the 3rd Year of the WHCC on a 70/30 split between '*Performance'* and '*Undertakings*' scores to determine the award of a contract extension. The scores for '*Undertakings*' and '*Performance*' for the respective Performance Objectives are tabulated below in Table 4 for the third year of the contract, and indicate Atkins **achieved a 'Performance' score of 8.99**.

	Performance Objective		**Annual '*Performance*' Score**	**Annual '*Undertakings*' Score**
A	General Management		8.34	10.00
B	Financial Management		8.72	10.00
C	Customer Service and Quality		9.50	10.00
D	Health and Safety		7.91	10.00
E	Staffing Matters		9.65	10.00
F	Service Development and Innovations		8.85	10.00
G	Information Technology			10.00
H	Environmental Management		7.91	10.00
I	Technical Performance-Quality		7.53	10.00
J	Technical Performance-Programme and Cost		8.66	10.00
	Total Score		**77.07**	**10.00**
	Average Score		**8.56**	**10.00**
	Combined 'Performance' Score		**8.99**	

Table 4. Combined Contract Performance Score - Year Three

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Project:	Wiltshire Highways Consultancy Contract	**To:**	Peter Binley – Wiltshire Council
Subject:	Annual Review of Service – Summery of Years 1 to 4	**From:**	Gwillam Lloyd Contract Manager
Date:	9th September 2016	**cc:**	Steve Cross – Wiltshire Council Simon Moon – Atkins Richard Stokes- Atkins Kevin Robbins - Atkins

1. Introduction

1.1. Purpose

On 1st December 2012 Atkins commenced the Wiltshire Highways Consultancy Contract (WHCC) with Wiltshire Council, a 5 year core term commission to provide design and advice to the Council in relation to highways related services.

Extensions of up to a maximum of 2 years are available to the Consultant based on 'Performance'. The Council reviews 'Performance' on an annual basis and this determines whether an extension, and its length, should be awarded. The rules for the award of extensions are defined within the Tender Documents and are replicated within the individual Technical Notes produced for each of the annual review reports.

The purpose of this Technical Note is to highlight some of the achievements from Years One to Four of the contract. The full details on these are included in the individual annual reviews of service that have been prepared.

Given the purpose of this review is to highlight some of the key elements of information conveyed in the individual annual reports for year1, 2, 3 and in the interim assessment of year 4 then detailed commentary is not provided and key achievements are listed in bullet point format.

1.2. Structure and Content of the Technical Note

This Technical Note is structured to bring together, in a user-friendly overview, relevant information required to fulfil the purpose outlined in 1.1.

The contents of the Technical Note are:

Section	Title	Purpose/Overview
2	Overview of services Delivered	To provide an overview of key activities and service areas where support provided and to highlight some of key achievements from years 1,2, 3 & 4
3	Assessment of Performance	To provide an overview of the way contract assesses performance
4	Contract Scoring	To provide an overview of yearly contract scores for years1,2 and 3
5	Contract Undertakings	To provide an overview on the added value delivered by number of undertakings
6	Looking Forward	To provide an overview of some of key issues will look to support on in years 5 and 6

2. Overview of Services Delivered

Contract Scope - Overview

We undertake a range of services including:

- Feasibility – site supervision
- Professional and technical advise
- Carry out studies / reports
- Manage work and certify payments
- Work in best Interest of Council
  - Continuous Improvement
  - Deliver efficiencies
  - Deliver value for money

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The service areas we support include:

- Highways Major Maintenance
- Bridge maintenance
- Highways and surface water drainage support
- Traffic Signals and Streetlighting Maintenance
- Traffic and Integrated Transport
- Transport Planning advise
- Checking developers designs
- Various Other Services such as highway improvement projects like the A350 Dualling in Chippenham

Over the four years of the contract the scope of service provided has flexed to meet demand as and when it arises; and has been scaled back where this has been in the best interest of the Council

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Whilst doing this we have invested in the next generation of Engineers in Wiltshire by:

- Supporting a broad cross section of STEM activities in Schools
- Offering apprenticeships to talented local young people. In August 2016 we employed 7 apprentices, 2 graduates and 1 degree student in our Trowbridge Office
- Offering summer placements to degree students
- Offering secondment opportunities to Wiltshire Council Officers
- Supporting local skills development initiatives like Wiltshire Skils4Success & Enterprise Advantage in schools
- Supporting the Constructing Excellence South West – Swindon & Wiltshire
- Opening a local office at County Gate in Trowbridge & co-locating staff at the Councils Ascot Court Office

In addition we have:

- Received recognition for our work with the armed forces as part of the **Gold Defence Employer Recognition Scheme awarded** by the Ministry of Defence
- Successfully introduced a operating system that is accredited by LRQA to ISO9001 (Quality), ISO 14001 (Environment) & OHSAS 1001 (H&S); and protocols for dealing with:
- Led on Environmental Management on projects across the Wiltshire Highway Service
- Led on Continuous Improvement and Innovation across the Wiltshire Highway Service

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The photos included subsequently show some of these activities, from left to right and top to bottom:

- Atkins team outside the Office at County Gate in year 1
- The Council's Office at Ascot Court where we have collocated staff to work with Tarmac & Eurovia staff during year 2
- Some of the apprentices and graduates we have recruited and developed to support the work we are delivering in years 3 and 4
- Atkins staff celebrating Armed Forces day earlier this year.

Details of some of our key achievements from each of the years of the contract is listed subsequently. For more information on these issues and more details on what has been delivered then refer to the relevant annual review report.

Brief Overview of Some of our Key Achievements from Year 1

Successfully Mobilised whilst and integration of staff from previous incumbent with wider Atkins resourcemanaging the transfer

Successfully set up a Local Office at County Gate in Trowbridge. Managed TUPE Transfer of 36 Staff. Currently 57

Developed processes and procedures to deliver work required under the Highway works Consultancy contract. This included establishment and resourcing of Project Support Office. Exor / inform interface, application of Enterprise Advantage project management suite on all projects delivered under the Wiltshire Highways Consultancy Contract

Liaised with residents of Castle Woods, Redlynch on landslip affecting access to the residential estate

Development of the Business Case and application for DfT's Local Pinch Point funding securing £1.907million Government funding for A350 North of Chippenham

Development and implementation of a bespoke Environmental Management System and Environmental Management Plan tailored to needs of Wiltshire Highways Service.

Provision of NEC3 training to Atkins and Council staff

Expanding core services to include Transport Planning as *business as usual*

Delivered 100% of our undertakings to a satisfactory level. This covered 99 undertakings / measurement mechanisms

Performance indicators developed and Client I surveys carried out to gain feedback on Atkins performance and ensure lessons learned to improve perform

Achieved an adjusted combined performance score of 9 out of 10 for KPI and Undertakings Performance

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Brief Overview of Some of our Key Achievements from Year 2

Building on the Success of Year 1 by:

Development of Assessment management tools to assist with continued elevation and justification for highway maintenance investment funding and delivery

Co-located staff at Ascot Court

Assisted the Council in making a claim, Bellwin Submission, to the Department for Communities and Local Government to seek funding for additional costs for adverse weather of early 2014. Total settlement £745,588

Provision of skills and capability to assist the Housing Revenue account Department in delivery of their works programme

Lead role in assisting the council in developing strong and robust bids for funding to Swindon and Wiltshire LEP and Environment Agency for :

- **A350 at Chippenham Phase 2 Dualling**
- **Great Bedwyn Flood Alleviation scheme (£265,000)**
- ***Forest Road Melksham Drainage Improvements (£30,000)***

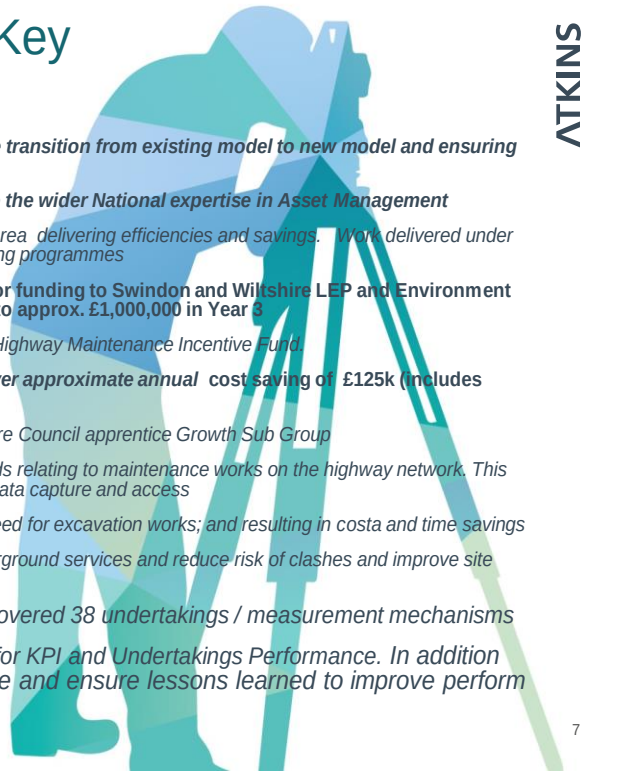
Collaborative and integrated working with Stakeholders such as the World Heritage Site Steering Committee and English Heritage to develop the Avebury World Heritage Site transport strategy

Providing insight into current and emerging technology including: Traffic Counter technology, Big Data, Intelligent Mobility

Delivered 98.6% of our undertakings to a satisfactory level. This covered 69 undertakings / measurement mechanisms

Achieved a combined performance score of 8.4 out of 10 for KPI and Undertakings Performance. In addition Client I surveys undertaken to gain feedback on performance and ensure lessons learned to improve perform

Brief Overview of Some of our Key Achievements from Year 3



Supported the changes to Wiltshire Highways Works Contract during the transition from existing model to new model and ensuring soft landing.

Further developed our local Asset Management team and as a channel to the wider National expertise in Asset Management

Further developed Trialling new technology in Highway Maintenance Service area delivering efficiencies and savings. Work delivered under this initiative included Grouted Asphalt, Warm Mix Asphalt and Hydro retexturing programmes

Lead role in assisting the council in developing strong and robust bids for funding to Swindon and Wiltshire LEP and Environment Agency. As a result EA funding levels increased from £300,000 in year 2 to approx. £1,000,000 in Year 3

Lead role taken in the self assessment for the Department of Transport Local Highway Maintenance Incentive Fund.

Lead role in role out of part time night lighting across the County to deliver approximate annual **cost saving of £125k (includes Climate Change Levy and Feed in Tariff savings)**

Participation at the Wiltshire Council Apprentice Launch Event and the Wiltshire Council apprentice Growth Sub Group

Councils geographical information system utilised as digital platform for records relating to maintenance works on the highway network. This has resulted in increasing efficiency in asset management and more resilient data capture and access

Introduced wireless technology for new traffic signal installations elimination need for excavation works; and resulting in costa and time savings

Promoted, where beneficial, use of Ground Penetrating Radar, to survey underground services and reduce risk of clashes and improve site safety

Delivered 100% of our undertakings to a satisfactory level. This covered 38 undertakings / measurement mechanisms

Achieved an adjusted combined performance score of out of 10 for KPI and Undertakings Performance. In addition Client I surveys undertaken to gain feedback on performance and ensure lessons learned to improve perform

Brief Overview of Some of our Key Achievements in the first 8 months of Year 4

Supported Council by taking lead role in the promotion of collaborative working across Highway Works Service and set up a Continuous Improvement and Innovation Forum. Issues reviewed at this Forum include highway information on the Council's Web Site, Collaborative working and Training, Opportunities arising from targeted use of specific New Materials.

Supported the Council, where required, in reviewing and commenting on final account submissions for the Highways and Streetscene Contract

Successful third party accreditation, LRQA, of our application of Atkins Business Management System to ISO 9001 & 14001 and OHSAS 18001

Recruited additional two apprentices to work on Wiltshire Council projects

Developed Traffic Signals Asset Management priorities to enable better targeted investment to take place. As part of this support new technological solutions have ben promoted where beneficial

Promoted and facilitated Collaborative Staff development by undertaking secondments, joint training sessions and developing preliminary training needs plan across Wiltshire Highway Service area

Identified and promoted opportunities with emerging technologies such as Big Data, automated design, automated door technology at discrete badger crossings

Lead role in assisting the council in developing strong and robust bids for funding including the major scheme submission at Melksham

Supported the council by playing a lead role in it's Environmental Management and Health and Safety Forums

Delivered 74% of our undertakings to a satisfactory level in the first eight months of the year. This covered 41 undertakings / measurement mechanisms. In addition Client I surveys undertaken to gain feedback on performance and ensure lessons learned to improve performance.

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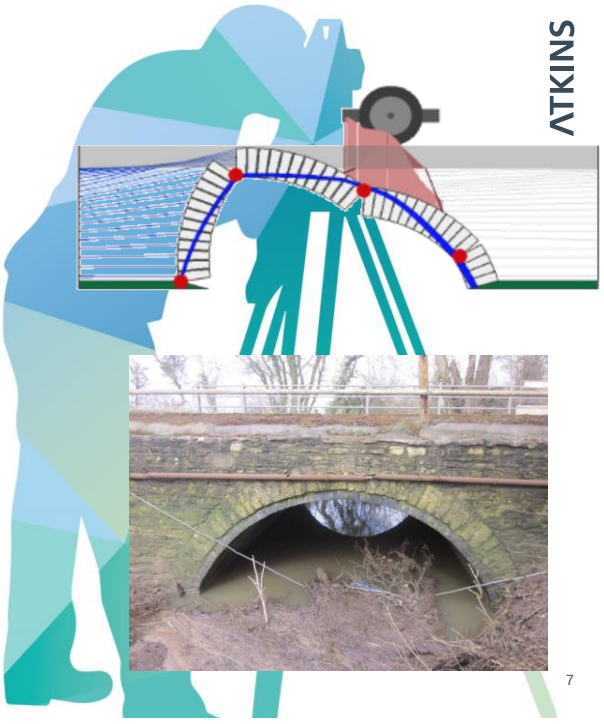
3. Assessment of Performance

In accordance with the WHCC, our 'Performance' is assessed against ten Performance Objectives:

A. General Management
B. Financial Management
C. Customer Service and Quality
D. Health and Safety
E. Staffing Matters
F. Service Development and Innovation
G. Information Technology
H. Environmental Management
I. Technical Performance – Quality
J. Technical Performance – Programme and Cost

In addition our performance is assessed against the '*Undertakings*' we have given to the Council



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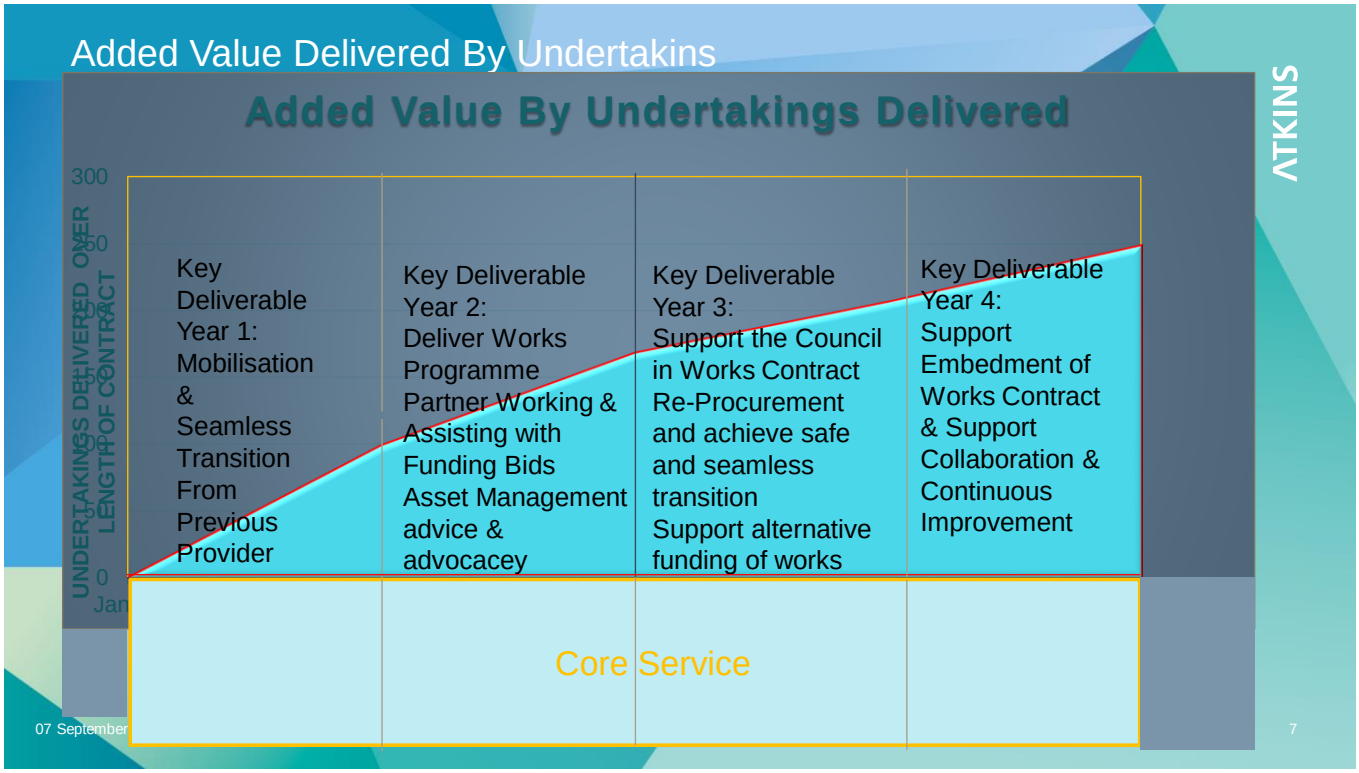
4. Contract Performance Scores

In accordance with the Contract scoring mechanism we have exceeded the minimum score for an extension to be awarded. The graph inserted subsequently shows the score achieved for each of the years of the contact. No score is included for year 4 as it is still to be assessed.

5. Undertakings

The graph included subsequently is a pictorial representation of the cumulative total of the undertakings we've progressed in each of the years of the contract. In addition headline information has been included in it on the key deliverable that the undertakings support in that particular year



6. Looking ahead to Year 5

Looking ahead to year 5 of our contract we will develop undertakings that:

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Highways Performance Management Framework

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

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

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

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

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

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

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Appendix 7

Wiltshire Highways Performance Management Framework Indicators

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Wiltshire Highways Performance Management Framework Indicators

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

The scores are included in the Performance Management Framework Summary.

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<tr><th colspan="2">Network Safety Condition & Resilience 01: Accidents – People Killed and seriously injured.</th></tr>
<tr><td>Overview</td><td>The purpose of this performance measure is to report on the effectiveness of the measures undertaken to meet the casualty reduction targets.

This measure is as defined in the road safety strategy.

<table><tr><th>Poor</th><th>Fair</th><th>Good</th></tr><tr><td>Below target</td><td>On Target or close to target</td><td>Above Target</td></tr></table>
Where Poor is defined as not meeting the Safety Strategy Target. Fair is an achievement in line with the Safety Strategy targets and Good signifies that the road safety targets are being exceeded.</td></tr>
<tr><td>Trends</td><td>Forward targets for this measure are:

<table><tr><th colspan="2">Actual</th><th colspan="5">Forward Targets</th></tr><tr><th>14/15</th><th>15/16</th><th>16/17</th><th>17/18</th><th>18/19</th><th>19/20</th><th>20/21</th></tr><tr><td>209</td><td>190</td><td>183</td><td>172</td><td>162</td><td>152</td><td>141</td></tr></table>
This measure is not affected by network hierarchy.
Driver for Change / Improvement Action
National and local aims to reduce accidents</td></tr>
<tr><td>Measure Details</td><td>This is an annual measure. This measure conforms to the Road Safety Strategy.

This measure is based on STATS19 Police Accident data.

Measure shows number of people killed each year. Excludes motorways and trunk roads.

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

Target for 2015 killed and seriously injured is 193. The actual figure is 190 which is below target, and performance is therefore assessed as good.</td></tr>
</table>

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

Overview

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

This measure is as defined in the road safety strategy.

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

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

Trends

Forward targets for this measure are:

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

Targets to be reviewed, but currently assumed that it should be no increase in accidents in future years.

Driver for Change / Improvement Action

National and local aims to reduce accidents

Measure Details

This is an annual measure

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

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

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

No specific aim has been adopted for slight injuries.

2015 is a slight reduction compared to 2014 figure and is assessed as good.

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

Overview

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

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

Poor	Fair	Good
Increased %	Slight increase in % or unchanged	Reduced %

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

Trends

Forward targets for this measure are:

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

Driver for Change / Improvement Action/Comment

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

Measure Details

This is measured annually.

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

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

Figure for 2015/16 is 30.4% which is a slight increase from 28.4% in 2014/15, which is assessed as Fair.

Network Safety Condition & Resilience 04: Structural Condition of Carriageway

Overview

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

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

Poor	Fair	Good
Increased %	Slight increase or unchanged	Reduced %

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

Trends

Trends for this measure are:

Actual		Forward Targets				
14/15	**15/16**	**16/17**	**17/18**	**18/19**	**19/20**	**20/21**
5.1%	4.8%	Reduce %	Reduce %	Reduce %	Reduce %	Reduce %

Driver for Change / Improvement Action

Improved road safety and customer satisfaction

Measure Details

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

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

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

2015/16 percentage is a reduction compared to previous year and is assessed as Good.

<table>
<tr><th colspan="2">Network Safety Condition & Resilience 05: Winter Maintenance</th></tr>
<tr><td>Overview</td><td>This performance measure records the percentage of Winter Service treatment carried out within prescribed the timescales.

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

<table><tr><th>Poor</th><th>Fair</th><th>Good</th></tr><tr><td><90%</td><td>90% to 96%</td><td>96% to 100%</td></tr></table>
Where poor is defined as an achievement of less than 90%, fair is an achievement of greater than 90% but less than or equal to 96%, good is an achievement of 100% delivery.</td></tr>
<tr><td>Trends</td><td>Trends for this measure are:

<table><tr><th colspan="2">Actual</th><th colspan="5">Forward Targets</th></tr><tr><th>14/15</th><th>15/16</th><th>16/17</th><th>17/18</th><th>18/19</th><th>19/20</th><th>20/21</th></tr><tr><td>-</td><td>Good</td><td>Good</td><td>Good</td><td>Good</td><td>Good</td><td>Good</td></tr></table>
This measure applies to precautionary salting network only.

Driver for Change / Improvement Action

Road safety, resilience and customer satisfaction.</td></tr>
<tr><td>Measure Details</td><td>This measure is a contract compliance requirement and included in the PMF as an annual figure.

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

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

In 2015/16 there were 30 primary route runs and 5 for secondary routes. No major problems were noted and performance was assessed as good.</td></tr>
</table>

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

Overview

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

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

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

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

Trends

Forward targets for this measure are:

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

Driver for Change / Improvement Action

An established programme is in place for addressing sub-standard bridges. The targets in the table above reflect this programme.

Measure Details

This is an annual measure

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

BCI average 86.55

BCI critical 79.64

Blended weighted average is 84.13 (0.6 BCI Ave + 0.4 BCI Critical weighted against deck area)

Based on guidance current performance is rated as good.

Network Availability NA01: Planned works versus reactive works.

Overview

The purpose of the performance measure is to compare proportion of planned highway maintenance works to reactive works. Low proportion of reactive works is good.

The measure is the percentage expenditure of highway maintenance reactive work.

Poor	Fair	Good
Reactive work more than 15%	Reactive work 15%	Reactive work l5% or less

Where poor is defined Reactive work more than 15%, fair is 15% reactive work, and good is less than 15% reactive work.

Trends

Forward targets for this measure are:

Actual		Forward Targets				
14/15	**15/16**	**16/17**	**17/18**	**18/19**	**19/20**	**20/21**
N/A	9%	15%	15%	15%	15%	15%

This measure is not affected by network hierarchy.

Driver for Change / Improvement Action

An improvement is expected in the longer term as a result of implementing the 'Local Highways Investment Fund 2014 – 2020'. Forward target to be reviewed

Measure Details

This performance measure is the budget expenditure on reactive work such as pothole repairs and patching compared to expenditure on planned highway maintenance such as surfacing, reconstruction and surface dressing.

The performance measure is reviewed annually to calculate the NA01 measure.

Targets for future years will be reviewed next year.

2015/16 proportion of reactive road maintenance assessed as 9% which is good.

Network Availability NA02: Forward visibility of Surfacing Programme.

Overview

The purpose of the performance measure is to measure the extent of the forward programme of planned highway maintenance works. Long forward programme is good.

The measure is the forward highway major maintenance programmed.

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

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

Trends

Forward targets for this measure are:

Actual		Forward Targets				
14/15	**15/16**	**16/17**	**17/18**	**18/19**	**19/20**	**20/21**
N/A	1 year	1 year	2 years	3 years	tbc	tbc

This measure is not affected by network hierarchy.

Driver for Change / Improvement Action

A detailed forward programme for implementing the 'Local Highways Investment Fund 2014 – 2020'. Forward target for later years to be reviewed

Measure Details

This performance measure is length of the forward planned highway maintenance such as surfacing, reconstruction and surface dressing. An outline 5 year programme exists but this measure refers to the more detailed scheme list.

The performance measure is reviewed annually to calculate the NA02 measure.

Targets for later years will be reviewed next year.

2015/16 programme had forward visibility of one year which is on target and good.

Network Availability NA03: Forward Visibility of Structures Programme.

Overview

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

The measure is the forward structures and bridges programmed.

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

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

Trends

Forward targets for this measure are:

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

This measure is not affected by network hierarchy.

Driver for Change / Improvement Action

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

Measure Details

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

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

2015/16 programme had forward visibility of five years which is on target and good.

Network Availability NA04: Planned Routine Maintenance

Overview

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

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

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

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

Trends

Forward targets for this measure are:

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

This measure is generally not affected by network hierarchy.

Driver for Change / Improvement Action

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

Measure Details

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

Maintenance Operation	Annual target (total)	Frequency	2015/16 Performance
Gully emptying	59,000 gully visits	100% Group 1 and 2, 50% Group 3 roads. (To be reviewed).	Completed
Rural grass cutting	11,488km	Once per year (additional cuts for visibility areas as required)	Completed
Road sweeping town centre	7,519km	Fortnightly. Weekly in Salisbury.	Completed
Road sweeping residential	4,850km	Twice per year	Completed
Road sweeping Car parks	568,344sqm.	Twice per year	Completed
Road sweeping Rural	2,182km	Once per year	Not completed

In 2015/16 not all of the targets were achieved and performance is rated as fair. Performance issues were connected to BBLP contract.

<table>
<tr><th colspan="2">Network Availability NA05: Reducing the Number of Potholes Reported</th></tr>
<tr><td>Overview</td><td>The purpose of the performance measure is to measure the number of potholes meeting intervention levels. Reducing numbers of potholes is good.

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

<table><tr><th>Poor</th><th>Fair</th><th>Good</th></tr><tr><td>Potholes increasing</td><td>Potholes slightly above target</td><td>Potholes reducing</td></tr></table>
Where poor is defined as numbers of potholes increasing, fair is slightly above target, and good is pothole numbers reducing.</td></tr>
<tr><td>Trends</td><td>Forward targets for this measure are:

<table><tr><th colspan="2">Actual</th><th colspan="5">Forward Targets</th></tr><tr><th>14/15</th><th>15/16</th><th>16/17</th><th>17/18</th><th>18/19</th><th>19/20</th><th>20/21</th></tr><tr><td>N/A</td><td>tbc</td><td>tbc</td><td>tbc</td><td>tbc</td><td>tbc</td><td>tbc</td></tr></table>
This measure is not affected by network hierarchy.
Driver for Change / Improvement Action
Improving road conditions should result in reduced number of potholes.</td></tr>
<tr><td>Measure Details</td><td>This performance measure is the number of intervention level potholes completed each year.

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

2015/16 baseline figure to be determined as recording processes have changed following award of new contract and introduction of My Wiltshire system.

Future targets to be set once baseline measure agreed.</td></tr>
</table>

Network Availability NA06: Repair of Priority 1 Defects

Overview

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

The measure is the number of P1 potholes annually.

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

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

Trends

Forward targets for this measure are:

Actual		Forward Targets				
14/15	**15/16**	**16/17**	**17/18**	**18/19**	**19/20**	**20/21**
N/A	tbc	tbc	tbc	tbc	tbc	tbc

This measure is not affected by network hierarchy.

Driver for Change / Improvement Action

Improving road conditions should result in reduced number of P1 potholes.

Measure Details

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

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

2015/16 baseline figure to be determined as recording processes have changed following award of new contract and introduction of My Wiltshire system.

Future targets to be set once baseline measure agreed.

Maintenance for Sustainable Transport 01: Footway Condition

Overview

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

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

Poor	Fair	Good
>25%	>10% <25%	<10%

Where Poor is defined as >25% of surveyed footway length is considered as Structurally Unsound. Fair is defined as where between 10% and 25% of surveyed footway length is considered as Structurally Unsound. Good is defined as less than 10% of the surveyed footway length is considered as Structurally Unsound.

Trends

Measured every 4 years. Percentage of total surveyed footway length considered as structurally unsound.

Actual			Forward Targets			
14/15	15/16	16/17	17/18	18/19	19/20	20/21
-	-	27.07	Fair	Fair	tbc	tbc

Driver for Change / Improvement Action

Footway condition is not as good as desired in many instances as a result of underinvestment in previous years.

Measure Details

This measure uses the Footway Network Survey (FNS) data to identify those locations recorded as being Structurally Unsound.

The Council uses the structurally unsound footway condition data to identify and prioritise footway sites for treatment against the available budget.

Footway surveys are undertaken on a 4 year cycle. Footway condition data is recorded in 4 categories – As New, Aesthetically Impaired, Functionally Impaired (FI) and Structurally Unsound (SU).

Secondary Indicators will be developed for FI

2015 Surveys are almost complete. SU assessment of condition is 27.07 which is less than 25 and is currently assessed as poor.

Maintenance for Sustainable Transport 02: Dropped Kerbs for Pedestrians

Overview

This performance measure is designed to determine the quantity of dropped access points installed per year.

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

Poor	Fair	Good
Less than 5 per year	5 to 10 per year	10 per year

Where Poor is defined as less than 5 sites per year, Fair is defined as 5 to 10 sites per year, and Good is more than 10 sites per year.

Trends

Forward targets for this measure are:

Actual		Forward Targets				
14/15	**15/16**	**16/17**	**17/18**	**18/19**	**19/20**	**20/21**
-	11	More than 10	More than 10	More than 10	More than 10	More than 10

Driver for Change / Improvement Action

Improved accessibility for all road users.

Measure Details

This measure records the number of dropped kerbs installed each year.

Dropped kerbs are installed via the Integrated Transport Programme in response to requests raised at the Community Area Transport Groups.

In 2015/16 there were 11 CATG schemes involving dropped kerbs to improve pedestrian access and the indicator is assessed as good.

Maintenance for Sustainable Transport 03: Pedestrian Improvements

Overview

This performance measure is designed to determine the quantity of pedestrian improvements installed per year.

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

Poor	Fair	Good
Less than 10	10 to 25	More than 25

Where Poor is defined as less than 10 sites per year, Fair is defined as 10 to 25 sites per year, and Good is more than 25 sites per year.

Trends

Forward targets for this measure are:

Actual		Forward Targets				
14/15	**15/16**	**16/17**	**17/18**	**18/19**	**19/20**	**20/21**
-	29	More than 25	More than 25	More than 25	More than 25	More than 25

Driver for Change / Improvement Action

Improved pedestrian facilities to improve safety and encourage walking for shorter journeys.

Measure Details

This measure records the number of pedestrian crossing, footway improvements and pedestrian schemes implemented each year. Measure excludes dropped kerbs assessed under MST02.

Pedestrian crossings are installed via the Integrated Transport Programme in response to requests raised at the Community Area Transport Groups,

Future targets to be reviewed in due course, and may be subject to levels of Integrated Transport block funding from Department for Transport.

In 2015/16 there were 29 pedestrian schemes implemented which is assessed as good.

Maintenance for Sustainable Transport 04: Community Area Transport Group Schemes

Overview

This performance measure is designed to measure the number of Community Area Transport Group schemes investigated each year.

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

Poor	Fair	Good
Less than 80 per year	80 to 100 per year	Over 100 per year

Where Poor is defined as less than 80 sites per year, Fair is defined as 80 to 100 sites per year, and Good is more than 100 sites per year.

Trends

Trends for this measure are:

Actual		Forward Targets				
14/15	**15/16**	**16/17**	**17/18**	**18/19**	**19/20**	**20/21**
-	106	More than 100	More than 100	More than 100	More than 100	More than 100

Driver for Change / Improvement Action

Improved accessibility for all road users and delivering local priorities.

Measure Details

Community Area Transport Groups (CATG) meet at least 4 times a year. Locally raised issues are discussed and considered by the CATG representatives and the

Schemes are investigated for feasibility, and if agreed, proceed to design and construction phases.

The types of schemes include signing and lining improvements, 20mph speed limits, traffic calming and similar schemes. It excludes dropped kerbs and pedestrian improvements assessed under MST02 and MST03.

Future targets to be reviewed in due course, and may be subject to levels of Integrated Transport block funding from Department for Transport.

In 2015/16 there were 106 sites progressed through the CATG process, and this assessed as good.

Maintenance for Sustainable Transport 05: Traffic Signals

Overview

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

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

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

Where poor is defined number of signal units in poor condition increasing, fair is no major change, good is a reduction in number in poor condition.

Trends

Forward targets for this measure are:

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

Driver for Change / Improvement Action

Need to manage highway assets including aging stock of traffic signals.

Measure Details

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

Based on traffic signals data held in asset register.

Current ages

20 years or more - 26.1%

20 – 11 years - 44.6%

Less than 10 years - 29.3%

Based on current data and rate of renewal the measure is estimated as Fair for 2015/16, but will be reviewed in future years, subject to performance and reliability of units.

Maintenance for Sustainable Transport 06: Rights of Way

Overview

This performance measure is designed measure footpath problems resolved and footpaths improved.

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

Poor	Fair	Good
Below target	Below but close to Target	Above target

Where poor is defined as number below target, fair is below but close to target, and good is on or above target.

Trends

Forward targets for this measure are to confirmed:

Actual		Forward Targets				
14/15	**15/16**	**16/17**	**17/18**	**18/19**	**19/20**	**20/21**
2799	2226	tbc	tbc	tbc	tbc	tbc

Driver for Change / Improvement Action

Access to countryside and improvements to rights of way.

Measure Details

Measure is based on number of path problems resolved and footpaths improved.

Forward Targets to be developed for assessment process in conjunction with Rights of Way team in due course.

Number of paths improved in 2013/14 was 1816. This has been taken as the base year.

In 2014/15 there was a significant increase over previous year, and in 2015/16 the number was 2226. As this above the 2013/14 number the performance is currently rated as good.

Infrastructure ISEG01: Delivery of A350 Chippenham Phase 3

Overview

The purpose of this performance measure is to report on the progress of delivering the improvements to the A350 Chippenham bypass improvements.

This measure reflects the progress being made through design, procurement and construction of the A350 works at Chequers Roundabout and Brook to Badgers Roundabout at Chippenham.

Poor	Fair	Good
No progress	Scheme on hold	Scheme progressing

Where poor is defined as no progress, fair is on hold or delayed, and good is scheme progressing on programme or ahead of programme.

Trends

Forward targets for this measure are:

Actual		Forward Targets				
14/15	**15/16**	**16/17**	**17/18**	**18/19**	**19/20**	**20/21**
N/A	Design	Start	Works	End	-	-

Driver for Change / Improvement Action/Comment

An established programme for the scheme is in place which envisages scheme completion by 2019/20.

Measure Details

This indicator is measured annually.

Scheme progress is measured against programme regularly through the Major Scheme Service Delivery Meetings, and is assessed annually for the ISEG01 measure.

2015/16 – Scheme design progressed to enable procurement to start in 2016/17, subject to availability of funding.

Scheme development is progressing and indicator score is assessed as Good.

<table>
<tr><th colspan="2">Infrastructure ISEG02: Delivery of M4 Junction 17 Improvement</th></tr>
<tr><td>Overview</td><td>The purpose of this performance measure is to report on the progress of delivering the improvements to the M4 Junction 17.

This measure reflects the progress being made through design, procurement and construction of the M4 Junction 17 and A350/A429 works to facilitate development at Chippenham.

<table>
<tr><th>Poor</th><th>Fair</th><th>Good</th></tr>
<tr><td>No progress</td><td>Scheme on hold</td><td>Scheme progressing</td></tr>
</table>

Where poor is defined as no progress, fair is on hold or delayed, and good is scheme progressing on programme or ahead of programme.</td></tr>
<tr><td>Trends</td><td>Forward targets for this measure are:

<table>
<tr><th colspan="2">Actual</th><th colspan="5">Forward Targets</th></tr>
<tr><th>14/15</th><th>15/16</th><th>16/17</th><th>17/18</th><th>18/19</th><th>19/20</th><th>20/21</th></tr>
<tr><td>N/A</td><td>Design</td><td>Start</td><td>Works</td><td>End</td><td>-</td><td>-</td></tr>
</table>

Driver for Change / Improvement Action/Comment

A programme for the scheme is in place which envisages scheme completion by 2019/20.</td></tr>
<tr><td>Measure Details</td><td>This indicator is measured annually.

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

2015/16 – Scheme development started and procurement processes investigated in conjunction with Highways England. Programme for delivery being finalised.

Scheme development is progressing and indicator score is assessed as Good.</td></tr>
</table>

Infrastructure ISEG03: Development of A350 Yarnbrook and West Ashton

Overview

The purpose of this performance measure is to report on the progress of delivering the improvements to the A350 Yarnbrook and West Ashton Improvements.

This measure reflects the progress being made through design, and delivery of this scheme which is being provided in conjunction with development.

Poor	Fair	Good
No progress	Scheme on hold	Scheme progressing

Where poor is defined as no progress, fair is on hold or delayed, and good is scheme progressing on programme or ahead of programme.

Trends

Forward targets for this measure are:

Actual		Forward Targets				
14/15	**15/16**	**16/17**	**17/18**	**18/19**	**19/20**	**20/21**
N/A	Design	tbc	tbc	tbc	tbc	tbc

Driver for Change / Improvement Action/Comment

The programme for delivery of the scheme will depend on progress of the housing and related development.

Measure Details

This indicator is measured annually.

Scheme progress is measured against programme regularly through the Major Scheme Service Delivery Meetings, and is assessed annually for the ISEG03 measure.

2015/16 – Scheme development started and developers preparing detailed proposals. Programme for delivery to be finalised.

Scheme development is progressing and indicator score is currently assessed as Good.

Infrastructure ISEG04: Development of future major schemes

Overview

The purpose of this performance measure is to report on the progress of delivering a programme of major schemes for construction in future years.

This measure reflects the progress being made on preparation and development of the major schemes programme, including bidding for funding.

Poor	Fair	Good
No progress	Scheme on hold	Scheme progressing

Where poor is defined as no progress, fair is on hold or delayed, and good is scheme progressing on programme or ahead of programme.

Trends

Forward targets for this measure are:

Actual		Forward Targets				
14/15	**15/16**	**16/17**	**17/18**	**18/19**	**19/20**	**20/21**
N/A	Development	Development	Development	tbc	tbc	tbc

Driver for Change / Improvement Action/Comment

The programme for delivery of the scheme will depend on progress through the major schemes and LEP bidding processes.

Measure Details

This indicator is measured annually.

Scheme progress is measured against programme regularly through the Major Scheme Service Delivery Meetings, and is assessed annually for the ISEG04 measure.

2015/16 – Schemes being considered and developed for future bidding opportunities.

Development of proposals is progressing and indicator score is assessed as Good.

<table>
<tr><th colspan="2">Infrastructure ISEG05: Network Improvements from development</th></tr>
<tr><td>Overview</td><td>The purpose of this performance measure is to report on the progress of delivering improvements to the highway network through development opportunities.

This measure reflects the progress being made on developing and delivering network and capacity improvements through planning applications.

<table>
<tr><th>Poor</th><th>Fair</th><th>Good</th></tr>
<tr><td>No schemes</td><td>Proposals on hold</td><td>Schemes progressing</td></tr>
</table>

Where poor is defined as no progress, fair is on hold or delayed, and good is scheme progressing on programme or ahead of programme.</td></tr>
<tr><td>Trends</td><td>Forward targets for this measure are:

<table>
<tr><th colspan="2">Actual</th><th colspan="5">Forward Targets</th></tr>
<tr><th>14/15</th><th>15/16</th><th>16/17</th><th>17/18</th><th>18/19</th><th>19/20</th><th>20/21</th></tr>
<tr><td>N/A</td><td>Schemes delivered</td><td>Schemes delivered</td><td>Schemes delivered</td><td>Schemes delivered</td><td>Schemes delivered</td><td>Schemes delivered</td></tr>
</table>

Driver for Change / Improvement Action/Comment

The programme for delivery network improvements as a result of development will depend on development opportunities.</td></tr>
<tr><td>Measure Details</td><td>This indicator is measured annually.

Scheme progress is reviewed annually in conjunction with the Development Control team, and is assessed annually for the ISEG05 measure.

2015/16 – Schemes being progressed through the development process include Hilperton Relief Road and Leap Gate in Trowbridge.

Schemes to improve the highway network are progressing and indicator score is assessed as Good.</td></tr>
</table>

Infrastructure ISEG06: Access improvements for development

Overview

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

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

Poor	Fair	Good
No schemes	Proposals on hold	Schemes progressing

Where poor is defined as no progress, fair is on hold or delayed, and good is schemes progressing on programme or ahead of programme.

Trends

Forward targets for this measure are:

Actual		Forward Targets				
14/15	**15/16**	**16/17**	**17/18**	**18/19**	**19/20**	**20/21**
N/A	Schemes delivered	Schemes delivered	Schemes delivered	Schemes delivered	Schemes delivered	Schemes delivered

Driver for Change / Improvement Action/Comment

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

Measure Details

This indicator is measured annually.

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

2015/16 – Schemes are being progressed through the development process to provide access to various housing and other sites.

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

Environmental Sustainability 01: Energy Consumption

Overview

This performance measure is designed to determine the energy consumption from street lighting upon the highway network in Wiltshire.

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

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

Where poor is defined as energy usage increasing, fair is no major change in energy usage, good is energy usage decreasing.

Trends

Forward targets for this measure are:

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

Driver for Change / Improvement Action

Energy price changes are key pressures on Local Authority budgets. Measures to reduce energy consumption such as changing to smart LED lighting, part night lighting and lamp dimming are increasingly important to reduce carbon footprint and costs.

Measure Details

This measure records the change in energy consumption per Lighting Unit as a standard measurement based on Kilowatt Hours consumed annually.

Target set for 2016/17 based on effects of LED, part night lighting and dimming. Target for future years to be set in due course.

2015/16 has significant reduction in energy consumption per unit compared to previous year and is assessed as Good.

Environmental Sustainability 02: Low Carbon Asphalt Materials

Overview

This performance measure is designed to determine the percentage of new material laid in highway maintenance with low carbon materials.

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

Poor	Fair	Good
Below target	On or close to target	Above target

Where Poor is defined as below target, Fair is on or close to target and Good is above target.

Trends

Forward targets for this measure are:

Actual		Forward Targets				
14/15	**15/16**	**16/17**	**17/18**	**18/19**	**19/20**	**20/21**
0	17.9%	25%	50%	tbc	tbc	tbc

This measure is not affected by network hierarchy.

Driver for Change / Improvement Action

Advances in surfacing material technologies have created opportunities to produce lower temperature asphalts with benefits arising in sustainability through 25% reductions in carbon footprint compared to hot equivalents. Lower temperatures also reduce the risk of burns, fumes and steam which can impact on safety.

Measure Details

Measure is based on proportion of surfacing material which is 'Warm' Asphalt compared to more traditional 'Hot' material. Figures to be derived from major maintenance programme.

The target is to have 50% of material to be low carbon where feasible by 2017/18. Future targets to be set following review of operation of material and surfacing material options.

In 2015/16 17.9% of the material used was low carbon, compared to none in the previous year, and performance is currently assessed as Good.

Environmental Sustainability 03: Recycling of Road Construction Materials

Overview

This performance measure is designed to determine the quantity of materials from highway schemes recycled as opposed to disposal to a licensed tip.

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

Poor	Fair	Good
Less than 70%	70% – 80% recycled	More than 80% recycled

Where Poor is defined as below target, Fair is on or close to target and Good is above target.

Trends

Forward targets for this measure are:

Actual		Forward Targets				
14/15	**15/16**	**16/17**	**17/18**	**18/19**	**19/20**	**20/21**
-	86.3%	80%	80%	80%	tbc	tbc

Driver for Change / Improvement Action

Aim to improve sustainability, reduce waste and costs.

Measure Details

Indicator based on the percentage of planings from major maintenance schemes that recycled instead of being disposed of at tips.

This is an annual measure

Measures based on tonnes of planings recycled as a percentage of total. The volume of planings may vary from year to year, and schemes size may vary. Removal or significant reduction in budget for removing planings to recycling locations would be assessed as Poor.

Target for future years will be reviewed depending on type of resurfacing work being undertaken. A separate measure may be introduced for in-situ recycling.

There is currently a good proportion of planings being recycled, particularly to rights of way in 2015/16. 2015/16 performance is therefore assessed as Good.

Environmental Sustainability 04: Flood Prevention Schemes

Overview

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

Poor	Fair	Good
Decrease in number of schemes	Similar to previous year	Increase in number of schemes

Where poor is defined as a decrease in the number of schemes completed, fair is a similar number of schemes to previous year, and good is an increase in the number of schemes.

Trends

Forward targets for this measure are:

Actual		Forward Targets				
14/15	**15/16**	**16/17**	**17/18**	**18/19**	**19/20**	**20/21**
-	34	34	34	tbc	tbc	tbc

Driver for Change / Improvement Action

Reduce flood risk for communities and improve road safety.

Measure Details

Indicator based on number of schemes to improve drainage or reduce flooding.

This is an annual measure

Measures based on number of schemes, but this is likely to vary from year to year, and schemes size may vary. Removal or significant reduction in drainage budget would reduce number of schemes and be assessed as be assessed as Poor.

There is currently a good programme of drainage which is funded, with 34 sites completed in 2015/16. 2015/16 performance is therefore assessed as Good.

Environmental Sustainability 05: Highway Trees and Verges

Overview

This performance measure is designed to measure the number of highway tree works and protected verge works completed each year.

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

Poor	Fair	Good
Reactive work only	Some planned work	Management of trees taking place

Where poor is defined as carrying out reactive work only, Fair is defined as mainly reactive but some planned work and Good is having a programme of tree and landscape maintenance.

Trends

Trends for this measure are:

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

Driver for Change / Improvement Action

Safety of road users, and preserving and improving the environmental value of highway trees and protected verges.

Measure Details

Trees are important for amenity and nature conservation reasons and should be preserved, but they can present risks to highway users and adjoining land users if they are allowed to become unstable. In England and Wales the highway authority is also responsible for ensuring that trees outside the highway boundary, but within falling distance, are safe. All trees within falling distance are collectively termed 'highway trees'. Section 154 of the Highways Act 1980 empowers the authority to deal, by notice, with hedges, trees and shrubs growing on adjacent land which overhang the highway, and to recover costs.

This is an annual measure

Measures to be developed in detail based on number of schemes, but this is likely to vary from year to year. Removal or significant reduction in highway tree maintenance budget would be assessed as Poor.

There is currently a good programme of highway tree maintenance work which is funded, with 247 sites in 2015/16, and the protected verge scheme continues to operate. 2015/16 performance is therefore assessed as Good.

Environmental Sustainability 06: Noxious Weeds

Overview

This performance measure is designed to determine the quantity of known noxious weed sites treated each year.

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

Poor	Fair	Good
Increasing	Steady State	Declining

Where Poor is defined as number of sites increasing, Fair is slight xchane, and Good is number of sites decreasing.

Trends

Baseline data for this measure is:

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

This measure is not affected by network hierarchy.

Driver for Change / Improvement Action

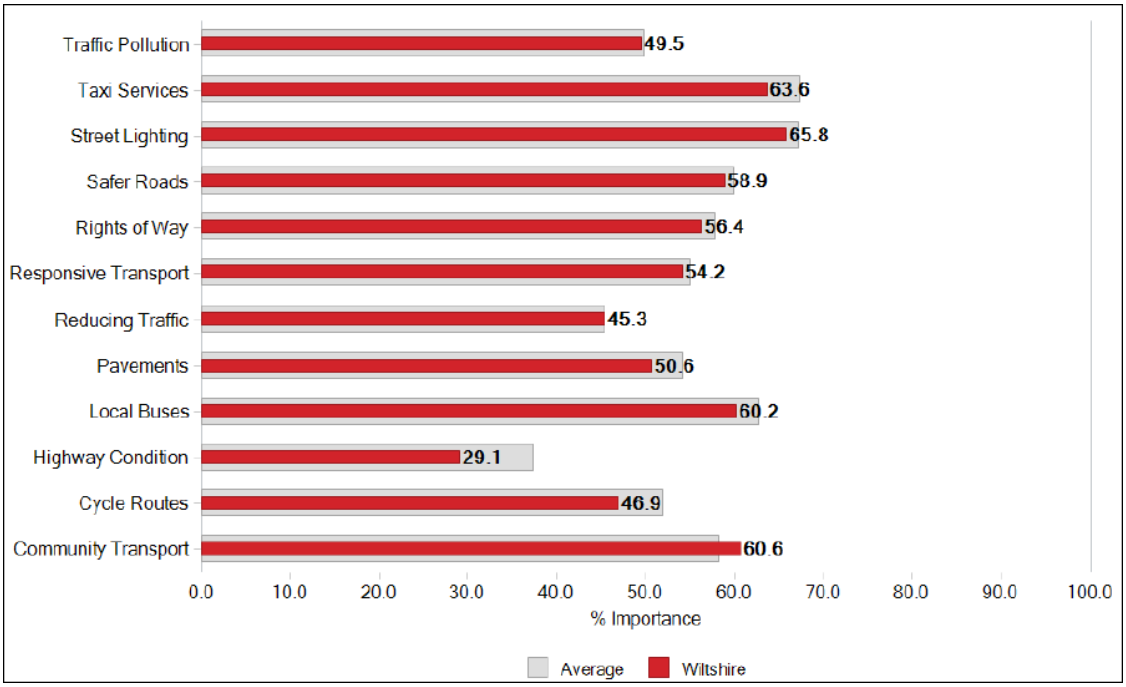
Legal requirement to control noxious weeds, and environmental considerations

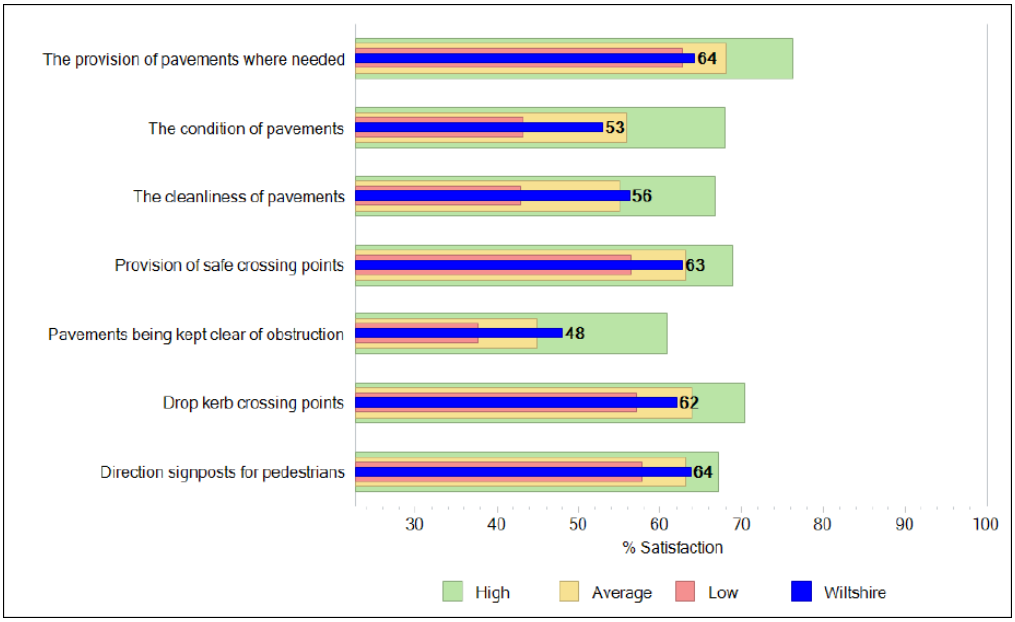
Measure Details

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

Targets currently based on reducing the number of Japanese Hogweed sites being treated each year. Further measures for other weeds may be developed in the future.

The number of sites has increased in 2015/16, but because of uncertainty about previous year figures the current assessment is Fair, and will be reviewed next year.

Customer 01: Transport and Highway Services – Satisfaction with Overall Highways & Transport Service	
Overview	The purpose of this performance measure is to report the road users' overall perception of the highways and transport service. This measure is part of the Road User Survey and therefore uses the standard NHT bandings. **Poor** / Below Average — **Fair** / Average or close to average — **Good** / Above Average Performance is compared to national average. Fair is within 2% of average.
Trends	2015 National Highways & Transport Survey Questionnaire Results 
Measure Details	This measure is recorded from the National Highways & Transport Network Survey Question 2 and is an average score of the 'Satisfaction' results for all elements of that question. Wiltshire Average 53.43 Compared to the average results of All Authorities in the survey. National average 55.35 Current score is close to national average

Customer 02: Satisfaction with Pedestrian Facilities	
Overview	The purpose of this performance measure is to report the road users' overall satisfaction with pedestrian facilities in their area. This measure is part of the Road User Survey and therefore uses the standard NHT bandings. **Poor** / Below Average — **Fair** / Average or close to average — **Good** / Above Average Performance is compared to national average. Fair is within 2% of average.
Trends	2015 National Highways & Transport Survey Questionnaire Results 
Measure Details	This measure is recorded from the National Highways & Transport Network Survey Question 5 and is an average score of the 'Satisfaction' results for all elements of that question. Wiltshire Average 58.6 Compared to the Average Score of All Authorities in the survey National Average 59.6 This information is also required for the Direct Management Group Current score is close to national average.

<table>
<tr><th colspan="2">Customer 03: Deals with potholes and damaged roads</th></tr>
<tr><td>Overview</td><td>Q7.04 The purpose of this performance measure is to report the road users' satisfaction with the way in which the Council deals with potholes and damaged roads.

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

<table>
<tr><th>Poor</th><th>Fair</th><th>Good</th></tr>
<tr><td>Below Average</td><td>Average or close to average</td><td>Above Average</td></tr>
</table>

Performance is compared to national average. Fair is within 2% of average.</td></tr>
<tr><td>Trends</td><td>2015 National Highways & Transport Survey Questionnaire Results

<table>
<tr><th colspan="2">Actual</th><th colspan="5">Forward Targets</th></tr>
<tr><th>14/15</th><th>15/16</th><th>16/17</th><th>17/18</th><th>18/19</th><th>19/20</th><th>20/21</th></tr>
<tr><td>25.0</td><td>28.8</td><td>Compare to average</td><td>Compare to average</td><td>Compare to average</td><td>Compare to average</td><td>Compare to average</td></tr>
</table>

Driver for Change / Improvement Action</td></tr>
<tr><td>Measure Details</td><td>This measure is recorded from the National Highways & Transport Network Survey Question 7.04.

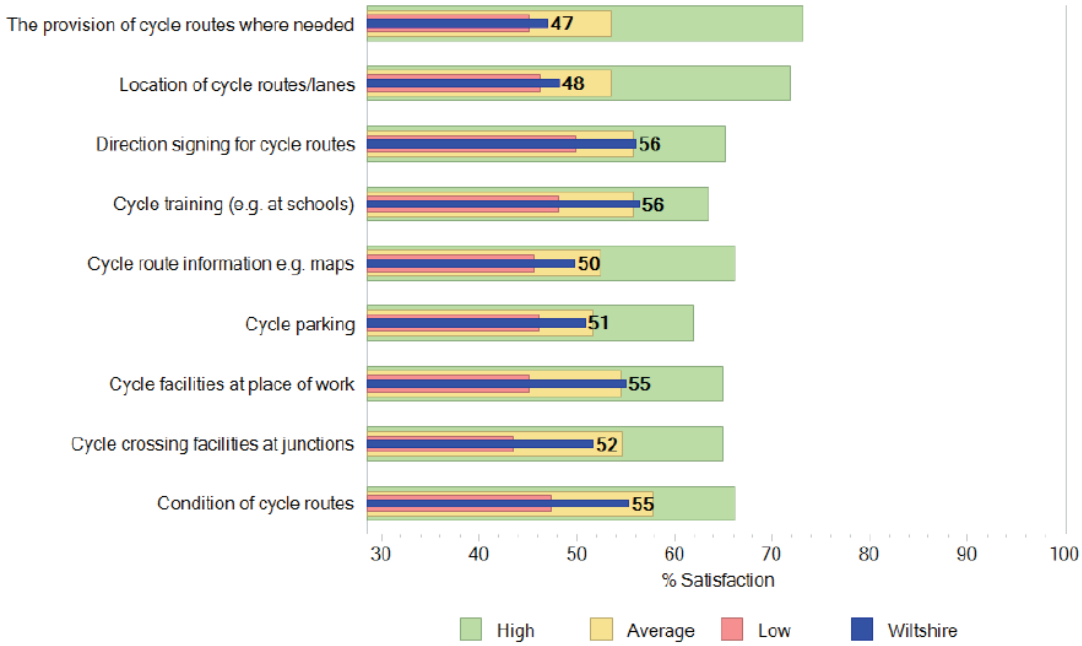
Wiltshire Average 28.8

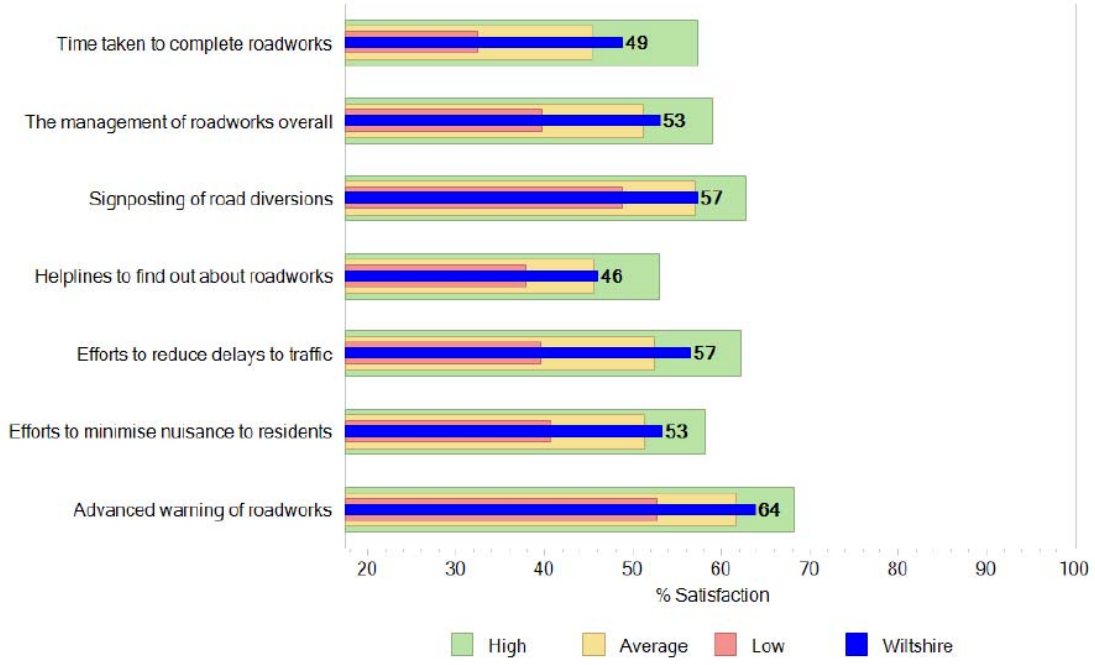
Compared to the Average Score of All Authorities in the survey

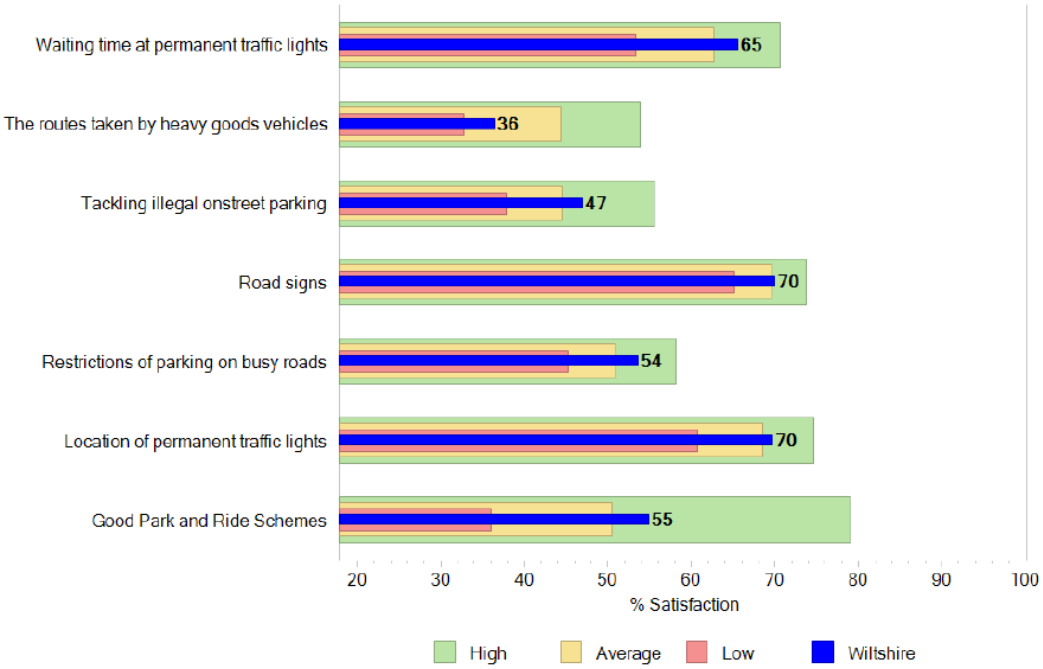
National Average 37.0

This information is also required for the Direct Management Group.

Current score is below national average.</td></tr>
</table>

Customer 04: Satisfaction with Cycle Facilities	
Overview	The purpose of this performance measure is to report the road users' satisfaction or dissatisfaction with the condition of cycle routes. This measure is part of the Road User Survey and therefore uses the standard NHT bandings. **Poor** / Below Average — **Fair** / Average or close to average — **Good** / Above Average Performance is compared to national average. Fair is within 2% of average.
Trends	2015 National Highways & Transport Survey Questionnaire Results 
Measure Details	This measure is recorded from the National Highways & Transport Network Survey Question 8 and is an average score of the 'Satisfaction' results for all elements of that question. Wiltshire Average 52.2 Compared to the Average Score of All Authorities in the survey National Average 52.4 Current score is close to national average

Customer 05: Satisfaction with Roadworks	
Overview	The purpose of this performance measure is to report the road users' satisfaction or dissatisfaction with roadworks upon the Councils' highway network. This measure is part of the Road User Survey and therefore uses the standard NHT bandings. **Poor** / Below Average — **Fair** / Average or close to average — **Good** / Above Average Performance is compared to national average. Fair is within 2% of average.
Trends	2015 National Highways & Transport Survey Questionnaire Results 
Measure Details	This measure is recorded from the National Highways & Transport Network Survey Question 12 and is an average score of the 'Satisfaction' results for all elements of that question. Wiltshire average 54.14 Compared to the Average Score of All Authorities in the survey National average 54.28 Current score is close to national average.

Customer 06: Satisfaction with Managing Traffic	
Overview	The purpose of this performance measure is to report the road users' satisfaction with the way in which the Council manages traffic flow upon the highway network. This measure is part of the Road User Survey and therefore uses the standard NHT bandings. **Poor** / Below Average — **Fair** / Average or close to average — **Good** / Above Average Performance is compared to national average. Fair is within 2% of average.
Trends	2015 National Highways & Transport Survey Questionnaire Results 
Measure Details	This measure is recorded from the National Highways & Transport Network Survey Question 13 and is an average score of the 'Satisfaction' results for all elements of that question. Wiltshire Average 62 Compared to the Average Score of All Authorities in the survey National Average 57.28 Current score is above national average.

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Wiltshire Council

Environment Select Committee

25 October 2016

Subject: **Wiltshire Local Flood Risk Management Strategy**

Cabinet Member: **Councillor Jonathon Seed – Housing, Leisure, Libraries and Flooding**

Key Decision: **No**

Executive Summary

Wiltshire has experienced severe flooding in recent years, especially in 2014 when over 500 properties were flooded and a number of roads had to be closed to traffic. There were 72% of town and parish councils affected by flooding. Many communities in Wiltshire have experienced at first hand the damage, distress and disruption that flooding can cause.

The Flood and Water Management Act 2010 requires Wiltshire Council to act as Lead Local Flood Authority, and to develop a Local Flood Risk Management Strategy (LFRMS).

The Council's Strategic Flood Risk Management Group is chaired by a Cabinet Member, Councillor Seed, who works closely with the three Operational Flood Working Groups (OFWGs), currently chaired by Councillors Hewitt, Jacobs and Clewer.

The OFWGs cover the north and south of the county, based broadly on river catchment areas, with a separate group for Salisbury, and usually meet every two months. The meetings are well attended, often with representatives from the Environment Agency (EA), Wessex Water, Thames Water, Highways England, Network Rail, Wiltshire Fire and Rescue, Country Land and Business Association, Canal and Waterways Trust and other organisations having an interest in flooding and drainage matters, including town and parish councils.

The groups work with local communities on initiatives to reduce flood risk, and encourage the development of local Flood Plans and the appointment of Flood Wardens. There are now 82 communities with flood plans and 177 Flood Wardens across the county (see **Appendix 1**).

The Council's Parish Emergency Assistance Scheme (PEAS) continues to provide sand bags and equipment to local town and parish councils so that they can store these locally, and deploy them as necessary, making them less reliant on this Council during flooding. There are 97 communities taking part in the scheme.

Those communities currently without Flood Plans are being encouraged to prepare them, as a number are known to be at risk from flooding.

The Wessex Regional Flood and Coastal Committee (WRFCC) is a committee established by the Environment Agency to manage flood risk in the region and target investment. The Wiltshire Council representative on the WRFCC is Cllr Hewitt, supported by officers from the drainage team. It is important that the Council is represented on this regional committee, especially in view of the funding opportunities that may arise and the potential for influencing local policies and strategies on drainage and flooding.

The Council has an ongoing programme of work to improve drainage and protect properties from flooding. A substantial amount of work to improve drainage and protect communities has been completed in the past year (see **Appendix 2**). The new highways contract was awarded to Ringway Infrastructure Services, and they are using the same sub-contractors and staff and work is continuing to the same high standard.

Proposal

The Committee is requested to note that:

(i) The Operational Flood Working Groups have proved to be a successful way of managing flood risk. They are particularly effective at working with local communities, the Environment Agency and other organisations to manage flood risk in Wiltshire.

(ii) Local communities are encouraged to prepare Flood Plans and appoint Flood Wardens, and there are currently 82 communities with Flood Plans and 177 Flood Wardens.

(iii) The Council's Parish Emergency Assistance Scheme (PEAS) continues to provide sand bags and equipment to local town and parish councils so that they can store these locally, and deploy them as necessary. There are 97 communities taking part in the scheme.

(iv) The Council carries out a large programme of flood alleviation and drainage projects which are managed and co-ordinated through the Operational Flood Working Groups.

Reason for Proposal

The Flood and Water Management Act 2010 requires the Council act as Lead Local Flood Authority, and to prepare a Local Flood Risk Management Strategy. The Council has a duty to investigate flooding.

The Council takes its responsibilities seriously with regard to flood risk management, and has a significant programme of drainage improvement and flood alleviation schemes to help to manage flood risk in Wiltshire and the reduce risks for our communities.

Dr Carlton Brand
Corporate Director

Wiltshire Council

Environment Select Committee

25 October 2016

Subject: **Wiltshire Local Flood Risk Management Strategy**

Cabinet Member: **Councillor Jonathon Seed – Housing, Leisure, Libraries and Flooding**

Key Decision: **No**

Purpose of Report

1. To update members on progress made with regard to flooding since the last report to this Committee on 27 October 2015.

Relevance to the Council's Business Plan

2. The overall aim of the flood risk management strategy is to support the Wiltshire Council Business Plan vision to create stronger and more resilient communities. The suggested improvements meet the Business Plan outcomes of:

    - People work together, solve problems locally and participate in decisions that affect them, and
    - People feel safe and are as protected as possible from harm.

Background

3. The Flood and Water Management Act 2010 requires Wiltshire Council to act as Lead Local Flood Authority. It is also required to develop a Local Flood Risk Management Strategy (LFRMS), which it is responsible for maintaining, applying and monitoring, and ensuring that it is consistent with the National Flood and Coastal Risk Management Strategy. The Wiltshire LFRMS was considered by this Committee at its meeting on 27 October 2015.

4. Wiltshire experienced severe flooding between December 2013 and March 2014, with over 500 properties flooded and a number of roads having to be closed to traffic. Flooding in September 2014 affected over 100 properties, and in September 2015 there were 20 properties flooded in Salisbury and the south of the county. Many communities in Wiltshire were also seriously affected by flooding in 2007 and in 2008. Communities in Wiltshire have experienced at first hand the damage, distress and disruption that flooding can cause.

5. Flood risk within Wiltshire is often a complex interaction between river, surface, ground water and sewer flooding, and the local geology is a significant factor. The northern part of the county is predominately underlain by clay, with flooding generally caused by river or excessive surface water runoff. The south of the

county is characterised by underlying chalk deposits, with potential risk of ground water flooding in many areas.

6. The risk of flooding is considered to be increasing due to pressures in urban environments, and with climate change more severe rainfall events are predicted. These will create additional challenges for communities and have implications on the developed environment.

Main Considerations for the Council

Local Flood Risk Management Groups

7. The Council's Strategic Flood Risk Management Group is chaired by a Cabinet Member portfolio holder, Councillor Seed, who works closely with the three Operational Flood Working Groups, currently chaired by Councillors Hewitt, Jacobs and Clewer. The Operational Flood Working Groups (OFWGs) cover the north and south of the county, based broadly on river catchment areas, with a separate group for Salisbury, and usually meet every two months.

8. The OFWGs have continued to meet in the past year, with meetings being well attended, including attendance by representatives from the Environment Agency (EA), Wessex Water, Thames Water, Highways England, Wiltshire Fire and Rescue, Canal and Waterways Trust and other organisations having an interest in flooding and drainage matters, including town and parish councils.

9. The close liaison with the EA has continued, and there has been a significant improvement in liaison with Highways England and Network Rail which is welcomed, and is already delivering benefits.

10. The priorities for addressing flood risk were originally set out in 2009 with the formation of Wiltshire Council, and remain as:

    (i) High speed road standing water
    (ii) Internal property flooding
    (iii) Highway flooding
    (iv) Residential land flooding
    (v) Agricultural land flooding

11. The Council has a significant budget for drainage improvement and flood alleviation works, and bids for additional funding as opportunities arise to help in implementing its strategy. The priorities are set by the OFWGs who co-ordinate the work with other organisations.

12. The OFWGs have continued to operate successfully and are often held up as an example of good practice by the EA and other organisations with an interest in flood risk management. Members of this Committee are welcome to attend the meetings, especially if they are aware of particular flood risks in their area.

Regional Flood and Coastal Committees

13. The Wessex Regional Flood and Coastal Committee (WRFCC) is a committee established by the EA under the Flood and Water Management Act 2010 that

brings together members appointed by Lead Local Flood Authorities (LLFAs) and independent members with relevant experience for three purposes:

(i) to ensure there are coherent plans for identifying, communicating and managing flood and coastal erosion risks across catchments and shorelines;

(ii) to encourage efficient, targeted and risk-based investment in flood and coastal erosion risk management that represents value for money and benefits local communities;

(iii) to provide a link between the EA, LLFAs, other risk management authorities, and other relevant bodies to build understanding of flood and coastal erosion risks in its area.

14. The Wiltshire Council representative on the WRFCC is Cllr Hewitt, supported by officers from the drainage team. It is important that the Council is represented on this regional committee, especially in view of the funding opportunities that may arise and the potential for influencing local policies and strategies on drainage and flooding. A small part of Wiltshire is also in the Thames area and the Council is represented on that committee by Oxfordshire County Council.

15. The WRFCC hold their meetings at various locations in the region, and met in Salisbury on 19 October 2015. The meeting provided the opportunity to describe the proactive approach taken by Wiltshire Council with regard to flood risk management. Following the meeting invitations were received to give presentations on Wiltshire Council's approach to managing flood risk to a number of other authorities and organisations.

Local Flood Risk Management Strategy

16. The Local Flood Risk Management Strategy (LFRMS) was reviewed by this Committee at its meeting on 28 October 2014, and was subsequently adopted by Cabinet in December 2015. The LFRMS is available on the Council's website and explains how the Council works with stakeholders, local communities and organisations responsible for managing flood risk to enable a better understanding of flood risk and thereby reduce the risk of flooding within the county where it is technically, environmentally, socially and cost-effective to do so.

17. The LFRMS describes responsibilities with regard to flood risk, the types of flood risk and how flood risk is managed in Wiltshire. Self help by affected residents and communities is a major thrust of the strategy. Local communities are encouraged to prepare Flood Plans and appoint Flood Wardens, and residents are encouraged to take measures to protect their property and reduce the potential effects of flooding.

18. The LFRMS remains relevant and it is not currently proposed to revise the document or strategy at this stage; however, its effectiveness will continue to be monitored and it will be updated in the future when required.

Working with Communities

19. There was significant flooding across the county in 2014, and although there has not been flooding on that scale since then, there have been a number of localised flooding incidents as a result of high intensity short duration storms. The nature of these events makes them very difficult to predict and plan for. The flood risk in Wiltshire continues to be significant, and it is important that local communities make appropriate preparations.

20. There are now 82 communities in Wiltshire with Flood Plans, which is almost half of the communities, and there are 177 Flood Wardens (see **Appendix 1**). This represents significant support from the local communities to reduce their flood risk. The value of these arrangements was demonstrated in the flash floods in August when a number of communities were able to take immediate action to protect properties from flooding without calling on further Council resources.

21. The Parish Emergency Assistance Scheme (PEAS) is funded by this Council and continues to provide sand bags and equipment to local town and parish councils so that they can store these locally, and deploy them as necessary. At present there are 97 communities involved in the scheme. Last year the scheme issued 1,690 sandbags, 2,760 gel-sacs and 119 flood signs. The take up this year has been less as more communities now have adequate supplies in place to help them deal with flooding incidents.

22. The preparation of Flood Plans and the appointment of Flood Wardens are important in helping communities to prepare themselves, and they are encouraged to make use of the resources available. Work is continuing to encourage a further 47 communities to prepare plans or develop existing arrangements in more detail where they are known to be at risk.

23. The Department for Communities and Local Government (DCLG) funded Repair and Renewal Grant scheme provided funding to build in resilience measures to reduce the impact of flooding for property owners affected by the flooding in early 2014, and in Wiltshire, 114 grants were approved with a total value of £483,536.27. It was unfortunate that the scheme was not continued. However, the Council continues to encourage homeowners and businesses to install property protection measures and improve the resilience of their properties.

Salisbury

24. Salisbury is an area with an appreciable flood risk because of its location, the converging rivers, watercourses and the ground water risks. The local OFWG has made good progress in helping the local community to prepare, including the development of a Flood Plan and the training of Flood Wardens. A walk round some of the key areas at risk of flooding and key flood defences is being held next month in conjunction with the EA to ensure that the Flood Wardens and others are aware of the flood risk in the area.

25. The Council is also working with local businesses to help them prepare flood plans and reduce flood risk, including working with the EA and Salisbury Chamber of Commerce, BID, and Federation of Small Businesses. Training for flood wardens is being arranged, and a series of catchment based groups are being established.

Flood Alleviation and Drainage Schemes

26. The Council has a major programme of flood alleviation and drainage schemes with an annual budget of £1,000,000 which is significantly more than most local authorities spend on this type of work. A substantial number of schemes have been completed in the past year (see **Appendix 2**). In addition, the Council has been successful in bidding for funds from Defra and the Environment Agency, with funding being obtained for work at Aldbourne and Great Bedwyn, which have both been badly affected by the flooding in the past.

27. In order to develop future alleviation schemes a high level scheme identification study is being undertaken in order to prioritise flood risk schemes in the county, and to identify future bidding opportunities. This assessment is being jointly funded by WRFCC Local Levy, Defra and the Council, and will help develop a prioritised programme for future schemes for consideration by the Flood Working Groups.

28. The Council works closely with the Environment Agency on managing flood risk, and is involved in a number of studies currently being undertaken. Detailed modelling of flood risk in Salisbury, Corsham and Whitley are being undertaken, and it is hoped that these will lead to successful bids for flood protection measures for these areas which have previously been affected by flooding.

Development

29. The Council's drainage team continues to review and comment on planning applications, providing technical advice to other Council departments and teams, and deals with general enquiries from the public regarding drainage matters. The team also reviews and approves Land Drainage Consent applications for ordinary watercourses.

30. Wiltshire Council's approach is to ensure that there is effective management of surface water on all sites, but particularly on those where proposed redevelopment is likely to present significant opportunities for improvement and the achievement of sustainable development. This approach will reduce pressures on the existing drainage infrastructure and reduce the risk of surface water flooding and pollution.

New Highways Contract

31. The previous highway contract ended early in March, and a procurement exercise was undertaken to appoint a new contractor. Ringway Infrastructure Services were awarded the new contract which started in April and is for five years, with a possible extension of up to two years subject to performance.

32. At the meeting of this Committee in October last year there was concern that the change in contractors could affect the various teams who had successfully delivered the programme of drainage works in recent years. The arrangements made by Ringway have included the use of the same sub-contractors and staff, and delivery has continued to the same high standard.

Safeguarding Implications

33. Does not apply.

Public Health Implications

34. Flooding can have serious health implications, not only from the risk of injury and drowning, but also from pollution when sewers and industrial sites are affected. Having a strategy to reduce the impact of flooding is important to help protect our communities. The stress caused to those affected by flooding, and the disturbance and disruption should not be under estimated.

35. There are particular problems with sewers overflowing, especially as a result of groundwater inundation. The Council's staff work closely with the water companies and holds regular co-ordination meetings with the water companies regarding this issue. Rural septic tanks are particularly susceptible to groundwater flooding and can be flooded for long periods if there is groundwater flooding, with consequent public health implications.

36. Flooding also has implications for road safety, especially with regard to standing water on high speed roads.

Environmental and Climate Change Considerations

37. The projections for future climate change indicate that it is likely that winters will become significantly wetter and extreme winter precipitation may increase. In summer there is likely to be less overall rainfall, but intense heavy downpours are anticipated. The main cause of surface water flooding is from storm rainfall, but there is also likely to be an increased risk of river and groundwater flooding in Wiltshire.

38. The Council's flood risk management helps reduce the risks associated with flooding, but residents and businesses also need to take action to protect their properties from flood risk and reduce the potential impact. Short duration high intensity storms appear to be an increasing problem.

Equalities Impact of the Proposal

39. No significant factors have been identified.

Risk Assessment

40. Since flooding is a serious issue for Wiltshire there are safety and reputational risks associated with it. It is important to have a clear approach to how we tackle the issues and that the Council is pro-active in its flood management across the county, recognising the increasing risk posed by predicted wetter weather, and emphasising the need for communities and businesses to take their own measures to reduce the potential impact of flooding.

Risks that may arise if the proposed decision and related work is not taken

41. There are no decisions required at this time, and this report is for information only.

Risks that may arise if the proposed decision is taken and actions that will be taken to manage these risks

42. There are no decisions required at this time, and this report is for information only.

Financial Implications

43. There are no direct financial implications currently. However, it is important that opportunities are taken to bid for Defra/ local levy funding and other funding sources as opportunities arise in the future.

Legal Implications

44. The Flood and Water Management Act 2010 requires the Council to prepare a Local Flood Risk Management Strategy, and carry out the duties of Lead Local Flood Risk Authority in Wiltshire. The Council has a duty under the act to investigate flooding incidents. The Council is also a landowner with extensive ownership, including car parks, public open spaces, buildings and other areas which can be at risk of flooding.

45. Legal support is required in connection with carrying out flood management duties, especially with regard to the Byelaws and land ownership issues. Ensuring land owners carry out their responsibilities with regard to reducing flood risk for others remains a challenge.

Options Considered

46. This report is for information only, and no decisions need to be made at this time.

Conclusions

47. The work carried out by the Council in connection with flood alleviation and drainage improvements helps the Council meet its duties as Lead Local Flood Authority under the Flood and Water Management Act 2010.

48. The work of the OFWGs and the prioritised programme of schemes help to manage flood risk in Wiltshire and reduce the risk for our communities.

Parvis Khansari
Associate Director Highways and Transport

Report Author:
Peter Binley
Head of Highways Asset Management
Tel No. 01225 713412

The following unpublished documents have been relied on in the preparation of this Report:

None

Appendices:

Appendix 1 – Flood Plans
Appendix 2 – Scheme list 2015 - 16

Community	Emergency Contact	Flood Plan	PEAS
Aldbourne	Yes	Yes	Yes
Alderbury			Yes
Allington Salisbury	Yes		
Alvediston			
Alton	Yes	Yes	Yes
Amesbury	Yes	Yes	Yes
Ashton Keynes	Yes	Yes	Yes
Atworth	Yes		
Avebury	Yes		Yes
Barford	Yes	Yes	
Berwick St James	Yes		Yes
Berwick Bassett			Yes
Berwick St John	Yes	Yes	Yes
Biddeston			
Bishopstone	Yes	Yes	Yes
Bowerchalke	Yes		
Boynton & Corton	Yes	Yes	Yes
Box			
Bradford on Avon	Yes	Yes	Yes
Bremhill	Yes	Yes	
Brinkworth	Yes	Yes	Yes
Brigmerston & Milston			Yes
Britford	Yes	Yes	Yes
Broadhinton			
Broadtown			
Brokenborough			
Bromham			
Broughton Gifford	Yes	Yes	Yes
Bulford	Yes		Yes
Bulkington	Yes	Yes	Yes
Burbage			
Burton			Yes
Calne			
Castle Coombe	Yes	Yes	Yes
Charlton Malmesbury			
Charlton & Wilsford	Yes	Yes	Yes
Cherhill	Yes	Yes	Yes
Cricklade	Yes	Yes	
Chicklade			
Chilmark	Yes		Yes
Chippenham			Yes
Chippenham without			Yes
Chitterne	Yes	Yes	Yes
Cholderton	Yes		
Christian Malford	Yes	Yes	
Chute	Yes	Yes	
Chute Forest			
Clyffe Pypard			
Codford	Yes	Yes	Yes
Collingbourne Ducis	Yes		
Collingbourne Kingston	Yes	Yes	
Compton Bassett	Yes	Yes	
Coombe Bissett	Yes	Yes	Yes
Corsham			
Cricklade	Yes	Yes	Yes
Crudwell		Yes	Yes
Dauntsey	Yes	Yes	Yes
Devizes			Yes
Dilton Marsh			

Community	Emergency Contact	Flood Plan	PEAS
Dinton	Yes	Yes	
Donhead St Andrew	Yes	Yes	
Donhead St Mary	Yes		
Downton	Yes	Yes	
Durnford	Yes	Yes	Yes
Durrington	Yes		Yes
East Knoyle	Yes		
Easterton	Yes	Yes	Yes
Easton Royal	Yes	Yes	
Ebbesbourne Wake	Yes		Yes
Enford	Yes	Yes	Yes
Figheldean	Yes	Yes	
Fovant	Yes	Yes	
Froxfield	Yes	Yes	Yes
Fyfield	Yes	Yes	
Grafton	Yes		Yes
Great Bedwyn	Yes	Yes	Yes
Great Somerford			
Hankerton	Yes		Yes
Heystesbury	Yes		Yes
Hilperton	Yes		
Hindon	Yes		Yes
Holt	Yes		Yes
Horningsham			Yes
Hullavington	Yes	Yes	
Idmiston	Yes		Yes
Keevil	Yes	Yes	Yes
Kilmington			Yes
Kington Langley	Yes	Yes	
Kington St Michael			Yes
Lacock	Yes	Yes	
Laverstock	Yes		
Lea & Cleverton	Yes	Yes	Yes
Leigh (Malmesbury)	Yes	Yes	
Little Bedwyn			
Little Somerford			
Longbridge Deverell	Yes	Yes	Yes
Ludgershall	Yes	Yes	
Luckington			Yes
Lydiard Millicent			
Lynham & Bradenstoke	Yes	Yes	Yes
Maiden Bradley			Yes
Malmesbury	Yes	Yes	Yes
Marden	Yes		
Marlborough	Yes		
Marston Maisey	Yes	Yes	Yes
Melksham	Yes		Yes
Melksham Without	Yes		Yes
Mere			Yes
Minety	Yes	Yes	Yes
Monkton Farleigh	Yes	Yes	Yes
Netheravon	Yes		
Nettleton			
Newton Tony	Yes		Yes
North Newton	Yes	Yes	Yes
North Wraxhall			Yes
Norton & Foxley			
Oaksey			
Ogbourne St Andrew	Yes		Yes
Orcheston	Yes	Yes	Yes

Community	Emergency Contact	Flood Plan	PEAS
Patney			Yes
Pewsey	Yes	Yes	Yes
Pitton & Farley	Yes	Yes	Yes
Poulshot			Yes
Purton			
Quidhampton	Yes	Yes	
Ramsbury	Yes		Yes
Redlynch			
Rowde			
Royal Wootton Bassett	Yes	Yes	Yes
Salisbury City	Yes	Yes	Yes
Salisbury Cathedral	Yes	Yes	Yes
Seagry			Yes
Sedgehill & Semley	Yes		
Seend			Yes
Shalbourne			
Shaw & Whitley	Yes	Yes	
Sherrington	Yes		Yes
Sherston	Yes	Yes	
Shrewton	Yes	Yes	Yes
South Newton	Yes		
Southwick			
Stanton St Bernard	Yes	Yes	Yes
Staverton	No	Yes	
Stapleford	Yes		
Steeple Ashton	Yes	Yes	Yes
Steeple Langford	Yes		Yes
Stert			Yes
Sutton Benger			
Swallowcliffe	Yes	Yes	
Teffont	Yes	Yes	
Tilshead	Yes	Yes	Yes
Tisbury			Yes
Tollard Royal	Yes	Yes	Yes
Tockenham			
Upavon	Yes		Yes
Upper Deverills	Yes	Yes	Yes
Urchfont			
Warminster	Yes	Yes	Yes
Westbury			
West Dean	Yes		Yes
West Lavington	Yes	Yes	
West Knoyle			Yes
Whiteparish	Yes	Yes	
Wilcot & Huish	Yes	Yes	
Wilsford cum Lake	Yes	Yes	Yes
Wilton (Marlborough)	Yes	Yes	
Wilton	Yes	Yes	Yes
Wingfield	Yes	Yes	
Winterbourne Bassett			Yes
Winterbourne Stoke	Yes		
Winterslow			Yes
Woodbrough	Yes	Yes	
Woodfords	Yes	Yes	Yes
Worton			Yes
Wootton Rivers			
Wyle	Yes		Yes
Yatton Keynell			
Zeals	Yes		

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Appendix 2

List of Drainage Schemes 2015 - 16

Location	Detail	Scheme	Date
Dauntsey	Various locations	Ditching and Restoring watercourses	Jan-15
Dilton Marsh	Lansdown Close	Installing new carrier	Jan-15
Aldbourne	Goddards lane	EA funded joint scheme for new culverts	Jan-15
Bishopstone	Mill Lane	Reconstructing road and drainage	Feb-15
Bradford on Avon	Baileys Barn	Borehole & associated works	Feb-15
Luckington	High St	Surface water upgrade	Feb-15
Downton	The Borough	Surface Water drain upgrades	Feb-15
Lea	B4042	Road widening drainage improvements safety scheme	Feb-15
Cricklade	Wall ditch	Watercourse restoration	Mar-15
Norton Bavant	Nr railway	Culvert reconstruction	Mar-15
Market Lavington	Duck Street	New surface water system	Apr-15
Codford St Mary	High St	Lowering footpaths and accesses	May-15
Lydiard Millcient	High St	Drainage improvements for footpath installation	May-15
Cholderton	A338	Replacement of kerb drainage and barriers	May-15
Great Bedwyn	Church Street	Rebuild of carrier	Jun-15
Trowbridge	Clarendon Road	Surface water drainage scheme	Jun-15
Semington	Salt Stores	Repairs to surface water system	Jul-15
Corsham	A4/ The Firs	Surface Water upgrades	Jul-15
Foxham	Hare St	Culvert reconstruction	Aug-15
Eastcourt	Pill Bridge	Clearance of silt	Aug-15
Trowbridge	St Augustines Road	Gully rebuilds/enlargement	Aug-15
Burton	Multiple locations	Upgrades to existing systems	Aug-15
Bradford on Avon	Woolley St	Upgrades to system and watercouses	Aug-15
Aldbourne	Lottage Road	Culvert reconstruction	Aug-15

Location	Detail	Scheme	Date
Malmesbury	St Johns Bridge	Clearance of silt	Sep-15
Wilton	Crow Lane	Work with EA on flood barriers	Sep-15
Great Bedwyn	Back St	Installation of flood defence wall	Oct-15
Durrington	Church Street	New outfall across private gardens	Oct-15
Kingsdown	Ashley Lodge	Work on SW system	Nov-15
Burton	Marsh Lane	Rebuild of catch-pit	Jan-16
Urchfont	The Bottom	Install new system/headwall and pipework	Jan-16
Lake	Culvert	Surface water drainage Scheme	Jan-16
Gastrad	The Close	minor works to watercourses	Feb-16
Corsham	Halfway Firs	Replacement of carrier	Feb-16
Harnham	Essex Square	new parking bays and upgrade to SW system	Feb-16
Enford	The Old Bakery	Installation of new outfall pipe	Feb-16
Bradford Leigh	Leigh Road	Improvements to Surface Water drainage	Feb-16
Chelworth	C70	Drainage investigations and test holes	Mar-16
Corsham	Southerwicks	Installing EA monitoring equipment	Mar-16
Chelworth	Bourne Lake	Investigation holes for bridge works	Mar-16
Leigh	Swan Lane	New Gully and connecting pipework	Mar-16
Urchfont	The Bottom	Culvert reconstruction	Mar-16
BoA	Downs View	Works to Gully and kerb to improve collection	Apr-16
Melksham	Addison Road	Installing soakaways as no outfall	Apr-16
Oaksey	O/S post office	Restoration of existing system to improve collection	Apr-16
Ham	Cutting Hill junction of A338	New Gully and connecting pipework	Apr-16
Southwick	Southfields	Drainage Investigations	Apr-16
Burton	Edgecorner Lane	New Gully and connecting pipework	May-16
Ford	Old Malthouse Lane	Refurbishment of soakaway	May-16
Figsbury	A30	Formalise grips and soak off area	May-16
Salisbury	Stratford Road	New Gully and connecting pipework	May-16
Royal Wootton Bassett	A3102 Wiltshire Golf Club	Replacement of failed/root ingresses pipes	May-16

Location	Detail	Scheme	Date
Warminster	Prestbury Drive	Refurbishment of soakaway	May-16
Donhead St Andrew	West End Lane	Replacement of collapsed system	Jun-16
Wilton	North Street	New Gully and connecting pipework	Jun-16
Winterbourne Earls	Figsbury Road	Refurbishment of soakaway	Jun-16
Britford	Church Lane	Works to Gullies and ditch	Jun-16
Bromham	Church Hill	Rebuild of existing outfall system	Jun-16
Winterbourne Bassett	A4361	Replacement of collapsed culvert	Jun-16
Calne	A4 Black Dog Hill	Replacement of limed up carrier pipe	Jun-16
Dinton	Sandhills Road/B3089	Locate existing carrier and install new gully	Jul-16
Bowerchalke	Mead End	Rebuild of collapsed riverbank and stabilise road	Jul-16
Melksham	A3102 Bath Road	New Gully and connecting pipework	Jul-16
Bradford on Avon	St Margaret's St jn with A363	New Gully and connecting pipework	Jul-16
Bratton	Baptist Church path	Jetting works to clear rooting in pipe	Jul-16
Hindon	School Lane	Installation of additional outfall pipe	Aug-16
Great Bedwyn	Back Lane	Construction of flood defence wall	Feb/Mar 16
Derry Hill	A4 New Road	Replacement of soakaway	July/Aug 16

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Wiltshire Council

Environment Select Committee

25 October 2016

Subject: **Highways Peer Review**

Cabinet Member: **Cllr Philip Whitehead – Highways and Transport**

Key Decision: **No**

Executive Summary

In November 2016, Cabinet agreed to an independent review of the highways service through the Highways Maintenance Efficiency Programme (HMEP) Strategic Peer Review process, which is funded and supported by the Department for Transport (DfT). The proposal was for a challenge and review process where officers and members from other authorities help an authority's highways service identify opportunities for improvement, greater efficiencies and change.

The review took place in February 2016 and involved interviews with focus groups of members, staff, customers and partners, and individual interviews with Cabinet Members and senior managers, as well as reviewing service strategies and operational plans. The outcome of the Peer Review was very positive.

Following the review the team returned to Wiltshire for an Action Planning Day on 26 April 2016. An action plan was developed in conjunction with the team, and project teams have now been set up to take forward the various improvements identified (see **Appendix 1**).

Progress on implementing the recommendations of the Peer Review will be reported to this Committee next year.

Proposal

The Committee is requested to note:

(i) the positive results of the HMEP Peer Review earlier this year, and that progress is being made on implementing its recommendations.

(ii) the progress on implementing the Action Plan will be reported to a meeting of this Committee next year.

Reason for Proposal

There have been significant changes in the Council's Highways Service over the last few years. These include a significant increase in capital expenditure in maintenance through the Local Highways Investment Fund 2014-20, a substantial reduction in revenue funding, termination and procurement of the term maintenance contract, and restructuring of the service a number of times since Wiltshire became a unitary council.

It was important to get an independent view on whether, after all these changes the service is fit for purpose and provides value for money to the residents. Following the positive results of the Peer Review an Action Plan for service improvements has been developed.

Dr. Carlton Brand
Corporate Director

Wiltshire Council

Environment Select Committee

25 October 2016

Subject: **Highways Peer Review**

Cabinet Member: **Cllr Philip Whitehead – Highways and Transport**

Key Decision: **No**

Purpose of Report

1. To advise the Committee on the progress being made with the implementation of the recommendations of the recent Peer Review of the Highways Service.

Relevance to the Council's Business Plan

2. The Council's Business Plan has three key priorities to look after the vulnerable, boost the economy and support resilient communities. The Highways Service plays an important role in delivering these priorities.

Background

3. Since 2011, the Department for Transport (DfT) has run the Highways Maintenance Efficiency Programme (HMEP) in order to create efficiencies in how highway services in England are managed. One of the initiatives resulting from this programme was to offer a Strategic Peer Review by officers and members from other authorities to help an authority's highways service identify radical opportunities for improvement, greater efficiencies and change. The review is led by Local Government Association (LGA). The objectives of the review are to:

    - enhance the process of improving highways delivery to realise transformational efficiencies and change
    - allow an authority to understand potential improvements set within the wider strategic context of Council operations
    - inform decision-making and provide (re)assurance from fellow professionals or 'peers'
    - encourage engagement, collaboration and commitment to action across the Council and service provider
    - promote the sharing of good practice through peer-to-peer engagement as well as empowering individuals to collaborate across authorities

4. The review in Wiltshire was undertaken earlier this year, and was structured to focus on four areas of the business, including assessing how the Council's delivery takes into account national and local transport policy, corporate vision, stakeholder expectations, legal and financial constraints. Consideration of the

Council's strategy, performance, data and information, and lifecycle planning and works programmes, review of leadership, risk management, asset management, performance monitoring, programme and service delivery and procurement.

5. An initial scoping meeting was held with LGA in November 2015, and as well as the HMEP's objectives, the Council asked that the review should particularly focus on effectiveness of the service in allocation of resources, procurement and contract management, engagement with the Local Enterprise Partnership, and engagement with customers and communities.

6. The review took place between 22 and 24 February 2016 in County Hall, and the key messages from the review team were:

- The service has successfully overcome some significant difficulties during transition of contracts in the last few months.
- There will need to be strong leadership and focus on the challenges you face over the coming months.
- The new arrangements are universally welcomed, but ensure that you stay awake to the issues that are impacting on delivery.
- Consider how shared learning/alignment with wider Council initiatives can assist the service in its development.
- Once the operational issues are stabilised, consideration should be given to longer term strategies and sustainability, including vision and key outcomes for the service and how these will be delivered, future procurement and role of the client organisation and the capabilities needed in the future.

7. The findings of the review were reported to this Committee on 12 April 2016. A summary of the review findings and the recommendations are included in **Appendix 1**.

Main Considerations for the Council

8. The Peer Review team returned to Wiltshire on 26 April 2016 to help the Council develop an action plan to take forward the recommendations of the review.

9. The discussions identified a series of actions for implementations. In order to progress the action list the highways managers held a workshop on 10 June 2016. This set up a series of projects or work streams to implement the improvements suggested by the Peer Review. These include:

- Developing a Vision for highways.
- Develop a Performance Management Framework for Highways and for its contractors.
- Develop Training and Development Framework to secure required skill set and succession.
- Review CATG Role.
- Asset Management and Achieving band 3 in the DfT self assessment.
- Winter Service Transformation.
- Major Infrastructure Pipeline Management.
- IT Systems to Support Integration.

- Effective Supply Chain Management.
- Innovations in New Processes and Technologies.

10. The summary of the current position on these work streams is included as **Appendix 2** of this report. Progress has generally been good so far, but staff do have to fit this work in with their day to day duties, which often has to take precedence, particularly with regard to road safety issues. The programmes for the individual work streams vary according to their complexity or particular deadlines, but it is intended that they should all be substantially completed next year.

11. It is proposed that an update report should be prepared for this Committee next year to report on the implementation of the recommendations of the Peer Review.

Overview and Scrutiny Engagement

12. Members of the Highways Contract Task Group took part in the peer review, and were interviewed by the review team as a Focus Group. Other members of Overview and Scrutiny were also interviewed.

Safeguarding Implications

13. Does not apply.

Public Health Implications

14. Improved management of Highways will help improve safety, air quality and reduce noise, and should support the Council's objectives in public health in several areas.

Procurement Implications

15. Any procurement implication of implementing improvements will be considered in the action plan and reported as necessary.

Environmental and Climate Change Considerations

16. The road network is particularly vulnerable to the effects of climate change. In the past we have seen the effects of a series of severe winters which have resulted in damage to the roads and an increase in the number of potholes. In early 2014 flooding damaged a number of roads in Wiltshire, and increased deterioration, and last winter was particularly wet causing damage to road surfaces.

17. In the longer term a more robust highway network, with roads in better condition, would require less reactive maintenance and reduced travelling to respond to potholes and localised defects. A planned maintenance regime enables the traffic disruption to be kept to a minimum. With unplanned maintenance the delays to traffic and associated fuel consumption could be considerable.

18. The service improvements proposed following the Peer Review should help improve service delivery and contribute to the resilience of the highway network.

Equalities Impact of the Proposal

19. The improvements proposed following the Peer Review should help improve road maintenance, and would be expected to benefit all road users, but especially the more vulnerable, including pedestrians, cyclists and other non vehicle users.

Risk Assessment

20. There are serious risks in connection with the highways service which are effectively managed. These include the safety and reputational aspects of those killed and seriously injured on the highway network. In order to reduce these risks the Council has approved procedures in place, but in order to keep the highway network in safe condition it is important that there is adequate investment, and the safety issues are prioritised.

21. The road condition data collected thorough the technical surveys is used to focus investment on those sites where there is most need and greatest risk. As well as the safety benefits this approach also ensures that best use is made of the limited available funding in order to keep the asset in optimum condition.

22. The recommendations of the Peer Review should help improve the highways service, and reduce the safety, financial and reputational risks associated with the highway network

Risks that may arise if the proposed decision and related work is not taken

23. There are no decisions required at this stage.

Risks that may arise if the proposed decision is taken and actions that will be taken to manage these risks

24. There are no decisions required at this stage.

Financial Implications

25. The implementation of the recommendations in the Peer Review is aimed at creating efficiencies in the service. Any initiative requiring investment would be supported by a business case to substantiate benefits. In order to obtain maximum funding from DfT for highway maintenance it is necessary to demonstrate the application of best practice, and this includes having had a Peer Review of the highways service.

Legal Implications

26. The Council has a duty under the Highways Act to maintain the county's roads. The highway service procedures, policies and improvement plans ensure that this duty is fulfilled.

Options Considered

27. The Peer Review will assist the Council in identifying measures to improve delivery of the highways service, and help in obtaining funding from the DfT for highway maintenance.

Conclusions

28. The Council has received a very positive feedback from the Peer Review about the way its Highways Service is managed and delivered. The areas recommended for consideration have been taken forwarded to form an action plan, and progress with its implementation will be reported to this committee next year.

Parvis Khansari
Associate Director Highways and Transport

Report Author:
Peter Binley
Head of Highways Asset Management

The following unpublished documents have been relied on in the preparation of this report:

None

Appendices

Appendix 1 – Highways Peer Review Summary
Appendix 2 – Peer Review Action List

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APPENDIX 1

PEER REVIEW

1. The Peer Review team's membership was:

   Lead Peer **-** Jason Russell (Surrey County Council)
   Member Peer Cllr. - Nick Chard (Kent County Council)
   Senior Officer Peer **-** Owen Jenkins (Oxfordshire County Council)
   Senior Officer Peer **-** Andrew Martin (Dorset County Council)
   Senior Officer Peer **-** Martin Pollard (Local Partnerships)
   Senior Officer Peer - Scott Tompkins (Gloucestershire County Council)
   Review Manager **-** Ernest Opuni (Local Government Support Team, (LGA)

2. The findings of the review and areas highlighted for consideration were as follows:

   Context and Priority Setting

3. The Council has a clear strategic vision and has been on a consistent journey for several years. There is strong political and officer leadership and there is an effective approach to achieving vision, with transition before transformation. The transition to a unitary authority has been managed effectively, and achieves a balance between county wide and local priorities.

4. Members are supportive of the service. There is a strong Cabinet Member, with cross party support and recognition of where the authority is with contract change and issues.

5. Area Boards and Community Area Transport Groups (CATGs) are effective at enabling local ownership, decision making and influence. An area where delivery has improved significantly in recent months is with regard to the smaller sites where there is localised damage and potholes. These can be particularly difficult because they often need road closures and diversions to enable the works to be carried out safely. Programming these works, and integrating them with works by others on the network, is a challenge, but good progress is now being made.

6. Clarity is needed about how the wider Council vision and transformation cascades to the highways and transport service. It was recommended to consider the development of a clear vision and strategic outcomes for the service, linked to the Council's priorities, and supported and understood by all stakeholders. There are opportunities to align/link wider service activities (maintenance, congestion, resilience, procurement) with economic growth and social value agenda (apprenticeships, local suppliers etc.).

   Planning and Performance

7. The case has been successfully made for investment in the infrastructure using an asset management approach and methodology. The development of long-term depreciation modelling for key assets has started. Opportunity to create benefits for communities from being a unitary authority has been realised through asset transfer and service delegation and communities are involved in decision making through Area Boards.

8. Consideration should be given to the development of a performance management framework to underpin delivery of strategic outcomes. This can assist in expectation management and effective benchmarking. Depreciation modelling is still to be rolled out to all assets to enable long-term prioritised lists to lead to longer term programmes. And consideration should be given to development of service improvement plans to achieve key service objectives (e.g. DfT's Band 3 self-assessment rating, winter service transformation).

Enablers

9. Harnessing the knowledge and energy in local communities has led to improved outcomes and additional funding.

10. There are many skilled and knowledgeable people in the service with a clear positive intent amongst staff and partners to ensure the service is successful. There is a positive and effective relationship between Members and Officers, with strong and capable senior political leadership which gives clear and consistent vision.

11. The service should recognise and plan for the risks associated with the significant challenges faced over the coming months, including contract mobilisation, service reviews and restructuring, and delivering a major infrastructure pipeline.

12. Highways Service has a lean organisation, reliant on key individuals in business critical roles. Consideration should be given to capacity, succession planning and development needs.

13. The service has to ensure IT systems support integration and workflow and feedback.

14. Effectiveness of the supply chain management is effective and Client role in managing new model should be examined and ensure there is a shared understanding between Members and Officers of contract and performance management.

Delivery

15. The service has managed the termination of the highways contract and the very challenging procurement of the new contract effectively. Service Delivery Teams are an effective vehicle for collaboration between the partners.

16. The Highways Service has successfully delivered LEP schemes on time and to budget.

17. Local delivery and decision making is effective, with Area Boards which have devolved decision-making and increased community involvement.

18. The reinstatement of the Parish Steward scheme, which further empowers parish councils and communities, is welcomed. The CATGs help to manage local expectations, allowing local communities to resource, influence and deliver services.

19. The service needs to ensure it fully understands the benefits and cost of each stage in the delivery process, and fully realise the potential in the supply chain and further utilisation of early contractor involvement. Contract performance management needs to be aligned with the service performance management framework and stakeholder expectations. Option for further innovation should be considered.

APPENDIX 2

PEER REVIEW WORKSTREAMS

Developing a Vision for Highways

The Highways and Transport Service should develop a service specific vision statement that captures the key strategic outcomes for the service and allow future delivery strategies to be aligned to the service vision statement.

The service vision statement will have corporate buy in and be designed with senior management. It also needs to align with the corporate vision statement.
Wiltshire Councils Corporate Vision Statement is “To create stronger and more resilient communities”. This underpins all the work the council undertakes and provides a clear focus on actions taken.

In developing the vision statement consideration is to be given to learning from other authorities, and engage other relevant council services. . The vision statement will provide the context for service objectives and priorities and also underpin the framework for performance management.

Objective:

To have a service vision statement that is clear and succinct which staff can understand and apply to their activities.

Timescale:

To be completed by March 2017.

Develop Performance Management Framework for Highways and for its Contracts

Performance indicators should be developed as part of a Performance Management Framework to support the Wiltshire Highways Asset Management Policy and Strategy. Ensure there is a shared understanding between Members and Officers of contract and performance management

Wiltshire Highways and Transport Services use performance indicators to monitor services. The Department for Transport have introduced the Highways Maintenance Capital Incentive Funding. In order that Wiltshire receives the full share of the funding Wiltshire will have to demonstrate that they can place themselves at Band 3.
For this Wiltshire needs to develop a Performance Management Framework that shows the levels of service, performance measures and targets, which supports the implementation of the strategy, forward planning and improvement.

Objective:

Produce a full Performance Management Framework that is reviewed by senior management to assist in funding requirements to demonstrate Band 3 in the self assessment under the Highways Maintenance Capital Incentive Funding.

Timescale:

To be completed by December 2016 to support Self Assessment process

Develop Training and Development Framework to secure required skills set and succession

A Workforce Development Plan should be prepared in order to understand and secure required skills for the future of the service and enable robust succession planning.

Consider the role of the Client organisation and the capabilities needed in the future. Consideration should be given to capacity, succession planning and development needs.

Link to the vision for the service to understand future skills required. Carry out full review of the staff training requirements within the service area, to enable staff to carry out their role now and in the future. Identify skills gaps and succession gaps.
Produce service training plans that capture essential and desirable training requirements and prioritise. Use a single IT system that records and updates training records. Consider possible joint training opportunities with our partners and alignment of skills sets.

Objective:

To have a training programme in place for all staff that meets the requirements of staff roles, which is captured and managed on a single IT system.

Timescale:

To be completed by December 2016 to support Self Assessment process

Review CATG Role

The service areas that Community Area Transport Groups (CATGs) could have potential involvement in should be reviewed.

Consider the delivery strategies that Wiltshire Council needs in the future. Consider how shared learning/alignment with wider Council initiatives can assist the service in its development. Explore what other areas of the highway service can make use of the CATGs for decision making, and in a consultation / information role. Review how the CATGs are run and administered with a view to efficiency of operation, clear focus and decision making.

Objective:

To use the CATGs to assist the highways services in local decision making and informing the communities.

Timescale:

To be completed by March 2017.

Asset Management and Achieving band 3

Review the asset management processes in order to achieve Band 3 in the DfT self assessment.

The Department for Transport have introduced the Highways Maintenance Capital Incentive Funding. In order that Wiltshire Council receives the full share of the funding the Council will have to demonstrate that it can be placed in Band 3 of the self assessment.
For this Wiltshire needs to develop a Performance Management Framework, and progress other asset management processes. The Performance Management Framework will need to

show the levels of service, performance measures and targets, which supports the implementation of the strategy, forward planning and improvement.

Objective:

To demonstrate Band 3 under the Highways Maintenance Capital Incentive Funding self assessment.

Timescale:

To be completed by December 2016 to support Self Assessment submission.

Winter Service Transformation

Transformation to deliver a more efficient winter maintenance service by reviewing the operation of the service.

To deliver a state of the art winter services in accordance with national standards which includes community involvement in a more efficient way, and by using fewer vehicles and depots.

Review fleet requirements and procurement options, and consider using a more modern smaller winter fleet with better use of technology. Encourage community involvement through the Town and Parish Councils and local farmers. Consider the delivery strategies that are needed in the future, including review of gritting routes and depot strategies.

Objective:

To ensure an efficient and effective winter service, including effective precautionary salting and community involvement.

Timescale:

To be completed by March 2017.

Major Infrastructure Pipeline Management

Adequate staffing, expertise and support needs to be available to deliver the future potential pipeline of major schemes and projects.

There are a number of major schemes in development which may need to be delivered in future years. There is a need to adequately resource these in order to ensure delivery and benefit from potential funding opportunities.

Review forward workload, including LEP and developer funded schemes to identify potential resource requirements. Assess current capacity and capability of staff and contractual arrangements for technical support to ensure they are adequate for the anticipated workload. Develop resource plans and staff development proposals to build on existing expertise, and identify skills required. Develop delivery model, including proposals for use of external support where appropriate.

Objective:

To have adequate resources to progress future major schemes and work packages.

Timescale:

To be completed by March 2017.

IT Systems

To review existing highway management IT systems and ensure they are fit for purpose.

A vital part of implementing and maintaining an Asset Management approach is through the use of Asset Management Systems to provide information on location and performance of highway infrastructure assets and support decision making and reporting. Knowledge of the asset, its condition and its performance is vital for making the right investment decisions, as well as for demonstrating to senior decision makers and stakeholders the overall investment requirements.

The highways service uses a number of IT systems to help deliver work, manage the assets and communicate, and in many cases these carry out specialist functions. The use of existing systems is to be reviewed and a business case developed for the procurement of suitable systems to meet future needs.

Objective:

Implement suitable IT systems to meet future highway asset management requirements.

Timescale:

Review to be completed by March 2017 to inform subsequent procurement.

Supply Chain Management

Review the supply chain process on Wiltshire's highways contracts and to develop an effective performance monitoring system for these contracts.

The application of the right procurement and contract governance to purchasing services and goods is important. It is necessary to fully understand the benefits and cost of each stage in the delivery process, e.g. the balance between detailed scheme design vs. 'walk, talk and build'.

Consider whether supply chain management is effective and the Client's role in managing new model. Ensure contract performance management is aligned with the service performance management framework and stakeholder expectations and that the potential in the supply chain and further utilisation of early contractor involvement are realised.

Objective:

To have a performance management process in place that sets out how Wiltshire works with its contractors in monitoring performance and outputs to ensure best value and working practices.

Timescale:

To be completed by March 2017.

Innovation

Develop process for improved innovation and collaboration within the highways service and its supply chain.

It is important to be able to make use of new materials, processes and innovations in order to make best use of existing funding and opportunities. In order to do this it is necessary to ensure that processes are in place to identify and exploit appropriate opportunities across the supply chain.

Innovation in new processes and technologies are emerging all the time and these need to be identified. Consideration for further innovation in technology, such as exploring again a transition to LEDs, gang scheduling efficiency, design processes need to be reviewed.

Improved collaboration and co-ordination of work on the network could be achieved through the use of better communications, and making use of GIS and IT systems.

Objective:

Embed innovation and collaboration in the highway service and its supply chain.

Timescale:

To be completed by March 2017.

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Wiltshire Council

Environment Select Committee

25 October 2016

Subject: Updated Wiltshire Municipal Waste Management Strategy 2016

Cabinet member: Councillor Toby Sturgis - Cabinet Member for Strategic Planning, Development Management, Strategic Housing, Operational Property and Waste

Key Decision: No

Executive Summary

Wiltshire's Joint Municipal Waste Management Strategy was prepared by the Wiltshire Waste Partnership and adopted by the four district councils and the county council in 2006. This was then updated in 2012 following the formation of the Wiltshire Council unitary authority to reflect emerging legislation and changing council priorities.

Since the strategy was updated in 2012, there have been a number of changes to the legislative, policy and local context affecting waste management both nationally and in Wiltshire which need to be reflected in an a new waste and resource strategy, which can robustly inform future policy decisions for the council and its stakeholders. In the meantime the committee is asked to note the contents of the attached Wiltshire Municipal Waste Management Strategy 2016 **(Appendix 1)**.

Proposal(s)

To note the contents of the updated Wiltshire Municipal Waste Management Strategy 2016.

Reason for Proposal

To provide the committee with an updated version of the current strategy to help inform them in developing a new draft waste and resource management strategy for Wiltshire Council.

Tracy Carter
Associate Director, Waste and Environment

Wiltshire Council

Environment Select Committee

Date of meeting

Subject:	Updated Wiltshire Municipal Waste Management Strategy 2016
Cabinet member:	Councillor Toby Sturgis - Cabinet Member for Strategic Planning, Development Management, Strategic Housing, Operational Property and Waste
Key Decision:	No

Purpose of Report

1. To provide the committee with an updated version of the current strategy to help inform them in developing a new draft waste and resource management strategy for Wiltshire Council.

Relevance to the Council's Business Plan

2. The following business plan outcomes, principles, and actions are relevant to this report:

   (i) Outcome 3: Everyone in Wiltshire lives in a high quality environment

   (ii) Principles:
   - (a) We will be a community leader and not just a service provider
   - (b) We are efficient and provide good value for money for our residents
   - (c) Our services work well, are joined up and easy to access

   (iii) Actions:
   - (a) We will increase recycling to 50% by 2014 and reduce our carbon footprint
   - (b) We will encourage waste prevention and reuse

Main Considerations for the Council

3. Wiltshire's Joint Municipal Waste Management Strategy was prepared by the Wiltshire Waste Partnership and adopted by the four district councils and the county council during the spring of 2006. This was then updated in 2012 for Wiltshire Council to reflect changing and emerging legislation, update on the council's progress in diverting waste from landfill and place a greater emphasis on waste prevention and saving resources.

4. Key objectives of the Wiltshire's current strategy are to:

   (i) divert municipal waste from landfill
   (ii) reduce waste arisings by increased waste prevention initiatives
   (iii) reduce local and global environmental impact of managing waste
   (iv) in the medium to long term, avoid significant cost increases for residents through the reduction in payment of Landfill Tax.

5. Since the strategy was updated in 2012, there have been a number of changes to the legislation, policy and local context affecting waste management in Wiltshire which need to be reflected in a new forward thinking waste and resource strategy.

6. The demographics of the Council have also changed since the strategy update in 2012, with evidence suggesting that residents of Wiltshire are living longer and significant numbers of new properties being built across the county. Both of these features contribute to the challenge of effectively managing the increasing demand for waste services. The council's waste management budget of £30.1 million in 2016/17 represents 9.6% of the council's overall budget.

7. In addition, the council faces continued reductions in financial resources. This funding challenge will almost certainly continue into the near future and throughout the term of any revised strategy. Targets and aspirations therefore must reflect the need to make optimum use of the financial resources available, whilst enabling continued environmental compliance and improvements where opportunities arise. Given that the council faces continuing financial constraints, the service will continue to experience budget pressures due to rising costs and increasing service demand.

8. These factors all contribute to the need for a new waste and resource management strategy for Wiltshire Council. In the meantime the current Joint Municipal Waste Management Strategy has been updated to reflect current levels of performance (see Appendix 1).

Background

9. Wiltshire's current Joint Municipal Waste Management Strategy (JMWMS) consists of four main principles and associated actions and targets. The table below shows the targets set within each principle and the council's progress against these targets.

Principle from JMWMS	Target within strategy (2012 update)	Performance against target (2015-16)
Principle 1 – Waste Prevention and Reuse	545 kilos of residual waste per household by 2015-16.	567 kilos of residual waste per household
Principle 2 – Recycling and Composting	50% of household waste recycled and composted by 2014 Fortnightly recycling and residual collections. Beyond 2020, seek further increases in recycling and composting of household waste through continuous improvement and adopting viable step changes to services	44.9% of household waste recycled and composted
Principle 3 – Further Diversion from Landfill	Landfill rate of 25% or less of total municipal solid waste (MSW) collected by Wiltshire Council by 2014 Landfill rate equivalent to less than 35% of the biodegradable municipal waste tonnage landfilled in 1995 by 2019-20.	21.2% of MSW to landfill Not measured
Principle 4 – Waste Treatment Capacity	Monitor available capacity for diversion of MSW from landfill and, subject to the requirements of planning policies and procedures, support any additional proposals required to meet targets and policies for landfill reduction	On-going

10. Current performance against the targets by the deadlines set in the Strategy is mixed. Targets relating to principles 1 and 2 were not achieved by the stated deadline. However in 2012-13 the quantity of residual waste per household (principle 1 target) reduced to 550kg. Since that time we have seen increases in the tonnage of household waste collected which has impacted on this performance. Again in 2012-13, following the introduction of plastic bottle and cardboard collections, non-chargeable garden waste collections and fortnightly collections of residual waste, performance of 50% recycling was achieved during some months. Performance against targets highlighted for principle 3 is strong with the target for waste to landfill having been achieved each year since 2014-15.

11. It is notable however that all the time-bound targets within the document now refer to deadlines that have since elapsed. Currently, there are no targets set beyond 2015/16 so it is recommended that the council updates the existing strategy to reflect current performance.

12. National and European waste policy places significant emphasis on prioritising waste management activities that support the waste hierarchy; “reduce, reuse, recycle, recover energy, dispose”.

13. The waste hierarchy ranks waste management options according to what is best for the environment. It gives top priority to preventing waste in the first place. When waste is created, it gives priority to preparing it for re-use, then recycling, then recovery of energy, and finally disposal (i.e. landfill) as the option of last resort.

14. The waste hierarchy therefore still provides an appropriate and logical structure for considering the key themes of Wiltshire’s new waste management strategy.

Safeguarding Implications

15. There are no specific safeguarding implications arising from this report.

Public Health Implications

16. There are no specific public health implications arising from this report.

Procurement Implications

17. There are no specific procurement implications arising from this report.

Equalities Impact of the Proposal

18. There are no specific equalities implications arising from this report.

Environmental and Climate Change Considerations

19. There are no specific equalities implications arising from this report.

Risk Assessment

20. As this report asks the committee to note the updated strategy, it is not considered necessary to complete a risk assessment.

Risks that may arise if the proposed decision and related work is not taken

21. Not applicable

Risks that may arise if the proposed decision is taken and actions that will be taken to manage these risks

22. Not applicable

Financial Implications

23. There are no specific financial implications arising from this report.

Legal Implications

24. There are no specific legal implications arising from this report.

Options Considered

25. To note the content of the report.

Conclusions

26. The updated Wiltshire Municipal Waste Management Strategy 2016 should help inform the committee in developing a new draft waste and resource management strategy for Wiltshire Council.

Tracy Carter
Associate Director, Waste and Environment

Report Author:

Vicki Harris, Senior Waste Services Officer

October 2016

Background Papers

The following documents have been relied on in the preparation of this report:

None

Appendices

Appendix 1: Updated Joint Municipal Waste Management Strategy 2016

APPENDIX 1

Wiltshire Municipal Waste Management Strategy 2016

(updating the Joint Municipal Waste Management Strategy 2006, previously updated in 2012)

Foreword

Society now recognises that there is not an infinite supply of raw materials and the environment is not an indestructible sink for emissions, pollution and waste.

EU and government policy, backed by high and increasing taxation levels, seeks a rapid move away from landfill towards more use of waste as a resource.

In Wiltshire very considerable progress has been made in the diversion of municipal waste from landfill and in reducing waste arisings. Residents may shortly achieve 50% recycling of household waste and we have reduced waste to landfill to less than 25%, compared with 80% about 10 years ago. Total waste arisings have declined in recent times, following a period of sharp increases.

Despite this, each household in Wiltshire continues to produce on average more than one tonne of waste annually.

We therefore need to continue our radical rethink of how to reduce the amount of waste we produce, and put more of our waste to productive use (resource efficiency). The more waste we prevent, reduce, reuse and recycle, the fewer waste treatment facilities will be required. Our recent progress shows that together we can make a difference.

The more that we can do to divert non-recycled waste to energy production, the less landfill we will need.

Whilst the advantages of local treatment can only be realised where the waste industry is willing to provide facilities, there are benefits – to the local economy and community as well as the environment – of seeking local re-use and treatment. In the longer term, these industries may become an important source of local employment.

In 2006 Wiltshire's former local authorities recognised these issues and took steps to minimise the impact on the county by adopting a Joint Municipal Waste Management Strategy (JMWMS).

Significant progress has been made towards the targets set in the JMWMS. Also, the creation of Wiltshire Council from the five former authorities in April 2009 included the formation of a single waste authority. These major changes, together with changes in EU and government guidance and forecast waste arisings, required the strategy to be updated in 2012.

The strategy update in 2012 provided guidelines for the harmonisation of waste collection services and for the commissioning of new waste services starting in 2017.

Since the strategy update in 2012, the council has experienced significant budget pressures which have impacted on the delivery of waste services in Wiltshire, for example the introduction of a chargeable garden waste collection service in 2014 and the review of household recycling centre opening hours. These drivers, as well as developments in national and European legislation, mean a further update of the strategy is required. This update aims to provide short term strategic direction for the waste service until 2017, while a new waste strategy is developed.

T.R. Sturgis
Cabinet Member for Strategic Planning, Development Management, Strategic Housing, Operational Property and Waste

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Executive Summary

1. Wiltshire's Municipal Waste Management Strategy (WMWMS) 2016 needs to take account of major developments in waste services locally and nationally. Particular drivers include Landfill Tax, which aims to greatly reduce the landfilling of municipal solid waste (MSW), the requirements to deliver cost effective services in times of reducing budgets and achieve the national targets to increase recycling to 50% by 2020 and the council's target to reduce waste to landfill to less than 25% by the same date.

2. The Council will use the updated WMWMS to guide the development of waste collection and disposal services.

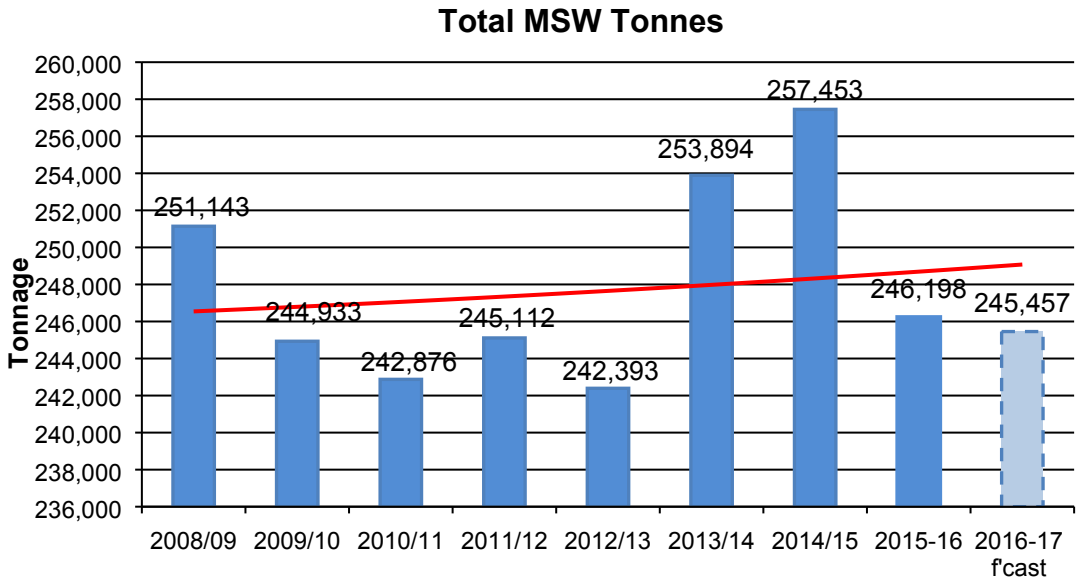
3. At the time when the original strategy was prepared Wiltshire was experiencing a rapid growth in the municipal solid waste which local authorities collected (MSW), rising at a rate above the national average. The updated WMWMS 2016 needs to take account of the recent, reduction in waste tonnages. However, the council continues to promote waste reduction. This is the most beneficial action in both waste management and carbon reduction terms and will encourage further benefits of more efficient resource use.

4. Wiltshire continues to make good progress in providing recycling and composting services for MSW which achieve good levels of recycling. In addition, the forecast need for substantial energy recovery capacity has been largely secured, with commencement of the Lakeside energy from waste contract in June 2009 and the commencement of a contract in November 2013 for waste to be treated at a mechanical biological treatment (MBT) plant at Westbury.

5. Below is a timeline of recent developments within the waste management service.

Date	Service Change
Feb-09	Lakeside EfW contract commencement
Apr-09	Wiltshire Council formed
Mar-11	Marlborough HRC opened
Nov-11	Service harmonisation - Countywide co-mingled plastic bottle and cardboard kerbside collections started
Feb-12	Service harmonisation - Countywide free of charge opt-in kerbside garden waste collections started
Nov-13	MBT contract commencement
Apr-14	Rounds redesign project - phase 1
May-14	Reduction in bring site network to 15 strategic sites
Apr-15	Rounds redesign project - phase 2
July 15	Kerbside collection of chargeable garden waste commenced
July 15	Introduction of reduced HRC opening times/days
Sept 16	HRC permits introduced (VCSE and vans)

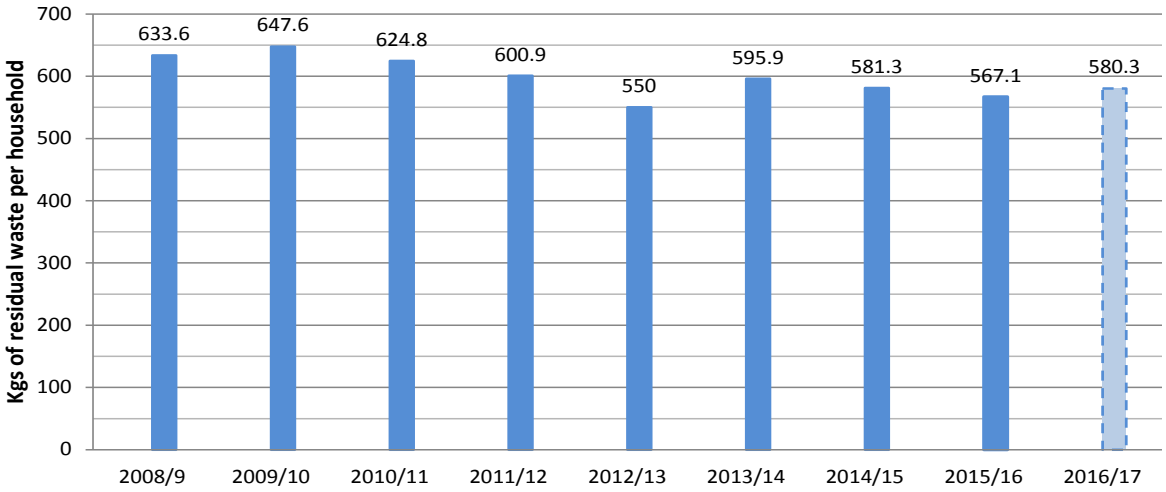
6. These developments, plus the reduction in waste, have enabled the council to greatly reduce the waste sent to landfill in recent years, and to deliver services more cost effectively.



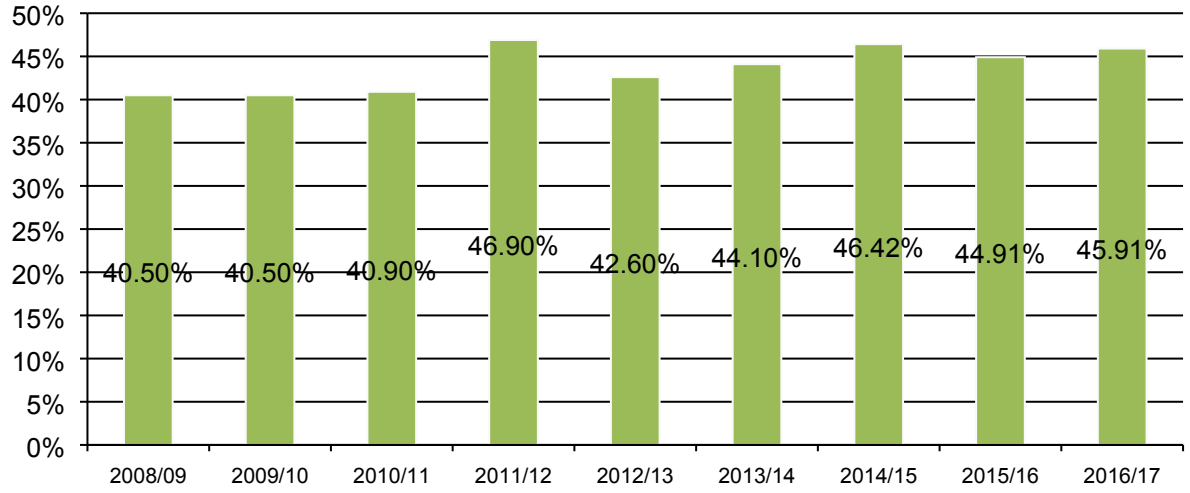
Total Municipal Solid Waste (MSW) collected by Wiltshire Council

7. The WMWMS 2016 continues to be based upon key principles, reflecting the Waste Hierarchy, which seeks to optimise the use of the most beneficial methods of landfill reduction. The Waste Hierarchy, as set out in the EU Revised Waste Framework Directive 2010, is
   i. Prevention;
   ii. Preparing for reuse;
   iii. Recycling;
   iv. Other recovery - including energy recovery;
   v. Disposal

8. Due to the emphasis in the Revised Waste Framework Directive upon waste prevention and re-use, the council's major service changes, and new contracts and developments achieved to date, there is a shift in emphasis in the updated strategy towards the upper levels of the Waste Hierarchy and working with Wiltshire residents to continue success to date in waste reduction, re-use, recycling and composting.



NI 191 – Residual Household Waste (after recycling) - Kgs per Household (2016/17 = end of year forecast outturn)



NI 192: Dry Recycling and Composting as Percentage of Household Waste (2016/17: at Aug 2016)

9. However, the need for further major waste treatment needs to be kept under review, given the uncertainties of any forecasts of waste growth, the possibility that further reductions in landfill may be required and opportunities to achieve broader benefits such as more local conversion of waste to resources.

10. The first three principles in the WMWMS 2016 remain focused on the Waste Hierarchy. Principles 4 and 5 in the original strategy have been combined, to reflect the need for close integration of planning new capacity with the continuing aim of treating waste as close to source as is practicable.

Summary of Progress

11. Since preparation of the update of Wiltshire JMWMS in 2012, Wiltshire Council has achieved or experienced the following:

- A fluctuating rate of growth of municipal solid waste (MSW) which it collects, see chart above
- Continued support for waste minimisation via the Recycle for Wiltshire Joint Venture between the council and the Wiltshire Wildlife Trust
- Sale of over 7,000 council-subsidised food waste digesters to Wiltshire residents
- Implementation of key changes in waste and recycling collections in 2012, to achieve harmonised services across the whole of Wiltshire, and increased access to kerbside recycling and garden waste collections
- Commencement of a contract to divert 50,000 tonnes a year of Wiltshire's non- recycled waste from landfill to energy from waste
- Commencement of a further contract to treat up to 60,000 tonnes a year through the Westbury MBT plant
- A significant reduction in the number of mini recycling sites being serviced by Wiltshire Council
- Introduction of a charge to residents who wish to receive a kerbside garden waste collection service, resulting in 80,000 residents opting to pay for the service
- The reduction of household recycling centre opening hours in order to achieve budget savings ensuring the sites remain available during days and times when they are best used
- The introduction of a van and large trailer permitting scheme at household recycling centres to reduce the commercial vehicles using the sites, providing easier access for Wiltshire Council residents, resulting in over 3,000 permits being issued to residents to date
- The procurement of waste disposal and collection contracts for service delivery post August 2017, when the current waste collection and disposal contracts come to an end.

Wiltshire Municipal Waste Management Strategy (WMWMS 2016)

(updating the Joint Municipal Waste Management Strategy 2006 and the update in 2012)

Aim

The council will seek further improvement in waste management by pursuing the four principles in the updated WMWMS 2016 and the related policies and targets.

In the longer term, beyond 2020, the council will seek continuous improvement in services and performance, with an emphasis upon waste prevention, re-use, recycling and composting cost effectively.

The council believes that waste management cannot be treated in isolation from other activities, and will promote improved links between waste management responsibilities and:

- Use of waste materials as resources
- Other council objectives, such those set out in the Energy Change and Opportunity Strategy 2011-2020 and strategies and policies to reduce carbon footprint
- Working with the local economy to achieve more re-use and re-processing
- Development of resilient communities.

Principle 1 – waste prevention and re-use

The council will provide advice, education and where possible incentives to encourage waste prevention and re-use by Wiltshire's residents.

The council will pursue a target of reducing waste after recycling and composting from 606 kilos per household achieved in 2011-12 to 545 kilos per household by 2020.

In the longer term, including beyond 2020, the council will seek to achieve further reduction in waste per household after recycling and composting, by continuous improvement to services and co-operative work with residents, schools and partners.

12. Council forecasts indicate that the target reduction in waste per household can be achieved, provided that residents continue to support waste minimisation and make good use of kerbside recycling services, which will be improved and expanded in 2017-18.

Policies – Principle 1 – Waste Prevention

P1.1 The council will continue to work with the community and voluntary sector partners to encourage prevention, re-use and reduction of waste, with an emphasis upon:

i. biodegradable materials such as garden and food waste

ii. working with "hard to reach" sectors of the community

iii. a combined approach to waste prevention, re-use, reduction and recycling issues (See also Principle 2)

iv. working in areas where recycling rates appear to be low

v. working with any community area boards that wish to prioritise waste prevention, re-use, recycling and composting, for example through neighbourhood and community plans.

These principles are set out in the current "Recycle for Wiltshire" Joint Venture Business Plan, and should be retained in any future arrangements to deliver waste prevention, re-use, reduction and recycling.

P1.2 The council will continue to work with schools, to encourage education about waste re-use, reduction and recycling, and the prevention and recycling of schools waste.

P1.3 The council will continue to resist commercial use of household recycling centres (HRCs), which is illegal and increases the cost of waste management to the council tax payer, for example through the introduction of the van and large trailer permitting scheme.

P1.4 The council will support action by local business to re-use and reduce commercial waste, principally by providing information.

13. The council's current forecast of municipal waste tonnages it will collect is set out in Table 1.

	MSW tonnage (tonnes per annum)
2001/02	233,900
2005/06	259,700
2011/12	245,200
2012/13	242,400
2013/14	253,900
2014/15	257,500
2015/16	246,000
2016/17	245,500
Forecast at 1% per annum	
2017/18	248,000
2018/19	250,500
2019/20	253,000

Principle 2 – Recycling and Composting

The council will carry out the separate collection of recyclable and compostable waste materials from all accessible households, supported by publicity campaigns to encourage the use of these services by householders, to achieve a recycling rate of 50% of household waste by 2020.

The council will carry out recycling and residual waste collections on a fortnightly cycle, to encourage residents to make best use of recycling services.

In the longer term, including beyond 2020, the council will seek to achieve further increases in recycling and composting of household waste, by continuous improvement and adoption of viable step-changes to services.

14. The target to achieve 50% recycling by 2020 is required to ensure compliance with the Revised EU Waste Framework Directive.

15. The Council has met the commitment to provide collections to all accessible households and has exceeded the original JMWMS target of 95% of all households. Further development will be needed to serve areas of new housing.

16. The council collects the following materials at kerbside :
    a. Glass (colour separated)
    b. Metal cans
    c. Paper
    d. Aluminium foil
    e. Textiles and shoes
    f. Plastic bottles
    g. Cardboard.

17. The Revised EU Waste Framework Directive requires separate collection of at least paper, metal, plastic and glass by 2015. The council is now compliant with this requirement, subject to acceptance that the plastic bottles and card collection can be effectively separated for recycling, and that other plastics cannot be collected economically at kerbside. To date, separation of these materials at the materials recovery facility (MRF) has been effective. In accordance with the Revised EU Waste Framework Directive, these materials should be collected separately where this is necessary to increase the quantity and quality of recycling and where it is technically, environmentally and economically practicable to do so.

Policies – Principle 2 – Recycling and Composting

P2.1 The council will continue to use guidelines for National Indicator (NI) 192 to assess recycling performance, to enable this to be compared with previous levels and with performance achieved by other local authorities. This is a measure of recycling and composting performance combined.

P2.2 The council will seek efficiencies in the kerbside collection of dry recyclates, subject to cost and quality assessments of alternative services.

P2.3 The council will continue to promote collection of garden waste to achieve diversion of biodegradable tonnage from landfill. This is well established in Wiltshire and after home composting is the most cost effective way of diverting biodegradable waste from landfill.

P2.4 The council will not seek to establish separate collections of food waste, but will pursue established measures – waste prevention and energy from waste - to divert more of this material from landfill. This policy will be reviewed if required by changes to government legislation or financial factors.

P2.5 To ensure that best use is made of recycling opportunities by residents, the council will continue to promote local services, in conjunction with work on waste reduction. (See also Principle 1). The council will also promote provision for collections to take place safely and efficiently in the design of areas of new development.

P2.6 The council will seek to increase the range of recyclates collected at HRCs, where it is feasible and economic to do so, with a focus upon biodegradable and hazardous wastes and service to residents.

P2.7 The council will seek to extend the scope of re-use activities based at HRCs, provided these can be achieved safely and legally.

P2.8 The council will monitor the performance of mini recycling (local bring) sites, following the major review of the network during 2012, to respond to reduced use by residents and the major development of kerbside recycling collections. The intention will be to maintain a consistent local service where needed backing up the expanded kerbside collections.

Principle 3 – Further Diversion from Landfill

The council will recover energy or otherwise divert from landfill sufficient tonnage of municipal solid waste (MSW) which it collects, in addition to that diverted by recycling and composting, to achieve

- a landfill rate of 25% or less of MSW which it collects by 2020

In the longer term, beyond 2020, the council will seek further measures to reduce landfill, as set out in principle 4.

18. The landfill target of 25% or less by 2014 was in the council's business plan 2011-15. On current forecasts of MSW tonnage, a continued achievement of this target will be equivalent to landfilling no more than 65,000 to 66,000 tonnes of MSW at 2019-20 (See Table 2).

19. Continued achievement of the business plan target will be dependent upon actual MSW tonnages collected and will need to be monitored.

Policies – Principle 3 – Further Diversion from Landfill

P3.1 The council will continue to monitor performance in landfill diversion and update forecasts of MSW and diversion tonnages regularly, to ensure that the targets set out in Principle 3 are met.

P3.2 The council will support further measures to reduce municipal waste which it collects sent to landfill, where the proposals comply with the Waste Hierarchy and achieve the Aims of the WMWMS 2016.

P3.3 The council will promote local use of the solid recovered fuel manufactured at the Westbury MBT plant.

Principle 4 – Waste Treatment Capacity

The council will monitor available capacity for diversion of Municipal Solid Waste from landfill and, subject to the requirements of planning policies and procedures, will support any additional proposals required to meet targets and policies for landfill reduction (as set out in Principle 3), and to address the following:

i. The scope for developing re-use, recycling, composting and other treatment industries in Wiltshire, to avoid creating waste or convert it to resources, and to encourage treatment of waste at higher levels in the waste hierarchy

ii. The scope for community-based action and public, voluntary and community sector and private sector partnership action to convert waste to resources

iii. The scope for local use of resources produced by local waste treatment, such as refuse derived fuel

iv. Opportunities to develop additional landfill diversion capacity in the south and west of Wiltshire

v. The scope to improve the carbon efficiency of waste collection, handling and treatment facilities.

In the longer term, the council will pursue the goal of zero waste to landfill and reduction of the environmental impact of waste treatment, by continuous improvement to waste collection and treatment services, where cost effective to do so.

20. The concentration of landfill, materials recovery facility and composting capacity in the north of the county has been reduced under current contracts by developments at Amesbury waste transfer station and Westbury (MBT plant), plus the use of the Newbourne Farm composting site. Also, there is continued interest in reducing the carbon change impact of council services.

Policies

P4.1 The council will ensure that waste management, economic development and land use planning policies are coordinated, to encourage local action to increase resource efficiency and treatment of waste to produce new resources (in place of raw materials) or energy.

Wiltshire Council

Environment Select Committee

25th October 2016

Executive Response to the Final Report of the Waste Service Changes Task Group

Purpose of the report

1. To present the response of the Cabinet Member for Strategic Planning, Development Management, Strategic Housing, Operational Property and Waste to the Final Report of the Waste Service Changes Task Group.

Background

2. On 13th September the Environment Select Committee endorsed the Final Report of the Task Group.

3. The Committee resolved to refer the following Task Group's recommendations to the relevant Cabinet member for response at the Committee's next meeting on 25th October.

Executive response to the Task Group's recommendations

Recommendation No.1	**That the council ensures that a minimum of 11 HRC's are retained and operational.**		
Cabinet member	Cllr Toby Sturgis	**Lead Officer**	Tracy Carter
Executive response			
The council will retain 11 household recycling centres, subject to the availability of sufficient budget.			

Recommendation No.2	**To acknowledge that the advantages of reduced opening hours at HRCs include providing time for HRC staff to remove and replace full waste containers.**		
Cabinet member	Cllr Toby Sturgis	**Lead Officer**	Tracy Carter
Executive response			
Acknowledged.			

Recommendation No.3	For the council to monitor the usage of HRC sites in the future in order to determine whether the new opening times are fit for purpose and capable of coping with the demand.		
Cabinet member	Cllr Toby Sturgis	**Lead Officer**	Tracy Carter
Executive response			
Usage of the sites is monitored. The reduction in hours took account of demand and the sites remain open at their busiest times. The trial to extend the opening time from 10:00 to 09:00 will end on 1 November when the opening hours will revert to 10:00 to 16:00 for the winter.			

Recommendation No.4	To explore the possibility of funding a redevelopment of the Churchfields depot through the CIL by placing it on the Regulation 123 list; and for consideration to be given to using CIL to fund the development of any new HRCs.		
Cabinet member	Cllr Toby Sturgis	**Lead Officer**	Tracy Carter
Executive response			
Discussions have taken place with Strategic Planning about adding the provision of household recycling centres to the Regulation 123 list. Any decisions on investment in infrastructure would be assessed on a priority basis.			

Recommendation No.5	For any future HRC site development or redevelopment to take into account proximity to businesses in order to avoid incurring negative impacts from the HRC site.		
Cabinet member	Cllr Toby Sturgis	**Lead Officer**	Tracy Carter
Executive response			
Any planning application for development of a household recycling centre would include consideration of the impact on the surrounding environment.			

Recommendation No.6	**To ensure that all signage at HRCs is appropriately chosen to ensure that customers are well guided through the site, and that the number and type of signs at entrances and exits avoids creating "sign blindness".**		
Cabinet member	Cllr Toby Sturgis	**Lead Officer**	Tracy Carter
Executive response			
The council works with Hills to ensure that all signs are clear to assist residents in recycling as much of their waste as possible. The new contracts should provide an opportunity to review all signs at HRCs.			

Recommendation No.7	**To install "percentage recycled" signs at all HRC's, as demonstrated at Warminster HRC, and to expand the statistics to illustrate the savings achieved as a result of recycling.**		
Cabinet member	Cllr Toby Sturgis	**Lead Officer**	Tracy Carter
Executive response			
Signs stating the percentage of waste recycled at each site are already in place. It may be possible to calculate the costs avoided by diverting waste from landfill. The only way to make savings is to reduce the tonnes of waste delivered and collected as there are costs associated with all transport and treatment of waste.			

Recommendation No.8	**To provide relevant HRC workers with high visibility jackets which clearly state that they are able to assist customers with queries.**		
Cabinet member	Cllr Toby Sturgis	**Lead Officer**	Tracy Carter
Executive response			
All site staff wear high visibility jackets and endeavour to assist residents with their queries. We will discuss branding of the jackets with Hills but there may be costs associated with this.			

Recommendation No.9	**To support the implementation of the Van Permit Scheme in Wiltshire scheduled for 4th September to reduce the number of small businesses illegally disposing of commercial waste at Wiltshire HRCs.**		
Cabinet member	Cllr Toby Sturgis	**Lead Officer**	Tracy Carter
Executive response			
I supported this and am pleased to report that early indications suggest the permit scheme has been successful in this regard.			

Recommendation No.10	**To improve current and further links with companies and charities, such as the Repair Academy link with HRCs to improve the recycling of bulky goods which can be repaired or reused.**		
Cabinet member	Cllr Toby Sturgis	**Lead Officer**	Tracy Carter
Executive response			
This work is ongoing with Hills and is also a feature of the new contracts.			

Recommendation No.11	**To promote "bring bank sites" and awareness of the items which they are able to accept to help reduce the demand on HRCs and prevent potential fly-tipping.**		
Cabinet member	Cllr Toby Sturgis	**Lead Officer**	Tracy Carter
Executive response			
The council has removed the vast majority of its bring sites as unfortunately they attracted fly tipping and commercial waste abuse. The materials collected are all now collected at the kerbside.			

Recommendation No.12	**To create a communication strategy that raises public awareness of what can and cannot be disposed of and the processes required, as well as ensuring they are aware of the cost and impact of abusing the system.**		
Cabinet member	Cllr Toby Sturgis	**Lead Officer**	Tracy Carter
Executive response			
The council's website contains information of what can and cannot be disposed of at the kerbside and at the household recycling centres. Budget would have to be allocated to any new communications strategy. It is not possible to quantify the cost of abusing the system as it is not possible to determine the extent of any abuse.			

Recommendation No.13	To continue promotion of the garden waste collection service, with a focus on promotion to those who were previously signed up but have not renewed online using their personal renewal number.		
Cabinet member	Cllr Toby Sturgis	**Lead Officer**	Tracy Carter
Executive response			
The vast majority of residents who previously signed up for the chargeable garden waste collection service have already renewed.			

Recommendation No.14	To utilise Area Boards as a form of communication for key information regarding HRC's, further waste changes, and the promotion of garden waste collection, recycling, and composting.		
Cabinet member	Cllr Toby Sturgis	**Lead Officer**	Tracy Carter
Executive response			
The service has a good relationship with community area boards and plans to continue to highlight service changes and provide information via their communication channels.			

Recommendation No.15	To support Wiltshire Council's relations with Wiltshire Wildlife Trust in order to promote the benefits and awareness of recycling and composting.		
Cabinet member	Cllr Toby Sturgis	**Lead Officer**	Tracy Carter
Executive response			
The council will continue to work with the Wiltshire Wildlife Trust to promote the benefits of reducing, re-using, recycling and composting waste, subject to availability of sufficient budget.			

Recommendation No.16	To explore the purchase of further covert camera recording units for the enforcement of fly-tipping.		
Cabinet member	Cllr Toby Sturgis	**Lead Officer**	Tracy Carter
Executive response			
This is being considered by the Enforcement Team. Southern Wiltshire Community Area Board agreed at its meeting on 29 September 2016 to purchase a camera to be deployed within its area at known locations of incidents of fly tipping.			

Recommendation No.17	To promote the installation of signs as a fly-tipping deterrent in relevant areas and hotspots.		
Cabinet member	Cllr Toby Sturgis	**Lead Officer**	Tracy Carter
Executive response			
This is being considered by the Enforcement team.			

Recommendation No.18	For the task group to continue to monitor the implementation of the mobilisation plan for the HRC contract with Hills Waste Management.		
Cabinet member	Cllr Toby Sturgis	**Lead Officer**	Tracy Carter
Executive response			
This engagement would be welcomed and I suggest that a member of the Task Group be identified to fulfil this role in respect of the contract for collection of waste and recycling as well.			

Proposal

4. To note the executive response to the Final Report of the **Waste Service Changes Task Group**.

Cllr Toby Sturgis, Cabinet Member for Strategic Planning, Development Management, Strategic Housing, Operational Property and Waste

Officer contact: Adam Brown, Senior Scrutiny Officer, 01225 718038, adam.brown@wiltshire.gov.uk

Wiltshire Council

Environment Select Committee

25 October 2016

Task group update

Purpose

1. To provide an update on recent task group activity and propose any decisions requiring Committee approval.

2. Further verbal update will be provided by the Chairmen of the task groups as appropriate.

Highways and Streetscene task group

3. Membership

Cllr Bob Jones (Chairman)
Cllr Gordon King
Cllr Linda Packard
Cllr Anthony Trotman
Cllr John Walsh

Scrutiny / support officer: Marie Gondlach

To endorse the appointment of Cllr Magnus Macdonald to the task group.

4. Terms of Reference

To endorse the proposed terms of reference for the task group:

a. To support the service in developing a framework for the whole service (as per peer review) and ensure that the performance framework includes measures of members of the public's satisfaction / wishes;

b. To consider the proposed Key Performance Indicators and monitoring of the new contract to ensure that the experience of members of the public is taken into account;

c. To monitor the implementation of the contract whilst considering how the monitoring of the delivery of the contract should be reported to the Environment Select Committee once the task group has completed its work.

5. Recent activity

The task group met with officers on 6th September to receive information on XXX and focus on the “top 10” KPI’s based on customer’s experiences, with the future aim of developing what the user’s KPI’s should be.

The task group is scheduled to meet next month to receive further information on what the KPI’s will be.

Public Transport Review task group

6. Membership

Cllr Peter Evans (Chair)
Cllr Mollie Groom
Cllr Jacqui Lay
Cllr Magnus Macdonald
Cllr Graham Wright

Scrutiny / support officer: Marie Gondlach

7. Terms of reference

a. To scrutinise the pre-consultation(s) and consultation(s) and recommend that the range of transport option(s) offered take into consideration the needs of communities in rural and urban areas.
b. To scrutinise the pre-consultation(s) and consultation(s) and recommend that the option(s) offered take into account the impact of reducing spending on public transport and that the scope for alternative methods of delivery and / or mitigation of the impacts is adequate.

c. To scrutinise how the public transport funding is invested and recommend that community priorities are reflected and that investments represents the best value for money whilst supporting the delivery of outcomes related to health and wellbeing, education, economy and employment. To recommend, where appropriate, that consideration is given to an integrated transport strategy.

d. To scrutinise the decision to be made on the adoption of a new policy / strategy framework, in the light of future budget availability. If applicable, to engage with the development of the policy / strategy framework.

e. To monitor the implementation of the option(s) selected following the public transport review.

8. Recent activity

The task group met on 28th September to receive the passenger transport review. After considering the report the task group raised the following comments:

- It was felt that it should be ensured that effective transportation to nearby towns should be taken into account when building new developments, and that the planning and transport team are in discussions regarding this to ensure the links are acceptable. This was noted as especially important in larger developments and strategic planning.
- The task group noted and were pleased by the quantity of responses from the public consultation and the hard work from the officers during the consultation

Proposals

9. To note the update on task group activity provided.

Report authors: Adam Brown, Senior Scrutiny Officer, 01225 718038, adam.Brown@wiltshire.gov.uk .

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Wiltshire Council
Where everybody matters

Environment Select Committee
Forward Work Programme

Last updated 1 OCTOBER 2016

Environment Select Committee - Current / Active Task Groups			
Task Group	**Details of Task Group**	**Start Date**	**Final Report Expected**
Highways And Streetscene Contract Task Group	website	10 December 2013	December 2016
Public Transport Review Task Group	website	10 June 2015	December 2016
Waste Service Changes Task Group	website	25 November 2015	September 2016

Environment Select Committee - Rapid Scrutiny		
Topic	**Details**	**Date**
Wholly Owned Subsidiary (WOS)	Another rapid scrutiny of the WOS (following meeting on 8 September 2015) to enable scrutiny members to consider the details of the proposed WOS	Date to be confirmed
Housing Bill	To consider the impact of the Housing Bill for Wiltshire Council and its residents and housing tenants (to include communication, management of changes and support to tenants) NB could be a task group depending on the scale of the work to be undertaken	After publication of the Housing Bill (The provisional date for the first day of remaining stages on the bill is Tuesday 5 January 2016.) and consideration of a report to ESC highlighting the impact for Wiltshire

		Council.
TBC Investment Team	Evidence based review of what the function should be and the optimal size of the team	September / October 2016
TBC Fleet maintenance	To determine what the operating model should be (currently in-house and external, with 2 depots for fleet as well as space in other depots) and explore the viability of including partners (e.g. shared facility with Fire Department in Melksham)	September 2016
TBC Depot strategy	Work already started by officers – Tracy Carter is the lead. NB may be report rather than rapid scrutiny	September 2016

Environment Select Committee – Forward Work Programme			Last updated 1 OCTOBER 2016		
Meeting Date	**Item**	**Details / Purpose of Report**	**Associate Director**	**Responsible Cabinet Member**	**Report Author / Lead Officer**
13 Dec 2016	Energy Resilience Plan - annual update	As resolved on 27 October 2015 to receive an annual update on the Energy Resilience Plan	Alistair Cunningham		Louise Woollen
13 Dec 2016	Housing Bill	To receive a report highlighting the potential and actual impact of the Housing Bill	James Cawley	Cllr Jonathon Seed	Nicole Smith
13 Dec 2016	Progress on social housing developments	To receive a report detailing progress on social housing developments	James Cawley	Cllr Jonathon Seed	
13 Dec 2016	Parking Services update	Report to include: • Outcomes of "mi permit" only trials - update requested by Committee (1 September 2015) for 6 months after commencement of trials; • Outcomes of the Car Parking review; • Update on Car Parking strategy; • Update on transfer of car parks.	Parvis Khansari	Cllr Philip Whitehead	Robert Murphy, Adrian Hampton
13 Dec 2016	Final report of the Highways and Streetscene task group	To receive the final report of the Highways and Streetscene Task Group	Parvis Khansari	Cllr Philip Whitehead	Adam Brown

Environment Select Committee – Forward Work Programme			Last updated 1 NOVEMBER 2016		
Meeting Date	**Item**	**Details / purpose of report**	**Associate Director**	**Responsible Cabinet Member**	**Report Author / Lead Officer**
13 Dec 2016	Final report of the Public Transport Review task group	To receive the final report of the Public Transport Review Task Group	Parvis Khansari	Cllr Philip Whitehead	Adam Brown
13 Dec 2016	TBC Depot strategy	Feasibility study of the current depot strategy			
13 Dec 2016	TBC Housing Strategy – final draft	For the committee to review the proposed strategy before it is presented to Cabinet	James Cawley	Cllr Jonathon Seed	
22 Feb 2017	Calne Library Model	An update on the success and progress of the new Calne Library model, including a breakdown of usage for each library in Wiltshire and an update on the review of the Library Service to be provided	Laurie Bell	Cllr Jonathon Seed	Joan Davis
22 Feb 2017	Gypsy and Traveller Plan (G&T Plan)	As agreed at 7 June meeting, for the ESC to receive further information on the G&T Plan, once it has been finalised	Alistair Cunningham	Cllr Toby Sturgis	Georgina Clampitt-Dix, Carolyn Gibson
22 Feb 2017	Highways and Streetscene task group - Executive Response		Parvis Khansari	Cllr Philip Whitehead	Parvis Khansari
22 Feb 2017	Public Transport Review task group – Executive Response	To receive the Executive Response to the final report of the Public Transport Review Task Group	Parvis Khansari	Cllr Philip Whitehead	Karen Jones

Environment Select Committee – Forward Work Programme			Last updated 1 NOVEMBER 2016		
Meeting Date	**Item**	**Details / purpose of report**	**Associate Director**	**Responsible Cabinet Member**	**Report Author / Lead Officer**
22 Feb 2017	Resident Engagement Report	A further update and report on resident engagement to be provided as agreed at 7 June meeting	James Cawley	Cllr Jonathon Seed	Adam Brown, Nicole Smith
22 Feb 2017	Update report from Leisure Services	An update report from Leisure on implementing their vision (Helping people in Wiltshire to live longer, healthier lives, while addressing health inequalities), including statistics on the number of individuals participating in leisure activities within Wiltshire	Frances Chinemana	Cllr Jonathon Seed	John Goodall, David Redfern
22 Feb 2017	Wiltshire Council's Resident Engagement Strategy	For the Committee to receive an updated report on the progress of the Council's resident engagement strategy	James Cawley	Cllr Jonathon Seed	
20 Jun 2017	Resident Engagement Strategy update	To receive an update report on the progress of Wiltshire Council's resident engagement strategy and its outcome in twelve months (resolved at 7 June 2016 meeting)	James Cawley	Cllr Jonathon Seed	James Cawley
20 Jun 2017	TBC Enforcement update	To review the impact of the reduction of enforcement officers across the services			

Environment Select Committee – Forward Work Programme			Last updated 1 NOVEMBER 2016		
Meeting Date	**Item**	**Details / purpose of report**	**Associate Director**	**Responsible Cabinet Member**	**Report Author / Lead Officer**
	TBC Gypsy and Traveller Plan	Topic to be considered as the plan becomes available	Alistair Cunningham	Cllr Toby Sturgis	Carolyn Gibson, Georgina Clampitt-Dix
	TBC - Business Plan	To review any changes for any impact on the areas of the business covered by the Environment Select Committee - currently no date scheduled for Cabinet	Robin Townsend	Cllr Dick Tonge	David Bowater