Wiltshire Council
Where everybody matters

AGENDA

Meeting: **Environment Select Committee**

Place: **Council Chamber - Wiltshire Council Offices, County Hall, Trowbridge**

Date: **Tuesday 6 November 2018**

Time: **2.00 pm**

Please direct any enquiries on this Agenda to Stuart Figini, of Democratic Services, County Hall, Bythesea Road, Trowbridge, direct line 01225 718221 or email stuart.figini@wiltshire.gov.uk

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Membership:

Cllr Matthew Dean (Chairman)
Cllr Bob Jones MBE (Vice-Chairman)
Cllr Derek Brown OBE
Cllr Peter Evans
Cllr Clare Cape
Cllr Peter Fuller
Cllr Mike Hewitt
Cllr Tom Rounds
Cllr Tony Jackson
Cllr Jacqui Lay
Cllr Ian McLennan
Cllr Nick Murry
Cllr Steve Oldrieve

Substitutes:

Cllr Ernie Clark
Cllr Brian Dalton
Cllr Sue Evans
Cllr Jose Green
Cllr Mollie Groom
Cllr Russell Hawker
Cllr Ross Henning
Cllr George Jeans
Cllr Brian Mathew
Cllr Stewart Palmen
Cllr Ricky Rogers

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Please see the agenda list on following pages for details of deadlines for submission of questions and statements for this meeting.

For extended details on meeting procedure, submission and scope of questions and other matters, please consult Part 4 of the council's constitution.

The full constitution can be found at this link.

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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.

2 **Minutes of the Previous Meeting** *(Pages 7 - 14)*

To approve and sign the minutes of the Environment Select Committee meeting held on 4th September 2018.

3 **Declarations of Interest**

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

4 **Chairman's Announcements**

To receive any announcements through the Chair.

5 **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 Tuesday, 30th October 2018 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 Thursday, 1st November 2018. 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.

6 **Highways Annual Review of Service** *(Pages 15 - 88)*

As resolved at 21 November 2017 ESC, the Committee agreed to continue to review the performance of the 'Highways' service area through the review of service annual report.

At 16 January 2018 ESC, the Committee resolved that the development of the public satisfaction survey - for street scene key performance indicators - be part of the highways annual report. This public satisfaction survey to be included, as part of the annual report.

7 **LED Lighting**

In consultation with the Chairman and Vice-Chairman, it was agreed that the Committee consider this item - as listed on the Cabinet Forward Work Programme for December 2018.

The item will report on an invest to save scheme, to replace existing street lighting lanterns with LED units.

Report to be circulated.

8 **Public Transport Review Update** *(Pages 89 - 92)*

As resolved at 4 September 2018 meeting, the Committee to receive an update on the results of the Section 19 consultation

9 **Traveller Reference Group - Update** *(Pages 93 - 98)*

As resolved at 4 September 2018 meeting, the Committee to receive a brief update regarding a proposed way forward for 'Action 22', as set out in the Group's strategic action plan and clarification to be given on the methodology for measuring the Gypsy and Traveller community in Wiltshire

10 **Section 106 Funding**

As resolved at the ESC meeting held on 4 September 2018 and following a briefing note on Section 106 funding, confirmation to be provided on whether the Council holds any Section 106 money, which cannot be used due to time elapsed, but which are not returned - unless re-claimed by the developer.

With the agreement of the Chairman a verbal statement will be given at the meeting.

11 **Emissions** *(Pages 99 - 108)*

To investigate possible scrutiny involvement in Wiltshire's emissions – as resolved at 13 March 2018 ESC, information to be provided relating to: air quality and the emissions issues around waste management processes; an explanation on air quality management plans; the process when areas of Wiltshire exceed air quality limits; lessons learned from one part of the County to the other in regard to minimising poor air quality.

12 **Ragwort** *(Pages 109 - 110)*

As resolved at 4 September 2018 meeting, the Committee to receive a brief update on the Council's policies surrounding ragwort

13 **Updates from task groups and representatives on programme boards** *(Pages 111 - 114)*

To receive any updates on recent activity for active task groups and from members of the Environment Select Committee who have been appointed as overview and scrutiny representatives on programme boards.

14 **Forward Work Programme** *(Pages 115 - 120)*

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.

15 **Urgent Items**

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

16 **Date of Next Meeting**

To confirm the date of the next scheduled meeting as 15th January 2019.

Wiltshire Council
Where everybody matters

ENVIRONMENT SELECT COMMITTEE

MINUTES OF THE ENVIRONMENT SELECT COMMITTEE MEETING HELD ON 4 SEPTEMBER 2018 AT COUNCIL CHAMBER - WILTSHIRE COUNCIL OFFICES, COUNTY HALL, TROWBRIDGE.

Present:

Richell, Cllr Matthew Dean (Chairman), Cllr Bob Jones MBE (Vice-Chairman), Cllr Peter Evans, Cllr Peter Fuller, Cllr Mike Hewitt, Cllr Tom Rounds, Cllr Tony Jackson, Cllr Jacqui Lay, Cllr Ian McLennan, Cllr Nick Murry and Cllr Steve Oldrieve

Also Present:

30 **Apologies**

Cllr Derek Brown is substituted by Cllr Sue Evans.

Cllr Clare Cape is substituted by Cllr Ross Henning.

31 **Minutes of the Previous Meeting**

The minutes of the meeting held on 26 June 2018 were approved as an accurate record.

32 **Declarations of Interest**

None.

33 **Chairman's Announcements**

1. The Chairman asked the Committee if they wished to consider the item listed on the Cabinet Forward Work Programme: 'Western Gateway – Sub-national transport body', as they had had a briefing on this as part of the Major Schemes presentation recently. It was agreed that it was not necessary for the Committee to consider this Cabinet report.

2. The Committee was reminded of the OS councillor workshop scheduled for 10th October covering the topic of 'Making OS meetings more Effective'.

3. The Scrutiny officer was asked to arrange a Chairman and Vice-Chairman's briefing on the new rules regarding housing and the changes to licensing agreements, such as with Houses of Multiple Occupancy (HMOs).

4. Following his request, Cllr Murry has been invited to attend all meetings of the council's Eco Board in an observer role.

34 **Public Participation**

None.

35 **S106 Funding**

A report from the Cabinet Member for Spatial Planning, Development Management and Property was received following a request from the Committee on 1 May 2018 to the following questions:
a) whether any S106 money was returned to developers in the last 3 years; and
b) whether the Council holds any Section 106 money listed as 'time expired' and has any plans for such funds.

The completeness of the report was discussed in terms of addressing the committee's original concerns. It was queried that some Section 106 funding may be held by the council which, due to time elapsed, cannot be used, but which is retained by the council (and not released for community use) because developers have not reclaimed it. Clarification of this was requested at the next meeting.

Highways officers are expected to anticipate the impact of developments on the road infrastructure and ask for it to be met by the developer, in accordance with the relevant legal frameworks and regulations. It would not be possible to ask developers to set aside a contingency fund for use in case unexpected highways issues arise.

Resolutions

1. **To note the information provided on Section 106 funds.**
2. **To receive clarity regarding whether the council holds Section 106 funds that cannot be used due to time elapsed, but which are not returned unless re-claimed by the developer.**

36 **Traveller Reference Group**

A report from Steve Maddern, Consultant in Public Health (on behalf of the Traveller Reference Group) updating on the progress of the Traveller Reference Group and Traveller Strategy was received.

The Committee queried why the Reference Group's membership did not appear to include a member of the Travelling Community. It was reported that the Group was in contact with relevant communities but a willing representative had not been found to sit on it as a member.

Following the adoption of an Emergency Stopping Places Strategy by Cabinet on 3rd July 2018 the Cabinet Member for Spatial Planning, Development Management and Property reported that sites belonging to the council were being considered in the first instance followed by sites under other ownership. Historically not all sites allocated for Emergency Stopping Places have been well used so it would be important to ensure the right sites are selected. An update will be brought to Cabinet in the Autumn.

Regarding Action 8 in the action plan, the Cabinet Member for Spatial Planning, Development Management and Property reported that the team pro-actively engaged with Traveller communities to ensure their views are represented and inform council policy and procedure.

Following a related report to Children's Select Committee, the need for the council's written guidance on home educating children to be made clear and understandable was emphasised.

The Committee asked for a fuller explanation of how the figures regarding numbers of travellers within the county were arrived at. The Cabinet Member for Spatial Planning, Development Management and Property advised that it is difficult to determine figures that were accurate and that can be compared meaningfully with those from other areas.

The Committee discussed Action 22, which read "Engagement with Area Boards will also take place where traveller related issues have been identified to communicate with Members and the general public. This will include appreciating the issues raised by both settled and Traveller communities, as well as providing support to communities to understand each other better."

Resolved:

1. **To note the update of the Traveller Reference Group and support the on-going work programme of the Traveller Reference Group**
2. **To endorse the aim, objectives and responsibilities of the Traveller Reference Group (as set out at Appendix 1)**
3. **To receive a brief update at 6 November Environment Select Committee regarding a proposed way forward for 'Action 22', as set out in the Group's strategic action plan.**
4. **To receive further clarification on the methodology for how the population of Wiltshire's Gypsy and Traveller Community is measured in Wiltshire in November.**

37 **Public Transport Review Update**

The Director for Highways and Transport presented a report from the Cabinet Member for Highways, Transport and Waste. This followed a request from Committee on 21st November 2017, when it resolved to receive an update on progress with work on the integration of Non-urgent Patient Transport Service (NEPTS) and Special Educational Needs and Disabilities (SEND) and social care transport. Transport issues for NEPTS, SEND and social care was seen to be a national issue and November's report highlighted to the Committee how the creation of the Council's joint Corporate Director post with the CCG would help to alleviate the problem in Wiltshire. However, the Cabinet Member for Adult Social Care, Public Health and Public Protection had subsequently confirmed in a corporate announcement that this post would not be established at present, and the Committee were interested in how this integration work would be progressed.

It was reported that there had been little integration between Non-Emergency Passenger Transport Services (NEPTS) and Special Educational Needs & Disability (SEND) transport. Some discussion had been had between Wiltshire CCG, Wiltshire Council and the current provider of NEPTS in Wiltshire, ARRIVA Transport Solutions (ATS). The discussion was around ATS utilising the fleet of wheelchair accessible vehicles owned by Wiltshire Council and based at Larkrise School in Trowbridge, on a sub-contracting basis, in order for them to fulfil their contractual obligations on behalf of the CCG. Unfortunately, after considering the offer, the school are unable to provide the service as a sub-contractor, due to the legislation applied to the licensing of the vehicles, which doesn't permit them to be used to generate an income.

A national consultation is currently open on the relevant licensing rules.

Resolutions

To receive a brief update on the national review of the relevant licensing rules under Section 19 in November, when the Section 19 consultation will have concluded.

38 **New Highways Term Consultancy Contract**

The Cabinet Member for Highways, Transport and Waste presented a report on the re-procurement of a new highways term consultancy contract when the current contract ends in December 2019. The contract provides support for the provision of essential highway services as well as specialist assistance in the preparation of reports, studies and bids for central government funding. A final version of the report would be brought to Cabinet for decision following scrutiny input.

As a major contract it was important to get the contract correct. One of the safeguards to be employed through the tendering process will be to give quality significant weighting with the split being 50/50 with price. The added value

offered to the council's highways service of each tendering company will be closely considered.

It was reported that tendering a joint contract with another local authority has the potential for diluting the dedicated service and expertise provided to the council. A framework contract with a number of providers may spread the risk of a long term contract with one provider, but may also reduce the level of service provided by the various contractors.

It was suggested that the Environmental and Climate Change considerations stated under paragraphs 37 to 41 in the report also be reflected in the final report's Executive Summary.

A query was raised regarding whether such an important service should sit within the council rather than be delivered by an external contractor. It was reported that although the council does have internal expertise in this area the reactive capacity and specialist technical expertise provided a large external consultant is difficult to compete with internally.

It was reported that not receiving enough DFT funding would not pose the risk of the council not meeting its contractual obligations.

Most of the relevant technical and environmental standards are based on European Union rules so there will be an element of risk management as the Brexit situation develops.

Resolutions

1. **To note that tenders will be invited for a single supplier to provide Wiltshire's Consultancy Services from 1 December 2019.**
2. **To note that the contract is to be tendered in accordance with the Council's procurement procedures, the duration will be for five years with the option to allow the service manager to extend the contract for up to two more years subject to performance.**
3. **To recommend that the environmental and climate change considerations stated under paragraphs 37 to 41 of the draft report be reflected in the final version's Executive Summary.**

39 **Well Managed Highway Infrastructure Review**

The Cabinet Member for Highways, Transport and Waste introduced a report on the revision of the Highways Inspection Manual in response to the new code of practice,
especially with regard to potholes and defects.

The new Code of Practise states that the intention is for Local Authorities to develop their own levels of service. The Cabinet Member confirmed that she had not discussed Wiltshire's levels of service with other local authorities as this council's services are determined by the available budget.

There is a dedicated team of inspectors who monitor the work of utility companies involving the council's highway network.

Meeting the standards set out in the inspection manual is challenging in a situation of nationally reducing resources. It was reported that the council's asset management capability has improved steadily but the current national system of funding the maintenance and improvement of non-strategic highways is overly complex and needs review.

Resolutions

To support that:

(i) The proposed Wiltshire Highways Safety Inspection Manual (Appendix 1) is proposed for adoption and use for highway safety inspections from 1 November 2018.

(ii) The amended Skid Resistance Policy (Appendix 3) is proposed for adoption.

(iii) The highway policies set out in the report (Appendices 4 and 5) are proposed for approval.

(iv) Authority will be proposed is delegated to the Cabinet Member, Highways, Transport and Waste and Director, Highways and Transport to make any appropriate and legally necessary amendments to the policies and inspection manual referred to above.

40 **Updates from Task Groups and Representatives on Programme Boards**

An report from the Senior Scrutiny Officer providing an update on recent task group activity was received.

Regarding resolution 2 below, the Cabinet Member for Highways, Transport and Waste reported that she considered the cost of employing agency staff to place bin labels as prohibitive.

1. **To note the update on task group activity provided.**

2. **Not to endorse the Waste Contracts Task Group's preferred approach of Waste Services employing agency staff to place information labels on householders' waste bins, as opposed to relying on the householder to place their bin labels in the most appropriate place**

3. **To endorse the Waste Contracts Task Group's view that special arrangements be made for community groups who have been affected as a result of the change to the Council's commercial waste policy.**

41 **Forward Work Programme**

It was noted that there would be an opportunity to discuss the Resident Engagement Plan prior to decision by Cabinet. This was due to be discussed at September's Committee meeting, however, the Chairman had agreed with the report author to defer the item until Committee next meet in November.

Resolutions

To note the Forward Work Programme.

42 **Urgent Items**

Cllr Mike Hewitt raised the issue of ragwort and the fact that it is illegal to grow the plant in England. The Chairman asked the Scrutiny Officer to draft a short briefing on the Council's policies surrounding ragwort; which would be considered at the next Committee meeting.

43 **Date of Next Meeting**

The date of the next meeting was confirmed as 6 November, also with a 2pm start.

The Officer who has produced these minutes is Stuart Figini of Democratic Services, direct line 01225 718221, e-mail stuart.figini@wiltshire.gov.uk

Press enquiries to Communications, direct line (01225) 713114/713115

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Wiltshire Council

Environment Select Committee

6 November 2018

Subject:	**Highways Annual Review of Service**
Cabinet Member:	**Councillor Bridget Wayman - Highways, Transport and Waste**
Key Decision:	**No**

Executive Summary

The local highway network is vital 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 Council is assisted in this task by a number of specialist contractors and suppliers, and an annual review of the service for 2017/18 has been prepared (see **Appendix 1**).

The Performance Management Framework was first reported to this committee in October 2016. An updated version has been prepared (see **Appendix 2**), which indicates that there has been a reduction in the number Killed and Seriously Injured, but that the number of potholes in 2017/18 increased considerably as a result of the severe weather.

The highways contract with Ringway Infrastructure Services started in April 2016. The contractor's performance during the first year was good, and an extension to the contract of three months was awarded in accordance with the conditions of the contract. Performance during the second year has continued to be good and the assessment for 2017/18 indicates that a further extension of six months should be awarded (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 been good, and will continue to be monitored.

The National Highways and Transportation Survey provides a good indication of public satisfaction with the overall highways service. Creating a similar survey of the public in connection with streetscene services would be desirable, and the survey company will be approached to request consideration of extending the survey scope. In the meantime, it is proposed that further consideration should be given to contractor performance measures to be incorporated in the new streetscene contract currently being developed.

Proposals

It is recommended:

(i) To endorse the Highways Annual Review of Service, and confirm that the performance of the Council's highways contractors has been good during 2017/18.

(ii) To welcome the reported reduction in killed and seriously injured on the county's roads as described in the Highways Performance Management Framework.

(iii) To confirm that the performance of Ringway Infrastructure Services during the second year of its contract has continued to be good, and a further extension of six months should be awarded in accordance with the condition of contract.

(iv) To acknowledge that creating a public satisfaction survey for the streetscene service has been considered, but that it should not be a high priority in view of current funding and resource levels for this service.

(v) To request that the Key Performance Indicators being developed for the proposed streetscene contract should be considered by a future meeting of this committee when they have been developed further.

(vi) To support the implementation of the new Highways Infrastructure Asset Management System (HIAMS) which is delivering the anticipated benefits, especially in terms of facilitating mobile working for highways staff.

(vii) To request a report on the highways service and the Performance Management Framework in a year's time.

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 that demonstrates value for money. This includes the use of asset management and whole life costing approaches to inform investment decisions.

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. Their performance is continuously monitored, and is reviewed and reported annually to this committee.

Alistair Cunningham
Corporate Director

Wiltshire Council

Environment Select Committee

6 November 2018

Subject: **Highways Annual Review of Service**

Cabinet Member: **Councillor Bridget Wayman - Highways, Transport and Waste**

Key Decision: **No**

Purpose of Report

1. To provide a review of the performance of the highways service and an update on performance of the contractors and suppliers involved in delivering the service.

Relevance to the Council's Business Plan

2. The Wiltshire Council Business Plan 2017 – 2027 sets out the vision to create strong communities, with priorities for growing the economy, strong communities and protecting the vulnerable. As part of growing the economy it is acknowledged that it is necessary to bring the county's roads up to an acceptable state. The goal is that road infrastructure is improved and to:

    - Improve asset management and the use of investment to improve the condition of Wiltshire roads (implementing our Highways Asset Management Strategy).

    - Promote and further development the MyWiltshire app to improve and increase the reporting of issues.

Background

3. The local highway network is vital 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, and is making a significant investment in improving the condition of its highway assets.

4. This committee has previously requested an annual report on the performance of the highway service and the contractors involved in maintaining the highway network. There are a number of contractors now carrying out work for the Council on the network, following the end of the previous contract in March 2016, and the transfer of a number of sub-contracts to the Council.

5. This Committee last received a report on 21 November 2017 regarding the Highway Annual Review of Service. At its meeting on 16 January it requested that the development of the public satisfaction survey for streetscene key performance indicators be part of the annual highways report.

6. There have also been other reports to this committee on public utilities and streetworks and on the National Highways and Transportation Survey on 13 March 2018. On 4 September 2018 the committee received a report on the Well-managed Highway Infrastructure, which is the new highways Code of Practice which came into effect in October 2018, and on the proposed Highways Consultancy Contract.

Main Considerations for the Council

7. The Council's highways service is delivered by a number of contractors, managed by the Council's highways staff, with the support of the Council's highways consultant. A report on the delivery of the service during 2017/18 has been prepared (see **Appendix 1**).

8. The review indicates the large range of works undertaken by the Council and its contractors on the highway network, and the progress made on delivering schemes.

Performance Management Framework

9. The Highways Asset Management Guidance published by the Highway Maintenance Efficiency Programme (HMEP) recommended 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 initial Performance Management Framework has been previously described to this committee last year.

10. In order to encourage the adoption of good asset management practice the Department for Transport (DfT) introduced Incentive Funding for part of the highways maintenance block funding. The Council has to complete a DfT self assessment form annually in connection with its performance on highways asset management. It is important to have a Performance Management Framework to help manage the service and to demonstrate the application of good practice.

11. The Performance Management Framework (see **Appendix 2**) 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

12. Each theme is generally 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.

13. The framework enables performance to be tracked on a year by year basis. Benchmarking is also being carried out against other local authorities, including through the South West Highways Alliance and the Direct Management Group, which are groups of highway authorities that the Council has joined to jointly monitor and compare performance.

14. The measures in the framework include a number of indicators which were National Indicators or previous Best Value Performance Indicators. It also includes performance indicators based on the National Highways and Transportation (NHT) public satisfaction results. Six key indicators have been identified for each theme. 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 or understand.

15. The Framework indicates that overall progress and performance has been good. In particular, the number Killed and Seriously Injured (KSI) on the county's roads reduced during 2017/18 and is now on target.

16. There were some areas where performance was rated as fair, and which will need to be monitored, including planned routine maintenance, footway conditions, treatment of noxious weeds, drainage schemes and the age of the traffic signal stock.

17. Overall public satisfaction with most aspects of the highway service is close to or just below the national average. However, public satisfaction with road conditions has decreased considerably in 2017/18. The number of potholes and carriageway safety defects increased significantly as a result of the severe winter weather earlier in the year.

18. The indicators will continue to be reviewed on an annual basis and performance will continue to be reported to the Environment Select Committee annually.

Ringway Infrastructure Service

19. The current highways contract was the subject of a two stage procurement exercise in 2015, and the contract was subsequently awarded to Ringway Infrastructure Services. It started in April 2016 and is for five years with possible extensions for a further two years which are awarded subject to performance.

20. The Ringway contract provides a range of highway services, including dealing with potholes, gully emptying, minor road and footway repairs, Parish Stewards, bridge works, street lighting maintenance, winter maintenance, out of hours emergency response, integrated transport and Community Area Transport Group (CATG) schemes. Ringway works in partnership with the Council to deliver these services through the Service Delivery Teams established to manage the services.

21. Ringway employs the Parish Stewards. This scheme was introduced when the highways works contract was previously awarded to Ringway in 2005. It provides a steward for each area board to respond to requests for minor highway works from town and parish councils. The scheme was re-launched in October 2016, and has continued to be successful and is very popular with local communities.

22. The performance of the contractor has been assessed against the contract objectives using a mixture of satisfaction scoring by staff managing the contract, and by measured Key Performance Indicators as set out in the contract documentation. A score out of 10 was derived in order to determine the entitlement to contact extensions (see **Appendix 3**). For 2017/18 the score was assessed as being 8.4, which entitles Ringway the award a further six month extension to the contract in accordance with the contract conditions.

Other Highways Contractors' performance

23. Following the termination of the Balfour Beatty Living Places (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 and operational benefits obtained through the original tender process. These included contracts to provide urban grass cutting, major resurfacing, tree maintenance and specialist road surfacing.

24. The operation of the contracts with idverde, Tarmac, Eurovia and the other contractors continue to be successful and good working relationships have been established. The performance of the contractors is monitored closely, and there has been good performance that meets all expectations with a good degree of confidence in all of these contractors.

25. Most of these contracts end on 31 May 2020, and arrangements will be made to review future requirements and arrange the procurement of replacement services. It should be noted that some of these services, such as grass cutting, have proved difficult to deliver in the past and there are legal implications in connection with the Transfer of Undertakings (protection of Employment) Regulations (TUPE) that need to be taken into account when considering future service delivery.

26. The Highways Consultancy contract with Atkins started in December 2012. It is for five years and has been extended for two years as provided for in the contract. Atkins provides a range of services and support with regard to mainly highways services, including design and supervision of highway, transportation and drainage schemes. The procurement process for the new contract was reported to this Committee in September.

Streetscene Contract

27. When the BBLP Highways and Streetscene contract ended, the sub-contract with the streetscene contractor idverde was one of the contracts novated to this Council. The contractor has continued under the terms of the original contract with the same management and monitoring processes generally being used to monitor and record performance.

28. The performance of idverde has been good during 2017/18. It has delivered to programme and budget all year, and has delivered to the contract requirements. There is still potential for further improvement and this is being discussed with its management team. The performance of idverde will continue to be monitored.

29. The matter of public satisfaction surveys and Key Performance Indicators for the streetscene service was raised by this Committee's Task Group on the highways and streetscene contract which reported in January 2018.

30. The NHT survey was the subject of a separate report to this committee in March 2018, which was attended by a representative of the company that undertakes the survey. It was indicated that a large number of survey forms are sent out, which are then analysed and adjusted taking into account local factors to get a representative sample to reflect public opinion with a high degree of confidence in the results.

31. The NHT survey provides a good summary of public satisfaction regarding aspects of the overall highways service, but it does not include streetscene and related operations. Creating a similar survey of the public in connection with streetscene services in Wiltshire has been considered, but it would be difficult and expensive to match the level of accuracy achieved by the NHT survey. An approach is being made to NHT via the South West Highway Alliance to request street scene measures are included as an option in the survey.

32. There are some limitations in connection with a public satisfaction survey of this type for contract management as the results do not necessarily reflect the performance of the contractor, but are more likely to reflect service levels resulting from current expenditure levels. The frequency of grass cutting has reduced considerably in recent years as a result of budget limitations.

33. A template for a potential satisfaction survey for the streetscene service was developed and circulated to the town and parish councils for comment in March 2018. It was also discussed at the evening meetings held with the town and parish councils. It is likely that a satisfaction survey involving the town and parish councils would provide a more realistic means of getting a representative view of the service being delivered.

34. In view of the limited budget available for the streetscene service, and likely future budget pressures, it is suggested that it would not be prudent to incur expenditure to develop an extensive public satisfaction survey of the streetscene services at this time. Instead it would be more cost-effective to concentrate on developing specific measures to monitor the proposed new streetscene contract, and to await the comments of NHT regarding the potential inclusion of street scene measures.

35. Key Performance Indicators do need to be developed for the new streetscene contract which is likely to start in December 2020. The advances in electronic performance monitoring in recent years provides opportunities to incorporate such measures in the new contract management. This could include carrying out the satisfaction surveys through the town councils and larger parish councils.

36. Currently, the streetscene contractor holds monthly meetings with the Council's team in order to monitor and manage service delivery. Whilst not a requirement of the current contract, a weekly key performance monitoring system is being trialled (see **Appendix 4**).

37. There are a number of potential measures being considered in connection with grass cutting and landscape maintenance work for the new contract including:

- Frequency of grass cuts (number of cuts)
- Public perception of maintenance (town and parish council surveys)

- Appearance of public places (inspections)
- Involvement of the public in doing something about grounds (amount of land service delegated)
- The cost to the public maintaining grounds (per square metre costs)
- The contractor set of suggested grass cutting KPIs.

38. There are also likely to be indicators for litter collection, which could include:

- Incidents of litter on the ground
- Time taken to clear litter
- Public perception of litter
- Involvement of the public in doing something about litter
- The cost of keeping streets clean
- The contractor set of suggested litter KPIs

39. The intention is that a 'dashboard' summary of performance should be developed. These indicators will be developed further, and will need to take account of factors such as adverse weather which may decrease the number of grass cuts for example as a result of weather rather than an actual issue with the contractor's performance.

40. The views and suggestions of this committee will be sought as the new contract is developed through the procurement process. It should be noted that actual indicators adopted will depend on the budget available to fund the service.

Highways Infrastructure Asset Management System

41. At its meeting in November 2017 this committee received a presentation about the new Highways Infrastructure Asset Management System (HIAMS) software, which had just been procured and was being introduced. The benefits of the new system were outlined, especially in terms of managing the highways infrastructure, avoiding duplication of reports and enabling mobile working by staff.

42. The implementation of HIAMS has been going well. The electronic work ordering part of the system was implemented at the start of the 2017/18 financial year as planned, and is being used for the contracts with Ringway, Eurovia, Tarmac and Atkins. The budget monitoring part is currently being developed. It is intended that future highway contracts will also use the system.

43. The streetworks noticing and road space management, where public utilities provide information on proposed works, are now operating through HIAMS, and the old system has been turned off. The Council's five streetworks inspectors have been provided with mobile devices linked to the system, and are carrying out inspections using them.

44. The next stage of rolling out mobile working is to equip the highways safety inspection teams with mobile devices so that defect and pothole inspections are carried out on routes included in the system. The intention is that defect reports will be included in the system and the information used to manage the asset.

45. The databases for managing the Council's street lighting and bridges are under construction. The support from the system's supplier has been good throughout the process. The modules introduced so far have proved to be successful, and the implementation is progressing well. The indications are that the new system will deliver all the anticipated benefits.

Overview and Scrutiny Engagement

46. The review of the highways service is reported annually to the Environment Select Committee. The report also includes the annual update of the Highways Performance Management Framework. It is proposed that these reports should continue to be made annually.

Safeguarding Implications

47. None.

Public Health Implications

48. 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.

Environmental and Climate Change Considerations

49. The effects of climate change could be significant for the highway network. There was considerable damage to the roads, footways and drainage systems in the flooding of 2014, and such events could be repeated. Having robust maintenance strategies to improve the condition of the network and good maintenance contractors will help build resilience into the highway network and the infrastructure.

Equalities Impact of the Proposal

50. 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.

Risk Assessment

51. There are considerable risks associated with the highway network, particularly in terms of safety, financial and reputational risks. The highways contracts provide resources to ensure the delivery of the highways service and reduce the risks to the Council.

52. There is a risk management process in place to manage the risks connected with the highways service, which includes regular liaison with service suppliers and management of resources. A risk based approach has been adopted as required by the latest code of practice, and is included in the Wiltshire Highways Safety Inspection manual considered by this committee at its September meeting.

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

53. 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 related services are not delivered effectively or are delayed.

54. 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

55. No decision is required. Processes are currently in place, with Service Delivery Teams managing the various aspects of the highway services, and these are the appropriate groups to continue to manage the associated risks. The teams include representatives from the Council, consultants and contractors involved in delivering the services, and they report to the Contract Management Meeting comprising senior managers from those organisations.

Financial Implications

56. 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 obtain value for money. This includes the use of a whole life costing approach to inform investment decisions on highway maintenance.

57. 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.

58. There are no procurement implications at this stage. However, the arrangements for a new Highways Consultancy Contract are being made for when the existing contract ends in November 2019. The contracts novated at the end of the BBLP contract will generally end in May 2020. Many of these contracts will have significant TUPE implications and the procurement process will need to be given careful consideration in due course.

Legal Implications

59. 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 in recent years is helping the Council meet its responsibilities with regard to road maintenance.

Options Considered

60. 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.

Conclusions

61. 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 requires the use of whole life costing approaches to inform investment decisions, and effective asset management procedures.

62. The performance of the contractors delivering the Council's highway service is important in ensuring that the Council is able to meet its responsibilities as Highway Authority. The current performance of the contractors is good and will continue to be monitored.

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Director Highways and Transport

Report Author:
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November 2018

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

None

Appendices

Appendix 1 – Annual Review of Highways Service
Appendix 2 – Highways Performance Management Framework
Appendix 3 – Ringway Infrastructure Services Performance 2017/18
Appendix 4 – Draft Streetscene Contract Key Performance Indicators

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APPENDIX 1

WILTSHIRE HIGHWAYS CONTRACTS

ANNUAL REVIEW OF SERVICE 2017/18

RINGWAY 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. This review covers the period April 2017 to March 2018. It has been prepared as a joint report between the Council and the main service suppliers.

Ringway Infrastructure Services

Ringway, working closely with associated Eurovia companies, manage and maintain the largest portfolio of highway maintenance contracts in the UK, covering more than 56,000km of strategic and local highway network. Ringway are part of Eurovia UK, and the wider group relationship underpins their declared self-delivery focus binging access to the very best national and international expertise.

As a leading service provider to local authorities, Ringway undertakes the management, maintenance and improvement of the built environment across a national portfolio of term contracts; these include local authorities, Private Finance Initiatives and Highways England strategic roads.

Ringway delivers a range of services for Wiltshire Council 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 have provided support to local events as part of their commitment to corporate social responsibility.

Ringway were previously the highways term maintenance contractor in Wiltshire between 1999 and 2013. The current contract started in April 2016, and is for five years, with possible extensions of up to two years subject to performance.

Atkins

The Wiltshire Highways Consultancy Contract was awarded to Atkins and started in December 2012. In 2017 SNC-Lavalin Group Inc. completed its acquisition of WS Atkins plc, creating one of the world's most respected design, engineering and project management consultancies. Together with SNC-Lavalin, a global fully integrated professional services and project management company, Atkins help clients plan, design and enable major capital, projects, and provide expert consultancy that covers the full project lifecycle.

SNC Lavalin's Atkins business design and supervise road and bridge schemes for the Council from a local office at County Gate, Trowbridge. They manage the county's street

lighting and traffic signals; as well providing technical information and advice on a wide range of highway and transport matters.

Staff from Atkins regularly visit local schools in Wiltshire to participate in science, technology, engineering and mathematics activities with a view to helping encourage and inform young people on careers in engineering. In addition, Atkins run a successful apprentice development programme for local young people.

Other Suppliers

A number of specialist sub-contracts were transferred to the Council 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 Idverde who carry out urban grass cutting and landscape maintenance.

A number of companies carry out surfacing and specialist work.

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 providing specialist road maintenance processes.

Contract Management

The services provided under the highways 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. Sub-groups have been established to ensure effective environmental management and procedures, and to drive innovation and continuous improvement.

Performance of the key service suppliers is assessed by using a series of Key Performance Indicators, satisfaction surveys and by monitoring the delivery of undertakings given at the tender stage. The extension of the contracts depends on continuing satisfactory performance, which is reported annually to the Council's Environment Select Committee.

Highway Major Maintenance

Wiltshire Council maintains over 3,000 miles of road. The Council is committed to the good management of the highway asset, and has been working on implementing good asset management principles for several years, supported by the Atkins asset management team. Preventative asset management practices have continued to be applied in 2017/18, using carriageway condition survey data to identify potential schemes, leading to more effective management of the network.

The Asset Management Team has developed geographical information systems mapping of all proposed Major Maintenance schemes to assist with collaboration and knowledge sharing with others, and is developing the forward programme of schemes for future years.

A Performance Management Framework has been developed to support the Councils' Asset Management Strategy and includes 6 Asset Management Strategy objectives aligned to the Councils' Local Transport Plan Objectives and 36 Performance Measures. The Council was successful in achieving a Band 3 (the top level) Incentive Funding from the Department for Transport this year.

The Council's 'Local Highways Investment Fund 2014 – 2020' has been making a massive investment to improve the condition of the roads in Wiltshire, and has already reduced the backlog by 30%. The programme of work started in April 2014, and is designed and supervised by Atkins, with most of the surfacing work carried out by Tarmac and Eurovia, with support from Ringway.

Wiltshire Council is making a major investment in improving the condition of the county's roads.

Many large road surfacing schemes were undertaken in 2017/18, including the A338 at Collingbourne Kingston and Collingbourne Ducis, and the B4069 at Sutton Benger. These were delivered successfully with a good quality of workmanship and traffic management.

Road class	A	B	C	Un-classified	Total
Length treated 2017/18 Km	30	14	83	55	181

Despite many of the sites being difficult because of the proximity of properties and the potential disturbance and disruption for businesses and residents, much of the recent surfacing work has attracted very positive comments from the public and local residents.

An extensive programme of surface dressing helps seal and protects the county's rural roads, and improves skid resistance.

The Council carried out an extensive programme of surface dressing (tar and chippings) on parts of the rural road network during the summer, including the C18 between Broad Hinton and Marlborough. This comparatively inexpensive treatment prolongs the life of the road, improves skid resistance and protects the structure of the road. The work was carried out for the Council by specialist contractors Eurovia, and was to a very high standard.

Various treatments are used to improve the strength and surfaces of the county's roads.

The Council has trialled the use of innovative surfacing treatment methods at locations where traditional materials may not have performed as well. At Market Street, Bradford on Avon grouted asphalt was used to resurface the road in the centre of town. Despite the longer curing processes required for this type of treatment, good stakeholder engagement and communication by the team resulted in many compliments about the process and the completed works.

Grouted Asphalt was used at Bradford on Avon to provide a durable road surface.

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 performance of all of the companies delivering road maintenance in Wiltshire, including Ringway, Tarmac, Miles Macadam, Texture Blast and Eurovia has been good this year.

Carriageway Repairs

The severe winter resulted in substantial damage to the road network. It is important that serious defects are treated promptly to keep the roads safe. Ringway operated four Pothole teams to respond to urgent issues, and Tarmac has been operating a team to carry out larger surfacing repairs.

The programme of pothole repairs, carriageway repairs and other treatments continues throughout the year. However, the best approach is to prevent serious deterioration of the roads by the timely resurfacing of those roads in poor condition. This is what the increased road maintenance expenditure has been delivering. 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 1,000 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 carries out principal bridge inspections and strength assessments to inform future maintenance work on highway bridges and structures. They also provide support to assess planning applications involving structures, and design the more complex new and replacement bridges for the Council.

Ringway operate three full time bridge construction/maintenance gangs to carry out works from minor maintenance up to full bridge reconstruction. Additional resources and sub-contractors are on occasions called upon to cater for extra large schemes or more specialist schemes.

A programme of bridge strengthening and renewal is being under taken by the Council's contractors

In 2017/18 Wiltshire Council in partnership with Atkins and Ringway have reconstructed or strengthened bridges at Brick Kiln Baydon, Rowden Lane, Chippenham, Woodbridge, Pewsey and Great Chalfield, as well as significant refurbishments of Harnham Bridge, Salisbury and Quarry Farm Bridge, Chicksgrove.

Ringway also made repairs to a number of bridges, including those damaged by vehicles, such as at Baldham Mill Bridge on the A361 near Seend, and Charlton Bridge, Malmesbury. These repairs can often involve bridges that are listed structures or Scheduled Ancient Monuments, and which require particular care and expertise when being worked on.

Some of the county's bridges are scheduled ancient monuments or listed structures, which required particular care.
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Many of the rivers and watercourses in Wiltshire have environmental designations; these can often affect the timing of work, permissions required and the methods used.

In addition to managing the county's bridge stock the Council is also working with Network Rail to reduce the risk of incursion onto the railway by road vehicles. In the last year Ringway have carried out risk reduction works at four high risk sites across the county.

Integrated Transport

2017/18 saw the delivery of a number of integrated transport and safety schemes. The Council's Traffic Engineering team have worked with Atkins and Ringway to plan and deliver a range of projects to the local communities, and continued the good work with the Community Area Transport Groups (CATGs), as well as other schemes funded from the Integrated Transport Block, National Productivity Investment Fund and developer contributions. The schemes have ranged in size and complexity from simple sign installations through to more complex road safety and cycling schemes.

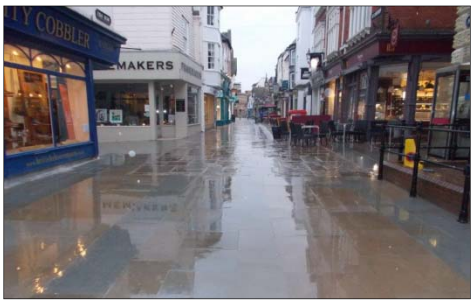
Recent larger schemes include cycle improvements at Wingfield Road Trowbridge, Perham Down to Tidworth, Monkton Park Chippenham and the completion of works at the Amesbury to Bulford scheme. Other schemes include substantial traffic management works at Zeals, Dilton Marsh, Baydon and West Ashton, a signal controlled crossing on Frome Road, Bradford on Avon, and major safety improvements at the B4040/B4696 Leigh Crossroads.

Cycle improvements undertaken at Monkton Park, Chippenham

In addition the team has delivered a significant number of smaller scale projects, such as pedestrian crossings, area wide 20mph speed limits, advisory 20mph speed limits outside schools, footway improvements and gateway schemes.

A number of pedestrian improvements and traffic management schemes have been constructed

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 that the team has with the CATGs continues and is helping to identify and deliver local priorities.



Substantial paving improvements were carried out at Fish Row, Salisbury

In 2017/18 there were 100 CATG works schemes delivered, including 6 pedestrian improvement schemes and 15 were for the installation of dropped kerbs.

Drainage Improvements and Flood Alleviation

A programme of drainage investigations, repairs and flood alleviation schemes was undertaken in 2017/18. The work is co-ordinated through the three Operational Flood Working Groups that include the Environment Agency, Wessex Water, other organisations and stakeholders, including the town and parish councils.

A substantial flood alleviation scheme is being constructed at Tilshead

Atkins design, supervise and help prepare bids for 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.

A specialist Drainage Investigation and CCTV Survey team working for Ringway 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.

The Council has carried out drainage improvement and flood alleviation schemes across the county.

There were 22 drainage schemes implemented this year, and a number of studies are underway to develop schemes to for future funding bids. These schemes are to improve drainage systems, repair damaged pipes and help to reduce flood risks for communities.

Major schemes were designed for Tilshead and Forest Road, Melksham. Work started on the scheme at Tilshead to retain water during flood events following a successful bid to the Environment Agency for funding. Schemes are being developed by Atkins in conjunction with the Council to enable bids for funding to be submitted as opportunities arise.

Street Lighting

Wiltshire has over 50,000 street lights and illuminated signs which are managed by Atkins, with Ringway carrying out maintenance and improvement work.

Most of the street lights in the urban area are now computer 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 repair. The introduction of part night lighting in many areas has seen a significant reduction in energy consumption of 23% in the past three years.

Testing of both concrete and steel columns is being undertaken by Ringway to keep the county's street lighting safe. A programme of removing life-expired concrete columns whilst introducing LED equipment with reduced energy consumption and maintenance requirements is continuing as funds permit.

Atkins have been preparing a detailed business case for the potential implementation of LED lighting to replace the Council's older less energy efficient street lighting across the county.

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.

The Council's contractors install new signals and upgrade existing installations

Telent respond to faults and damage following accidents and carry out pre-planned Annual Inspections and lamp changes. They also install new equipment, upgrade and refurbish existing signals sites as instructed and designed by Atkins.

Trees and Landscaping

Atkins manage the maintenance of highway trees, shrubs and protected verges for Wiltshire Council. Both rural and urban trees are maintained, including the highway trees in Salisbury. Maintenance includes felling and replanting dead, dying or dangerous trees and pruning to maintain trees in a safe condition, for highway visibility and for clearances including street lighting, traffic lights and detectors.

The environmental benefits of the county's highway trees and verges are appreciated.

There are 50 protected verges that support mixed grasses, wildflowers, fungi, insects, receive specialist maintenance particularly specialist tree and scrub cutting to control encroachment.

Local Highways

The Local Highway Service carries out routine highway maintenance, including pot hole filling, gully emptying, grass cutting, litter bin emptying, and dead animal collections.

The majority of the highways maintenance activities are undertaken by Ringway through the highway term contract, which delivers the majority of statutory and safety reactive highway functions for the Council. The Parish Steward Scheme which helps to help address the highway priorities of the local communities is also provided by Ringway. The scheme has been a great success and is a well liked and respected service.

The Parish Steward Scheme operated by Ringway has continued to be very well received by the local communities

The urban streetscene and landscaping services are currently being undertaken by Idverde following the transfer of the previous sub-contract to the Council. The contract provides the statutory cleansing functions and the Council's grounds maintenance.

The local highways service is predominantly funded from revenue expenditure, which has been under significant budget pressures in recent years. However, public expectations continue to be high, and meeting this demand will continue to be a challenge in the future.

My Wiltshire is an innovative reporting and management tool being used by Ringway.

There are a number of customer contact improvements that have been implemented in recent years, including the My Wiltshire system, which is being developed further so that the operatives and Parish Stewards have direct access to it to report work completed.

Winter and Emergency Response

The precautionary salting of Wiltshire's roads during the winter is carried out by Ringway using Wiltshire Council's vehicles under the supervision of the Council's staff. Unlike recent years, the winter of 2017/18 was particularly cold, with two separate snow events and substantial rain fall across the County.

Over the winter period the Council treated the primary network 80 times and the secondary routes 27 times. In addition the strategic routes were treated during the snow 8 times and car parks 19 times. The Council used 12,263 tonnes of salt in total, and had to order an additional 2,489 tonnes of salt and 1,920 bags of white salt during the winter to maintain stocks.

The Council's Duty Engineers and contractors faced various challenges on occasions regarding the salting of the network, including the need to keep available crews on standby and carry out back to back salting runs for several hours at a time. The snow events brought about other challenges with the incident room being manned 24 hours a day for several days by duty engineers and other staff. Farmers and contractors across the County assisted with keeping the network moving

There were significant snow events this year across the county.

The Council's staff monitored conditions on the ground, and arranged for responses to incidents as they occurred.

The regular out of hours and emergency response worked well during the rest of the year, with the Council's four duty engineers receiving good support from other agencies, organisations, and various contractors during emergencies.

The Council's Duty engineers dealt with 1,620 out of hours calls of which 770 required action. The Ringway teams provided an on site response as required, and were able to increase resources when incidents had to be escalated.

The threat of flooding required the deployment of temporary flood barriers at Bradford on Avon. Council staff and contractors worked closely with the Environment Agency and Dorset and Wiltshire Fire and Rescue to ensure the timely placement of the flood defences. The Council's weather team liaised with local Flood Wardens and Parish Councils regarding the warnings about the threat of ground water flooding issued by the Environment Agency.

The team also assisted with the usual summer and winter solstice operations. There was considerable involvement in the major incident in Salisbury, which required substantial officer time, with staff often called upon at short notice.

Major Highway Improvement Schemes

The Council started two major highway improvement schemes during 2017/18. At Chippenham the third phase of the A350 Chippenham bypass improvements includes alterations to Chequers Roundabout on the A4, and the dualling of the remainder of the section of the A350 between the A420 and the A350 north of Chippenham. The scheme is programmed for completion in the summer of 2018.

Work started on Phase 3 of the improvement works on A350 Chippenham Bypass.

The M4 Junction 17 works involved the signalisation of the roundabout and resurfacing works. The opportunity was taken to carry out additional surfacing on the slip roads for Highways England to avoid future disruption. The junction improvement scheme was funded by Highways England and SWLEP, and implemented by the Council. The scheme has improved safety and capacity at the junction, and reduced journey times on this important route. The signal control has reduced the risk of traffic queuing back onto the motorway and causing a hazard to other traffic.

Improvements at the M4 junction 17 improved safety and reduced delays.

The two schemes were tendered together in order to reduce costs and obtain the best prices. Both of the contracts were awarded to Alun Griffiths Ltd., with the works supervised by the Council and Atkins.

The Council was successful in its bid for funding to improve the A350 Farmers Roundabout, Melksham.

The bid for a scheme to improve traffic flows at the A350 Farmers Roundabout, Melksham has been successful.

The scheme will alter the layout of the roundabout and provide traffic signals linked to those on the adjacent junctions. The funding through the National Productivity Investment Fund will enable the delivery of the £2,494,000 scheme to improve traffic flows and reduce delays. Design work is being finalised by Atkins to enable tenders to be invited for construction next year.

Performance and Future Developments

This was the second year of the highways contract with Ringway Infrastructure Services, and performance by the contractor has been assessed as good, with an extension of six months awarded as provided for in the contract.

The performance of Atkins in connection with the highways consultancy contract has also been rated as good. The highways consultancy contract will end in December 2019, and a review of future requirements has been undertaken to inform consideration of future procurement options.

The performance of the other specialist contractors who assist in the delivery of the highways service was also good during 2017/18. Most of these contracts will end in May 2020, and consideration is now being given to the procurement of replacement contracts.

The Council achieved Band 3 (the highest level) in the assessment process for the Department of Transport's Incentive Funding. This reflects the good asset management processes being adopted in the highway service.

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APPENDIX 2

Wiltshire Highways Performance Management Framework Indicators

November 2018

Wiltshire Council
Where everybody matters

WILTSHIRE HIGHWAYS PERFORMANCE MANAGEMENT FRAMEWORK

SUMMARY

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

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

INTRODUCTION

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

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

2017/18 TRENDS

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

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

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

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

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

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

ASSET MANAGEMENT OBJECTIVES

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

Network Safety Condition and Resilience

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

Network Availability

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

Maintenance for Sustainable Transport

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

Infrastructure to Support Economic Growth

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

Environmental Sustainability

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

Customer

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

Wiltshire Highways Performance Management Framework

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<table>
<tr><th colspan="2">Network Safety Condition & Resilience NSCR01: 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="4">Actual</th><th colspan="3">Forward Targets</th></tr>
<tr><th>14/15</th><th>15/16</th><th>16/17</th><th>17/18</th><th>18/19</th><th>19/20</th><th>20/21</th></tr>
<tr><td>209</td><td>190</td><td>192</td><td>174</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 2017/18 killed and seriously injured is 172. The actual figure is 174, which is very close to target, and a significant improvement compared to the previous year. Performance is therefore assessed as Good.</td></tr>
</table>

<table>
<tr><th colspan="2">Network Safety Condition & Resilience NSCR02: Accidents – People Slight Injury.</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>Increasing slight accidents</td><td>On or close to Target</td><td>Decreasing slight accidents</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. Good signifies that the Safety Strategy targets are being exceeded.</td></tr>
<tr><td>Trends</td><td>Forward targets for this measure are:

<table>
<tr><th colspan="4">Actual</th><th colspan="3">Forward Targets</th></tr>
<tr><th>14/15</th><th>15/16</th><th>16/17</th><th>17/18</th><th>18/19</th><th>19/20</th><th>20/21</th></tr>
<tr><td>1108</td><td>1105</td><td>1069</td><td>887</td><td>1105</td><td>1105</td><td>1105</td></tr>
</table>

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

Driver for Change / Improvement Action

National and local aims to reduce accidents</td></tr>
<tr><td>Measure Details</td><td>This is an annual measure

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

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

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

No specific aim has been adopted for slight injuries.

2017/18 is a significant reduction compared to the previous year and performance is assessed as good.</td></tr>
</table>

<table>
<tr><th colspan="2">Network Safety Condition & Resilience NSCR03: Road Surface Skidding Resistance (SCRIM)</th></tr>
<tr><td>Overview</td><td>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.

<table><tr><th>Poor</th><th>Fair</th><th>Good</th></tr><tr><td>Increased %</td><td>Slight change or unchanged</td><td>Reduced %</td></tr></table>
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 %.</td></tr>
<tr><td>Trends</td><td>Forward targets for this measure are:

<table><tr><th colspan="4">Actual</th><th colspan="3">Forward Targets</th></tr><tr><th>14/15</th><th>15/16</th><th>16/17</th><th>17/18</th><th>18/19</th><th>19/20</th><th>20/21</th></tr><tr><td>28.4%</td><td>30.4%</td><td>30.98%</td><td>29.55%</td><td>Reduce %</td><td>Reduce %</td><td>Reduce %</td></tr></table>
Driver for Change / Improvement Action/Comment

National and local aims to reduce accidents. Skid resistance is an important factor in road safety.</td></tr>
<tr><td>Measure Details</td><td>This is measured annually.

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

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

Figure for 2017/18 is 29.55% which was a very slight improvement from 30.98% in 2016/17, and performance is assessed as Good.</td></tr>
</table>

<table>
<tr><th colspan="2">Network Safety Condition & Resilience NSCR04: Structural Condition of Carriageway</th></tr>
<tr><td>Overview</td><td>This performance measure is designed to determine the percentage of carriageway where maintenance should be considered soon.

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

<table><tr><th>Poor</th><th>Fair</th><th>Good</th></tr><tr><td>Increased %</td><td>Slight increase or unchanged</td><td>Reduced %</td></tr></table>
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.</td></tr>
<tr><td>Trends</td><td>Trends for this measure are:

<table><tr><th colspan="4">Actual</th><th colspan="3">Forward Targets</th></tr><tr><th>14/15</th><th>15/16</th><th>16/17</th><th>17/18</th><th>18/19</th><th>19/20</th><th>20/21</th></tr><tr><td>-</td><td>3.7%</td><td>3.7%</td><td>3.6%</td><td>Reduce %</td><td>Reduce %</td><td>Reduce %</td></tr></table>
Driver for Change / Improvement Action

Improved road safety and customer satisfaction</td></tr>
<tr><td>Measure Details</td><td>This is an annual measure derived from the annual Scanner survey of the highway network. Survey based on annually 50% of A class roads in both directions, 100% of B class roads in one direction, and 50% of C class roads and 20% of unclassified roads in one direction.

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

Measure is lane length with Scanner condition Red as a percentage of total length surveyed. It should be noted that the survey methodology may result in some fluctuations in these survey results over time.

2017/18 percentage is a slight reduction compared to previous year and was assessed as good.</td></tr>
</table>

Network Safety Condition & Resilience NSCR05: Winter Maintenance

Overview

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

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

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

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

Trends

Trends for this measure are:

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

This measure applies to precautionary salting network only.

Driver for Change / Improvement Action

Road safety, resilience and customer satisfaction.

Measure Details

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

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

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

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

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

<table>
<tr><th colspan="2">Network Safety Condition & Resilience NSCR06: Bridges and Structures (BCI)</th></tr>
<tr><td>Overview</td><td>This performance measure is a number of bridge condition factors amalgamated into a single condition indicator using the Bridge Condition Indicator (BCI) information.

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

<table>
<tr><th>Poor</th><th>Fair</th><th>Good</th></tr>
<tr><td><65</td><td>>65 and <80</td><td>>80</td></tr>
</table>

Where poor is defined as less than 65%, fair is greater than or equal to 65% but less than 80%, good is greater than or equal to 80%</td></tr>
<tr><td>Trends</td><td>Forward targets for this measure are:

<table>
<tr><th colspan="4">Actual</th><th colspan="3">Forward Targets</th></tr>
<tr><th>14/15</th><th>15/16</th><th>16/17</th><th>17/18</th><th>18/19</th><th>19/20</th><th>20/21</th></tr>
<tr><td>-</td><td>84.13</td><td>84.56</td><td>85.84</td><td>80</td><td>80</td><td>80</td></tr>
</table>

Driver for Change / Improvement Action

Need to ensure the Council’s bridges are safe and fit for purpose.</td></tr>
<tr><td>Measure Details</td><td>This is an annual measure.

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

For 2017/18:

BCI average 88.41

BCI critical 82.39

Blended weighted average is 85.84 (0.6 BCI Ave + 0.4 BCI Critical weighted against deck area)

Based on guidance 2017/18 performance is rated as good.</td></tr>
</table>

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%	12%	13%	15%	15%	15%

This measure is not affected by network hierarchy.

Driver for Change / Improvement Action

An improvement is expected in the longer term as a result of implementing the 'Local Highways Investment Fund 2014 – 2020'. Forward target to be reviewed

Measure Details

This performance measure is the budget expenditure on reactive work such as pothole repairs and patching compared to expenditure on planned highway maintenance such as surfacing, reconstruction and surface dressing.

The performance measure is reviewed annually to calculate the NA01 measure.

Targets for future years will be reviewed next year.

2017/18 proportion of reactive road maintenance is estimated as 13% which is assessed as good.

Network Availability NA02: Forward visibility of Surfacing Programme.

Overview

The purpose of the performance measure is to measure the extent of the forward programme of planned highway maintenance works. Long forward programme is good.

The measure is the forward highway major maintenance programmed.

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

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

Trends

Forward targets for this measure are:

Actual				Forward Targets		
14/15	**15/16**	**16/17**	**17/18**	**18/19**	**19/20**	**20/21**
N/A	1 year	1 year	2 years	5 years	5 years	5 years

This measure is not affected by network hierarchy.

Driver for Change / Improvement Action

Need to identify an effective maintenance programme for the road network for future investment.

Measure Details

This performance measure is length of the forward planned highway maintenance such as surfacing, reconstruction and surface dressing. An outline 5 year programme exists but this measure refers to the more detailed scheme list.

The performance measure is reviewed annually to calculate the NA02 measure.

Target of a 5 year forward programme has been set from 2018/19. The updating of the 5 year programme was deferred from 2017/18 because of the introduction of the new Highways Infrastructure Asset Management System during 2018.

2017/18 programme had forward visibility of two years, and five year programme is being developed. The procurement process u for new Asset Management software has been completed. Development of forward programme is considered to be on target.

<table>
<tr><th colspan="2">Network Availability NA03: Forward Visibility of Structures Programme.</th></tr>
<tr><td>Overview</td><td>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.

<table>
<tr><th>Poor</th><th>Fair</th><th>Good</th></tr>
<tr><td>Less than target</td><td>Close to target</td><td>Better than or on target</td></tr>
</table>

Where poor is defined less than target, fair is close to target, and good is on target or better.</td></tr>
<tr><td>Trends</td><td>Forward targets for this measure are:

<table>
<tr><th colspan="4">Actual</th><th colspan="3">Forward Targets</th></tr>
<tr><th>14/15</th><th>15/16</th><th>14/15</th><th>15/16</th><th>14/15</th><th>15/16</th><th>14/15</th></tr>
<tr><td>N/A</td><td>5 year</td><td>5 year</td><td>5 year</td><td>5 year</td><td>5 year</td><td>5 year</td></tr>
</table>

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

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

2017/18 programme had forward visibility of five years which is on target and good.</td></tr>
</table>

Network Availability NA04: Planned Routine Maintenance

Overview

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

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

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

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

Trends

Forward targets for this measure are:

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

This measure is generally not affected by network hierarchy.

Driver for Change / Improvement Action

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

Measure Details

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

Maintenance Operation	Annual target (total)	Frequency	2016/17 Performance	2017/18 Performance
Gully emptying	Target 34,560 gully visits	New method of working introduced.	New way of working. Target changed.	26,771 visited. Below target
Rural grass cutting	11,488km	Once per year (additional grass cuts for visibility areas)	Completed	Completed
Road sweeping town centre	7,519km	Fortnightly. Weekly in Salisbury.	Completed	Completed
Road sweeping residential	4,850km	Once per year (Previously - twice per year)	Changed target	Not Completed
Road sweeping Car parks	568,344sqm.	Twice per year	Completed	Completed
Road sweeping Rural	2,182km	Once per year	Not completed	Not Completed

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

Network Availability NA05: Reducing the Number of Potholes

Overview

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

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

Poor	Fair	Good
Potholes increasing	Potholes slightly above target	Potholes reducing

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

Trends

Forward targets for this measure are:

Actual				Forward Targets		
14/15	**15/16**	**16/17**	**17/18**	**18/19**	**19/20**	**20/21**
N/A	N/A	6822	10484	Reducing number	Reducing number	Reducing number

This measure is not affected by network hierarchy.

Driver for Change / Improvement Action

Improving road conditions should result in reduced number of potholes.

Measure Details

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

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

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

Identified by	2016/17	2017/18
Safety Inspection potholes	1994	2647
Technician Inspection potholes	462	847
Customer reports	1833	1961
Find and fix pothole repairs	2533	5029
Total	6822	10484

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

Network Availability NA06: Repair of Priority 1 Defects

Overview

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

The measure is the number of P1 potholes annually.

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

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

Trends

Forward targets for this measure are:

Actual				Forward Targets		
14/15	**15/16**	**16/17**	**17/18**	**18/19**	**19/20**	**20/21**
N/A	N/A	707	816	Reducing number	Reducing number	Reducing number

This measure is not affected by network hierarchy.

Driver for Change / Improvement Action

Improving road conditions should result in reduced number of P1 potholes.

Measure Details

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

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

Identified by	2016/17	2017/18
P1 Potholes (safety Inspections)	383	421
P1 Potholes (technician Inspections)	110	150
P1 Potholes (customer reports)	214	245
Total	707	816

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

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

Maintenance for Sustainable Transport MST01: Footway Condition

Overview

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

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

Poor	Fair	Good
>25%	>10% <25%	<10%

Where Poor is defined as >25% of surveyed footway length is considered as Structurally Unsound. Fair is defined as where between 10% and 25% of surveyed footway length is considered as Structurally Unsound. Good is defined as less than 10% of the surveyed footway length is considered as Structurally Unsound.

Trends

Measured every 4 years. Percentage of total surveyed footway length considered as structurally unsound.

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

Driver for Change / Improvement Action

Footway condition is not as good as desired in many instances as a result of underinvestment in previous years.

Measure Details

This measure uses the Footway Network Survey (FNS) data to identify those locations recorded as being Structurally Unsound.

The Council uses the structurally unsound footway condition data to identify and prioritise footway sites for treatment against the available budget.

Footway surveys are usually undertaken on a 4 year cycle. Footway condition data is recorded in 4 categories – As New, Aesthetically Impaired, Functionally Impaired (FI) and Structurally Unsound (SU).

Secondary Indicators will be developed for FI

SU assessment of condition in 2015/16 was 27.07 which is less than 25 and was assessed as poor in 2015/16.

No additional surveys have been completed, but a budget of £1.25 million was included for 2017/18 footway maintenance, and progress is now being made on reducing the backlog. Performance has been assessed as Fair.

Maintenance for Sustainable Transport MST02: Dropped Kerbs for Pedestrians

Overview

This performance measure is designed to determine the quantity of dropped access points installed per year.

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

Poor	Fair	Good
Less than 5 per year	5 to 10 per year	10 per year

Where Poor is defined as less than 5 sites per year, Fair is defined as 5 to 10 sites per year, and Good is more than 10 sites per year.

Trends

Forward targets for this measure are:

Actual				Forward Targets		
14/15	15/16	16/17	17/18	18/19	19/20	20/21
-	11	26	16	More than 10	More than 10	More than 10

Driver for Change / Improvement Action

Improved accessibility for all road users.

Measure Details

This measure records the number of dropped kerbs installed each year.

Dropped kerbs are installed via the Integrated Transport Programme in response to requests raised at the Community Area Transport Groups.

In 2017/18 there were 16 CATG schemes involving dropped kerbs to improve pedestrian access. This is less than in the previous year, but still above the target number.

The indicator is assessed as good.

<table>
<tr><th colspan="2">Maintenance for Sustainable Transport MST03: Pedestrian Improvements</th></tr>
<tr><td>Overview</td><td>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.

<table><tr><th>Poor</th><th>Fair</th><th>Good</th></tr><tr><td>Less than 10</td><td>10 to 25</td><td>More than 25</td></tr></table>
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.</td></tr>
<tr><td>Trends</td><td>Forward targets for this measure are:

<table><tr><th colspan="4">Actual</th><th colspan="3">Forward Targets</th></tr><tr><th>14/15</th><th>15/16</th><th>16/17</th><th>17/18</th><th>18/19</th><th>19/20</th><th>20/21</th></tr><tr><td>-</td><td>29</td><td>18</td><td>15</td><td>More than 25</td><td>More than 25</td><td>More than 25</td></tr></table>
Driver for Change / Improvement Action

Improved pedestrian facilities to improve safety and encourage walking for shorter journeys.</td></tr>
<tr><td>Measure Details</td><td>This measure records the number of pedestrian crossing, footway improvements and pedestrian schemes implemented each year. Measure excludes dropped kerbs assessed under MST02.

Pedestrian crossings are installed via the Integrated Transport Programme in response to requests raised at the Community Area Transport Groups,

Future targets to be reviewed in due course, and may be subject to levels of Integrated Transport block funding from Department for Transport.

In 2017/18 there were 15 pedestrian schemes implemented. This does not include schemes being designed or in preparation.

Performance is assessed as Fair.</td></tr>
</table>

<table>
<tr><th colspan="2">Maintenance for Sustainable Transport MST04: Community Area Transport Group Schemes</th></tr>
<tr><td>Overview</td><td>This performance measure is designed to measure the number of Community Area Transport Group schemes investigated each year.

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

<table><tr><th>Poor</th><th>Fair</th><th>Good</th></tr><tr><td>Less than 60 per year</td><td>60 to 80 per year</td><td>Over 80 per year</td></tr></table>
Where Poor is defined as less than 60 sites per year, Fair is defined as 60 to 80 sites per year, and Good is more than 80 sites per year. Target revised in 2016/17 to reflect reduced Integrated Transport funding from DfT.</td></tr>
<tr><td>Trends</td><td>Trends for this measure are:

<table><tr><th colspan="4">Actual</th><th colspan="3">Forward Targets</th></tr><tr><th>14/15</th><th>15/16</th><th>16/17</th><th>17/18</th><th>18/19</th><th>19/20</th><th>20/21</th></tr><tr><td>-</td><td>106</td><td>66</td><td>114</td><td>More than 100</td><td>More than 100</td><td>More than 100</td></tr></table>
Driver for Change / Improvement Action

Improved accessibility for all road users and delivering local priorities.</td></tr>
<tr><td>Measure Details</td><td>Community Area Transport Groups (CATG) meet at least 4 times a year. Locally raised issues are discussed and considered by the CATG representatives and the

Schemes are investigated for feasibility, and if agreed, proceed to design and construction phases.

The types of schemes include signing and lining improvements, 20mph speed limits, traffic calming and similar schemes. This measure excludes dropped kerbs and pedestrian improvements assessed under MST02 and MST03.

Future targets may need to be reviewed in due course, and may be subject to levels of Integrated Transport block funding from Department for Transport.

In 2017/18 there were 114 sites progressed through the CATG process, which is a significant increase compared to the previous year, and is above the target. Performance is assessed as Good.</td></tr>
</table>

Maintenance for Sustainable Transport MST05: Traffic Signals

Overview

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

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

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

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

Trends

Forward targets for this measure are:

Actual				Forward Targets		
14/15	15/16	16/17	17/18	18/19	19/20	20/21
-	26.1%	23.0%	24.9%	tbc	tbc	tbc

Driver for Change / Improvement Action

Need to manage highway assets including aging stock of traffic signals.

Measure Details

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

Based on traffic signals data held in asset register.

Age of Unit	2015/16	2016/17	2017/18
20 years or more	26.1%	23.0%	24.9%
20 – 11 years	44.6%	32.5%	31.3%
Less than 10 years	29.3%	44.5%	43.8%

Based on current data and rate of renewal the measure is estimated as Fair for 2017/18.

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

<table>
<tr><th colspan="2">Maintenance for Sustainable Transport MST06: Rights of Way</th></tr>
<tr><td>Overview</td><td>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.

<table><tr><th>Poor</th><th>Fair</th><th>Good</th></tr><tr><td>Below target</td><td>Below but close to Target</td><td>Above target</td></tr></table>
Where poor is defined as number below target, fair is below but close to target, and good is on or above target.</td></tr>
<tr><td>Trends</td><td>Forward targets for this measure are to confirmed:

<table><tr><th colspan="3">Actual</th><th colspan="4">Forward Targets</th></tr><tr><th>14/15</th><th>15/16</th><th>16/17</th><th>17/18</th><th>18/19</th><th>19/20</th><th>20/21</th></tr><tr><td>2799</td><td>2226</td><td>1518</td><td>1301</td><td>tbc</td><td>tbc</td><td>tbc</td></tr></table>
Driver for Change / Improvement Action

Access to countryside and improvements to rights of way.</td></tr>
<tr><td>Measure Details</td><td>Measure is based on number of path problems resolved and footpaths improved.

Number of paths improved in 2013/14 was 1816. This has been taken as the base year.

In 2014/15 there was a significant increase over previous year, and in 2015/16 the number was 2226. As this above the 2013/14 number the performance was rated as good.

In 2016/17 the need to make in year budget savings meant that only essential works were carried out in the second half of the year, and scheme numbers reduced to 1,518.

The number of schemes has reduced to 1301 in 2018/18 because of staffing and resource issues. Performance for 2017/18 on this measure has been assessed as poor compared to previous years.</td></tr>
</table>

<table>
<tr><th colspan="2">Infrastructure ISEG01: Delivery of A350 Chippenham Phase 3</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 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.

<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="4">Actual</th><th colspan="3">Forward Targets</th></tr>
<tr><th>14/15</th><th>15/16</th><th>16/17</th><th>17/18</th><th>18/19</th><th>19/20</th><th>20/21</th></tr>
<tr><td>N/A</td><td>Design</td><td>Tender</td><td>Works</td><td>End</td><td>-</td><td>-</td></tr>
</table>

Driver for Change / Improvement Action/Comment

An established programme for the scheme is in place which envisages scheme completion by 2019/20.</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 ISEG01 measure.

2016/17 – Outline Business Case approved by SWLEP Board in November 2016. Detailed design progressed through remaining part of 2016/17 and tender procurement exercise undertaken in early 2017. Full Business Case approved by SWLEP Board in May 2017. Scheme constructed started in July 2017.

Scheme is on programme and indicator score is assessed as Good.</td></tr>
</table>

<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="4">Actual</th><th colspan="3">Forward Targets</th></tr>
<tr><th>14/15</th><th>15/16</th><th>16/17</th><th>17/18</th><th>18/19</th><th>19/20</th><th>20/21</th></tr>
<tr><td>N/A</td><td>Design</td><td>Tender</td><td>Works</td><td>End</td><td>-</td><td>-</td></tr>
</table>

Driver for Change / Improvement Action/Comment

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.

2016/17 – Outline Business Case approved by SWLEP Board in November 2016. Detailed design progressed through remaining part of 2016/17 and tender procurement exercise undertaken in early 2017. Full Business Case approved by SWLEP Board in May 2017. Scheme construction started 2017.

Scheme is progressing to delivery in 2018/19, and indicator score is assessed as Good.
</td></tr>
</table>

<table>
<tr><th colspan="2">Infrastructure ISEG03: Development of A350 Yarnbrook and West Ashton</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 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.

<table>
<tr><th>Poor</th><th>Fair</th><th>Good</th></tr>
<tr><td>No progress</td><td>Scheme on hold or slow progress</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="4">Actual</th><th colspan="3">Forward Targets</th></tr>
<tr><th>14/15</th><th>15/16</th><th>16/17</th><th>17/18</th><th>18/19</th><th>19/20</th><th>20/21</th></tr>
<tr><td>N/A</td><td>Design</td><td>Design</td><td>Design</td><td>tbc</td><td>tbc</td><td>tbc</td></tr>
</table>

Driver for Change / Improvement Action/Comment

The programme for delivery of the scheme will depend on progress of the housing and related development.</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 ISEG03 measure.

2017/18 – Developers continuing to prepare detailed proposals as part of strategic housing site. Programme for delivery subject to outcome of planning application process.

In view of slow progress Indicator score is currently assessed as Fair.</td></tr>
</table>

<table>
<tr><th colspan="2">Infrastructure ISEG04: Development of future major schemes</th></tr>
<tr><td>Overview</td><td>The purpose of this performance measure is to report on the progress of delivering a programme of major schemes for construction in future years.

This measure reflects the progress being made on preparation and development of the major schemes programme, including bidding for funding.

<table><tr><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="4">Actual</th><th colspan="3">Forward Targets</th></tr><tr><th>14/15</th><th>15/16</th><th>16/17</th><th>17/18</th><th>18/19</th><th>19/20</th><th>20/21</th></tr><tr><td>N/A</td><td>Development</td><td>Development</td><td>Development</td><td>tbc</td><td>tbc</td><td>tbc</td></tr></table>
Driver for Change / Improvement Action/Comment

The programme for delivery of the scheme will depend on progress through the major schemes and LEP bidding processes.</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 ISEG04 measure.

2017/18 – Major schemes being developed to take advantage of bidding opportunities, including potential Major Road Network (MRN) schemes.

Development of proposals is progressing and indicator score is assessed as Good.</td></tr>
</table>

<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="4">Actual</th><th colspan="3">Forward Targets</th></tr>
<tr><th>14/15</th><th>15/16</th><th>16/17</th><th>17/18</th><th>18/19</th><th>19/20</th><th>20/21</th></tr>
<tr><td>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.

2017/18 – Schemes being progressed to support development growth.

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.

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

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

Environmental Sustainability ES01: Energy Consumption

Overview

This performance measure is designed to determine the energy consumption from street lighting upon the highway network in Wiltshire.

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

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

Where poor is defined as energy usage increasing, fair is no major change in energy usage, good is energy usage decreasing.

Trends

Forward targets for this measure are:

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

Driver for Change / Improvement Action

Energy price changes are key pressures on Local Authority budgets. Measures to reduce energy consumption such as changing to LED lighting, part night lighting and lamp dimming are increasingly important to reduce carbon footprint and costs.

Measure Details

This measure records the change in energy consumption for street lighting as a standard measurement based on Kilowatt Hours consumed per unitannually. Base line is 2013/14 consumption. Energy consumption as reported by Meter Administrator

Target set for 2016/17 based on effects of LED, part night lighting and dimming. Target for future years will be set in due course. Further reductions are likely to require invest to save schemes, and options are being considered.

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

<table>
<tr><th colspan="2">Environmental Sustainability ES02: Low Carbon Asphalt Materials</th></tr>
<tr><td>Overview</td><td>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.

<table><tr><th>Poor</th><th>Fair</th><th>Good</th></tr><tr><td>Below target</td><td>On or close to target</td><td>Above target</td></tr></table>
Where Poor is defined as below target, Fair is on or close to target and Good is above target.</td></tr>
<tr><td>Trends</td><td>Forward targets for this measure are:

<table><tr><th colspan="4">Actual</th><th colspan="3">Forward Targets</th></tr><tr><th>14/15</th><th>15/16</th><th>16/17</th><th>17/18</th><th>18/19</th><th>19/20</th><th>20/21</th></tr><tr><td>0</td><td>17.9%</td><td>60.8%</td><td>25.9%</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

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.</td></tr>
<tr><td>Measure Details</td><td>Measure is based on proportion of surfacing material which is ‘Warm’ Asphalt compared to more traditional ‘Hot’ material. Figures to be derived from major maintenance programme.

The target is to have 50% of material to be low carbon where feasible by 2017/18. Future targets to be set following review of operation of material and surfacing material options.

In 2016/17 60.8% of the material used was low carbon, which was a significant increase on the previous year. However, the volume reduced in 2017/18, and performance is currently assessed as Fair.</td></tr>
</table>

<table>
<tr><th colspan="2">Environmental Sustainability ES03: Recycling of Road Construction Materials</th></tr>
<tr><td>Overview</td><td>This performance measure is designed to determine the quantity of materials from highway schemes recycled as opposed to disposal to a licensed tip.

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

<table><tr><th>Poor</th><th>Fair</th><th>Good</th></tr><tr><td>Less than 70%</td><td>70% – 80% recycled</td><td>More than 80% recycled</td></tr></table>
Where Poor is defined as below target, Fair is on or close to target and Good is above target.</td></tr>
<tr><td>Trends</td><td>Forward targets for this measure are:

<table><tr><th colspan="4">Actual</th><th colspan="3">Forward Targets</th></tr><tr><th>14/15</th><th>15/16</th><th>16/17</th><th>17/18</th><th>18/19</th><th>19/20</th><th>20/21</th></tr><tr><td>-</td><td>86.3%</td><td>98.6%</td><td>99.1%</td><td>80%</td><td>tbc</td><td>tbc</td></tr></table>
Driver for Change / Improvement Action

Aim to improve sustainability, reduce waste and costs.</td></tr>
<tr><td>Measure Details</td><td>Indicator based on the percentage of planings from major maintenance schemes that recycled instead of being disposed of at tips.

This is an annual measure

Measures based on tonnes of planings recycled as a percentage of total. The volume of planings may vary from year to year, and schemes size may vary. Removal, or significant reduction, in budget for removing planings to recycling locations would be assessed as Poor.

Target for future years will be reviewed depending on type of resurfacing work being undertaken. A separate measure may be introduced for in-situ recycling.

There is currently a very high proportion of planings being recycled, particularly to rights of way. Current performance is therefore assessed as Good.</td></tr>
</table>

Environmental Sustainability ES04: Flood Prevention Schemes

Overview

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

Poor	Fair	Good
Decrease in number of schemes	Similar to previous year	Increase in number of schemes

Where poor is defined as a decrease in the number of schemes completed, fair is a similar number of schemes to previous year, and good is an increase in the number of schemes.

Trends

Forward targets for this measure are:

Actual				Forward Targets		
14/15	15/16	16/17	17/18	18/19	19/20	20/21
-	34	39	22	tbc	tbc	tbc

Driver for Change / Improvement Action

Reduce flood risk for communities and improve road safety.

Measure Details

Indicator based on number of schemes to improve drainage or reduce flooding.

This is an annual measure

Measures based on number of schemes, but this is likely to vary from year to year, and schemes size may vary. Removal or significant reduction in drainage budget would reduce number of schemes and be assessed as be assessed as Poor.

There is currently a good programme of drainage which is funded, with 22 sites completed in 2017/18. This is fewer than in recent years and performance is therefore assessed as Fair.

<table>
<tr><th colspan="2">Environmental Sustainability ES05: Highway Trees and Verges</th></tr>
<tr><td>Overview</td><td>This performance measure is designed to measure the number of highway tree works and protected verge works completed each year.

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

<table><tr><th>Poor</th><th>Fair</th><th>Good</th></tr><tr><td>Reactive work only</td><td>Some planned work</td><td>Management of trees taking place</td></tr></table>
Where poor is defined as carrying out reactive work only, Fair is defined as mainly reactive but some planned work and Good is having a programme of tree and landscape maintenance.</td></tr>
<tr><td>Trends</td><td>Trends for this measure are:

<table><tr><th colspan="4">Actual</th><th>Forward Targets</th><th>Forward Targets</th><th>Forward Targets</th></tr><tr><th>14/15</th><th>15/16</th><th>16/17</th><th>17/18</th><th>18/19</th><th>19/20</th><th>20/21</th></tr><tr><td>-</td><td>247</td><td>241</td><td>214</td><td>tbc</td><td>tbc</td><td>tbc</td></tr></table>
Driver for Change / Improvement Action

Safety of road users, and preserving and improving the environmental value of highway trees and protected verges.</td></tr>
<tr><td>Measure Details</td><td>Trees are important for amenity and nature conservation reasons and should be preserved, but they can present risks to highway users and adjoining land users if they are allowed to become unstable. In England and Wales the highway authority is also responsible for ensuring that trees outside the highway boundary, but within falling distance, are safe. All trees within falling distance are collectively termed ‘highway trees’. Section 154 of the Highways Act 1980 empowers the authority to deal, by notice, with hedges, trees and shrubs growing on adjacent land which overhang the highway, and to recover costs.

This is an annual measure

Measure is based on number of schemes, but this is likely to vary from year to year. Removal or significant reduction in highway tree maintenance budget would be assessed as Poor.

There is currently a good programme of highway tree maintenance work which is funded, with 214 sites completed in 2017/18, and the protected verge scheme continues to operate. Performance is therefore assessed as Good.</td></tr>
</table>

<table>
<tr><th colspan="2">Environmental Sustainability ES06: Noxious Weeds</th></tr>
<tr><td>Overview</td><td>This performance measure is designed to determine the quantity of known noxious weed sites treated each year.

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

<table><tr><th>Poor</th><th>Fair</th><th>Good</th></tr><tr><td>Increasing</td><td>Steady State</td><td>Declining</td></tr></table>
Where Poor is defined as number of sites increasing, Fair is slight change, and Good is number of sites decreasing.</td></tr>
<tr><td>Trends</td><td>Baseline data for this measure is:

<table><tr><th colspan="4">Actual</th><th colspan="3">Forward Targets</th></tr><tr><th>14/15</th><th>15/16</th><th>16/17</th><th>17/18</th><th>18/19</th><th>19/20</th><th>20/21</th></tr><tr><td>64</td><td>79</td><td>67</td><td>82</td><td>Decrease</td><td>Decrease</td><td>Decrease</td></tr></table>
This measure is not affected by network hierarchy.
Driver for Change / Improvement Action
Legal requirement to control noxious weeds, and environmental considerations</td></tr>
<tr><td>Measure Details</td><td>This is a measure based on the number of sites being treated each year. The numbers do vary from year to year

Targets currently based on reducing the number of Japanese Hogweed sites being treated each year. Further measures for other weeds may be developed in the future.

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

Customer C01: Satisfaction with Road Safety

Overview

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

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

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

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

Trends

Forward targets for this measure are:

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

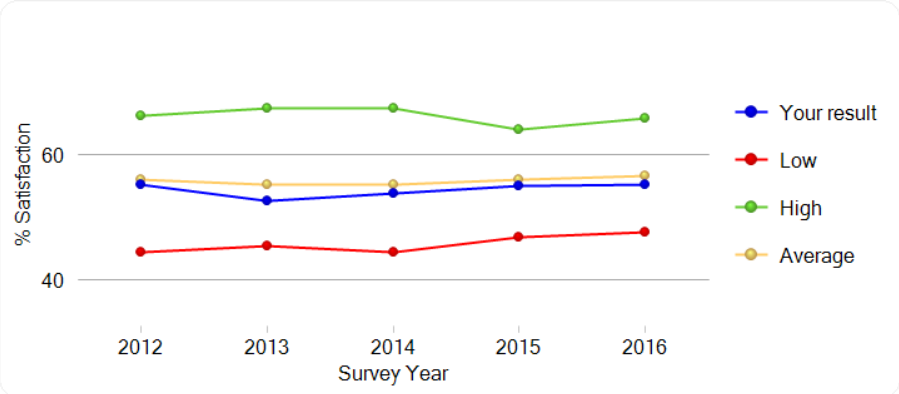
Based on 2016 National Highways and Transport Survey Questionnaire Results

Driver for Change / Improvement Action

Improved public satisfaction with road safety

Measure Details

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



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

Current score is close to national average and scored as Fair

Customer C02: Satisfaction with Road Maintenance

Overview

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

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

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

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

Trends

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

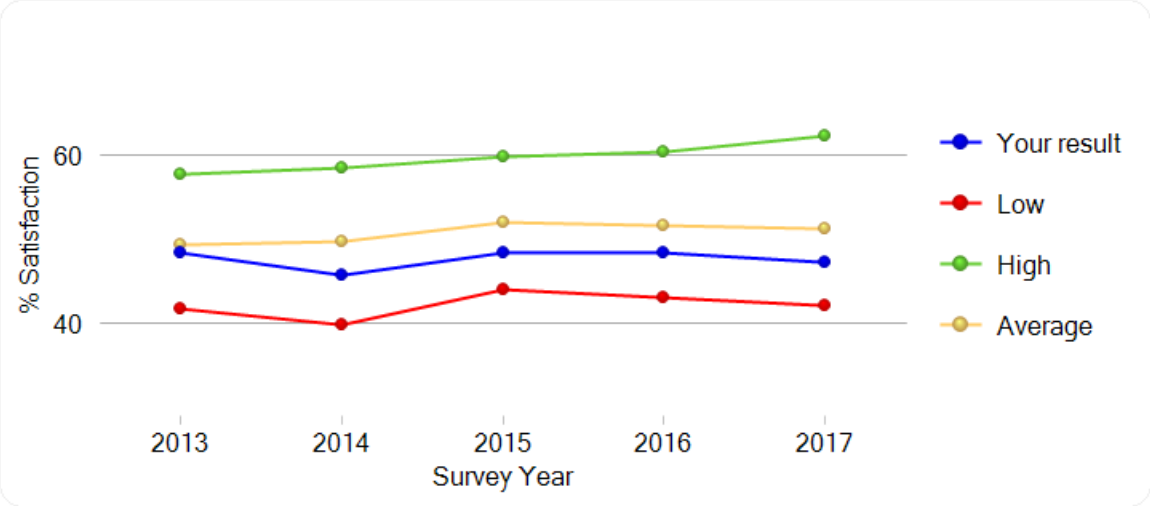
Actual				Forward Targets		
14/15	15/16	16/17	17/18	18/19	19/20	20/21
-	Close to Average	Close to Average	Below Average	Above Average	Above Average	Above Average

Driver for Change / Improvement Action

Improved public satisfaction with road maintenance

Measure Details

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



2017 Results for Wiltshire was 47%. The National Average was 51%

Current score is assessed as poor.

Customer C03: Deals with potholes and damaged roads

Overview

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

This measure uses the standard NHT results.

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

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

Trends

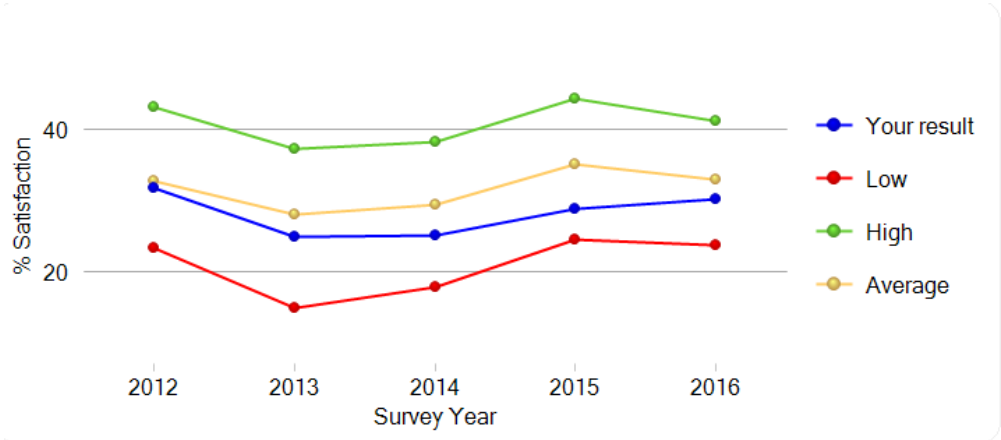
Based on National Highways & Transport Survey Questionnaire Results HMBI 13 comparison with County Councils

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

Driver for Change / Improvement Action

Measure Details

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



2017 – Wiltshire Average 32% National County Council Average 34%

This information is also required for the Direct Management Group.

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

Customer C04: Satisfaction with Walking and Cycling

Overview

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

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

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

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

Trends

Forward targets for this measure are:

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

Based on National Highways & Transport Survey Questionnaire Results

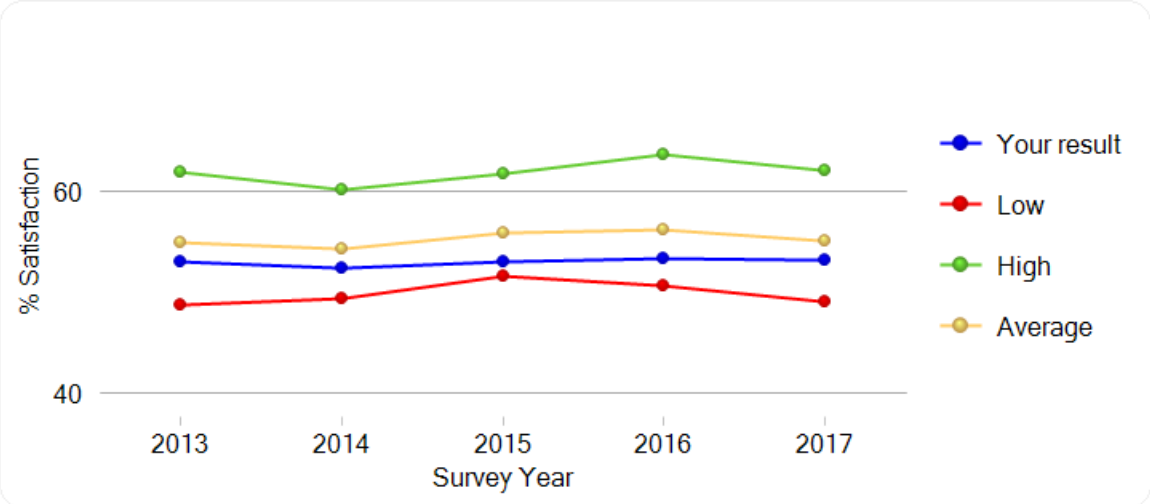
Driver for Change / Improvement Action

Improved public satisfaction with road maintenance

Measure Details

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

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



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

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

Customer C05: Satisfaction with Tackling Congestion

Overview

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

This measure uses the standard NHT results.

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

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

Trends

This measure is based on National Highways & Transport Survey Questionnaire Results for Tackling Congestion Theme. Forward targets for this measure are:

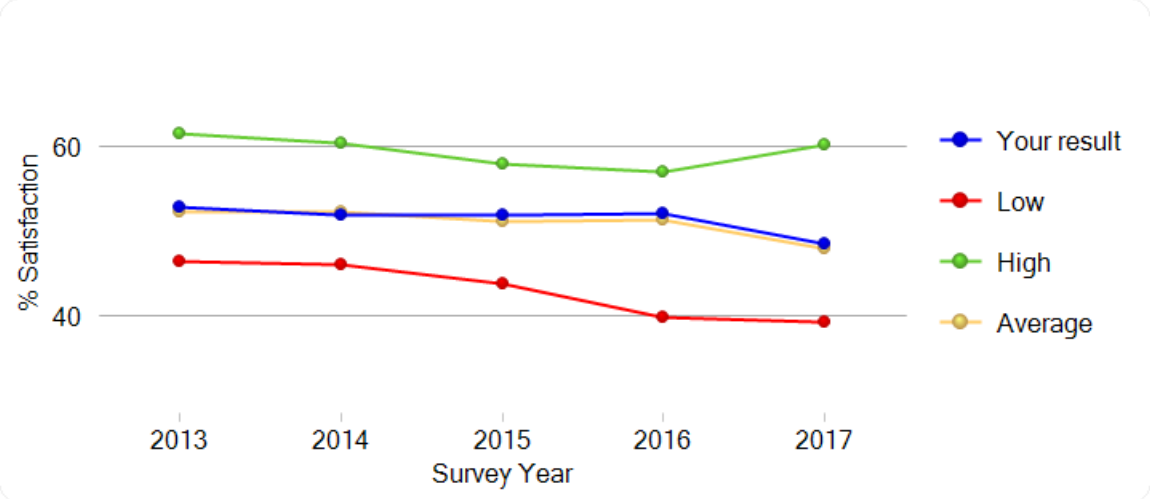
Actual				Forward Targets		
14/15	15/16	16/17	17/18	18/19	19/20	20/21
-	Average	Average	Average	Above Average	Above Average	Above Average

Driver for Change / Improvement Action

Improved public satisfaction with road maintenance

Measure Details

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



Wiltshire score for 2017 is 49%. The National average is 48%.

Current score is very close to national average and is assessed as fair.

Customer C06: Satisfaction with Managing Roadworks

Overview

The purpose of this performance measure is to report the road users' satisfaction with the way in which the Council manages roadworks on the highway network.

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

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

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

Trends

Based on National Highways & Transport Survey Questionnaire Results for Question TCBI 07 – The management of roadworks overall. Forward targets for this measure are:

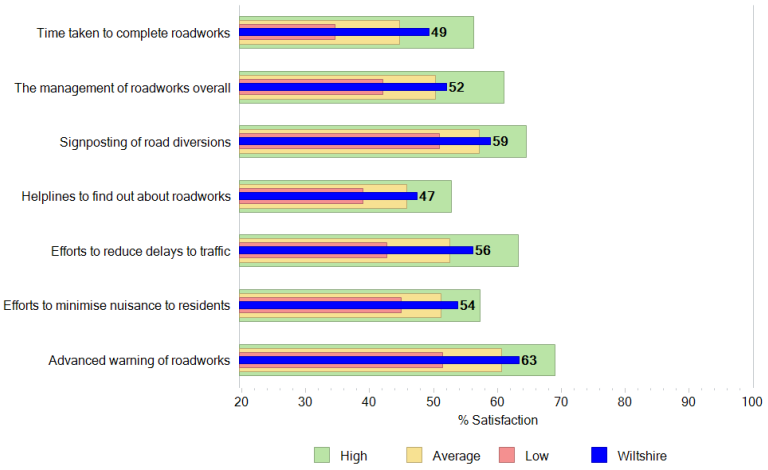
Actual			Forward Targets			
14/15	15/16	16/17	17/18	18/19	19/20	20/21
-	Above Average	Above Average	Average	Above Average	Above Average	Above Average

Driver for Change / Improvement Action

Improved public satisfaction with management of roadworks

Measure Details

This measure is recorded from the National Highways & Transport Network Survey 'TCBI 07 The Management of Roadworks Overall'.



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

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RINGWAY KEY PERFORMANCE INDICATORS 2017/18

CONTRACT OBJECTIVE	CONTRACT KPI	PERFORMANCE ASSESSMENT FACTORS	ANNUAL SCORE	MONTHLY STAFF SATISFACTION QUESTIONS	ANNUAL SCORE
General Management	Achievement of Annual Improvement Plan Targets	(i) Provide access for Wiltshire staff to Ringways online document manager (EPI) - this is to be used as the central access point for Ringway programmes, key information etc. (ii) Provide training programmes and employment opportunities within Wiltshire for Apprentices, Graduates, ex-offenders etc. (iii) Capture gully data monthly to provide an accurate inventory of the gully asset including dates gullies emptied (iv) Capture monthly sweeping data to provide an accurate record of roads swept and frequency of sweeping including dates roads swept and lengths of road swept (v) Carry out Critical Friend Review in 2017-18 and review, agree and apply recommendations	10.00	(i) Understanding and assistance to deliver my business (ii) Ease to do business (iii) Ability to keep promises, trust and honesty (iv) Ability to work as a team	7.5
Financial Management	% of applications for payment which are on time and fully accurate	(i) Ensure Ringway Payment Applications are submitted on time (ii) Ensure Ringway's Payment Applications are Accurate	9.88	(i) Delivery to budget	7.3
Customer Service and Quality	% scores from customer and client satisfaction survey	(i) Carry out annual Parish Steward Satisfaction Surveys through the Town and Parish Councils (ii) Major schemes feed back - feed back cards to be issued to provide feedback on the works on specific major schemes (iii) Number of Compliments from monthly spreadsheet (iv) Number of Complaints from monthly spreadsheet	9.44	(i) The quality of product (ii) Delivery to time	7.4
Health and Safety	Submission of Monthly Health and Safety Records Monitoring Ringway's Activities	(i) Lost Time Injury Frequency Rates (ii) RIDDOR Reports (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) (iii) Near Misses being recorded (iv) Number of Utility Service Strikes on site (v) Vigiroute safe driving alerts in contractors vehicles (vi) Site Safety Meetings - Supervisor / Manager site audits (vii) Tool Box Talks carried out each month	10.00	(i) Responsibility for safety & environment	7.7

CONTRACT OBJECTIVE	CONTRACT KPI	PERFORMANCE ASSESSMENT FACTORS	ANNUAL SCORE	MONTHLY STAFF SATISFACTION QUESTIONS	ANNUAL SCORE
Staffing Matters	% Completed Staff Surveys	(i) Ringway Staff Surveys carried out - Measure minimum 85% Staff Participation	9.75	(i) Extent and appropriateness of communication	7.4
	% of staff turn over per year	(ii) CHURN annual staff turnover - not including retirement or dismissals - measure is percentage of staff retained per year		(ii) Ability to keep promises, trust and honesty	
	Staff kept informed of internal Ringway news	(iii) Regular Internal Ringway News Letter Issued		(iii) Ability to work as a team	
		(iv) Parish Steward Internal Monthly Report Issued			
		(v) H&S news letter issued to staff every 2 months			
	Annual H&S meeting held for all staff	(vi) Contractors Annual H&S updates for staff carried out			
Service Development and Innovations	Developments or Improvements arising from joint contractor and client initiatives implemented over the course of the Contract	(i) Implement and monitor the performance through outputs and carry out further improvements for efficiency to the Hot Patching Gang	10.00	(i) Innovation, advice and honesty	7.5
		(ii) Monitor Parish Steward performance and feedback and carry out and implement continuous improvements to the Parish Steward Scheme		(ii) Ability to work as a team	
Information Technology	Network and core data centre infrastructure availability	(i) Network down time against availability at Ringway depots - recorded down time to be above 95% per month	10.00	(i) Innovation, advice and honesty	7.3
				(ii) Extent and appropriateness of communication	
Environmental Management	% year on year reduction in carbon footprint from works, services, office/depots	(i) Ringway recording annual Sustainability figures for Ringway Energy Consumption	10.00	(i) The quality of product	7.6
		(ii) The Blue and Green Environmental Rules used for work to / on Structures over water courses - Blue Green Forms to be completed for each site		(ii) Responsibility for safety & environment	
		(iii) Number of reported Environmental Incidents - no more than 3 per year			
Technical Performance -Quality	Contract compliance with required outputs to provide the service	(i) Gullies being emptied each month	7.13	(i) Ability to work as a team	7.6
		(ii) Roads being Swept each month		(ii) The quality of product	
		(iii) Parish Stewards carrying out Find & Fix each month			
		(iv) Masonry repairs being carried out each month			
		(v) Pothole gangs filling potholes each month			
		(vi) Tractor drivers provided each month			
	Service provision	(vii) Percentage of street lights and illuminated signage working			
		(viii) Average number of working days to repair a Priority 1 street light fault			
		(xi) Average number of actual days to repair a DNO (Distribution Network Organisation) street lighting fault			
		(x) Number of reactive street lighting jobs done per day per operative/gang			
	Quality of pre-site investigations	(xi) Percentage number of service strikes for street lighting columns installed			

CONTRACT OBJECTIVE	CONTRACT KPI	PERFORMANCE ASSESSMENT FACTORS	ANNUAL SCORE	MONTHLY STAFF SATISFACTION QUESTIONS	ANNUAL SCORE
Technical Performance-Programme and Cost	% of operations which comply with TMA noticing	(i) The correct number N notices submitted in accordance with Streetworks requirements for planned works	6.41	(i) Delivery to budget	7.3
	% of programmed highway works completed within budget	(ii) Ensure that the number of gullies attended in the year are in accordance with the Programme		(ii) Delivery to time	
		(iii) Ensure that the number of gullies attended in the year are within Budget			
		(iv) Ensure that the lengths of road swept in the year are in accordance with the Programme			
		(v) Ensure that the lengths of road swept in the year are within Budget			
	% of works completed on time	(vi) Percentage of Salting Routes completed on time per salt run			
		(vii) Percentage of street light faults repaired on time			
		(viii) Percentage of emergency faults for street light units repaired on time.			
		(ix) Number of planned maintenance jobs (Bulk Lamp Changes) done per day per operative/gang			
		(x) Number of Safety inspection potholes completed in month			
		(xi) Number of Safety inspection potholes completed on time in month			
		(xii) Percentage of Potholes safety defects completed on time in month			
	% of reactive and programmed highway works completed right first time and within budget	(xiii) Integrated Transport Schemes Programme updated and issued monthly			
		(xiv) Structures Programme updated and issued monthly			
		TOTAL AVERAGE SCORES	9.26		7.46

MERGED SCORE (Proportion 50/50) = 8.4

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Key Performance Indicators

Key:

Green - Acceptable
Amber - Minor Concerns - comments to be added
Red - Concerns to be raised at Area Manager meeting

Performance Measurement - Routine tasks

County Wide
Week Commencing 3rd September 2018

Subject	Target	Level Achieved	Responsibility	Comments
1. Whereabouts Sheets have been completed daily and submitted by 10am that day?			Contractor	
2. The allocation of resources is consistent with V31, as amended by CENs			Contractor	
3. The Enhanced Service as agreed at CEN 38, as amended by futher CENs, has been supplied			Contractor	
4. Resource allocation following sickness/ absenteeism has been agreed with the Client			Contractor	
5. Cleansing quality following litter picking is at the CoL&R **Techs update of their inspection**			Contractor	Warminster excellent by litter picker
6. Litter collected before grass cut **Techs to update**			Contractor	No reports recieved
7. Grass Cutting to Schedule (as agreed at weekly meetings)			Contractor	
8. Hedge Cutting to schedule (as agreed at the weekly meetings)			Contractor	N/A
9. Shrub Maintenance to Schedule (as agreed at the weekly meetings)			Contractor	N/A
10. The cleanliness of the toilets is at contract level.			Contractor	No complaints
11. The areas monitored are within the agreed performance levels set out in the specification for Shambles Cleaning			Contractor	NA
12. The market cleaning is undertaken to the required arrangements			Contractor	NA
Overall Routine tasks KPI target = 100%				

Subject	Target	Level Achieved	Responsibility	Comments
13. All ad hoc work commerical agreed and completed in specified timescales.			Contractor	CC awaiting quotes for bench in RWB.
14. Communication and presentation performance:				
a) staff liaison			Contractor	
b) staff feedback			Contractor	
c) staff programming			Contractor	
d) staff presentation.			Contractor	
Overall Ad hoc work KPI target = 100%				

Subject	Target	Level Achieved	Responsibility	Comments
15. Any accidents or near misses reported?			Contractor	5 reported
16. If any accidents occurred, were the correct procedures carried out in terms of reporting the accident and any remedial actions?			Contractor	N/A
17. No complaints received relating health & safety issues.			Contractor	None
18. The statutory training records have been updated.			Contractor	Verbally Agreed
Overall Health and Safety KPI target = 100%				

Subject	Target	Level Achieved	Responsibility	Comments
18. Successful provision of the above KPIs			Contractor	all in agreement.

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Wiltshire Council

Environment Select Committee

6 November 2018

Briefing note

The usage of Section 19 and 22 permits for road passenger transport in Great Britain (Community Transport)

Summary

Due to a series of concerns raised nationally and in Europe, the Department for Transport (DfT) are undertaking a consultation on the Community Transport (CT) Permit system. This specifically affects CT providers that undertake paid services, even if they are small scale and linked to the local community.

This will increase the regulatory process, meaning CT providers will need to convert their operations to an Operators' licence and their drivers obtain Passenger Carrying Vehicles (PCV) licences. This will significantly increase operating costs. Also, enhanced regulations are likely to reduce the number of volunteers willing to drive minibuses, especially older drivers whom the sector is most reliant upon.

Background

The 1985 Transport Act established a permit system to enable CT groups operating on a not-for-profit basis to carry passengers in a bus or minibus without the need for a Public Service Vehicle (PSV) operator's licence.

Many permit holders operate small contracted services for local authorities and other bodies, including school transport contracts and registered bus services. However in some cases, they take on bigger contracts and actively compete with the commercial PSV bus and coach sector, which is the case in Wiltshire. A number of local authorities have actively encouraged CT provision to replace subsidised local bus services, which have been cut due to budget constraints.

Nationally, a group of commercial bus and coach operators have raised this as a concern with the European Commission, citing unfair competition as the CT permit system offers a lower cost regulatory system when compared to the PSV regime.

DfT have acknowledged in correspondence (31 July 2017) to issuers of CT permits, including Wiltshire Council, that ***"there has historically been guidance that may have provided an inaccurate indication of the conditions and criteria for operating services under (community) permits"*** which now needs to be addressed to comply with legal requirements, particularly EU regulations.

A public consultation on the use of CT permits was published on 8 February 2018

https://www.gov.uk/government/consultations/section-19-and-22-permits-how-to-apply-eu-regulation-10712009

Responses were sought from permit-holders and issuers, stakeholders who rely on the services of permit-holders, (local authorities, NHS trusts, charitable organisations etc), holders of PSV licences and respective representative organisations by 4 May 2018. Wiltshire Council responded to this consultation.

The issues are complex, covering competitively tendered contracts, salaried drivers, derogations within EU regulations and the definition of operating services for 'non-commercial purposes'.

The Consultation questions were designed to obtain comments about the clarification of domestic law and guidance and complying with EU regulations rather than inviting other ideas or options. DfT have made it clear within the consultation documentation that there is
"no flexibility in the law for the UK Government to introduce further exemptions".

DfT envisage that most CT operators will not be affected by this clarification on EU rules. However, this is unlikely to be the case in Wiltshire where 11 of the 22 CT suppliers have contracts and employ paid drivers for the most part.

Current Community Transport Provision in Wiltshire

Wiltshire Council supports a mature CT sector, having encouraged the development of services for over 25 years. The model for CT in Wiltshire is managed differently to most local authorities, as Wiltshire has moved away from the direct employment of say a Community Transport Development Officer type post, and has instead grant funded the services of the voluntary sector to provide an overarching view and support. It is our opinion that the voluntary sector best understands the needs of the voluntary sector and can therefore deliver more effectively in this area. For Wiltshire this is provided by Community First, based in Devizes, who over many years have established, and now support, a vibrant CT sector.

Wiltshire Council has a good working relationship with both our commercial and CT sectors. The CT services complement the local bus network, filling gaps in provision where the market has failed or is unable to provide appropriate services; particularly for vulnerable groups of people including elderly, disabled and rurally isolated passengers.

In addition, over many years, Wiltshire Council has contracted with a Swindon based company Akcess Care Ltd (ACL), who operate on a Section 19 permit basis. Passenger transport is their sole business delivery and they have used the DfT permit guidance, and in particular, the interpretation of those conditions, to create a community interest company. Subsequently, they have amassed, through competitive tender, 45 contracts (60 minibuses) for the delivery of home to school transport, as well as the provision of adult care day service contracts. This amounts to an annual aggregated contract value of around £1.2milion.

Wiltshire is by no means alone in having a substantial number of contracts with CT suppliers. The Council therefore believes the impact on the overall CT and use of section 19 permits to be significant.

Anticipated Effects of the Consultation Proposals

Clarification of the definitions affecting CT permit schemes and any exemptions is welcomed and is long overdue, but recognition of the following consequences should be taken into account.

The school, social care and local bus transport contracts which traditional CT groups operate, and get paid for, help the groups to afford to run non-viable routes and additional services such as luncheon clubs, day trips for the local community and provision of access to essential services. This work and any opportunities for operating contracts will be lost to the CT groups, unless they either convert their operations to an Operators' licence and their drivers obtain Passenger Carrying Vehicles (PCV) licences, or they meet one or more of the exemptions to the EU regulations. This also applies to the significant number of contracts that are operated by ACL.

CT groups report that they cannot afford the costs associated with an enhanced regulatory process. The Community Transport Association UK (CTA) estimates the costs for CT groups to become compliant to be at least £11,650 for a one-vehicle, one-driver operation. Additional vehicles and drivers increase these costs significantly. The volunteer trustees of several local CT schemes have reported that they are not willing to continue to operate their services if they are compelled down this route, leaving potential gaps in the network.

If Wiltshire Council wishes to continue to support essential core CT services, this may have to be through a competitive tender process, at potentially additional cost for the authority. Other 'social' or recreational journeys could be lost altogether.

Enhanced regulations are likely to reduce the number of volunteers willing to drive minibuses, especially older drivers whom the sector is most reliant upon. Moreover, there is a local shortage of PCV drivers for commercial bus operators, so funding and retaining volunteers could intensify. There will be increased pressure on CT services, if minibus-based CT services are reduced.

Financial Considerations

Wiltshire Council's support for the CT sector is non-statutory, but it fulfils elements of the business plan, particularly support for vulnerable people and helping them to maintain independence.

The significant risk will be to contracts held by ACL. The annual value of contracts held is £1.2m. Some of the additional cost in moving the business's operation to a PSV footing could be met by ACL, however, the Director has made it clear that a proportion of that cost would need to be passed on.

Once Dft clarification is provided, it is likely that these contracts will need to be tendered on a phased programme; to ensure that the best price is obtained and that competition is maintained. It is at this point that prices will increase by an unquantifiable amount. Therefore, as long as Akcess Care Ltd provide a compliant bid, it is likely that they would be successful in securing most of their current contracts, as the market is largely immature in this area.

A reduction in CT services will be detrimental to community cohesion and has the potential for an increase in public spending to maintain essential transport services for vulnerable people.

Action to date

Wiltshire Council has through Officers and/or Community First:

- made local CT operators aware of DfT correspondence and sector response
- held meetings with Wiltshire's CT operators to discuss the issues and the potential effects on their organisations, services and passengers
- met with the Director of Akcess Care Ltd on several occasions, to discuss the implications of moving to a PCV operation and had regular verbal dialogue
- submitted a response to the Commons Select Committee inquiry (November 2017) into the licensing arrangements for CT minibuses via the Association of Transport Co-ordinators (ATCO)
- Responded to the DfT's consultation
- Wiltshire & Swindon Community Transport, who represent CT operation across Wiltshire have responded to the DfT's consultation
- The DfT responded to the consultation in July 2018, stating it had processed half of the 494 written responses received, but offered no further advice or clarification, other than to say they would respond more fully in the autumn

Recommendation

At the time of writing the briefing note, there has been no further advice or clarification from the DfT, despite the fact that DfT signalled that this information would be available before the summer recess and then again in the autumn.

Therefore, it is recommended that a further briefing note be presented to members when the advice / clarification has been made available.

Cllr Bridget Wayman – Cabinet Member for Highways, Transport and Waste

Parvis Khansari – Director – Highways and Transport

Report author: Jason Salter, Head of Passenger Transport – T: 01225 713334 / E: Jason.Salter@wiltshire.gov.uk

TRG Strategy – Actions for Review

Current Action 8:

All council services providing support to the traveller community should pro-actively engage with Traveller communities to ensure their views are represented and inform council policy and procedure.

Proposed Rewording:

Key services in Planning, Housing, Transport and Education and Health will be able to demonstrate how they proactively engage with Gypsy and Traveller Communities to ensure they are supported and views represented in council service delivery

Current Action 22

Engagement with Area Boards will also take place where traveller related issues have been identified to communicate with Members and the general public. This will include appreciating the issues raised by both settled and Traveller communities, as well as providing support to communities to understand each other better.

Proposed Rewording:

Awareness raising will take place with the public and professionals (council officers and others) to ensure that community areas where travellers reside develop better understanding of Gypsy and Traveller history, traditions and culture.

Key Action: to deliver a travelling Gypsy and Traveller campaign, linked to the national Holocaust campaign in 2019.

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Wiltshire Council

Environment Select Committee

6 November 2018

Methodology - Understanding the Size of Gypsy and Traveller Populations in Wiltshire

Following a request from the Environment Select Committee at their 4 September 2018 meeting, this paper has been drafted – to help the Committee better understand the methodology for how the Gypsy and Traveller population is accounted for in Wiltshire.

Overview of Gypsy and Travellers in Wiltshire

1. The precise number of Travellers in England and Wiltshire is unclear. The latest ONS analysis released in 2014 using 2011 Census data recorded 757 people in Wiltshire who identified themselves as being of Romany Gypsy or Irish traveller ethnicity which accounted for 0.2% of our population. The national average suggests that 0.1% of the population identify themselves as Gypsy or Irish Traveller.

2. According to the latest Gypsy and Traveller Accommodation Assessment (GTAA) for Wiltshire, in 2014, there were 200 traveller families on permitted and tolerated traveller sites in the county, totalling 634 people. The majority of families (171) were gypsies and travellers. There were 29 showpeople families on 4 sites.

3. The Kennet & Avon Canal is covered by six Area Boards and in partnership with Canal & River Trust. Data from Canal & River Trust regarding the Kennet & Avon Canal showed that between April 2015 and March 2016 there were 779 boats that were registered as continuous cruiser sighted between Dundas (KA-112) and Froxfield (KA-048) - the section of the canal that runs through Wiltshire. Of the 779 boats sighted during the year, 601 had also been sighted elsewhere on the canal. During the March National Boat Count this year 410 boats registered as continuous cruisers were sighted in the same area. It is further recognised that an unspecified number of boats which have permanent moorings are used residentially.

2011 Census

4. The national census is a snapshot survey that is considered an accepted means of complete population data. This allows us to make comparisons, influence resource allocation, allow for trend analysis and is often used as denominator data for health and other population statistics. Completion of the census is compulsory (under the Census Act). The ONS is responsible for the collection and dissemination of findings in England and Wales. The 2011 census was completed using a postal survey.

5. Census data does not go without its limitations. The census often under-enumerates certain groups including Gypsies and Travellers. The census takes place every 10 years so the data is often out of date by the time it is released. The census relies of self-reported data, meaning the accuracy of census information is difficult to assess especially given concerns around adult literacy issues in Traveller populations. Local based population data is often easier and cheaper to obtain, is more accurate and can be more up to date.

6. Ethnicity is essentially self-defined and may change over time. Classification of ethnicity is essentially based on categories that include common self-descriptions which are acceptable to respondents and seeks to identify variations that are important for research or policy. In the 2011 census, it was the first time Gypsy/Traveller appeared as a separate ethnicity option on the census form so that any meaningful comparisons with 2001 are not possible, figures suggest that previously this group largely self-recorded as “Irish” or other.

7. It has been claimed that the 2011 Census has been the most accurate census ever undertaken. Wiltshire recorded one of the highest return rates. Coverage among more hard-to-reach groups was carefully built into planning. At the time of the census it is not believed that the accuracy and completeness of returns given by our minority ethnic population were a cause for concern, although now we feel there are some issues regarding the accuracy of data relating to our Traveller communities.

8. Not all travellers in Wiltshire today would have been in the County when the census was undertaken and there is uncertainty around the accuracy of this data, given the transient nature of these populations. It must also be noted that only Romany Gypsies and Irish Travellers have ethnicity status, so other travellers (boaters, showpeople, new age) would not identify at this. Anecdotal evidence would suggest that those with Gypsy or Irish Traveller ethnic status may not officially declare ethnicity for fear of stigma or discrimination. All these factors can contribute to a potential underestimating of population sizes across Wiltshire.

Local Data

9. As highlighted above, as well as census data, a variety of council departments collect further information regarding Gypsy and Traveller populations. This include the annual caravan counts across the county and the recording of personal information regarding those Travellers living on council sites. This does not take into account those living on private Gypsy or Traveller sites, or those on unlawful encampments. Similarly, the Canal and River Trust also undertake boat counts across the Kennet and Avon Canal annually.

Moving Forward

10. The Traveller Reference Group recognises the limitations of using only census data to understand the demographics of Gypsy and Traveller populations in Wiltshire. A Health Needs Assessment is currently being undertaken by Public

Health on Gypsy, Traveller and Boater populations with an aim of triangulating all available data sources to get a more timely and accurate understanding of Traveller populations across the county.

Paper prepared by Steve Maddern – Consultant in Public Health (acting), Public Health, Wiltshire Council / T: 01225 716791 / E: Steve.Maddern@wiltshire.gov.uk

26 September 2018

Documents used to inform this paper

Wiltshire's Traveller Strategy Refresh 2016-18 (2016). Maddern, S. Wiltshire Council

Wiltshire's Diverse Communities – Results from the Census 2011 (2014). Morgan, P and Guinness, J. Wiltshire Council

Mastering Public Health – Second Edition (2015). Lewis, G; Sheringham, J; Lopez Bernal, J; Crayford, T. CRC Press

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Emissions and Air Quality briefing for Environment Select Committee

1. **Local Air Quality Management**

Background

The Local Air Quality Management (LAQM) regime was introduced under the Part IV of the Environment Act 1995. Under this legislation local councils have a duty to review and assess the air quality in their area, originally against seven pollutants, focusing on locations where members of the public are likely to be exposed over the prescribed period for the pollutant objectives. These are known as relevant locations. The pollutants were reviewed in 2016 and now cover:

- Sulphur dioxide (SO_2)
- Nitrogen Dioxide ($NO_{2)}$
- PM_{10} (and $PM_{2.5}$ particles in relation to the Public Health Outcomes Framework)
- Polycyclic aromatic hydrocarbons (PAH)

The assessment of air quality involves a multi-stage process starting with desktop studies looking at local industrial and traffic related sources, moving to modelling and monitoring then on to review and assessment.

The main parameters of concern in the UK are nitrogen dioxide (NO_2), fine particulates (PM_{10}) and sulphur dioxide. Initial monitoring in Wiltshire is carried out using diffusion tubes which are passive NO_2 monitors. These are installed for a year in relevant locations to give an annual picture of pollution levels. Currently we monitor at around 80 sites across Wiltshire using this technique. If these show potential exceedences then further more detailed monitoring is undertaken using real time equipment. The council has a very limited number of these expensive monitors.

There are two legislative regimes on air quality which can get confused.

a) LAQM is UK legislation placing responsibility on Local Authorities to work toward the objectives in UK air quality regulations.
b) EU directives place responsibility for achieving Limits on national governments.

Both regimes use the same objectives and limits but there are important differences in the way the data is managed. EU limits are averaged across an area ($1km^2$). The UK system focuses on hotspots. The Department for Environment, Food and Rural Affairs (DEFRA) is increasingly seeing Local Authorities and LAQM as a means of achieving their EU obligations.

Where a local authority identifies areas exceeding statutory limits and there is relevant public exposure it is required to declare the exceedance as an Air Quality Management Area (AQMA). It must then draw up an Air Quality Action Plan (AQAP) detailing remedial measures to address the problem.

Air Quality in Wiltshire

There are currently 8 AQMAs in Wiltshire where traffic related pollution levels exceed national standards for NO_2 in Calne, Devizes, Marlborough, Salisbury (3) and Westbury, and for NO_2 and PM_{10} in Bradford on Avon. Work has been ongoing with local air quality groups in the affected towns and reporting through the Area Boards.

The council is required to report each year to DEFRA on progress on air quality in the Annual Status Report. The latest report for 2017 concludes that the air quality monitoring across Wiltshire has indicated a significant improvement compared to 2016 with only 8 sites showing an exceedence of the annual mean objective for nitrogen dioxide as opposed to 29 in the previous year. Some details showing these trends are included in Appendix 1.

Despite some limited improvements in national air quality the targets imposed by EU legislation have been missed and as a result the UK Government has been taken to court on a number of occasions**.** In response to these legal challenges the Government published the Air Quality plan for nitrogen dioxide (NO_2) in UK (2017) in July last year. The plan was designed to reduce the impact of diesel vehicles and accelerate the move to cleaner transport; however the timescales are still beyond what lobbying groups have been pressing for as demonstrated by ending sales of all petrol and diesel cars by 2040. The legislation refers to limits being met in "*the shortest possible time*" and this has been the focus of the legal challenges. There are also demands that all local authorities with AQMAs be required to establish Clean Air Zones (CAZ). There are two types of CAZ; those that encompass voluntary actions and those that introduce road charging. Locally Southampton and Bath and North East Somerset Councils are currently working on plans for CAZs in light of requirements imposed on them by DEFRA.

The Government's plan has been heavily criticised for offloading the problem on to local authorities. Whilst the plan recognises that the problem of poor air quality is a national one and that national solutions are needed, it has given little support to local councils who are responsible for delivering improvements.

Relying on councils to take the lead will deliver positive results locally, but there is the risk that this will result in regional inconsistencies when considered on the national stage. In addition there is potential for actions taken by one authority in improving air quality to have negative impacts on neighbouring councils.

Health and economic impacts

Poor air quality is the largest environmental risk to public health in the UK and results in an estimated 40,000 premature deaths a year, with evidence that it contributes to illnesses such as cancer, stroke, asthma and heart disease. Local authorities are responsible for improving the health of their residents under the Health and Social Care Act 2012.

In addition air pollution costs the UK economy (businesses and the NHS) more than £20bn per year, which is just under 16% of the current annual NHS budget of around £116bn.

Implications for Wiltshire

The legislation requires local authorities to work towards the air quality objectives; however DEFRA in the recent plan states that it is the responsibility of authorities to develop innovative proposals for their local area that will bring pollution levels within the *legal* limits in the "*shortest time possible"*. Note the shift and merging of their EU legal obligations with LAs duties to work toward UK objectives. This is significantly increasing the pressure on LAs. We need to consider a wide range of options, explore new technologies in our vehicle fleet (e.g. retrofitting technologies, alternative fuels, and low emission vehicles) and seek to support the Government's industrial strategy so that we can deliver in a way that best meets the needs of our communities and local businesses.

Wiltshire is viewed by DEFRA as part of the EU South West Non-Agglomeration zone (region) which impacts on how our areas of poor air quality are prioritised on a national basis.

Direct funding from DEFRA has been restricted to the councils listed in the 2017 plan with the most severe exceedances which, while including Bath and North East Somerset and

Southampton, excludes Wiltshire Council. Not receiving the additional funding however does not exclude the council from having to deliver improvements in air quality in the eight AQMAs in the county.

In a number of our AQMAs the problem results from vehicles travelling on major through routes. This is particularly relevant in Salisbury (A36 Wilton Road trunk road), Westbury (A350 Warminster Road and Haynes Road) and Marlborough (A346).

Current position

Progress on air quality to date includes:

- Establishment of community air quality action groups in areas with AQMAs
- Publication of Wiltshire Air Quality Action Plan linking to community groups and area boards
- Dedicated air quality website with real time data
- Introduction of text alert system for poor air quality
- Active travel group
- Funding and support of car clubs
- Beat the street – Public health project with local schools
- Promotion of the Home Run phone app to reduce school run traffic
- Local Plan policies on air quality including Core Policy 55 'Air Quality', Wiltshire Core Strategy (see Appendix 2) and complimentary policies such as those relating to transport and green infrastructure.
- Bus emissions programme
- Support of Salisbury Reds in their bid for cleaner bus technology
- Tree planting schemes
- Improvements in Salisbury (e.g. park & ride sites and variable signage, Real time Bus passenger information, SCOOT traffic management system, way finding totems, cycle paths)
- Air quality identified as an issue in evolving Transport Strategy for Salisbury
- Close collaboration with Spatial planning on Air Quality and Site allocations for Chippenham.
- Electric vehicle charging infrastructure being sought through Development Control system

Other issues

2. **Northacre Renewable Energy Ltd planning application for Advanced Thermal Treatment Facility**

The planning application (18/03816/WCM) for an Advanced Thermal Treatment (ATT) facility was refused permission in July this year. Any operation of an ATT plant would require a permit from the Environment Agency (EA) under the provisions of the Environmental Permitting Regulations 2016, which embraces the EU Waste Incineration Directive (WID) and Industrial Emissions Directive (IED). The council is conscious that if a planning permission were to be granted environmental emissions and impacts from the gasification process and those from the ancillary waste handling activities will be governed by the conditions stipulated in that permit with regard to emissions to air, soil and water. These regulations require the operator to use the 'best available technology' to ensure that impacts from the site are minimised and are compliant with UK and EU air quality and emissions standards. This would form the principle environmental regulatory control over the site and its operations.

HGV traffic associated with any proposed such development would have the potential to increase both NO_2 and PM_{10} and measures would be required to reduce and mitigate these impacts. In addition a scheme to address any offensive odours from any development would be required if any permission were to be granted in the future.

A new planning application (18/09473/WCM) for a proposed Advanced Thermal Treatment facility was submitted on 8 October, and is currently the subject of consultation.

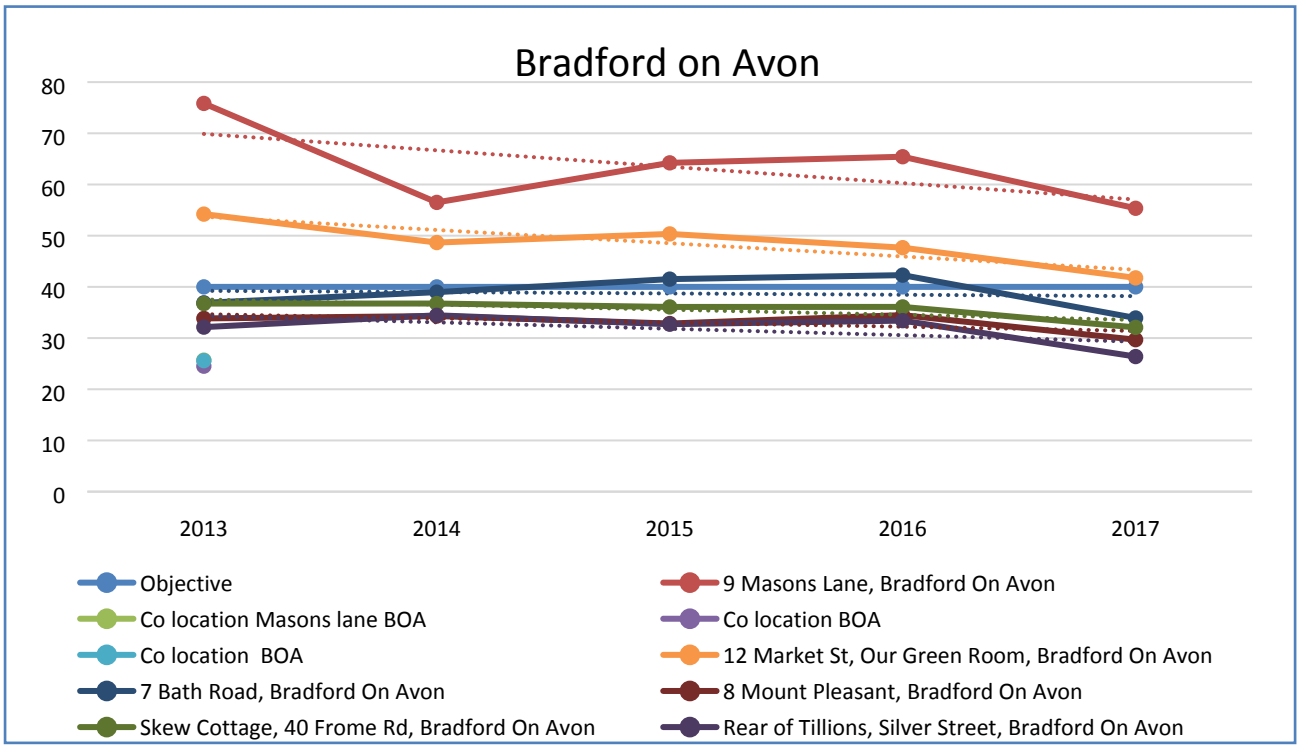
3. ECO Board

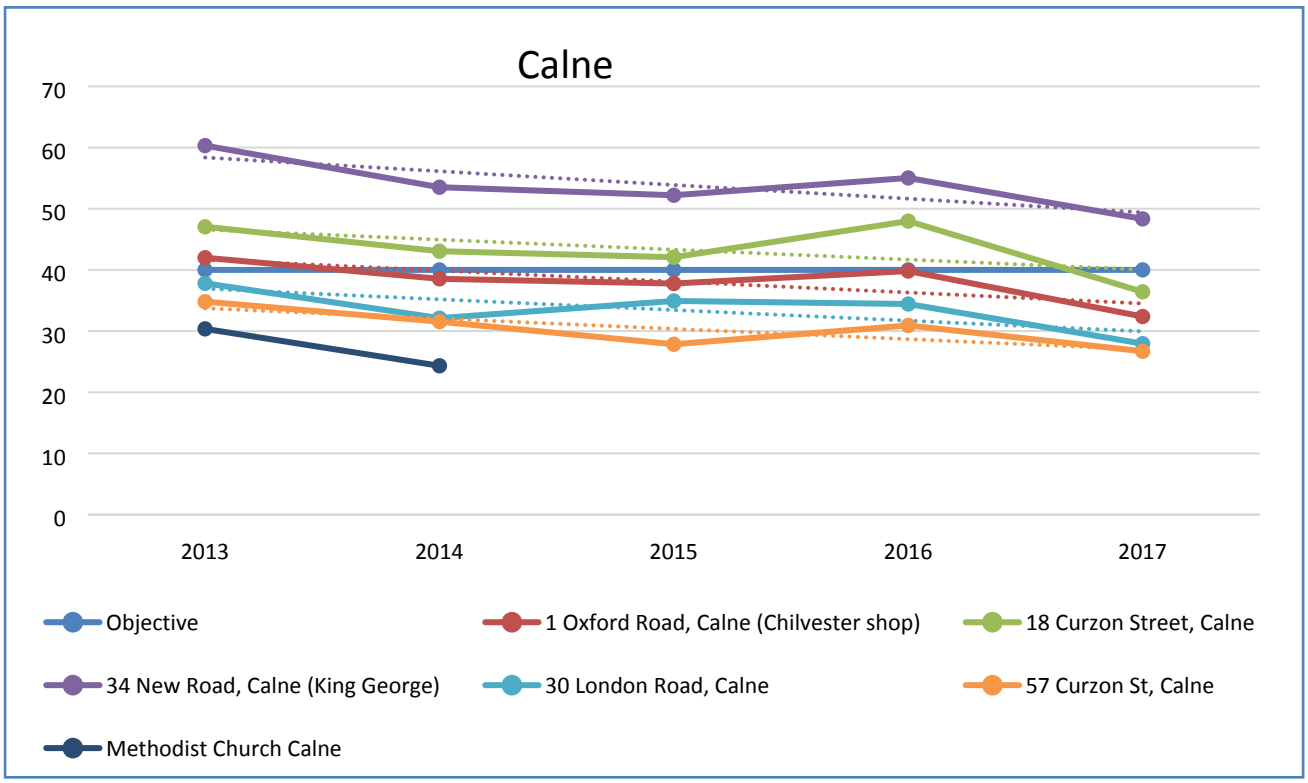
The council's ECO board considers climate change impacts across a wide range of activities. As part of its energy resilience plans the following tasks have been included in a climate local action plan:

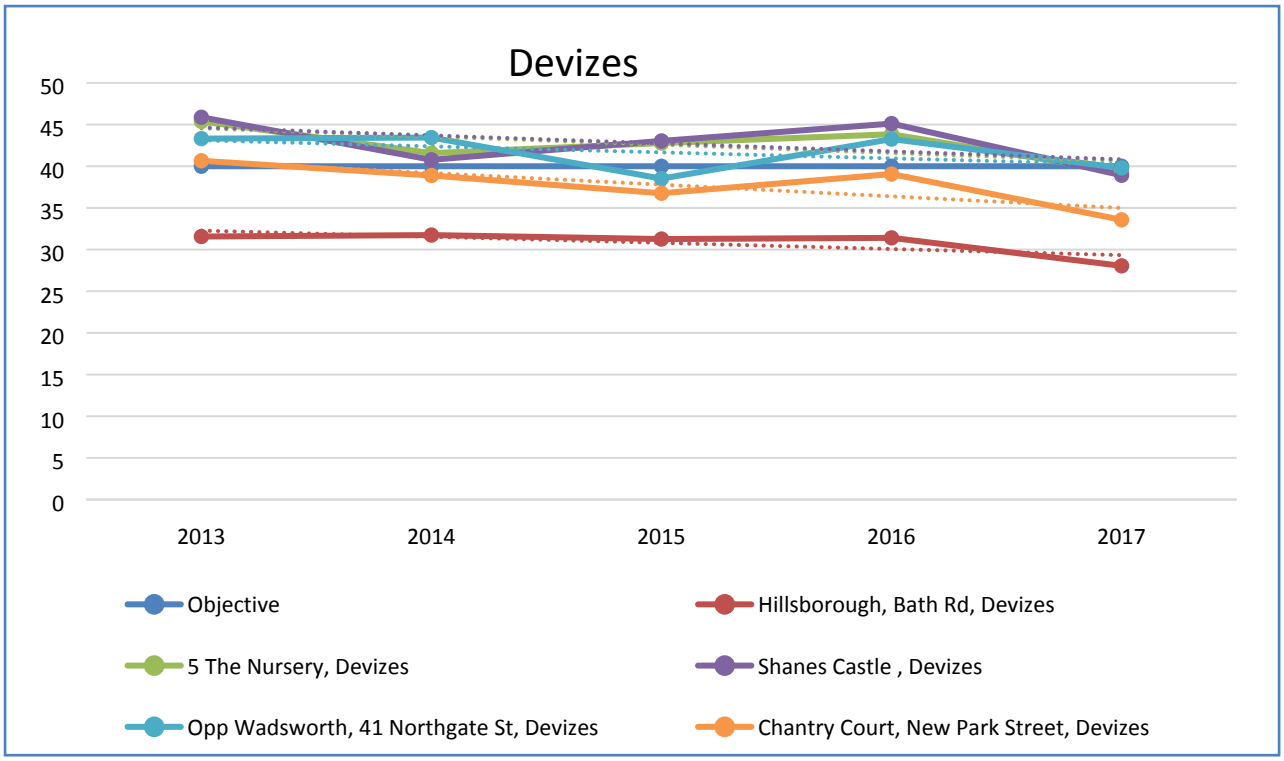
- To implement the Wiltshire Council Travel Strategy for the three main council hubs
- Develop the Connecting Wiltshire website as a one-stop shop for sustainable travel advice
- Promote and support the use of travel plans within businesses, schools and new developments
- Promote active travel, including walking, cycling and use of public transport, through information and initiatives
- Develop sustainable transport infrastructure for cycling, walking and public transport
- Work with partners to secure funding to promote bus travel and service quality improvements
- Support the development of community-led sustainable transport initiatives
- Seek the provision of charge points through the planning system in new residential developments, retail and key employment sites
- Deliver Clean Bus Technology Fund project to implement flywheel hybrid technology on 19 existing buses

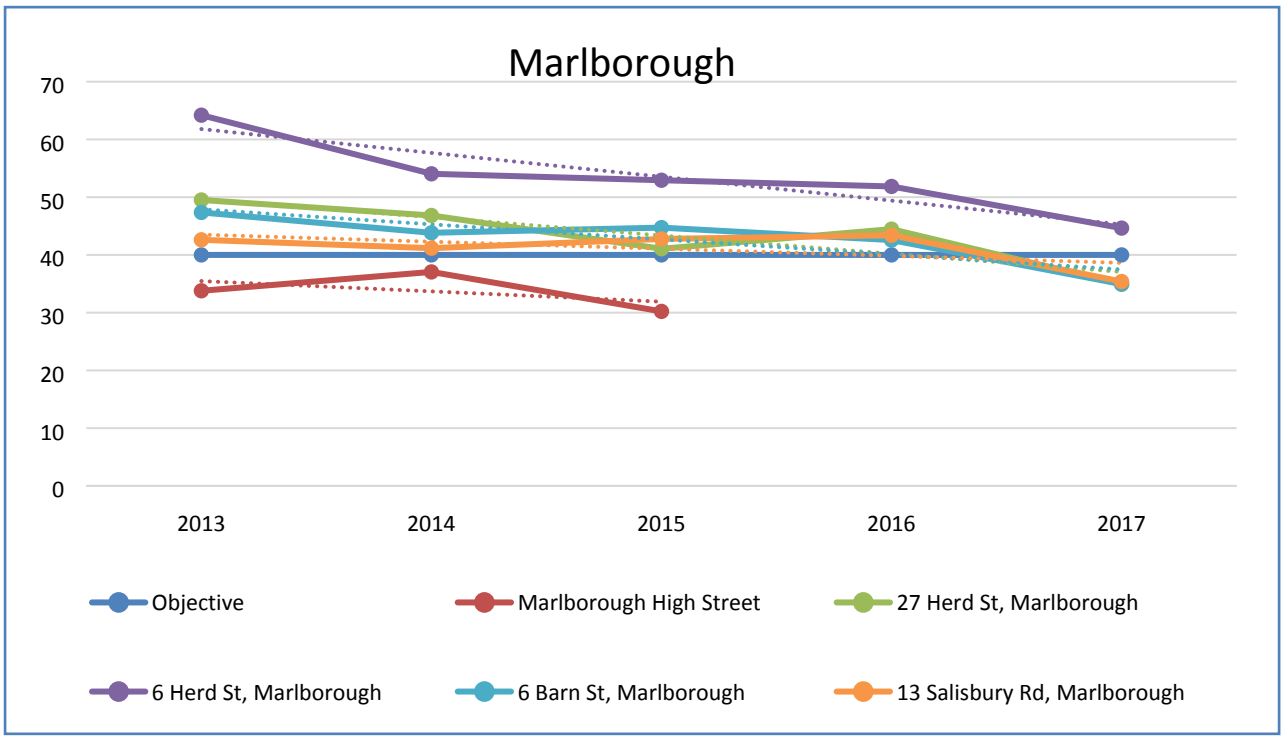
Appendix 1

NO_2 air quality monitoring trends in Wiltshire

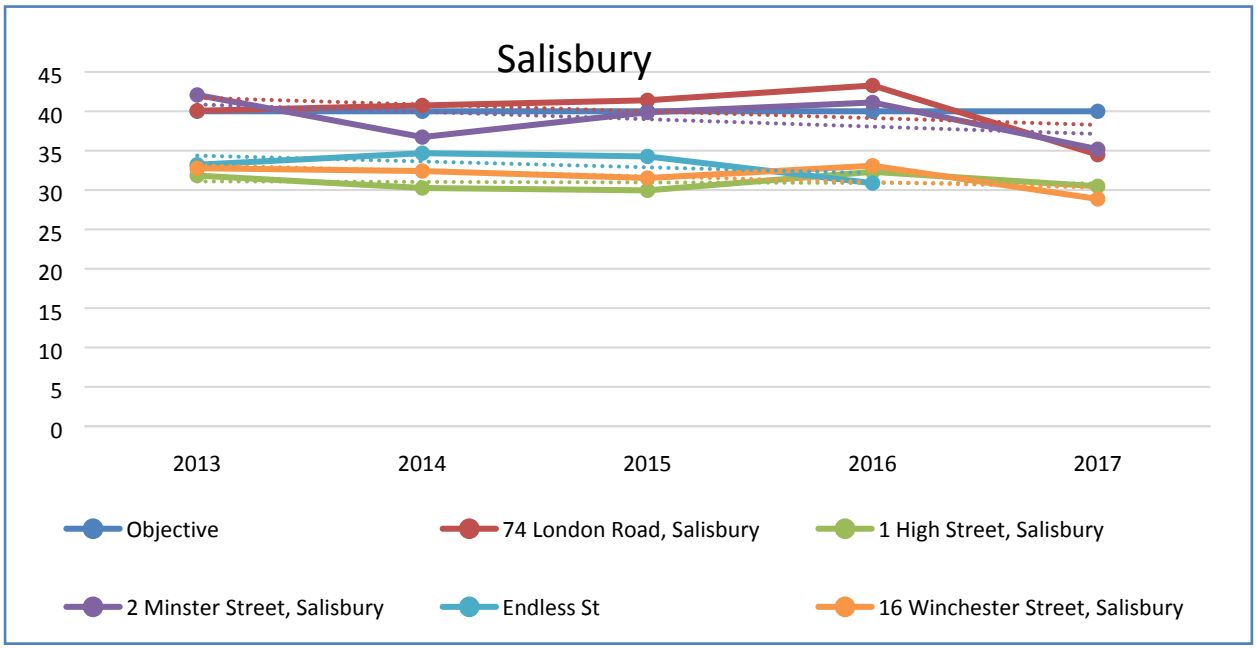


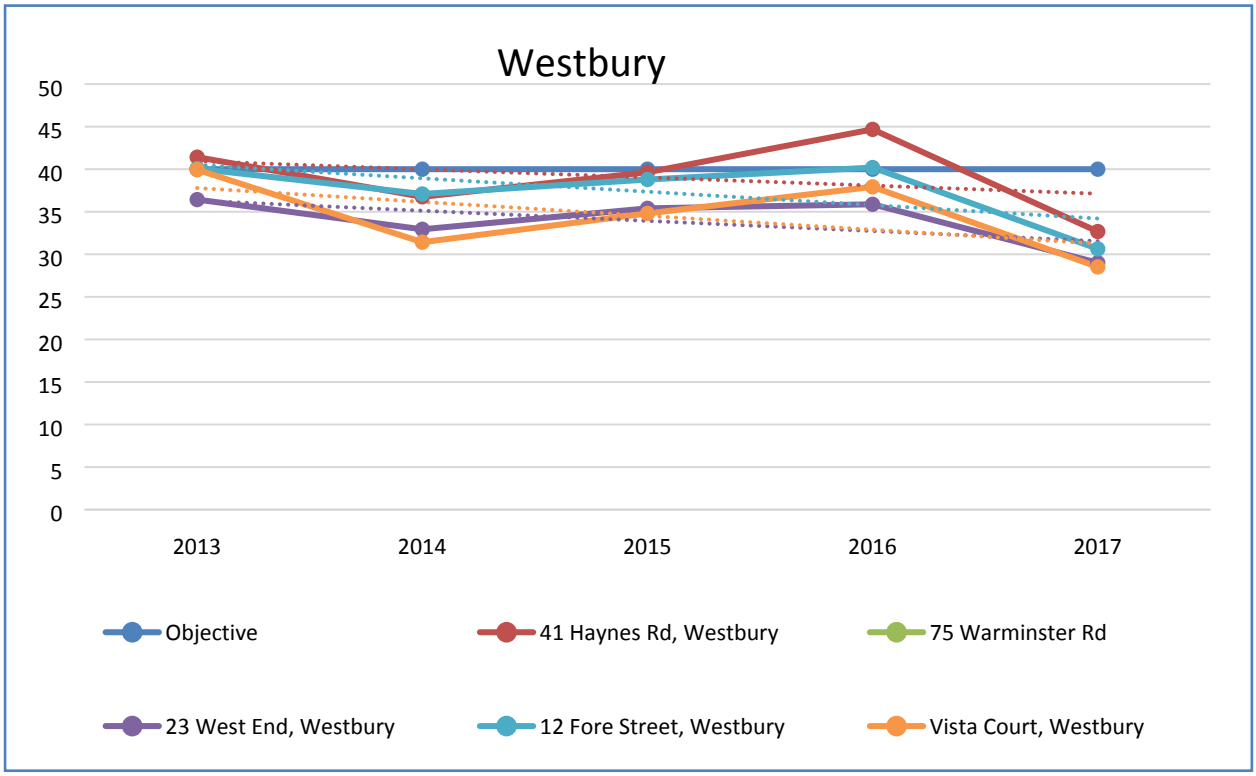



Devizes
50
45
40
35
30
25
20
15
10
5
0
2013
2014
2015
2016
2017
Objective
Hillsborough, Bath Rd, Devizes
5 The Nursery, Devizes
Shanes Castle , Devizes
Opp Wadsworth, 41 Northgate St, Devizes
Chantry Court, New Park Street, Devizes

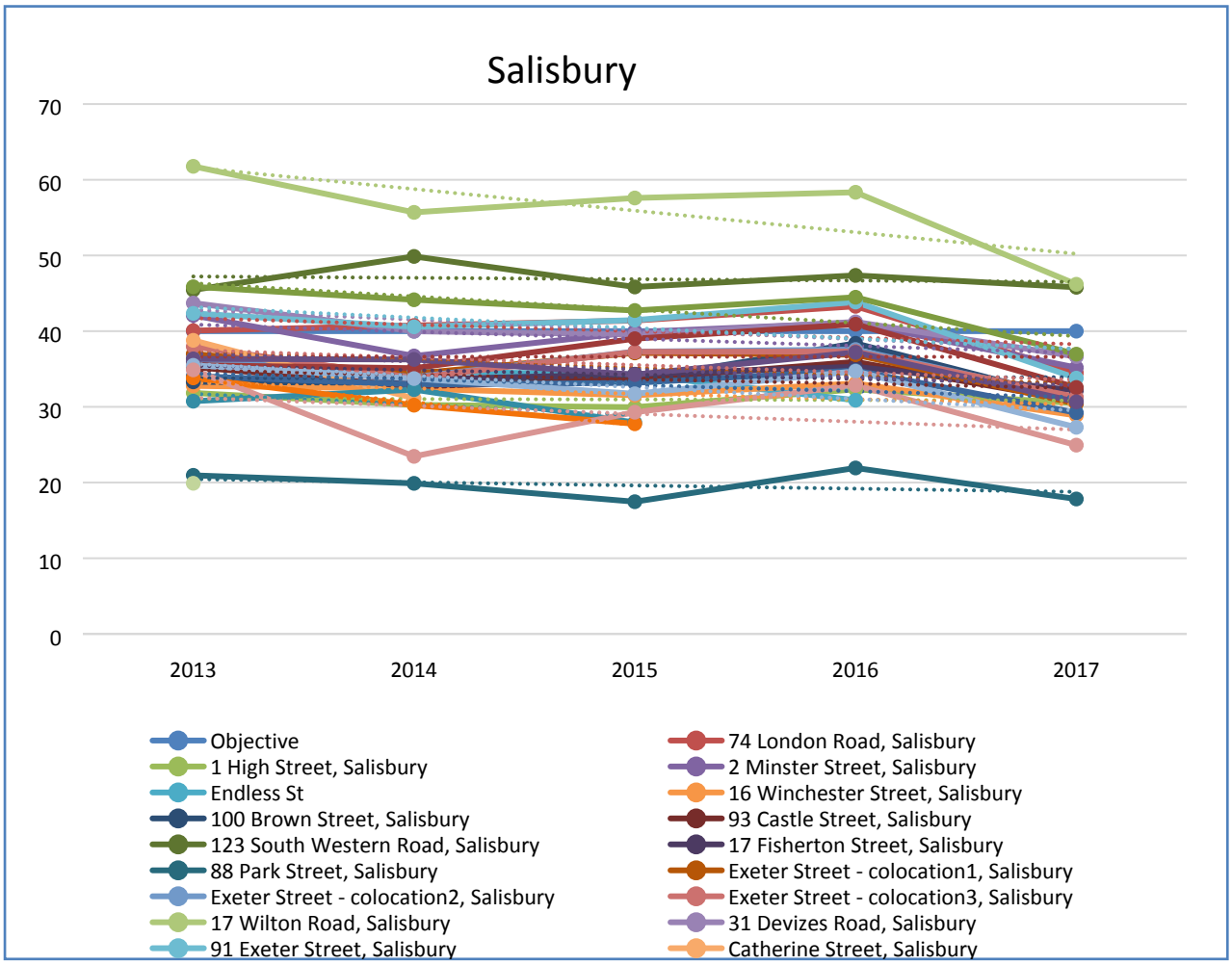

Marlborough
70
60
50
40
30
20
10
0
2013
2014
2015
2016
2017
Objective
Marlborough High Street
27 Herd St, Marlborough
6 Herd St, Marlborough
6 Barn St, Marlborough
13 Salisbury Rd, Marlborough

Salisbury - selected sites





Salisbury (all sites)



Appendix 2

National and Local Planning Policy Context

National Policy

Planning policies should sustain compliance with and contribute towards EU limit values or national objectives for pollutants, taking into account the presence of Air Quality Management Areas and the cumulative impacts on air quality from individual sites in local areas. Planning decisions should ensure that any new development in Air Quality Management Areas is consistent
with the local air quality action plan.

(Paragraph 124, National Planning Policy Framework)

Local Plan - Wiltshire Core Strategy

Strategic Objective 5 (Wiltshire Core Strategy)

Good air quality will have been maintained and significant progress will have been made in treating areas of risk through the implementation of air quality management plans.

Core Policy 55: Air Quality (Wiltshire Core Strategy)

Development proposals, which by virtue of their scale, nature or location are likely to exacerbate existing areas of poor air quality, will need to demonstrate that measures can be taken to effectively mitigate emission levels in order to protect public health, environmental quality and amenity. Mitigation measures should demonstrate how they will make a positive contribution to the aims of the Air Quality Strategy for Wiltshire and. where relevant, the Wiltshire Air Quality Action Plan. Mitigation may include:

i. landscaping, bunding or separation to increase distance from highways and junctions

ii. possible traffic management or highway improvements to be agreed with the local authority

iii. abatement technology and incorporating site layout/separation and other conditions in site planning

iv. traffic routing, site management, site layout and phasing

v. where appropriate, contributions will be sought toward the mitigation of the impact a development may have on levels of air pollutants.

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Wiltshire Council

Environment Select Committee

6 November 2018

Background

During the meeting of the Environment Select Committee on the 4 September 2018, the Committee resolved to consider a briefing note at their next meeting on the Council's policies surrounding ragwort; as it had been highlighted by a member that there were legislative duties surrounding the growth of ragwort in England.

Main Considerations

Toxic alkaloids are present in all parts of ragwort and, if ingested, ragwort can cause loss of life to livestock through liver damage. Livestock poisoning mainly arises from eating contaminated hay. The plant can become a major weed of waste or other uncultivated ground and thus, ragwort is rarely a problem in gardens, yet, may occur in pony paddocks, railway embankments and areas of unimproved pasture.

The Ragwort Control Act 2003 has led to the provision of a code of practice, published by the Department for Environment, Fisheries and Rural Affairs (DEFRA), that gives guidance on preventing the spread of ragwort in situations where it is likely to be a danger to horses and other livestock. The code does not seek to eradicate ragwort, only to control it where there is a threat to the health and welfare of animals.

The Government has listed ragwort as one of the five weeds covered by the Weeds Act 1959; which states that ragwort is harmful to equines and other animals. However, as set out in the Code of Practise, Government considers that in the right place, and where there is no risk to animal welfare, ragwort contributes to the biodiversity of flora and fauna in the countryside. Therefore, the Government does not support the complete eradication of ragwort, but only seeks to control it where there is a threat to the health and welfare of animals.

Responsibility to Control

The responsibility for controlling the spread and growth of ragwort rests with the occupier of the land on which ragwort is growing. Government advise that occupiers of all land, (including uncultivated land, derelict and waste areas) should be vigilant for the presence of ragwort. Action to prevent its spread should be taken where ragwort poses a high risk to land used for grazing, or forage production. Livestock owners need to be satisfied that their livestock is not exposed to the risk of ragwort poisoning.

In order to prevent ragwort seed production, mowing is at best a short-term measure; as it causes plants to persist and re-grow. Pulling is a more effective strategy, however, it is only feasible for small infestations and re-growth can occur from detached roots left in the soil. The Government supports strategic management as

opposed to last-minute control, as the most effective way to manage the growth and spread of ragwort.

Enforcement

Natural England will take enforcement action under the Weeds Act, where ragwort poses a high risk to horses, other livestock, the production of conserved forage or other agricultural activities. Where a potential problem is identified, contact should first be made with the owner/occupier or relevant body responsible for the land on which the ragwort is growing, to attempt to resolve the matter informally, before contacting Natural England.

Wiltshire Council Comment

Under its responsibilities as a landowner, Wiltshire Council's Highways team clear ragwort when it is reported. The authority carries out no other work in relation to the proactive monitoring of ragwort but refers enquiries to the Natural England reporting form
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/696279/weed-complaint-form.pdf

Proposal

That the Environment Select Committee:

i. Notes the contents of the Briefing Note and the responsibility of the land occupier for monitoring and controlling the growth and spread of ragwort
ii. Notes the Council's role in monitoring and controlling the growth and spread of ragwort in Wiltshire

Tracy Daszkiewicz – Director of Public Health and Protection

Cllr Jerry Wickham – Cabinet Member for Adult Social Care, Public Health and Public Protection

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Report authors:

John Carter, Head of Public Protection, T: 01225 715590, E: John.Carter@wiltshire.gov.uk

Natalie Heritage, Senior Scrutiny Officer, T: 01225 718062, E: Natalie.Heritage@wiltshire.gov.uk

Background Documents

Garden Organic, Common Ragwort [online]

Royal Horticultural Society, 2018, Ragwort [online]

Wiltshire Council

Environment Select Committee

6 November 2018

Task Group and Programme Boards Representatives Updates

Purpose

To provide an update on recent task group and programme board activity and propose any decisions requiring Committee approval.

1. Waste Contracts Task Group

Membership:

Cllr Peter Evans

Cllr Sven Hocking (Chairman)

Cllr Ruth Hopkinson

Cllr Bob Jones, MBE

Cllr Jacqui Lay

Cllr Nick Murry

Supporting Officer: Natalie Heritage

Terms of Reference:

1. To support the delivery of the Business Plan 2017-27 objective(s) of high recycling rates and reducing litter by monitoring, scrutinising and supporting:
    a) A review of the council's commercial waste policy
    b) Increased awareness of changes to waste collections
    c) The implementation and performance of the council's waste contracts for collecting and managing waste and recyclables (Lot 1, Lot 3, Lot 4 and Lot 5 - commencing 30 July 2018)
    d) The performance of the contract for managing council-owned HRCs (commenced October 2017 – Lot 2)
    e) The potential development of services within the council's waste contracts
    f) The Council's plans to address fly-tipping and littering.

2. To hold quarterly meetings to focus on the waste contracts (following their commencement), with further ad-hoc meetings convened, when appropriate, to consider other areas within the terms of reference above.

Recent activity:

The task group met on 10 October to discuss the results from their commercial waste survey with the Director for Waste and Environment and the Executive.

Despite seven community areas confirming that they would circulate the survey to all of their businesses, the survey only received three responses. All agreed that this was likely because commercial businesses had accepted that the Council had moved away from providing a direct commercial waste service. Also, the lack of responses could signal that commercial businesses were satisfied with the service provided within Wiltshire. Interestingly, the majority of respondents detailed that they felt the service on offer in Wiltshire was 'good', in comparison to other local areas.

The common theme that emerged from the survey was the ability for commercial businesses to recycle their waste in Wiltshire and the task group raised this with the Executive and Director at the meeting. The Cabinet Member for Highways, Transport and Waste stressed that it was the responsibility of individual commercial businesses to explore recycling opportunities. The task group accepted this and highlighted the importance of the Council communicating this responsibility to businesses.

Fly-tipping and enforcement action was also discussed. The task group are due to receive data on the amount of Fixed Penalty Notices issued in Wiltshire, as well as the number of successful prosecutions for fly-tipping at their next meeting on 9 November.

Dependent on the discussion and evidence received at November's meeting, it is anticipated that this will be the final meeting of the task group; as Term of Reference (ToR) C above is no longer relevant and the task group will have worked through each of their other ToRs.

2. Late Night Taxi Fares

Membership:

Cllr Derek Brown OBE
Cllr Brian Dalton
Cllr Matthew Dean
Cllr Peter Evans
Cllr Ian McLennan
Cllr Graham Payne (Chairman)

Terms of Reference:

In the context of the Salisbury recovery effort and reports of high late-night fares being charged in the Salisbury area,

1. To investigate whether the current schedule of late-night tariffs for Hackney carriages, as adopted by the Licensing Committee in 2014,
a) Is supportive of Wiltshire's night time economy (NTE)
b) Is comparable to, and competitive with, night time centres in adjoining counties
c) Provides a fair system across all parts of the county.

2. To make any evidenced recommendations for improvement as appropriate.

Recent activity:

The task group held its second meeting on 20th September 2018. It received evidence from the Operations Manager of Salisbury Business Improvement District (BID) and the Chairperson of Salisbury Pubwatch. The key discussion areas were the impact of the current maximum tariffs (introduced in 2014) on Salisbury's night-time economy and on those people wishing to go out in Salisbury. The task group will now meet with Salisbury Chamber of Commerce and the proprietors of two taxi companies based in Salisbury.

The task group's final report will be brought to committee at its next meeting in January 2019.

3. Rapid Scrutiny: Plastic Waste for Wiltshire's roads

Membership:

Cllr Trevor Carbin

Cllr Tony Jackson

Cllr Jacqui Lay

Cllr Brian Mathew (Chairman)

Supporting Officer: Marie Gondlach

Recent Activity:

The Rapid Scrutiny members had a very productive meeting on Wednesday 3 October. The main item on the agenda was a question and answer session with a representative from MacRebur, the "plastic road company" (further information can be found on MacRebur's website). The Rapid Scrutiny is now focusing on gathering cross-referencing evidence for its final report and will now engage with other local authorities who have piloted the use of plastic, either in road repairs or road resurfacing.

Report authors:

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Henry Powell, Scrutiny Lead, T: 01225 718052, E: Henry.Powell@wiltshire.gov.uk

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Wiltshire Council
Where everybody matters

Environment Select Committee
Forward Work Programme

Last updated 25 October 2018

Task Group	Start Date	Final Report Expected
Waste Contracts Task Group	February 2018	January 2019

Environment Select Committee – Forward Work Programme			Last updated 1 NOVEMBER 2018		
Meeting Date	**Item**	**Details / Purpose of Report**	**Associate Director**	**Responsible Cabinet Member**	**Report Author / Lead Officer**
6 Nov 2018	Highways Annual Review of Service	As resolved at 21 November 2017 ESC, the Committee agreed to continue to review the performance of the 'Highways' service area through the review of service annual report. At 16 January 2018 ESC, the Committee resolved that the development of the public satisfaction survey - for street scene key performance indicators - be part of the highways annual report. This public satisfaction survey to be included, as part of the annual report.	Parvis Khansari	Cabinet Member for Highways, Transport and Waste	Peter Binley
6 Nov 2018	LED Lighting Project	In consultation with the Chairman and Vice-Chairman, it was agreed that the Committee consider this item - as listed on the Cabinet FWP for December 2018. The item will report on an invest to save scheme to replace existing street lighting lanterns with LED units	Parvis Khansari	Cabinet Member for Highways, Transport and Waste	Peter Binley

Environment Select Committee – Forward Work Programme			Last updated 1 NOVEMBER 2018		
Meeting Date	**Item**	**Details / purpose of report**	**Associate Director**	**Responsible Cabinet Member**	**Report Author / Lead Officer**
6 Nov 2018	Emissions	To investigate possible scrutiny involvement in Wiltshire's emissions – as resolved at 13 March 2018 ESC, information to be provided relating to: air quality and the emissions issues around waste management processes; an explanation on air quality management plans; the process when areas of Wiltshire exceed air quality limits; lessons learned from one part of the County to the other in regard to minimising poor air quality.	Tracy Daszkiewicz (Director - Public Health and Protection)	Cabinet Member for Adult Social Care, Public Health and Public Protection	John Carter
6 Nov 2018	Public Transport Review Update	As resolved at 4 September 2018 meeting, the Committee to receive an update on the results of the Section 19 consultation	Parvis Khansari	Cabinet Member for Highways, Transport and Waste	Jason Salter

Environment Select Committee – Forward Work Programme			Last updated 1 NOVEMBER 2018		
Meeting Date	**Item**	**Details / purpose of report**	**Associate Director**	**Responsible Cabinet Member**	**Report Author / Lead Officer**
6 Nov 2018	Traveller Reference Group - Update	As resolved at 4 September 2018 meeting, the Committee to receive a brief update regarding a proposed way forward for 'Action 22', as set out in the Group's strategic action plan and clarification to be given on the methodology for measuring the Gypsy and Traveller community in Wiltshire.	Tracy Daszkiewicz (Director - Public Health and Protection)	Cabinet Member for Spatial Planning, Development Management and Property	Steve Maddern
6 Nov 2018	Section 106 Funding	As resolved at 4 September meeting and following a briefing note on Section 106 funding, confirmation to be provided on whether the Council holds any s106 money, which cannot be used due to time elapsed, but which are not returned - unless re-claimed by the developer.	Tim Martienssen	Cabinet Member for Spatial Planning, Development Management and Property	Mike Wilmott
6 Nov 2018	Ragwort	As resolved at 4 September 2018 meeting, the Committee to receive a brief update on the Council's policies surrounding ragwort	Tracy Daszkiewicz (Director - Public Health and Protection)	Cabinet Member for Adult Social Care, Public Health and Public Protection	John Carter, Natalie Heritage

Environment Select Committee – Forward Work Programme			Last updated 1 NOVEMBER 2018		
Meeting Date	**Item**	**Details / purpose of report**	**Associate Director**	**Responsible Cabinet Member**	**Report Author / Lead Officer**
15 Jan 2019	Resident Engagement Plan	For the Committee to receive an annual update, in the form of a report.	Simon Hendey (Director - Housing and Commercial)	Cabinet Member for Housing, Corporate Services, Arts, Heritage and Tourism	Nicole Smith, Ian Seeckts
15 Jan 2019	Wiltshire Council's Housing Board Annual Report	For Committee to receive the annual report from the Housing Board, ahead of Cabinet's consideration.	Simon Hendey (Director - Housing and Commercial)	Cabinet Member for Housing, Corporate Services, Arts, Heritage and Tourism	Ian Seeckts
12 Mar 2019	HIAMS: Streetworks	As resolved at 13 March ESC following the consideration of a report on 'Streetworks and Utilities Management', the Chairman to raise with the Committee from March 2019 whether they would wish to review how HIAMS has impacted on streetworks and, if so, information on such an item to be brought to Committee.	Parvis Khansari	Cabinet Member for Highways, Transport and Waste	Peter Binley
12 Mar 2019	Plastic Waste Management	As resolved at 26 June 2018 ESC, the Committee to reconsider potential scrutiny of the Council's plastic waste policy.	Tracy Carter	Cabinet Member for Highways, Transport and Waste	

Environment Select Committee – Forward Work Programme			Last updated 1 NOVEMBER 2018		
Meeting Date	**Item**	**Details / purpose of report**	**Associate Director**	**Responsible Cabinet Member**	**Report Author / Lead Officer**
12 Mar 2019	ECO Board - Annual Update	As resolved at 26 June 2018 ESC, the Committee to receive an annual update from the ECO Board on their progress and future plans going forward	Tim Martienssen	Cabinet Member for Spatial Planning, Development Management and Property	
12 Mar 2019	Waste Management Strategy	At resolved at 26 June 2018 meeting, Cllrs Oldrieve and Jones to update the Committee on the 6-month progress report of the Strategy, following their meeting with the Director for Waste and Environment, the Cabinet Member for Highways, Transport and Waste and the Environment Select Committee Chairman.	Tracy Carter	Cabinet Member for Highways, Transport and Waste	
Not before 2nd Sep 2019	Highways Consultancy Contract	As resolved at 21 Nov 2017 ESC, for the Committee to receive a further update on the Highways Consultancy contract and the procurement process	Parvis Khansari	Cabinet Member for Highways, Transport and Waste	Peter Binley