

# Wiltshire Highways Performance Management Framework Indicators



October 2016

# Wiltshire Highways

## Performance Management Framework

### Indicators

This document supports the Performance Management Framework Summary, providing one page descriptions of each performance indicator with an overview of the indicator, trends in the recorded performance to date, future targets and an explanation of how the indicator is measured and the source of the data.

The scores are included in the Performance Management Framework Summary.

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## Network Safety Condition & Resilience 01: Accidents – People Killed and seriously injured.

<b>Overview</b>	<p>The purpose of this performance measure is to report on the effectiveness of the measures undertaken to meet the casualty reduction targets.</p> <p>This measure is as defined in the road safety strategy.</p> <table border="1" data-bbox="619 490 1190 613"> <tr> <td style="background-color: red; color: white; text-align: center;"><b>Poor</b></td> <td style="background-color: yellow; text-align: center;"><b>Fair</b></td> <td style="background-color: lightgreen; text-align: center;"><b>Good</b></td> </tr> <tr> <td style="background-color: red; text-align: center;">Below target</td> <td style="background-color: yellow; text-align: center;">On Target or close to target</td> <td style="background-color: lightgreen; text-align: center;">Above Target</td> </tr> </table> <p>Where Poor is defined as not meeting the Safety Strategy Target. Fair is an achievement in line with the Safety Strategy targets and Good signifies that the road safety targets are being exceeded.</p>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	Below target	On Target or close to target	Above Target															
<b>Poor</b>	<b>Fair</b>	<b>Good</b>																				
Below target	On Target or close to target	Above Target																				
<b>Trends</b>	<p>Forward targets for this measure are:</p> <table border="1" data-bbox="448 819 1359 1021"> <thead> <tr style="background-color: #00a0e3; color: white;"> <th colspan="2">Actual</th> <th colspan="5">Forward Targets</th> </tr> <tr> <th>14/15</th> <th>15/16</th> <th>16/17</th> <th>17/18</th> <th>18/19</th> <th>19/20</th> <th>20/21</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">209</td> <td style="background-color: lightgreen; text-align: center;">190</td> <td style="text-align: center;">183</td> <td style="text-align: center;">172</td> <td style="text-align: center;">162</td> <td style="text-align: center;">152</td> <td style="text-align: center;">141</td> </tr> </tbody> </table> <p>This measure is not affected by network hierarchy.</p> <p><b>Driver for Change / Improvement Action</b></p> <p>National and local aims to reduce accidents</p>	Actual		Forward Targets					14/15	15/16	16/17	17/18	18/19	19/20	20/21	209	190	183	172	162	152	141
Actual		Forward Targets																				
14/15	15/16	16/17	17/18	18/19	19/20	20/21																
209	190	183	172	162	152	141																
<b>Measure Details</b>	<p>This is an annual measure. This measure conforms to the Road Safety Strategy.</p> <p>This measure is based on STATS19 Police Accident data.</p> <p>Measure shows number of people killed each year. Excludes motorways and trunk roads.</p> <p>Collision Reduction Policy aim is for a 40% reduction in killed and seriously injured based on the 2005-09 average by 2020 (calendar year).</p> <p>Target for 2015 killed and seriously injured is 193. The actual figure is 190 which is below target, and performance is therefore assessed as good.</p>																					

**Network Safety Condition & Resilience 02: Accidents – People Slight Injury.**

**Overview** The purpose of this performance measure is to report on the effectiveness of the measures undertaken to meet the casualty reduction targets.

This measure is as defined in the road safety strategy.

<b>Poor</b>	<b>Fair</b>	<b>Good</b>
Increasing accidents	On or close to Target	Decreasing accidents

Where poor is defined as not meeting the Safety Strategy Target. Fair is an achievement in line with the Safety Strategy targets. Good signifies that the Safety Strategy targets are being exceeded.

**Trends** Forward targets for this measure are:

Actual		Forward Targets				
14/15	15/16	16/17	17/18	18/19	19/20	20/21
1108	1105	1105	1105	1105	1105	1105

Targets to be reviewed, but currently assumed that it should be no increase in accidents in future years.

**Driver for Change / Improvement Action**  
National and local aims to reduce accidents

**Measure Details** This is an annual measure

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

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

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

No specific aim has been adopted for slight injuries.

2015 is a slight reduction compared to 2014 figure and is assessed as good.

**Network Safety Condition & Resilience 03: Road Surface Skidding Resistance (SCRIM)**

**Overview** The purpose of this performance measure is to report the percentage of the network with low skidding resistance.

This measure is part of the annual network condition survey. The level of performance for this measure is determined based on the following change in % of surveyed network below investigatory level.

<b>Poor</b>	<b>Fair</b>	<b>Good</b>
Increased %	Slight increase in % or unchanged	Reduced %

Where poor is defined as percentage of the road surface below the investigatory level increasing, fair is unchanged or slight increase, and good is a reduction in %.

**Trends** Forward targets for this measure are:

Actual		Forward Targets				
14/15	15/16	16/17	17/18	18/19	19/20	20/21
28.4%	30.4%	Reduce %	Reduce %	Reduce %	Reduce %	Reduce %

**Driver for Change / Improvement Action/Comment**

National and local aims to reduce accidents. Skid resistance is an important factor in road safety.

**Measure Details** This is measured annually.

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

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

Figure for 2015/16 is 30.4% which is a slight increase from 28.4% in 2014/15, which is assessed as Fair.

**Network Safety Condition & Resilience 04: Structural Condition of Carriageway**

**Overview** This performance measure is designed to determine the percentage of carriageway where maintenance should be considered soon.

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

<b>Poor</b>	<b>Fair</b>	<b>Good</b>
Increased %	Slight increase or unchanged	Reduced %

Where poor is defined as the percentage increasing, Fair is defined as slight increase in percentage or unchanged, and Good is defined as percentage decreasing.

**Trends** Trends for this measure are:

Actual		Forward Targets				
14/15	15/16	16/17	17/18	18/19	19/20	20/21
5.1%	4.8%	Reduce %	Reduce %	Reduce %	Reduce %	Reduce %

**Driver for Change / Improvement Action**  
Improved road safety and customer satisfaction

**Measure Details** This is an annual measure derived from the annual Scanner survey of the highway network. Survey based on annually 50% of A class roads in both directions, 100% of B class roads in one direction, and 50% of C class roads and 20% of unclassified roads in one direction.

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

Measure is lane length with Scanner condition Red as a percentage of total length surveyed.

2015/16 percentage is a reduction compared to previous year and is assessed as Good.

**Network Safety Condition & Resilience 05: Winter Maintenance**

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

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

<b>Poor</b>	<b>Fair</b>	<b>Good</b>
<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%

In 2015/16 there were 30 primary route runs and 5 for secondary routes. No major problems were noted and performance was assessed as good.



**Network Safety Condition & Resilience 06: Bridges and Structures (BCI)**

**Overview** This performance measure is a number of bridge condition factors amalgamated into a single condition indicator the Bridge Condition Indicator (BCI).

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

<b>Poor</b>	<b>Fair</b>	<b>Good</b>
<65	>65 and <80	>80

Where poor is defined as less than 65%, fair is greater than or equal to 65% but less than 80%, good is greater than or equal to 80%

**Trends** Forward targets for this measure are:

Actual		Forward Targets				
14/15	15/16	16/17	17/18	18/19	19/20	20/21
-	84.13	80	80	80	80	80

**Driver for Change / Improvement Action**

An established programme is in place for addressing sub-standard bridges. The targets in the table above reflect this programme.

**Measure Details** This is an annual measure

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

BCI average 86.55

BCI critical 79.64

Blended weighted average is 84.13 (0.6 BCI Ave + 0.4 BCI Critical weighted against deck area)

Based on guidance current performance is rated as good.

**Network Availability NA01: Planned works versus reactive works.**

**Overview** The purpose of the performance measure is to compare proportion of planned highway maintenance works to reactive works. Low proportion of reactive works is good.

The measure is the percentage expenditure of highway maintenance reactive work.

<b>Poor</b>	<b>Fair</b>	<b>Good</b>
Reactive work more than 15%	Reactive work 15%	Reactive work 15% or less

Where poor is defined Reactive work more than 15%, fair is 15% reactive work, and good is less than 15% reactive work.

**Trends** Forward targets for this measure are:

Actual		Forward Targets				
14/15	15/16	16/17	17/18	18/19	19/20	20/21
N/A	9%	15%	15%	15%	15%	15%

This measure is not affected by network hierarchy.

**Driver for Change / Improvement Action**

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

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

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

Targets for future years will be reviewed next year.

2015/16 proportion of reactive road maintenance assessed as 9% which is good.

**Network Availability NA02: Forward visibility of Surfacing Programme.**

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

The measure is the forward highway major maintenance programmed.

<b>Poor</b>	<b>Fair</b>	<b>Good</b>
Less than target	Close to target	Better than or on target

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

**Trends** Forward targets for this measure are:

Actual		Forward Targets				
14/15	15/16	16/17	17/18	18/19	19/20	20/21
N/A	1 year	1 year	2 years	3 years	tbc	tbc

This measure is not affected by network hierarchy.

**Driver for Change / Improvement Action**

A detailed forward programme for implementing the ‘Local Highways Investment Fund 2014 – 2020’. Forward target for later years to be reviewed

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

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

Targets for later years will be reviewed next year.

2015/16 programme had forward visibility of one year which is on target and good.

**Network Availability NA03: Forward Visibility of Structures Programme.**

**Overview** The purpose of the performance measure is to measure the extent of the forward programme of structures and bridges works. Long forward programme is good.

The measure is the forward structures and bridges programmed.

<b>Poor</b>	<b>Fair</b>	<b>Good</b>
Less than target	Close to target	Better than or on target

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

**Trends** Forward targets for this measure are:

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

This measure is not affected by network hierarchy.

**Driver for Change / Improvement Action**

A detailed forward programme for structures and bridges work is required to support good asset management and lifecycle planning.

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

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

2015/16 programme had forward visibility of five years which is on target and good.

**Network Availability NA04: Planned Routine Maintenance**

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

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

<b>Poor</b>	<b>Fair</b>	<b>Good</b>
Not on programme	Close to programme	On programme or better

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

**Trends** Forward targets for this measure are:

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

This measure is generally not affected by network hierarchy.

**Driver for Change / Improvement Action**

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

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

Maintenance Operation	Annual target (total)	Frequency	2015/16 Performance
Gully emptying	59,000 gully visits	100% Group 1 and 2, 50% Group 3 roads. (To be reviewed).	Completed
Rural grass cutting	11,488km	Once per year (additional cuts for visibility areas as required)	Completed
Road sweeping town centre	7,519km	Fortnightly. Weekly in Salisbury.	Completed
Road sweeping residential	4,850km	Twice per year	Completed
Road sweeping Car parks	568,344sqm.	Twice per year	Completed
Road sweeping Rural	2,182km	Once per year	Not completed

In 2015/16 not all of the targets were achieved and performance is rated as fair. Performance issues were connected to BBLP contract.

**Network Availability NA05: Reducing the Number of Potholes Reported**

**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.

<b>Poor</b>	<b>Fair</b>	<b>Good</b>
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	tbc	tbc	tbc	tbc	tbc	tbc

This measure is not affected by network hierarchy.

**Driver for Change / Improvement Action**  
Improving road conditions should result in reduced number of 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.

2015/16 baseline figure to be determined as recording processes have changed following award of new contract and introduction of My Wiltshire system.

Future targets to be set once baseline measure agreed.

**Network Availability NA06: Repair of Priority 1 Defects**

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

The measure is the number of P1 potholes annually.

<b>Poor</b>	<b>Fair</b>	<b>Good</b>
P1 Potholes increasing	P1 Potholes slightly above target	P1 Potholes reducing

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

**Trends** Forward targets for this measure are:

Actual		Forward Targets				
14/15	15/16	16/17	17/18	18/19	19/20	20/21
N/A	tbc	tbc	tbc	tbc	tbc	tbc

This measure is not affected by network hierarchy.

**Driver for Change / Improvement Action**  
Improving road conditions should result in reduced number of P1 potholes.

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

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

2015/16 baseline figure to be determined as recording processes have changed following award of new contract and introduction of My Wiltshire system.

Future targets to be set once baseline measure agreed.

## Maintenance for Sustainable Transport 01: Footway Condition

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

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

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

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

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

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

**Driver for Change / Improvement Action**

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

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

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

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

Secondary Indicators will be developed for FI

2015 Surveys are almost complete. SU assessment of condition is 27.07 which is less than 25 and is currently assessed as poor.



## Maintenance for Sustainable Transport 02: Dropped Kerbs for Pedestrians

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

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

<b>Poor</b>	<b>Fair</b>	<b>Good</b>
Less than 5 per year	5 to 10 per year	10 per year

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

**Trends** Forward targets for this measure are:

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

**Driver for Change / Improvement Action**  
Improved accessibility for all road users.

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

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

In 2015/16 there were 11 CATG schemes involving dropped kerbs to improve pedestrian access and the indicator is assessed as good.

**Maintenance for Sustainable Transport 03: Pedestrian Improvements**

**Overview** This performance measure is designed to determine the quantity of pedestrian improvements installed per year.

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

<b>Poor</b>	<b>Fair</b>	<b>Good</b>
Less than 10	10 to 25	More than 25

Where Poor is defined as less than 10 sites per year, Fair is defined as 10 to 25 sites per year, and Good is more than 25 sites per year.

**Trends** Forward targets for this measure are:

Actual		Forward Targets				
14/15	15/16	16/17	17/18	18/19	19/20	20/21
-	29	More than 25	More than 25	More than 25	More than 25	More than 25

**Driver for Change / Improvement Action**

Improved pedestrian facilities to improve safety and encourage walking for shorter journeys.

**Measure Details** This measure records the number of pedestrian crossing, footway improvements and pedestrian schemes implemented each year. Measure excludes dropped kerbs assessed under MST02.

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

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

In 2015/16 there were 29 pedestrian schemes implemented which is assessed as good.

**Maintenance for Sustainable Transport 04: Community Area Transport Group Schemes**

**Overview** This performance measure is designed to measure the number of Community Area Transport Group schemes investigated each year.

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

<b>Poor</b>	<b>Fair</b>	<b>Good</b>
Less than 80 per year	80 to 100 per year	Over 100 per year

Where Poor is defined as less than 80 sites per year, Fair is defined as 80 to 100 sites per year, and Good is more than 100 sites per year.

**Trends** Trends for this measure are:

Actual		Forward Targets				
14/15	15/16	16/17	17/18	18/19	19/20	20/21
-	106	More than 100	More than 100	More than 100	More than 100	More than 100

**Driver for Change / Improvement Action**

Improved accessibility for all road users and delivering local priorities.

**Measure Details** Community Area Transport Groups (CATG) meet at least 4 times a year. Locally raised issues are discussed and considered by the CATG representatives and the Schemes are investigated for feasibility, and if agreed, proceed to design and construction phases.

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

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

In 2015/16 there were 106 sites progressed through the CATG process, and this assessed as good.

## Maintenance for Sustainable Transport 05: Traffic Signals

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

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

<b>Poor</b>	<b>Fair</b>	<b>Good</b>
Number in poor condition increasing	No major change in number in poor condition	Number in poor condition reducing

*Where poor is defined number of signal units in poor condition increasing, fair is no major change, good is a reduction in number in poor condition.*

**Trends** Forward targets for this measure are:

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

**Driver for Change / Improvement Action**

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

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

Based on traffic signals data held in asset register.

Current ages

- 20 years or more - 26.1%
- 20 – 11 years - 44.6%
- Less than 10 years - 29.3%

Based on current data and rate of renewal the measure is estimated as Fair for 2015/16, but will be reviewed in future years, subject to performance and reliability of units.

**Maintenance for Sustainable Transport 06: Rights of Way**

**Overview** This performance measure is designed measure footpath problems resolved and footpaths improved.

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

<b>Poor</b>	<b>Fair</b>	<b>Good</b>
Below target	Below but close to Target	Above target

Where poor is defined as number below target, fair is below but close to target, and good is on or above target.

**Trends** Forward targets for this measure are to confirmed:

Actual		Forward Targets				
14/15	15/16	16/17	17/18	18/19	19/20	20/21
2799	2226	tbc	tbc	tbc	tbc	tbc

**Driver for Change / Improvement Action**  
Access to countryside and improvements to rights of way.

**Measure Details** Measure is based on number of path problems resolved and footpaths improved.

Forward Targets to be developed for assessment process in conjunction with Rights of Way team in due course.

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

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

Infrastructure ISEG01: Delivery of A350 Chippenham Phase 3																						
<b>Overview</b>	<p>The purpose of this performance measure is to report on the progress of delivering the improvements to the A350 Chippenham bypass improvements.</p> <p>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.</p> <table border="1" data-bbox="619 501 1190 622"> <tr> <td style="background-color: red; color: white; text-align: center;"><b>Poor</b></td> <td style="background-color: yellow; text-align: center;"><b>Fair</b></td> <td style="background-color: lightgreen; text-align: center;"><b>Good</b></td> </tr> <tr> <td style="background-color: red; color: white; text-align: center;">No progress</td> <td style="background-color: yellow; text-align: center;">Scheme on hold</td> <td style="background-color: lightgreen; text-align: center;">Scheme progressing</td> </tr> </table> <p>Where poor is defined as no progress, fair is on hold or delayed, and good is scheme progressing on programme or ahead of programme.</p>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	No progress	Scheme on hold	Scheme progressing															
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14/15	15/16	16/17	17/18	18/19	19/20	20/21																
N/A	Design	Start	Works	End	-	-																
<b>Measure Details</b>	<p>This indicator is measured annually.</p> <p>Scheme progress is measured against programme regularly through the Major Scheme Service Delivery Meetings, and is assessed annually for the ISEG01 measure.</p> <p>2015/16 – Scheme design progressed to enable procurement to start in 2016/17, subject to availability of funding.</p> <p>Scheme development is progressing and indicator score is assessed as Good.</p>																					

Infrastructure ISEG02: Delivery of M4 Junction 17 Improvement																						
<b>Overview</b>	<p>The purpose of this performance measure is to report on the progress of delivering the improvements to the M4 Junction 17.</p> <p>This measure reflects the progress being made through design, procurement and construction of the M4 Junction 17 and A350/A429 works to facilitate development at Chippenham.</p> <table border="1" data-bbox="619 501 1190 622"> <tr> <td style="background-color: red; color: white; text-align: center;"><b>Poor</b></td> <td style="background-color: yellow; text-align: center;"><b>Fair</b></td> <td style="background-color: lightgreen; text-align: center;"><b>Good</b></td> </tr> <tr> <td style="background-color: red; color: white; text-align: center;">No progress</td> <td style="background-color: yellow; text-align: center;">Scheme on hold</td> <td style="background-color: lightgreen; text-align: center;">Scheme progressing</td> </tr> </table> <p>Where poor is defined as no progress, fair is on hold or delayed, and good is scheme progressing on programme or ahead of programme.</p>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	No progress	Scheme on hold	Scheme progressing															
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14/15	15/16	16/17	17/18	18/19	19/20	20/21																
N/A	Design	Start	Works	End	-	-																
<b>Measure Details</b>	<p>This indicator is measured annually.</p> <p>Scheme progress is measured against programme regularly through the Major Scheme Service Delivery Meetings, and is assessed annually for the ISEG02 measure.</p> <p>2015/16 – Scheme development started and procurement processes investigated in conjunction with Highways England. Programme for delivery being finalised.</p> <p>Scheme development is progressing and indicator score is assessed as Good.</p>																					

Infrastructure ISEG03: Development of A350 Yarnbrook and West Ashton																						
<b>Overview</b>	<p>The purpose of this performance measure is to report on the progress of delivering the improvements to the A350 Yarnbrook and West Ashton Improvements.</p> <p>This measure reflects the progress being made through design, and delivery of this scheme which is being provided in conjunction with development.</p> <table border="1" data-bbox="619 465 1190 591"> <tr> <td style="background-color: red; color: black; text-align: center;"><b>Poor</b></td> <td style="background-color: yellow; text-align: center;"><b>Fair</b></td> <td style="background-color: lightgreen; text-align: center;"><b>Good</b></td> </tr> <tr> <td style="background-color: red; color: black; text-align: center;">No progress</td> <td style="background-color: yellow; text-align: center;">Scheme on hold</td> <td style="background-color: lightgreen; text-align: center;">Scheme progressing</td> </tr> </table> <p>Where poor is defined as no progress, fair is on hold or delayed, and good is scheme progressing on programme or ahead of programme.</p>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	No progress	Scheme on hold	Scheme progressing															
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N/A	Design	tbc	tbc	tbc	tbc	tbc																
<b>Measure Details</b>	<p>This indicator is measured annually.</p> <p>Scheme progress is measured against programme regularly through the Major Scheme Service Delivery Meetings, and is assessed annually for the ISEG03 measure.</p> <p>2015/16 – Scheme development started and developers preparing detailed proposals. Programme for delivery to be finalised.</p> <p>Scheme development is progressing and indicator score is currently assessed as Good.</p>																					



Infrastructure ISEG04: Development of future major schemes																						
<b>Overview</b>	<p>The purpose of this performance measure is to report on the progress of delivering a programme of major schemes for construction in future years.</p> <p>This measure reflects the progress being made on preparation and development of the major schemes programme, including bidding for funding.</p> <table border="1" data-bbox="619 465 1190 591"> <tr> <td style="background-color: red; color: black; text-align: center;"><b>Poor</b></td> <td style="background-color: yellow; text-align: center;"><b>Fair</b></td> <td style="background-color: lightgreen; text-align: center;"><b>Good</b></td> </tr> <tr> <td style="background-color: red; color: black; text-align: center;">No progress</td> <td style="background-color: yellow; text-align: center;">Scheme on hold</td> <td style="background-color: lightgreen; text-align: center;">Scheme progressing</td> </tr> </table> <p>Where poor is defined as no progress, fair is on hold or delayed, and good is scheme progressing on programme or ahead of programme.</p>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	No progress	Scheme on hold	Scheme progressing															
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Actual		Forward Targets																				
14/15	15/16	16/17	17/18	18/19	19/20	20/21																
N/A	Development	Development	Development	tbc	tbc	tbc																
<b>Measure Details</b>	<p>This indicator is measured annually.</p> <p>Scheme progress is measured against programme regularly through the Major Scheme Service Delivery Meetings, and is assessed annually for the ISEG04 measure.</p> <p>2015/16 – Schemes being considered and developed for future bidding opportunities.</p> <p>Development of proposals is progressing and indicator score is assessed as Good.</p>																					

Infrastructure ISEG05: Network Improvements from development																						
<b>Overview</b>	<p>The purpose of this performance measure is to report on the progress of delivering improvements to the highway network through development opportunities.</p> <p>This measure reflects the progress being made on developing and delivering network and capacity improvements through planning applications.</p> <table border="1" data-bbox="619 465 1190 591"> <tr> <td style="background-color: red; color: white; text-align: center;"><b>Poor</b></td> <td style="background-color: yellow; text-align: center;"><b>Fair</b></td> <td style="background-color: lightgreen; text-align: center;"><b>Good</b></td> </tr> <tr> <td style="background-color: red; color: white; text-align: center;">No schemes</td> <td style="background-color: yellow; text-align: center;">Proposals on hold</td> <td style="background-color: lightgreen; text-align: center;">Schemes progressing</td> </tr> </table> <p>Where poor is defined as no progress, fair is on hold or delayed, and good is scheme progressing on programme or ahead of programme.</p>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	No schemes	Proposals on hold	Schemes progressing															
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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																
<b>Measure Details</b>	<p>This indicator is measured annually.</p> <p>Scheme progress is reviewed annually in conjunction with the Development Control team, and is assessed annually for the ISEG05 measure.</p> <p>2015/16 – Schemes being progressed through the development process include Hilperton Relief Road and Leap Gate in Trowbridge.</p> <p>Schemes to improve the highway network are progressing and indicator score is assessed as Good.</p>																					

Infrastructure ISEG06: Access improvements for development																						
<b>Overview</b>	<p>The purpose of this performance measure is to report on the progress of delivering access improvements to developments.</p> <p>This measure reflects the progress being made on developing and delivering access improvements to development sites through the planning process.</p> <table border="1" data-bbox="619 465 1190 591"> <tr> <td style="background-color: red; color: white; text-align: center;"><b>Poor</b></td> <td style="background-color: yellow; text-align: center;"><b>Fair</b></td> <td style="background-color: lightgreen; text-align: center;"><b>Good</b></td> </tr> <tr> <td style="background-color: red; color: white; text-align: center;">No schemes</td> <td style="background-color: yellow; text-align: center;">Proposals on hold</td> <td style="background-color: lightgreen; text-align: center;">Schemes progressing</td> </tr> </table> <p>Where poor is defined as no progress, fair is on hold or delayed, and good is schemes progressing on programme or ahead of programme.</p>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	No schemes	Proposals on hold	Schemes progressing															
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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																
<b>Measure Details</b>	<p>This indicator is measured annually.</p> <p>Scheme progress is reviewed annually in conjunction with the Development Control team, and is assessed annually for the ISEG06 measure.</p> <p>2015/16 – Schemes are being progressed through the development process to provide access to various housing and other sites.</p> <p>Schemes to improve access for development are progressing and the indicator score is currently assessed as Good.</p>																					

<b>Environmental Sustainability 01: Energy Consumption</b>																						
<b>Overview</b>	<p>This performance measure is designed to determine the energy consumption from street lighting upon the highway network in Wiltshire.</p> <p>The level of service for this measure is determined based on the following bandings.</p> <table border="1" data-bbox="619 434 1190 611"> <thead> <tr> <th>Poor</th> <th>Fair</th> <th>Good</th> </tr> </thead> <tbody> <tr> <td>Energy usage per unit increasing</td> <td>No major change in energy usage per unit</td> <td>Energy usage per unit decreasing</td> </tr> </tbody> </table> <p>Where poor is defined as energy usage increasing, fair is no major change in energy usage, good is energy usage decreasing.</p>	Poor	Fair	Good	Energy usage per unit increasing	No major change in energy usage per unit	Energy usage per unit decreasing															
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Energy usage per unit increasing	No major change in energy usage per unit	Energy usage per unit decreasing																				
<b>Trends</b>	<p>Forward targets for this measure are:</p> <table border="1" data-bbox="448 786 1361 987"> <thead> <tr> <th colspan="2">Actual</th> <th colspan="5">Forward Targets</th> </tr> <tr> <th>14/15</th> <th>15/16</th> <th>16/17</th> <th>17/18</th> <th>18/19</th> <th>19/20</th> <th>20/21</th> </tr> </thead> <tbody> <tr> <td>-6.99%</td> <td>-16.43%</td> <td>-20%</td> <td>tbc</td> <td>tbc</td> <td>tbc</td> <td>tbc</td> </tr> </tbody> </table> <p><b>Driver for Change / Improvement Action</b></p> <p>Energy price changes are key pressures on Local Authority budgets. Measures to reduce energy consumption such as changing to smart LED lighting, part night lighting and lamp dimming are increasingly important to reduce carbon footprint and costs.</p>	Actual		Forward Targets					14/15	15/16	16/17	17/18	18/19	19/20	20/21	-6.99%	-16.43%	-20%	tbc	tbc	tbc	tbc
Actual		Forward Targets																				
14/15	15/16	16/17	17/18	18/19	19/20	20/21																
-6.99%	-16.43%	-20%	tbc	tbc	tbc	tbc																
<b>Measure Details</b>	<p>This measure records the change in energy consumption per Lighting Unit as a standard measurement based on Kilowatt Hours consumed annually.</p> <p>Target set for 2016/17 based on effects of LED, part night lighting and dimming. Target for future years to be set in due course.</p> <p>2015/16 has significant reduction in energy consumption per unit compared to previous year and is assessed as Good.</p>																					

**Environmental Sustainability 02: Low Carbon Asphalt Materials**

**Overview** This performance measure is designed to determine the percentage of new material laid in highway maintenance with low carbon materials.

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

<b>Poor</b>	<b>Fair</b>	<b>Good</b>
Below target	On or close to target	Above target

Where Poor is defined as below target, Fair is on or close to target and Good is above target.

**Trends** Forward targets for this measure are:

Actual		Forward Targets				
14/15	15/16	16/17	17/18	18/19	19/20	20/21
0	17.9%	25%	50%	tbc	tbc	tbc

This measure is not affected by network hierarchy.

**Driver for Change / Improvement Action**

Advances in surfacing material technologies have created opportunities to produce lower temperature asphalts with benefits arising in sustainability through 25% reductions in carbon footprint compared to hot equivalents. Lower temperatures also reduce the risk of burns, fumes and steam which can impact on safety.

**Measure Details** Measure is based on proportion of surfacing material which is 'Warm' Asphalt compared to more traditional 'Hot' material. Figures to be derived from major maintenance programme.

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

In 2015/16 17.9% of the material used was low carbon, compared to none in the previous year, and performance is currently assessed as Good.

Environmental Sustainability 03: Recycling of Road Construction Materials																						
<b>Overview</b>	<p>This performance measure is designed to determine the quantity of materials from highway schemes recycled as opposed to disposal to a licensed tip.</p> <p>The level of service for this measure is determined based on the following bandings.</p> <table border="1" data-bbox="619 434 1190 555"> <thead> <tr> <th>Poor</th> <th>Fair</th> <th>Good</th> </tr> </thead> <tbody> <tr> <td>Less than 70%</td> <td>70% – 80% recycled</td> <td>More than 80% recycled</td> </tr> </tbody> </table> <p>Where Poor is defined as below target, Fair is on or close to target and Good is above target.</p>	Poor	Fair	Good	Less than 70%	70% – 80% recycled	More than 80% recycled															
Poor	Fair	Good																				
Less than 70%	70% – 80% recycled	More than 80% recycled																				
<b>Trends</b>	<p>Forward targets for this measure are:</p> <table border="1" data-bbox="448 730 1359 931"> <thead> <tr> <th colspan="2">Actual</th> <th colspan="5">Forward Targets</th> </tr> <tr> <th>14/15</th> <th>15/16</th> <th>16/17</th> <th>17/18</th> <th>18/19</th> <th>19/20</th> <th>20/21</th> </tr> </thead> <tbody> <tr> <td>-</td> <td>86.3%</td> <td>80%</td> <td>80%</td> <td>80%</td> <td>tbc</td> <td>tbc</td> </tr> </tbody> </table> <p><b>Driver for Change / Improvement Action</b></p> <p>Aim to improve sustainability, reduce waste and costs.</p>	Actual		Forward Targets					14/15	15/16	16/17	17/18	18/19	19/20	20/21	-	86.3%	80%	80%	80%	tbc	tbc
Actual		Forward Targets																				
14/15	15/16	16/17	17/18	18/19	19/20	20/21																
-	86.3%	80%	80%	80%	tbc	tbc																
<b>Measure Details</b>	<p>Indicator based on the percentage of planings from major maintenance schemes that recycled instead of being disposed of at tips.</p> <p>This is an annual measure</p> <p>Measures based on tonnes of planings recycled as a percentage of total. The volume of planings may vary from year to year, and schemes size may vary. Removal or significant reduction in budget for removing planings to recycling locations would be assessed as Poor.</p> <p>Target for future years will be reviewed depending on type of resurfacing work being undertaken. A separate measure may be introduced for in-situ recycling.</p> <p>There is currently a good proportion of planings being recycled, particularly to rights of way in 2015/16. 2015/16 performance is therefore assessed as Good.</p>																					

Environmental Sustainability 04: Flood Prevention Schemes																						
<b>Overview</b>	<p>The level of service for this measure is determined based on the following bandings.</p> <table border="1" data-bbox="619 331 1190 483"> <tr> <td style="background-color: red; color: white; text-align: center;"><b>Poor</b></td> <td style="background-color: yellow; text-align: center;"><b>Fair</b></td> <td style="background-color: lightgreen; text-align: center;"><b>Good</b></td> </tr> <tr> <td style="text-align: center;">Decrease in number of schemes</td> <td style="text-align: center;">Similar to previous year</td> <td style="text-align: center;">Increase in number of schemes</td> </tr> </table> <p>Where poor is defined as a decrease in the number of schemes completed, fair is a similar number of schemes to previous year, and good is an increase in the number of schemes.</p>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	Decrease in number of schemes	Similar to previous year	Increase in number of schemes															
<b>Poor</b>	<b>Fair</b>	<b>Good</b>																				
Decrease in number of schemes	Similar to previous year	Increase in number of schemes																				
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Actual		Forward Targets																				
14/15	15/16	16/17	17/18	18/19	19/20	20/21																
-	34	34	34	tbc	tbc	tbc																
<b>Measure Details</b>	<p>Indicator based on number of schemes to improve drainage or reduce flooding.</p> <p>This is an annual measure</p> <p>Measures 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 Poor.</p> <p>There is currently a good programme of drainage which is funded, with 34 sites completed in 2015/16. 2015/16 performance is therefore assessed as Good.</p>																					

**Environmental Sustainability 05: Highway Trees and Verges**

**Overview** This performance measure is designed to measure the number of highway tree works and protected verge works completed each year.

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

<b>Poor</b>	<b>Fair</b>	<b>Good</b>
Reactive work only	Some planned work	Management of trees taking place

Where poor is defined as carrying out reactive work only, Fair is defined as mainly reactive but some planned work and Good is having a programme of tree and landscape maintenance.

**Trends** Trends for this measure are:

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

**Driver for Change / Improvement Action**

Safety of road users, and preserving and improving the environmental value of highway trees and protected verges.

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

This is an annual measure

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

There is currently a good programme of highway tree maintenance work which is funded, with 247 sites in 2015/16, and the protected verge scheme continues to operate. 2015/16 performance is therefore assessed as Good.



**Environmental Sustainability 06: Noxious Weeds**

**Overview** This performance measure is designed to determine the quantity of known noxious weed sites treated each year.

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

<b>Poor</b>	<b>Fair</b>	<b>Good</b>
Increasing	Steady State	Declining

Where Poor is defined as number of sites increasing, Fair is slight xchane, and Good is number of sites decreasing.

**Trends** Baseline data for this measure is:

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

This measure is not affected by network hierarchy.

**Driver for Change / Improvement Action**  
 Legal requirement to control noxious weeds, and environmental considerations

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

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

The number of sites has increased in 2015/16, but because of uncertainty about previous year figures the current assessment is Fair, and will be reviewed next year.

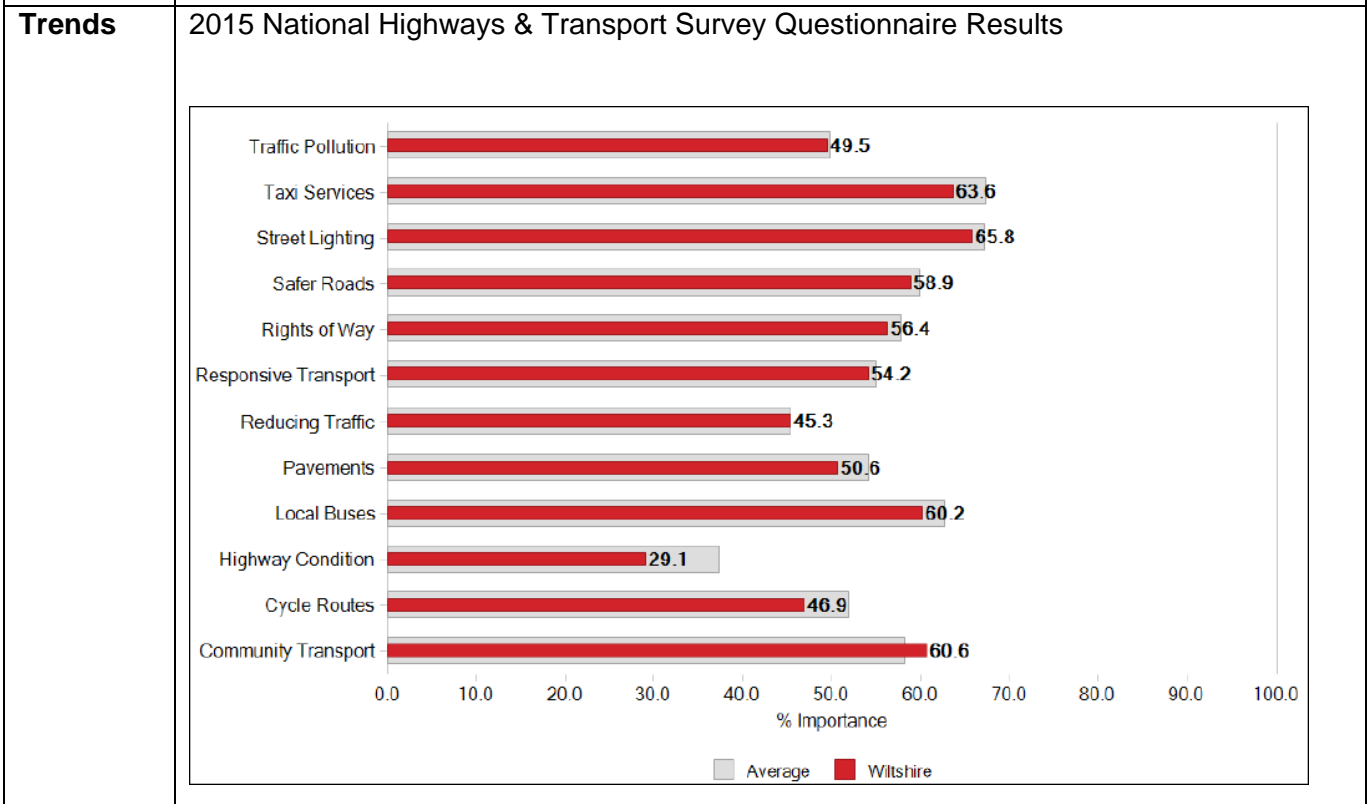
**Customer 01: Transport and Highway Services – Satisfaction with Overall Highways & Transport Service**

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

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

<b>Poor</b>	<b>Fair</b>	<b>Good</b>
Below Average	Average or close to average	Above Average

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



**Measure Details** This measure is recorded from the National Highways & Transport Network Survey Question 2 and is an average score of the 'Satisfaction' results for all elements of that question.

Wiltshire Average 53.43

Compared to the average results of All Authorities in the survey.

National average 55.35

Current score is close to national average

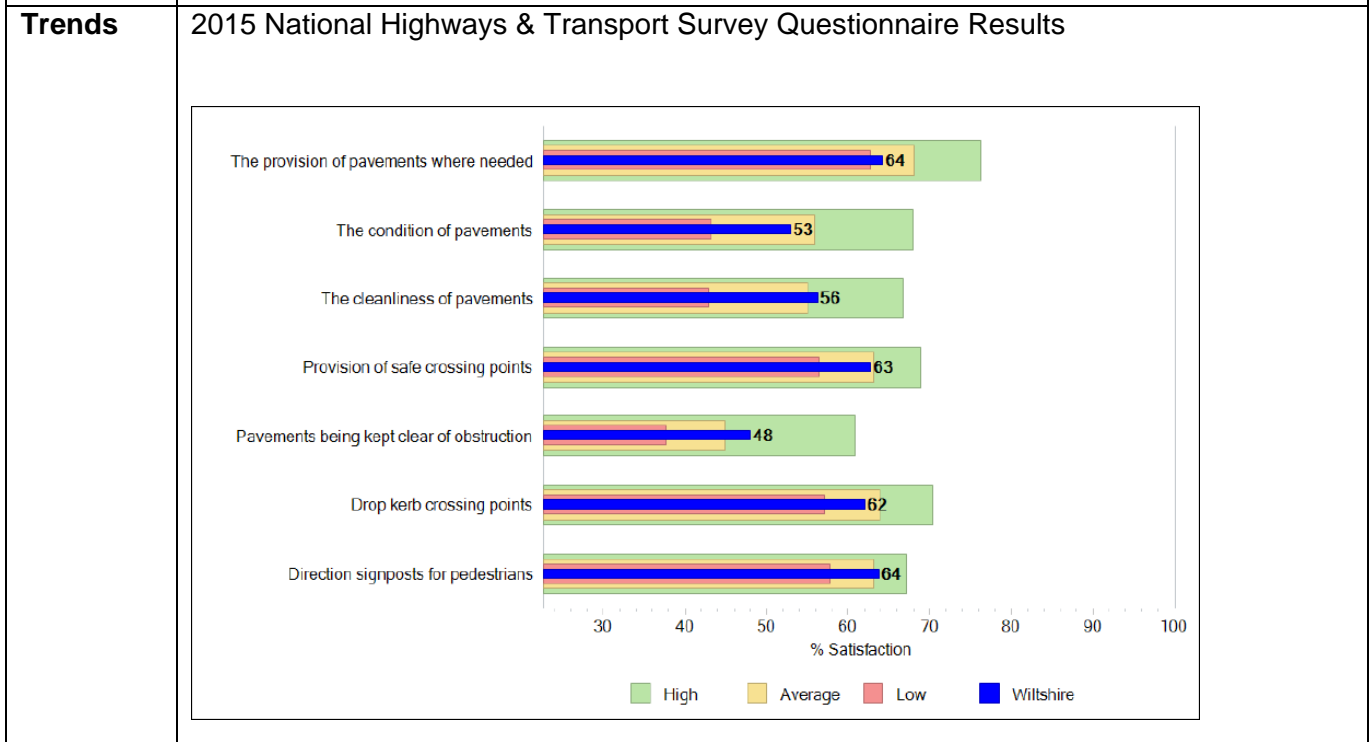
## Customer 02: Satisfaction with Pedestrian Facilities

**Overview** The purpose of this performance measure is to report the road users' overall satisfaction with pedestrian facilities in their area.

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

<b>Poor</b>	<b>Fair</b>	<b>Good</b>
Below Average	Average or close to average	Above Average

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



**Measure Details** This measure is recorded from the National Highways & Transport Network Survey Question 5 and is an average score of the 'Satisfaction' results for all elements of that question.

Wiltshire Average 58.6

Compared to the Average Score of All Authorities in the survey

National Average 59.6

This information is also required for the Direct Management Group

Current score is close to national average.

**Customer 03: Deals with potholes and damaged roads**

**Overview** Q7.04 The purpose of this performance measure is to report the road users' satisfaction with the way in which the Council deals with potholes and damaged roads.

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

<b>Poor</b>	<b>Fair</b>	<b>Good</b>
Below Average	Average or close to average	Above Average

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

**Trends** 2015 National Highways & Transport Survey Questionnaire Results

Actual		Forward Targets				
14/15	15/16	16/17	17/18	18/19	19/20	20/21
25.0	28.8	Compare to average	Compare to average	Compare to average	Compare to average	Compare to average

**Driver for Change / Improvement Action**

**Measure Details** This measure is recorded from the National Highways & Transport Network Survey Question 7.04.

Wiltshire Average 28.8

Compared to the Average Score of All Authorities in the survey

National Average 37.0

This information is also required for the Direct Management Group.

Current score is below national average.

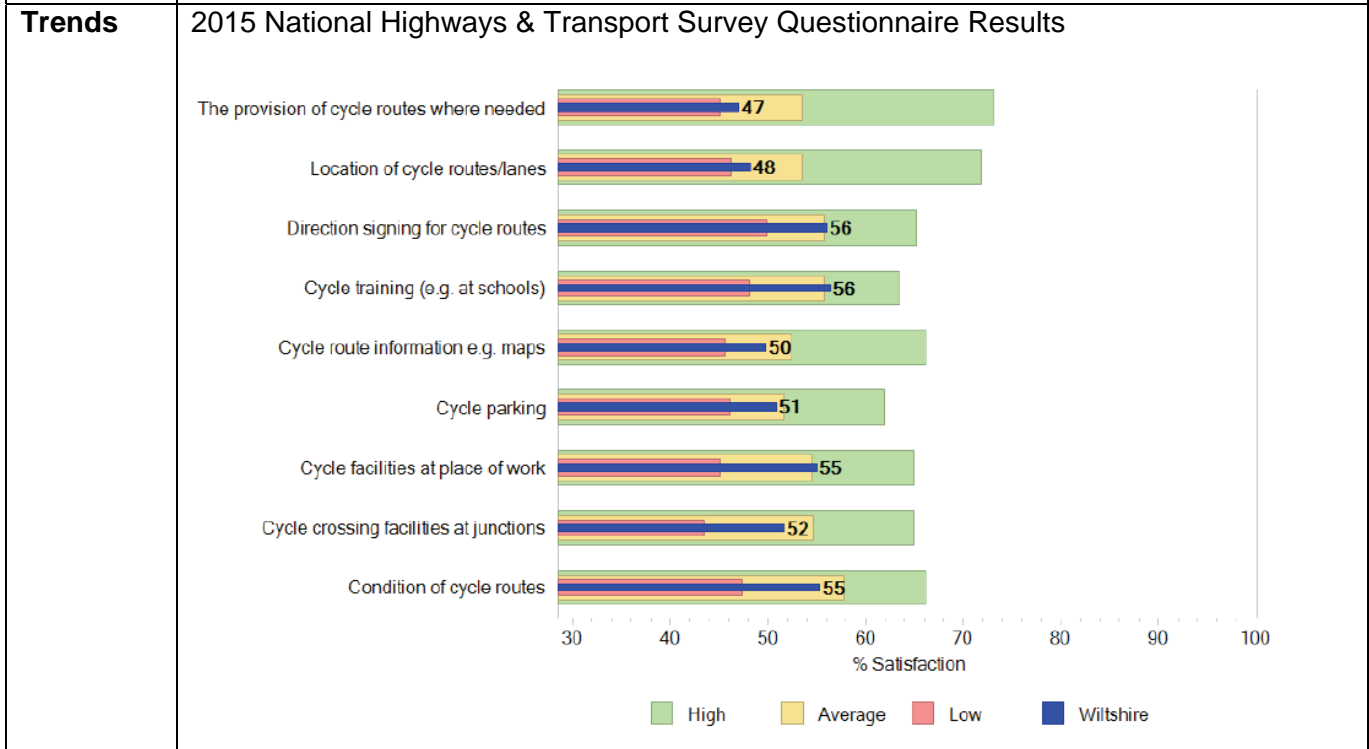
## Customer 04: Satisfaction with Cycle Facilities

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

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

<b>Poor</b>	<b>Fair</b>	<b>Good</b>
Below Average	Average or close to average	Above Average

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



**Measure Details** This measure is recorded from the National Highways & Transport Network Survey Question 8 and is an average score of the 'Satisfaction' results for all elements of that question.

Wiltshire Average 52.2

Compared to the Average Score of All Authorities in the survey

National Average 52.4

Current score is close to national average

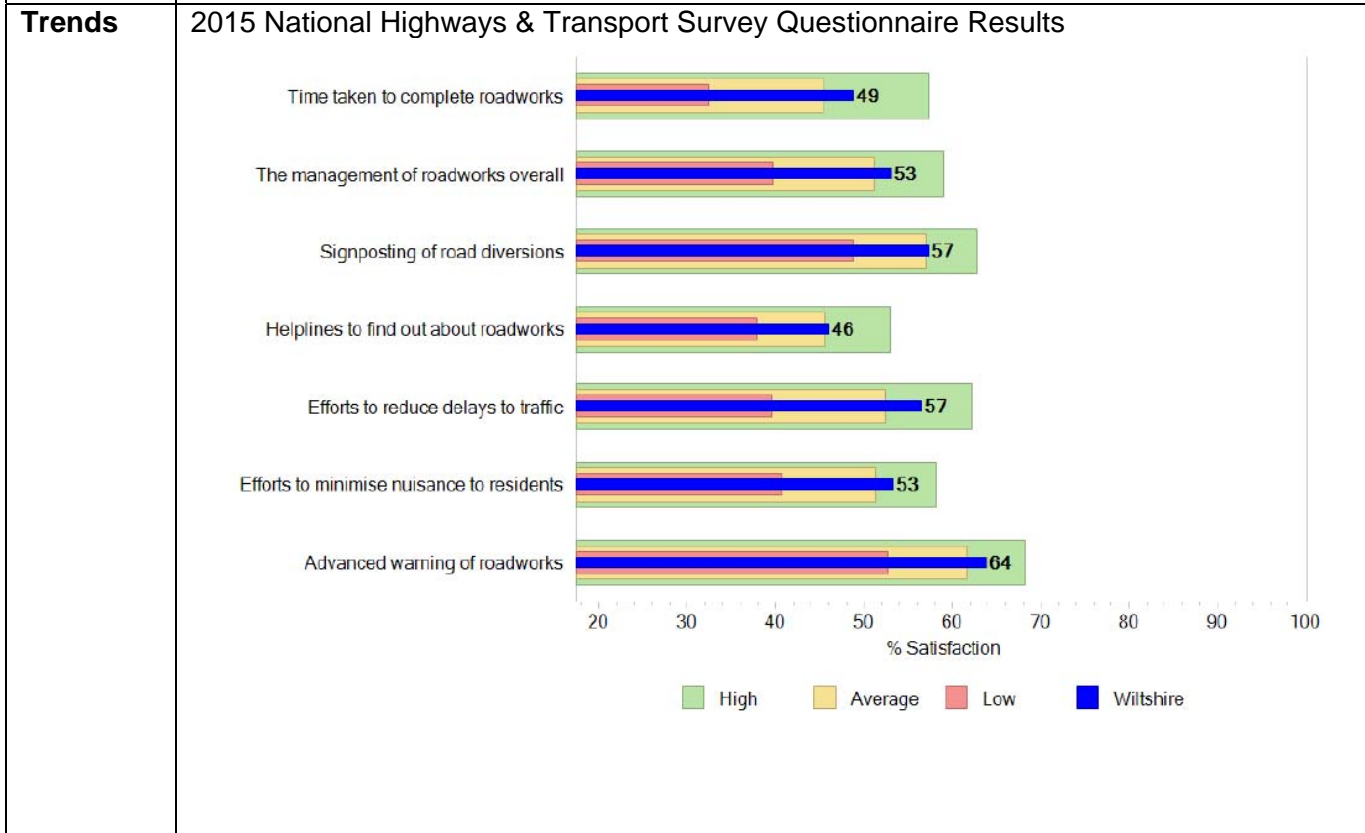
## Customer 05: Satisfaction with Roadworks

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

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

<b>Poor</b>	<b>Fair</b>	<b>Good</b>
Below Average	Average or close to average	Above Average

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



**Measure Details** This measure is recorded from the National Highways & Transport Network Survey Question 12 and is an average score of the 'Satisfaction' results for all elements of that question.

Wiltshire average 54.14

Compared to the Average Score of All Authorities in the survey

National average 54.28

Current score is close to national average.

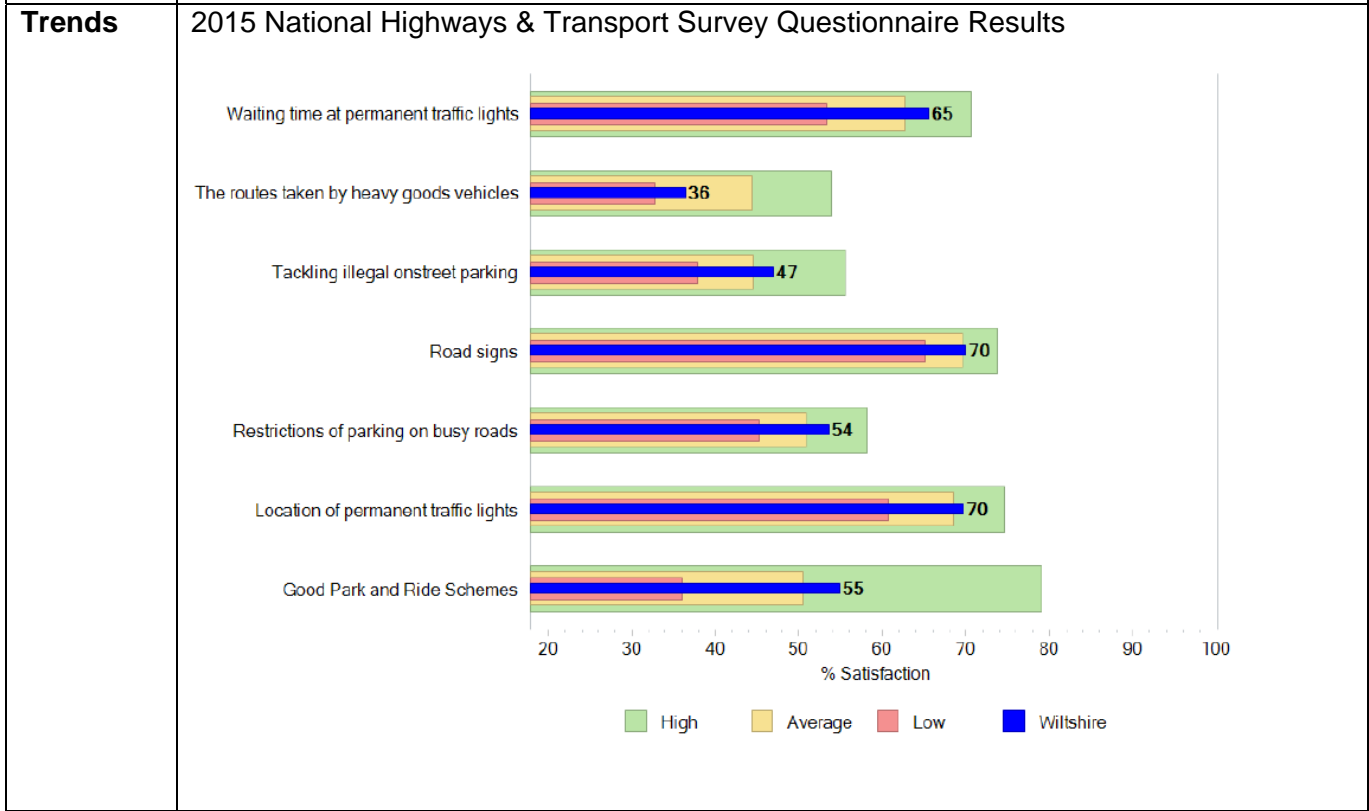
## Customer 06: Satisfaction with Managing Traffic

**Overview** The purpose of this performance measure is to report the road users' satisfaction with the way in which the Council manages traffic flow upon the highway network.

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

<b>Poor</b>	<b>Fair</b>	<b>Good</b>
Below Average	Average or close to average	Above Average

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



**Measure Details** This measure is recorded from the National Highways & Transport Network Survey Question 13 and is an average score of the 'Satisfaction' results for all elements of that question.

Wiltshire Average 62

Compared to the Average Score of All Authorities in the survey

National Average 57.28

Current score is above national average.