# Wiltshire Council Performance Scorecard - 2023/24 Quarter Four

Of the 58 indicators on this scorecard 46 (79%) were ranked as either positive or neutral in terms of improved performance.

Arrows show the direction of travel. Blue indicates a measure is at or better than target or within a target range. Grey indicates a measure is slightly outside the target but heading the correct direction, or is likely to be on target by the stated deadline. Red is substantially worse than target. The graph to the right summarises how many measures fall into each category.

All measures show a rolling 12-month average or cumulative total, unless stated, with most recent figures presented even though these may not represent a full quarter.

Figures for the previous two quarters or years may have been updated since first reported to incorporate new or updated data.

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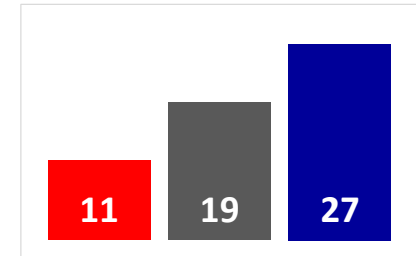
Gold shaded measures are main indicators	Unshaded indicators support a main indicator	Grey shaded indicators are selected from a basket of possible measures - the name of that basket appears above the measures

Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
				We Get the Best Start in Life					
Educational Gap: Phonics (The percentage point gap at Year 1 between pupils receiving the pupil premium and their non-disadvantaged peers - achieving phonics. The gap specific to maintained and academy schools is also provided.) Source: Nexus	Below national benchmark (16.6%) by August 2025	23%	21%	**23.7%** **23% maintained** **24% academy**	Aug-23	annual - academic year	⬆ Lower is better		The published data that we have received indicates that the phonics gap has increased to 23.7% and is above the National Gap. This remains a priority area for improvement aligned with the disadvantaged strategy. There is not a significant difference in terms of the disadvantaged gap between maintained schools and academies, and the gap remains an area of focus for both types of school.
Educational Gap: KS4 (The percentage point gap between pupils receiving pupil premium and their non-disadvantaged peers - achieving 5+ in English and Maths at KS4) Source: Gov.uk Explore Education Statistics	Below national benchmark (27.0%) by August 2025	31.7%	32.2%	**32.6%** **23.5% maintained** **38.4% academy**	Aug-23	annual - academic year	⬆ Lower is better		The target is to reduce the gap to be in line with national at 27% by August 2025. The strategy is to continue the positive trajectory of maintained school outcomes in all areas, accelerate outcomes in academies to address the gap and to extend our reach to schools and secure wider engagement. Factors contributing to outcomes in maintained schools include the 3 year systematic, structured SIA programme, responsive strategy, CPD, significant partnerships and collaborations and a tiered approach. The gap is not as large in the maintained schools, but there is a caution in that only 4 schools are maintained in then Secondary sector. The performance though is encouraging. The gap is wider with academies but even within this, there is variance between Trusts and within Trusts. Academies have engaged in the Affordable School Strategy and through the Wiltshire Learning Alliance this year. Performance for 20/21 and 21/22 is not comparable as assessments were completed differently during Covid.
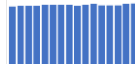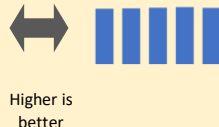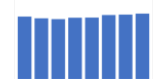
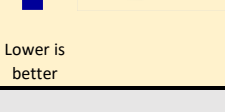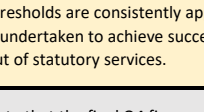| Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Overall educational outcomes: KS4 (Educational attainment for ALL pupils - Percentage achieving grade 5+ in BOTH English & Maths ('Basics') at KS4) Source: Gov.uk Explore Education Statistics	Between 48% and 50%	52.5%	48.6%	**44.8%** 31.7% maintained 46.6% academy	Aug-23	annual - academic year	Higher is better		Wiltshire performance for 2023 was 44.8%, which is a slight decrease from 2022 at 48.6%. The national level for 2023 was 45.3%. Caution should be taken when looking at the performance of maintained schools against academy given the number of schools that are maintained is significantly smaller. Please note that the academy data includes the grammar school sector, which makes comparisons in KS4 slightly nuanced. Performance for 2020/21 and 2021/22 is not comparable as assessments were completed differently during Covid.
Educational outcomes specific to SEND: KS4 (Educational attainment for SEND pupils with an EHCP - Percentage achieving grade 5+ in BOTH English & Maths ('Basics') at KS4) Source: Gov.uk Explore Education Statistics	Between 8.5% and 10.5%	6.6%	9.9%	**8.0%** 6.6% maintained 8.6% academy	Aug-23	annual - academic year	Higher is better		The national level for 2023 was 6.6%. Caution should be taken given the low numbers of SEND pupils in the four maintained schools. The overall performance of SEND pupils in academies is a positive in terms of performance outcomes and correlates with the overall profile across the whole sector. Performance for 2020/21 and 2021/22 is not comparable as assessments were completed differently during Covid.
Percentage of EHCPs issued within 20 weeks on time with no exceptions Source: Wiltshire Council	Above 40%	25.4%	26.0%	**26.3%**	Mar-24	average over last 12 months	Higher is better		Demand for assessments continues to be high in Wiltshire. There continues to be fluctuations in the monthly request rate but overall the upward trend in demand continues.
Percentage of schools rated good or outstanding by Ofsted (Includes primary, secondary and specialist schools) Source: Ofsted via Perspective Lite database	Above national average (90%)	81.5%	83.3%	**84.0%**	Mar-24	current position	Higher is better		The percentage of schools that are Good or Outstanding has continued to increase with a steady improvement in performance. However, at 84% it remains below the current target of 90% - the national average - and is also slightly below the south west average of 87%.
Percentage of early years settings rated good or outstanding by Ofsted Source: Ofsted via LATE and FID databases	Above 98%	97.69%	97.65%	**97.63%**	Mar-24	current position	Higher is better		We are currently at 97.63% of all registered Early Years provision in Wiltshire being graded at least Good by Ofsted. If we remove the school-based provision data we are showing that 98.68% of our nurseries, pre-schools and childminders are at least Good. Of those settings judged to be less than good, 72% are childminders. Overall, 98.68% of our nurseries and pre-schools are at least good and 97.59% of our Childminders are at least good.

Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
We Stay Active									
Percentage of Children who are Physically Active Source: Active Lives Children and Young People Survey, Sports England	Above 60% over course of Business Plan	50.5%	53.7%	**47.8%**	Sep-22	annual figures	⬇ Higher is better		The trend shows the last five financial years. The slight drop in children's physical activity in 2021/22 is currently a single data point drop. It is too early to tell if this is a trend or a one-off change in what was an increasing measure and an area where Wiltshire historically has been either close to or above the South West and England averages.
Percentage of Adults who are Physically Active Source: Sports England Active Lives Survey	Above 75% over course of Business Plan	72.1%	72.9%	**71.9%**	Nov-22	annual figures	↔ Higher is better		The trend shows the last five financial years. This data is based on subjective survey responses. There had been small improvements in each of the last three years put the activity levels in adults in Wiltshire above the national (65.9%) and regional (70.5%) average. Wiltshire figures are not quite on target but trend is indicating it is on track to be achieved.
Number of visits to Council-run leisure centres Total monthly visits based on membership card swipes and walk-in payments. Excludes other visitors. Source: Wiltshire Council	1,698,601 per year	1,706,193	1,748,172	**1,792,494**	Mar-24	cumulative total over last 12 months	⬆ Higher is better		Figures continue to improve and at the end of Q4 are the highest they have been, exceeding 2017-18 figures. When compared to Q4 last year, there has been an increase of 10% on quarterly visits. When comparing against the full year the increase is a total of 11% on 2022/23.
Number of library visits (Cumulative total over 12 months) Source: Wiltshire Council	1,200,000 per year	1,166,368	1,226,454	**1,275,000**	Mar-24	cumulative total over last 12 months	⬆ Higher is better		Q4 visits exceed the target of 1.2m by 6.25%. At the end of Q4 library visits are up +26.3% April 2023–March 2024 compared to the same 12-month period last year and are at 82.8% of pre-pandemic levels, ahead of the national trend. This is an improvement on the pre-pandemic figures in Q3 when recovery had reached 77.6%. The increase from this financial year to last would have been higher however, maintenance work at Amesbury, Bradford-on-Avon, Marlborough and Wilton Libraries necessitated periods of closure so footfall reflects this. Work on improving visitor numbers continues and additional ideas will be considered as part of the Library Strategy programme to ensure visitor numbers reach pre-pandemic levels, as loans of stock did in December 2023.

	Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
	Number of hectares of new tree/woodland planting that is publicly accessible (Either permissible access rights or a PRoW running through the new woodland area). Source: Wiltshire Council	111 hectares for 2023/24	0.03		**68.18**	Mar-24	cumulative total over last 12 months	Higher is better		The Woodland GAPS Team helps to facilitate the planting of trees by private landowners and community groups, through directing groups to funding, assisting with land searches, and grant application writing along with other support. The team can also directly support community groups and schools with planting days where they need assistance with organisation. When the planting season came to an end in March 2024 we had a flurry of projects come to fruition, which has led to the uplift in woodland planting delivered to 68.18Ha in Q4. In addition to the schemes we have directly supported, we are also gathering data from partners to get the most accurate picture possible of tree planting across the county.
	Percentage of people in their own homes 91 days after entering the reablement service Source: Wiltshire Council	Between 80% and 90%	81.94%	82.51%	**83.80%**	Mar-24	average over last 12 months	Higher is better		The outcome at 91 days shows the longer term affects of reablement and its ability to maintain and support people to remain in their own homes. Wiltshire Reablement performs well in this area which demonstrates the effectiveness and success in supporting longer term outcomes. The outcomes achieved are representative of the model of service, which offers the opportunity to rehabilitate under a therapy led programme - Wiltshire reablement is an inclusive service and does not apply a selective criteria.
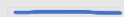
We are Safe

	Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
	Repeat referrals to Children's Services (% referrals within 12 months of previous referral) Source: Wiltshire Council	Between 14% and 20%	16.4%	17.4%	**17.9%**	Feb-24	average over last 12 months	Lower is better		Note that the final Q4 figures weren't available until late April (to allow for case recording). Performance for January and February continues to remain within our expected target range and demonstrates that our thresholds are consistently applied, and effective work is undertaken to achieve successful closure/step down out of statutory services.
	Percentage of children in care fostered within Local Authority provision (Excludes Connected Carers) Source: Wiltshire Council	Between 42% and 48%	42%	42%	**42%**	Feb-24	average over last 12 months	Higher is better		Note that the final Q4 figures weren't available until late April (to allow for case recording). Performance improved slightly in the first 2 months of Q4. A placement sufficiency strategy and action plan is in place to reflect the need to increase this further in line with national sufficiency challenges.

Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment

Adult Safeguarding

Percentage of S42 Outcomes Met
(% of statutory enquiries into possible abuse or neglect [section 42] in which set outcomes were met)
Source: Wiltshire Council

| | Between 95% and 100% | 96.5% | 96.8% | **96.8%** | Mar-24 | average over last 12 months | Higher is better | | Strong performance continues, which is well within target range and on a positive trajectory following a decrease in Q1 earlier in the year. |

Number of adult social care providers currently rated inadequate in CQC Inspections
Source: Care Quality Commission

| | 0 (no inadequate providers) | 0 | 0 | **0** | Mar-24 | current position | Lower is better | | There are no care homes in Wiltshire currently rated by the CQC as Inadequate. |

Number of working-aged adults in residential care
(Long-term support needs of younger adults aged 18-64 met by admission to residential and nursing care homes, per 100,000 population - ASCOF)
Source: Wiltshire Council

| | Between 12 and 15 | 21.5 | 25.5 | **24.5** | Mar-24 | average over last 12 months | Lower is better | | This cumulative metric looks at the number of new admissions of younger adults to residential and nursing care homes. This measure includes admissions following a discharge from hospital, if the adult was in residential or nursing prior to hospital, this is still counted as a new admission. Over the last rolling year there has been a steady increase in the number of admissions. Some of the increase can be attributed to the introduction of the Moving on Service and younger adults in residential placements transitioning across from Childrens to Adult Services - the service started in August. We continue to consider alternatives as part of our transformation work, although we are aware that we have a shortage in accommodation options to support people in the community. A full review is being led by Commissioning to further understand changes seen in demand and mapping/planning for sufficient placements going forward. |

Road Safety

Percentage of reported P1 potholes repaired within 24 hours
(Does not include "Find & Fix". Numbers below percentages are the average number reported over the previous 12 months)
Source: Wiltshire Council

| | 95% or over | 73.85% 1,595 | 73.05% 1,784 | **73.30%** **2,228** | Mar-24 | average over last 12 months | Higher is better | | Q4 has shown a rapid increase in the number of pothole reports. Additional resources have been deployed, which have arrested the drop in the percentage repaired. This has resulted in month on month increases in the percentage repaired for February (70.63%) and March (73.30%). |

Percentage of roads scheduled for treatment that have been resurfaced
(Based on roads identified in the 12-month plan. Numbers below percentages are the total miles resurfaced over the previous 12 months)
Source: Wiltshire Council

| | 100% of roads identified in the 12-month plan (113.9 miles) | 84.83% 96.74 | 92.37% 105.20 | **103.64%** 118.04 | Mar-24 | cumulative total over last 12 months | Higher is better | | Surfacing activities have progressed well. Surface dressing activities were completed before the winter period. Other surfacing has on occasion been delayed by the wet winter weather but the overall programme has been achieved. |

Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Percentage of cars found speeding by Community Speedwatch Teams Source: Wiltshire Police		3.97%	3.84%	**3.90%**	Mar-24	average over last 12 months	⟷ Lower is better		The civilian speed enforcement team recently won a High Sheriffs award for their work on the county's roads, targeting driving offences and speeders, along with other Teams. Wiltshire Police have extended their Days of Action every month to include Community Action Initiatives (CAIs) with their Community Based Volunteers (CBVs). They look to carry out safety sweeps (previously known as weapons sweeps), reassurance patrols, conduct leaflet drops and take community surveys.

Public Protection

Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Percentage of reported antisocial behaviour cases resolved within 60 days Source: Wiltshire Council	90% or over	93%	79%	**57%**	Dec-23	current position with a 2-month lag	⬇ Higher is better		One of our two ASB Officers went on maternity leave during Q3. This has impacted negatively on the 60-day resolution performance. Fortunately, ASB complaints tend to reduce over Q3 and Q4 due to the colder weather. Steps are being taken to resolve resources through backfill.

We Live Well Together

Stability for Looked after Children

Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Percentage of Looked After Children Placed more than 20 Miles from Home (Excludes unaccompanied asylum seeker children) Source: Wiltshire Council	Between 34% and 37%	39%	39%	**37%**	Feb-24	average over last 12 months	⬇ Lower is better		Note final Q4 figures weren't available until late April (to allow for case recording). Performance in the first 2 months of Q4 is encouraging, especially given significant placement sufficiency challenges; this is very positive. For context, 39% of all those children and young people placed over 20 miles from home reside within Wiltshire. In the current climate this remains strong performance.
Percentage of Care Experienced Young People in Suitable Accommodation (% of 19-21 year old care experienced people in suitable accommodation) Source: Wiltshire Council	Between 90% and 100%	95%	94%	**94%**	Feb-24	average over last 12 months	⟷ Higher is better		We continue to be ambitious and have recently stretched our target from 85-95%+ to 90-100%. Positively, performance in the first 2 months of Q4 is within this new target range. Full data for Q4 weren't available until late April (to allow for case recording).

Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment

| **Uptake of NHS health checks** (Percentage of invited NHS health checks undertaken. Numbers below percentages are the number of checks offered over the previous 12-months) Source: Wiltshire Council | 45% or over (Return to pre-Covid level) | 31.9% 39347 | 33.3% 41351 | **34.5%** 42115 | Dec-23 | average over last 12 months | ⬆ Higher is better | | Although more residents have been invited for an NHS Health Check during Q3 in comparison to Q3 2022/23 and Q2 of this year 2023/24, the uptake percentage for those receiving an NHS Health Check is broadly similar to the same comparator periods. Ideally this figure should be higher. We are therefore working with the Chippenham, Corsham and Box Primary Care Network (CCB PCN) to increase the uptake rate of men receiving an NHS Health Check, by working with a marketing company to do targeted Facebook ads that will run from 1st-30th April. We will be able to see in the Q1 data for 2024/25 whether this campaign has had an impact. |
| **Rates of smoking cessation** (Percentage of those seeking smoking cessation support who are smoke free 4 weeks after their quit date. Numbers below the percentages are those who've successfully quit smoking over the previous 12-months). Source: Wiltshire Council | 35% or over | 43.53% 461 | 44.16% 461 | **45.93%** 479 | Dec-23 | average over last 12 months with a 9-month lag | ⬆ Higher is better | | The smoking quit rate has increased in Q3, the most recent quarter for which data is available, and is now the highest it has been for 2 years. However, as fewer people are setting a quit, we are seeing fewer people achieving a 4 week quit date. The current smoking population are therefore going to be our most hardened smokers, so the Q3 quit rate is very positive and reassuring. Additional smokefree grant money is being given to Local Authorities from April 2024 to increase the number of set quit dates set, the funding will be going towards increasing capacity within Primary Care to support this and meeting the nationally set targets for this funding. |

We ensure decisions are evidence-based

| **Voter Turnout in Neighbourhood Plan Referendums** Source: Wiltshire Council | Above 25% | 29.7% | 28.1% | **12.4%** | Mar-24 | Latest vote | ⬇ Higher is better | | Turnout was down in the recent Westbury neighbourhood plan referendum and reasons for this are currently being explored. The number of referendums taking place over the past year has reduced as central government funding for support was not available between April and July 2023. |
| **Open rate for resident e-newsletters** (Monthly average) Source: Mailchimp | Above 40% | 56.2% | 53.9% | **50.9%** | Mar-24 | current position | ⬇ Higher is better | | A domain issue with Mailchimp during March resulted in some emails not reaching inboxes. This error resulted in lower open rates for March. However, performance remains strong compared to the national average open rate for government e-newsletters (28.8%) and the average open rate for all e-newsletters (21.3%). Open rates for Q4 remain above target. |

Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
We have the Right Housing									
Delivery of Affordable Housing Source: Wiltshire Council	650 homes per financial year	583	571	**532**	Mar-24	cumulative total over last 12 months	↓ Higher is better		Numbers for Q4 are down previous quarters and the historic levels due to overall downturn in the market. This is impacting delivery from housebuilders.
The number on the Housing Register (Total number of households on the register at the end of the period, not including those on the open market register) Source: Wiltshire Council	Below 5,000	3,948	3,937	**3,948**	Mar-24	current position	↔ Lower is better		We have seen a very small increase (less than 1%) in the total number of households on the housing register that, compared nationally, is a big achievement as the demand for social housing remains high. We continue to review old applications and this will be a focus again this year to ensure the data remains as up to date and accurate as possible.
Total Households in Temporary Accommodation Source: Wiltshire Council	Below 100 placements	168	131	**125**	Mar-24	current position	↓ Lower is better		This year we have had a real focus on trying to reduce the total number of households in temporary accommodation following a peak of 184 in May 2023. This has been a huge success with a significant reduction in numbers when demand continues to increase.
Planning process - determination of major applications (Percentage completed within the statutory period or agreed extension. Numbers below percentages are the number of new applications received over the previous 12 months) Source: Wiltshire Council	Above 60%	75% 122	82% 117	**87%** 134	Mar-24	average over last 12 months	↑ Higher is better		Performance has significantly improved for 2023-24, compared to the previous two years and is consistently above the statutory 60% target. The number of Major applications received in Q4 2023-24 is almost double the number received the previous quarter, and has increased overall in 2023-24 compared to the previous year.
Planning process - determination of non-major applications (Percentage completed within the statutory period or agreed extension. Numbers below percentages are the number of new applications received over the previous 12 months) Source: Wiltshire Council	Above 70%	80% 3387	85% 3317	**90%** 3271	Mar-24	average over last 12 months	↑ Higher is better		Performance is steadily improving each quarter and is consistently above the statutory 70% target. The leap in performance (quarterly rather than averaged) from 84% in Q1 2023/34 to 92% in Q2 2023/24, 93% in Q3 2023/24 and 94% in Q4 2023/24 shows that good progress has been made consistently over the last four quarters.
We have the Right Skills to Prosper									
Unemployment (percentage of the work age population [16+] claiming out of work benefits) Source: NOMIS	Below national average (3.9%)	2.0%	2.0%	**2.2%**	Mar-24	current position	↔ Lower is better		Wiltshire's claimant rate for the working age population of 2.2% is consistently lower than the national average at 3.9% and the South West at 2.7%. This is a slight increase on the previous quarter that reflects a steady increase in the numeric value over the last few quarters from 6050 at the end of Q2 2023/24 to 6190 for Q3 2023/24 and 6815 for Q4 2023/24.
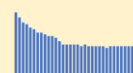
Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Youth Claimant Rate (percentage of 18-24 year olds claiming out of work benefits) Source: NOMIS	Below national average (5.2%)	3.2%	3.1%	**3.4%**	Mar-24	current position	Lower is better		Wiltshire's youth claimant rate is 3.4%, compared to 3.6% across the South West and 5.2% nationally. There is a slight increase on the previous months across all regions. The numeric value for this measure is 1,200.
% 16-17 year-olds who are NEET Source: Wiltshire Council	Between 2% and 2.6%	1.7%	2.1%	**2.6%**	Feb-24	quarterly figures	Lower is better		Note that data for January and February is provisional as the data has not yet been validated by the DfE. The increase is expected at this point in the year (as for national and individual LAs) as our rate of "Unknowns" decreases and we identify those in EET and NEET. Nationally we perform well - our "Unknown" rate is 0.5% in February compared to a national rate of 1.6%. Our NEET rate for February is 2.6% compared to national rate of 3.3%. Performance remains within the expected range.
% care-experienced 16-17-year-olds who are EET Source: Wiltshire Council	Between 65% and 75%	66%	62%	**60%**	Feb-24	average over last 12 months	Higher is better		Performance this quarter remains below the target range. There is a care experienced steering group held monthly, which is proactively supporting the care experienced young people who are NEET. It's important to note that some young people may be unable to be in EET due to their physical/mental health. A full breakdown of exceptions in Q4 will be provided to the relevant Performance Outcome Board.
Gross weekly pay (Gross weekly pay by workplace) Source: ONS annual survey of hours and earnings	Above the national rate (£682.60)	£569.30	£610.80	**£646.00**	2023	annual figures	Higher is better		Workplace earnings remain below residential earnings (£669.10 per week). While minor, the gap is once again widening between workplace earnings and residents earnings meaning residents still commute for higher paid opportunities. This should be monitored and considered in future plans.
Regional GVA (Value generated by economic activity in £ per million) Source: ONS	Above South-West average (£14,362m)	£12,358m	£11,383m	**£12,192m**	2021	annual figures with a 2-year lag	Higher is better		GVA is slightly higher than South West average in 2021 due to high levels of public sector employment within Wiltshire providing protection from the pandemic. Wiltshire's GVA growth is not keeping track with the South West average (£14,362m), or the average for just rural counties in the region (£13,113m).
Level 4 skills (Percentage of 16+ individuals qualified to Level 4) Source: ONS Annual Population Survey	Increase gap above the national level (43.6%)	38.6%	40.3%	**45.6%**	2021	annual figures with a 2-year lag	Higher is better		Wiltshire has 45.6% of the population educated to level 4 and above compared to 42% in the South West and 43.6% across Great Britain.

Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Gross Disposable Household Income (Gross Disposable Household Income per head of population at current basic prices) Source: ONS	Above the rate for England (£22,213)	£22,844	£22,267	**£22,645**	2021	annual figures with a 2-year lag	↑ Higher is better		Annual data for 2021 was published in October 2023. Income in 2021 increased on the year before, moving back to 2019 (pre-pandemic) levels.

We have Vibrant, Well-Connected Communities

Transport and links

Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Bus journeys (Number of passenger trips on both the commercial and supported bus network) Source: Bus operators	7,905,000 (trips per annum by Q4 22/23)	7,948,739	8,256,747	**8,395,902**	Feb-24	cumulative total over last 12 months	↑ Higher is better		Bus passenger numbers continue to increase across Wiltshire in line with national trends and remain well above the current target.
Rail journeys (Number of entries and exists from Wiltshire's rail stations) Source: Office of Rail and Road		1,613,818	4,600,314	**5,584,530**	Mar-23	annual figures	↑ Higher is better		Rail journey numbers to/from Wiltshire stations have recovered to 80% of the pre-Covid (3 year average) level. This is lower than for the SW region (89%), partly explained by the loss of long-distance commuting and business travel, but also reflecting degraded services on several routes.
Percentage of gigabit broadband coverage Source: Local Broadband Information by thinkbroadband	85% coverage by 2025	65.0%	65.9%	**68.5%**	Mar-24	current position	↑ Higher is better		The publicly funded programme is due to begin later this year but private sector build is increasing incrementally.
Percentage 4G mobile phone coverage (Percentage of premises with indoors 4G reception from all four providers) Source: Ofcom Connected Nations report		74.61%	75.32%	**73.87%**	Sep-23	current position	↓ Higher is better		Coverage anticipated to increase alongside the Shared Rural Services network that is currently in development. The issue reported in and around Potterne has now been resolved, but may not be reflected in the data until it is next updated later this year.

Town centre vibrancy

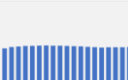| Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Car park transactions (Number of pay-and-display transactions) Source: Wiltshire Council		311,180	316,154	**318,013**	Feb-24	average over last 12 months	↑ Higher is better		There has been a communication strategy promoting the use of MiPermit the parking app and allowing more flexibility in the way parking stays are paid. This allows parking times to be extended and more transactions. An average of over 20,000 new accounts a month in Mipermit are being recorded. This combined with the increased tourist and visitor use is increasing parking stay transactions. The usage is being monitored to ensure its longevity.

Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Income from pay and display car parks (Including season tickets) Source: Wiltshire Council		£646,488	£653,827	**£657,333**	Feb-24	average over last 12 months	⬆ Higher is better		There has been a communication strategy promoting season tickets and with the return to the workplace the income from season tickets has increased when comparing the figures from the same period 12 months ago. The success of the Mipermit App and flexible payments for pay and display car parks is encouraging parking stays. The pay and display income is also linked to the increased tourist and visitor use, and the stay-cation, increasing parking stays. The usage is being monitored to ensure its longevity.

We Take Responsibility for the Environment

Waste economy

Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Household Waste (Kilograms of waste produced per household) Source: Hills	Below 880kg (at the end of Q4)	933	939	**947**	Feb-24	cumulative total over last 12 months	⬆ Lower is better		More household waste tonnage has been managed during 2023/24 (with data to the end of February 2024) compared to the previous year. Consistent increases each quarter mean this trend is expected to continue to year end. There has been a notable increase in garden waste collected compared to 2022/23.
Recycling Rate (Percentage of household waste recycled or composted) Source: Hills	Above 45%	41.6%	42.0%	**42.5%**	Feb-24	average over last 12 months	⬆ Higher is better		The household waste recycling rate has improved by 2.7% compared with Q4 2022/23 (with data to the end of February 2024), though the in-year recycling rate typically declines in this period as seasonal garden waste tonnage reduces. Tonnage of garden waste for composting has increased by 20.8% compared to the same period in 2022/23. The service also continues to actively promote the "Recycling - Let's sort it" campaign and has rolled out bag-sorting stations at all 10 Household Recycling Centres during Q3 - both activities aimed at increasing recycling.
Waste Recovery Rate (Percentage of household waste sent for treatment/energy recovery) Source: Hills	Above 42%	42.6%	42.5%	**42.9%**	Feb-24	average over last 12 months	⬌ Higher is better		The Waste Recovery rate has reduced compared with Q4 2022/23 (with data to the end of February 2024) but has seen a very modest in-year improvement compared with Q3. This in-year improvement reflects a trial to shred bulky residual waste from Household Recycling Centres to make this suitable for Lakeside Energy from Waste (EfW). It is important to review the Waste Recovery Rate alongside the Recycling Rate, as both factors contribute to the overall diversion of waste from landfill. Any changes in the quantity of waste sent for recovery will influence the percentage of recycling rate, and vice versa.

Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Residual Waste Rate (Percentage of household waste sent to landfill) Source: Hills	Below 13%	15.8%	15.5%	**14.6%**	Feb-24	average over last 12 months	Lower is better		Performance compared with Q4 2022/23 (with data to the end of February) has seen an improvement of 1.1%, which reflects the trial to shred bulky residual waste from Household Recycling Centres (HRCs) and redirecting this to an energy from waste facility during November and December 2023.
Fly tipping reports (Change in the number of reported fly tipping incidents over 12 months compared to the same period the previous year) Source: Wiltshire Council	Greater decrease than the national average (-4% per year)	7.1%	12.1%	**6.0%**	Mar-24	Difference compared to previous 12 months	Lower is better		Q4 numbers are up 27% on Q3 2023/24 but are down 17% on Q4 2022/23. However, only 4% of reports have contained evidence during Q4. Of these, 81% of reports with evidence have resulted in formal actions being taken within the month of reporting. Despite the increase in enforcement resources and enforcement actions, during times of lower economic activity fly tipping reports are likely to increase as waste producers seek to reduce their waste disposal costs. Fly tip enforcement actions are up 6% over 2023/24 when compared to 2022/23.

We are on the path to Carbon Neutral (Net Zero)

Wiltshire's Greenhouse Gas Emissions (Measured in kilotonnes CO_2e. Carbon dioxide CO_2, and the other main greenhouse gases - methane CH_4 and nitrous oxide NO_3 - measured in terms of their warming potential relative to CO_2. Wiltshire emissions are territorial emissions only, i.e. these are emissions that arise within the county.) Source: UK local authority and regional greenhouse gas emissions national statistics, 2005 to 2021 - gov.uk	Below 2550 kilotonnes	3,367	2,961	**3,226**	Dec-21	annual figures with a 3-year lag	Lower is better		This data for Wiltshire's greenhouse gas emissions until the end of 2021 shows the rebound effect as the county recovered from Covid related lockdowns. 2019 is therefore a more meaningful comparator than 2021. Between 2020 and 2021, greenhouse gas emissions increased in 358 out of the 374 local authorities in the UK (96%). This is consistent with the increase in overall UK emissions in 2021, which increased by 5% largely due to COVID-19 restrictions easing and colder temperatures increasing the use of heating in buildings.
Wiltshire Council's Carbon Emissions (Measured in CO_2e – the common unit for greenhouse gases. For any quantity and type of greenhouse gas, CO_2e signifies the amount of CO_2 which would have the equivalent global warming impact.) Source: Wiltshire Council	Below 3750 tonnes	4,401	5,275	**3,568**	Mar-23	annual figures with a 2-year lag	Lower is better		Wiltshire Council emissions have returned to a downward trend following the post-pandemic increase, and we are now back in line with the stretch pathway from the Anthesis report. The target for Wiltshire Council's CO_2 emissions has been reduced from 3750 tonnes per year in 2022/23 to 3000 tonnes per year in 2023/24. This target will be used for comparison when data is next published in September 2024.

Measure description	Target	Previous two quarters or years		Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Renewable energy capacity (Megawatts) Source: Regional Renewable Statistics - gov.uk	978MW by 2027	579	583	**583.5**	2022	annual figures with a 1-year lag	⬆ Higher is better		The most recent data is from December 2022, published in September 2023, which includes revisions to data from previous years due to updates from suppliers or more up to date information becoming available. There is 705MW capacity of renewable energy projects with planning approval, and more in the pipeline. However such projects take many years to achieve approval and construction.
Carbon literacy training within the Council (Number of officers and Councillors who have received the training) Source: Wiltshire Council	15% of staff (800 people) by end of 2025	130	179	**194**	Mar-24	current position	⬆ Higher is better		Carbon literacy training continues, with a focus on Directors and Councillors during Q3 and Q4. The training rate has slowed due to conflicting work demands across the organisation. There is a high risk that we will not achieve Silver award (over 800 staff accredited) by the end of 2025. It remains a challenge and needs ongoing commitment and support by senior managers to facilitate staff being trained implementing their pledges.
Energy Performance Certificates at Levels A - C (% or registered EPC recorded at one of the top three levels - a three year rolling average) Source: Energy Performance Building Certificates live tables - gov.uk	Above South West benchmark (52% for 2020-23)	48.0%	49.0%	**52.0%**	Aug-23	annual figures	⬆ Higher is better		We use a three year rolling average to show a longer term trend, as EPC ratings can fluctuate over the shorter term. This indicator is a proxy for energy efficiency of homes, and is increasing slowly over time. The target for Energy Performance Certificates at levels A-C increases over time in line with the South West benchmark at any snapshot in time. This year the South West is at 52%.
Public Electric Vehicle Charging Points (All publicly available charging points including those owned by the council per 100,000 population) Source: Electric vehicle charging device statistics - gov.uk	63 per 100,000 population (in line with SW average for the quarter)	41	50	**59**	Dec-23	current position	⬆ Higher is better		This indicator has previously been tracked annually, however data is available more frequently and chargepoints are being installed all the time. Therefore we have moved to tracking data quarterly, and comparing against the South West average at each report. The number of EV chargepoints continues to increase, but the previous good progress remains behind the South West benchmark.

Population of
513,200

231,734
households

309,700
working aged adults

21,560
registered businesses

13
rail stations

108
bus routes

30
libraries

3
mobile libraries

20
leisure centres

10
recycling centres

70,702
pupils in Wiltshire schools
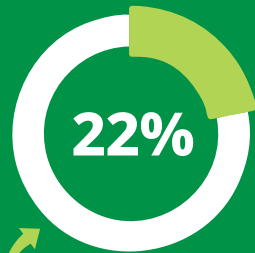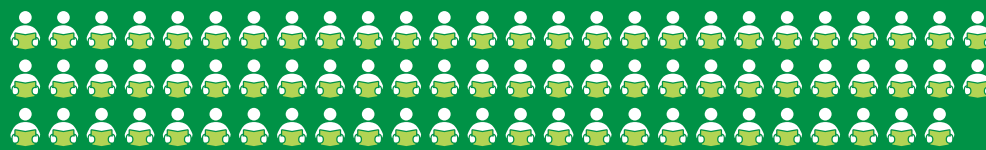
22%
of residents
are 65 or over
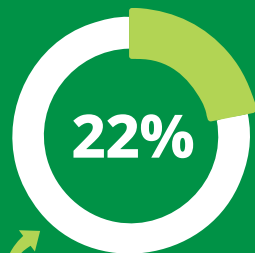
22%
of residents
are 19 or under

4,300
residents over
65 diagnosed with
dementia

325,533
hectares (total area
of the local authority)

27,215
subscribed
to weekly
e-newsletter

2,456
million estimated
miles of motor
vehicle journeys
on Wiltshire-
maintained
roads in 2022

73
chargeable
council owned
car parks

13,390
photovoltaics sites

203
primary schools

29
secondary schools

5
specialist schools

27.7%
of pupils
receiving the
pupil premium

4,504km
of Wiltshire-
maintained
roads

2,563km
of surfaced
footways and
footpaths

Wiltshire Facts and Figures

These figures
are intended to
provide context to
the performance
indicators presented
on the Corporate
Performance
Scorecard. It is
important to
note that not
all performance
measure directly
map to these figures.

Wiltshire Council

Additional information about Wiltshire and its residents is available at: **wiltshireintelligence.org.uk**