

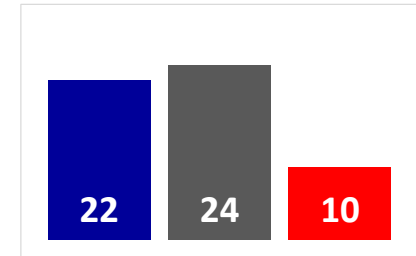
Wiltshire Council Performance Scorecard - 2024/25 Quarter Two

Of the 56 indicators on this scorecard 46 (82.1%) 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.



Gold shaded measures have been updated this quarter

Unshaded indicators have no new data available this quarter

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

21.0% (2021/22)

23.7%
22.8% (M)
23.1% (A)
(2022/23)

19.9%
Provisional
19.2% maintained
20.5% academy

Jun-24

annual - academic year



Lower is better



Early provisional data suggests we have reduced the educational gap since last year. Final published data is likely to change once full validation has been completed nationally and will be available in September/October. This remains a priority area for improvement aligned with the disadvantaged strategy.

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% (2021)

32.2% (2022)

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
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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% (2021)
48.6% (2022)

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% (2021)
9.9% (2022)

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%
26.0% (Q3)
26.2% (Q4)

24.3%

Jun-24

average over last 12 months



Higher is better

Q1 performance was variable, with a low in May of 20% but two stronger months in April and June (29% and 34% respectively). Early figures for July show timeliness at 44% and our average monthly timeliness for Q1 (28%) is higher than the average for the previous 3 quarters (23.5%). 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.

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
53.7% (2020/21)
47.8% (2021/22)

56.7%





Jun-24





annual figures with a 1 year lag



Higher is better

The most recent data from 2022/23 has seen an upward trend in Wiltshire of around a 9% increase from the previous year. This is encouraging following a slight drop in children's physical activity levels in 2021/22. Whilst the average for England (47%) has stayed relatively stable, this years' data shows Wiltshire is now above the national average. However, it is worth noting the England values are drawn on a larger sample from each of the local authorities so caution is needed when interpreting the data. Sport England suggest caution when comparing with previous academic years due to a difference in the response profile.

Measure description	Target	Previous two quarters or years	Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Percentage of Adults who are Physically Active Source: Sports England Active Lives Survey	Above 75% over course of Business Plan	72.9% (2020/21)	71.9% (2021/22)	70.6%	Jun-24	annual figures with a 1 year lag	 Higher is better	Although there was a small variation around 70-72% in each of the last four years, the data for Wiltshire (70.6%) continues to be above that for England (67.1%) and similar to that for the region (71.7%). Wiltshire figures are not quite on target but the slight dip in figures in 2022/23 are in line with national and regional reflections. Data is based on subjective survey responses.
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	Above 2,000,000 per year	1,792,494 (Q4)	2,118,123 (Q1)	2,372,842	Sep-24	cumulative total over last 12 months	 Higher is better	The 5.5% decrease in footfall compared to Q1 is a result of the three gym development projects at Devizes, Five Rivers and Olympiad taking in place in the period. The gym equipment at Five Rivers and Devizes was reappointed in the sports hall, which also had an impact on attendance in the sports halls and gym users due to the reduced offer. Olympiad gym was closed for a 3 week period as there was no alternative space for the gym to be relocated. Lime Kiln had a building refresh that caused some areas of the facility to close for short periods of time, which will have impacted overall attendance.
Number of library visits (Cumulative total over 12 months) Source: Wiltshire Council	Above 1,500,000 per year	1,275,043 (Q4)	1,323,032 (Q1)	1,333,954	Sep-24	cumulative total over last 12 months	 Higher is better	At the end of Q2 library visits are up 9.6% compared to the same 6 month period last year and are at 81.8% of pre-pandemic levels, mirroring the national trend. Work on improving visitor numbers continues, including delivering 19 author and reading group events as part of the £30k Arts Council Funded project the Reading Roadshow.
Percentage of people in their own homes 91 days after entering the reablement service Source: Wiltshire Council	Between 80% and 90%	83.80% (Q4)	84.40% (Q1)	85.10%	Sep-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.

Measure description	Target	Previous two quarters or years	Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
We are Safe								
Repeat referrals to Children's Services (% referrals within 12 months of previous referral) Source: Wiltshire Council	Between 14% and 20%	17.5% (Q4)	18.1% (Q1)	18.2%	Sep-24	average over last 12 months	 Lower is better	Whilst our rate remains within target, we have seen an upward trend over the last four quarters. Audits have assured us of appropriate threshold application, although this will be monitored by way of detailed exception reporting into POB each quarter given the continued rise. A further audit will take place in Q3 to provide additional oversight and assurance.
Percentage of children in care fostered within Local Authority provision (Excludes Connected Carers) Source: Wiltshire Council	Between 42% and 48%	41% (Q4)	41% (Q1)	40%	Sep-24	average over last 12 months	 Higher is better	Performance has dipped slightly during Q2. There has been a significant increase in foster carers recruited in Q1, which continues into Q2 alongside the launch of the South West Fostering Recruitment and Retention Hub, which is a positive direction of travel for increasing our number of foster carers.
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%	96.8% (Q4)	97.5% (Q1)	97.9%	Sep-24	average over last 12 months	 Higher is better	This sustained position of strong performance is not only within the target range but is also showing a clear upward trend. A strong emphasis on partnership working between social care, health services and police, and other relevant agencies has enhanced the speed and quality of safeguarding interventions and outcomes. This coordinated approach ensures that risks are identified and managed efficiently, leading to better protection for vulnerable adults and their desired outcomes.
Number of adult social care (ASC) care home providers currently rated inadequate in CQC Inspections Source: Care Quality Commission	0 (no inadequate providers)	0 (Q4)	0 (Q1)	0	Sep-24	current position	 Lower is better	There are no care homes in Wiltshire currently rated by the CQC as Inadequate.

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

24.5 (Q4)

24.8 (Q1)

19.5

Sep-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 Children's to Adult Services - the service started last 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

73.30%
2,228 (Q4)

80.70%
2,004 (Q1)

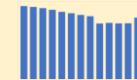
81.09%
1,968

Sep-24

average over last 12 months



Higher is better



The trend in the numbers of overall reports has decreased, attributable in part to seasonality but also believed to be due to increased resources deployed on minor surface repairs. Previous improvements across all defect categories, in relation to repairs undertaken in the requisite intervention time have been maintained. Graph for P1 potholes shows quarterly data. Graphs for P2 and P3 potholes shows monthly data.

Percentage of reported P2 potholes repaired within 14 days

(Does not include "Find & Fix")

Source: Wiltshire Council

60.13%
208 (Q4)

70.43%
189 (Q1)

74.15%
186

Sep-24

average over last 12 months



Higher is better



Percentage of reported P3 potholes repaired within 28 days

(Does not include "Find & Fix")

Source: Wiltshire Council

79.85%
438 (Q4)

85.28%
392 (Q1)

86.54%
382

Sep-24

average over last 12 months



Higher is better



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

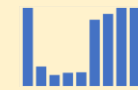
103.64%
118.04
(Q4)

108%
81.2
(Q1)

114.43%
92.91

Sep-24

cumulative total over last 12 months



Higher is better

Over the summer machine surfacing has progressed well and the surface dressing programme is complete, allowing the Micro Asphalt work to commence. Specialist surfacing of sites is now underway, with completion expected by the end of November. C& UC roads – 101 sites on C and unclassified roads have been identified: assessments are ongoing, with some works expected to be completed during 2024/25. However, the extent of these is not yet known. Targets for 2024/25 have been updated since first reported in Q1. Please see the report for additional information.

Percentage of cars found speeding by Community Speedwatch Teams

Source: Wiltshire Police

3.84%
(Q3)

3.55%
(Q4)

3.11%

Jun-24

average over last 12 months



Lower is better

There has been a 44% reduction in the number of educational letters sent out by the Community Speed Watch team in Q1 2024 compared to Q1 2023, suggesting that community enforcement is having an impact on driving behaviour. Five more officers have joined the Wiltshire Police Roads Policing Unit (RPU). The team issued over 2390 tickets in Q4 and Q1 to motorists for various road offences. Operation Tramline is running every month and in April the main focus was on mobile phone enforcement. An insurance operation focussed on the M4 on conjunction with other police forces saw 12 vehicles seized off the M4 in Wiltshire - the highest in the region.

Public Protection

Percentage of reported antisocial behaviour cases resolved within 60 days

Source: Wiltshire Council

90% or over

79%
(Q2)

77%
(Q4)

42%







Jun-24

current position with a 1 quarter lag



Higher is better

The 60-day figure is an indication of case complexity, not just efficiency in closing cases. Over the last two quarters, significant resource has been put into implementing the PSPOs in Salisbury and Devizes and pulling together data with the police for an additional PSPO to be consulted on in Chippenham in the new year. Nine fixed penalty notices have been served for street drinking in Salisbury and the Devizes PSPO will go live this month. Wiltshire Council's role is to pursue these for payment and prosecute where there is a default. This last quarter we have been dealing with a number of complex ASB cases that have required multi-agency responses and hence has taken the resolved date beyond the 60 days. The team has been operating under reduced resource as recruitment to vacant post has proven unsuccessful however, we are hopeful the next round will prove successful and bring the team back up to a full resource level.

Measure description	Target	Previous two quarters or years	Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
We Live Well Together								
Stability for Looked after Children								
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% (Q4)	39% (Q1)	39%	Sep-24	average over last 12 months	 Lower is better	 <p>Performance continued strongly from the end of Q1 into Q2 with a smaller quarterly rate of CLA placed more than 20 miles from home, although the rolling annual rate remained constant. This is encouraging, especially given significant placement sufficiency challenges. In the current climate this remains strong performance.</p>
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%	94% (Q4)	94% (Q1)	94%	Sep-24	average over last 12 months	 Higher is better	 <p>We continue to be ambitious having recently stretched our target from 85-95% to 90-100%. Performance has remained strong and within the new target range.</p>
Public Health								
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)	35.2% (Q4) 40,338	35.3% (Q1) 38,690	32.5% Provisional 42,750	Sep-24	average over last 12 months with a 3-month lag	 Higher is better	 <p>There was an increase in the numbers offered an NHS Health Check in Q1 2024/25 compared to Q4 2023/24, which is typical in Primary Care where there is typically an uplift in Q1. However, the number of invitations sent is 14% lower in Q1 2024/25 than Q1 2023/24 and those taking up a health check has also decreased in number in Q1 compared to the same quarter in 2023/24, although the uptake percentage has increased slightly to 31%. Q2 data is provisional, pending quality assurance, but shows a similar trend with an increase in the number of health checks offered and broadly similar uptake of people receiving a health check. The average over Q1 and Q2 shows an increase in the numbers of people invited for an NHS Health Check and a slight decrease in the numbers of people taking up the offer.</p>

Measure description	Target	Previous two quarters or years	Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
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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	45.93% (Q3)	47.76% (Q4)	48.88% 372	Jun-24	average over last 12 months with a 9-month lag
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Higher is better

Q1 has been a mobilisation period for Ardens Manager, the new function to collect Primary Care data for Smoking Cessation. The decrease in numbers setting a quit date and achieving a four-week quit are accurate at the time of submission. Nationally there have been issues with data collection due to changes made by NHS digital reporting requirements. Public Health are working with Ardens Manager and Primary Care to ensure that the data collected accurately reflects activity. Public Health are also in the process of utilising the smokefree generation grant to train more stop smoking practitioners in primary care, so increase the capacity of those delivering this service, which should in time result in an increase in numbers.

We ensure decisions are evidence-based

Participation

Open rate for resident e-newsletters

(Monthly average)
Source: Mailchimp

Above 45%	50.9% (Q4)	52.5% (Q1)	50.1%	Sep-24	current position
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Higher is better

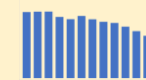
We have seen a slight reduction in open rates during Q2, possibly due to a technical issue that meant newsletters didn't reach the full distribution list. However, open rates remain above target and are strong compared to the national average open rate for government e-newsletters (28.8%) and the average open rate for all e-newsletters (21.3%).

We have the Right Housing

Delivery of Affordable Housing

Source: Wiltshire Council

650 homes per financial year	532 (Q4)	486 (Q1)	438	Sep-24	cumulative total over last 12 months
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Higher is better

Numbers for Q2 are down previous quarters and the historic levels due to overall downturn in the market. This is impacting delivery from housebuilders. We are also aware of a delay to the delivery of some Affordable Housing units due to the need for phosphate mitigation.

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



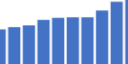
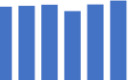


Below 5,000	3,984 (Q4)	4,034 (Q1)	3,678	Sep-24	current position
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Lower is better

We are seeing a small decrease 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. The demands however are extremely high with backlogs of around six weeks to process applications.

Measure description	Target	Previous two quarters or years	Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Total Households in Temporary Accommodation Source: Wiltshire Council	Below 110 placements	125 (Q4)	103 (Q1)	124	Sep-24	current position	 Lower is better	Over the past 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. Although Q2 2024/25 is showing an increase, only 97 of these are in temporary accommodation, which is below the current target. However, the figure reported, which is also reported to central government, includes 27 homeless at home, which gives the reported figure of 124.
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%	87% 134 (Q4)	93% 128 (Q1)	94% 137	Sep-24	average over last 12 months	 Higher is better	During Q2 there has been an understandable decline from the previous quarter's 100% completion rate over the last 12 months. We are still recruiting to vacancies in order to improve performance. During Q2 only three applications of the 37 determined missed the agreed target.
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%	90% 3271 (Q4)	94% 3108 (Q1)	95% 2991	Sep-24	average over last 12 months	 Higher is better	Performance over the last 12 months has remained similar to the previous period. We are still recruiting to vacancies in order to improve performance. During Q2 only 24 applications out of 670 determined missed the agreed target.
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 (4.3%)	2.2% (Q4)	2.2% (Q1)	2.3%	Aug-24	current position	 Lower is better	Wiltshire's Claimant percentage at 2.3% is consistently lower than the national average at 4.3% and the South West at 2.9%. This represents no significant change from the previous quarter. The numeric value has seen a steady increase over the last quarter from 6700 to 7255.
Youth Claimant Rate (percentage of 18-24-year-olds claiming out of work benefits) Source: NOMIS	Below national average (5.3%)	3.4% (Q4)	3.2% (Q1)	3.4%	Aug-24	current position	 Lower is better	Wiltshire's rate is 3.4%, matching 3.4% across the South West and lower than the 5.3% nationally. Historically, Wiltshire has aligned with the South West level. There is a slight increase in numbers on the previous quarter from 1135 to 1200.

Measure description	Target	Previous two quarters or years	Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
% 16-17-year-olds who are NEET Source: Wiltshire Council	Between 2% and 2.6%	2.1% (Q3)	2.7% Provisional (Q4)	3.0% Provisional	Jun-24	current position	 ↑ Lower is better	Note that Q4 and Q1 data is provisional as the data has not yet been validated by the DfE - they have notified LAs there is a delay (reason unknown). We (and other LAs) normally see an increase in NEETs at this point of the year as our rate of "Unknowns" decreases and we obtain the EET status of these young people. Nationally we perform well with a very low "Unknown" rate. The average rate for Q1 was 2.8% compared to an average of 2.7% in Q1 of the previous year, showing a marginal increase.
% care-experienced 16-17-year-olds who are EET Source: Wiltshire Council	Between 65% and 75%	60% (Q4)	57% (Q1)	55%	Sep-24	average over last 12 months	 ↓ Higher is better	Performance in Q2 has dropped below the target range. However, our end of year reconciliation shows improved performance overall compared to the previous year. Exceptions reporting continues to be in place with additional resource through the virtual school to provide increased oversight.
Gross weekly pay (Gross weekly pay by workplace) Source: ONS annual survey of hours and earnings	Above the national rate (£682.60)	569.3 (2021)	610.8 (2022)	£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 (£15,609m)	£11,216 (2020)	£12,285 (2021)	£12,912	2022	annual figures with a 2-year lag	 ↑ Higher is better	Wiltshire's GVA for 2022 is £12,912M, a 15% increase on 2019. This is lower than the average South West increase of 18%, however across county areas, the average increase is 15.4% since 2019.
RFQ Skills Level 4 (Percentage of 16-64 year olds qualified to RFQ Skills Level 4) Source: ONS Annual Population Survey	Increase gap above the national level (47.3%)	40.3% (Level 4 2020)	45.6% (Level 4 2021)	47.7%	2023	annual figures	 ↑ Higher is better	The previous skills data set has been replaced by a new dataset measuring RFQ4 and above qualifications. Although historic level 4 skills are presented up to 2001, these are not directly correlated to the new metric. The new dataset reports from January 2023 to December 2023. In Wiltshire 47.7% of the working aged population had an RFQ Level 4 skill or above qualification, compared to 43.8% of the South West population and 47.3% across Great Britain. No skills data is available for 2002. The arrow indicates that new data is above target, but no direction of travel can be indicated until more data is available.
Gross Disposable Household Income (Gross Disposable Household Income per head of population at current basic prices) Source: ONS	Above the rate for England (£23,338)	£22,160 (2020)	£22,718 (2021)	£24,212	2022	annual figures with a 2-year lag	 ↑ Higher is better	Annual data for 2022 was published in September 2024, which included an update to historic figures. Income in 2022 continued to increase on previous years, and is higher than 2019 (pre-pandemic) levels.

Measure description	Target	Previous two quarters or years	Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
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We have Vibrant, Well-Connected Communities

Transport and links

Bus journeys

(Number of passenger trips on both the commercial and supported bus network)

Source: Bus operators

9,273,098
(trips per annum)

8,430,089
(Q4)

8,693,497
(Q1)

8,844,541

Aug-24

cumulative total over last 12 months



Higher is better



Passenger numbers continue to increase, although July and August will always be lower due to student numbers falling off during the summer holidays. Patronage is heading in the right direction, and can be attributed to user confidence improving post-Covid, as well as the £2 fare cap. The £2 fare cap is due to cease at the end of November and we are awaiting further guidance on this from the DfT.

Rail journeys

(Number of entries and exists from Wiltshire's rail stations)

Source: Office of Rail and Road

1613818
(2020/21)

4600314
(2021/22)

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

68.5%
(Q4)

69.6%
(Q1)

70.9%

Sep-24

current position



Higher is better



The current increase is due to the expansion of the private sector build plans. Project Gigabit is underway, with the South Wiltshire contract awarded to Wessex Internet - this is expected to increase coverage to around 14,000 properties across the next 5 years. In August Openreach was appointed to deliver across North Wiltshire, connecting 9,000 premises over the course of the five-year contract.

Percentage 4G mobile phone coverage

(Percentage of premises with indoors 4G reception from all providers)

Source: Ofcom Connected Nations report

75.32%
(2022)

73.87%
(2023)

75.03%

Apr-24

current position



Higher is better



The most recent data is from an interim update to the 2023 dataset. Coverage is anticipated to increase alongside the Shared Rural Services network that is currently in development.

Town centre vibrancy

Car park transactions

(Number of pay-and-display transactions)

Source: Wiltshire Council

318,252
(Q4)

316,834
(Q1)

318,053

Sep-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
We Take Responsibility for the Environment								
Waste economy								
Household Waste (Kilograms of waste produced per household) Source: Hills	Below 880kg	923.3 (Q4)	933.1 (Q1)	931.5	Aug-24	cumulative total over last 12 months	 Lower is better	 <p>More household waste has been managed during 2024/25 than compared to the previous year (+2.8% on tonnes collected). A trial to send material rejected by the local recycling facility for further processing, and to assess whether further recyclables could be extracted, was unsuccessful. This led to a quantity of rejects that had been stockpiled for the trial needing to be landfilled during April, rather than in the 23/24 reporting period. This has coincided with an increase in kerbside collected residual waste.</p>
Recycling Rate (Percentage of household waste recycled or composted) Source: Hills	Above 45%	43.7% (Q4)	42.9% (Q1)	42.8%	Aug-24	average over last 12 months	 Higher is better	 <p>Current data shows the recycling rate is down on Q2 2023/24, due to a reduction in garden waste and recycling material collected to the end of August. However, it will take time for this decrease to be reflected in the rolling 12-month average figures, which currently show an overall increase. The 2023/24 outturn showed improved performance at 43.7%.</p>
Waste Recovery Rate (Percentage of household waste sent for treatment/energy recovery) Source: Hills	Above 42%	41.4% (Q4)	41.6% (Q1)	42.8%	Aug-24	average over last 12 months	 Higher is better	 <p>A new scheme to shred residual waste, primarily collected from Household Recycling Centres (HRCs), began in July 2024. This has enabled more non-recyclable waste that would typically be landfilled to be sent to an Energy from Waste facility instead. We have seen the waste recovery rate increase as a result. It will take time for this increase to fully be reflected in the rolling 12-month average figures.</p>
Residual Waste Rate (Percentage of household waste sent to landfill) Source: Hills	Below 13%	14.9% (Q4)	15.4% (Q1)	14.4%	Aug-24	average over last 12 months	 Lower is better	 <p>Performance this quarter has seen a decrease in the amount of material being sent to landfill, compared with Q2 in 2023/24. This decrease is as a result of the introduction of the shredding of residual waste from Household Recycling Centres (HRCs) and redirecting to energy from waste, which started at the end of June. It will take time for this increase to fully be reflected in the rolling 12-month average figures.</p>

Measure description	Target	Previous two quarters or years	Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
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 (-1% per year)	6.0% (Q4)	-3.5% (Q1)	-5.6%	Sep-24	Difference compared to previous 12 months	 Lower is better	Q2 numbers are down 0.4% on Q2 2023/24 and comparing Q1&2 numbers shows a 6% fall in fly tip numbers on 2023/24. However, only 6% of reports have contained evidence during Q2 - this trend has been evident over the last 12 months. 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. The team have been proactive to achieve a higher level of enforcement actions: fly tip enforcement actions were up 9% in Q2 compared to 2023/24, which is encouraging given the slightly lower level of reports.

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

Wiltshire's Greenhouse Gas Emissions

(Measured in kilotonnes CO₂e. Carbon dioxide CO₂, and the other main greenhouse gases - methane CH₄ and nitrous oxide NO₃ - measured in terms of their warming potential relative to CO₂. 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 2961 (2020) 3226 (2021) **3,000** Dec-22 annual figures with a 2-year lag



The data for 2022 shows a decrease in emissions from the previous year (2021) in line with the national average. The national and local emissions are now starting to reduce, since the initial bounce back following the pandemic. However, the county is still not on track to net zero according to the Anthesis recommendations. Transport, domestic properties and industry all saw a decrease from 2021 to 2022. Emissions from domestic properties showed the largest decrease, possibly due to slightly warmer weather and the cost-of-living crisis driving reduced fuel use.






Wiltshire Council's Carbon Emissions





(Measured in CO₂e – the common unit for greenhouse gases. For any quantity and type of greenhouse gas, CO₂e signifies the amount of CO₂ which would have the equivalent global warming impact.)
 Source: Wiltshire Council

Below 3000 tonnes CO₂e 5,275 (2022) 3,568 (2023) **2,767** Mar-24 annual figures



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 CO₂ emissions has been reduced from 3750 tonnes per year in 2022/23 to 3000 tonnes per year in 2023/24. At 2,767 tonnes, the Council's emissions are below target this year, due to continued efforts to decarbonise property, and electrifying fleet.

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 Source: Wiltshire Council	Over 222 hectares for 2024/25	0.03 (Q3)	270.56 (Q4)	270.56	Jun-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. When the planting season came to an end in March 2024 we had a flurry of projects come to fruition as well as obtaining more accurate information on independent tree planting undertaken by others. This led a revised figure for Q4 of over 270Ha compared to a target of 111Ha for 2023/24. No new planting has taken place over the spring and summer months, but work is underway applying for grants for the Q3/Q4 tree planting period.
Renewable energy capacity (Megawatts) Source: Regional Renewable Statistics - gov.uk	978MW by 2027	579 (2020)	583 (2021)	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	20% of staff (820 people) by end of 2025	194 (Q4)	253 (Q1)	268	Sep-24	current position	 Higher is better 	Carbon literacy training continues, with most Directors now trained, and additional courses offered to Councillors. Since the last report completion of courses has improved, partly due to Directors encouraging and enabling their teams to participate and demonstrating the relevance and importance to their areas of work. There is a still a risk that we will not achieve the Silver award (over 820 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 and implementing their pledges. Whilst 268 have completed the training, only 198 have been accredited. New course dates for December and the new year will be available shortly.

Measure description	Target	Previous two quarters or years	Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
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 (54% for 2021-24)	49% (2019-2022)	52% (2020-2023)	53.0%	Jun-24	annual figures	 Higher is better	 <p>We use a three year rolling average using data available after the end of the financial year 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 the three year rolling average for March 2021 to March 2024 showed a slight increase compared to the previous three-year period. The target increases over time in line with the South West (54% for 2021-2024) benchmark at any snapshot in time.</p>
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	80 per 100,000 population (in line with SW average for the quarter)	59 (Q3)	73 (Q4)	75	Jun-24	current position with a 1 quarter lag	 Higher is better	 <p>The total number of publicly available EV charge points as of June 2024 was 372. The number of EV chargepoints is increasing, and is only 5 behind the South West benchmark, which was at 80 per 100,000 population in June 2024 (Wiltshire is 75 per 100,000).</p>