

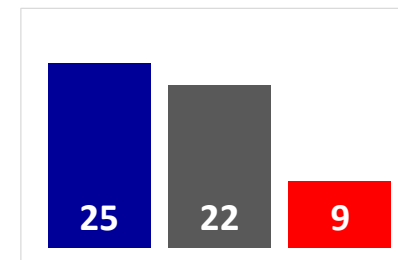
Wiltshire Council Performance Scorecard - 2024/25 Quarter Three

Of the 56 indicators on this scorecard 47 (83.9%) 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
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)	20.5% 19.2% maintained 21% academy	Jun-24	annual - academic year	↓ Lower is better		We have reduced the educational gap since last year from 23.7% to 20.5%, although we still remain outside our target and above the national gap (15%). This remains a priority area for improvement under the Disadvantaged Learners 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	32.2% (2021/22)	32.9% 23.5% (M) 33.4% (A) (2022/23)	32.1% 24.9% maintained 28.7% academy Provisional	Jun-24	annual - academic year	↔ Lower is better		We have seen some improvement on the previous year - reducing the gap from 32.9% to 32.1%. The Disadvantaged Learners Strategy includes accelerating outcomes in academies through wider engagement and deeper collaboration and a structured programme of finely targeted school improvement support for maintained schools. Academies are engaged in the Affordable School Strategy and the Wiltshire Learning Alliance this year. (Note, performance for 2021/22 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%	48.6% (2021/22)	44.8% 31.7% (M) 46.6% (A) (2022/23)	45.1% 30.9% maintained 42.3% academy Provisional
---------------------	-----------------	--	---

Jun-24

annual -
academic year



Higher is better

Performance improved on last year with 45.1% of all KS4 pupils achieving grade 5 or higher in both English and Maths. We are slightly behind the national level at 46.2%. Caution should be taken when looking at the performance of maintained against academy schools, given that 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. (Note, performance for 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%	9.9% (2021/22)	8.0% 6.6% (M) 8.6% (A) (2022/23)	8.9% 1.7% maintained 12% academy Provisional
------------------------	----------------	---	---

Jun-24

annual -
academic year



Higher is better

Performance improved on the previous year - up 0.9% to 8.9% which is within target range. The national level for 2023 was 6.6%. 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. (Note, performance for 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%	24.3% (Q1)	28.3% (Q2)	33.5%
-----------	------------	------------	--------------

Dec-24

average over
last 12 months



Higher is better

There has been a steady and continued improvement in the monthly rolling average since June 24, with timeliness currently at 33.5% at the end of Q3 2024/25. Although not yet at target, the trajectory is a positive one and expected to continue based on the actions already in progress and additional planned activity into Q4 and beyond.

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


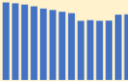
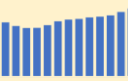




Higher is better

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	2,118,123 (Q1)	2,372,842 (Q2)	2,677,948	Dec-24	cumulative total over last 12 months	 Higher is better	An increase in footfall in Q3 when compared to Q2 is due to the Olympiad and Five Rivers opening after the gym refurbishment projects reported in Q2. The wider project at Devizes also ended in this period, opening with a new fitness offer. A further gym equipment lifecycle project also took place in Q3 at Springfield - there was a three week closure period of the gym facility and this re-opened in December; the closure was necessary as there was no alternative space for the gym to be relocated. The projects have had a positive impact on both membership sales and attendance figures. Two other wider projects at Warminster SC and Marlborough LC commenced in this period. All fitness activities are able to continue at both facilities during the closure period but, due to the temporary nature of the arrangements and the removal of squash courts, some footfall may be lost during the development period.
Number of library visits (Cumulative total over 12 months) Source: Wiltshire Council	Above 1,500,000 per year	1,323,032 (Q1)	1,333,952 (Q2)	1,354,723	Dec-24	cumulative total over last 12 months	 Higher is better	At the end of Q3 library visits are up +8.5 % compared to the same 9-month period last year and are at 84.1% of pre-pandemic levels, mirroring the national trend. The new 2025-2030 library strategy approved in December aims to further improve on these figures, including a return to pre-pandemic visitor levels.
Percentage of people in their own homes 91 days after entering the reablement service Source: Wiltshire Council	Between 80% and 90%	84.40% (Q1)	85.10% (Q2)	86.50%	Dec-24	average over last 12 months	 Higher is better	The outcome at 91 days shows the impact of reablement following a hospital discharge. Wiltshire Reablement continues to perform well, consistently meeting this key performance target.

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%	18.1% (Q1)	18.2% (Q2)	18.7%	Dec-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, and performance continues to be monitored by detailed exception reporting in POGs and Children's POB. A more detailed report on Repeat Referrals took place on Q2 data and a repeat is scheduled for February 2025.
Percentage of children in care fostered within Local Authority provision (Excludes Connected Carers) Source: Wiltshire Council	Between 42% and 48%	41% (Q1)	39% (Q2)	38%	Dec-24	average over last 12 months	 Higher is better	Performance has continued to dip slightly into Q3. Whilst fostering recruitment is steadily improving, some new carers want to start cautiously by offering short breaks. This, coupled with an increasing number of our children with trauma who are needing high level of support and experienced carers, means it is more difficult to match with newer carers successfully. Longer term as their skills, experience and confidence grows, this will shift and impact will be complemented by the work of our new South West Fostering Recruitment and Retention Hub.
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%	97.5% (Q1)	97.9% (Q2)	97.7%	Dec-24	average over last 12 months	 Higher is better	Strong performance continues, which is well within target range. A coordinated partnership approach sharing expertise ensures that risks are identified and managed efficiently, leading to better protection for vulnerable adults and their desired outcomes. Continuous monitoring and proactive engagement with key partners continue to be central to maintaining this high standard of service delivery.
Number of adult social care (ASC) care home providers currently rated inadequate in CQC Inspections Source: Care Quality Commission	0 (no inadequate providers)	0 (Q1)	0 (Q2)	0	Dec-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
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	28.2 (Q1)	19.5 (Q2)	19.5	Dec-24	average over last 12 months		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. From Q2 onwards we see numbers reducing as the impact of our transformation and BAU focused activity takes effect. Whilst positive, we remain outside our ambitious target and work continues at pace to deliver alternatives to residential admissions for this age group. The impact so far has been 22 people placed in September, 20 in October, 10 in November and 6 in December. We expect to see this improvement reflected in the rolling 12-months average figures reported next quarter.
							Lower is better	
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	80.70% 2,004 (Q1)	81.09% 1,968 (Q2)	83.04% 1,642	Dec-24	average over last 12 months		
							Higher is better	
Percentage of reported P2 potholes repaired within 14 days (Does not include "Find & Fix") Source: Wiltshire Council		70.43% 189 (Q1)	74.15% 186 (Q2)	84.47% 196	Dec-24	average over last 12 months		The last quarter has shown an upward trend in line with seasonality. This has not been as pronounced as previous years, believed to be due in part due to increased investment and the use of the "Bobcat", but also due to a relatively mild period of weather. Graph for P1 potholes shows quarterly data. Graphs for P2 and P3 potholes show monthly data.
							Higher is better	
Percentage of reported P3 potholes repaired within 28 days (Does not include "Find & Fix") Source: Wiltshire Council		85.28% 392 (Q1)	86.54% 382 (Q2)	92.98% 371	Dec-24	average over last 12 months		
							Higher is better	
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 (85.6 miles)	108% 87.7 (Q1)	114.43% 92.91 (Q1)	188.92% 161.71	Dec-24	cumulative total over last 12 months		Surface dressing, Micro Asphalt and specialist surfacing programmes are now complete. 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 increased since reported in Q2 due to additional reactive Bobcat resurfacing.
							Higher is better	

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

3.84% (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

(Percentage of pre-ASBRAC cases resolved within 60 days. Numbers below percentages are the mean number of days taken to resolve a complaint)

Source: Wiltshire Council

90% or over

71%
43 days (Q4)

42%
61 days (Q1)

73%
44 days

Sep-24 current position with a 1 quarter lag



Higher is better

Although we are starting to see fewer complaints, it is still too early to confirm whether this results from the impact of recently implemented PSPOs. The increase in resolved complaints within 60-days for Q2 is likely to reflect a reduction in resource need on implementation of PSPO's (while the Devizes PSPO was being ratified) and hence concentrated effort on complaint resolution, alongside improved recording and use of our new database ARCUS, which is now fully operational. We have recently started consulting on a new PSPO for Chippenham, which will again impact on the team's resources for complaint handling in Q4. The new Community Safety Partnership Manager (CSP) starts in February, which will provide a clear focus and direction for the team.

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

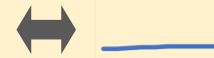
Between 34% and 37%

39% (Q1)

39% (Q2)

39%

Dec-24 average over last 12 months



Lower is better

We remain slightly yet stubbornly just outside our target range. However, performance has held steady which is encouraging in light of the significant and well known placement challenges.

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% (Q1)

94% (Q2)

95%

Dec-24 average over last 12 months



Higher is better

We continue to be ambitious having stretched our target from 85-95%+ to 90-100% earlier this year. Performance has remained strong and within the new more ambitious target range.

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

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)	35.3% 38,690 (Q1)	32.5% 42,750 (Q1)	31.7% 43,381	Dec-24	average over last 12 months			Please see the main report for additional information about NHS Health Checks. Current winter pressures in Primary Care have had an impact on the number of NHS Health Checks completed in Q3, and Department for Health and Social Care have communicated that they expect to see this also reflected in Q4 numbers. Primary Care have been informed nationally to prioritise winter pressures of NHS Health Check service delivery, so we are anticipating a further decrease in Q4 figures.
--	-------------------------	-------------------------	-------------------------------	--------	-----------------------------	--	--	--

Higher is better

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	47.76% 501 (Q4)	48.88% 372 (Q1)	50.26% 295	Sep-24	average over last 12 months with a 3-month lag			The number of patients setting a quit date shows a decrease from 235 in Q2 2023 to 36 in Q2 2024. This is not an accurate reflection of activity in Primary Care, and we anticipate that we will have a significant increase in the numbers setting a quit date, and 4 week quit outcomes, during Q4 2024/25. The difference in data is due to a new data extraction system that has been mobilised to improve data reporting and analysis, and there is still a mobilisation period of this in supporting Primary Care colleagues to accurately report the data from the stop smoking services. Public Health are also in the process of utilising the smokefree generation grant to train more stop smoking practitioners in primary care, to increase the capacity of those delivering this service, which should in time result in an increase in numbers. However, pressures within Primary Care are impacting the uptake of this offer of financial support.
-------------	-----------------------	-----------------------	-----------------------------	--------	--	--	--	--

Higher is better

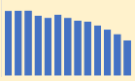
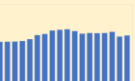

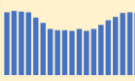
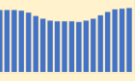
We ensure decisions are evidence-based

Participation

Open rate for resident e-newsletters
 (Monthly average)
 Source: Mailchimp

Above 45%	52.5% (Q1)	50.1% (Q2)	57.3%	Dec-24	current position			The trend shows ongoing strong performance compared to the national average open rate for government e-newsletters (28.8%) and the average open rate for all e-newsletters (21.3%). Following a slight drop in Q2, open rates have increased in Q3 and remain above target.
-----------	---------------	---------------	--------------	--------	------------------	--	--	---

Higher is better

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	486 (Q1)	438 (Q2)	373	Dec-24	cumulative total over last 12 months	 Higher is better	Numbers for 2024/25 are down on previous years and historic levels due to the 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	4,034 (Q1)	3,678 (Q2)	3,754	Dec-24	current position	 Lower is better	We have seen only a small increase 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 6 weeks to process applications.
Total Households in Temporary Accommodation Source: Wiltshire Council	Below 110 placements	103 (Q1)	124 (Q2)	147	Dec-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 Qtr 3 is showing an increase, we have a total of 147 households in temporary accommodation, of which 44 are homeless at home, which gives the current figure of 103, so still on target. Due to the increase shown in Qtr 2 and Qtr 3, additional actions are now in place.
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%	93% 128 (Q1)	94% 136 (Q2)	93% 146	Dec-24	average over last 12 months	 Higher is better	During Q3 there was a further decline from the previous quarter by 3% from 94% to 91%. We are still recruiting to vacancies in order to improve performance. Just 3 applications of the 35 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%	94% 3108 (Q1)	95% 2991 (Q2)	96% 2913	Dec-24	average over last 12 months	 Higher is better	Quarter 3 showed the second successive 1% increase on the previous quarter. We are still recruiting to vacancies in order to improve performance. Just 24 applications out of 696 determined missed the agreed 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 Skills to Prosper								
Unemployment (percentage of the work age population [16+] claiming out of work benefits) Source: NOMIS	Below national average (4.2%)	2.2% (Q1)	2.3% (Q2)	2.3%	Nov-24	current position	 Lower is better	Wiltshire's Claimant percentage at 2.3% is consistently lower than the national average at 4.2% and the South West at 2.8%. This represents no change from the previous quarter. The numeric value has seen a small decrease over the last quarter from 7250 to 7200.
Youth Claimant Rate (percentage of 18-24-year-olds claiming out of work benefits) Source: NOMIS	Below national average (5.5%)	3.2% (Q1)	3.5% (Q2)	3.6%	Nov-24	current position	 Lower is better	Wiltshire's rate is 3.6%, matching 3.6% across the South West and lower than the 5.5% nationally. Historically, Wiltshire has aligned with the South West level. There is a slight increase in numbers on the previous quarter from 1235 to 1275.
% 16-17-year-olds who are NEET Source: Wiltshire Council	Between 2% and 2.6%	3.0% (Q1)	1.3% (Q2)	2.6%	Dec-24	current position	 Lower is better	Performance for the last 2 quarters has remained within target. Nationally we perform well with a very low "Unknown" rate.
% care-experienced 16-17-year-olds who are EET Source: Wiltshire Council	Between 65% and 75%	57% (Q4)	55% (Q1)	57%	Dec-24	average over last 12 months	 Higher is better	Performance in Q3 improved on Q2, putting us back on a positive trajectory to meet our target range of 65-75%. Exceptions reporting continues to be in place with additional resource through the virtual school to provide increased oversight. This has highlighted some required changes to IT systems and recording practice to ensure timely updating of changes to a young person's EET status and these are being actively progressed.
Gross weekly pay (Gross weekly pay by workplace) Source: ONS annual survey of hours and earnings	Above the national rate (£729.60)	£610.80 (2022)	£646.00 (2023)	£687.10	2024	annual figures	 Higher is better	Workplace earnings remain below residential earnings (£722.00 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.

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

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.

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)

8,693,497 (Q1)

8,887,043 (Q2)

9,030,938

Nov-24 cumulative total over last 12 months



Higher is better

Bus usage across Wiltshire has now reached Pre Covid levels, with some services far exceeding that. This is largely due to the £2 fare cap and increased bus frequency along major corridors as a result of Bus Service Improvement Plan Grant funding from government. From January 2025 the £2 fare cap was replaced for the year by a £3 fare, which still reflects a significant saving on many single fares, but the increase will be monitored to determine whether passenger confidence is affected.

Rail journeys

(Number of entries and exits from Wiltshire's rail stations)
Source: Office of Rail and Road

4,600,314 (2021/22)

5,584,530 (2022/23)









6,173,218


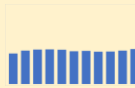

Mar-24 annual figures




Higher is better

Rail journey numbers to/from Wiltshire stations increased by 10.5% during 2023/24 which is higher than the SW region average of 8.8%. Wiltshire stations have now recovered to 88.7% of the pre-Covid (3 year average) level whereas the SW region figure is now 96.9%. As such, the SW region generally is much closer to achieving the previous high rail journey numbers seen in the four years before the pandemic. It is believed that the delay in the recovery of the post-Covid rail journey numbers in Wiltshire can be explained by changing work patterns, the reduction of long-distance commuting and business travel, as well as the impact of degraded services on several rail routes.

Measure description	Target	Previous two quarters or years	Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Percentage of gigabit broadband coverage Source: Local Broadband Information by thinkbroadband	85% coverage by end of 2025	69.6% (Q1)	70.9% (Q2)	72.2%	Dec-24	current position	 Higher is better	 <p>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.</p>
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)	79.01%	Sep-24	current position	 Higher is better	 <p>Data has been updated since the interim April 2024 figures previously reported in Q2. Coverage is anticipated to increase alongside the Shared Rural Services network that is currently in development.</p>
Town centre vibrancy								
Car park transactions (Number of pay-and-display transactions) Source: Wiltshire Council		316,834 (Q1)	318,344 (Q2)	323,243	Nov-24	average over last 12 months	 Higher is better	 <p>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.</p>
We Take Responsibility for the Environment								
Waste economy								
Household Waste (Kilograms of waste produced per household) Source: Hills	Below 880kg	933.1 (Q1)	924.6 (Q2)	934.7	Nov-24	cumulative total over last 12 months	 Lower is better	 <p>3,388 more tonnes of household waste (2.3%) have been collected to Q3 2024/25 than compared to the previous year. Partly this is due to a carryover of MRF rejects from 2023/24 into 2024/25, which has impacted figures. A further contributing factor is an increase of 1,150 tonnes (60%) of street sweeping tonnages managed to Q3 2024/25 compared with Q3 2023/24. This extra street sweeping waste is counted as household waste, and equates to nearly 5 kgs per household.</p>

Measure description	Target	Previous two quarters or years	Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Recycling Rate (Percentage of household waste recycled or composted) Source: Hills	Above 45%	42.9% (Q1) 43.1% (Q2)	42.2%	Nov-24	average over last 12 months	↓	 Higher is better	Performance for Q3 is down 0.8% compared with Q3 2023/24. Dry recycling tonnages from kerbside collections and household recycling centres (HRCs) has remained static during the quarter at ~13,500 tonnes. However, MRF reject tonnages arising from the sorting of kerbside collected recycling are over 2,000 tonnes higher (42%) than at Q3 2023/24. In part this is due to a carryover of reject tonnes from 2023/24 into 2024/25, but average reject tonnes per month in 2024/25 (830 tonnes/month) are also higher than 2023/24 (675 tonnes/month). In addition garden waste tonnes to Q3 2024/25 are down by 1,400 (4.2%) tonnes compared with Q3 2023/24, reflecting weather impacts, and despite subscriptions for the chargeable kerbside garden waste collection service to Q3 2024/25 exceeding orders at Q3 2023/24.
Waste Recovery Rate (Percentage of household waste sent for treatment/energy recovery) Source: Hills	Above 42%	41.6% (Q1) 43.0% (Q2)	44.8%	Nov-24	average over last 12 months	↑	 Higher is better	A new scheme to shred bulky residual waste, primarily collected from Household Recycling Centres (HRCs), began in July 2024 and is the main reason for the improved performance. Since July over 4,000 tonnes of waste that would previously have been landfilled, has been shredded and sent to an energy from waste (EfW) facility, increasing the rolling 12-month performance by 2% since Q2. The shredding operation has also generated a net saving of ~£50k against the waste revenue budget since July.
Residual Waste Rate (Percentage of household waste sent to landfill) Source: Hills	Below 13%	15.4% (Q1) 13.8% (Q2)	13.0%	Nov-24	average over last 12 months	↓	 Lower is better	Performance this quarter has seen a further decrease in the amount of material being sent to landfill - a reduction of 2.3% compared with Q3 in 2023/24 and 1.4% against Q2 2024/25. The majority of the decrease reflects the impact of a new scheme that commenced in July, where residual waste from Household Recycling Centres (HRCs) was shredded and re-directing it to energy from waste rather than landfill.

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)	-3.5% (Q1)	-5.6% (Q2)	-4.4%	Dec-24	Difference compared to previous 12 months	 Lower is better	Q3 numbers are up 19% on Q2 2023/24 and comparing Q1, 2 & 3 numbers shows a 2% increase in fly tip numbers on 2023/24. However, only 5% of reports have contained evidence during Q3 - this trend has been evident over the last 12 months. Of these, 83% 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 were up 18% in Q3 when comparing 2024/25 with 2023/24, which is encouraging given reports are difficult to control, but the actions resulting from fly tips where evidence is available is an indicator of team effort. The team have been proactive to achieve a higher level of enforcement actions.

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 NO₂ - 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



Lower is better

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



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 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	270.56 (Q1)	270.56 (Q2)	270.56	Dec-24	cumulative total over last 12 months	 Higher is better	No additional hectares of woodland were planted during Q3 and current totals represent planting from Q4 2023/24. However, 7 stems and 92m of hedgerow were planted during the autumn. Many projects are currently in progress and by the end of the planting season in late March, an estimated 84.64Ha of woodland is expected to be completed, as well as 201 stems and 10,587m of hedgerow. Additional data from the planting season of other organisations in Wiltshire from the 2024/25 financial year is also being collated and will be reported in Q1 2025/26.
Renewable energy capacity (Megawatts) Source: Regional Renewable Statistics - gov.uk	978MW by end of 2027	576 (2021)	583.5 (2022)	609.6	2023	annual figures with a 1-year lag	 Higher is better	The most recent data is from December 2023, published in September 2024, which includes revisions to data from previous years due to updates from suppliers or more up to date information becoming available. In addition to the 609.6MW installed capacity, there is 1055MW 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	253 (Q1)	268 (Q2)	309	Dec-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 309 have completed the training, only 226 have been accredited.
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	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.

Measure description	Target	Previous two quarters or years	Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
<p>Public Electric Vehicle Charging Points</p> <p>(All publicly available charging points including those owned by the council per 100,000 population)</p> <p>Source: Electric vehicle charging device statistics - gov.uk</p>	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	 <p>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).

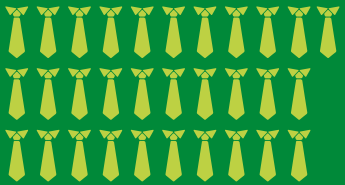
Population of
513,400



233,019
households



309,700
working aged adults



21,560
registered businesses



13
rail stations



231
bus routes



30
libraries

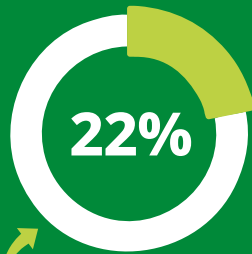


3
mobile libraries

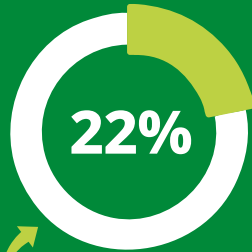


20
leisure centres

69,004
pupils in Wiltshire schools



22%
of residents
are 65 or over



22%
of residents
are 19 or under

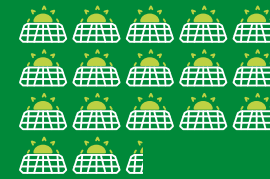
325,533
hectares (total area
of the local authority)



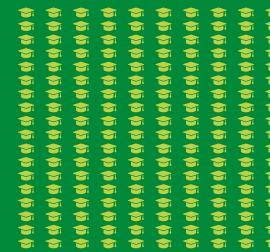
3724.1
million estimated
miles of motor
vehicle journeys
on Wiltshire-
maintained
roads in 2023



72
chargeable
council owned
car parks



17,380
photovoltaics sites



201
primary schools

29
secondary schools

5
specialist schools

10
recycling centres

27.7%
of pupils
receiving the
pupil premium



2,850
miles of
Wiltshire-maintained
roads



1,694
miles 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 measures directly map to these figures.

Wiltshire Council