

Agenda

Environment Overview and Scrutiny Panel

Monday, 11 July 2022, 2.00 pm
County Hall, Worcester

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DISCLOSING INTERESTS

There are now 2 types of interests:
'Disclosable pecuniary interests' and **'other disclosable interests'**

WHAT IS A 'DISCLOSABLE PECUNIARY INTEREST' (DPI)?

- Any **employment**, office, trade or vocation carried on for profit or gain
- **Sponsorship** by a 3rd party of your member or election expenses
- Any **contract** for goods, services or works between the Council and you, a firm where you are a partner/director, or company in which you hold shares
- Interests in **land** in Worcestershire (including licence to occupy for a month or longer)
- **Shares** etc (with either a total nominal value above £25,000 or 1% of the total issued share capital) in companies with a place of business or land in Worcestershire.

NB Your DPIs include the interests of your spouse/partner as well as you

WHAT MUST I DO WITH A DPI?

- **Register** it within 28 days and
- **Declare** it where you have a DPI in a matter at a particular meeting
 - you must **not participate** and you **must withdraw**.

NB It is a criminal offence to participate in matters in which you have a DPI

WHAT ABOUT 'OTHER DISCLOSABLE INTERESTS'?

- No need to register them but
- You must **declare** them at a particular meeting where:
You/your family/person or body with whom you are associated have a **pecuniary interest** in or **close connection** with the matter under discussion.

WHAT ABOUT MEMBERSHIP OF ANOTHER AUTHORITY OR PUBLIC BODY?

You will not normally even need to declare this as an interest. The only exception is where the conflict of interest is so significant it is seen as likely to prejudice your judgement of the public interest.

DO I HAVE TO WITHDRAW IF I HAVE A DISCLOSABLE INTEREST WHICH ISN'T A DPI?

Not normally. You must withdraw only if it:

- affects your **pecuniary interests OR** relates to a **planning or regulatory** matter
- **AND** it is seen as likely to **prejudice your judgement** of the public interest.

DON'T FORGET

- If you have a disclosable interest at a meeting you must **disclose both its existence and nature** – 'as noted/recorded' is insufficient
- **Declarations must relate to specific business** on the agenda
 - General scattergun declarations are not needed and achieve little
- Breaches of most of the **DPI provisions** are now **criminal offences** which may be referred to the police which can on conviction by a court lead to fines up to £5,000 and disqualification up to 5 years
- Formal **dispensation** in respect of interests can be sought in appropriate cases.

Environment Overview and Scrutiny Panel

Monday, 11 July 2022, 2.00 pm, County Hall, Worcester

Membership: Cllr Alastair Adams (Chairman), Cllr Tony Muir (Vice Chairman), Cllr Mel Allcott, Cllr Paul Harrison, Cllr Aled Luckman, Cllr Emma Marshall, Cllr Beverley Nielsen, Cllr David Ross and Cllr Emma Stokes

Agenda

Item No	Subject	Page No
1	Apologies and Welcome	
2	Declarations of Interest and of any Party Whip	
3	Public Participation Members of the public wishing to take part should notify the Assistant Director for Legal and Governance in writing or by e-mail indicating both the nature and content of their proposed participation no later than 9.00am on the working day before the meeting (in this case 8 July 2022). Further details are available on the Council's website. Enquiries can also be made through the telephone number/e-mail address listed in this agenda and on the website.	
4	Performance and 2021/22 Year-End Budget Monitoring (Indicative timing 2.05pm – 2.45pm)	1 - 24
5	Cabinet Members' Priorities for the Next Year and Beyond (Indicative timing 2.45pm – 3.30pm)	25 - 26
6	Update on Footways (Indicative timing 3.30pm – 4.00pm)	27 - 30
7	Work Programme (Indicative timing 4.00pm – 4.10pm)	31 - 36

Agenda produced and published by Abraham Ezekiel, Assistant Director for Legal and Governance County Hall, Spetchley Road, Worcester WR5 2NP

To obtain further information or a copy of this agenda contact Samantha Morris, Overview and Scrutiny Manager on 01905 844963, scrutiny@worcestershire.gov.uk

All the above reports and supporting information can be accessed via the Council's website

Date of Issue: Friday, 1 July 2022

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ENVIRONMENT OVERVIEW AND SCRUTINY PANEL

11 JULY 2022

PERFORMANCE AND 2021/22 YEAR-END BUDGET MONITORING

Summary

1. The Panel will be updated on performance and financial information for services relating to the Environment.
2. The Cabinet Members with Responsibility for Environment and Highways & Transport, and Senior Officers from the Economy and Infrastructure Directorate have been invited to attend the meeting to respond to any queries from Panel Members.

Performance Information

3. The Corporate Balanced Scorecard is the means of understanding progress against the Council's Corporate Plan. The Scorecard contains a range of indicators linked to key priorities and themes. Many measures are long-term and may be affected by a wide range of factors, some of which are outside the direct control of the Council.

This is reported to Cabinet and is also available on the Council's [website](#).

4. Attached at Appendix 1 is a dashboard of performance information relating to Quarter 4 (January to March 2022). It covers the indicators from the Directorate level scorecard and those from the corporate scorecard and other management information (as appropriate) which relate to services relevant to this Scrutiny Panel's remit.
5. The intention is for the Scrutiny Panels to consider this information on a quarterly basis and then report by exception to the Overview and Scrutiny Performance Board any suggestions for further scrutiny or areas of concern.

Financial Information

6. The Panel also receives in-year budget information. The information provided is for Quarter 4 2021/22 year end and is attached in the form of presentation slides at Appendix 2. Further detail on the year-end budget information which was presented to Cabinet on 1 July 2022 can be found at [Agenda for Cabinet 1st July 2022](#)
7. On this occasion, budget information is provided for all of the Directorate's Service Areas (ie covering Environment and Economy). For future Panel meetings, budget information will be Panel specific.

Purpose of the Meeting

8. Following discussion of the information provided, the Scrutiny Panel is asked to determine:
 - any comments to highlight to the CMRs at the meeting and/or to Overview and Scrutiny Performance Board at its meeting on 20 July 2022
 - whether any further information or scrutiny on a particular topic is required.

Supporting Information

Appendix 1 - Environment Performance Information Dashboard
Appendix 2 - Budget Monitoring Information for Quarter 4 2021/22 year end

Contact Points

Alison Spall/Alyson Grice, Overview and Scrutiny Officers, Tel: 01905 846607/ 844962
Email: scrutiny@worcestershire.gov.uk

Background Papers

In the opinion of the proper officer (in this case the Assistant Director for Legal and Governance) the following are the background papers relating to the subject matter of this report:

- Agendas and minutes of the Overview and Scrutiny Performance Board on 21 July 2021, 30 September 2021, 17 November 2021 and 23 March 2022
- Agendas and minutes of the Economy and Environment Overview and Scrutiny Panel on 19 July, 20 September, 9 November 2021 and 1 March 2022 [Weblink for Economy and Environment O&S Panel Agendas and Minutes](#)

[All agendas and minutes are available on the Council's website here.](#)

Economy and Environment Overview and Scrutiny Panel

Economy and Infrastructure Directorate - Areas of Success and Challenge

Areas of Success

1) Condition of Highways

Improvements to highways has been one of Worcestershire residents' top priorities for many years and we continue to strive to ensure the condition of Worcestershire's roads remains above the national average and in the Upper or Top Quartiles nationally. Periods of severe adverse weather and flooding make this challenging, but Coarse Visual Inspections of Principal and Non-Principal, Roads during 2020/2021 showed an improving position, both categories of road seeing a decrease in the percentage to be considered for maintenance. This coupled with an increase in residents' satisfaction, as measured by the Worcestershire Viewpoint Survey.

2) Highways Safety Inspections

98% of planned inspections carried out in the last quarter of 2021/2022 were on time. This maintained quarter 3's level of performance, despite an enforced 14-day suspension of inspections in February due to flooding. The suspension did not unduly increase the risk of claims against the County Council because highways' normal inspection regimen is above that prescribed in the National Code of Practice for Highways Inspections. The inspections schedule was resumed promptly as part of the flood-recovery programme.

3) Public Enquiries (PEMs)

Despite the expected winter-months increase in the number of PEMs received, the percentage completed in 28 days was 90.9%, comfortably above the 85% target figure. Performance in quarters 3 and 4 has seen the overall figure for 2021/2022's improve from 83% on 30th September to 85.3% on 31st March.

Areas of Challenge

1) Household Waste Collected

In line with the national trend, Worcestershire's latest figure for household waste collected per resident (2020/2021's) rose compared with 2019/2020's. This increase was directly attributable to the effects of the COVID-19 pandemic lockdown periods, during which people were spending much more time at home through furlough and working from home, producing more waste in the process. We must also address the implementation of the forthcoming Environment Act. Its emphasis on increasing recycling has the potential to require major changes to the way waste is collected and treated in the County. Implementing behaviour-change initiatives that may help reduce the waste arisings per head have presented challenges in 2021/2022 and will continue to be a priority in 2022/2023 and beyond.

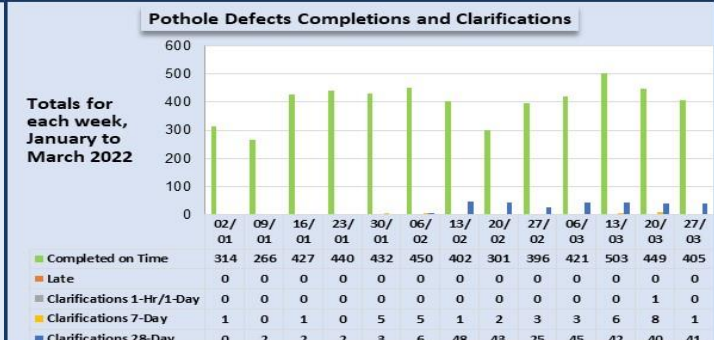
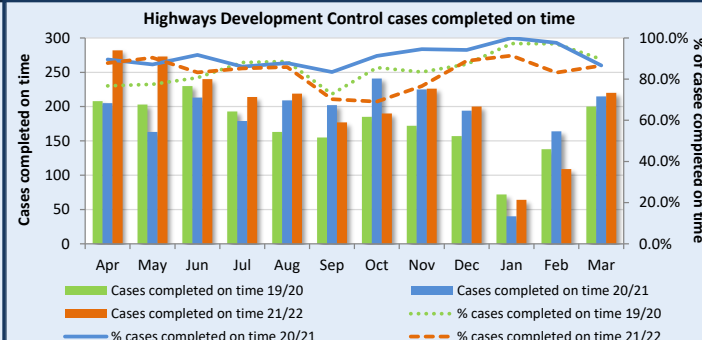
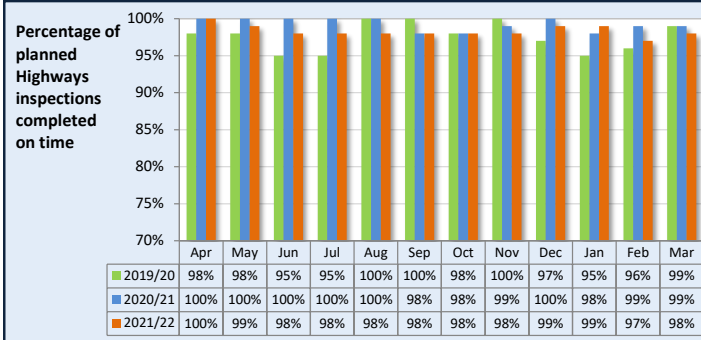
2) Condition of Footways

Coarse Visual Inspection (CVI) surveys of footways in 2021/2022 were undertaken using the new inspection software, which does not take as long for inspectors to set up once they are on site. There is a need to fully validate, interrogate and understand 2021/2022's source data to confirm the percentages for the year to help inform the extensive programme of maintenance and improvement work, which continues in 2022/2023.

3) Business Support

The Business Support team provides key support for managers and teams within the Directorate and administers some processes for which non-compliance can carry legal implications (e.g. in respect of planning and contract regulations and Freedom of Information legislation). Changes in the way business support functions are being managed corporately, combined with staffing changes within Economy and Infrastructure's own Business Support team, have necessitated reviews and monitoring of processes to ensure resilient support remains in place, with scope to continue to explore, test, and introduce new ways of working.

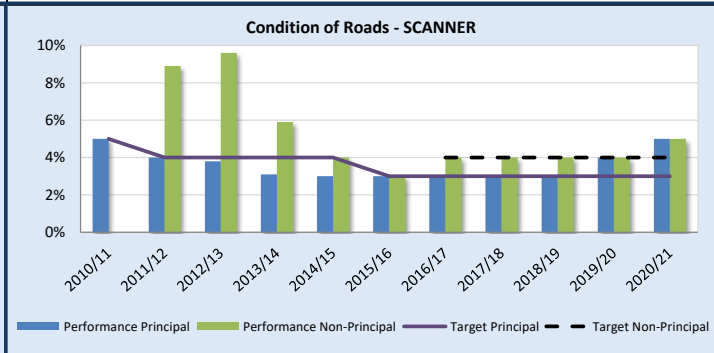
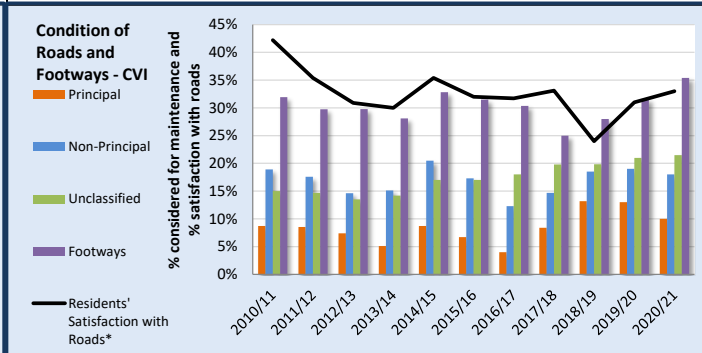
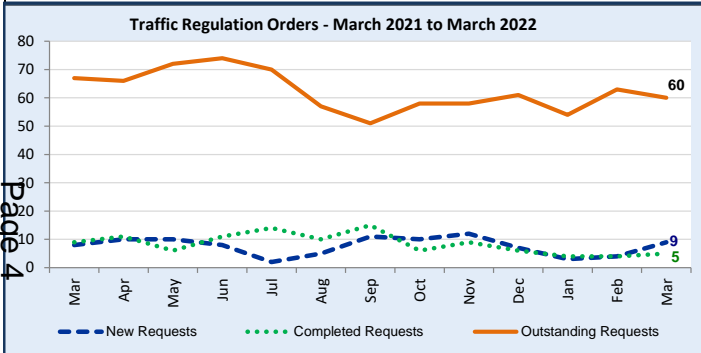
Economy & Infrastructure Dashboard for Directorate Leadership Team and Overview and Scrutiny



Percentage of inspections meeting national guidelines in Code of Practice for Maintenance Management "Well Maintained Highways".

The number of Highways Development Control planning applications received each month and the percentage responded to within the required 21 days. This relates only to the providing of recommendations concerning each application to the relevant planning authority and is not linked to Highways Act section 278 and section 38 agreements.

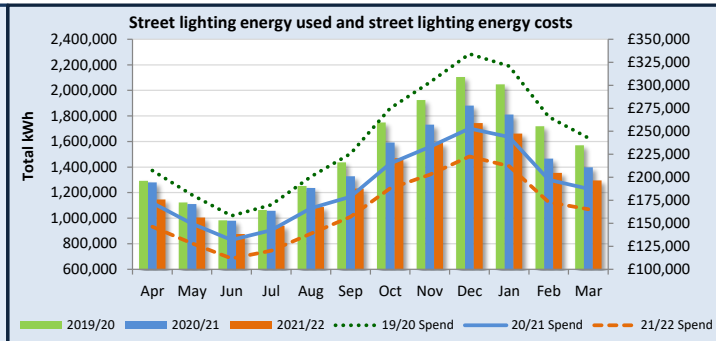
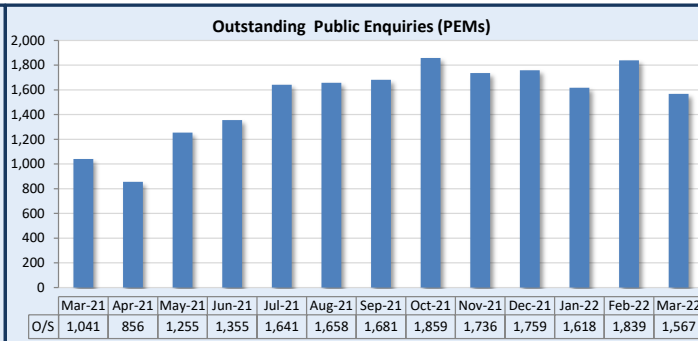
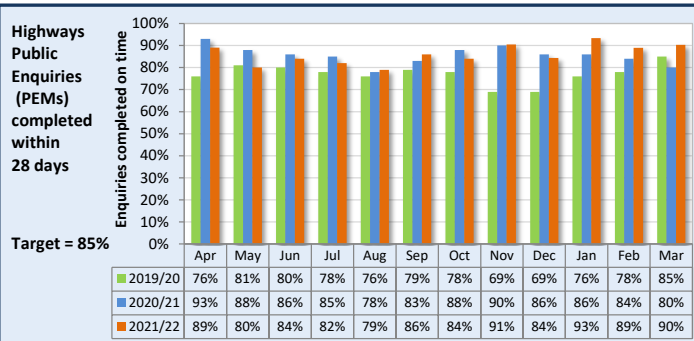
The weekly totals of pothole defects completed on time or late and the weekly totals of defects for which clarifications are sought. Clarifications occur when a defect cannot be completed within the specified time frame because of external factors (e.g. because it is under flood water, snow or a parked vehicle or is located in an area that is too high-speed for a safe repair to be made during working hours). An attempt is always made to make safe the issue. The clock on the defect is then stopped until it can be accessed to undertake the original repair.



The average time taken for standard Traffic Regulation Orders from initiation to implementation, not including those associated with Development Control planning issues and Internal Generated Schemes. This can be a consultation process that involves external bodies, such as West Mercia Police and District Councils. There are agreed timescales for their responses, but these are not always met. The process can also involve Legal Services when there are formal objections, which can delay matters. Additionally, construction issues can cause considerable delays. For the fourth calendar year in a row, the average number of weeks to implement an order in 2021 was 33.

This graph shows the percentage of footways and roads (Principal, Non-Principal and Unclassified) considered for maintenance after completion of the annual Coarse Visual Inspection (CVI) survey of the network. This is carried out from a slow-moving vehicle. A large part of a highways authority's road network is assessed each year. To produce the report, two years' data is combined, half the data being carried over from the previous year. Each year, 50% of Unclassified roads are the subject of a CVI. This exceeds the Department for Transport requirement of 25% inspection-coverage per annum. Major maintenance 'is' repairs to the edging, surface or structure of the carriageway. These involve at least one of edge patching or strengthening, carriageway strengthening (overlay, partial re-construction or full depth re-construction) or carriageway re-surfacing (inlay or overlay). Technical indices for edging, surface, and structure condition determine the point at which works are deemed necessary.

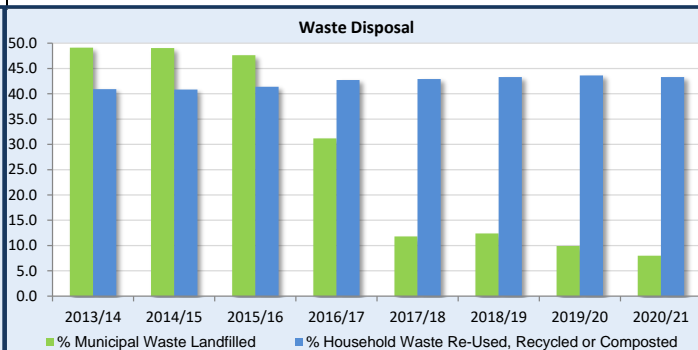
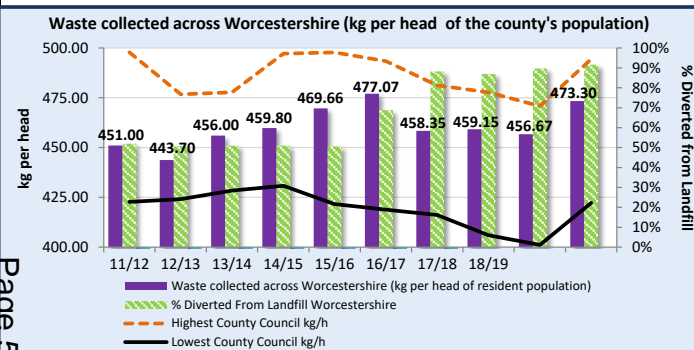
The percentage of principal (A-class roads) and non-principal roads (B- & C-class roads) that are deemed to require major maintenance following the annual Surface Condition Assessment of the National Network of Roads (SCANNER) survey. 2021/2022 survey results to be confirmed by PTS Ltd.



The percentage of PEMs (customer enquiries) completed on time within the last month period, in accordance with the 28-day Service Level Agreement.

The number of Highways PEMs outstanding at the end of the last day of the month.

The columns show the total energy used for lighting County Council-owned street lights, whilst the lines indicate the amount spent on streetlighting per month.



Kilograms of Household Waste (HHW) per resident of Worcestershire. The figure is from the verified tonnage data for HHW. Population data is from the Waste Data Flow (WDF) system, which also sets out the HHW definition. The County Council Waste Disposal Authority with the highest figure in 2020/2021 was North Yorkshire (494.4), while the lowest figure was Hampshire's 422.2.

This indicator measures the percentage of municipal waste sent to landfill and applies only to Waste Disposal Authorities (WDAs). It also monitors the amount of waste sent for reuse, recycling or composting. The latest-available data (confirmed in late-October 2021) relates to 2020/2021.

Planned Highways Inspections

Percentage completed on time (latest update: March 2022)

Year	Month	%
2016/2017	Apr	95%
	May	93%
	Jun	95%
	Jul	95%
	Aug	95%
	Sep	99%
	Oct	99%
	Nov	99%
	Dec	99%
	Jan	99%
	Feb	98%
	Mar	98%

Year	Month	%
2017/2018	Apr	98%
	May	98%
	Jun	98%
	Jul	98%
	Aug	99%
	Sep	99%
	Oct	99%
	Nov	99%
	Dec	98%
	Jan	97%
	Feb	96%
	Mar	96%

Year	Month	%
2018/2019	Apr	90%
	May	90%
	Jun	95%
	Jul	95%
	Aug	95%
	Sep	95%
	Oct	98%
	Nov	100%
	Dec	100%
	Jan	100%
	Feb	100%
	Mar	98%

Year	Month	%
2019/2020	Apr	98%
	May	98%
	Jun	95%
	Jul	95%
	Aug	100%
	Sep	100%
	Oct	98%
	Nov	100%
	Dec	97%
	Jan	95%
	Feb	96%
	Mar	99%

Year	Month	%
2020/2021	Apr	100%
	May	100%
	Jun	100%
	Jul	100%
	Aug	100%
	Sep	98%
	Oct	98%
	Nov	99%
	Dec	100%
	Jan	98%
	Feb	99%
	Mar	99%

Year	Month	%
2021/2022	Apr	100%
	May	99%
	Jun	98%
	Jul	98%
	Aug	98%
	Sep	98%
	Oct	98%
	Nov	98%
	Dec	99%
	Jan	99%
	Feb	97%
	Mar	98%

Highways Development Control Cases Dealt With On Time

Monthly figures in respect of cases completed and cases dealt with on time (latest update: March 2022)

Year	Month	Total on time	% of cases completed on time	Total cases completed
2018/2019	Apr	146	93%	157
	May	276	94%	293
	Jun	240	97%	247
	Jul	247	98%	252
	Aug	278	89%	312
	Sep	148	95%	156
	Oct	247	81%	305
	Nov	171	82%	140
	Dec	114	82%	93
	Jan	97	81%	120
	Feb	135	89%	152
	Mar	215	86%	250

Year	Month	Total on time	% of cases completed on time	Total cases completed
2019/2020	Apr	208	77%	271
	May	203	78%	258
	Jun	230	81%	285
	Jul	193	88%	219
	Aug	163	89%	184
	Sep	155	73%	213
	Oct	185	86%	216
	Nov	172	83%	206
	Dec	157	87%	180
	Jan	72	97%	74
	Feb	138	97%	142
	Mar	200	90%	223

Year	Month	Total on time	% of cases completed on time	Total cases completed
2020/2021	Apr	205	90%	229
	May	163	87%	187
	Jun	213	92%	232
	Jul	179	86%	208
	Aug	209	88%	238
	Sep	202	83%	242
	Oct	241	91%	264
	Nov	225	95%	238
	Dec	194	94%	206
	Jan	40	100%	40
	Feb	164	98%	168
	Mar	214	87%	247

Year	Month	Total on time	% of cases completed on time	Total cases completed
2021/2022	Apr	282	88%	321
	May	273	90%	302
	Jun	240	83%	288
	Jul	214	85%	251
	Aug	219	86%	255
	Sep	177	70%	252
	Oct	190	69%	275
	Nov	226	77%	295
	Dec	200	89%	225
	Jan	64	91%	70
	Feb	109	83%	131
	Mar	220	87%	254

Traffic Regulation Orders (latest update: March 2022)

The average time it takes for standard Traffic Regulation Orders from initiation to implementation, not including those associated with Development Control planning issues and Internal Generated Schemes.

Year	Month	Average Weeks To Complete	Number Completed	Outstanding List Of Requests	New Requests
2021	Jan	26	11	91	10
	Feb	39	9	90	11
	Mar	31	10	87	8
	Apr	42	6	70	3
	May	27	4	71	6
	Jun	0	0	76	10
	Jul	34	7	57	5
	Aug	30	8	67	11
	Sep	40	9	68	16
	Oct	43	11	72	6
	Nov	45	11	66	7
	Dec	40	7	70	11

Year	Month	Average Weeks To Complete	Number Completed	Outstanding List Of Requests	New Requests
2021	Jan	37	10	60	2
	Feb	41	10	63	6
	Mar	34	9	67	8
	Apr	36	11	66	10
	May	37	6	72	10
	Jun	40	11	74	8
	Jul	30	14	70	2
	Aug	32	10	57	5
	Sep	37	15	51	11
	Oct	26	6	58	10
	Nov	23	9	58	12
	Dec	27	6	61	7

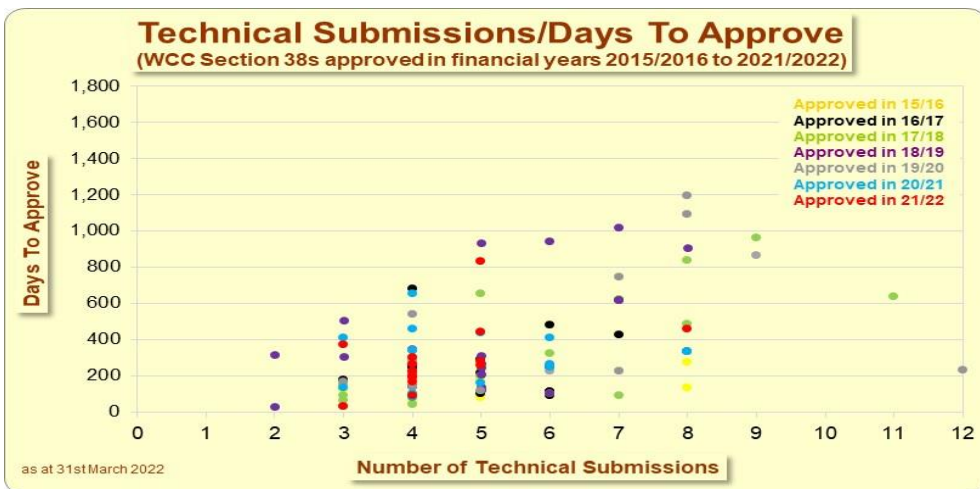
Year	Month	Average Weeks To Complete	Number Completed	Outstanding List Of Requests	New Requests
2022	Jan	24	4	54	3
	Feb	22	4	63	4
	Mar	31	5	60	9
	Apr				
	May				
	Jun				
	Jul				
	Aug				
	Sep				
	Oct				
	Nov				
	Dec				

Condition of Roads & Footways - Coarse Visual Inspection (CVI) and Surface Condition Assessment of the National Network of Roads (SCANNER) Survey Results

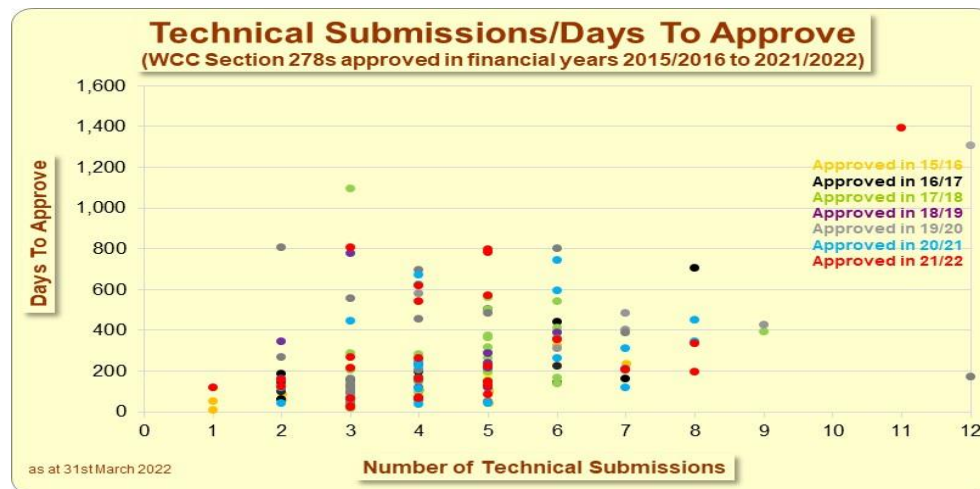
Percentage of footways and roads considered for maintenance after the annual Coarse Visual Inspection (CVI) and SCANNER surveys*

Year	Coarse Visual Inspection				SCANNER				Satisfaction with Roads (Worcestershire Viewpoint Survey)*
	Principal (A-class) Roads	Non-Principal (B- and C-class) Roads	Unclassified Roads	Footways	Principal Roads		Non-Principal Roads		
					Performance	Target	Performance	Target	
2010/2011	8.7%	18.9%	15.0%	31.9%	5.0%	5.0%			42.2%
2011/2012	8.5%	17.6%	14.7%	29.7%	4.0%	4.0%			35.4%
2012/2013	7.4%	14.6%	13.5%	29.8%	3.8%	4.0%			30.9%
2013/2014	5.1%	15.1%	14.2%	28.1%	3.1%	4.0%			30.0%
2014/2015	8.7%	20.5%	17.0%	32.8%	3.0%	4.0%			35.4%
2015/2016	6.7%	17.3%	17.0%	31.5%	3.0%	3.0%			32.0%
2016/2017	4.0%	12.3%	18.0%	30.4%	3.0%	3.0%		4.0%	31.7%
2017/2018	8.4%	14.7%	19.8%	25.0%	3.0%	3.0%		4.0%	33.1%
2018/2019	13.2%	18.5%	19.9%	28.0%	3.0%	3.0%		4.0%	24.0%
2019/2020	13.0%	19.0%	21.0%	31.6%	4.0%	3.0%		4.0%	31.0%
2020/2021	10.0%	18.0%	21.5%	35.4%	5.0%	3.0%		4.0%	33.0%

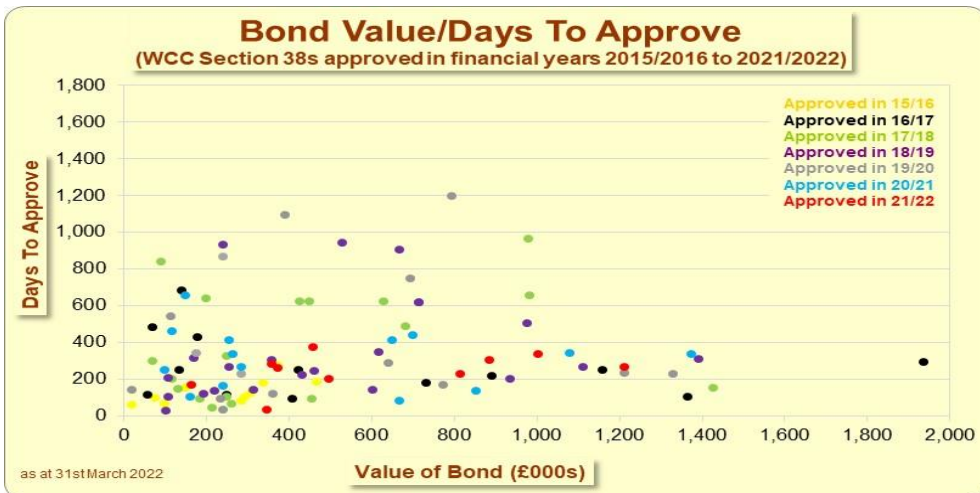
* Each year's out-turn is the percentage of Viewpoint panel members who state they are satisfied or very satisfied with the condition of the county's roads. 2020/2021's percentage is derived from 2,098 responses to the relevant question in September 2020's survey.



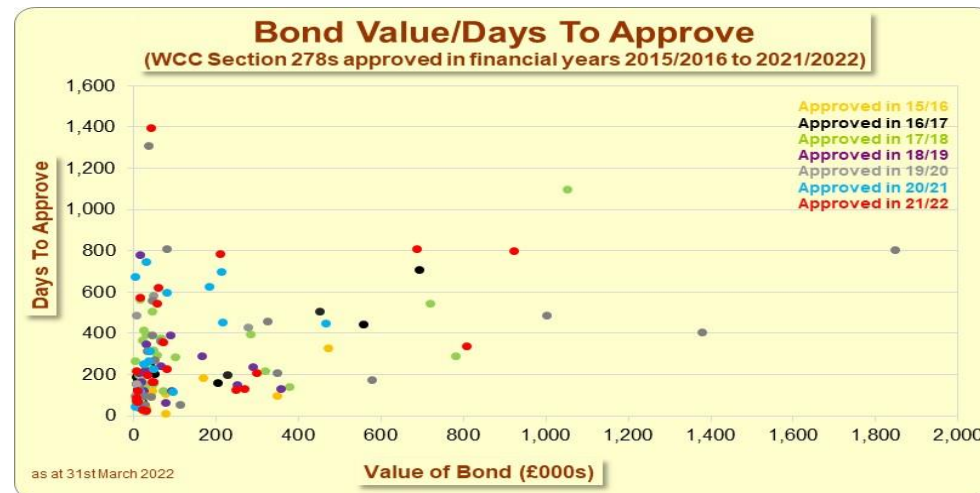
- The average number of days to approve the 22 38s approved in the 2021/2022 financial year was 293.
- The average days-to-approve figure for the 16 38s approved in the 2020/2021 financial year was 411.
- Average days-to-approve figures can be skewed by one or two schemes that take longer to reach approval, hence the measures put in place to improve monitoring and to address key issues.
- For those 38s approved in the just-ended financial year, the average number of Technical Submissions was 4. Of those 22 approvals, however, 4 (18.2%) required *less than* 4.
- For 38s approved in the 2020/2021 financial year, the average number of Technical Submissions was 6, with 2 (12.5%) of the 16 approvals requiring 4 or less.
- Of 2021/2022's approved schemes, the longest period from initial submission to approval data was St Modwen's Longbridge East Phase 8 scheme, which reached approval on 23rd March 2022, 905 days after the initial submission, the approval process involving 8 Technical Submissions.



- Of the 11 schemes submitted after the review of the Development Control function began in January last year, the average days-to-approve figure was 98; the average number of Technical Submissions was 3.
- The 27 278s reaching approval in the 2021/2022 financial year did so after (on average) 323 days and 5 Technical Submissions, although 15 (55.6%) involved 4 or less Technical Submissions.
- Of 2021/2022's approved schemes, the two with the longest period from initial submission to approval date were Lioncourt Homes' Eastward Road, Malvern (1,394 days) scheme and Bloor Homes' Henwick Road/Martley Rod traffic signals scheme (807 days). The average days-to-approve figure can be increased markedly by one or two schemes taking longer to approve (as is demonstrated here).
- For any new schemes, regular monitoring is now in place to manage the Technical Approval process more effectively. This is coupled with closer liaison and meetings with developers where required.



- The average bond value of schemes reaching approval in 2021/2022 was £595,699.
- Of 2021/2022's approvals, the one taking the longest (St Modwen's Longbridge East Phase 8 scheme) had a bond value of £668,000.
- Of the schemes approved in 2021/2022, the one with the highest bond (£1,390,700) was phase two of Vistry's development at Lea Castle, Cookley, approved after 308 days and 5 Technical Submissions.



- The Lioncourt Homes' Eastward Road, Malvern scheme, which of the schemes approved in 2021/2022 took the most days to approve, had a bond value of £45,500.
- The average bond value of 278s reaching approval in 2021/2022 was £174,443.
- Of the schemes approved during the last financial year, the highest bond was £925,000 for Bloor Homes' Martley Road, Lower Broadheath (B4204) roundabout, which attained approval status on 10th May last year, 798 days and 5 Technical Submissions after originally being submitted on 5th March 2019.

Public Enquiries (PEMs)

Percentage completed within 28 days (latest update: March 2022)

2015/2016	Apr	89%
	May	89%
	Jun	90%
	Jul	90%
	Aug	87%
	Sep	87%
	Oct	86%
	Nov	90%
	Dec	83%
	Jan	85%
	Feb	85%
	Mar	82%
2016/2017	Apr	76%
	May	45%
	Jun	63%
	Jul	77%
	Aug	73%
	Sep	72%
	Oct	83%
	Nov	82%
	Dec	77%
	Jan	83%
	Feb	83%
	Mar	81%

2017/2018	Apr	87%
	May	83%
	Jun	82%
	Jul	82%
	Aug	78%
	Sep	78%
	Oct	84%
	Nov	81%
	Dec	84%
	Jan	79%
	Feb	78%
	Mar	78%
2018/2019	Apr	71%
	May	75%
	Jun	77%
	Jul	78%
	Aug	81%
	Sep	81%
	Oct	85%
	Nov	89%
	Dec	83%
	Jan	84%
	Feb	86%
	Mar	86%

2019/2020	Apr	76%
	May	81%
	Jun	80%
	Jul	78%
	Aug	76%
	Sep	79%
	Oct	78%
	Nov	69%
	Dec	69%
	Jan	76%
	Feb	78%
	Mar	85%
2020/2021	Apr	93%
	May	88%
	Jun	86%
	Jul	85%
	Aug	78%
	Sep	83%
	Oct	88%
	Nov	90%
	Dec	86%
	Jan	86%
	Feb	84%
	Mar	80%

2021/2022	Apr	89%
	May	80%
	Jun	84%
	Jul	82%
	Aug	79%
	Sep	86%
	Oct	84%
	Nov	91%
	Dec	84%
	Jan	93%
	Feb	89%
	Mar	90%

Public Enquiries (PEMs)

Totals received in each calendar month and the number outstanding at the end of each month (latest update: March 2022)

2018/2019			2019/2020			2020/2021			2021/2022			Outstanding at Month-End*			
Month	Received	Average Received per Day	Month	Received	Average Received per Day	Month	Received	Average Received per Day	Month	Received	Average Received per Day	2018/2019	2019/2020	2020/2021	2021/2022
Apr	2,154	72	Apr	1,501	50	Apr	596	20	Apr	1,426	48	1,967	1,104	723	856
May	2,098	68	May	1,614	52	May	925	30	May	1,917	62	1,866	1,206	705	1,255
Jun	2,113	70	Jun	2,160	72	Jun	1,638	55	Jun	2,097	70	1,739	1,475	790	1,355
Jul	1,983	64	Jul	2,112	68	Jul	1,572	51	Jul	2,107	68	1,423	1,600	740	1,641
Aug	1,821	59	Aug	1,801	58	Aug	1,808	58	Aug	1,811	58	1,503	1,399	968	1,658
Sep	1,497	50	Sep	1,991	66	Sep	1,652	55	Sep	1,901	63	1,285	1,615	882	1,681
Oct	1,553	50	Oct	2,188	71	Oct	1,653	53	Oct	1,884	61	965	1,291	683	1,859
Nov	1,482	49	Nov	2,506	84	Nov	1,337	45	Nov	1,743	58	999	2,019	512	1,736
Dec	1,323	43	Dec	1,892	61	Dec	1,674	54	Dec	1,478	48	985	1,900	924	1,759
Jan	1,419	46	Jan	2,605	84	Jan	2,478	80	Jan	1,699	55	1,028	1,935	1,031	1,618
Feb	1,464	47	Feb	3,185	110	Feb	2,314	83	Feb	2,023	72	1,080	2,087	1,205	1,839
Mar	1,767	57	Mar	1,509	49	Mar	1,956	63	Mar	1,764	57	1,138	1,217	1,041	1,567
Totals	20,674	57	Totals	25,064	68	Totals	19,603	54	Totals	21,850	60				

Quarter	Received	Average Received per Day	Quarter	Received	Average Received per Day	Quarter	Received	Average Received per Day	Quarter	Received	Average Received per Day	Outstanding at Quarter-End 18/19	Outstanding at Quarter-End 19/20	Outstanding at Quarter-End 20/21	Outstanding at Quarter-End 20/21
1	6,365	70	1	5,275	58	1	3,159	35	1	5,440	60	1,739	1,475	790	1,355
2	5,301	58	2	5,904	64	2	5,032	55	2	5,819	63	1,285	1,615	882	1,681
3	4,358	47	3	6,586	72	3	4,664	51	3	5,105	55	985	1,900	924	1,759
4	4,650	52	4	7,299	80	4	6,748	75	4	5,486	61	1,138	1,217	1,041	1,567
Totals	20,674	57	Totals	25,064	68	Totals	19,603	54	Totals	21,850	60				

* irrespective of date PEM received

6/20/22

Public Enquiries (PEMs)

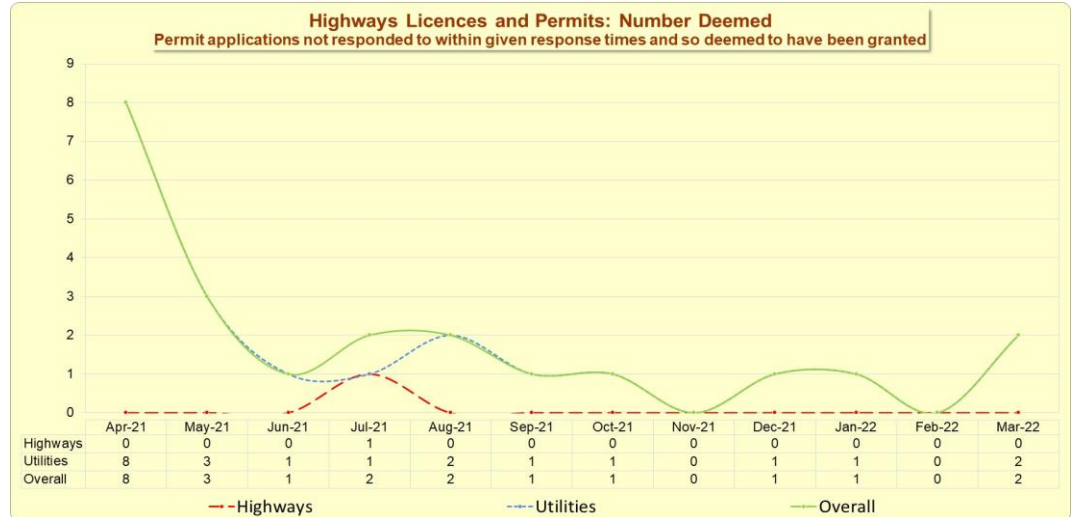
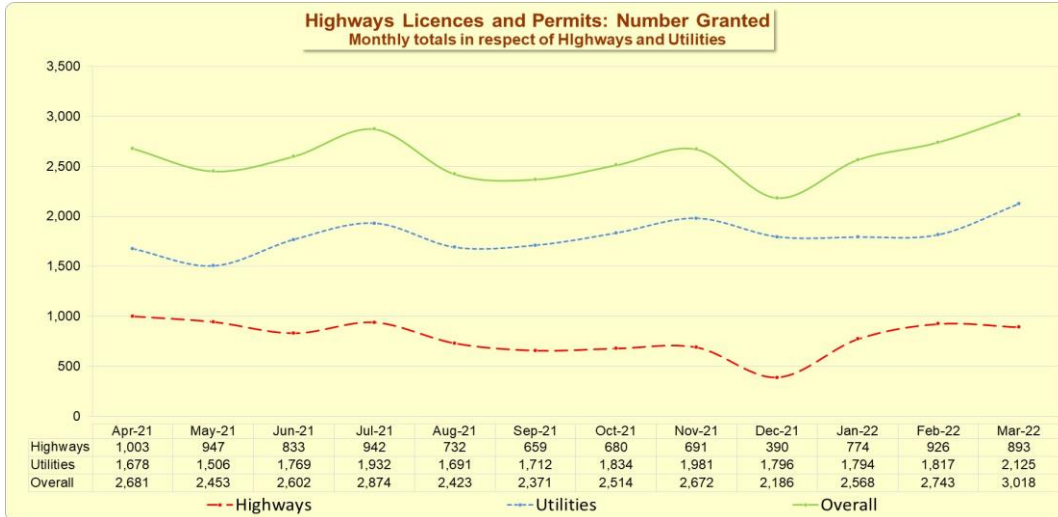
Subject and Number of Enquiries Received (latest update: March 2022)

Subject of Enquiry	January		February		March		Jan-Mar 2022 Totals		Jan-Mar 2021 Totals	
	Total	%	Total	%	Total	%	Total	%	Total	%
Bridgeworks	22	1.3	23	1.1	17	1.0	62	1.1	78	1.2
Drainage	195	11.5	289	14.3	194	11.0	678	12.4	1,072	15.9
Existing Signs - Unlit	1	0.1	4	0.2	7	0.4	12	0.2	43	0.6
Flooding	0	0.0	0	0.0	0	0.0	0	0.0	45	0.7
Fences and Furniture	7	0.4	10	0.5	9	0.5	26	0.5	33	0.5
Grass Cutting / Verges	121	7.1	151	7.5	130	7.4	402	7.3	284	4.2
Grit Bin Service request	0	0.0	0	0.0	0	0.0	0	0.0	32	0.5
Hedge & Trees	10	0.6	23	1.1	18	1.0	51	0.9	126	1.9
Highways Search / Adopted	0	0.0	0	0.0	0	0.0	0	0.0	5	0.1
Ice Snow and Gritting Requests	51	3.0	8	0.4	3	0.2	62	1.1	465	6.9
Major Highway Projects	0	0.0	1	0.0	0	0.0	1	0.0	1	0.0
Mud / Hazard on Highway	75	4.4	181	8.9	30	1.7	286	5.2	250	3.7
New Dropped Kerb	0	0.0	0	0.0	0	0.0	0	0.0	1	0.0
New Signs and Road Markings	3	0.2	1	0.0	3	0.2	7	0.1	33	0.5
Potholes	322	19.0	340	16.8	443	25.1	1,105	20.1	1,411	20.9
Road Works Enquiry	2	0.1	12	0.6	9	0.5	23	0.4	62	0.9
Roads Footpaths and Cycle Tracks	842	49.6	930	46.0	867	49.1	2,639	48.1	2,591	38.4
Scaffold / Skip Permits / Temporary Road or Lane Closure / Building Materials	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Section 38 / 278 - Development Control	0	0.0	1	0.0	0	0.0	1	0.0	14	0.2
Speed Limits	0	0.0	0	0.0	0	0.0	0	0.0	5	0.1
Traffic Calming	0	0.0	3	0.1	1	0.1	4	0.1	3	0.0
Traffic Regulation Orders	2	0.1	2	0.1	5	0.3	9	0.2	25	0.4
Traffic Signals - Permanent	26	1.5	17	0.8	9	0.5	52	0.9	73	1.1
Traffic Signals - Temporary	20	1.2	27	1.3	16	0.9	63	1.1	68	1.0
Utility Company Apparatus / Works	0	0.0	0	0.0	3	0.2	3	0.1	28	0.4
Totals	1,699	100.0	2,023	100.0	1,764	100.0	5,486	100.0	6,748	100.0

Enquiries Received on Each Day of the Week	January		February		March		Jan-Mar 2022 Totals		Jan-Mar 2021 Totals	
	Total	%	Total	%	Total	%	Total	%	Total	%
Sunday	151	8.9	144	7.1	300	17.0	595	10.8	854	12.7
Monday	318	18.7	407	20.1	355	20.1	1080	19.7	1,306	19.4
Tuesday	312	18.4	303	15.0	376	21.3	991	18.1	1,167	17.3
Wednesday	256	15.1	335	16.6	332	18.8	923	16.8	1,070	15.9
Thursday	283	16.7	274	13.5	209	11.8	766	14.0	1,040	15.4
Friday	256	15.1	424	21.0	83	4.7	763	13.9	823	12.2
Saturday	123	7.2	136	6.7	109	6.2	368	6.7	488	7.2
Totals	1,699	100.0	2,023	100.0	1,764	100.0	5,486	100.0	6,748	100.0

Streetworks Licences and Permits

Highways and Utilities Permits granted and deemed and summary of inspections (latest update: March 2022)



Inspections Summary - 2019/2020	Total Category As	Total Category Bs	Total Category Cs	Total Category Ds	Total Permits	Total Defects	Total Inspections
Apr-Jun	1,189	533	792	295	786	430	4,025
Jul-Sep	867	654	604	482	586	1,218	4,411
Oct-Dec	1,054	1,103	1,137	536	734	976	5,540
Jan-Mar	1,263	1,018	1,051	485	932	955	5,704
Total	4,373	3,308	3,584	1,798	3,038	3,579	19,680

Inspections Summary - 2020/2021	Total Category As	Total Category Bs	Total Category Cs	Total Category Ds	Total Permits	Total Defects	Total Inspections
Apr-Jun	1,189	533	792	295	786	430	4,025
Jul-Sep	1,519	1,216	1,536	669	976	850	6,766
Oct-Dec	1,590	1,967	1,797	847	1,142	1,275	8,618
Jan-Mar	1,853	1,638	1,742	1,007	1,163	1,218	8,621
Total	6,151	5,354	5,867	2,818	4,067	3,773	28,030

Inspections Summary - 2021/2022	Total Category As	Total Category Bs	Total Category Cs	Total Category Ds	Total Permits	Total Defects	Total Inspections
Apr-Jun	1,983	1,167	2,147	947	1,432	1,196	8,872
Jul-Sep	2,099	1,555	1,907	1,256	1,607	1,150	9,574
Oct-Dec	2,047	1,596	2,093	1,148	1,613	1,264	9,761
Jan-Mar	2,384	1,238	1,841	1,196	1,758	1,356	9,773
Total	8,513	5,556	7,988	4,547	6,410	4,966	37,980

Street Lighting

Calendar-month totals of energy used by County Council-owned street lights and street lighting energy costs (latest update: March 2022)

Year	Customer	Units	Total (Annual)	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2012/13	Customer total	kWh	22,092,112	1,616,050	1,414,056	1,224,429	1,325,052	1,544,212	1,754,119	2,099,387	2,283,098	2,501,979	2,426,921	1,985,936	1,916,874
2013/14	Customer total	kWh	22,074,495	1,598,089	1,397,565	1,215,750	1,319,907	1,542,914	1,766,583	2,124,409	2,293,261	2,494,577	2,427,819	1,984,869	1,908,753
2014/15	Customer total	kWh	21,323,429	1,579,957	1,377,198	1,184,729	1,276,190	1,505,677	1,703,392	2,051,200	2,228,522	2,409,414	2,326,843	1,886,775	1,793,533
2015/16	Customer total	kWh	20,236,063	1,453,173	1,265,786	1,085,762	1,181,794	1,395,073	1,598,872	1,937,053	2,122,625	2,317,472	2,243,437	1,891,674	1,743,341
2016/17	Customer total	kWh	19,563,456	1,405,973	1,217,648	1,057,199	1,141,479	1,348,397	1,537,804	1,875,059	2,060,268	2,264,689	2,193,015	1,773,924	1,688,001
2017/18	Customer total	kWh	19,052,069	1,365,933	1,189,413	1,037,269	1,130,145	1,333,283	1,529,746	1,853,163	2,006,613	2,177,150	2,098,502	1,697,195	1,633,657
2018/19	Customer total	kWh	18,457,931	1,331,816	1,151,340	993,727	1,082,584	1,281,116	1,448,438	1,760,351	1,942,887	2,141,210	2,063,869	1,674,834	1,585,759
2019/20	Customer total	kWh	18,269,388	1,292,581	1,123,235	983,411	1,063,770	1,252,667	1,436,531	1,749,274	1,924,699	2,105,215	2,047,659	1,719,621	1,570,726
2020/21	Customer total	kWh	16,874,248	1,280,336	1,110,931	980,406	1,058,243	1,235,707	1,328,746	1,592,725	1,732,248	1,880,342	1,811,463	1,465,666	1,397,435
2021/22	Customer total	kWh	15,402,926	1,145,766	1,005,040	875,776	941,971	1,086,596	1,231,355	1,469,940	1,589,187	1,744,917	1,662,161	1,355,068	1,295,150
2016/17	Spend	£	2,209,301	158,488	137,303	119,887	128,167	151,887	173,450	211,570	233,115	259,175	249,768	198,168	188,323
2017/18	Spend	£	2,479,439	179,003	155,878	135,773	147,204	173,898	197,159	238,615	259,312	284,576	276,772	219,691	211,558
2018/19	Spend	£	2,671,459	192,447	166,948	143,841	156,155	184,884	209,593	254,683	281,659	313,081	300,332	240,357	227,479
2019/20	Spend	£	2,884,348	207,374	180,855	158,180	170,150	200,794	225,817	274,910	303,184	334,093	320,764	265,568	242,659
2020/21	Spend	£	2,270,768	172,289	149,496	131,934	142,407	166,351	178,803	214,861	233,094	253,021	243,753	197,224	187,535
2021/22	Spend	£	1,966,124	146,222	128,263	111,777	120,221	138,672	157,139	188,049	202,797	222,669	212,113	172,924	165,278

Household Waste

Waste collected across Worcestershire (kg per head of resident population)

The latest DEFRA WasteDataFlow summary (published 15th December 2021) is for the 2020/2021 financial year

	kg/h Worcestershire	Highest County Council kg/h	Lowest County Council kg/h	% Diverted From Landfill Worcestershire
2011/12	451.00	497.80 Cumbria	422.70 Oxfordshire	51.95%
2012/13	443.70	476.70 Cumbria	424.10 Oxfordshire	50.73%
2013/14	456.00	477.70 Devon	428.40 Oxfordshire	50.88%
2014/15	459.80	497.20 North Yorkshire	430.80 Oxfordshire	50.95%
2015/16	469.66	497.79 Cumbria	421.65 Hertfordshire	50.55%
2016/17	477.07	493.40 North Yorkshire	418.80 Hertfordshire	68.80%
2017/18	458.35	481.20 Cumbria	416.13 Hertfordshire	88.20%
2018/19	459.15	477.70 Cumbria	406.00 Hertfordshire	86.98%
2019/20	456.67	470.80 Cumbria	401.13 Hertfordshire	89.65%
2020/21	473.30	494.40 North Yorkshire	422.20 Hampshire	91.62%

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Waste Disposal

Municipal waste sent to landfill and waste sent for re-use, recycling or composting

The latest DEFRA WasteDataFlow summary (published 15th December 2021) is for the 2020/2021 financial year

Year	% Municipal Waste Landfilled	% Household Waste Re-Used, Recycled or Composted
2013/14	49.1	40.9
2014/15	49.1	40.8
2015/16	47.6	41.4
2016/17	31.2	42.7
2017/18	11.8	42.9
2018/19	12.4	43.3
2019/20	9.9	43.6
2020/21	8.0	43.3

Local Authority Collected Waste

Table and graph showing the percentage for each method ('route') of disposal, 2000/2001 to 2021/2022

	00/01	01/02	02/03	03/04	04/05	05/06	06/07	07/08	08/09	09/10	10/11
Landfill	87.21%	85.26%	83.66%	73.55%	67.88%	65.58%	59.73%	55.62%	50.79%	49.66%	50.64%
Recovery	0.00%	0.00%	0.06%	3.11%	3.06%	3.10%	6.43%	6.47%	8.10%	8.50%	5.03%
Recycling and Composting	12.79%	14.74%	16.28%	23.34%	29.06%	31.31%	33.84%	37.91%	41.11%	41.85%	44.33%
Reuse	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	11/12	12/13	13/14	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22
Landfill	50.10%	51.28%	51.16%	50.84%	49.61%	38.04%	16.25%	12.53%	19.94%	11.06%	13.77%
Recovery	4.73%	3.77%	5.37%	6.06%	6.58%	17.89%	41.67%	44.97%	37.46%	47.71%	42.29%
Recycling and Composting	45.17%	44.95%	43.47%	43.10%	43.80%	44.05%	42.35%	42.48%	42.59%	41.22%	43.93%
Reuse	0.00%	0.00%	0.00%	0.01%	0.01%	0.02%	0.02%	0.02%	0.02%	0.01%	0.01%

Local Authority Collected Waste: Disposal Routes



Countryside Access

2021/2022 Reports Received and Resolutions Summary (latest update: March 2022)

	April	May	June	July	August	September	October	November	December	January	February	March
Outstanding Public Rights of Way (PROW) reports	6,205 (includes 5,424 defects & 781 obstructions)	6,190 (includes 5,411 defects & 779 obstructions)	6,384 (includes 5,601 defects & 783 obstructions)	6,372 (includes 5,575 defects & 797 obstructions)	6,378 (includes 5,563 defects & 815 obstructions)	6,296 (includes 5,482 defects & 814 obstructions)	6,232 (includes 5,396 defects & 836 obstructions)	6,119 (includes 5,283 defects & 836 obstructions)	6,016 (includes 5,171 defects & 845 obstructions)	5,844 (includes 5,008 defects & 836 obstructions)	5,816 (includes 4,981 defects & 835 obstructions)	5,674 (includes 4,841 defects & 833 obstructions)
New reports received in month	288 (includes 226 defects & 62 obstructions)	219 (includes 184 defects and 35 obstructions)	388 (includes 359 defects & 29 obstructions)	418 (includes 391 defects & 27 obstructions)	343 (includes 285 defects & 58 obstructions)	319 (includes 280 defects & 39 obstructions)	209 (includes 178 defects & 31 obstructions)	274 (includes 236 defects & 38 obstructions)	154 (includes 130 defects & 24 obstructions)	155 (includes 131 defects & 24 obstructions)	199 (includes 184 defects & 15 obstructions)	314 (includes 289 defects & 25 obstructions)
Reports resolved in month	198 (includes 169 defects & 29 obstructions)	207 (includes 172 defects & 35 obstructions)	246 (includes 214 defects & 32 obstructions)	358 (includes 339 defects & 19 obstructions)	397 (includes 367 defects & 30 obstructions)	394 (includes 356 defects & 38 obstructions)	246 (includes 234 defects & 12 obstructions)	342 (includes 313 defects & 29 obstructions)	321 (includes 299 defects & 22 obstructions)	265 (includes 237 defects & 28 obstructions)	277 (includes 262 defects & 15 obstructions)	467 (includes 440 defects & 27 obstructions)
Reports resolved by volunteers (Cumulative, for this Financial year)	10	33	60	88	99	146	173	199	221	240	263	286
New Definitive Map Modification Orders (DMMOs) submitted in month	2	0	2	0	1	0	0	1	1	0	0	1
DMMOs completed in month	0	0	0	0	0	0	0	0	0	0	0	0
DMMOs outstanding on the register	68	68	70	72	72	72	74	74	75	75	76	76

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2020/2021 Reports Received and Resolutions Summary

	April	May	June	July	August	September	October	November	December	January	February	March
Outstanding Public Rights of Way (PROW) reports	5,992 (includes 4,964 defects & 628 obstructions)	5,726 (includes 5,068 defects & 658 obstructions)	5,905 (includes 5,249 defects & 656 obstructions)	5,968 (includes 5,306 defects & 662 obstructions)	6,017 (includes 5,355 defects & 662 obstructions)	6,073 (includes 5,388 defects & 685 obstructions)	6,127 (includes 5,427 defects & 700 obstructions)	6,151 (includes 5,430 defects & 721 obstructions)	6,096 (includes 5,386 defects & 710 obstructions)	6,050 (includes 5,329 defects & 721 obstructions)	6,105 (includes 5,389 defects & 716 obstructions)	6,086 (includes 5,342 defects & 744 obstructions)
New reports received in month	176 (includes 110 defects & 66 obstructions)	290 (includes 228 defects and 62 obstructions)	359 (includes 314 defects & 45 obstructions)	293 (includes 253 defects & 40 obstructions)	197 (includes 166 defects & 31 obstructions)	231 (includes 185 defects & 46 obstructions)	212 (includes 172 defects & 40 obstructions)	231 (includes 172 defects & 59 obstructions)	195 (includes 164 defects & 31 obstructions)	212 (includes 183 defects & 29 obstructions)	245 (includes 207 defects & 38 obstructions)	330 (includes 276 defects & 54 obstructions)
Reports resolved in month	45 (34 defects & 11 obstructions)	119 (includes 93 defects & 26 obstructions)	227 (includes 188 defects & 39 obstructions)	194 (includes 163 defects & 31 obstructions)	139 (includes 110 defects & 29 obstructions)	157 (includes 137 defects & 20 obstructions)	164 (includes 135 defects & 29 obstructions)	220 (includes 182 defects & 38 obstructions)	223 (includes 183 defects & 40 obstructions)	256 (includes 238 defects & 18 obstructions)	193 (includes 165 defects & 28 obstructions)	326 (includes 290 defects & 36 obstructions)
Reports resolved by volunteers (Cumulative, for this Financial year)	10	26	34	42	46	59	64	106	118	131	152	166
New Definitive Map Modification Orders (DMMOs) submitted in month	0	0	1	0	1	0	0	0	0	0	0	1
DMMOs completed in month	0	0	1	0	0	0	0	0	0	0	0	0
DMMOs outstanding on the register	68	68	67	68	68	68	68	68	68	68	68	68

Countryside Access

2019/2020 Reports Received and Resolutions Summary

	April	May	June	July	August	September	October	November	December	January	February	March
Outstanding Public Rights of Way (PROW) reports	5,107 (includes 4,624 defects & 483 obstructions)	5,133 (includes 4,650 defects & 483 obstructions)	5,223 (includes 4,733 defects & 490 obstructions)	5,341 (includes 4,844 defects & 497 obstructions)	5,403 (includes 4,894 defects & 509 obstructions)	5,436 (includes 4,911 defects & 525 obstructions)	5,416 (includes 4,888 defects & 528 obstructions)	5,307 (includes 4,778 defects & 529 obstructions)	5,288 (includes 4,761 defects & 527 obstructions)	5,215 (includes 4,775 defects & 540 obstructions)	5,390 (includes 4,840 defects & 550 obstructions)	5,446 (includes 4,875 defects & 571 obstructions)
New reports received in month	253 (includes 220 defects & 33 obstructions)	153 (includes 138 defects and 15 obstructions)	202 (includes 190 defects & 12 obstructions)	332 (includes 299 defects & 33 obstructions)	240 (includes 212 defects & 18 obstructions)	193 (includes 165 defects & 28 obstructions)	199 (includes 178 defects & 21 obstructions)	123 (includes 107 defects & 16 obstructions)	119 (includes 111 defects & 8 obstructions)	169 (includes 150 defects & 19 obstructions)	165 (includes 151 defects & 14 obstructions)	143 (includes 117 defects & 26 obstructions)
Reports resolved in month	123 (113 defects & 10 obstructions)	143 (includes 125 defects & 18 obstructions)	120 (includes 112 defects & 8 obstructions)	188 (includes 170 defects & 18 obstructions)	173 (includes 164 defects & 9 obstructions)	166 (includes 153 defects & 13 obstructions)	233 (includes 216 defects & 17 obstructions)	224 (includes 211 defects & 13 obstructions)	147 (includes 134 defects & 13 obstructions)	152 (includes 141 defects & 11 obstructions)	94 (includes 90 defects & 4 obstructions)	84 (includes 79 defects & 5 obstructions)
Reports resolved by volunteers (Cumulative, for this Financial year)	36	53	99	136	161	186	211	234	275	286	312	319

- **Outstanding Public Rights of Way (PROW) reports:** The bulk of outstanding reports are of low priority (such as missing signs and waymarking).
- **New reports received each month:** The number received is very seasonal, with the bulk of new being over early-/mid-summer. Other variations are normally due to submission of surveys from The Ramblers.
- **Reports resolved each month:** The number of reports resolved per month is more consistent throughout the year. Variations tend to be due to the completion of large programmes of planned work (such as those concerning signage) and shortfalls in capacity due to vacancies, annual leave, and sickness absence. During the course of the last financial year, 3,718 reports were resolved, a shade over double the 1,847 reports resolved in pre-pandemic 2019/2020. Service demand remains around 50% higher than pre-COVID levels due to the increased use of the network. This increased usage matches the national position and it is expected it will remain at this level.
- **Reports resolved by Volunteers (Cumulative, for this Financial year):** This is the number of defects resolved by volunteers, both individuals and groups. The true figure is higher as much of their work is not recorded on encompass, but identified and resolved onsite when out on the network.
- **New Volunteer Groups:** There are **16 groups** across the County. This figure remains largely static and doesn't indicate how active the groups are (some do work several times a month, some only very occasionally). Reports resolved by volunteers provides a much better gauge of the success of our volunteer scheme.
- **New Definitive Map Modification Orders (DMMOs) submitted by month:** This includes any applications submitted, but still awaiting validation. Applications will not be added to the register of applications until they have been validated in line with legislation. One application submitted in August 2020 and one submitted in March 2022 are not yet on the register as additional information to validate them is still awaited.
- **DMMOs completed by month:** This includes all DMMOs for which a determination not to make an Order has been made or, alternatively, the determination has been made to make the Order, which has then been made and confirmed either by WCC or (if required) by the Secretary of State's inspector.
- **Cumulative number of outstanding DMMOs:** This includes all DMMOs currently on the register, whether under investigation or awaiting investigation. It will not include any applications received but still being validated.

Appendix 1 - Glossary of Abbreviations and Technical Definitions

Term	Abbreviation	Description
Category A inspection		Inspections undertaken during street works, carried out against the Department for Transport publication Safety at Street Works and Road Works. Compliance with the document is statutory for street works and became statutory for Works for Road Purposes as of 1 st October 2014.
Category B inspection		Inspections undertaken between the date the street work finishes to any time up to six months later.
Category C inspection		Check of street works at the end of 2-year guarantee period.
Category D inspection		Undertaken either at the point defective street works are identified, during remedial works, or once the remedial works have been completed.
Clarification		It may not always be possible to make good a reported highways defect within the specified time frame due to a number of reasons, which require clarification. These will be beyond the County Council's control (e.g. the defect is under a parked vehicle; is inaccessible due to it being within a road closure governed by a utility service; is under flood water or compacted snow; requires a piece of repair equipment that is not a standard stock item or is currently unavailable; is located in a high-speed area, which means a safe repair can only be made outside standard working hours. In all cases, an attempt is made to make safe the issue. The clock on the defect is stopped until the repair(s) can be undertaken. Clarifications are checked every week to ensure they are not left and then never actioned.
Coarse Visual Inspection	CVI	Coarse Visual Inspection (CVI): A CVI Survey provides a visual condition assessment of the highway. It is a simple and efficient survey, providing a reliable method of assessing the 'coarse' condition of a network. Undertaken from a slow-moving vehicle, the survey team use a laptop computer linked to a digital trip meter. As each defect is observed it is recorded for distance, position and extent using a Condition Index (CI) score. There are 4 categories within a CVI, covering surface properties, wearing, structural condition, edging. Each category has a numerical range, which, when combined, gives the overall Condition Index. A higher Index indicates more extensive remedial work is required.
Deemed		A street works permit authority should reply to permit applications within the given response times. If it fails to do so, however, under the terms of the Traffic Management Act 2004, a permit is deemed to be granted in the terms of the application.
Fixed-Penalty Notice	FPN	In this context, this refers to penalties imposed on street works contractors in relation to permissions, timeliness, and quality of work, as set out in the New Road and Street Works Act 1991
Footways - Prestige Walking Zones		Areas with a high proportion of public space with high footfall, often in large retail areas or approaching a transport hub.
Footways - Primary Walking Routes		Busy urban shopping and business areas and main pedestrian routes.
Footways - Secondary Walking Routes		Medium-usage routes through local areas that feed into primary walking routes, local shopping centres, etc.
Footways - Link Footways		In urban areas, these provide connections between local-access urban routes; in rural areas, any busy route.
Footways - Local Access Footways		Low-usage routes, short estate-road pathways, and cul-de-sac walkways.
Footways - Minor Footways		Little-used rural footways serving a very limited number of properties.
Green Flag		Green Flag status indicates a publicly-accessible park/green space meets the United Kingdom's laid-down standards for cleanliness, safety, conservation, and management.
Gross Value Added	GVA	Gross Value Added is the measure of the value of goods and services produced in an area, industry or sector of an economy. It is calculated by Office for National Statistics on an annual basis as follows:- Gross Domestic Product + subsidies – taxes (direct, sales)
Household Waste	HHW	
Household Waste Recycling Centre	HWRC	County Council administers the rubbish tips / household recycling centres provided for residents to recycle and dispose of their household waste. Sites are located in Bromsgrove, Droitwich, Kidderminster, Malvern, Pershore, Redditch, Stourport, Tenbury, Upton, and Worcester (Bilford Road and Hallow Road).
Kilowatt hour	KWh	The kilowatt hour is commonly used as a billing unit for energy delivered by electric utilities. The total energy in kilowatt hours is equal to the power in kilowatts multiplied by the time in hours.
Licences and Permits		Required when undertaking street works on the highway in Worcestershire. Only registered companies can apply for licences and permits on the highway. Applications are required for road closures, footpath closures, speed restrictions, temporary traffic signals, lane closures, diversionary routes, cranes, fencing, hoardings, Mobile Elevated Working Platforms (MEWPs), scaffolding, skips, welfare cabins.
Megabits per second	Mbps	A standard unit of measure of internet connection speeds
Mobile Elevating Work Platform	MEWP	Mobile Elevating Work Platforms provide safe and quick access to trees and a secure working platform.
New Road and Street Works Act 1991	NRSWA	An Act relating to provision of new roads (including Development Control) and to make provisions with respect to street works

Term	Abbreviation	Description
Office for National Statistics	ONS	The executive office of the UK Statistics Authority, a non-ministerial department which reports directly to the UK Parliament. Population and economic data used in the performance indicators is taken from ONS data-sets.
Public Enquiries Management System	PEM	Members of the public are able to use our website to report highways issues on-line via our Public Enquiry Management (PEM) system. This has a tracking facility and allows our Highways and Transport Control Centre to review all requests received each day and determine the most appropriate action. The PEM system allows members of the public to be updated about the progress of their reported issue. As a result of using the system to log and track enquiries, 'PEMs' has become the generally-used term for the enquiries themselves.
Permits		Please see 'Licences'
Roads - 'A' Class		These can be trunk or principal roads. They are often described as 'main' roads and tend to have heavy traffic flows, though generally not as high as motorways. Many of the long distance rural 'A' roads are trunk roads, for which responsibility for maintenance in England lies with Highways England (formerly the Highways Agency). 'A' roads for which local highway authorities are responsible are non-trunk routes of regional and urban strategic importance.
Roads - 'B' Class		These roads are maintained by the local highway authority. In urban areas, such roads are not regarded as being as significant as 'A' roads, though in some cases they may have similarly high flows. They are useful distributor roads, often between towns or villages. 'B' roads in rural areas often have markedly low traffic flows compared with their 'A' road counterparts.
Roads - 'C' Class		The local highway authority maintains these roads, which are regarded as of lesser importance than either 'B' or 'A' roads and generally have only one carriageway of two lanes and carry less traffic. They can have low traffic flows in rural areas.
Roads - Unclassified		Maintained by the local highway authority, these are residential roads in both urban and rural locations and also rural lanes, the latter normally having very low traffic flows. Most 'Unclassified' roads will have only two lanes and in rural areas may only have one lane with 'passing bays' at intervals to allow for two-way traffic flow.
Surface Condition Assessment of the National Network of Roads	SCANNER	SCANNER Surveys measure the texture, depth and roughness of the road surface and are attached to vehicles that usually travel at approximately 30 miles per hour.
Section 38	S38	A legal Development Control agreement made pursuant to Section 38 of the Highways Act (1980) that provides for dedication of a road or other way as a highway, and an agreement to adopt the highway at a specified point in time. Section 38 Agreements will often be combined with a Section 278 Agreement (please see below) if works to the existing highway are involved. Section 278 Agreements may also include a Section 38 Agreement element if land is required to be adopted.
Section 50	S50	A street works licence required in line with Section 50 of the New Road and Street Works Act 1991 to enable breaking open, boring or tunnelling under any street; lacing or adjusting apparatus under any street; repairing, altering or renewing any apparatus under any street.
Section 72	S72	This section of the New Roads and Street Works Act (NRWSA) 1991 stipulates that local authorities have a statutory duty to inspect and monitor live works and subsequent reinstatements on the highway. Where an inspection finds a reinstatement to be non-compliant, a defect notification is raised and sent to the company advising them to come back and repair the reinstatement to the statutory standard. Subsequent inspections will then take place to make sure it's completed to the required standard. The local authority can levy charges for all follow-up inspections
Section 74	S74	The New Road and Street Works Act 1991 Section 74 requires those carrying out work to pay a daily charge for occupation of the highway. This is called 'Lane Rental'. Section 74 of NRSWA also allows highway authorities to charge if street works are unreasonably prolonged and take longer than previously agreed.
Section 75	S75	The New Road and Street Works Act 1991 Section 75 stipulates that contractors shall pay to the highways authority the prescribed fee in respect of each inspection of the works carried out by the authority. Different fees may be prescribed according to the nature or extent of the excavation or other works and the place where they are executed
Section 171	S171	The Highways Act 1980 Section 171 decrees that investigatory works that include breaking open, boring or tunnelling under any street maintained at public expense must seek consent from the Highway Authority responsible for that street. This Licence only allows the holder of the Licence to carry out such works as set out in the Description of Works within the application. Any additional works must be agreed by the Highway Authority prior to their commencement. The conditions of the Licence must be adhered to for the duration of the Licence. All works will be undertaken.
Section 278	S278	A Development Control agreement made according to Section 278 of the Highways Act (1980), which enables a local Highway Authority, where it is satisfied that it will be of benefit to the public, to carry out works on the Adopted Highway, in accordance with the terms of the agreement entered into with the developer.
Superfast Broadband		Internet speeds faster than 24 Megabits per second (Mbps). This threshold was chosen by the Government as it is the theoretical maximum broadband speed that can be delivered via a copper telephone line using certain types of technology. The Government's target is that 95% of homes and businesses should be able to access superfast broadband.

Term	Abbreviation	Description
Technical Approval		In Development Control, Technical Approval is required for all new and existing structures with potential highway implications, irrespective of whether or not they are eventually intended to be adopted by the County Council. The process relates to design, construction, assessment, alteration, strengthening, and repair to ensure all structures are safe, durable, and (in the case of structures proposed for adoption) are designed to require minimal maintenance. Structures subject to the Approval process include bridges, tunnels, subways, culverts, retaining walls, reinforced earth structures, gantries, pipe bridges, and buried structures. The County Council as the Technical Approval Authority (TAA) should be consulted to determine applicability.
Technical Approval Authority	TAA	The local authority responsible for assessing submissions from developers relating to Section 38/Section 278 schemes.
Traffic Regulation Order	TRO	Legal orders made by Worcestershire County Council (the Local Highway Authority) to apply loading and parking restrictions to the highway to ensure the expeditious movement of traffic and protect public safety. The introduction of an order supports a range of measures, which govern or restrict the use of public roads, including waiting and loading, one-way streets, speed limits, weight and width restrictions, access and turning restrictions, permanent and temporary road and pavement closures, double yellow lines, turning restrictions/bans. TROs are used to improve road safety or to protect the needs of all users of the highway and can be used to balance the demands to park, load/unload, walk, cycle, and gather in a given area. Orders cannot be made before the statutory period for objections has ended or after a period of two years from the making of the initial notice.

Appendix 2 - Traffic Management Act 2004: Application and Response Times

Activity Type	Minimum application periods ahead of proposed start date		Minimum period before permit expires for application for variation (including extension)	Response Times for issuing a permit or seeking further information or discussion		Response times to applications for permit variations
	Application for provisional advance authorisation	Application for permit	2 days or 20% of the original duration whichever is longest	Application for provisional advance authorisation	Application for permit	2 days
Major	3 months	10 days		1 calendar month	5 days	
Standard	n/a	10 days		n/a	5 days	
Minor	n/a	3 days		n/a	2 days	
Immediate	n/a	2 hours after		n/a	2 days	

Appendix 3 - Highways Inspections: Categories and Frequencies of Inspections

Asset Type	Category	Frequency
Carriageways	Strategic Routes	Once a month
	Main Distributors	Once a month
	Link Roads	Every three months
	Local Access Roads	Once a year
Footways	Prestige Walking Zones	Once a month
	Primary Walking Routes	Once a month
	Secondary Walking Routes	Every three months
	Link Footways	Every six months
	Local Access Footways	Once a year
Cycleways	Part of carriageway	(as part of carriageway)
	Remote from carriageway	Every six months
	Cycle Trails	Once a year

These inspections accord with the Code of Practice for Well Maintained Highways. For more-detailed definitions of footway categories, please see 'Footways' section of Appendix 1 (Glossary).

Environment Overview and Scrutiny Panel

11 July 2022

Q4 2021/22
Financial Update

Q4 Financial Position – Economy and Environment

E&E Revenue Forecast	2021-22 Gross Budget Q4	2021-22 Net Budget Q4	2021-22 Forecast Outturn Q4	2021-22 Actual Variance Q4	2021-22 Forecast Variance Q3	2021-22 Forecast Variance Q2	2021-22 Forecast Variance Q1
	£'000	£'000	£'000		£'000	£'000	£'000
Economy & Sustainability	5,092	819	850	31	27	64	60
Planning and Regulation	1,314	640	1,572	932	209	255	-9
Contracts and Structures	1,492	1,492	1,980	488	0	23	20
Street Lighting	4,208	4,144	3,871	-273	-250	-250	0
Winter Maintenance	1,190	1,190	1,311	121	11	1	1
Major Projects	2,834	357	649	292	2	-10	-22
Waste Management	48,769	28,261	27,560	-701	0	0	-7
Passenger Transport Operations	16,866	10,636	10,242	-394	-25	0	-10
Network Management	3,496	683	-20	-703	52	44	0
Development Management - S278/S38	888	166	123	-43	55	55	0
Highways Operations & PROW	6,839	6,741	7,035	294	1	1	3
Business Management	1,079	221	-68	-289	-134	0	0
TOTAL ECONOMY & INFRASTRUCTURE	94,067	55,350	55,105	-245	-52	183	36
Skills and Investment	5,285	430	471	41	0	0	0

Key Variances – Economy and Environment

Service Area	Explanation of variance
Business Management and Directorate Support	Additional income generation and reduction in spend on ICT, staffing and subscriptions, plus use of one-off COVID grant to support directorate position
Waste Management	Additional income relating to Trade waste, saving on long haul budgets, street sweeping, pollution overheads and use of private contractors
Major Projects	Increase in costs of service delivery, rates bills and energy costs
Highways Operations and PROW	Additional costs relating to storm damage works including drainage activity and tree removal, along with increased fly tipping and increased contractor costs.
Passenger Transport Operations	Additional driver training income and concessionary fare income offset by additional spend on technology.
Planning & Regulation	Additional costs relating to consultant's fees for planning applications which are not able to be capitalised along with professional fees on Development control planning advice
Network Management	Additional fees & charges income and New Roads and Street Works Act (NRSWA) income

Key Headlines – Economy and Environment

- The directorate had savings targets of £1.3m from 2020/21 and capitalisation targets of £3m all of which were delivered in year
- The directorate had a total capital programme of c£150m for 2021/22 and c£95m of this was spent in year leaving £55m to be carried forward into 2022/23. This will be added to the £42m new programme for delivery in 2022/23.
- Full detail of the capital programme can be found in Appendix 8 to the Resources Report which was presented to Cabinet on 1 July 2022

ENVIRONMENT OVERVIEW AND SCRUTINY PANEL 11 JULY 2022

CABINET MEMBER PRIORITIES FOR THE NEXT YEAR AND BEYOND

Summary

1. The Cabinet Member with Responsibility (CMR) for the Environment has been invited to the meeting to share priorities for the year ahead and beyond.
2. Unfortunately, due to a diary clash, the Cabinet Member with Responsibility for Highways and Transport is unable to attend the meeting. He will be invited to share his priorities with the Panel at a future meeting.

Background

3. Members will be aware that two new Cabinet Members have recently been appointed to the roles which cover the Panel's areas of responsibility. Councillor Richard Morris has been appointed as CMR for the Environment and Councillor Mike Rouse has been appointed as CMR for Highways and Transport.
4. With the new appointments in mind, the Chairman felt that it would be timely to invite the Cabinet Members to share with the Panel their initial thoughts on their key priorities going forward.

Purpose of the Meeting

5. The Panel is asked to:
 - consider and comment on the information provided by the Cabinet Member
 - determine whether any further information or scrutiny on a particular topic is required
 - agree any comments to highlight to the Cabinet Member.

Contact Points

Alison Spall/Alyson Grice, Overview and Scrutiny Officers, Tel: 01905 844607/01905 844962

Email: scrutiny@worcestershire.gov.uk

Background Papers

In the opinion of the proper officer (in this case the Assistant Director for Legal and Governance) there are no background papers relating to the subject matter of this report.

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ENVIRONMENT OVERVIEW AND SCRUTINY PANEL 11 JULY 2022

FOOTWAYS UPDATE

Summary

1. The Panel will receive an update on developments relating to footways.
2. The Cabinet Member with Responsibility for Highways and Transport, and Senior Officers from the Directorate have been invited to attend the meeting.

Background

3. An update on progress in the countywide footways programme for Q1 is attached as Appendix 1. This includes information on:
 - 2022/23 budget for footways
 - Q1 progress
 - Member requests
 - Challenges

Purpose of the Meeting

4. The Panel is asked to:
 - consider and comment on the information provided
 - determine whether any further information or scrutiny is required
 - agree any comments to highlight to the Cabinet Member.

Supporting Information

Appendix 1 – Countywide Footways Programme Q1 Update

Contact Points

Alyson Grice/Alison Spall, Overview and Scrutiny Officers Tel: 01905 844962/846607
Email: scrutiny@worcestershire.gov.uk

Background Papers

In the opinion of the proper officer (in this case the Assistant Director for Legal and Governance) the following are the background papers relating to the subject matter of this report:

Agenda and Minutes of the Economy and Environment Overview and Scrutiny Panel on 30 October 2017 and 14 November 2018 available here [available here](#)

[All agendas and minutes are available on the Council's website here.](#)

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Worcestershire County Council
Highways Operations
Countywide Footways Programme Q1 Update

2022/23 Budget for Footways

- Asset Based Core Budget - £2.4M
- Footways Strategic Initiative - £4M
- Members Highways Fund - £400k (committed to date)

Total Available Budget – £6.8M

Q1 Progress

- Works completed to date - £1.5M
- Programmed work to date (including completed) - £5M
- 8 Footway Gangs (fully committed to Jan 2023)
- 1 Micro-Surfacing Gang
- 1 Siding-out Gang

Member Requests (52 Divisions)

- 27 Divisions have a full allocation of works in the programme
- 16 Divisions are more than 50% committed
- 9 Divisions are less than 50% committed

Challenges

- On-going Officer / Operative short-term illness due to Covid-19
- Uncertainty of material prices due to inflation rises
- Delays to programming schemes due to late requests

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ENVIRONMENT OVERVIEW AND SCRUTINY PANEL

11 JULY 2022

WORK PROGRAMME

Summary

1. From time to time the Environment Overview and Scrutiny Panel will review its work programme and consider which issues should be investigated as a priority.

Background

2. At its meeting on 19 May 2022, Council agreed a change to the overview and scrutiny arrangements to split the Economy and Environment Overview and Scrutiny Panel into two separate panels ie the Economy Overview and Scrutiny Panel and the Environment Overview and Scrutiny Panel. The change was made because of the emphasis in the Corporate Plan on the environment as well as the economy and will allow each of the Corporate Plan priorities to have at least one panel focused on its work.
3. The new Environment Overview and Scrutiny Panel is responsible for scrutiny of:
 - Environment including Net Zero Plans
 - Highways
 - Flooding
 - Waste
4. The existing Work Programme of the Economy and Environment Overview and Scrutiny Panel has therefore been split between the two new Panels and the views of the new Panel Members, relevant Cabinet Members and Officers have been sought.
5. The Work Programme, which is part of the Council's rolling Annual Work Programme (attached at Appendix 1) was discussed by the Overview and Scrutiny Performance Board (OSPB) on 29 June 2022 and will be agreed by Council on 14 July 2022.

Dates of 2022 Meetings

- 9 September at 10am
- 8 November at 10am

Purpose of the Meeting

The Panel is asked to consider the 2022/23 Work Programme and agree whether it would like to make any amendments. The Panel will wish to retain the flexibility to take into account any urgent issues which may arise.

Supporting Information

- Appendix 1 – Environment Overview and Scrutiny Panel Work Programme 2022/23

Contact Points

Alyson Grice/Alison Spall, Overview and Scrutiny Officers, Tel: 01905 844962/846607
Email: scrutiny@worcestershire.gov.uk

Background Papers

In the opinion of the proper officer (in this case the Assistant Director for Legal and Governance), the following are the background papers relating to the subject matter of this report:

[Agenda for Overview and Scrutiny Performance Board 29th June 2022](#)

[Agenda for Council on 14th July 2022.](#)

Environment Overview and Scrutiny Panel – Work Programme 2022/23

Date of Meeting	Issue for Scrutiny	Date of Last Report	Notes/Follow-up Action
11 July 2022	Performance (Q4 January to March) and Year End Budget Monitoring		
	Cabinet Members' Priorities for the Next Year and Beyond		
	Update on footways		
9 September 2022	Review of the Net Zero Plan and Carbon Reduction	4 August 2020	
	The Environment Act: new requirements and the Council's response		
	Community Transport Funding		Requested by Chairman June 2022
	Performance (Q1 April to June) and In-Year Budget Monitoring		
	Update on the Gullies Interactive Map and improvements and other forms of communication between Highways, Councillors and residents		Requested by Panel 20 January 2022
8 November 2022	Update on buses, including update on Bus Service Improvement Plan, Community Transport, co-operative transport and Demand Responsive Transport (Bromsgrove Pilot)		Requested by Chairman April 2022
	Waste Contract		

	Performance (Q2 July to September) and In-Year Budget Monitoring		
	Budget Scrutiny 2023/24 – Task Group		
January 2023	Highways Innovations		Requested by Panel 19 July 2021
	Scrutiny of 2023/24 Budget		
March 2023	Performance (Q3 October to December) and In-Year Budget Monitoring		
Possible Future items			
TBC	Cycling and Walking Infrastructure	13 May 2022	Update in 12 to 18 months
TBC	Cutting Congestion Programme	13 May 2022	Update in 12 to 18 months
TBC	Road Safety and Reduction of Speeding by use of Built Highways Infrastructure	13 May 2022	Update in 12 to 18 months
TBC	Environment approach: partnership working		Suggested by CMR June 22
TBC	Update on Rail Services in the County		
TBC	Rainbow Crossings		Suggested at OSPB on 29 June 2022
Standing Items			
March/July/ Sept/Nov	Budget and In-year performance monitoring		
November/January	Budget Scrutiny Process		

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