

Economy and Environment Overview and Scrutiny Panel

Economy and Infrastructure Directorate - Areas of Success and Challenge

Areas of Success

1) Planned Highways Inspections Completed on Time

Adverse weather and flooding forced a ten-day suspension of inspections in January and another of fourteen days in February. Despite this, inspections completed on time rose from 95% in January to 96% in February, rising again during March to 99%. Improved performance was maintained in late-March, inspectors working solo in the field to complete routine inspections and responding to PEMs during the early days of the Covid-19 lockdown.

2) PEMs

The monthly average of PEMs received for September to February was 2,365, up 62.4% on the average of 1,456 for the same period in 2018/2019; at the end of February, outstanding PEMs totalled 2,087. Increases in PEMs received and outstanding tied in with the severe adverse autumn/winter weather and flooding. However, by the end of March, the outstanding figure had been reduced by 41.7% to 1,217. Fine late-March weather, lockdown's steep drop in vehicle use, and fewer pothole reports are admittedly factors in the marked drop, but measures in place to continue planned and *ad hoc* works and the preventative maintenance done in the previous twelve months were also key. Our roads in general stood up well to the autumn and winter weather.

3) Monitoring and Reviewing Processes

At the very start of the Covid-19 lockdown, Directorate Leadership Team (DLT) requested twice-weekly high-level summaries of each service's actions, specific items for escalation or decision, staff availability for work (including percentage reductions), and staff possibly available for re-assignment. DLT receives an updated performance Dashboard and highlight report at least once a month, reviewing the Dashboard measures to ensure they cover Directorate priorities.

Areas of Challenge

1) Further reduction of waste collected

A marginal increase in kg collected per resident from 458.35 in 2017/2018 to 459.15 in 2018/ 2019 is most likely related to improved local economic conditions, but meteorological factors must always be acknowledged. There is likely to be an increase in waste collected if the lockdown period is an extended one, early indications being that more residents than normal are likely to engage in house and garden clear-outs. Helping residents cut down the amount of food waste they produce, thereby reducing their food bill and Council spend on disposing of their waste food, remains vital. However, we also need to plan for mandatory countywide weekly food-waste collections by the end of 2023, assuming the Environment Bill passes into law.

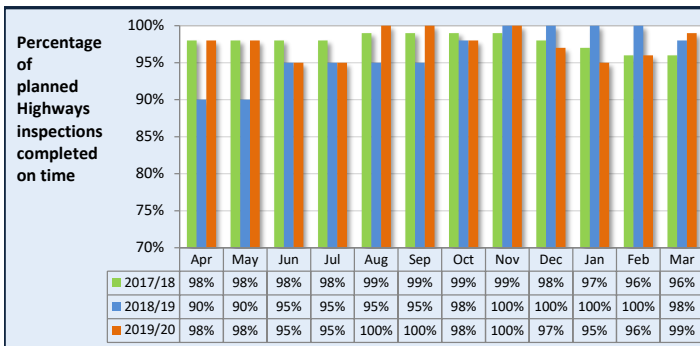
2) Condition of Highways

The latest condition-of-roads survey data shows a slight deterioration in the condition of A-class roads. 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, but this is challenging, especially during and after periods of severe adverse weather such as February's.

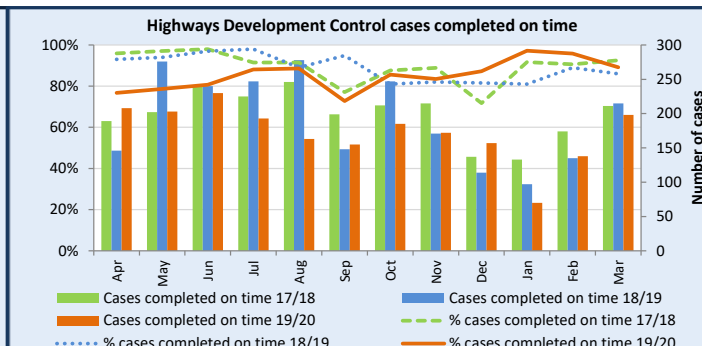
3) Traffic Regulation Orders (TROs)

Lockdown and social-distancing-at-work regulations will limit new requests, so the list of TROs outstanding will reduce. We will, however, still be dependent on normal factors such as response-times of other public bodies and organisations and will have to comply with publicity requirements when making permanent or temporary TROs during the pandemic. There are concerns about this and Department for Transport guidance for traffic authorities is expected early in April.

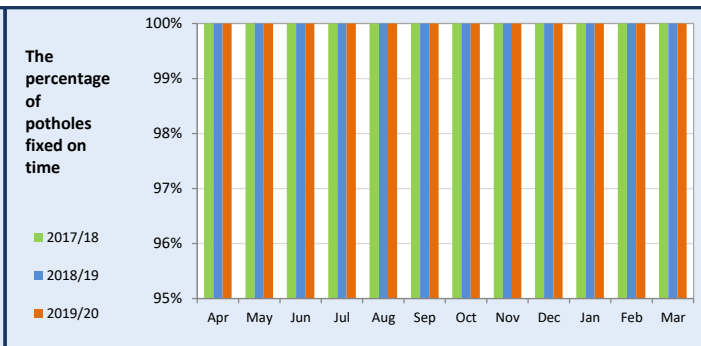
Economy & Infrastructure Dashboard for DLT and Overview & Scrutiny



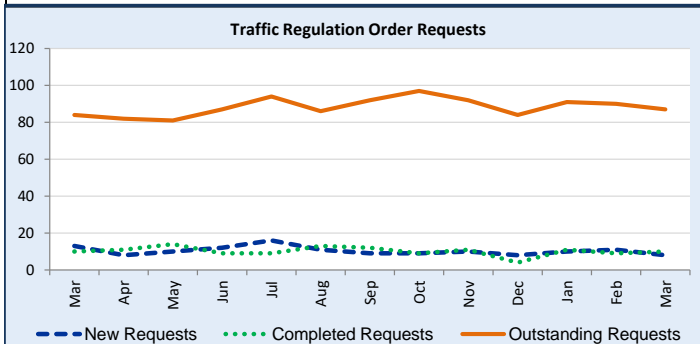
Percentage of inspections meeting national guidelines in Code of Practice for Maintenance Management "Well Maintained Highways".



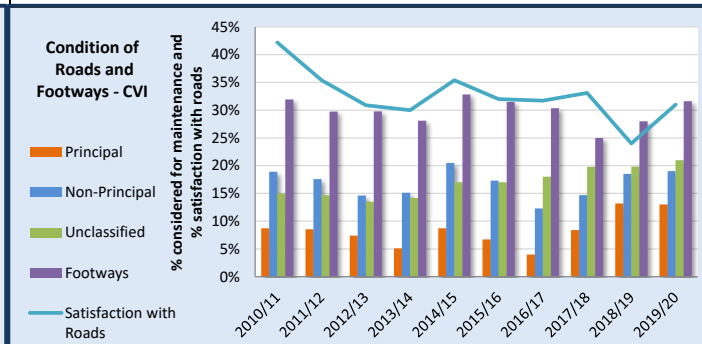
The number of Highways Development Control planning applications received each month and the percentage responded to within the required 21 days. This relates only to us providing our recommendation to the planning authority on the application and is not linked to Highways Act section 278 and section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



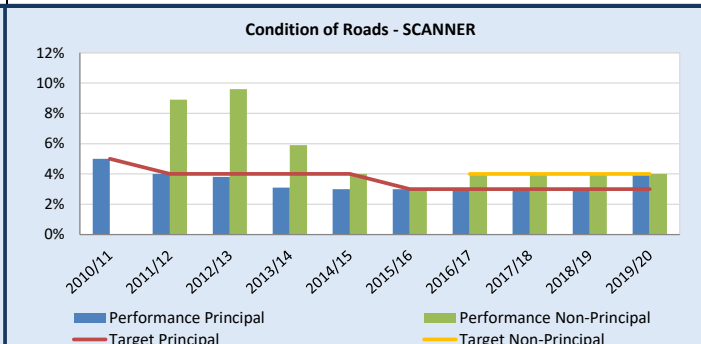
The percentage of instructed highway defects that have been completed on time. For a pothole to be defined and fixed, it is usually deeper than 20mm and wider in diameter than 200mm for a footway and deeper than 40mm and wider in diameter than 200mm for a carriageway.



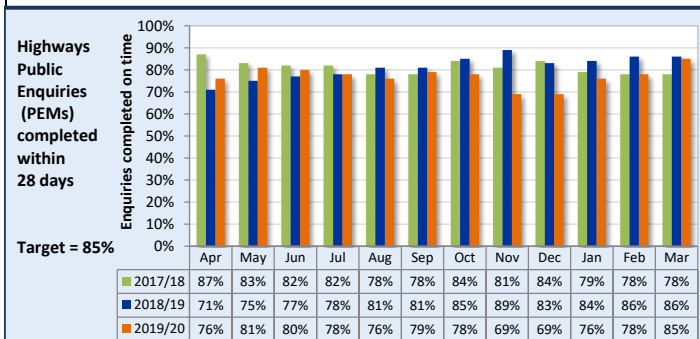
The average time it takes for standard Traffic Regulation Orders from initiation to implementation, not including those in association with Development Control planning issues and Internal Generated Schemes. This can be a consultation process that involves external bodies such as West Mercia Police and District Councils. Whilst there are agreed timescales for their responses, they do not always meet these. The process can also involve Legal Services when there are formal objections which can delay the process. Additionally, construction issues can cause considerable delays. The average number of weeks to implement an order in the 2019/2020 financial year was 32; the equivalent 2018/2019 figure was 33.



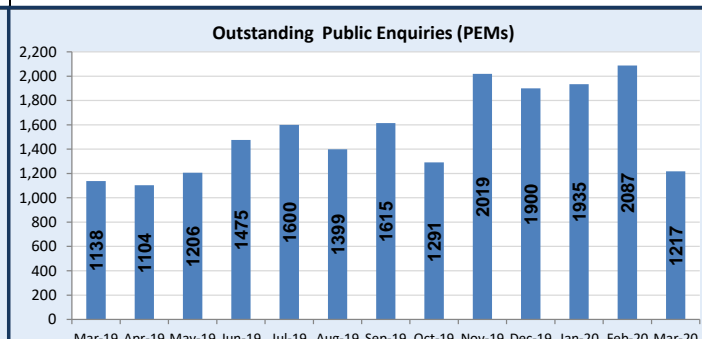
This graph shows the percentage of footways and roads (Principal, Non-Principal and Unclassified) considered for maintenance after completion of the annual Coarse Visual Inspection (CVI) survey of the network. This is carried out from a slow-moving vehicle. A large part of a highways authority's road 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.



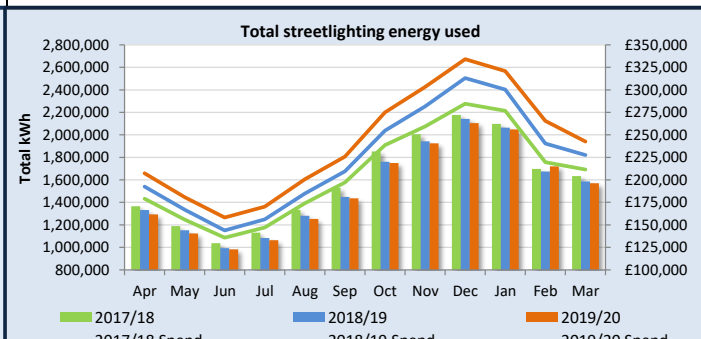
The percentage of principal (A roads) and non-principle roads (B & C roads) that are deemed to require major maintenance following the annual Surface Condition Assessment of the National Network of Roads (SCANNER) survey.



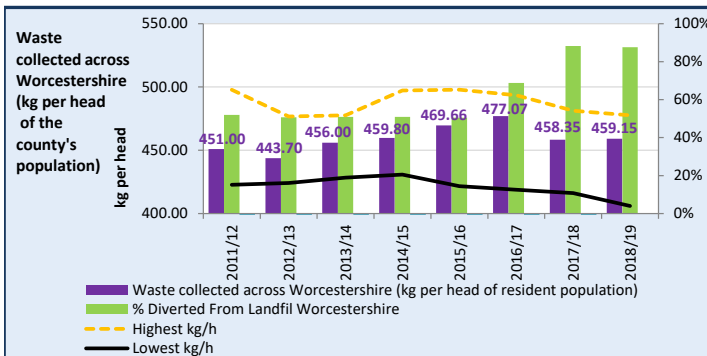
The percentage of PEMs (customer enquiries) completed on time within the last month period, in accordance with the 28-day Service Level Agreement.



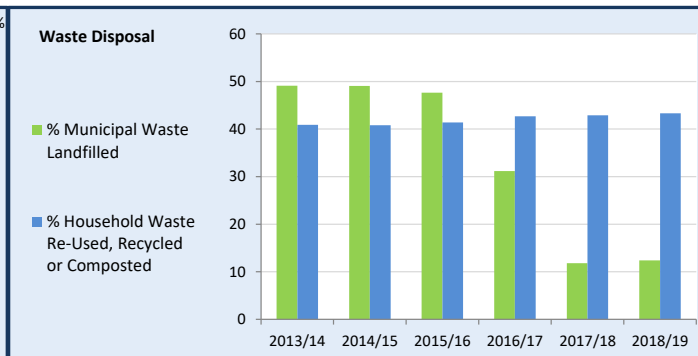
The number of Highways PEMs outstanding as at the last day of the month.



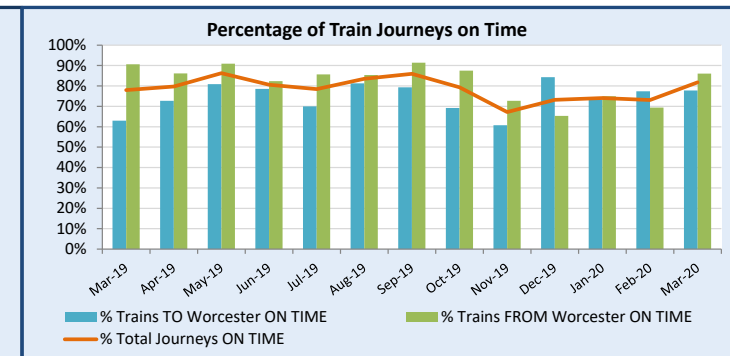
The columns show the total energy used for lighting County Council-owned street lights, whilst the lines indicate the amount spent on streetlighting per month.



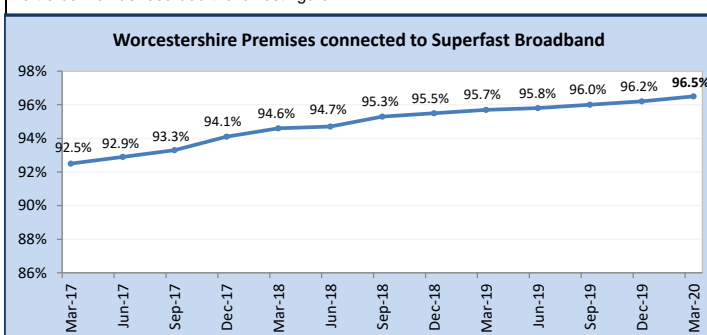
Kilograms of Household Waste (HHW) per resident of Worcestershire. The figure is from the verified tonnage data for HHW and population data from the Waste Data Flow system. The HHW definition is stipulated in the Waste Data Flow system. The local authority with the highest figure in both 2017/2018 and 2018/2019 is Cumbria. In each year from 2015/2016 onwards, Hertfordshire has recorded the lowest figure.



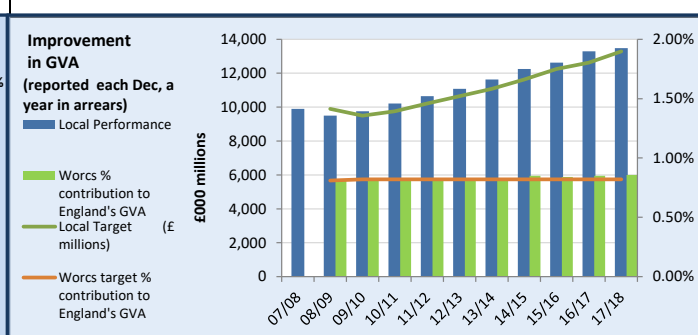
This indicator measures the percentage of municipal waste sent to landfill and applies only to Disposal authorities. It also monitors the amount of waste sent for reuse, recycling or composting. Data for 2018/2019 was published in mid-November 2019.



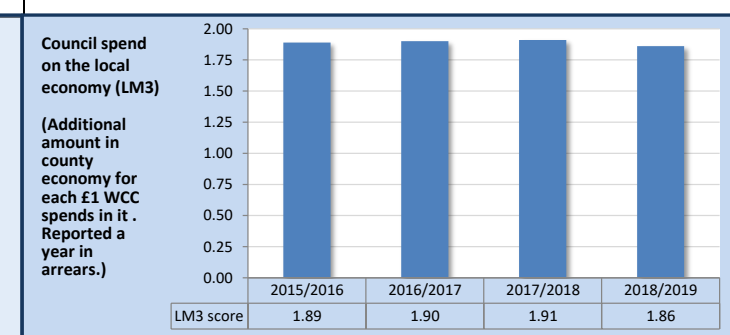
The percentage of train journeys in and out of Worcester at morning and evening peak times. Morning peak-time trains are those arriving at their destination between 6am and 10am; evening peak-time trains arrive at their destination between 4pm and 8pm. Train journeys are included to and from four major cities: Birmingham; Bristol; London; Oxford.



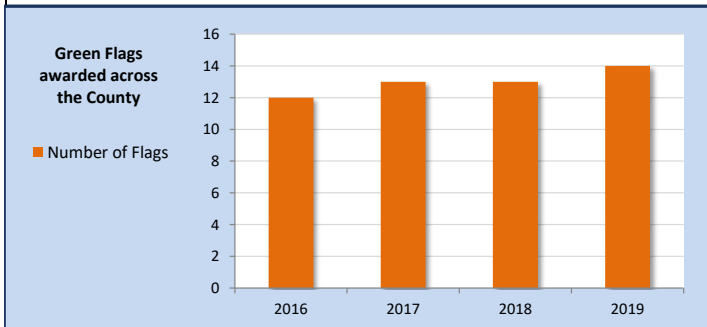
Percentage of all Worcestershire homes and business premises connect to Superfast broadband (24 Megabits per second).



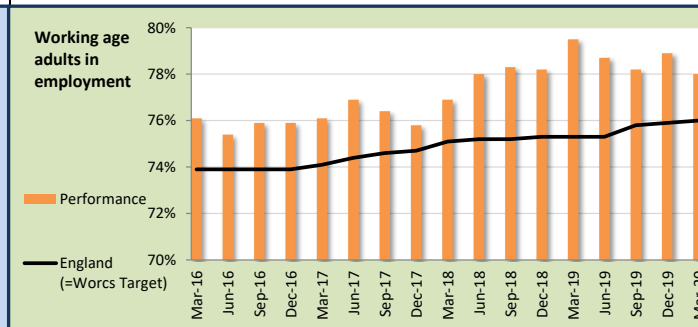
Worcestershire Gross Value Added - GVA measures the contribution to the economy of each individual producer, industry or sector in the United Kingdom (Office for National Statistics). This figure is the monetary value of goods and services produced in Worcestershire, less the cost of all inputs and raw materials directly attributable to their production. Office for National Statistics (ONS) released 2016/2017's data in December 2018, at the same time issuing revised figures for earlier years, including 2008's baseline figure. It is expected that 2017/2018's figures will be published in mid/late-January 2020.



The County Council. The LM3 analysis helps assess how money spent by WCC flows through the local economy and what the impact on the local economy would be of more Worcestershire-based staff and (allowing for procurement rules) a higher proportion of WCC spend going to companies in Worcestershire. It is proposed that, each year when LM3 is calculated, available information on social value is used to assess whether assumptions need to change to reflect the extent to which suppliers spend locally in different service types and the extent to which suppliers have changed their local spending. The figure for each financial year is usually available in Quarter 2 of the following financial year.



The number of Green Flags awarded across Worcestershire each summer. The three Country Parks owned by Worcestershire County Council (St. Wulstan's Local Nature Reserve, Waseley Hills Country Park, Worcester Woods Country Park) have all been awarded Green Flag status. The other Award-holding parks: Cripplegate Park; Fort Royal Park; Gheluvelt Park; Riverside Park (new award); Abbey Park Evesham; Abbey Park Pershore; Lido Park and St Peters Fields; Vines Park; Workman Gardens; Brinton Park; Queen Elizabeth II Silver Jubilee Gardens.



The percentage of Worcestershire's population aged 16-64 in employment compared to England's equivalent percentage for the same time-period. The next update will be published in mid-July by Office for National Statistics.

Planned Highways Inspections

Percentage completed on time

Year	Month	%
2015/16	Apr	99%
	May	99%
	Jun	99%
	Jul	98%
	Aug	99%
	Sep	99%
	Oct	98%
	Nov	98%
	Dec	98%
	Jan	99%
	Feb	95%
	Mar	100%

Year	Month	%
2016/17	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	%
2017/18	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	%
2018/19	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	%
2019/20	Apr	98%
	May	98%
	Jun	95%
	Jul	95%
	Aug	100%
	Sep	100%
	Oct	98%
	Nov	100%
	Dec	97%
	Jan	95%
	Feb	96%
	Mar	99%

Highways Development Control Cases Dealt With On Time

Monthly figures in respect of cases completed and cases dealt with on time

Year	Month	Total on time	% of cases completed on time	Total cases completed
2016/17	Apr	119	88%	136
	May	203	91%	222
	Jun	255	92%	278
	Jul	193	91%	211
	Aug	229	89%	258
	Sep	195	85%	229
	Oct	197	88%	223
	Nov	208	87%	239
	Dec	200	91%	220
	Jan	78	89%	88
	Feb	134	91%	148
	Mar	247	93%	267

Year	Month	Total on time	% of cases completed on time	Total cases completed
2017/18	Apr	189	96%	197
	May	202	97%	208
	Jun	241	98%	246
	Jul	225	91%	246
	Aug	246	91%	269
	Sep	199	77%	258
	Oct	212	88%	242
	Nov	215	89%	242
	Dec	137	72%	191
	Jan	133	92%	145
	Feb	174	91%	192
	Mar	211	93%	228

Year	Month	Total on time	% of cases completed on time	Total cases completed
2018/19	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
2019/20	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	70	97%	72
	Feb	138	96%	144
	Mar	198	89%	222

Percentage of Potholes Fixed On Time

Year	Month	%
2015/16	Apr	100%
	May	100%
	Jun	100%
	Jul	100%
	Aug	100%
	Sep	100%
	Oct	100%
	Nov	100%
	Dec	100%
	Jan	100%
	Feb	100%
	Mar	100%

Year	Month	%
2016/17	Apr	100%
	May	100%
	Jun	100%
	Jul	100%
	Aug	100%
	Sep	100%
	Oct	100%
	Nov	100%
	Dec	100%
	Jan	100%
	Feb	100%
	Mar	100%

Year	Month	%
2017/18	Apr	100%
	May	100%
	Jun	100%
	Jul	100%
	Aug	100%
	Sep	100%
	Oct	100%
	Nov	100%
	Dec	100%
	Jan	100%
	Feb	100%
	Mar	100%

Year	Month	%
2018/19	Apr	100%
	May	100%
	Jun	100%
	Jul	100%
	Aug	100%
	Sep	100%
	Oct	100%
	Nov	100%
	Dec	100%
	Jan	100%
	Feb	100%
	Mar	100%

Year	Month	%
2019/20	Apr	100%
	May	100%
	Jun	100%
	Jul	100%
	Aug	100%
	Sep	100%
	Oct	100%
	Nov	100%
	Dec	100%
	Jan	100%
	Feb	100%
	Mar	100%

Traffic Regulation Orders

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

Year	Month	Average Weeks To Complete	Number Completed	Outstanding List Of Requests	New Requests
2018	Jan	33	8	91	9
	Feb	34	6	102	16
	Mar	33	10	112	13
	Apr	37	16	109	5
	May	32	18	95	5
	Jun	41	12	93	13
	Jul	29	10	90	18
	Aug	34	13	80	9
	Sep	36	10	90	17
	Oct	25	11	90	6
	Nov	27	14	89	7
	Dec	33	6	82	11

Year	Month	Average Weeks To Complete	Number Completed	Outstanding List Of Requests	New Requests
2019	Jan	34	11	85	8
	Feb	38	9	87	14
	Mar	29	10	84	13
	Apr	31	11	82	8
	May	27	14	81	10
	Jun	30	9	87	12
	Jul	37	9	94	16
	Aug	33	13	86	11
	Sep	28	12	92	9
	Oct	35	9	97	9
	Nov	31	11	92	10
	Dec	41	4	84	8

Year	Month	Average Weeks To Complete	Number Completed	Outstanding List Of Requests	New Requests
2020	Jan	26	11	91	10
	Feb	39	9	90	11
	Mar	31	10	87	8
	Apr				
	May				
	Jun				
	Jul				
	Aug				
	Sep				
	Oct				
	Nov				
	Dec				

Condition of Roads & Footways (1)

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

Year	Principal	Non-Principal	Unclassified	Footways	Satisfaction with Roads**
2010/11	8.7%	18.9%	15.0%	31.9%	42.2%
2011/12	8.5%	17.6%	14.7%	29.7%	35.4%
2012/13	7.4%	14.6%	13.5%	29.8%	30.9%
2013/14	5.1%	15.1%	14.2%	28.1%	30.0%
2014/15	8.7%	20.5%	17.0%	32.8%	35.4%
2015/16	6.7%	17.3%	17.0%	31.5%	32.0%
2016/17	4.0%	12.3%	18.0%	30.4%	31.7%
2017/18	8.4%	14.7%	19.8%	25.0%	33.1%
2018/19	13.2%	18.5%	19.9%	28.0%	24.0%
2019/20	13.0%	19.0%	21.0%	31.6%	31.0%

* The lower the percentage, the better, as it indicates that less of the network is judged to require major maintenance.

** Each year's performance figure is the percentage of Worcestershire Viewpoint panel members whose response is that they are satisfied or very satisfied with the condition of the county's roads.

Condition of Roads & Footways (2)

Percentage of roads deemed to require major maintenance after the SCANNER* Survey

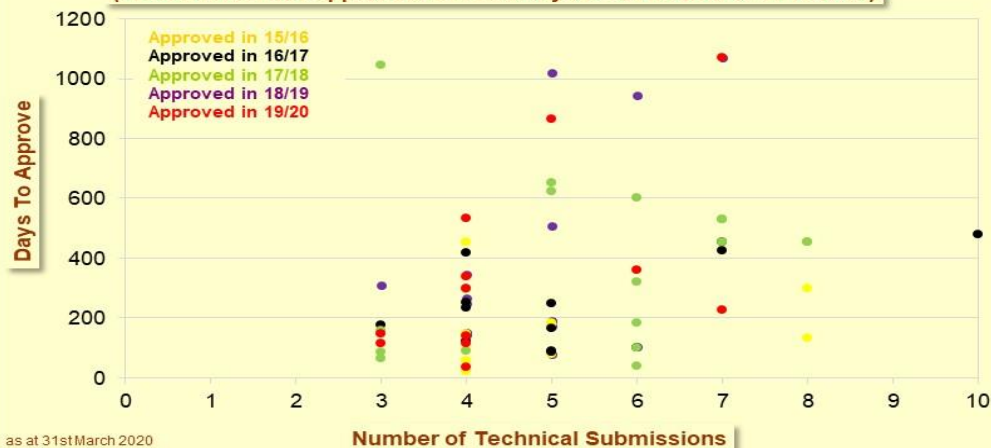
Year	SCANNER*				Coarse Visual Inspection		
	Performance Principal	Target Principal	Performance Non-	Target Non-Principal	A	B and C	Footways
2010/11	5.0%	5.0%			8.7%	18.9%	31.9%
2011/12	4.0%	4.0%	8.9%		8.5%	17.6%	29.7%
2012/13	3.8%	4.0%	9.6%		7.4%	14.6%	29.7%
2013/14	3.1%	4.0%	5.9%		5.1%	15.1%	28.1%
2014/15	3.0%	4.0%	4.0%		8.7%	20.5%	32.8%
2015/16	3.0%	3.0%	3.0%		6.7%	17.3%	31.5%
2016/17	3.0%	3.0%	4.0%	4.0%	4.0%	12.3%	30.4%
2017/18	3.0%	3.0%	4.0%	4.0%	8.4%	14.7%	25.0%
2018/19	3.0%	3.0%	4.0%	4.0%	13.2%	18.5%	28.0%
2019/20	4.0%	3.0%	4.0%	4.0%	13.0%	19.0%	31.6%

* Surface Condition Assessment of the National Network of Roads. The lower the percentage, the better, as it means less of the network is deemed to be in need of major maintenance.

Development Control Technical Submissions/Days To Approve Graphs

Technical Submissions/Days To Approve

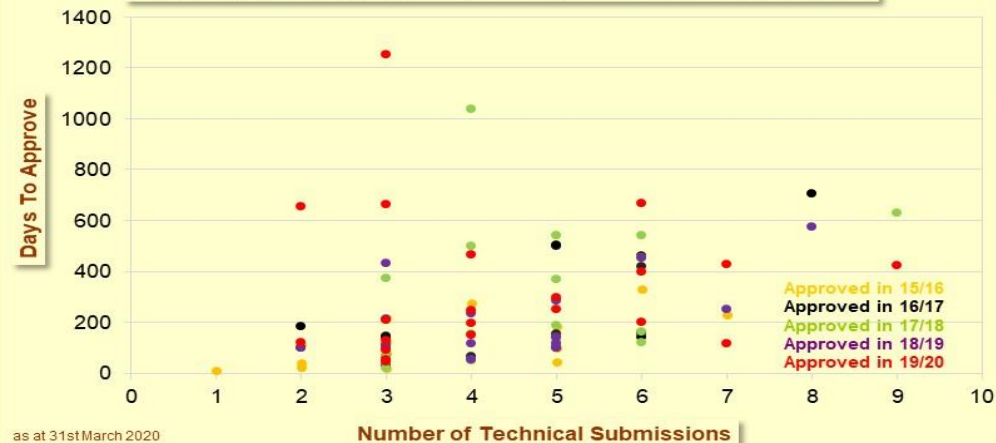
(WCC Section 38s approved in financial years 2015/2016 to 2019/2020)



- The average number of days to approve the 15 38s approved in 2019/2020 was 479. The average for the 15 38s approved in 2018/2019 was 370; for 2017/2018's 21 38s, the average was 426 days.
- 33 of the 76 schemes approved in the last five financial years have needed less than 5 submissions, taking on average 246 days to approve. The average for the 43 schemes with 5 or more submissions: 450 days.
- The scheme taking the most days to reach approval (1,650) was Taylor Wimpey's at Old Worcester Road, Hartlebury: submitted May 2014, approved after 5 submissions in May 2019.

Technical Submissions/Days To Approve

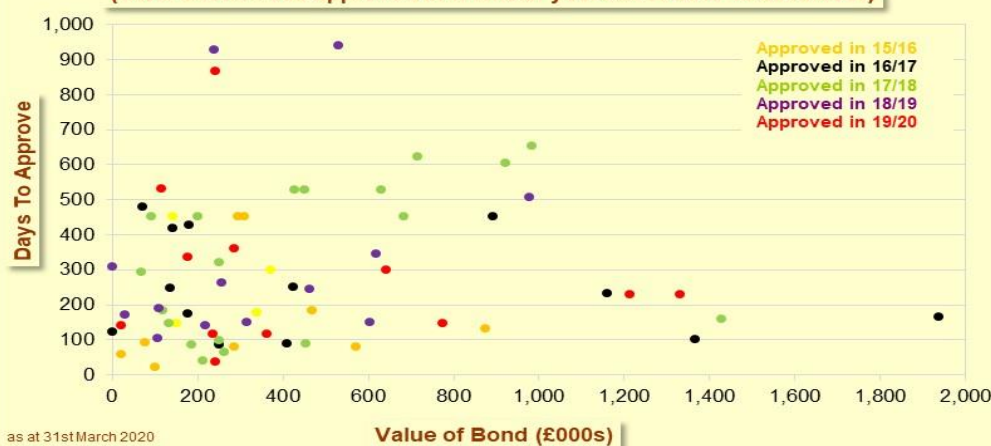
(WCC Section 278s approved in financial years 2015/2016 to 2019/2020)



- The 23 278s approved in 2019/2020 took an average of 325 days to approve. 2018/2019's 16 278s reached approval in an average of 213 days; 2017/2018 days-to-approve figure was 277.
- 49 of the 92 schemes approved in the last five financial years have involved less than 5 submissions, taking on average 202 days to approve, compared with 299 days for the 43 schemes with 5 or more submissions.
- Of 2019/2020's approved schemes, Anthony Douglas Homes's for Upper Wick Lane, Rushwick took the longest to reach approval (in December): 1,251 days and 3 submissions after its initial submission.

Bond Value/Days To Approve

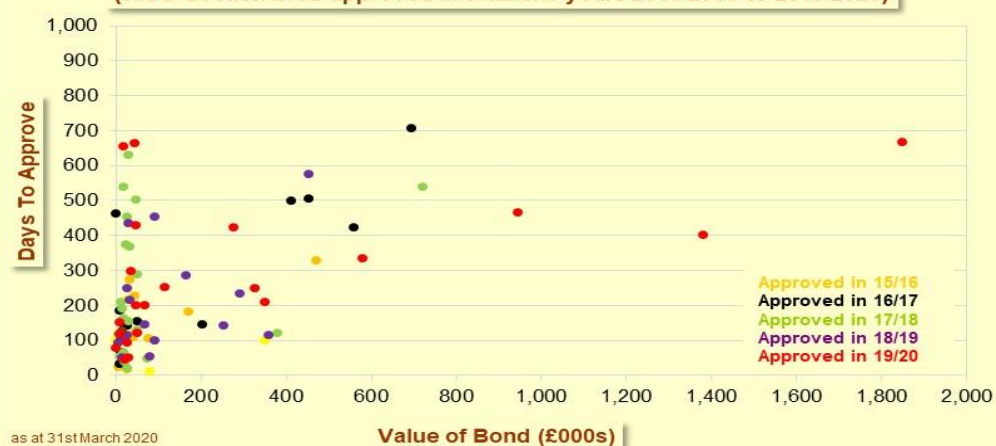
(WCC Section 38s approved in financial years 2015/2016 to 2019/2020)



- 39 38s that have reached approval are designated as incomplete, no agreement having been signed. WCC is the auditor for all but two of those schemes
- Jacobs' entries to the 'Incomplete' list are in respect of Persimmon Homes' Bransford Road, Rushwick (Phase 1) scheme and Bellway Homes' Lower Howsell Road scheme
- In the last five years, the scheme with the highest bond (Redrow, £1.94m, Yew Tree Farm, Droitwich) took 165 days and 5 Technical submissions to reach approval, 738 days until agreement signing.

Bond Value/Days To Approve

(WCC Section 278s approved in financial years 2015/2016 to 2019/2020)



- 19 approved 278s have no agreement signed, Jacobs being the auditor for eight of those schemes
- The 24 schemes taking longer than a year to reach approval from 2015/2016 onwards have an average bond value of £386,000, their average number of days to approve being 560.
- Persimmon Homes' Swinesherd Way, Whittington scheme had the largest bond (£1,850,000) of any of the 278s approved in the period from 1st April 2015 to 31st March 2020. It reached approval in September 2019 after 666 days and 6 technical submissions. The agreement was signed 11 days later.

Public Enquiries (PEMs)

Percentage completed within 28 days

2015/16	Apr	89%
	May	89%
	Jun	90%
	Jul	90%
	Aug	87%
	Sep	87%
	Oct	86%
	Nov	90%
	Dec	83%
	Jan	85%
	Feb	85%
	Mar	82%
2016/17	Apr	76%
	May	45%
	Jun	63%
	Jul	77%
	Aug	73%
	Sep	72%
	Oct	83%
	Nov	82%
	Dec	77%
	Jan	83%
	Feb	83%
	Mar	81%

2017/18	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%

2019/20	Apr	76%
	May	81%
	Jun	80%
	Jul	78%
	Aug	76%
	Sep	79%
	Oct	78%
	Nov	69%
	Dec	69%
	Jan	76%
	Feb	78%
	Mar	85%

Public Enquiries (PEMs)

Totals received in each calendar month and the number outstanding at the end of each month

2017/2018			2018/2019			2019/2020			Outstanding at Month-End*		
Month	Received	Average Received per Day	Month	Received	Average Received per Day	Month	Received	Average Received per Day	2017/2018	2018/2019	2019/2020
Apr	983	33	Apr	2,154	72	Apr	1,501	50	1,114	1,967	1,104
May	1,604	52	May	2,098	68	May	1,614	52	830	1,866	1,206
Jun	1,817	61	Jun	2,113	70	Jun	2,160	72	885	1,739	1,475
Jul	1,638	53	Jul	1,983	64	Jul	2,112	68	1,423	1,423	1,600
Aug	1,525	49	Aug	1,821	59	Aug	1,801	58	1,503	1,503	1,399
Sep	1,503	50	Sep	1,497	50	Sep	1,991	66	1,019	1,285	1,615
Oct	1,453	47	Oct	1,553	50	Oct	2,188	71	904	965	1,291
Nov	1,242	41	Nov	1,482	49	Nov	2,506	84	708	999	2,019
Dec	2,469	80	Dec	1,323	43	Dec	1,892	61	1,139	985	1,900
Jan	2,677	86	Jan	1,419	46	Jan	2,605	84	1,491	1,028	1,935
Feb	1,931	69	Feb	1,464	47	Feb	3,185	110	1,312	1,080	2,087
Mar	2,840	92	Mar	1,767	57	Mar	1,509	49	1,859	1,138	1,217
Totals	21,682	59	Totals	20,674	57	Totals	25,064	68			

Quarter	Received	Average Received per Day	Quarter	Received	Average Received per Day	Quarter	Received	Average Received per Day	Outstanding at Quarter-End 17/18	Outstanding at Quarter-End 18/19	Outstanding at Quarter-End 19/20
1	4,404	48	1	6,365	70	1	5,275	58	885	1,739	1,475
2	4,666	51	2	5,301	58	2	5,904	64	1,019	1,285	1,615
3	5,164	56	3	4,358	47	3	6,586	72	1,139	985	1,900
4	7,448	83	4	4,650	52	4	7,299	80	1,859	1,138	1,217
Totals	21,682	59	Totals	20,674	57	Totals	25,064	68			

* irrespective of date PEM received

Analysis of Public Enquiries (PEMs)

Subject of Enquiries Received and Volume Received by Day and Date

Subject of Enquiry	Percentage of Month-End Total				
	Jan-20	Feb-20	Mar-20	19/20 Q4	2019/2020
Bridgeworks	0.8	0.8	0.5	0.7	0.8
Drainage	15.4	20.9	14.1	17.4	19.0
Existing Signs - Unlit	0.5	0.5	0.5	0.5	0.4
Flooding	0.2	0.2	0.1	0.2	0.2
Fences and Furniture	0.3	0.6	0.3	0.4	0.6
Grass Cutting / Verges	4.2	5.7	3.7	4.7	10.1
Grit Bin Service request	0.2	0.0	0.0	0.1	0.1
Hedge & Trees	0.9	1.8	1.6	1.4	2.3
Highways Search / Adopted	0.0	0.0	0.0	0.0	0.0
Ice Snow and Gritting Requests	0.4	1.5	0.3	0.9	0.4
Major Highway Projects	0.0	0.1	0.1	0.1	0.1
Mud / Hazard on Highway	4.5	5.2	2.1	4.3	4.2
New Dropped Kerb	0.0	0.0	0.0	0.0	0.0
New Signs and Road Markings	0.1	0.2	0.2	0.2	0.2
Potholes	37.1	27.4	36.4	32.9	18.9
Road Works Enquiry	0.5	0.9	0.8	0.7	0.9
Roads Footpaths & Cycle Tracks	32.1	30.5	36.0	32.2	38.0
Scaffold / Skip Permits / Temporary Road-Lane Closure / Building Materials	0.1	0.0	0.0	0.0	0.0
Section 38 / 278 - Development Control	0.0	0.1	0.1	0.1	0.1
Speed Limits	0.1	0.0	0.0	0.0	0.1
Traffic Calming	0.0	0.0	0.0	0.0	0.0
Traffic Regulation Orders	0.7	0.4	0.5	0.5	0.7
Traffic Signals - Permanent	0.8	1.9	1.5	1.4	1.5
Traffic Signals - Temporary	1.0	1.0	1.1	1.0	1.0
Utility Co Apparatus / Works	0.3	0.2	0.3	0.2	0.2

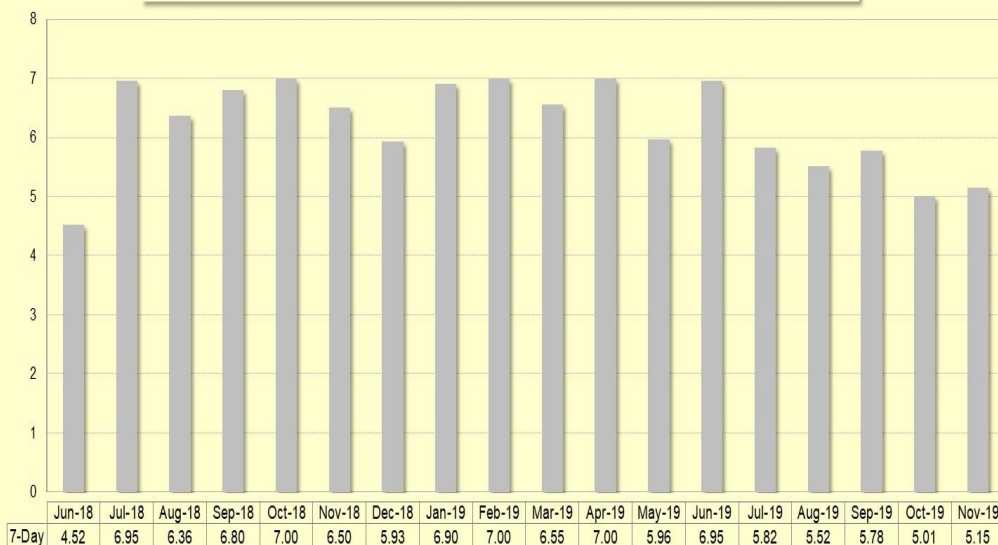
Number of Enquiries Received on Each Day of the Week	Jan-20	Feb-20	Mar-20	19/20 Q4	2019/2020
Sun	148	209	299	656	1,733
Mon	373	580	272	1,225	4,733
Tue	482	432	212	1,126	4,475
Wed	506	768	171	1,445	4,329
Thu	522	444	73	1,039	4,274
Fri	448	394	119	961	3,773
Sat	126	183	363	672	1,574
Totals	2,605	3,010	1,509	7,124	24,891

% of Enquiries Received on Each Day of the Week	Jan-20	Feb-20	Mar-20	19/20 Q4	2019/2020
Sun	5.7	6.9	19.8	9.2	7.0
Mon	14.3	19.3	18.0	17.2	19.0
Tue	18.5	14.4	14.0	15.8	18.0
Wed	19.4	25.5	11.3	20.3	17.4
Thu	20.0	14.8	4.8	14.6	17.2
Fri	17.2	13.1	7.9	13.5	15.2
Sat	4.8	6.1	24.1	9.4	6.3

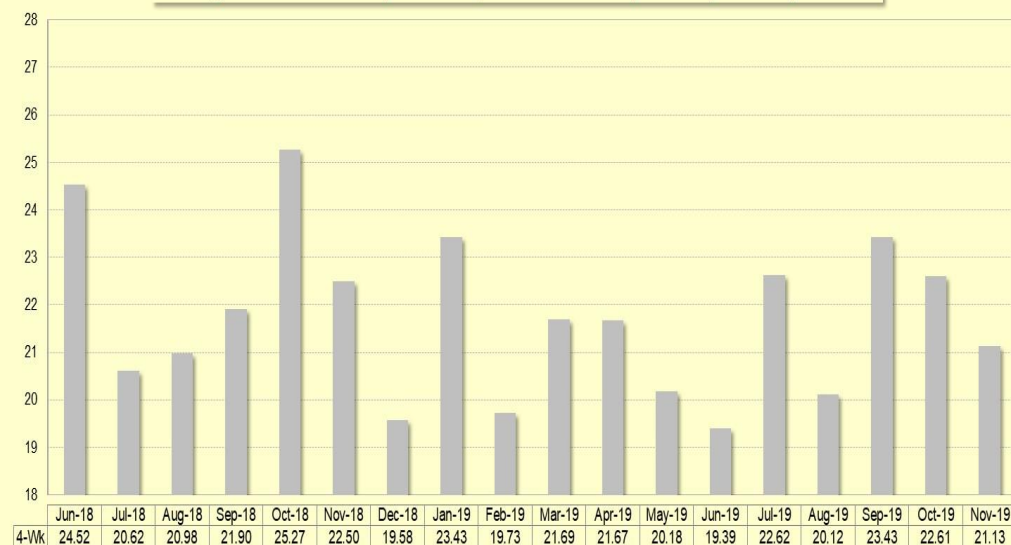
Average Time to Complete Works by Priority

Priority	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19
1-Hour (h:mm)	1:00	1:00	1:00	1:00	1:00	1:00	1:00	1:00	1:00	1:00	1:00	1:00	1:00	1:00	1:00	1:00	1:00	1:00
1-Day (days)	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00

Average Number of Days to Complete Defects by Priority: 7-Day Defects



Average Number of Days to Complete Defects by Priority: 28-Day Defects



Most one-hour defects are 'make-safe repairs', such as putting up barriers, coning off areas, putting utility covers over voids, and inserting instant pothole-repair materials into a deep pothole.

It is difficult to report times for 1-hour orders because such orders are raised retrospectively, meaning that by the time a defect is instructed, it will have already been completed. These defects cases are then closed on the main system after the event. As an example, a 1-hour defect reported at 10 a.m. will not be raised on the system until 4 p.m. that day and will then be closed on the system the following day.

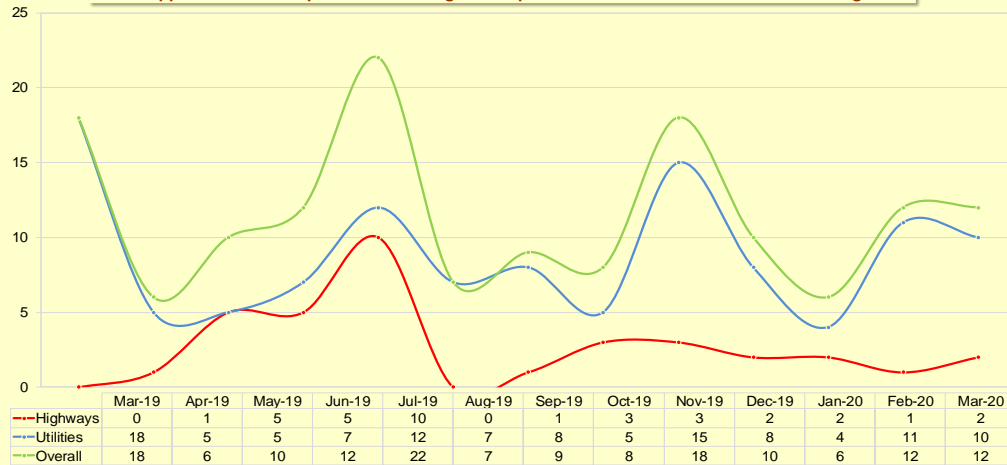
1-day defects are similarly difficult to report. Such orders are raised and sent to Ringway at 5 p.m., regardless of what time they are found during that day. These cases are then processed the following working day.

Streetworks Licences and Permits

Highways and Utilities Permits granted and deemed and summary of inspections

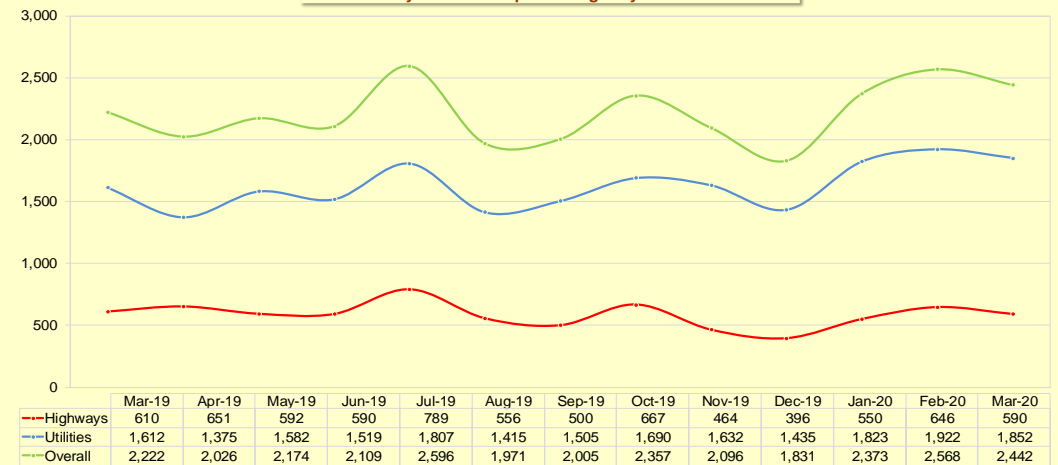
Highways Licences and Permits: Number Deemed

Permit applications not responded to within given response times and so deemed to have been granted



Highways Licences and Permits: Number Granted

Monthly totals in respect of Highways and Utilities



Inspections Summary - 19/20 Q3	Total Category As	Total Category Bs	Total Category Cs	Total Category Ds	Total Permits	Total Defects	Total Inspections	Abortive Inspections
Inspector 1	219	0	0	66	205	0	490	37
Inspector 2	41	174	277	70	25	31	618	37
Inspector 3	255	2	0	51	175	49	532	30
Inspector 4	44	292	282	73	39	181	911	42
Inspector 5	108	0	0	21	0	0	129	9
Inspector 6	75	218	138	83	35	252	801	58
Inspector 7	59	206	197	98	59	70	689	36
Inspector 8	61	196	234	44	40	291	866	57
Inspector 9	192	15	9	30	156	102	504	20
Total	1,054	1,103	1,137	536	734	976	5,540	326

Inspections Summary - 19/20 Q4	Total Category As	Total Category Bs	Total Category Cs	Total Category Ds	Total Permits	Total Defects	Total Inspections	Abortive Inspections
Inspector 1	258	1	0	39	231	0	529	143
Inspector 2	77	220	253	53	43	56	702	278
Inspector 3	287	6	0	123	230	33	679	213
Inspector 4	49	266	264	53	34	179	845	320
Inspector 5	95	1	0	9	0	1	106	5
Inspector 6	90	158	114	84	55	222	723	299
Inspector 7	85	204	247	67	82	111	796	272
Inspector 8	62	154	173	39	43	292	763	257
Inspector 9	260	8	0	18	214	61	561	216
Total	1,263	1,018	1,051	485	932	955	5,704	2,003

Street Lighting

Calendar-month totals of energy used by County Council-owned street lights and street lighting energy costs

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	20,056,063	1,453,173	1,265,786	1,085,762	1,181,794	1,395,073	1,598,872	1,937,053	2,122,625	2,137,472	2,243,437	1,891,674	1,743,341
2016/17	Customer total	kWh	19,563,517	1,405,973	1,217,648	1,057,199	1,141,479	1,348,397	1,537,805	1,875,060	2,060,268	2,264,689	2,193,015	1,773,953	1,688,031
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
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

Household Waste

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

	kg/h Worcestershire	Highest kg/h	Lowest kg/h	% Diverted From Landfil	Highest	Lowest
2011/12	451.00	497.80	422.70	51.95%	Cumbria	Oxfordshire
2012/13	443.70	476.70	424.10	50.73%	Cumbria	Oxfordshire
2013/14	456.00	477.70	428.40	50.88%	Devon	Oxfordshire
2014/15	459.80	497.20	430.80	50.95%	North Yorkshire	Oxfordshire
2015/16	469.66	497.79	421.65	50.55%	Cumbria	Hertfordshire
2016/17	477.07	493.40	418.80	68.80%	North Yorkshire	Hertfordshire
2017/18	458.35	481.20	416.13	88.20%	Cumbria	Hertfordshire
2018/19	459.15	477.70	406.00	87.60%	Cumbria	Hertfordshire

Worcestershire's local figure for 2018/2019 was confirmed in mid-November 2019. The national figures for 2018/2019 were published by DEFRA at the end of that month. The data did not include any revisions to previous years' figures.

Waste Disposal

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

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

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
Reports resolved in month by Volunteers (Number and %)	36	17	46	37	25	25	25	23	41	11	26	7
	29%	12%	38%	20%	14%	15%	11%	10%	28%	7%	28%	8%

• **Outstanding PROW reports:** This figure is currently growing by around 600 per year. The bulk of outstanding reports are of low priority (such as missing signs and waymarking).

• **New reports received each month:** The number of new reports is very seasonal with the bulk of new reports being over early/mid summer. Other variations are normally due to submission of surveys from the Ramblers. The number of reported issues was lower in November and December due to the wet weather, which also meant many sites could not be accessed by contractors to do the work.

• **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 signage programmes (as in October and November) or issues with site accessibility due to the weather.

• **Reports resolved by Volunteers (Cumulative, for this Financial year):** The number of defects resolved by volunteers, both individuals and groups. The true figure is higher, as much of their work is not recorded.

• **Number of new Volunteer Groups:** There are **16 groups** across the County. This figure remains largely static (the most recent volunteer group started in May 2018) and doesn't indicate how active the groups are (some do work several times a month, some only very occasionally). We consider a measure of resolutions achieved by volunteers to be a better gauge of the success of our volunteer scheme.

Percentage of Rail Journeys Running On Time

	To Worcester			From Worcester			Total Journeys			Morning Peak Times			Evening Peak Times		
	Total Number of Trains TO Worcester	Total Number of Trains TO Worcester ON TIME	% Trains TO Worcester ON TIME	Total Number of Trains FROM Worcester	Total Number of Trains FROM Worcester ON TIME	% Trains FROM Worcester ON TIME	Total number of train journeys	Total number of train journeys ON TIME	% Total Journeys ON TIME	Total Number AM Journeys	Total Number AM Journeys ON TIME	% AM Journeys ON TIME	Total Number PM Journeys	Total Number PM Journeys ON TIME	% PM Journeys ON TIME
Dec-17	30	1	3.3%	33	0	0.0%	63	1	1.6%	24	0	0.0%	39	1	2.6%
Jan-18	29	22	75.9%	37	21	56.8%	66	43	65.2%	31	23	74.2%	35	20	57.1%
Feb-18	28	19	67.9%	31	19	61.3%	59	38	64.4%	27	23	85.2%	32	15	46.9%
Mar-18	37	24	64.9%	40	22	55.0%	77	46	59.7%	33	23	69.7%	44	23	52.3%
Apr-18	35	29	82.9%	41	31	75.6%	76	60	78.9%	33	29	87.9%	43	31	72.1%
May-18	53	23	43.4%	54	28	51.9%	107	51	47.7%	50	32	64.0%	57	19	33.3%
Jun-18	29	17	58.6%	37	18	48.6%	66	35	53.0%	31	23	74.2%	35	12	34.3%
Jul-18	26	14	53.8%	39	17	43.6%	65	31	47.7%	35	23	65.7%	30	8	26.7%
Aug-18	27	20	74.1%	38	27	71.1%	65	47	72.3%	31	25	80.6%	34	22	64.7%
Sep-18	27	19	70.4%	32	26	81.3%	59	45	76.3%	28	25	89.3%	31	20	64.5%
Oct-18	27	12	44.4%	36	26	72.2%	63	38	60.3%	31	17	54.8%	32	21	65.6%
Nov-18	27	18	66.7%	37	24	64.9%	64	42	65.6%	30	21	70.0%	34	21	61.8%
Dec-18	45	22	48.9%	58	41	70.7%	103	63	61.2%	51	28	54.9%	52	35	67.3%
Jan-19	39	23	59.0%	44	36	81.8%	83	59	71.1%	34	25	73.5%	49	34	69.4%
Feb-19	27	17	63.0%	32	29	90.6%	59	46	78.0%	28	21	75.0%	31	25	80.6%
Mar-19	27	17	63.0%	32	29	90.6%	59	46	78.0%	28	21	75.0%	31	25	80.6%
Apr-19	33	24	72.7%	36	31	86.1%	69	55	79.7%	32	27	84.4%	37	28	75.7%
May-19	47	38	80.9%	55	50	90.9%	102	88	86.3%	48	44	91.7%	54	44	81.5%
Jun-19	28	22	78.6%	34	28	82.4%	62	50	80.6%	28	24	85.7%	34	26	76.5%
Jul-19	30	21	70.0%	35	30	85.7%	65	51	78.5%	29	26	89.7%	36	25	69.4%
Aug-19	32	26	81.3%	41	35	85.4%	73	61	83.6%	33	29	87.9%	40	32	80.0%
Sep-19	29	23	79.3%	35	32	91.4%	64	55	85.9%	30	28	93.3%	34	27	79.4%
Oct-19	26	18	69.2%	32	28	87.5%	58	46	79.3%	27	22	81.5%	31	24	77.4%
Nov-19	28	17	60.7%	33	24	72.7%	61	41	67.2%	28	21	75.0%	33	20	60.6%
Dec-19	51	43	84.3%	72	47	65.3%	123	90	73.2%	59	43	72.9%	64	47	73.4%
Jan-20	45	33	73.3%	40	30	75.0%	85	63	74.1%	34	25	73.5%	51	38	74.5%
Feb-20	31	24	77.4%	36	25	69.4%	67	49	73.1%	32	24	75.0%	35	25	71.4%
Mar-20	45	35	77.8%	43	37	86.0%	88	72	81.8%	39	36	92.3%	49	36	73.5%

Economic Growth - Gross Value Added (GVA)

The value of goods and services produced in Worcestershire, less the cost of all inputs and raw materials directly attributable to their production

Year	Actual Figure (£s)	Actual Target (£s)	Performance (£000 millions)	Target (£000 millions)
2007/2008	9,900,000,000		9,900	
2008/2009	9,496,000,000	9,900,000,000	9,496	9,900
2009/2010	9,758,000,000	9,496,000,000	9,758	9,496
2010/2011	10,214,000,000	9,758,000,000	10,214	9,758
2011/2012	10,649,000,000	10,214,000,000	10,649	10,214
2012/2013	11,085,000,000	10,649,000,000	11,085	10,649
2013/2014	11,628,000,000	11,085,000,000	11,628	11,085
2014/2015	12,256,000,000	11,628,000,000	12,256	11,628
2015/2016	12,623,000,000	12,256,000,000	12,623	12,256
2016/2017	13,288,000,000	12,623,000,000	13,288	12,623
2017/2018	13,480,000,000	13,288,000,000	13,480	13,288

Performance	Target
0.81%	0.81%
0.81%	0.82%
0.82%	0.82%
0.83%	0.82%
0.83%	0.82%
0.83%	0.82%
0.85%	0.82%
0.84%	0.82%
0.85%	0.82%
0.86%	0.82%

Working Age Adults (16 to 64) In Employment

		Performance	Target
14/15	Jun	77.60%	71.90%
	Sept	77.20%	72.50%
	Dec	77.30%	72.50%
	Mar	78.30%	71.70%
15/16	Jun	78.20%	72.90%
	Sept	78.20%	73.30%
	Dec	77.60%	73.60%
	Mar	76.10%	73.90%
16/17	Jun	75.40%	73.90%
	Sept	75.90%	73.90%
	Dec	75.90%	73.90%
	Mar	76.10%	74.10%
17/18	Jun	76.90%	74.40%
	Sept	76.40%	74.60%
	Dec	75.80%	74.70%
	Mar	76.90%	75.10%
18/19	Jun	78.00%	75.20%
	Sept	78.30%	75.20%
	Dec	78.20%	75.30%
	Mar	79.50%	75.30%
19/20	Jun	78.70%	75.30%
	Sept	78.20%	75.80%
	Dec	78.90%	75.90%
	Mar	78.00%	76.00%

Superfast Broadband

Month	%
Sep-16	90.50%
Dec-16	91.50%
Mar-17	92.50%
Jun-17	92.90%
Sep-17	93.30%
Dec-17	94.10%
Mar-18	94.60%
Jun-18	94.70%
Sep-18	95.30%
Dec-18	95.50%
Mar-19	95.70%
Jun-19	95.80%
Sep-19	96.00%
Dec-19	96.20%
Mar-20	96.50%

Worcestershire homes and business premises connected to Superfast broadband (24 Megabits per second).

Updates available from:-

<https://labs.thinkbroadband.com/local/worcestershire,E10000034>

Green Flags Awarded Across Worcestershire

Year	Number of Flags
2016	12
2017	13
2018	13
2019	14

Awards for District Council and County Council sites, which meet the eight assessment criteria: a welcoming place; healthy, safe and secure; clean and well maintained; run sustainably; conservation and heritage; community involvement; marketing; management planning.

Return On County Council Spending On The Local Economy

The additional amount in Worcestershire's economy as a result of spending in it by Worcestershire County Council. This is monitored using the Local Multiplier (LM3) score. The multiplier takes into account three elements (or 'rounds'): money available to WCC to spend; where and with whom that money is spent; where and how suppliers and their staff re-spend their incomes.

Year	LM3 score
2015/2016	1.89
2016/2017	1.90
2017/2018	1.91
2018/2019	1.86

Local Multiplier 3 (LM3) 2018/2019

Round 1

The proportion of spending on employees and capital has decreased slightly and the share of revenue spending has risen compared with 2017/2018.

	Expenditure (£m)	2018/2019 %	2017/2018 %	2016/2017 %	2015/2016 %
Employees	262	26%	30%	28%	32%
Revenue	597	60%	56%	58%	52%
Capital	139	14%	15%	14%	16%
Total	998				

Round 2

There has been a very slight reduction in the proportion of employee spend estimated to be local from 48.3% to 48.0%, with the proportion of supplier spending estimated to be local falling compared with 2017/2018. Analysis of the largest payments to suppliers suggests that this change is due to several payments in 2018/2019 to real estate investment companies and is thus likely to reflect changes in the council's investment approach rather than changes in spending for services from local to non-local suppliers.

	Local Spend (£m)	2018/2019 Local %	2017/2018 Local %	2016/2017 Local %	2015/2016 Local %
Employees	126	48%	48%	49%	49%
Suppliers	295	41%	46%	46%	46%
Total	421				

Round 3

The assumptions used to estimate local re-spend by staff are the same as those used in previous years. Information on supplier spend by service type has been updated to reflect 2018/2019 spend. A slightly lower proportion of supplier spending is estimated to be re-spent locally than in 2017/2018. The changes in spending contributing most to this are a fall in the proportion of spending on Adult's Social Care, for which 60% is assumed to be spent locally, and a rise in the proportion of spending on Environmental Services, for which only 30% is assumed to be spent locally.

	Local Spend (£m)	2018/2019 Local %	2017/2018 Local %	2016/2017 Local %
Local staff	67	53%	53%	53%
Non-local staff	7	26%	26%	26%
Local Suppliers	147	50%	51%	49%
Non-local suppliers	219	50%	51%	49%
Total	440			

LM3 2018/2019 Calculation

Round 1	998
Round 2	421
Round 3	440
Total	1,859
Round 1	998
LM3 indicator (Total ÷ Round 1)	1.86

Summary

The 2018/2019 figure of 1.86 is slightly lower than the equivalent estimate for 2017/2018 of 1.91 (revised from 1.92 to reflect updated information on supplier spending). This is due to higher spending with non-local suppliers, which appears to be due to several payments to real estate investment companies. Changes in the proportion of spending on different services has also resulted in a slightly lower proportion of supplier spending estimated to be re-spent locally in Round 3.

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.
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	NRSA	An Act relating to provision of new roads (including Development Control) and to make provisions with respect to street works
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.

Term	Abbreviation	Description
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.
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.

Term	Abbreviation	Description
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		Application for provisional advance authorisation	Application for permit	
Major	3 months	10 days	2 days or 20% of the original duration whichever is longest	1 calendar month	5 days	2 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. This is being reviewed in line with the new Code of Practice ("Well Managed Highway Infrastructure"), implemented October 2018. For more-detailed definitions of footway categories, please see 'Footways' section of Appendix 1 (Glossary).