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. 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 hot, cold, and wet weather and flooding make this challenging. However, Coarse Visual Inspections of the network of principal, non-principal, and unclassified roads during 2021/2022 show that for each category of road there has been a decrease in the percentage to be considered for maintenance. Latest Surface Condition Assessment of the National Network of Roads (SCANNER) results serve to confirm the improvement in the condition of principal and non-principal roads. There has also been an increase in residents' satisfaction with the condition of the county's roads: the 2021 Worcestershire Viewpoint Survey percentage of satisfied residents was 37%, up from 33% the year before.

2) Highways Safety Inspections

99% of planned inspections carried out in the April-to-June 2022 quarter were on time. This was an improvement on the previous quarter's 98%, which had maintained quarter 3's level of performance. The normal inspection schedule remains unchanged and exceeds that prescribed in the National Code of Practice for Highways Inspections.

3) Highways Development Control Case Responses

The percentage of recommendations concerning applications to planning authorities provided within the required 21 days rose during the quarter from 76.4% in April to 91.8% in June. The monthly number of these case-responses (which are not linked to Highways Act section 278 and 38 agreements) was relatively stable during the quarter: 237 in April; 225 in May; 220 in June.

Areas of Challenge

1) Condition of Footways

Coarse Visual Inspection (CVI) surveys of footways in 2021/2022 were undertaken using the new inspection software. Inspectors do not have to spend as much time setting up or closing down each set of inspections because the software makes use of Global Positioning System (GPS) technology. There is a need, however, to fully validate, interrogate and understand the source data to be able to provide percentages that will help inform the future programme of maintenance and improvement work and the concurrent inspections schedule.

2) Household Waste Collected

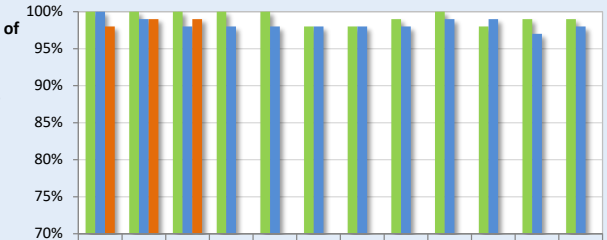
In line with the national trend, Worcestershire's latest figure for household waste collected per resident (2020/2021's) rose compared with 2019/2020's. This increase was directly attributable to the effects of the COVID-19 pandemic lockdown periods, during which people were spending much more time at home through furlough and working from home, producing more waste in the process. There will also be the need to 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.

3) Business Support

The Business Support team provides day-to-day support for managers and teams within the Directorate and administers some processes for which compliance is statutory (e.g. in respect of planning and contract regulations and Freedom of Information legislation). The team continues to provide this support against a backdrop of changes in the way business support functions are being managed corporately, staffing changes within E&I Business Support itself, and preparations for the upcoming accommodation moves at County Hall. Business Support is overseeing the move of E&I teams and their working and storage arrangements once the moves are complete. Business Support will need to continue to review and monitor processes to ensure resilient support for the Directorate remains in place. This will involve exploring and trying out new ways of working.

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

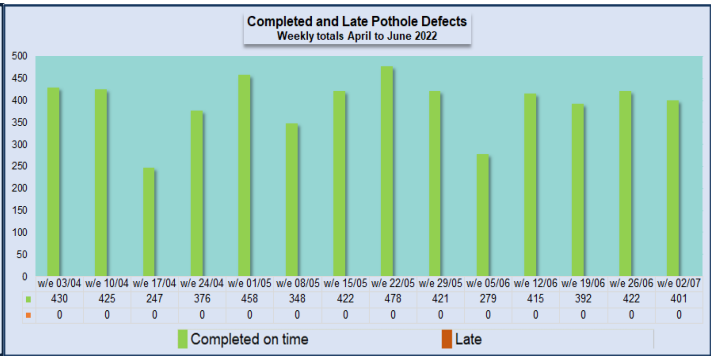
Percentage of planned Highways inspections completed on time



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2020/21	100%	100%	100%	100%	100%	98%	98%	99%	100%	98%	99%	99%
2021/22	100%	99%	98%	98%	98%	98%	98%	98%	99%	99%	97%	98%
2022/23	98%	99%	99%									

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

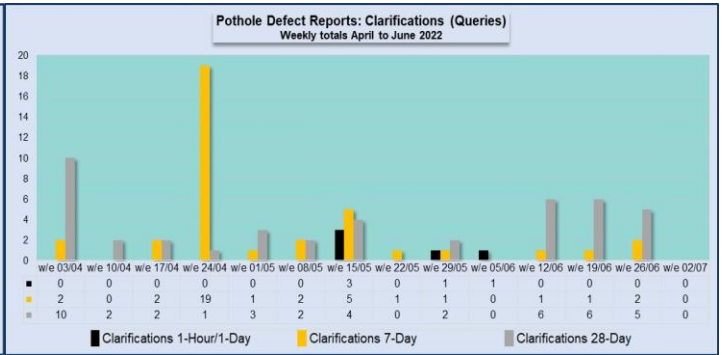
Completed and Late Pothole Defects
Weekly totals April to June 2022



	w/e 03/04	w/e 10/04	w/e 17/04	w/e 24/04	w/e 01/05	w/e 08/05	w/e 15/05	w/e 22/05	w/e 29/05	w/e 05/06	w/e 12/06	w/e 19/06	w/e 26/06	w/e 02/07
Completed on time	430	425	247	376	458	348	422	478	421	279	415	392	422	401
Late	0	0	0	0	0	0	0	0	0	0	0	0	0	0

The weekly totals of pothole defects completed on time or late.

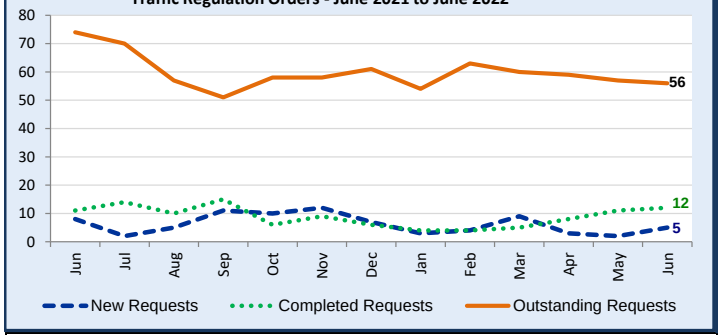
Pothole Defect Reports: Clarifications (Queries)
Weekly totals April to June 2022



	w/e 03/04	w/e 10/04	w/e 17/04	w/e 24/04	w/e 01/05	w/e 08/05	w/e 15/05	w/e 22/05	w/e 29/05	w/e 05/06	w/e 12/06	w/e 19/06	w/e 26/06	w/e 02/07
Clarifications 1-Hour/1-Day	0	0	0	0	0	0	3	0	1	1	0	0	0	0
Clarifications 7-Day	2	0	2	19	1	2	5	1	1	0	1	1	2	0
Clarifications 28-Day	10	2	2	1	3	2	4	0	2	0	6	6	5	0

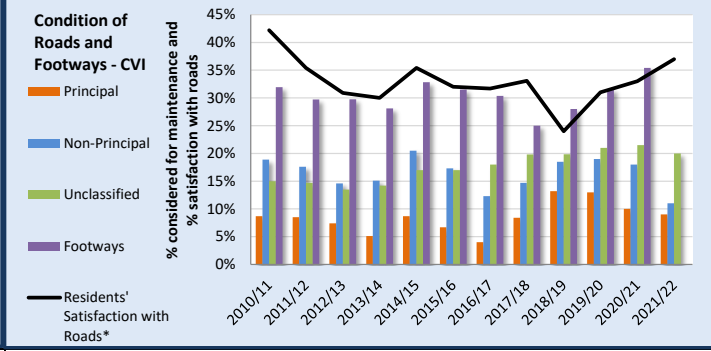
The weekly totals of defects for which clarifications are sought. Clarifications occur when a defect cannot be completed within the specified time frame because of external factors (e.g. because it is under flood water, snow or a parked vehicle or is located in an area that is too high-speed for a safe 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.

Traffic Regulation Orders - June 2021 to June 2022



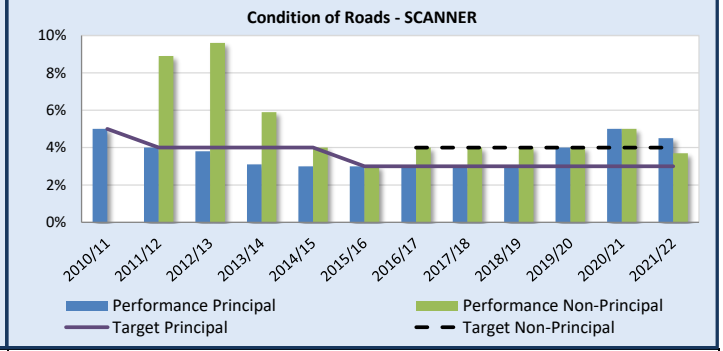
A line graph showing for each month (June 2021 to June 2022) the number of new, completed, and outstanding standard Traffic Regulation Orders, not including those associated with Development Control planning issues and internally-generated schemes. This can be a consultation process that involves external 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.

Condition of Roads and Footways - CVI



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.

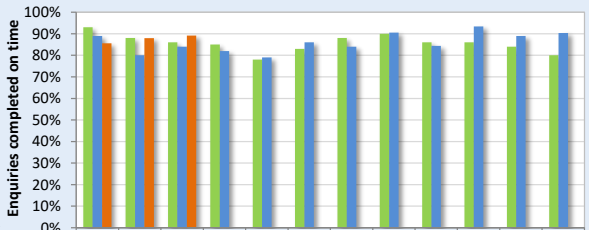
Condition of Roads - SCANNER



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.

Highways Public Enquiries (PEMs) completed within 28 days

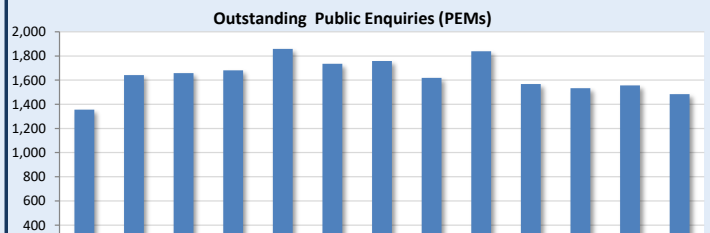
Target = 85%



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2020/21	93%	88%	86%	85%	78%	83%	88%	90%	86%	86%	84%	80%
2021/22	89%	80%	84%	82%	79%	86%	84%	91%	84%	93%	89%	90%
2022/23	86%	88%	89%									

The percentage of PEMs (customer enquiries) completed on time within the last month period, in accordance with the 28-day Service Level Agreement. June 2021's is the latest-available calendar-month percentage. July's will be confirmed in early-September.

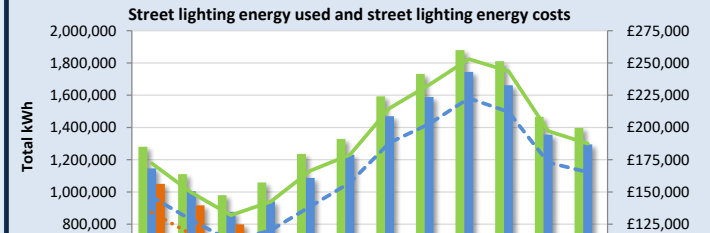
Outstanding Public Enquiries (PEMs)



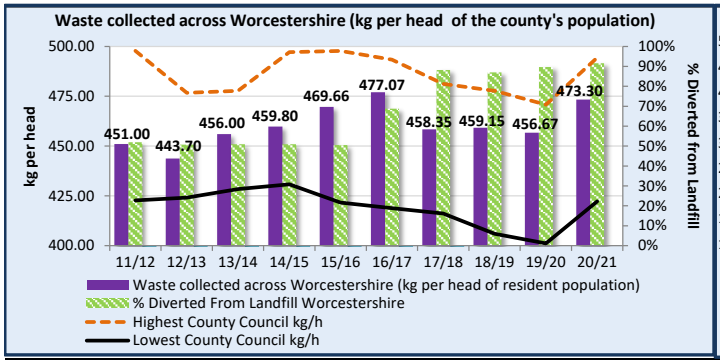
	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22
O/S	1,355	1,641	1,658	1,681	1,859	1,736	1,759	1,618	1,839	1,567	1,533	1,556	1,484

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

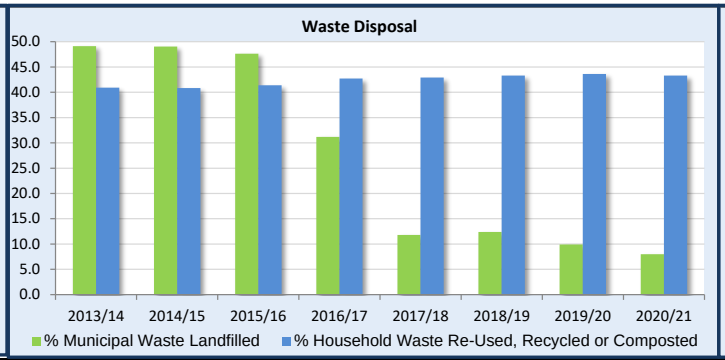
Street lighting energy used and street lighting energy costs



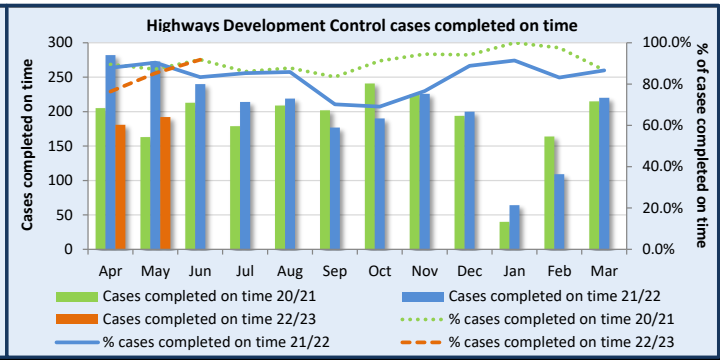
The columns show the total energy used for lighting County Council-owned street lights, whilst the lines indicate the amount spent on streetlighting per month.



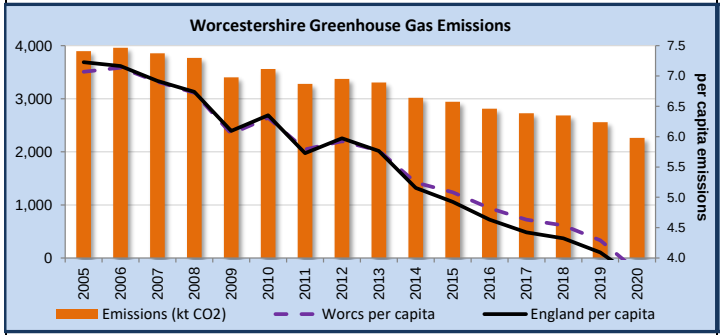
Kilograms of Household Waste (HHW) per resident of Worcestershire. The figure is from the verified tonnage data for HHW. Population data is from the Waste Data Flow (WDF) system, which also sets out the HHW definition. The County Council Waste Disposal Authority with the highest figure in 2020/2021 was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



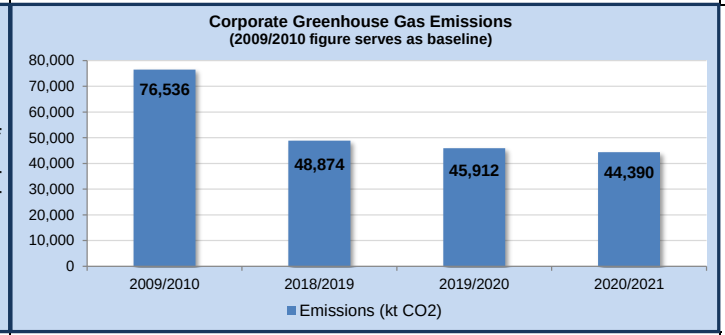
This indicator measures the percentage of municipal waste sent to landfill and applies only to Waste Disposal Authorities (WDAs). It also monitors the amount of waste sent for reuse, recycling or composting. The latest-available data (confirmed in late-October 2021) relates to 2020/2021.



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.



Worcestershire's estimated annual carbon dioxide emissions totals in kilotonnes of CO2. Also shown are per capita figures for the county and for England as a whole. The totals relate to emissions that can be influenced, i.e. they exclude emissions from large industrial sites, railways, and motorways. Data is published two years in arrears by Department for Business, Energy and Industrial Strategy. 2021's data is scheduled to be published in late-June 2023.



Corporate greenhouse gas (GHG) emissions reporting follows the international protocol guidelines. Emissions are categorised in three different 'scopes'. Between them, these cover direct emissions from Council activities under our control and all indirect emissions, whether they emanate from corporately-owned buildings or assets (e.g. street lights), staff travel or outsourced operations, including municipal waste-disposal. WCC's GHG Emissions Report 2020/2021 was published in early November 2021.

Planned Highways Inspections

Percentage completed on time (latest update: June 2022)

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%

Year	Month	%
2022/2023	Apr	98%
	May	99%
	Jun	99%
	Jul	
	Aug	
	Sep	
	Oct	
	Nov	
	Dec	
	Jan	
	Feb	
	Mar	

Highways Development Control Cases Dealt With On Time

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

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

Year	Month	Total on time	% of cases completed on time	Total cases completed
2022/2023	Apr	181	76%	237
	May	192	85%	225
	Jun	202	92%	220
	Jul			
	Aug			
	Sep			
	Oct			
	Nov			
	Dec			
	Jan			
	Feb			
	Mar			

Traffic Regulation Orders (latest update: June 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	31	8	59	3
	May	31	11	57	2
	Jun	27	12	56	5
	Jul				
	Aug				
	Sep				
	Oct				
	Nov				
	Dec				

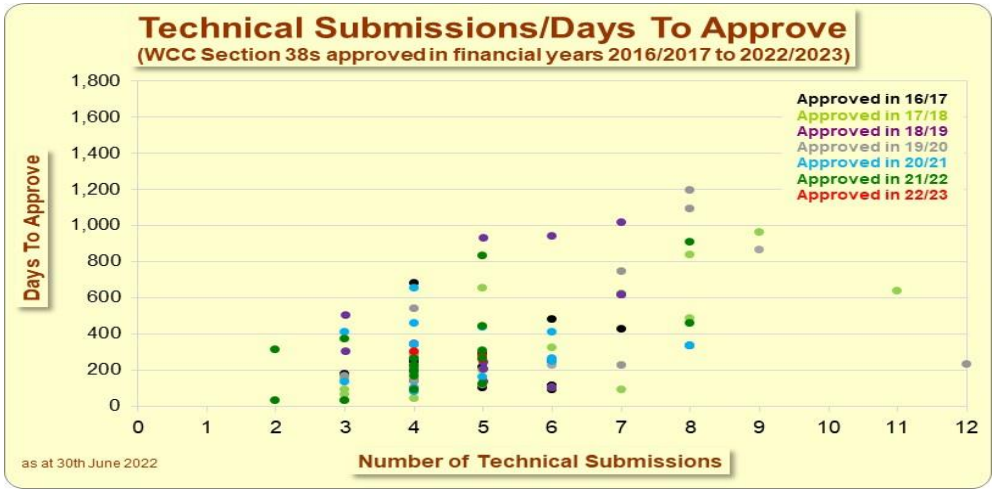
Condition of Roads & Footways - Coarse Visual Inspection (CVI) and Surface Condition Assessment of the National Network of Roads (SCANNER) Survey Results

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

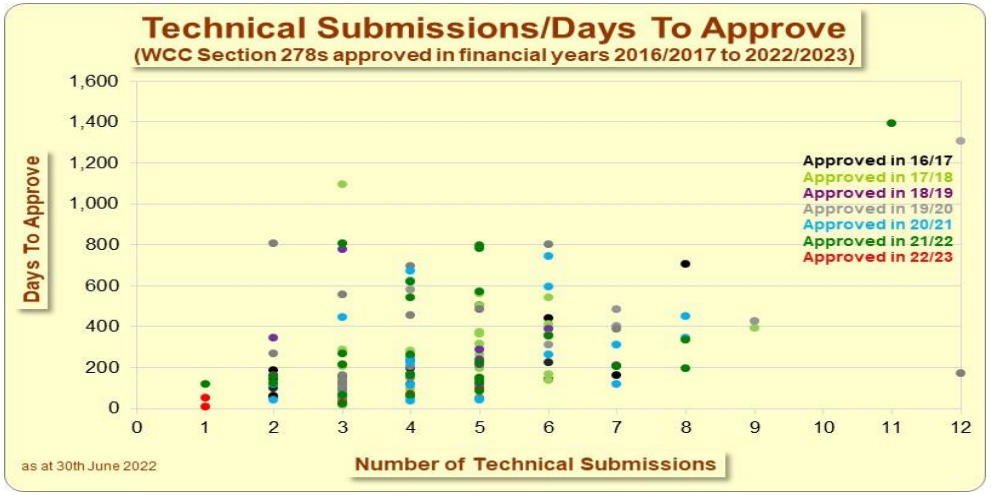
Year	Coarse Visual Inspection				SCANNER				Satisfaction with Roads (Worcestershire Viewpoint Survey)*
	Principal (A-class) Roads	Non-Principal (B- and C-class) Roads	Unclassified Roads	Footways	Principal Roads		Non-Principal Roads		
					Performance	Target	Performance	Target	
2010/2011	8.7%	18.9%	15.0%	31.9%	5.0%	5.0%			42.2%
2011/2012	8.5%	17.6%	14.7%	29.7%	4.0%	4.0%	8.9%		35.4%
2012/2013	7.4%	14.6%	13.5%	29.8%	3.8%	4.0%	9.6%		30.9%
2013/2014	5.1%	15.1%	14.2%	28.1%	3.1%	4.0%	5.9%		30.0%
2014/2015	8.7%	20.5%	17.0%	32.8%	3.0%	4.0%	4.0%		35.4%
2015/2016	6.7%	17.3%	17.0%	31.5%	3.0%	3.0%	3.0%		32.0%
2016/2017	4.0%	12.3%	18.0%	30.4%	3.0%	3.0%	4.0%	4.0%	31.7%
2017/2018	8.4%	14.7%	19.8%	25.0%	3.0%	3.0%	4.0%	4.0%	33.1%
2018/2019	13.2%	18.5%	19.9%	28.0%	3.0%	3.0%	4.0%	4.0%	24.0%
2019/2020	13.0%	19.0%	21.0%	31.6%	4.0%	3.0%	4.0%	4.0%	31.0%
2020/2021	10.0%	18.0%	21.5%	35.4%	5.0%	3.0%	5.0%	4.0%	33.0%
2021/2022	9.0%	11.0%	20.0%	--	4.5%	3.0%	3.7%	4.0%	37.0%

* 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. 2021/2022's percentage is derived from 1,984 responses to the relevant question in October 2021's survey.

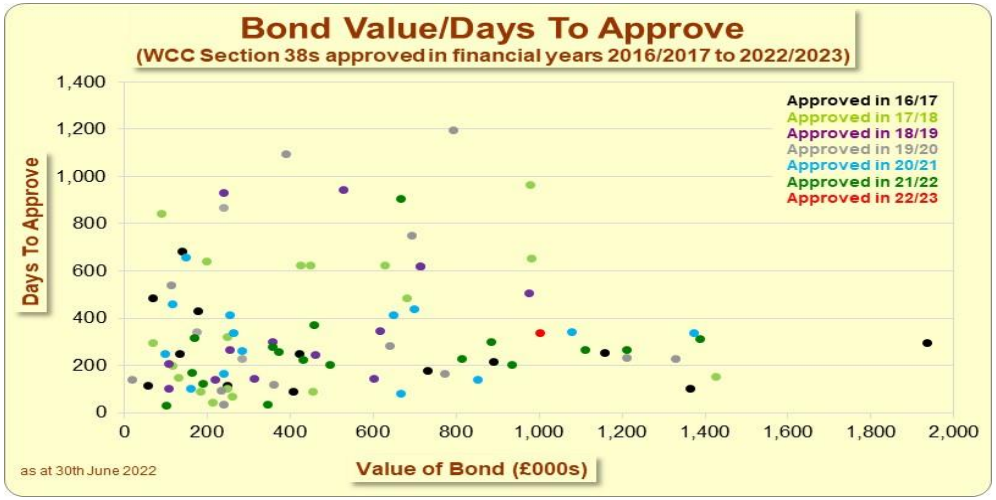
Development Control Technical Submissions/Days To Approve Graphs



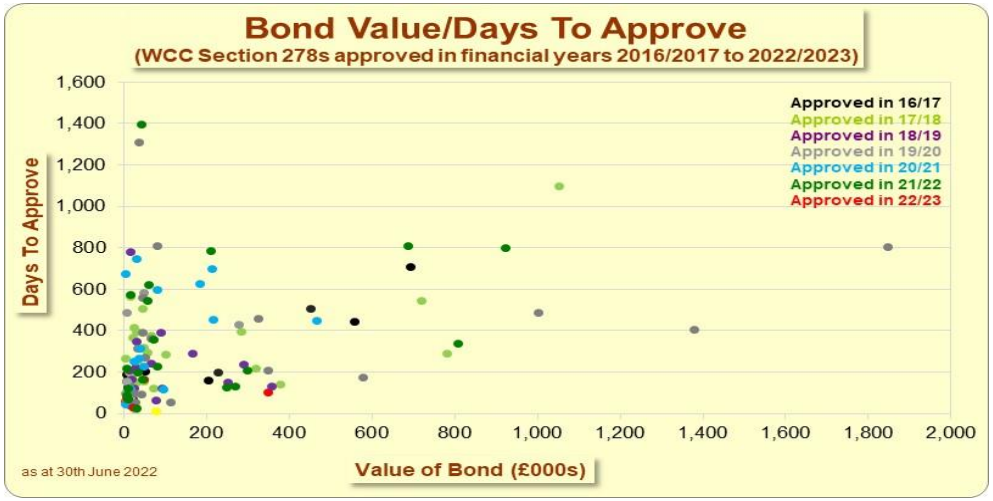
- The average number of days to approve the 22 38s approved in the 2021/2022 financial year was 293.
- The average days-to-approve figure for the 16 38s approved in the 2020/2021 financial year was 411.
- Average days-to-approve figures can be skewed by one or two schemes that take longer to reach approval, 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: June 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%
2022/2023	Apr	86%
	May	88%
	Jun	89%
	Jul	
	Aug	
	Sep	
	Oct	
	Nov	
	Dec	
	Jan	
	Feb	
	Mar	

Public Enquiries (PEMs)

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

2019/2020		
Month	**Received**	**Average Received per Day**
Apr	1,501	50
May	1,614	52
Jun	2,160	72
Jul	2,112	68
Aug	1,801	58
Sep	1,991	66
Oct	2,188	71
Nov	2,506	84
Dec	1,892	61
Jan	2,605	84
Feb	3,185	110
Mar	1,509	49
Totals	**25,064**	**68**

2020/2021		
Month	**Received**	**Average Received per Day**
Apr	596	20
May	925	30
Jun	1,638	55
Jul	1,572	51
Aug	1,808	58
Sep	1,652	55
Oct	1,653	53
Nov	1,337	45
Dec	1,674	54
Jan	2,478	80
Feb	2,314	83
Mar	1,956	63
Totals	**19,603**	**54**

2021/2022		
Month	**Received**	**Average Received per Day**
Apr	1,426	48
May	1,917	62
Jun	2,097	70
Jul	2,107	68
Aug	1,811	58
Sep	1,901	63
Oct	1,884	61
Nov	1,743	58
Dec	1,478	48
Jan	1,699	55
Feb	2,023	72
Mar	1,764	57
Totals	**21,850**	**60**

2022/2023		
Month	**Received**	**Average Received per Day**
Apr	1,311	44
May	1,694	55
Jun	1,458	49
Jul		
Aug		
Sep		
Oct		
Nov		
Dec		
Jan		
Feb		
Mar		
Totals	**4,463**	**49**

Outstanding at Month-End*			
2019/2020	**2020/2021**	**2021/2022**	**2022/2023**
1,104	723	856	1,533
1,206	705	1,255	1,556
1,475	790	1,355	1,484
1,600	740	1,641	
1,399	968	1,658	
1,615	882	1,681	
1,291	683	1,859	
2,019	512	1,736	
1,900	924	1,759	
1,935	1,031	1,618	
2,087	1,205	1,839	
1,217	1,041	1,567	

Quarter	Received	Average Received per Day
1	5,275	58
2	5,904	64
3	6,586	72
4	7,299	80
Totals	**25,064**	**68**

Quarter	Received	Average Received per Day
1	3,159	35
2	5,032	55
3	4,664	51
4	6,748	75
Totals	**19,603**	**54**

Quarter	Received	Average Received per Day
1	5,440	60
2	5,819	63
3	5,105	55
4	5,486	61
Totals	**21,850**	**60**

Quarter	Received	Average Received per Day
1	4,463	49
2		
3		
4		
Totals	**4,463**	**49**

Outstanding at Quarter-End 19/20	Outstanding at Quarter-End 20/21	Outstanding at Quarter-End 20/21	Outstanding at Quarter-End 22/23
1,475	790	1,355	1,484
1,615	882	1,681	
1,900	924	1,759	
1,217	1,041	1,567	

* irrespective of date PEM received

Public Enquiries (PEMs)

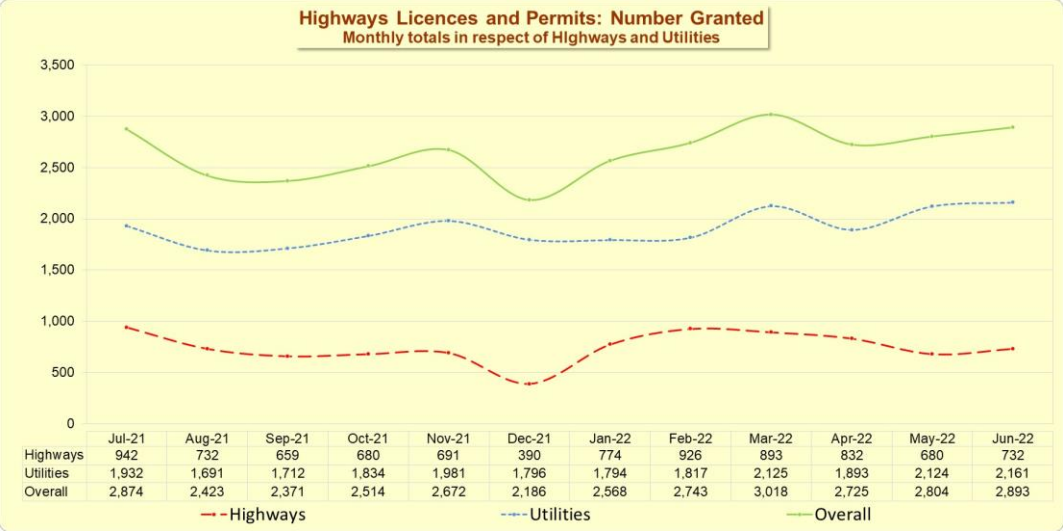
Subject and number of enquiries/reports received from the public (latest update: June 2022)

Subject of Enquiry	April		May		June		Apr-Jun 2022 Totals		Apr-Jun 2021 Totals	
	Total	%	Total	%	Total	%	Total	%	Total	%
Bridgeworks	8	0.6	15	0.9	8	0.5	31	0.7	60	1.1
Drainage	139	10.6	161	9.5	116	8.0	416	9.3	657	12.1
Existing Signs - Unlit	0	0.0	7	0.4	0	0.0	7	0.2	20	0.4
Flooding	0	0.0	1	0.1	0	0.0	1	0.0	9	0.2
Fences and Furniture	0	0.0	2	0.1	0	0.0	2	0.0	43	0.8
Grass Cutting / Verges	114	8.7	262	15.5	275	18.9	651	14.6	743	13.7
Grit Bin Service request	0	0.0	1	0.1	0	0.0	1	0.0	2	0.0
Hedge & Trees	2	0.2	39	2.3	28	1.9	69	1.5	141	2.6
Highways Search / Adopted	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Ice Snow and Gritting Requests	2	0.2	0	0.0	2	0.1	4	0.1	19	0.3
Major Highway Projects	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Mud / Hazard on Highway	23	1.8	19	1.1	10	0.7	52	1.2	149	2.7
New Dropped Kerb	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
New Signs and Road Markings	1	0.1	4	0.2	4	0.3	9	0.2	28	0.5
Potholes	250	19.1	235	13.9	118	8.1	603	13.5	707	13.0
Road Works Enquiry	0	0.0	8	0.5	7	0.5	15	0.3	45	0.8
Roads Footpaths and Cycle Tracks	743	56.7	903	53.3	854	58.6	2,500	56.0	2,591	47.6
Scaffold / Skip Permits / Temporary Road or Lane Closure / Building Materials	0	0.0	0	0.0	0	0.0	0	0.0	1	0.0
Section 38 / 278 - Development Control	0	0.0	0	0.0	0	0.0	0	0.0	4	0.1
Speed Limits	0	0.0	0	0.0	0	0.0	0	0.0	3	0.1
Traffic Calming	0	0.0	0	0.0	0	0.0	0	0.0	4	0.1
Traffic Regulation Orders	0	0.0	0	0.0	0	0.0	0	0.0	36	0.7
Traffic Signals - Permanent	11	0.8	15	0.9	21	1.4	47	1.1	78	1.4
Traffic Signals - Temporary	18	1.4	21	1.2	14	1.0	53	1.2	89	1.6
Utility Company Apparatus / Works	0	0.0	1	0.1	1	0.1	2	0.0	11	0.2
Totals	**1,311**	**100.0**	**1,694**	**100.0**	**1,458**	**100.0**	**4,463**	**100.0**	**5,440**	**100.0**

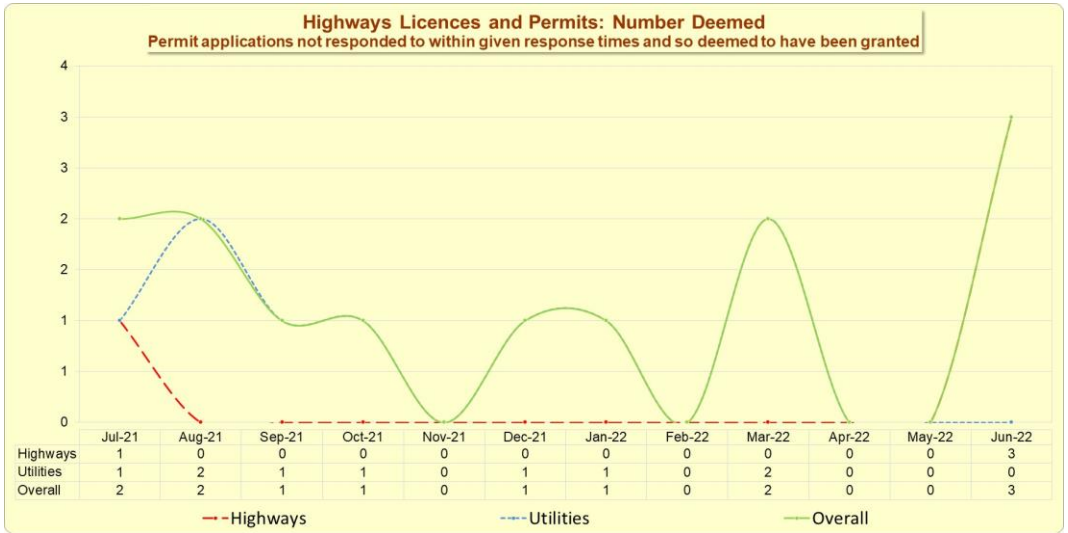
Enquiries Received on Each Day of the Week	April		May		June		Apr-Jun 2022 Totals		Apr-Jun 2021 Totals	
	Total	%	Total	%	Total	%	Total	%	Total	%
Sunday	66	5.0	101	6.0	70	4.8	237	5.3	302	5.6
Monday	222	16.9	346	20.4	305	20.9	873	19.6	1,002	18.4
Tuesday	269	20.5	362	21.4	296	20.3	927	20.8	1,071	19.7
Wednesday	218	16.6	293	17.3	295	20.2	806	18.1	1,037	19.1
Thursday	227	17.3	277	16.4	258	17.7	762	17.1	944	17.4
Friday	213	16.2	237	14.0	165	11.3	615	13.8	804	14.8
Saturday	96	7.3	78	4.6	69	4.7	243	5.4	280	5.1
Totals	**1,311**	**100.0**	**1,694**	**100.0**	**1,458**	**100.0**	**4,463**	**100.0**	**5,440**	**100.0**

Streetworks Licences and Permits

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



	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22
Highways	942	732	659	680	691	390	774	926	893	832	680	732
Utilities	1,932	1,691	1,712	1,834	1,981	1,796	1,794	1,817	2,125	1,893	2,124	2,161
Overall	2,874	2,423	2,371	2,514	2,672	2,186	2,568	2,743	3,018	2,725	2,804	2,893



	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22
Highways	1	0	0	0	0	0	0	0	0	0	0	3
Utilities	1	2	1	1	0	1	1	0	2	0	0	0
Overall	2	2	1	1	0	1	1	0	2	0	0	3

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**

Inspections Summary - 2022/2023	Total Category As	Total Category Bs	Total Category Cs	Total Category Ds	Total Permits	Total Defects	Total Inspections
Apr-Jun	2,169	2,232	2,677	1,095	1,483	1,800	11,456
Total	**2,169**	**2,232**	**2,677**	**1,095**	**1,483**	**1,800**	**11,456**

Street Lighting

Calendar-month totals of energy used by County Council-owned street lights and street lighting energy costs (latest update: June 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
2022/23	Customer total	kWh	2,765,519	1,049,984	917,278	798,257									
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
2022/23	Spend	£	353,256	134,121	117,169	101,966									

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%

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

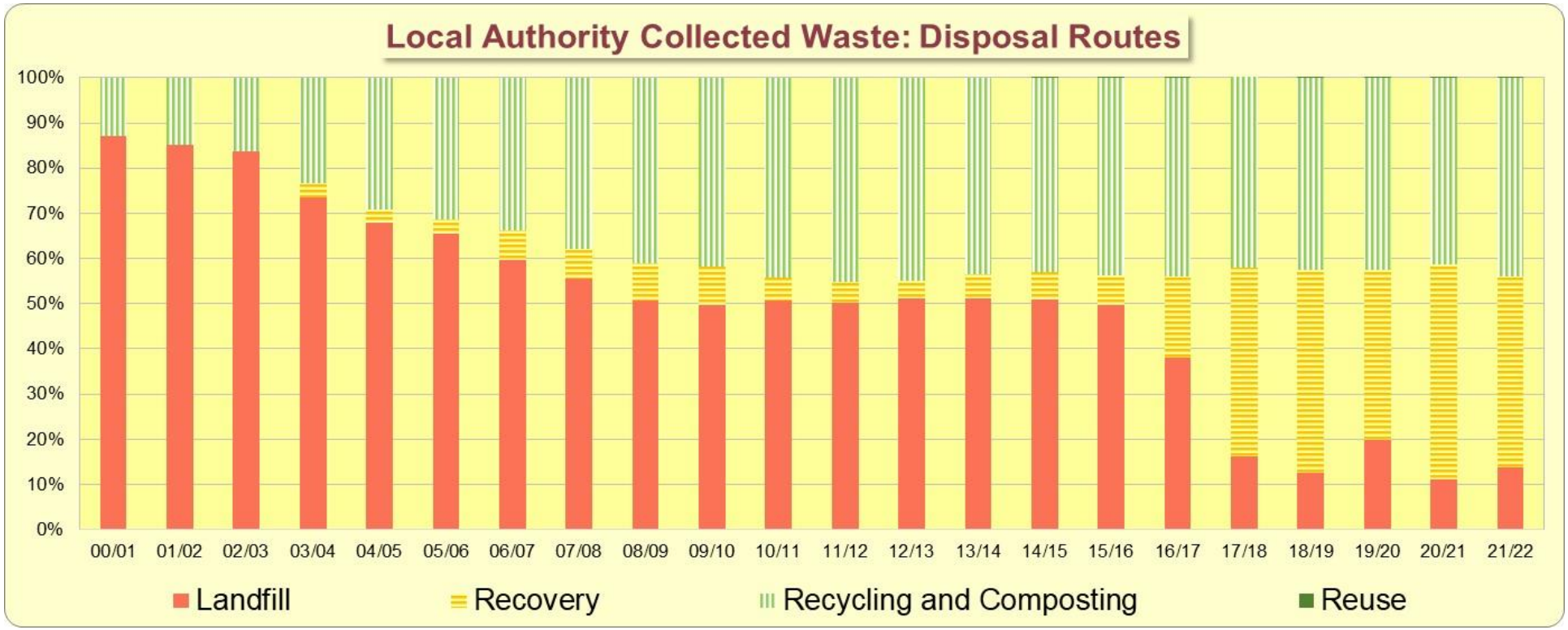
Year	% Municipal Waste Landfilled	% Household Waste Re-Used, Recycled or Composted
2013/14	49.1	40.9
2014/15	49.1	40.8
2015/16	47.6	41.4
2016/17	31.2	42.7
2017/18	11.8	42.9
2018/19	12.4	43.3
2019/20	9.9	43.6
2020/21	8.0	43.3

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%



Worcestershire Greenhouse Gas Emissions

source: Department for Business, Energy and Industrial Strategy - UK Local Authority and Regional Carbon Dioxide Emissions National Statistics (latest update: June 2022 for calendar years 2015 to 2020)

CO_2 emissions estimates 2005-2020 (kilotonnes of CO_2)											
Year	Industrial	Commercial	Domestic	Public Sector	Transport	Land use, land-use change, and forestry	Agriculture	Waste Management	Total	per capita emissions	
										Worcs	England
2005	772.8	427.4	1,428.5	205.2	1,788.4	-25.3	--	--	4,597.0	8.3	8.7
2006	801.1	459.2	1,440.9	208.7	1,784.2	-25.7	--	--	4,668.3	8.4	8.6
2007	762.2	431.3	1,391.5	194.9	1,810.3	-30.2	--	--	4,560.0	8.2	8.3
2008	735.9	419.0	1,387.1	187.9	1,730.9	-35.4	--	--	4,425.4	7.9	8.1
2009	607.2	350.1	1,260.0	161.1	1,687.1	-34.3	--	--	4,031.4	7.2	7.2
2010	650.0	368.1	1,355.1	172.2	1,668.2	-34.5	--	--	4,179.1	7.4	7.4
2011	589.4	347.2	1,177.8	160.2	1,637.5	-37.2	--	--	3,874.9	6.8	6.7
2012	614.7	361.3	1,263.0	166.1	1,578.2	-35.1	--	--	3,948.2	6.9	7.0
2013	601.7	349.8	1,227.7	163.1	1,582.3	-39.6	--	--	3,885.0	6.8	6.8
2014	551.9	300.4	1,046.7	140.1	1,614.1	-39.1	--	--	3,614.1	6.3	6.1
2015	522.9	273.7	1,014.5	126.6	1,651.7	-43.3	--	--	3,546.1	6.1	5.9
2016	478.7	231.5	963.2	109.6	1,678.6	-37.2	--	--	3,424.3	5.9	5.5
2017	471.4	209.8	902.6	110.3	1,672.6	-40.4	--	--	3,326.4	5.7	5.3
2018	462.3	202.9	885.4	118.7	1,625.9	-39.8	325.7	213.1	3,794.2	6.4	6.0
2019	424.6	180.3	852.9	104.9	1,600.3	-40.6	327.7	215.9	3,665.9	6.2	5.7
2020	371.4	145.4	842.8	97.6	1,277.8	-37.5	316.7	200.9	3,215.1	5.4	5.1

CO_2 emissions estimates 2005-2020 (kilotonnes of CO_2) - Scope of Influence*										
Year	Industrial	Commercial	Domestic	Public Sector	Transport	Agriculture	Waste Management	Total	per capita emissions	
									Worcs	England
2005	717.3	414.1	1,384.8	198.9	1,100.9	72.6	9.6	3,898.0	7.1	7.2
2006	745.5	445.9	1,398.6	202.7	1,080.5	78.5	6.9	3,958.6	7.1	7.2
2007	705.9	419.4	1,351.8	189.4	1,104.9	74.9	7.4	3,853.7	6.9	6.9
2008	679.6	407.6	1,349.0	182.8	1,069.1	74.0	7.4	3,769.4	6.7	6.7
2009	574.3	339.7	1,223.2	156.3	1,033.3	67.2	7.7	3,401.8	6.0	6.1
2010	616.6	357.9	1,317.3	167.4	1,023.4	69.3	7.6	3,559.5	6.3	6.4
2011	558.6	337.2	1,142.3	155.5	1,011.4	67.4	7.1	3,279.5	5.8	5.7
2012	584.8	351.5	1,225.0	161.4	974.2	69.5	6.5	3,372.7	5.9	6.0
2013	573.6	341.4	1,193.9	158.9	960.8	68.9	6.8	3,304.3	5.8	5.8
2014	522.1	292.2	1,015.0	136.2	982.3	64.3	7.4	3,019.5	5.2	5.2
2015	492.8	266.0	983.6	122.9	1,007.3	63.7	6.4	2,942.7	5.1	4.9
2016	449.0	225.3	935.7	106.6	1,025.8	63.0	7.1	2,812.6	4.8	4.6
2017	437.0	204.1	877.1	107.4	1,031.3	61.4	7.3	2,725.4	4.6	4.4
2018	425.6	197.3	860.1	115.5	1,019.3	60.9	6.7	2,685.4	4.5	4.3
2019	391.1	175.0	828.0	101.9	993.1	59.3	8.2	2,556.7	4.3	4.1
2020	343.1	141.1	818.5	94.9	799.8	58.4	8.0	2,263.8	3.8	3.7

* totals exclude large industrial sites, railways, motorways, and land-use

Worcestershire County Council Greenhouse Gas Emissions (latest update: November 2021 for 2020/2021)

Emissions Category (please see notes for details)	WCC Greenhouse Gas Emissions (tonne/CO_2)				Change from 2009/2010			
	2009/2010 (baseline)	2018/2019	2019/2020	2020/2021	2018/2019	2019/2020	2020/2021	
Scope 1	4,598	2,669	2,467	2,480	-42.0	-46.3	-46.1	Natural gas use in WCC buildings (excluding schools); fuel use in WCC vehicle fleet; residual fuel use (e.g. burning oil, LPG, etc.) consumed at WCC sites (excluding schools).
Scope 2	16,672	7,934	6,459	5,273	-52.4	-61.3	-68.4	Indirect emissions - electricity use in WCC buildings (excluding schools) and street lighting (grid generation).
Scope 3	55,266	38,271	36,986	36,637	-30.8	-33.1	-33.7	Other indirect emissions, e.g. electricity use in WCC buildings (excluding schools) and street lighting (grid transmission and distribution); staff mileage travelled by WCC staff for business purposes; electricity and gas consumption in buildings operated by the main out-sourced contractors for Waste Management and Highways services; fleet and staff mileage undertaken by main out-sourced contractors for Waste Management and Highways services on behalf of WCC; petrol and diesel consumption by contracted fleet vehicles; emissions from municipal waste disposal.
Totals	**76,536**	**48,874**	**45,912**	**44,390**	**-36.1**	**-40.0**	**-42.0**	

Local authorities have removed schools emissions from their Greenhouse Gas reporting. In Worcestershire, an exercise was undertaken in 2019 to remove schools' emissions from the 2009/2010 data. This was done to ensure the baseline total against which progress is being monitored was calculated using the same methodology as has been applied for all years from 2018/2019. Re-calculation of figures for years from 2010/2011 to 2017/2018 would be a major piece of work.

Share of Annual Corporate Emissions by Activity	2018/2019	2019/2020	2020/2021
Waste Disposal	67.0%	69.0%	72.0%
Street Lighting	12.0%	11.0%	10.0%
Buildings - Gas	3.0%	3.0%	4.0%
Ringway	4.0%	3.0%	4.0%
Severn Waste	4.0%	5.0%	4.0%
Buildings - Electricity	5.0%	4.0%	3.0%
Contract Fleet	1.0%	1.0%	1.0%
Fleet	2.0%	2.0%	1.0%
Staff Mileage	2.0%	2.0%	1.0%
Residual Fuels	0.0%	0.4%	0.0%
Staff Air Travel	0.0%	0.1%	0.0%

Countryside Access

2022/2023 Reports Received and Resolutions Summary (latest update: June 2022)

	April	May	June	July	August	September	October	November	December	January	February	March
Outstanding Public Rights of Way (PROW) reports	5,696 (includes 4,841 defects & 855 obstructions)	5,750 (includes 4.892 defects & 858 obstructions)	5,835 (includes 4,978 defects & 857 obstructions)									
New reports received in month	233 (includes 203 defects & 30 obstructions)	281 (includes 246 defects and 35 obstructions)	247 (includes 220 defects & 27 obstructions)									
Reports resolved in month	209 (includes 191 defects & 18 obstructions)	264 (includes 243 defects & 21 obstructions)	195 (includes 169 defects & 26 obstructions)									
Reports resolved by volunteers (Cumulative, for this Financial year)	29	44	61									
New Definitive Map Modification Orders (DMMOs) submitted in month	2	0	1									
DMMOs completed in month	0	0	0									
DMMOs outstanding on the register	78	79	79									

- **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 1**6 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 April 2022 is still being validated and is therefore not yet on the register.
- **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.

Countryside Access

2021/2022 Reports Received and Resolutions Summary

	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

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 1st 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.
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.
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
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.
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	
Major	3 months	10 days		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. For more-detailed definitions of footway categories, please see 'Footways' section of Appendix 1 (Glossary).