

Environment Overview and Scrutiny Panel Performance Summary

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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

As was the case in the first quarter of this financial year, in the July-to-September period 99% of planned inspections were carried out on time. This was achieved despite a three-day suspension of inspections to keep staff working safely during mid-July's extreme heatwave. Despite this, the inspection schedule for the quarter was such that it exceeded that prescribed in the National Code of Practice for Highways Inspections.

3) Public Rights of Way Reports Outstanding

The number of reports outstanding continues to reduce. It has fallen by 249 (4.12%) from 6,016 at the end of last December to 5,767 on 30th September. During the second quarter of this financial year, the total was reduced by 68 (1.2%), with the number of cases resolved exceeding 300 in both July and August. Cases resolved by volunteers in the first half of the current financial year totalled 143.

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 2022/2023's extensive 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.

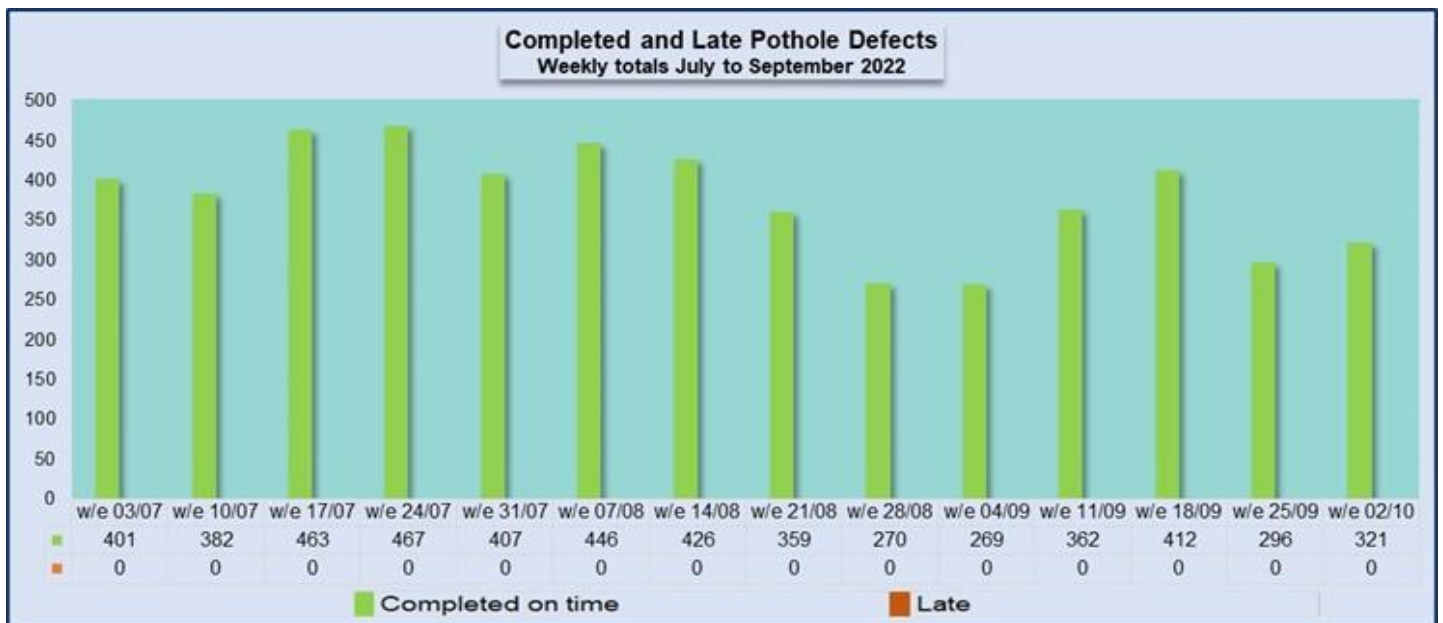
3) Extreme Weather

More frequent periods of extreme flooding in winter and summer months over the last decade or so have presented considerable challenges and necessitated robust contingency planning. To this must now be added the probability that periods of extreme heat such as those experienced in July and August will become more common. Even if these events are short-term, they still have an impact on highways infrastructure and equipment and on working practices. Reviews of existing plans and working practices and development of new ones will be necessary to maintain service provision and the safety of County Council and contractors' staff.

Economy & Infrastructure Dashboard

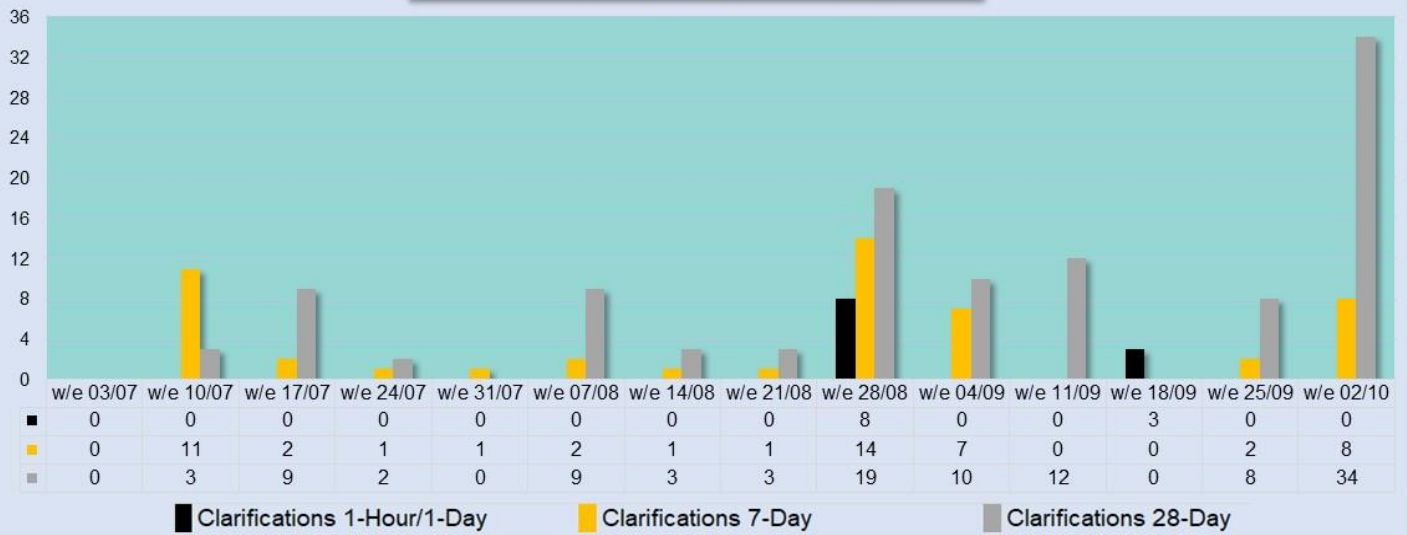


Percentage of inspections meeting national guidelines in Code of Practice for Maintenance Management "Well Maintained Highways".



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

Pothole Defect Reports: Clarifications (Queries)
Weekly totals July to September 2022

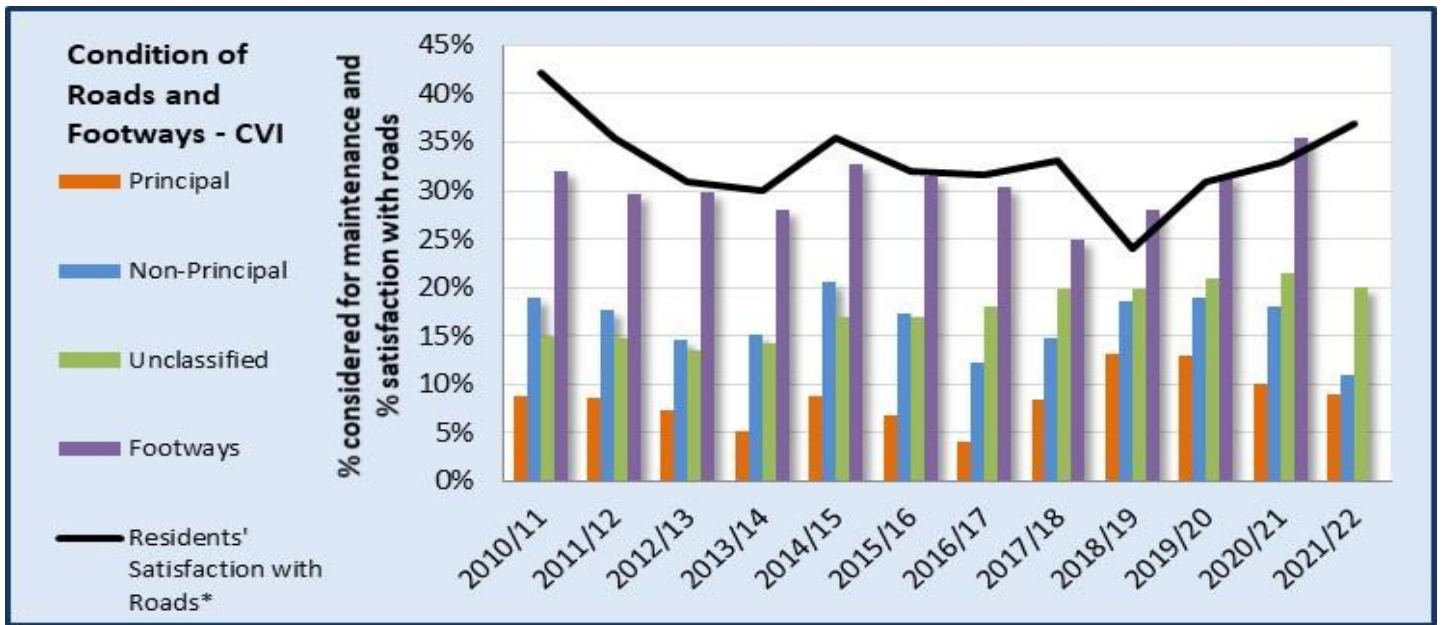


The weekly totals of defects for which clarifications are sought. Clarifications occur when a defect cannot be completed within the specified time frame because of external factors (e.g. because it is under flood water, snow or a parked vehicle or is located in an area that is too high-speed for a safe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

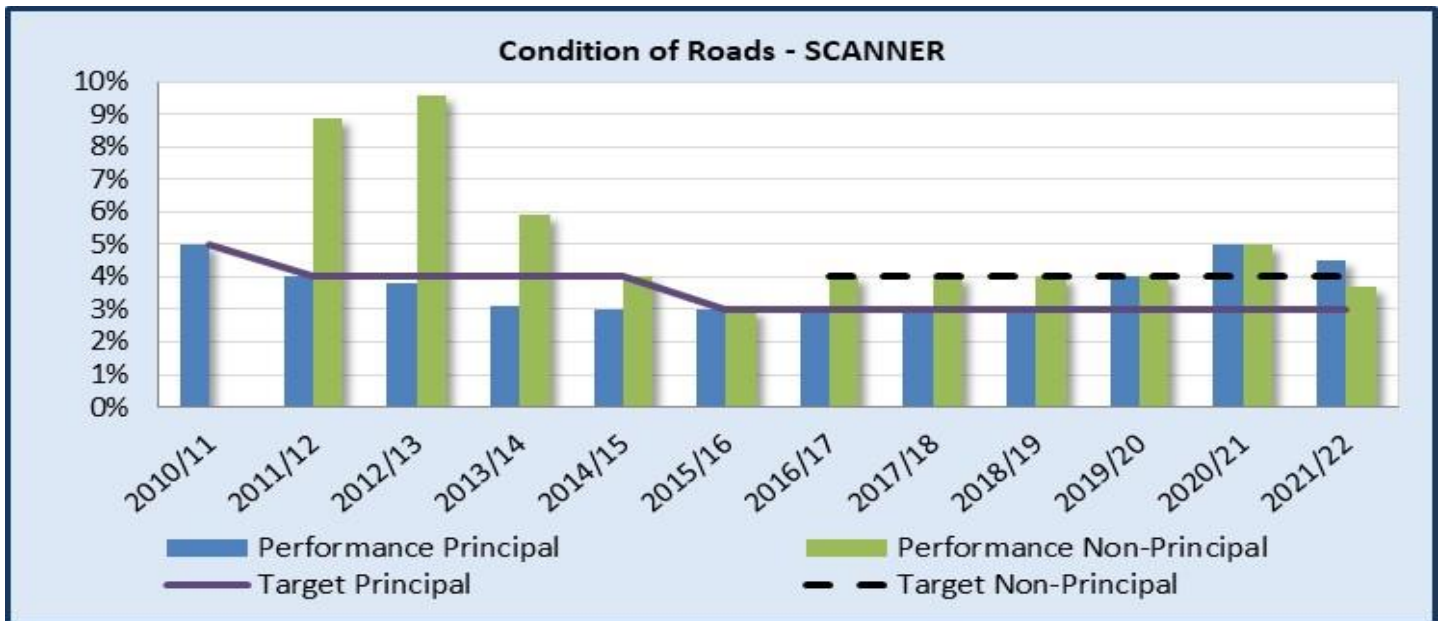
Traffic Regulation Orders - September 2021 to September 2022



The number of new, completed, and outstanding standard Traffic Regulation Orders, not including those associated with Development Control planning issues and internally-generated schemes.



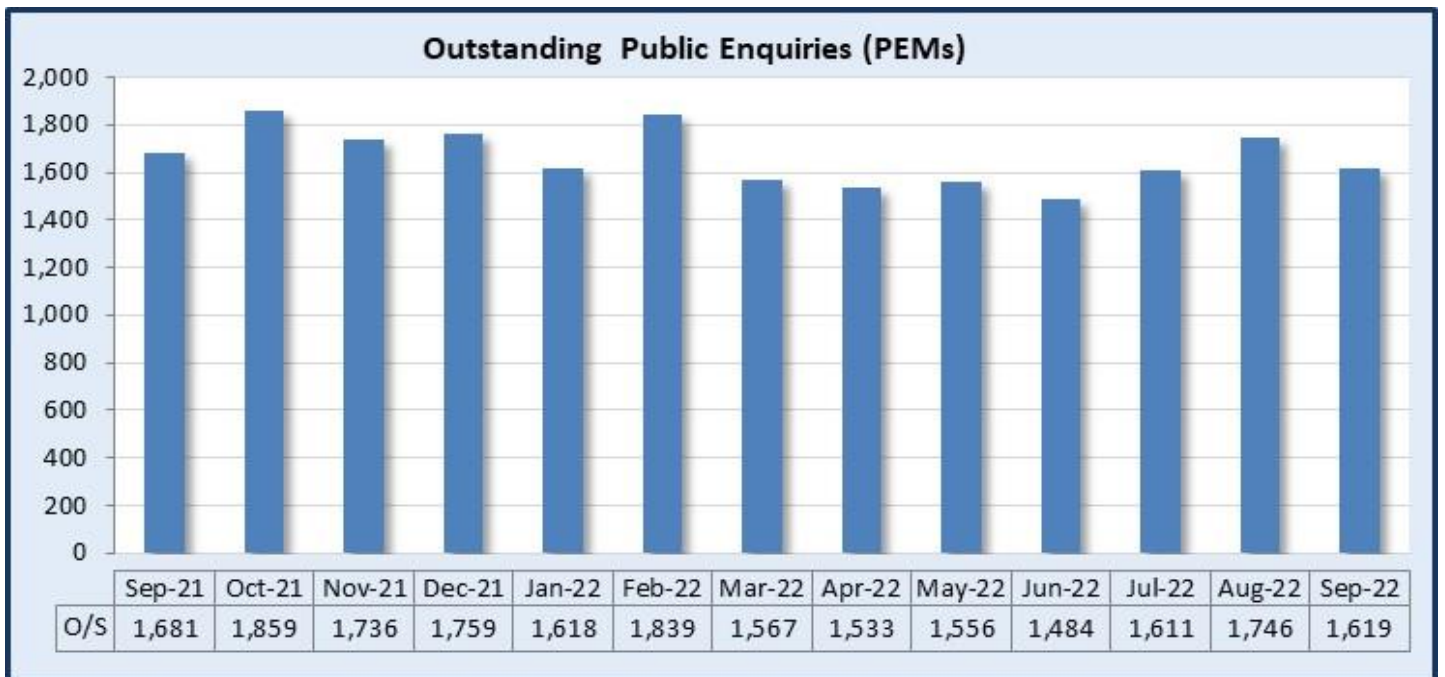
The percentage of footways and roads (Principal, Non-Principal and Unclassified) considered for maintenance after completion of the annual Coarse Visual Inspection (CVI) survey of the network. This is carried out from a slow-moving vehicle. A large part of a highways authority's road network is assessed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



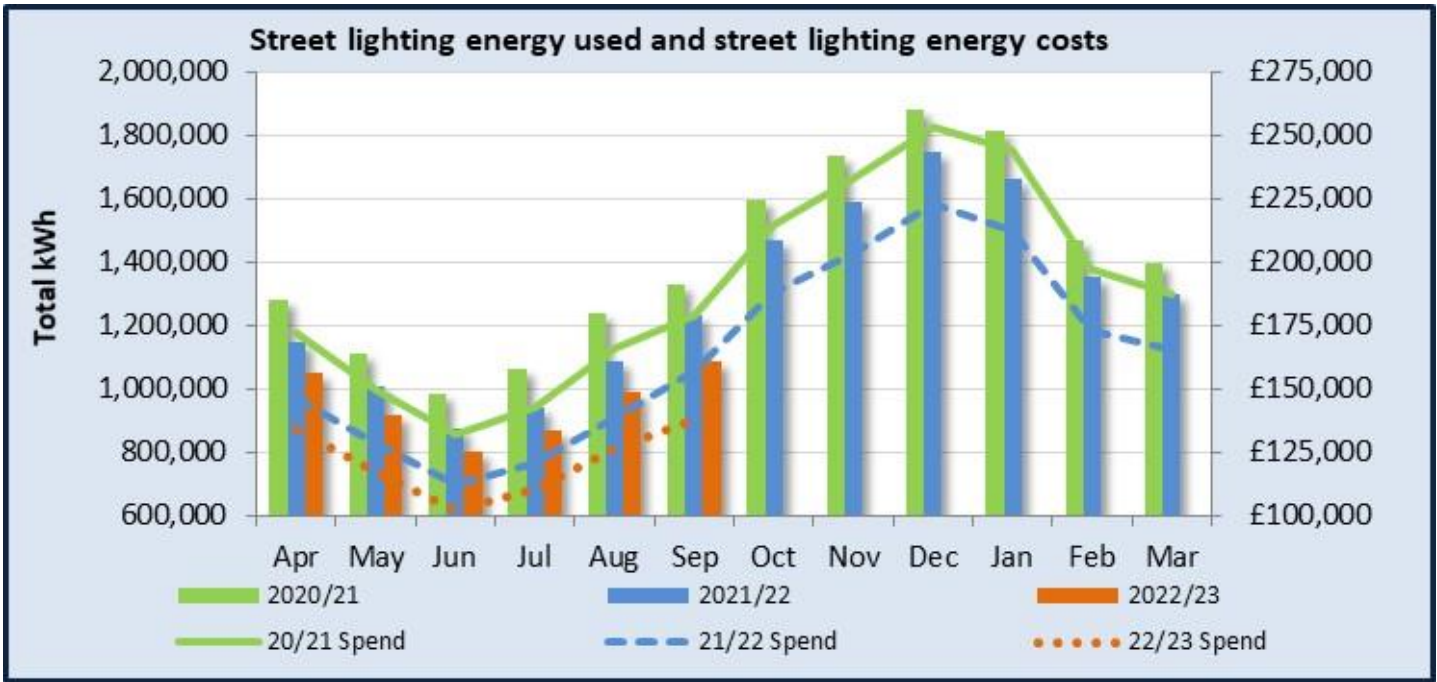
The percentage of principal (A-class roads) and non-principal roads (B- & C-class roads) that are deemed to require major maintenance following the annual Surface Condition Assessment of the National Network of Roads (SCANNER) survey.



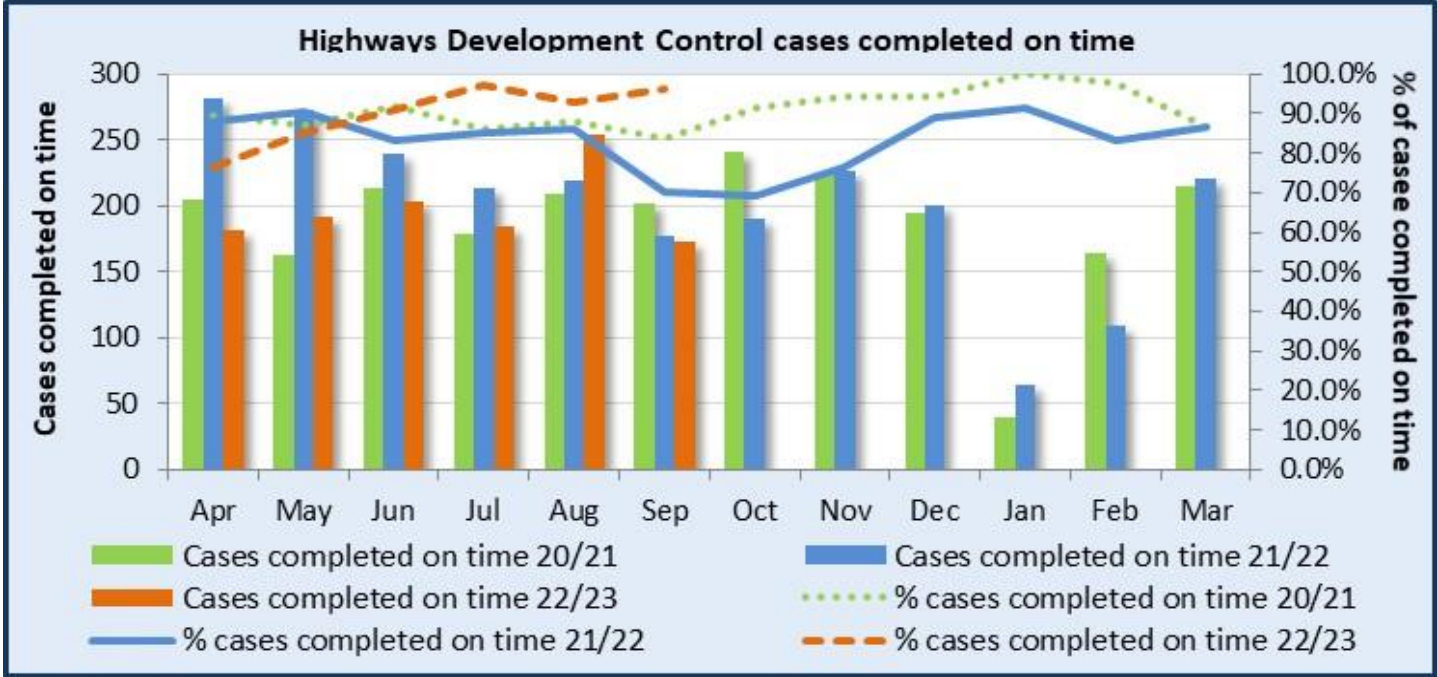
The percentage of PEMs (customer enquiries) completed on time within the last month period, in accordance with the 28-day Service Level Agreement. August 2021's is the latest-available calendar-month percentage. September's will be confirmed in early November.



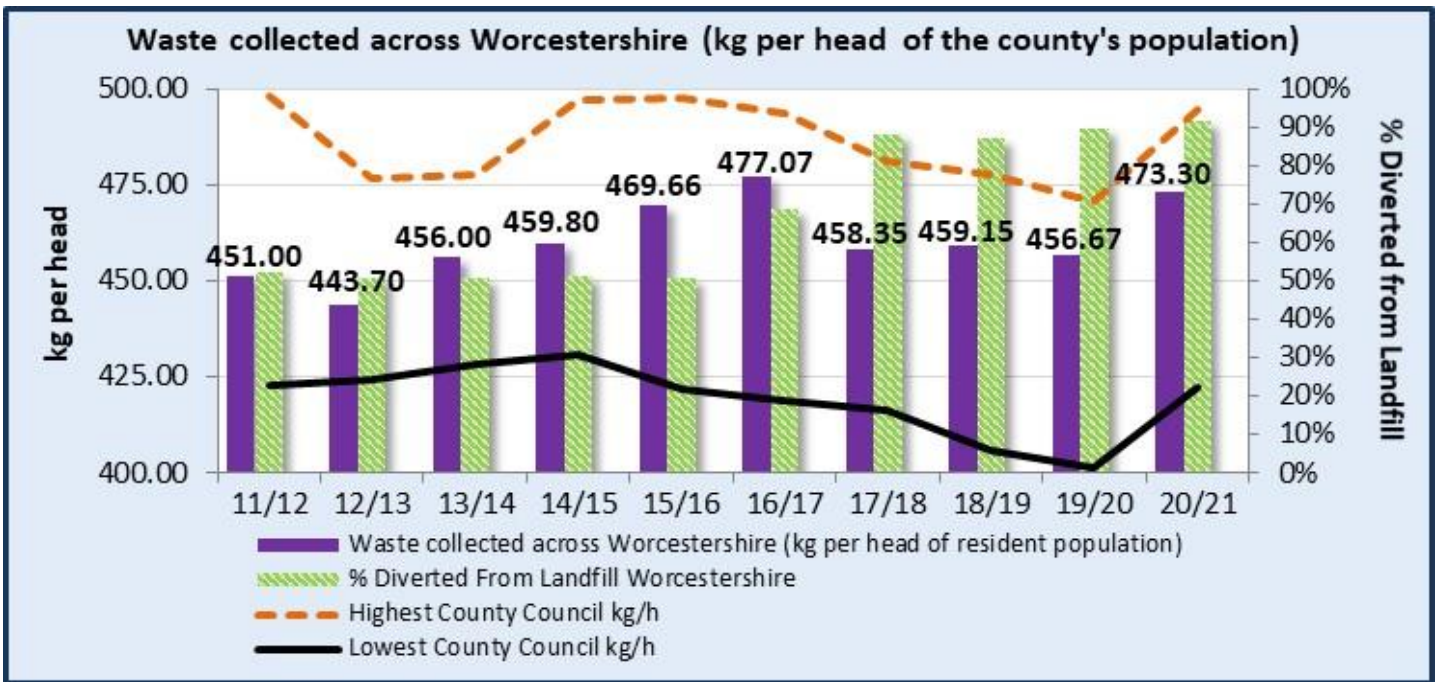
The number of Highways PEMs outstanding at the end of the last day of the month.



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



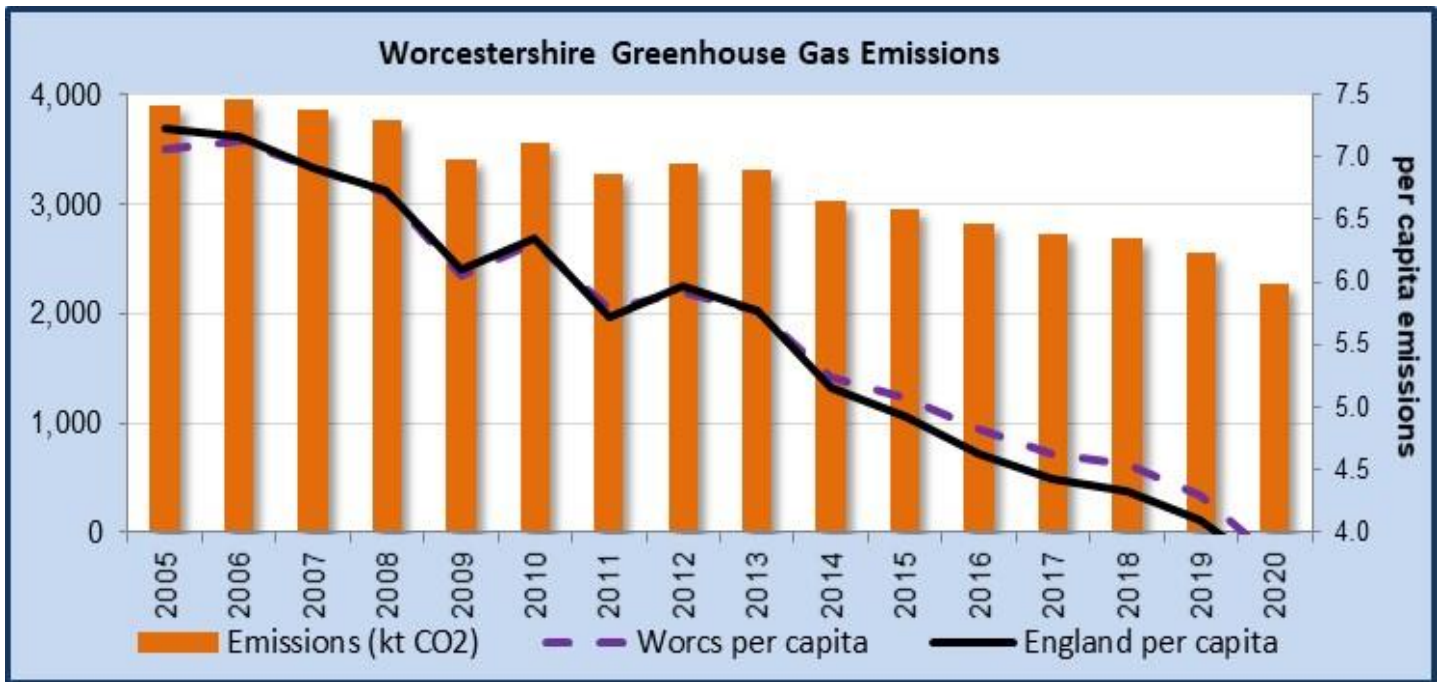
The number of Highways Development Control planning applications received each month and the percentage responded to within the required 21 days. This relates only to the providing of recommendations concerning each application to the relevant planning authority and is not linked to Highways Act section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



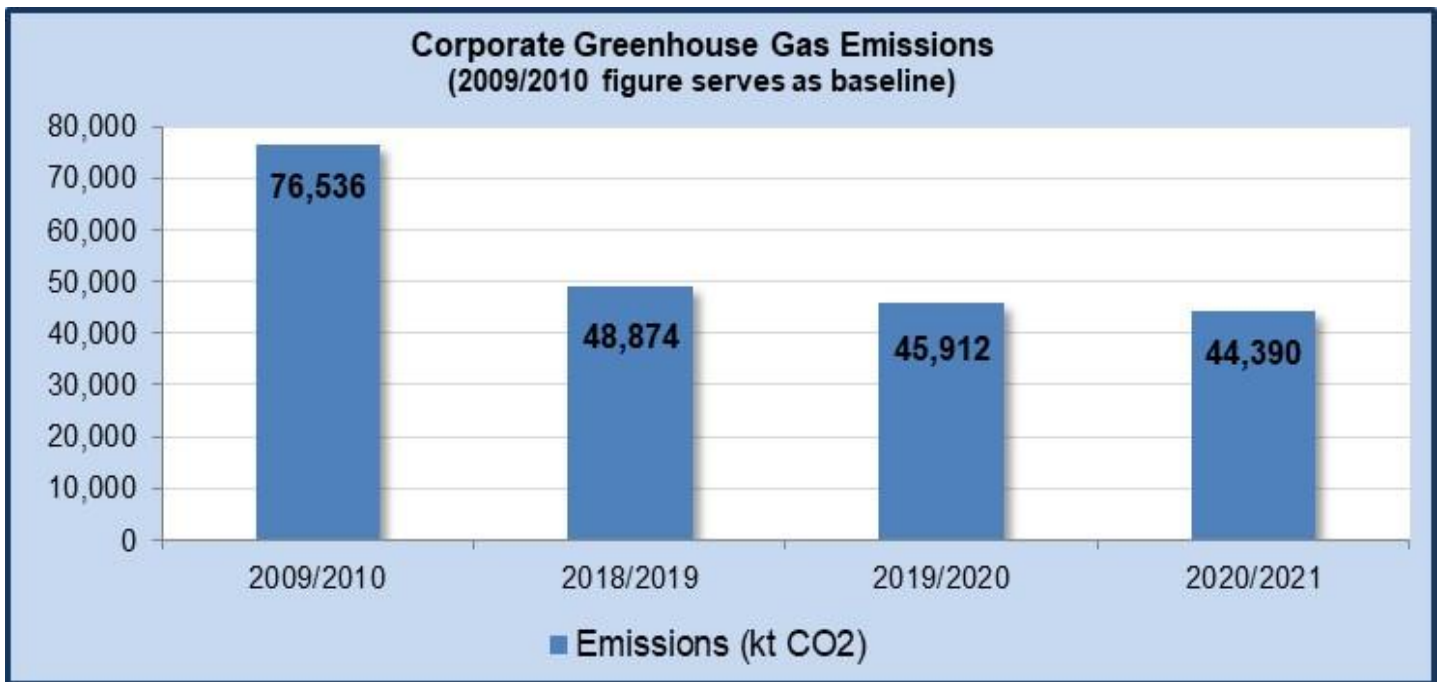
Kilograms of Household Waste (HHW) per resident of Worcestershire. The figure is from the verified tonnage data for HHW. Population data is from the Waste Data Flow (WDF) system, which also sets out the HHW definition. The County Council Waste Disposal Authority with the highest figure in 2020/2021 was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



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: September 2022)

Month	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023
April	98%	90%	98%	100%	100%	98%
May	98%	90%	98%	100%	99%	99%
June	98%	95%	95%	100%	98%	99%
July	98%	95%	95%	100%	98%	99%
August	99%	95%	100%	100%	98%	99%
September	99%	95%	100%	98%	98%	99%
October	99%	98%	98%	98%	98%	
November	99%	100%	100%	99%	98%	
December	98%	100%	97%	100%	99%	
January	97%	100%	95%	98%	99%	
February	96%	100%	96%	99%	97%	
March	96%	98%	99%	99%	98%	

Highways Development Control Cases Dealt With On Time

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

2019/2020	Total on time	% cases completed on time	Total cases completed
Apr-19	208	77%	271
May-19	203	78%	258
Jun-19	230	81%	285
Jul-19	193	88%	219
Aug-19	163	89%	184
Sep-19	155	73%	213
Oct-19	185	86%	216
Nov-19	172	83%	206
Dec-19	157	87%	180
Jan-20	72	97%	74
Feb-20	138	97%	142
Mar-20	200	90%	223

2020/2021	Total on time	% cases completed on time	Total cases completed
Apr-20	205	90%	229
May-20	163	87%	187
Jun-20	213	92%	232
Jul-20	179	86%	208
Aug-20	209	88%	238
Sep-20	202	83%	242
Oct-20	241	91%	264
Nov-20	225	95%	238
Dec-20	194	94%	206
Jan-21	40	100%	40
Feb-21	164	98%	168
Mar-21	214	87%	247

2021/2022	Total on time	% cases completed on time	Total cases completed
Apr-21	282	88%	321
May-21	273	90%	302
Jun-21	240	83%	288
Jul-21	214	85%	251
Aug-21	219	86%	255
Sep-21	177	70%	252
Oct-21	190	69%	275
Nov-21	226	77%	295
Dec-21	200	89%	225
Jan-22	64	91%	70
Feb-22	109	83%	131
Mar-22	220	87%	254

2022/2023	Total on time	% cases completed on time	Total cases completed
Apr-22	181	76%	237
May-22	192	85%	225
Jun-22	203	91%	223
Jul-22	185	97%	190
Aug-22	254	93%	273
Sep-22	173	96%	180

Traffic Regulation Orders

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. (Latest update: September 2022)

2020	Average Weeks To Complete	Number Completed	Outstanding List Of Requests	New Requests
January	26	11	91	10
February	39	9	90	11
March	31	10	87	8
April	42	6	70	3
May	27	4	71	6
June	0	0	76	10
July	34	7	57	5
August	30	8	67	11
September	40	9	68	16
October	43	11	72	6
November	45	11	66	7
December	40	7	70	11

2021	Average Weeks To Complete	Number Completed	Outstanding List Of Requests	New Requests
January	37	10	60	2
February	41	10	63	6
March	34	9	67	8
April	36	11	66	10
May	37	6	72	10
June	40	11	74	8
July	30	14	70	2
August	32	10	57	5
September	37	15	51	11
October	26	6	58	10
November	23	9	58	12
December	27	6	61	7

2022	Average Weeks To Complete	Number Completed	Outstanding List Of Requests	New Requests
January	24	4	54	3
February	22	4	63	4
March	31	5	60	9
April	31	8	59	3
May	31	11	57	2
June	27	12	56	5
July	25	4	55	4
August	36	8	57	4
September	27	10	60	8

Condition of Roads & Footways - Coarse Visual Inspection (CVI)

Percentage of footways and roads considered for maintenance after the annual CVI programme.

Year	Principal (A-class) Roads	Non-Principal (B- and C-class) Roads	Unclassified Roads	Footways
2010/2011	8.7%	18.9%	15.0%	31.9%
2011/2012	8.5%	17.6%	14.7%	29.7%
2012/2013	7.4%	14.6%	13.5%	29.8%
2013/2014	5.1%	15.1%	14.2%	28.1%
2014/2015	8.7%	20.5%	17.0%	32.8%
2015/2016	6.7%	17.3%	17.0%	31.5%
2016/2017	4.0%	12.3%	18.0%	30.4%
2017/2018	8.4%	14.7%	19.8%	25.0%
2018/2019	13.2%	18.5%	19.9%	28.0%
2019/2020	13.0%	19.0%	21.0%	31.6%
2020/2021	10.0%	18.0%	21.5%	35.4%
2021/2022	9.0%	11.0%	20.0%	--

Condition of Roads & Footways - Surface Condition Assessment of the National Network of Roads (SCANNER) Survey Results

Percentage of footways and roads considered for maintenance after the annual survey results have been received.

Year	Principal Roads %	Principal Roads Target	Non-Principal Roads %	Non-Principal Roads Target	Satisfaction with Roads
2010/2011	5.0%	5.0%	--		42.2%
2011/2012	4.0%	4.0%	8.9%		35.4%
2012/2013	3.8%	4.0%	9.6%		30.9%
2013/2014	3.1%	4.0%	5.9%		30.0%
2014/2015	3.0%	4.0%	4.0%		35.4%
2015/2016	3.0%	3.0%	3.0%		32.0%
2016/2017	3.0%	3.0%	4.0%	4.0%	31.7%
2017/2018	3.0%	3.0%	4.0%	4.0%	33.1%
2018/2019	3.0%	3.0%	4.0%	4.0%	24.0%
2019/2020	4.0%	3.0%	4.0%	4.0%	31.0%
2020/2021	5.0%	3.0%	5.0%	4.0%	33.0%
2021/2022	4.5%	3.0%	3.7%	4.0%	37.0%

Each year's figure for satisfaction with roads is the percentage of Viewpoint Survey 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 question in October 2021's survey.

Public Enquiries (PEMs)

Percentage completed within 28 days

Latest update: August 2022 – September's percentage will be available in early November

	2015/2016	2016/2017	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023
April	89%	76%	87%	71%	76%	93%	89%	86%
May	89%	45%	83%	75%	81%	88%	80%	88%
June	90%	63%	82%	77%	80%	86%	84%	89%
July	90%	77%	82%	78%	78%	85%	82%	88%
August	87%	73%	78%	81%	76%	78%	79%	84%
September	87%	72%	78%	81%	79%	83%	86%	
October	86%	83%	84%	85%	78%	88%	84%	
November	90%	82%	81%	89%	69%	90%	91%	
December	83%	77%	84%	83%	69%	86%	84%	
January	85%	83%	79%	84%	76%	86%	93%	
February	85%	83%	78%	86%	78%	84%	89%	
March	82%	81%	78%	86%	85%	80%	90%	

Public Enquiries (PEMs) Received in Each Month

Latest update: September 2022

2019/2020	Received	Average per Day
April	1,501	50
May	1,614	52
June	2,160	72
July	2,112	68
August	1,801	58
September	1,991	66
October	2,188	71
November	2,506	84
December	1,892	61
January	2,605	84
February	3,185	110
March	1,509	49
Totals	25,064	68

2020/2021	Received	Average per Day
April	596	20
May	925	30
June	1,638	55
July	1,572	51
August	1,808	58
September	1,652	55
October	1,653	53
November	1,337	45
December	1,674	54
January	2,478	80
February	2,314	83
March	1,956	63
Totals	19,603	54

2021/2022	Received	Average per Day
April	1,426	48
May	1,917	62
June	2,097	70
July	2,107	68
August	1,811	58
September	1,901	63
October	1,884	61
November	1,743	58
December	1,478	48
January	1,699	55
February	2,023	72
March	1,764	57
Totals	21,850	60

2019/2020	Received	Average per Day
Quarter 1	5,275	58
Quarter 2	5,904	64
Quarter 3	6,586	72
Quarter 4	7,299	80
Totals	25,064	68

2020/2021	Received	Average per Day
Quarter 1	3,159	35
Quarter 2	5,032	55
Quarter 3	4,664	51
Quarter 4	6,748	75
Totals	19,603	54

2021/2022	Received	Average per Day
Quarter 1	5,440	60
Quarter 2	5,819	63
Quarter 3	5,105	55
Quarter 4	5,486	61
Totals	21,850	60

2022/2023	Received	Average per Day
April	1,311	44
May	1,694	55
June	1,458	49
July	1,519	49
August	1,430	46
September	1,314	44
Totals	8,726	48

2022/2023	Received	Average per Day
Quarter 1	4,463	49
Quarter 2	4,263	46
Totals	8,726	48

Public Enquiries (PEMs) Outstanding

Total outstanding at the end of each month and each financial-year quarter-end (Latest update: September 2022)

Month	2019/2020	2020/2021	2021/2022	2022/2023
April	1,104	723	856	1,533
May	1,206	705	1,255	1,556
June	1,475	790	1,355	1,484
July	1,600	740	1,641	1,611
August	1,399	968	1,658	1,746
September	1,615	882	1,681	1,619
October	1,291	683	1,859	
November	2,019	512	1,736	
December	1,900	924	1,759	
January	1,935	1,031	1,618	
February	2,087	1,205	1,839	
March	1,217	1,041	1,567	

Quarter	Outstanding at Quarter-End 19/20	Outstanding at Quarter-End 20/21	Outstanding at Quarter-End 20/21	Outstanding at Quarter-End 22/23
Quarter 1	1,475	790	1,355	1,484
Quarter 2	1,615	882	1,681	1,619
Quarter 3	1,900	924	1,759	
Quarter 4	1,217	1,041	1,567	

Public Enquiries (PEMs) by Subject

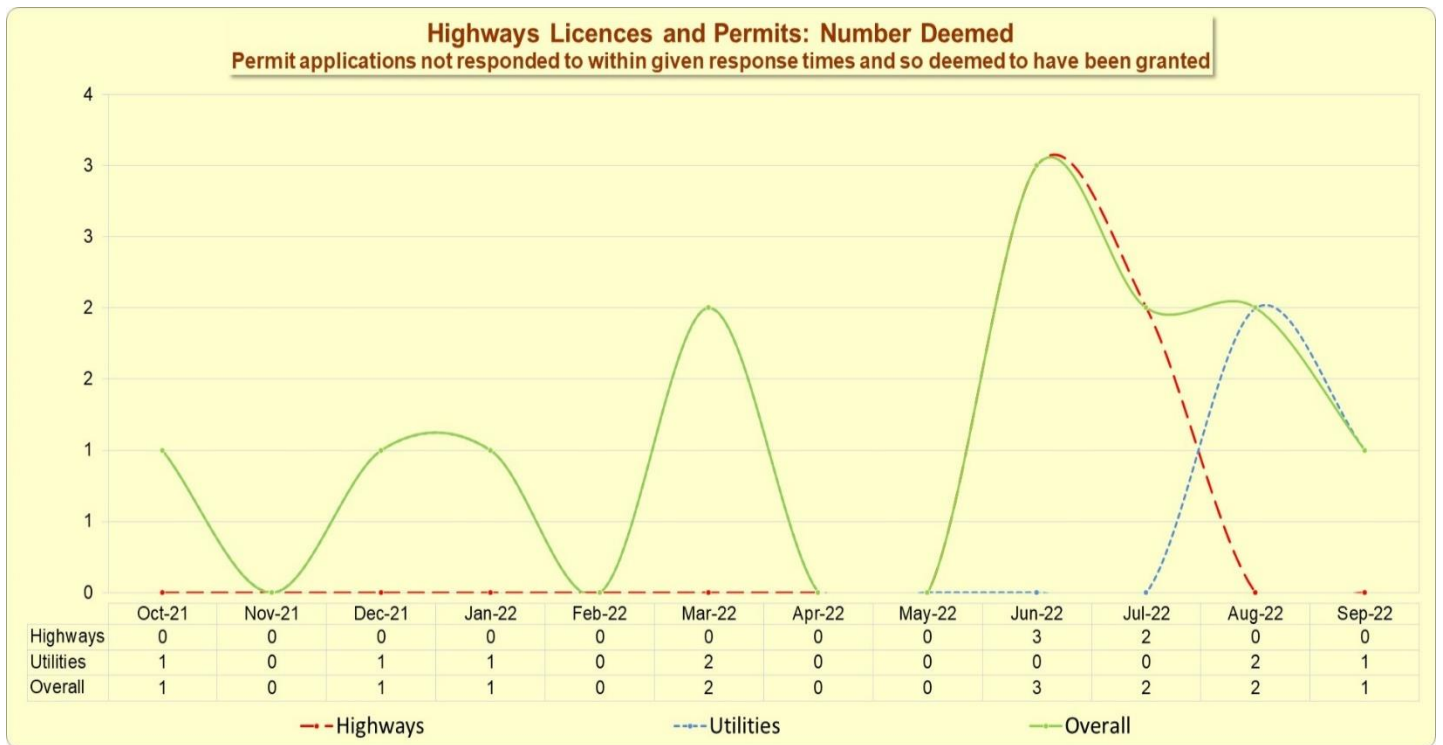
Subject and number of enquiries/reports received from the public (Latest update: September 2022)

Subject of Enquiry	Jul 2022		Aug 2022		Sep 2022		Jul-Sep 2022		Jul-Sep 2021	
	Total	%	Total	%	Total	%	Total	%	Total	%
Bridgeworks	2	0.1	7	0.5	12	0.9	21	0.5	64	1.1
Drainage	96	6.3	166	11.6	251	19.1	513	12	913	15.7
Existing Signs - Unlit	1	0.1	2	0.1	0	0	3	0.1	5	0.1
Flooding	0	0	0	0	0	0	0	0	0	0
Fences and Furniture	0	0	0	0	0	0	0	0	30	0.5
Grass Cutting / Verges	190	12.5	290	20.3	296	22.5	776	18.2	1,092	18.8
Grit Bin Service request	1	0.1	7	0.5	12	0.9	20	0.5	2	0
Hedge & Trees	29	1.9	21	1.5	0	0	50	1.2	242	4.2
Highways Search / Adopted	0	0	0	0	0	0	0	0	0	0
Ice Snow and Gritting Requests	5	0.3	1	0.1	0	0	6	0.1	22	0.4
Major Highway Projects	0	0	0	0	0	0	0	0	0	0
Mud / Hazard on Highway	5	0.3	28	2	40	3	73	1.7	122	2.1
New Dropped Kerb	0	0	0	0	0	0	0	0	0	0
New Signs and Road Markings	4	0.3	3	0.2	1	0.1	8	0.2	15	0.3
Potholes	144	9.5	166	11.6	161	12.3	471	11	486	8.4
Road Works Enquiry	4	0.3	5	0.3	0	0	9	0.2	45	0.8
Roads Footpaths and Cycle Tracks	1,012	66.6	686	48	481	36.6	2,179	51.1	2,595	44.6
Scaffold / Skip Permits / Temporary Road or Lane Closure / Building Materials	0	0	0	0	0	0	0	0	0	0
Section 38 / 278 - Development Control	0	0	0	0	0	0	0	0	0	0
Speed Limits	0	0	0	0	0	0	0	0	1	0
Traffic Calming	0	0	0	0	0	0	0	0	5	0.1
Traffic Regulation Orders	0	0	1	0.1	0	0	1	0	17	0.3
Traffic Signals - Permanent	11	0.7	17	1.2	21	1.6	49	1.1	95	1.6
Traffic Signals - Temporary	15	1	29	2	39	3	83	1.9	68	1.2
Utility Company Apparatus / Works	0	0	1	0.1	0	0	1	0	0	0
Totals	1,519	100	1,430	100	1,314	100	4,263	100	5,819	100

Streetworks Licences and Permits

Highways and Utilities Permits granted and deemed and summary of inspections

Latest update: September 2022



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

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

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

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
Jul-Sep	2,794	2,311	2,101	1,647	1,967	2,021	12,841
Total	4,963	4,543	4,778	2,742	3,450	3,821	24,297

Street Lighting Energy Consumption

Calendar-month totals of energy used by County Council-owned streetlights and street lighting energy costs (Latest update: September 2022)

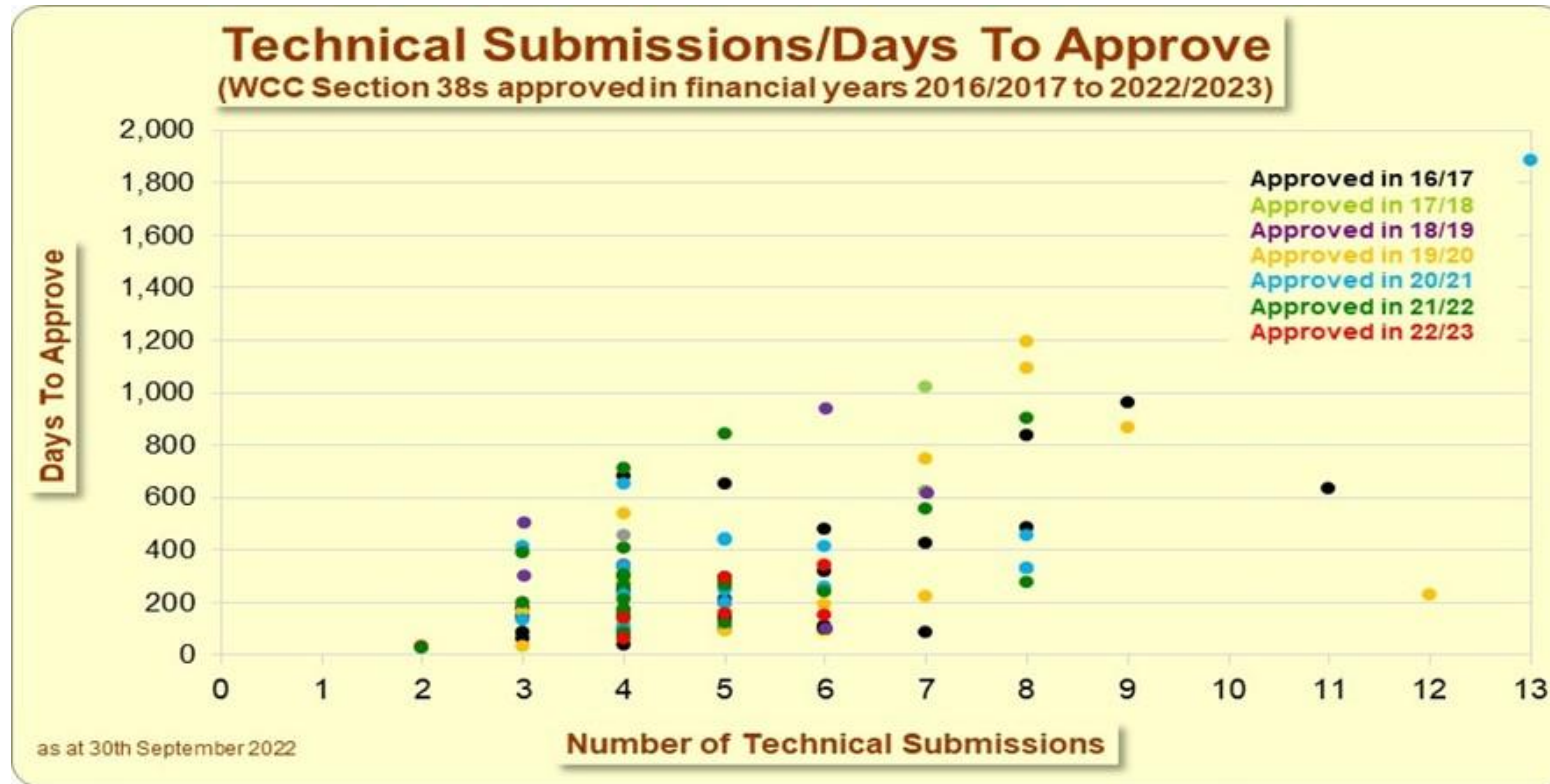
Year	Total (Annual)	Apr kWh	May kWh	Jun kWh	Jul kWh	Aug kWh	Sep kWh	Oct kWh	Nov kWh	Dec kWh	Jan kWh	Feb kWh	Mar kWh
2012/13	22,092,112	1,616,050	1,414,056	1,224,429	1,325,052	1,544,212	1,754,119	2,099,387	2,283,098	2,501,979	2,426,921	1,985,936	1,916,874
2013/14	22,074,495	1,598,089	1,397,565	1,215,750	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	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	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	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	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	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	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	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	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	5,702,684	1,049,984	917,278	798,257	864,532	989,861	1,082,772						

Street Lighting Spend

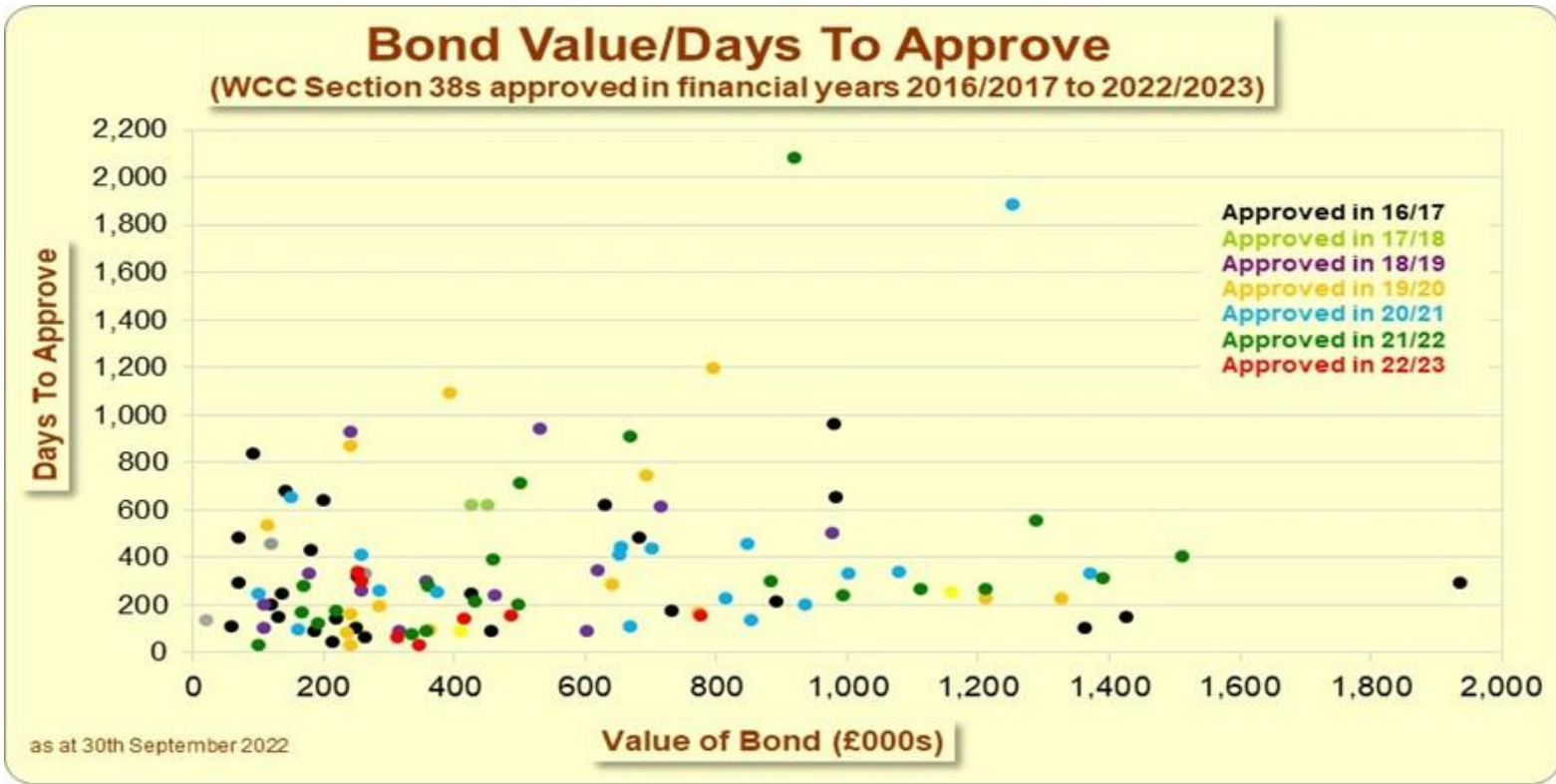
Calendar-month totals (in £s) for County Council-owned streetlights (Latest update: September 2022)

Year	Total (Annual)	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2016/17	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	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	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	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	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	1,965,695	146,222	128,263	111,777	120,221	138,672	157,139	188,049	202,797	222,669	212,113	172,924	164,849
2022/23	725,847	133,644	116,753	101,604	110,039	125,991	137,817						

Development Control Technical Submissions/Days To Approve Graphs



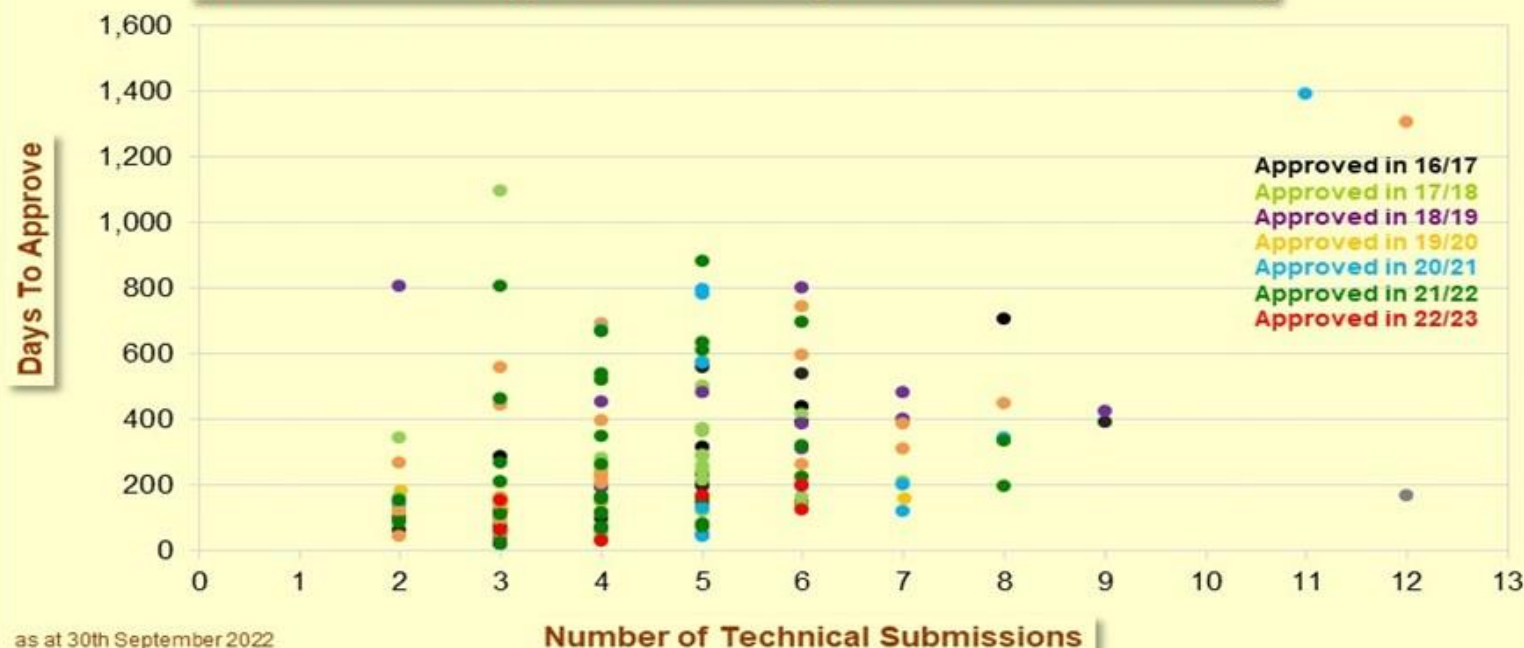
- The average number of days to approve the 7 38s approved in the first half of the current financial year was 221.
- The average number of days to approve the 22 38s approved in the 2021/2022 financial year was 293.
- The average days-to-approve figure for the 16 38s approved in the 2020/2021 financial 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.
- The 38s approved in this financial year have involved on average 5 Technical Submissions, although 3 required only 4 Submissions. The highest number required was 7.
- For those 38s approved in the 2021/2022 financial year, the average number of Technical Submissions was 4. Of those 22 approvals, 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.



- The average bond value of the 7 38s approved in the first half of this financial year was £573,157, a figure inflated somewhat by the highest figure, £1,513,200 for phase 3 of Vistry's Lea Castle development at Cookley.
- Of the schemes approved in 2021/2022, the one with the highest bond (£1,390,700) was phase 2 of the Lea Castle development, which was approved after 308 days and 5 Technical Submissions.
- 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.

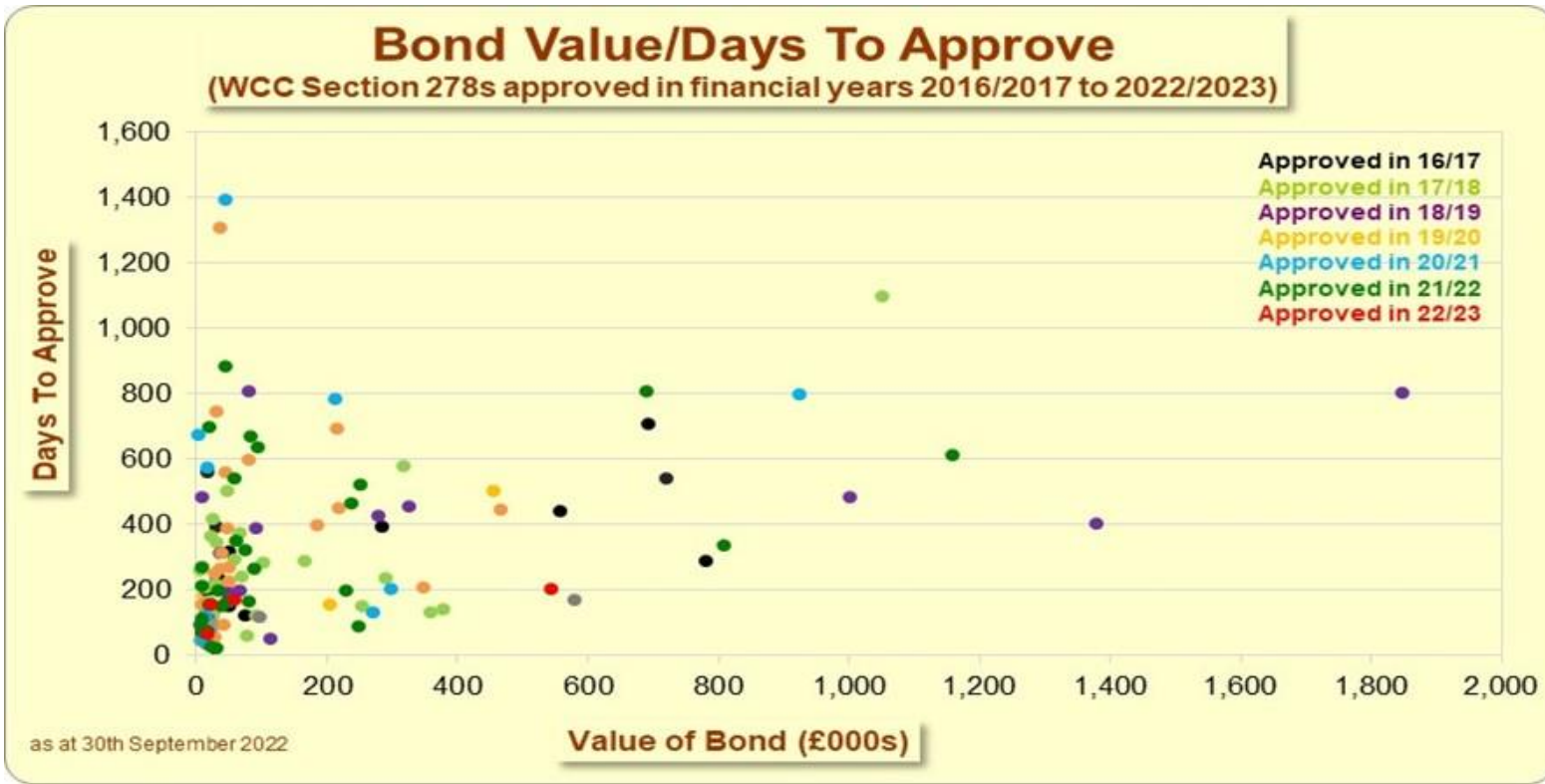
Technical Submissions/Days To Approve

(WCC Section 278s approved in financial years 2016/2017 to 2022/2023)



as at 30th September 2022

- 43 schemes have been submitted since the review of the Development Control function began in January 2021, of which 21 have attained Technical Approval.
- The average days-to-approve figure for those 21 schemes was 109; the average number of Technical Submissions was 4.
- The 27 278s submitted in the year prior to the review commencing and which have reached approval required on average 278 days and 5 Technical Submissions, although 16 (59.3%) involved 4 or less Technical Submissions.
- 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.
- Of the schemes approved in 2022/2023 so far, the one with the longest period from initial submission to approval date is Bellway's scheme for an access junction and pedestrian crossing at Whitford Road, Bromsgrove. It reached approval 202 days after the receipt of the first of 6 Technical Submissions.



- The average bond value of the 278s reaching approval in the first six months of this financial year was £161,956.
- That average is as high as it is because of one scheme in particular, namely Bellway's scheme for an access junction and pedestrian crossing at Whitford Road, Bromsgrove (bond value £545,000).
- The average value for schemes approved in 2021/2022 was £174,443, with the highest bond being £925,000 for Bloor Homes' Martley Road, Lower Broadheath (B4204) roundabout.

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	422.70	51.95%
2012/2013	443.70	476.70	424.10	50.73%
2013/2014	456.00	477.70	428.40	50.88%
2014/2015	459.80	497.20	430.80	50.95%
2015/2016	469.66	497.79	421.65	50.55%
2016/2017	477.07	493.40	418.80	68.80%
2017/2018	458.35	481.20	416.13	88.20%
2018/2019	459.15	477.70	406.00	86.98%
2019/2020	456.67	470.80	401.13	89.65%
2020/2021	473.30	494.40	422.20	91.62%

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
2013/2014	49.1	40.9
2014/2015	49.1	40.8
2015/2016	47.6	41.4
2016/2017	31.2	42.7
2017/2018	11.8	42.9
2018/2019	12.4	43.3
2019/2020	9.9	43.6
2020/2021	8.0	43.3

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

Disposal Method/Route	2000/0001	2001/2002	2002/2003	2003/2004	2004/2005	2005/2006	2006/2007	2007/2008	2008/2009	2009/2010	2010/2011
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%

Disposal Method/Route	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
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 - CO2 emissions estimates 2005-2020 (kilotonnes of CO2)

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)

Year	Industrial	Commercial	Domestic	Public Sector	Transport	Land use, land-use change, and forestry	Agriculture	Waste Management	Total	Worcs. per capita emissions	England per capita emissions
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

Worcestershire Greenhouse Gas Emissions - CO2 emissions estimates 2005-2020 (kilotonnes of CO2) - Scope of Influence

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. Totals exclude large industrial sites, railways, motorways, and land-use)

Year	Industrial	Commercial	Domestic	Public Sector	Transport	Agriculture	Waste Management	Total	Worcs. per capita emissions	England per capita emissions
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

Worcestershire County Council Greenhouse Gas Emissions

Latest update: November 2021 for 2020/2021

Emissions Category (please see notes for details)	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
Scope 2	16,672	7,934	6,459	5,273	-52.4	-61.3	-68.4
Scope 3	55,266	38,271	36,986	36,637	-30.8	-33.1	-33.7
Totals	76,536	48,874	45,912	44,390	-36.1	-40.0	-42.0

Notes:-

Scope 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: Indirect emissions - electricity use in WCC buildings (excluding schools) and street lighting (grid generation).

Scope 3: 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.

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.

Worcestershire County Council Greenhouse Gas Emissions - Share of Annual Corporate Emissions by Activity

Latest update: November 2021 for 2020/2021

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 – Reports and Resolutions Summary 2022/2023

Latest update: September 2022

	April	May	June	July	August	September
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)	5,783 (includes 4,927 defects & 856 obstructions)	5,768 (includes 4,903 defects & 865 obstructions)	5,767 (includes 4,896 defects & 871 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)	269 (includes 240 defects & 29 obstructions)	256 (includes 227 defects & 29 obstructions)	217 (includes 187 defects & 30 obstructions)
Reports resolved in month	209 (includes 191 defects & 18 obstructions)	264 (includes 243 defects & 21 obstructions)	195 (includes 169 defects & 26 obstructions)	309 (includes 281 defects & 28 obstructions)	306 (includes 275 defects & 31 obstructions)	202 (includes 184 defects & 18 obstructions)
Reports resolved by volunteers (Cumulative, for this financial year)	29	44	61	103	111	143
New Definitive Map Modification Orders (DMMOs) submitted in month	2	0	1	0	0	0
DMMOs completed in month	0	0	0	0	1	0
DMMOs outstanding on the register	78	79	79	80	79	80

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

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 first six months of the current financial year, 1,485 reports were resolved (April to September 2021 total: 1,800). Service demand remains around 50% higher than pre-COVID levels due to the increased use of the network. This increased usage matches the national position and it is expected it will remain at this level.

Reports resolved by Volunteers (Cumulative, for this financial year): This is the number of defects resolved by volunteers, both individuals and groups. The true figure is higher as much of their work is not recorded on encompass but identified and resolved onsite when out on the network.

New Volunteer Groups: There are 16 groups across the County. This figure remains largely static and doesn't indicate how active the groups are (some do work several times a month, some only very occasionally). Reports resolved by volunteers provides a much better gauge of the success of our volunteer scheme.

New Definitive Map Modification Orders (DMMOs) submitted by month: This includes any applications submitted, but still awaiting validation. Applications will not be added to the register of applications until they have been validated in line with legislation.

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 – Reports and Resolutions Summary 2021/2022

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Outstanding Public Rights of Way (PROW) reports	6,205 (5,424 defects & 781 obstructions)	6,190 (5,411 defects & 779 obstructions)	6,384 (5,601 defects & 783 obstructions)	6,372 (5,575 defects & 797 obstructions)	6,378 5,563 defects & 815 obstructions)	6,296 (5,482 defects & 814 obstructions)	6,232 (5,396 defects & 836 obstructions)	6,119 (5,283 defects & 836 obstructions)	6,016 (5,171 defects & 845 obstructions)	5,844 (5,008 defects & 836 obstructions)	5,816 (4,981 defects & 835 obstructions)	5,674 (4,841 defects & 833 obstructions)
New reports received in month	288 (226 defects & 62 obstructions)	219 (184 defects and 35 obstructions)	388 (359 defects & 29 obstructions)	418 (391 defects & 27 obstructions)	343 (285 defects & 58 obstructions)	319 (280 defects & 39 obstructions)	209 (178 defects & 31 obstructions)	274 (236 defects & 38 obstructions)	154 (130 defects & 24 obstructions)	155 (131 defects & 24 obstructions)	199 (184 defects & 15 obstructions)	314 (289 defects & 25 obstructions)
Reports resolved in month	198 (169 defects & 29 obstructions)	207 (172 defects & 35 obstructions)	246 (214 defects & 32 obstructions)	358 (339 defects & 19 obstructions)	397 (367 defects & 30 obstructions)	394 (356 defects & 38 obstructions)	246 (234 defects & 12 obstructions)	342 (313 defects & 29 obstructions)	321 (299 defects & 22 obstructions)	265 (237 defects & 28 obstructions)	277 (262 defects & 15 obstructions)	467 (440 defects & 27 obstructions)
Reports resolved by volunteers (Cumulative)	10	33	60	88	99	146	173	199	221	240	263	286
New Definitive Map Modification Orders (DMMOs)	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

Countryside Access – Reports and Resolutions Summary 2020/2021

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Outstanding Public Rights of Way (PROW) reports	5,992 (4,964 defects & 628 obstructions)	5,726 (5,068 defects & 658 obstructions)	5,905 (5,249 defects & 656 obstructions)	5,968 (5,306 defects & 662 obstructions)	6,017 (5,355 defects & 662 obstructions)	6,073 (5,388 defects & 685 obstructions)	6,127 (5,427 defects & 700 obstructions)	6,151 (5,430 defects & 721 obstructions)	6,096 (5,386 defects & 710 obstructions)	6,050 (5,329 defects & 721 obstructions)	6,105 (5,389 defects & 716 obstructions)	6,086 (5,342 defects & 744 obstructions)
New reports received in month	176 (110 defects & 66 obstructions)	290 (228 defects and 62 obstructions)	359 (314 defects & 45 obstructions)	293 (253 defects & 40 obstructions)	197 (166 defects & 31 obstructions)	231 (185 defects & 46 obstructions)	212 (172 defects & 40 obstructions)	231 (172 defects & 59 obstructions)	195 (164 defects & 31 obstructions)	212 (183 defects & 29 obstructions)	245 (207 defects & 38 obstructions)	330 (276 defects & 54 obstructions)
Reports resolved in month	45 (34 defects & 11 obstructions)	119 (93 defects & 26 obstructions)	227 (188 defects & 39 obstructions)	194 (163 defects & 31 obstructions)	139 (110 defects & 29 obstructions)	157 (137 defects & 20 obstructions)	164 (135 defects & 29 obstructions)	220 (182 defects & 38 obstructions)	223 (183 defects & 40 obstructions)	256 (238 defects & 18 obstructions)	193 (165 defects & 28 obstructions)	326 (290 defects & 36 obstructions)
Reports resolved by volunteers (Cumulative)	10	26	34	42	46	59	64	106	118	131	152	166
New Definitive Map Modification Orders (DMMOs)	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 – Reports and Resolutions Summary 2019/2020

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Outstanding Public Rights of Way (PROW) reports	5,107 (4,624 defects & 483 obstructions)	5,133 (4,650 defects & 483 obstructions)	5,223 (4,733 defects & 490 obstructions)	5,341 (4,844 defects & 497 obstructions)	5,403 (4,894 defects & 509 obstructions)	5,436 (4,911 defects & 525 obstructions)	5,416 (4,888 defects & 528 obstructions)	5,307 (4,778 defects & 529 obstructions)	5,288 (4,761 defects & 527 obstructions)	5,215 (4,775 defects & 540 obstructions)	5,390 (4,840 defects & 550 obstructions)	5,446 (4,875 defects & 571 obstructions)
New reports received in month	253 (220 defects & 33 obstructions)	153 (138 defects and 15 obstructions)	202 (190 defects & 12 obstructions)	332 (299 defects & 33 obstructions)	240 (212 defects & 18 obstructions)	193 (165 defects & 28 obstructions)	199 (178 defects & 21 obstructions)	123 (107 defects & 16 obstructions)	119 (111 defects & 8 obstructions)	169 (150 defects & 19 obstructions)	165 (151 defects & 14 obstructions)	143 (117 defects & 26 obstructions)
Reports resolved in month	123 (113 defects & 10 obstructions)	143 (125 defects & 18 obstructions)	120 (112 defects & 8 obstructions)	188 (170 defects & 18 obstructions)	173 (164 defects & 9 obstructions)	166 (153 defects & 13 obstructions)	233 (216 defects & 17 obstructions)	224 (211 defects & 13 obstructions)	147 (134 defects & 13 obstructions)	152 (141 defects & 11 obstructions)	94 (90 defects & 4 obstructions)	84 (79 defects & 5 obstructions)
Reports resolved by volunteers (Cumulative)	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 1 st October 2014.
Category B inspection		Inspections undertaken between the date the street work finishes to any time up to six months later.
Category C inspection		Check of street works at the end of 2-year guarantee period.
Category D inspection		Undertaken either at the point defective street works are identified, during remedial works, or once the remedial works have been completed.
Clarification		It may not always be possible to make good a reported highways defect within the specified time frame due to a number of reasons, which require clarification. These will be beyond the County Council's control (e.g. the defect is under a parked vehicle; is inaccessible due to it being within a road closure governed by a utility service; is under flood water or compacted snow; requires a piece of repair equipment that is not a standard stock item or is currently unavailable; is located in a high-speed area, which means a safe repair can only be made outside standard working hours. In all cases, an attempt is made to make safe the issue. The clock on the defect is stopped until the repair(s) can be undertaken. Clarifications are checked every week to ensure they are not left and then never actioned.
Coarse Visual Inspection	CVI	Coarse Visual Inspection (CVI): A CVI Survey provides a visual condition assessment of the highway. It is a simple and efficient survey, providing a reliable method of assessing the 'coarse' condition of a network. Undertaken from a slow-moving vehicle, the survey team use a laptop computer linked to a digital trip meter. As each defect is observed it is recorded for distance, position and extent using a Condition Index (CI) score. There are 4 categories within a CVI, covering surface properties, wearing, structural condition, edging. Each category has a numerical range, which, when combined, gives the overall Condition Index. A higher Index indicates more extensive remedial work is required.
Deemed		A street works permit authority should reply to permit applications within the given response times. If it fails to do so, however, under the terms of the Traffic Management Act 2004, a permit is deemed to be granted in the terms of the application.
Fixed-Penalty Notice	FPN	In this context, this refers to penalties imposed on street works contractors in relation to permissions, timeliness, and quality of work, as set out in the New Road and Street Works Act 1991
Footways - Prestige Walking Zones		Areas with a high proportion of public space with high footfall, often in large retail areas or approaching a transport hub.
Footways - Primary Walking Routes		Busy urban shopping and business areas and main pedestrian routes.
Footways - Secondary Walking Routes		Medium-usage routes through local areas that feed into primary walking routes, local shopping centres, etc.
Footways - Link Footways		In urban areas, these provide connections between local-access urban routes; in rural areas, any busy route.
Footways - Local Access Footways		Low-usage routes, short estate-road pathways, and cul-de-sac walkways.
Footways - Minor Footways		Little-used rural footways serving a very limited number of properties.
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.
Permits		Please see 'Licences'

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

Activity Type	Minimum application periods ahead of proposed start date	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 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	2 days or 20% of the original duration whichever is longest	n/a	5 days	2 days
Minor	n/a	3 days	2 days or 20% of the original duration whichever is longest	n/a	2 days	2 days
Immediate	n/a	2 hours after	2 days or 20% of the original duration whichever is longest	n/a	2 days	2 days