

Transitional Corporate Plan Summary

1. Community - To promote vibrant, safe and inclusive communities

- **Housing** – Maximise the opportunities for affordable, accessible and decent housing for all
 - Provide new affordable homes (150 per year) through funding and the planning system
 - Help vulnerable households (55 per year) reach decent homes standard through decent homes grants
 - Reduce the number of families in temporary accommodation by 20% (from April 2007)

- **Community Safety** – Work with partner organisations to reduce crime and the fear of crime
 - Reduce the fear of anti-social behaviour

- **Economy** - Support a diverse and thriving economy
 - Improve and develop Phelps parade in Calne
 - Provide area community grants to support local projects

- **Transport - Help meet transport needs, especially in rural areas**
 - Implement residents' parking scheme in Chippenham

- **Culture/healthy lifestyles** – Creating opportunities to encourage people of all ages to get involved in leisure activities
 - Secure contract to run leisure centres until March 2009
 - Continue to support the development of the Cricklade Country Way leisure corridor

2. Environment - To protect and enhance the local environment

- **Waste & Recycling** – minimise waste and increase our recycling rates
 - Increase the amount of rubbish we recycle
 - Collect green waste from more households
- **Climate change** – take action to reduce the impact of climate change on our activities and to promote energy awareness to our customers
 - Improve the energy efficiency of Council-owned buildings
 - Carry out awareness campaign, including AWARE days
 - Improve home energy efficiency through partnership working and providing home improvement grants
- **Controlled Development** – protect our countryside and built environment through our planning activities

2. (Continued) Environment - To protect and enhance the local environment

- **Cleaner streets** – improve the cleanliness of our local roads and public open spaces
 - Introduce new cleaning and grounds maintenance schedules

3. Customers - To put our customers at the heart of everything we do

- **Performance & Satisfaction in priority services** - Improve our service performance and customer satisfaction
 - Speed up the time it takes to process benefits claims
 - Collect more Council Tax and business rates debts
 - Improve the way we collect rubbish, clean streets and maintain parks and grounds
 - Improve the way we deal with customers and increase customer satisfaction
- **Equality of Access** - Make it easier for all our customers to access our services
 - Improve the way we handle complaints
 - Establish a customer contact centre to deal with 80% of enquiries
 - Increase the use of on-line services
 - Train staff and councillors to understand equality and diversity

- **Consultation & Communication** - Listen and talk with our residents, young people and businesses
 - Hold at least 2 consultations a year with young people
 - Support Community Area Partnerships and Community Plans

- **Training & Development** – Develop our staff and Councillors to give their best to residents
 - Attain charter mark for member development

- **Budget** - Use your money effectively and efficiently and explore new ways of working
 - Meet all our efficiency targets set by central Government

- **Transition to new Unitary Authority** – Ensure “business as usual” for service delivery to the public and a smooth handover to the new Council
 - Perform a full role in shaping the services of the new unitary authority.
 - Ensure a smooth handover of services to the new unitary authority
 - Ensure that Council staff are supported throughout the transition process and their interests pursued wherever possible