

KEY PERFORMANCE UPDATE – DECEMBER 2006

Purpose of Report

1. This report provides information on progress to December 2006 in achieving the Council's goals, as set out in its corporate plan.

Background

2. The Council's corporate plan sets out what it wishes to achieve by 2009. Key performance indicators are used to show progress in achieving its goals.
3. This report provides information about performance to December 2006 with estimates of the likely results for 2006/7. Appendix 1 provides a written summary of progress by goal, and Appendix 2 shows results against key performance indicators. Local Public Service Agreement targets are given at the end of Appendix 1.
4. In February the Audit Commission published its Comprehensive Performance Assessment (CPA) ratings for all upper tier and unitary councils. These were reported to Cabinet in February. Wiltshire County Council was assessed as a 4 star (excellent) authority that is improving adequately.

Main Considerations for the Council

5. The main considerations for the Council are to consider progress against its goals. A very challenging budgetary situation at the beginning of the year has been managed corporately to achieve a current forecast balanced/slight underspend position on the budget (there is a separate budget monitoring report on the Cabinet's agenda). A summary of performance results is provided as Appendix 1. This includes a description of progress on corporate initiatives such as getting closer to communities as well as performance against targets.
6. In general, performance improvements are being achieved in comparison to 2005/6, although some performance is mixed. Efficiency initiatives are progressing, and the S151 officer estimates that our targets will be achieved. As was probably to be expected, public satisfaction with the Council as a whole has fallen during what has been a very financially difficult period, although satisfaction with services looks average or good. We are on track to agree Wiltshire's LAA with government. Further improvement has been achieved at Key Stage 2, and results at Key Stages 3 and 4 are generally above average. Most indicators for children's social care are on target, although some are volatile and cannot be confirmed until year end (eg educational attainment of looked after children). Changes in the way eligibility criteria are applied and our policy to enable more people to access services provided within their local community (rather than directly commissioned by the Council) has reduced the numbers of people reported against the indicator 'helped to live at home'. Good performance is forecast on the timely delivery of equipment and the receipt of care packages, and action is being taken on the speed of assessments. Waste recycling and composting

is above target (39%). The numbers of people killed or seriously injured in road accidents are now 24% less than the 1994-98 average. Information from Police shows that crime has risen slightly but Wiltshire remains a low crime area.

Environmental Impact of the Proposal

7. Targets in the plan include waste minimisation, recycling, and bus services.

Risk Assessment

8. Risk is considered in the Council's corporate and financial planning. A 'traffic light' assessment of the likelihood of achieving each target is in Appendix 2.

Financial Implications

9. The financial implications of the goals are reflected in the County Council's Medium Term Financial Plan and its budgeting arrangements.

Reason for Proposal

10. To keep Members informed about progress in addressing the Council's goals.

Proposals

11. The Task Group is asked to note the Council's progress in achieving the Council's goals and to make any appropriate comments to the Cabinet.
12. The Cabinet is asked to note the Council's progress in achieving the Council's goals and to consider any comments made by the Task Group.

Sharon Britton, Assistant Director Performance & Review

The following unpublished documents have been relied on in the preparation of this Report: Detailed performance information in departments

A SUMMARY OF PROGRESS AGAINST EACH GOAL

Please see Appendix 3 for performance indicator details.

OUR CORPORATE GOALS FOR ACHIEVING 'COUNCIL EXCELLENCE' BY 2009:

A. Achieve improvements in efficiency and effectiveness of at least 2.5% every year

The national efficiency target of 2.5% per year is expected to be met - please see Appendix 2, Resources. Initiatives to improve cost effectiveness are underway, including:

- Structure – changes to improve the focus on Wiltshire's communities and to improve resource management. This is on schedule and new directors are now in post.
- Customer contact and BPRs – Improvements have been achieved in the number of calls handled and resolved by the customer care unit (see Resources), although transfer following BPRs has been slowed to allow the Council to focus on other priorities. Progress is expected to increase towards the end of this year and in 2007/8.
- Procurement - update. Energy: from April to September, we saved £201,658 through the use of framework agreements. Agency Staff: savings of £200,000 are included in the 2006/07 budget and a further £400,000 assumed for 2007/08. Staff Advertising: a saving of £50,000 is included in the 2006/07 Budget. ICT contracts: savings of £850,000 are expected in 2007/8.
- New Ways of Working – this programme includes measures to increase productive staff time (for example, by developing flexible working in conjunction with business travel and property). The high level business case and plan for the new ways of working and the property Hub strategy have been agreed. Departmental business cases are being developed with a target date of April 07. HR policy principles are being validated alongside the technology roll out.
- ICT Investment – Transition to new contract with Steria is complete. Minor process issues are to be resolved.
- Business Management Programme - the procurement process for a new Business Management & Resources System is underway with supplier evaluation during February 07.

Satisfaction surveys: results have recently been published for satisfaction surveys for upper tier and unitary councils. As was probably to be expected, public satisfaction with the Council as a whole has fallen during what has been a very financially difficult period for the County Council. Results for all councils will not be available until the summer, and a comparison with others will be made for the year end report. Initial figures suggest that satisfaction with our services is average or good, but overall satisfaction with the county council has fallen – dissatisfaction increased slightly from 8% in 2003 to 12 % in 2006 and responses moved from 'satisfied' to 'neither satisfied nor dissatisfied'. Further research will be completed in 2007. See Appendix 2, goal A, Environmental Services and Resources for more information.

B. We will build on the Council's Beacon award for 'Getting Closer to Communities'

Targets to increase the number of young people participating in youth democracy, the percentage of secondary schools with an active youth council, and schools providing access to child care and activities are expected to be met. The details are shown in Appendix 2, Children & Education.

Building on our beacon status for getting closer to communities (round 6), we submitted a further application for beacon status under the theme of elected members as community champions (round 8) and were shortlisted for the next 2 stages of the assessment process which took place in (a) December 2006 and (b) January 2007. The initial assessment of our latest bid commented that:

"This is an impressive application. The authority has a very strong vision for neighbourhood empowerment and the role of members in that evidenced by their 'constant conversation' initiative."

Our beacon year for the getting closer to communities ended on 30 June 2006, and we continue to share best practice and support other councils. Our work has included presentations and involvement at national conferences (eg by the Integrated Care Network, the County Council's Network, Local Government Chronicle and the Local Government Association). We have participated in the consortium on transforming neighbourhoods, led by the Young Foundation, and on the Civic Pioneers programme which was being run by the Home Office and which has now transferred to DCLG. We have been invited to seminars with various government departments and on major policy development issues, for example, with Sir Michael Lyons on community engagement; on the role of frontline councillors with the LGA; on social capital with Robert Putnam; and with David Cameron on working with communities. The following key pieces of research have been carried out on community engagement in Wiltshire:

- Audit Commission Innovations Unit, Innovation in Local Government, A Case Study of the Calne community area (November 2006)
- University of Gloucestershire, Report for Gloucestershire County Council on the Engagement of Communities of Place (July 2006)
- The Young Foundation, Transforming Neighbourhoods in Wiltshire, Maximising Town and Parish Council Involvement in Community Planning (May 2006)

We have been awarded funding from ODPM (DCLG) through the Wiltshire Improvement Partnership for several strands of work, one of which is to strengthen the capacity of elected members (including capacity to address equalities and diversity issues). A programme for capacity building is currently being implemented and will be closely monitored. Support is also offered to councillors and communities through new ways of disseminating information and carrying out local consultation using Acknowledge software; a significant amount of research and intelligence has also been built up for each community area and is available for local councillors and communities to use.

We continue to support communities to deliver the local priorities identified in the community plans and these are monitored by the community area partnerships. The priorities have fed into the Council's planning processes. Workshops have been run to help improve local engagement in services, eg for transport and youth development. Strong connections are being made with adult social services, extended schools and children's centres. Community planners have worked with County Councillors to identify local projects from the community plans which they wish to take forward, including seeking funding opportunities and supporting bids.

A project monitoring database tracks the progress and achievements of these local projects.

Targets to agree community activities with councillors and to achieve community projects are on track. Please see Appendix 2, Community Services.

We have made presentations, held discussions and tried to build bridges around a project to improve community governance in Wiltshire and streamline the bureaucracy, resources, confusion and burden of working across 3 tiers of local government. The idea was introduced in June 2005 at the annual meet and greet sessions with the town and parish councils. Progress was effectively slowed up by the long-awaited white paper, which most district councils wanted to wait for before agreeing action. Pilots have now been agreed for the Malmesbury and Trowbridge community areas and workshops facilitated by the Young Foundation were held in December in these two areas. The work in the Malmesbury community area is also linked to the review of the area committees by North Wiltshire District Council. The possibilities offered by the current development of the Local Area Agreement are being considered in terms of interpreting this into a community charter (ie the local offer) at the very local level.

The Young Foundation are producing a challenge paper after the work in December which will help to develop the project further. Evaluation criteria have been agreed for the pilot with Overview and Scrutiny. In the longer term, it is intended that pilots will be carried out in each district area of the County and that these will follow a similar methodology, drawing on the lessons from the Malmesbury and Trowbridge community areas. Strong links are also being made with other partners in terms of developing this approach, particularly on the neighbourhood policing front.

C. We will help develop a 'local area agreement' between the Wiltshire Strategic Board and Government which promotes the County's interests in the long term as well as the immediate future

Our second Local Public Service Agreement (LPSA), with the Wiltshire Strategic Board (WiSB), was agreed with Government and runs until 2008. This includes the 4 key themes of health, waste efficiency, skills for adults and making our towns 'clean, green and safe'. Some of these are based on public sector organisations acting as exemplary employers to achieve the targets.

WILTSHIRE STRATEGIC BOARD'S LPSA2 SCORECARD – TO DECEMBER 06	Confidence level			COMMENTS
	Low	Med	High	
1. Improving health and well-being by giving more opportunities for school children (year 10) and public sector employees to - reduce smoking: children by 4%, employees by 2%; increase those eating 5+ fruit and vegetables/day by 5%; increase those doing 1 hour of physical activity/day: children by 2%, employees by 3%		X		Performance measure is final survey in 2008, so progress assessed on plans. People's Voice has questions on activity. Work underway to improve engagement of employers.
2. Falls – Reduce the number of people age 75 years and over admitted to hospital as a result of a fall to 839 (reduction of 150)		X		New management and professional structure is in place so progress expected
3. Domestic Violence – Improve the safety of victims of domestic violence and their children: increase reporting (by 421 incidents), reduce repeat offences (by 8%), increase charges resulting in convictions (by 1%)		X		Performance on repeat offences and convictions is currently off target. Action is being taken.
4. Home Safety – Reduce accidental fires and arson: accidental domestic fires (by 13/year),		X		Introduction of Case and Relationship Managers will

WILTSHIRE STRATEGIC BOARD'S LPSA2 SCORECARD – TO DECEMBER 06	Confidence level			COMMENTS
	Low	Med	High	
injuries (by 12/year), primary fires (by 57/year), secondary fires (by 51/year)				help delivery
5. Basic Skills of adult learners – Skills for Life qualification at Entry Level 3 = 150, Level 1 National Test in adult literacy (and/or numeracy) = 100, Level 2 qualification in adult literacy (and/or numeracy) = 250			X	Funding now secured following changes at the LSC.
6. School Attendance – Increase attendance at a group of 11 secondary schools and 6 primary to 92.89%, and at the remaining 18 secondary schools to 94.28%. Reduce sessions lost to fixed term exclusions by 11%, and the number of permanent exclusions by 16.		X		Targets are for 2007/8, so current progress is a proxy measure. Changes in the national absence code are problematic; will take up with government.
7. Waste Minimisation – Reduce household waste generated by 6,150 tonnes			X	5,123 tonnes to Dec 06. District Councils asked to consider contributing £5,000 each in 2007/08.
8. Homelessness among vulnerable young people aged 16-17 – reduce numbers living in: bed/breakfast accommodation to 0 (132 fewer), unsuitable accommodation to 45 (225 fewer)			X	Improvements made in data collection are reflected in this assessment.
9. Street Scene – Enhance cleanliness of land in local authorities' control BVPI 199a (litter & detritus) (by 38%), and public satisfaction with street scene (by 12.6%)			X	Good results this year. The target is for 2007/8.
10. Anti Social Behaviour – Reduce: alcohol-related re-offending by 305; and the % of people perceiving that anti-social behaviour has got worse by 5% points		X		Reducing re-offending is on track, but rollout to C division is behind schedule.
11. Looked After Children – Improve: educational attainment, level 4 by: Eng 10%, Maths 11%, Science 10.5%, Level 5 by: Eng 7%, Maths 7.7%, Science 10.7%; attendance by 1%, placement stability by 3%, and NEET at age 19 by 10%		X		Good progress has been made this year. The cohort of children looked after changes so results are volatile.
12. NEET - Reduce % of young people in Wiltshire aged 16-18 not in education, employment or training to 4.1% (by 0.4% points)			X	Target period is November 08 to January 09

The LPSA feeds into the Local Area Agreement (LAA) which is being negotiated by WiSB. The LAA was considered by the County Council in February 2007, and the final LAA agreement will be reviewed by the Leader before it is finalised in time for a start in April 2007.

We will measure our progress towards the aim of excellent services by the targets and 'milestones' which are shown below.

Where all children and young people enjoy life and achieve their potential in and out of school

1. Extend the number of early education and childcare places, so that early education is available for those parents who want it for 38 weeks of 15 hours by 2010 and there are at least 20 children's centres by 2008

Targets for early education and childcare provision are being met. Government guidance is that provision for 15 hours is expected no earlier than 2010.

Four children's centres were officially designated by Sure Start on 9 October 2006. The organisation agreeing the capital projects was changed in September with the new company taking some time to sign off plans, therefore delaying the start of builds – decisions are still awaited for submissions made in October. Planning and community concern over locations has also caused delays. However, the overall plan for 20 centres by 2008 is still on track and we now have children centres activity happening in 16 areas in readiness to be formalised.

2. Ensure that every school provides good quality education and improve the levels of attainment of children and young people in Wiltshire so that by 2009 performance at all Key Stages is in the top 25% nationally and no school is designated in Special Measures

Results for 2006 for Key Stage 2 show a further significant improvement – taking us above the national average. Results for Key Stages 3 and 4 are mixed and similar to last year's – generally above average performance although not meeting the very stretching aspirational targets set by DfES. Key Stage 4 is of particular concern as we seem to be plateauing whereas other authorities are still seeing improvement.

6 of our schools are subject to special measures (target 6). As reported previously, the new inspection approach being taken by Ofsted may increase the number of schools entering special measures. 15 schools are causing concern – this reflects us changing the criteria used to identify such schools to take account of Ofsted's changing approach. Performance indicators are at Appendix 2, Children & Education.

3. a. Support parents, families and communities to improve the outcomes for children and young people and ensure that they are all safe, healthy, enjoy life and achieve their potential at school, make a positive contribution and achieve economic wellbeing

b. Safeguard children by supporting families to care for their children, and where children/young people have to live away from home or be looked after by the Council, ensure that they have stable homes, have their health needs met and are supported to achieve in education, training and employment

Performance indicators are shown in Appendix 2, Children & Education. Most indicators are currently shown as on target; however some are volatile and subject to change. The good performance achieved last year for stability of placements has continued. Final results for children looked after educational achievement is a concern and depends which children are in care at the end of the year. Work is continuing to try to reduce placement costs, including the externalisation of 2 children's homes

The Children and Young People's Plan is informing development of the Children & Young People's block of the Local Area Agreement (see goal C above).

4. Implement the strategy for pupils with special educational needs, in order to improve provision for secondary age pupils with autistic spectrum disorders and for pupils with behavioural, emotional and social difficulties; and reduce the number of children with special educational needs educated more than 20 miles from their home

Figures are available annually, and the targets are expected to be met.

5. In consultation with young people improve youth development work so that there are more places to go and things to do for young people aged 13-18 and more qualified youth workers to lead them

Allocations of grant are expected to be at 93% for the year. See Appendix 2, Children & Education.

Where people of all ages lead active and independent lives

6. Remodel adult social care to align policies with available resources, giving priority to those at greatest risk and promoting independence and well being

Prompted partly by the changes in the NHS, we have been reviewing our policies in adult care to ensure stability and sustainability in the medium term. Establishing effective relationships with the new Wiltshire PCT and the Strategic Health Authority is a priority.

A very challenging budgetary situation at the beginning of the year has been managed corporately and a slight underspend is forecast on the Council's budget.

7. Ensure young people with disabilities have a smooth transition from children's to adults' services, through an assessment and care plan and the opportunity for direct payments

Arrangements are now operational, although there is a short delay in reflecting assessments in the reported results (Appendix 2, Community Services).

8. Directly involve older people and people with disabilities or mental health difficulties in planning social care and other services for the next 10-15 years

The last report explained how the new arrangements would improve the involvement of people in planning and commissioning social care and other services. Each District is establishing a local Commissioning Board, chaired by a District Director. This will have user and carer representation from planning groups for older people, people with learning disabilities, people with physical impairment and sensory loss. The NHS led planning groups for mental health will also be able to link directly with the District Boards. The District Boards will be the main decision making bodies, subject to an overarching commissioning strategy set by the County Strategic Commissioning Board.

Training and induction for staff, users and carers will take place in January, followed by meetings of the District Commissioning Boards in late January and the Planning Groups in February. The first meetings of the Boards and Planning Groups will be very much about the group members getting to know each other and making sure that people are clear about their roles.

9. Give older and disabled service users greater opportunities for inclusion, choice and control by enabling more people to procure services through direct payments or individual budgets

Please see Appendix 2, Community Services for indicator information. The removal of leisure payments has reduced the numbers of direct payment recipients. The target for independent living fund claimants (goal 10) is on track.

10. Enable older and disabled people to live independently at home, to have opportunities for work, and to lead full lives in their communities, so that their lives are improved and inequalities are reduced

For performance indicators please see Appendix 2, Community Services. Numbers of people helped to live at home has not increased to target. This reflects changes in the way in which eligibility criteria are applied, and the policy to enable more people to access services provided within their local community rather than services directly commissioned by the Council. Our good performance in the delivery of equipment and statements of need is expected to be maintained by year end. Further improvements have been made in timely receipt of care packages (good performance) and the numbers of people are using self-assessment are still on target. The speed of assessment appears to have reduced slightly – we are awaiting some data but may not reach the target at year end.

11. Improve access to work and in-work support for disabled people

The number of disabled people employed by the County Council in 2005/6 was 124 (2004/5 110). The figures for 2006/7 are underreported, particularly in the data from schools. A 'data cleansing' exercise is planned for 2007 to help solve this problem. A contract is now in place with Shaw Trust to provide work placements for disabled people. The recently published Disabilities Equalities Scheme contains a full action plan of all measures being undertaken

Where the need for growth is balanced with protection of the environment

12. Encourage the minimisation, re-use and recycling of household waste

The target to increase recycling and composting of waste to 30% has been exceeded – at December this was at 39% but this may reduce slightly as the year progresses due to seasonal fluctuation. The target to reduce the growth in household waste is on target. For performance indicators please see Appendix 2, Environmental Services.

13. Improve our roads and maintain current journey time on key routes
(Improvements are dependent upon continuing government financial support)

For performance indicators please see Appendix 2, Environmental Services. A local indicator (based on BV97a) to measure the condition of non-principal roads is being used as the national indicator BV97a no longer exists (and the replacement (BV224a) does not measure roads in need of major repair). The local indicator samples 10% of roads. Full data will not be available until later in the year, but the targets for the condition of principal, non principal and unclassified roads are expected to be met.

14. Work with the Police, Highways Agency, Health Authority, Fire Service and other partners so that the number of people killed and seriously injured on Wiltshire's roads continues to fall

The 2006/7 national target (based on road accidents in 2005) to reduce the number of people killed or seriously injured in road accidents has been met. The number of these casualties is now 24% less than the 1994-98 average.

15. Facilitate access to employment, education, and services by maintaining the availability of core passenger transport services and alternative modes of travel to the private car

Figures will be reported at year end.

16. Maximise the use of brown-field sites to accommodate future housing, employment and public services and thereby minimise the impact on countryside and open spaces, and implement plans for:

- ❖ new Wiltshire & Swindon History Centre in Chippenham – to open in October 2007
- ❖ Trowbridge 'Waterside' regeneration

These projects are on-going. The History Centre - on target to open in 2007; completion of the building by February 2007 and open to the public by October 2007. Trowbridge Waterside - a developer has now been awarded preferred bidder status and negotiations are progressing to resolve some outstanding matters of detail. A final report will be submitted to both County and District Councils Cabinets by July 2007 for a decision on the award of a contract.

17. Promote essential road improvements:

- ❖ The Westbury By-pass, so that the town centre environment of Westbury can be improved and the future of the West Wilts Trading Estate and the wider economic health of the West Wiltshire corridor are secure. (Completion is dependent upon statutory processes and continuing government support).

Design work is well advanced and the planning application for the scheme was submitted in March 2005. Following consultation on the application, the planning officer made a request for further information. However, the route traverses an area of ecological importance particularly with respect to bats and further seasonal survey work was required to fully meet the planning officer's requirements. Mitigation measures required to reduce the impact on the habitat for bats have changed the design of the scheme, particularly the structures, and the planning officer has advised that a new application should be submitted. It is anticipated that the new application will be submitted at the end of February and a report on the application is now expected to be submitted to Regulatory Committee in April 2007. Statutory orders (compulsory purchase order and side roads order) will be published once planning permission is granted and a public inquiry into the orders could be expected to follow about 6 months later.

18. Help small and medium-sized businesses in Wiltshire to supply public bodies with goods and services, and support initiatives to re-connect local farmers and producers with local consumers

Information on progress is provided below.

Buy Wiltshire (Local purchasing website): The new Buy Wiltshire website has been developed by Wiltshire County Council's Economic Development and Strategic Procurement teams in conjunction with Swindon Borough Council, the Wiltshire District authorities, the Wessex Association of Chambers of Commerce and Business Link, and with the support of funding from the South West Centre of Excellence. The website, which is located at www.buywiltshire.co.uk has the following 3 key aims:

- To encourage and enable the local supplier base to do business with local authorities in Wiltshire, via a free portal

- To enable Wiltshire local authorities to engage with the local business community
- To facilitate local trading and supply chain development and local business to business networking (including business to business trading and trading between businesses and members of the local community)

A key focus of the website is supporting and encouraging SMEs to take advantage of the many contract opportunities open to businesses through local authority procurement, by making local authority contract opportunities more visible and easily accessible to the local business community than ever before, as well as offering guidance on how to trade with local authorities, a local business directory and links to local business opportunities.

Two launch events for the new Buy Wiltshire website have been held to date, one in Trowbridge and one in Chippenham with a further two events planned for 2007 in Salisbury and Swindon. So far the website has been well received by the business community and 56 new businesses have registered in the Buy Wiltshire directory. Further promotion and development of the website is planned for 2007.

SmartBusiness project: Rural Renaissance funding from the RDA was approved for this project in November 2006 and it will run until March 2008. The project comprises 3 themes: SmartSME, SmartProcurement and SmartTourism. The SmartProcurement Theme will launch the e-marketplace which the Wiltshire Procurement Federation (WCC, NWDC, KDC, SDC, WWDC) have agreed to use. A series of events to existing and potential suppliers will be held to highlight how the system will work and how local businesses can be engaged in supplying the public sector. This will also take account of developments with the Buy Wiltshire system. Through the SmartSME theme, funding towards the cost of new technology as well as free business technology advice will be available for SMEs wishing to adopt new technologies. A third element of the project is the SmartTourism. This theme will work with the tourism sector in their adoption and use of the new destination management system. Project delivery partners are WCC, Great Western Enterprise, Wessex Association Chambers of Commerce and the Wiltshire and Swindon Destination Management Partnership. A Press release launching the project will be issued by WCC towards the end of January.

Single Business Account (SBA): A joint approach is being adopted by WCC and the District Councils towards the implementation of the SBA. A business database mapping exercise has been carried out across each authority, and discussions have been held about the possibility of delivering the SBA through the work programme planned for the CRM, rather than through a separate work stream.

However, the various authorities are at different stages in terms of being ready to progress SBA implementation and the priority for the County Council in the period 2006/7 has had to be putting in place the e-gov/ICT infrastructure needed to support SBA implementation. Without this infrastructure we cannot progress through to full implementation and development of the SBA. Implementation is dependant upon the construction of a sound business case, and 2 workshop events are being planned with the business community for early 2007, in conjunction with the Wessex Association of Chambers of Commerce to ascertain the level of business need for and interest in an SBA facility.

Countryside and Landbased: A task group has been established by the Countryside and Landbased group to develop a plan building on the regional Sustainable Food and Farming Strategy. A consultation event was held in March, attended by a wide range of people representing most sectors of the farming and

food industry. The plan was produced in June 2006; the key activities identified in the plan have been discussed with Government Office South West and have been included in the draft Local Area Agreement under the Economic Block sub-outcome 2.5. A feasibility study into establishing a rural enterprise centre for the county has been identified as the main priority. A funding application to support the costs of this study has been submitted to Rural Renaissance.

And in whose communities people want to live and work

19. Engage with the regional Planning Body (and other regional bodies) so that regional policy more effectively protects and supports Wiltshire's rural areas and market towns

We have led on establishing a mechanism to manage the delivery of all delegated rural regeneration funding from the South West of England Regional Development Agency (SWRDA) and Department for Environment, Food & Rural Affairs (DEFRA) into Wiltshire. The Council will become the accountable body; for RDA, DEFRA and European Union funding and will work through the newly established Rural Executive of the Wiltshire Strategic Board to ensure spend is aligned with the Wiltshire Community Strategy's goals. The Rural Executive secretariat provided by the Council will also rural proof regional strategies to ensure best fit and advantage for Wiltshire's rural communities, using the new Regional Rural Delivery Framework.

The Council has provided significant input into the development of and consultation on the Draft Regional Spatial Strategy and Regional Economic Strategy, both in its own right and with local partners. We have achieved recognition of Salisbury, Trowbridge and Chippenham as centres of strategic significance within the region and ensured that there is capacity for growth in market towns. An Examination in Public into the draft RSS will take place April - June 2007. The County Council has been invited to participate at the EIP. It is expected that the Secretary of State will issue a revised RSS in early 2008.

We have led a Wiltshire consultation on arrangements for DEFRA's Rural Development Regulations through the Countryside and Land Based Group, and have also engaged in developing the South West's response to the E.U. Cohesion Framework Consultation.

20. Work with local Community Safety Partnerships to reduce the incidence of specific serious crimes by 12.5% between 2003/04 and 2007/08

For performance indicators please see Appendix 2, Community Services. Information from Police shows that crime has risen slightly in comparison to last year and is projected just over target. A separate Local Public Service Agreement target to reduce anti-social behaviour is shown under goal C.

21. Improve the quality of life of our residents by investing in and enabling easier access to cultural and sporting activities and the countryside

The methodology used to obtain the number of visits to libraries has been changed because the Audit Commission had doubts about the method used to estimate the number of visits 'in person' (physical visits) for 2005/6. A count of physical visits, following CIPFA guidance, was made in November 2006 and produced more accurate, though substantially reduced, figures. A new Web system for counting 'virtual' visits has had the same result and checks are being made with the corporate web team to secure accurate and reliable data. As a

result, visits to libraries, both those in person and 'virtual visits' via the Internet, are shown as decreasing. Some recalibration of targets for both sets of figures for 2007/08 and beyond will be necessary in order to reflect the adjusted counting procedures.

Appendix 3: Wiltshire County Council's key performance indicators

INDEX TO KEY PERFORMANCE INDICATOR INFORMATION	Pages
Children & Education	2-3
Community Services	4-5
Environmental Services	6-7
Resources	8-9

Appendix 3: Wiltshire County Council's key performance indicators

Children & Education

How do we compare with others?	Do you expect to meet this year's target?
Top 25% (or 4 or 5 DoH blobs) - Good (G, 4b, 5b)	Yes
Bottom 25% (or 1 or 2 DoH blobs) - Poor (P, 1b, 2b)	No
Average (above median a+, below median a-, 3 blobs 3b)	Some doubt - action taken
Not comparable	

B We will build on the Council's Beacon award for 'Getting Closer to Communities'...		2004/5 actual	quantile	2005/6 actual	quantile	trend	2006/7 target	quantile	2006/7 to Dec	quantile	on target?	2007/8 target	quantile	2008/9 target	quantile	Comment (if 'on target' is N)
local	By 2009: 4,650 young people will have participated through the youth work curriculum in youth democracy activities (2005-2009) (2004/05: 650)	650		915		-	1900 (05-07)		1260		y	3150 (05-08)		4,650 (05-09)		On track - national target is 50% by 2008. Figures available at year end. On track - national target is 33% by 2008. Figures available at year end.
local	90% of secondary schools will have an active youth council, following the Hear by Rights principles, supported by WYDS	10%		41%		-	60%		66%		y	80%		90%		
local	By 2010 all primary schools should provide access to child care before and after school			67%			at least 50%		see comment		y			50% by 2008		
local	By 2010 all secondary schools to be open 8am - 6pm all year round and offering activities (or fewer hours if that meets local need)			38%(11)			at least 35%		see comment		y			33% by 2008		
1 Extend the number of early education and childcare places, so that early education is available for those parents who want it...		2004/5 actual	quantile	2005/6 actual	quantile	trend	2006/7 target	quantile	2006/7 to Dec	quantile	on target?	2007/8 target	quantile	2008/9 target	quantile	Comment (if 'on target' is N)
local	By 2009: We will have 20 children's centres	0		0		-	6		4		a	14		20		4 centres designated by Sure Start on 9th Oct. Changes in sign-off process may cause some delay but on track for 2008
local	We will extend the availability of early education and childcare provision to 38 weeks/year, and (in part of the county) to 15 hours/week	33		33		-	38		38		y	38		38		Govt guidance now expects 15 hrs no earlier than 2010
local		12.5		12.5		-	12.5		12.5		y	15		15		
2 Ensure that every school provides good quality education and improve the levels of attainment of children and young people in Wiltshire so that:		2004/5 actual	quantile	2005/6 actual	quantile	trend	2006/7 target	quantile	2006/7 to Dec	quantile	on target?	2007/8 target	quantile	2008/9 target	quantile	Comment (if 'on target' is N)
BV40	By 2009 we will be in the top 25% nationally for: Key Stage 2: Percentage achieving level 4 or above in: - Maths	71%	P	74%	a-	↑	79%		75%		n	Not yet set		top 25%		Improved, target not met
BV41	- English (note - targets shown for KS2 are local, not DfES target)	76%	a-	78%	a	↑	77%		80%		y	Not yet set		top 25%		Improved, target met
BV181	Key Stage 3: Percentage of 14 year olds at or above level 5 in - English	75%	G	76%	G	↑	82%		75%		n	Not yet set		top 25%		Draft data, dipped, DfES target not met
	- Maths	77%	G	78%	G	↑	82%		81%		n	Not yet set		top 25%		Draft data, improved, DfES target not met
	- Science	72%		76%	G	↑	79%		77%		n	Not yet set		top 25%		Draft data, improved, DfES target not met
	- ICT	73%	a+	76%	G	↑	79%		71%		n	Not yet set		top 25%		Draft data, dipped, DfES target not met
BV38	Key Stage 4: Percentage of pupils achieving min 5 A*-C grade GCSEs	56.5%	a+	58.0%	a+	↑	65%		58.2%		n	Not yet set		top 25%		Improved, DfES target not met
BV48	No schools will be subject to special measures	5 (1.97%)	P	4 (1.61%)	P	↑	6 (2.31)		6(2.43)		y	2 (0.77)		0		Hope to reduce further by end of year
local	The number of schools causing concern will reduce to 10	23		19		-	10		15		a	10		10		
local	We will have amalgamated or federated 20 schools (2005-09)	New		4		-	6		6		y	4		8		

Appendix 3: Wiltshire County Council's key performance indicators

3 (a) Support parents, families and communities to improve the outcomes for children and young people... (b) Safeguard children...		2004/5 actual	quartile	2005/6 actual	quartile	trend	2006/7 target	quartile	2006/7 to Dec	quartile	on target?	2007/8 target	quartile	2008/9 target	quartile	Comment (if 'on target' is N)
By 2009:																
QP7.3	At least 80% of core assessments will be completed within 35 days	65%		75%		↑	80%		79%		y	80%		80%		Final figure will depend on those registered on the 31st March PAFC22 deleted by DoH. Targets to be set for new PAFB79 once blob bands known. 97/127
PAFC20	Reviews of all child protection cases will continue to be done on time (BV16)	100%	5b	100%	5b	↑	100%		100%		y	100%		100%		
PAFA3	Between 10% and 15% of children on the Child Protection Register will be re-registrations	11%	5b	14%	5b	-	10% - 15%		20%		a	10% - 15%		10% - 15%		
PAFC22	Young children looked after are in foster care or placed for adoption	97%	4b	95%	4b	-	see note		99%		y			97%	5b	
PAFB79	Children looked after in foster placements or placed for adoption aged between 10 and 16 as at 31 March.						see note		75%							These figures are available at end of year
PAFA1	No more than 10% of children looked after will have 3 or more placements during the year	14%	5b	13%	5b	↑	12.0%		10.4%		y	12%		10%	5b	
PAFE44	We will spend more of our budget (up to 30%) on family support and preventive work (2004/5: 24%)	24%		24%					-		y					
PAFB8	Costs of our services for children who are looked after will be in line with statistical neighbours	£200 higher		988		-	£891		-		y	to be set		average		
PAFC19	At least 85% of children looked after will have a health assessment and dental check every year	66%	3b	75%	4b	-	80%		84%		y	85%		85%	5b	final figure
PAFC63	At least 80% of children looked after will communicate their views to a all statutory review (new definition - now measures all reviews)	70%		71%	2b	-	80%		84%		y	85%		90%		More reviews to be held in year and number of non participants likely to rise
local	At least 10 adoptions of children looked after each year	6		10		-	10		14		y	10		10		1/28 awaiting data for 5 children. 3 did not take exams due to disability. Cohort, and possibly number with GCSEs, will increase 30 in cohort. Data still to be collected for 10. 10/20 in EET
local	At least 10% of young people leaving care aged 16 or over will have 5 or more GCSEs A*-C, and	5.5%		9.3%		↑	9%		3%		a	10%		10%		
PAFA2	- at least 60% will have one or more GCSEs A*-G or a GNVQ	42.0%	2b	52.3%	4b	↑	50%		35%		a	55%		60%	4b	
local	At least 70% of young people who were looked after when aged 16-17 will be engaged in education/training/employment at 19 (BV161 PAFA4)	50%	3b	63%	5b	-	60%		50%		y	65%		70%	5b	
4 Implement the strategy for pupils with special educational needs...		2004/5 actual	quartile	2005/6 actual	quartile	trend	2006/7 target	quartile	2006/7 to Dec	quartile	on target?	2007/8 target	quartile	2008/9 target	quartile	Comment (if 'on target' is N)
local	By 2009: We will have reduced the number of pupils with statements travelling more than 20 miles to school to 120	149		139		↑	125		see comment		y	120		120		Only available once a year at outturn
local	We will have improved the provision for secondary age pupils with autistic spectrum disorder by extending training across all secondary schools, so that they can each provide for such pupils	new		new		-	new		see comment		y			All secondary schools		Figures only available once a year
5 In consultation with young people improve youth development work so that there are more places to go and things to do ...		2004/5 actual	quartile	2005/6 actual	quartile	trend	2006/7 target	quartile	2006/7 to Dec	quartile	on target?	2007/8 target	quartile	2008/9 target	quartile	Comment (if 'on target' is N)
local	By 2009: All of the Government grant, the Youth Opportunity and Youth Capital Fund of £804k, will have been distributed and there will be a significant % increase in things to do and places to go	New		New			100%		36%		A	-		100%		Will confirm at the end of March . Outcome likely to be 93%
local	95% of internal inspection visits will be rated satisfactory or better	New		90%			95%		90%		A	-		95%		Reported 6 monthly - likely to reach 93%
local	35% of assistant youth workers will be either nationally or locally qualified	New		20%			35%		see comment		-	-		35%		These figures will be reported annually
local	In each locality area there will be a youth work programme, accessible and available for 7 days/week, 48 weeks/year	New		0			50%		see comment		-	-		100%		These figures will be reported annually

Appendix 3: Wiltshire County Council's key performance indicators

Community Services

Quartile - How do we compare with others?
 Top 25% (or 4 or 5 DoH blobs) - Good (G, 4b, 5b)
 Bottom 25% (or 1 or 2 DoH blobs) - Poor (P, 1b, 2b)
 Average (above median a+, below median a-, 3 blobs 3b)
 Not comparable

G
P
a+

On target?

Yes
No
Some doubt - action taken

Y
N
A

7 Ensure young people with disabilities have a smooth transition from children's to adults' services...		2004/5 actual	2005/6 actual	2006/7 target	2006/7 to Dec	2007/8 target	2008/9 target	Comment (if 'on target' is N or ?)
		quartile	quartile	quartile	quartile	on target?	quartile	
local	By 2009 all eligible young people who, at 18 years of age or over, are in contact with Children & Families social care will have access to an assessment and care plan and the opportunity for direct payments	New	100%	100%	90%	Y	100%	2 clients still undergoing assessment process.
9 Give older and disabled service users greater opportunities for inclusion, choice and control...		2004/5 actual	2005/6 actual	2006/7 target	2006/7 to Dec	2007/8 target	2008/9 target	Comment (if 'on target' is N or ?)
		quartile	quartile	quartile	quartile	on target?	quartile	
local	By 2009: 360 adults and older people will be receiving direct payments at 31 March (linked to PAF51)		314	320	247	N	340	The removal of the Leisure Payments due to financial recovery has reduced the numbers of DP recipients
10 Enable older and disabled people to live independently at home, to have opportunities for work, and to lead full lives in their communities...		2004/5 actual	2005/6 actual	2006/7 target	2006/7 to Dec	2007/8 target	2008/9 target	Comment (if 'on target' is N or ?)
		quartile	quartile	quartile	quartile	on target?	quartile	
local	By 2009: More people will be helped to live at home (linked to PAF29, C30, C31, C32)	6,536	6,330 (18.4%)	6,450	4,824	N	6,600	Some improvement in numbers, but unlikely to achieve target by year end.
PAFD54	Equipment will be delivered more quickly (all equipment within 7 working days) (BV56)	71% 3b	86% 5b	86%	85%	A	87%	Fractionally under target - expected to recover by year end
PAFD39	Everyone will receive a statement of their needs and how met	96% 4b	97% 4b	98%	96%	A	100%	
PAFD55	Assessments will be done more quickly (begun in 48 hours and completed in 4 weeks of contact) (BV195)	68% 3b	71% 3b	75%	62%	A	80%	An action plan to speed up assessment times and was put into operation after christmas.
PAFD56	People will receive care packages more quickly (within 4 weeks of assessment) (BV196)	90% 5b	86% 5b	88%	88%	Y	89%	
local	More assessments will be undertaken through self-assessment	0%	2%	5%	5%	Y	10%	
local	Take up of benefits with the Department for Work and Pensions will increase by 30% (£0.189m)	£0.145m	0.164	£0.160m	0.116	Y	£0.175m	
local	Number of Independent Living Fund claimants will increase	New	63	65	72	Y	77	
local	By 2009 200 "extra care" housing units will be in place	70	76	100	76	A	150	New strategy in place - reviewing target
11 Improve access to work and in-work support for disabled people		2004/5 actual	2005/6 actual	2006/7 target	2006/7 to Dec	2007/8 target	2008/9 target	Comment (if 'on target' is N or ?)
		quartile	quartile	quartile	quartile	on target?	quartile	
local	By 2009 we will increase the number of disabled people employed by Wiltshire County Council to 330	110	124	160	112	N	220	Data quality - data cleansing planned for later in 2007. New contract with Shaw Trust. Recently published Disability Equality Scheme.

Appendix 3: Wiltshire County Council's key performance indicators

20 Work with local Community Safety Partnerships to reduce the incidence of specific serious crimes by 12.5% between 2003/04 and 2007/08		2004/5 actual	quartile	2005/6 actual	quartile	trend	2006/7 target	quartile	2006/7 to Dec	quartile	on target?	2007/8 target	quartile	2008/9 target	quartile	Comment (if 'on target' is N or ?)
local	By 2009 we will reduce by a total of 12.5% the incidence of seven types of crime including theft, burglary, damage to property and other violent crimes against the person (2003/4 baseline 14,249) (comparison with BVPIs 126 and 128)	New		13,668	G	↑	13,053 -9%		11,442		A	12,468 -12.5%		red. by 12.5%		Slight increase on last year. Information from the Police Divisional Commander: Wiltshire's level of crime continues to be low; we focus resources on activities that cause the greatest damage to communities e.g. burglary versus theft of pedal cycles; this is a partnership target and the national Review of the Crime and Disorder Act provides the opportunity to strengthen existing partnership arrangements. This indicator does not include murder and class A drug supply.

21 Improve the quality of life of our residents by investing in and enabling easier access to cultural and sporting activities and the countryside		2004/5 actual	quartile	2005/6 actual	quartile	trend	2006/7 target	quartile	2006/7 to Dec	quartile	on target?	2007/8 target	quartile	2008/9 target	quartile	Comment (if 'on target' is N or ?)
local	By 2009: The physical and - virtual visits to libraries will have increased by 5% per year	2.648m 0.310m		2.746m 0.708m	a	?	2.919m 0.342m		2.105m 0.243m		N N	3.065m 0.359m		3.219m 0.377m		The Audit Commission 'reserved' our 2005/6 result for physical visits to libraries because of uncertainty about the data. The Q3 count, following CIPFA guidance, has provided a more accurate, but substantially lower figure. A new Web system used to update results for 'virtual' visits has also shown a reduction. Checks are being made with corporate web team to secure accurate and reliable data.

Appendix 3: Wiltshire County Council's key performance indicators

Environmental Services

How do we compare with others?		Do you expect to meet this year's target?	
Top 25% (or 4 or 5 DoH blobs) - Good (G, 4b, 5b)	G	Yes	Y
Bottom 25% (or 1 or 2 DoH blobs) - Poor (P, 1b, 2b)	P	No	N
Average (above median a+, below median a-, 3 blobs 3b)	a+	Some doubt - action taken	?
Not comparable			

A Achieve improvements in efficiency and effectiveness of at least 2.5% every year (previously goals A-C)		2004/5 actual	2005/6 actual	2006/7 target	2006/7 to Dec	2007/8 target	2008/9 target	Comment (if 'on target' is N or ?)
		quartile	quartile	trend	quartile	quartile	quartile	
BV90c	Public satisfaction with the Council will be in the top 25% of County Councils, measured by three yearly best value satisfaction surveys:							
BV103	Local household recycling sites (2003 93%)	next survey 2006	G	↑	good	G	85%	County council comparisons are to be calculated and reported at year end.
BV104	Public Transport information - those seen information	next survey 2006	G	↑	good	G	65%	
BV104	Local Bus Services - those used buses in last year	next survey 2006	G	↑	good	G	64%	
BV111	Planning applicants: satisfied with the service	next survey 2006	G	↑	good	G	57%	Too few applicants for accurate result

12 Encourage the minimisation, re-use and recycling of household waste		2004/5 actual	2005/6 actual	2006/7 target	2006/7 to Dec	2007/8 target	2008/9 target	Comment (if 'on target' is N or ?)				
		quartile	quartile	trend	quartile	quartile	quartile					
Local	By 2009: Reduce the rate of growth of household waste by 1% per year - (household waste collected kg/head of population (similar to BV84a)	-1%	506.28	G	↑	535.0 (-1%)	500.8	Y	545.2 (-1%)	556.6 (-1%)	Recycling - Defra capped target at 30%. Increase due to seasonal peak composting period & switch by 2 DCs to alternate week refuse collections.	
BV82	Achieve/maintain good (top quartile - county) household waste recycling & composting (2004/5: good)	26.7%	G	32%	G	↑	30%	Y	30%	note	G	

13 Improve our roads and maintain current journey time on key routes		2004/5 actual	2005/6 actual	2006/7 target	2006/7 to Dec	2007/8 target	2008/9 target	Comment (if 'on target' is N or ?)			
		quartile	quartile	trend	quartile	quartile	quartile				
local	By 2009 no more than 5% of our principal roads will be in need of major repair (PI based on 03/4 BV96 definition), (link to BV223), and	4.6%	G	4.6%	?	5%	5.3%	Y	5%	5%	To be updated - 2006 deflectograph data input but Maintenance Works data still to be input - due Feb 07
local	By 2011 no more than 5% of our non-principal roads will be in need of major repair (local PI based on BV97a), (link to BV 224a) and	16.3%	a+	7.5%	?	9.8%	7.5%	Y	7.8%	5.6%	Uses a 10% sample - No change, no new data currently available. Due Feb 07.
BV224b	- unclassified roads will be in need of major repair (was BV97b)	12.3%	G	7%	?	11%	7%	Y	9%	7%	No change, no new data available. Due Feb 07.

14 Work with the Police, Highways Agency, Health Authority, Fire Service & others so that the number of people killed and seriously injured on Wiltshire's roads continues to fall		2004/5 actual	2005/6 actual	2006/7 target	2006/7 to Dec	2007/8 target	2008/9 target	Comment (if 'on target' is N or ?)		
		quartile	quartile	trend	quartile	quartile	quartile			
BV99	By 2009:	2003 year	2004 year							
(a) i	the number of people killed or seriously injured (KSI) in road traffic accidents will fall to no more than 278 (2004/5: 351), and	351	326	↓	317	296	Y	300	278	
(a) iii	28.7% fewer people will be killed or seriously injured than 1994-98 average	-10%	-16%	-	-18%	-24%	Y	-23%	-28.7%	

Appendix 3: Wiltshire County Council's key performance indicators

15 Facilitate access to employment, education, and services by maintaining the availability of core passenger transport services and alternatives of modes of travel ...		2004/5 actual	quartile	2005/6 actual	quartile	trend	2006/7 target	quartile	2006/7 to Dec	quartile	on target?	2007/8 target	quartile	2008/9 target	quartile	Comment (if 'on target' is N or ?)
local	By 2009: 84% of the rural population will have access to a daily or better weekday bus service (2004/5: 90%), and	90%		90%		↑	88%		see comment			86%		84%		As in the corporate plan, targets have been revised down in LTP2 (84% and 55% in 2008-09) on assumption that increasing costs cannot be met. Data available at year end.
local	55% will have access to an hourly or better weekday bus service (2004/5: 65%)	65%		62%		↓	59%		see comment			56%		55%		
16 Maximise the use of brown-field sites to accommodate future housing, employment and public services and thereby minimise the impact on countryside and open spaces...		2004/5 actual	quartile	2005/6 actual	quartile	trend	2006/7 target	quartile	2006/7 to Dec	quartile	on target?	2007/8 target	quartile	2008/9 target	quartile	Comment (if 'on target' is N or ?)
The following District Council indicator is for information only. Progress on the History Centre and Waterside is described elsewhere							Not a CC target		see comment							Calculated from annual April survey undertaken of all housing developments as set out in the annual series of Housing Land Availability reports. 2006-07 result due May/June 2007.
BV106	Percentage of new homes built on previously developed land	66%		59%			50%									

Appendix 3: Wiltshire County Council's key performance indicators

Resources

Quartile - How do we compare with others?
 Top 25% (or 4 or 5 DoH blobs) - Good (G, 4b, 5b)
 Bottom 25% (or 1 or 2 DoH blobs) - Poor (P, 1b, 2b)
 Average (above median a+, below median a-, 3 blobs 3b)
 Not comparable

G
P
a+

On target?
 Yes
 No
 Some doubt - action taken

Y
N
A

A Achieve improvements in efficiency and effectiveness of at least 2.5% every year (previously goals A-C)		2004/5 actual	quartile	2005/6 actual	quartile	trend	2006/7 target	quartile	2006/7 to Dec	quartile	on target?	2007/8 target	quartile	2008/9 target	quartile	Comment (if 'on target' is N or ?)
national	Efficiency savings:	-		0.016		-	1.25%		1.25%		Y	1.25%		1.25%		S151 Officer's estimate
	- cashable	-		1.6%		-	1.25%		1.25%		Y	1.25%		1.25%		S151 Officer's estimate
local	Transforming the Customer Experience: by 2009	5%		24%		-	50%		26%		N	70%		80%		Due to budgetary pressures the Council prioritised resources towards financial recovery activities. This has slowed the movement of calls into the CCU as resources have been moved to other projects. This area remains a priority for the Council and is being delivered through departmental programmes and the Ways of Working project. This will ensure that the 2009 targets as stated in the Corporate Plan are achieved.
local	80% of public calls will be handled by the Customer Care Unit															
local	75% of public calls will be resolved at the first point of contact	New		24%		-	60%		50%		A	60%		75%		
local	- Calls to the customer care unit	0%		5%		-	10%		5%		N	20%		30%		
local	30% of transactions will be web based															
BV3	Public satisfaction with the Council will be in the top 25% of County Councils, measured by three yearly best value satisfaction surveys:	next survey 2006							46.5%							County council comparisons are to be calculated and reported at year end. The survey, in Autumn 2007, was at a particularly difficult time and comparisons with 2003 show an increase of 4% in dissatisfaction, and a move from 'satisfied' to 'neither satisfied nor dissatisfied'. Falling satisfaction is a national trend. Further research will be completed in 2007.
	Overall satisfaction with the County Council								41.4%							
	- very/fairly satisfied (2003: 64%)								12.1%							
	- neither satisfied nor dissatisfied (2003: 28%)								43%							
not BV	- fairly/very dissatisfied (2003 8%)															
BV4	Keeping the public well informed															
BV4	Complainants satisfied with handling of their complaint															
B (was D) We will build on the Council's Beacon award for 'Getting Closer to Communities'...		2004/5 actual	quartile	2005/6 actual	quartile	trend	2006/7 target	quartile	2006/7 to Dec	quartile	on target?	2007/8 target	quartile	2008/9 target	quartile	Comment (if 'on target' is N or ?)
local	By 2009: All councillors will have agreed on community activities/projects to support within community plans (number who have agreed) and	New		30		-	44		40		Y	45		49		More Members are becoming actively engaged in the community planning process. The number of projects is above target reflecting the level of activity on the ground in our communities.
local	- in partnership, we will have achieved 80 projects	New		25		-	(90%) 40		47		Y	(93%) 60		80		
11 Improve access to work and in-work support for disabled people		2004/5 actual	quartile	2005/6 actual	quartile	trend	2006/7 target	quartile	2006/7 to Dec	quartile	on target?	2007/8 target	quartile	2008/9 target	quartile	Comment (if 'on target' is N or ?)
local	By 2009 we will increase the number of disabled people employed by Wiltshire County Council to 330 (linked to BV16a&b)	110		124	a	-	160		112		N	220		330		Data quality - data cleansing planned for later in 2007. New contract with Shaw Trust. Recently published Disability Equality Scheme.