

Corporate Plan outcomes	LAW ambition	LAW objectives	LAW actions	LAA targets	CAA issues
Deliver the workspace transformation programme	This Corporate Plan priority is internally focused and therefore no links exist to the LAW/LAA				
Enable customers to access the council's top 20 services through appointments in their own home or business premises					
Develop the website to be fully transactional for the top 20 services					
Enable a customer postcode model to deliver service information					
Redesign the top 20 services					
Achieve customer telephone connection call rates and enable direct 'golden numbers' for the top 20 services					
Investigate customer requirements for extended open hours for services, and implement revised times					

Corporate Plan priority: Work in partnership to support vulnerable individuals and families

Corporate Plan outcomes	LAW ambition	LAW objectives	LAW actions	LAA targets	CAA issues
Support for older people: help older people avoid care too soon Support for older people: help to increase the opportunities for people to live independently in extra care settings	Lives not services	Support more people to have independent and fulfilling lives as part of their local community	Build more specialist housing so that people don't have to live in residential and nursing care if they do not want to, including extra-care housing and sheltered housing	NI 141 vulnerable people achieving independent living; NI 125 independence for older people through rehabilitation / intermediate care; NI 130 self-directed support; NI 135 carers receiving needs assessment or review and specific services; NI 136 people supported to live independently through social services; NI 139 extent to which older people receive the support they need to live independently at home	Ageing population - social care for older and vulnerable people has improved but still work to do to make sure that the most vulnerable people are safe
Support for people who care for others: Support to carers			-		
Self-directed support: personal budgets			Help more people who use our service stay in control of their lives by giving them personal budgets to choose their own care		
Support for learning-disabled adults: transition plans in place			-		
Support for learning-disabled adults: help to learning-disabled people to live in the community			-		
Support for learning-disabled adults: help to find paid employment for learning -disabled people			-		

Corporate Plan priority: Local, open, honest decision making

Corporate Plan outcomes	LAW ambition	LAW objectives	LAW actions	LAA targets	CAA issues	
People feel they can influence decisions affecting their local area	}	-	-	NI 004 people who feel they can influence decisions	Outcomes from area board working	
Community led projects and initiatives determined and prioritised by area boards		Building resilient communities	Help local communities develop their own priorities and improvements			Establish community partnerships in all 20 community areas Assist community partnerships to refresh their community plans by mid Oct 2009 Encourage Wiltshire Council's Area Boards to use some of their budgets to fund community partnerships to employ part-time administrative support
			Build a strong and vibrant voluntary sector			Further develop and increase the standing of the Wiltshire Voluntary Sector Assembly Increase investment in, and opportunities for, volunteering Wiltshire Council and NHS Wiltshire will complete their review of the relationship between the public and voluntary sector and implement the conclusions of this review Wiltshire Council will make a decision on whether to adopt its draft policy on what buildings, land, and other assets it would be prepared to transfer to community organisations to run Support 'Wiltshire Money', the voluntary group of organisations who help people in debt and in financial difficulties Increase the profile of the Wiltshire Compact, which sets how the statutory and voluntary/community sectors will work better together for the benefit of Wiltshire's residents
Increase in year-on-year funding to area boards and an increase in their influence		Improve the way Wiltshire organisations work together to plan and deliver services in local communities	Continue to develop the 18 Area Boards Support town and parish councils to work within the Area Boards Develop the local leadership role and skills of councillors and community representatives			

Corporate Plan priority: Increase opportunities to help young people achieve their potential

Corporate Plan outcomes	LAW ambition	LAW objectives	LAW actions	LAA targets	CAA issues
Disabilities: improve health, wellbeing, opportunities for children and young people with disabilities	Lives not services	Provide the strong foundations for children and young people's development	Improve services for disabled children and young people	NI 075 achievement of 5 or more A*-C grades at GCSE; NI 092 narrowing the educational gap; NI 099-NI101 looked after children school performance NI 073 achievement at level 4 or above english and maths at KS2	Inconsistent progress on reducing achievement gaps for different groups; Too many people lack basic skills and qualifications
Disabilities: improve access to services and provide more support for families			Help children, young people, and their families to help themselves by providing good quality information and advice		
Safeguarding children: improve the safeguarding of children and lives of children in care of the council			Help children who are dependant on the council by making sure they are well looked after, involved in decisions and receive the best possible education		
Schools: close educational attainment gap for pupils	Building resilient communities	Help young people to succeed at school and take part in positive activities	Narrow the attainment gaps that exist for vulnerable groups of young people by supporting schools and parents through children's centres and providing specialist services for vulnerable groups of children and young adults		
Schools: raise primary schools KS2 performance			Improve educational attainment for everyone		
Activities for young people: support young people to find positive things to do and increase participation in activities Activities for young people: maximise opportunities for all to access a range of events and activities			Get more young people to take part in a wide range of positive activities and play Increase children's and young people's access to facilities and activities		

Corporate Plan priority: Support the local economy

Corporate Plan outcomes	LAW ambition	LAW objectives	LAW actions	LAA targets	CAA issues
Retain and support the growth of Wiltshire's top employers; Support business start-ups, expansion and secure inward investment	Supporting economic growth	Improve business productivity through innovation	Support businesses affected by the economic downturn through an innovation programme called 'adapt to survive' Seek funding from the European Union to deliver a further innovation programme by April 2010 Deliver a programme of intensive business advice sessions	ESDECON1 number of businesses supported	
		Work with the private sector to provide adequate workspace and employment land provision	Produce a work space strategy to meet Wiltshire's employment needs; identify suitable sites for employment through the LDF Secure investment opportunities at Castledown and Solstice Park Secure major developments at Porton Down. Work with MoD to identify future sites across Wiltshire Work with the Churchfields Industrial Estate's business partners to achieve the development of Churchfields Investigate Wiltshire's investment potential		
		Supporting Wiltshire during the economic downturn	Establish a new business support service and create a new emergency support scheme for small businesses Review business rate policies, promote existing business rate relief and examine the scope for rent relief or rent holidays on council-owned units Help businesses to take advantage of national support measures Help small businesses to get better access to finance work with Govt agencies to help employers experiencing 20 or more redundancies and local communities badly affected by the recession Work with Govt agencies to retrain the unemployed Provide new opportunities for developing the potential of Wiltshire's young people Invest in tourism to boost the local economy Promote and support local food and drink companies Look to improve the planning process as a way of helping businesses Look at ways of speeding up delayed development projects Develop a strong, well supported Wiltshire Credit Union Support young people who are not, or are at risk of not being, in education, employment, or training		
Secure growth in higher skill / value employment sectors		Broaden the employment base of Wiltshire, extending higher education provision in the county	Establish a new employment and skills board in Wiltshire to help businesses identify their skills and training needs, and ensure those needs are met Support the retention and growth of businesses and attract new investment through the Wiltshire Investment Strategy Bid for a university presence in south Wiltshire	NI 163 qualifications	Too many people lack basic skills and qualifications

Corporate Plan priority: Meet housing needs

Corporate Plan outcomes	LAW ambition	LAW objectives	LAW actions	LAA targets	CAA issues	
Maximise delivery of new affordable homes	Improving affordable housing	Build a significant and lasting increase in the number of affordable homes	<p>Identify land that is available, and where it makes sense, to build more homes on land which might be owned by Wiltshire Council or one of our partners</p> <p>Agree our plans for the next 10 years with the Govt's homes and communities agency and the tenant services authority</p> <p>Work with local housing associations to meet the housing challenges of the next 3 years</p> <p>Plan for our housing need in the next 10 years with our partners and make sure we are ready to tackle it together</p> <p>Work with the MOD to find out whether any of its properties could be used for affordable housing</p> <p>Write an action plan to ensure people's need for affordable housing is met</p>	NI 155 number of affordable homes delivered		
More vulnerable clients living independently at home for longer		Increase access to suitable accommodation for all vulnerable people and reduce the number of people facing homelessness	<p>Work with young people to make sure that the right services are available to them</p> <p>Set up a young person accommodation and support board to make sure services for young people are available across the county, including a new website for young people in need of support and housing</p> <p>Help single homeless people get the right support and accommodation across Wiltshire</p> <p>Make sure there is suitable temporary accommodation across Wiltshire</p> <p>Launch Wiltshire Council's new 'WiltsLet' scheme to help people get suitable private rented housing</p> <p>Treat all homeless people equally</p> <p>Review Wiltshire Council's Homes4Wiltshire housing allocation scheme after 12 months to ensure it is easy to access and use, and meets the needs of vulnerable residents</p>			NI 141 vulnerable people achieving independent living; ESDHOU2 end use of B&B for homeless; ESDHOU3 reduce use of homeless temporary accommodation; ESDHOU4 reduce number of people facing homelessness by offering alternative housing and support options
One of the best councils in the country for housing management services		-	-			

Corporate Plan priority: Improve our roads and road safety

Corporate Plan outcomes	LAW ambition	LAW objectives	LAW actions	LAA targets	CAA issues
Reduce time to repair a pothole	Supporting economic growth	Improve journey time reliability on the A350 corridor and condition of Wiltshire's principal road network	Deliver maintenance and bridge strengthening schemes to the value of £13.2 in 2008/09, £11.9m in 2009/10, and £12m in 2010/11	NI 168 principal roads where maintenance should be considered	
Improve on the standards of cleanliness of roads; Reduce number of road accident fatalities and serious injuries		Safer communities which also feel safe	Improve the street scene and reduce crime and anti-social behaviour		
Engage and communicate with area boards so that they can influence planned maintenance priorities	-		-	Investigate ways to reduce rates of serious injury and fatal road accidents in Wiltshire Increase our awareness in communities of our safety campaigns, including bike safety and child safety weeks	

Corporate Plan priority: Reduce our environmental impact

Corporate Plan outcomes	LAW ambition	LAW objectives	LAW actions	LAA targets	CAA issues
Reduce the council's carbon emissions	Protecting the environment	Reduce Wiltshire's carbon footprint	Reduce the carbon footprint from public sector businesses through energy efficiencies, new technologies, and better working practices Reduce carbon emissions from transport by supporting public transport and more pedestrian and cycling facilities	NI 185 CO2 reduction from local authority operations	Climate change - plans to reduce public sectors impact on the environment but too early to assess their success
Produce a Local Climate Impacts Profile and risk assessment to understand consequences of unavoidable climate change, plus associated action plan		Protecting the environment	Prepare Wiltshire for the consequences of unavoidable climate change	Assess the likely impacts of unavoidable climate change on Wiltshire's services Set out how Wiltshire's public services are going to adapt and prepare for events like storms, flooding, and heat waves to minimise the risk of disruption	
Pilot energy efficiency and renewable energy projects	Protecting the environment; Improving affordable housing	Reduce Wiltshire's carbon footprint	Bid for funding to develop renewable energy in Wiltshire	NI 186 per capita reduction in CO2 emissions in Wiltshire	Housing - too many home are not energy efficient
		Make homes in Wiltshire more environmentally friendly	Publish new criteria for heating and energy saving standards required for all new affordable homes Identify, and make available to all, information about how to reduce heating costs and energy use, helping households to reduce their carbon footprint Identify opportunities for reducing the energy bills of households in fuel poverty, targeting vulnerable households as a priority	ESDHOU 6 carry out energy improvements to private homes	
Reduce amount of waste sent to landfill	Protecting the environment	Improve the reduction, re-use, and recycling of household waste	Promote the Green Cone food waste digester units to residents to reduce household waste Promote the use of real nappies to help the environment and save money Promote the need to minimise waste and increase recycling with groups of local school children	NI 191 residual household waste	
Local biodiversity sites in positive management	Protecting the environment	Protect Wiltshire's natural environment and biodiversity	Increase opportunities for wildlife throughout Wiltshire by bringing more local wildlife sites into positive management and increasing the habitat available for wildlife Continue to survey and monitor the county's wildlife sites	NI 197 improved local biodiversity - local sites where there is positive conservation management	

Corporate Plan priority: Achieve savings, be more efficient and ensure we deliver value for money

Corporate Plan outcomes	LAW ambition	LAW objectives	LAW actions	LAA targets	CAA issues
Drive out waste and increase efficiency across the organisation, whilst maintaining front line services	This Corporate Plan priority is internally focused and therefore no links exist to the LAW/LAA			-	Use of resources assessment score 2 out of 4 2009 assessment