

Wiltshire

Area Assessment

Dated 9 December 2009



for an independent overview
of local public services

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Wiltshire at a glance

This independent assessment by six inspectorates sets out how well local public services are tackling the major issues in Wiltshire. It says how well they are delivering better results for local people and how likely these are to improve in future. If, and only if, our assessment shows that the following special circumstances are met in relation to a major issue, we use flags to highlight our judgements. We use a green flag to highlight where others can learn from outstanding achievements or improvements or an innovation that has very promising prospects of success. We use a red flag to highlight where we have significant concerns about results and future prospects that are not being tackled adequately. This means that local partners need to do something more or different to improve these prospects.

Green flags - exceptional performance or innovation that others can learn from



Green flag: Involving people in decisions that affect their local community

Red flags - significant concerns, action needed

No red flags have been identified for Wiltshire

The local area

Wiltshire is a rural county in the South West of England, well known for its countryside, landscape and heritage sites. It has a population of 452,600. People live in market towns and villages throughout the area, with the largest towns being Salisbury, Chippenham and Trowbridge. Swindon was the largest town in Wiltshire but became an administrative area in its own right in 1997 and so is no longer part of the county.

A high proportion of people are of retirement age or older, and their number is likely to increase at a faster rate than the south west region and England averages.

Although it is a relatively affluent area, unemployment is above the regional average. People who live in the county have higher wages than those who work here, because many people commute out of the area to work. Wiltshire is home to many military bases. It is estimated that military staff and their families make up more than 6 per cent of Wiltshire's population which is much higher than other areas in the South West. Numbers of military staff and their families are set to increase over the next three years.

People are generally healthier than the England average, although there are differences in life expectancy between those in the wealthiest and poorest

areas.

Wiltshire Council took over all the responsibilities of the four former district councils in its area (Kennet, North Wiltshire, Salisbury and West Wiltshire) on 1 April 2009. Local elections for the new Council took place in June 2009.

The big issues facing the area are being tackled by a partnership called the Wiltshire Assembly. It involves local services, such as Wiltshire Council, NHS Wiltshire, the police and Wiltshire & Swindon Fire and Rescue Authority. The local college, voluntary organisations and local employers are also involved.

The next section tells you how Wiltshire's public services are doing in each of their local priority areas.

How is Wiltshire doing?

Resilient communities

People in Wiltshire feel involved and able to influence the decisions of local public services. They tend to get on well together. And people in Wiltshire are also more likely to be volunteers than in other parts of the country. The Council is leading new work to encourage people to take part in making their communities better places and to help people rely less on public services. Public services and voluntary organisations in Wiltshire understand that not everyone is able to get the services they need. They are keen to improve this especially for vulnerable people such as older people, people with learning disabilities and people who live in poorer parts of the county. The Council and Ministry of Defence work well to make sure that Army and civilian communities get on well together.

Most children and young people in Wiltshire are healthy. But more young children suffer tooth decay than in similar areas. Public services recognise this and are tackling it. Until recently, progress towards achieving a comprehensive mental health service for children and young people has been slow and lagged well behind that of similar areas. Local partners acknowledge this and have plans in place to develop new specialist services. Most children make a good start in life, and achieve well in education and training. Exam results for young people at age 16 are good and improving. The gap between the majority of children and young people and those whose circumstances make them vulnerable - such as those from poorer families, those with special needs and those living in care homes or with foster carers - is closing in some areas, but the picture is inconsistent for different groups.

Affordable Housing

Wiltshire is an expensive place to live. House prices are above average and earnings of people working in the county are below average. Public services understand the need to make sure more affordable housing is available in the county to buy or rent. In 2008/09 583 new affordable homes were built in Wiltshire against a target of 479. And organisations, such as the Council and the Ministry of Defence are working together to look at how they can

increase this number. But, as in many parts of the South West, the need for affordable housing still exceeds supply.

Wiltshire's information about the housing in its area is incomplete. This makes it difficult to plan to meet housing need. Wiltshire Council is improving the information it has, but some housing plans are not yet in place. Wiltshire is also not making the best use of its existing housing. Not enough empty homes have been brought back into use and many homes are more expensive to heat than they need to be because they are not energy-efficient. The homes the Council owns are in a good condition but are managed inefficiently. Local public services are working well together to make sure young people at risk of becoming homeless are in suitable housing. The number of people who are homeless in the county has reduced.

Lives not services

Wiltshire is a prosperous area and a healthy place to live for most people. People live longer in Wiltshire and fewer children die at a young age. Early deaths from cancer, heart disease and stroke have steadily gone down over the last ten years and numbers are below average for England. People in Wiltshire are less likely to be obese than elsewhere. A high number of adults and children take part in sport and physical exercise. Public services work well together to identify and then tackle public health issues and social care services for older and vulnerable people, such as those with learning disabilities are performing well.

Economic growth

The impact of the recession in Wiltshire has not been as big as in some parts of the country but unemployment has increased. Organisations in Wiltshire, such as the Council, the police, the fire service, NHS and voluntary organisations, got together to pay for a detailed report that described what the problems are in the area. The report made some recommendations about what needs to be done to help local people and businesses. As a result, voluntary groups, the Council and local businesses are working together well to combat the affects of the economic downturn. They are doing things that will help now and in the longer term too. But too many people in Wiltshire do not have basic reading and maths qualifications. Public services have increased their targets for the number of people getting basic qualifications but it is not clear whether they have met them. And the number of young people who are not at school, college or work has increased.

Communities are safer and feel safer

Wiltshire is a safe place to live. Crime levels are lower in Wiltshire than most other similar places, and falling at a faster rate than the average for England. Fewer people in Wiltshire believe anti-social behaviour is a problem in their local area and more believe the police and the Council understand crime issues and are dealing with them well compared with similar areas. Wiltshire suffers fewer accidental or deliberate fires than other similar areas, and the number of fires is falling. But, road safety is a concern with a high number of

people killed or seriously injured on the roads in Wiltshire. Numbers are falling relatively slowly.

Natural Environment and CO2

Wiltshire is well-kept and local public services manage waste well. Wiltshire Wildlife Trust provides good environmental leadership and services in the county. The Council is working with Swindon Borough Council to look at long-term choices for disposing of rubbish. Local public services are working together to provide transport for people in rural areas. Public services in Wiltshire are seeking to cut emissions of CO₂, a greenhouse gas that causes climate change, but work to address this is new and it is too early to tell how effective this will be.

About Wiltshire

A recent survey shows that in Wiltshire 86 per cent of people are satisfied with their immediate local area as a place to live. This is broadly the same as the average for similar areas and higher than the national average of 81 per cent.

Wiltshire is a largely rural county in the South West of England. It is well-known for its countryside, landscape and heritage sites. Nearly three-quarters of Wiltshire is part of an Area of Outstanding Natural Beauty including Cranbourne Chase and West Wiltshire Downs; the North Wessex Downs and the Cotswolds. Wiltshire has a population of 452,600. People live in market towns and villages throughout the area. The main towns are Salisbury, Chippenham and Trowbridge. Swindon was the largest town in Wiltshire but became an administrative area in its own right in 1997, and so is no longer part of the county.

The number of people of retirement age is above the national average and this is likely to continue. The population is ageing faster, with higher predicted increases in this population group than the south-west or England averages. Most people living in Wiltshire are white. Numbers of people from black and minority ethnic backgrounds are smaller here than both the South West and England.

Although the county is a well-off area, unemployment is above the regional average. Wiltshire jobs are lower paid than average. Residents tend to be employed in well-paid jobs such as managers or professionals but commute out of the area to work, often to nearby cities and towns like Bristol, Bath, Swindon and Southampton.

Wiltshire is home to many military bases, with the main sites being the Tidworth, Bulford and Larkhill army garrisons around Salisbury Plain. There are other bases in Warminster, Corsham, Colerne, and Lyneham. More than 14,000 military staff live in the county, more than any other area in the South West. Military staff and their families make up more than 6 per cent of Wiltshire's population. Several major changes are planned for both the army and RAF in Wiltshire over the next four to five years including an increase in the numbers of army personnel and their families based in the Salisbury Plain

area.

Residents are healthier than similar areas. For instance, over the last ten years the numbers of people dying early from heart disease, stroke and cancer have fallen and remain lower than the England average. Despite most people being healthy, people in some less well-off areas of the county can expect to live four years less than those in better-off areas.

Wiltshire Council took over all the responsibilities of the four former district councils in its area (Kennet, North Wiltshire, Salisbury and West Wiltshire) on 1 April 2009. Local elections for the new Council took place in June 2009.

The big issues facing the area are being tackled by a partnership called the Wiltshire Assembly. It involves local services, such as Wiltshire Council, NHS Wiltshire, the police and Wiltshire & Swindon Fire and Rescue Authority. The local college, voluntary organisations and local employers are also involved. The priorities of the partnership are set out in the Local Agreement for Wiltshire. They are: build resilient communities; provide affordable housing; lives not services - supporting independent living; economic growth; making people safe and feel safe; protecting the environment; and working together.

How well do priorities for Wiltshire express community needs and aspirations?

Understanding Wiltshire's communities

Local public services in Wiltshire are building up strong information about local communities and using it to help identify and agree what can be done to improve the quality of life. In 2008, the Council and NHS Wiltshire led a detailed analysis of local needs. Other public services and local communities helped. The analysis used data to understand the health needs of local people as well as other things that affect their quality of life, such as affordable housing, education and transport. The analysis of local needs is included in community area profiles for each of 18 community area boards in Wiltshire. Area boards will use the information in these profiles to agree what is important in their local area and what actions are needed. The profiles include information about the population, ethnicity, crime, education, car ownership, benefit claimants, house prices, consultation, employment, and health. But these profiles do not yet include environmental information.

Wiltshire is home to a high concentration of soldiers and their families and plans for a new larger army garrison on Salisbury Plain mean that numbers will increase. Local public services have good information about what the proposed changes will mean for public services locally. Improved partnership working between the MoD and public services has helped give a better understanding of the needs of soldiers and their families. For example, the education service is now better informed about the need for school places as military families come and go. Local public services also have a better understanding of the health and social care needs of soldiers and their families.

Wiltshire does not have detailed information about housing needs or conditions. This means the needs of vulnerable people such as those in need of housing or in the worst accommodation cannot yet be fully understood. A new survey to find out about housing conditions in the county is underway.

Involving local people

Arrangements for local people to get involved in shaping public services in Wiltshire are robust. Eighteen area boards operate across Wiltshire that allow local people to have their say on their public services. The Council recently set up these boards but other public service providers in Wiltshire have changed the way that they organise themselves so they can be involved too. This means that people across Wiltshire can influence health, fire, police and Council services. The area boards are working hard to make sure they listen to all local people. A detailed set of actions has been drawn up to make sure that area boards include minority communities, such as people with disabilities. The area board's website allows people to report problems in their area and to track progress with local issues at area board level.

Understanding local inequality

Public services and voluntary groups in Wiltshire recognise that not everyone is equally able to access the services they need. Local research shows that some people in poorer areas, gypsies and travellers, military families and people from minority ethnic groups can find it harder to gain access to public services than other people in Wiltshire. For example, research carried out in 2008/09 shows that gypsies and travellers are more likely to have worse health than other members of the community. The research also found that gypsies and travellers experience difficulties with housing, education, employment and social attitudes, factors which are often linked to poorer health. The Council is working with other public services to tackle these problems. Local public services in Wiltshire have a good understanding of some areas of inequality and have plans in place to address them. NHS Wiltshire and the Council want to improve the health of people in poorer areas whose health is not as good as people in wealthier areas. Their plans concentrate on services for tackling drug and alcohol problems in the community, improving sexual health - including reducing teenage pregnancy - and helping to prevent falls for older people. And the police have good information on crime and road accident black spots to help them target their efforts.

Resilient communities



Green flag: Involving people in decisions that affect their local community

People in Wiltshire feel that they can influence decisions locally and local public services are working hard to involve them. A recent national survey showed that almost one in three Wiltshire people feel that they can influence the decisions of public services. This is better than national and South-West averages and compares well to similar areas.

The Council is leading new work to encourage local people to take part in decision making. It has set up 18 area boards to involve people across

Wiltshire in decisions that affect them. It provides the boards with details about the local community to help them identify what is important in their local area.

Other public services, such as the police, fire service and the NHS, have changed the way that they organise themselves so they can be involved too. The area boards are working hard to involve people. For example, Salisbury community area board worked with young people with disabilities from the town to identify the best way to spend £50,000 to meet their needs. This not only helped to provide facilities for young people, but also helped make public agencies more aware of the needs of young people with disabilities in Salisbury. Throughout the changes from five councils to one, Wiltshire Council consulted people and communicated well to let them know what was happening and how they could access the services they needed.

In Wiltshire, 77 per cent of people feel that they have been treated with respect and consideration by their local public services in the last year, which is also above the national and South West averages.

Resilient communities

People in Wiltshire get on well together. In Wiltshire, 83 per cent of people believe that people from different backgrounds get on well together, which is more than many other parts of the country. Almost two-thirds of people feel that they belong to their immediate neighbourhood, which is above the average for England and the South West. Voluntary organisations in Wiltshire are thriving. Voluntary organisations feel that public bodies in Wiltshire have a positive influence on their own success and a greater proportion of people in Wiltshire take part in volunteering than average for England and the South West.

Wiltshire Council and the Ministry of Defence are working well together to make sure that military and civilian communities get on well together and that communities have good local facilities. An example is Tidworth Leisure Centre, that all the community (rather than just army personnel) can use.

The Ministry of Defence, in response to Council suggestions, also changed its approach to buying private housing stock to improve the community mix. It now buys smaller numbers of houses across a wider area rather than buying up whole developments purely for army use. Relationships between the Ministry of Defence and the Council are good, allowing discussion about sensitive issues such as domestic violence.

Most children make a good start in life, enjoy good health and achieve well in education and training. Exam results for children at age 11 are in line with the national average. For young people at age 16 and 19, results are good and improving. The gap between the majority of children and young people in Wiltshire and those whose circumstance make them vulnerable (such as those from poorer families, those with special needs and those living in care homes or with foster carers) is closing in some areas, but the picture is inconsistent for different groups. Actions to narrow the gap (such as allocating a head teacher who checks the progress of children in care) are starting to have an effect, but there is more to do.

The health of children and young people in Wiltshire is good, although some improvements are needed. The number of children and young people being immunised has improved and is now better than average. Young people are now better able to get sexual health services than previously but sexually transmitted disease rates are increasing. Local public services have not reduced teenage pregnancies by as much as they wanted, though the number of teenage girls getting pregnant in Wiltshire is lower than the national average.

Tooth decay in young children in the county is more common than other similar areas. NHS Wiltshire is working with other public services to deal with these issues by making it easier for people to get an NHS dentist, and improving education about dental hygiene.

Public services are working well together to improve health by reducing obesity, encouraging healthy eating and physical exercise for children and young people. Until recently, progress towards achieving a comprehensive mental health service for children and young people has been slow and lagged well behind the pace of similar areas. Local partners acknowledge this and have plans in place to develop new specialist services.

The Wiltshire Advice Partnership led by the Wiltshire Citizens Advice Bureaux secured over £450,000 for a 3-year project involving 12 advice giving organisations across Wiltshire.

Affordable Housing

Wiltshire is an expensive place to live. House prices are above average and earnings of people working in the county are below average. Local public services understand the need to make sure more affordable housing is available in the county. In 2008/09, 583 new affordable homes were built in Wiltshire against a target of 479. But, as with many other areas in the South West, this is still not enough to meet demand. The Council is planning to create more than 350 affordable homes in the west of the county, but progress has been slow. The Council is also developing plans to build new council homes. And it is working with the Ministry of Defence (MoD) on long-term plans for defence land in Wiltshire and on how the MoD provides housing for its staff to develop mixed estates of civilian and military people wherever possible.

Information about the need for housing in Wiltshire is incomplete. This means that public services cannot be sure where in Wiltshire housing is most needed and what housing is needed. The Council is developing a plan that should be ready in 2010.

The Council is not making the most of the existing housing in the county. Few empty homes have been brought back into use and many houses in Wiltshire are not energy efficient. The Council, together with Wiltshire Wildlife Trust, is making people more aware of how they can make their homes more energy efficient. And grants are being offered to people on benefits to help insulate their homes. The standard of Council housing is good, but the way the service is managed is not providing good value for money. The condition of private rented housing in Wiltshire is not as good as that of the Council houses. The

Council is now collecting up to date information about the condition of houses across the county to help it plan what action it needs to take to improve homes.

The experience for homeless people in the county has improved. The number of people living in temporary housing has fallen and homeless people are no longer housed in bed and breakfast accommodation while waiting for a permanent home. Almost all young offenders and all young people leaving care are in suitable housing. A partnership of local organisations has helped more than 230 16- and 17-year-olds in Wiltshire over the last three years who were homeless, threatened with homelessness or living in unsuitable accommodation. The Council recognises that it needs more sites for gypsies and travellers in Wiltshire and it has plans and funding in place to develop a site in the north of the county.

Lives not services

Wiltshire is a healthy place to live for most people. People live longer in Wiltshire and fewer children die at a young age. Early deaths from cancer, heart disease and stroke have steadily decreased over the last decade and are below average. Fewer people in Wiltshire are obese than elsewhere with a high number of adults and children taking part in sport and physical exercise. Death rates caused by smoking are low as is the number of teenage girls who become pregnant.

Local public services are working well together to improve health. Public services helped more people to give up smoking than they expected, but too many women are still smoking when pregnant. Many people who misuse drugs are receiving treatment to help them improve their health and public services are concentrating on reducing the number of people admitted to hospital because of alcohol-related problems.

The health of people varies across the county. People in well-off areas can expect to live five years longer than those in the poorest neighbourhoods. Groups where ill health can be a problem in Wiltshire include older people, prisoners, families of military personnel, gypsies and travellers, migrant workers and families on low incomes. Public services understand this and have concentrated their actions on improving the health of these people. Good information about different communities allows help to be targeted where it is most needed.

The Council's social care services for older and vulnerable people are performing well. The Council thoroughly consults people who use its services and their carers and uses what they say to help shape services.

Public services have worked well together to ensure that people are admitted to hospital only when necessary and they are discharged quickly when fully recovered.

Other improvements include support for people who care for others and helping people to live independently at home more easily. Some people have to wait longer than they should to get adaptations in their homes where they need them, such as stair lifts and hand rails. More work needs to be done to

ensure that the most vulnerable people are kept safe.

The Council is working with other public services to consider the needs of the growing number of older people in Wiltshire. It has planned to meet the future need for older people's housing. It is also supporting activities to improve the well-being of older people, including opening a cafe to support sufferers of dementia and their carers. It also runs an awareness campaign to help reduce the numbers of older people experiencing falls. A recent national survey showed that almost one in three people in Wiltshire believe that older people get the help and support they need to continue to live at home. This is better than the average for England but just below the average for the South West.

Much has been done to reach people who find it hard to contact public service organisations and access the services they need. Wiltshire Council is one of only four councils in England developing the 'I'm a Person Too' project, which helps people with learning difficulties to access their local services.

Economic growth

The local economy in Wiltshire is withstanding the recession. A report produced in March 2009 found that at the start of the credit crunch, Wiltshire's economy was strong. Many people work in small businesses and the public service, which has lessened the risk of major job losses. However, 5,250 people were receiving Jobseekers Allowance in January 2009 compared to 2,890 in June 2008. This is just under 2 per cent of the population, which compares favourably with the rest of the country (3.4 per cent) and the South West (3.4 per cent).

The main increases in unemployment were in Trowbridge, Salisbury and Chippenham but areas where people typically commute out of Wiltshire to work such as Wootton Bassett, Tidworth, Tisbury, Mere and Pewsey have seen increased unemployment.

Local public services are working together well to help people to deal with the recession. A telephone advice line for small businesses has been set up to provide free consultancy advice on finance, legal matters and where to go for more help.

Public services have given more money to the Citizens Advice Bureau to help it deal with a big increase in the number of people seeking advice about money and redundancy. Because of the recession, more young people than expected are not currently in education, training or work. Businesses, public services and charities in Wiltshire have got together to provide many work opportunities, such as apprenticeships and work placements, for young people who have just left school, college or university. Two new programmes with the Learning and Skills Council and Wiltshire College are providing between 70 and 100 extra places for young people during the coming year. Wiltshire Wildlife Trust is also providing work placements for young people to gain experience in environmental and conservation work.

Plans are in place for each of the Council's senior Directors to support a young person not currently in a job, education or training. There are signs that what is being done to help young people in these circumstances is beginning to

make a difference - local data shows that their numbers fell from 656 in April 2009 to 618 in June 2009.

Public services are working to create jobs and the right conditions for jobs in Wiltshire. One example is the Castledown Business Centre in Ludgershall, which targets people leaving the army. The Business Centre will shortly be joined by a new Innovation Centre being built on the site. With support from Business Link - a free business advice and support service - the Innovation Centre will provide for new businesses in the area.

Progress on improving skills and qualifications is mixed. Local public services are working to maintain a strong economy in Wiltshire by looking into ways of recognising skills with qualifications. Wiltshire College is working with the Health Protection Agency and the Army to provide a recognised accreditation for the wide range of training provided to their staff. Public services have increased their targets for the numbers of people they want to achieve basic maths and reading qualifications but it is not clear whether they have met these targets.

Communities are safer and feel safer

Wiltshire is a safe place to live. Crime levels are lower in Wiltshire than most other places, and falling at a faster rate than the average for England. Compared to similar areas fewer people think anti-social behaviour is a problem in their local area and more people believe the police and Council understand anti-social behaviour and crime issues and are dealing with them well. Community area boards are identifying local issues such as anti-social behaviour, litter and underage drinking and public services are taking appropriate action. Serious crimes such as burglary, robbery and car theft are all lower than in similar areas and are reducing further. Violence and assault are also less common in Wiltshire than in many other areas. Offending and re-offending by children and young people is in line with the average for similar areas and England. Partners are working well together to reduce domestic violence. Organisations in Wiltshire have an action plan to deal with the risks of extremism. They recognise that some may think the likelihood of extremism is not great in Wiltshire and the plan is therefore suitable to the local area.

The number of fires in the county is low and has reduced since since last year. The fire service reaches fires and road accidents quickly and it works closely with other agencies to identify people most at risk from house fires. It then provides them with fire safety advice. Public bodies have effective plans in place for dealing with a major emergency, but a survey found that local people do not feel well informed about this.

Road safety is a concern, with 276 people killed or seriously injured last year on Wiltshire roads. Numbers are falling relatively slowly. Public services are taking action to reduce accidents. For example, through the fire service they run the Safe Drive Stay Alive training programme, aimed at young drivers, and other people most at risk of accidents, such as soldiers returning from active duty and business drivers.

Police are working with local people to reduce speeding in their communities. Public services are changing how they work together to reduce the number of

injuries on the county's roads, but more needs to be done.

Natural Environment and CO2

Wiltshire has an outstanding natural environment but despite this, environmental issues are not an important priority for some organisations in the county. For example, in other parts of the country, many public services now have plans for how they will reduce their carbon emissions and respond to climate change. In Wiltshire, these plans are either not yet in place or new. The Council and Wiltshire Fire and Rescue Service have signed up to a national programme to help them to reduce carbon emissions, and NHS Wiltshire has a plan to reduce its impact on the environment. But it is too early to know how successful these plans will be. The Council has plans to gather better information about the environment for each of its community areas across Wiltshire. This is important because at the moment local area information used by community area boards contains no environmental information.

Wiltshire Wildlife Trust provides strong leadership on the environment in Wiltshire. Like many wildlife trusts, it is involved in a wide range of conservation and education programmes to improve wildlife habitats. And it also leads work in Wiltshire promoting energy efficiency and helping people to adapt the way they live to become more environmentally-friendly. For example, the trust has run events that give people information about how to save energy and reduce waste. It also runs a scheme that allows people to get cheaper or free home insulation. In 2008/09 the scheme helped more than 2,000 households to improve the insulation in their homes, which cuts heating costs and saves energy.

Wiltshire is well kept. Litter, graffiti and fly-posting in the county is less common than in other areas and has improved in 2009/10. The Council is dealing well with Wiltshire's rubbish. In 2008/09 local people put out less rubbish for collection than the previous year (an average of 664kg of rubbish was collected from each household compared to 727 kg). And Wiltshire recycled more rubbish (41 per cent in 2008/09 compared with 37 per cent in 2007/08).

The Council is now looking at other ways to dispose of waste other than putting it in landfill sites. It has just started delivering waste to an incinerator and a plant in Westbury has gained planning permission to convert waste into fuel. It also has plans to deal with the rubbish that people in Wiltshire produce until 2013. It is working in partnership with Swindon Borough Council to develop ways managing waste beyond 2013.

The Council, together with community and voluntary groups in Wiltshire, provides some helpful ways to address local transport problems. They all recognise that some people are unable to use the services they need because they don't have access to public transport. Projects to tackle this include Connect 2 Wiltshire, a community transport scheme, and Wheels to Work - a scheme that offers subsidised loans for mopeds to young people to help them get to work and work-based training.

CAA looks at how well local public services, working together, are meeting the needs of the people they serve. It's a joint assessment made by a group of independent watchdogs about the performance of local public services, and how likely they are to meet local priorities. From 9 December you will find the results of Comprehensive Area Assessment on the Oneplace website - <http://oneplace.direct.gov.uk/>

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