

**Performance update: Local Agreement for Wiltshire
Report for 2008/09**

Purpose of Report

1. This report provides a summary of progress for the first year of the 2008-2011 LAA and the ambitions and actions set out in the Local Agreement for Wiltshire (LAW), including progress during the last quarter of 2008-09.

Background

2. The Local Agreement for Wiltshire (LAW) is an agreement between organisations in Wiltshire to take action over three years to improve the quality of life in the County. It includes the Local Area Agreement (LAA) negotiated with central government, setting targets for improvements that are important to Wiltshire and to central government.
3. The LAA was agreed with government in June 2008. Some of the targets were not set until the LAA 'Refresh' in March 2009 because data had to be gathered to form baselines for new indicators (eg data from the Place Survey). Targets are now in place for all indicators except for NI 125 and for three economic indicators:
 - *NI 125 achieving independence for older people through rehabilitation/ intermediate care* - Government Office South West and Wiltshire agreed that NI 125 will remain a placeholder because the baseline will not be available until Autumn 2009. It will not form part of the reward scheme.
 - Three indicators within the LAA have been designated as '**economic indicators**' due to the current economic uncertainty. This is consistent with the approach taken nationally. Although baselines and provisional targets for 2010/11 were set in summer 2008, these will not be 'locked down' for target or reward purposes until late 2009/10:
 - *NI 152 Working age people on out of work benefits*
 - *NI 154 Net additional homes provided*
 - *NI 155 Number of affordable homes delivered (gross)*
4. A copy of the refreshed LAA may be found at:
<http://www.wiltshire.gov.uk/council/wiltshirefamilyofpartnershipsworkingtogether/localagreementforwiltshire.htm>
5. Within Wiltshire's 'family of partnerships', Thematic Delivery Partnerships are responsible for managing progress against their actions and targets and for ensuring that issues are escalated as appropriate. Before we agreed the LAA with government, each of the main partners confirmed that it was committed to taking the action it had identified in the LAW.

Performance to March 2009

6. In its first year, our Local Agreement for Wiltshire has gained wide commitment across organisations and the agreed actions are making a real difference to life in Wiltshire. Annex A describes progress for each Ambition.

7. Annex B shows performance indicator information. Many of the National Indicators introduced in 2008/09 were new and so the data available is not as complete as we would normally report:

- There is difficulty in obtaining some data from national (and sometimes local) sources, so some results are provisional and some are not yet available. Similarly we are not yet able to provide the usual analysis of comparisons with other areas. We hope that some of these national data issues will be resolved during 2009/10.
- Not all targets were set for 2008/09 because indicators were new and baselines needed to be established. More have been set at refresh so this should not be such a problem for 2009/10.

8. A brief summary, showing highlights for the first year, is given below.

Resilient Communities

9. Based on available indicator results: Improvements have been achieved against almost all indicators, and the recently published Place Survey results indicate that Wiltshire has done reasonably well in comparison with others:

Question	Wiltshire's Result	National Result	Rank out of 56 unitary councils
Overall, how satisfied are you with the way Wiltshire County Council & your district council run things?	47.4%	45.4%	14 th equal
<i>The range of values within unitary councils was from 29.6% to 54.1%. Wiltshire has gone against national trend from 2006 to 2008 by seeing a rise in its overall satisfaction</i>			
% who agree that their local area is a place where people from different backgrounds get on well together (NI 1)	83.0%	76.4%	4 th highest
% who have been involved in decisions that affect the local area in the past 12 months (NI 3)	15.7%	14.0%	10 th highest
% who agree that they can influence decisions in their local area (NI 4)	31.9%	28.9%	6 th highest
<i>There is evidence to suggest feelings of being able to influence local decisions positively affects overall satisfaction with a council</i>			
% who are satisfied with their local area as a place to live (NI 5)	85.9%	79.7%	8 th highest
% who have given unpaid help at least once per month over the last 12 months (NI 6)	29.6%	23.2%	4 th highest
% who think that anti-social behaviour is a problem in their local area (NI 17)	12.5%	20.0%	7 th lowest
% who agree that in their local area parents take enough responsibility for the behaviour of their children (NI 22)	35.4%	29.6%	7 th highest
% who think there is a problem with people not treating each other with respect and consideration in their local area (NI 23)	25.0%	31.2%	10 th lowest
% who feel informed about what to do in the event of a large-scale emergency (NI 37)	14.2%	15.3%	20 th lowest
<i>This is the only one of the Place Survey 18 NIs that is 'worse' than the national average</i>			
% who think that drunk and rowdy behaviour is a problem in their local area (NI 41)	21.2%	29.0%	5 th lowest
% who think that drug use or drug dealing is a problem in their local area (NI 42)	19.7%	30.5%	5 th lowest
% who say their health is good or very good (NI 119)	81.6%	75.8%	5 th highest
% who would say that they have been treated with respect and consideration by their local public services in the last year (NI 140)	77.1%	72.4%	11 th highest

10. Some of the highlights for the last year are:

- 18 Area Boards have been established (July 2009)
- Wiltshire Council has been named by the CLG as a Regional Empowerment Champion, and in March the Council received a Local Government Chronicle Award for Local Leadership
- The results for NI 007 (environment for a thriving third sector) shows Wiltshire to be above the national average: 18.2 % in Wiltshire compared to 16.2 % nationally
- The Local Transport Plan indicator on transport and accessibility (proportion of rural addresses within 800m of a bus service of at least daily frequency) has exceeded the target for 2008/9.
- Inter-generational involvement in sport and cultural activities through the Fit Together programme has been very successful with new groups being set up throughout the year
- A vast amount of community engagement and consultation work has taken place including One Council Roadshows held across the County

Affordable Housing

11. Based on available indicator results: trend information is not available for many of the housing indicators, but important improvements have been made. NI 141 (percentage of vulnerable people achieving independent living) has exceeded the target for 2008/9 and is currently reaching a level high enough to exceed that required in 2010/11. The use of bed and breakfast accommodation has reduced significantly.

12. The number of affordable homes delivered has exceeded the target, although the overall number of additional homes has been affected by the recession. Both these 'targets' are provisional and have been effectively suspended by government due to the level of economic uncertainty, and will be agreed with government early in 2010 (see paragraph 3 above).

13. It is important to maintain or improve on this in order to ensure that the required level is still being met at the end of the LAA.

14. Some of the highlights for the last year are:

- Completions of new affordable housing across the County remains healthy and on target despite the current economic climate
- New Housing Board formed as a thematic delivery partnership
- Good progress made in reducing homelessness during the first 3 quarters of the year, with the use of bed and breakfast being virtually eliminated for 2008/09
- A survey of 10,000 private households who were in receipt of either council tax or housing benefit was completed in March 2009. This is the first survey county wide that has helped to provide valuable information on fuel poverty

Lives Not Services

15. Based on available indicator results: Improvements have been made in social care; in delayed transfers of care; and in the satisfaction of people over the

age of 65 with their home and neighbourhood. Teenage conceptions remain a concern and revised action plans are in place. There has been a reported increase in childhood obesity, which supports the action being taken. Part of the increase may be due to a higher (so more accurate) survey sample, and results will be included in the information provided to Area Boards.

16. Adult participation in active recreation has seen about 5000 more people participating in sport and activity, but this has not been sufficient to meet the challenging target for 2008/9. Results for some indicators are being investigated (alcohol related hospital admissions, and mortality rates, emergency bed days) and some data is provisional. Although not on target for alcohol related hospital admissions, the most recent figures released (2007/08) show a decrease in the number compared with the previous year, and we are the only area in the South West to have achieved this. The data for the new indicators will provide a useful baseline for future years.

17. Some of the highlights for the last year are:

- Wiltshire Carers' Action Group established
- Older peoples' Accommodation Strategy launched which will see the creation of 1000 *'Extra Care' units across the county
- A *Telecare Pilot is up and running in West Wilts and Devizes, with a 24 hour response service provided in conjunction with NHS Wiltshire and Telecare Alarm and Response service.
- Between October 2008 and March 2009 the Department of Community Services and Age Concern arranged for 2,100 people aged over 65 years to receive a new pair of slippers at "Slipper Exchange Events".
- 43 members of staff from a variety of agencies have been trained in behaviour change techniques to help them when supporting people to make lifestyle changes.
- A healthy nutrition course has started at Earlestone prison as part of the health trainers' scheme and work is planned with the Army Skilled for Health programme.
- The 2009 target for screening young people under 25 years old for Chlamydia (17%) in Wiltshire has been achieved.
- Over 2500 people stopped smoking after accessing support from the NHS Stop Smoking Service in Wiltshire in 2008/9.

(*see Annex A 'Lives not Services' for an explanation of Extra Care and Telecare)

Economic Growth

18. Wiltshire has put in place a programme called Action for Wiltshire to help people and businesses in the county through the recession. Details of this are reported elsewhere, and it is an important contributor to this ambition.

19. Based on available indicator results: Most of the indicators show improvement over three years, although the impact of the recession is being seen. The target for NI152 (out of work benefits) has been effectively suspended by government due to economic uncertainty (see paragraph 3 above). Latest data from 2008 (to August 2008 first three quarters only) shows 6.83% of the

working age population in this category, but official data from Department of Work and Pensions is still awaited.

20. The target for young people Not in Education, Employment or Training (NEET) has not been met and although there are some improvements in education and training the availability of employment has reduced. Two programmes have been negotiated with Learning and Skills Council (LSC) and Wiltshire College that will provide capacity for around 70-100 more young people during the coming year.
21. 2008 survey data shows that the proportion of the adult population qualified to Level 2 or higher is currently slightly off target, however there have been significant increases in the number of people helped by Wiltshire College and other providers since 2006/7 and it is hoped that this target should still be achievable.
22. The condition of Wiltshire's principal roads indicates that 6% of our principal road network is in need of repair. This is higher than the annual target of 4%, although is an improvement on 2006/07. The increased cracking could be attributed to the wet weather during the summer of 2008. It is anticipated that the target could be met for 2009/10 and 2010/11.
23. Some of the highlights for the last year are:
 - Action for Wiltshire programme launched following research into the effects of the economic downturn in the County
 - 1116 Business Advice Sessions delivered to small and medium enterprises to the end of March 2009
 - Report on the military presence and economic impact in the South West published in March 2009
 - Castledown Business Park – first units opened

Communities that are safe and feel safe

24. Based on available indicator results: although many of the indicators in this ambition have new definitions, so limiting trend information, good progress is being made. The place survey results shown under 'Resilient Communities' above reflect people's views about Wiltshire as a place to live. The 2 targets (NI 016 and NI 020) relating to serious acquisitive crime and assault with injury crime, have been met (and exceeded) for 2008/9 and are on course to achieve the 2010/11 level. NI 195 (improved street and environmental cleanliness) has met the 2008/9 target and is on course for 2010/11.
25. Some of the highlights for the last year are:
 - Wiltshire Police have aligned the boundaries for their Neighbourhood Policing Teams with Community Areas and Boards, which will help to ensure easier discussion in solving local community safety issues. Wiltshire Fire and Rescue have also organized to support the new Area Boards.
 - The Domestic Abuse Partnership received a national Criminal Justice Award
 - Wiltshire hosted a successful Domestic Abuse Awareness Week in November 2008.

- Free holiday activities for teenagers were held throughout the year in various community areas where anti-social behaviour known to be a problem

Natural Environment &CO₂

26. Based on available indicator results: Improvements have been made in reducing household waste per household and in improving biodiversity (positive management of sites). Satisfaction with Wiltshire (local area) has improved (see Place Survey table under 'Resilient Communities). The number of bus journeys has increased. Some indicators are new and so will form a baseline for future years.

27. Some of the highlights for the last year are:

- Countywide, the household recycling rate is 40.51%, meaning that the 40% target has been reached a year ahead of the national target set by the Waste Strategy for England 2007.
- New Environmental Alliance formed as part of the new Wiltshire family of partnerships
- Between September 2008 and April 2009, 3,024 people in Wiltshire have been helped with energy advice using a freephone advice line.
- The Wiltshire Wildlife Trust Energy Team attended 43 shows and events across the County to provide energy advice.
- 2,687 Home Energy Checks were completed by householders, producing individually tailored reports for each household
- 2 primary schools successful in being awarded £20,000 worth of solar panels through the Co-ops green scheme and a further 2 obtaining £50,000 worth.
- Wiltshire Council signed up to WWF's Earth Hour which took place during March 2009.
- Twelve pedestrian and footway improvement schemes have been completed in locations across the County
- Two cycle schemes have been implemented in Wootton Bassett and Salisbury

28. The Public Service Board and Wiltshire Council has agreed to use Performance Reward Grant of £5.4m over two years to reinvest in areas that achieved the grant; to support work to combat the recession in Wiltshire; and to invite bids from Area Boards for local initiatives that would have local support and either take forward the ambitions for Wiltshire or help combat the effects of the recession in Wiltshire.

29. The Local Agreement for Wiltshire is being updated for progress and learning in the last year, and to make it easier to use at Area Board level.

Environmental Impact

30. One of the ambitions in the LAW is to 'Tackle climate change and promote a high quality, natural environment that enriches the lives of people'. Actions include increasing the take up of energy efficiency and renewable energy, reducing carbon emissions, climate change adaptation and conservation and enhancement of Wiltshire's biodiversity.

Equality and Diversity

31. The LAW identifies the 'people and places' that are intended to benefit from particular action. All Thematic Delivery Partnerships have committed to an assessment of the impact of planned action on equality and diversity. There is no specific impact on equalities from this report.

Risk

32. All Thematic Delivery Partnerships have committed to maintain a risk register for actions and indicators for which they are responsible, and to reflect risk in their quarterly progress reports. Several partnerships have identified the effects of the economic downturn as a potential threat to the delivery of the targets within the LAA. In future, the anticipated reductions in public sector funding will further increase the importance of effective working across partners.

33. Risk is considered as part of the Council's financial and performance planning management. The Council's risks are reviewed regularly.

Performance Reward Grant

34. Most of the designated LAA targets are eligible for Performance Reward Grant (PRG) under the new government scheme. The most significant changes between this and previous reward grant schemes are:

- The total amount of reward grant available is far lower than under previous schemes (a maximum of about £2.6m)
- The scheme is now based on average performance across all targets, so problems with some targets could mean that no reward grant is received, even if performance is excellent against other targets. No reward is payable if average performance is below 60% of the improvement set. The amount of grant increases with 'average' performance.

Average performance	PRG Payable*
100	100.0
95	92.5
90	85.0
85	77.5
80	70.0
75	62.5
70	55.0
65	47.5
60	40.0

** The table is an approximation – the exact grant figure will be calculated by a spreadsheet to four decimal places*

- Any grant earned will be payable in two instalments during 2011-12 and 2012-13, each with a 28 per cent capital element.

Conclusions

35. Performance to the end March 2009 is shown in this report. There has been a considerable amount of progress on the ambitions set out in the Local

Agreement for Wiltshire, and further information about this is contained in Annex A. The availability of information for the new performance indicators should improve as most have now been in place for a year (although some are dependent upon national data arrangements, which continue to be problematic).

36. This report will be placed on the website and circulated to Cabinet members, to Scrutiny, to corporate and service directors and to the Coordinating Group and Wiltshire Public Service Board.

Sharon Britton, Service Director Performance and Risk

Report Author: Karen Spence Performance Manager
23 June 2009

Background Papers

The following unpublished documents have been relied on in the preparation of this report: Detailed performance information from departments and partner agencies

Annexes

- A. LAW - Progress by Ambition
- B. Performance Indicators by Ambition

Local Agreement for Wiltshire - Progress by Ambition

RESILIENT COMMUNITIES	
Ambition	Build 'resilient communities' with high social capital through people feeling socially included, enabling people and communities to build skills, abilities, knowledge and confidence to take effective action and play leading roles in the development of their communities and so enhance their quality of life.
Action 1	Engage all our communities in Wiltshire, inclusively, to ascertain their priorities and empower them to be part of the delivery of solutions. This will make their community a better place to live and or work.
<p>OVERVIEW: The Council has been named by the CLG as a Regional Empowerment Champion for the South West, pioneering a range of people-power measures and working with other areas to show empowerment in practice. Further strides have been made to build partnerships and to strengthen the community planning infrastructure, embedding the principles of social inclusion, equality and diversity into its engagement work. New community area partnerships continue to be established, particularly in south Wiltshire where such structures were previously absent. Thematic groups have been set up to address specific issues of local concern.</p> <p>The work around establishing a financial inclusion taskforce has been strengthened by the Wiltshire Assembly's report on the Impact of the Credit Crunch in Wiltshire, whose action plan includes a programme of work to be delivered through the Area Boards to support people, businesses and communities.</p> <p>Inter-generational involvement in sport and cultural activities through the Fit Together programme has been very successful with new clubs, classes, competitions and training events being set up, helping to strengthen social cohesion.</p> <p>Consultation with communities and local service delivery continues through partnership networks using traditional methods such as household surveys as well as new technologies such as video diary rooms e.g. at high profile events such as 'Opportunity Knocks' in Chippenham. A number of multi-agency solutions have been found to problems through such means – such as the siting of dropped kerbs, alternative uses for vacant buildings, better targeted community policing and providing transport facilities for young people.</p> <p>Initiatives to improve access to services and opportunities for all have emerged from this engagement and consultation, including a one-stop-shop for information and advice in Pewsey, disabled access to Primary Care Centre in Malmesbury, support for people with dementia in Tisbury, and better timetabled bus services in Tidworth. A Community Transport Development Strategy is being rolled out with the support of Community First.</p> <p>The results of the Place Survey National Indicator Targets show that Wiltshire ranks 2nd highest in the South West against NI 1 <i>% people who believe people from different backgrounds get on well together in their local area</i></p>	
Action 2	Enhance the democratic framework in Wiltshire by which people can participate in their local area and feel they can influence the decisions made in their locality.
<p>OVERVIEW: In March the Council received a Local Government Chronicle Award for Local Leadership in recognition of the strides being taken towards the new model of governance, attempts to re-focus the role of local councillors, to interact with citizens and to build the capacity of the Voluntary and Community Sector.</p> <p>Across the 12 pilot community areas, public meetings, community days and other engagement events have been held. Public awareness and engagement in the new way of working has been encouraging and elected members are mostly embracing the need for change. The outcomes from</p>	

consultations and the community plan re-refresh processes are informing the shared work priorities of the Area Boards and Partnerships. The Area Boards Development Phase concluded at the end of March culminating in an evaluation process and report with recommendations for future operation. Recruitment to the new team of Community Area Managers is ongoing ahead of the elections and the first round of Area Board meetings.

Town and Parish Councils continue to be important statutory partners in local democracy, receiving support through the Wiltshire Association of Local Councils. Richard Munro has been working with them to explain their role within the new local governance arrangements and to discuss their appetite for taking on delegated responsibility for local frontline services – street scene, cleansing, grounds maintenance etc - as an agent to the Council. 43 local councils have expressed an interest, mostly the larger towns.

A positive culture of participation has been developed through new inclusive styles of meetings and embracing new technologies to reach target audiences. Elected members and other community leaders have been taking a prominent role in this. Improved public relations and marketing have helped to give an enhanced profile and greater visibility to local decision-making processes. The involvement of the public and stakeholders from all sides of the community has been sought out, including the hidden voices from marginalised communities. Participative approaches to budgets and grant-making have been trialled successfully. Training programmes are being developed to develop the role of frontline councillors and other community leaders as part of the member induction programme.

Improved customer access to information and services is being facilitated through a single phone number and website and through customer contact points. Residents' Forums in Tidworth and Ludgershall have recently provided feedback on how they would like to contact and be contacted by the Council. Accessible websites and web pages are being developed containing local community information and simple processes for raising issues of community concern and bringing these to the attention of the relevant authorities. Community Area Networks are being developed to provide a database of local frontline service contacts and other stakeholders in each area in order to support local area working and communication e.g. through electronic bulletins.

The results of the Place Survey ranks Wiltshire as 2nd highest in the South West against NI 4 - % *people who feel they can influence decisions in their locality*

Action 3

Build a vibrant, strong and influential third sector across Wiltshire.

OVERVIEW: A review of the relationship between the public sector and the voluntary and community sector is ongoing. Sandie Lewis has now been appointed to the post of Head of Voluntary and Community Sector Strategy and will take this work forward.

The Voluntary Sector Assembly and Wiltshire Infrastructure Consortium are now established, strengthened and working effectively. The sector has engaged enthusiastically with the Impact of the Credit Crunch in Wiltshire study and has secured funding to run workshops and support groups during this difficult time, including £ 288,000 for the Citizens Advice Bureaux to extend its services and working hours at this difficult time for the economy.

The Compact Board has recently updated its membership to include Police, Fire and Wiltshire Forum of Community Area Partnerships. Discussions are taking place with John Wraw, Chair of the Wiltshire Assembly, as to how the Compact can be integrated into partnership structures. There is a Compact Working Group with voluntary sector and statutory sector reps. working on recommendations to review the Compact.

The Volunteer Centres have closed and the Councils for Voluntary Service have taken on some volunteering support. A Strategy for Volunteering across Wiltshire is to be prepared under the auspices of the Resilient Communities Partnership.

A National Survey of Third Sector Organisations (Cabinet Office/ Ipsos Mori, 2009) shows Wiltshire's score against NI7 *environment for a thriving third sector* to be above the national average - 18.2 % in Wiltshire compared to 16.2 % nationally – and a further 'drilling survey' is being carried out to provide more information.

Action 4	Action from the Children and Young People’s Plan to: Improve educational attainment and narrow attainment gaps for vulnerable groups of young people by supporting schools and parents, through Children’s Centres, early intervention to support inclusion, targeted evaluation of services for children and young people with Special Educational Needs, and through Personal Education Plans for Children in Care.
OVERVIEW: During 2008/9 there has been an improvement in overall educational attainment, but at the same time the achievement gap in relation to vulnerable groups (children & young people with special education needs, children & young people on free school meals [as a measure children & young people from income deprived households], and looked after children) appears to be widening rather than narrowing. This is an issue of concern and the School Improvement Team working group is considering how this can best be addressed; there may be a need to distribute more school funding on the basis of need.	
Action 5	Action from the Children and Young People’s Plan to: Enable young people to participate in a broader range of positive activities and play, and be involved in service development and delivery by increasing access to facilities and activities, and addressing gaps in service provision.
OVERVIEW: Sparksite, which provides information about activities (and other support services) for young people, is now receiving about 4,000 visits a month and visits to Spark Radio, now ‘on air’ live on 5 days per week, has doubled the number of visits per month over the last year. All ‘Opportunity Funds’ (to support opportunities for positive activities identified by the young people themselves) have been allocated and distributed across the county. A Positive Engagement Activities Commissioning Group has been established and will be seeking to allocate £480k over 3 years to support targeted provision of activities.	

Local Agreement for Wiltshire - Progress by Ambition

AFFORDABLE HOUSING	
Ambition	Improving Affordable Housing
Action 1	More New Affordable Homes: enable a significant and lasting increase in the number of affordable homes together with the improved delivery of new homes to meet the economic and housing needs of the county's strategically significant centres
<p>OVERVIEW Completions of new affordable homes remains healthy across Wiltshire, however, it is anticipated that output will soon begin to tail off as starts on site are delayed as a result of wider economic factors.</p> <p>Wiltshire Council has recently completed a land transfer with Wainhomes, and in exchange for the access land has received 6 parcels of housing development land to be served with roads etc on a phased basis by the developer over the next three years. The site is capable of providing 75 new affordable homes on top of the agreed S106 units.</p> <p>Wiltshire Council will continue to work with partners to maintain delivery in these difficult times and will prepare for the upturn to ensure we are all ready.</p> <p>Further points</p> <ul style="list-style-type: none"> • The MOD, the county's largest landowner, has produced details of sites that may have potential for development. These are being discussed with Forward Planning Officers. • The terms of reference for the Wiltshire Housing Reference Partnership (WHRP) have now been agreed and this group will continue until we create the new Housing partnership board following a housing community away day, which is likely to take place in October 2009. • The government is currently reviewing future arrangements for the Housing Revenue Account (HRA), a housing subsidy system, and the outcome of this will have significant implications for our future options on delivering new affordable homes. Additionally we have been consulted on the possibility of building new council homes and it could well be that this is a preferable option. • Work on Community Land Trusts (CLT) has been scheduled to continue in 2009/10. However during the last quarter Community First have identified some aspirations and potential for work on a Wiltshire Wide Trust, in conjunction with the possible availability of county and MOD land. • The Registered Social Landlord (RSL) Preferred Development Partners (PDP) across the County have been consulted and a looser format agreed. This will increase our PDP membership and enable members wishing to develop housing in Wiltshire to be able to do so providing they meet certain basic criteria. This should then help to increase the amount of Affordable housing delivered. Invitations have been made to all those having housing stock in the County as well as our existing partners. • A brief has been developed to procure an independent audit of the existing review of strategic Housing Market Assessments to ensure it is fit for purpose. The brief is out to tender. • The Wiltshire Council new housing will be utilising the Grimley model for the assessment of all planning applications. This is a model known to developers & valuers and promoted by the HCAS, for whom it was commissioned. • The four section 'district' 106 agreements have been compared and a format for the affordable housing produced which enables the 4 policies to continue to be implemented (pending Core Strategy/LDF implementation) but pulls best practice together where these are not in conflict. <p>It has been agreed with Government Office South West that a new Housing Strategy will be published in 2010. A good evidence base is required county wide to develop a consistent picture of need. Work is now progressing on commissioning a county wide House Conditions Survey and Districts have been working with the framework of the existing Housing Market Areas to develop consistent county wide housing market data.</p>	

Action 2

Helping Homeless people: reduce the number of people facing homelessness by offering genuine alternative housing and support options that help people move on in a planned way to more independent living.

OVERVIEW:

There was a 46% increase in homelessness preventions across the 4 District Council areas at the end of Qtr 4. All 4 District Councils were able to assist households remain in their homes or help secure alternative accommodation in the private sector through their individual rent deposit schemes.

Further points

- Mainstream young peoples accommodation and support services have now been provided. However, we have continued to work to support young people. The new Head of Strategy and Support who will be the representative on the Young Person's Board and will be the link between housing and social care services.
- The SLA that West Wiltshire District Council (WWDC) had been working on with Selwood Housing Association and Aftercare which will help accommodate and support care leavers in 4 self contained flats, was successfully signed on 31 December 2008. Since signing the SLA, Selwood Housing has been working with Aftercare to identify suitable units to enable the first young people to move into the accommodation. Aftercare will be providing support to those individual young people to enable them to move to permanent accommodation.
- WWDC successfully launched its first crash pad for 16/17 year olds at Kingsbury Square Hostel in Melksham. The crash pad was completed in March 2009.
- The Head of Housing Options and Head of Strategy and Support have recently taken over the Single Homeless Opportunities, Options, Training and Support (SHOOTS) panel that was created in Salisbury. The first meeting under Wiltshire Council was held in April 09 and are currently assessing how this system can be rolled out across the County.
- A countywide temporary accommodation spreadsheet has now been created and it is currently being reviewed to confirm its accuracy. All this information has now been updated to ensure that housing options staff are able to allocate temporary accommodation to their clients
- The newly appointed Head of Housing Options will ensure that front line services for homeless people are provided across the County in a consistent and effective manner. Some of the key policies have already been developed for the county and agreed by the WHRP & IE
- All four District Councils held an information gathering day in order to assist in the development of the homelessness strategy for Wiltshire. They were all very well attended by many local agencies.
- A new Head of Homes4Wiltshire has been appointed. The Homes4Wiltshire policy has now been approved by WHRP & IE. Homes4Wiltshire was successfully launched across the County of Wiltshire on 12 March 2009. There were two open days held in Devizes and Salisbury which attracted many local customers and agencies who were informed how the new system will work. In the first week there was a total of 171 properties advertised and over the first two weeks of bidding over 10,000 bids were received. At the end of Qtr 4 there were a total of 6950 clients registered and activated onto the new system. Advertising of the weekly lets are available at all County libraries, offices, local RSL offices and a weekly newsletter is being sent to various agencies who currently support many of the vulnerable clients in Wiltshire.

Action 3	Greener and accessible affordable homes: ensure that through good design we create more lasting homes; homes that are environmentally friendly and homes that will support independent living.
-----------------	--

<p>OVERVIEW:</p> <ul style="list-style-type: none"> • All 4 previous Districts were operating policies which delivered new affordable housing to Code For Sustainable Homes level 3 – consistent with the HCA’s current standard. These are embodied either in grant agreements, Preferred Development Partnership agreements and section 106 agreements. • An energy efficiency survey of 10,000 private households, who were in receipt of either council tax or housing benefit, was completed in March 2009. This is the first survey county wide that has helped to provide valuable information on fuel poverty. • Careconnect is working with the Department of Community Services to deliver services to support vulnerable people maintaining independence in their own home. The support is through installing assistive technology and telecare products enabling the monitoring of people in their home. The Salisbury telecare pilot has now been extended until April 2010 and we will review to consider the benefits of rolling this service out across the County
--

Local Agreement for Wiltshire - Progress by Ambition

LIVES NOT SERVICES	
Ambition	Lives not Services- support more people to have independent and fulfilling lives as part of their local community; support families to provide the strong foundations for children and young people's development; enable individuals to make informed choices to improve their long term health and well being
Action 1	Improve working across health and social care to provide more appropriate and local services, which help people recover and prevent them being in hospital unnecessarily, or needing long-term care.

OVERVIEW: The older people's accommodation strategy was presented to the Implementation Executive in February and approved. A series of consultation events will take place in spring 2009 and the strategy will be formally launched 20-27 June 2009. The strategy will see the development of a total 1000 extra care units throughout Wiltshire. This is a type of specialised housing that provides independence and choice to adults with varying care needs and enables them to remain in their own home. Extra Care Housing should be able to provide most of the people using the facilities, if they so desire, with a home for the remainder their life, regardless of changes in their care needs. Services are provided in a purpose built housing environment with 24-hour support, meals, domestic help, leisure and recreation facilities and a genuinely safe environment for them. It can provide a base for out of hours or outreach services to the local community. Intermediate care facilities, to prevent avoidable admission to hospital or to help people return from hospital to their own home more quickly, can also be based at Extra Care Housing schemes. In Pewsey a new 30 unit extra care housing scheme opened in February. In addition, funding of 1.4 million from the Department of Health has been secured for a 40 unit Extracare housing scheme in Trowbridge, work will commence on this in September 2009 and the new scheme will be complete in December.

A series of DVDs have been made to help older people and their families to make better choices about care options. These DVDs are a valuable resource for people funding their own care, providing them with the right information on care options and include information on choosing a care home, Extra Housing and alternatives to day care. The DVD's are in the process of being re-branded to reflect recent changes and will be available Summer 2009.

Between October 2008 and March 2009 the Department of Community Services and Age Concern arranged for 2,100 people over 65 years to receive a new pair of slippers at "Slipper Exchange Events". Besides receiving safer footwear, people who attend these events are offered a wide range of information and advice to reduce the likelihood that they will fall and to help them understand how to help themselves if they do. Through the provision of a consistent falls programme that is countywide, it is anticipated that falls will reduce by 150 per annum. Falls often lead to broken and fractured bones resulting in hospital admission and need extensive rehabilitation. Some people may need long term care. Eye tests are also offered to people living in care homes annually with the aim of reducing falls. The falls strategy and pathway will be monitored via a reference group.

In order to assist disabled and older people with their daily living, the Council provides a range of equipment which can enable them to have more choice and control. In order to speed up the decision making process of assessing people's entitlement to these various different types of equipment, we are testing a system which enables the requests to be made and followed up by telephone system. This has helped to get equipment to the people who need it much faster, for example 90.4% of occupational therapy equipment is now delivered within 7 working days compared to 70.6% in 2007/08.

Research has been conducted with nearly 3,000 users of social care services provided by the Voluntary Sector. The information gathered shows that local services for disabled and older people are providing more choice and control and assisting people to remain living in their own home.

A Telecare Pilot is up and running in West Wilts and Devizes, with a 24 hour response service provided in conjunction with NHS Wiltshire and Telecare Alarm and Response service. Telecare provides support to people in their own homes with the help of technology and community response services. Through a variety of sensors and detectors located around the home, trained operators are alerted within seconds of an accident or emergency and are able to respond in the most appropriate way. The aim is to improve people's quality of life by helping vulnerable people manage the risks of living in their own homes. It enables people to retain their privacy and control over their lives. By April 09 there were 550 participants in the pilot. We have worked hard with partners to have a robust joined up 24/7 staffed response service. The response service is innovative and combines the out of hours GP response with social care response staff in one place so people get the right level of response should they need it, thus reducing trips into hospital. In the coming year this will be evaluated across all partner agencies as part of the care pathway, before full roll out locally across wiltshire.

Action 2

Improve access to assessments and services for carers and involve carers in developing services

OVERVIEW

Understanding carer's views

The Wiltshire Carers' Action Group is established and the meeting in February was attended by carers as well as representatives from the Council, NHS Wiltshire, Avon and Wiltshire NHS Mental Health Partnership, the Carer Support organisations and Alzheimer's organisations. This forum enables carers to raise issues of concern. One example of an issue that has been raised and addressed by the group is access to continence supplies. Due to previous structures of the NHS, there are currently three different contracts in Wiltshire for continence supplies and so three different levels of service. This was raised at the group and is being addressed through a new contract that will cover the whole of Wiltshire and will include a clause to ensure good practice is consistent across the County.

Sitting Service & respite

178 carers have accessed a 'sitting service' using a Direct Payment. This service allows carers to have a break. For many carers this gives them the chance to get out of the house; meet with friends; do the shopping; or simply have a few hours by themselves. This break can help support them and minimise the risk of them reaching crisis point and being unable to continue caring. Information on the Sitting Service has been circulated to all Community teams. Wiltshire's carers support agencies promote Direct Payments to carers in their newsletters. People in receipt of a sitting service with the Alzheimer's Society are also offered a Direct Payment.

Currently there are two nursing care homes in the County who have two respite beds (one in the North & one in the South) to enable planned respite, allowing carers to go away on holiday. Two additional respite beds have recently been commissioned in West and East making this something which will be available across the County.

Assessments

There is one support worker in post in the East area as a pilot to assist carers with completion of assessment forms. This enables the worker to look at all aspects of the caring and nature of support they require in order to continue their caring role. This model is being examined to see whether it could be developed across the County.

Carer's Emergency Care

This scheme gives carers the piece of mind that if they are involved in an accident or taken ill and are unable to tell someone that they are a carer, then the card will identify them as a carer and the appropriate people can be informed. There are currently 403 people registered with a Carer's Emergency Card and the scheme will be re-launched in June 2009 to heighten awareness of the benefits to carers.

Wellbeing and Employment

Wiltshire Council and Carer Support West Wiltshire have held two Well-being Days for carers in March. Wellbeing Days help carers to maintain and improve both their physical and mental health, which is important to help them carry on caring. They also help carers to find information about services to help them in their caring role and give them a life beyond caring. These sessions were specifically for carers and provided information from the Library; Social Care Help Desk; Carers Support West Wiltshire; and the Finance and Benefits Team. In total 53 therapy sessions were provided to carers and the events were covered by local press, which will help to identify hidden carers.

The Carer Support agencies refer carers to services that can help them with employment. They provide training to carers to help them find employment. The agencies have assisted carers to re-enter employment at the end of their caring role through becoming involved in volunteering opportunities and developing employment skills. Jobcentre Plus has committed to become part of the 2009-2012 Wiltshire Carers' Strategy, which will offer increased support for carers who wish to maintain or re-enter employment.

Action 3

Support more people through direct payments/individual budgets to manage own care

OVERVIEW: Direct Payments and Personal Budgets are designed to give people choice and control over the care and support that they need to lead their lives independently.

To enable people to make better use of the benefits of direct payments and personal budgets we are moving towards adopting the principles of 'Self Directed Support' (SDS). SDS gives people choice and control over their lives and this is achieved by giving people direct payment or personal budget. They then have the choice to arrange their own care and support or with assurance from the local authority. The following examples demonstrate the benefits of SDS:

- Mrs H is an 84 year old woman who lives with and cares for her husband who has dementia. She now receives a Direct Payment, which she uses to purchase Sitting Services from the Alzheimer Society. She has reported that she likes the flexibility of using Direct Payments and says that the Sitting Service is invaluable. It gives her a break from her caring role and allows her time to spend some time doing things she is otherwise unable to do, such as shopping and having her hair done.
- Mr A has aspergers syndrome and is supported by the Community Team for People with Learning Disabilities. He spent a number of years in different residential and supported living establishments and is spending some time living with his elderly mother. Over 3 years ago he bought his house through a Shared Home Ownership Scheme and chose to have a direct payment for his support. Once he received some information about Personal Budgets he was keen to be part of the pilot project. He now has his Personal Budget and one of the first things he decided to do as a means of meeting his outcomes was to buy a computer. This enables him to do his shopping on-line and importantly for him to connect and talk with other people who have aspergers. He is very pleased with the difference this has made to the quality of his life.

The Wiltshire self directed support pilot was undertaken in April 2008 - October 2008. Bath University has evaluated the Individual Budget pilot. The interim report shows that Individual Budgets were highly valued by recipients in terms of enhanced independence in their decision to choose their care and support.

To support the transformation agenda that included SDS a governance structure is now in place. This will work towards the national agenda of 'Putting People First' (Department of Health December 2007) and will focus on community based support for the health and well being of the population. It will bring together local government, primary care, community based health, social care, housing, employment, benefits advice and education/training to create services that are person centred and cater for the needs of each individual. To achieve this we are working with

care providers to look at the impact of this 'personalisation' on the care market and what care providers need to think about and do to ensure that the right care is available to people who choose an individual budget in the future. As part of this a SDS monitoring group (memberships includes people who use social care services) meets monthly. The Council is also redesigning the contact and assessment process, to ensure appropriate questions are asked by the relevant people (and once only) and to increase people's choice and control.

Action 4

Improve access to services for people with dementia

OVERVIEW: In preparation for the implementation of the (national) Dementia Strategy which was published in February 2009, we have set up 6 workstream groups in Wiltshire. These align to the 6 areas of required improvement as outlined in the Dementia Strategy which are: better information, early intervention, 24 hour response, workforce development, care pathway and service development. Some examples of the work being undertaken by these workstreams are:

The **Better Information** workstream is producing a DVD which will support people when they have been diagnosed with dementia to advise them of the support they can receive and how to access services. This group is also collating the information currently distributed by different agencies to people living with dementia and their carers. They will develop consistent information in different formats, which will be used through Wiltshire and ensure people receive the right information when they need it and in a format that suits them. This will take the form of an information pack. In order to raise public awareness about dementia we have now placed a message in GP surgeries with electronic screens. A message is shown every 15 minutes advising people of a telephone number they can contact if they have concerns about memory problems.

A new day service in Devizes is increasing the number of people being able to access services and receive appropriate support.

For example Mr T is a 79-year-old man, who lives with his wife who has Alzheimer's disease. His wife was recently an in-patient in a local General Hospital, due to poor physical health. There was discussion when in hospital about whether Mrs T required residential care. Mr T and his wife did not want this. She returned home and the Council provided an increased package of care at home and this included the new day care service in Devizes. The new package of care means that Mr and Mrs T are able to live together at home as they have chosen.

The **Early Intervention** sub-group will develop a service that will aim to increase the amount of people who have access to services, support and skilled intervention at an earlier stage of their illness. The current service is mainly diagnostic, does not include social care and many people do not receive the support they need until there is a crisis. The new service will include social care staff, thus ensuring a coordinated and integrated approach at an early stage and reduce the barriers experienced by people living with dementia and their carers. In order to assist people living with dementia returning home following a period of hospital admission, we have purchased two beds in a local nursing home which will be used to prepare people over a six week period to return home.

A Service user with dementia has 'chosen to attend' the 'Early Intervention Workstream'. He reports feeling as though he is making a valuable contribution to service development.

Action 5

Improve access to primary care services for people with learning disabilities

OVERVIEW: Since Autumn 2008, NHS Wiltshire has continued to work with GPs to implement the Direct Enhanced Service. Government funding is available to pay GPs to undertake annual health checks for people with learning difficulties. A common format has been agreed and this will link into the wider development of individual Health Action Plans for people with learning disabilities. More than 50% of Wiltshire's GP practices have signed up to implement the scheme and the remainder are being encouraged to do so by NHS Wiltshire. Accurate lists of people with learning disabilities are currently being agreed with GP practices in line with Valuing People recommendations. A pilot training event led by people with learning disabilities has taken place and further training events are

planned for health staff in 2009/10. The aim is a reduction in health inequalities for people with Learning Disabilities.

The need to improve the access to primary care services is one of the main objectives in the Department of Health (DH) 'Valuing People Now' document. Following consultations with people with learning disabilities, NHS Wiltshire, in partnership with the Council, have undertaken a self assessment and submitted an action plan to the Strategic Health Authority which will be acted upon in 2009/10. Progress on the plan will be monitored by the Learning Disabilities Partnership Board.

Action 6

Action from the Children and Young People's Plan to improve services for disabled children and young people by working with key service providers on eligibility criteria, working with parents, families and young people on support and service choices, reviewing short break and respite care and increased the use of direct payments.

OVERVIEW: The Quarter 3 report gave information about the Aiming High for Disabled Children agenda which advocates greater provision of support for the families of disabled children and that the support provided should be more flexible to individual needs. During the final quarter of the year, we have been assessed against (and met) the 'readiness criteria' for the 2008/2009 Aiming High for Disabled Children Short Breaks Transformation Programme. This means that funding has been secured for providing short breaks for disabled children and young people for 2009/10

In order to decide how to utilise this funding to improve outcomes for disabled children and young people a commissioning strategy has been developed in consultation with parents. It highlights areas of need, and sets out a strategy to commission services to meet these needs using the funding that has been secured. A parent carer council called The Parent Carers Power Group was supported in their formation, and were successful in a bid for funding, to provide a wide-ranging representative voice for Parent Carers of Disabled Children in Wiltshire.

There was a residential weekend for disabled young people in December 2008 to provide a fun environment in which they could explore their hopes, dreams and provide feedback on the services they receive. All feedback from this and other events has been used to inform the Aiming High strategies and local agenda.

Action 7

Encourage people to make lifestyle changes that will have a positive impact on the health of both themselves and their families:

A number of initiatives continued in Quarter 4 that contribute to supporting people who wish to make lifestyle changes. These include:

- **Behaviour change training**

A further 13 people were trained in Quarter 4, with 85% rating the training as good or excellent. In total, 43 people were trained in 2008/09. The impact of this is that those trained are now able to incorporate their increased knowledge into working practice when supporting people to make lifestyle changes.

- **Health trainers**

Ten prisoners at HMP Erlestoke have completed the Level 2 'Understanding Health Improvement for Health Trainers in Prison and the Wider Community'. Prisoners have now started the Level 3 City and Guilds Health Trainer Award, which will qualify them as Health trainers (course ends May 2009). So far the impact of this programme has largely been upon the prisoners undertaking the Level 2 / 3 training. The prisoners who are completing the training have acknowledged that they are starting to look closely at their own behaviour and use some of the tools to support changes. The trainee Health Trainers have started to inform Erlestoke staff of the programme which has resulted in further development. This includes the opportunity to produce DVDs to support behaviour changes to be used in cells (such as a relaxation dvd). This media will also be used to promote the service. A healthy eating nutrition course to support their work has now been offered to the group. The impact on prisoners has been to show development of skills in offering community support and personal confidence, reducing isolation. Questionnaire comments have also included increased knowledge about healthy eating resulting

in improved family diets.

Some work is being done with the army 'Skilled for Health' programme which has been underway in Wiltshire for some time. As part of the programme 22 (out of a total of 42) families of military personnel completed a Skilled for Health course. It has been agreed that this programme will progress some of these individuals onto the Health Trainers courses to further develop their skills

▪ **Obesity**

Throughout 2008/9 the implementation of the National Child Measurement Programme (NCMP) in Reception Year and Year 6 has continued. The information gathered from this programme of work will be further analysed and, whilst there is no direct impact on childhood obesity this will highlight areas for targeted work.

Wiltshire Council and NHS Wiltshire have made a commitment to develop a countywide Exercise Referral Scheme which, it is anticipated, will be available across the county on an equitable basis in 2010/11.

The national Change4Life logos and resources have been adopted in relation to healthy eating/physical activity to fit in with a concerted effort to tackle the growing problem of obesity. The logo has been added to all the Health Trainer materials.

Action 8

Implement a universal Chlamydia screening programme for under 25s

OVERVIEW: The 2009 target for screening young people under 25 years old in Wiltshire has been achieved. The target was to screen 17% of young people. The target was achieved by:

- Implementing a GP 'call and recall' system, this is operating well. This has been developed to work alongside other screening programmes. Invitations are sent to all 16-24 year to send in for a postal kit. It is hoped that at least two invitations per year will be sent. Once somebody has taken the test they are recalled every three months by letter to take another test should they wish.
- Establishing Chlamydia Board and Implementation Groups, meeting every six weeks
- Extended the number of sites where Chlamydia test kits can be accessed, now includes Youth Development Services, Schools, Prison, Military Bases, some workplaces. Pharmacies are a new addition to the provision of chlamydia self test kits and pharmacies have also been commissioned to deliver the main part of the treatment pathway for ease of access
- Delivery of Chlamydia Screening Event Days at range of locations
- Senior representation from partner organisations will act as 'service area champions' with a responsibility to drive forward the agenda. This is to ensure that GPs, Education, Pharmacies and Youth Development help develop the agenda in a way that each service area can maximise on achieving the targets.
- Establishment of contact tracing, that is following up partners etc of people who have screened positive
- Implementation of midwifery training throughout March 2009

The impact on young people has been to raise awareness of Chlamydia, reduce prevalence through early detection and treatment of asymptomatic infection; reduce onward transmission to sexual partners, and prevent the consequences of untreated infection. Young people are able to access testing in a simple and quick manner, results of screening are received promptly and access to any treatment required is simple and fast. Contact tracing for previous sexual partners is also in place meaning the impact of the programme is broadened further.

Action 9

Work with particular communities in Wiltshire, in our most deprived areas, to understand their health needs and what they require to support them in avoiding ill health. Alongside this, implement a scheme of preventative work to influence the main causes of ill health and early death

OVERVIEW:**Stop Smoking Service**

Despite a plethora of activity around stopping smoking over the past, at the beginning of Quarter 4 Wiltshire was off target for the number of people stopping smoking. To address this a detailed recovery plan has been implemented during Quarter 4, with additional investment in the service to do all possible to ensure the target is reached. Activity has been wide ranging and included:

- Mail drop to over 120,000 homes in Wiltshire
- Six 'face to face' sessions in public places, raising awareness of the service and engaging with smokers
- Communications plan developed. Various media releases and advertisements. Some of these have been on a local (Wiltshire) level; others have been coordinated by the regional Smokefree South West office. Advertising on local buses, web presence and radio adverts.
- Close working with GP practices, included face to face visits, to support and encourage their service delivery
- Recruitment of additional staff including two specialist advisers and an administration post. Increase in bank hours – so more adviser hours available to deliver the service.
- Recruitment of additional pharmacies to deliver service

The impact of this has been to increase the range of locations where people can access support to stop smoking. There has also been an increase in the hours when the service is available. Awareness has been raised amongst the public that the Stop Smoking Service exists. Early indications are that this has had a significant impact on the number of people accessing support to stop smoking and on the numbers quitting. Over 2500 people stopped smoking after accessing support from the NHS Stop Smoking Service in Wiltshire in 2008/9.

Implementation of Alcohol Strategy

Work on taking forward the Alcohol Strategy has continued in Quarter 4.

- We have held four stakeholder workshops (on children/young people, community safety, treatment, and prevention/communications) as well as one to one interviews, which will contribute to the development of the Implementation Plan for the Alcohol Strategy.
- A meeting has been held between communications leads from the main partner agencies to plan Drug and Alcohol Awareness Week in June and to plan the formal launch of the Wiltshire Alcohol Strategy later this year. This will help to raise awareness of the strategy and its implementation.
- Delivery of 'Binge Drinking' two day training session, attended by thirty-nine multi agency staff plus service users. This will help staff to identify binge drinkers and help with information and sign-posting to other services or onward referral where appropriate.

Healthy Workplaces

Various workplace physical activity projects have been delivered by the Wiltshire and Swindon Physical Activity and Sports Partnerships including a Women's Running Network and lunchtime physical activity opportunities on the Bowerhill trading estate in Melksham.

In addition, we have held a Workplace Health Fair at Salisbury Foundation Trust, building on the success of Health MOTS provided earlier in the year. Funding has also been secured for research into Mental Health First Aid.

Local Agreement for Wiltshire - Progress by Ambition

ECONOMIC GROWTH	
Ambition	Wiltshire exhibiting a positive and sustainable environment for economic growth
Action 1	Improve business productivity through innovation – provide businesses with specific advice, information, knowledge events and other support.
<p>OVERVIEW: Throughout 2008/9 good progress has been made on the provision of Business Advice Sessions to small and medium enterprises in the county. We have held 1116 business advice sessions up to the end of March 2009. We had set ourselves a target of target of 1175 for the year, and whilst this is slightly lower (95%), we have now increased the number of locations where these are available to businesses, and this, along with increased monitoring and management of the take-up for these sessions should make the target should be achievable as we move forward into 2009/10.</p> <p>As at the end of Q4 654 Intensive Assists to businesses have been delivered. As projected, the target of 600 has been exceeded by a not inconsiderable number.</p> <p>In the Q3 report the Innovation Adoption Ladder was explained. During March 2009 it was decided to re-scope this to enable us to look at the number of businesses who have been assisted with Innovation Management. Targets have been set for 2009/10 and this will be reflected in the refresh of the Local Agreement for Wiltshire (summer 2009). This will be supplemented by a measure which looks at the number of businesses introducing new products / processes / systems. The adoption of innovation and efficient business practice will be of paramount importance if businesses are to remain viable during a time of economic crisis.</p>	
Action 2	Research to assess the significance of planned military changes for communities and civilian and military authorities.
<p>OVERVIEW: Throughout the year there has been a great deal of activity as part of the Military Civilian Integration (MCI) Programme and progress has been positive. During the final quarter, the report entitled Military Presence and its economic significance in the South west has been published and the full report can be found at: http://www.wiltshire.gov.uk/military-in-the-south-west.pdf</p> <p>Now that this is complete, work has resumed on the specific research/project relating to Wiltshire. The final timescale for completion of the Wiltshire project has yet to be formally determined by the Military Civilian Integration Sponsoring Group, however the likely target completion date would be June/July 2009. The aim of the programme is to optimise the economic and social benefits of the military presence in the county and the research will provide us with better information about Service personnel and service leavers and the communities they interact with.</p>	
Action 3	Tackle pockets of worklessness to help provide an adequate labour supply to meet business demands through raising skills levels, including basic and employability skills, and working with hard to reach groups.
<p>OVERVIEW: This area of work is significantly affected by the downturn in the economy. The latest data release reveals 18,517 of the working age population (271,100) are claiming out of work benefits. This equates to 6.83% which is not much above the target for the year. However, Job Centre Plus has access to indicative evidence (including the doubling of the number of Job Seekers Allowance Claimants over the past year) which demonstrates that the situation may be worse than this data seems to indicate and this information will inform the renegotiation of this target in 2010. In order to tackle the issues of worklessness in the County, The Wiltshire Worklessness Group Action Plan will be implemented during 2009/10. We continue to run 'Worklessness programmes', designed to help people back into work. These are targeted specifically at Wiltshire's 14 designated priority deprived wards. We are engaging individuals that have been out of work for long periods of time – the hardest to reach and hardest to help. In Wiltshire there have been 108 people starting on</p>	

the 'Journeys to Work' programme and 155 on the 'Making Changes' programme. In addition, a Learning Disabilities Task Force has been established - membership includes professionals, service users and their carers. The 'Task Force' will be one of the ways we will work to improve opportunities for employment for adults with learning difficulties and disabilities in the County.

Action 4	Broaden the employment base of Wiltshire, increasing higher value and higher skilled jobs and extending Higher Education (HE) provision in the County
-----------------	---

OVERVIEW: This year has focussed on 2 main areas, production of an Employment Strategy and progression of the Wiltshire Higher Education Plan.

Higher Education Plan

During Q4 it has been proposed that the Wiltshire Innovation Network Training Partnership (WINTP) who are leading on the New University Challenge bid for a Higher Education presence in South Wiltshire, take on the lead of the Plan from the LSC. WINTP welcomed and accepted this proposal. WSEP will therefore be reviewing the milestones relating to this action to reflect this positive development.

Employment Strategy/Localised working

The employment strategy has been delayed in order to ensure that it takes account of the credit crunch report produced by George Bright.

A delivery group has been established under the Wiltshire Strategic Economic Partnership charged with responsibility for developing the proposals for establishing an Employment & Skills Board for Wiltshire.

In addition, the Wiltshire Council Economy and Enterprise team will be structured to enable localised working by establishing 2 new locally based teams (A350 / N. Wilts and A303 / S. Wilts) and 3 new Local Economic Partnerships (North, Mid and South).

Action 5	Work with the private sector to provide adequate workspace and employment land provision to meet market needs, including incubation space and the development of centres of excellence
-----------------	--

OVERVIEW: The second stage of the Workspace Strategy, which includes the delivery plan, is progressing and is expected to be signed off in July 2009.

Castledown Business Park has launched successfully during 2008/9 with three units opening as an interim incubation centre in November 2008 and more potential occupiers scheduled to occupy units during 2009/10.

Discussion is still taking place about how we might progress the agreement for Porton Down Bioscience Technology Centre (PBTC). In particular this involves some alteration to the road layout for the A30 junction and as a result the Section 106 agreement for PBTC is not likely to be signed off until we are into the 2009/10 financial year.

Action 6	Improve journey time reliability on the A350 corridor in Wiltshire, including construction of the Westbury Bypass, and improve the condition and management of Wiltshire's principal road network.
-----------------	--

OVERVIEW: The Council is still waiting for the decision on Westbury Bypass - the Government has received the Inspector's confidential report and the Secretary of State is expected to announce the decision within the next two or three months. If the scheme gets the go ahead from the Inspector, the final hurdle is the allocation of funds by the Department for Transport (DfT). That decision is not expected to take more than three months. Construction work could start on site during Autumn 2009 although the main earthworks would not be carried out until the following Spring/Summer 2010. Construction would take about 18 months and could possibly be phased to allow the early opening of the link to the West Wilts Trading Estate

Data has now been received from the Department for Transport (DfT) that underpins the measurement of the average vehicle journey time per mile during the morning peak on the A350. This very large and complex, data will be analysed to help improve our understanding.

The Council has completed a short review of potential improvements along the A350 - the next steps will involve determining further options that consider latest policies and guidance. Once these options have been developed, consultation will be undertaken with statutory bodies, the public, road users and others. It is likely that any improvements will be focussed on developing proposals for Yarnbrook / West Ashton.

In addition a CCTV study has been completed to inform the wider project for the Wiltshire Travel Control Centre.

Action 7	Research to understand how key settlements can evolve/regenerate as thriving and vibrant economic centres – this could include a SWOT analysis for each key settlement and is likely to involve community consultation on findings
-----------------	--

OVERVIEW: A pilot scheme has been funded for Warminster and work has been commissioned. Settlement work is underway as part of the core strategy development.

Local Agreement for Wiltshire - Progress by Ambition

COMMUNITIES THAT ARE SAFE AND FEEL SAFE	
Ambition	Reduce particular crimes, change behaviours and inform the public to bring about communities that are safe and feel safe
Action 1	Public reassurance through consistent and regular communication with communities to increase the feelings of safety
<p>OVERVIEW: In January the Community Safety Partnership agreed to strengthen its efforts in regard to Public Confidence theme and ensuring better communication about its work was being promoted to the community. Four initiatives are underway to improve the messages that the public receives about the work:</p> <ul style="list-style-type: none"> • Working in partnership with the Wiltshire Criminal Justice Board and the Police, it commissioned a Public Confidence Working Group to refresh and review how to improve the messages and the ways in which they are communicated. This group is now making concrete proposals of what needs to be done and how it should be achieved. • The Delivery & Performance Management Group is developing an annual calendar of activities which agencies will undertake in the community to promote greater Community Safety and where possible linking in with local initiatives. • There have been meetings with agency Communication Teams to develop opportunities to ensure that a common message is communicated through the media about Community Safety issues. • Two messages around Community Safety were included in a DVD to launch the new Wiltshire Assembly logo, showing how partnership working was improving services in Wiltshire. 	
Action 2	Reduce re-offending by joining up services such as housing, education, and health (mental health and drugs and alcohol) for prolific and priority offenders and ex-offenders. Give due regard to the prevention of the transition of young offenders into the adult criminal justice system
<p>OVERVIEW: The focus for this year has been the development of the Prolific and Priority Offenders (PPO) action plan as a key element of the overall Reducing Re-offending Strategy 2008-11. This plan includes the creation of a pan-Wiltshire and Swindon PPO Strategic Co-ordination Forum which has been achieved, and an intention to establish PPO co-located teams in Wiltshire Police Custody by 31st March 2010. A Reducing Re-offending tasking and coordination group will also be set up over the forthcoming year to deliver the required changes.</p> <p>Reducing Offending Strategy 2008-11 has now been prepared which has five key objectives:</p> <ul style="list-style-type: none"> • Improving working together arrangements • Protecting victims • Improving public confidence in line with criminal justice system • Delivering an effective PPO Scheme • Delivering “WRAP around” rehabilitative services for offenders. <p>The Pathways Co-ordinator for the Probation Service is currently working with the Wiltshire Fire and Rescue service to develop two ‘Community Payback’ projects for offenders which will provide work for offenders. One of these will also contribute to another community safety initiative which aims to provide e 'survival packs' for the homeless. This is an excellent example of working in partnership to both re-habilitate offenders and provide assistance for those who are homeless in our area and also links strongly to the Affordable Housing ambition.</p> <p>All of these initiatives will help us to reduce re-offending and we are awaiting reducing re-offending data from the National Offender Management Service (NOMS and GOSW to confirm the impact to date on the levels of re-offending in the County.</p>	

Action 3	Improve streetscene by working together in communities on street clean ups, community events, safety messages and to reduce crime and anti-social behaviour (ASB). Intergenerational work e.g. through leisure and the arts as well as activities for young people.
-----------------	---

OVERVIEW: The Wiltshire Anti-Social Behaviour Strategy is in draft and consultation workshops are ongoing. A consultation event in March was attended by representatives from a range of stakeholder agencies to ensure the strategy represents a joined up approach.

Wiltshire Police are aligning the boundaries for their Neighbourhood Policing Teams with community areas which will help discussion in solving local community safety issues.

Further consultation on the new licensing policy for Wiltshire Council is currently taking place and it is hoped that this will lead to a more consistent policy across Wiltshire which assist Council and other public agencies (e.g. Police) in managing the night time economy.

Free Easter Holiday activities for teenagers were held in Calne and Westbury community areas where anti-social behaviour known to be a problem. 27 young people attended. Feedback from young people when asked What difference has the project made to you? "It has made me look at art in different ways" and "My behaviour has changed". From a Neighbourhood Policing team representative "excellent diversionary tactic to channel their energies into something productive. The local NPT also believe it to an ideal opportunity to engage with some of the younger members of our community." A senior Police Officer visiting one of the events said "the young people worked really hard and showed real talent and character. The outcome was truly amazing and will be there for many years to come."

Wiltshire Council's big splash free swimming for under 16s (and over 60s) launch is due to take place in May. This will encourage intergenerational activity and provide additional free activities for the under 16s.

A Dispersal Order has been put in place in the Bemerton, Salisbury area by the South ASB panel to reduce increased anti-social behaviour in the specific area. This sparked discussion within the community as to what other longer term facilities, actions can be put in place and looking to build on existing plans alongside and at the end of the Order.

Wiltshire Council has appointed to new post of Head of Anti-social Behaviour reduction within the Safer Communities team in Department of Community Services

Anti-social behaviour reduction Panels in the four "hub" areas continuing to receive referrals and multi-agency problem solving solution approaches. An average case load of 50 individuals being discussed each month resulting in letters to parents, referrals to a range of interventions Salamander courses (an intensive course run by the fire service for young people which builds confidence and promotes responsibility and leadership skills) have taken place receiving positive feedback from the young people and parents.

Action 4	Tackle domestic violence by challenging attitudes to domestic violence, increasing reporting and providing earlier intervention and commissioning appropriate services to support victims and their children
-----------------	--

OVERVIEW: During 2008/9 work has concluded on the Wiltshire Domestic Abuse Strategy 2009-11, and this was received and endorsed by the Community Safety Partnership Executive on 19th December 2008.

It has been a really successful year for the Wiltshire MARAC (Multi Agency Risk Assessment Conference), a regular multi agency forum for sharing information and taking action that will reduce harm to Very High Risk victims of domestic violence and their children. One example of this has been a positive outcome achieved for a very high risk case presented to the Wiltshire MARAC where (along with support work carried out by the Wiltshire Independent Domestic Violence

Advocate), we have been able to positively contribute to the success of securing a fleeing victim of a violent forced marriage, to be granted indefinite leave to remain in this country. This is an excellent result, which epitomises the essence of multi-agency working, having a real significant impact on an individual.

Year to date performance for the repeat victim rate recorded by the police is 30.5% compared to 44.2% (Apr-Dec '08), illustrating a continued reduction.

In January 2009 the DVDG (Domestic Violence Delivery Group) agreed to change its name to the DARG (Domestic Abuse Reduction Group) to reflect the forthcoming strategy and recent consultation, which identified that the term Domestic Abuse was a more encompassing term for all forms of abuse that could occur.

Wiltshire hosted a successful Awareness Week in November 2008. This included a celebratory lunch hosted by the Leader of the Council and the Chief Executive in recognition of the Partnership of the Year win at the Justice Awards in October 2008; a conference attended by in excess of 180 delegates; a public awareness event in Salisbury and an awareness walk across Trowbridge Park.

Throughout January and February 2009 the 'Power of Love' theatre in education programme toured across 14 schools, performing to approximately 2,000 students aged between 13-16yrs. *"The year group really supported each other and worked together to raise many points about the need for respect and trust in a relationship. The play was of course fictitious but reflected real circumstances going on around us. It really made us think about developing healthy relationships and how destructive violence and intimidation can be"* Students from Trafalgar School.

Wiltshire had also received GOSW funding to design and carry out a young person's survey to explore their understanding and knowledge around relationships and Domestic Abuse. These results are being assimilated and analysed and the results are to be published.

Action 5

Reduce alcohol related crime and harm, particularly violent crime and anti-social behaviour through 4 strands of activity: prevention, intervention, enforcement, resettlement and rehabilitation.

OVERVIEW: Consultations have taken place with various organisations to find out Wiltshire needs linked to alcohol abuse and what needs to be incorporated into the alcohol implementation plan. Four workshops following the consultations took place in March to capture ideas and outcomes for the alcohol strategy. The workshops focused on: prevention/ communications; treatment; community safety and children/ young people.

- Work has taken place to revise the specification for the re-tendering of the Alcohol Referral Programme for Offenders and Victims service, which has been running in Police custody suites in the County for several years. This included consultations with current service providers and service users.
- The Council and NHS Wiltshire to develop a joint campaign to launch the alcohol strategy. The strategy will be officially launched in September 2009
- The substance misuse needs assessment and treatment plan for 2009/10 have been submitted to the National Treatment Agency.
- Planning of 'National Tackling Drugs Week' has started with a joined up approach across the agencies within the Wiltshire Community Safety Partnership and Local Criminal Justice Board to deliver key activities during 8 - 12 June.
- A harm reduction campaign focusing on blood-borne viruses (Hepatitis B, Hepatitis C and HIV) has been developed, which will commence during 'National Tackling Drugs Week'. Main target group is service users, carers.

Action 6

Reduce road traffic collisions in Wiltshire by understanding the reasons for the high rates of serious injury and death as a result of road traffic collisions in Wiltshire.

OVERVIEW: During 2008/09 a new Road Safety Partnership Structure was agreed. This will look at why Wiltshire has a high rate of serious and fatal injuries from road traffic collisions, and use this information to inform action.

Agencies are continuing to work together to address issues such as speeding. This includes Neighbourhood Policing Team initiatives to work with communities where there are persistent problems with speeding vehicles and developing action together to help reduce this. The Police and Wiltshire Fire and Rescue Service continue to deliver The Safe Drive Stay Alive roadshow to school children across the County.

Most recent available figures for 2008 indicate a higher than expected level of Road Traffic Collision fatalities and further research is necessary to determine underlying causes.

Local Agreement for Wiltshire - Progress by Ambition

HIGH QUALITY, NATURAL ENVIRONMENT	
Ambition	Environment: Tackle climate change and promote a high quality, natural environment that enriches the lives of people
Action 1	Increase uptake of energy efficiency and renewable energy measures.
<p>OVERVIEW: The Energy Saving Trust currently runs an energy efficiency advice line which provides free advice to householders in the county. Until September 2008 the energy advice service in the County was run by the Wiltshire Wildlife Trust's Energy Team and part-funded by the 4 previous Districts and Swindon. Under this scheme Wiltshire householders were referred to this service through the Council website and publications. The new scheme run by the Energy Savings Trust provides a national telephone number and an office in Swindon to deal with all Wiltshire queries. Since September 2008, 3024 enquiries were received by the freephone line from Wiltshire up to April 30th 2009.</p> <p>The WWT Energy Team engaged in energy efficiency outreach work, attending 43 shows and events and giving talks throughout the county. Face to face advice was given, 2687 Home Energy Checks were completed by householders, producing individually tailored reports for each household from the EST, and low energy light bulbs distributed.</p> <p>The pilot Greener Living Roadshows took place from 6th February to 5th April 2009, managed by the Wiltshire Wildlife Trust and funded by the 4 previous Wiltshire District Councils and Swindon; 20,524 households received copies of "The Greener Guide To Living" which promoted the events and contained energy efficiency and renewable energy messages (including the Energy Saving Trust's advice line number). 1043 people attended the 10 events. (These preliminary figures include Swindon). Advisors from the Energy Saving Trust and WRAP (Waste and Resources Action Programme) attended to give information about energy conservation in the home. Following consultation with stakeholders the pilot's evaluation is currently being compiled.</p> <p>The Wiltshire Wildlife Trust's energy efficiency referral scheme – where householders access subsidised or free insulation funded by energy suppliers, referred 2221 households for loft and/or cavity wall insulation in 2008/09. In total 1066 householders installed cavity wall insulation, 62 new loft insulation, and 1430 top up loft insulation as a result of this scheme.</p> <p>The 4 previous Districts and Swindon all had their own energy efficiency promotion programmes. Salisbury District Council part grant-aided: 70 homes' heating improvements (in conjunction with Warm Front funding), 35 loft insulation top ups, 69 cavity wall insulations (in conjunction with CERT funding), and 6 HMO energy efficiency improvements. A mailing was completed in conjunction with Warm Front to benefit recipients in owner occupation and privately rented accommodation. Over 600 service requests were received about improving energy efficiency in homes, including 312 householders seeking advice on free insulation for the over 70s. Salisbury also funded an Affordable Warmth promotion in conjunction with WWT in autumn 2008, targeting vulnerable households with information on energy and money saving at home. 10,000 booklets were distributed. Kennet District Council worked with Warmfront with an innovative campaign targeting residences who qualify for assisted waste bin collections. This generated around 80 enquiries to Warmfront last year. 650 properties in Kennet with residents over the age of 70 received free cavity wall or loft insulation through the Crest insulation scheme. All visitors to KDC's reception were offered the opportunity to complete a Home Energy Check (HEC). This proved popular with two low energy bulbs offered to all who took part. Approximately 200 HECs were completed in this financial year. Wiltshire Council has a full program of energy efficiency work for 2009/10 under Private Sector Housing Renewal which includes:</p> <ul style="list-style-type: none"> • improving the energy efficiency of poor performing homes occupied by vulnerable households • improving the housing standards in the rented sector by raising awareness with landlords of houses of multiple occupancy (HMOs) with vulnerable tenants 	

Action 2	Reduce carbon emissions from public sector business through efficiency measures, new technology and improved management practices.
-----------------	--

OVERVIEW:

Wiltshire Council has been successful in its bid for support from the Energy Saving Trust under their one-on-one support programme for Local Authorities in the South West, funded by Defra. This two-year programme of work will help the Council to collect baseline data on energy related activities, review progress and develop an action plan for the way forward with partners to reduce Wiltshire's carbon footprint.

The Council has taken the following steps to reduce its emissions:

- Preparation has begun to tender for an energy assessor consultancy to carry out Display Energy Certificate renewals in October 2009. It is anticipated that this year there will be 190 Council buildings that will need these certificates.
- Automated energy meters installed in all non school buildings that will require a Display Energy Certificate. To enable accurate and easy consumption data collection and ensure the Council complies with legislation.
- New computerised energy management system commissioned for County Hall, will allow close monitoring and control of all energy sources. Currently being installed.
- Programme of energy efficiency works have been carried out in all leisure centres. Includes improved insulation and lighting upgrades.
- First Council biomass fuelled boiler up and running at Stanton St Quintin Primary School.
- 2 primary schools successful in being awarded £20,000 worth of solar panels through the Co-ops green scheme. 1 already installed.
- 2 primary schools successful in obtaining 100% grant funding for £50,000 worth of solar panels to be installed.
- The Council signed up to WWF's Earth Hour which took place during March 2009. This involved working with the communications team to raise staff awareness and encourage the turning off of all electrical equipment and lights for the duration of the Earth Hour.
- A new 'Energy and Water Conservation Guide' for staff was launched.

For Wiltshire people these initiatives mean that the Council is continuing to strive to reduce the amount of energy it is dependent on to carry out its work. In reducing energy use the associated carbon emissions will also be lowered and it will help to mitigate the impact of rising gas and electricity costs. The installations of renewable energy will not only reduce cost and emissions in participating schools, but will also act as a valuable, visible and practical educational tool for the schools to incorporate into their curriculum.

Action 3	Increase use of sustainable energy measures in new developments (encouraged by planning policy) and delivered through planning development control decisions
-----------------	--

OVERVIEW: The existing development plan for Wiltshire does not contain clear policies for the delivery of sustainable energy measures in new developments, other than for the former Kennet area (East Wiltshire) where interim policy has been adopted as a material consideration for development control (Interim Policy One, August 2007). The Proposed Changes to the Draft Revised Regional Spatial Strategy for the South West incorporating the Secretary of States Proposed Changes, published in July 2008, includes Policy RE5 that sets out interim targets that can be applied to Wiltshire for the purposes of development control.

Action 4

Reduce carbon emissions from transport through more balanced development, sustainable transport, and demand and traffic management and new technology

OVERVIEW: Integration of Spatial and Transport Planning:

- A Strategic Transport Assessment has been developed to assist in the development of the Wiltshire Local Development Framework Core Strategy which has the aim of focusing new development at existing urban centres – the improved balance and mixes of development can help to reduce reliance on the car and support sustainable transport modes.

Public Transport:

- The public transport budget increased despite financial pressures facing the Council, so that bus service levels have been maintained in most areas despite rising costs and a decline in the extent of the commercial (i.e. non-subsidised) network. 'Connect 2 Wiltshire' demand responsive services have continued to be provided despite ending of Government funding.
- The Local Transport Plan (LTP) Public Transport Strategy continues to be implemented to improve the quality and attractiveness of the bus as an alternative to the car.
- The Key Bus Route Network project continues, with investment in improved bus stops and shelters in the Tidworth / Amesbury area.
- Funding and active support for 'traveline' public transport information partnership has been provided by the Council.
- The 'Kickstart' project to improve service frequency and quality on Chippenham - Wootton Bassett - Swindon corridor is continuing into its 3rd (final) year.

Highway Network and Traffic Management:

- A draft Network Management Plan has been developed to improve the operation of the highway network to ensure the efficient movement of all traffic including buses, cyclists and pedestrians.
- Improved liaison with the statutory undertakers (e.g. utility companies) and enhanced co-ordination of street works and works for highway purposes has minimised the disruption likely to cause congestion.
- The procedures and practices for street work activities have been reviewed to streamline procedures with e-forms being placed on the Council's website. This also facilitates greater scrutiny of activities that will cause greatest disruption (e.g. the use of three-way portable traffic signals and closures of the highway).
- Parking enforcement was decriminalised in West Wiltshire in 2008 so Civil Parking Enforcement is now in operation throughout the whole of Wiltshire for all on-street parking controls. This has resulted in greater compliance with yellow line restrictions reducing the likelihood of obstruction and congestion.
- Reviews of parking controls are being undertaken for all the towns in Wiltshire to identify locations where parking is causing an obstruction and restrictions formulated to reduce the likelihood of congestion being caused.

Integrated (Small) Transport Schemes:

- Twelve pedestrian and footway improvement schemes have been completed in the following locations; Purton (High Street), Yatton Keynell, Christian Malford, Marlborough (London Road/Salisbury Road and Swindon Road), Melksham (Bank Street), Trowbridge (West Ashton Road), Tidworth (Gasson Hill Street), Warminster (Pound Street), Salisbury (Old George Mall), and Landford, Crudwell;
- Fourteen new pedestrian crossings have been installed in Purton (High Street), Pewsham (Lodge Road 2No.), Chippenham (Bath Road and London Road), Corsham (Newlands Road),

Marlborough (Swindon Road), Southwick (Frome Road), Trowbridge (West Ashton Road), Salisbury (Brown Street and Netherhampton Road), Amesbury (Earl's Court Road and Underwood Drive), and Landford School;

- Four town centre accessibility enhancement schemes have been completed in Westbury Market Place, Warminster Town Centre, Amesbury Town Centre and Devizes Town Centre;
- Two cycle schemes have been implemented in Wootton Bassett (High Street/Swindon Road) and Salisbury (Churchill Gardens) with cycle parking facilities provided in 11 locations across the County.

Other:

- A Wiltshire Air Quality Strategy-Core Strategy has been completed. This will ensure that air quality is addressed in a multi-disciplinary manner within Wiltshire Council and other relevant organisations.
- The countywide car sharing scheme (www.carsharewiltshire.com) continues to be promoted.

Action 5

Improve the reduction, re-use and recycling of household waste through increased participation by the community, including so called hard to reach groups

OVERVIEW: Overall in Q4:

- We exceeded our 2008/09 target for the number of kgs of residual waste per household. Our target was to reduce residual waste per household to 697.57kgs per household. Wiltshire achieved 671.2 kgs per household. Municipal waste has been lower than forecast, which has had a positive impact on this target area.
- The economic situation for the recyclates market has improved following the downturn in the recyclates markets around Christmas and the New Year. Recyclates prices have generally picked up and the markets are more stable. No recyclates have had to be sent to landfill or incineration.

Waste Minimisation:

- Sales of home composting bins improved in Q4, although have been generally lower this year than in previous years. This is probably due to a plateau in demand (Wiltshire has an above average rate of households home composting compared with the rest of the country) occurring at the same time that the subsidy available for the units has fallen, making the units relatively more expensive.
- WRAP (Waste and Resources Action Programme) have announced that they will stop subsidising the sales of units altogether through local authorities after September 2009. This is likely to have a considerable impact on the waste minimisation activities – see actions below.
- The promotion of real nappies has been strong – including a focus on the cost savings to families on low income to beat the credit crunch.
- The Waste Action (Schools Programme) has continued well this year, incorporating waste minimisation messages into the eco-schools scheme.

Recycling:

- Countywide, we achieved a household recycling rate of 40.51%, meaning that the 40% mark (set under Waste Strategy for England 2007) was reached a year ahead of national target
- A small participation survey was carried out in North Wiltshire (results due May 2009). A similar survey in West Wilts showed a participation rate of around 75% of households.
- Warminster Household Recycling Centre (HRC) is to be relocated in 2009 in order to carry out decontamination of the land it is sited on and adjacent to (the land was contaminated due to the previous gas works activities on it). Planning was passed in Q4 for a new site and construction will begin in June 2009. The old site will not be closed down until the new site is

ready to be opened.

Action 6

Increase awareness of climate change adaptation leading to action being taken by individuals, communities and businesses

OVERVIEW: Agreement to recruit a new Climate Change team in Wiltshire Council in Q4 was the first step towards developing a climate change adaptation strategy.

Community action on climate change has been supported through the Worldchangers Network

Action 7

Targeted conservation and enhancement of Wiltshire's biodiversity in line with the Wiltshire Biodiversity Action Plan and the South West Nature Map; in particular improve monitoring, advice, and management of County Wildlife Sites, where possible through community action. Ensure high quality biodiversity information is available to decision makers

OVERVIEW: The Wiltshire Wildlife Sites Project Officer working with the Council and the Wiltshire Biodiversity Forum has been liaising with statutory agencies and landowners to influence and monitor the increase in the number of local wildlife sites that are in positive management in order to attain the first year national indicator (197) target. The increase in of local sites receiving positive management between March 2008 and March 2009 is 4.7%, against a target of 3%. The Council, as a key member of the Wiltshire Biodiversity Partnership, continues to contribute to the implementation of the Wiltshire Biodiversity Action Plan (BAP) published in July 2008 and reports this progress to the Partnership. In addition, progress on the implementation of the BAP is reported to the National Biodiversity Actions Reporting System (BARS).

The Council assists the Wiltshire Wildlife Sites Project through financial contribution and staff time to survey and monitor County Wildlife Sites.

The Council's Ecologists provide advice both internally and externally on biodiversity and help protect biodiversity value through the land-use planning system, where the Wiltshire BAP and the South West Nature Map are considered, where appropriate.

The Council supports the Wiltshire and Swindon Biological Record Centre both financially and with staff time with its role in acquiring, validating storing and distributing high quality biodiversity data and information, which is used in biodiversity action planning, designation and management of County Wildlife Sites and by planners.

Action 8

Ensure new developments are designed for greater community cohesion, to promote physical and mental health, reduce crime and enhance wildlife

OVERVIEW: New planning policies for Wiltshire are being developed to address this issue. Progress has already been made for the Southern part of Wiltshire in working towards a submission draft of the South Wiltshire Core Strategy. Policy G11 of the Draft Revised Regional Spatial Strategy for the South West incorporating the Secretary of States Proposed Changes, published in July 2008, highlights the importance of Green Infrastructure planning in promoting people's wellbeing and enhancing wildlife. Initial work has been undertaken to scope out a Green Infrastructure Strategy.

Annex B - Performance indicators by Ambition – Resilient Communities

NI	NI Name	2006/07 Full Year	2007/08 Full Year	2008/09 Target	2008/09 Full Year	Trend	On Target	Target 2010/11	Comment (if 'on target' is N) (Note: trend is 3 year unless only 1 year's previous data available)
----	---------	----------------------	----------------------	-------------------	----------------------	-------	-----------	-------------------	--

1.0 Resilient communities

LAA designated targets

NI 004	% of people who feel they can influence decisions in their locality.	29	-		31.9	U		35.09	Q4 - Place Survey final data (received 23/6/09)- definitely agree or tend to agree. Targets were set as part of LAA refresh
NI 007	Environment for a thriving third sector.	-	-		18%	-		23%	Q4 - National Survey of Third Sector Organisations. Targets were set as part of the LAA refresh process in March 2009. Wiltshire to be above the national average - 18.2 % in Wiltshire compared to 16.2 % nationally.
NI 110	Young people's participation in positive activities.	-	66		74.1	U		82.1	Q4 - baseline set at 74.1 which is the 08/09 actual

LAA local targets

NI 006	Participation in regular volunteering.	-	-		29.6	-			Q4 - Place Survey final data (received 23/06/09) - definitely agree or tend to agree. Targets will be set now that official results have been received
NI 001	% of people who believe people from different backgrounds get on well together in their local area.	82	-		83	U			Q4 - Place Survey final data (received 23/6/09)- definitely agree or tend to agree. Targets will be set now that the official results have been confirmed
ESDTRA 1	Local Transport Plan indicator on transport and accessibility	-	91	84	91	NC	Y		Q4 - Local Transport Plan target LTP1d: Proportion of rural addresses within 800m of a bus service of at least daily (M-F) frequency.

Other LAW indicators

NI 175	Access to services and facilities by public transport, walking and cycling.	-	54	48	51	D	Y		Q4 - Local Transport Plan target LTP1h: proportion of rural addresses within 800m of a bus service with hourly or better frequency.
--------	---	---	----	----	----	---	---	--	---

LAA mandatory targets

NI 072	Achievement of at least 78 points across the Early Years Foundation Stage with at least 6 in each of the scales in Personal Social and Emotional Development and Communication, Language and Literacy.	49	53	56.8	57.0	U	Y		
NI 073	Achievement at level 4 or above in both English and Maths at Key Stage 2.	70	70	not set	73.0	U			Final Figures for 08/09 (06/07 school year)
NI 074	Achievement at level 5 or above in both English and Maths at Key Stage 3.	70	70	not set	71.0	U		not set	Not officially reported - will be deleted in 2010/11 (related NIs 83, 95, 96, 97, 98 not shown in this summary)
NI 075	Achievement of 5 or more A*- C grades at GCSE or equivalent including English and Maths	-	49.3	56.0	53.4	U	N	not set	Final Figures for 08/09 (06/07 school year) Target Missed
NI 087	Secondary school persistent absence rate.	5.7	5.4	5.2	5.2	U	Y	5	Q4 - only able to base on Term 1 outturn. Term 2 data not yet available

Annex B - Resilient Communities indicators (*continued*)

NI	NI Name	2006/07 Full Year	2007/08 Full Year	2008/09 Target	2008/09 Full Year	Trend	On Target	Target 2010/11	Comment (if 'on target' is N) (Note: trend is 3 year unless only 1 year's previous data available)
NI 092	Narrowing the gap between the lowest achieving 20% in the Early Years Foundation Stage Profile and the rest.	36.7	35.5	33.4	31.4	U	Y	not set	
NI 093	Progression by 2 levels in English between Key Stage 1 and Key Stage 2.	82.7	87.2	not set	87	U		not set	Q4 - No new data available
NI 094	Progression by 2 levels in Maths between Key Stage 1 and Key Stage 2.	74.1	76.2	not set	76	U		not set	Q4 - No new data available
NI 099	Looked after children reaching level 4 in English at Key Stage 2.	35	43.8	31.3	44	U	Y		
NI 100	Looked after children reaching level 4 in mathematics at Key Stage 2	41.2	37.5	31.3	44	U	Y	not set	
NI 101	Looked after children achieving 5 A*-C GCSEs (or equivalent) at Key Stage 4 (including English and mathematics).	-	-	12.5	awaiting result	-		not set	Q4 - Final figures not yet available

Annex B - Performance indicators by Ambition – Affordable Housing

2.0 Affordable housing.

LAA designated targets

NI	NI Name	2006/07 Full Year	2007/08 Full Year	2008/09 Target	2008/09 Full Year	Trend	On Target	Target 2010/11	Comment (if 'on target' is N) (Note: trend is 3 year unless only 1 year's previous data available)
NI 141	Percentage of vulnerable people achieving independent living.	76.5	66	67.00	77.6	U	Y	70	Q4 -
NI 154	Net additional homes provided.	2063	2670	2229	1881	-	N	2565	Q4 - The target has not been met for 2008/9 Fewer homes have been completed this year than previously anticipated as housebuilders have stopped or dramatically slowed down their build programme due to the current economic climate. This indicator has been designated an 'economic indicator' by government and targets will be revisited again at the 2010 refresh
NI 155	Number of affordable homes delivered (gross).	-	636	479	583	-	Y	590	Q4 -

Other LAW indicators

NI 187	Tackling fuel poverty – % of people receiving income based benefits living in homes with a low energy efficiency rating.	-	-		9.61 / 45.06	-			Q4 - The results for this NI have only just become available. Target will be set for 2009/10 and 2010/11. In addition benchmarking will be undertaken to establish how we compare to other areas
ESDHOU 1	97% of all social housing achieves decent homes standard by 2010	-	-	95	94	-	A		Q4 - Target for 2008/9 was not met. However, we are still well within top quartile performance and only missed this challenging target by 1%. Our intention is to hit 96% by the end of March 2010 with increasing work in this area.
ESDHOU 2	Bed and Breakfast: end the use of bed and breakfast accommodation for all homeless households by 2011, all except emergency use.	-	45	34	2	U	Y	11	Q4 -
ESDHOU 3	Temporary accommodation: halve the use of Homeless temporary accommodation between 2008 and 2010	-	-	265	179	-	Y		Q4 -
ESDHOU 4	Reduce the number of people facing homelessness by offering genuine alternative housing and support options.	-	-		997	-			Q4 -

Annex B - Performance indicators by Ambition – Lives not Services –

3.0 Lives not services

LAA designated targets

NI	NI Name	2006/07 Full Year	2007/08 Full Year	2008/09 Target	2008/09 Full Year	Trend	On Target	Target 2010/11	Comment (if 'on target' is N) (Note: trend is 3 year unless only 1 year's previous data available)
NI 008	Adult participation in sport and active recreation.	-	-	26.1	25.5%	-	A	28.10%	Q4 - This figure represents a 1.3% increase over 2 years against a target of 2% over 2 years. The participation levels in the repeat sample were 1.3% higher than the baseline sample, this represents about 5000 more people taking regular sport and active recreation and compares very favourably to national and regional figures of 0.32% and 0.64% respectively. 1% per year very challenging target and generally agreed that a very poor summer and the credit crunch have taken their toll. (both the regional and county level the sample size is insufficient to say with the required level of confidence (95%) that this change is reflected in the wider population of Wiltshire). Next round of data for Active People 3 will be available in June 2009.
NI 039	Rate of Hospital Admissions per 100,000 for Alcohol Related Harm.	-	-	1275	1345 per 100,000 (rolling 12 months March 2008 - February 2009)	-	N	1373	Q4 - This figure is markedly up on the last estimate of 1120, possible methodological explanations for these figures: the method used this quarter is more streamlined than last time and could have eliminated (hopefully not introduced) errors 2 - data may have been missing last time for some reason to do with its transfer from the hospitals to NHS Wiltshire. The 07/08 figures have been released - Wiltshire figure is 1121 which is DOWN on 0607 (from 1137). We were the only authority/PCT in the South West to go down. The figures for the South West rose from 1315 to 1365 and nationally from 1384 to 1473. They also release figures for the old districts (Kennet 988 (up 6%); N Wilts 1106 (up 8%); Salisbury 1219 (down 17%) and W Wilts 1115 (up 4%). (Swindon went up 1%).
NI 055	Obesity in primary school age children in Reception (PCT indicator)	-	8.48	8.49	8.64 (2007/08 results)	D	N	8.5	Q4 - There was a 5% increase in coverage achieved in Reception Year between 2006/07 and 2007/08. However, the % increase in obesity levels was 0.1%.
NI 112	Under 18 conception rate of change.	-4.3	-	-27.0	Estimated 34.06 Jan - Dec 2008	-	N	-50	Q4- NST visit in March 2009 has resulted in a number of recommendations that are now being actively implemented. Final year end data awaited.
NI 120	All-age all cause mortality rate.	523.01	-	NHS has Males 598 and Females 431	2005/7 pooled data at Dec 2008 Males 627 Females 444	-	N		Q4 - This data is newly released and in depth analysis will take place into the causes of this target not being met.

Annex B – Lives not Services

NI	NI Name	2006/07 Full Year	2007/08 Full Year	2008/09 Target	2008/09 Full Year	Trend	On Target	Target 2010/11	Comment (if 'on target' is N) (Note: trend is 3 year unless only 1 year's previous data available)
NI 123	Stopping smoking (rate per 100,000 population, self reported 4 week smoking quitters).	615	583	679.0	awaiting final result	-	A	679.4	Q4 - figure at 8th April 1993 quit against target of 2519. Approx 5 weeks until deadline for data entry. It is possible this target will be achieved
NI 125	Achieving independence for older people through rehabilitation/intermediate care.	-	-	Placeholder - target not set	79.70%	-		Target to be agreed by GOSW	Q4 - calculated from data for Apr 08 to Feb 09. Target-setting is not possible in the first year of this new indicator. This appears to put us a little above the median (79.3) and well above the mean (77.2) for the South-west. But this is based on informal results from the ADASS benchmarking club using year-end results for 10 of 15 CASSRs in the South-west. This indicator remains a placeholder in the LAA and will not form part of the reward scheme.
NI 130	Social care clients receiving Self Directed Support per 100,000 population.	107.8	105.8	127.2	235.64	U	Y	1330	Q4 - Reference: LAA refresh document. In 2008/9 NI 130 was a count of people who get Direct Payments. From April 2009 until the end of this LAA period, the definition of NI 130 changes. It is no longer a count of Direct Payments; it is a count of people w
NI 135	Carers receiving needs assessment or review and a specific carer's service, or advice and information.	7.7	9	10.0	14.20%	U	Y	25.00%	Q4 - estimate subject to substantial revision by 27 May.
NI 136	People supported to live independently through social services (all adults).	2718.58	3036.88	3306	3444	U	Y	4000	Q4 - Informal benchmarking suggests South-west median at Q3 is 3571.
LAA local targets									
NI 040	Number of drug users recorded as being in effective treatment.	-	-	(NHS target 602)	618	-	Y		Q4 - (rolling 12 months to October 2008) (PCT has target of 602)
Other LAW indicators									
NI 056	Obesity in primary school age children in Year 6 (PCT indicator)	-	13.46	revised	15.90 (2007/08 results)	D		16	Note - the target for 2009/10 and 2010/11 has been revised following an increase in coverage rates achieved in 2007/08. For this reason we have not used the 2008/09 target.
NI 131	Delayed transfers of care.	20.5	35.1	10.1	14.24	U	N		Q4 - Full-year result is a substantial improvement on 2007/8, when Wiltshire reported the lowest performance in the South-west. Our position in the South-west on 31 Mar 09 is 9th. Radical improvement
NI 134	The number of emergency bed days per head of weighted population.	-	-	140,245	228,813	-	N	137,454	Q4 - The data for this is being analysed to determine why there is a large difference between target and actual
NI 138	Satisfaction of people over 65 with both home and neighbourhood.	80	-	not set	85.20%	U			Q4 - South-west median is 86.2%
NI 139	The extent to which older people receive the support they need to live independently at home.	-	-		32%	-			Q4 - The highest return was Poole 38% and the lowest was Swindon with 25%. This puts Wiltshire close to median for the South-west authorities (excluding Isles of Scilly)
NI 146	Adults with learning disabilities in employment.	-	-	see note	18.00%	-			Q4 - Target appears to have been set before the technical guidance for this NI was published. Informal benchmarking suggests that no authority has scored more than 16% in 2008/9.

Annex B - Performance indicators by Ambition – Economy and Skills

4.0 Environment for economic growth

LAA designated targets

NI	NI Name	2006/07 Full Year	2007/08 Full Year	2008/09 Target	2008/09 Full Year	Trend	On Target	Target 2010/11	Comment (if 'on target' is N) (Note: trend is 3 year unless only 1 year's previous data available)
NI 117	16 to 18 year olds who are not in education, employment or training (NEET).	6	5.8	4.10	6.49	D	N	4.1	This is a priority and action is being taken
NI 152	Working age people on out of work benefits.	6.9	6.75	6.60	6.83	U	A	5.9	Q4 - The latest data release reveals 18,517 of the working age population (271,100) are claiming out of work benefits (equates to 6.83%). Job Centre Plus indicative evidence (e.g. doubling of JSA Claimant Count in Wiltshire over the past year) demonstrates that target will need to be renegotiated at Refresh (economic indicator - not locked down). Still awaiting official data from the interchange hub, DWP has advised against using any proxy measures in the meantime. This is an important factor as we will require relevant and robust up to date data for the foundation of our target renegotiations.
NI 163	Proportion of population aged 19-64 for males and 19-59 for females qualified to at least Level 2 or higher.	71.8	66.4	72.4	71.9% (from APS August 2008)	U	A	75.80%	Q4 - The Annual Population Survey data shows the residence of working age who have a level 2 qualification or higher stagnant in 2007/08 at 71.9%. This compares to a national level of 68.9%. However the achievement delivered by the LSC and Wiltshire provider partners has moved from 1449 to 2174 between 2006/07 and 2007/08. This represents an increase of 50%.
NI 168	Principal roads where maintenance should be considered.	8	4	4	6% (based on 2008 scanner results)	U	N	4	Q4 - 2008 Scanner results indicate that 6% of Principal Road network is in need of repair. This is higher than the target of 4%. Results reveal an increase in cracking detected which could be attributed to the wet weather during the summer of 2008.

Other LAW indicators

ESDAJT 1	Average vehicle journey time per mile during the morning peak on the A350.	-	-		baseline only	-			Q4 - Target not yet set. The Council has now received data from the Department for Transport (DfT) but analysis is complex and will take time
ESDECON 1	Number of businesses supported (Intensive Assists)	-	589	600	654	U	Y	800	Q4 - As at the end of Q4 654 Intensive Assists have been delivered. As projected, the target has been exceeded by a not inconsiderable number.
ESDWWM 1	Neighbourhood Worklessness Measure - Working age people claiming out of work benefits in the 14 designated priority deprived wards.	10.5	10.3	no target	10.4	U		10.5	

Annex B – Economy and Skills

NI	NI Name	2006/07 Full Year	2007/08 Full Year	2008/09 Target	2008/09 Full Year	Trend	On Target	Target 2010/11	Comment (if 'on target' is N) (Note: trend is 3 year unless only 1 year's previous data available)
NI 161	Number of Level 1 qualifications in literacy (including ESOL) achieved.	1583	1991	2093	1703 (based on LSC achievement data 2008/09)	U	N	2599	Q4 - Latest LSC data (March 2009) shows that for the year 2007/08 1703 literacy qualifications were achieved (81.4% of 2008/09 target). The target for 2008/09 is 2093. A project is being developed to use the reward grant from LAA1 to help deliver this target. This project proposes to deliver this target qualification to both the public and private sectors. It was identified in the evaluation that the people who need this qualification don't want to be identified as having this need and therefore are hard to engage. The project being developed will give support to this group and to their employers to overcome this problem.
NI 162	Number of Entry Level qualifications in numeracy achieved.	90	90	129	69 (based on LSC achievement data March 2009)	D	N	170	Q4 - Latest data from LSC (March 2009) shows that for the year 20007/08 69 numeracy qualifications were achieved (53.5% of 2008/09 target). The target for 2008/09 is 129. A project is being developed to use the reward grant from LPSA PRG to help deliver this target.
NI 164	Proportion of population aged 19-64 for males and 19-59 for females qualified to at least Level 3 or higher.	51.3	48.1	51.8	51.1%(from APS August 2008)	U	A	52	Q4 - The Annual Population Survey data shows the residence of working age who have a level 3 qualification or higher has moved from 51.3% to 51.1%. This compares to a national level of 49%. However the achievement delivered by the LSC and it provider partners has moved from 3372 to 3373 between 2006/07 and 2007/08. This represents an increase of 0.02%.

Annex B - Performance indicators by Ambition – Communities that are Safe and feel Safe

5.0 Communities that are safe and feel safe.

LAA designated targets

NI	NI Name	2006/07 Full Year	2007/08 Full Year	2008/09 Target	2008/09 Full Year	Trend	On Target	Target 2010/11	Comment (if 'on target' is N) (Note: trend is 3 year unless only 1 year's previous data available)
NI 016	Serious acquisitive crime rate.	-	-	8.58	6.71	-	Y	8.24	
NI 017	Perceptions of anti-social behaviour.	-	-		12.50%	-		1.8% reduction on 2008/09	This is a place survey indicator and the 12.60% relates to provisional results for the survey conducted in December 2008. The first comparative figures will be available following the 2009/10 survey
NI 020	Assault with injury crime rate.	-	-		4.56	-		2% reduction on 2008/09	Baseline to be finalised in June 2009
NI 030	Re-offending rate of prolific and priority offenders.	-	-	baseline only	baseline only	-			
NI 032	Repeat incidents of domestic violence. 2009/2010	-	-	No Target -	Placeholder 08-09	-			Q4 - No data available - reporting starts April '09

LAA local targets

NI 195	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting).	-	-	11.0	9.25%	-	Y	10.00%	
--------	---	---	---	------	-------	---	---	--------	--

Other LAW indicators

NI 019	Rate of proven re-offending by young offenders.	-	-	5% reduction	-2.70%	-	N		Q4 The figure is the Q3 2008/09 which is the latest available (full result available at the end of July). The reduction is positive as the baseline, set in 2005, is challenging in comparison with the regional and national picture.
NI 027	Understanding of local concerns about anti-social behaviour and crime by the local council and police.	-	-	25%	25%	-	Y		
NI 041	Perceptions of drunk or rowdy behaviour as a problem.	-	-		21.20%	-			Q4 - Place Survey. The 21.20% refers to the official result of the first survey conducted in December 2008 and forms the baseline. First comparative figures on this indicator available after 2009/10 place survey (Jan 2010)
NI 047	People killed or seriously injured in road traffic accidents.	5.2	-	11.7%	2.15%	-	N		The actual number of KSI in 'New Wiltshire' (excludes Swindon, but includes trunk roads & motorways) for 2008 was 276. This represents a reduction of 29% compared with the 1994-98 average
NI 143	Offenders under probation supervision living in settled and suitable accommodation at the end of their order or licence.	82	-	70%	68%	D	A		
NI 144	Offenders under probation supervision in employment at the end of their order or licence.	48	-	45%	59%	U	Y		

Annex B - Performance indicators by Ambition – Natural Environment –

6.0 Environment and CO2

LAA designated targets

NI	NI Name	2006/07 Full Year	2007/08 Full Year	2008/09 Target	2008/09 Full Year	Trend	On Target	Target 2010/11	Comment (if 'on target' is N) (Note: trend is 3 year unless only 1 year's previous data available)
NI 188	Planning to Adapt to Climate Change.	-	-	NI Level 0/1	NI Level 0	-	Y		
NI 191	Residual household waste per household.	726	-	697.5	663.6	U	Y	663.11	Q4 - This figure may change slightly due to further guidance just issued by the Government.
NI 197	Improved Local Biodiversity – proportion of Local Sites where positive conservation management has been or is being implemented.	-	39.5	42.5	43.2	U	Y	52.5	Q4 -

LAA local targets

NI 186	Per capita reduction in CO2 emissions in the LA area.	-	-			-			Q4 - DEFRA to provide information after July
--------	---	---	---	--	--	---	--	--	--

Other LAW indicators

NI 005	Overall/general satisfaction with local area	80	-		85.9	U			Q4 - Place Survey - very satisfied or satisfied .Final figures received 23/06/09. Targets will be set now that final weighted data has been received from DCLG
NI 177	Local bus and light rail passenger journeys originating in the authority area.	11,686,899	12,043,508	12,529,000	12,392,545	U	N	12,841,000	Q4 - the result is approx 1% below target. Target is for 09/10 is 2% year on year increase).The profile to 2012 assumed that the biggest growth would take place in 2008/9 (as a result of the introduction of the national free fares scheme) and it should not be assumed that the shortfall can be made up in future years - particularly with the impact that the recession is likely to have on travel patterns.
NI 194	Air quality – % reduction in NOx and primary PM10 emissions through local authority's estate and operations.	-	-		data July	-			Q4 The data for these new indicators is currently being gathered and merged. Reporting to Defra is end of July 2009