

# What we are proposing

- Our proposals focus on four key areas:
- Leadership and governance
  - Joint working to create efficiencies
  - Community engagement
  - Customer focused improvements

## Leadership and governance

### Electoral arrangements

Work with the Electoral Commission's Boundary Committee to create:

- District wards and county divisions that each have a single member
- Better links between wards, divisions and community areas

Work jointly to:

- Encourage more people to stand for election
- Encourage more people to vote
- Develop joint member induction arrangements
- Sign up to the member development charter

Participate in pilot arrangements for electronic voting.

Aim to hold county, district, town and parish elections at the same time.

Join up our political leadership arrangements with plans for improved community engagement.

### Partnership governance

Streamline our partnerships for effective delivery of the community strategies and Local Area Agreement (LAA).

Introduce a new public sector board to carry out many of the executive functions associated with delivering the LAA, with aligned or pooled budgets.

Enable the community area partnerships to deal more effectively with neighbourhood issues.

Develop local protocols so that ward members can effectively support community area partnerships and take forward 'community calls for action'.

Develop multi-area agreements with our neighbours, namely Bath & Bristol, Swindon, and Hampshire.

Concentrate the County LSP on high level strategic issues, such as health, education and environment.

## Joint working to create efficiencies

### Procurement

Carry out a strategic analysis and achieve the potential for joint procurement savings.

Continue to develop the joint grounds maintenance procurement project to enable:

- The county and selected districts to jointly procure a grounds maintenance service provider
- A framework for both town and parish councils to participate, as well as local housing associations.

### Joint working

Design the right solution for joint back office or support services for Wiltshire's local authorities, fire and police.

Identify and implement performance improvement and cash-generating projects.

Develop in-house expertise (both individuals and organisations) in:

- Getting it right first time for our customers
- Cutting out any unnecessary complexities in our systems.

Implement governance arrangements for outcomes and delivery of the LAA.

## Community engagement

### Front line councillors

Create small local funds for ward members to support local initiatives.

Continue to support community area partnerships; ensure their role continues to develop; ensure they retain their voice and influence.

Where needed, establish or maintain area panels or committees to bring together the tiers of local government.

### Town and parish councils

Delegate functions to any towns and parishes that may want to take on new responsibilities, where it makes sense, for example environmental enforcement, street naming, local bylaws, running local community facilities etc.

Enable local councils to benefit from framework agreements. Services such as grounds maintenance could be arranged to enable towns or parishes to benefit from joint procurement.

Provide a single point of contact for each town and parish council.

### Holding public sector providers to account

Create a common pattern of scrutiny arrangements across authorities.

Develop an internal scrutiny function in each council to look at policy and performance. This might complement a separate audit committee in each council.

Create a joint external scrutiny committee or committees, with shared membership. This committee would enable external agencies to be held to account over local issues.

### Local Strategic Partnerships

Develop the role of the district LSPs to increasingly concentrate on the local place-shaping agenda - land use planning, housing regeneration, street scene and community safety.

Enable the county LSP to concentrate on the truly strategic agenda, whilst receiving feedback from the 'family of partnerships'.

## Customer focused improvements

### Make our services even more accessible by:

- Increasing our ability to handle enquiries relating to other councils in the partnership - giving the appearance of one 'virtual' customer service team.
- Increasingly getting it right first time for our customers and cutting out complexity.
- Introducing new transactional abilities into our websites so that customers can use a self-service approach - we are jointly procuring an 'e-forms solution' to help this.
- Introducing new links between customer systems and back office systems such as council tax and benefits - jointly procured solutions would enable the level of customer information to be improved.

### Work together to:

- Create consistent high quality leaflets and customer information for all our services.
- Establish one effective translation service for all customer information - making use of resources available regionally or nationally.
- Establish joint training standards for all our customer advisers.
- Create consistent telephone payment arrangements.
- Provide customer information at contact points in each of the local libraries.
- Increasingly involve other partners in these joint service improvements.