

Chairman's Announcements

Item No. 01

Wiltshire Council's New Approach to Providing Face to Face Customer Access to Council Services

Department: Customer Services
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Further Enquiries to: Wayne Smith
Direct Line; 01380 734827

A DVD has been prepared that shows Wiltshire Council's intention to increase the range of services delivered in customers' homes and business premises. Area Boards are asked to recommend local venues in their areas that can be used for face to face meetings between customers and council Officers.

It is important to stress that increasing the services offered in the community is a process and not all services will be delivered immediately. Many of the services affected are currently reviewing their operations, in order to deliver savings as part of the current spending review, and this may affect the speed at which services are transformed.

The local meeting place recommendations from Area Boards, and identified through other channels (e.g. pre-paid cards, website, phone to customer services), will be collated in January and investigated to see if they are practical and/or have a cost. It is intended that once these costs etc are evaluated, we will return to the Area Boards with the findings and that each Area Boards can consider the relative merits of each option before making a final decision.

The DVD is available on YouTube at:
<http://www.youtube.com/watch?v=6pl1aAp6364>

Help Tomorrow Take Shape – the 2011 Census

The 2011 Census is coming:

- The census has collected information about the population every ten years since 1801 (except in 1941). The next census in England and Wales is on 27th March 2011
- The 2011 Census will produce a high quality estimate of the population. It is a count of the people and households in England and Wales. The census is carried out by the Office for National Statistics (ONS) on behalf on Parliament
- Everyone is asked the same questions in order to take a snapshot of the population at one moment in time
- The census tells us how many people live where and the types of people they are, for example whether they are young, old, married, single, etc. This means decisions, like working out who needs facilities in the future, are focused on accurate, relevant details
- You can find out all general information about the census at www.census.gov.uk

The 2011 Census is vitally important for Wiltshire and its communities:

- Census data is used to ensure that all the required local facilities and services needed across Wiltshire can be accurately identified
- Central funding allocation for Wiltshire is heavily influenced by the census data – it is estimated that Wiltshire Council will potentially lose around £500 per person per year for 10 years for every person not counted

What Wiltshire Council and ONS would like local councils to do:

- Publicise and promote the 2011 Census in your community
- Use your expert local knowledge to let us know about potential areas that may be hard to count in your community such as travellers, communes, religious establishments, migrant workers for example
- Promote locally that there are around 250 Census jobs being created across Wiltshire in 2011 and, as well as getting paid, that this is a great opportunity for knowledgeable local people to be part of something that will benefit their community. You can find out more information and apply for all available jobs at www.censusjobs.co.uk.



Help tomorrow take shape

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Mobile Phone Safety

Immobilise, the UK national property register, are running a scheme to help protect your mobile phone and other property in the future. Please visit their website, www.immobilise.com, to register your mobile phone for free. This will help Wiltshire Police to recover your property and to catch the thief. If you would like a poster to display or further information about this scheme, please see the Immobilise website.

Adverse Winter Weather – Call for Partnership Working

Wiltshire Council is looking to expand its partnership working with the city, town and parish councils should problems be caused by adverse winter conditions.

Wiltshire Council is encouraging local Councils to record their interest in working with us to help provide services during adverse weather conditions. This could involve being a local agent for storing salt, or refilling salt bins, or mechanical salting of footpaths and roads.

This partnership working will help us jointly to provide a better and more extensive coverage at a time when resources will be fully stretched.

The local councils are asked to register their interest via their Community Area Manager before 30 November 2010.