

Planning Co-located Council Services to serve the Melksham Community Area

1. Wiltshire Council's services in the Melksham Community Area are currently offered from a range of buildings in nine different locations. Their locations are rarely a deliberate response to a clear service strategy, but more a reflection of historic inheritance and responsive acquisition.
2. The Council's drive toward transforming service delivery, presents great opportunities to take stock of this inherited approach to providing services, and to drastically reduce costs associated with running a dispersed estate.
3. Many services are housed in poor quality buildings that make accessibility difficult, are inefficient to run, and in the extreme are not fit for purpose. The cost of maintaining this dispersed estate is not sustainable.
4. The main aim of this review is to define an approach to co-locating services into a "Service Campus" where appropriate and seek opportunities for joining up with other public sector organisations. The goal is to reduce building running costs to enable savings to be returned to transform the front-line services.
5. This agenda item is an opportunity to capture thoughts on three main areas:
 - How best to engage with the community on the topic;
 - What people feel to be the current issues facing public services in the Melksham Community Area;
 - To describe what the key issues are around improving service quality and accessibility in Melksham.
6. The Council are undertaking this exercise to genuinely enable the wider community to have their views heard. It is very much hoped that this consultation will lead to a better end result for Melksham.

Next Steps

7. Further work with Service Departments and Partner Organisations regarding service needs. Integration with Local Development Framework consultation process.
8. Further update and feedback to the Community Area Board – May 2010.
9. Carry out wider consultation, including household surveys to provide a robust evidence base around the accessibility of public services. Summer 2010
10. Conclusion of service specification, including key service accessibility criteria. September 2010.
11. Recommendation to Wiltshire Council Cabinet – December 2010.

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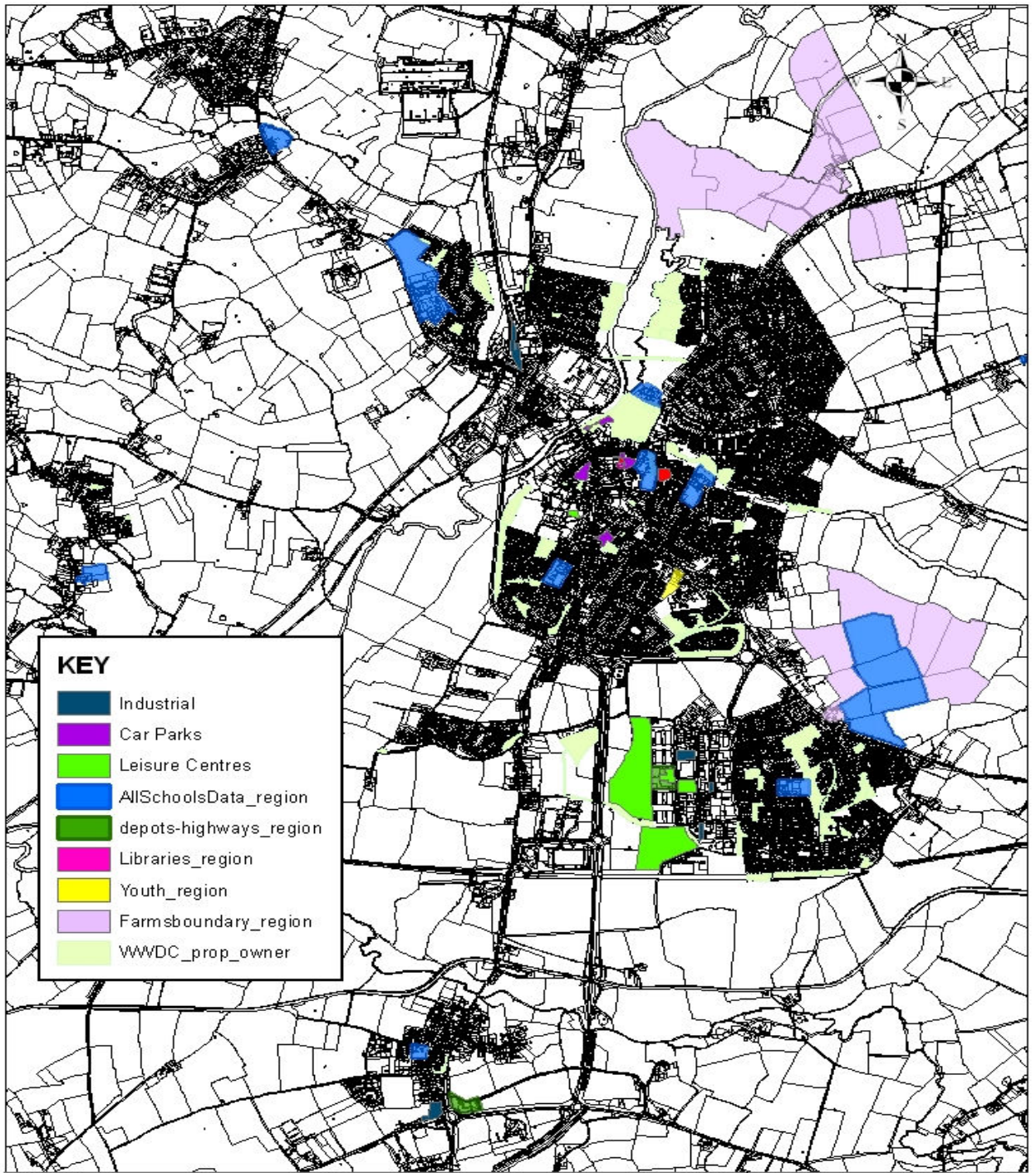


Fig. 1 – Wiltshire Council property ownership, Melksham