

Wiltshire Council

Warminster Area Board

10 May 2012

Community Budgets

Public Services in Warminster - More Information, More Influence for Local People Delivering Better Outcomes with Shared Resources

In Warminster, millions of pounds of public money are spent every year and a wide range of services are delivered. However, some needs remain unmet, people can be unsure about where to turn and demand on services is increasing while the available funds are diminishing.

This prompts the question - can we use the money and the other resources we have differently? Could a better way of delivering services be developed?

The Wiltshire Public Service Board (which brings together key public service providers in Wiltshire) has agreed to pilot a new way of working in the Warminster community area. The vision is to empower local people to address the issues identified in the Joint Strategic Assessment (a collection of data on outcomes in the Warminster area) and the Warminster and Villages Community Plan; and for the public sector to work with the community to deliver action on these and prevent future problems.

To achieve this vision, local people will for the first time be provided with information about the range of services delivered in their area – an idea of their cost and how they are delivered – and will be invited to suggest ways in which these could be improved, better joined-up or re-focused to meet the needs of the community in a better way. This could mean, for example, information on the numbers of PCSOs or parish wardens in the area and further details on the tasks they undertake.

This service information can be related to each of the key issues that have been identified, and will allow the community to consider innovative solutions, new ways of working or actions to refocus investment on prevention. It should also increase understanding of where people and community groups can go for help or funding. When changes are proposed, these can then be taken back to each of the public bodies for approval.

The Warminster Area Board and Community Area Partnership are being offered a crucial role in this pilot, leading on behalf of the community to consider the new information on

service spend and using this to consider how services can be redesigned within the community area.

Initial work is already underway and, taking on board feedback from this meeting, the Community Area Manager and Partnership Coordinator plan to put on a workshop where discussion with the wider community can take place. A further report back to the Area Board on the outcomes of this work will then be provided at a meeting later this year.

The Area Board is asked to:

- Support the approach and encourage people to get involved in the pilot;
- Agree an appropriate date (e.g. July or September) and timing for a workshop;
- Suggest other appropriate methods to allow people to engage (e.g. online surveys, suggestion boxes etc).

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