

Report to the Warminster Area Board – 20 May 2010 Report from the Community Area Manager

Progress report on issues raised with the Area Board.

Background:

The process for raising issues with the area board was introduced at the first public meeting in June 2009.

Issues can be submitted on paper to the community area manager and, more recently online. All issues received by the community area manager are added to the online database.

This report gives the number of issues received, currently in progress and those that have been closed.

Summary of Issues:

A total of thirty-eight issues have been received by the area board since the first public meeting in June 2009 (thirteen since previous meeting). Twenty-six of these have been closed as the issue has been resolved or passed on to the relevant department for further action. There are twelve issues currently in progress.

Current issues range from speeding traffic and dog fouling to faulty street lights and a suggestion that the fountain in the Pleasure Grounds should be repaired and sited back in the town centre.

All issues relating to speeding are added to the Community Speedwatch Matrix (as discussed at 4 March meeting). All eligible sites have been referred to the police Community Speedwatch Co-ordinator.

Some confusion has been caused by the use of the term “issue closed”, which is used when an issue has been passed to the relevant officer/organisation and they are actively pursuing it. The term does not always mean that the matter is resolved, rather that no further benefit can be gained by the involvement of the community area manager. This feedback has been given to the system administrators, who are looking at alternative ways of handing over issues, without giving the impression that no further action will be taken.

Positive feedback has also been received, from residents who feel they have been kept better informed of what is happening in relation to their issue.

The issues can be seen in detail at www.wiltshire.gov.uk/warminsterareaboard follow the ‘Issue Tracking’ link. If you are unable to access the internet at home or in the library, please contact Katharine Dew, Community Area Manager on 01722 434344 or 07836 341371.