

Guide for new councillors



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Welcome...



We are pleased to welcome you to Wiltshire Council and to congratulate you on your success in the elections. We are very much looking forward to meeting you and working with you to deliver the council's vision; to create stronger and more resilient communities in Wiltshire.

We believe that strong and resilient communities are ones where:

- There are strong relationships and people come together to solve problems locally and participate in decisions that affect them.
- Everyone lives in a sustainable, healthy environment.
- There is a thriving and growing local economy.
- Everyone has the opportunity to achieve their potential.
- Everyone is healthy and lives life to the full.
- People are safe and feel safe.

Our key focus is to work with you to do what we believe is right for Wiltshire's communities and to continue to protect vulnerable people, promote health and wellbeing and work with other public services to achieve this.

Wiltshire Council was formed four years ago and in this time we have achieved a great deal. Since becoming a unitary council, we have adapted and changed and our services have been reviewed and redesigned to reflect the needs and aspirations of our customers and communities. We use systems thinking principles – an approach which places customers and communities at the forefront of every service - helping us to increase efficiency and remove waste and duplication. We have also reduced the number of council offices and introduced flexible working and a can-do culture.

Becoming a unitary council meant that savings could be made and by reducing duplication, reviewing our management and staffing requirements and improving how we contract and purchase goods and services, we have saved more than £100 million. These savings have been invested into key front line services including adult social care, children's services, waste and recycling and the local economy to create and safeguard jobs.



Everything we do is based on:



- providing high quality low cost, customer-focused services
- ensuring local, open and honest decision-making
- working with our partners to support Wiltshire's communities

The council is a community leader and not just a service provider and it has a unique and distinct role as Wiltshire's democratically elected body. Part of our role is to champion a shared vision for all public services in the county. We work with partners and where possible we share functions such as technology, buildings and other assets.

We measure our performance and success as an organisation by the outcomes delivered in local communities. We help communities to stay active and become more self-reliant by doing things 'with' them, not 'to' them. We are inclusive and make it easy for everyone, especially hard to reach groups, to participate and engage in their community and with all public services. Our staff work with communities and local organisations to help them experiment with new and innovative ideas and solutions to bring people together and to solve local issues.

Wiltshire is currently the fourth happiest place in which to live and it's in the top five nationally as a place for business investment and growth.

We look forward to working with you to help make our county an even better place.

Democracy is alive and well in Wiltshire. Our communities influence services in their local area and together we improve the quality of lives for many. We know that communities that come together are stronger and more able to manage the challenges they face.

With resources reducing we need to continue to encourage local people to do more for themselves so that we can continue to support those who are most vulnerable and maintain our vital frontline services.

We hope you find this guide helpful and we look forward to meeting you soon. In the meantime, if you have any queries or concerns, please do not hesitate to contact us.

Carlton, Carolyn and Maggie

Corporate directors



Introduction to Wiltshire Council's corporate directors

Wiltshire Council does not have a chief executive. It is managed and directed by three corporate directors who work closely with all members including the cabinet and are supported by a team of service directors.

Dr Carlton Brand

Dr Carlton Brand has worked in local government since 2004 and joined Wiltshire County Council in 2007. During Carlton's time as corporate director at Wiltshire County Council he co-led the transition to the new unitary Wiltshire Council.

Carlton is passionate about developing future leaders and has led the development of a coaching and mentoring programme across the council in order to develop leaders and enable managers to share their skills and experience. He is an accredited executive coach and leadership mentor and a Chartered Manager and Fellow of the Chartered Management Institute.

Prior to joining Wiltshire, Carlton was corporate director for resources at St Edmundsbury Borough Council in Suffolk where he led on performance improvement through systems thinking and the efficiency/cost reduction agenda in response to the Gershon review, amongst many other corporate responsibilities.

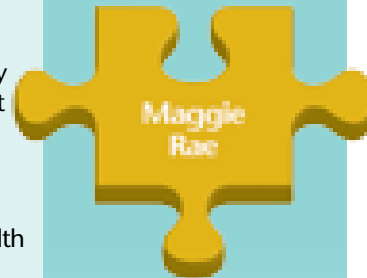
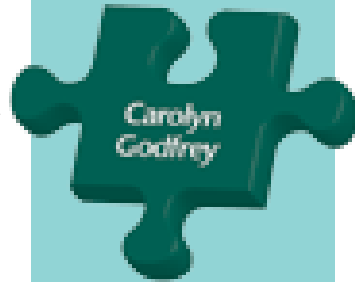
For the first 20 years of his career, Carlton worked for Ford Motor Company; first as a design engineer in product development and latterly as a senior manager leading large teams of engineers on the concept, design, development and launch into manufacturing of major new model programmes such as the Ford Focus. Carlton has worked widely across Europe, the USA and Japan in many Ford and supplier engineering and manufacturing facilities. Carlton holds doctoral and masters degrees in engineering and management and a Bachelors degree in Business Studies.



Carolyn Godfrey

Carolyn Godfrey began teaching in Nottingham after graduating from York University with a joint degree in history and education and completing her teaching qualification at Newcastle-upon-Tyne University. After working in different education systems within Europe she taught English, mathematics and history and supported the inclusion of children in schools in Nottingham before moving to Dorset to lead the special educational needs advisory team. She moved to the new Bournemouth Council in 1997 to become a school inspector with the particular lead for inclusion. In 2002 she became assistant director of inclusion and achievement with responsibilities including school standards, safeguarding in education, attendance, behaviour support, ethnic minority and traveller achievement, SEN/LDD and the youth service.

As a joint commissioner for Child and Adolescent Mental Health Services, a member of the LSCB and Children's Trust Board and the lead business unit for a joint authority Youth Offending Team she has had significant experience of partnership working to improve outcomes, particularly for vulnerable children and young people. She took up her post in Wiltshire in December 2006.



Maggie Rae

Maggie has spent most of her career working in the public sector in a wide range of local, regional and national roles. She has also held a variety of directorships and senior positions in the Department of Health and the National Institute of Health and Clinical Excellence (NICE). While at the Department of Health Maggie had the opportunity to visit European and global health and local government authorities and was the UK representative on the European Expert Working Group on Health Inequalities.

Maggie brings with her both extensive experience of working with key national decision makers on public health policy but in the field of resilience and preparedness. She chaired the cross UK government response to September 11 and was involved in orchestrating the response to the London 2005 bombings, the death of Alexander Litvinenko and the planning for a pandemic influenza outbreak.

Before joining Wiltshire Council Maggie was providing advice to the Cabinet Office and the Prime Minister's delivery unit on performance and had responsibility for commissioning the healthy communities local government

and the local area agreement programmes. However in 2007 Maggie welcomed the opportunity to return to Wiltshire in 2007 as the first joint director of Public Health and Wellbeing and the chance to work at the heart of local communities. During this time she has led the development of the Joint Strategic Assessment (JSA) which provides evidence of the county's needs; which helps guide decisions on the commissioning of services for Wiltshire so that these services are developed based on facts and evidence.

Maggie is committed to staff training and development and has successfully developed training programmes at Wiltshire Council for public health, GP training and local government trainees. She is a fellow of the Faculty of Public Health and the Royal Institute of Public Health as well as being a member of the NICE Local Reference Group.

Over the last few years Maggie has led the programme to improve the overall performance in public health and wellbeing to make Wiltshire one of the best performing areas in the country. Recently appointed as one of Wiltshire Council's corporate directors Maggie's current responsibilities include public health, public protection, emergency planning, communities, culture and the arts, housing and adult social care.



The induction programme



The induction programme is designed for returning and newly-elected councillors. The last four years saw a number of major changes to the way that central and local government operates. New acts of parliament significantly altered the roles and responsibilities of local councils and elected councillors. It is, therefore, important to provide a programme of training and development that raises awareness and provides vital information to assist you as a newly elected or returning councillor.

The programme is scheduled over five weeks and allows for some sessions to be repeated on different days and locations. This is designed to make it easier for you to attend and access the training and information needed to be an effective councillor.

Building on the experiences of the previous councillors, the induction reflects their learning and views. This section highlights a summary of each workshop, event and session and provides an overview of what to expect and why attendance is important.

**Tuesday 7 May,
09.00 to 19.00
Trowbridge Civic
Centre –
All councillors are
asked to attend
this event.**

**Wednesday 8 May,
13.00 to 17.45
Monkton Park office,
Chippenham (includes
lunch); and,
Thursday 9 May,
13.00 to 17.45 –
Guild Hall, Salisbury
(includes lunch)**

**Acceptance of Office
(please see page 19
and the times for each
area board) –
10.00 to 12.00**

Welcome and administration day

This event will enable you to meet other councillors, the three corporate directors and senior officers as well as sort out some critical council administration matters, including your official Acceptance of Office (please see page 21 and the times for each area board) and your role in corporate parenting and safeguarding.

You will also be invited to have your photograph taken by a professional photographer for your security identification pass and the council's website.

Lunch will be served between 12:30 and 13:30. This will be followed by a welcome address from the three corporate directors.

Law and governance

This session will help you to understand how the council and committee structure contributes to the overall decision making process at Wiltshire Council. Your statutory responsibilities will be outlined in relation to the Data Protection and Freedom of Information Acts as well as the registration and declaration of interests. The session will also provide an overview of the customer complaints procedure.

Part of the session will go through the principles of sound and lawful decision making and will cover some key areas of statutory compliance. It will assist you to make robust decisions that will withstand legal challenge. This will be of particular help in relation to planning and licensing, although it is relevant to all decision making.

This day also provides an overview of what to expect at the first meeting of full council which will take place on Tuesday, 14 May. This part of the session is for newly elected councillors who have not attended a council meeting before.

**Friday 10 May,
09:30 to 15:30 –
Monkton Park,
Chippenham (includes
lunch); and,
Monday 13 May,
09:30 to 15:30 –
City Hall, Salisbury
(includes lunch)**

**Friday 10 May,
15:30 to 17.00 –
Monkton Park,
Chippenham
(includes tea); and,
Monday 13 May,
15:30 to 17.00 –
City Hall, Salisbury
(includes tea)**

Safeguarding is everybody's responsibility

This session explains the role of the council and councillors in safeguarding children, young people and vulnerable adults.

Ensuring we are doing all we can to keep our local population safe is a key role for the council. Wiltshire Council is the lead agency for safeguarding vulnerable adults and children. Safeguarding those who are vulnerable is everybody's business and you will need to fully understand the council's safeguarding responsibilities, what is expected from you and what you need to do if you have concerns about the safety of a child, young person or vulnerable adult.

By the end of the session you will:

- understand the legal framework which sets out what the council needs to do to safeguard children and vulnerable adults
- be clear about the safeguarding roles and responsibilities of council members
- have met some front-line staff and managers who will use case studies and examples to illustrate what safeguarding means in practice

Area boards – empowering communities, working locally

Area boards place local decision at the heart of the community. They are a formal part of Wiltshire Council that addresses local issues such as road repairs, traffic problems and speeding in villages, litter, facilities for young people, the local economy and affordable housing. The boards are attended by councillors, NHS, fire and emergency services, police, town and parish councils, community area partnerships and many other community groups and representatives.

This interactive session will provide you with everything you need including the role, power and authority of area boards, the grants, and the work of groups such as community transport. You will also have an opportunity to meet with your area board support team.

**Friday 10 May –
Monkton Park,
Chippenham and
Monday 13 May –
City Hall, Salisbury,
16:30 to 18:30**

IT support and new councillor IT equipment

IT Service buddies will also be present throughout the induction – look out for them at selected events as indicated on the programme. Newly elected councillors will be provided with a Wiltshire Council Dell laptop complete with Windows 7 operating software and Microsoft Office. These laptops will provide you with access to Wiltshire Council email, internal instant messaging and video conferencing via Lync, file sharing and desktop sharing. The laptops are able to connect to the internet at any of Wiltshire Council's hub buildings, as well as through most home broadband services. Returning councillors will retain the IT equipment that they used during the previous council term.

These are drop-in sessions where you can access one-to-one tuition to help you with your IT equipment or to simply get pointers to improve your IT skills.

Full council meeting

The first full council meeting will take place on 14 May at the Civic Centre. Please ensure you have completed your Acceptance of Office before attending to be able to participate in the meeting.

Service Fair and afternoon tea hosted by the corporate directors

This is an opportunity for you to meet all our service directors and some of their teams to find out more about the services we provide and the large programmes of work that are transforming our organisation and delivering improvements in communities. We deliver more than 350 services including waste collection, highway maintenance, adult and children's social care, public health services, libraries, economy and regeneration, environmental management and maintaining historic sites.

The service directors will be available to discuss their areas of work and are looking forward to meeting you.

**Tuesday 14 May,
Trowbridge Civic
Centre – 9.00 to 14.00
(includes lunch)**

**Tuesday 14 May,
Atrium, County Hall,
Trowbridge –
14.30 to 16.00
(includes tea)**

**Tuesday 14 May,
16:00 to 19:00 and
Wednesday 15 May,
15:00 to 17:00
Cotswold Room
(Restaurant), County
Hall Trowbridge**

**Wednesday 15 May,
09:45 to 12:00
and repeated
17:30 to 20:00 –
Monkton Park,
Chippenham
Friday 17 May,
09:45 to 12:00
and repeated
17:30 to 20:00 – City
Hall, Salisbury
(includes
refreshments)**

Tour of County Hall

For those of you who have not visited County Hall before there will also be an opportunity to tour the refurbished offices and find out more about how we work flexibly and in an open and inclusive environment.

Declaration of Interests advice and drop-in shop

All councillors must register disclosable pecuniary interests in the Register of Interests. The council's monitoring officer is hosting these sessions to provide advice and assistance to councillors completing their Declaration of Interests documentation.

Under section 81(1) of the Local Government Act 2000 an elected councillor must register his/her interests within 28 days of the date of election. You will be advised of what needs to be included in any declarations and what effect these may have in relation to decision making at council meetings and committees.

For further assistance or guidance on registering Interests please contact Marie Lindsay on 01225 718465 or Roger Wiltshire on 01225 713462.

Licensing overview (alcohol to zoos)

This session provides an introductory overview of the licensing functions carried out by Wiltshire Council - from Alcohol to Zoos. It will look at why we licence certain activities, the role of elected councillors in this procedure, the potential impact on the wider community and any legal implications.

The session will look at how we work with external agencies such as the police to deliver an effective licensing service to the residents and businesses of Wiltshire. You will find out when a licence is required for activities as diverse as keeping a spider, collecting money in the street or running a lap dancing establishment. We will also focus on some of the licensing issues that are frequently raised by councillors and their electorate, particularly those related to alcohol, entertainment, taxis, street collections and street trading. You will find out how to respond to these issues and where to get further advice and information.

**Wednesday 15 May,
09:15 to 11:30 and
repeated
17:45 to 20:00 – plus
a refresher session for
re-elected councillors
14:00 to 15:00 –
Monkton Park,
Chippenham**
**Friday 17 May,
09:15 to 11:30 and
repeated
17:45 to 20:00 – plus
a refresher session for
re-elected councillors
14:00 to 15:00 – City
Hall, Salisbury
(includes
refreshments)**

**Wednesday
15 May,
11:30 to 13:00 –
Monkton Park,
Chippenham**
**Friday 17 May,
11:30 to 13:00 –
City Hall, Salisbury
(includes lunch)**

Development services – planning and development

Please note: this session can be attended in conjunction with the Shaping Wiltshire's Future – homes and jobs session.

This session focuses on how we manage the provision of new, high quality and, innovative development that meets the needs of Wiltshire's communities. New development is delivered in line with national and local policies that are set out in the emerging Wiltshire Core Strategy and Minerals and Waste Development Plans. These plans promote economic and social opportunities whilst protecting and enhancing our unique environment.

All elected councillors will at some time be involved in future development plans. This session is designed to provide the facts and tools to you to confidently respond to planning matters. The interactive session is vital for newly elected councillors, but will also enable returning councillors to refresh their knowledge and learn about recent changes relating to planning and development.

Shaping Wiltshire's future – homes and jobs

Please note: this workshop can be attended in conjunction with development services workshop

This session will cover the key areas for the Economy and Regeneration service, responsible for development within our county. These include:

Wiltshire's Development Plans – an overview of the emerging Wiltshire Core Strategy as one of the council's key policy documents - outlining where appropriate future development can take place, and lead to increases in jobs and homes, and the Minerals and Waste Local Plans which identify suitable sites for waste management and minerals extraction. Following this session you will have a better understanding of the policies that need to be considered in determining planning applications and where the need for economic growth needs to be balanced with environmental and social considerations.

Neighbourhood Planning – the Localism Act 2012 introduced 'Neighbourhood Planning' which enables

**Thursday 16 May,
09:15 to 13:30 –
Trowbridge Civic
Centre, Trowbridge
(includes lunch)**

parish councils to lead their communities in putting together ideas for development in their local area to complement and form part of the council's development plan.

Providing Infrastructure – the Community Infrastructure Levy (CIL) allows local planning authorities to raise funds from developers that are undertaking new building projects. The funds raised will go some way towards funding infrastructure that is needed to support growth.



Overview and scrutiny – making a difference

Overview and scrutiny has statutory powers and requires a unique style and approach for establishing the facts and recommending improvements. This one day session will help you to understand the role of scrutiny and how you can get involved in the big issues that are important to you and your community. It will show how council policies and cabinet decisions are influenced by councillors serving on overview and scrutiny select committees and task groups, including the formal powers of holding the executive to public account.

You will hear about the importance of constructive and effective overview and scrutiny and its role in the good governance of Wiltshire Council. Local case studies will help to bring scrutiny to life and the session will also cover the work of partner organisations delivering public services in Wiltshire.

The session is intended for those sitting on select committees or task groups; however it is open to all to attend.

**Thursday 16 May,
02:30 to 16:30 –
Trowbridge Civic
Centre, Trowbridge**

Communications and reputation management – what you say matters

As newly elected or returning councillors there will be lots of opportunities to speak on behalf of your community, individuals, committees and local division on the work you are doing. This means there are lots of opportunities to raise your profile and get it right and this is an opportunity to learn how to ensure you do get it right. Reputation matters – it's about building trust and credibility – how you communicate and engage will underpin everything you do and how you do it.

This session will raise awareness of communication; what to say, who to say it to and how to get your message across effectively. It will provide an insight into the media and how to manage difficult interviews and questions, as well as how to utilise social media channels. Real issues and situations will be highlighted to demonstrate the power of the message and the impact it can have.

Area planning committee and strategic planning committee training

Wiltshire Council has four area planning committees and one strategic planning committee that oversee the planning process. These committees play an important role in reviewing and making decisions on new development proposals. New developments are required to meet both national and local planning policies as set out in the Wiltshire Core Strategy and Minerals and Waste local plans.



**Monday 20 May,
09:15 to 13:00 and
13:45 to 16:00 –
Trowbridge Civic
Centre, Trowbridge
(includes lunch)**

Please note;

**09:30 to 13:00 – New
Councillors and non-
committee members**

**14:30 to 17:00 –
Returning Councillors
and committee
members only**

**Tuesday 21 May, 15:00
to 18:00 – Trowbridge
Civic Centre,
Trowbridge (includes
afternoon tea)**

This interactive training session will provide you with everything you need to know about both the area planning and strategic planning committees. There are a number of reasons that planning applications get referred to a committee for a decision including a councillor request, or where the planning officer considers that the committee needs to make the decision. The session will include short presentations in a mock-committee to allow you to debate a mock planning application in a realistic environment. Supporting documentation to this debate will be distributed prior to the session and will also be available at the session.

The workshop is also vital for new and returning councillors sitting on area planning committees or the strategic planning committee and their substitutes.

Licensing committee and licensing sub-committee training

The licensing committee deals the council's responsibilities under the Licensing Act 2003 and Gambling Act 2005 and any other associated matters that fall within the jurisdiction of the committee. It has the power to appoint sub-committees to discharge duties under the Licensing Act 2003 and the Gambling Act 2005.

This session is intended for members of the licensing committee and any member who may sit on a licensing sub-committee determining applications for a licence under the Licensing Act 2003 or Gambling Act 2005, or to a review of an existing licence.

The first half of the session will provide an overview of the legislation and licensing processes. The second half is a practical session providing an opportunity to experience some of the issues that arise during licensing hearings. This session will include case-studies and will ask you to consider situations that can occur during the hearing process, as well as the options available and the legal implications. A representative from the Wiltshire Police Licensing Team will also attend the session to talk about the police approach to licensing and how we work in partnership on such matters.

Friday 24 May,
10:00 to 13:00 –
Trowbridge Civic
Centre, Trowbridge
(including Lunch)

Corporate vision and transforming the council

Wiltshire Council is going through a programme of radical transformation in the way it works and the outcomes it delivers. Transformation on this scale, pace and complexity is a major undertaking that needs everyone in the council to be involved from decision-making on how we work, the buildings we work in and, sharing facilities and resources with our partners.

This interactive session will highlight our vision and the success we have already achieved; particularly in relation to what's happening in local communities. It will focus on some of the challenges we and our partners face, and the extent of change and transformation still to come. There will an interactive focus at this session together with presentations, discussion and time for questions and answers to ensure a lively and engaging introduction to a core part of the council's future agenda.

Wednesday 29 May,
10:00 to 13:00 –
Trowbridge Civic
Centre, Trowbridge
(including lunch)

Public health – keeping Wiltshire safe and healthy

Public health and public protection includes commercial and consumer protection, environmental protection and licensing, community safety, emergency planning, corporate research and all public health services that were transferred into the council on the 1 April 2013.

This session will introduce you to public health, what it means for our local communities and the council. It will provide a thorough understanding as to the roles and responsibilities related to public health for elected councillors, officers and the community at large, including the statutory responsibilities and who holds these. The session will include a short film, presentations, case studies, analysis and debate.



Monday 3 June,
09:15 to 13:00 –
Trowbridge Civic
Centre, Trowbridge
(includes lunch)



Housing provision for the future

The predicted 10 year need for affordable social housing is for over 3,800 new homes. House prices in Wiltshire are 8.5% higher than those in the south west and 12.6% above the national average. Good quality affordable housing is vital to the long term sustainability of our communities and businesses. This need, is combined with the challenge provided by the changing demographics of the county, particularly the growth in the number of older people - currently 15% higher than the national average and set to grow. This means that we have to be innovative in developing and providing the types of homes needed to meet the demand and to enable older people to live for longer in their own home.

This session will look at aspects of housing provision including meeting the demand for social housing, how we improve the stock we own, how we work with landlords and house owners to bring homes back into use, how we manage homeless people and how we are helping older people to live for longer in their own owns. Everyone has the right to a decent home and this session will present and update on how we meet this need and the innovative and nationally acclaimed work that we do.

**Tuesday 4 June,
10:00 to 13:00 –
Trowbridge Civic
Centre, Trowbridge
(includes lunch)**

Schools and learning in Wiltshire

Wiltshire Council directly oversees 186 primary schools, nine secondary schools, five special schools, 30 childcare centres and provides additional services to 34 Academies, 296 childcare group settings and over 600 childminders. Collectively, these educational establishments provide services for 114,100 children.

This session is designed to provide a useful overview of the range of services we provide; including an explanation of the various educational establishments in Wiltshire and an insight into 21st century learning. The council's educational statutory responsibilities will be explained and how we go above and beyond these with the variety of traded services we offer.

We will take you on a journey of a child from birth to 19 to allow you understand the critical decisions made by parents and the support we provide to ensure the best educational outcomes for all children are achieved.

We will also cover the role that the council has as a corporate parent and the planning of school buildings and spaces right through to how budgets are distributed and what the future will hold for Local Educational Authorities. The session will conclude with an opportunity to meet head teachers and children's centre managers over lunch, whilst enjoying a performance by the Wiltshire Music Service.

Ongoing personal development – making plans

At this drop-in session you are invited to discuss your training and development needs with the team on a one-to-one basis. You will have an opportunity to plan your ongoing development and find out more about the training session and courses available. For more information please see the ongoing personal development page in this guide.



**Friday 7 June,
11:00 to 16:00
– County Hall,
Trowbridge**



Acceptance of Office

As part of the statutory process of local authority elections, you are asked to attend a formal Acceptance of Office session with the council's corporate leadership team and monitoring officer prior to the first full council on 14 May 2013. As there are 98 councillors the process of formally accepting office has to be carefully organised.

So that we can reduce the necessity for you to queue to sign the Acceptance of Office paperwork, you are invited to attend formal signing sessions which will be carried out in groups by area board. These sessions will give an opportunity to meet your political colleagues that sit on your area board as well as the corporate directors. There is also the opportunity to raise any issues that you need to with the council's monitoring officer.

These sessions will take place at the:

- Welcome and Administration Day
Tuesday 7 May 2013
- Workshops
Wednesday 8 May and Thursday 9 May.

Acceptance of Office will need to be completed prior to the council meeting on Tuesday 14 May to enable you to participate in the meeting.





The list below shows the Acceptance of Office times and venues for each Area Board.

Trowbridge Civic Centre Tuesday 7 May 2013

Trowbridge Area Board	09:00 – 09:30
Westbury Area Board	09:45 – 10:00
Warminster Area Board	10:10 – 10:25
Amesbury Area Board	10:30 – 10:50
Tidworth Area Board	11:00 – 11:15
Pewsey Area Board	11:20 – 11:35
Southern Wiltshire Area Board	11:45 – 12:00
Calne Area Board	12:10 – 12:30
Malmesbury Area Board	14:45 – 15:00
Devizes Area Board	15:10 – 15:30
Marlborough Area Board	15:45 – 16:00
Melksham Area Board	16:10 – 16:30
Bradford on Avon Area Board	16:40 – 17:00

Monkton Park, Chippenham Wednesday 8 May 2013

Chippenham Area Board	11:15 – 11:45
Royal Wootton Bassett and Cricklade Area Board	11:45 – 12:10
Corsham Area Board	12:15 – 12:30

City Hall, Salisbury Thursday 9 May 2013

Salisbury Area Board	11:30 – 12:00
South West Wiltshire Area Board	12:00 – 12:30

You are urged to attend these designated times as the availability of the monitoring officer and corporate directors cannot be guaranteed outside of these times.

Acceptance of Office will need to be completed prior to the council meeting on Tuesday 14 May to enable you to participate in the meeting.

Buddy scheme



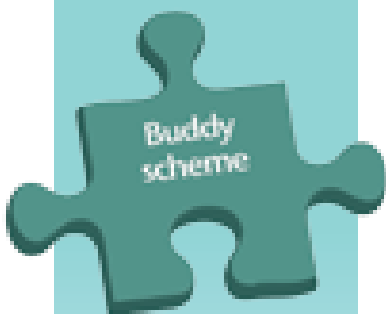
Throughout the induction period a buddy scheme will be operating to give you a point of contact in the democratic and IT services.

Democratic services buddy

The democratic services buddies will be assigned to new councillors for the first three months. Buddies will be present at the welcome and administration day at Trowbridge Civic Centre on Tuesday 7 May and can advise on policy matters, committee briefings and agendas, communications, admin and financial matters and governance issues as well as support on other council related queries.

Returning councillors who have any queries are asked to contact democratic services on:

Telephone
01225 718220
or email
committee@
wiltshire.gov.uk



IT services buddy

A team of five dedicated IT Buddies supported by the Wiltshire Council IT service desk team will assist you throughout the first month. These officers will be present at a number of workshops throughout the induction programme and they will distribute Wiltshire Council IT equipment to new councillors and provide IT assistance and support to all councillors.

The IT buddies can also link up your personal IT devices such as smart phones or tablets to the Wiltshire Council IT system and guide you through how to access Wiltshire Council emails, use the Lync programme, navigate the online directory service and access the online councillor e-guide which supports the induction programme.

In addition, the IT buddies will be able to guide you through the paperwork and application process for home-worker set-up



and broadband installation, enabling you to work on Wiltshire Council business from home.

See the table below to see where and when IT service buddies will be available.

During the induction period IT Services will also be available on the service desk help line on 01225 718718.

The IT Buddies will be available at the following events:

Tuesday 7 May	Lansdowne Hall, Trowbridge Civic Centre	08:30 – 19:00
Wednesday 8 May	Committee Rooms A-D, Monkton Park, Chippenham	11:00 – 13:00
Thursday 9 May	Alamein Suite, City Hall, Salisbury	11:00 – 13:00
Friday 10 May	Committee Rooms A-D, Monkton Park, Chippenham	16:30 – 18:30
Monday 13 May	Alamein Suite, City Hall, Salisbury	16:30 – 18:30
Tuesday 14 May	County Hall Atrium, Trowbridge	14:30 – 16:00
Wednesday 15 May	Committee Rooms A-D, Monkton Park, Chippenham	12:00 – 16:00
Friday 17 May	Alamein Suite, City Hall, Salisbury	12:00 – 16:00
Friday 24 May	Usher Suite, Trowbridge Civic Centre	13:00 – 15:00
Wednesday 29 May	Usher Suite, Trowbridge Civic Centre	12:30 – 14:30
Monday 3 June	Usher Suite, Trowbridge Civic Centre	13:00 – 15:00
Friday 7 June	County Hall, Trowbridge	11:00 – 16:00

During the induction period IT Services will also be available on the service desk help line - 01225 718718.

Ongoing personal development

After the councillor induction, your development continues throughout the next four years. A series of skills based workshops are available to all to help develop the skills required of a unitary councillor. These workshops deal with the situations that you face on a day to day basis and the skills required to be an effective community leader; from community engagement and managing meetings to social media and computer-based speed reading.

You are urged to make the most of these workshops, which are available at a range of venues and are held at a number of different times in order to maximise the opportunity to attend. The list below highlights the ongoing development programme. Further sessions will be added, as required.

What is the workshop?	When will it be held?
Effective meetings: the role of the chair	June/July 2013
Effective meetings: making meetings work	June/July 2013
Working with and understanding the community	August 2013
Communicating differently	September/October/November 2013
Media skills	October/November/December 2013
Public speaking – presenting with power, impact and empathy	October/November/December 2013
Speed reading – including skills for reading electronically	December 2013/January/February 2014
Effectively managing your time and workload	December 2013/January/February 2014
Dealing with challenging situations	January/February/March 2014
Social media and how to use it effectively	March/April/May 2014

If you would like to discuss any of the above workshops please contact Amanda Collyer on 01225 713175, or by emailing amanda.collyer@wiltshire.gov.uk.

If you would like to reserve a space on any of the above courses please contact Rita Sanders on 01225 718375, or by emailing rita.sanders@wiltshire.gov.uk.

At the end of the induction programme you are invited to discuss your training and development needs with democratic services and the training and development team. At these one to one sessions you will be able to plan your ongoing development and discuss the skills and IT training available. The first opportunity for discussion will take place at County Hall on Friday 7th June. Please contact democratic services to book an appointment.

For any further information on councillor development contact democratic services on 01225 718375, or email councillordevelopment@wiltshire.gov.uk.

The council diary



An overview of the council diary to July 2013

The council diary recommences with a council meeting at the Trowbridge Civic Centre on the Tuesday 14 May 2013. Below is an overview of the council committee diary for the first two months of the council term. A full breakdown of the committee diary as well as information on venues and times is available on the Wiltshire Council website under council and democracy.

Date	Meeting
14 May	Council
20 May	Tidworth Area Board Devizes Area Board
21 May	Cabinet
22 May	Staffing Policy Committee Western Area Planning Committee Royal Wootton Bassett and Cricklade Area Board
23 May	Overview and Scrutiny Management Committee School Forum Southern Area Planning Committee Corsham Area Board Trowbridge Area Board
28 May	Licensing Policy Committee Marlborough Area Board
29 May	Northern Area Planning Committee
30 May	Wiltshire Fire Authority Health Select Committee Eastern Area Planning Committee Amesbury Area Board
3 June	Chippenham Area Board
4 June	Wiltshire Pension Fund Committee
5 June	Strategic Planning Committee Councillor Development Group Corporate Parenting Panel Melksham Area Board South West Wiltshire Area Board
6 June	Children's Services Select Committee Health and Wellbeing Board Southern Wiltshire Area Board
10 June	Provisional councillor development day

continued overleaf...



The council diary (continued)

Date	Meeting
11 June	Environment Select Committee Calne Area Board
12 June	Wiltshire Police and Crime Panel Western Area Planning Committee
13 June	Environment Select Committee Southern Area Planning Committee Westbury Area Board
18 June	Cabinet, Capital Assets Committee Audit Committee
19 June	Northern Area Planning Committee Bradford on Avon Area Board
20 June	Eastern Area Planning Committee
25 June	Overview and Scrutiny Management Committee
27 June	Amesbury Area Board Salisbury Area Board
1 July	Chippenham Area Board
2 July	Health Select Committee
3 July	Western Area Planning Committee Malmesbury Area Board
4 July	Chairman and Vice Chairman Briefing Southern Area Planning Committee Warminster Area Board
8 July	Provisional councillor development day Pewsey Area Board
9 July	Council



Council offices - a guide to the three main hubs

Wiltshire Council has office hubs in the north, south and central areas of the county.

Address details for the council offices are as follows:

County Hall, Trowbridge:

Wiltshire Council,
County Hall,
Bythesea Road,
Trowbridge,
Wiltshire BA14 8JN
01225 713125

Details of the **Shurnhold** offices are as follows:

Wiltshire Council,
Shurnhold, Melksham,
Wiltshire SN12 8GQ
01225 713461

Shurnhold offices provide a temporary base for employees whilst the second phase of refurbishment of County Hall is being undertaken. It is essentially an administrative hub as the services hosted at Shurnhold have limited face-to-face contact with customers.

Services based at Shurnhold are due to move back to County Hall in December 2013.

Monkton Park, Chippenham:

Wiltshire Council,
Monkton Park,
Chippenham,
Wiltshire SN15 1ER
01249 706111

Bourne Hill, Salisbury:

Wiltshire Council,
Bourne Hill,
Salisbury,
Wiltshire SP1 2AP
01722 438189

The council has adopted a flexible working approach and as a result there are a number of locations where you can work, as required, and meet with council officers and local community representatives and residents.

www.wiltshire.gov.uk

Facilities at each hub location



The three hubs offer a range of services and provide a variety of amenities. Below is a guide to what you can expect.

County Hall, Trowbridge

County Hall is well serviced by public transport and is only 500 metres away from Trowbridge railway station. The recently refurbished section of County Hall houses Trowbridge Library on the ground floor as well as a public cafe – open 8:00am to 17:30pm in the atrium and a restaurant open daily between 12:00 and 14:30 pm.

The first, second and third floors of County Hall (accessible to council pass holders only), are service departments, as well as the leader of the council's office, the cabinet office, the opposition group's offices and the corporate directors. The complete refurbishment of County Hall is due to be completed late autumn 2013.

Access

County Hall has a 'front of house' customer reception. The council business area of the building is accessible to all staff and elected councillors via a door access card.



Building opening times

For staff and councillors:
7am – 7pm, Monday to Friday

The building is open to the public during library opening hours – from 8.30am to 7pm on Monday, Thursday and Friday, from 8.30am to 5.30pm on Tuesday and Wednesday and from 9am to 5pm on Saturday.

Car parking

There are currently no dedicated car parking spaces for councillors, however, spaces are reserved on occasions when a large number of councillors are attending a specific event. Overspill car parking is available at Court Street car park.

Visitor parking is at the front of the building. If visitors are meeting with councillors in County Hall they can obtain a parking ticket from County Hall reception, located in the atrium.

Cycle facilities

A secure bicycle shed is located at the rear of the building – the combination to the lock on this door can be obtained from the facilities management team on 0845 602 4149

Meeting rooms and offices

Ground Floor

- Caen Room
- Charlton Room
- Clarendon Room
- Silbury Room
- Cotswold Room (restaurant)

First Floor

- Golding Room
- Wren Room
- Pratchett Room
- Pitman Room
- Brunel Room
- Rudman Room
- Cullum Room
- Dyson Room

Second Floor

- Wardour Room
- Wilton Room
- Longleat Room
- Lacock Room
- Mompesson Room
- Bowood Room
- Chalfield room
- Westwood Room

Third Floor

- Stonehenge room
- Avebury Room

Hot desks – work areas

There are 24 hot desks on the first floor marked by red office chairs available for use by staff and councillors. There are also touchdown areas which operate on a first-come first-served basis and are intended for short term use.



Monkton Park, Chippenham

Monkton Park is a five-minute walk from Chippenham town centre, and a three minute walk from the railway station. The facilities include secure storage for bicycles, shower facilities and a café, which is open to the public.

Access

Monkton Park has a 'front of house' customer reception.

The building is accessible to all staff and elected councillors via a door access card.

Building opening times

For staff and Councillors: 7am – 7pm, Monday to Friday.

Car parking

Councillors are advised to park at Wiltshire Council's car park at Sadlers Mead when visiting Monkton Park.

Visitors parking is at the front of the building. If visitors are meeting with members of staff or councillors in Monkton Park they can obtain a parking ticket from reception.

Cycle facilities

There is a secure bicycle shed located in the basement car park.

Meeting rooms

There are 13 meeting rooms located in Monkton Park.

Lower Ground: Committee Rooms A, B, C and D and Council Chamber

Ground Floor: Langley Room, ICT Training Room and Training Room

Floor 1: Bewley Room and Monkton Room

Floor 2: Brookfield Room, Citadel Room, Bank Room, S210 and S211

Floor 3: Jubilee Room, Stanton Room and T310

Hot desks – work areas

There are eight hot desks, on the third floor, marked by red office chairs available for use by staff and councillors. These operate on a first-come first-served basis and are intended for short-term use only.

Partners

Partners located within Monkton Park include Wiltshire Police – located on the Ground Floor, North; NHS – located on 1st Floor, North, and HM Revenue and Customs – based in reception on Tuesdays and Thursdays.

Bourne Hill, Salisbury

Bourne Hill is a fully serviced office building located within five minutes walking distance from Salisbury City Centre. The offices are situated next to Salisbury Arts Centre and gardens, and there is a public Victorian walled garden at the rear of the office. The Registrar's office, where wedding ceremonies are carried out, along with the registration of births and deaths, is located at the front of the building.

Access

Bourne Hill is not currently a public-facing building and therefore appointments need to be pre-arranged. If there is a need for any visitors or members of the public to visit Bourne Hill, the service area must arrange it by prior appointment and notify the facilities management team on 0845 6024149 or email fmsupport@wiltshire.gov.uk.

A member of the facilities management team will not always be available in the Bourne Hill reception area; and for security and health and safety reasons it is therefore important that visitors are only allowed into the building if they have an appointment and have been signed in. Councillors should access the building via the main 'West Entrance.' Visitors will be signed-in.

The registration service holds wedding ceremonies during the week and at weekends. The gravel driveway at the front of the building is available only for the wedding couple and/or any mobility-impaired guests.

Building opening times for staff and councillors:

7am – 7pm, Monday to Friday.

Saturday 8.30am – 4pm with prior agreement from facilities management.

Car parking

Due to the location of Bourne Hill, there is no designated parking available for staff or councillors. There is ample parking available nearby in Wiltshire Council car parks. The city is also well served by four Park & Ride services which the council encourages people to use to help reduce congestion and improve air quality in the city.

Cycle racks

A number of bicycle racks are available for staff and councillors to use at Bourne Hill. These are located at the front of the old building entrance.

Meeting rooms

There are four meeting rooms, plus three interview rooms, which are all bookable for external and internal meetings. There are also three screened drop-in areas for informal meetings.

Basement: Beckingham, Green Croft

Ground Floor: De La Wyle, Edmund

First Floor: St. Barbe, Cockerell

Hot desks – work areas

There are 20 hot desks marked by red office chairs available for use by staff and councillors. They are located near the reception area on the ground floor. These operate on a first-come, first-served basis and are intended for short term use.




More information on the facilities of Wiltshire Council buildings can be found in the councillors e-guide or through the facilities management page on The Wire.



Who's who?



Corporate directors

	Dr Carlton Brand	01225 718088, carlton.brand@wiltshire.gov.uk
	Carolyn Godfrey	01225 713750, carolyn.godfrey@wiltshire.gov.uk
	Maggie Rae	01225 718338, maggie.rae@wiltshire.gov.uk

Community area managers

Amesbury	Karen Linaker	01722 434697, karen.linaker@wiltshire.gov.uk
Bradford on Avon	Peter Dunford	01225 713060, peter.dunford@wiltshire.gov.uk
Calne	Jane Vaughan	01249 706447, jane.vaughan@wiltshire.gov.uk
Chippenham	Vicky Welsh	01249 706446, victoria.welsh@wiltshire.gov.uk
Corsham	Dave Roberts	01249 706380, dave.roberts@wiltshire.gov.uk
Devizes	Richard Rogers	01225 718626, richard.rogers@wiltshire.gov.uk
Malmesbury	Miranda Gilmour	01672 515742, miranda.gilmour@wiltshire.gov.uk
Marlborough	Andrew Jack	01225 713109, andrew.jack@wiltshire.gov.uk
Melksham	Alison Sullivan	01225 718443, alison.sullivan@wiltshire.gov.uk
Pewsey	Caroline Brailey	01225 718609, caroline.brailey@wiltshire.gov.uk
Salisbury	Marianna Dodd	01722 434696, marianna.dodd@wiltshire.gov.uk
Southern Wiltshire	Tom Bray	01722 434252, tom.bray@wiltshire.gov.uk
South West Wiltshire	Stephen Harris	01722 434211, stephen.harris@wiltshire.gov.uk
Tidworth	Mary Cullen	01722 434260, mary.cullen@wiltshire.gov.uk
Trowbridge	Rachel Efemey	01225 718608, rachel.efemey@wiltshire.gov.uk
Warminster	Jacqui Abbott	01722 434344, jacqui.abbott@wiltshire.gov.uk
Westbury	Sally Hendry	01373 864714, sally.hendry@wiltshire.gov.uk
Royal Wootton Bassett and Cricklade	Penny Bell	01249 706613, penny.bell@wiltshire.gov.uk

Democratic services

Head of Democratic Services	John Quinton	01225 713054, john.quinton@wiltshire.gov.uk
Overview and Scrutiny Manager	Paul Kelly	01225 713049, paul.kelly@wiltshire.gov.uk
Governance Manager	Yamina Rhouati	01225 718024, yamina.rhouati@wiltshire.gov.uk
Area Board and Member Support Manager	Marie Todd	01225 718036, marie.todd@wiltshire.gov.uk

Communications

Communications	Allan Clarke	communications@wiltshire.gov.uk 01225 713114 allan.clarke@wiltshire.gov.uk 01225 713116
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Area boards

Head of Communities	Steve Milton	01722 434255, steve.milton@wiltshire.gov.uk
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This list outlines the areas most contacted by councillors. More contacts are available through the directory on The Wire or through the councillors e-guide. Alternatively, please contact democratic services on 01225 718220.



Area boards



There are 18 area boards in Wiltshire each made up of local Wiltshire Councillors. A local board meets every six weeks in various easy to access venues within



a community area. The boards make decisions on matters which affect the communities they represent and they award grants to local projects and groups. The boards, which were set up as part of the move to unitary, ensure Wiltshire Council's decisions are influenced by local people.

Democratic services and area boards

Democratic services support the executive and non-executive elected members of the council as well as the committee and cabinet functions of the council.

Democratic services officers also support the area boards along with a community area manager, who acts as the local point of contact for issues and support to the local councillors in each area. Every Wiltshire councillor is a member on their local area board.

Did you know?

- There are 18 area boards in Wiltshire.
- More than 31,000 people have attended area board meetings.
- 2,500 local issues have been resolved at area boards.



Key services - contacts



Service Area	Contact
Adult Social Care – advice and information	customeradvisors@wiltshire.gov.uk 0300 456 0111
Communications	communications@wiltshire.gov.uk 01225 713116
Democratic Services	committee@wiltshire.gov.uk 01225 718220
Environmental Services East	Publicprotectioneast@wiltshire.gov.uk 01380 734721
Environmental Services North	Publicprotectionnorth@wiltshire.gov.uk 01249 706555
Environmental Services South	Publicprotectionsouth@wiltshire.gov.uk 01722 434319
Environmental Services West	Publicprotectionwest@wiltshire.gov.uk 01225 776655
Facilities Management	FMSupport@wiltshire.gov.uk 0845 602 4149
General enquiries	customerservices@wiltshire.gov.uk 0300 456 0100
Highways	clarence@wiltshire.gov.uk 01225 718012
IT Service Desk	01225 718718
Legal Department	legalservices@wiltshire.gov.uk 01225 713031
Parking	parking@wiltshire.gov.uk 01249 706131
Planning East	Developmentmanagementeast@wiltshire.gov.uk 01380 734735
Planning North	Developmentmanagementnorth@wiltshire.gov.uk 01249 706444
Planning South	Developmentmanagementsouth@wiltshire.gov.uk 01722 434541
Planning West	Developmentmanagementwest@wiltshire.gov.uk 01225 770344
Public Health	publichealth@wiltshire.gov.uk 0300 0034566
Schools and Learning	operational.office@wiltshire.gov.uk 01225 757901
Waste Management	wastemanagement@wiltshire.gov.uk 01225 756559

