

Policy Day Workshop – 12 January 2006 – Results/Members' Feedback

For the first exercise, a range of the Council's mandatory service areas were selected that link to the Council's current corporate priorities. CMB were asked to 'score' each service's current performance, as:

Bronze	Meeting the statutory minimum
Silver	Exceeding the minimum – good all round performance
Gold	Top quartile or high performance

The services were scored on performance, not customer satisfaction, as it was noted that customer satisfaction of some 'bronze' level services may be high.

Members were then asked to mark the performance level they aspired to for each of the services. The results are shown in the following table:

Service	Existing Standard	Standard Aspired to by Majority of Members
RECYCLE GREEN WASTE	Bronze	Gold
STREET CLEANING	Bronze	Silver
DOMESTIC REFUSE COLLECTION	Bronze	Silver
RECYCLE DRY WASTE	Bronze	Gold
COUNCIL TAX ADMINISTRATION	Bronze	Gold
BENEFITS ADMINISTRATION	Below Bronze	Gold
PRIVATE SECTOR HOUSING	Bronze	Silver
YOUNG PEOPLE	Silver	Silver
HOMELESSNESS	Just Below Bronze	Silver
FACILITIES MANAGEMENT	Bronze	Silver
LAND DRAINAGE	Bronze	Bronze
HISTORIC BUILDINGS	Just Below Bronze	Silver
HOUSING ENFORCEMENT	Bronze	Silver
AFFORDABLE HOUSING	Silver	Gold
HOUSING NEEDS RESEARCH	Silver	Silver
OLDER PEOPLE	Below Bronze	Silver
COMMUNITY SAFETY	Silver	Silver
DOG WARDEN	Bronze	Bronze
DEVELOPMENT CONTROL	Gold	Gold

At the Policy Day Workshops on 27 September 2005, members clearly stated that they would wish to see investment in core (mandatory) services ahead of any further expansion of discretionary areas.

Members' aspirations to increase the performance level for the majority of the mandatory services assessed would require significant investment of new resource. Therefore non-priorities need to be identified, to allow investment into core services and other priority areas.

Discretionary Services

The second exercise looked at the discretionary services currently run by the Council. Members were asked to decide upon the relative importance to local people of the Council continuing to run these services and to choose one of three options for each service:

Green	Services that should continue to be provided by the Council as now
Amber	Services that should be run in a different way in future (e.g. by partner organisations) with less support from the Council
Red	Services that the Council should stop providing

The table below illustrates the majority view from the members who attended the workshop, for each of the following discretionary services:

Discretionary Service:	Majority View	
SEPTIC TANK EMPTYING	Red	
LITTER & DOG BINS	Amber	
BULKY REFUSE COLLECTION	Amber	
CAR PARKING ON & OFF STREET	Amber	
TRADE REFUSE COLLECTION	Amber	
CONCESSIONARY TRAVEL	Amber	
TOILET CLEANING	Red	Amber
PLANNING ENFORCEMENT	Green	
LAND CHARGE SEARCHES	Amber	
STRATEGIC CO-ORDINATION HEALTH	Red	
REGIONAL LIAISON (INC EUROPE)	Red	
PEST CONTROL	Green	
LANDSCAPING	Amber	
COMMUNITY GRANTS	Amber	
NORTH WILTS FESTIVAL	Red	
COUNTRYSIDE PROJECTS	Red	
COMMUNITY PROJECTS E.G. SKATEPARKS	Amber	
FUTURE LEISURE PROVISION	Red	
REGENERATION PROJECTS COORDINATION & LIAISON	Red	
CAMPAIGNS & SPONSORSHIP	Red	Amber
SPORTS DEVELOPMENT	Amber	
COMMUNITY TRANSPORT	Amber	
ARTS DEVELOPMENT	Amber	
BUSINESS SUPPORT	Amber	