

# REPORT

**Councillor Mrs. Warrander :**  
**Resources Portfolio Holder**

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## **WILTSHIRE AND SWINDON CUSTOMER SERVICES PROGRAMME**

### **1. Matters for Consideration:**

Cabinet is requested to support the establishment of a Wiltshire and Swindon Customer Services Programme, nominate a Councillor to represent Salisbury on the Steering Group and approve funding support for up to £20,000 for the delivery of the Programme.

### **2. Introduction and Background:**

- .. Set out in Appendix 1 is a jointly agreed paper developed by the Local Authorities within Wiltshire and Swindon.

### **3. Implications for Salisbury District Council:**

For our district the agreement will mean the use of the existing Library network to provide a basic service of contact with enhanced facilities currently at Mere and Amesbury Libraries managed by Salisbury District Council and Salisbury Library managed by Wiltshire County Council staff.

Members may wish to consider whether each Community Plan area should be supported by an enhanced contact point with trained customer service staff. Those community areas not currently covered are Tisbury, Wilton and the Southern Area. If Cabinet considers that a comprehensive network of contact points in each Community Plan area is desirable, then Officers will investigate the feasibility of providing such facilities.

In terms of a comprehensive Contact Centre, dealing with not only casual enquiries but also with targeted face-to-face enquiries, there are essentially two choices:-

- Bourne Hill campus; or
- Salisbury Library.

It is recognised that Salisbury Library is ideally located for casual and unplanned face-to-face contact and the recently opened Contact Point meets this need. However, if the Library was to provide for more targeted contact, it will require considerably more room than it currently occupies. The major advantage of Bourne Hill over the Library is that where issues cannot be resolved by customer service staff, trained professional support is available to ensure the issue is resolved immediately.

Members need to consider whether they are prepared to support the development of the Library to deal with all face-to-face contact or support it for unplanned casual use only.

**4. Recommendations:**

It is recommended that Cabinet:-

- (a) Note the joint report of Wiltshire and Swindon Local Authorities and approve the initial work programme;
- (b) Approve an allocation of £20,000 from the Implementing Electronic Government budget to support the establishment and initial development of the partnership;
- (c) Nominate a Councillor to represent Salisbury on the Steering Group; and
- (d) Feedback to Officers views on contact options in relation to community areas and a central facility.

**5. Background Papers:**

None.

**6. Implications:**

- **Financial:** The allocation of £20,000 can be met from the Implementing Electronic Government grant for 2004/5.
- **Legal:** None.
- **Personnel:** None.
- **Human Rights:** None.
- **Community Safety:** None.
- **Environmental Implications:** None.
- **Council's Core Values:** None.
- **Ward(s) Affected:** None.
- **Consultation Undertaken:** Joint local authority consultation sessions have been held which has led to the development of the paper. The Council has been represented by the E-Champion, Chief Executive and Deputy leader of the Council.