

ITEM NO. 5

Report to the Warminster Area Board – 14th January 2009 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 twenty-three issues have been received by the area board since the first public meeting in June 2009. Fourteen of these have been closed as the issue has been resolved or passed on to the relevant department for further action. There are nine issues currently in progress.

The benefit of using the online issue tracking system has been in providing a link between the member of the public and the council. For example, a recent flooding incident, caused by a blocked drain, was reported online. The problem had already been spotted and resolved by the highways team, but the resident was not aware of their quick response. The community area manager highlighted the swift response of the highways team to the resident, who was very satisfied and has passed the message on to other residents concerned.

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 07836 341371.