

Appendix D Issues put forward by attendees at the OS councillor induction sessions

Purpose

1. To report topics put forward by attendees at the OS Councillor Induction event held on 24 May 2017 and ask Management Committee to consider them as potential topics for the single OS forward work programme.

Background

2. On 24 May 2017 an OS councillor induction event was held and all non-executive councillors attending were asked what the key concerns and issues raised by their constituents were during the election period. Attendees were advised that these would be fed into the process of developing a new OS forward work programme in the new council.
3. The issues put forward are listed in the table below, along with further information on:
 - Previous OS activity in this area
 - Whether it appears to be appropriate for OS involvement.

Issue raised	Further information
Communications from the Council Council customer services	Further discussion would be needed to establish which aspects of council communications would be reviewed and why. The most rapidly developing area of council communications with customers is through ICT systems (e.g. smart phones). This will be encompassed within the council's Digital Strategy, which will be brought to Management Committee for discussion on 21 June. Further work in this area may be undertaken by the My Wiltshire System Task Group (if re-established). Customer service performance is often included in the quarterly performance reports brought to Cabinet and, during the previous council, scrutinised by the Financial Planning Task Group.
Town centre cleaning Footpath maintenance Dog fouling	These services are encompassed within the council's Highways and Amenity Services contract. The Highways & Streetscene Task Group has been in place since 2015, originally to consider the performance of the previous contractor, but

Road maintenance / potholes	more recently to ensure that the performance framework for monitoring the new contract reflects the priorities and experiences of the public. This task group has been recommended to continue in the new council.
A303 Development	The A303 is a Highways Agency strategic road so the council is only a consultee, with the Stonehenge element having recently been to Cabinet. Significant consultation having been undertaken so lots of opportunity for views separate from OS.
Planning and Housing Development	<p>The council's Core Strategy and associated planning policies are widely consulted upon before being discussed at Full Council, as well as being subject to approval by the Planning Inspector. There is a significant amount of national regulation around planning and there are many opportunities to influence council planning policies through channels other than OS.</p> <p>Local development control (i.e. planning applications) are determined through the regulated process of area planning committees, which again has extensive provisions for objection or support. Therefore little value may be added through OS.</p>
Traffic and Heavy Goods Vehicles	CATG's would be one source for picking up any specific local issues raised.
Post Office closures	It would need to be properly investigated if OS could have any impact in this area. It is at least partly a national issue around Post Office's commercial viability in small towns/villages due to competition from other couriers and online access to similar services. Special local closures might be discussed at Area Board level.
Fly-tipping	The Waste Service Changes Task Group, which was established between November 2015 and July 2016, considered incidences of fly-tipping under its terms of reference. A number of conclusions and recommendations regarding the addressing and reduction of fly-tipping were presented in their final report which was received and endorsed by Environment Select on 13 th September 2016.

Proposal

4. In addition to the other proposals in the report, the Committee is asked to consider the issues listed above and whether they are appropriate for inclusion in the single OS forward work programme following consideration of the draft new Business Plan on 21 June.