

Agenda Item No.5

Bradford on Avon Area Board

19 January 2011

Chairman's Announcements

Wiltshire Council's new approach to providing face to face customer access

A DVD has been prepared that shows Wiltshire Council's intention to increase the range of services delivered in customers' homes and business premises. Area Boards are asked to recommend local venues in their areas that can be used for face to face meetings between customers and council officers.

It is important to stress that increasing the services offered in the community is a process and not all services will be delivered immediately. Many of the services affected are currently reviewing their operations, in order to deliver savings as part of the current spending review, and this may affect the speed at which services are transformed.

The local meeting place recommendations from Area Boards, and identified through other channels (e.g. pre-paid cards, website, phone to customer services), will be collated in January and investigated to see if they are practical and/or have a cost. It is intended that once these costs etc are evaluated, we will return to the Area Boards with the findings and that each Area Boards can consider the relative merits of each option before making a final decision.

The DVD is available on YouTube at:

<http://www.youtube.com/watch?v=6pl1aAp6364>

Department: Customer Services

Further Enquiries to: Wayne Smith, Customer Services

Direct Line; 01380 734827

E-mail: wayne.smith@wiltshire.gov.uk