

## Helping Wiltshire Council meet the challenges ahead

### Invitation to voice your views at interactive public meetings

You are invited to attend one of a series of meetings that Wiltshire Council is hosting to discuss the challenges that the council is facing and the impact that these could have.

The council currently spends around £900m each year on more than 300 services and has recently agreed a plan to deliver an ambitious programme of work over the next 10 years.

The council's vision is to create strong communities, prioritising growing the economy, protecting those who are most vulnerable, and working with partners in an innovative and effective way.

Changing demographics and the continuing reduction in funding from central government mean we have to continue to find substantial savings and work even more closely with local communities to encourage and support them to do more for themselves.

The council's cabinet members will be attending the meetings to discuss the challenges and to invite and listen to your views and suggestions on how these can be best managed.

Details of the informative and interactive meetings are set out below.

We look forward to seeing you and hope that you will be able to join us. It would be extremely helpful if you could confirm your attendance by emailing [events@wiltshire.gov.uk](mailto:events@wiltshire.gov.uk)

Date	Location	Venue	Time	
5 September	Salisbury	City Hall	5.30pm	Refreshments available
14 September	Chippenham	Monkton Park	5.30pm	Refreshments available
25 September	Trowbridge	County Hall	5.30pm	Refreshments available
26 September	Devizes	Corn Exchange	5.30pm	Refreshments available

Tel: 01225 718066

Email: [events@wiltshire.gov.uk](mailto:events@wiltshire.gov.uk)

Address: Communications, County Hall, Bythesea Road, Trowbridge BA14 8JN

## Flood Warden Seminar

---

Wiltshire Flood Warden Seminar 2017

Trowbridge Rugby Club

5 September

10am – 4pm

If you would like to attend please contact:

[Renate.malton@wiltshire.gov.uk](mailto:Renate.malton@wiltshire.gov.uk) or [Kayleighlynch@environment-agency.gov.uk](mailto:Kayleighlynch@environment-agency.gov.uk)

## New Devizes Community Hub and Library opens its doors

---

The newly refurbished [Devizes Community Hub and Library](#) on Sheep Street is now open to the public. The refurbished hub offers library and council services and community meeting space.

The council's customer services team is now also based at the hub and can deal with service queries, from Monday to Friday, 9am-5pm; while the registrations service is also available at the hub on Monday and Wednesday, 9.30am-3.30pm, and Friday, 9.30am-12.30pm.

The hub is a great space for the Devizes community to meet to host activities or events or meetings, with flexible space and rooms available. On the ground floor, the White Horse Room can accommodate up to 14 and there is access to a kitchen; while the flexible library space with movable shelving can accommodate around 100 people. On the first floor the Crammer Room, which is also accessible by lift, accommodates up to eight people.

A new Open + access system will be implemented to enable hub users and community groups to access the building and its services and facilities outside of the library and customer service opening hours.



## Council leader to be part of Grenfell taskforce

---

It has been announced by communities secretary, Sajjid Javid, that our council leader, Baroness Scott of Bybrook, will be part of a four-person taskforce to support the Royal Borough of Kensington and Chelsea to develop a long-term recovery plan following the Grenfell Tower fire.

Baroness Scott, who will continue as leader of the council while undertaking this role, said: "I see this role on the taskforce as critical in assisting a community to focus on its future and to have the support it needs to do this. We will work closely with Royal Kensington and Chelsea Council and the local community to openly discuss and agree what's needed to focus on the future. The tangible strength and spirit of the community that has been evident following this awful disaster will help the council and taskforce to work with the local residents and those affected to plan ahead and implement the actions needed.

"Wiltshire has built a reputation for working with its local communities, helping them to become strong. I hope what we have established and learnt can go some way towards helping this community to become even stronger and to talk about what it needs to build a positive future out of such a tragedy."



## Changes to opening hours for calls and reception desks

---

Opening hours for calls to Wiltshire Council and its reception desks will change from Monday 7 August to ensure calls can be answered more efficiently and to direct more resources to the busiest times.

Wiltshire Council's reception desk opening hours and customer service calls will change from 8:30am - 5:30pm to 9am - 5pm.

The 30 minute slots at the start and end of the day are the quieter times and staff will use those times to respond to emails, social media queries and for back office administrative duties. Entrance to the hubs will remain at 8:30am to 5:30pm for those wishing to use the hub facilities.

The changes will free up more time to deal with calls and face to face interactions during the busier times of the day and come as more Wiltshire residents opt to contact the council or find out information 24 hours a day via social media, emails and the My Wiltshire system.

Philip Whitehead, cabinet member for operational assets said: "The way people contact and interact with the council is changing and through social media, the website and My Wiltshire

system residents can contact us or find out information any time of day or night. These changes will mean our resources are available at the busiest times so we can answer people's queries quickly and efficiently. The 30 minutes either side of the day will be used for administration duties so all hands will be on deck during the busiest times."

Some services will be unaffected by the changes including libraries, leisure, registration, health and wellbeing centres and community campuses and the Multi Agency Safeguarding Hub (MASH). Details of their opening times are on the Wiltshire Council website <http://www.wiltshire.gov.uk/>

All calls outside of the core hours will be dealt with by the usual out of hours emergency system.

Also people can use the My Wiltshire service any time of day to report a range of issues including missed bin collection, highways, grass cutting, litter picking, fraud and trading standards. People can also let the council know of changes affecting their benefits and council tax on the app. The app has proven popular with more than 50,000 registered users.

Those who wish to report concerns online can go to <http://www.wiltshire.gov.uk/mywiltshire-online-reporting>

## What's on

---



If you would like to promote an event in your area to staff and the wider public why not use the [events calendar](#) on our website. You can find the link to the calendar on the home page under ["What's on"](#).

Check what else is on at Wiltshire Music Centre in Bradford on Avon:

[www.wiltshiremusic.org.uk](http://www.wiltshiremusic.org.uk) and City Hall in Salisbury: [www.cityhallsalisbury.co.uk](http://www.cityhallsalisbury.co.uk)

## Quick links

---

Area Board information - [www.wiltshire.gov.uk/communityandliving/areaboards.htm](http://www.wiltshire.gov.uk/communityandliving/areaboards.htm)

All the latest news releases - [www.wiltshire.gov.uk/latestnews.htm](http://www.wiltshire.gov.uk/latestnews.htm)

A blog for the heritage community of Wiltshire - <https://heritageinwiltshire.wordpress.com>

Community virtual notice boards - [www.wiltshire.gov.uk/ourcommunitymattersblogsites.htm](http://www.wiltshire.gov.uk/ourcommunitymattersblogsites.htm)

Recycle for Wiltshire - [www.recycleforwiltshire.com](http://www.recycleforwiltshire.com)

Roadworks - [www.wiltshire.gov.uk/roadshighwayspavements/roadworks.htm](http://www.wiltshire.gov.uk/roadshighwayspavements/roadworks.htm)

Tree wardens for Wiltshire - [www.wiltshiretreewardens.co.uk](http://www.wiltshiretreewardens.co.uk)

What's on in Wiltshire - [www.wiltshire.gov.uk/leisureandrecreation/whatson.htm](http://www.wiltshire.gov.uk/leisureandrecreation/whatson.htm)

What's on at City Hall in Salisbury - [www.cityhallsalisbury.co.uk](http://www.cityhallsalisbury.co.uk)

A blog for Wiltshire's arts community - <http://theartsinwiltshire.wordpress.com>

The latest news from the council is available on the [full newlisting](#) pages of the website