

TELEPHONE

13th Jan 2010

Ms M. Mooney, Chief Executive,
Carlisle City Council.

Dear Ms. Mooney,

Budget Proposals 2010/11 Consultation

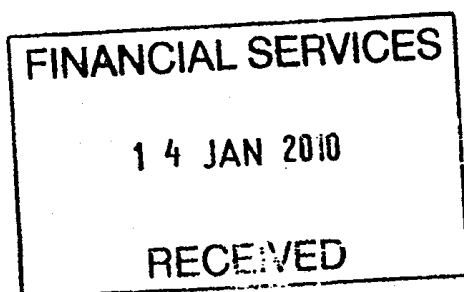
I picked up a copy of these proposals yesterday. My request was handled courteously & efficiently. ~~but~~ I had an impression that mine was one of few such requests but others may have got theirs online of course. Perhaps you can tell me what level of interest there has been and whether you are satisfied with it? Such was the design and lack of prominence of your notice on page 52 of the local paper it would be surprising if you have had much of a response and if that is the case would you regard this as a weakness of the Council's consultation process? On the other hand you may have had shoals of mail in which case you can ignore the following question. This is: have you considered getting out and about with your colleagues and councillors on the streets of Carlisle? - Its shops, pubs, cafes, community centres, youth clubs and so on for some two-way face to face communication with the citizens rather than by barely visible terse notices? Using local media - TV and radio, would also demonstrate more willingness to communicate and address what I believe is a feeling that the Council is a remote body which ordinary folk are unable to influence.

To the proposals. much depends on the efficiencies expected from the Transformation programme, about which all that is certain is the associated redundancy costs. It is indicated that further substantial savings will be necessary. Another consultant's report? A Transformation mark II?

In adopting the Transformation Programme the Council must have concluded that the previous management structure was significantly inadequate. The question arises as to why this wasn't corrected much earlier, and by the existing senior team, without consultants?

Finally: it is not easy to judge the quality and value of local authority service provision. Benchmarking against similar authorities would help. Has this been considered?

Yours sincerely,



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14 JAN 2010	
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