

AGENDA

Meeting: Bradford on Avon Area Board
Place: St Margaret's Hall, Bradford on Avon
Date: Wednesday 18 September 2024
Time: 7.00 pm

Including the Parishes of: Atworth, Bradford on Avon, Holt, Limpley Stoke, Monkton Farleigh, South Wraxall, Staverton, Westwood, Wingfield, Winsley.

The Area Board welcomes and invites contributions from members of the public. The Chairman will try to ensure that everyone who wishes to speak will have the opportunity to do so.

If you have any requirements that would make your attendance at the meeting easier, please contact your Democratic Services Officer.

Please direct any enquiries on this Agenda to Stuart Figini , direct line 012225 718221 or email stuart.figini@wiltshire.gov.uk

All the papers connected with this meeting are available on the Council's website at www.wiltshire.gov.uk

Press enquiries to Communications on direct lines (01225) 713114 / 713115.

Wiltshire Councillors

Cllr Sarah Gibson MP, Bradford on Avon South
Cllr Johnny Kidney, Winsley and Westwood
Cllr Trevor Carbin, Holt and Staverton (Vice-Chairman)
Cllr Tim Trimble, Bradford-on-Avon North (Chairman)

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Please see the agenda list on following pages for details of the items for discussion. The Area Boards welcome public participation and the Chairman will try to ensure that everyone has the opportunity to participate where possible. To discuss matters not on the agenda, please contact the officer named on the front page, ahead of the meeting.

For extended details on meeting procedure, submission and scope of questions and other matters, please consult [Part 4 of the council's constitution](#).

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For assistance on these and other matters please contact the officer named above for details

Area Board Officers

Strategic Engagement & Partnerships Manager (SEPM) – Liam Cripps -

Liam.Cripps@wiltshire.gov.uk

Engagement and Partnership Lead – Caroline LeQuesne -

Caroline.LeQuesne@wiltshire.gov.uk

Democratic Services Officer – Stuart Figini – stuart.figini@wiltshire.gov.uk

Items to be considered	Time
<u>Items to be considered</u>	
1 Apologies for Absence	
2 Minutes (<i>Pages 1 - 8</i>) To approve and sign as a correct record the minutes of the meeting held on 5 June 2024.	
3 Declarations of Interest To receive any declarations of disclosable interests or dispensations granted by the Standards Committee.	
4 Chairman's Announcements (<i>Pages 9 - 16</i>) The Chairman will give an update on outcomes and actions arising from previous meetings of the Area Board: <ul style="list-style-type: none"> • Update on the Families and Children's Transformation (FACT) Family Help Project • Update on Families and Children's Transformation (FACT) Transitional Safeguarding Project • Overview of Wiltshire Youth Council • Gypsies and Travellers Development Plan Consultation 	
5 Information Items (<i>Pages 17 - 56</i>) The Board is asked to note the following Information items: <ul style="list-style-type: none"> • Community First • Healthwatch Wiltshire – Annual Report 2023/2024 • Update from BSW Together (Integrated Care System) 	
6 Community Transport To receive a presentation from John Ruderman, Melksham Community Transport Coordinator about community transport.	
7 Partner and Community Updates (<i>Pages 57 - 68</i>) <u>Verbal Updates</u> To receive any verbal updates from representatives, including: <ul style="list-style-type: none"> • Parish and Town Councils • Climate Friendly Bradford • Wiltshire Music Centre • Health and Wellbeing • Local Youth Network 	

Written Updates

The Board is asked to note the following written and online updates attached to the agenda: -

- Bradford on Avon Town Council
- Neighbourhood Policing Team to include a road safety update

8 **Area Board Funding** (Pages 69 - 72)

To note the remaining budgets and to consider any applications for funding, as detailed in the attached report and summarised below:

Remaining Budgets:

Community Area Grant	Older & Vulnerable	Young People
£4,160	£2,200	£4,528

Area Board Initiatives:

Ref/Link	Grant Details	Amount Requested
	N/A	

Community Area Grants:

Ref/Link	Grant Details	Amount Requested
ABG1973	Atworth Village Hall and Recreation Ground – request for lighting in the Atworth Village Hall Car Park	£3,210.60

Older & Vulnerable Grants:

Ref/Link	Grant Details	Amount Requested
	N/A	

Young People Grants:

Ref/Link	Grant Details	Amount Requested
ABG1905	Bradford on Avon Community Area Network – request for Young Futures	£2,500

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Delegated Funding

The Board is asked to note any funding awards made under the Delegated Funding Process, by the Strategic Engagement & Partnership Manager, between meetings due to matters of urgency:

- None

Further information on the Area Board Grant system can be found [here](#).

9 **Local Highway and Footpath Improvement Group (LHFIG)**
(Pages 73 - 96)

To note the minutes and consider any recommendations arising from the last LHFIG meeting held on 22 July 2024, as set out in the attached report.

10 **Urgent items**

Any other items of business which the Chairman agrees to consider as a matter of urgency.

11 **Future Meeting Dates**

Future Meeting Dates (7.00-9.00pm):

- 20 November 2024
- 19 March 2025

For information on applying for a grant or grant application deadlines for these meetings, contact the Engagement and Partnership Lead, Caroline.LeQuesne@wiltshire.gov.uk

MINUTES

Meeting: Bradford on Avon Area Board
Place: St Margaret's Hall, Bradford on Avon
Date: 5 June 2024
Start Time: 7.00 pm
Finish Time: 8.50 pm

Please direct any enquiries on these minutes to:

Stuart Figini, (Tel): 012225 718221 or (e-mail) stuart.figini@wiltshire.gov.uk

Papers available on the Council's website at www.wiltshire.gov.uk

In Attendance:

Wiltshire Councillors

Cllr Johnny Kidney, Cllr Trevor Carbin (Vice-Chairman) and Cllr Tim Trimble (Chairman)

Wiltshire Council Officers

Liam Cripps – Strategic Engagement & Partnership Manager
Caroline LeQuesne – Engagement and Partnership Lead
Dom Argar – Technical Support Officer
Stuart Figini – Senior Democratic Services Officer

Total in attendance: 50

<u>Minute No..</u>	<u>Summary of Issues Discussed and Decision</u>
13	<p><u>Election of Chairman</u></p> <p>Resolved:</p> <p>To appoint Cllr Tim Trimble as Chairman of Bradford on Avon Area Board for the forthcoming year.</p>
14	<p><u>Election of Vice-Chairman</u></p> <p>Resolved:</p> <p>To appoint Cllr Trevor Carbin as Vice-Chairman of Bradford on Avon Area Board for the forthcoming year.</p>
15	<p><u>Welcome and Introductions</u></p> <p>The Chairman, Cllr Tim Trimble, welcomed everyone to the meeting and made introductions. In particular, the Chairman welcomed a large group of parents and children who had a keen interest in the Local Nature Recovery Strategy item and the film about the rewilding of the Bradford on Avon old golf course.</p>
16	<p><u>Apologies for Absence</u></p> <p>Apologies were received from Cllr Sarah Gibson .</p>
17	<p><u>Minutes</u></p> <p><u>Decision</u> The minutes of the meeting held on 21 February 2024 were agreed as a correct record and signed by the Chairman.</p>
18	<p><u>Declarations of Interest</u></p> <p>There were no declarations of interest.</p>
19	<p><u>Chairman's Announcements</u></p> <p>The Chairman provided an update on the following matters:</p> <ul style="list-style-type: none"> • Saxon Group Riding for the Disabled Association – nominated as one of four community groups in BBC Radio Wiltshire Community Group of the Year 2024 • Holt Pre-School – letter about the building project and the help received from the Area Board in the form of grant funding • Consultation on the Licensing Policy • Local Nature Recovery Strategy Public Engagement

	<ul style="list-style-type: none"> • Film produced by Christopher Alexander about the rewilding of the Bradford on Avon old Golf Course – The Chairman thanked everyone involved in producing the film and explained that the old golf course was a reserved site for housing and there was a powerful argument to remove it from the reserved site. Following a question about why additional housing was necessary the Chairman explained that there was a continual shortage of housing across the country and Councils are tasked by the Government to identify and allocate suitable parcels of land to cover the housing need. This would be discussed further by the Town Council on Thursday 13 June 2024. • Multiply - National Numeracy Day
20	<p><u>Information Items</u></p> <p>The board noted the following information items:</p> <ul style="list-style-type: none"> • Community First • Healthwatch Wiltshire • Update from BSW Together (Integrated Care System)
21	<p><u>Appointment of Representatives 2024/25</u></p> <p>The Area Board received a report requesting appointments of Councillor representatives to outside bodies and the reconstitution of and appointment to non-priority working groups for the Year 2024/25.</p> <p>The Area Board noted that Streets Ahead and the Air Quality Alliance no longer operated as outside bodies. Cllr Kidney indicated that he was happy to continue representing the Area Board on Health and Wellbeing and the Chairman would confirm with Cllr Gibson if she was happy to continue as a representative on the Climate Friendly Bradford outside body.</p> <p>Resolved:</p> <ol style="list-style-type: none"> 1. That the appointments of representatives to the following outside bodies be approved: <ul style="list-style-type: none"> • Cllr Johnny Kidney continues his appointment to Climate Friendly Bradford, and Cllr Sarah Gibson to confirm if she wished to continue as a representative on this outside body. • Cllr Johnny Kidney to continue as a representative on the Health and Wellbeing Group. 2. To appoint Cllr Trevor Carbin as Lead Representative to the LHFIG, with input from Cllr Tim Trimble as appropriate. 3. To note the LHFIG Terms of Reference as set out in Appendix B.

22	<p><u>Area Board - End of Year Report</u></p> <p>The Area Board received a presentation from Liam Cripps – Strategic Engagement and Partnership Manager and Caroline LeQuesne – Engagement and Partnership Lead looking back at the activities over the past 12 months and looking forward to the coming 12 months. A copy can be found at this link to the Supplementary Agenda.</p> <p>The presentation provided information about the Bradford on Avon Area Board community Area which coincided with the Area Board priorities - positive activities for young people, addressing climate change, Loneliness and isolation, supporting the local economy and improving access and transport.</p> <p>In addition, the Area Board were provided with information summarising the Community Survey and it's top priorities and the CAJSNA data.</p> <p>The Area Board considered and expressed support for the proposed priorities for the coming year as detailed below:</p> <ol style="list-style-type: none"> 1. Positive activities for young people – Lead member Cllr Trevor Carbin 2. Addressing climate change – all Cllrs and Lead member Cllr Sarah Gibson 3. Promoting health and wellbeing, reducing social isolation and Loneliness in older and vulnerable people - Lead member Cllr Johnny Kidney 4. Improving transport and access – Lead member Cllr Tim Trimble <p>Decision:</p> <ol style="list-style-type: none"> 1) That the end of year report be noted. 2) That the priorities for 2024/25 as detailed above be agreed.
23	<p><u>Partner and Community Updates</u></p> <p><u>Verbal Updates</u></p> <ul style="list-style-type: none"> • Bradford on Avon Town Council The Chairman provided an update on the latest Town Council activities including a very successful Green Man event, very successful live music festival, public engagement on traffic modelling in the town completed on 12 May 2024 and the Town Council would be analysing the results, and referred to the dispute over tree works management of Becky Addy Woods and the wait for the Judge's decision. • Monkton Farleigh Parish Council The Parish Council provided a written report which included details about an update on Councillor activity, Spring Clean, Cotswold Wardens, Traffic calming, playground update, village fete and finances. • Wingfield Parish Council

	<p>The Parish Council provided a written update and reported further at the meeting on about consideration of measures to improve road safety, quotes for dog waste bin emptying, climate and nature actions in the community, work of the Wingfield Tree Warden and a successful Annual Parish Meeting.</p> <ul style="list-style-type: none"> • Climate Friendly Bradford – The Area Board were informed of an event entitled: Relay, Reuse, Rewear - the Race for Sustainable Fashion taking place in Bradford on Avon on 28 June 2024. • Wiltshire Music Centre - there was no report. • Health and Wellbeing Cllr Kidney reported that a meeting is scheduled for Friday 7 June 2024 at the library where they would be considering a community laundry project. • Local Youth Network Carl Houghton – Community and Family Navigator provided an update on the support and advice available from Family Hubs. <p><u>Written Updates:</u></p> <ul style="list-style-type: none"> • Bradford on Avon Town Council – see above • Neighbourhood Policing Team <p>The Area Board received a written update from Neighbourhood Sgt Gemma Rutter, which included detail about crime data year on year and crime exceptions, performance, activities during since the last Area Board meeting, local priorities and updates and an update on road safety.</p> <ul style="list-style-type: none"> • Road Safety Update The Area Board received a written update on road safety in the Bradford on Avon community area. The update included details about education on careless driving, the Community Road Safety Team, Community speed watch in the Bradford on Avon community area including data between July 2020 and May 2024, traffic surveys for Bradford on Avon between 2022 and April 2024, recent work undertaken by the Road Safety Team and the work of the Community Speed Enforcement Officers. • Age UK Update The Area Board received a written update that was included in the agenda pack.
24	<u>Area Board Funding</u>

	<p>The Area Board considered a total of 6 applications for Community Area Grants, Older and Vulnerable Grants and Young People Grants and heard from the applicants.</p> <p>Resolved:</p> <ol style="list-style-type: none"> 1. To approve the following Community Area Grants: <ol style="list-style-type: none"> a. To award Bradford on Avon Cricket Club £5,000 (£3,000 from Community Area Grant and £2,000 from Young People Grant) towards a 2 lane artificial practice facility b. To award St Nicholas PCC, Winsley £4,000 (£3,000 from Community Area Grant and £1,000 from Older and Vulnerable Grant) towards a new Church Hall Roof c. To award Staverton Social Club £5,000 (£3,000 from Community Area Grant and £2,000 from Older and Vulnerable Grant) towards disabled and accessible facilities 2. To approve the following Older and Vulnerable Grants: <ol style="list-style-type: none"> a. To award Arts Together £2,500 towards projects for isolated and vulnerable older people in Bradford on Avon 3. To approve the following Young People Grant: <ol style="list-style-type: none"> a. To award 4 Youth South West £4,000 towards the No limits SEN Youth Club b. To award Bristol Avon Rivers Trust £1,000 towards River Detectives
25	<p><u>Local Highways and Footpath Improvement Group (LHFIG)</u></p> <p>The Area Board received the notes of the LHFIG meeting held on 22 April 2024.</p> <p>Resolved:</p> <p>To receive the notes of the meeting held on 22 April 2024 and approve all recommendations from the LHFIG.</p>
26	<p><u>Urgent items</u></p> <p>There were no urgent items.</p>
27	<p><u>Future Meeting Dates</u></p> <p>The Area Board noted the dates of future meetings to be held at St Margarets Hall, Bradford on Avon between 7.00pm and 9.00pm as follows:</p> <ul style="list-style-type: none"> • 18 September 2024

- | | |
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| | <ul style="list-style-type: none">• 20 November 2024 |
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Area Board Briefing Note

Update on the FACT Family Help Project

Service:	<i>Families and Children's Transformation (FACT)</i>
Date prepared:	<i>August 2024</i>
Further enquiries to:	<i>Simon Thomas</i>
Direct contact:	<i>Simon.thomas@wiltshire.gov.uk</i>

Background

In early 2023, the Wiltshire Families and Children's Transformation (FACT) Partnership launched its Family Help project to enhance the local arrangements for the delivery of early intervention and prevention services for children, young people and families.

What do we mean by 'Family Help'?

Wiltshire's multi-agency Family Help arrangements enable children, young people and families to access the right help at the right time through a co-ordinated approach to prevention and early intervention through:

- a co-ordinated approach at a whole population/universal level to prevent needs from arising and to build resilience across all residents
- a robust multi-agency approach to identifying any additional needs at the earliest point and providing effective joined-up support that prevents the needs from escalating further

We use the term 'Family Help' to stress that the focus is on working with families and to avoid historical confusion associated with the term 'Early Help'.

Summer '24 Update

The project is now focussed on understanding the learning from the various strands of work and particularly the locality-based pilot activity in Warminster and Westbury with a view to embedding the successful features into the County-wide model for Family Help.

The Warminster and Westbury Pilot

What we set out to achieve and what we have achieved?

We wanted to develop and test some specific ways of working:

- Wrapping services/groups around local cluster(s) & communities.
- Creating a local case consultation system – Family Help Co-ordinator being local contact for support on case discussions.
- Applying a more flexible/responsive practice model – Localised team that built professional working relationships within the community.
- Creating a local community of practice – Warm hand overs and introductions for families rather than referrals
- Working with sibling groups across phases – bringing schools together to work across the whole family.
- Offering local training & sharing – Offering Peer supervision to the local pastoral care and parenting support staff in local schools, offering coaching and resources to support direct interventions
- Developing local 'voice' activity- Learning from the feedback of families

Over the last 15 months the pilot has been able to work with partners in the Westbury and Warminster area to provide a more individual response to Family Help. We have supported 53 families who under previous models would not have had received direct intervention within the home. We have been using

the Outcomes Star tool to understand impact and progress in families; analysis shows every family worked with has reported and shown positive progress.

In terms of other insights regarding impact of the project, early data analysis suggests specific positive impact in school attendance and school exclusion. There is also evidence that the provision of local advice to schools and other partners reduces unnecessary demand on the Council's 'front door' in terms of queries about support for individual children, young people and families. Work is ongoing to explore both quantitative and qualitative data and Oxford-Brookes University are currently undertaking the final stage of the pilot project evaluation to inform discussions about the future model for Family Help across Wiltshire.

Evaluation will also be completed on the Early Help Mental Health Pilot that has been integrated within the Warminster and Westbury activity; this project is due its national evaluation in September which will inform the future model of early help mental health support across the County.

What's next For Westbury and Warminster?

Family Help Pilot:

The specific activity of the Family Help Pilot Team ceased at the end of the Summer Term and has been transferred as 'business as usual' activity led by Spurgeons as the new delivery organisation for Family Hubs across Wiltshire (see below). All families that the pilot team are currently working have been introduced to staff from Spurgeons for any ongoing support needs.

Family Hubs:

The learning from the pilot has already fed into the delivery specification for the Family Hubs. These are the new Wiltshire wide service for families with children aged 0-19 (25 with SEND) delivered by Spurgeons since April 2024.

Family Hubs provide information, advice and support for all families with a mixture of evidence based interventions based on the local need. There are three flagship hubs in County Hall Trowbridge, Monkton Park Chippenham and Five Rivers Salisbury. Alongside this there are Community and Family Navigators based in community buildings such as libraries, leisure centres and community projects to offer support and guidance to families.

Further information can be found here [Family hubs - Wiltshire Together](#)

What's next for Wiltshire?

The county-wide aspects of the FACT Family Help project will continue as planned until April 25:

- Continued promotion of the All Together brand for Family Help

- Maintenance and development of the All Together web platform for families

- [All Together - Wiltshire Together](#)

- Ongoing roll-out of the whole system Family Help Workforce Development offer

- Further development and implementation of the Family Help outcomes framework

During this period the multi-agency partnership group will be reflecting on the learning and feedback from the pilot activity to inform a long-term county wide model.

Please contact fact@wiltshire.gov.uk if you'd like to find out more or get involved.

Area Board Briefing Note
FACT Transitional Safeguarding Project

Service:	Families and Children’s Transformation (FACT)
Date prepared:	August 2024
Further enquiries to:	Simon Thomas
Direct contact:	Simon.thomas@wiltshire.gov.uk

PROJECT OVERVIEW

Transitional Safeguarding is an “*approach to safeguarding adolescents and young adults fluidly across developmental stages which builds on the best available evidence, learns from both children’s and adult safeguarding practice and which prepares young people for their adult lives*” (Chief Social Workers Knowledge Briefing June (2021)).

In response to multiple partners identifying opportunities for improvement in how we support young people who are vulnerable in the context of criminal and/or sexual exploitation as they move between services at age 18, the Families and Children’s Transformation (FACT) Partnership is undertaking a specific project to explore how strategic and operational systems and practice can be developed. The project is specifically exploring the concept of achieving better outcomes for this cohort of young people through a programme of culture, practice and system change rather than a structural change model. National evidence tells us that failure to effectively support young people in this transition to adulthood impacts significantly upon their future outcomes as well as increasing the cost of interventions later in life that are felt across a wide range of system partners including Adult Social Care, Housing, Police, Justice System, Health partners and the welfare benefits system.

The multi-agency project has been running for 20 months with an initial focus on seeking to understand the lived experience of the young people and how the whole system works in the context of young people’s support arrangements before, at and after the point they turn 18.

SUMMER 2024 UPDATE

As the project now moves towards closure in April 2025, the focus has shifted to identifying and implementing opportunities for improvement. This phase of activity is informed by case reviews, learning from cases that have been explored at the Creative Solutions Board during the period to date as well as the learning from cases considered within the Early Planning for Transitions activity. There has also been significant insight gained from engagement activity with young people, review of the Transitional Safeguarding mentoring programme and wider dialogue with a range of system partners about their experiences of working with young people in Wiltshire. We are also involved in a number of national networks exploring this issue and seeking to enhance approaches across the country.

The multi-agency activity has identified four key themes going forward.

Theme 1 - How the system can provide effective post-18 support for young people who have received intensive support prior to their 18th birthday

The project is working closely with Adult Social Care to enhance the existing post-18 support arrangements and to ensure that young people who require support from Adult Social Care experience a well-planned and smooth transition that leads to them being able to access appropriate support whilst also ensuring robust safeguarding oversight.

The project is also exploring the commissioning of housing provision with support specifically informed by the needs and vulnerabilities identified within the project.

Implementation of these developments will not just involve Adults Social but will require wider partner engagement and will need to be flexible and responsive to take account of the fluidity in young people's lives.

Intended impact

Success in this theme will mean that more young people are able to access effective post-18 support that enables them to achieve positive outcomes such as engagement in work and learning and reduced homelessness. The need for crisis-related support from across the system will also be reduced.

Theme 2 – How the system can best support young people with Special Education Needs/Disability (SEND) who are also vulnerable to exploitation

The project is facilitating conversation with colleagues from the Council's SEND Services, Social Care and pre/post-16 education providers to explore opportunities to ensure the support for these young people is as joined up and robust as possible taking account of the additional vulnerability and risks.

Intended impact

The key outcomes related to this theme are that fewer young people will drop out of post-16 work and learning and those that do will be picked up and supported to re-engage at an earlier stage.

Theme 3 – How the system partners can best work together to share information related to risk and vulnerability so that a shared assessment of risk is in place for each young person

This strand of work is in its exploratory phase with focussed conversations taking place with Police and Social Care colleagues, utilising case reviews to inform future recommendations and developments.

Intended impact

Improved sharing of information and consistency of assessment of risk will mean that partners will have a shared understanding of our most vulnerable young people and be able to respond more effectively when intervention is required. This will also enable consistency of support and response when young people move across and between services and parts of the system.

Theme 4 – How we can ensure that planning for transition from pre-18 to post-18 services is well-planned and effective

Informed by feedback from professionals and young people as well as case review activity, the project is working closely with Children's Social Care to embed best practice regarding planning for transition where contextual risks are present.

Intended impact

This theme is seeking to ensure that individual young people's needs, risks and vulnerabilities are well understood by relevant pre-18 and post-18 services so that transfer of support is as smooth as possible and that the risk of young people either disengaging from support or 'slipping through the net' are reduced.

Area Board Briefing Note Overview of Wiltshire Youth Council

Service:	<i>Voice and Participation Team – Families and Children Services</i>
Date prepared:	<i>July 2024</i>
Further enquiries to:	<i>Gary Norton-Sanders, Service Manager - Quality Outcomes</i>
Direct contact:	<i>gary.norton-sanders@wiltshire.gov.uk</i>

Introduction

This briefing note provides an overview of the Youth Council's role and outlines what Councillors can expect from this body. The Youth Council is a crucial initiative aimed at fostering youth engagement in local governance and community development.

This year 13 Youth Council members were elected, and they meet together on a monthly basis; facilitated by the Voice & Participation Team, within Families and Children Services. The council is made up of young people aged 11 to 19 from across Wiltshire.

Role of the Youth Council

Our Youth Council serves as an advisory body, providing valuable insights and recommendations on issues affecting young people in our county. Their unique perspectives can help shape policies and programs that better address youth needs.

The Youth Council ensures that the voices of young people are heard in decision-making processes. It acts as a bridge between the youth community and Wiltshire Council, representing the interests and concerns of young residents.

Through participation in the Youth Council, members gain leadership and advocacy skills. This experience prepares them for future roles in civic and community life.

The Youth Council plans and executes 3 community projects, contributing to local development and addressing specific community needs. These projects can range from environmental initiatives to social programs.

The Youth Council engages with the broader youth population through forums, surveys, and social media. This helps ensure that the council's activities and recommendations are reflective of the wider youth community.

Members participate in national and regional initiatives, such as the British Youth Council and the United Kingdom Youth Parliament.

Expectations from the Youth Council

Councillors can expect termly updates from the Youth Council on their activities, projects, and key issues. This will be in the form of termly newsletter and presentations at council meetings where considered appropriate.

The Youth Council will provide informed recommendations on policies impacting young people. Councillors can expect well-researched and practical suggestions that address the specific needs of the youth demographic.

Youth Council Members will have the opportunity to attend a Council meeting to observe.

The Youth Council may seek to collaborate with councillors on initiatives and projects. This will include co-hosting events or supporting council-led programs aimed at youth development.

Councillors will often seek feedback from the Youth Council; this is most effectively achieved through engagement with the collective Youth Council and not through engagement with individual representatives. Similarly, the Youth Council will seek feedback from councillors on their initiatives and proposals. This two-way communication helps ensure that their activities align with broader county objectives and benefit from the experience of elected officials.

Councillors can expect the Youth Council to actively advocate for youth-related issues within the community. This includes raising awareness about challenges facing young people and promoting positive initiatives.

Conclusion

The Youth Council is a vital asset to our county, bringing fresh perspectives and innovative ideas to the table. As county councillors, your support and engagement with the Youth Council will be instrumental in maximizing its impact. By working together, we can ensure that the voices of our young residents are heard and that their contributions lead to meaningful improvements in our community.

Thank you for your attention and support.

Gypsies and Travellers Development Plan consultation begins 20 August, with engagement events to start next month

Your communities can now have their say on the Gypsies and Travellers Development Plan Document, as the consultation begins Tuesday 20 August until 5pm on Friday 4 October.

To enable people to find out more about the Development Plan Document and ask questions, we are holding five engagement events at different locations around the county in September where you can drop-in to find out more, and one online engagement event.

People can read the Gypsies and Travellers Development Plan Document and supporting consultation documents on our website and at the main council offices at County Hall, Trowbridge, Monkton Park, Chippenham, and Bourne Hill, Salisbury. The plan will also be available in many Wiltshire Council libraries.

Anyone can share their views through our online portal, and anyone without internet access can visit a library to use the computers, or contact us to get a written copy of the representation form and find out how to view the documents.

Information about what types of issues people can comment on will be available on our website.

The list of engagement events is as follows. People can just turn up at any time during the in-person events, which are drop-in sessions – there is no need to book. However, anyone who wishes to attend the online event must sign up beforehand. Anyone with an interest in the Plan can attend any of the in-person events – they do not need to choose the one nearest to them.

Event	Date	Time	Location
General information webinar	Tuesday 3 September	6pm-7.30pm	Online
Salisbury	Wednesday 4 September	4.30pm-7pm	Five Rivers Health and Wellbeing Centre, Hulse Road, Salisbury SP1 3NR
Devizes	Thursday 5 September	4.30pm-7pm	Devizes Library, Sheep Street, Devizes SN10 1DL
Chippenham	Monday 9 September	4.30pm-7pm	Olympiad Leisure Centre, Sadlers Mead, Chippenham SN15 3PA

Royal Wootton Bassett	Wednesday 11 September	4.30pm- 7pm	Royal Wootton Bassett library, 11 Borough Fields, Royal Wootton Bassett SN4 7AX
Trowbridge	Thursday 12 September	4.30pm- 7pm	Atrium, County Hall, Bythesea Road, Trowbridge BA14 8JN

Community First - AGM and Awards Celebration

The Community First Annual General Meeting and Awards Celebration will take place on **Wednesday 9th October 2024 (5.30-7.30pm)** at the Town Hall in Devizes. Refreshments will be provided. At the event we will share an overview of our work over the last 12 months and celebrate the achievements individuals involved in our programmes and services.

Voice It, Hear It - Stakeholder Engagement Registration



Voice It, Hear It is an innovative engagement project dedicated to enhancing health and social care services in Wiltshire. The project, which launched in early 2024, aims to engage residents and workers to co-produce, co-design, and co-develop local health and social care services. The Voice It, Hear It project is delivered by Community First, Wiltshire Service Users' Network, Wessex Community Action, Age UK Wiltshire, Alzheimer's Support and Celebrating Age Wiltshire, with funding from Wiltshire Council and Bath, North East Somerset, Swindon and Wiltshire Integrated Care Board (BSW ICB).

Voice It, Hear It is committed to amplifying the voices of adults with lived experiences, ensuring their insights are heard, shared, and acted upon. The project will collaborate with Wiltshire's health, education, and social care sectors, focusing on those who use these services and their caregivers. The primary aim of the partnership is to engage and seek the views of adults and children with:

- Learning disabilities and difficulties
- Physical impairments
- Sensory impairments
- Mental health needs
- Autism spectrum conditions
- Conditions associated with ageing, such as frailty and cognitive impairment
- Social, emotional, and behavioural needs
- Speech, language, and communication needs
- Substance use disorder
- Other factors impacting a child, adult, or family's ability to achieve positive outcomes (e.g., trauma, domestic abuse, exploitation)

The project seeks to collaborate with extended partners to better understand how and where to engage with the adult organisations you work with. By leveraging existing trusted relationships, the initiative aims to co-host and conduct consultations more effectively, ensuring the voices of these clients are included, valued, and acted upon. Your participation is crucial. By joining this effort, you will help ensure that the experiences of these communities inform new policies, strategies, and services.

To contribute, please register using the online form: <https://survey.zohopublic.eu/zs/7DDXym> and tell us about your organisation, your client organisation and how we might reach out through your networks. We have some funding available to support this work, including running workshops on behalf of Voice It, Hear It. Your involvement will aid in consulting clients and sharing their information as we develop new strategies and services for Wiltshire Council and BSW ICB.

For more information, please visit: www.communityfirst.org.uk/voice



Support for Unpaid Carers (Including Parent Carers) in Wiltshire



Community First is working in partnership with Age UK Wiltshire, Alzheimer's Support, Wiltshire Service Users Network, Citizens Advice Wiltshire and Wessex Community Action, under the umbrella Carers Together Wiltshire. The Carers Together Wiltshire partnership offers tailored support to the thousands of individuals across Wiltshire identified as a carer.

As part of our work with Carers Together Wiltshire, Community First offers support for parent carers who provide additional care to their child who needs more help and support. This includes a support conversation to discuss individual parent carer needs, information/advice and signposting to other support services. We can carry out a Carers Assessment for parent carers caring for a child over the age of 18 if they meet the eligibility criteria for a funded service. For more information about parent carer support through Carers Together Wiltshire, please see the parent carer support pathway included with this briefing pack. An information postcard is also included in the briefing pack.

The Carers Together Wiltshire team held three parent carer drop-in events in Chippenham, Trowbridge and Salisbury over the summer, with further drop-in events planned for the autumn. Please keep an eye on our Facebook page and newsletter (see below) for more information about upcoming drop-in events: www.facebook.com/communityfirstwiltshire

Parent Carers Newsletter

If you are a parent carer and you would like to be kept up to date with information including resources, events, drop-ins and other news, please subscribe to the parent carers newsletter using the sign-up form below. We would be grateful if you would also share this link with other parent carers in your newsletters and on your website: <https://mailchi.mp/93192f1024d4/parent-carers-newsletter>

Wiltshire Community-Led Housing

Community First and Wiltshire Community Land Trust are working in partnership to deliver Wiltshire Community-Led Housing. We believe Community-Led Housing offers an opportunity for local people to come together and provide the kind of homes their communities need for the future. Wiltshire Community-Led Housing is an independent advisory and support service, and we are here to support anyone in Wiltshire and Swindon who is interested in finding out more about Community-Led Housing. This includes town and parish councils, new groups and established groups. If you would like to find out more, please email: info@wiltshirecommunityledhousing.org.uk.

Rural Housing Enabler Project

Community First has been involved with the promotion and support of Community-Led Housing for several years working with Wiltshire Community Land Trust, Wiltshire Council, Swindon Borough Council and local housing associations. Community First has recently secured funding from DEFRA to employ a Rural Housing Enabler (RHE) Consultant and develop an active partnership group to help raise awareness of the lack of affordable housing for local people in rural areas and encouraging and supporting communities to help make provision for new homes. The team is currently responding to initiatives in Holt, Aldbourne and West Lavington. Current funding for this project is for a very limited period, up to the end of March 2025, so any groups and parishes interested in support should contact info@wiltshirecommunityledhousing.org.uk as soon as possible.

Employability Programmes

The Building Bridges Programme has recently received funding from The Ministry of Housing, Communities and Local Government via Wiltshire Council's Rough Sleeper Initiative's 'Move on and Prevention Funding' to support people in Wiltshire who are accommodated in housing related supported accommodation. If you would like support, please contact the dedicated rough sleeper team by email to roughsleeperteam@wiltshire.gov.uk, phone Housing Solutions 0300 456 0106, or speak to your HMO Manager.

Minibus Driver Training (MiDAS)

Community First offers MiDAS Minibus Driver Training, a nationally recognised standard for drivers of minibuses that offers training for members of staff and volunteers to drive minibuses to ensure they transport adults and children safely. MiDAS training offers the following benefits for your organisation:

- The Department of Education and Department for Transport highly recommend that all minibus drivers complete MiDAS training.
- Some insurance companies offer lower premiums on completion of this training.
- Drivers gain more valuable experience and feel more confident in driving minibuses and will become more competent and safer minibus drivers.

Community First is offering the new national MiDAS training programme. The theory module is now completed individually by drivers prior to undertaking a practical assessment. Upon application drivers will be allocated a 'learner pass' to access the Community Transport Association (CTA) learning portal.

Once this module has been completed one of our Driver Assessors will arrange to visit clients to complete a theory follow up followed by the driving assessment. On successful completion of both theory and practical, drivers will be able to log on the CTA portal to print off their personal MiDAS certificates.

Community First employs two highly qualified and experienced MiDAS trainers. Demand for training is high and will increase as we move towards the autumn and start of the new school year. Please book early to ensure your drivers are up to date with their training.

If you would like any further information on MiDAS training, please contact Martin Carter:
mcarter@communityfirst.org.uk.

Youth Action Wiltshire Golf Day

The Youth Action Wiltshire Annual Golf Day will take place on Friday 13th September 2024 at the North Wiltshire Golf Club, near Devizes. Please bring a team.

The funds raised from this event will go directly to our Young Carers and Splash services for exciting and sessions for Wiltshire young carers and young people facing challenges in their lives. These will include sports, music, arts, wildlife and well-being activities.

For further information contact Becca Worsley via email: beccaworsley@gmail.com

Youth Action Wiltshire Carol Service

The popular Youth Action Wiltshire carol service 'Carols by Candlelight' will take place on Friday 13th December 2024 at the usual venue of Malmesbury Abbey. Further details about the event will be released shortly.

For more information or to request tickets, please email Ginnie Keen: ginniekeen@gmail.com.

Alternative Provision at Oxenwood and Linkenholt

Community First has been approved as a provider of alternative provision delivered at our Outdoor Education Centres. Oxenwood and Linkenholt Centres provide a valuable learning experience for vulnerable children and young people. The Centres can support young people who may struggle to access mainstream education, including those who face social and academic exclusion. Under the leadership of our trained and experienced Outdoor Education Instructors, we foster a nurturing and positive environment where young people feel safe, heard and valued. Our Centres offer a place to unwind, connect with nature and experience the many positive benefits of adventure and outdoor education.

Our curriculum focuses on social, emotional, and physical development whilst emphasising the development of essential skills including resilience, motivation, self-control, confidence, and independence. Our commitment to high-quality experiences ensures that schools, clubs, and groups can access our day activities, and we are dedicated to making a positive impact on the lives of young learners. Young people can be referred to us if:

- They lack engagement in school
- Have underdeveloped life-skills
- Have low attendance and attainment
- Experience poor mental well-being and self-esteem issues
- Have anxiety
- Have a pattern of negative relationships with adults and peers
- Lack of pro-social behaviours

For more information please visit: <https://www.oxenwood.org.uk/alternative-provision/>

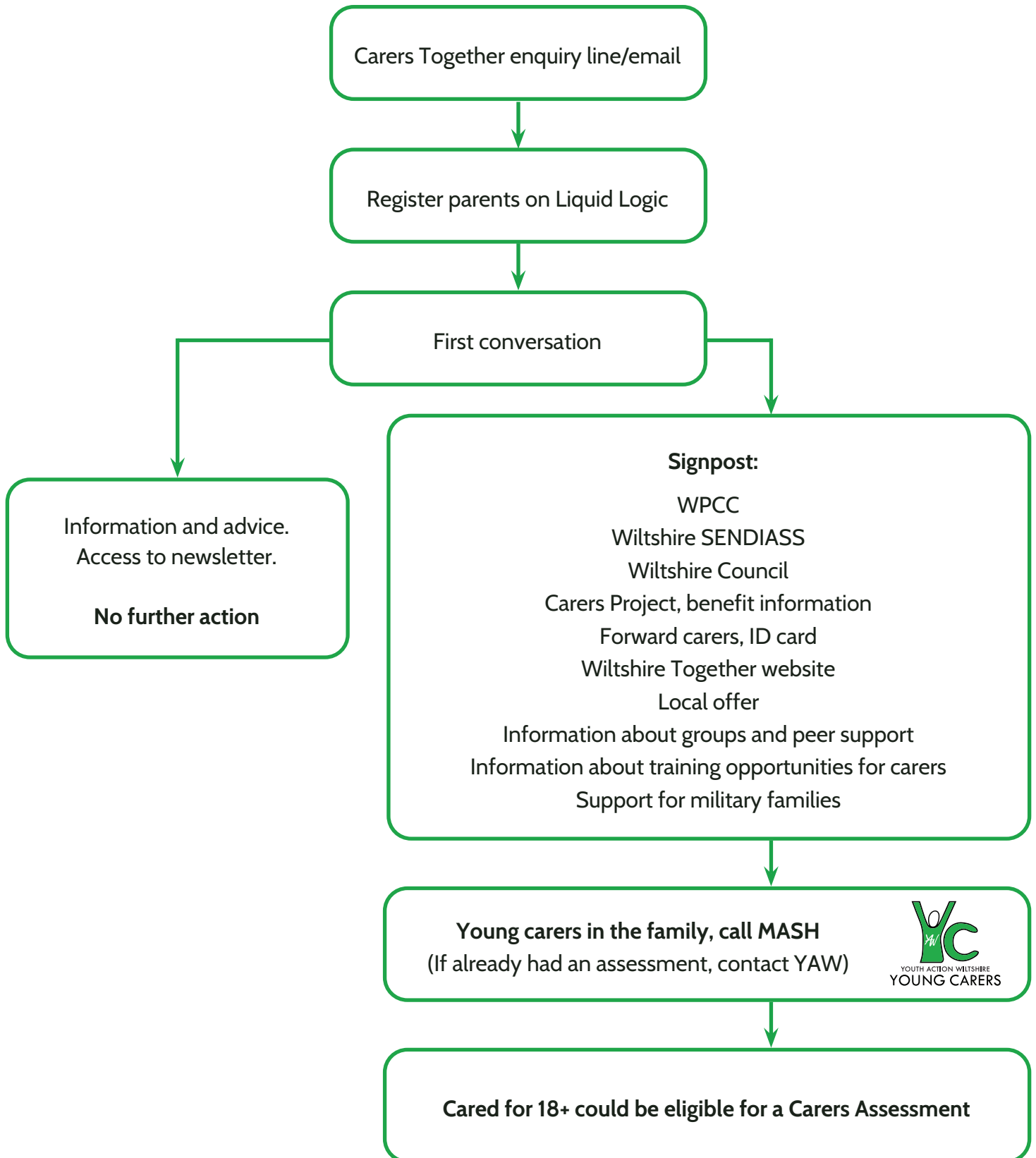
Briefing prepared by:

Ellie Ewing

Marketing and Communications Manager (Community First)

eeewing@communityfirst.org.uk

Parent Carer Support Pathway





**COMMUNITY
FIRST**



**Carers Together
Wiltshire**

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Help for parent carers in Wiltshire

**Are you a parent carer, providing care to
your child who needs additional support?**

Community First can offer a range of help
and support for parent carers through the
Carers Together Wiltshire partnership.

01380 710 300

enquiries@carerstogethertwiltshire.org.uk

**[www.communityfirst.org.uk/carers-
together-wiltshire](http://www.communityfirst.org.uk/carers-together-wiltshire)**

Community First is a registered charity (288117)

Useful contacts for parent carers

Wiltshire Parent Carer Council

Information, signposting and support for parent carers of children and young people with SEND.

www.wiltshireparentcarercouncil.co.uk

01225 764647

Wiltshire SENDIASS

Support around education for young people and their families.

01225 255266

Wiltshire Council's Adult Social Care

If your child is over 18

0300 456 0111 (out of hours: 0300 456 0100)

Integrated Front Door (Children's Services)

If you are worried about a young person under 18.

0300 456 0108 (out of hours: 0300 456 0100)

If you have a young carer in your family who needs support please refer them through the above telephone number to access our services.

Forward Carers

A range of online resources to support you in your caring role, including a benefits calculator. You can register for a Carers ID Card, access online support groups and self-refer for help from local services.

www.carerfriendlywiltshire.org.uk

Turn2Us

National charity that helps people in financial hardship to gain access to welfare benefits, charitable grants and support services.

www.turn2us.org.uk

Sign up for our newsletter.
Scan the QR code or visit:
<https://tinyurl.com/2h2fne5v>



The value of listening

Healthwatch Wiltshire
Annual Report 2023-2024



healthwatch
Wiltshire

Message from Chief Executive Officer

As CEO of TCF I am SO proud that we are now able to deliver Healthwatch Wiltshire as part of our Healthwatch family, more specifically as part of the Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board (ICB) footprint.

Healthwatch Wiltshire has a wonderful history. Our volunteers, staff and stakeholders have worked incredibly hard over the past 12 months, this document goes someway to share the work and passion that they share for Healthwatch.

This year has been a time for reflection and vision planning. There are many good things about how Healthwatch has been delivered in Wiltshire, but I look forward to establishing new approaches to listening, planning and implementing an effective service. I am keen that during the course of the coming year we involve student placements and embed our new governance approach.

Healthwatch Wiltshire is incredibly well respected and comes with a dedicated group of advocates. Ensuring that the people of Wiltshire are heard and informed is key to our continued success. Our focus will remain on a locally delivered service whilst creating regional intelligence. We seek to create cohesion across our projects at a strategic level ensuring that peoples views are always shared locally and when necessary shared as part of a regional approach.

I'd like to place on record my thanks to all involved in the transition period, volunteers, staff and commissioners, and look forward to working alongside you all in the coming year.

Kevin Peltonen-Messenger
CEO,
TCF



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“Over the last year, local Healthwatch have shown what happens when people speak up about their care, and services listen. They are helping the NHS unlock the power of people’s views and experiences, especially those facing the most serious health inequalities.”

Louise Ansari, Chief Executive at Healthwatch England





Clockwise from top: Melksham Fete in July 2023; the Healthwatch England Conference in September 2023; welcoming David Croisdale–Appleby, Chair of Healthwatch England, in August 2023; a volunteer day focusing on future project ideas in November 2023; and our Christmas party in December 2023.

Message from our Chair

As your health and social care champion, the Healthwatch Wiltshire team continues to ensure that your voice is heard by local services.

I hope this report finds you well. This year has had a big focus on reaching out to communities we don't often hear from.

Our work with Wiltshire Council's Ethnic Minority and Traveller Achievement Service (EMTAS) and children's charity Spurgeons has helped us to understand more about the experiences of Afghan refugees, Eastern Europeans and Boaters in how they access services.

We've also heard from autistic people and their carers on what they think of mental health services in Wiltshire and we're keen to see how these services can be developed following the recommendations we've made in our report.

Working closely with our partners across the health and care system has been another key theme this year. We're pleased to have been involved in the development of information and resources to help ease the process of leaving hospital, and be at the heart of the new network of Neighbourhood Collaboratives as they launch across Wiltshire.

And I'm particularly proud that our volunteers have played a pivotal role in the design of a new complaints guide for Salisbury District Hospital. The volunteers' meticulous work to ensure the new guide was patient friendly has meant it's the hospital's first publication to carry the coveted 'patient reviewed' stamp.

I would like to extend a huge thanks to our dedicated staff team and our wonderful volunteers whose hard work and commitment enabled us to achieve so much over the year.

Following a procurement exercise undertaken by Wiltshire Council, Healthwatch Wiltshire moved to a new provider in January 2024.

Thank you to everyone who has shared their views and experiences with us. Sharing your feedback really does make a difference.



Alan Mitchell
Healthwatch Wiltshire Chair



This year has had a big focus on reaching out to communities we don't often hear from.

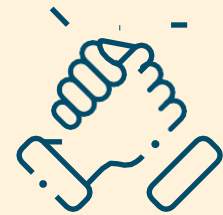
About us

Healthwatch Wiltshire is your local health and social care champion.

We make sure NHS leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.

Our vision

A world where we can all get the health and care we need.



Our mission

To make sure people's experiences help make health and care better.



Our values are:

- **Listening** to people and making sure their voices are heard.
- **Including** everyone in the conversation – especially those who don't always have their voice heard.
- **Analysing** different people's experiences to learn how to improve care.
- **Acting** on feedback and driving change.
- **Partnering** with care providers, Government, and the voluntary sector – serving as the public's independent advocate.



Year in review

Reaching out:

1,142 comments

from people who shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

4,397 people

came to us for clear advice and information about topics such as mental health and registering with a GP.



Making a difference to care:

We published

3 reports

about the improvements people would like to see in health and social care services.

From these we made

14 recommendations

for improvement.



Health and social care that works for you:

We're lucky to have

15 volunteers

who gave up **470 hours** to make care better for our community.

We currently employ

4 staff

who help us carry out our work.

We're funded by our local authority. In 2023-24 we received

£165,496



Your voice heard at a wider level

We collaborate with other Healthwatch and the Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board (BSWICB) to help influence decisions made about services across the region.



Developing resources to support hospital discharge

We have been working with staff across the BSW health and care system to develop new leaflets, videos and information resources that help provide extra support for patients, families and carers during their discharge from hospital.

The resources, which also provide information and support for health and care professionals, support a new programme of work called Caring Steps Together, which has been established to improve people's understanding of what can sometimes be the confusing process of leaving hospital and accessing follow-up care.

The new resources, which launched in December 2023, will help support patients, their families and carers to understand the process of leaving hospital and the other services available to provide support in the community. The resources are available digitally and as printed leaflets to download from the [BSW Together website](#).



“In late 2022, partly through work led by Healthwatch Wiltshire, BSWICB identified a need to significantly change and improve the way we share information about being discharged from hospital if people need support at home or are going into a care home. It took a year to work with partners to truly understand what our population and colleagues needed, how they wanted to access it and even how they wanted it to look.

“Caring Steps Together launched in late 2023 and has reached and helped thousands of people to understand what their pathway looks like, what decisions they might want to make and who they can talk to for more support. Healthwatch Wiltshire was a consistent and supportive partner through that process, always advocating for Wiltshire residents at every opportunity and fundamentally helped to shape and deliver on our shared ambitions to help improve people’s experience of our services.”

Emma Higgins, Associate Director – Wiltshire Integrated Care Alliance Programme and Delivery Lead, BSW ICB



We join new neighbourhood initiative

In 2023, we were invited to join the Neighbourhood Collaboratives initiative, which aims to reduce health and wellbeing gaps in our local communities.

The collaboratives, which include partners from health and social care, local authorities, the voluntary and community sector and police and fire services, are currently being set up across the region by the BSW Integrated Care Board.

We have joined the steering group of the Wiltshire Collaborative Network, which oversees these Neighbourhood Collaboratives, and brings them together to share information and learning.

As more Neighbourhood Collaboratives become established, we'll be monitoring how they work together to tackle local health and wellbeing challenges.



“We’re two years into the [Neighbourhood Collaboratives] work to build broad alliances across Wiltshire and in each Primary Care Network neighbourhood, focusing on prevention and reducing health inequalities. Healthwatch Wiltshire has been an integral part of developing this approach and has walked side by side in promoting and supporting it towards sustainability.

“Neighbourhood Collaboratives aim to be led by the voice of residents in each area – Heathwatch Wiltshire continue to be a partner and critical friend in building new relationships and connection with our residents to ensure our work is meaningful and focused on things that matter to the community.”

Emma Higgins, Associate Director – Wiltshire Integrated Care Alliance Programme and Delivery Lead, BSW ICB



Survey focuses on eating disorders

Working with our Healthwatch colleagues in Swindon and Bath and North East Somerset, a survey was launched in early 2024 which asked for people's views on eating disorders and disordered eating – and if enough support is available in the region. Volunteer Jasmine Fawcus-Smith presented the project at our Mental Health Open Forum in March 2024 and highlighted that a lack of communication between patients and services, a lack of knowledge among healthcare professionals, and delays in accessing support were coming through as key themes. The survey has since closed and we'll be sharing the findings in due course.



Listening to your experiences

Services can't make improvements without hearing your views. That's why, over the last year, we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed this back to services and help them improve.

Improving mental health services for autistic people

In May 2023 we launched a project to find out what autistic people thought about mental health services in Wiltshire. BSW ICB is now developing an action plan to address the issues we raised in our report.

Working with Wiltshire Service Users Network (WSUN), we developed two surveys – one for autistic people and one for their families and carers. Autistic people told us of their desperation and frustration at not being able to get the support they need for their mental health. They said they felt isolated and misunderstood, falling between the gaps in services which aren't designed to meet their needs and where staff lack training and awareness to support them.

What did we recommend?

- Deliver autism training for all mental health staff, preferably led by an autistic person or someone with lived experience.
- Provide more staff in Child and Adolescent Mental Health Services (CAMHS) and mental health services who understand autism.
- Create mental health solutions/therapies that are more suited and helpful to autistic people, recognising their neurodivergence.
- Recruit specific professionals to help at times of crisis with respite/practical support/network coordination and support for the carer.
- Recognise that an autistic person may mask their condition – assess them more than once or ask a carer/family member for their input and views.
- Provide options for how people contact a service – offer online/email contact to those who have difficulty making phone calls, and vice versa.
- Provide more face to face contact if it's easier for the autistic person.



“The findings and outcomes of this report shine a spotlight on the importance of continuing to improve access and service provision for people with autism and their families and carers in Wiltshire.

“The views and experiences of people who have accessed services are paramount in guiding service transformation, and this report highlights where people want to see improvement in current service provision.

“We will ensure that their recommendations form part of our review of the Wiltshire Autism Strategy as well as the further development and implementation of our BSW ICB Learning Disabilities & Autism, and Mental Health transformation programmes.”

Gordon Muvuti, Director of Place Swindon and BSW Executive Director for Mental Health, BSW ICB

Improving a hospital's complaints process

In autumn 2022, we carried out a piece of work to [hear your views on making a complaint at Salisbury District Hospital](#), which made several recommendations to make information about the complaints process easier to understand.

Following on from this work, the hospital has since introduced a new Complaints Handling Policy and created a new Guide to Complaints, Concerns, Comments and Compliments.

The redeveloped leaflet underwent a vigorous review by Healthwatch Wiltshire volunteers and further reviews by the hospital's patient readership groups. See our [You Said, We Did](#) for more.

What difference did this make?

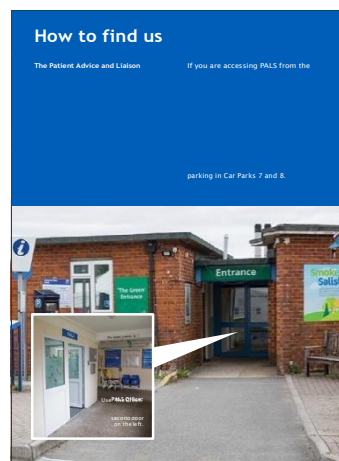
Our volunteers, as well as the hospital's Patient Experience Steering Group, were involved in the development of a new leaflet to ensure that it's patient friendly. Their suggestions included:

- A clear, Plain English guide to the process with a reassuring, friendly tone
- An emphasis on who the Patient Advice and Liaison Service (PALS) team are and what they do
- Map and photos of where the team is

Digital and printed versions of the guide are now available, as well as an accessible version compatible with screen readers, and an Easy Read version.



The new-look leaflet was launched in October 2023 and is the first publication to carry the hospital's new 'patient reviewed' stamp.



“Healthwatch Wiltshire continue to work in collaboration with the Patient Experience team here at Salisbury Hospital. They are a regular and valued presence within our monthly Patient Experience Steering Group (PESG) and continue to support our service improvement plans related to our Complaints process.

“I would like to take this opportunity to extend my thanks to our colleagues at Healthwatch Wiltshire who continue to work with us to improve our services for the benefit of our patients.”

Victoria Aldridge, Head of Patient Experience at Salisbury District Hospital

Understanding how people order prescriptions

We worked with Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board (BSW ICB) to find out which prescription ordering service people liked to use, how easy they found the process, and how important the service was to them.

We received 380 responses to our short survey, which ran for two weeks in October 2023. As well as an online survey, we took paper copies to several pharmacies across Wiltshire, where we talked to patients as they collected their prescriptions.

What did people tell us?

- Most people told us they found ordering prescriptions easy, and used a variety of methods including SystmOnline, the NHS App and Prescription Ordering Direct (POD).
- The majority of respondents said being able to order repeat prescriptions was very important to them, but long waits for medication and shortages of preferred brands were among the concerns they raised.
- Other issues included poor internet availability, or a lack of confidence in using online services, as well as a frustration at not being able to get repeat prescriptions for longer than one month, particularly when someone had a long term condition.

We made a number of recommendations based on our findings, which included:

- Improve awareness of the NHS App among patients, as most people only use the system selected by their GP surgery or Primary Care Network.
- Consider increasing the length of timeframe for repeat prescriptions.
- Improve the reliability of collection or delivery dates for prescriptions.
- Address concerns about availability/shortage of medications.
- Consider how changes to brands of medication could be accommodated without needing to revisit a surgery for a new prescription if the prescribed medication is not available.
- Ensure patients are aware that some pharmacists offer a delivery and a postal service.

The feedback we received was welcomed by BSW ICB. With the current winding down of the POD service in Wiltshire, which is due to close in June 2024, we will continue to monitor feedback on prescriptions.



“We will be reviewing the feedback and using it to help inform our understanding. We recognise not just the different perspectives reflected in the report, but also the differing needs of our population with some patients potentially very well served by digital solutions and others where alternative access routes are more suitable. Should anything need to be undertaken differently we will be clearly communicating in a planned and considered way.”

Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board

Ways we're making a difference

Throughout our work we aim to ensure everyone's experiences are heard.

Key recommendation leads to creation of women's clinic

Our survey asking [which services people would like to see at the Devizes Health Centre](#), which opened in 2022, has led to the creation of a women's health clinic.

More women's services was one of our key recommendations from the survey, which heard from more than 2,500 people. Devizes Primary Care Network (PCN), a collective of four GP surgeries in the town, took this on board:



“Following a comprehensive survey completed by Healthwatch, we were informed that improved Women's Health Services in our PCN would be welcomed by our patients. We now provide comprehensive women's health services in a dedicated clinic, once a week, between 6.30pm and 8pm. The clinic is staffed by clinicians who are interested and trained in Women's Health, who opt to work in the clinic instead of, or in addition to, their core hours. To date, the clinic has never been short staffed and is proving popular with patients and staff alike.

“Patient feedback has been sought after every consultation and has been overwhelmingly positive. Demand is extremely high [and] we have applied for local funding which is aimed at expanding the service. We intend to use the funding to provide some dedicated training to clinicians interested in developing their skills, so we can improve patient access for these appointments, in a sustainable way.”

Helen Scott, Primary Care Network Manager, Devizes

School sessions focus on wellbeing

In early December we visited Warminster School to continue to hear the views and experiences of children and young people, particularly around emotional wellbeing.

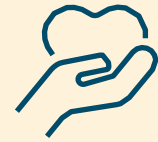


We shared a wellbeing session with 60 students across Years 10, 11 and Sixth Form followed by a discussion around what wellbeing was to them and what they thought about services.

Key themes that emerged were how aware they are of things that can affect people's wellbeing and also of the warning signs that all is not well. Coping strategies were discussed, both positive and negative, and there was some useful feedback on services in Wiltshire.

We call on local people to help us set our priorities

In March 2024, we called on local people to tell us [what they thought our priorities should be](#) for 2024-25. We travelled across Wiltshire and hosted an online survey asking people to choose from six potential projects:



- The wellbeing of children and young people
- Pharmacy
- Care at home
- Accessibility of health services
- How the cost of living is affecting our health
- The impact of living in a rural county

We were delighted to receive 211 responses to our short survey, and a wealth of comments and insights. Our work for the year ahead will be driven by what people told us is important to them and we will ensure Wiltshire residents continue to play a key role in helping to shape services.

See [page 23](#) for our new priorities.

Mental Health Forum helps highlight gaps in services

Our [Mental Health Open Forum](#) is a collaboration between us, services users and mental health provider Avon and Wiltshire Mental Health Partnership NHS Trust (AWP) and provides a unique opportunity for people to speak directly to those who run services.



The online forum has regular guest speakers, which this year covered a wide range of topics including AWP's North Wiltshire Intensive Service, advocacy, domestic abuse, and Survivors of Bereavement by Suicide. It also provided a way for members to hear progress on the Community Mental Health Framework and an update on AWP's Care Quality Commission inspection.

This sharing of information means members are able to get involved in the shaping and development of mental health services in Wiltshire. In 2023-24 members have highlighted where there are gaps in local services for conditions such as Post Traumatic Stress Disorder (PTSD) and that adapting existing services to suit autistic people's needs, such as Talking Therapies, should be considered.



“As a mental health service provider, the Mental Health Open Forum continues to be an extremely beneficial platform, not just from a client perspective but also from the organisational perspective. The forum provides a great two-way link to the NHS mental health services and strengthens the communication, feedback and learning between the clinical provision (under AWP) and the community provision our charity provides. Most importantly it provides a useful channel for those we are supporting to give their comments on the care they have been receiving, for this to be heard and for actions to be taken – the key element being ‘You Said, We Did’. It also enables great networking and information sharing opportunities, providing the right contacts and an audience where questions can be answered and followed up on efficiently – all aiding our organisations awareness and the cascading of information to those we support.”

Jonathan Baker, Digital Officer, Rethink



Hearing from all communities

Over the past year, we have worked hard to make sure we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently to gather their feedback and make sure their voice is heard, and services meet their needs.

This year we have reached different communities by:

- Working with Wiltshire Council's Ethnic Minority and Traveller Achievement Service (EMTAS) and children's charity Sprugeons to offer advice and support to minority groups including Eastern Europeans, Afghan refugees and Boaters.
- The project continues in 2024, where we'll be talking to Bangladeshi and Nepali communities, and Travellers.

Hearing from minority groups

We're working with Wiltshire Council's Ethnic Minority and Traveller Achievement Service (EMTAS), and children's charity Spurgeons to offer support and advice to minority groups, particularly where English is not their first language.

This work, funded by NHS Charities Together, aims to signpost key medical services and deliver activities to support families' mental health and wellbeing.

Supporting the Eastern European community

Sessions in June and July 2023 were held at the Polish Community Centre, Trowbridge, with interpretation provided in Polish, Romanian, and Ukrainian. We were there to provide information and signposting, while Spurgeons ran activities for children and offered practical advice for families. Common themes included:

- Finding support for children with special or additional needs
- Where to get support for domestic abuse
- Dealing with loneliness and isolation
- Accessing GP services.

Supporting the Boater community

We also held sessions with the Boater community in July 2023, at the Canal Tavern, Bradford on Avon and the Barge Inn, at Honeystreet, near Pewsey. Boaters told us of their difficulty accessing services such as GPs and dentists, and their problems collecting prescriptions, often because they have no fixed address and have to move moorings every two weeks.

Women in the Boater community highlighted their uncertainty around antenatal care and childbirth due to their constant travelling patterns, and were reluctant to engage with health visitors as they didn't seem to understand the Boater lifestyle. A lack of public transport in rural areas also creates difficulties getting to healthcare appointments, as few Boaters have a car. Read more about this work [on our website](#).

Supporting Afghan refugees

In March 2024, we met around 40 families of Afghan refugees who had helped British forces in Afghanistan and have been settled in army bases across Wiltshire. We visited military bases at Perham Down, Larkhill and Lyneham to find out how these families were accessing health and care, education and early years support, and to hear their experiences of getting the help they needed. Key themes included:

- Lack of ability to speak English makes accessing health and care very difficult particularly as Dari and Pashto interpreters are not always available
- Difficulty/unavailability of accessing public transport and cost of getting to appointments
- Lack of social integration and isolation
- Not knowing where to go to get help or access sports and social activities.

What happens next?

The final phase of this project, in summer 2024, will see us reach out to Bangladeshi and Nepali communities and Travellers.



Advice and information

If you feel lost and don't know where to turn, Healthwatch is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need.

This year we've helped people by:

- Providing up to date information people can trust
- Helping people access the services they need
- Supporting people to look after their health

Explaining GP access rights to a Boater

James*, a single older man, had suffered a brain injury after being attacked. He has ongoing medical issues and needs daily medication. He uses the NHS App but, as a Boater, finds it difficult to collect prescriptions as he uses his sister's address and does not have a fixed address. He explained he was not getting the correct dosage of one of his medications and had tried to speak to the GP receptionist to have this corrected. They insisted he needs to see a doctor but that is not possible given his travelling pattern.

We were able to give the man [a card that outlines his rights to access GP services](#) despite having no fixed address. We directed him to a surgery that is accessible given his current cruising pattern and where we know the needs of the Boater community are well understood. The man was grateful for being listened to and thanked us for our support.

Helping to find an NHS dentist

Cynthia* was pregnant and moved around a lot as her husband was in the military. She needed her teeth looked at as they were sensitive and bled often due to pregnancy. Her midwife advised her that she is entitled to free dental checks as she is pregnant. Cynthia told us she had already contacted NHS England who advised there was nothing they could do to help at the time and advised her to continue to look around.

We suggested she visited the NHS website to find a dentist and organisations who can provide advice online, such as the Oral Health Foundation and eLearning for Healthcare. We also advised her to contact NHS 111 if she experienced any pain or discomfort.

Advice on registering with your GP is most visited page

An article which helps people [understand their rights when registering with a GP](#) has been the most visited page in the advice and information section of our website.

The page provides answers to frequently asked questions such as how do I register? and advice on what to do if you have problems registering. There are links to further information, particularly if you are an asylum seeker, refugee, a homeless patient or an overseas visitor, as well as to the My Right to Healthcare card to help people register.

The page has been visited 619 times this year.

*Names have been changed.



Volunteering

We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.

This year our volunteers:

- Attended events to promote Healthwatch Wiltshire and what we have to offer
- Collected experiences and supported local people to share their views
- Passed on advice and information



“I decided I’d like to do some volunteering and was introduced to Healthwatch by a friend. With my background as an Occupational Therapist, I have always been interested in health issues. I am particularly interested in improving health care for older people, as after being a carer for my parents for over 10 years, I realised there are often gaps in the care provided. Also, after working in a primary school, I developed an interest in the emotional wellbeing of children and young people. I feel this is an area that needs more research and resources. I have only joined Healthwatch recently and I am planning to help with a Mental Health Awareness Week at local colleges. I have also offered to help with a project looking at how the health and support needs of military personnel and their families are being met in Wiltshire. I look forward to being part of Healthwatch Wiltshire.”



Alison



“My background is in care and education working for Social Services in Berkshire and then across the South of England inspecting for Ofsted. I moved to Wiltshire in 2005 and on early retirement I wanted to continue to support families. I firstly volunteered for Homestart before transferring to Healthwatch on its formation in Wiltshire. I have undertaken a range of activities with Healthwatch giving talks, conducting surveys, helping at events, and developing materials, to support our work in Enter and View visits to publicly funded health and care providers. I help to train other volunteers in our role as visitors to the providers and particularly enjoy supporting others in this way. Volunteering is a great way of meeting new people and giving your spare time to supporting improvements for Wiltshire residents.”



Elizabeth

Do you feel inspired?



We are always on the lookout for new volunteers, so please get in touch today.

 healthwatchwiltshire.co.uk/volunteer

 01225 434218

 info@healthwatchwiltshire.co.uk



Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Our income and expenditure - Help and Care (April-December 2023)

Income		Expenditure	
Funding received from local authority	£119,746	Staff cost	£80,042
Additional income - NHS Charities Together EMTAS project	£600	Operational costs and administration	£16,424
		Support and administration	£45,835
Total income	£120,346	Total expenditure	£142,301

Our income and expenditure – The Care Forum (January-March 2024)

Income		Expenditure	
Funding received from local authority	£44,250	Staff cost	£32,842
Additional income – NHS Charities Together EMTAS project	£900	Operational costs	£11,938
		Support and administration	£2337
Total income	£45,150	Total expenditure	£47,117
Overall income 2023-24	£165,496	Overall expenditure 2023-24	£187,451

Next steps

Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

Our top three priorities for the next year are:

- **Pharmacy** – a review of the Pharmacy First scheme.
- **Living in a rural county** – focusing on the issues people face living in isolated areas and how they access services.
- **Care at home** – hearing the views of people who have an NHS@Home (virtual ward) package to provide care at home and how this is working for them.

New projects for 2023–24 include talking to military personnel and their families about how they access health and care. We'll also be continuing our work with Wiltshire EMTAS to engage with Bangladeshi and Nepali communities, and Travellers.

And we'll follow up on our recommendations from our previous reports to see what impact changes to services have had for local people.



Statutory statements

Healthwatch Wiltshire, The Independent Living Centre, St George's Road, Semington, Wiltshire BA14 6JQ.

Healthwatch Wiltshire uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The Healthwatch Wiltshire service was transferred to a new provider on 1 January 2024, following a procurement exercise by Wiltshire Council.

For the period 1 April 2023 to 31 December 2023, the Healthwatch Wiltshire contract was provided by **Help & Care**, A49, Aerodrome Studios, Airfield Way, Christchurch, Dorset, BH23 3TS. Registered Company No. 03187574. Registered Charity No. 1055056.

On 1 January 2024, the Healthwatch Wiltshire contract was awarded to **The Care Forum**, The Vassall Centre, Gill Avenue, Fishponds, Bristol BS16 2QQ. Registered Charity No. 1053817 and a Company Limited by Guarantee in England No. 3170666.

Most of the work featured in this report was carried out under Help and Care, apart from the priority survey and engaging with Afghan refugees, which were between January-March 2024.

The way we work

Involvement of volunteers and lay people in our governance and decision-making

Our Healthwatch Board consists of 4 members who work on a voluntary basis to provide direction, oversight and scrutiny of our activities. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2023/24, the Board met 6 times and made decisions on matters such as partnerships with stakeholders and our contributions to their strategies.

Our wider group of volunteers were involved in a priority setting workshop to decide our projects for the forthcoming year. We ensure wider public involvement in deciding our work priorities.

We are committed to taking additional steps to ensure we obtain the views of people from diverse backgrounds who are often not heard from. This year we have done this by talking to Eastern European, Fijian and Afghan communities and Boaters.

Our work priorities are driven by what people have told us is important to them, through our surveys and feedback forms, information and signposting enquiries, web page views, and our mental health forum. Our survey to hear Wiltshire people's views on possible projects for next year gathered 211 responses.

Methods and systems used to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services. During 2023/24, we have been available by phone, and email, provided a web form on our website and through social media, as well as attending libraries and community campuses, community groups and forums. We've also heard people's experiences at health and wellbeing fairs, Armed Forces events, Freshers Fairs and at WI meetings.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website and share it with our mailing list subscribers and on our social media channels.

Responses to recommendations

All providers responded to our requests for information and recommendations. There were no issues or recommendations escalated by us to Healthwatch England Committee, so no resulting reviews or investigations.

Enter and View and PLACE visits

Healthwatch Wiltshire has a statutory right to carry out Enter and View visits in health and social care premises to observe the nature and quality of services, as set out in the Local Government and Public Involvement in Health Act 2007.

Enter and View visits could be to NHS organisations, GPs, dentists, opticians and community pharmacists. Visits are not inspections but aim to offer a layperson's perspective.

Patient-Led Assessments of the Care Environment (PLACE) assessments look at the care environment of services such as hospitals and day care centres.

We did not carry out any Enter and View or PLACE visits this year but are planning more for 2024/25.

Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insight and experiences that have been shared with us. In our local authority area we take information to a number of committees and forums, including:

- Wiltshire Council's Health and Wellbeing Board and Health Select Committee
- BSW VCSE Alliance (Voluntary Community and Social Enterprise)
- Children and Families Voluntary Sector Forum
- Neighbourhood Collaboratives
- Health and Wellbeing Forums
- Patient experience groups (run by the hospital trusts)
- Wiltshire Integrated Care Alliance Partnership Meeting (NHS, council, VCSE, care homes)
- Wiltshire Youth Partnership

This year we've also shared feedback to inform the Integrated Care Board's work to improve prescription ordering services.

We also take insight and experiences to decision makers in Bath and North East Somerset, Swindon and Wiltshire Integrated Care System, in meetings that include the BSW System Quality Group (NHS providers and local authorities).

We also share our data with Healthwatch England to help address health and care issues at a national level.

Health and Wellbeing Board

Healthwatch Wiltshire is represented on the Wiltshire Council's Health and Wellbeing Board by Alan Mitchell, Chair of Healthwatch Wiltshire, where we have voting rights.

During 2023/24 our representative has effectively carried out this role by regularly attending meetings and workshops and reminding partner agencies about the importance of involving local people.


Integrated Care Board


Alan also represents Healthwatch Wiltshire on the Bath and North East Somerset, Swindon and Wiltshire (BSW) Integrated Care Partnership (ICP), and the Wiltshire Integrated Care Alliance (WICA) Partnership Committee.

Healthwatch Wiltshire
The Independent Living Centre
St George's Road
Semington
Wiltshire BA14 6JQ


 healthwatchwiltshire.co.uk

 01225 434218

 info@healthwatchwiltshire.co.uk

 HealthwatchWiltshire

 @HWWilts

 healthwatchwiltshire

ICB updates for Wiltshire Area Board – August 2024

New primary care centre in Hindon

The ICB has approved the funding to enable a new primary care premises to be built in Hindon.

There are still several hurdles to cross before final confirmation that the scheme will be able to proceed including, such as the securing of planning permission.

The fact remains that this is positive news for both the GP partners and the residents of Hindon and the surrounding areas.

This scheme represents the first of several priority estates projects which the ICB is looking to secure certainty on as part of its wider Primary Care Estates Plan.

Further details on this will be shared by Gordon Muvuti, Executive Lead for Primary Care, the coming months.

Ongoing work to tackle inequalities in Wiltshire

Core20PLUS5 is a national NHS England approach to inform action to reduce healthcare inequalities at both national and system level.

The approach defines a target population – the ‘Core20PLUS’ – and identifies five focus clinical areas requiring accelerated improvement.

All ICBs are encouraged to have a focus on the most deprived 20 per cent of the national population (Core2) as identified by the national Index of Multiple Deprivation (IMD).

ICBs can also choose additional population groups (PLUS) which experience poorer than average access, experience and/or outcomes.

PLUS populations have been identified for Bath and North East Somerset, Swindon and Wiltshire respectively, with the specific Wiltshire populations listed below:

- Routine and manual workers
- Gypsy, Roma and Traveler communities, including children
- Rural communities

In Wiltshire, there are several projects already under way which are helping to improve the health and wellbeing of people which make up the groups listed above.

These initiatives, such as tailored support for tobacco dependency, help with managing and reducing levels of obesity and dedicated clinics for proactive hypertension checks, are being led through a collaborative arrangement between colleagues at the ICB and counterparts at Wiltshire Council.

Pharmacy provision in Wiltshire

The Pharmaceutical Needs Assessment (PNA) for Wiltshire is due to be refreshed for September 2025.

The PNA maps current provision, assesses local need and identifies any gaps in provision.

It also is used as a key tool for identifying what is needed at a local level to support the commissioning intentions for pharmaceutical services and other services that could be delivered by community pharmacies and other providers.

Developing a PNA is a significant process, and the ICB has chosen to establish a steering group, made up of key partners, including Wiltshire Council, Healthwatch Wiltshire and Wessex Local Medical Committee, to help ensure its production fully represents the needs of the local communities, especially those that have called for more pharmaceutical services, such as Warminster.

A draft version of the PNA will be brought to the Wiltshire Health and Wellbeing Board ahead of its deadline of March 2025, with the finished article also due to go through the committee for sign off.

Bringing health and care services to Wiltshire's farming community

Through the accelerator vaccine programme and Health Inequalities Funding, the ICB has brought together more than 10 partners to pilot essential health and wellbeing services that are tailored specifically for those in the farming and rural community.

By engaging with farmers and listening to their experiences, the ICB has been able to gain a better understanding of the challenges they face when accessing health and care, such as not being able to attend GP appointments due to surgery car parks being unsuitable for tractors.

This unique insight spearheaded a unique initiative which has seen teams from multiple health and care organisations spend time at Salisbury livestock market to offer attendants a variety of on-the-spot services, such as health checks, including blood pressure and cholesterol monitoring, and mental health advice.

While teams at the market are not yet able to offer clinical interventions, it is hoped this kind of outreach work will continue to grow and develop in a way that ensures those from more isolated communities have the support they need to live healthy, happy lives.

Collaborative work to improve children's oral health in Wiltshire

The ICB and Wiltshire Public Health team have been working collaboratively on three priorities linked to oral health. These priorities can be seen below:

- Improve access of dental care services to the Wiltshire population, considering vulnerable populations who are at risk of poorer oral health outcomes and face barriers in access to dental care and treatment
- Increase the dental workforce within Wiltshire
- Improve oral health outcomes focused on Core20PLUS5 populations, including engagement, and further understanding population needs

In addition, there has been an allocation of £300,000 to fund oral health activities in Wiltshire for 2024/25.

This has been allocated from the dental care underspend, and the Public Health team and ICB are undertaking scoping work to plan how this funding can be used to deliver dental outreach services in Wiltshire for the most vulnerable populations.

Elsewhere, a number of oral health promotion programmes, which aims to prevent tooth decay and the subsequent need for dental treatment, have been under way across Wiltshire.

One such programme is First Dental Steps, which involves all health visitors receiving oral health champion training, and then using their new skills to provide families with expert advice and guidance.

The health visitors also give their families age appropriate oral hygiene packs, which contain toothpaste, a toothbrush and a sippy cup for children.

As part of the programme, children who meet a specific criteria, such as those whose siblings have undergone dental extraction, will have a direct referral to an NHS dentist.

WILTSHIRE POLICE



Road Safety update – Bradford on Avon Area Board

18 September 2024

Keeping Wiltshire Safe



Agenda Item 7

• #FATAL5 education



Not wearing a seat belt

It is a legal requirement in the United Kingdom to wear a seat belt if one is fitted, there are only a [few exemptions](#).

In 2017, 27% - over a quarter - of those who died in cars on the road were not wearing seat belts.

You can be fined up to £500 for not wearing a seat belt.

Wearing a seat belt not only helps protect your safety, it helps protect the safety of others.

Only one person is allowed in each seat fitted with a seat belt. Never use the same seat belt across two or more passengers.

As a passenger over the age of 14 it's your responsibility to ensure you're wearing a seat belt. Failure to do so could result in a fine.

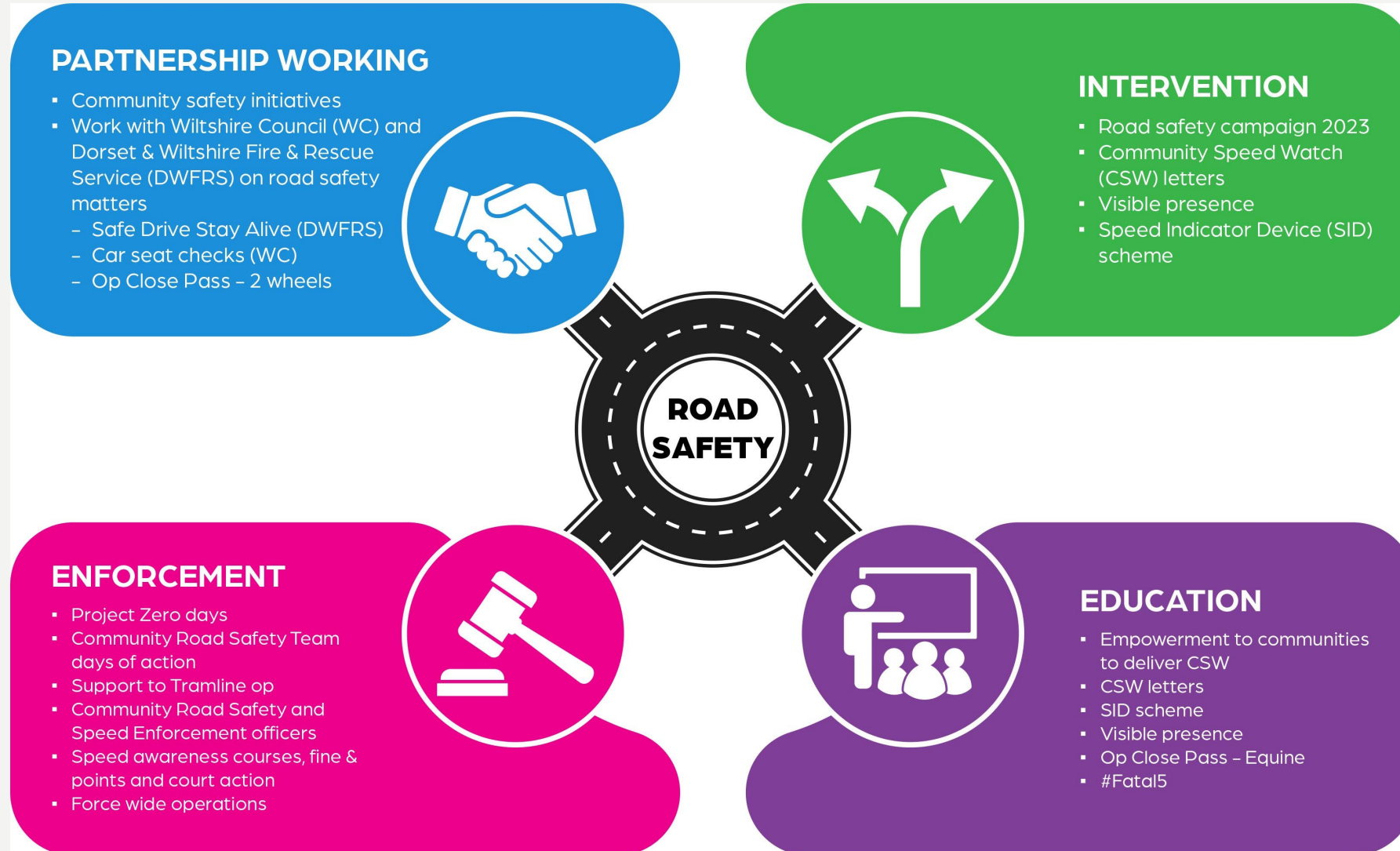
Child passengers

Children under 135 cm (4'4") tall must be in the correct car seat for their height and weight. You can be fined £500 if a child under 14 years old isn't in the correct car seat, or, if over 135cm tall, wearing a seatbelt whilst you are driving.

Find out car seat requirements and further information by visiting [child car seats: the law](#).



• Community Road Safety Team; what we do



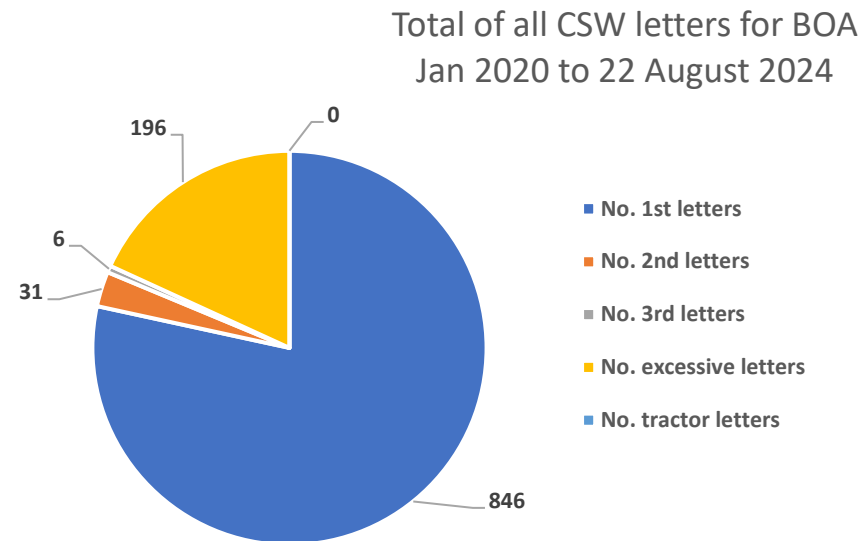
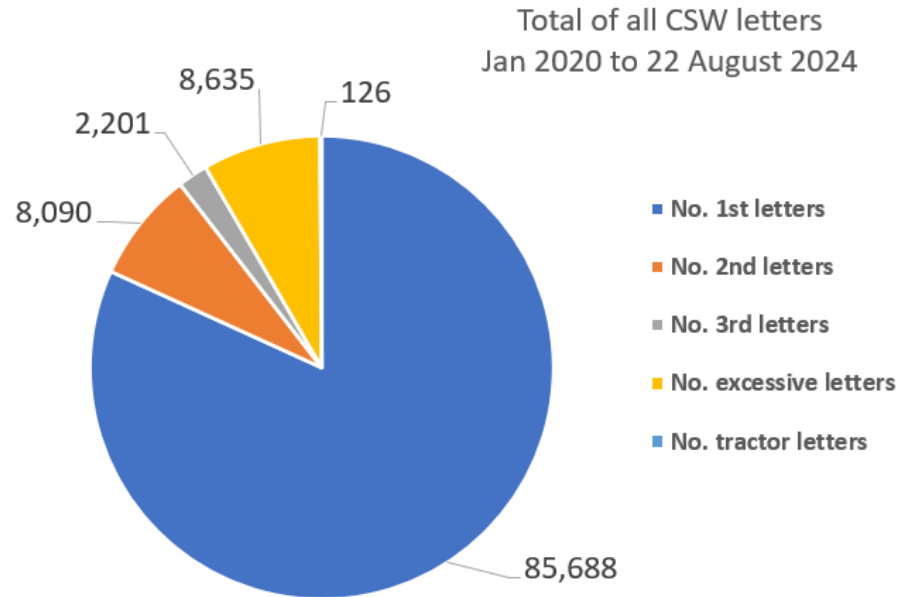
Community Speed Watch

CSW



• CSW Bradford on Avon area - Data since July 2020 to 22 August 2024

Team	No. 1st letters	No. 2nd letters	No. 3rd letters	No. excessive letters	No. tractor letters	Total letters	No. of watches	Average speeders %
Bradford on Avon	197	3	0	2	0	202	67	2.2%
Staverton	124	6	0	2	0	132	32	0.8%
Westwood	525	22	6	192	0	745	77	12.0%
Grand Total	846	31	6	196	0	1079	176	6.2%



• Traffic surveys – Bradford on Avon 2022 to July 2024

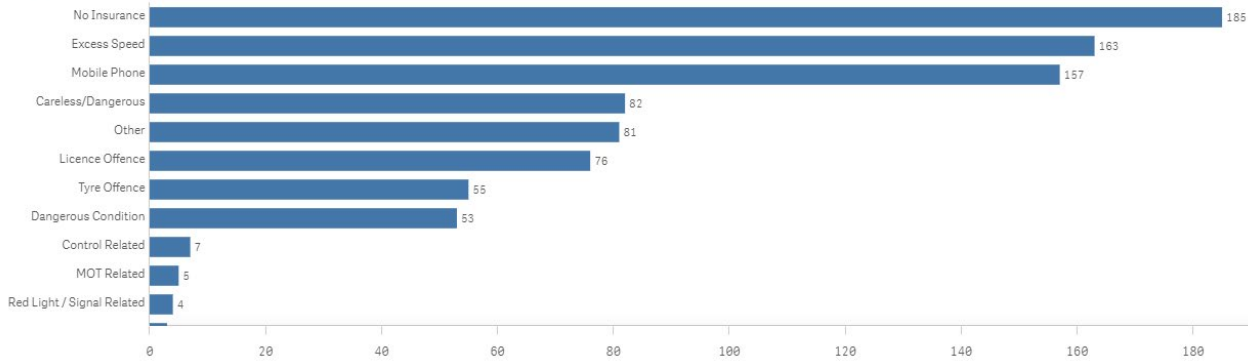
Wiltshire Council

Title	Result	Survey start date	Speed limit	85th percentile	CPT	Area Board
Atworth - A365 Bath Road	No further action	15/05/2023	30	32.4	Trowbridge	Bradford on Avon
Bradford Leigh - B3109 Rushey Lane BOA	No further action	04/02/2023	50	51.4	Trowbridge	Bradford on Avon
Bradford Leigh C224 Leigh Road	No further action	04/02/2023	50	35.1	Trowbridge	Bradford on Avon
Bradford On Avon - Holt Road - Brooklands	Speed education	15/03/2023	30	37	Trowbridge	Bradford on Avon
Bradford On Avon - Holt Road - Cemetery	No further action	15/03/2023	50	41	Trowbridge	Bradford on Avon
Bradford on Avon, B3108 Winsley Road	Speed education	25/04/2022	30	36.99	Trowbridge	Bradford on Avon
Bradford-on-Avon - A363 Frome Road	Speed education	15/04/2024	20	26	Trowbridge	Bradford on Avon
Bradford-on-Avon - A363 St Margaret's Street	Speed education	15/04/2024	20	26.2	Trowbridge	Bradford on Avon
Bradford-on-Avon - A363 Trowbridge Road	No further action	15/04/2024	30	28.7	Trowbridge	Bradford on Avon
Bradford-on-Avon - C230 Turleigh Hill	No further action	15/04/2024	60	32.7	Trowbridge	Bradford on Avon
Bradford-on-Avon - Kingston Road	No further action	15/04/2024	30	12	Trowbridge	Bradford on Avon
Bradford-on-Avon - Moulton Drive	No further action	15/04/2024	30	33.9	Trowbridge	Bradford on Avon
Bradford-on-Avon-Southway Road	No further action	08/05/2024	30	24.4	Trowbridge	Bradford on Avon
Limpley Stoke - B3108 Lower Stoke	No further action	31/01/2022	40	43.45	Trowbridge	Bradford on Avon
Limpley Stoke - Lower Stoke	No further action	31/01/2022	40	43.45	Trowbridge	Bradford on Avon
Staverton B3105 New Terrace	No further action	12/06/2023	30	31.4	Trowbridge	Bradford on Avon
Wingfield - B3109 Bradford Road	No further action	20/03/2023	40	43.1	Trowbridge	Bradford on Avon
Winsley - Dane Rise	Speed education	07/12/2023	20	24.1	Trowbridge	Bradford on Avon

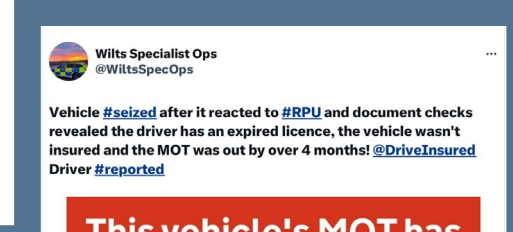
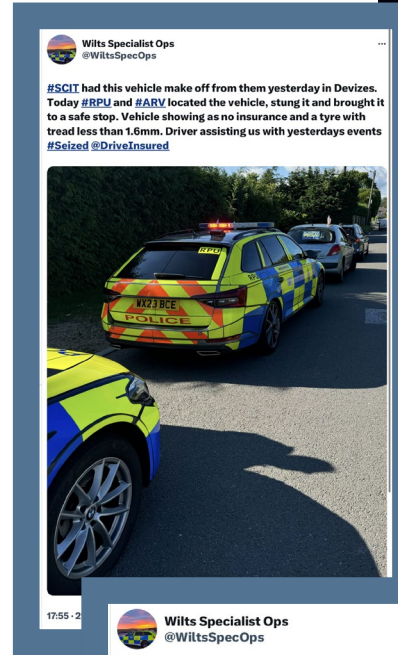
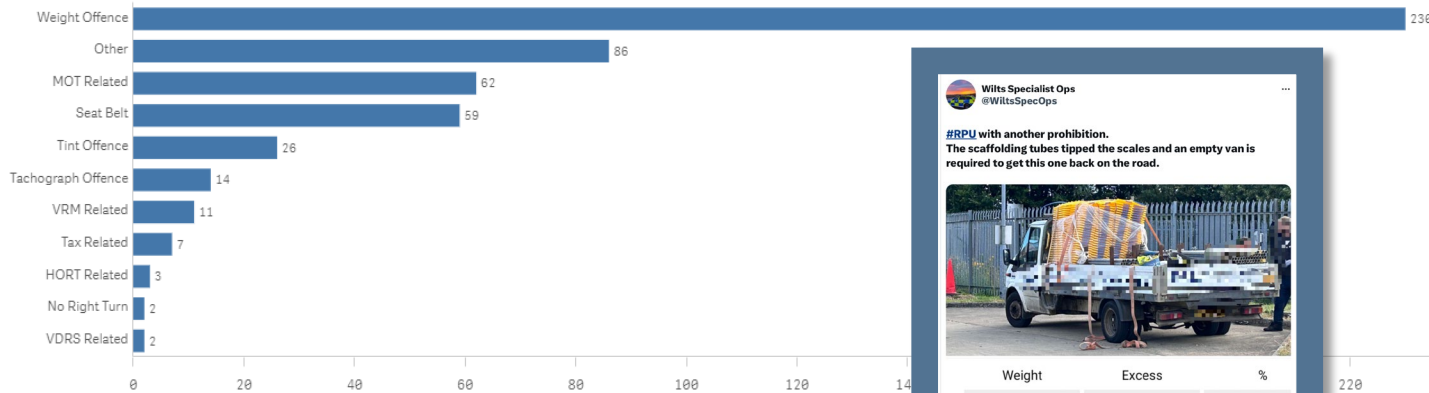
• Wider work recently

Our Roads Policing Unit (RPU) in the last quarter, covering **May to July** issued over **1551 tickets** to motorists, for numerous road related offences. The most common offences they are coming across are as follows:

Activity - Endorsable offences



Activity - Non-Endorsable Offences

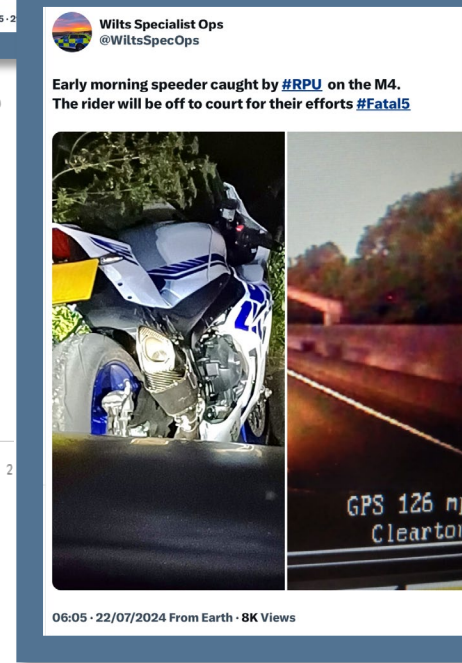
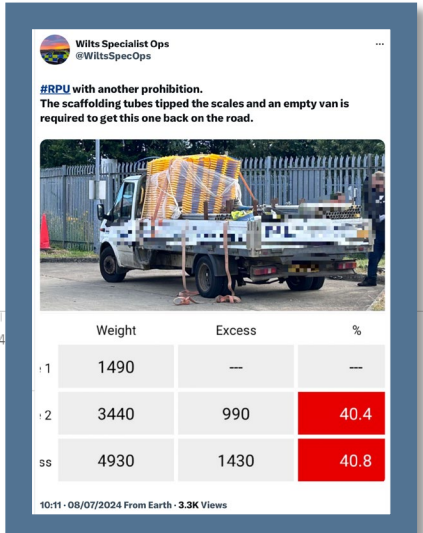


This vehicle's MOT has expired



MOT expired on 19 March 2024

02:57 - 31/07/2024 From Earth - 2.2K Views



Community Speed Enforcement Officers

CSEO's



• CSEO – Dashboard – 1 January 2023 to 22 August 2024

CSEO Activity Dashboard

Outcomes are dependent on previous convictions and history

13,530.00
No. Speed awareness co...

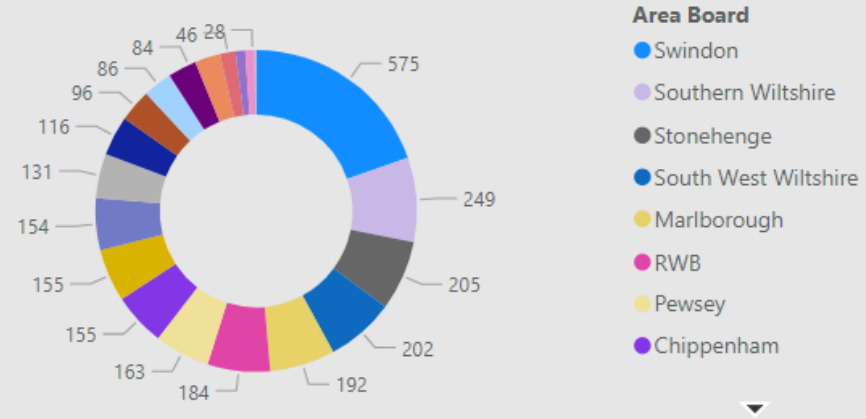
1,803.00
No. Fine & Points

184.00
No. Court

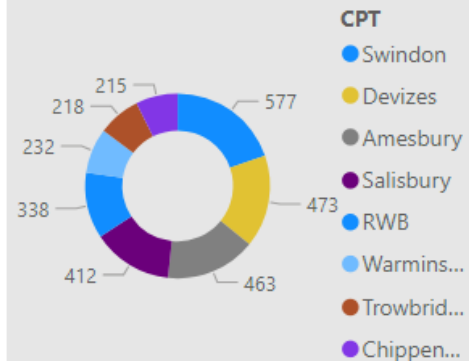
909
No. of Locations

Location	Year	Month	Speed awareness course	Fine & Points	Court	CPT	Area Board
Swindon - Thamesdown Drive	2023	December	251.00	54.00	0.00	Swindon	Swindon
Swindon Queens Drive adjacent with Cambridge Close	2024	April	151.00	26.00	0.00	Swindon	Swindon
Shaw and Whitley - A365 Folly Lane	2023	November	129.00	15.00	0.00	Trowbridge	Melksham
Swindon - Thamesdown Drive	2024	May	116.00	25.00	1.00	Swindon	Swindon
Swindon Marlborough Road	2024	May	113.00	6.00	1.00	Swindon	Swindon
Wilton - The Avenue	2024	May	112.00	30.00	9.00	Salisbury	South West W
Swindon - Thamesdown Drive	2024	January	103.00	16.00	0.00	Swindon	Swindon
Wilton - The Avenue	2023	August	102.00	31.00	4.00	Salisbury	South West W
Swindon Marlborough Road	2024	June	99.00	12.00	0.00	Swindon	Swindon
Harnham - Lime Kiln Way	2023	November	97.00	11.00	0.00	Salisbury	Salisbury
Cholderton - Church Lane	2023	March	95.00	4.00	1.00	Amesbury	South West W
Swindon - Thamesdown Drive	2024	March	94.00	23.00	0.00	Swindon	Swindon
Swindon Queens Drive (A4259)	2024	June	91.00	15.00	1.00	Swindon	Swindon
Swindon Queens Drive adjacent with	2024	March	90.00	13.00	1.00	Swindon	Swindon
Total			13,530.00	1,803.00	184.00		

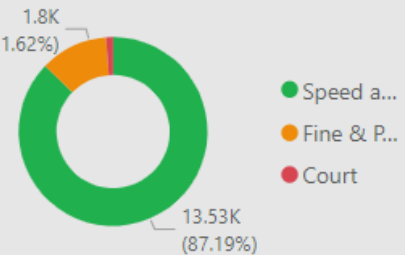
Activity by Area Board



Activity by CPT



Outcomes



• CSEO – Bradford on Avon Area Board - 1 Jan 2023 to 22 Aug

CSEO Activity Dashboard

Outcomes are dependent on previous convictions and history

290.00
No. Speed awareness co...

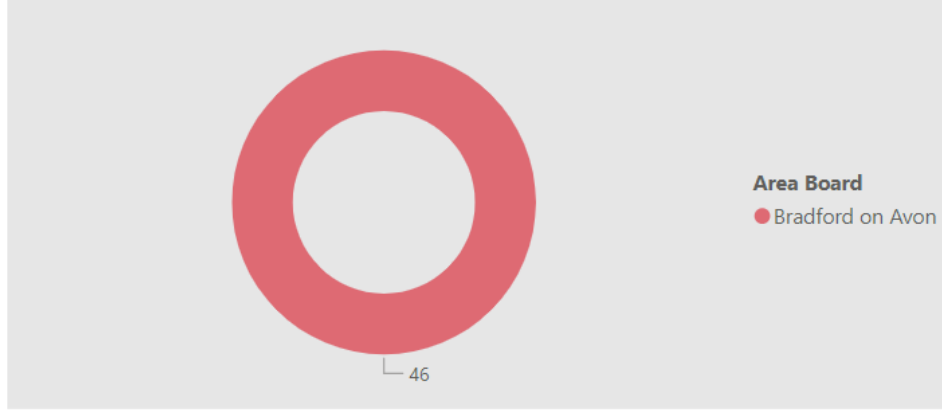
64.00
No. Fine & Points

4.00
No. Court

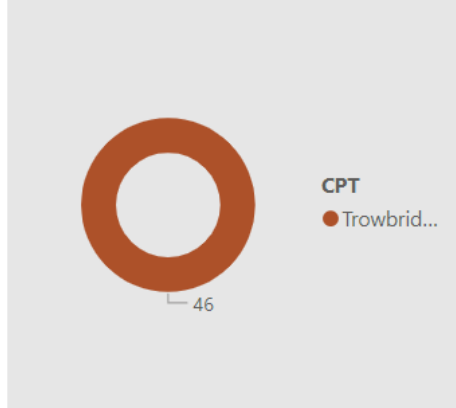
23
No. of Locations

Location	Year	Month	Speed awareness course	Fine & Points	Court	CPT	Area Board
Westwood - New Inn	2023	April	29.00	5.00	0.00	Trowbridge	Bradford on Avon
Westwood - New Inn	2023	August	28.00	8.00	0.00	Trowbridge	Bradford on Avon
Westwood - New Inn	2023	October	25.00	6.00	0.00	Trowbridge	Bradford on Avon
Westwood - Site N°5: Bus stop opposite The New Inn public house (C)	2024	May	21.00	6.00	0.00	Trowbridge	Bradford on Avon
Staverton New Terrace	2024	April	18.00	2.00	0.00	Trowbridge	Bradford on Avon
Westwood - New Inn	2024	January	16.00	3.00	0.00	Trowbridge	Bradford on Avon
Westwood - Site N°5: Bus stop opposite The New Inn public house (C)	2024	March	15.00	2.00	0.00	Trowbridge	Bradford on Avon
Westwood - The New Inn	2023	April	15.00	4.00	2.00	Trowbridge	Bradford on Avon
Westwood Site N°5: Bus stop opposite The New Inn public house	2024	March	15.00	1.00	0.00	Trowbridge	Bradford on Avon
Westwood Site N°5: Bus stop opposite The New Inn public house	2024	February	14.00	6.00	1.00	Trowbridge	Bradford on Avon
Westwood - New Inn	2023	June	13.00	7.00	1.00	Trowbridge	Bradford on Avon
Westwood Site N°5: Bus stop opposite The New Inn public house	2024	May	12.00	7.00	0.00	Trowbridge	Bradford on Avon
Westwood - Site N°5: Bus stop opposite The New Inn public house	2024	April	10.00	1.00	0.00	Trowbridge	Bradford on Avon
Total			290.00	64.00	4.00		

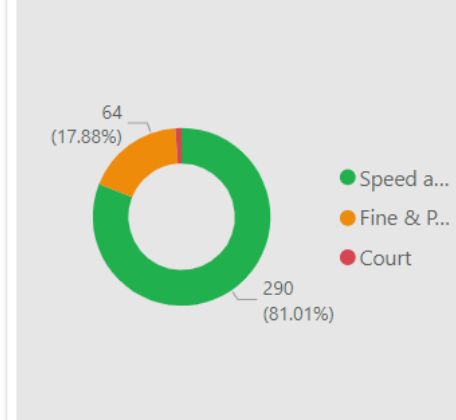
Activity by Area Board



Activity by CPT



Outcomes



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Bradford On Avon Area Grant Report

Purpose of the Report

1. To provide details of the grant applications made to the Bradford On Avon Area Board. These could include:
 - community area grants
 - youth grants
 - older and vulnerable people grants
 - area board initiatives
2. To document any recommendations provided through sub groups.

Area Board Current Financial Position

	Community Area Grants	Youth Grants	Older and Vulnerable People Grants
Opening Balance For 2024/25	£ 14,160.00	£ 11,528.00	£ 7,700.00
Awarded To Date	£ 10,000.00	£ 7,000.00	£ 5,500.00
Current Balance	£ 4,160.00	£ 4,528.00	£ 2,200.00
Balance if all grants are agreed based on recommendations	£ 949.40	£ 2,028.00	£ 2,200.00

Grant Funding Application Summary

Application Reference	Grant Type	Applicant	Project	Total Cost	Requested
ABG1973	Community Area Grant	Atworth Village Hall and Recreation Ground	Lighting in the Atworth Village Hall Car Park	£6421.20	£3210.60
<p>Project Summary: To meet Health and Safety Executive requirements, the AVH should provide a well lit car park for users. Currently the car park is in the dark and the surface is stony and uneven and can get wet in the autumn and winter. The installation of the lights will also give better security for those parking their cars in the car park as it will provide lights to park their car and walk to and from the village hall instead of walking in the dark. Therefore we propose to install five, one metre high light poles with a light that is only shows 180 degrees (so it only shines on the car park and not on neighbours gardens. Each light is only 2700 luminous which is the maximum acceptable by the local planning department so it is bat friendly. It took approx. six months to get to this stage and to get the agreement of the Wiltshire Planning Dept. Therefore we have now have Full Planning permission to install these lights.</p>					

ABG1905	Youth Grant	Bradford on Avon Community Area Network	Young Futures	£6000.00	£2500.00
<p>Project Summary:</p> <p>Background: Since 2022 BoaCan has supported THREE 2-Day Mental Health First Aid Workshops, run by Tracy Sullivan, of Open Minds Mental Health. Two of these workshops were funded by the BoA Area Board and the CWLPET, the third from BoaCan's own (limited) reserves. During 2024 BoaCan and Mighty Girls C.I.C. have co-funded 'Music Futures'; a series of 6 Workshops, plus a Showcase Event (in Westwood Social Club) attended by over 70 families and peers. These were run by Purple Noise C.I.C., a Music Education Company. We now wish to build on this work by coordinating a joint 'Creativity & Wellbeing' programme, involving BoaCan, Mighty Girls, Open Minds Mental Health and Westwood Social Club. The content and timing of this programme will be shaped by and with the Young People themselves, but will include a preliminary Open Meeting during October half-term, workshops beginning Feb. ('25) half-term and a Showcase Event in late May'25. A 5 minute video will also be produced and will be submitted the National Lottery's Community Partnership Fund, seeking funding for 'Young Futures' over a three year period.</p>					

Background

3. Area Boards have authority to approve funding under powers delegated to them. Under the Scheme of Delegation Area Boards must adhere to the Area Board Funding and Grants Criteria. This document is available on the council's website.
4. Three funding streams are available to the Area Board, each with an annually awarded amount. These funding streams are as follows:
 - Community Area Grants (capital)
 - Youth Grants (revenue)
 - Older and Vulnerable People Grants (revenue)
5. The Area Board will be advised of the funding available prior to their first meeting of each financial year.

Main Considerations

6. Councillors need to be satisfied that the applications meet the requirements as set out in the Area Board Funding and Grants Criteria and that the health and wellbeing and young persons funding guidelines have been adhered to.
7. Councillors must ensure that the distribution of funding is in accordance with the Scheme of Delegation to Area Boards.
8. Councillors need to consider any recommendations made by sub groups of the Area Boards.

Safeguarding Implications

9. The Area Board has ensured that the necessary policies and procedures are in place to safeguard children, young people and vulnerable adults.

Public Health Implications

10. The Area Board has ensured that the necessary policies and procedures are in place to safeguard children, young people and vulnerable adults.

Environmental & Climate Change Implications

11. Grant funding will contribute to the continuance and/or improvement of cultural, social and community activity and wellbeing in the community area, the extent of which will be dependent upon the individual project.

Financial Implications

12. Councillors must ensure that the Area Board has sufficient funding available to cover the grants awarded.

Legal Implications

13. There are no specific legal implications related to this report.

Workforce Implications

14. There are no specific human resources implications related to this report.

Equalities Implications

15. Community Area Boards must fully consider the equality impacts of their decisions in order to meet the Council's Public Sector Equality Duty.
16. Community Area Grants will give local community and voluntary groups, Town and Parish Councils equal opportunity to receive funding towards community based projects and schemes where they meet the funding criteria.

Proposals

17. To consider and determine the applications for grant funding.

Report Author

- Liam Cripps, Strategic Engagement and Partnership Manager, Liam.Cripps@wiltshire.gov.uk

No unpublished documents have been relied upon in the preparation of this report.

Date of Meeting: 22nd July 2024 – 16:00 – virtual meeting

1) Attendees and apologies

	<p>Circulation:</p>	<p>Tim Trimble (Chair) Sarah Gibson – Wiltshire Councillor Johnny Kidney – Wiltshire Councillor Trevor Carbin – Wiltshire Councillor Dean Baker, Kirsty Rose – Highways Liam Cripps – Strategic Engagement Manager</p> <p>Atworth Parish Clerk Bradford on Avon Town Clerk Holt Parish Clerk Limpley Stoke Parish Clerk Monkton Farleigh Parish Clerk South Wraxall Parish Clerk Staverton Parish Clerk Westwood Parish Clerk Winsley Parish Council George Mumford – Westwood PC Liz Watts – Monkton Farleigh PC Pauline Adams – Monkton Farleigh PC Jeremy Wire – Streets Ahead Ian Barnes – Limpley Stoke PC John Barnes – Winsley PC Bella Walker – South Wraxall PC Andrew Nicolson – Cycling UK</p>		
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2) Notes of last meeting				
		Previously circulated		
3) Financial Position				
		2024-25 allocation = £20,764 Current budget available = £9714.00 <u>Allocations made at meeting:</u> 1. South Wraxall 20mph SLA - £2900 (£1450 LHFIG/ £1450 PC (tbc)). 2. Staverton Horse Warning Signs - £550 (£275 LHFIG / £275 PC). Remaining 2024-25 budget: £7989.00		
4) Top Priority Schemes				
	Item	Update	Actions and Recommendations	Who
4.1	Wine Street, Bradford on Avon	A prohibition of motor vehicles, except for access, would be appropriate to replace the current 3T weight restriction. 24/07/23 Data provided to Winsley PC. Town Council contribution confirmed. However, please see attached note regarding potential contraflow cycling conflict. The group discussed the potential conflict for contraflow cycling and noted the concerns raised. KR to determine if an short section of marked lane can be provided on bend.	22/07/24 TRO advert to be early August. Dates to be confirmed as soon as possible.	To note

		<p>Group agreed to proceed with TRO adverts.</p> <p>09/10/23 Plans progressing and TRO to be advertised in due course</p> <p>22/04/24 Awaiting TRO advertisement of proposals.</p>		
5) Substantive Schemes				
	Item	Update	Actions and Recommendations	Who
5.1	Berryfield Road, Bradford on Avon	<p>15/01/24 Works at Berryfield Road are programmed in for construction in April 2024.</p> <p>Installation of the advisory 20 on Sladesbrook is complete.</p> <p>22/04/24 Berryfield Road works unable to commence in April due to lack of construction resource. This is as a result of changes with schemes preceding this one.</p> <p>Works are now scheduled for 29th July 2024. KR is to check signing and road markings on Sladesbrook to ensure all installed as planned.</p>	<p>22/07/24 Works to begin at Berryfield Road on the 29th July.</p>	To note
5.2	Westwood Parish Council Speed management – New Inn area	<p>15/01/24 Weather conditions halted construction due to flooding on the diversion route. Works reprogrammed for June 2024.</p> <p>22/04/24 Works scheduled to take place 3rd June 2024.</p>	<p>22/07/24 Construction works complete.</p>	Item to be removed from note tracker.

		KR to ensure that advance signs warning of closure are correct as there were issues last time that caused confusion.		
5.3	B3109 Lower South Wraxall Junction Visibility Improvements.	22/04/24 Substantive bid successful. Land deal to progress and implementation programmed for February 2025.	22/07/24 Design work to progress for Feb 2025 works. Land deal to be progressed.	To note
6) Other Schemes				
	Item	Update	Actions and Recommendations	Who
6.1	Speed Limit Review, Monkton Farleigh	<p>15/01/24 Awaiting TRO advert. KR to provide dates when known.</p> <p>There are no alternative sources of funding for implementation other than LHFIG/PC.</p> <p>The estimated implementation cost is £8500. Funding was agreed subject to 50% contribution from Monkton Farleigh Parish Council.</p> <p>22/04/24 TRO consultation now complete. Objection received therefore cabinet member report and decision required. KR to progress.</p> <p>The estimated implementation cost is £8500. Funding was agreed subject to 50% contribution from Monkton Farleigh Parish Council.</p>	<p>22/07/24 Cabinet member report drafted and officer recommendation is to proceed as advertised. Once signed off, implementation can take place. Works pack being prepared.</p>	KR

		Contribution from MFPC confirmed by LW. Pedestrian in road signs to be included along with signing works.		
6.2	B3108 Winsley – Road Safety Concerns	<p>15/01/24 A meeting was held with Cllrs, officers and MP in attendance. An update on this meeting was provided with additional information to be issued from PC to Cllr Thomas et al.</p> <p>22/04/24 PC have asked for further progression of engineering measures on B3108. A quote for a topographic survey has been requested.</p> <p>Funding was agreed up to an estimated £2000 for topo survey (£1000 LHFIFG/£1000 PC). Parish Council contribution to be confirmed.</p>	<p>22/07/24 Topo survey ordered and awaiting completion. Once received, design work to be undertaken.</p> <p>Funding has been made available to provide a formal signal-controlled crossing on the B3108. KR is overseeing this and will look to incorporate the protection for right turning vehicles in the proposals. These will be shared with parish council in due course.</p>	To note
6.3	A365 Atworth	<p>15/01/24 Atworth PC are reviewing the proposal as part of a longer term strategy for improvements in the village. Various issues have prevented completion of review by Parish Council. PT to report back with PC comments when possible.</p> <p>22/04/24 Response to proposal provided by APC. Site meeting to be held 10th May to discuss and determine next steps.</p>	<p>22/07/24 Site meeting held and additional options/information provided to parish council (enclosed with note tracker).</p> <p>Atworth PC have considered and meeting arranged for 16th August.</p>	To note
6.4	2-22-31 Church Lane, Limpley Stoke – consideration of extending 20mph limit.	<p>15/01/24 Funding was agreed to move this forward to implementation. The overall cost is estimated at £5500 with £1000 allocated by LHFIFG and £4500 by LSPC</p>	<p>22/07/24 Formal consultation complete however an objection was received therefore cabinet member report is being drafted.</p>	

		<p>22/04/24 TRO documents with TRO team. Awaiting formal consultation.</p>		
6.5	<p>2-22-24 Frome Rd/Chapel Lane Wingfield</p>	<p>15/01/24 A paper prepared by residents was provided to KR ahead of the meeting and circulated to all post meeting. KR to provide feedback to parish council on the points raised.</p> <p>The potential for a speed limit review on the B3109 was discussed. This can include all of the B3109 in the community area for the £2900 fee. Parish Councils to liaise and consider funding for this.</p> <p>22/04/24 Wingfield Parish Council are requesting:</p> <ul style="list-style-type: none"> • A 50% contribution towards the costs (£2500) of a topographical survey to determine if it is possible to undertake any engineering of the B3109 that would enabling the widening of the narrow stretch of pavement close to the junction with Chapel Lane. <p>This funding was agreed.</p> <ul style="list-style-type: none"> • A 50% contribution towards the costs (£2900) of an independent speed limit assessment of the B3109; liaison with South Wraxall Parish Council and Bradford on Avon Town Council would continue as to whether they were interested in participating in & contributing towards the survey. <p>50% contribution from LHFIF agreed. 50% funding from Wingfield PC agreed. Discussions to take place to determine if South Wraxall would be willing to contribute</p>	<p>22/07/24</p> <p>The topographical survey has been ordered. Once received, design work can begin.</p> <p>The speed limit assessment has been ordered and expected to be complete by September.</p> <p>An estimate for the deer warning signs has been provided to Wingfield PC of £700. The parish council confirmed that they wish to proceed. No LHFIF funding required. KR to raise order with Milestone.</p>	<p>To note</p> <p>To note</p> <p>KR</p>

		<p>25% (reducing WPC contribution to 25%).</p> <ul style="list-style-type: none"> A 50% contribution towards the costs (between £300-£520) of deer warning signs. A resident had said they were willing to contribute to the signs, with the Parish Council covering the costs of fixtures and installation. <p>To be brought back to next meeting. WPC to provide location details to KR.</p>		
6.6	2-22-26 23-30 St Margaret's St, BoA	<p>Concerns raised regarding vehicle speeds and lack of compliance with the 20mph speed limit. Report of a number of near misses.</p> <p>Would like to see vegetation cut back to improve visibility of signs, improved signing and traffic control measures (traffic calming) and a town-wide 20mph limit.</p> <p>It was agreed that a traffic survey to determine vehicle speeds and volumes be requested to be carried out once the road reopens.</p> <p>15/01/24 Repeater signs have been rearranged to be more effective. Network Rail have arranged additional 20mph carriageway roundels to be installed upon completion of all works.</p> <p>BoA TC to request traffic survey through traffic survey request process.</p> <p>22/04/24 Awaiting results of traffic survey.</p>	<p>22/07/24 Traffic survey enclosed with tracker. This showed average speeds of 22.3mph and 85th percentile speeds of 26.2mph.</p> <p>KR to arrange site meeting.</p> <p>Town Council to consider deployment of Speed Indicator Device at this location.</p>	<p>KR</p> <p>Town Council</p>

6.7	2-24-02 Lower Stoke, Limpley Stoke	<p>The Parish Council would like to improve pedestrian, cycle and vehicle safety by making clearer instructions to drivers on Lower Stoke. Lower Stoke at this point is designated as a single carriageway with passing places as per the installed blue signs. On entering the village travelling south there is a layby which is used to give way to northbound traffic. However, once past this layby, if northbound vehicles do not give way where there is a wider section (adjacent to the gates to the old station car park), vehicles frequently mount the kerb or enter a 'stand off'. This can and does endanger pedestrians. There have been reports of near misses from van mirrors.</p> <p>We believe that give way road markings at the point where the road is wide enough for 2 vehicles would make a contribution to overcoming this issue.</p> <p>22/04/24 It was agreed that KR would look at options and report back.</p>	<p>22/07/24 A give-way marking cannot be provided as drivers being required to give way do not have forward visibility along the whole narrow section and as such this is likely to increase conflict between vehicles as the opposing flow will expect to have priority but may not have been seen by those heading northbound.</p> <p>The single-track approach with passing place is a common arrangement however if concerns persist regarding pedestrian safety, there may be areas of the footway where additional reboundable posts may be considered however this would not be possible at the narrowest points of the footway as this would reduce the footway width to an unacceptable level.</p>	KR
6.8	2-24-03 Horse Warning Signs, Staverton	<p>We keep our horses at Micheal Blake Racing Stables and we often ride along the road towards the train bridge and down School Lane. The traffic is very busy with large lorries and despite being a 30 limit, drivers rarely keep to that speed.</p> <p>Horses from the racing yard cross the road to use the facilities over the road daily and there are no road signs to warn drivers of horses, coming from Holt or from Trowbridge.</p>	<p>22/07/24 The plan showing the proposed signing location is enclosed with the note tracker. The estimated cost for providing these signs is £550.</p> <p>LHFIG funding agreed at £275. KR to raise order</p>	KR

		<p>We have come across some quite dangerous situations on our horses, or crossing the road with them. In fact tonight whilst crossing a speeding car had to brake very hard to stop in time, it doesn't help we are on a bend either.</p> <p>We would like warning horses road signs placed along this road and signs to remind drivers of the 30 limit.</p> <p>22/04/24 It was agreed that KR would look at possible sign locations and costs and report back.</p>		
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7) Waiting Restrictions

	Item	Update	Actions and Recommendations	Who
7.1	Bradford on Avon Town – Outstanding Waiting Restriction Requests	<p>22/04/24 Objections have been received to the formal consultation and so a cabinet member decision is required.</p> <p>KR to prepare report and implementation cost estimates ahead of July LHFIG meeting.</p>	<p>22/07/24 Cabinet report drafted. Officer recommendation is to proceed as advertised with all proposals, with the exception of the following:</p> <ol style="list-style-type: none"> 1. Abandon the proposal for Bridge Yard subject to further discussion with traders. 2. Proposal for Culver Road to reduce length of restrictions to cover a distance of 14m from junction with Trowbridge Road. 	To note
7.2	Lower Woolley St / Silver St, Bradford on Avon	Request for residents parking. To be reviewed and proposal advertised alongside other outstanding waiting restrictions.	Included with above	To note

8) Under/Awaiting Construction

	Item	Update	Actions and Recommendations	Who
8.1	2-22-15 Double Bends on the B3109 between Bradford Leigh and South Wraxall	<p>17/04/23 Proposal for additional chevron board, SLOW road markings on approach and verge markers to highlight carriageway alignment near layby. Cost estimate £2300.</p> <p>KR to provide plan to parish council. LHFIG funding approved subject to parish council approval and contribution.</p> <p>09/10/23 Await installation</p> <p>15/01/24 Signing works are due to be complete by 19th Jan. Road markings to follow and will be dependant upon weather conditions. (some road markings now complete).</p> <p>22/04/24 Partially complete but awaiting finalisation.</p>	<p>22/07/24 Works complete however 50mph repeater sign relocation is outstanding. Location and number of verge markers raised as possible concern. KR to check on site.</p>	To note KR
8.2	2-22-27 St Margaret's St and mini-roundabout, BoA	<p>17/04/23 Propose 1no bollard to be installed on corner to prevent over-running. Cost estimate approx. £700.</p> <p>Funding agreed subject to town council contribution</p> <p>09/10/23 Await installation</p>	<p>22/07/24 Works complete</p>	To note
8.3	2-22-5 Trowbridge Road, BoA	<p>17/04/23 Proposal to provide 4no reboundable pole cones in the footway between no's 97 and 107 Trowbridge Road to</p>	<p>22/07/24 Await installation</p>	To note

		<p>prevent vehicles mounting kerb. Cost estimate £1200.</p> <p>Funding agreed subject to town council contribution.</p>		
8.4	2-22-3 Pippets Buildings, Market Street	<p>Due to the narrow nature of Market Street, vehicles, especially vans, lorries and coaches/buses are mounting the pavement and driving along it just outside a row of three small shops in Market St (Cheese Shop, Orton's and Spa shop – numbers 5, 6, 7 and 8 Market St). Due to the pavement being narrow, and the need to queue outside as one of the shops is very tiny and popular, pedestrians and those living and working in Pippett Buildings are endangered by this.</p> <p>A solid bollard on the corner of the pavement, or even 2 or 3 on the kerbside would prevent vehicles from mounting the pavement. Feasibility to be investigated including a review of utility information.</p> <p>CATG are mindful that the outcome of the wider consultation is still pending and may impact upon Market Street.</p> <p>24/07/23 KR to review feasibility and provide plan and cost estimate.</p> <p>09/10/23 Proposal and estimate circulated with note tracker.</p> <p>Funding agreed £780 (£390 LHFIFG/£390 TC).</p> <p>To move forward to implementation.</p>	<p>22/07/24 Works complete</p>	To note

		<p>22/04/24 Await installation</p>		
8.5	Ashley Road, Bradford on Avon - 20mph speed limit	<p>17/04/23 Survey data received. KR to prepare assessment report for circulation.</p> <p>24/07/23 Report circulated with note tracker outlining extents of potential 20mph speed limit. Estimated cost of implementation £13,000.</p> <p>TT asked that the recommendations be reviewed to consider inclusion of part of Winsley Road in the 20mph speed limit. KR to review and report back.</p> <p>09/10/23 It is not recommended that Winsley Road be included in the 20mph speed limit. Please see attached response for full explanation.</p> <p>Funding for implementation was agreed however the town council still wish to pursue the inclusion of Winsley Road (part) in the 20mph speed limit. TT will be writing formally with this request.</p> <p>15/01/24 Awaiting TRO advertisement.</p> <p>22/04/24 This was subject to formal advert between 8th March and 8th April.</p>	<p>22/07/24 Objections received to formal advert. Cabinet member report has been prepared with the recommendation to proceed as advertised. Awaiting cabinet member decision.</p>	To note

<p>8.6</p>	<p>Holt Rd, Bradford on Avon</p>	<p>17/04/23 Data shows 85th percentile speeds of 37mph +. Data attached with note tracker.</p> <p>There is not a suitable location at which the 30mph terminal signs could be resited therefore recommend improvements to signing at current location. This would also bring into line with other entrances into town. Estimate cost £500. Funding for this was not agreed subject to review of signing locations. KR to review feasibility of sign installation behind cemetery wall.</p> <p>Pedestrian signing at locations shown denoting 'Town Centre' or 'Cemetery' (depending on direction) are estimated to cost approx.. £1250. Funding for this was agreed subject to town council contribution</p> <p>24/07/23 Pedestrian signing funding from town council confirmed. To progress to installation.</p> <p>KR explained concerns regarding siting of sign within boundaries of cemetery and suggested alternative to relocate speed limit terminal signing to a location close to the pedestrian refuge.</p> <p>Cost estimate and proposal to be prepared and circulated.</p> <p>09/10/23 Proposal and estimate circulated with note tracker.</p> <p>Funding was agreed for changes to the 30mph speed limit.</p>	<p>22/07/24 Objections received to formal advert. Cabinet member report has been prepared with the recommendation to proceed as advertised. Awaiting cabinet member decision.</p>	<p>To note</p>
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		<p>£4800 (£2400 LHFIG/£2400 TC)</p> <p>To progress to implementation.</p> <p>15/01/24 Awaiting implementation of the pedestrian signing.</p> <p>Awaiting TRO advert of proposed speed limit extension. (note after meeting – the consultation period will be 9th Feb to 11th March).</p> <p>22/04/24 Consultation complete and cabinet member report required in relation to speed limit proposal.</p>		
8.7	2-23-5 Bridge Yard – layby opposite Co-Op	<p>Request for lockable bollards to prevent parking taking place in layby on waiting restrictions which blocks private car park access.</p> <p>24/07/23 Plan and cost estimate to be provided. This will not include lockable bollard provision due to objections from other users of the car park.</p> <p>09/10/23 Proposed change of 2hr parking to loading bay included with waiting restrictions batch.</p> <p>Proposal and estimate included with note tracker.</p> <p>Funding agreed for road markings £600 (£300 LHFIG/£300 TC). To proceed to implementation.</p> <p>22/04/24</p>	<p>22/07/24 Road markings laid incorrectly. Awaiting remedial action.</p>	To note

		Awaiting installation.		
8.8	2-23-13 Bridge St/St Margaret's St, Bradford on Avon	<p>09/10/23 1) No Give way markings on exist to Library carpark onto Bridge st coupled with poor visibility creates the sense that those leaving the carpark have right of way. 2) Issue over cars leaving Bridge St to join the main traffic especially when turning right.</p> <p>Request for road markings. Supported by Town Council.</p> <p>Plan and estimate required.</p> <p>15/01/24 Plan showing possible road markings included with note tracker. Estimated cost of implementation is £1500.</p> <p>Funding was agreed subject to confirmation of 50% contribution from BoA TC. (Contribution confirmed post-meeting). 22/04/24 Works pack and order issued.</p>	22/07/24 Awaiting installation.	
8.9	2-23-15 Bradford Road Winsley – signing request	<p>Request for 'road narrows' warning signs on Bradford Road, Winsley. Please see supporting info.</p> <p>15/01/24 Funding for this was agreed at £1500 (£750 LHFIFG/£750 PC). 22/04/24 Works pack and order issued.</p>	22/07/24 Awaiting installation	
8.10	2-23-16 Station Road, Holt	Request for alteration to give-way marking at junction to	22/07/24	

		<p>improve visibility. 15/01/24 Funding agreed at £1100 (£550 LHFIG/£550 PC) to include some white H bar markings. 22/04/24 Works pack and order issued.</p>	Works complete.	
9) On Hold				
	Item	Update	Actions and Recommendations	Who
9.1	2-22-4 Market Street, BoA	<p>Due to the incredibly narrow nature of Horse’s Neck section of Market Street and the narrowness of the only pavement there, various vehicles - including vans, lorries and coaches/buses - are mounting the pavement and driving along it endangering pedestrians. Regular traffic jams due to large vehicles trying to pass each other in this section. Ambulances and fire engines have been held up here.</p> <p>Some kind of bollard or series of bollards on or next to kerb; or yellow box to regulate the traffic.</p>	This is now to be considered as part of wider measures following town traffic consultation.	
9.2	2-22-13 New Road Bradford on Avon – Formal Crossing and 20mph Speed Limit Request	<p>Issue: Heavy traffic, limited visibility and high pedestrian footfall has made a formal crossing on New Road essential for pedestrian safety. Regular near-misses are seen by residents, often involving school children (the route is a significant walking route for Christ Church and St Laurence pupils). This is especially the case towards the middle of the route, opposite New Road Express store. The nearest formal crossings are at Mount Pleasant (more than 200m westbound) and Holt Road (nearly ½ mile east/southbound). Although there is a pedestrian island at the Texaco garage on the Woolley Street junction, the refuge is insufficient and cars rarely stop. A collision is only a matter of time.</p> <p>Request: 1. A formal crossing was designed as part of the traffic mitigation measures during the social distancing scheme and its one-way system. A formal crossing at the Highfield / New Road Express area is highly</p>	On hold	To note

		<p>desirable regardless of the outcome of the traffic consultation.</p> <p>2. A 20mph speed limit throughout the town, including Bath Road, Mount Pleasant, Sladesbrook, New Road, Springfield, Holt Road, Silver Street, Market Street, Masons Lane.</p> <p>The group supported this request but felt that it should be put on hold until a decision has been made by WC/ Cllr McClelland regarding the overall traffic in BoA.</p>		
9.3	2-22-19 Southville Road/Culver Road/Lodden Way, Bradford on Avon	<p>17/04/23 KR to investigate pedestrian changes at junction and report back to next meeting.</p> <p>24/07/23 KR to review and report back at next meeting.</p> <p>09/10/23 Road markings have recently been refreshed and it is reported that this has seen some improvement in driver use of the junction.</p>	<p>22/07/24 This item is to be re-enacted and KR to review.</p>	To note
9.4	2-23-7 St Margaret's St/Station Approach. BoA	<p>Request for tactile paving to be provided at crossing points around this roundabout and an additional dropped kerb crossing on St Margaret's Street.</p> <p>Town Council would like this to be funded as a remedial to previous substantive bid.</p> <p>24/07/23 Plan and cost estimate to be provided.</p> <p>09/10/23 Proposal and estimate circulated with note tracker.</p>	<p>15/01/24 There are no alternative funding sources available. Item to be put on hold.</p>	To note

		<p>TC and LHFIG want to see the tactile paving installed but do not feel it should be funded by them as it could have been included in the substantive bid scheme.</p> <p>The group asked KR to investigate any other funding sources.</p>		
9.5	2-23-10 Staverton – Dropped Kerbs Request	<p>I am in a wheelchair and frequently travel from Horse Rd Trowbridge when the Bus drops me off from town. I travel up Canal Rd, (in wheelchair) pass the boats and over the bridge to Maunders Drive</p> <p>.</p> <p>There is no drop down kerb as u travel over the bridge at Staverton from Canal Rd to my flat (on the opposite side of the road) the nearest dropped down kerb (although this is not a very satisfactory dropped kerb) is by the bus stop. I have to Travel over the bridge at Staverton then turn right and find this drop kerb adding extra travelling as I am going in the opposite direction to my flat by quite a long way. There is always a worry my wheelchair will run out of power as I have been to town so travelling in the opposite direction to my flat adds extra stress.</p> <p>I would like a dropped kerb near the bridge.</p> <p>24/07/23 KR to meet with resident to identify location. Plan and cost estimate to be provided.</p> <p>09/10/23 Proposal and cost estimate circulated with note tracker.</p> <p>The group were keen to progress this to implementation however match funding is not available from Staverton</p>	<p>15/01/24 Item to be put on hold due to lack of funding available from parish council.</p>	To note

		Parish Council. It was requested that KR determine if any developer funding is available.		
9.6	2-22-22 Poulton Lane, Bradford on Avon	<p>17/04/23 KR explained that there was likely a substantial cost associated with providing surface improvements. The route does not currently permit cycling and would require a change in legal status.</p> <p>The group asked that this be investigated for feasibility of improvements. KR to investigate. These items may also be considered in the LCWIP development.</p> <p>This route is a ROW but is not part of the highway network or owned by Wiltshire Council. KR to discuss with RoW team</p> <p>24/07/23 The processes relating to legal changes to the RoW to promote cycling were discussed as well as ownership.</p> <p>Improving the route for pedestrians would not require a legal order change but may require consent from land owners.</p> <p>09/10/23 Issue to be placed on hold and pursued through LCWIP process.</p> <p>KR to check land registry information</p>	<p>15/01/24 Land registry information does not show owner details for the section of lane that is not adopted highway.</p> <p>BoA TC to consider writing to adjacent landowners to seek determination of ownership.</p>	BoA TC

10) New Requests				
	Item	Update	Actions and Recommendations	Who
10.1	2-24-04 Dane Rise, Winsley – Request for traffic calming	<p>A speed survey undertaken by Wiltshire Council in December 2023 showed that 85th percentile speeds on this 20mph road met the criteria for consideration of intervention.</p> <p>The Parish Council has agreed, at its meeting in March 2024, that it would ask Highways to outline any traffic calming measures that might be considered on this road, along with ways of more clearly indicating the road’s 20mph speed limit.</p> <p>The Parish Council would like to identify any possible options for traffic calming / making the speed limit clearer on this road, which is well used by pedestrians including families walking to school. Once any options are known, the Parish Council has proposed consulting with residents about preferred options.</p>	<p>22/07/24 KR to review what is feasible. Site meeting to be arranged with John Barnes.</p>	KR
10.2	2-24-05 Kingston Road, Bradford on Avon	<p>Concerns that pedestrians find it difficult to cross at the informal crossing near the archway due to vehicle speeds and occasional contravention of one-way system. Request that crossing is made more obvious through coloured surfacing, marked carriageway or speed humps.</p>	<p>22/07/24 KR to review.</p>	KR
10.3	2-24-06 B3109 South Wraxall	<p>There are multiple road traffic accidents on the B3109 between Bradford on Avon and Corsham where the road has double bends to cross a tributary of the River Avon - the "fishpond bends".</p> <p>Recent road improvements have failed to eliminate the issue and accidents continue to occur in both directions.</p>	<p>22/07/24 The key element for review is the removal of the tree which limits visibility. KR to review and report back.</p>	KR

		<p>Southbound the second part of the double bend is a left turn with limited visibility due to a large tree immediately adjacent to the inner curve of the bend. Removal of that tree would open up this bend and improve visibility of oncoming traffic.</p>		
10.4	2-24-07 South Wraxall Village – request for 20mph speed limit	<p>A traffic survey in 2023 confirmed the high volume of traffic using the roads in South Wraxall. These are rural roads without street lighting or footpaths.</p> <p>In South Wraxall village over 800 vehicles per day with 12% over 35 mph pass through the village sharing the road with pedestrians visiting the pub, village hall, church, bus stop and walkers on the Macmillan Way. The road narrows and visibility is poor.</p> <p>South Wraxall village is subject to a 30mph speed limit. This should be reduced to 20 mph and traffic calming measures installed where the road narrows and the visibility is poor.</p>	22/07/24 LHFIG contribution agreed for 20mph speed limit assessment. Awaiting agreement of contribution from parish council.	SWPC
10.5	2-24-08 Bradford Leigh – Speed Limit	<p>A traffic survey in 2023 confirmed the high volume of traffic using the roads in South Wraxall. These are rural roads without street lighting or footpaths.</p> <p>In Bradford Leigh, almost 6000 vehicles per day use the B3109. Over 12% are HGVs. Residents and visitors share this carriageway with passing traffic as there is no verge or footpath.</p> <p>Bradford Leigh is subject to a 50 mph speed limit. The existing Bradford on Avon 40 mph zone should be extended to include Bradford Leigh.</p>	22/07/24 This is included in the B3109 speed limit assessment being undertaken by Atkins.	To note
10.6	Silver Street, Bradford on	Concerns raised regarding damage to building due to	22/07/24	

	<p>Avon</p>	<p>vehicle strikes at The Vintners.</p> <p>We're in favour of Option C from the traffic consultation. Option A had a terrible impact on us during Covid with severe noise pollution from vehicles flying down the hill unrestricted at all hours of the day. At present there is very little traffic from 7pm – 6am.</p> <p>If option C isn't implemented or takes years to implement, then we need a narrowing in the road as a minimum to move vehicles further out into the road. Similar to what has been done 150m further down the road where there's another bollard. Historically there was a pavement on our side of the road.</p> <p>This has been an ongoing issue that we've raised with Wiltshire Council on countless occasions. Eventually a bollard was installed by us (and paid for by us) in November 2023 as the only 'advice' by highways. We raised concerns several times prior to installation that this wouldn't be sufficient, and possibly cause more damage due to potential impact of collisions to a fixed bollard causing more severe structural damage. Removing the bollard again would instead return to constant scratches of our façade.</p>	<p>Discussions were had regarding the current issues with vehicles striking the installed bollard. KR explained that it's recommended that the bollard be removed. Hatched road markings may be provided to steer vehicles away from the building line and highlight its presence. The likely cost of this is in the region of £1500.</p> <p>The group determined that due to potential changes in the area and any changes not being of a more wide benefit, funding should not be provided at this time. The resident is encouraged to remove the bollard installed to the front of the property.</p>	
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11) Any Other Business

11.1				
12) Date of Next Meeting: 21 st October 2024 – 4pm Teams.				

Bradford on Avon LHFIG

Highways Officer – Kirsty Rose

1. Environmental & Community Implications

1.1. Environmental and community implications were considered by the LHFIG during their deliberations. The funding of projects will contribute to the continuance and/or improvement of environmental, social and community wellbeing in the community area, the extent and specifics of which will be dependent upon the individual project.

2. Financial Implications

2.1. All decisions must fall within the Highways funding allocated to Bradford on Avon Area Board.
 2.2. If funding is allocated in line with LHFIG recommendations outlined in this report, and all relevant 3rd party contributions are confirmed, Bradford on Avon Area Board will have a remaining Highways funding balance of **£7989.00**

3. Legal Implications

3.1. There are no specific legal implications related to this report.

4. HR Implications

4.1. There are no specific HR implications related to this report.

5. Equality and Inclusion Implications

5.1 The schemes recommended to the Area Board will improve road safety for all users of the highway.

6. Safeguarding implications