

# AGENDA

**Meeting:** Malmesbury Area Board  
**Place:** Ashton Keynes Village Hall, Park Place, Ashton Keynes, Wiltshire, SN6 6NT  
**Date:** Tuesday 24 September 2024  
**Time:** 7.00 pm

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Including the Parishes of:

Ashton Keynes, Brinkworth, Brokenborough, Charlton (nr Malmesbury), Crudwell, Dauntsey, Easton Grey, Great Somerford, Hankerton, Lea and Cleverton, Leigh, Little Somerford, Luckington, Malmesbury, Minety, Norton, Oaksey, Sherston, Sopworth, St Paul Malmesbury Without.

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**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.

**Networking opportunity from 6:30pm.**

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Please direct any enquiries on this Agenda to Max Hirst, Democratic Services Officer, direct line 01225 718215 or email [Max.Hirst@wiltshire.gov.uk](mailto:Max.Hirst@wiltshire.gov.uk)

All the papers connected with this meeting are available on the Council's website at [www.wiltshire.gov.uk](http://www.wiltshire.gov.uk)

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

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## Wiltshire Councillors

Cllr Martin Smith, Sherston (Chairman)  
Cllr Chuck Berry, Minety (Vice-Chairman)  
Cllr Gavin Grant, Malmesbury  
Cllr Elizabeth Threlfall, Brinkworth

## **Recording and Broadcasting Information**

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## **Parking**

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## **Public Participation**

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](#).

The full constitution can be found at [this link](#).

Our privacy policy is found [here](#).

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

## **Area Board Officers**

Strategic Engagement & Partnerships Manager (SEPM) – Andrew Jack  
Democratic Services Officer – Max Hirst

	<b>Time</b>
<p>1 <b>Chairman's Welcome and Introductions</b></p> <p>The Chairman will welcome those present to the meeting.</p>	7.00 pm
<p>2 <b>Apologies for Absence</b></p> <p>To receive any apologies for absence.</p>	
<p>3 <b>Minutes</b> (<i>Pages 1 - 8</i>)</p> <p>To approve and sign as a correct record the minutes of the meeting held on 11 June 2024.</p>	
<p>4 <b>Declarations of Interest</b></p> <p>To receive any declarations of disclosable interests or dispensations granted by the Standards Committee.</p>	
<p>5 <b>Chairman's Announcements</b> (<i>Pages 9 - 10</i>)</p> <p>The Chairman will provide information about:</p> <ul style="list-style-type: none"> <li>• Sherston GP</li> <li>• NPPF Consultation</li> <li>• Gypsy and Travellers Consultation <a href="#">Overview - Wiltshire Council</a></li> <li>• Lea and Garsdon Church of England Primary School – OFSTED Inspection</li> </ul>	
<p>6 <b>Information Items</b> (<i>Pages 11 - 64</i>)</p> <p>For the Board to note the following items included in the agenda pack:</p> <ul style="list-style-type: none"> <li>• Healthwatch Wiltshire Annual Report 23/24</li> <li>• Community First</li> <li>• BSW Together (Integrated Care System)</li> <li>• FACT Transitional Safeguarding Project</li> <li>• FACT Family Help Project</li> <li>• Wiltshire Youth Council</li> <li>• Cost of Living Update</li> </ul>	
<p>7 <b>Partner Updates</b> (<i>Pages 65 - 106</i>)</p> <p>To receive updates from partners including:</p> <ol style="list-style-type: none"> <li>a. Wiltshire Police</li> <li>b. Wiltshire and Swindon Road Safety Partnership</li> <li>c. Town and Parish Councils</li> </ol>	

8 **Priority Updates**

To receive updates from Lead Councillors for the local Area Board priorities.

Youth engagement, improving opportunities, and SEND provisions a  
Cllr Gavin Grant

Addressing climate change, improving active travel and reversing bid  
Cllr Martin Smith

Supporting positive mental health and wellbeing and reducing social  
Cllr Chuck Berry

Improving highway safety. – Cllr Elizabeth Threlfall

Community Resilience. – Cllr Gavin Grant & Cllr Elizabeth Threlfall

8a **Malmesbury Area Board Priority Workplan 2024/25**  
(Pages 107 - 108)

To receive information from Councillors and the Strategic  
Engagement Partnerships Manager on how the Board aims  
to work towards its priorities.

9 **Area Board Funding** (Pages 109 - 112)

To consider any grant applications made to the Board.

10 **Local Highway and Footway Improvement Group** (Pages 113 -  
128)

To consider and approve recommendations made at the recent  
meeting of the Local Highway and Footway Improvement Group  
held on 2 July 2024.

11 **Urgent items**

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

12 **Date of Next Meeting**

The next meeting of the Malmesbury Area Board will be held on 26  
November 2024.



# MINUTES

**Meeting:** Malmesbury Area Board  
**Place:** Sherston Village Hall, High St, Sherston, Malmesbury SN16 0LQ  
**Date:** 11 June 2024  
**Start Time:** 19.00pm  
**Finish Time:** 21.25pm

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Please direct any enquiries on these minutes to:

Max Hirst, Democratic Services Officer, (Tel): 01225 718215 or (e-mail)  
[Max.Hirst@wiltshire.gov.uk](mailto:Max.Hirst@wiltshire.gov.uk)

Papers available on the Council's website at [www.wiltshire.gov.uk](http://www.wiltshire.gov.uk)

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## **In Attendance:**

### **Wiltshire Councillors**

Cllr Martin Smith  
Cllr Chuck Berry  
Cllr Gavin Grant  
Cllr Elizabeth Threlfall

### **Wiltshire Council Officers**

Andrew Jack – Strategic Engagement & Partnership Manager  
Max Hirst – Democratic Services Officer  
Dominic Argar – Assistant Multimedia Officer

**Total in attendance: 25**

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<u>Minute No..</u>	<u>Summary of Issues Discussed and Decision</u>
15	<p><u>Election of Chairman</u></p> <p>The Democratic Services Officer Max Hirst sought nominations for the position of Chairman of the Malmesbury Area Board for the 2024/25 municipal year.</p> <p><b><u>Decision</u></b>  <b>Councillor Martin Smith was elected Chairman of the Malmesbury Area Board for the 2024/25 municipal year.</b></p> <p>Cllr Martin Smith in the chair.</p>
16	<p><u>Election of Vice-Chairman</u></p> <p>The newly elected Chairman sought nominations for the position of Vice-Chairman of the Malmesbury Area Board for the 2024/25 municipal year.</p> <p><b><u>Decision</u></b>  <b>Councillor Chuck Berry was elected Vice-Chairman of the Malmesbury Area Board for the 2024/25 municipal year.</b></p>
17	<p><u>Chairman's Welcome and Introductions</u></p> <p>The Chairman, Cllr Martin Smith, welcomed everyone to meeting.</p>
18	<p><u>Apologies for Absence</u></p> <p>There were no apologies for absence.</p>
19	<p><u>Minutes</u></p> <p>The minutes of the meeting held on 13 February 2024 were presented for consideration and it was:</p> <p><b><u>Resolved:</u></b></p> <p><b>To approve and sign as a true and correct record of the minutes of the meeting held on 13 February 2024.</b></p>
20	<p><u>Declarations of Interest</u></p> <p>Cllr Gavin Grant recused himself from the Area Board Grant concerning HEALS of Malmesbury (Ref ABG1837).</p>
21	<p><u>Chairman's Announcements</u></p>

	<p>The Chairman provided information about:</p> <ul style="list-style-type: none"> <li>Consultation on Statement of Licensing Policy</li> <li>Local Nature Recovery Strategy - Public Engagement</li> <li>Area Board Culture Strategy</li> <li>Best Kept Village Competition</li> <li>Highways Matters Event – Question Responses</li> </ul>
22	<p><u>Information Items</u></p> <p>The board noted the following Information Items:</p> <ul style="list-style-type: none"> <li>• BSW Together</li> <li>• Healthwatch</li> <li>• Community First</li> <li>• Multiply</li> <li>• AGE UK</li> <li>• Parish Clerk Job Advert</li> </ul> <p>Councillors also wished to thank Parish Clerks for all the work they do behind the scenes.</p>
23	<p><u>Partner Updates</u></p> <p>The board received updates from the following partners:</p> <p><u>Wiltshire Police</u></p> <p>Neighbourhood Chief Inspector James Brain spoke to the Community and a Road Safety PowerPoint that was attached to the agenda.</p> <p>Clarification was made on speed enforcement measures and local issues such as youth crime and drug dealing. The Board thanked the police for their work in these areas.</p> <p>The Board discussed police response times and knowledge of the local area and whether these could be improved given the reassurance this would provide for local communities. A “Meet the team” event was proposed by James Brain which was warmly welcomed by the Board.</p> <p>It was suggested that the police could assist with reporting dangerous road conditions such as potholes through the “MyWilts” app which would help issues gain attention quicker.</p>

	<p><u>Spurgeons – Family Hubs</u></p> <p>Lily Guppy briefly introduced herself and Spurgeons and their work as “family navigators” via drop-in sessions, to signpost local services such as food banks and youth support. Spurgeons also work with children and vulnerable SEND adults up to 25 years old.</p> <p>Councillors were excited to hear about Spurgeons and urged further communication to set up collaboration in the future.</p>
24	<p><u>Area Board End of Year Report</u></p> <p>The Board received the Area Board End of Year Report from Andrew Jack (Strategic Engagement Partnerships Manager). The full report was attached to the agenda pack.</p> <p>Each of the following Local Priorities were covered:</p> <p><b><u>Youth Engagement</u></b></p> <p>The Local Youth Network was described as “working extremely well” with great participation from Malmesbury Secondary School.</p> <p><b><u>Climate Change and the environment</u></b></p> <p>Achievements over the past year included:</p> <ul style="list-style-type: none"> <li>• EV charging points being installed on Sherston High Street</li> <li>• The Climate action networking event that had just taken place before the meeting</li> <li>• 8 months of river water quality testing with BART and Wessex Water</li> <li>• The Board’s grant contribution to the Solar PV scheme for Sherston Cricket Club</li> </ul> <p><b><u>Reducing Isolation and Loneliness</u></b></p> <p>Achievements over the past year included:</p> <ul style="list-style-type: none"> <li>• The continued success of the Malmesbury Health and Wellbeing Forum</li> <li>• Successful communication with Town/Parish councils to collaborate on activities.</li> <li>• The Board’s grant contribution to Malmesbury Amateur Boxing and their amazing national success story organising sparring sessions for</li> </ul>

	<p>Parkinson’s sufferers.</p> <ul style="list-style-type: none"> <li>• The launch of the Cartmel Minibus</li> </ul> <p><b><u>Highway Safety</u></b></p> <p>Achievements over the past year included:</p> <ul style="list-style-type: none"> <li>• Successful collaboration with police enforcement team and using Speed Indicator Devices (SIDs) to reduce speeding.</li> <li>• Increasing budgets for white lining, gulley clearing and pothole repair</li> <li>• Progress on Lyneham Banks with work due to start in early July.</li> </ul> <p><b><u>Community Resilience</u></b></p> <p>The continued success of local food banks was stated as extremely beneficial to its local communities.</p> <p><b>Cllr Martin Smith proposed, and Cllr Chuck Berry seconded accepting the recommendations after which it was:</b></p> <p><b><u>Resolved:</u></b></p> <p><b>To note the achievements of the Area Board over the last year and thank Andrew Jack (SEPM) for all his hard work.</b></p>
25	<p><b><u>Area Board Looking Ahead</u></b></p> <p>The Board received a report from Andrew Jack (SEPM) which looked ahead to the coming municipal year and beyond. As part of this item, The Chairman, Cllr Martin Smith moved the following motion, which was seconded by Cllr Gavin Grant:</p> <p>1) That the following priorities be adopted by the Malmesbury Area Board for 2024/2025 as well as the respective Lead Councillors:</p> <p>Youth engagement, improving opportunities, and SEND provisions and outcomes. – Cllr Gavin Grant</p> <p>Addressing climate change, improving active travel and reversing biodiversity loss. – Cllr Martin Smith</p> <p>Supporting positive mental health and wellbeing and reducing social isolation. – Cllr Chuck Berry</p> <p>Improving highway safety. – Cllr Elizabeth Threlfall</p>

	<p>Community Resilience. – Cllr Gavin Grant &amp; Cllr Elizabeth Threlfall</p> <p>2) That the following Councillors be allocated the respective Outside Bodies for 2024/2025:</p> <ul style="list-style-type: none"> <li>• Malmesbury Local Youth Network (LYN) - Cllr Gavin Grant</li> <li>• Malmesbury Health and Wellbeing Forum (HWB) - Cllr Chuck Berry</li> <li>• Malmesbury Community Safety Partnership - Cllr Gavin Grant</li> </ul> <p>3) That Cllr Elizabeth Threlfall be re-appointed as Councillor Representative for the Malmesbury Local Highways and Footway Improvement Group (LHFIG), with it noted that all other members were welcome to attend meetings.</p> <p><b><u>Resolved:</u></b></p> <p><b>To accept the motion and the appointments within.</b></p>
26	<p><u>Area Board Funding</u></p> <p><u>Community Area Grants</u></p> <p>Sherston Scout Group requested £2500 towards updating the electrics in their Scout Hut.</p> <p>Proposed by Cllr Martin Smith and seconded by Cllr Elizabeth Threlfall</p> <p>It was:</p> <p><b><u>Resolved</u></b>  <b>To award Sherston Scout Group £2500 for their Scout Hut electrics.</b>  <b><u>Reason</u> – The application met the Community Area Grants Criteria 2024/25.</b></p> <p>Fruitful Malmesbury requested £2500 towards an Edible Forest Garden</p> <p>The Board wished to urge Malmesbury Tennis Club to ensure a long lease is provided to Fruitful Malmesbury reflecting that public money is being invested.</p> <p>Proposed by Cllr Gavin Grant and seconded by Cllr Elizabeth Threlfall</p> <p>It was:</p> <p><b><u>Resolved</u></b>  <b>To award Fruitful Malmesbury £2500 for their Edible Forest Garden</b>  <b><u>Reason</u> – The application met the Community Area Grants Criteria 2024/25.</b></p> <p><u>Older and Vulnerable Adults Grants</u></p>

Malmesbury Pickleball Club requested £500 towards Club Equipment

Proposed by Cllr Gavin Grant and seconded by Cllr Martin Smith

It was:

**Resolved**

**To award Malmesbury Pickleball Club £500 for Club Equipment**

**Reason – The application met the Older and Vulnerable Adults Grants Criteria 2024/25.**

**Youth Grants**

HEALS of Malmesbury requested £2500 towards a Summer Programme for 2024.

Proposed by Cllr Elizabeth Threlfall and seconded by Cllr Chuck Berry

It was:

**Resolved**

**To award HEALS of Malmesbury £2500 for their Summer Programme**

**Reason – The application met the Youth Grants Criteria 2024/25.**

Caerbladon CIC requested £2000 towards a Youth Arts Studio

Proposed by Cllr Martin Smith and seconded by Cllr Gavin Grant

It was:

**Resolved**

**To award Caerbladon CIC £2000 for their Youth Arts Studio**

**Reason – The application met the Youth Grants Criteria 2024/25.**

The RISE Trust requested £5000 towards Friday night safe spaces for young people.

Proposed by Cllr Gavin Grant and seconded by Cllr Elizabeth Threlfall

It was:

**Resolved**

**To award The RISE Trust a reduced amount of £2500 for safe spaces for young people owing to the local Malmesbury Area Board limit for Youth Grants.**

**Reason – The application met the Youth Grants Criteria 2024/25.**

	<p>The RISE Trust requested £3400 towards Street Based Youth Engagement Proposed by Cllr Gavin Grant and seconded by Cllr Elizabeth Threlfall</p> <p>It was:</p> <p><b><u>Resolved</u></b>  <b>To award The RISE Trust a reduced amount of £2500 for safe spaces for young people owing to the local Malmesbury Area Board limit for Youth Grants.</b>  <b><i>Reason – The application met the Youth Grants Criteria 2024/25.</i></b></p>
27	<p><u>Local Highway and Footway Improvement Group</u></p> <p>The Board considered the notes and recommendations from the recent meeting of the Local Highways and Footways Improvement Group (LHFIG) which took place on 23 April 2024.</p> <p>Proposed by Cllr Elizabeth Threlfall and seconded by Cllr Gavin Grant it was:</p> <p><b><u>Resolved</u></b>  <b>To approve the recommendations from the meeting of the Local Highways and Footways Improvement Group on 23 April 2024.</b></p>
28	<p><u>Urgent items</u></p> <p>There were no urgent items.</p>
29	<p><u>Date of Next Meeting</u></p> <p>The next meeting will take place on 24 September 2024.</p>



School report



## Inspection of Lea and Garsdon Church of England Primary School

The Street, Lea, Malmesbury, Wiltshire SN16 9PG

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Inspection dates: 12 and 13 June 2024

<b>Overall effectiveness</b>	<b>Good</b>
The quality of education	<b>Good</b>
Behaviour and attitudes	<b>Outstanding</b>
Personal development	<b>Outstanding</b>
Leadership and management	<b>Good</b>
Early years provision	<b>Good</b>
Previous inspection grade	Good



# 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 some way 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.

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# Message from our Chair

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**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.**



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# About us

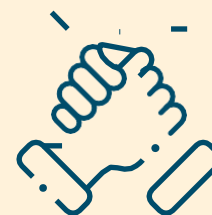
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## Healthwatch Wiltshire is your local health and social care champion.

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?

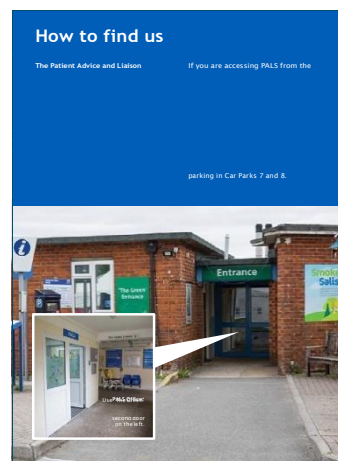
Our volunteers, as well as the hospital's Patient Experience Steering Group, were involved in the development of a new leaflet to ensure that it's patient friendly. Their suggestions included:

- 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:



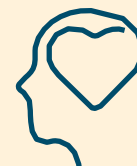
- The wellbeing of children and young people
- Pharmacy
- Care at home
- Accessibility of health services
- How the cost of living is affecting our health
- The impact of living in a rural county

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.

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## 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.

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### 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](https://healthwatchwiltshire.co.uk/volunteer)

 01225 434218

 [info@healthwatchwiltshire.co.uk](mailto: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
<b>Total income</b>	<b>£120,346</b>	<b>Total expenditure</b>	<b>£142,301</b>



## 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
<b>Total income</b>	<b>£45,150</b>	<b>Total expenditure</b>	<b>£47,117</b>
<b>Overall income 2023-24</b>	<b>£165,496</b>	<b>Overall expenditure 2023-24</b>	<b>£187,451</b>

## 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.

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## 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.




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## Community First - AGM and Awards Celebration

The Community First Annual General Meeting and Awards Celebration will take place on **Wednesday 9<sup>th</sup> 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](http://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](https://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>

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## 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](mailto: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](mailto: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](mailto:roughsleeperteam@wiltshire.gov.uk), phone Housing Solutions 0300 456 0106, or speak to your HMO Manager.

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## 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](mailto:mcarter@communityfirst.org.uk).

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## 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](mailto:beccaworsley@gmail.com)**

## Youth Action Wiltshire Carol Service

The popular Youth Action Wiltshire carol service 'Carols by Candlelight' will take place on Friday 13<sup>th</sup> 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](mailto:ginniekeen@gmail.com).

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## 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/>

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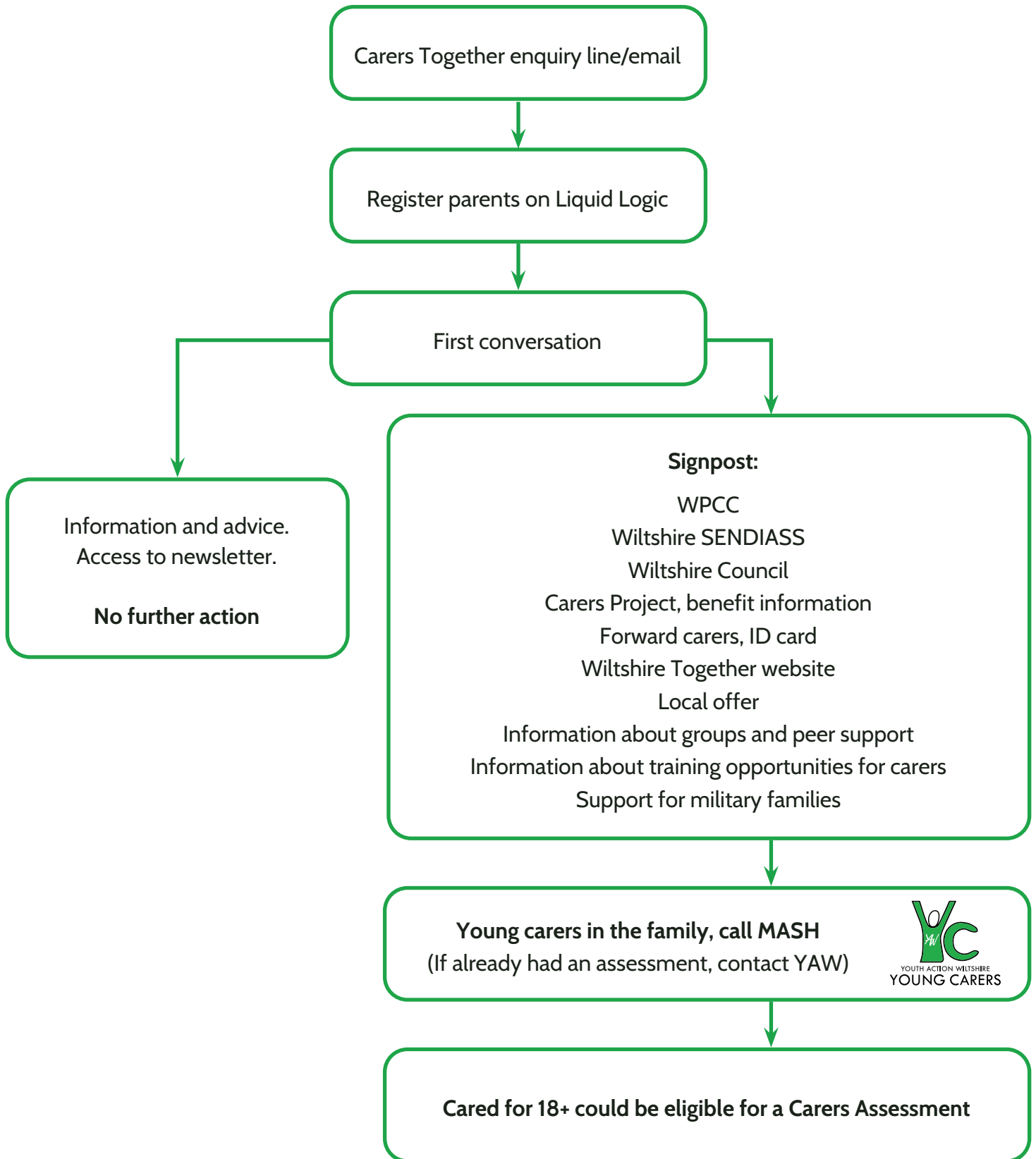
### Briefing prepared by:

Ellie Ewing

Marketing and Communications Manager (Community First)

[eeewing@communityfirst.org.uk](mailto:eeewing@communityfirst.org.uk)

# Parent Carer Support Pathway









## 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](mailto:enquiries@carerstogethertwiltshire.org.uk)**

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

## 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](http://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](http://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](http://www.turn2us.org.uk)

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



## Community First - AGM and Awards Celebration

Thank you to everyone who has responded to our invitation for the Community First AGM and Awards Celebration which will take place on **Wednesday 9<sup>th</sup> October 2024 (5.30-7.30pm)** at the Town Hall in Devizes. We look forward to seeing you there.

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## New Alternative Provision Offer for Wiltshire Schools - Limited Places Available

We are now accepting pupil referrals for our Alternative Provision offer at Oxenwood Outdoor Education Centre and Linkenholt Countryside Adventure Centre. The provision has been inspected and approved by Wiltshire Council and schools can find out more via the Alternative Provision Portal on the Right Choice website or via our website: [www.oxenwood.org.uk/alternative-provision](http://www.oxenwood.org.uk/alternative-provision). There are currently a limited number of places available. Schools who are interested in the Alternative Provision offer should arrange a place as soon as possible to take advantage of this fantastic opportunity for young people to experience the many benefits of adventure and outdoor learning.

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## Community Transport Services - Directory

If your organisation works with people in rural areas, you may already be aware of the service provided by Link Schemes and Community Minibus Groups. Community transport services offer a vital lifeline to local facilities and medical care for people across the county. Community First offers support to local transport groups and provides a directory of contact details for individual Link Schemes and Community Minibus Groups. This directory can be filtered by approximate location e.g. nearest town and by keyword search for specific local areas.

Demand for access to transport services has increased in recent years. We have also seen an increased volume of requests for help with transport which are being sent directly to Community First. Whilst we offer support to local transport services, we cannot make transport arrangements for individuals directly. If you work with people who need help with transport e.g. for medical appointments, please share the link to the Community Transport Directory with them so they can contact their local service:

**Transport Directory:** <https://www.communityfirst.org.uk/transport/directory/>

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## Health Research Champions - Help Shape the Future of Health Research

Your voice matters in health research. We believe that health research should include everyone, so all people have a chance to join and benefit. We are particularly interested in hearing from people with disabilities and people from our global majority communities.

### What Can Research Champions Do?

- **Raise Awareness:** Help people learn about health and care research and encourage them to join.
- **Speak to Groups:** Talk to patient and community groups about health and care research.
- **Share Information:** Help people find out about research studies, like those on Be Part of Research and Join Dementia Research.
- **Join Media Interviews:** Take part in interviews to help spread the word about research.

- Work with Schools: Visit schools and other learning places to promote research.
- Attend Events: Participate in local events and activities to support research.

### Why Become a Research Champion?

- Make a Difference: Have a positive impact on health care and treatments.
- Share Your Story: Offer your experiences and insights to help others.
- Connect with Others: Meet people who share your interests and work with professionals.
- Learn and Grow: Gain new skills and knowledge.

### Join Us Today and Make a Difference!

Together, we can make sure that health research includes everyone and meets everyone's needs. Our Motto: *"No Research About Us, Without Us."* Let's work together to make sure health research includes and helps all people. Become a Health Research Champion today!

If you'd like to register to become a Health Research Champion, please complete this registration form: <https://www.cognitofrms.com/CommunityFirst2/HealthResearchChampionRegistrationForm>

To find out more without committing please contact: [askyring@communityfirst.org.uk](mailto:askyring@communityfirst.org.uk). We can share more information and discuss what support and training is available should you wish to join.

A poster is also included with this briefing pack which includes information that can be shared with your contacts and networks, on your website and in newsletters.

## Parent Carer Drop-in & Online Sessions for Autumn 2024

Sessions are available throughout the Autumn and a list of upcoming face-to-face and virtual groups for parent carers. Dates, times and locations can be found below:

- **Tuesday 1st October 2024**, Support group, 2:30-4pm, Trowbridge Family Hub, County Hall. Drop in.
- **Thursday 17th October 2024**, Virtual evening group, 7-8pm on Teams.
- **Wednesday 6th November 2024**, Support group, 10:30am to 12pm, Community First meeting room, Devizes. Drop in.
- **Thursday 21st November 2024**, Virtual evening group, 7-8pm.
- **Wednesday 4th December 2024**, Support group, 10:30am to 12pm, Cosy Club Salisbury. Drop in.
- **Thursday 19th December 2024**, Virtual evening group, 7-8pm. Christmas Quiz.

A representative from Forward Carers will be attending the first two face to face sessions, to talk about their online offer for carers, and the new carers ID card. For the online sessions, please email Jo Hiller-Culley for the link: [jo.hiller-culley@carerstogetherwiltshire.org.uk](mailto:jo.hiller-culley@carerstogetherwiltshire.org.uk)

## Voice It, Hear It

We have previously included information about the Voice It, Hear It project in updates for Area Boards. Voice It, Hear It, is a co-production and engagement project that unifies the collective strength of its partners to support the voice and engagement of people in Wiltshire. The project is funded by Wiltshire Council and BSW ICB and delivered by Community First, Wessex Community Action, Wiltshire Service Users Network, Age UK Wiltshire, Alzheimer's Support and Celebrating Age Wiltshire.

The Voice It, Hear It team is continuing to support Wiltshire Council, BSW ICB and other partners to deliver engagement projects on a variety of topics. Topics for Autumn 2024 include technology, health screening, dental care and accommodation. As mentioned in our September briefing, there is also an opportunity for extended partners to join our Voice It, Hear It Engagement Network.

In addition to direct engagement through face to face groups and meetings, the project also offers opportunities to participate online through surveys. A list of current surveys and other opportunities to be involved can be found on the Voice It, Hear It landing page on the Wiltshire Together website:

<https://wiltshiretogether.org.uk/voice-it-hear-it>

Scroll down to the section called 'Voice It, Hear It activities' for a list of current surveys.

Please share this link with your contacts and service users (if appropriate) so that we gather as much useful feedback as we can about local services. This will help to inform the creation of new services or change the way services are delivered locally to make them better for the future.

[www.communityfirst.org.uk/voice](http://www.communityfirst.org.uk/voice)  
[voice@communityfirst.org.uk](mailto:voice@communityfirst.org.uk)

Facebook: Voice It, Hear It

Instagram: @WiltsVoice

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**Briefing prepared by:**

Ellie Ewing

Marketing and Communications Manager (Community First)

[eeewing@communityfirst.org.uk](mailto:eeewing@communityfirst.org.uk)





# Join us as a Health Research Champion!

COMMUNITY  
**FIRST**



## Help shape the future of health research

Your voice matters in health research! We believe that health research should include everyone, so all people have a chance to join and benefit. We are particularly interested in hearing from people with disabilities and people from the global majority.

Scan to register interest  
as a Health Research  
Champion



# What can Research Champions do?



## Raise awareness:

Help people learn about health and care research and encourage them to join.



## Speak to groups:

Talk to patient and community groups about health and care research.



## Share information:

Help people find out about research studies, like those on Be Part of Research and Join Dementia Research.



## Join media interviews:

Take part in interviews to help spread the word about research.



## Work with schools:

Visit schools and other learning places to promote research.



## Attend events:

Participate in local events and activities to support research.

## Why become a Research Champion?

### Make a difference:

Have a positive impact on health care and treatments

### Share Your story:

Offer your experiences and insights to help others.

### Connect with others:

Meet people who share your interests and work with professionals.

### Learn and grow:

Gain new skills and knowledge.

## Join us today and make a difference!

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Our Motto: "No Research About Us, Without Us"

Let's work together to make sure health research includes and helps all people. Become a Health Research Champion today!

To find out more without committing, please email:

[askyring@communityfirst.org.uk](mailto:askyring@communityfirst.org.uk)

Scan to register  
interest



Community First, Unit C2, Beacon Business Centre, Hopton Park, Devizes, SN10 2EY.

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## 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.





## Area Board Briefing Note Update on the FACT Family Help Project

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

### 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](mailto:fact@wiltshire.gov.uk) if you'd like to find out more or get involved.

Area Board Briefing Note  
FACT Transitional Safeguarding Project

<b>Service:</b>	<b>Families and Children’s Transformation (FACT)</b>
<b>Date prepared:</b>	<b>August 2024</b>
<b>Further enquiries to:</b>	<b>Simon Thomas</b>
<b>Direct contact:</b>	<a href="mailto:Simon.thomas@wiltshire.gov.uk">Simon.thomas@wiltshire.gov.uk</a>

**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 18<sup>th</sup> 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

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

### **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.

## Area Board Briefing Note

<b>Service:</b>	<b>Cost of Living</b>
<b>Date prepared:</b>	<b>10 September 2024</b>
<b>Further enquiries to:</b>	<b>Will Oulton</b>
<b>Direct contact:</b>	<a href="mailto:William.oulton@wiltshire.gov.uk">William.oulton@wiltshire.gov.uk</a>

### Cost of Living

As we prepare for winter, there remain some financial pressures on household budgets, and it is anticipated that there will be continuing demand for support and advice.

Overall inflation is relatively stable at 2.2%<sup>1</sup>, which suggests that some cost pressures for the community have reduced. However, for example, under the new energy price cap, gas and electricity prices will rise by 10% in England, Scotland and Wales from October<sup>2</sup>.

The Council, therefore, is continuing to work with partners to deliver interventions that provide advice and support to our communities, including:

- Wiltshire libraries are continuing as warm spaces and as sources of advice.
- We will contact community providers to update our [interactive guide](#) to help people find key support to combat fuel and food poverty. In addition, we are creating a page on the directory that gives an interactive advent calendar view of provision/opportunities over the Christmas period.
- Wiltshire bus users can continue to travel on most routes in the county for just £2 or less for a single fare until the end of December 2024<sup>3</sup>. The fare price reduction has been funded by the Government and is aimed at getting more people to use buses across the country during the current cost of living challenges.
- Ahead of the Government announcement to extend the Household Support Fund by 6 months from the 1<sup>st</sup> of October<sup>4</sup>, we are analysing the impact of schemes delivered under the programme so can further develop our approach to ensure that

<sup>1</sup> [CPI ANNUAL RATE 00: ALL ITEMS 2015=100 - Office for National Statistics \(ons.gov.uk\)](#)

<sup>2</sup> [What is the energy price cap and who gets winter fuel payments? - BBC News](#)

<sup>3</sup> [Get around for £2 - extended to December 2024 - Connecting Wiltshire](#)

<sup>4</sup> [Government support extended to help struggling households with bills and essential costs over winter - GOV.UK \(www.gov.uk\)](#)

those households most in need are targeted for support. A full report is expected at Cabinet in October.

- Pending confirmation of funding, Foodbanks and Community Food Providers will be invited to apply for funding to support their work.
- [Our website](#) and media channels offer a range of online support and sign-posting information on topics including council tax/benefits, energy advice and mental health support.
- A dedicated Wiltshire Wellbeing support line to provide advice and guidance, and officers are working with to improve processes to ensure people are directed to right support. Contact details on the phone are: 0300 003 4576, and email is: [wellbeinghub@wiltshire.gov.uk](mailto:wellbeinghub@wiltshire.gov.uk)
- With change to the eligibility of Winter Fuel Payments<sup>5</sup>, the DWP has been encouraging the take up of Pension Credit<sup>6</sup>. The Council has also been promoting the take-up of Pension Credit to those who may be missing out.

## FUEL Programme

The Council is pleased to say that, following a successful summer programme that saw more than 1,500 young people make around 2,000 bookings at over 41 locations. , Wiltshire Council's Holiday Activity and Food programme (FUEL) will be back during the Christmas school holidays. It is funded by the Department for Education and provides children who are eligible for benefits-related free school meals with free access to activity, food and nutritional education during school holidays. Eligible families will be able to sign up later in the year and details will be promoted through all schools in Wiltshire in due course. More information about FUEL can be found at [www.wiltshire.gov.uk/fuel-programme](http://www.wiltshire.gov.uk/fuel-programme).

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<sup>5</sup> [Winter Fuel Payment: Eligibility - GOV.UK \(www.gov.uk\)](#)

<sup>6</sup> ["You could get Pension Credit" – Week of Action to drive take up - GOV.UK \(www.gov.uk\)](#)

WILTSHIRE POLICE



Page 65

# Road Safety update – Malmesbury Area Board

24 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.

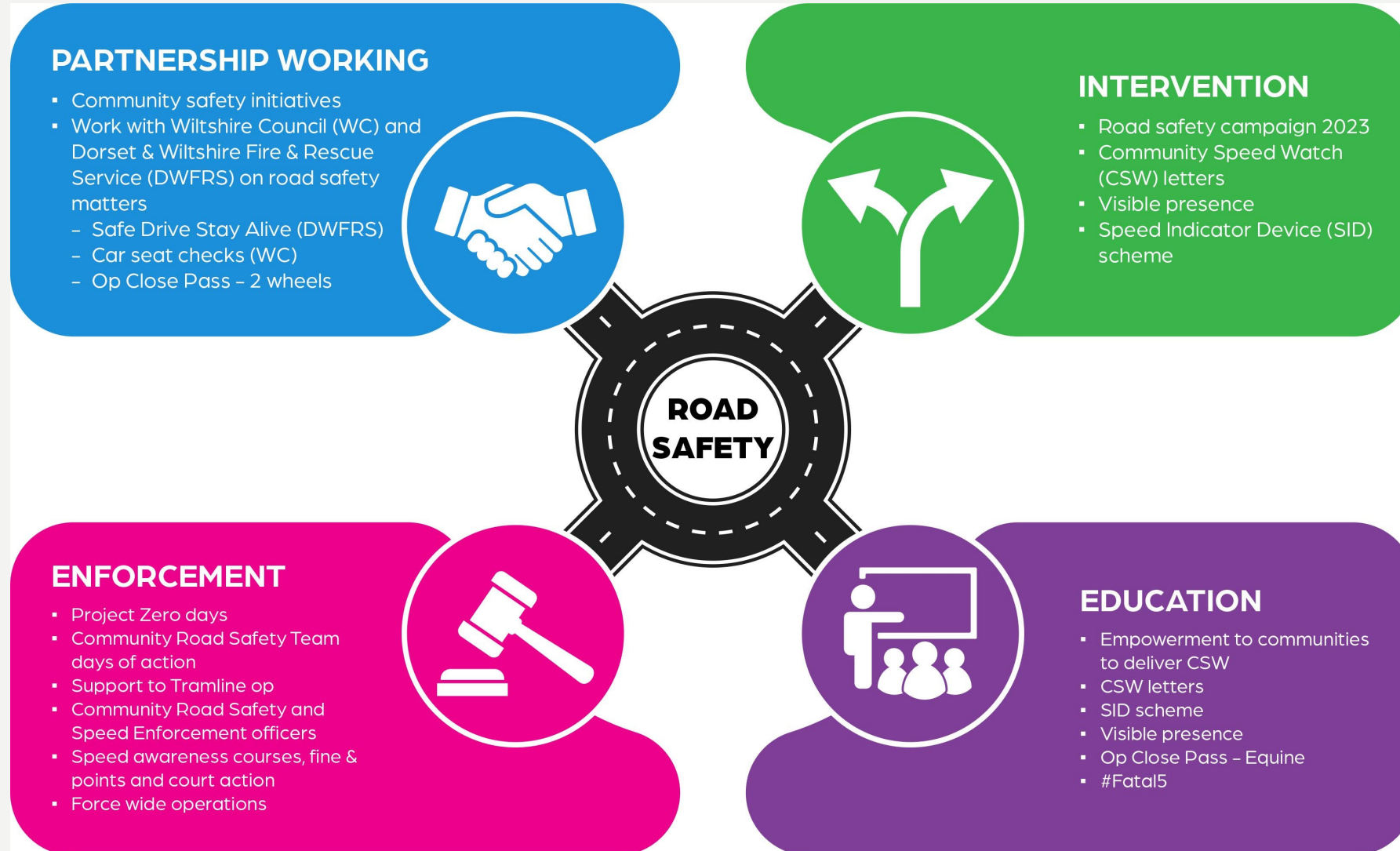
### Child passengers

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





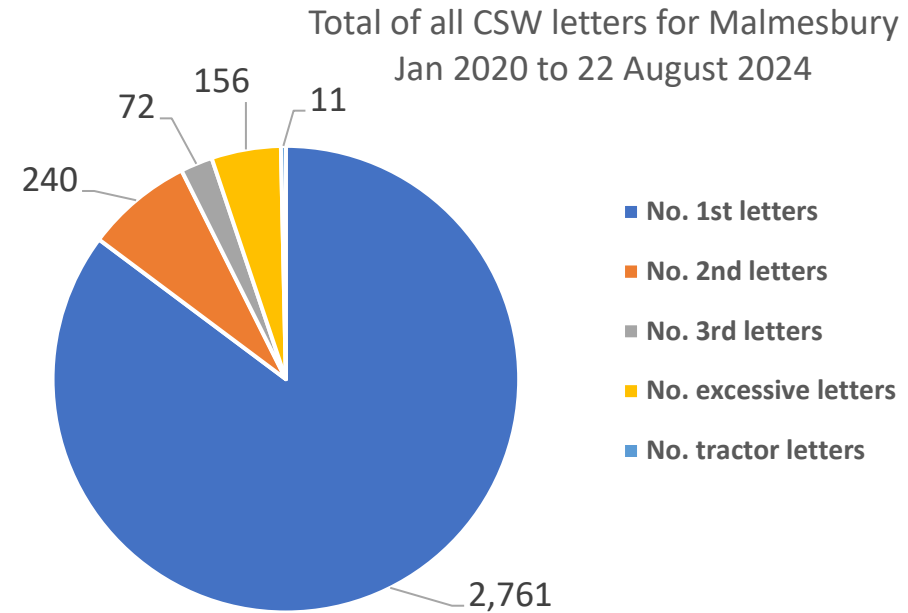
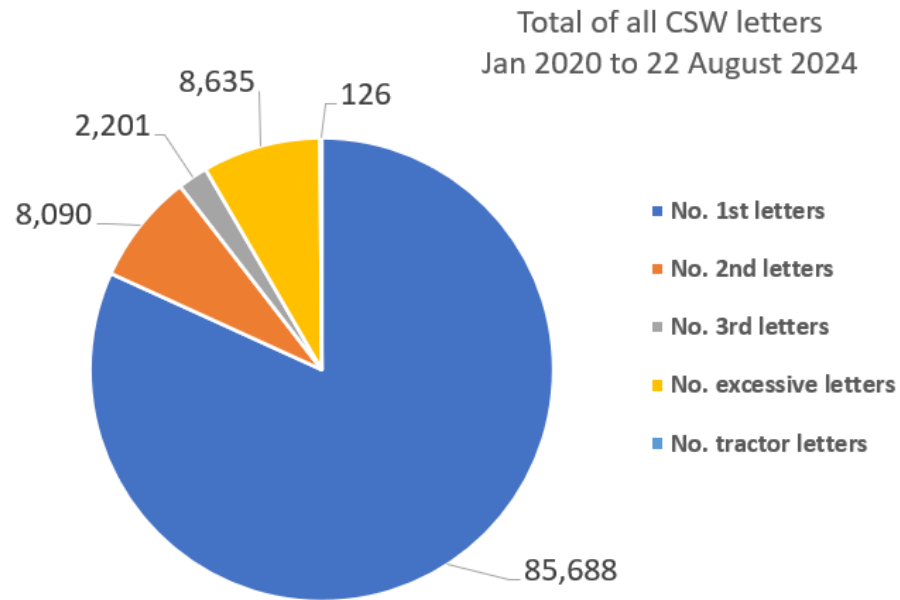
# Community Speed Watch

## CSW



# • CSW Malmesbury 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 %
Ashton Keynes	39	5	0	1	0	45	11	1.4%
Charlton	1946	151	44	119	11	2271	164	6.5%
Eastcourt	227	25	8	11	0	271	112	4.5%
Little Somerford	329	32	10	19	0	390	87	3.28%
Milbourne	220	27	10	6	0	263	132	4.7%
<b>Grand Total</b>	<b>2761</b>	<b>240</b>	<b>72</b>	<b>156</b>	<b>11</b>	<b>3240</b>	<b>506</b>	<b>4.1%</b>



# • Traffic surveys – Malmesbury 2022 to July 2024

## Wiltshire Council

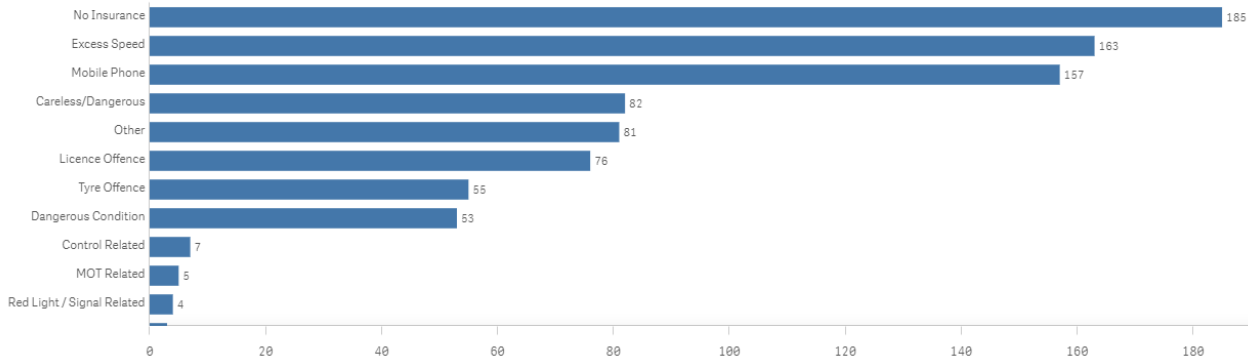
Title	Result	Survey start date	Speed limit	85th percentile	CPT	Area Board
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Little Somerford - Field View - The Street	No further action	15/04/2024	40	43.6	RWB	Malmesbury
Malmesbury - B4014 Filands	No further action	19/02/2024	40	40.2	RWB	Malmesbury
Malmesbury - B4042 Lea Crescent	Police	10/01/2022	40	50.39	RWB	Malmesbury
Malmesbury - B4042 The Spinney	No further action	10/01/2022	40	45.63	RWB	Malmesbury
Malmesbury - C68 Gloucester Road 042-020	No further action	15/05/2023	30	18	RWB	Malmesbury
Malmesbury - C68 Gloucester Road 042-023	No further action	15/05/2023	30	27.2	RWB	Malmesbury
Malmesbury-A429 Chippenham Road	Speed education	15/04/2024	30	35.2	RWB	Malmesbury
Malmesbury-B4042-Burton Hill	Speed education	11/09/2023	30	38.3	RWB	Malmesbury
Milbourne	No further action	15/04/2024	30	34.4	RWB	Malmesbury
Minety - B4040, Silver street	No further action	28/06/2022	30	31.62	RWB	Malmesbury
Minety - B4040, Station Road	Speed education	28/06/2022	30	35.78	RWB	Malmesbury
Sherston - B4040	No further action	07/12/2023	40	31.6	RWB	Malmesbury
Sherston - B4040 Church Street_Easton Town 042-001	No further action	15/05/2023	30	30.1	RWB	Malmesbury
Sherston - B4040 Easton Town 042-002	No further action	15/05/2023	30	33.4	RWB	Malmesbury
Sherston - B4040 High Street -042-004	No further action	15/05/2023	30	25.2	RWB	Malmesbury
Sherston - C27 Tetbury Road VOID SEE NOTES 042-007	No further action	15/05/2023	30	69.9	RWB	Malmesbury
Sherston - C78 Knowckdown Road 042-005	No further action	15/05/2023	30	26.2	RWB	Malmesbury
Sherston - Pinchmore Lane Pinkney North	No further action	15/04/2024	40	31	RWB	Malmesbury
Sherston - Pinchmore Lane Pinkney South	No further action	15/04/2024	40	32.8	RWB	Malmesbury
Sherston - Tetbury Road	Speed education	07/12/2023	30	36	RWB	Malmesbury
Sherston - UC Green Lane 042-003	No further action	15/05/2023	30	25.2	RWB	Malmesbury
Sherston - UC Sandpits Lane 042-006	No further action	15/05/2023	30	25.7	RWB	Malmesbury



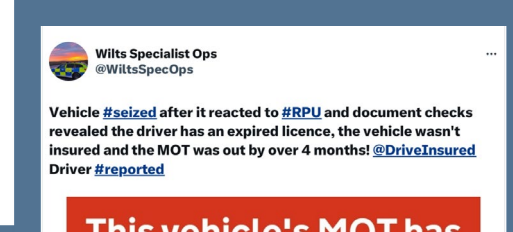
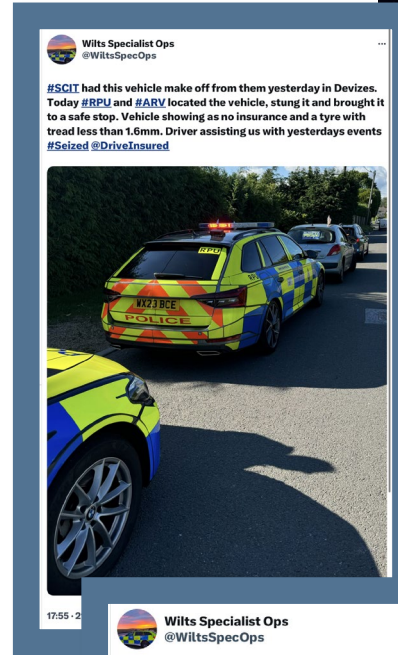
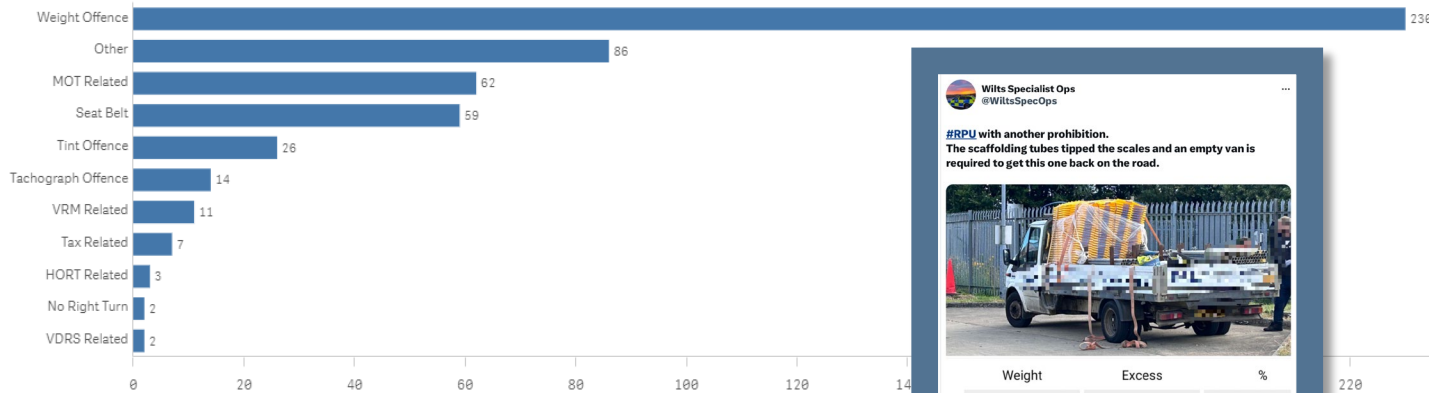
# • Wider work recently

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

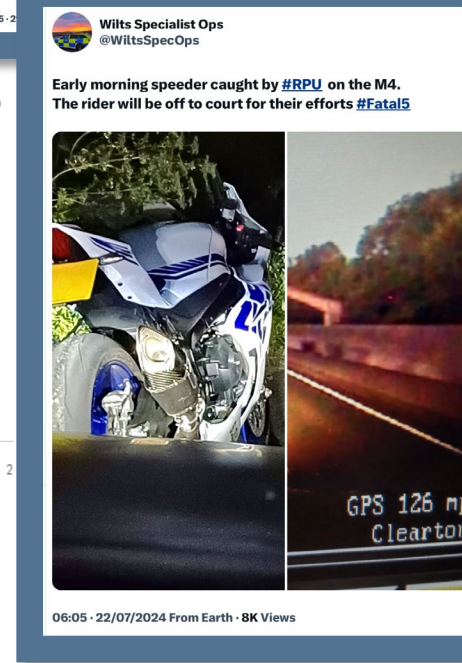
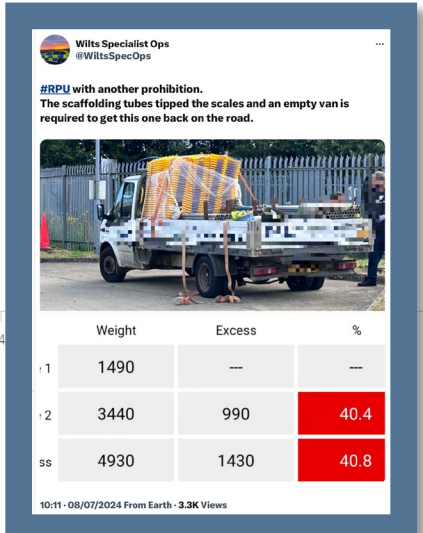


**This vehicle's MOT has expired**



**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...

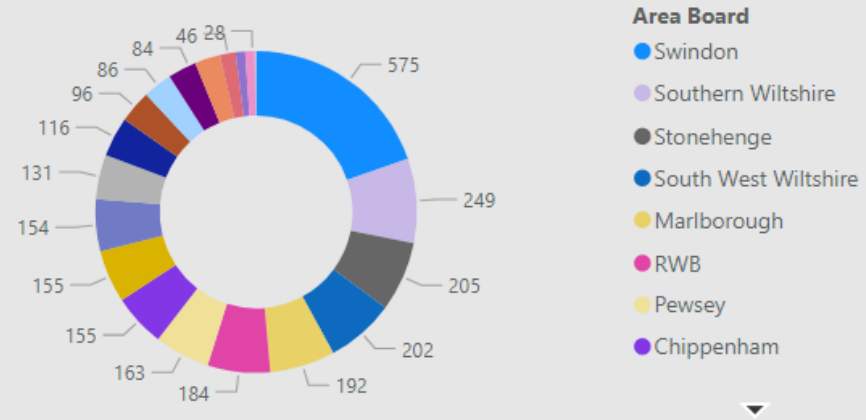
1,803.00  
No. Fine & Points

184.00  
No. Court

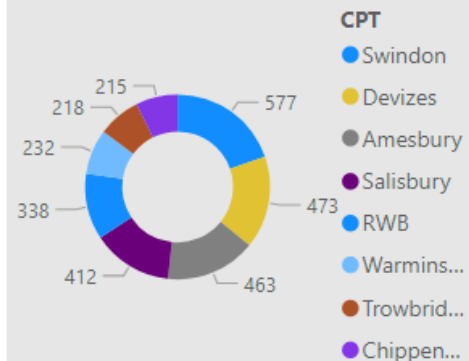
909  
No. of Locations

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
<b>Total</b>			<b>13,530.00</b>	<b>1,803.00</b>	<b>184.00</b>		

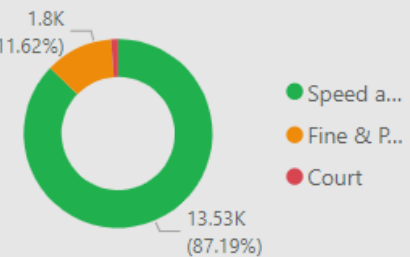
### Activity by Area Board



### Activity by CPT



### Outcomes





# • CSEO – Malmesbury Area Board - 1Jan 2023 to 22 Aug 2024

## CSEO Activity Dashboard

Outcomes are dependent on previous convictions and history

266.00  
No. Speed awareness co...

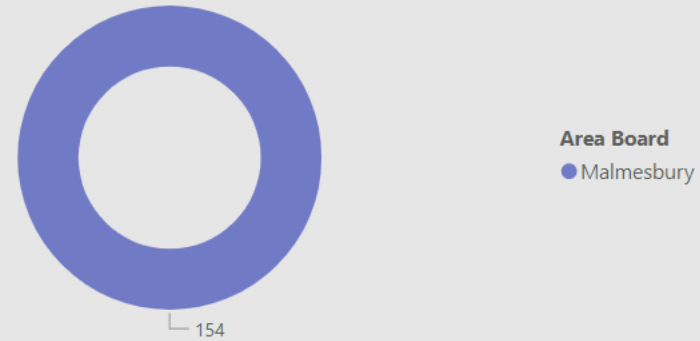
36.00  
No. Fine & Points

3.00  
No. Court

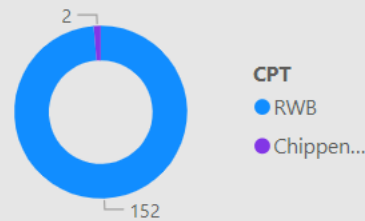
78  
No. of Locations

Location	Year	Month	Speed awareness course	Fine & Points	Court	CPT	Area Board
Charlton - Horse and Groom	2023	March	29.00	1.00	0.00	RWB	Malmesbury
Little Somerford - The Hill, Hill Cottage	2023	April	15.00	2.00	0.00	RWB	Malmesbury
Lea B4042 Lea Crescent	2024	February	14.00	1.00	0.00	RWB	Malmesbury
Lea - B4042 Lea Crescent	2024	May	12.00	1.00	0.00	RWB	Malmesbury
Ashton Keynes - Coach Park	2023	September	11.00	0.00	0.00	RWB	Malmesbury
Charlton - B4040 CHARLTON OPPOSITE THE HORSE AND GROOM PH	2024	January	11.00	2.00	0.00	RWB	Malmesbury
Little Somerford - The Hill, 3/4 The Hill (C) dined.guru.hypocrite	2024	April	9.00	0.00	0.00	RWB	Malmesbury
Charlton - B4040 CHARLTON JUNCTION VICARAGE LANE	2023	December	8.00	1.00	0.00	RWB	Malmesbury
Latton C19 - THE STREET, LATTON NEAR CROFT CLOSE OPPOSITE GREEN BOX	2024	April	8.00	1.00	1.00	RWB	Malmesbury
CHARLTON – HORSE & GROOM Hill	2024	March	7.00	0.00	0.00	RWB	Malmesbury
Charlton - Vicarage Lane	2023	November	7.00	0.00	0.00	RWB	Malmesbury
Charlton - Village Farm	2023	April	7.00	2.00	0.00	RWB	Malmesbury
Ashton Keynes	2023	November	6.00	0.00	0.00	RWB	Malmesbury
<b>Total</b>			<b>266.00</b>	<b>36.00</b>	<b>3.00</b>		

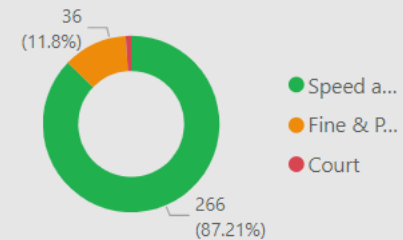
### Activity by Area Board



### Activity by CPT



### Outcomes



# • Your Force | Your Area | Follow us

For information on Road Safety in Wiltshire visit:  
[Road safety campaign 2023 | Wiltshire Police](#)

[Road Safety \(wiltshire-pcc.gov.uk\)](http://wiltshire-pcc.gov.uk)



[Malmesbury Town | Your Area | Wiltshire Police | Wiltshire Police](#)



[Malmesbury Police | Facebook](#)

[Wilts Specialist Ops \(@WiltsSpecOps\) / X \(twitter.com\)](#)

[Wiltshire Specials \(@wiltspolicesc\) / Twitter](#)







Wiltshire and Swindon

**ROAD SAFETY**

PARTNERSHIP

# The Wiltshire and Swindon Road Safety Partnership

**Perry Payne**

# The Wiltshire and Swindon Road Safety Partnership

## Members

Wiltshire Council

Swindon Council

Highways England

Ministry of Defence

Wiltshire Police (Please see Sarah Holden's Road Safety Update in your packs)

Dorset and Wiltshire Fire and Rescue Service

South West Ambulance Service NHS Trust



# The Wiltshire and Swindon Road Safety Partnership

## 3 Main workstreams



Engineering



Education



Enforcement



# The Wiltshire and Swindon Road Safety Partnership

## Engineering

Wiltshire Council

National Highways

Swindon Borough Council



# The Wiltshire and Swindon Road Safety Partnership

## Engineering

Wiltshire Council & National Highways carry out investigations to decide if an engineering solution is required in response to the causes of RTC's on Wiltshire Roads.

To do this, they use data provided by STATS 19 which is the means by which the Police report RTC's. (This is soon to be replaced by a new system called STATS 21)

“Cluster analysis” is undertaken (in accordance with national standards) to identify if there are any sites which require a collision reduction program which MIGHT prevent collisions taking place. They look to see if there have either been 3 incidents in 3 years or 10 in 10 years.

# The Wiltshire and Swindon Road Safety Partnership

## Engineering

The RTC's analysed are injury collisions only. Damage only collisions are not analysed but historically stats suggest there are roughly 12 damage only collisions per injury collision.

Collision rate along a specific routes are also analysed (in accordance with national standards).

Wiltshire Council do not analyse national Highways roads, they do their own

Wiltshire Council have currently identified 80 sites across the county and most issues are relate to single carriageway roads.

# The Wiltshire and Swindon Road Safety Partnership

## Traffic Survey's

Traffic surveys can be requested by Parish Councils via the Local Highways & Footway Improvement Group (LHFIG). Applications made this way are almost always accepted.

These surveys provide detailed and calibrated data which can include traffic volume, times, speeds and even vehicle types.

They provide the necessary evidence to confirm if there is a speeding issue for CSW.

Parish Councils can be charged (between £120 & £200) for this (although they are often provided free to the requestor) and take approximately 6 – 12 weeks to complete once requested.

# The Wiltshire and Swindon Road Safety Partnership

## Education





# • #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.

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

# The Wiltshire and Swindon Road Safety Partnership

## Wiltshire Council

Public Engagement Events

Car Child Seat Check events

Children trained to Bikeability level 1,2,&3

Primary school children trained in Walk Safe programme

Children trained on Scootability

Drive Plus Assessments for older drivers

Subsidised drivers through the Pass Plus scheme

Working regionally regarding rural road safety and agricultural vehicles

Just taken delivery of 10 VR360 headsets funded by Wiltshire Public Health to deliver older driver workshops.

# The Wiltshire and Swindon Road Safety Partnership

## Dorset and Wiltshire Fire and Rescue Service

- Lead on young driver education
- Assist in car seat checks
- Assist in Operation Close Pass
- General Road Safety Community Events
- Assist with Drink Drive campaigns
- Support with Road Risk presentation to Wiltshire Occupational H&S Association
- Present Safe Drive Stay Alive to @5,000 students
- 360 VR sets used for students
- Present Survive the Drive to @4,500 military personnel

# Community Speed Watch

## CSW



# The Wiltshire and Swindon Road Safety Partnership

## Community Speed Watch

Huge and sincere thanks for such a fantastic effort and amazing on-going achievements. This really works and we know what a strong and significant contribution to safety in the community these teams make.

Its important to remember this is the Community working on behalf of the Community – and worth noting that often those receiving letters are local!



# The Wiltshire and Swindon Road Safety Partnership

## Community Speed Watch

Community speed watch is not a “War on motorists” as the popular saying goes.

It is an evidenced based, highly visible, community led educational initiative. It doesn't result in speed awareness courses, fines, points on licenses or court appearances, *but can influence separate future police enforcement activity.*

Those identified as speeding by a Community Speed Watch will receive a letter – and can receive up to 3, each increasing in severity in terms of tone, but all purely advisory.

The tone of the 1<sup>st</sup> letter is set by the severity of the speeding.

# The Wiltshire and Swindon Road Safety Partnership

## Community Speed Watch

There has to have been a traffic survey carried out to provide data to evidence there is a speeding issue, before a CSW can be established or re-established.

Data analysis of CSW activity and outcomes shows that although there has been no reduction in the number of watches being carried out, the number of letters being sent out are reducing.

Community speed watch works.



# The Wiltshire and Swindon Road Safety Partnership

CSW Malmesbury Area Board

Data since July 2020 to 22<sup>nd</sup> August 2024.

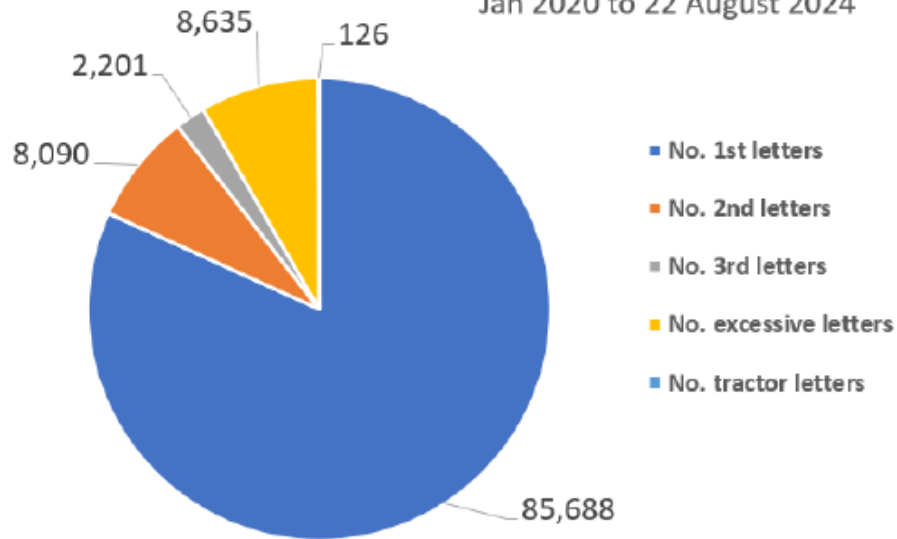
**506 watches carried out**

**3,240 letters sent out.**

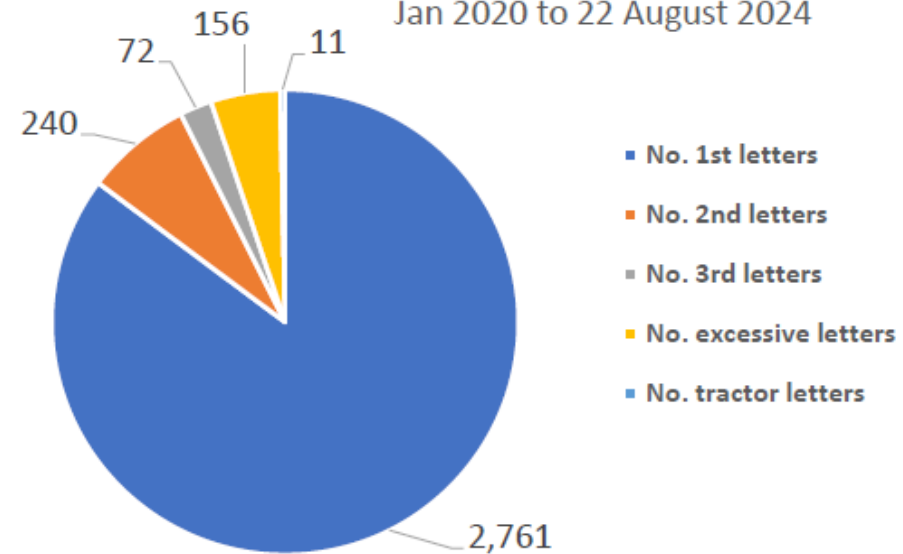
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Total of all CSW letters  
Jan 2020 to 22 August 2024



Total of all CSW letters for Malmesbury  
Jan 2020 to 22 August 2024



# The Wiltshire and Swindon Road Safety Partnership

## Traffic Surveys Malmesbury Area

Data since 2022 to July 2024.

**27** carried out

**7** qualified for speed education

**1** Referred for Police action



# Traffic surveys – Malmesbury 2022 to July 2024

## Wiltshire Council

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Little Somerford - Field View - The Street	No further action	15/04/2024	40	43.6	RWB	Malmesbury
Malmesbury - B4014 Filands	No further action	19/02/2024	40	40.2	RWB	Malmesbury
Malmesbury - B4042 Lea Crescent	Police	10/01/2022	40	50.39	RWB	Malmesbury
Malmesbury - B4042 The Spinney	No further action	10/01/2022	40	45.63	RWB	Malmesbury
Malmesbury - C68 Gloucester Road 042-020	No further action	15/05/2023	30	18	RWB	Malmesbury
Malmesbury - C68 Gloucester Road 042-023	No further action	15/05/2023	30	27.2	RWB	Malmesbury
Malmesbury-A429 Chippenham Road	Speed education	15/04/2024	30	35.2	RWB	Malmesbury
Malmesbury-B4042-Burton Hill	Speed education	11/09/2023	30	38.3	RWB	Malmesbury
Milbourne	No further action	15/04/2024	30	34.4	RWB	Malmesbury
Minety - B4040, Silver street	No further action	28/06/2022	30	31.62	RWB	Malmesbury
Minety - B4040, Station Road	Speed education	28/06/2022	30	35.78	RWB	Malmesbury
Sherston - B4040	No further action	07/12/2023	40	31.6	RWB	Malmesbury
Sherston - B4040 Church Street_Easton Town 042-001	No further action	15/05/2023	30	30.1	RWB	Malmesbury
Sherston - B4040 Easton Town 042-002	No further action	15/05/2023	30	33.4	RWB	Malmesbury
Sherston - B4040 High Street -042-004	No further action	15/05/2023	30	25.2	RWB	Malmesbury
Sherston - C27 Tetbury Road VOID SEE NOTES 042-007	No further action	15/05/2023	30	69.9	RWB	Malmesbury
Sherston - C78 Knowckdown Road 042-005	No further action	15/05/2023	30	26.2	RWB	Malmesbury
Sherston - Pinchmore Lane Pinkney North	No further action	15/04/2024	40	31	RWB	Malmesbury
Sherston - Pinchmore Lane Pinkney South	No further action	15/04/2024	40	32.8	RWB	Malmesbury
Sherston - Tetbury Road	Speed education	07/12/2023	30	36	RWB	Malmesbury
Sherston - UC Green Lane 042-003	No further action	15/05/2023	30	25.2	RWB	Malmesbury
Sherston - UC Sandpits Lane 042-006	No further action	15/05/2023	30	25.7	RWB	Malmesbury

# The Wiltshire and Swindon Road Safety Partnership



## Enforcement



# The Wiltshire and Swindon Road Safety Partnership

## Enforcement

3 x Community Road  
Safety Officers  
(CRSO's)

3 x Community Speed Enforcement  
Officers (CSEO's)



# The Wiltshire and Swindon Road Safety Partnership

## CSEO Activity

1<sup>st</sup> January 2023 to 22<sup>nd</sup> August 2024.

**Active in 909 locations**

**13,530 speed awareness courses**

**1,803 Fines and Points**

**184 Court**

# The Wiltshire and Swindon Road Safety Partnership

CSEO Activity Malmesbury Area Board

1<sup>st</sup> January 2023 to 22<sup>nd</sup> August 2024.

**Active in 78 locations**

**266 speed awareness courses**

**36 Fines and Points**

**3 Court**



# • CSEO – Malmesbury Area Board - 1Jan 2023 to 22 Aug 2024

## CSEO Activity Dashboard

Outcomes are dependent on previous convictions and history

266.00  
No. Speed awareness co...

36.00  
No. Fine & Points

3.00  
No. Court

78  
No. of Locations

Location	Year	Month	Speed awareness course	Fine & Points	Court	CPT	Area Board
Charlton - Horse and Groom	2023	March	29.00	1.00	0.00	RWB	Malmesbury
Little Somerford - The Hill, Hill Cottage	2023	April	15.00	2.00	0.00	RWB	Malmesbury
Lea B4042 Lea Crescent	2024	February	14.00	1.00	0.00	RWB	Malmesbury
Lea - B4042 Lea Crescent	2024	May	12.00	1.00	0.00	RWB	Malmesbury
Ashton Keynes - Coach Park	2023	September	11.00	0.00	0.00	RWB	Malmesbury
Charlton - B4040 CHARLTON OPPOSITE THE HORSE AND GROOM PH	2024	January	11.00	2.00	0.00	RWB	Malmesbury
Little Somerford - The Hill, 3/4 The Hill (C) dined.guru.hypocrite	2024	April	9.00	0.00	0.00	RWB	Malmesbury
Charlton - B4040 CHARLTON JUNCTION VICARAGE LANE	2023	December	8.00	1.00	0.00	RWB	Malmesbury
Latton C19 - THE STREET, LATTON NEAR CROFT CLOSE OPPOSITE GREEN BOX	2024	April	8.00	1.00	1.00	RWB	Malmesbury
CHARLTON - HORSE & GROOM HILL	2024	March	7.00	0.00	0.00	RWB	Malmesbury
Charlton - Vicarage Lane	2023	November	7.00	0.00	0.00	RWB	Malmesbury
Charlton - Village Farm	2023	April	7.00	2.00	0.00	RWB	Malmesbury
Ashton Keynes	2023	November	6.00	0.00	0.00	RWB	Malmesbury
<b>Total</b>			<b>266.00</b>	<b>36.00</b>	<b>3.00</b>		

### Activity by Area Board



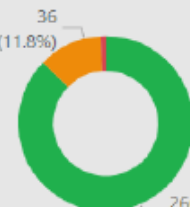
Area Board  
● Malmesbury

### Activity by CPT



CPT  
● RWB  
● Chippen...

### Outcomes



● Speed a...  
● Fine & P...  
● Court

# The Wiltshire and Swindon Road Safety Partnership

## Roads Policing Unit (RPU) “Traffic Cops”

**Can't be  
Everywhere...**



**Could be  
Anywhere...**

**Always somewhere..!**

# The Wiltshire and Swindon Road Safety Partnership

## Road Policing Unit

May to July 2024.

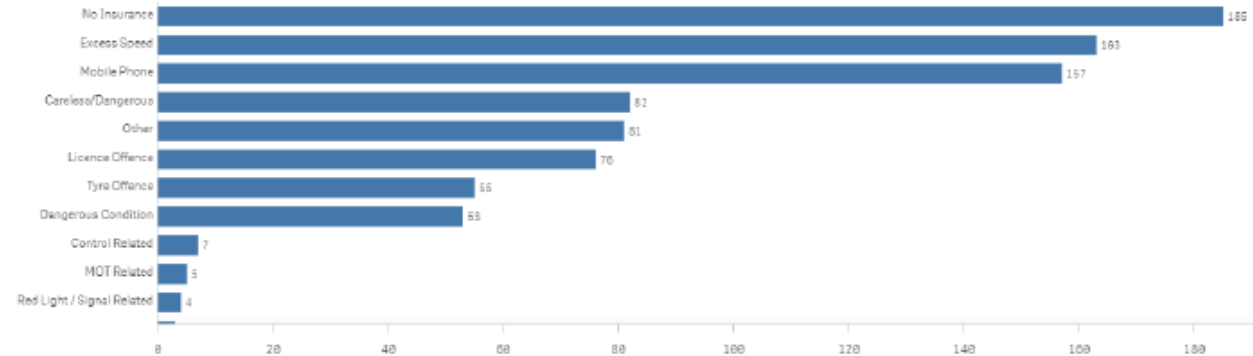
**Issued over 1551 tickets to motorists for numerous road related offences.**



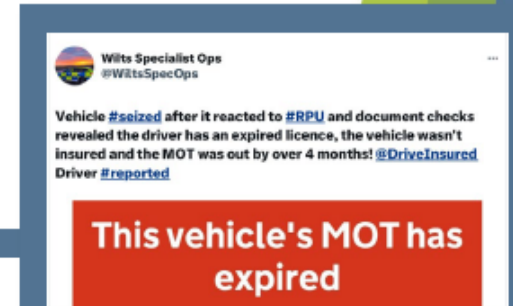
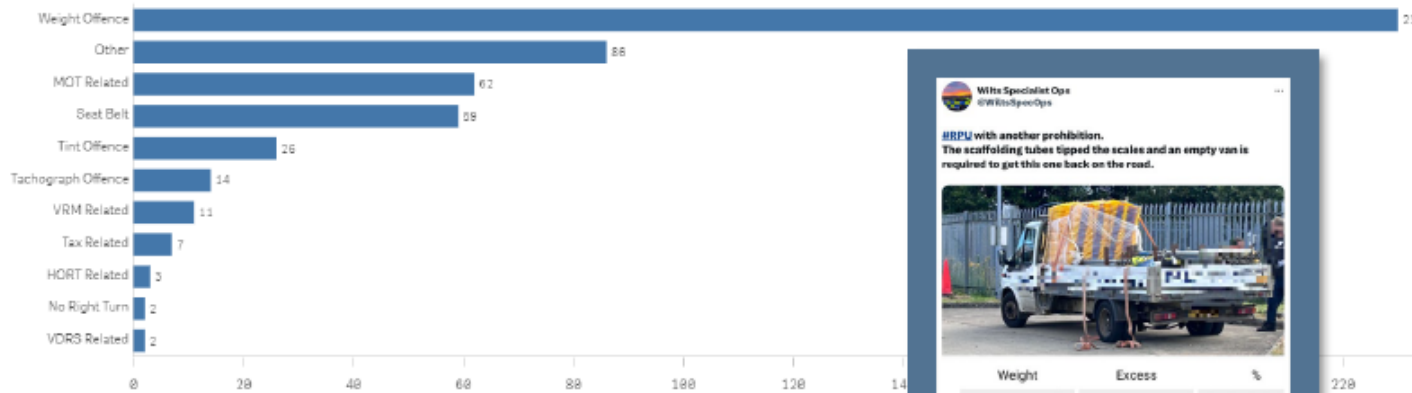
# • Wider work recently

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

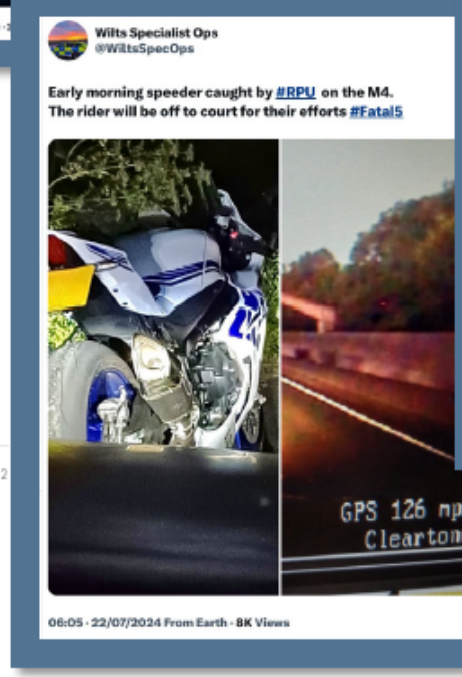
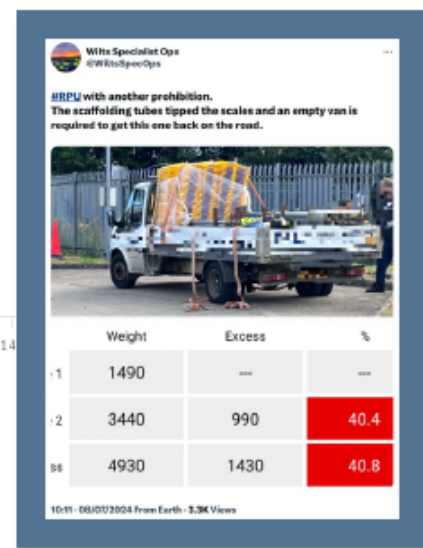


This vehicle's MOT has expired



MOT expired on  
**19 March 2024**

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





# The Wiltshire and Swindon Road Safety Partnership

## Road Policing Unit

Endorsable Offences May to July 2024.

<b>185</b>	<b>No insurance</b>
<b>163</b>	<b>Excess Speed</b>
<b>157</b>	<b>Mobile Phone</b>
<b>82</b>	<b>Careless or Dangerous</b>
<b>78</b>	<b>Licence Offences</b>
<b>56</b>	<b>Tyre Offences</b>
<b>53</b>	<b>Dangerous Condition</b>
<b>5</b>	<b>MOT related</b>
<b>4</b>	<b>Red light/Signal related</b>



# The Wiltshire and Swindon Road Safety Partnership

## Road Policing Unit

Non -Endorsable Offences May to July 2024.

<b>230</b>	<b>Weight Offences</b>
<b>62</b>	<b>MOT Related</b>
<b>59</b>	<b>Seat Belt</b>
<b>28</b>	<b>Tint Offences</b>
<b>14</b>	<b>Tachograph Offences</b>
<b>7</b>	<b>Tax Related</b>
<b>2</b>	<b>No right turn</b>
<b>11</b>	<b>Vehicle Registration Mark related</b>

# The Wiltshire and Swindon Road Safety Partnership

## Emerging Issues

The Group carries out continuous analysis of what's happening in Wiltshire and Swindon and one thing we're starting to notice is pedestrian distraction, often due to use of their mobile phones.

People are walking into the road without properly looking, having been completely distracted by their phones.

It would be helpful if you could perhaps mention this to family and friends and just ask them to be particularly vigilant.

**THANK YOU**



Malmesbury Area Board workplan, 24/25

Priority and Lead Councillor (As agreed by the area board)	Working Group(s) (Is there a group set up that will lead on delivery)	Action(s) (A few key achievable and measurable actions to help deliver priority)	Lead(s) (Who is/are taking responsibility for delivering the actions)	Target(s) (What is the area board hoping to achieve through this project)	How? (What will happen to achieve the target outcome?)
Youth engagement, improving opportunities and SEND provisions and outcomes Cllr Gavin Grant	Malmesbury Local Youth Network	Improving educational attainment amongst under-represented groups of young people	Cllr Gavin Grant / SEPM / EPL / LYN	Educational attainment by SEND & disadvantaged students is increased to at least the Wiltshire Average. To understand more about the provision of SEND / alternative education in the area and how it can be supported via mainstream or (new) special schools. Every young person in the Malmesbury area gets the best education they can.	Investigate provision of education in local area, both mainstream and alternative. Make connections with local primary & secondary schools to understand more about provision. Invite e.g. WWT Care Farm, Oaksey to LYN meeting to explain purpose of alternative learning. Promote awareness and ability to self-referral amongst parents to these alternative provisions.
		Work with partner to create a new skate / pump track for Malmesbury.	Cllr Gavin Grant / SEPM / EPL / LYN	To create new 'wheeled sports' site in Malmesbury to support informal, outdoor activities within the town.	Work with Malmesbury TC to identify land, find funding and deliver the new park. Work with Wilts Council's Sports Development Team to help deliver facility.
		Continue to support RISE Trust in providing youth services with Malmesbury	Cllr Gavin Grant / SEPM / EPL / LYN	Continue with the safe space youth club and outreach youth work carried out by RISE. To work with young people, build relationships and support them and their families.	Continue to meet regularly with RISE, hear from them about young people's issues and the support they are putting in place. Continue to offer funding to core elements of their work with young people.
		To host a "youth festival" to showcase the many different sports, activities and pastimes available for young people from the area	Cllr Gavin Grant / SEPM / EPL / LYN	To show off the wide range of activities available to young people, especially girls' sport. For everyone to have the opportunity to take part in sport, cultural or community activities. So that young people cannot say:"there's nothing to do in this area"!	Work with a venue, e.g. Activity Zone, and with sports clubs, activity providers, support organisations, etc. to put on a range of information, demonstrations and have-a-go tasters that show off the wide range of what is available in the area. To liaise with secondary school to promote event to young people. Link with Sports Development.
		Provide support to young (teenage) families being moved into the area (often with no local connection)	Cllr Gavin Grant / SEPM / Housing associations	Support is in place for young people, often new young parents, being moved into this area who have no previous connection to Malmesbury.	Try to engage with housing associations to learn more about how young people / families are allocated housing in Malmesbury without a local connection. Offer funding to support groups, e.g. HEALS, to offer specialist services to this cohort of young people. Is there a need for specialist advice e.g. from CAB?
Addressing climate change, improving active travel and reversing biodiversity loss Cllr Martin Smith		Promote Home Upgrade Grant (HUG2) throughout the community area, especially the parishes	Area board / SEPM / WC Climate Team	Many properties in the area, especially in rural parishes, are off the gas grid. CA JSNA data shows high proportions of houses with high energy bills and poor energy performance. HUG2 grants can help improve energy efficiency of these homes.	Work with Climate Team to id local areas off the gas grid. Promote HUG2 through parish councils to further promote to residents.
		Promote Solar Together group purchasing scheme for PV solar panels	Area board / SEPM / WC Climate Team	Increase the uptake of the scheme amongst households in the area and promote benefits of using this scheme	Promote availability of scheme and re-assurance of installer having been pre-checked for reliability, quality, etc.
		Promote the use of Infra-red cameras (such as Sherston's) to identify ways to improve insulation to properties	Area board / SEPM	CA JSNA data shows high proportions of houses with high energy bills and poor energy performance. Knowing how & where properties lose heat / energy means improvements can be made	Research into locations of known IR cameras. Promote availability of these to wider community. Design project with primary school around energy efficiency that promotes use of camera.
		Encourage installation of new electric vehicle charging points, especially within Malmesbury town.	Area board / SEPM / WC Climate Team	Electric vehicles continue to be more popular.	Encourage community venues, like village halls, to install community-use EV charging points. Find out about other sources of grant funding to support this work.
Continue to support Sustainable Sherston in monitoring river water quality in Sherston Avon. Try to extend testing on the Avon throughout the Malmesbury community area. Make links with regional and local groups to look at ways to reduce pollution.	Cllr Martin Smith / SEPM / EA	12 months of water monitoring has show there are high levels of phosphate and sewage pollution in the Avon. Work with landowners to try to reduce run-off and reduce levels of pollution.	Encourage monitoring at further locations to understand more about situation. Learn from similar groups (Action for the River Kennet) about working with landowners to reduce pollution. Hold a River Festival, similar to Calne's, that promotes clean and healthy river environments.		

<p>Supporting positive mental health and wellbeing and reducing social isolation Cllr Chuck Berry</p>	<p>Malmesbury Health &amp; Wellbeing Forum</p>	<p>Winter fuel payments - make sure people are aware of the changes to eligibility</p> <p>To continue investigating opportunity to set up new Men's Shed for Malmesbury.</p> <p>Set up "Coffee Morning Roadshow" of advice and information to go out to community, especially more rural locations, to support older people / carers with the support and advice they need.</p> <p>Host "Techie Tea Party" to offer IT skills (smartphone, tablet, etc.) to older people to get them online and better able to engage in digital world.</p>	<p>Cllr Chuck Berry / SEPM / HWB Forum</p> <p>HWB Forum Chair / Cllr Chuck Berry / SEPM</p> <p>Cllr Chuck Berry / SEPM / HWB Forum / community partners</p> <p>Cllr Chuck Berry / SEPM / HWB Forum / Get Connected group</p>	<p>To promote the changes to who will now receive winter fuel payments. Encourage everyone eligible to register for the correct benefits in order to continue receiving these payments.</p> <p>To begin conversation with potential location for new shed. To investigate need / desire for a new Shed.</p> <p>Create network of community venues to host roadshows. Create group of community organisations to provide the information. Promote the value of the advice offered by attending the roadshows.</p> <p>More and more of life is dealt with online, which can exclude many (older) people who are not digitally literate. We will host (at least) one "Techie Tea Party" where older people will be trained in basic IT to access e.g. health advice / records, information &amp; support.</p>	<p>Promote the changes to this payment as widely as possible. Engage with local and county-wide groups to help with promotion. Look at a targeted mailout to locations where high proportions of older residents live.</p> <p>Begin conversations with potential venue. Identify organisation to lead on setting up new Shed. Help fund purchase of new tools and equipment.</p> <p>Identify local and county-wide support groups that will attend to offer advice. Identify a number of venues in town and villages to host the roadshow. Promote events to attract attendees. Work alongside Surgery / North Wilts Border PCN.</p> <p>Work with training groups, such as AbilityNet, to deliver at least one event in the area</p>
<p>Community Safety and Resilience Cllr Gavin Grant, Cllr Buff Threlfall</p>		<p>Address speeding on our roads. Support local Community Speedwatch groups. Lobby Wiltshire Police / PCC to make best use of data from SIDs and other recording devices</p> <p>Lobby for Lorrywatch or other scheme to monitor HGVs on our local roads. Work with Wiltshire Police and Wiltshire Highways Freight Management.</p> <p>Support the economic sustainability of Malmesbury and villages, especially the hospitality / tourism sector.</p> <p>Work to match the skills needed by local economy with schools / colleges and local young people</p> <p>Encourage community buildings or other central locations to host public defibrillators</p> <p>Continue to work with community food settings (foodbank, fridge, etc.) and other organisations (HEALS, RISE, Community Wardrobe, etc.) to support vulnerable / low-income residents.</p>	<p>Cllr Buff Threlfall / SEPM</p> <p>Cllr Buff Threlfall / SEPM</p> <p>Cllr Gavin Grant / SEPM</p> <p>Area board / SEPM / EPL</p> <p>Cllr Gavin Grant / Cllr Buff Threlfall / SEPM / EPL / HWB Forum</p>	<p>Continue to support local councils to identify locations of speeding. Help create / recruit new Community Speedwatch groups to monitor these. Lobby for greater Police presence of speed checks</p> <p>Reduce the number and / or size of HGVs using local roads.</p> <p>Understand more about pressures affecting local economy.</p> <p>Allow local businesses (rural and town) access to business advice / support.</p> <p>School leavers have the skills / qualifications / trades local employers are looking for.</p> <p>To have a network of public defibrillators that are accessible to a majority of residents / communities. <b>Find where this info can go to make communities aware where these unit are.</b></p> <p>To have a network of robust local organisations that have the resources they need to support the most vulnerable residents in our area.</p>	<p>Encourage local councils to request traffic surveys to test reports of speeding</p> <p>Identify colleagues in Wiltshire Council and Wiltshire Police who can influence HGV movements within the county.</p> <p>Promote information about Wiltshire Market Towns programme plus advice / info from Futuresmiths to local businesses.</p> <p>Work with local school / college to offer the skills to young people looked for by local employers.</p> <p>Map and gap' the public defibrillators in the area. Encourage parishes without one to consider buying / renting.</p> <p>Offer a bulk purchase scheme or help identify a supplier to take away confusion / doubt. SWAST have lists of public defibs + a preferred supplier.</p> <p>Maintain contact with food settings and other support groups. Disseminate info about new grant schemes or other sources of help.</p>

### Malmesbury Area Grant Report

#### Purpose of the Report

1. To provide details of the grant applications made to the Malmesbury 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	£ 17,219	£ 14,679	£ 7,700
Awarded To Date	£ 5,000	£ 9,500	£ 500
Current Balance	£ 12,219	£ 5,179	£ 7,200
Balance if all grants are agreed based on recommendations	£ 4,219	£ 5,179	£ 5,700

#### Grant Funding Application Summary

Application Reference	Grant Type	Applicant	Project	Total Cost	Requested
<a href="#">ABG1882</a>	Community Area Grant	Charlton Recreational Centre Committee	Charlton Village Hall Energy Improvements	£12500.00	£2500.00
<p><b>Project Summary:</b>                      Following the results of an independent energy survey, the CRC are looking to improve the energy efficiency of the village hall through the implementation of most of the proposals. These include the addition of Solar Panels to the roof, installation of a battery to store spare electricity as well as the replacement of the halls lighting system to a more energy efficient and cost effective version.</p>					
<a href="#">ABG1884</a>	Community Area Grant	Charlton Recreational Centre Committee	Charlton Village Hall Fitness Equipment	£23000.00	£2500.00



Application Reference	Grant Type	Applicant	Project	Total Cost	Requested
<p><b>Project Summary:</b>  The Charlton Recreational Centre (CRC) committee sent out a survey in 2022 to identify what local residents wanted in and around the village hall playing field. The survey identified 2 main areas for improvement. The first was to replace and improve some of the young childrens play equipment adjacent to the hall. The second was to put some fitness equipment around the halls playing field. This request is to assist in the funding for the latter project of fitness equipment.</p>					
<a href="#">ABG1891</a>	Community Area Grant	Malmesbury Victoria Football Club	2024 25 Ground Grading Improvements	£150000.00	£2500.00
<p><b>Project Summary:</b>  Malmesbury Victoria FC have seen a significant growth in recent years, culminating in promotion to step 5 of the FA Pyramid. This promotion brings with it, a number of facility improvement requirements listed below. 1. Floodlights to be upgraded to LED 2. Covered seating for 100 visitors 3. Replacement of pitchside safety barriers 4. Provision of a fully functioning kitchen 5. Disabled access toilets and covered seating 6. New Dugouts for substitutes and managers 7. Walkway covers for players from changing rooms to playing area. 8. Gated ground entry with turnstile kiosk</p>					
<a href="#">ABG1965</a>	Community Area Grant	Corston Quarry and Pond Local Nature Reserve Voluntary Management Group	Mower for Corston Quarry and Pond Local Nature Reserve LNR	£650.00	£500.00
<p><b>Project Summary:</b>  Corston Quarry and Pond LNR is managed for people and wildlife by a group of local volunteers who meet several times each year to carry out practical management tasks to keep the reserve in top condition. Currently, the species-rich grassland areas are only grazed by rabbits, but their number fluctuates widely year on year and we need more control. The volunteers cut back invading bramble and rose with hand tools and clear paths with a strimmer, but this is not enough to keep the grassland in good condition for glow worms and orchids, which have been increasing in numbers. We therefore need to purchase a robust and reliable mower to enable us to have greater control over the management of the grassland. This application is for funds to purchase a heavy duty Stihl RM453.3 mower and fuel can from a local supplier.</p>					
<a href="#">ABG1950</a>	Older and Vulnerable Adults Funding	Wiltshire Music Centre	Celebrating Age Wiltshire	£10809.00	£1500.00
<p><b>Project Summary:</b>  Celebrating Age Wiltshire is a Creative health and wellbeing project that delivers high quality professional creative arts, music, theatre and heritage events and activities on a monthly basis for older, vulnerable adults in local daytime settings.</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.

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## **Report Author**

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- Alexa Davies, Strategic Engagement and Partnership Manager, [alexa.davies@wiltshire.gov.uk](mailto:alexa.davies@wiltshire.gov.uk)

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



## MALMESBURY LOCAL HIGHWAY AND FOOTWAY IMPROVEMENT GROUP (LHFIG) ACTION TRACKER

	Item	Update	Latest Actions & Recommendations	Priority	Who
	<b>Date of meeting: 2<sup>nd</sup> July 2024</b>				
<b>1.</b>	<b>Attendees and apologies</b>				
	Present:	Cllrs Elizabeth Threlfall, Martin Smith, Chuck Berry.  Steve Hind, Becky Chivers, Roger Budgen (St Paul Malmesbury Without), Michael Bromley Gardner (Hankerton and Charlton), Phil Exton (Malmesbury), Chris Pope (Lea and Garsdon), Andy Hatherell (St Paul Malmesbury Without), Graeme Wood (Dauntsey), Alison Parsons (Brinkworth), Tanya Burgess (Sherston), Steve Butcher (Crudwell); Henry Jodrell (Easton Grey), George Clarke (Easton Grey).			
	Apologies:				
<b>2.</b>	<b>Notes of last meeting</b>				
		The minutes from the LHFIG meeting dated 23rd April 2024 are here.  <a href="#">Agenda - Democratic Services - Wiltshire Council</a>			

## MALMESBURY LOCAL HIGHWAY AND FOOTWAY IMPROVEMENT GROUP (LHFIG) ACTION TRACKER

<b>3.</b>	<b>Financial Position</b>				
		<p><b><u>Budget 2024-25</u></b></p> <p>(a) £26,150.00 - LHFIG allocation 2024-25                  (b) £52310.41 - Underspend from 2023-24                  (c) £5000.00 – Central fund (Easton Grey)                  (d) £10517.00 - 3<sup>rd</sup> party Contributions                  (e) <b>£93977.41</b> Total Budget 2024-25 (a+b+c+d)</p> <p>(f) Committed /New schemes 2024/25 = £54,390</p> <p><b>Current Balance £39,587.41</b> (e-f)</p>			
<b>4.</b>	<b>Top Priority Schemes (Priority 1)</b>				
	<p><b>7-23-07</b>                  Easton Grey, road bridge across River Avon</p>	<p>Damage generally understood to be caused by HGV's and vehicles driving too fast on approach. Request to consider options to prevent HGV's crossing eg 7.5t weight limit, unsuitable for HGV's signing, speed limit assessment.  <b>27/06/23</b>                  To be raised to <b>Priority 1</b>                  Investigate options to reduce HGV access over the bridge.  <b>03/10/23</b></p>	<p><b>02/07/24</b>                  Central funding allocation agreed £5k.</p> <p>Easton Grey PC contribution £1700 and LHFIG Funding of £18300 agreed at the meeting but to be ratified by the Area Board.</p>	<b>1.</b>	



## MALMESBURY LOCAL HIGHWAY AND FOOTWAY IMPROVEMENT GROUP (LHFIG) ACTION TRACKER

		<p>Discussion with Structures team indicates that latest bridge collision is from a vehicle travelling N o S. Damage to the bridge has been caused in the past by a variety of vehicles and not just HGV's. Improving the carriageway immediately in advance of the bridge travelling S to N may help. Possible temporary CCTV monitoring vehicles at the bridge could help provide reason for collisions.</p> <p>Request to give further consideration to improving/ widening the carriageway on the approach to the bridge from the south and to consider a bollard installation.</p> <p><b>16/01/24</b></p> <p>Cost estimate for widening and improvement to carriageway on approach to bridge from the south being prepared. Likely to be around £20k. The group understood that Easton Grey PC would be unable to contribute the full 30%.</p> <p>The PC requested that the carriageway surface should not be raised during the improvement and that an email would be sent to SH for clarification.</p> <p><b>23/04/24</b></p> <p>Cost estimate for widening and improvement to carriageway on approach to bridge from the south submitted to the PC for consideration.</p> <p>Full recommendation will cost around £25k. Costs may increase if Scheduled Monument Consent or an archaeological watching brief is required. PC to consider and propose contribution.</p>			
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## MALMESBURY LOCAL HIGHWAY AND FOOTWAY IMPROVEMENT GROUP (LHFIG) ACTION TRACKER

		Councillors want this to be funded from central funding as the bridge damage is a general issue not related to LHFIG. ET to discuss with Sam Howell/ Dave Thomas.			
	<b>7-22-2</b> Sherston – approach speeds	<p>20mph assessments, gateways, loading bay outside Coop. PC to discuss village gate locations and details with Becky Chivers.</p> <p><b>27/06/23</b> Gates ordered and with Milestone for installation. Traffic surveys have been undertaken. Meeting required to discuss the way forward. SH/MS/ET</p> <p><b>03/10/23</b> Traffic surveys have been undertaken. Meeting undertaken. SH/MS/ET 20mph assessment <b>prioritised</b>. Cost £2900. PC contribution 30%.</p> <p><b>23/04/24</b> 20mph assessment undertaken. Proposal submitted to PC for consideration. Cost estimate £15k for advert and implementation. Martin Smith gave approval for progress and agreed 30% contribution.</p>	<b>02/07/24</b> With TRO team for advertisement.	<b>1.</b>	
	<b>7-23-12</b> Malmesbury, Sir Bernard Lovell Rd	<p>Request for 'No waiting at any time'</p> <p><b>27/06/23</b> Site visit required SH, ET.</p> <p><b>03/10/23</b> Site visit undertaken SH/ ET. 'No waiting at any time' can be included subject to confirmation of 30% contribution from PC</p> <p><b>16/01/24</b></p>	<b>02/07/24</b> With TRO team for advertisement.	<b>1.</b>	

## MALMESBURY LOCAL HIGHWAY AND FOOTWAY IMPROVEMENT GROUP (LHFIG) ACTION TRACKER

		<p>Cost estimate including traffic order process is £3k. Confirmation from PC to progress, received. <b>23/04/24</b> Scheme preparation for advert being progressed.</p>			
	<p><b>7-23-20</b> Malmesbury- A429 south from Priory Rbt</p>	<p>Concern about non compliance of 30mph limit. <b>03/10/23</b> PC to consider SID/ community speed watch/ police enforcement. <b>16/01/24</b> BC to request maintenance of beacons due to visibility concern for the zebra crossing to the south of the Priory roundabout. Request to consider illuminated posts. <b>23/04/24</b> Atkins lighting team do not promote illuminated posts. They can prevent visibility of pedestrians waiting to step out onto the crossing. The high luminance can hide the user in a relatively dark ambient background. High visibility beacons and good illumination of the crossing are safer and more robust options and standardised with regards to maintenance.</p> <p>The group are determined to pursue illuminated posts as well as new globes. ET to discuss with Sam Howell/ Dave Thomas.</p> <p>Scheme to be raised to <b>PRIORITY 1</b></p>	<p><b>02/07/24</b> Some maintenance work undertaken. It is understood although the globes have been replaced, it is understood that new brighter globes will be installed.</p> <p>BC to ensure this is undertaken.</p>		<p><b>1.</b></p>
	<p><b>7-23-26</b> Lea, Corner of The Street and Crabmill Lane.</p>	<p>Request for reflective marker posts or similar to warn of bend. <b>16/01/24</b></p>	<p><b>02/07/24</b> Proposal submitted to Parish Council for consideration.</p>		<p><b>1.</b></p>

## MALMESBURY LOCAL HIGHWAY AND FOOTWAY IMPROVEMENT GROUP (LHFIG) ACTION TRACKER

		SH to set up TEAMS meeting. Include ET/ Chris Pope. <b>23/04/24</b> TEAMS meeting undertaken. Bend warning sign and 'SLOW' marking to be considered. Apparently road centre markings maintenance is not undertaken through the Area Office. ET to raise query with Chris Clarke. Agreed to be raised to <b>PRIORITY 1</b> .	The PC have requestested for this proposal to be implemented.		
	<b>7-23-35</b> Malmesbury, Betty Geysers steps linking Abbey Row with Burnivale.	Request for handrail. <b>23/04/24</b> The steps are on a right of way and not highway. Stephen Leonard is preparing a cost for the handrail. TC commit 30% contribution. Agreed to be raised to <b>PRIORITY 1</b> .	<b>02/07/24</b> Stephen Leonard progressing implementation.	<b>1.</b>	
	<b>7-24-06</b> B4042 Little Foxes, The Common SN15 5DX	Danger for vehicles turning right into Little Foxes nursery. <b>23/04/24</b> Consideration of signing/ road markings. Agreed to be raised to <b>PRIORITY 1</b> .	<b>02/07/24</b> Proposal for enhanced 'slow' markings developed and to be sent to Brinkworth PC for approval.	<b>1.</b>	
<b>5.</b>	<b>Other Potential Schemes – not yet prioritised</b>				
a)	<b>7-22-15</b> B4042 Brinkworth – Footway Phase 2	Continuation of footway following completion of Phase 1 in May 2022. <b>24/01/23</b> Site visit to be undertaken	<b>02/07/24</b> Site visit undertaken. Some coordination with the Council's drainage		

## MALMESBURY LOCAL HIGHWAY AND FOOTWAY IMPROVEMENT GROUP (LHFIG) ACTION TRACKER

		<p><b>4/04/23</b> Site meeting undertaken. Phase 2 to be broken into shorter sections. PC to discuss and gain support for hedge removal at the eastern end with landowners. Drainage issues to be resolved. Response from Danny Everett that ditches are not to be piped.</p> <p><b>27/06/23</b> Possible hedge cutting organised by the Area Office when conditions allow.</p> <p><b>16/01/24</b> ET/ BC to discuss verge improvements on site.</p> <p><b>23/04/24</b> BC will try flattening verges. ET/ SH to review whether a footway can be implemented.</p>	<p>team likely to be required to enable any footway improvement.</p>		
b)	<p><b>7-23-22</b> B4040 Malmesbury to Sherston</p>	<p>Request for 1. Cycle path/ lane. 2. Improvement to Fosseway By-way.</p> <p><b>16/01/24</b> Consideration on the use of scalplings to improve the surface of the Fosseway.</p> <p><b>23/04/24</b> SH to review the by-way and then request for Stephen Leonard to supply scalplings if necessary. Footpath group – ET, MS and Henry Jodrell to be kept informed.</p>	<p><b>02/07/24</b> SH has visited the by-way and it is unsuitable for upgrade to to a track that would be appropriate for cyclists other than mountain bikers prepared to take responsibility for themselves. Scheme to be referred to Stephen Leonard for consideration.</p>		
c)	<p><b>7-23-24</b> Charlton, B4040 – Addition to 7-23-05</p>	<p>Request for yellow backing to 30mph signs. White Gates but not at 30mph limit.</p> <p><b>16/01/24</b> Site meeting required.</p>	<p><b>02/07/24</b> SH has visited site. Visibility is good and it is considered that rather than including gates and changing signs,</p>		



## MALMESBURY LOCAL HIGHWAY AND FOOTWAY IMPROVEMENT GROUP (LHFIG) ACTION TRACKER

		SH/ ET/ Michael Bromley-Gardner <b>23/04/24</b> TEAMS meeting undertaken. Issues clarified.  Period of monitoring required for recent project in Charlton. SH to check width availability at location for requested gates.	awareness to reduce speed will be improved with gateway approach markings. Some verge cutting in advance of the signs would also be appropriate. SH to draft proposal and cost estimate for consideration.		
d)	<b>7-23-25</b> Crudwell, Tetbury Lane.	Request for upgraded passing places and works to fill potholes. <b>16/01/24</b> To be clarified. SH to send issue to ET/ BC. <b>23/04/24</b> Potholes within the highway to be addressed. BC/ ET to check if passing places are within the highway boundary.	<b>02/07/24</b> To be undertaken as maintenance.  Issue to be CLOSED.		
e)	<b>7-23-27</b> Malmesbury, Baskerville – barrier.	Works to create width adjacent to the barrier for disabled access. <b>23/04/24</b> SH to set up TEAMS meeting. Include ET/ GG/ Phil Exton.	<b>02/07/24</b> TEAMS meeting undertaken. SH/ ET have visited site. The gap between the fence and barrier is acceptable for a wheelchair. BC to carry out some maintenance work.  Issue to be CLOSED.		
f)	<b>7-23-29</b> Malmesbury, Baskerville – No waiting at any time.	Request to investigate No Waiting at any time at the end of Baskerville and adjacent access road off the A429. <b>23/04/24</b> SH to set up TEAMS meeting. Include ET/ GG/ Phil Exton.	<b>02/07/24</b> TEAMS meeting undertaken. It was agreed that 'No waiting at any time' would be inappropriate. An informal sign installed by the Town Council and attached to a private fence		

## MALMESBURY LOCAL HIGHWAY AND FOOTWAY IMPROVEMENT GROUP (LHFIG) ACTION TRACKER

			off highway, would be the best way forward. Issue to be CLOSED.		
g)	<b>7-23-30</b> Hankerton - speed issues	Signs / road markings to assist with speed reduction. <b>16/01/24</b> Advice requested on signs/ roadmarkings solution. <b>23/04/24</b> TEAMS meeting undertaken. Advice is that at this location there are no signs or road markings that will be really helpful. Some improvements to place making could be appropriate. Warning signs for pedestrians/ equestrians discussed together with a SLOW marking and this is to be considered by the PC. PC to produce suggestions.	<b>02/07/24</b> Parish Council request for signing amendments to be assessed.		
h)	<b>7-23-31</b> Little Somerford, Field View	Request to consider footway and reduce speed limit to 30mph. <b>16/01/24</b> Consider signing, moving location of village sign. <b>23/04/24</b> Signing and road marking proposal being developed in conjunction with 7-23-32. SH to send proposal to PC for consideration.	<b>02/07/24</b> Proposal developed in conjunction with 7-23-32. Solution currently under discussion with the Parish Council.		
i)	<b>7-23-32</b> Little Somerford, junction of Mill Lane and The Street.	Request to improve visibility. <b>16/01/24</b> Review signing on approach to railway bridge from the south.	<b>02/07/24</b> Refer to 7-23-31 above.		
j)	<b>7-23-34</b> Malmesbury, Cross Hayes car park	Request for barrier opposite bus stop to ensure vehicles use correct car park exit. <b>23/04/24</b>	<b>02/07/24</b>		

## MALMESBURY LOCAL HIGHWAY AND FOOTWAY IMPROVEMENT GROUP (LHFIG) ACTION TRACKER

		SH to set up TEAMS meeting. Include ET/ GG/ Phil Exton.	TEAMS meeting undertaken. It was agreed that initially the Town Council would try installing planter boxes.  Planter boxes installed. Issue to be CLOSED.		
k)	<b>7-24-01</b> Milbourne, C67 East to Tanners Bridge	Request for SIDS. PC to request traffic survey. <b>23/04/24</b> Traffic survey to be undertaken. Leave on Agenda.	<b>02/07/24</b> Leave on agenda.		
l)	<b>7-24-05</b> Brokenborough, footpath and handrail next to Brook Cottage SN16 0HY	Request for repairs/ new installations <b>23/04/24</b> SH to raise with Stephen Leonard to assess.	<b>02/07/24</b> Stephen Leonard will be undertaking this work as maintenance. Issue to be CLOSED.		
m)	<b>7-24-07</b> Malmesbury, Corn Gastons	Request to enable grass verges to be used as parking due to cars having to park partly off the road to allow access for school buses. <b>23/04/24</b> SH to arrange site meeting SH/ET/ GG	<b>02/07/24</b> TEAMS meeting undertaken. Land required is owned by Greensquare. GG to liaise with landowner.		
n)	<b>7-24-11</b> Malmesbury, bus shelter	Request for bus shelter from resident in Parklands. Location to be clarified. <b>23/04/24</b> GG/ PE to clarify issue.	<b>02/07/24</b> TEAMS discussion undertaken. Bus shelter B4040 adjacent to Corn Gastons requires replacement and to a location adjacent to the footway. Also two bus stop locations on the B4040 to the NW of Parklands have received a request for shelters. Town Council to understand bus stop shelter requirement/ usage and raise an issue request to be specific.		

## MALMESBURY LOCAL HIGHWAY AND FOOTWAY IMPROVEMENT GROUP (LHFIG) ACTION TRACKER

o)	<b>7-24-14</b> Crudwell, Eastcourt Rd adjacent to school	Parking, access and speeding issues <b>23/04/24</b> No conclusion agreed on how to address this issue. Further discussion required.	<b>02/07/24</b> Crudwell PC have identified a solution for the parking issues which they will arrange. Issue to be CLOSED.		
<b>6.</b>	<b>New Issues submitted since previous meeting</b>				
	<b>7-24-15</b> Ashton Keynes, footpath AKEY 11, 13 and 15A	Request for kissing gates to replace existing failing wooden footpath gates. Total 4 no.	Timber kissing gates approx. £400/gate. <b>Prioritised</b> assuming PC will contribute 30%. Stephen Leonard to liaise with PC.	<b>1.</b>	
	<b>7-24-16</b> Little Somerford, The Street	Request for 30mph repeater signs	Location to be assessed because if the existing lighting forms a 'system' of streetlighting within the traffic regulations then 30mph repeater signs will not be permissible.		
	<b>7-24-17</b> B4042 Lea Top	Request for installation of SID socket and removable post.	Procedure to be clarified.		
	<b>7-24-18</b> Little Somerford, The Hill and The Street	Request for SID posts at 'The Hill' and 'The Street'	Procedure to be clarified.		
	<b>7-24-19</b> Ashton Keynes, High Rd	Request for 30mph speed limit extension.	To be assessed for suitability.		
<b>7.</b>	<b>Other items -</b>				
	1. Reminder that all Highways Improvement Requests should be sent to <a href="mailto:LHFIGrequests@wiltshire.gov.uk">LHFIGrequests@wiltshire.gov.uk</a> otherwise they may get overlooked. The link to raise an issue is here <a href="#">Local Highway and Footway Improvement Groups - Wiltshire Council</a>				

## MALMESBURY LOCAL HIGHWAY AND FOOTWAY IMPROVEMENT GROUP (LHFIG) ACTION TRACKER

	<p>2. Malmesbury TC substantive bid for improvement to some existing town centre lighting columns to enable CCTV installation has now been approved.</p> <p>3. Schemes that are greater than the cost of the LHFIG budget can be assessed for possible submission as Substantive Schemes once agreed through the LHFIG.</p>
<b>8.</b>	<p><b>Agreement of Priority 1 schemes</b> Note: Issues which are 'Greyed out' indicate approved schemes which are progressing towards implementation. Schemes Highlighted in <b>yellow</b> require Area Board approval)</p>
	<p>1. 7-23-07 Easton Grey, road bridge – widening and improvement to carriageway. Cost est £25k (central fund £5k, PC £1700, LHFIG £18300).</p> <p>2. 7-22-02 Sherston – 20mph limit assessment.</p> <p>3. 7-23-01 Malmesbury, Cross Hayes car park - conversion of parking space to disabled bay.</p> <p>4. 7-23-12 Malmesbury, Sir Bernard Lovell Road – No waiting at any time.</p> <p>5. 7-23-20 Malmesbury, A429 South from Priory Rbt – Improvement to zebra crossing visibility.</p> <p>6. 7-23-26 Lea, corner of The Street/ Crabmill Lane – consideration of bend warning sign and 'slow' markings.</p> <p>7. 7-23-25 Malmesbury, Betty Geyser Steps, linking Abbey Row with Burnivale – Proposed handrail.</p> <p>8. 7-24-06 B4042 Little Foxes – consideration of warning signs and road markings.</p> <p>9. 7-24-15 Ashton Keynes footpath AKEY 11,13, 15A 4no kissing gates. Cost est £1600 and 30% PC contribution</p>
<b>9.</b>	<p><b>Date of Next Meeting:</b></p>
	<p><b>8<sup>th</sup> October 2024</b></p>



## MALMESBURY LOCAL HIGHWAY AND FOOTWAY IMPROVEMENT GROUP (LHFIG) ACTION TRACKER

### Malmesbury Local Highway and Footway Improvement Group

#### Highways Officer – Steve Hind

#### 1. Environmental & Community Implications

1.1. Environmental and community implications were considered by the CATG 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 Malmesbury Area Board.

2.2. If funding is allocated in line with CATG recommendations outlined in this report, and all relevant 3<sup>rd</sup> party contributions are confirmed, Malmesbury Area Board will have a remaining Highways funding balance of £39587.41.

#### 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

6.1 There are no specific safeguarding implications related to this report.



**MALMESBURY LHFIG**  
FINANCIAL SUMMARY

**As of 10th July 2024**

**BUDGET 2024-25**

£26,150.00 LHFIG ALLOCATION 2024-25  
 £52,310.41 2023-24 underspend  
 £5,000.00 Central highways fund (Easton Grey)

Contributions

£537.00 Malmesbury TC for Market Lane bollard(30%)  
 £1,230.00 Charlton PC for B4040/Tetbury Lane (30%)  
 £1,700.00 Easton Grey PC for c/way work at Bridge (x% to be agreed)  
 £4,500.00 Sherston PC for 20mph limit (30%)  
 £900.00 Malmesbury St Paul W PC for waiting restrictions(30%)  
 £60.00 Lea PC for contribution to warming sign(30%)  
 £1,350.00 Malmesbury TC for railing on steps(30%)  
 £240.00 Brinkworth PC for Little Foxes road markings(30% to be agreed)

**Total Budget**

**£93,977.41 (A)**

**Commitments from 2023/24**

Malmesbury Market Lane £1,790.00 Actual (PC contribution 30%)  
 Charlton, B4040/Tetbury Lane £4,100.00 Actual (PC contribution 30%)  
 Easton Grey -c/way improvement at bridge £25,000.00 Estimate (PC contribution 30%)

**New Schemes/ revised schemes 2024/25**

Sherston 20mph limit advert and implementation £15,000.00 Estimate (PC contribution 30%)  
 Malmesbury, Sir Bernard Lovell waiting restrictions adv and Impl £3,000.00 Estimate (PC contribution 30%)  
 Lea, The Street - warning sign £200.00  
 Betty Geysers Steps railing £4,500.00  
 B4042 Brinkworth, Little Foxes - road markings £800.00

**Other potential schemes 2024/25**

Little Somerford - signing estimate £1000

Total commitment **£54,390.00 (B)**

Remaining budget **£39,587.41 (A-B)**

