

AGENDA

Meeting: Trowbridge Area Board
Place: Conference Suite - County Hall, Bythesea Road, Trowbridge, BA14
Date: Thursday 3 October 2024
Time: 6.30 pm

Including the Parishes of: Hilperton, North Bradley, Southwick, Trowbridge, and West Ashton.

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 6:00pm.

Please direct any enquiries on this Agenda to Ellen Ghey - Democratic Services Officer
Ellen.Ghey@wiltshire.gov.uk, direct line or email Ellen.Ghey@wiltshire.gov.uk

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

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

Wiltshire Councillors

Cllr Antonio Piazza, Drynham
Cllr Jo Trigg, Lambrok (Chair)
Cllr Daniel Cave, Park
Cllr Ernie Clark, Hilperton
Cllr Mel Jacob, Paxcroft
Cllr Edward Kirk, Adcroft
Cllr Stewart Palmen, Central (Vice-Chairman)
Cllr Horace Prickett, Southwick
Cllr David Vigar, Grove

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Parking

To find car parks by area follow [this link](#).

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) – Liam Cripps -

Liam.Cripps@wiltshire.gov.uk

Area Board Delivery Officer – Caroline LeQuesne -

Caroline.LeQuesne@wiltshire.gov.uk

Democratic Services Officer – Ellen Ghey – ellen.ghey@wiltshire.gov.uk

	Time												
<p>1 Apologies</p> <p>To receive any apologies for absence.</p>	6.30pm												
<p>2 Minutes (<i>Pages 7 - 20</i>)</p> <p>To approve and sign as a true and correct record the minutes of the previous meeting held on 20 June 2024.</p>													
<p>3 Declarations of Interest</p> <p>To receive any declarations of disclosable interests or dispensations granted by the Standards Committee.</p>													
<p>4 Information Items (<i>Pages 21 - 66</i>)</p> <p>The Board is asked to note the following information items:</p> <ul style="list-style-type: none"> • Community First Update • Cost of Living Update • Healthwatch Wiltshire Annual Report 2023-24 • Update on the Families and Children's Transformation (FACT) Family Help Project • Update on FACT Transitional Safeguarding Project • Overview of Wiltshire Youth Council • Update from BSW Together (Integrated Care System) • Neighbourhood Collaborative Update 													
<p>5 Leisure Centre Update</p> <p>To receive a verbal update on the progress of the Trowbridge Leisure Centre Development Project.</p>	6.40pm												
<p>6 Area Board Funding (<i>Pages 67 - 72</i>)</p> <p>To note the remaining budgets and to consider any applications for funding, as detailed in the attached report and summarised below:</p> <p>Remaining Budgets:</p> <table border="1" data-bbox="264 1655 1377 1733"> <thead> <tr> <th>Community Area Grant</th> <th>Older & Vulnerable</th> <th>Young People</th> </tr> </thead> <tbody> <tr> <td>£16,925.78</td> <td>£21,252.92</td> <td>£3,756.70</td> </tr> </tbody> </table> <p>Community Area Grants:</p> <table border="1" data-bbox="264 1843 1377 1995"> <thead> <tr> <th>Ref/Link</th> <th>Grant Details</th> <th>Amount Requested</th> </tr> </thead> <tbody> <tr> <td>ABG1876</td> <td>Wiltshire Wildlife Trust – <i>River Biss River Corridor Improvements</i></td> <td>£5,000</td> </tr> </tbody> </table>	Community Area Grant	Older & Vulnerable	Young People	£16,925.78	£21,252.92	£3,756.70	Ref/Link	Grant Details	Amount Requested	ABG1876	Wiltshire Wildlife Trust – <i>River Biss River Corridor Improvements</i>	£5,000	6.50pm
Community Area Grant	Older & Vulnerable	Young People											
£16,925.78	£21,252.92	£3,756.70											
Ref/Link	Grant Details	Amount Requested											
ABG1876	Wiltshire Wildlife Trust – <i>River Biss River Corridor Improvements</i>	£5,000											

ABG1878	Creative Minds Arts and Crafts CIC – <i>SEND and Dementia Therapeutic Art Outreach Project</i>	£2,500
ABG1972	Saxon Group Riding for the Disabled Association – <i>New Surface Topper</i>	£378
ABG1977	Friends of Southwick Country Park – <i>Friends of Southwick Country Park Nature Reserve Maintenance Equipment</i>	£484.76

Older & Vulnerable Adults Grants:

Ref/Link	Grant Details	Amount Requested
ABG1883	Carer Support Wiltshire – <i>Care and Share Mental Health Peer Support Café for Unpaid Carers</i>	£1,256
ABG1896	Wiltshire Rural Music – <i>Keep Music in Mind: Helping Older People, Especially Those Living with Dementia</i>	£750
ABG1930	Rethink Mental Illness Wiltshire Access Community Mental Health – <i>Trowbridge Dance and Wellbeing Fitness Group</i>	£500
ABG1956	Wiltshire Music Centre – <i>Celebrating Age Wiltshire</i>	£1,500

Young People Grants:

Ref/Link	Grant Details	Amount Requested
ABG1933	Trowbridge Future – <i>Healthy and Safe Relationships Project</i>	£4,425

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

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|---|---|--------|
| 7 | <p>Wiltshire Police Chief Constable</p> <p>To receive an update from Wiltshire Police Chief Constable, Catherine Roper.</p> | 7.35pm |
| 8 | <p>Wiltshire and Swindon Road Safety Partnership</p> <p>To receive a presentation on the Wiltshire and Swindon Road Safety Partnership.</p> | 8.00pm |
| 9 | <p>Partner Updates (Pages 73 - 84)</p> <p>To note the following written reports and online updates attached to the agenda:</p> <ul style="list-style-type: none"> a) Wiltshire Police b) Dorset & Wiltshire Fire and Rescue Service: | 8.15pm |

- [Dorset & Wiltshire Fire Service | News & Incidents \(dwfire.org.uk\)](https://www.dwfire.org.uk)
- [Service Update June 2024 \(youtube.com\)](https://www.youtube.com)

- c) Child Friendly Trowbridge
- d) Trowbridge Future
- e) Town and Parish Council Nominated Representatives

Town and Parish Council Nominated Representatives are encouraged to attend the meeting and provide an update on issues and successes arising in their respective areas.

10 Local Highways and Footpath Improvement Group 8.25pm

To note the minutes and consider any recommendations arising from the last LHFIFG meeting.

Please note: further information will follow as an Agenda Supplement.

Further information on the LHFIFG process can be found [here](#).

11 Urgent items

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

12 Close 8.30pm

Future Meeting Dates:

- 5 December 2024
- 20 February 2025
- 20 May 2025

For information on applying for a grant or grant application deadlines for these meetings, contact the Area Board Delivery Officer:

Caroline.Lequesne@wiltshire.gov.uk

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MINUTES

Meeting: Trowbridge Area Board
Place: Conference Suite - County Hall, Bythesea Road, Trowbridge,
BA14 8JN
Date: 20 June 2024
Start Time: 6.30 pm
Finish Time: 8.30 pm

Please direct any enquiries on these minutes to Ellen Ghey - Democratic Services Officer. Telephone: 01225 718259 or Email: Ellen.Ghey@wiltshire.gov.uk

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

In Attendance:

Wiltshire Councillors

Cllr Jo Trigg, Lambrok (Chairman)
Cllr Stewart Palmen, Central (Vice-Chairman)
Cllr Daniel Cave, Park
Cllr Ernie Clark, Hilperton
Cllr Mel Jacob, Paxcroft
Cllr Edward Kirk, Adcroft
Cllr Antonio Piazza, Drynham
Cllr Horace Prickett, Southwick
Cllr David Vigar, Grove

Wiltshire Council Officers

Liam Cripps – Strategic Engagement & Partnerships Manager
Ellen Ghey – Democratic Services Officer
Kieran Elliott – Democracy Manager

Partners

Inspector Andy Lemon – Wiltshire Police

Total in attendance: 27

<u>Minute No..</u>	<u>Summary of Issues Discussed and Decision</u>
25	<p><u>Election of Chairman</u></p> <p>Nominations were sought for a Chairman for the forthcoming year.</p> <p>Councillor Jo Trigg was nominated by Councillor Stewart Palmen, seconded by Councillor Mel Jacob.</p> <p>Councillor Edward Kirk was nominated by Councillor Antonio Piazza, seconded by Councillor Daniel Cave.</p> <p>Following a vote, it was:</p> <p><u>Resolved:</u></p> <p>The Area Board elected Councillor Jo Trigg as Chairman for the forthcoming year 2024-25.</p>
26	<p><u>Election of Vice-Chairman</u></p> <p>On the nomination of Councillor Mel Jacob, seconded by Councillor David Vigar, it was:</p> <p><u>Resolved:</u></p> <p>The Area Board elected Councillor Stewart Palmen as Vice-Chairman for the forthcoming year 2024-25.</p>
27	<p><u>Apologies</u></p> <p>There were no apologies for absence received from Members of the Area Board, but the following apology was noted:</p> <ul style="list-style-type: none"> • Catherine Roper, Wiltshire Police Chief Constable
28	<p><u>Minutes</u></p> <p>The minutes of the previous meeting held on 14 March 2024 were considered. Following which, it was:</p> <p><u>Resolved:</u></p> <p>The Area Board approved and signed the minutes of the previous meeting held on 14 March 2024 as a true and correct record.</p>

29	<p><u>Declarations of Interest</u></p> <p>In relation to Item 31, Area Board Funding, the following interests were declared:</p> <ul style="list-style-type: none"> • Councillor Jo Trigg declared an Other Registrable Interest in respect of the grants related to Trowbridge Future, for which she is Chair of Trustees; Families Out Loud, for which she is an ambassador; and Studley Green Village Hall, for which she is a Member of the Studley Green Community Association. • Councillor David Vigar declared an Other Registrable Interest in respect of the grant related to Trowbridge Town Football Club for which he is a Committee Member. • Councillor Antonio Piazza declared an Other Registrable Interest in respect of the grant related to Trowbridge Debt Advice Service for which he is Chair of Trustees. • Councillor Ernie Clark declared an Other Registrable Interest in respect of the grant related to the Hilperton Village Hall by virtue of his role as a Trustee. • Councillor Stewart Palmen declared an Other Registrable Interest in respect of the grant related to Trowbridge Future by virtue of his as a Trustee. <p>In accordance with the Constitution and the Scheme of Sub-Delegation, all above mentioned Councillors remained in the room for the entirety of the items, however they could not cast a vote.</p> <p>Councillor Piazza declared that he would leave the room while Members considered the grant in relation to Trowbridge Debt Advice Service.</p>
30	<p><u>Information Items</u></p> <p>Updates were provided through the Chair as detailed in the agenda papers.</p> <p>The following updates were provided through the Chair as per the agenda pack:</p> <ul style="list-style-type: none"> • Community First • Healthwatch Wiltshire • Update for BSW Together (Integrated Care System) • Wiltshire AGE UK Update • Wiltshire Council Consultation Portal • Wiltshire Council Information Items: <ul style="list-style-type: none"> ○ Draft Licensing Policy 2024-29 Consultation

	<ul style="list-style-type: none"> ○ Local Nature Recovery Strategy Engagement Update ○ Multiply – National Numeracy Day
31	<p><u>Area Board Funding</u></p> <p>The Area Board considered the following applications for funding:</p> <p><u>Community Area Grants:</u></p> <ul style="list-style-type: none"> • Trowbridge Town Football Club - £5,000 towards Floodlights for Trowbridge Town Football Club <p>During the discussion, it was clarified that all Members could vote on the grant unless an interest had been declared, and that both Natural England and the Wiltshire Council Ecology Officer were happy with the conditions as set out within the associated planning application. On the motion of Councillor Antonio Piazza, seconded by Councillor Daniel Cave, it was:</p> <p><u>Resolved:</u></p> <p>The Area Board awarded £5,000 to Trowbridge Town Football Club towards Floodlights for Trowbridge Town Football Club.</p> <p><u>Reason</u> – <i>The application met the Community Area Grants Criteria.</i></p> <ul style="list-style-type: none"> • Studley Green Community Association - £2,172.22 towards Studley Green Community Centre Refurbishment Phase 2 <p>During the discussion, it was clarified that all Members could vote on the grant unless an interest had been declared. On the motion of Councillor Daniel Cave, seconded by Councillor Mel Jacob, it was:</p> <p><u>Resolved:</u></p> <p>The Area Board awarded £2,172.22 to Studley Green Community Association towards Studley Green Community Centre Refurbishment Phase 2.</p> <p><u>Reason</u> – <i>The application met the Community Area Grants Criteria.</i></p>

- HELP Counselling Services – £692 towards New Laptop and Office Equipment for New Member of Staff

On the motion of Councillor Daniel Cave, seconded by Councillor David Vigar, it was:

Resolved:

The Area Board awarded £692 to HELP Counselling Services towards a New Laptop and Office Equipment for New Member of Staff.

Reason – *The application met the Community Area Grants Criteria.*

- Hilperton Village Hall – £ 3,750 towards New Roof at Hilperton Village Hall

On the motion of Councillor Daniel Cave, seconded by Councillor Antonio Piazza, it was:

Resolved:

The Area Board awarded £3,750 to Hilperton Village Hall towards New Roof at Hilperton Village Hall.

Reason – *The application met the Community Area Grants Criteria.*

Councillor Ernie Clark requested that his abstention during the vote be recorded.

- Avon Valley Runners – £1,130 towards Avon Valley Runners Running Track Refurbishment

During the discussion, the arrangements of different groups using the track through organised sessions was clarified, and Councillors gave their condolences to the applicants, whose Chair had recently passed away. On the motion of Councillor Antonio Piazza, seconded by Councillor Daniel Cave, it was:

Resolved:

The Area Board awarded £1,130 to Avon Valley Runners towards Avon Valley Runners Running Track Refurbishment.

Reason – *The application met the Community Area Grants Criteria.*

- Equinox Explorer Scout Unit – £5,000 towards Access Ramp for Equinox ESU Paddle Sport Project

During the discussion, accessibility issues and future plans with respect to safety equipment and facilities was clarified. On the motion of Councillor Daniel Cave, seconded by Councillor Ernie Clark, it was:

Resolved:

The Area Board awarded £5,000 to Equinox Explorer Scout Unit towards an Access Ramp for Equinox ESU Paddle Sport Project.

Reason – The application met the Community Area Grants Criteria.

Older and Vulnerable Grants:

- Trowbridge Debt Advice Service – £500 towards Financial Budgeting for All

On the motion of Councillor Edward Kirk, seconded by Councillor Mel Jacob, it was:

Resolved:

The Area Board awarded £500 to Trowbridge Debt Advice Service towards Financial Budgeting for All.

Reason – The application met the Older and Vulnerable Grants Criteria.

Councillor Antonio Piazza left the room for this grant application as per his declaration.

- Families Out Loud – £4,919 towards Trowbridge Client Support

During the discussion, Members suggested that as the applicants also supported young people, and they were forecasting an increase in clients, a proportion of the funding should be awarded from the Young People funding pot. On the motion of Councillor Edward Kirk, seconded by Councillor Mel Jacob, it was:

Resolved:

The Area Board awarded £4,919 to Families Out Loud towards Trowbridge

Client Support, with the respective amounts being taken from the following funding pots:

- £3,443.30 from the Older and Vulnerable pot.
- 1,475.70 from the Young People pot.

Reason – The application met the Older and Vulnerable Grants Criteria.

Young People Grants:

- Wiltshire Wildlife Trust – £4,600 towards Blue Influencers Scheme

During the discussion, the applicant provided additional information as to the scheme itself and the different types of projects that young people could choose to support. On the motion of Councillor Mel Jacob, seconded by Councillor Stewart Palmen, it was:

Resolved:

The Area Board awarded £4,600 to Wiltshire Wildlife Trust towards Blue Influencers Scheme.

Reason – The application met the Young People Grants Criteria.

- Youth Adventure Trust – £4,000 towards Supporting Disadvantaged Young People in Trowbridge

On the motion of Councillor David Vigar, seconded by Councillor Stewart Palmen, it was:

Resolved:

The Area Board awarded £4,000 to Youth Adventure Trust towards Supporting Disadvantaged Young People in Trowbridge.

Reason – The application met the Young People Grants Criteria.

- Sustainable Image Lab CIC – £2,460 towards Colour and Light Youth Art Programme

During the discussion, the applicant explained the arrangements and breakdown

	<p>in costs associated with the programme. Councillor Mel Jacob, seconded by Councillor Antonio Piazza, moved to award the grant in full. Following a vote, the motion fell due to an equal number of votes cast For and Against and both the Chair and Vice-Chair unable to make a casting vote as per their declarations.</p> <p>Councillor Mel Jacob then moved to award £1,750, seconded by Councillor Antonio Piazza. Following a vote, the motion again fell due to the reasons stated above. As such, the grant application could not be determined.</p> <ul style="list-style-type: none"> • Wiltshire Youth for Christ – £505 towards Summer Holiday Pop-Up Youth Week in Stallards Park <p>On the motion of Councillor Stewart Palmen, seconded by Councillor Antonio Piazza, it was:</p> <p><u>Resolved:</u></p> <p>The Area Board awarded £505 to Wiltshire Youth for Christ towards Summer Holiday Pop-Up Youth Week in Stallards Park.</p> <p><u>Reason</u> – <i>The application met the Young People Grant Criteria.</i></p>
32	<p><u>Area Board End of Year Report and Outside Bodies</u></p> <p style="text-align: center;">Part I – Looking Back</p> <p>The Area Board received a presentation from Liam Cripps, Strategic Engagement Partnerships Manager (SEPM), on the Area Board End of Year Report. The presentation included details of different schemes under the following themes:</p> <ul style="list-style-type: none"> • Youth Engagement and Positive Activity Opportunities • Supporting Positive Mental Health and Wellbeing • Supporting Low-Income Individuals and Families • Supporting the Local Economy • Addressing Climate Change and Protecting Green Spaces <p>It was emphasised that the Area Board was more than just four business meetings a year, it was about the investing in local communities and developing strong relationships with partners and community organisations to improve the lives of residents and create an empowered community.</p> <p>Members raised fly tipping and queried if communications between the Town Council and Wiltshire Council could be improved to which officers agreed that a solution could be considered at a future date.</p>

Part II – Looking Forward

Liam Cripps, SEPM, provided a summary of the Community Survey/CAJSNA Data:

- There had been 135 responses to the survey (5% of the population), with the demographic of respondents split between 25-34 to 65+ years of age.
- The following four priorities were identified by respondents:

Health

- Over 40% of respondents had chosen this as their first choice.
- The top 5 health issues in order were mental health support; support for “living longer better”; support for keeping physically active; care for those living with dementia; and tackling levels of obesity.
- CAJSNA data was provided to support this, including that Trowbridge was above the Wiltshire average levels for diagnosed diabetes and 10-11 year olds who were obese or overweight, and the second highest levels of diagnosed depression in Wiltshire.

Environment

- Almost 20% of respondents had chosen this as their first choice.
- The top 5 environmental issues in order were improving the quality of landscapes (nature reserves and other destinations); supporting public transport services; support for increase in biodiversity; tackling fly tipping; and addressing flooding.
- CAJSNA data was provided to support this, including that Trowbridge had the 6th highest number of fly tipping reports to Wiltshire Council in 2022-23, 92 green open spaces listed in the Trowbridge community area, and the 3rd highest number of school age children completing ‘Walk Safe’ and ‘Bikeability’ training in Wiltshire.

Safety

- Almost 10% of respondents had chosen this as their first choice.
- The top 5 safety issues in order were tackling anti-social behaviour; reducing the level of crime; tackling anti-social behaviour by young people; addressing drug crime; and reducing speeding.
- CAJSNA data was provided to support this, including that Trowbridge had the 2nd highest levels of reported anti-social behaviour and reported violence towards women and girls, the highest level of

reported domestic abuse offences (including when children/young people were present, and the third highest level of total crime involving persons under 18 years old. However, it was emphasised that as Trowbridge was a large town within a rural County, it was expected that these levels would be higher than other smaller community areas.

Children and Young People

- Close to 10% of respondents had chosen this as their first choice.
- The top 5 issues affecting children and young people in order were improving positive activities for young people, supporting young people's mental health, support for children with Special Educational Needs or Disabilities (SEND), improving health (including obesity), and support for young people not in employment, education or training (NEET).
- CAJSNA data was provided to support this, including that Trowbridge had the highest number of persons aged 25 years or under in Wiltshire, the second highest levels of pupils eligible for free school meals, below Wiltshire average for pupils classed as persistent absentees, and above Wiltshire averages for 4-5 year olds and 10-11 years olds who were obese and for under 18 year olds in treatment for substance misuse.

After which, it was:

Resolved:

- 1) **The Area Board decided upon the following priorities it wished to focus on in the forthcoming year as well as the respective Lead Councillor Representatives:**
 - **Youth engagement, employment, and positive activity opportunities – *Councillor Jo Trigg***
 - **Addressing climate change and protecting green spaces – *Councillor Mel Jacob***
 - **Supporting low income individuals and families – *Councillor Antonio Piazza***
 - **Older and vulnerable people: supporting positive mental and physical health – *Councillor Stewart Palmen***
 - **Community safety – *Councillor David Vigar***

	<p>2) The Area Board appointed all Area Board Members as Representatives of the Local Highways and Footway Improvement Group.</p> <p>3) The Area Board noted the Terms of Reference for the Local Highways and Footway Improvement Group as set out in Appendix B as attached to the agenda pack.</p>
33	<p><u>Partner Updates</u></p> <p>The Area Board received updates from the following partners:</p> <p><i><u>Wiltshire Police</u></i></p> <p>A verbal update was provided by Inspector Andy Lemon alongside the written information provided within Agenda Supplement 1. The following was discussed:</p> <ul style="list-style-type: none"> • The Trowbridge Crime Data for January to March 2024 was outlined as per the report, alongside data on Crime Exceptions, community engagement, local priorities, and local updates. • It was emphasised that although the figures show that theft offences had increased by 12.4% across the first quarter of 2024, this meant that reporting of these incidents had increased, thus allowing Wiltshire Police to see the extent of the ongoing issues in order to take appropriate action. • Members raised the multi-storey carpark in Trowbridge and the reported anti-social behaviour occurring in and around the building. Insp. Lemon highlighted that there was now a Community Support Officer that focussed on that area and that further enforcement was being considered. However, it was emphasised that the Police could only take action once such behaviour was witnessed by Officers. Furthermore, in response to queries about public safety, it was noted that higher fencing could be constructed around the roof of the building, however subsequent costs would need to be considered. • Insp. Lemon explained that there was a tangible link between the majority of the Theft from a Shop occurrences and that two male suspects had been charged for all offences identified to Police. • Other topics raised included the use of E-Scooters on main roads, careless key thefts, further Speed Enforcement Officers patrolling the network, and amending the working hours of Community Support Officers to include later shift patterns.

Child Friendly Trowbridge

Councillor Jo Trigg provided a brief verbal update in which Members were informed that the organisation was looking to build towards a Youth Forum event in 2025, therefore there were lots of engagement activities occurring in the meantime.

Trowbridge Future

Councillor Jo Trigg provided a brief verbal update in which it was noted that the organisation was very busy at the moment due to their relocation to The Shires shopping centre which allowed for higher levels of accessibility and collaboration with other partners, agencies and other organisations. Furthermore, it was highlighted that the organisation was seeing an increase in the level of older young people which was positive.

Town and Parish Council Nominated Representatives

Councillor Roger Evans on behalf of North Bradley Parish Council, provided a verbal update including the following matters:

- Things are progressing with the Parish Council as normal, with 12 meetings scheduled per year.
- The Parish Council are continuing to experience changes in Membership due to a Councillor leaving due to work commitments. As such, the Parish Council were in the process of finding a new Councillor.
- Regarding the flooding in Yarnbrook, the Parish Council and the Baptist Church had come to an agreement to use the Church as an emergency hub. Furthermore, Councillors had met with a Wiltshire Council Drainage Officer and were now in the process of working with the Local Unitary Member, Councillor Horace Prickett, to contact the local landowners and farmers in the area with regard to gully clearing.
- The North Bradley Neighbourhood Plan was progressing well, with Councillors meeting with Trowbridge Town Councillors and finalising the Terms of Reference before moving onto the next stage.

Councillor Ernie Clark on behalf of Hilperton Parish Council, informed Members that a new Clerk had been found, a review group had been formed for the Hilperton Neighbourhood Plan, and that the Hilperton Action Group were continuing to meet, with the next meeting being held at the Hilperton Village Hall during the following week.

Wiltshire Family Hubs

An update was provided on the Wiltshire Family Hubs which were noted as

	<p>being launched in April 2024, with Family Navigators and Community Workers being recruited to assist with different outreach programmes to develop a stronger presence in the community.</p>
34	<p><u>Wiltshire Police Chief Constable</u></p> <p>As noted in Minute Item 27, as Wiltshire Police Chief Constable, Catherine Roper, had sent her apologies, this item was postponed for a future meeting date.</p>
35	<p><u>Local Highways and Footpath Improvement Group</u></p> <p>The Chairman, Councillor Jo Trigg, introduced the minutes and recommendations from the previous meeting of the Local Highways and Footpath Improvement Group (LHFIG) held on 18 April 2024.</p> <p>After which, it was:</p> <p><u>Resolved:</u></p> <p>The Area Board approved the notes and recommendations of the Local Highways and Footpath Improvement Group meeting held on 18 April 2024.</p>
36	<p><u>Urgent Items</u></p> <p>There were no urgent items.</p>
37	<p><u>Close</u></p> <p>The date of the next meeting was confirmed as Thursday 3 October 2024.</p>

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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 9th October 2024 (5.30-7.30pm)** at the Town Hall in Devizes. We look forward to seeing you there.

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. 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.

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/>

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. 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

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
voice@communityfirst.org.uk

Facebook: Voice It, Hear It

Instagram: @WiltsVoice

Briefing prepared by:

Ellie Ewing

Marketing and Communications Manager (Community First)

eewing@communityfirst.org.uk

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Join us as a Health Research Champion!

COMMUNITY
FIRST



Help shape the future of health research

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Scan to register interest
as a Health Research
Champion



What can Research Champions do?



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



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

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askyring@communityfirst.org.uk

Scan to register
interest



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

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Area Board Briefing Note

Service:	Cost of Living
Date prepared:	10 September 2024
Further enquiries to:	Will Oulton
Direct contact:	William.oulton@wiltshire.gov.uk

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%¹, 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 October².

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 2024³. 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 1st of October⁴, we are analysing the impact of schemes delivered under the programme so can further develop our approach to ensure that

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

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

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

⁴ [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
- With change to the eligibility of Winter Fuel Payments⁵, the DWP has been encouraging the take up of Pension Credit⁶. 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.

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

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

The value of listening

Healthwatch Wiltshire
Annual Report 2023-2024



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.

Message from our Chair

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

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

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

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

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

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

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

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

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



Alan Mitchell
Healthwatch Wiltshire Chair



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

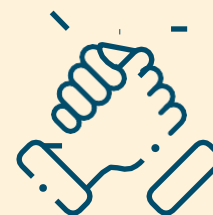
About us

Healthwatch Wiltshire is your local health and social care champion.

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

Our vision

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



Our mission

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



Our values are:

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



Year in review

Reaching out:

1,142 comments

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

4,397 people

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



Making a difference to care:

We published

3 reports

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

From these we made

14 recommendations

for improvement.



Health and social care that works for you:

We're lucky to have

15 volunteers

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

We currently employ

4 staff

who help us carry out our work.

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

£165,496



Your voice heard at a wider level

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



Developing resources to support hospital discharge

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

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

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



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

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

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



We join new neighbourhood initiative

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

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

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

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



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

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

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



Survey focuses on eating disorders

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



Listening to your experiences

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

Improving mental health services for autistic people

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

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

What did we recommend?

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



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

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

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

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

Improving a hospital's complaints process

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

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

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

What difference did this make?

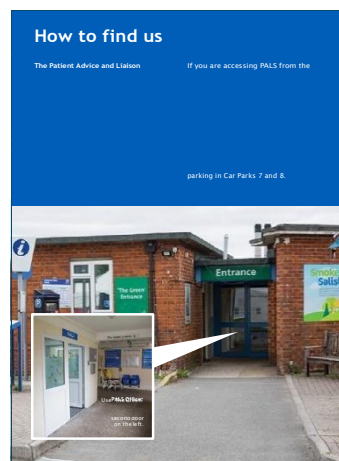
Our volunteers, as well as the hospital's Patient Experience Steering Group, were involved in the development of a new leaflet to ensure that it's patient friendly. Their suggestions included:

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

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



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



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

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

Victoria Aldridge, Head of Patient Experience at Salisbury District Hospital

Understanding how people order prescriptions

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

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

What did people tell us?

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

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

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

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



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

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

Ways we're making a difference

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

Key recommendation leads to creation of women's clinic

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

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



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

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

Helen Scott, Primary Care Network Manager, Devizes

School sessions focus on wellbeing

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



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

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

We call on local people to help us set our priorities

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



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

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

See **page 23** for our new priorities.

Mental Health Forum helps highlight gaps in services

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



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

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



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

Jonathan Baker, Digital Officer, Rethink



Hearing from all communities

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

This year we have reached different communities by:

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

Hearing from minority groups

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

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

Supporting the Eastern European community

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

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

Supporting the Boater community

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

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

Supporting Afghan refugees

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

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

What happens next?

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



Advice and information

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

This year we've helped people by:

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

Explaining GP access rights to a Boater

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

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

Helping to find an NHS dentist

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

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

Advice on registering with your GP is most visited page

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

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

The page has been visited 619 times this year.

*Names have been changed.



Volunteering

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

This year our volunteers:

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



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



Alison



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



Elizabeth

Do you feel inspired?



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

 healthwatchwiltshire.co.uk/volunteer

 01225 434218

 info@healthwatchwiltshire.co.uk



Finance and future priorities

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

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

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

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

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

Next steps

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

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

Our top three priorities for the next year are:

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

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

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



Statutory statements

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

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

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

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

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

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

The way we work

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

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

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

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

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

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

Methods and systems used to obtain people's experiences

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

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

Responses to recommendations

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

Enter and View and PLACE visits

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

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

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

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

Taking people's experiences to decision-makers

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

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

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

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

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

Health and Wellbeing Board

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

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


Integrated Care Board


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

Healthwatch Wiltshire
The Independent Living Centre
St George's Road
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 HealthwatchWiltshire

 @HWWilts

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Area Board Briefing Note
Update on the FACT Family Help Project

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

Background

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

What do we mean by 'Family Help'?

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

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

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

Summer '24 Update

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

The Warminster and Westbury Pilot

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

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

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

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

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

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

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

What's next For Westbury and Warminster?

Family Help Pilot:

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

Family Hubs:

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

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

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

What's next for Wiltshire?

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

- Continued promotion of the All Together brand for Family Help

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

- [All Together - Wiltshire Together](#)

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

- Further development and implementation of the Family Help outcomes framework

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

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

Area Board Briefing Note FACT Transitional Safeguarding Project

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

PROJECT OVERVIEW

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

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

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

SUMMER 2024 UPDATE

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

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

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

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

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

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

Intended impact

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

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

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

Intended impact

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

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

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

Intended impact

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

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

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

Intended impact

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

Area Board Briefing Note Overview of Wiltshire Youth Council

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

Introduction

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

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

Role of the Youth Council

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

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

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

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

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

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

Expectations from the Youth Council

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

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

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

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

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

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

Conclusion

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

Thank you for your attention and support.

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.

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Trowbridge Area Grant Report

Purpose of the Report

1. To provide details of the grant applications made to the Trowbridge 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	£ 34,670.00	£ 30,464.00	£ 7,700.00
Awarded To Date	£ 17,744.22	£ 9,211.08	£ 3,943.30
Current Balance	£ 16,925.78	£ 21,252.92	£ 3,756.70
Balance if all grants are agreed based on recommendations	£ 8,563.02	£ 16,827.92	£ -249.30

Grant Funding Application Summary

Application Reference	Grant Type	Applicant	Project	Total Cost	Requested
ABG1876	Community Area Grant	Wiltshire Wildlife Trust	River Biss River Corridor Improvements	£1366100.00	£5000.00
<p>Project Summary: This project will improve the river Biss corridor for biodiversity and community benefit within the centre of Trowbridge between Cradle Bridge and the Town Bridge. All preliminary works have been completed over many months. Planning permission are now live for the final approved design. The next phase of the project will see the capital works and physical enhancements take place.</p>					
ABG1878	Community Area Grant	Creative Minds Arts and Crafts C I C	SEND and Dementia Therapeutic Art Outreach Project	£5000.00	£2500.00

Application Reference	Grant Type	Applicant	Project	Total Cost	Requested
<p>Project Summary: Our Community Interest Company is unique in what we offer Trowbridge, and Wiltshire as a whole. Founded in 2023 by experienced and qualified carers, who recognised the social, emotional and cognitive benefits of therapeutic activities in a safe, non-judgemental space, we specialise in engaging SEND children and adults; the vulnerable, under-privileged and emotionally and physically challenged individuals in therapeutic art sessions. We support looked after children; adults from supported living settings, those that have suffered bereavement or physical abuse, or those with dementia, ADHD, cerebral palsy, Aspergers, Global Developmental Delay, Down Syndrome, Dissociative Identity Disorder, anxiety, self-harm and childhood trauma such as sexual exploitation, abuse and neglect. We welcome approximately 200 participants to our studio each month, but we know an even greater number who wish to join us cannot, for reasons such as frailty, minimal disposable income, transportation restrictions, disability and mobility issues, and lack of a support network to enable them to physically attend. Our visions and values are heavily weighted towards parity and inclusion, so we feel passionately about being able to offer the same social, emotional and cognitive benefits of therapeutic activities to a wider audience, in spite of whatever barriers exist. With our requested funding, we could enhance our existing outreach program to encompass more nursing homes, residential children's homes, educational settings and even home visits. The funding would allow us to buy transportation and engaging art and craft materials, whilst ensuring we can offer these sessions free of charge or for a reduced rate. We have witnessed 100's of positive outcomes for our participants since we opened our doors in 2023, and have already established a strong reputation for acceptance, inclusion and demonstrable emotional wellbeing, and are passionate about taking our offering to a larger proportion of our community. Many thanks in advance.</p>					
ABG1972	Community Area Grant	Saxon Group Riding for the Disabled Association	New Surface Topper	£1512.00	£378.00
<p>Project Summary: The current equestrian surface is very uneven and makes it difficult for our volunteers and horses to have the best footing. Sudden movements can be particularly uncomfortable and unnerving for our disabled riders which has an impact on their balance. It is quite uneven for our volunteers to run alongside riders and horses who are trotting and can jar ankles, knees etc. A new surface topper would generate a better, durable, dust free and environmentally better area for the activities we carry out such as flat work, dressage and light jumping.</p>					
ABG1977	Community Area Grant	Friends of Southwick Country Park	Friends of Southwick Country Park Nature Reserve Maintenance Equipment	£504.76	£484.76
<p>Project Summary: Maintenance Equipment to assist the Friends in their routine repairs and servicing.</p>					
ABG1883	Older and Vulnerable Adults Funding	Carer Support Wiltshire	Care and Share Mental Health Peer Support Cafe for unpaid carers	£2512.00	£1256.00

Application Reference	Grant Type	Applicant	Project	Total Cost	Requested
<p>Project Summary: Care and Share Trowbridge is a Peer Support Group for unpaid carers who care for people who experience Mental Health unwellness and challenges. The group meets monthly to provide peer support for unpaid carers through listening and sharing stories with each other over a cup of tea. Practical information, advice and resources are shared. The Peer Support Group is organised by Carer Support Wiltshire in partnership with Avon and Wiltshire Mental Health Partnership (AWP). Carer Support Wiltshire arrange the monthly meeting venue and light refreshments for carers attending as well as recruit, train and manage two volunteers to assist at each session. Carer Support Wiltshire check in with attendees and volunteers each month. Carer Support Wiltshire also promote the event and source any funding required to support the monthly group meeting. AWP provide a dedicated staff member to lead each monthly session. This staff member may also invite specialist clinicians from AWP to attend the Peer Support Group to provide additional support, information and resources for attendees, depending on what needs emerge at each session. This is a pilot café, and has proven successful in the first six months, with 8 regular attendees. Due to the success of this cafe, Carer Support Wiltshire will seek to open another one down in south/west Wiltshire area towards the middle of 2024.</p>					
ABG1896	Older and Vulnerable Adults Funding	Wiltshire Rural Music	Keep Music In Mind helping older people especially those living with dementia	£1500.00	£750.00
<p>Project Summary: 'Keep Music in Mind' takes live acoustic music and song sessions of 45 minutes to older people (especially those living with dementia). This can be in care homes or at dementia specific day clubs, and some day clubs for older people some of whom may have early symptoms. There are additional important benefits for carers. Music has medically proven well-being and health benefits for everyone, especially older people and those living with this dementia, a disease which sees a person slowly change and fade away. Our performances, delivered by experienced professional musicians, also really help carers (often older people themselves or working age family members) partly as if they get a much needed recharge if the session is at a day care club which looks after the person with dementia for a couple of hours, and also as they hear of/see the person they are slowly losing 'come back' for a short time when hearing the music and singing much loved songs. This provides a huge wellness boost and decreases feelings of isolation for carers in our community who carry out this invaluable and often thankless role. It also boosts resilience helping them to care for the person living with dementia in their own home. We developed this program in 2020 in conjunction with Alzheimer's Support Wiltshire, and it has been hugely successful. Keep Music In Mind is delivered to care homes and memory cafe's and day clubs in Wiltshire. The majority are dementia specialists but some benefit day clubs for older people many of whom are older and isolated. The application below will detail potential organisations which will benefit from this bid.</p>					
ABG1930	Older and Vulnerable Adults Funding	Rethink Mental Illness Wiltshire Access Community Mental Health	Trowbridge Dance and Wellbeing Fitness Group	£1000.00	£500.00
<p>Project Summary: I work as a Group Coordinator for the Wiltshire Access Community Mental Health Service (Rethink Mental Illness). We have found a number of individuals in the local community want to improve their health, fitness and wellbeing but have found various barriers in doing so (for example, cost, confidence, anxiety). As a service, we want to help individuals to improve their physical fitness, wellbeing and improve their connection with the local community by running a free, dance fitness class in Trowbridge. Wiltshire Swindon and Sport have also agreed to help fund the project, by providing funds for the venue and music licence. We are asking for £500 pounds towards the costs of the venue which will be £24 per week for 2 hours - which will include a fitness session and social activity.</p>					

Application Reference	Grant Type	Applicant	Project	Total Cost	Requested
ABG1956	Older and Vulnerable Adults Funding	Wiltshire Music Centre	Celebrating Age Wiltshire	£10809.00	£1500.00
<p>Project Summary: 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>					
ABG1933	Youth Grant	Trowbridge Future	Healthy and Safe Relationships Project	£8851.00	£4425.00
<p>Project Summary: We have a dedicated youth space in the centre of Trowbridge where we are currently running regular youth sessions, providing activities in alignment with the National Youth Work Curriculum set out by the National Youth Agency. One of the key themes is based around healthy and safe relationships. The National Youth Agency highlights the need for relationship and sex education to be delivered by youth organisations as it can help young people understand what safe and healthy sexual relationships are. This is a topic we plan to cover regularly within our senior youth sessions. We plan to deliver at least 10 workshops that can be further replicated across all our groups.</p>					

Background

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

Main Considerations

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

Safeguarding Implications

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

Public Health Implications

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

Environmental & Climate Change Implications

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

Financial Implications

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

Legal Implications

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

Workforce Implications

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

Equalities Implications

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

Proposals

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

Report Author

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

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WILTSHIRE POLICE



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Road Safety update – Trowbridge Area Board

3 October 2024

Keeping Wiltshire Safe



Agenda Item 9

• #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.

#KEEPINGWILTSHIRESAFE

#FATAL5

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

PARTNERSHIP WORKING

- Community safety initiatives
- Work with Wiltshire Council (WC) and Dorset & Wiltshire Fire & Rescue Service (DWFRS) on road safety matters
 - Safe Drive Stay Alive (DWFRS)
 - Car seat checks (WC)
 - Op Close Pass – 2 wheels



INTERVENTION

- Road safety campaign 2023
- Community Speed Watch (CSW) letters
- Visible presence
- Speed Indicator Device (SID) scheme



ROAD SAFETY

ENFORCEMENT

- Project Zero days
- Community Road Safety Team days of action
- Support to Tramlane op
- Community Road Safety and Speed Enforcement officers
- Speed awareness courses, fine & points and court action
- Force wide operations



EDUCATION

- Empowerment to communities to deliver CSW
- CSW letters
- SID scheme
- Visible presence
- Op Close Pass – Equine
- #Fatal5



Community Speed Watch

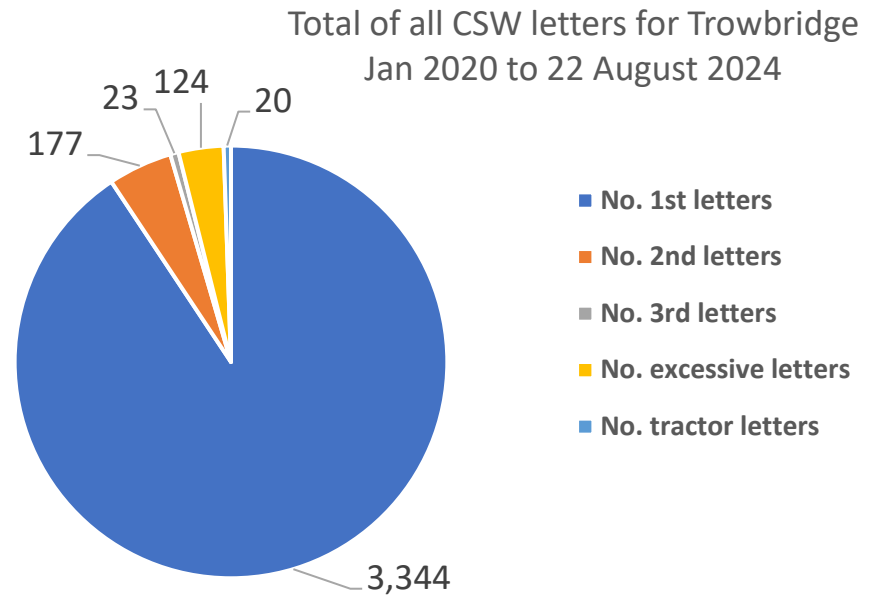
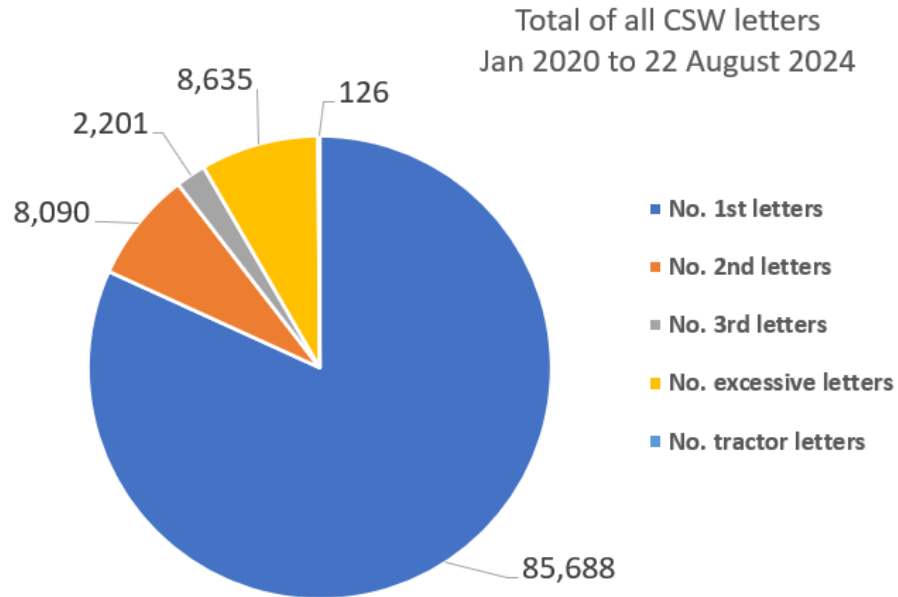
CSW



• CSW – Trowbridge 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 %
Hilperton	169	19	0	7	1	196	45	10.0%
North Bradley	1889	99	12	84	19	2103	144	2.0%
Southwick	394	19	3	14	0	430	150	0.8%
Trowbridge - Cockhill	782	34	4	16	0	836	44	2.69%
West Ashton	110	6	4	3	0	123	59	2.1%
Grand Total	3344	177	23	124	20	3688	442	2.49%

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• Traffic surveys – Trowbridge

January 2022 to July 2024

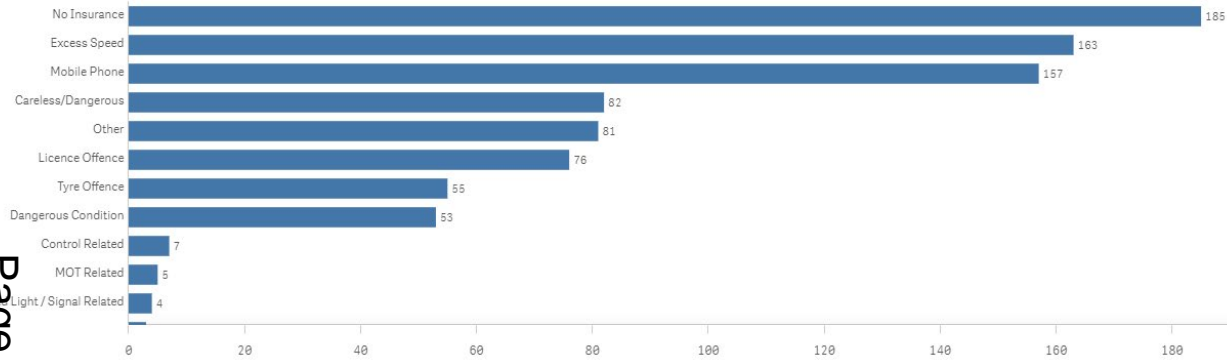
Wiltshire Council

Title	Result	Survey start date	Speed limit	85th percentile	CPT	Area Board
Semington, C395, High Street	Speed education	25/04/2022	30	35.28	Trowbridge	Trowbridge

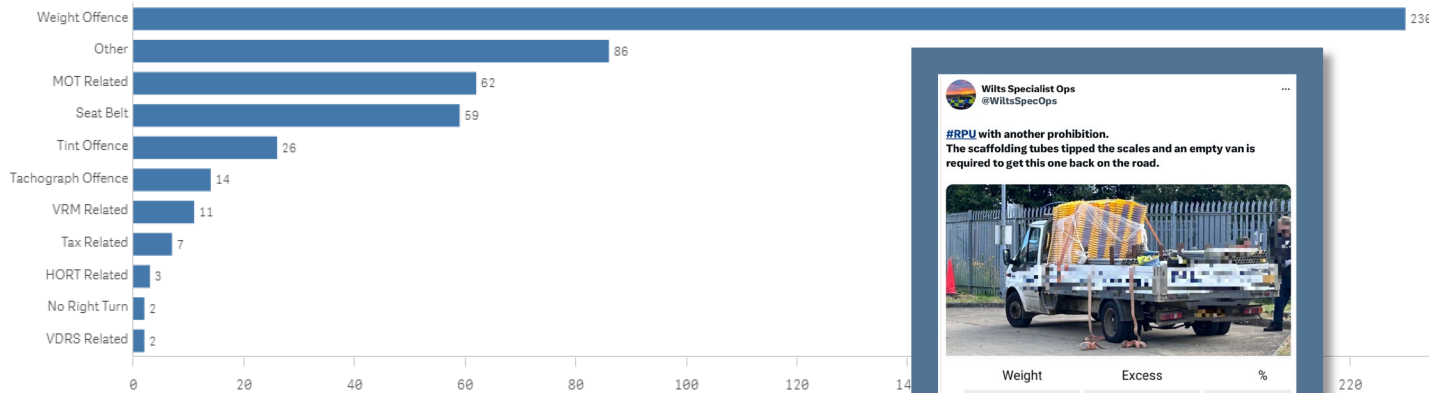
• Wider work recently

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



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Wiltshire Specialist Ops @WiltSpecOps

#SCIT had this vehicle make off from them yesterday in Devizes. Today #RPU and #ARV located the vehicle, stung it and brought it to a safe stop. Vehicle showing no insurance and a tyre with tread less than 1.6mm. Driver assisting us with yesterdays events #Seized @DriveInsured

17:55 · 2

Wiltshire Specialist Ops @WiltSpecOps

Vehicle #seized after it reacted to #RPU and document checks revealed the driver has an expired licence, the vehicle wasn't insured and the MOT was out by over 4 months! @DriveInsured Driver #reported

This vehicle's MOT has expired



MOT expired on 19 March 2024

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

Wiltshire Specialist Ops @WiltSpecOps

#RPU with another prohibition. The scaffolding tubes tipped the scales and an empty van is required to get this one back on the road.

	Weight	Excess	%
1	1490	---	---
2	3440	990	40.4
ss	4930	1430	40.8

10:11 · 08/07/2024 From Earth · 3.3K Views

Wiltshire Specialist Ops @WiltSpecOps

Early morning speeder caught by #RPU on the M4. The rider will be off to court for their efforts #Fatal5

GPS 126 mph
Cleartone

06:05 · 22/07/2024 From Earth · 8K 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...

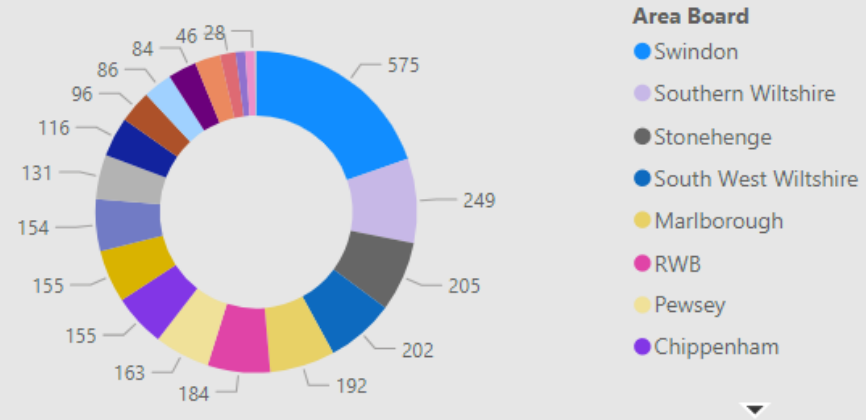
1,803.00
No. Fine & Points

184.00
No. Court

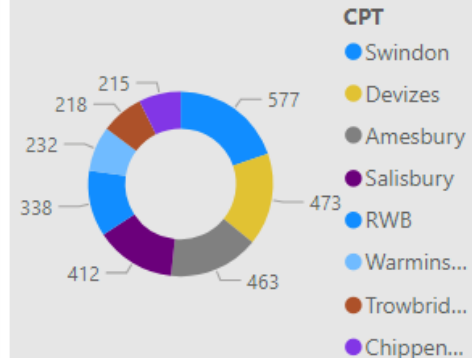
909
No. of Locations

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 - A45 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 Wiltshire
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 Wiltshire
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 Wiltshire
Swindon - Thamesdown Drive	2024	March	94.00	23.00	0.00	Swindon	Swindon
Swindon Queens Drive (A4259)	2024	June	91.00	15.00	1.00	Swindon	Swindon
Swindon Queens Drive adjacent with	2024	March	90.00	13.00	1.00	Swindon	Swindon
Total			13,530.00	1,803.00	184.00		

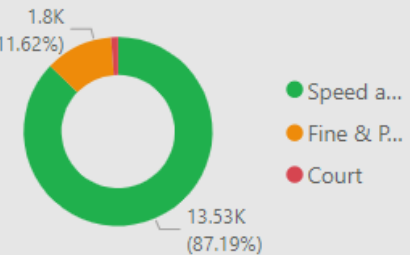
Activity by Area Board



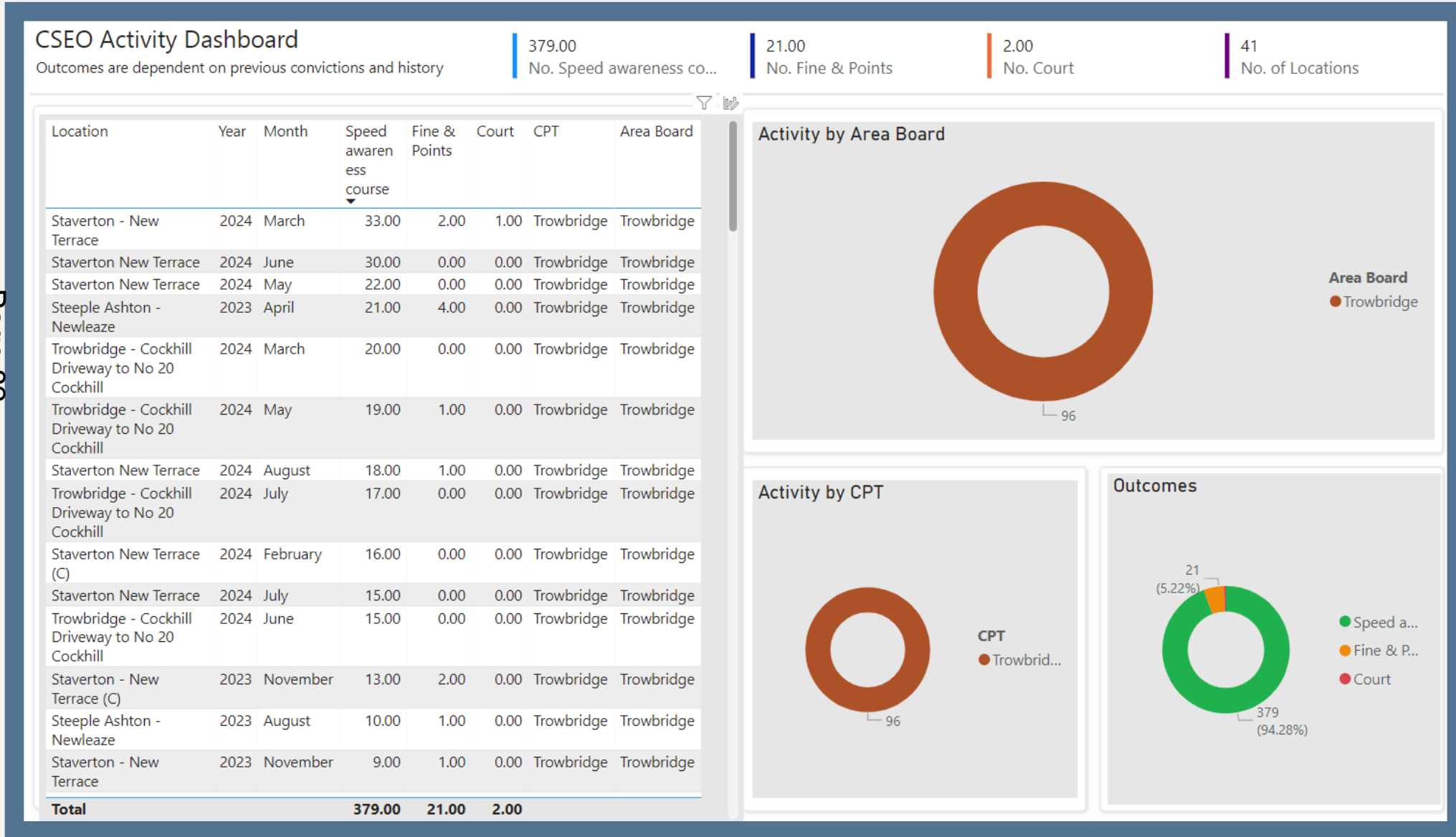
Activity by CPT



Outcomes



• CSEO – Trowbridge Area Board - 1 January 2023 to 22 August 2024



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

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



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



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