

AGENDA

Meeting: Westbury Area Board
Place: Leighton Recreation Centre, Wellhead Ln, Westbury BA13 3PT
Date: Wednesday 2 October 2024
Time: 7.00 pm

Including the Parishes of: Bratton, Dilton Marsh, Edington, Heywood, Westbury.

The Area Board welcomes and invites contributions from members of the public.

The Chairman will try to ensure that everyone who wishes to speak will have the opportunity to do so.

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

Please direct any enquiries on this Agenda to Ben Fielding - Senior Democratic Services Officer, direct line: 01225 718656 or email: benjamin.fielding@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 Gordon King, Westbury East
Cllr Carole King, Westbury North (Chairman)
Cllr Matthew Dean, Westbury West
Cllr Suzanne Wickham, Ethandune (Vice-Chairman)

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

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Area Board Officers

Strategic Engagement & Partnerships Manager (SEPM) –

Graeme.Morrison@wiltshire.gov.uk

Area Board Delivery Officer – Karlene.Jammeh@wiltshire.gov.uk

Democratic Services Officer - Benjamin.fielding@wiltshire.gov.uk

Items to be considered	Time
<p>1. Apologies</p> <p>To receive any apologies for absence.</p>	7.00pm
<p>2. Minutes (<i>Pages 1 - 10</i>)</p> <p>To confirm the minutes of the meeting held on 19 June 2024.</p>	
<p>3. Declarations of Interest</p> <p>To receive any declarations of disclosable interests or dispensations granted by the Standards Committee or Monitoring Officer.</p>	
<p>4. Chairman's Announcements and Information Items (<i>Pages 11 - 20</i>)</p> <p>To receive the following announcements and briefing notes from the Chairman:</p> <ul style="list-style-type: none"> • Update on FACT Transitional Safeguarding Project • Update on the Families and Children's Transformation (FACT) Family Help Project • Overview of Wiltshire Youth Council • Gypsies and Travellers Development Plan Consultation • Cost of Living Update 	
<p>5. Partner and Community Updates (<i>Pages 21 - 72</i>)</p> <p><u>Verbal Updates</u> To receive any verbal updates from representatives, including:</p> <ul style="list-style-type: none"> • Wiltshire Police • Town and Parish Councils Nominated Representatives <p><u>Written Updates</u> The Board is asked to note the following written and online updates attached to the agenda:</p> <ul style="list-style-type: none"> • BSW Together • Community First • Healthwatch Wiltshire 	7.05pm
<p>6. Wiltshire Police Chief Constable</p> <p>To receive an update from Catherine Roper, Wiltshire Police Chief Constable.</p>	
<p>7. Wiltshire & Swindon Road Safety Partnership (<i>Pages 73 - 102</i>)</p> <p>To receive an update from Perry Payne, Wiltshire & Swindon Road Safety Partnership Manager.</p>	7.40pm

8. **Area Board Priority Update** (Pages 103 - 112)

7.55pm

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

- Improving the Health and Wellbeing of Our Community – Cllr Gordon King
- Wellbeing for Young People and Positive Activities – Cllr Carole King
- Local Environmental Action – Cllr Matthew Dean
- Combatting Child Poverty – Cllr Suzanne Wickham

9. **Area Board Funding** (Pages 113 - 116)

8.15pm

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

Remaining Budgets:

Community Area Grant	Older & Vulnerable	Young People
£10,533.20	£4,430.00	£5,759.80

Community Area Grants:

Ref/Link	Grant Details	Amount Requested
ABG1870	YMCA Kingfisher Nursery of the YMCA Brunel Group - YMCA Kingfisher Nursery outdoor play area	£1,000
ABG1938	Bratton Jubilee Hall Management Committee - Solar Panels for Bratton Jubilee Hall	£5,000

Young People Grants:

Ref/Link	Grant Details	Amount Requested
ABG1986	Westbury Parochial Church Council All Saints Church - Friday Fun Youth Club	£5,000

Delegated Funding

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

- Westbury Area Board Initiative – £270 towards Cookery Sessions from Funkyfood.

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

10. **Local Highways and Footpath Improvement Group (LHFIG)** **8.40pm**
(Pages 117 - 132)

To note the minutes and consider any recommendations arising from the last LHFIG meeting held on 25 July 2024, as set out in the attached report.

Further information on the LHFIG 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 and Future Dates** **8.45pm**

Future Meeting Dates:

- 4 December 2024

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

MINUTES

Meeting: Westbury Area Board
Place: Sixth Form Block, Matravers School, Springfield Rd, Westbury, BA13 3QH
Date: 19 June 2024
Start Time: 7.15 pm
Finish Time: 8.45 pm

Please direct any enquiries on these minutes to: Ben Fielding - Senior Democratic Services Officer, (Tel): 01225 718656 or (e-mail): benjamin.fielding@wiltshire.gov.uk

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

In Attendance:

Wiltshire Councillors

Wiltshire Councillors

Cllr Matthew Dean, Westbury West
Cllr Gordon King Westbury East
Cllr Suzanne Wickham, Ethandune, (Vice-Chairman)
Cllr Carole King, Westbury North (Chairman)

Wiltshire Council Officers

Graeme Morrison, Strategic Engagement Partnerships Manager
Dominic Argar, Assistant Multimedia Officer
Ben Fielding, Senior Democratic Services Officer

Partners and Guest Speakers

Inspector Louise Oakley, Wiltshire Police

Total in attendance: 20

<u>Minute No..</u>	<u>Summary of Issues Discussed and Decision</u>
1.	<p><u>Election of the Chairman</u></p> <p>Nominations were sought for a Chairman for the forthcoming year. On the nomination of Councillor Suzanne Wickham seconded by Councillor Gordon King, it was,</p> <p><u>Resolved:</u></p> <p>To elect Councillor Carole King as Chairman of the Westbury Area Board for the forthcoming year.</p>
2.	<p><u>Election of the Vice-Chairman</u></p> <p>Nominations were sought for a Vice-Chairman for the forthcoming year. On the nomination of Councillor Gordon King seconded by Councillor Matt Dean, it was,</p> <p><u>Resolved:</u></p> <p>To elect Councillor Suzanne Wickham as Vice-Chairman of the Westbury Area Board for the forthcoming year.</p>
3.	<p><u>Apologies for Absence</u></p> <p>Apologies for absence were received from Cllr Jenny Jones of Dilton Marsh Parish Council.</p>
4.	<p><u>Minutes</u></p> <p>The minutes of the meeting held on 15 February 2024 were presented for consideration. After which, it was;</p> <p><u>Resolved:</u></p> <p>To approve and sign as a true and correct record of the minutes of the meeting held on 15 February 2024.</p>
5.	<p><u>Declarations of Interest</u></p> <p>Cllr Carole King declared that she had been the Treasurer of Westbury Heritage Society so would therefore not vote on the grant application put forth by Westbury Heritage Society.</p>
6.	<p><u>Chairman's Announcements and Information Items</u></p> <p>The Chairman made the following announcements as per the agenda pack:</p>

	<ul style="list-style-type: none"> • Local Nature Recovery Strategy Public Engagement • Age UK Briefing Note
7.	<p><u>Partner and Community Updates</u></p> <p>Updates were received from the following partners:</p> <ul style="list-style-type: none"> • Wiltshire Police <p>The Area Board noted written updates attached to the agenda. In addition, Louise Oakley provided a verbal update which covered the following points:</p> <ul style="list-style-type: none"> • An overview of the area covered by the Neighbourhood Policing Team was provided as well as an update on the team which was hopeful to be recruiting a new Sergeant on 5 July. • Reference was drawn to the Neighbourhood Policing Pillars, which were outlined as being engaging communities, solving problems, and targeting activity. • An overview of the local priorities for the Westbury Area was provided, which included the following: <ul style="list-style-type: none"> ○ Shoplifting – There had been a spike of shoplifting in nearby areas and the Police had taken a problem-solving approach working with businesses to combat the issue. ○ Youth Anti-Social Behaviour – There had been reports that anti-social behaviour had been taking place in Wellhead Woods and though this had not been observed, the Police were attempting to visit the area more to build up a bigger picture. ○ Drugs – Drugs warrants had been completed on 4 addresses in Westbury in March which led to 6 people being arrested with further investigations taking place. • A question had been raised at a Warminster Area Board meeting regarding knife crime statistics in the local area, therefore Inspector Oakley had gone away to confirm that the data provided was out of data and was from 2018, therefore meaning that Warminster and Westbury did not currently have a knife problem. Further detail was provided that most knife crime reports related to domestic incidents and that Westbury was the lowest in the county for knife crime. • Wiltshire Police had recently received two new mobile police stations which had been funded by the Police and Crime Commissioner. These would allow the Police to work closer with Parish Councils. <p>After the verbal update, there was time for the following questions and points to be made:</p> <ul style="list-style-type: none"> • Clarity was provided on the Cadet system, with it detailed that this would come from the Harm Reduction Unit with one of the representatives being a full-time leader of the Cadets. Due to the number of children, 4 leaders

would be required, therefore a further 3 leaders would be required with a need for volunteers. Graeme Morrison, Strategic Engagements Partnership Manager, suggested that he would be able to help with the promoting of this through networks and contacts held.

- It was expressed that it was positive to see individuals arrested for narcotics abuse, however mixed messages had been received in relation to the reporting procedure should someone witness drug taking. Clarity was therefore provided by Inspector Oakley that this was a difficult area as once drugs were in the system of a taker they would no longer be held and physically found by searches. It was stressed that it was important to report such offences as the Police had the power to detain and search people through the Misuse of Drugs Act and that by gathering intel, larger drugs chains could be broken down. Detail was provided that on-going crimes should be reported via calling 999 and 101 if a crime has taken place and an offender has left the area.
- Reference was drawn that the Police were aiming to hold face to face events and that it would be positive for Wiltshire Councillors to know of such events so that they could publicise them if details were sent to Democratic Services.
- It was noted that the Police had attended such events as the Soapbox Derby as well as holding drop-in sessions.
- The Police were informed that Westbury Town Council had offered their Reading Room to help facilitate such meetings.
- Details were provided regarding recruitment for the Police, with it stated that recruitment was dealt with by the Harm Reduction Unit and once open, anyone in the country could make an application to join. Sometimes recruitment might specifically look to recruit transferees from other forces. Training would then take place at the Devizes HQ for a period of 6 months before recruits being placed into response teams to deal with 999 calls. It was also noted that discussions were on-going as to whether it might be beneficial for the recruits to spend time with Neighbourhood Policing Teams.

- **BSW Together (Integrated Care System)**

The Area Board noted a written update attached to the agenda.

- **Healthwatch Wiltshire**

The Area Board noted a written update attached to the agenda.

- **Community First**

The Area Board noted a written update attached to the agenda.

- **Town and Parish Council Nominated Representatives**

The Area Board received the following verbal update from Cllr Sheila Kimmins on behalf of Westbury Town Council. The update covered the following matters:

	<ul style="list-style-type: none"> • The Town Council had been very busy with delegated services taking up a lot of the time with discussions still on going. • The Soapbox Derby had gone very well and had been bigger than last year and was now self-funded. In addition, the Soapbox Derby had been offered external sponsorship by a company for 5 years and had also won an award from the STEM work which it had done with local schools. • Planning was now taking place for the Chili Festival in September as well as for Christmas. • Cllr Jane Russ had been elected as the new Mayor for the town with Cllr Mark Bailey taking up the role of Deputy Mayor. <p>The Area Board received the following verbal update from Cllr Jeff Ligo on behalf of Bratton Parish Council. The update covered the following matters:</p> <ul style="list-style-type: none"> • It had been a good year for the Parish Council and the accounts had been signed off. • It was hoped that the Parish Council would work with the Town Council for next year's Soapbox Derby which had caused a couple of issues in the village. <p>The Area Board received the following verbal update from Cllr Helen O'Donoghue on behalf of Edington Parish Council. The update covered that the Neighbourhood Plan was still in the works.</p>
8.	<p><u>Area Board End of Year Report and Outside Bodies</u></p> <p>Part I – Looking Back</p> <p>The Area Board received a presentation from Graeme Morrison, Strategic Engagement Partnerships Manager on the Area Board End of Year Report. The presentation included the following points:</p> <ul style="list-style-type: none"> • Information regarding the composition of the Westbury Community Area and its population was provided. • Total Area Board investment was outlined as follows: <ul style="list-style-type: none"> o Community Grants: £15,716 – which leveraged a total community contribution of £52,339. o Youth Grants: £12,837 – which leveraged a total community contribution of £51,723. o Older and Vulnerable Adults funding: £7,700 – which leveraged a total community contribution of £12,064. • It was outlined how much of the funding provided by the Area Board had been awarded to areas with the most deprived quintiles. • It was outlined that there had been: <ul style="list-style-type: none"> o 4 Area Board Business meetings over the past year, with 128 attendees.

- 9 Area Board working groups with 94 attendees.
- 28 Engagement Activities with 490 attendees.
- An overview of the LHFIG Group meetings was provided with £20,061 invested into 16 projects.

Part II – Looking Forward

The Area Board received a presentation from Graeme Morrison, Strategic Engagement Partnerships Manager on Joint Strategic Needs Assessment (JSNA). The presentation included the following points:

- An overview of how the JSNA data had been collected was provided, with it stated that a needs analysis was produced from the data which would be used to set the annual priorities for the Area Board.
- It was outlined that the following main issues had been identified within the JSNA:
 - Physical health in young people.
 - Support for low-income families.
 - Mental Health.
 - Support for Young Carers.
 - Affordable Housing.
- In addition, it was outlined that Wiltshire Council had ran a survey for local people, from February 2024 to May 2024. The following issues had been identified within this survey:
 - Health – including physical and mental health.
 - Environment – including fly tipping, public transport and increasing biodiversity.
 - Cost of Living – including supporting children living in low-income families and tackling fuel poverty
 - Community cohesion – including supporting community groups, improving the range of community activities and supporting open spaces and community gardens.
- It was recommended that the local priorities for the Area Board remain the same for the coming year and that there was a clear overlap between the issues identified and the priorities proposed.

After which, it was;

Resolved:

That Westbury Area Board decided upon the following priorities it wished to focus on in the coming year as well as the respective lead councillor representatives:

- **Improving the Health and Wellbeing of Our Community – Cllr Gordon King**

	<ul style="list-style-type: none"> ○ Wellbeing for Young People and Positive Activities – Cllr Carole King ○ Local Environmental Action – Cllr Matthew Dean ○ Combatting Child Poverty – Cllr Suzanne Wickham <p>That Westbury Area Board appointed the following Councillor Representatives to the following Outside Bodies:</p> <ul style="list-style-type: none"> ○ Westbury Local Youth Network (LYN) – Cllr Carole King ○ Westbury Health and Wellbeing Forum– Cllr Gordon King ○ Westbury Ham Community Project (Eden Vale Youth Centre Project) – Cllr Matthew Dean ○ Warminster and Westbury CCTV – Cllr Matthew Dean <p>That Westbury Area Board appointed the following Councillor Representative to the Local Highways and Footway Improvement Group (LHFIG):</p> <ul style="list-style-type: none"> ○ Warminster Area Board LHFIG – Cllr Carole King with all Westbury Area Board Councillors to attend meetings. <p>That Westbury Area Board noted the Terms of Reference for the LHFIG as set out in Appendix B, attached to the agenda.</p>
9.	<p><u>Area Board Funding</u></p> <p>The Area Board considered the following applications for funding:</p> <p><u>Area Board Initiatives:</u></p> <p>Westbury Area Board - £500 towards Dementia Friendly Westbury</p> <p><u>Decision</u></p> <p>Westbury Area Board was awarded £500 towards Dementia Friendly Westbury.</p> <p>Moved – Cllr Gordon King Seconded – Cllr Carole King</p> <p><u>Reason</u> – The application met the Community Area Grants Criteria 2023/24.</p> <p><u>Community Area Grants:</u></p> <p>West Wilts Ramblers Work Party – £678.80 towards West Wilts Ramblers Work Party Equipment.</p>

Decision

West Wilts Ramblers Work Party was awarded £678.80 towards West Wilts Ramblers Work Party Equipment.

**Moved – Cllr Carole King
Seconded – Cllr Gordon King**

Reason – The application met the Community Area Grants Criteria 2023/24.

Westbury Shed - £1,030 towards Westbury Workshop facility repair and upgrade.

Decision

Westbury Shed was awarded £1,030 towards Westbury Workshop facility repair and upgrade.

**Moved – Cllr Carole King
Seconded – Cllr Gordon King**

Reason – The application met the Community Area Grants Criteria 2023/24.

Westbury Youth FC - £2,400 towards Westbury Youth FC equipment and facilities improvement

Decision

Westbury Youth FC was awarded £2,400 towards Westbury Youth FC equipment and facilities improvement.

**Moved – Cllr Carole King
Seconded – Cllr Suzanne King**

Reason – The application met the Community Area Grants Criteria 2023/24.

Bratton Recreation Ground Management Committee - £574 towards Bratton Recreation Ground Improvements 2024.

Decision

Bratton Recreation Ground Management Committee was awarded £574 towards Bratton Recreation Ground Improvements 2024.

Moved – Cllr Suzanne Wickham
Seconded – Cllr Carole King

Reason – The application met the Community Area Grants Criteria 2023/24.

Westbury Heritage Society - £500 towards Westbury Museum New Scanner

Decision

Westbury Heritage Society was awarded £500 towards Westbury Museum New Scanner.

As per her earlier declaration, Councillor Carole King did not vote on this item, and Cllr Suzanne Wickham chaired the meeting for this grant application.

Moved – Cllr Matthew Dean
Seconded – Cllr Suzanne Wickham

Reason – The application met the Community Area Grants Criteria 2023/24.

Older and Vulnerable Grants:

Crosspoint Westbury - £5,000 towards Improving mental health and resilience.

Decision

Crosspoint Westbury was awarded £2,500 towards Improving mental health and resilience with Graeme Morrison, Strategic Engagement Partnerships Manager, to liaise with the applicant about placing a further grant application later in the year should funding be available.

Moved – Cllr Gordon King
Seconded – Cllr Matthew Dean

Reason – The application met the Community Area Grants Criteria 2023/24.

Youth Grants:

Leigh Park Community Centre - £5,000 towards School holiday workshops.

Decision

A motion was moved to award Leigh Park Community Centre £5,000 towards School holiday workshops.

	<p>Moved – Cllr Matthew Dean Seconded – Cllr Suzanne Wickham</p> <p><i>This motion fell at the vote, therefore;</i></p> <p>Leigh Park Community Centre was awarded £3,000 towards School holiday workshops which would cover the period of the summer holidays to gauge the probability of success for the project and youth worker recruitment.</p> <p>Moved – Cllr Carole King Seconded – Cllr Gordon King</p> <p><u>Reason</u> – The application met the Community Area Grants Criteria 2023/24.</p> <p>Westbury Youth Club – £4,132.20 towards Westbury Youth Club Core Costs</p> <p><u>Decision</u></p> <p>Westbury Youth Club was awarded £4,132.20 towards Westbury Youth Club Core Costs</p> <p>Moved – Cllr Carole King Seconded – Cllr Gordon King</p> <p><u>Reason</u> – The application met the Community Area Grants Criteria 2023/24.</p>
10.	<p><u>Local Highways and Footpath Improvement Group (LHFIG)</u></p> <p>The Chairman introduced the minutes and recommendations from the LHFIG meeting held on 9 May 2024. After which, it was;</p> <p><u>Resolved:</u></p> <p>The minutes of the Local Highways and Footway Improvement Group meeting held on 9 May 2024 were agreed as a correct record as well as approving the spending recommendations within.</p>
11.	<p><u>Urgent items</u></p> <p>There were no urgent items.</p>
12.	<p><u>Future Meeting Dates</u></p> <p>The date of the next meeting was 2 October 2024.</p>

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 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 Overview of Wiltshire Youth Council

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

Introduction

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

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

Role of the Youth Council

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

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

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

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

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

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

Expectations from the Youth Council

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

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

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

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

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

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

Conclusion

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

Thank you for your attention and support.

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

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

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

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

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

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

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

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

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

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 \(ons.gov.uk\)](https://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 \(www.gov.uk\)](https://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 \(www.gov.uk\)](#)

WILTSHIRE POLICE



Page 21

Road Safety update – Westbury Area Board

2 October 2024

Keeping Wiltshire Safe



Agenda Item 5.

• #FATAL5 education



Not wearing a seat belt

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

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

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

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

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

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

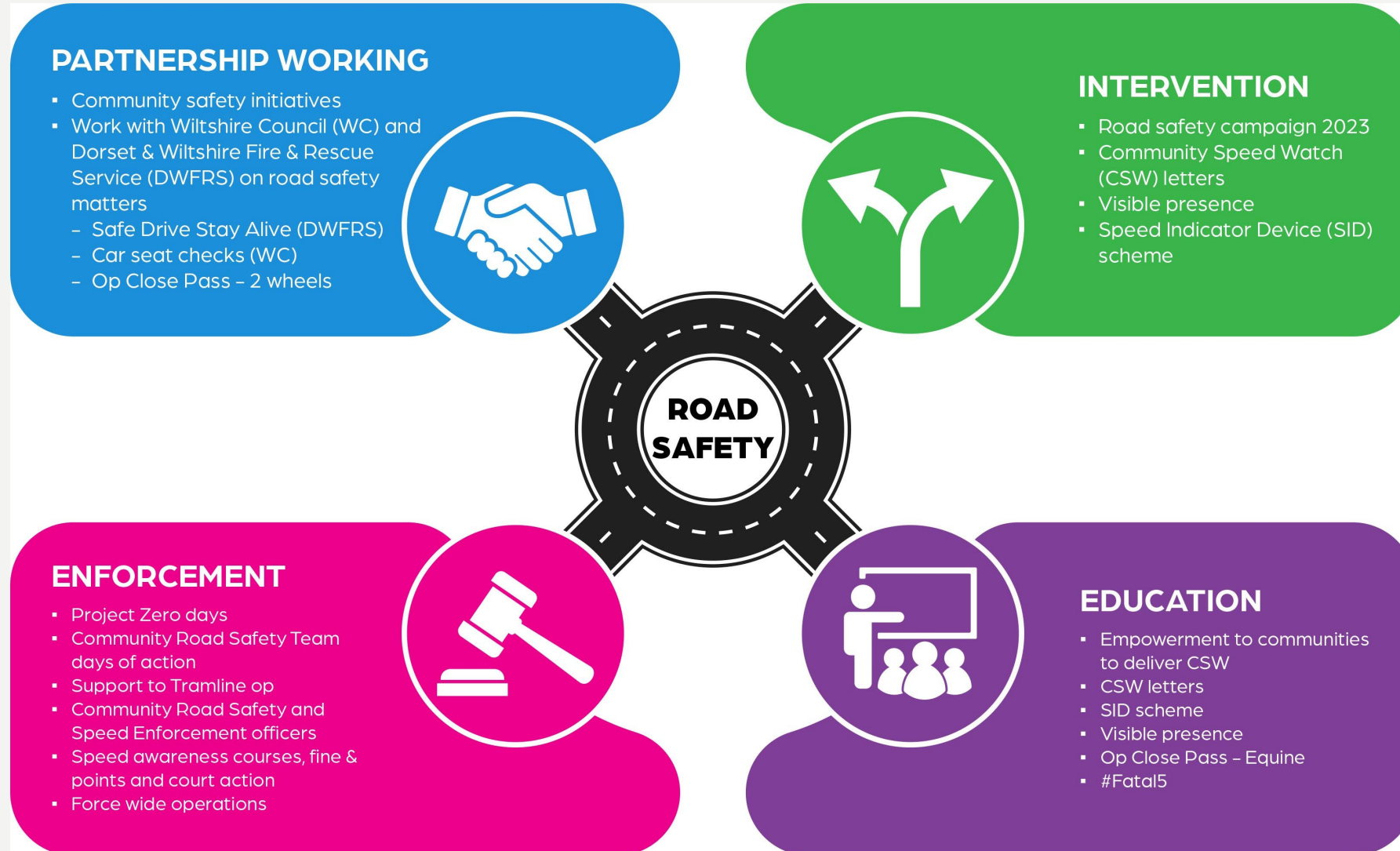
Child passengers

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

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



• Community Road Safety Team; what we do



Community Speed Watch

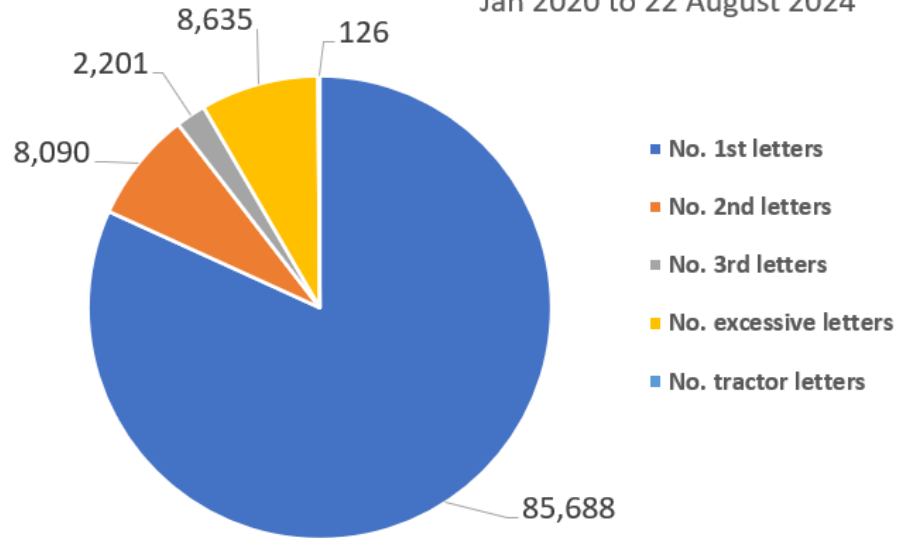
CSW



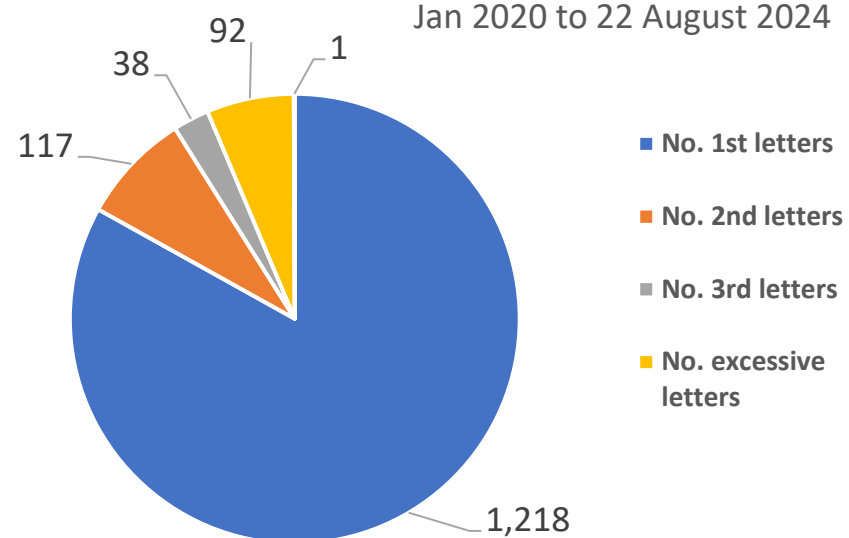
• CSW Westbury area - Data since July 2020 to 22 August 2024

Team	No. 1st letters	No. 2nd letters	No. 3rd letters	No. excessive letters	No. tractor letters	Total letters	No. of watches	Average speeders %
Bratton	489	49	23	50	0	611	164	2.8%
Dilton Marsh	102	4	1	4	0	111	132	0.4%
Edington	627	64	14	38	1	744	222	1.8%
Grand Total	1218	117	38	92	1	1466	518	1.76%

Total of all CSW letters
Jan 2020 to 22 August 2024



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



• Traffic surveys – Westbury

January 2022 to July 2024

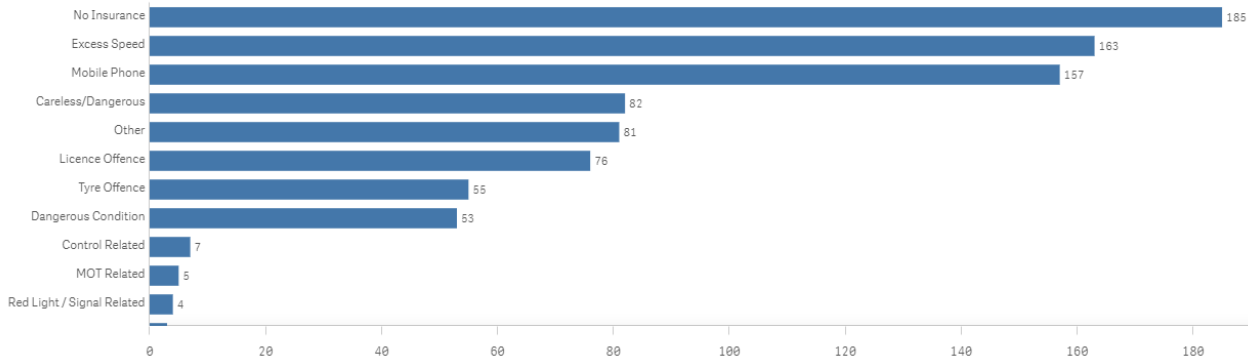
Wiltshire Council

Title	Result	Survey start date	Speed limit	85th percentile	CPT	Area Board
Bratton - C219 Trowbridge Road	Speed education	07/12/2023	20	31	Warminster	Westbury
Bratton - Trowbridge Road	Speed education	07/12/2023	20	31	Warminster	Westbury
Edington - B3098 Westbury Road (NE the of The City)	Speed education	25/04/2022	30	38.03	Warminster	Westbury
Edington - B3098, Westbury Road, Sandy Lane	Speed education	25/04/2022	30	37.93	Warminster	Westbury
Edington - C49, Lower Road	Speed education	09/09/2023	20	29.3	Warminster	Westbury
Edington-Trowbridge Road	No further action	15/04/2024	60	40.7	Warminster	Westbury
Westbury - A350 Warminster Road	No further action	11/09/2023	30	33.4	Warminster	Westbury
Westbury - Slag Lane NORTH	No further action	15/04/2024	30	27.7	Warminster	Westbury
Westbury - Slag Lane SOUTH	No further action	15/04/2024	30	32	Warminster	Westbury
Westbury - Station Road	No further action	16/06/2022	30	32.19	Warminster	Westbury
Westbury - The Mead	Speed education	13/11/2023	30	36.2	Warminster	Westbury
Westbury - Westbury Leigh	No further action	29/01/2024	30	29	Warminster	Westbury

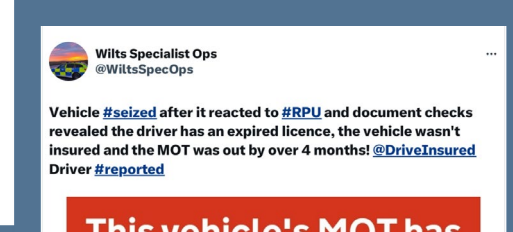
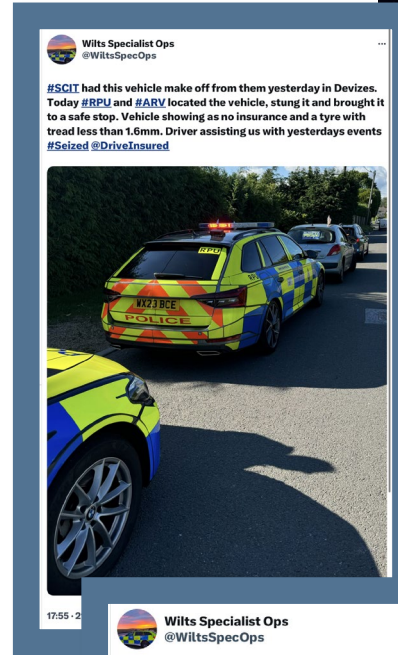
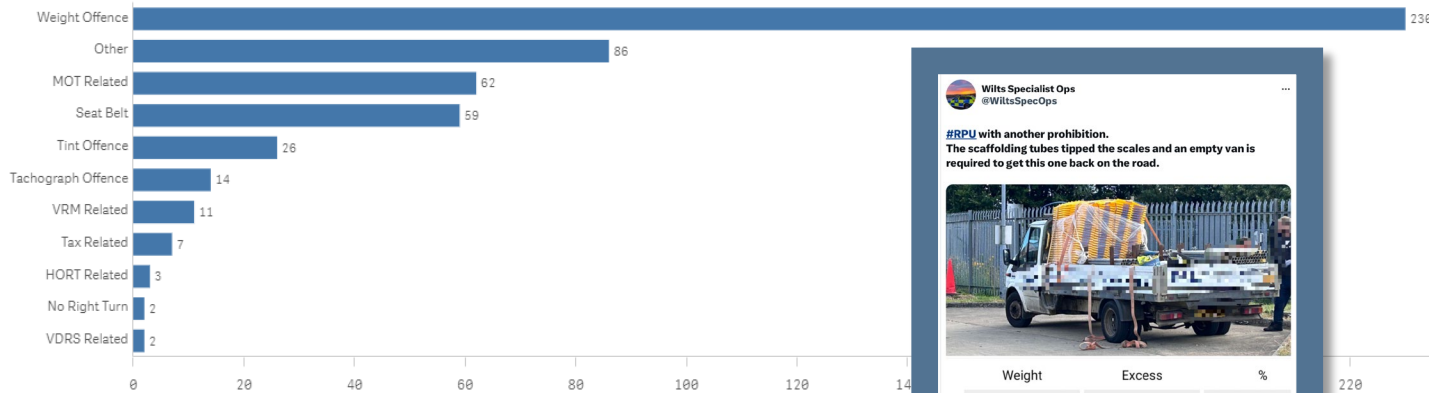
• Wider work recently

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

Activity - Endorsable offences



Activity - Non-Endorsable Offences

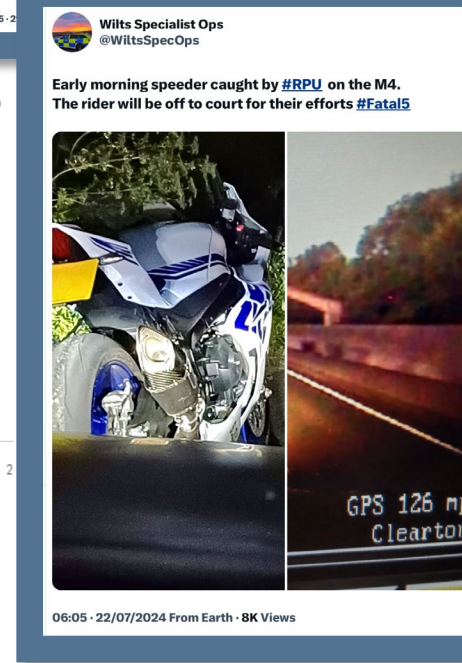
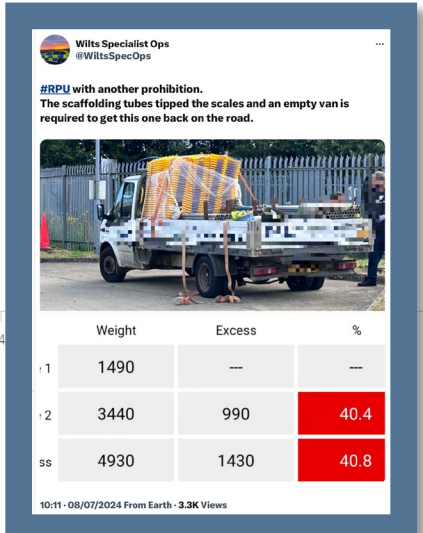


This vehicle's MOT has expired



MOT expired on 19 March 2024

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



Community Speed Enforcement Officers

CSEO's



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

CSEO Activity Dashboard

Outcomes are dependent on previous convictions and history

13,530.00
No. Speed awareness co...

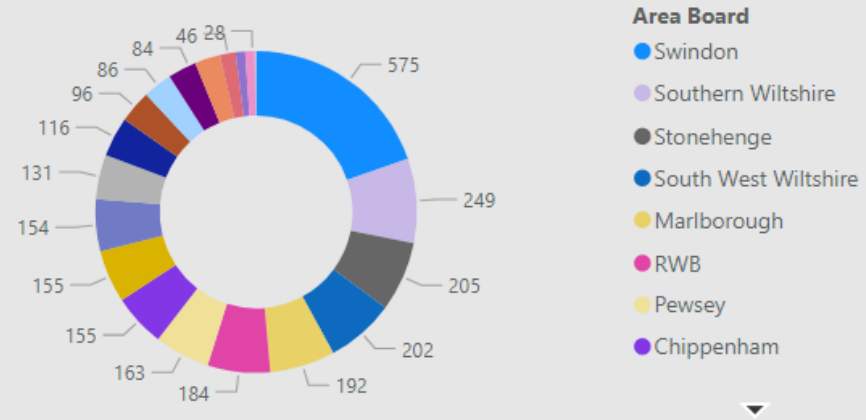
1,803.00
No. Fine & Points

184.00
No. Court

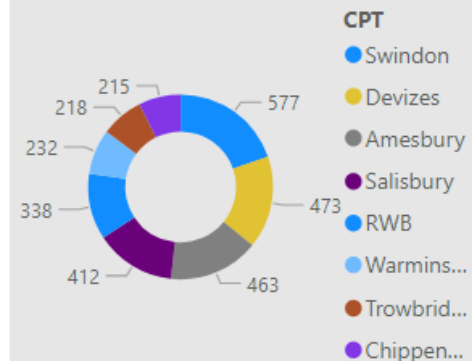
909
No. of Locations

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

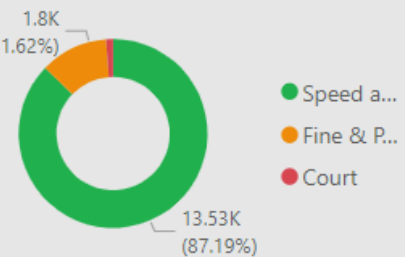
Activity by Area Board



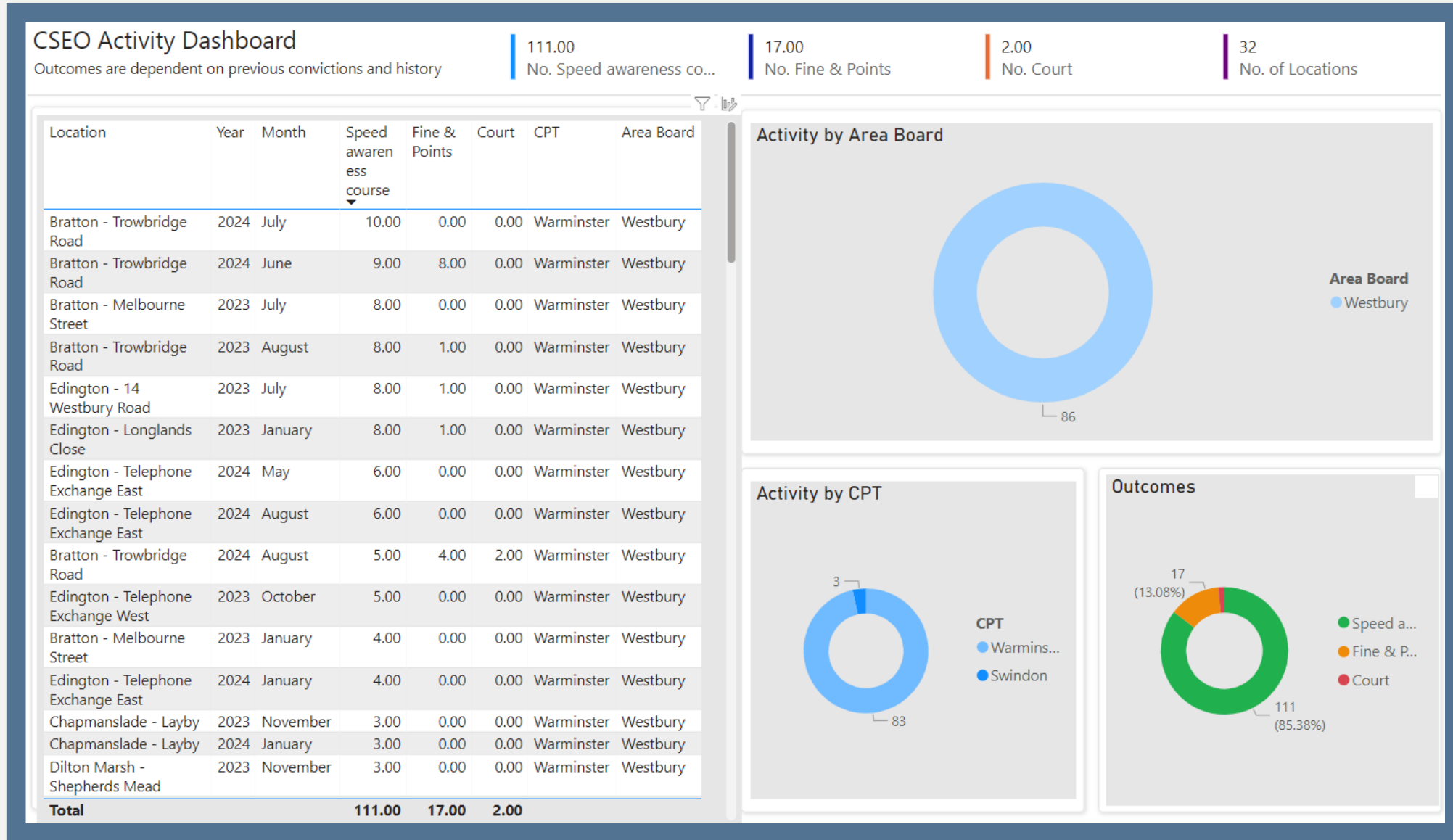
Activity by CPT



Outcomes



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



• Your Force | Your Area | Follow us

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

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



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

[Westbury Rural | Your Area | Wiltshire Police | Wiltshire Police](#)



[Westbury Police | Facebook](#)

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

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



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.

Community First - AGM and Awards Celebration

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

Voice It, Hear It - Stakeholder Engagement Registration



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

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

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

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

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

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



Support for Unpaid Carers (Including Parent Carers) in Wiltshire



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

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

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

Parent Carers Newsletter

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

Wiltshire Community-Led Housing

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

Rural Housing Enabler Project

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

Employability Programmes

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

Minibus Driver Training (MiDAS)

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

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

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

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

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

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

Youth Action Wiltshire Golf Day

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

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

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

Youth Action Wiltshire Carol Service

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

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

Alternative Provision at Oxenwood and Linkenholt

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

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

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

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

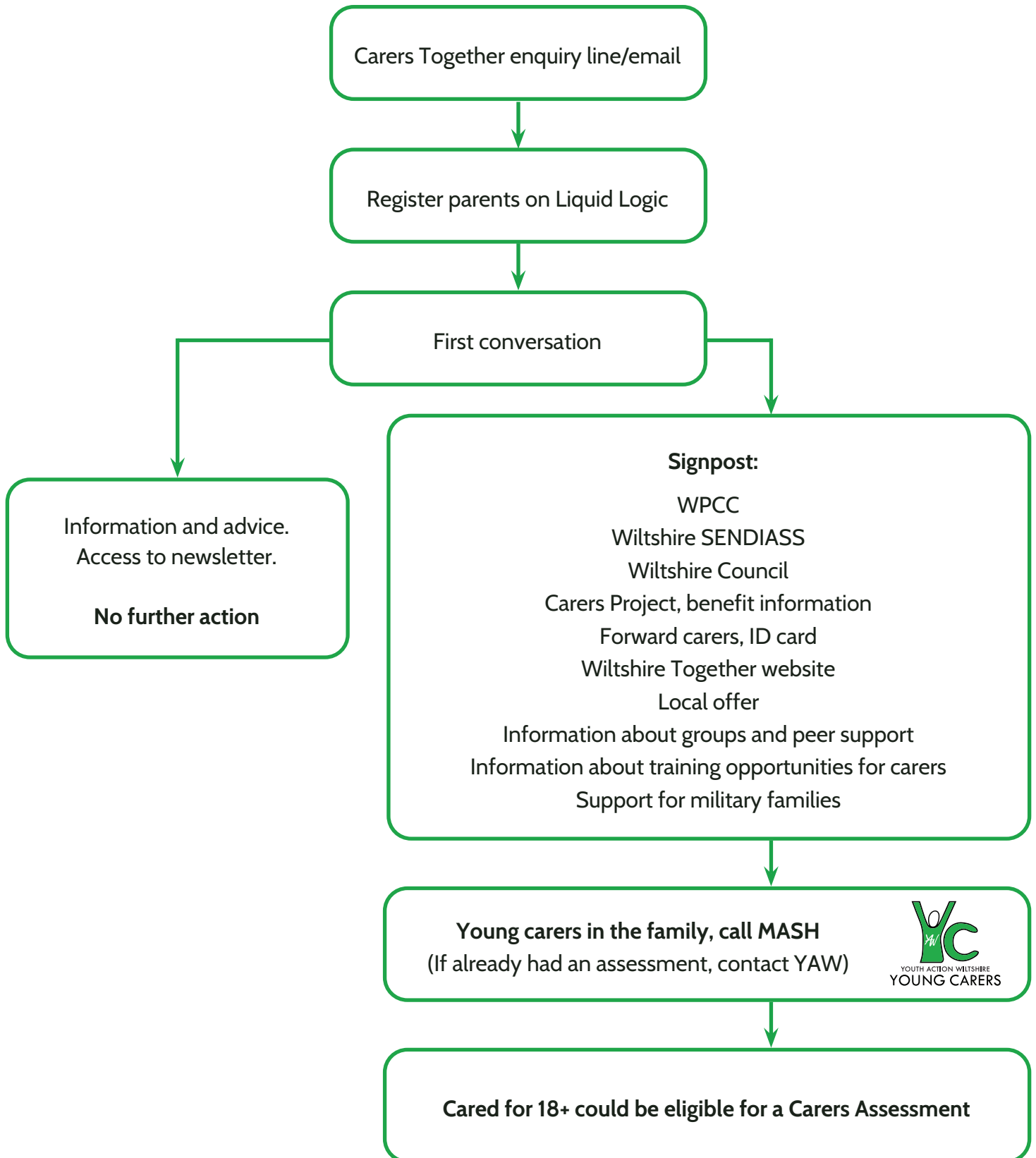
Briefing prepared by:

Ellie Ewing

Marketing and Communications Manager (Community First)

eeewing@communityfirst.org.uk

Parent Carer Support Pathway





Help for parent carers in Wiltshire

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

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

01380 710 300

enquiries@carerstogethewiltshire.org.uk

www.communityfirst.org.uk/carers-together-wiltshire

Useful contacts for parent carers

Wiltshire Parent Carer Council

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

www.wiltshireparentcarercouncil.co.uk

01225 764647

Wiltshire SENDIASS

Support around education for young people and their families.

01225 255266

Wiltshire Council's Adult Social Care

If your child is over 18

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

Integrated Front Door (Children's Services)

If you are worried about a young person under 18.

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

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

Forward Carers

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

www.carerfriendlywiltshire.org.uk

Turn2Us

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

www.turn2us.org.uk

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



The value of listening

Healthwatch Wiltshire
Annual Report 2023-2024



healthwatch
Wiltshire

Message from Chief Executive Officer

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

Healthwatch Wiltshire has a wonderful history. Our volunteers, staff and stakeholders have worked incredibly hard over the past 12 months, this document goes 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?

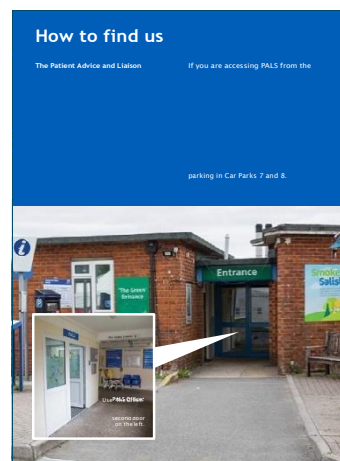
Our volunteers, as well as the hospital's Patient Experience Steering Group, were involved in the development of a new leaflet to ensure that it's patient friendly. Their suggestions included:

- 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:



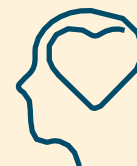
- The wellbeing of children and young people
- Pharmacy
- Care at home
- Accessibility of health services
- How the cost of living is affecting our health
- The impact of living in a rural county

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
Semington
Wiltshire BA14 6JQ


 healthwatchwiltshire.co.uk

 01225 434218

 info@healthwatchwiltshire.co.uk

 HealthwatchWiltshire

 @HWWilts

 healthwatchwiltshire



Wiltshire and Swindon

ROAD SAFETY

PARTNERSHIP

The Wiltshire and Swindon Road Safety Partnership

Perry Payne

The Wiltshire and Swindon Road Safety Partnership

Members

Wiltshire Council

Swindon Council

Highways England

Ministry of Defence

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

Dorset and Wiltshire Fire and Rescue Service

South West Ambulance Service NHS Trust



The Wiltshire and Swindon Road Safety Partnership

3 Main workstreams



Engineering



Education



Enforcement

The Wiltshire and Swindon Road Safety Partnership

Engineering

Wiltshire Council

National Highways

Swindon Borough Council



The Wiltshire and Swindon Road Safety Partnership

Engineering

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

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

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

The Wiltshire and Swindon Road Safety Partnership

Engineering

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

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

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

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

The Wiltshire and Swindon Road Safety Partnership

Traffic Survey's

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

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

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

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

The Wiltshire and Swindon Road Safety Partnership

Education



• #FATAL5 education



Not wearing a seat belt

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

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

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

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

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

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

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](#).



The Wiltshire and Swindon Road Safety Partnership

Wiltshire Council

Public Engagement Events

Car Child Seat Check events

Children trained to Bikeability level 1,2,&3

Primary school children trained in Walk Safe programme

Children trained on Scootability

Drive Plus Assessments for older drivers

Subsidised drivers through the Pass Plus scheme

Working regionally regarding rural road safety and agricultural vehicles

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

The Wiltshire and Swindon Road Safety Partnership

Dorset and Wiltshire Fire and Rescue Service

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

Community Speed Watch

CSW



The Wiltshire and Swindon Road Safety Partnership

Community Speed Watch

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

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

The Wiltshire and Swindon Road Safety Partnership

Community Speed Watch

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

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

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

The tone of the 1st letter is set by the severity of the speeding.

The Wiltshire and Swindon Road Safety Partnership

Community Speed Watch

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

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

Community speed watch works.



The Wiltshire and Swindon Road Safety Partnership

CSW Westbury Area Board

Data since July 2020 to 22nd August 2024.

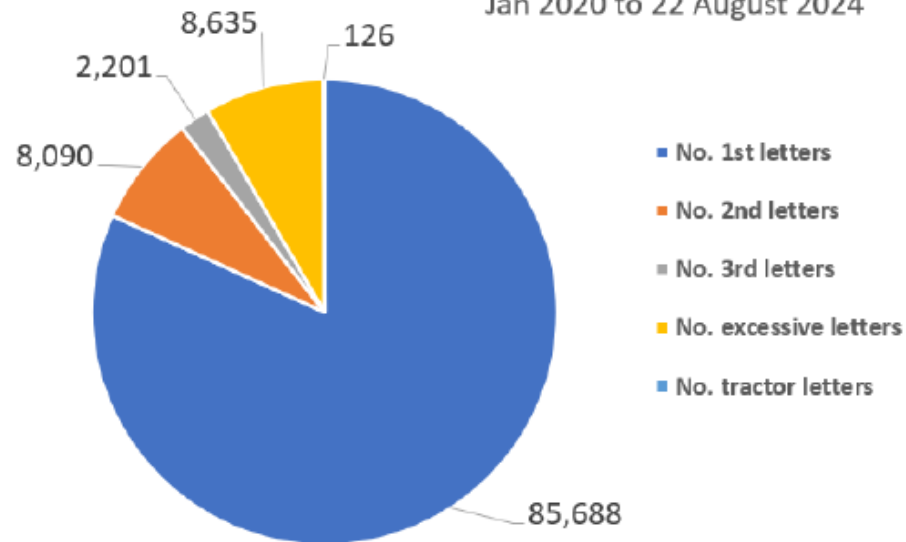
518 watches carried out

1,466 letters sent out.

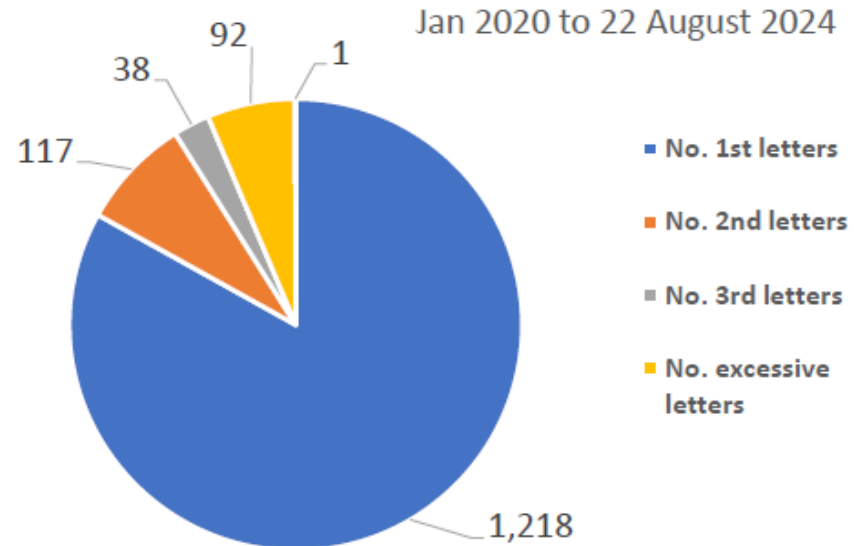
• CSW Westbury area - Data since July 2020 to 22 August 2024

Team	No. 1st letters	No. 2nd letters	No. 3rd letters	No. excessive letters	No. tractor letters	Total letters	No. of watches	Average speeders %
Bratton	489	49	23	50	0	611	164	2.8%
Dilton Marsh	102	4	1	4	0	111	132	0.4%
Edington	627	64	14	38	1	744	222	1.8%
Grand Total	1218	117	38	92	1	1466	518	1.76%

Total of all CSW letters
Jan 2020 to 22 August 2024



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



The Wiltshire and Swindon Road Safety Partnership

Traffic Survey Westbury Area Board

Data since 2022 to July 2024.

12 carried out

6 qualified for speed education

• Traffic surveys – Westbury January 2022 to July 2024

Wiltshire Council

Title	Result	Survey start date	Speed limit	85th percentile	CPT	Area Board
Bratton - C219 Trowbridge Road	Speed education	07/12/2023	20	31	Warminster	Westbury
Bratton - Trowbridge Road	Speed education	07/12/2023	20	31	Warminster	Westbury
Edington - B3098 Westbury Road (NE the of The City)	Speed education	25/04/2022	30	38.03	Warminster	Westbury
Edington - B3098, Westbury Road, Sandy Lane	Speed education	25/04/2022	30	37.93	Warminster	Westbury
Edington - C49, Lower Road	Speed education	09/09/2023	20	29.3	Warminster	Westbury
Edington-Trowbridge Road	No further action	15/04/2024	60	40.7	Warminster	Westbury
Westbury - A350 Warminster Road	No further action	11/09/2023	30	33.4	Warminster	Westbury
Westbury - Slag Lane NORTH	No further action	15/04/2024	30	27.7	Warminster	Westbury
Westbury - Slag Lane SOUTH	No further action	15/04/2024	30	32	Warminster	Westbury
Westbury - Station Road	No further action	16/06/2022	30	32.19	Warminster	Westbury
Westbury - The Mead	Speed education	13/11/2023	30	36.2	Warminster	Westbury
Westbury - Westbury Leigh	No further action	29/01/2024	30	29	Warminster	Westbury

The Wiltshire and Swindon Road Safety Partnership



Enforcement

The Wiltshire and Swindon Road Safety Partnership

Enforcement

3 x Community Road
Safety Officers
(CRSO's)

3 x Community Speed Enforcement
Officers (CSEO's)



The Wiltshire and Swindon Road Safety Partnership

CSEO Activity

1st January 2023 to 22nd August 2024.

Active in 909 locations

13,530 speed awareness courses

1,803 Fines and Points

184 Court

The Wiltshire and Swindon Road Safety Partnership

CSEO Activity Westbury Area Board

1st January 2023 to 22nd August 2024.

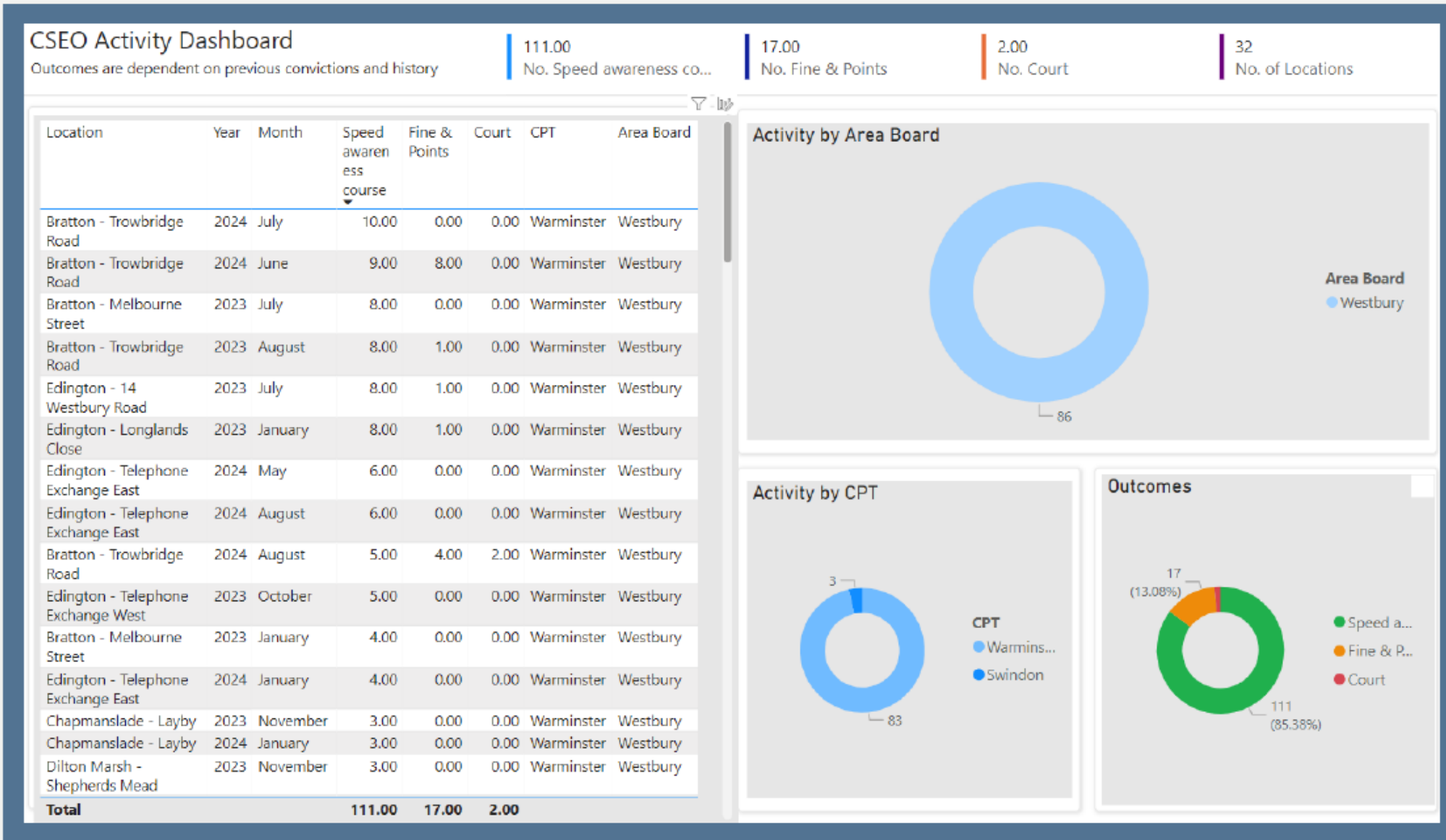
Active in 32 locations

111 speed awareness courses

17 Fines and Points

2 Court

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



The Wiltshire and Swindon Road Safety Partnership

Roads Policing Unit (RPU) “Traffic Cops”

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



**Could be
Anywhere...**

Always somewhere..!

The Wiltshire and Swindon Road Safety Partnership

Road Policing Unit

May to July 2024.

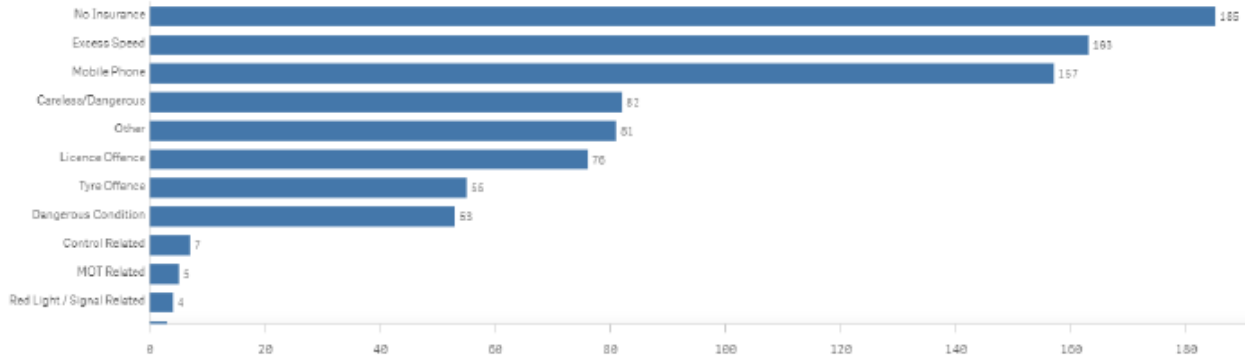
Issued over 1551 tickets to motorists for numerous road related offences.



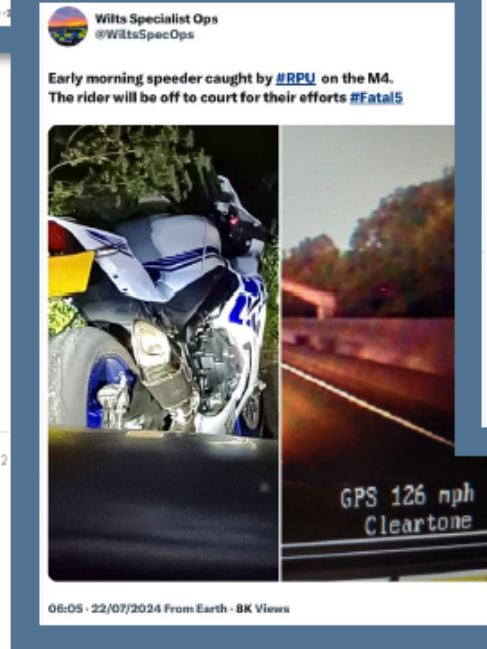
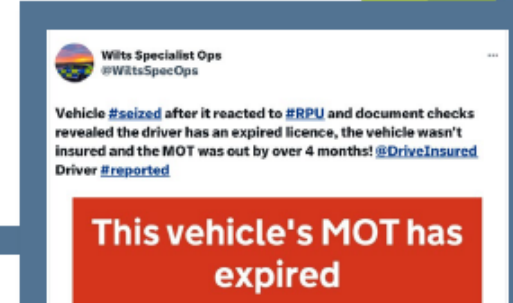
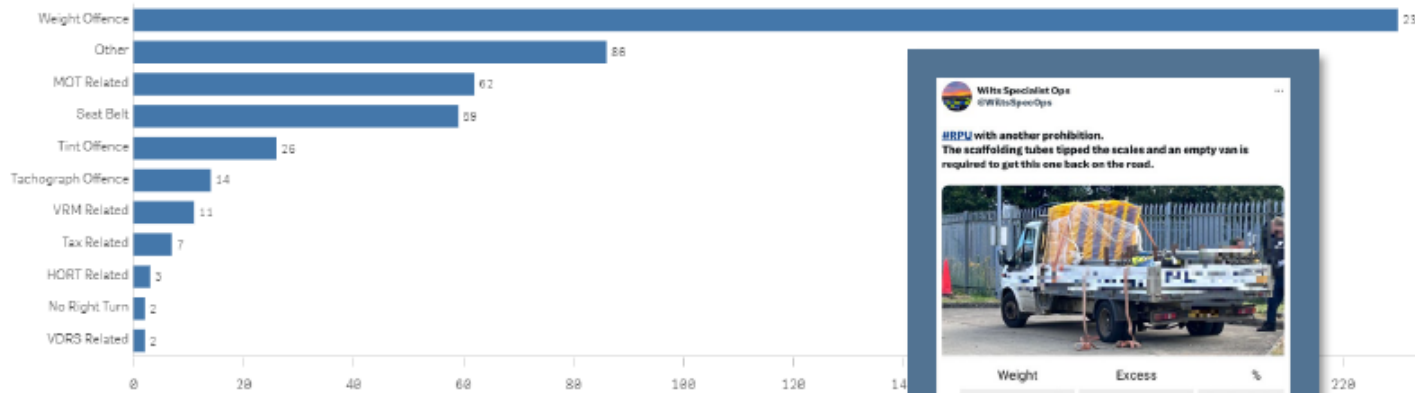
• Wider work recently

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

Activity - Endorsable offences



Activity - Non-Endorsable Offences



Wiltshire Specialist Operations
@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
68	4930	1430	40.8

10:11 - 06/07/2024 From Earth - 3.3K Views

The Wiltshire and Swindon Road Safety Partnership

Road Policing Unit

Endorsable Offences May to July 2024.

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

The Wiltshire and Swindon Road Safety Partnership

Road Policing Unit

Non -Endorsable Offences May to July 2024.

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

The Wiltshire and Swindon Road Safety Partnership

Emerging Issues

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

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

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

THANK YOU



Report on Westbury AB area Youth Activities for 23-24

Westbury Youth Club at The Hub-2023 was a very successful year for the club. In addition to our usual 39 weekly sessions this year back in March we ran a 5-week cooking course from Westbury Leigh Church Hall, thanks to funding from Anchor. We held our graffiti day, the second one in two years, where we welcomed back the very talented Tom Millar and resprayed the skate ramps at Penleigh Park which was possible due to a town council grant. It was the first year the club entered the WTC Soapbox Derby, coming 8th with our young leaders being pit crew. We participated in the Countryville event which brought the Wurzels to Westbury hoping to raise much needed funds for the club. In October, for the first time, we went pumpkin picking and held a 'best carved face' competition judged by Cllr Carole King. Most recently we held an outdoor activity day run by the Wiltshire Outdoor Learning Team at Round Wood, again, thanks to a town council grant. We came together with Warminster School held a silent disco for our members and a quiz night that raised £529.00. Our members also came together with Warminster members and did Spring in the Park, face painting 117 faces, raising £351.00.

We have worked with over 150 YP over the year and have held our usual Christmas, Halloween and end of term parties all made possible thanks to funding from the area board and the Wessex Water Foundation. So far this year we have worked with around 70 young people and have 30-40 young people attend each week.

Already this year we have been awarded funding to expand our provision and offer 1-2-1 support to our members and families to help with issues they may be facing which we don't have time to deal with in our weekly hour and a half session.

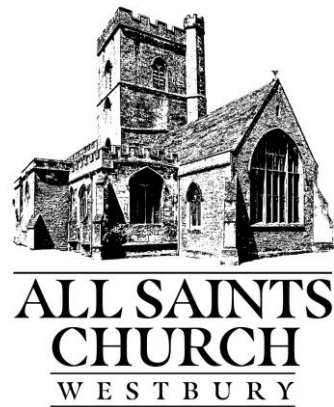
Fusion Youth Club- This is run for 11–14-year-olds at Bratton Baptist Church. We meet once a month on the first Friday of the month. We mostly serve Bratton youth, but others come from wider afield. We have about 20 on our books, and average around 15 at each session. We have 3 rooms open to the young people - one with games tables, one with sofas, board games and a Wii, and the other has a tuck shop - which is a very popular feature! We gather for a group activity for those who'd like to participate for 20 minutes at the end, which can include activities such as bingo, team games or a quiz.

Friday Fun Youth Club- This group meets at the All Saints Church Hall in Westbury and is supported by 4 Youth who provide 2 youth workers. Together with the young people (mainly aged between 11-13 but can go up to aged 18), volunteers and organiser they have enjoyed activities such as a games night, making pizzas and rocky road, holding a scavenger hunt in the churchyard and a treasurer hunt in the church, planting seeds, bingo, making cards for special occasions, holding quizzes, and making jewellery. Volunteers also provide mentorship to the 37 'unique' young people.

Friday Fun Youth Club (formerly Westbury Youth Café)

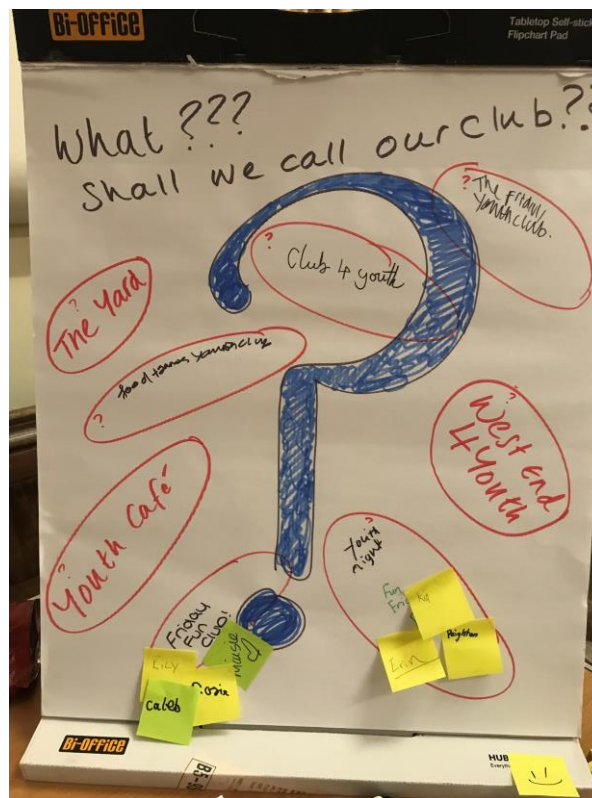
Update to Wiltshire Council

June 2024



2024

- Following our consultation with the young people to find a new name we have recently relaunched the club as the Friday Fun Club with its own Facebook page and Instagram account



Every Friday • 6:30 - 8:30pm
Age 11 - 19 • FREE ENTRY

Come and have a chat, with hot food and drinks,
social activities, music, wifi and lots more!

Supported by:

Wiltshire Council



Westbury Parish Hall
Church Lane, Westbury
BA13 3BT

01225 667327 4youth.org.uk hello@4youth.org.uk

Activities in 2024

- Games nights
- Making Rocky Road
- Planting seeds
- Bingo
- Valentine's Day, Easter & Mothers' Day cards
- Jewellery making
- Pizza making
- Quiz night
- Treasure hunt in All Saints' Church
- Churchyard scavenger hunt



Activities in 2024

Scavenger Hunt



Spiders Web



Something yellow



Stick



Bench



Gravestone



Noticeboard



Yew tree



Blue plaque



War memorial



Steps

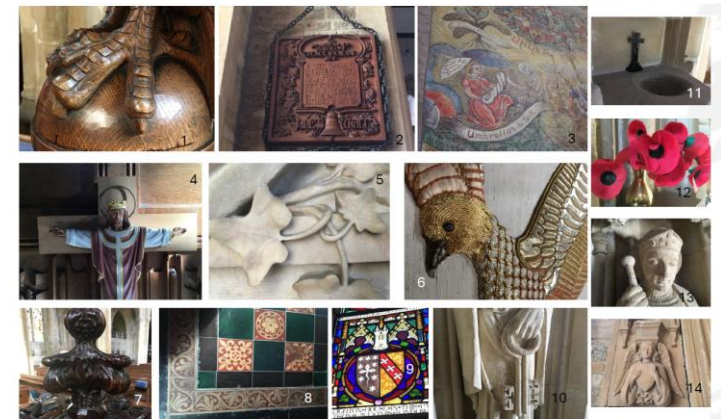
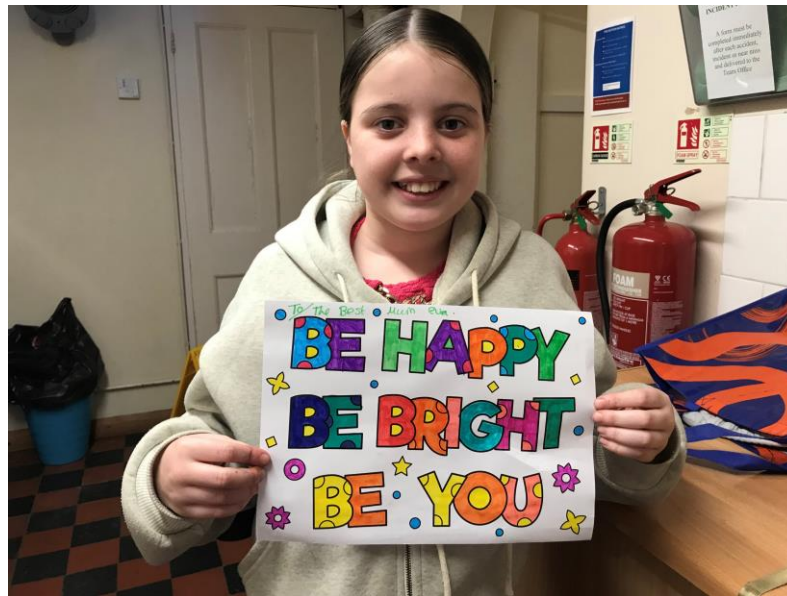


Bird song



Sundial

Take a picture when you find it!



Can you find all of these?
Mark them on the plan when you do

All Saints' Church

- All Saints' Church continues to lead on the project
- All Saints' Church has raised the funds to support the sessions
- All Saints' Church provide volunteers who help with food and snacks
- Volunteers also provide mentorship and listen to the young people
- All Saints' Church provide materials for activities



ALL SAINTS
CHURCH

W E S T B U R Y



4Youth (SouthWest)

- 4Youth (SouthWest) continue to support the sessions with 2 youth workers
- The youth leaders ensure all the paperwork including consent forms are completed
- 4Youth (SouthWest) manage the safeguarding and carry out DBS checks for the volunteers
- Data and personal information is maintained and kept secure using 4Youth's CRM
- Activities are run by youth leaders supported by volunteers
- Planning is undertaken jointly by 4Youth, All Saints' volunteers and the young people themselves

Postcodes

BA13

3TL,

3HE,

4HS,

3HR,

2GF,

3XR

3XT,

3TL,

BA13

3ZB,

3XX,

3XU,

3UZ,

4HJ,

4FT,

4FL,

BA13

2GG,

3SG,

4LG,

4LP

Facts & Figures

Age range

- Age ranges of club attendance 11-18
- Higher average number of young people attending age 11-13

Schools Attended include

- Matravers, Westbury
- John of Gaunt, Trowbridge
- Bitham Brook, Westbury

Number of children

- 37 unique children

Number of sessions

- 32 sessions September – May 2024

Wiltshire Council

Westbury Area Board

02 October 2024

Westbury Area Grant Report

Purpose of the Report

1. To provide details of the grant applications made to the Westbury 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	£ 15,716.00	£ 12,892.00	£ 7,700.00
Awarded To Date	£ 5,182.50	£ 7,132.20	£ 3,270.00
Current Balance	£ 10,533.20	£ 5,759.80	£ 4,430.00
Balance if all grants are agreed based on recommendations	£ 4,553.20	£ 759.80	£ 4,430.00

Grant Funding Application Summary

Application Reference	Grant Type	Applicant	Project	Total Cost	Requested
ABG1870	Community Area Grant	YMCA Kingfisher Nursery of the YMCA Brunel Group	YMCA Kingfisher Nursery outdoor play area	£2063.97	£1000.00

Project Summary:

YMCA Kingfisher Nursery is based on the Bitham Brook School site and supports many families in the local community. Our families have been coming to the nursery for many years and the setting is well-regarded in the area. The nursery has a Good Ofsted judgement and a dedicated small team who do their best for every child. We have a large outside area and this year we would like to replace some of our equipment and to provide some new equipment for the children. We know that children, particularly boys, learn best outside and we want to give the children more opportunity to use better quality equipment to spark their imagination and natural curiosity.

Application Reference	Grant Type	Applicant	Project	Total Cost	Requested
ABG1938	Community Area Grant	Bratton Jubilee Hall Management Committee	Solar Panels for Bratton Jubilee Hall	£15500.00	£5000.00
<p>Project Summary: The village hall committee is determined to keep the hall financially viable while keeping hire costs as low as possible. Installation of a solar array and battery will reduce our electricity bills markedly and also provide some income in the summer months by contributing to the national grid.</p>					
ABG1986	Youth Grant	Westbury Parochial Church Council All Saints Church	Friday Fun Youth Club	£12468.60	£5000.00
<p>Project Summary: The Friday Fun Youth Club is a weekly club running for approximately 48 weeks per year for 11 - 19 year olds and held in Westbury Parish Hall. The sessions are held on Friday evenings from 6:30pm - 8:30pm. The project is a partnership between All Saints' Church (Westbury PCC) and 4Youth (SouthWest).</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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- Karlene Jammeh, Strategic Engagement and Partnership Manager, karlene.jammeh@wiltshire.gov.uk

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

LOCAL HIGHWAY AND FOOTWAY GROUP ACTION / NOTES LOG

	Item	Update	Actions and recommendations	Who
	Date of meeting: 25th July 2024			
1.	Attendees and apologies			
	Attendees	Carole King (Chair - Wiltshire Councillor) Gordon King (Wiltshire Councillor) Suzanne Wickham (Wiltshire Councillor) Michael Sutton (Westbury Town Council) John Masson (Heywood Parish Council) Kate Davey (Wiltshire Council) Mark Banks (Wiltshire Council) Keith Rayward (Bratton Parish Council) Jenny Jones (Dilton Marsh Parish Council) Penny Williams (DMPC) Sarah Harris (Westbury Town Council officer)		
	Apologies	Edington Parish Council, Matthew Dean (Wiltshire Councillor)		
2.	Notes of last meeting			
		The notes of the last meeting were agreed at the area board on 9 th May 2024.	Agreed.	

LOCAL HIGHWAY AND FOOTWAY GROUP ACTION / NOTES LOG

	Item	Update	Actions and recommendations	Who
3.	Financial Position			
		<p>2024-25 allocation £20,908.00 The available budget at the start of the meeting is £19,237.52.</p> <p>The contribution level for Parish/Town Councils is set at 30%.</p> <p>Allocations made at meeting:</p> <ul style="list-style-type: none"> • Agreement for additional costs for Coach Road and Hawkeridge, a total of £115.42. • 18-24-11 Bratton Lower Westbury Road 20mph roundel £500 (LHFIG £350, BPC £150) <p>Remaining budget: £18,772.10</p>	Agreed.	
4.	New Issues / Requests			
a)	18-24-12 Westbury Oldfield Road/Oldfield Park	After receiving several highway improvement forms WTC conducted a survey for residents to highlight concerns on Oldfield Road/Oldfield Park. WTC request a full review of the current traffic calming system on Oldfield Road as well as reviewing the cycle lane and parking in this area.	25/7/24 Group discussion regarding local survey and results along with concerns raised on each improvement form. Group agreed for WTC and KD to look at a more detailed survey to fully understand the issues.	WTC/K D

LOCAL HIGHWAY AND FOOTWAY GROUP ACTION / NOTES LOG

	Item	Update	Actions and recommendations	Who
5.	Top 5 Priority Schemes			
a)	18-24-06 Dilton Marsh High Street	<p>Traffic is extremely congested on the High Street outside of Fairfield College, with traffic sometimes queuing as far back as the roundabout at the bottom of the Hollow. Photographs of this issue have been sent into the Highways Engineer. The congestion is due partly to on street parking along the road from the Memorial Hall to Fairfield College and also due to the delays caused by vehicles needing to navigate the chicane section outside of the College.</p> <p>The Parish Council has received reports on this issue from residents, who have asked that some mitigation is put in place. The Parish Council would like to request that the chicane section is removed from the highway (together with the associated 'build out') and that this is replaced with one section of speed bump across the highway.</p> <p>09/05/24 Group agreed for feasibility design and estimate to be undertaken to consider financial implications.</p>	<p>25/7/24 Feasibility and cost estimate in progress. KD will submit to DMPC in due course.</p>	KD
b)	18-24-03 Westbury Bratton Road	<p>The narrowness of the pavement makes using it impossible, especially since the recent implementation of the scheme to widen the pavement along the road towards town as passing speeds have increased owing to drivers competing for priority and mounting the pavements everywhere through the improvement.</p> <p>Consider amending the current scheme by implementing a Phase 2 including the widening of the pavement between 51 & 61 Bratton Road, similar to that already widened and owing to the narrowing of the carriageway and the length of carriageway narrowing, implement a responsive traffic light control system to make compliance with the priority settings clear to all road users improving safety. I would suggest</p>	<p>25/7/24 Site visit arranged for 31/7/24.</p>	KD

LOCAL HIGHWAY AND FOOTWAY GROUP ACTION / NOTES LOG

	Item	Update	Actions and recommendations	Who
		to the Town Council that they should support this request and consider this proposal as a parish priority. 09/05/24 Group agreed for site observations to be undertaken to determine whether further footway widening outside properties 51-61 Bratton Road can be achieved.		
c)	18-19-8, 18-20-26 Frogmore Road (From Rosefield Way to Slag Lane). 18-21-7 Slag Lane, Westbury	The substantive bid was not submitted due to concerns by WTC. KR gave a presentation to HP&D outlining the options for this scheme. WTC have confirmed they now wish to proceed with a bid in the next round. 19/10/23 Contributions have been confirmed, WTC agree £7,000 contribution. KD to submit application form. 18/01/24 KD has submitted application. Awaiting outcome. 09/05/24 Substantive bid successful. Design work underway. Anticipated construction February / March 2025.	25/7/24 Design in progress anticipated construction March/April 2025. 20mph speed limit to be completed in Phase 1. Look at estimate for phase 2 and potential substantive bid later this year.	KD
d)	18-23-15 A350 Wellhead Drove/Old Dilton junction, Westbury	Substandard A350 Wellhead / Old Dilton Junction with overfast traffic (and especially HGVs). The HGV limit has been raised from 40mph to 56mph nationally. Request for 40mph speed limit from immediately south of Madbrook Farm/Wellhead Farm. 19/10/23 KR explained this request would require a speed limit assessment costing £2,900. The last review was completed in 2009 and no changes were recommended, we are unaware of any substantial changes to the surrounding environment since this time, therefore potential for review to have the same outcome. Group discussion on costs vs benefits and decided no further action at this time. WTC to inform requester.	25/7/24 Speed limit assessment has been submitted to consultant. WTC has submitted SID data as supporting information.	

LOCAL HIGHWAY AND FOOTWAY GROUP ACTION / NOTES LOG

	Item	Update	Actions and recommendations	Who
		<p>18/01/24 Further correspondence has been received and the chair has requested this issue be kept on the note tracker for further discussion on funding a speed limit assessment at this location. Group agreed to allocated funding to carry out speed limit assessment. Westbury TC confirmed of 30% £870. Speed limit assessment to be commissioned after outcome of Environment Select Committee on speed limit review process.</p> <p>09/05/24 No further update regarding Environment Select Committee review of speed limit assessments. Group agreed to progress this assessment now.</p>		
6.	Other Priority schemes			
a)	18-24-11 Bratton Lower Westbury Road	<p>Bratton Parish Council (BPC) have received a complaint about the speed of traffic entering Lower Westbury Road, despite the 20mph already in force. The complainant has a stable on one side of the road, and exercising paddocks on the other side of the road and has to take horses across the road (the road is effectively crossing a regular livestock route). It appears that traffic entering Lower Westbury Road from Court Lane is accelerating, as if unaware of the continuing 20mph speed limit, and this is scaring the complainant. Request to look at measures to reduce speed and raise awareness of equestrian movements.</p> <p>09/05/24 Site visit to consider additional carriageway roundels.</p>	<p>25/7/24 Design and estimate submitted to BPC.</p> <p>BPC confirmed contribution. Group agreed funding.</p> <p>KD to order and implement.</p>	KD
b)	18-24-10 Dilton Marsh Woodland View	<p>Residents of Woodland View recently attended a Parish Council meeting to express concerns at speeding issues in Woodland View and the surrounding estate roads. Residents have requested a 10mph zone, appropriate signage and any other appropriate mitigating</p>	<p>25/7/24 Site meeting carried out on 8/7/24 with DMPC. Survey locations identified, KD has</p>	

LOCAL HIGHWAY AND FOOTWAY GROUP ACTION / NOTES LOG

	Item	Update	Actions and recommendations	Who
		<p>measures to address the speeding in the area. Residents report that vehicles exit the High Street onto the estate roads at speed and continue at speed into the cul-de-sac and neighbouring roads. In addition, residents expressed concern at the lack of signage to inform drivers of the 20mph zone around the school and the congested and dangerous nature of the parking there. The Parish Council would like to request that WC carry out an assessment of the reported speeding issues and identify appropriate mitigating measures.</p> <p>The Parish Council would also like to request that consideration is given to additional signage for the 20mph zone near the school and seeks any available advice on how to deal with the congested and dangerous parking at school drop off and pick up times.</p> <p>09/05/24 Arrange site visit to determine best locations for traffic surveys to assess speeds.</p>	ordered traffic surveys and anticipate they will be carried out in October.	
c)	18-24-08 Bratton village	<p>BPC has one Speed Indicator Device (SID) and 3 mounting locations which, we are informed, were established by Wiltshire Highways. Requests have been received for the BPC to register the SID so that data can be downloaded and passed to the police. However, we are informed that for this to be accepted, the SID must not be located within 100m of the speed restriction signs (Paragraph 3.7 of the siting guidance). Request for the SID sites on B3098 to be moved accordingly.</p> <p>09/05/24 Group agreed funding for two SID sites to be relocated with an estimate of £1,000 (30% £300 contribution from BPC to be confirmed).</p>	25/7/24 BPC confirmed this is to be put on hold for now. Waiting for fact sheet from Police.	To note
d)	18-24-07 Westbury Alfred Street	<p>Maximisation of on street parking on north & south side of Alfred Street. Alfred Street has multiple residences of terraced and town housing with</p>	25/7/24	KD

LOCAL HIGHWAY AND FOOTWAY GROUP ACTION / NOTES LOG

	Item	Update	Actions and recommendations	Who
		no dedicated parking space. Request for on street parking review for Alfred Street. 09/05/24 Group agreed for site assessment to take place and consider waiting restriction requests.	Site assessment to be undertaken with GK on 31/7/24.	
e)	18-24-05 Westbury The Avenue	Parking issues for residents of The Avenue, overcrowded Cul-De-Sac. Non-residents parking on bend entrance/The Crescent for use of town or workers/residents of the high street. Resident has been denied permission to turn front garden into a driveway by Selwood Housing. Cul-de-sac is a mix of Selwood housing and privately owned dwellings. 09/05/24 Group agreed for site meeting to be arranged. CK to contact Selwood Housing and Community Policing Team. KD & WTC to attend.	25/7/24 Site meeting arranged for 2 nd August 2024.	
f)	18-24-01 Westbury Brook Lane	Staff at Savencia Fromage & Dairy use the train station and walk to work from other areas within the town. On a twice daily basis they have to cross Brook Lane which is a busy road, taking traffic from Arla and other businesses in that direction. Request for pedestrian improvements and/or a mirror to improve blind spot. 09/05/24 Group agreed for site observations to be undertaken to determine pedestrian desire line of travel across Brook Lane.	25/7/24 Site visit undertaken on morning of 18 th July. Observations sent to WTC. WTC to consider if further site observations at alternative time is needed.	WTC
g)	18-23-22 West End, Westbury	Concerns relating to the current condition and width of the footway on south side of West End from Fountain Court to Station Road roundabout. Request to widen footway or improve surface condition. 18/01/24 Group requested an inspection of the existing footway surfacing and to report back to the group. 09/05/24 MB confirmed the condition on the south side is satisfactory. A section on the north side has been added to the list for resurfacing.	25/7/24 MB confirmed the north side footway along Westend is on the list for resurfacing, no time scale for completion yet.	

LOCAL HIGHWAY AND FOOTWAY GROUP ACTION / NOTES LOG

	Item	Update	Actions and recommendations	Who
h)	18-23-24 C219/C49 junction Edington	<p>It is reported by the owner of Crossroads Farm to Cllr Wickham that there are frequent collisions at this junction. Request for the existing road layout be reviewed to see if anything can be done to reduce the frequency of the RTC's.</p> <p>18/01/24 Group requested site visit to review junction, vegetation and visibility splays.</p> <p>09/05/24 KD conducted site visit in April 2024. Briefing note with recommendations to be sent to EPC. MB confirmed the maintenance team will cut back vegetation to increase visibility and add road markings to the list to be refreshed in due course.</p>	<p>25/7/24 MB confirmed road markings have been refreshed and warning sign has been ordered. Hedge cutting should be completed in September after nesting season.</p>	
i)	18-23-13 Clivey, Dilton Marsh	<p>Parking opposite The Weavers pub is now at significant levels and can run from the corner before the Stormore turning up to the entrance to Shepherds Mead. Cars are often parked nose to tail with no pull in places. This is causing congestion travelling through the village. It is also raising significant highway safety concerns due to a) the speed of vehicles entering the village from the link road to the A36, which means drivers are often upon the line of parked cars with little or not time to stop safely and b) the fact that cars travelling through the village to Westbury are having to pull out and attempt to pass the long line of parked vehicles with little sight of vehicles coming towards them. The PC would like investigation into suitable options to mitigate this problem such as waiting restrictions.</p> <p>19/10/23 Group agreed for site meeting to take place with Dilton Marsh PC to discuss issue.</p> <p>18/01/24 See above 18-23-12.</p> <p>09/05/24 DMPC confirmed no requirement for waiting restrictions at this time but confirmed the installation of SID at this end of the village.</p>	<p>25/7/24 Site meeting carried out on 8/7/24 with DMPC. SID location agreed. KD has ordered works, anticipated installation end of Sept.</p>	

LOCAL HIGHWAY AND FOOTWAY GROUP ACTION / NOTES LOG

	Item	Update	Actions and recommendations	Who
		Group agreed funding for one SID site at £500 (30% £150 contribution from DMPC to be confirmed). Arrange site meeting to determine location for SID.		
j)	18-23-1 A350/Frogmore Road, Westbury (jct with Fore Street)	<p>20/04/23 CK reported that parking is generally an issue in Fore Street. It was also noted that the hairdressers no longer park in this area due to vandalism of their vehicles. 19 households were approached in relation to residents parking and only 1 household was not in favour. It was agreed that the layout of the junction and potential for parking changes/residents parking would be reviewed.</p> <p>20/07/23 Site meeting to take place 31st July.</p> <p>19/10/23 Kirsty and Kate to have a site meeting and discuss options available at this site.</p> <p>18/01/24 Design options attached to note tracker for review and discussion. WTC to consider options at HP&D meeting and report back to the group. Group agreed to pursue and fund CCTV survey at the junction to collect data on vehicle movements at £2,000. WTC confirmed contribution 30% £600.</p> <p>09/05/24 WTC do not wish to proceed with options suggested. CCTV survey commissioned, awaiting results.</p>	25/7/24 CCTV survey results now received. KD to review data and issue to the group.	
k)	18-23-4 Bratton Road Westbury – between The Lodge and Cemetery	<p>20/04/23 KR and GK to undertake site visit to review request and extent of proposed restrictions. Proposal to be shared ahead of next meeting. Restrictions to be advertised as part of batch of restriction requests in Westbury.</p> <p>20/07/23 Site meeting to take place 31st July.</p> <p>19/10/23 Potential options include verge marker posts or decorative planters along the verge (maintenance for planters would be the</p>	25/7/24 Legal documents with TRO team for processing and advertising.	

LOCAL HIGHWAY AND FOOTWAY GROUP ACTION / NOTES LOG

	Item	Update	Actions and recommendations	Who
		<p>responsibility of Westbury TC). Alternatively, there is scope to consider tree planting which in the long term would be more sustainable and less maintenance whilst creating a visual narrowing effect at this site. All agreed on tree planting. WTC happy to fund and look after – take to HP&D.</p> <p>18/01/24 WTC to provide update from HP&D meeting. Discussion to reconsider option for waiting restrictions at this location. Group agreed to pursue waiting restrictions with a ballpark estimate of £3,500. WTC confirmed contribution 30% £1050.</p> <p>09/05/24 Waiting Restriction proposal plan sent to WTC and GK for review. WTC and GK confirmed agreement with proposal plan. Progress TRO accordingly.</p>		
l)	<p>18-22-14 Bratton – various roads</p>	<p>20/04/23 The cost estimate for implementing the remaining parts of the 20mph speed limit is £8,000. This includes the TRO costs. The extent of the proposed limit on Imber Road has been reviewed and the terminal points may be extended to begin the limit close to the property known as ‘Thus Far’. LHFIG did not agree to fund this at this stage but will reconsider before end of financial year.</p> <p>20/07/23 This item is to be considered for funding next financial year. The parish council have committed their contribution to next year’s budget.</p> <p>18/01/24 Consider funding in financial year 2024/25. Group agreed to pursue extension to 30mph on Imber Road with a ballpark estimate of £3,500. BPC confirmed contribution 30% £1050.</p> <p>09/05/24 Legal documents being prepared to submit to Traffic Regulation Order (TRO) Team.</p>	<p>25/7/24 Formal consultation period for extension to speed limit to start on 12/7/24 and finish on 5/8/24.</p> <p>Group discussion on implementing a 20mph. KD explained Wiltshire Council policy on 20mph.</p> <p>Group agreed to implement 30mph speed limit and monitor.</p>	

LOCAL HIGHWAY AND FOOTWAY GROUP ACTION / NOTES LOG

	Item	Update	Actions and recommendations	Who
m)	18-23-10 Alan Powell Lane, Dilton Marsh	<p>There is an issue with speed through the village, which is well documented and reported. The PC is concerned at the impact of these speeds and the volume of traffic on children accessing the playing field and playground at Alan Powell Lane. The PC would like to see an assessment carried out to determine the feasibility of installing a playground sign and either rumble strips or a crossing area to improve the safety for children and people accessing the recreational facilities.</p> <p>20/07/23 The parish council are to request a traffic survey to gather information about vehicle speeds. Warning signs may be provided at a cost of approximately £800. Await survey results prior to funding agreement.</p> <p>19/10/23 No Dilton Marsh PC representative at meeting. Chase traffic survey results.</p> <p>18/01/24 DMPC to provide update on traffic survey results.</p> <p>09/05/24 Further information to be submitted to Traffic Survey team by DMPC before survey is conducted.</p>	<p>25/7/24 Traffic survey team confirmed there will be a new contractor completing the surveys and so there is a backlog. Anticipate survey for October.</p>	
7.	Items awaiting construction / order issued.			
a)	18-22-1 B3098 & Lower Road Edington – Pedestrian Safety Improvements	<p>KR to arrange site meeting with John Pollard and Suzanne Wickham and prepare proposals during December. Site meeting held to discuss potential options for improvements. KR to provide plans and costings.</p> <p>20/04/23 The City – Proposal for improved pedestrian and road narrows signing. Cost estimate £1400. Funding was agreed for this with PC contribution. (£980 LHFIG / £420 PC)</p> <p>Sandy Lane area – potential options prepared and discussions with parish council ongoing.</p>	<p>25/7/24 Works with contractor for implementation. Site work ongoing throughout July.</p>	

LOCAL HIGHWAY AND FOOTWAY GROUP ACTION / NOTES LOG

	Item	Update	Actions and recommendations	Who
		<p>20/07/23 The parish council would like to continue discussions regarding the Sandy Lane area. KR to prepare cost estimate and plan for gateway changes. CSW recorded 14 vehicles exceeding 36mph in a 1hr period.</p> <p>19/10/23 The City pedestrian signing proposal to be ordered with contractor by end of October. KR & KD site visit for Sandy Lane area arranged for 13/11/23.</p> <p>18/01/24 The City pedestrian signing to be completed by end of January. Design discussions for B3098 Sandy Lane junction and Lower Road ongoing with EPC.</p> <p>09/05/24 The City signing is complete. Design for B3098 Sandy Lane junction and Lower Road has been agreed with EPC. Cost estimate for project is £10,000. Edington Parish Council have agreed 30% contribution of £3,000. Group agreed funding. Order and implement.</p>		
b)	18-22-12 Oldfield Road, Westbury	<p>20/04/23 Briefing note attached with proposal. It was agreed to defer a decision regarding funding on this item until the next meeting. KR to determine land ownership.</p> <p>20/07/23 The land is shown as unregistered therefore legal advice is needed before action can be taken. £3000 funding agreed for extension of 20mph speed limit.</p> <p>19/10/23 Legal documents for extension to the 20mph speed limit with the traffic order team for processing. Informal crossing at railway crossing– WC can undertake process to claim land and designate as public maintainable highway to implement.</p> <p>18/01/24 Informal pedestrian crossing count undertaken to get an estimation of the crossing movements at this site. Results from 28/11/23: 07:30-10:00 – 106*14:30-18:00 – 124* Counting vulnerable</p>	<p>25/07/24 Works complete.</p> <p>Remove from note tracker.</p>	

LOCAL HIGHWAY AND FOOTWAY GROUP ACTION / NOTES LOG

	Item	Update	Actions and recommendations	Who
		<p>pedestrians as 2. Group agreed funding to implement informal crossing point at £3,000. WTC confirmed contribution 30% £900.</p> <p>09/05/24 Extension of 20mph speed limit legal process complete and ready to implement. Design for informal crossing point completed ready for construction. Construction period TBC. Inform MD of implementation date once known.</p>		
c)	18-24-04 Westbury Edward Street	<p>Regular complaints from residents and staff about motorists who either ignore or mistakenly drive through the one-way system at Edward Street to access the High Street. Signage has been improved in this area, but this issue is still ongoing and is a regular problem. Staff have been on the receiving end of abuse from motorists, and this has been reported to the Police. Westbury Town Council would like LHFIG to investigate an ANPR add on to our existing CCTV system which our supplier has told us the CCTV control room is able to provide evidence of any breaches of this one-way system. We would like LHFIG to investigate the feasibility of this alongside enforcement by Wiltshire Council.</p> <p>09/05/24 Discussion regarding ongoing project by Parking Services team to apply for permission from DfT for enforcement of moving offences via ANPR. KD has requested this site is added to the list for consideration if permission is granted.</p>	25/7/24 Action with parking services.	To note
d)	18-24-02 Westbury Station Road	<p>Resident and Cllr Dean raise concerns over cars parking across driveway of No 95 Station Road causing an obstruction. Request for access protection bar marking (H-Bar) to be installed.</p> <p>09/05/24 Group agreed for H-bar to be installed and for a site visit to be undertaken to determine whether a longer term solution of waiting restrictions is necessary.</p>	25/7/24 Works with contractor for implementation.	

LOCAL HIGHWAY AND FOOTWAY GROUP ACTION / NOTES LOG

	Item	Update	Actions and recommendations	Who
e)	18-23-19 101 Oldfield Park, Westbury	My driveway is repeatedly subject to vehicles parking across the dropped kerb, causing varying degrees of obstruction to access, and visibility/manoeuvring difficulties when attempting egress. Request for access protection bar marking (H-bar). 18/01/24 Group agreed to implement H-bar marking at £150. WTC confirmed contribution 30% £45. 09/05/24 Works with contractor for implementation.	25/07/24 Works complete. Remove from note tracker.	
f)	18-23-25 Castle View, Westbury	Resident has raised concern over access to property where an existing worn advisory disabled bay is in situ. Request for waiting restrictions or access protection bar marking to resolve the access problem. 18/01/24 Group discussed potential for waiting restrictions but agreed to implement H-bar marking at £150 and monitor its success. WTC to confirm contribution 30% £45. 09/05/24 Works with contractor for implementation.	25/07/24 Works complete. Remove from note tracker.	
g)	18-20-18 Bratton Road Westbury – narrow section	Substantive bid submitted and awaiting outcome. 20/04/23 Substantive bid successful. Waiting restriction to be advertised. Works pack to be prepared and aiming for construction late 2023. 20/07/23 Works programmed for November 2023. A road closure will be required. Design work is progressing and the legal advert for proposed parking changes will be taken forward. 19/10/23 Order issued. Awaiting installation. Construction starts 27/11/23. 18/01/24 Construction complete. 09/05/24 Stage 3 Road Safety Audit completed and raised no issues. KR confirmed additional road markings (hatching) to be provided to highlight the footway widening from the Bratton approach.	25/7/24 Works with contractor for implementation.	

LOCAL HIGHWAY AND FOOTWAY GROUP ACTION / NOTES LOG

	Item	Update	Actions and recommendations	Who
		Waiting restrictions Cabinet Member report approved and works order with contractor for installation.		
h)	18-22-13 Gibbs Close, Westbury	<p>20/04/23 The new road is not adopted however waiting restrictions may still be provided with landowner approval. Waiting restrictions were requested by Highways DC alongside the planning approval however were not formally included in the planning process. The developer has not been required to take this forward.</p> <p>20/07/23 Waiting restrictions to be included in batch advertisement. H-Bar marking agreed for driveway of no63 Alfred Street.</p> <p>19/10/23 Legal documents for waiting restrictions are with the traffic order team for processing. Formal consultation imminent.</p> <p>18/01/24 Formal consultation period taken place between 15/12/23 – 15/01/24. Awaiting confirmation on any comments received.</p> <p>09/05/24 Cabinet Member report approved. Works order with contractor to complete.</p>	25/7/24 Works with contractor for implementation.	
8.	Other Items			
a)	Please note: This is a reminder and for future reference that all cost estimates submitted to the group are done so with as much accuracy as officers can, however prices and costs can be subject to change for several reasons such as changes in contracts, length of projects lasting over multiple financial years as well as unforeseen issues on site which are unavoidable. It is important to note that such changes can affect contribution amounts. Any changes in costs/contributions will be highlighted to the group before any invoicing is completed.			
b)	Group discussion on Highway Improvement Form and the potential requirement to update it. Cllr Carole King has taken an action to liaise with other Area Board Chairs to discuss further.			

LOCAL HIGHWAY AND FOOTWAY GROUP ACTION / NOTES LOG

	Item	Update	Actions and recommendations	Who
c)	Reminder that it is requested when issues are raised that a local evidence log has been completed to ensure the group are decision making and allocating funding using an evidence-based approach.			
9.	Date of Next Meeting: 31st October 2024 – The Laverton, Westbury			

Westbury LHFIG

Highways Officer – Kate Davey

1. Environmental & Community Implications

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

2. Financial Implications

2.1. All decisions must fall within the Highways funding allocated to Westbury Area Board.

2.2. If funding is allocated in line with LHFIG recommendations outlined in this report, and all relevant 3rd party contributions are confirmed, Westbury Area Board will have a remaining Highways funding balance of **£18,772.10**.

3. Legal Implications

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

4. HR Implications

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

5. Equality and Inclusion Implications

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

6. Safeguarding implications