

AGENDA

Meeting: Cabinet

Place: Council Chamber - County Hall, Bythesea Road, Trowbridge, BA14
8JN

Date: Tuesday 8 October 2024

Time: 10.00 am

Please direct any enquiries on this Agenda to Stuart Figini of Democratic Services, County Hall, Trowbridge, direct line 01225 718221 or email committee@wiltshire.gov.uk

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

All public reports referred to on this agenda are available on the Council's website at www.wiltshire.gov.uk

Membership:

Cllr Richard Clewer	Leader of the Council and Cabinet Member for Military-Civilian Integration, Health and Wellbeing, Economic Development, Heritage, Arts, and Tourism
Cllr Laura Mayes	Deputy Leader and Cabinet Member for Children's Services, Education, and Skills
Cllr Phil Alford	Cabinet Member for Housing
Cllr Ian Blair-Pilling	Cabinet Member for Public Health, Communities, Leisure and Libraries
Cllr Nick Botterill	Cabinet Member for Finance, Development Management and Strategic Planning
Cllr Jane Davies	Cabinet Member for Adult Social Care, SEND and Inclusion
Cllr Nick Holder	Cabinet Member for Highways, Street Scene, and Flooding
Cllr Dominic Muns	Cabinet Member for Waste and Environment
Cllr Ashley O'Neill	Cabinet Member for Governance, IT, Broadband, Digital, and Staffing
Cllr Tamara Reay	Cabinet Member for Transport and Assets

Recording and Broadcasting Information

Wiltshire Council may record this meeting for live and/or subsequent broadcast. At the start of the meeting, the Chairman will confirm if all or part of the meeting is being recorded. The images and sound recordings may also be used for training purposes within the Council.

By submitting a statement or question for a meeting you are consenting that you may be recorded presenting this and that in any case your name will be made available on the public record. The meeting may also be recorded by the press or members of the public.

Any person or organisation choosing to film, record or broadcast any meeting of the Council, its Cabinet or committees is responsible for any claims or other liability resulting from them so doing and by choosing to film, record or broadcast proceedings they accept that they are required to indemnify the Council, its members and officers in relation to any such claims or liabilities.

Details of the Council's Guidance on the Recording and Webcasting of Meetings is available on request. Our privacy policy can be found [here](#).

Parking

To find car parks by area follow [this link](#). The three Wiltshire Council Hubs where most meetings will be held are as follows:

County Hall, Trowbridge
Bourne Hill, Salisbury
Monkton Park, Chippenham

County Hall and Monkton Park have some limited visitor parking. Please note for meetings at County Hall you will need to log your car's registration details upon your arrival in reception using the tablet provided. If you may be attending a meeting for more than 2 hours, please provide your registration details to the Democratic Services Officer, who will arrange for your stay to be extended.

Public Participation

Please see the agenda list on following pages for details of deadlines for submission of questions and statements for this meeting.

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

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


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

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

Part I

Items to be considered while the meeting is open to the public

Key Decisions

Matters defined as 'Key' Decisions and included in the Council's Forward Work Plan are marked with the following symbol on the agenda 

1 **Apologies**

To receive any apologies for absence.

2 **Minutes of the Previous Meeting** (Pages 5 - 16)

To confirm as a true and correct record and sign the minutes of the Cabinet meeting held on 17 September 2024.

3 **Declarations of Interest**

To receive any declarations of disclosable interests or dispensations granted by the Standards Committee or Monitoring Officer.

4 **Leader's Announcements**

To receive any announcements from the Leader of the Council.

5 **Public Participation and Questions from Members**

The Council welcomes contributions from members of the public.

This meeting is open to the public, who may ask a question or make a statement. Questions may also be asked by Members of the Council.


Questions must be submitted to committee@wiltshire.gov.uk by 12.00 noon on Wednesday 2 October 2024.

Written notice of a wish to make a statement should also be provided wherever possible.

6 **Devolution Update** (Pages 17 - 32)

To receive a report from the Chief Executive.

7 **Wiltshire Local Plan Review - Submission of Draft Plan** (Pages 33 - 52)

 To receive a report from the Corporate Director, Place.

The appendices to the report are included in a separate supplementary document published with this agenda.

8 **Enforcement Policy** (Pages 53 - 136)

To receive a report from the Corporate Director, Place.

9 **Recommissioning of Children and Young People's Mental Health Services**
(Pages 137 - 148)

🔑 To receive a report from the Chief Executive.

10 **Chippenham One Plan and Chippenham Avon Project Master Plan** (Pages 149 - 548)

🔑 To receive a report from the Corporate Director, Place

11 **Telecare Service Recommissioning** (Pages 549 - 568)

🔑 To receive a report from the Chief Executive.

12 **Household Support Fund** (Pages 569 - 576)

🔑 To receive a report from the Chief Executive.

13 **Safety Valve Update** (Pages 577 - 602)

To receive a report from the Director, Education and Skills, and Director, Finance and Procurement.

14 **Wiltshire Council Annual Adoption Service 2023-2024 Year End Report**
(Pages 603 - 614)

To receive a report from the Chief Executive.

15 **Urgent Items**

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

Part II

Items during consideration of which it is recommended that the public should be excluded because of the likelihood that exempt information would be disclosed

None

Cabinet

MINUTES OF THE CABINET MEETING HELD ON 17 SEPTEMBER 2024 AT KENNET ROOM - COUNTY HALL, BYTHESEA ROAD, TROWBRIDGE, BA14 8JN.

Present:

Cllr Richard Clewer (Chairman), Cllr Laura Mayes (Vice-Chairman), Cllr Phil Alford, Cllr Ian Blair-Pilling, Cllr Nick Botterill, Cllr Jane Davies, Cllr Dominic Muns, Cllr Ashley O'Neill and Cllr Tamara Reay

Also Present:

Cllr Robert MacNaughton, Cllr Pip Ridout, Cllr Suzanne Wickham, Cllr Christopher Williams, Cllr Richard Budden, Cllr Tony Jackson and Cllr Ian Thorn

92 **Apologies**

Apologies were received from Cllr Nick Holder.

93 **Minutes of the Previous Meeting**

The minutes of the meeting held on 15 July 2024 were presented for consideration.

Resolved:

To approve and sign the minutes as a true and correct record.

94 **Declarations of Interest**

There were no declarations of interest.

95 **Leader's Announcements**

There were no Leader's announcements.

96 **Public Participation and Questions from Councillors**

Eight general questions had been received for the meeting, which were provided in the published agenda supplement together with written responses.

Supplementary questions were received from:

- Andrew Nicolson asked a number of questions on behalf of Margaret Willmot in relation to the cancellation of the National Highways Scheme for the A303 Stonehenge and how this would impact the local area, in

particular improvements to the infrastructure for cycling, walking and improvements to local bus and rail services. He also commented on the Rail Strategy report being prepared by the LEP.

The Leader and Cllr Reay (Cabinet Member for Transport and Assets) explained that the Council continues to make a very strong case to the Government for infrastructure improvements along the A303 and alongside this the Council would investigate alternative funding streams for the schemes that had been worked up for the A303. The Council would continue working with rail operators following the cancellation of the rail schemes for Devizes and Corsham, making the case for necessary improvements. It was noted that the Rail Strategy Report would be published in due course.

- Cllr Ian Thorn noted that expressions of interest in relation to government proposals for devolution of power would need to be submitted by 30 September 2024. He indicated that it would have been helpful to have discussions on the matter at this meeting. The Leader explained that the Council continued to hold discussions with neighbouring councils and an update on the expression of interest would be provided for Cabinet at their next meeting on 8 October 2024. In the meantime the Leader was willing to discuss the issue further with Councillors.
- Cllr Ian Thorn asked further about the robustness of the draft Local Plan and revised NPPF housing targets and the ability to deliver the number of new homes. Cllr Botterill (Cabinet Member for Finance, Development Management and Strategic Planning) explained that plans submitted for examination within one month of the publication of the revised NPPF allows the plans to be examined under the previous version of the NPPF. Any higher housing targets would need to be addressed through the preparation of a subsequent local plan.
- Andrew Nicolson asked an additional question on climate about the council's ability to access data on methane emissions. Cllr Muns (Cabinet Member for Waste and Environment) explained that the council continues to work with partners across different industries in the collection of data. This data will be built into future delivery plans and strategies.
- Andrew Nicolson asked an additional question about LTP4 and how climate issues have been incorporated in the Plan, the drafting of the rail strategy, and connectivity study between the M4 and Dorset. Cllr Reay (Cabinet Member for Transport and Assets) explained that the LTP4 is being considered by Cabinet on 8 October 2024 and there would be opportunity to ask additional questions at that time; there had been stakeholders involvement in the preparation of the Rail Strategy preparation, and Wiltshire Climate Alliance would be included in this; and further clarification was required about the current position of the M4 - Dorset Connectivity study.

97 **Financial Year 2024/25 - Quarter One Revenue Budget Monitoring**

Cllr Nick Botterill, Cabinet Member for Finance, Development Management, and Strategic Planning, presented a report which provided details of the revenue budget monitoring forecast for the first quarter of the financial year 2024/25. This was based on the position at the end of June 2024, and also provided an update on the Medium-Term Financial Strategy (MTFS) and budget gap for future years.

Cllr Botterill explained that Wiltshire's revenue budget position compared favourably with neighbouring and comparator authorities, with a current net overspend of £8.3m, a variance which could be managed within the current financial year. It was noted that cost control measures would be taken, and action implemented to address this position and there were no proposals to fund the position from reserves.

Cabinet noted the update, and the proposals contained within the report, including a transfer to a new reserve account and a number of transfers from earmarked reserves. The Leader reminded Cabinet that the Council had regularly delivered a balanced budget and confirmed that appropriate steps were being taken to deal with current overspends.

Cllr Chris Williams, Vice-Chairman of the Overview and Scrutiny Management Committee reported that the Management Committee considered the report on 12 September 2024 with debate focussing on forecast overspend in adult social care, representing the largest part of the overall overspend. Concern was expressed at the forecast, although the management actions to address the overspend were noted. In view of this issue the Chair of the Management Committee asked the Chairs of Financial Planning Task Group and Health Select Committee to monitor the financial and service implications over the coming months. In addition, the Management Committee would continue to receive revenue budget updates.

Cllr Pip Ridout, Chairman of the Financial Planning Task Group, reported that the Task Group considered the report on 13 September 2024. Cllr Ridout endorsed the comments of the Management Committee and reported that the Task Group had asked numerous questions about issues raised in the report, these included questions about Adult Social Care, dedicated schools grant, SEND pupils, underspends and overspend in Planning budgets and many other areas of interest.

Cllr Ian Thorn, Leader of the Liberal Democrat Group, commented on current overspends and how these reflected challenges nationally. Cllr Botterill and the S151 officer provided assurances that variances would be carefully managed within the current financial year to ensure mitigation actions deliver the required results. Immediate action would be taken to address issues for the overspend and on a longer-term basis to manage the demand for services and its funding.

Resolved:

Cabinet approved

- a. **The transfer of £2.237m to a new High Needs Sustainability Activity reserve.**

Cabinet noted

- b. **the current revenue budget is forecast to overspend by £8.284m by the end of the financial year.**
- c. **the current forecast savings delivery performance for the year.**
- d. **the forecast overspend on the HRA of £1.042m and the impact on the HRA reserve.**
- e. **The forecast overspend against Dedicated Schools Grant (DSG) budgets of £9.893m and the impact on the cumulative DSG deficit.**
- f. **The transfer from earmarked reserves;**
 - i. **£0.079m from the Adults Programmes reserve to fund temporary roles and LD budget pressures.**
 - ii. **£0.018m from the leisure reserve to fund virtual studios**
 - iii. **£0.026m from leisure reserve to fund pool pods**
 - iv. **£0.007m for Enforcement Activity from the Business Plan Priority reserve**
 - v. **£0.051m drawdown to fund flexible pastoral support for care experienced young people in Families and Children's**
 - vi. **£0.086m drawdown from the Supporting Families reserve to fund planned Families and Children expenditure**
 - vii. **£1.328m drawdown to fund flexible pastoral support in schools in Education & Skills**
 - viii. **£0.123m drawdown from the School Improvement reserve to offset savings in Education and Skills**
 - ix. **£0.231m drawdown from the Health & Safety reserve to fund investment in personal safety and other Health and Safety requirements in Assets**
 - x. **£0.204m from the iBCF reserve to fund schemes in 2024/25 in line with the approved plan**

Reasons for Proposals

To inform effective decision making and ensure sound financial management as part of the Councils overall control environment.

To inform Cabinet on the forecast revenue financial position of the Council for the financial year 2024/25 as at quarter one (30 June 2024), including delivery of approved savings for the year.

Cllr Nick Botterill, Cabinet Member for Finance, Development Management, and Strategic Planning, presented a report which provided details of the 2024/25 Capital Programme position as at end of June 2024 – Quarter 1.

Cabinet noted the update provided about significant schemes planned for delivery and those that have been reprofiled to future years.

Cllr Chris Williams, Vice-Chairman of the Overview and Scrutiny management Committee reported that the Management Committee considered the report on 12 September 2024 which was noted. The further detailed scrutiny would be undertaken by the Financial Planning Task Group as detailed below. The Management Committee welcomed the offer from officers to provide a briefing note for all members on the management of phosphates on land and how the council recoups the costs of this from developers.

Cllr Pip Ridout, Chairman of the Financial Planning Task Group, reported that the Task Group considered the report on 13 September 2024. The Task Group asked numerous questions about issues raised in the report, these included questions about assessing capital need, financial implications of borrowing and Stone Circle loans.

Cllr Ian Thorn, Leader of the Liberal Democrat Group, noted that the Capital Programme had ambitious targets and commented on the development of the Capital Programme and how this could be improved to avoid delays with projects being recast to later years.

Resolved:

Cabinet approved:

- a) the allocation of £0.023m budget for Legal Case Management systems to be added to the ICT applications capital scheme budget line to be funded through revenue contributions;**
- b) the virement from Structural Maintenance and Bridges (£1m) and Highways Investment Plan (£1m) to support the reconstruction of the B4069 at Lyneham Banks;**
- c) the allocation of £3m of commuted sums to support the reconstruction of the B4069 at Lyneham Banks;**
- d) the allocation of £3m to support the construction of a new Integrated Care Centre in Trowbridge from Community Infrastructure Levy;**
- e) the virement of budget from the High Needs Provision Capital Allowance capital scheme line of £1.100m to Basic Need (£0.600m) and Schools Maintenance and Modernisation (£0.500m);**

Cabinet noted:

- f) **The additional budgets added to the programme of £22.218m under Chief Finance Officer delegated powers;**
- g) **the removal of £0.403m budget (£0.365m in line with 2024/25 grant award; £0.038m completed project budget) under Chief Finance Officer delegated powers;**
- h) **the budgets brought forward from future years into the 2024/25 programme totalling £8.055m under Chief Finance Officer delegated powers;**
- i) **the budgets reprogrammed from 2024/25 into future years totalling £65.750m under Chief Finance Officer delegated powers;**
- j) **Budget Movements between Schemes as detailed in Appendix A;**
- k) **the revised 2024/25 Capital Programme forecast as at quarter one of £225.721m;**
- l) **the capital spend as of 30 June 2024 of £24.877m;**

Reason for Proposals

To inform effective decision making and ensure sound financial management as part of the Councils overall control environment.

To inform Cabinet on the financial position of the Council on the 2024/25 capital programme as at quarter one (30 June 2024).

99 **Performance and Risk Report 2024-25 Quarter One**

Cllr Richard Clewer, Leader of the Council, presented a report providing an update on the progress against the stated missions in the Council's Business Plan using measures of performance available at the end of the first quarter of the financial year, and risks as available at the time of the report's production.

Cllr Chris Williams, Vice-Chairman of the Overview and Scrutiny Management Committee, reported that the Management Committee considered the report on 12 September 2024 where questions and debate concentrated on issues such as the issuing of Education Health and Care Plans, repeat referrals to Children's Social Care, Section 42 outcomes, take-up of NHS health checks, the percentage of care leavers in Education, Employment or Training, Electric Vehicle charging points, Housing Register waiting times, and staff vacancies in the Antisocial Behaviour team.

Cllr Ian Thorn, Leader of the Liberal Democrat Group, paid tribute to Cllr Ian Blair-Pilling in relation to the substantial increase in the number of visits to leisure centres. He also commented on the Education Gap for KS4 especially the differences between maintained schools and academies. Cllr Laura Mayes,

Deputy Leader, reminded members that the majority of secondary schools in Wiltshire were now academies with only 4 secondary schools being maintained by the council. She shared the frustrations in the education gap detailed in the report and reported that a special school scrutiny group was being set up to examine this further.

Cllr Richard Budden commented on the metrics for Road Safety and questioned whether the repair of potholes, resurfaced roads and speed watch related to this area of highway activity. He was concerned about the level of accidents in southwest Wiltshire and felt that this was a serious issue. The Leader stated that the Environment Select Committee had been encouraged to examine these metrics in more detail and explained that the metrics covered the county as a whole rather than individual locations.

Resolved:

Cabinet noted

- 1) Performance against the selected measures mapped to the Council's strategic priorities.**
- 2) Progress in transitioning to the new Risk Management Policy.**

Reason for Proposals

To provide Cabinet with a quarterly update on measures used to monitor progress against the 10 missions laid out in Wiltshire Council's Business Plan 2022-32, and progress transitioning to the new Risk Management Policy.

The meeting was adjourned between 11:40am and 11:45am.

100 **Update on the council's response to the Climate Emergency**

Cllr Dominic Muns Cabinet Member for Waste and Environment presented a report which provided an update on progress and actions taken in response to the climate emergency.

Cllr Muns explained that this was the ninth update received by Cabinet and the Council had made significant progress against the seven Climate Strategy themes, with an overview of performance and examples of delivery detailed in Appendix 1. He also reported on the detail of performance against climate-related key performance indicators as set out in appendix 2 of the report and confirmed that the Council was broadly on track to deliver on its goal to be carbon neutral by 2030, and thanked officers for their efforts.

Cllr Reay commented on the transport theme and in particular highlighted the success of Wiltshire Connect on-demand bus service in the Pewsey Vale, and thanked officers for their input.

Cllr Ian Thorn, Leader of the Liberal Democrat Group congratulated all involved in achieving considerable success for the seven delivery themes detailed in the Climate Strategy. He commented on the work being undertaken with partners and how engagement could be increased for instance with the NHS. He also commented on Stone Circle and how house building can be seen as a high carbon industry, communications on climate issues through schools, and the issue of fuel poverty. The Leader and Cllr Muns confirmed that the council is currently working with businesses, organisations and residents in the County on climate themes. Discussions with Stone Circle continue, and they are encouraged to use products that contribute towards the council's net zero position. Retrofitting of HRA properties continues. The Communications Team continues to publish good news articles about positive activities in relation to climate change, and residents who could claim the winter fuel allowance but have not previously made a claim are being encouraged to claim this important allowance.

Councillor Richard Budden drew attention to the annual performance report published by DEFRA for Lakeside EFW Ltd and estimated that on this basis Wiltshire's household waste incinerated at that plant, together with material processed by Hills and sent for incineration in Holland and Germany, results in the annual release of approximately 110,000 tonnes of carbon dioxide. He also drew attention to substantial additional costs that will result when waste incineration plants are brought within the UK Emissions Trading Scheme. He sought, and was given an assurance by Councillor Muns, that these emissions will be included in the new annual climate delivery action plan to be published later this year.

Members also commented on Scope 3 emissions and diversion from landfill at Household Recycling Centres. The Cabinet noted that a number of schemes and projects were reliant on government funding, and this could impact progress in some areas. Cllr Muns also confirmed that the Council would be willing to attend a local COP event.

Resolved:

That Cabinet notes the actions taken in response to the climate emergency following the last update in October 2023, including the council's annual Greenhouse Gas Report, the KPI scorecard, and the direction of travel for 2025.

Reason for Proposals

To provide Cabinet with an update on the progress made over the past year in response to the climate emergency and progress towards carbon neutrality. To highlight further activities that are being progressed and to outline the areas of focus going forward which will be set out in more detail in the new Climate Delivery Plan due for completion by the end of 2024.

Cllr Jane Davies, Cabinet Member for Adult Social Care, SEND and Inclusion presented a report seeking approval to commit £9,668,776 of the Better Care Fund in 2024/25 to the Integrated Care Board (ICB) Community Healthcare Services Contract.

The Leader and Cllr Davies referred to an updated Executive Summary published with Supplementary Agenda 1 prior to the meeting, which now contained detail about the reasons for the decision being made and included the Cabinet Member being consulted on any decisions delegated to the Director of Commissioning. It was noted that Cabinet agreed the proposals in principle at its meeting in July 2024.

Cllr Ian Thorn, Leader of the Liberal Democrat Group commented on the terms of delivery of the programme of activity and noted that the ICB is the contractor of community health services, and the Council are a partner due to the significant financial contribution made.

Resolved:

Cabinet Approved:

- 1) **To commit Better Care Funding of £9,668,777 to the ICB Community Health Contract from 2025-2032 (with a potential for a further 2 years to 2034). See Table 1 Below.**
- 2) **To delegate authority to Director of Commissioning in consultation with the Director of Finance and Cabinet Member for Adult Social Care, SEND, and Inclusion, to approve the revised S.75 agreement and the Collaborative Commissioning agreement that will cover the period of the Community Health Services contract.**
- 3) **To delegate authority to the Director of Commissioning in consultation with the Cabinet Member for Adult Social Care, SEND, and Inclusion, to authorise all activities related to the procurement and to sign the contract for the ICB BSW Community Health Services on behalf of Wiltshire Council.**

Table 1

	Base Budget £	2024/25 Budget (Incl. Annual uplift) £
WH&C	10,453,157	10,594,274
Access to Care (Medvivo)	1,073,054	1,086,519
Total previously agreed to transfer to ICB Contract	11,526,211	11,680,793
Removal of HomeFirst	-2,291,088	-2,322,017
WH&C In Reach (new service)	310,000	310,000
Revised Total to ICB Contract	9,545,123	9,668,776

Reasons for the Proposal

To ensure that Community Health Services are provided across BSW, Cabinet is asked to approve the amended financial contribution to be committed from the BCF for the new Community Health Services contract from 1 April 2025, until 31 March 2032, with a possible further 2-year extension. The contribution of £9,668,776 includes the removal of the HomeFirst service as per above and the addition of £0.310m for the new Wiltshire Health & Care In Reach service.

102 **Family Group Conferences**

Cllr Laura Mayes, Deputy Leader of the Council, presented a report outlining proposals about how Family Group Conferences (FGC) should be delivered across Wiltshire.

The Deputy Leader explained that the FGC have been successfully used in Wiltshire for many years to provide family meetings as part of legal proceedings. The FGC offer families an opportunity to define achievable and sustainable solutions with the support of their extended networks. It was noted that children whose families were referred to FGC were significantly less likely to go into care. An in-house option had been considered; however, the risks outweighed the benefits.

Cllr Jon Hubbard, Chairman of the Children's Select Committee, reported that he and the Vice-Chair had received a briefing on the proposals on 13 September 2024. Cllr Hubbard reported that he was very much in favour of this service being commissioned externally and that it was an effective measure for the child as it was far better for them to remain with their family than be in care.

Resolved:

Cabinet agreed to:

- 1) Approve a budget of £900,000 over a possible five years, for the delivery of Family Group Conferences. The contract will be offered initially for three (3) years with a possible two-year (2) extension.**
- 2) Approve that Family Group Conferences is commissioned externally through an open procurement from 1 April 2025.**
- 3) Delegate authority to approve and award a new contract and any future extensions and all associated documents to the Director of Commissioning and the Corporate Director responsible for People in consultation with the Deputy Leader and the Cabinet Member responsible for Children's Services, Education and Skills.**

Reason for Proposals

To make Family Group Conferences (FGC) available to all families that would benefit from this approach.

According to results from a study conducted by Coram in June 2023 children whose families were referred for FGC are significantly less likely to go into care or to be taken to court for decisions about their care. This service not only forms an important intervention to support the well-being of children but also prevents the potential for costlier interventions later.

The FGC service offers cost effective family focussed support for families. The Coram Report recommends that 'Local authorities should continue the use of FGCs at pre-proceedings stage where services already exist and consider their introduction in other areas'.

The Independent Review of Children's Social Care – Final report by Josh McAllister recommends that more should be done to involve family members and wider networks in the decision about children's care.

103 **SEND AP and Inclusion Strategy 2024-2029**

Cllr Jane Davies, Cabinet Member for Adult Social Care, SEND and Inclusion presented a report providing an update on progress and achievements of the 2020-2024 Strategy and to note and approve the SEND, Inclusion and Alternative Provision Strategy 2024-2029.

Cllr Davies explained that following the successful implementation of the 2020-2024 SEND and Inclusion Strategy, the Local Area has co-produced with parents, carers, children and young people to understand how the next Strategy should look. The report detailed the six priorities of the new Strategy to be underpinned by a clear implementation plan and oversight by the Local Area AEND and AP Board.

The Deputy Leader highlighted the importance of approving the new Strategy as its outcomes result in the appropriate support for the individual. Cllr Blair-Pilling referred to priority 6 about preparing young people for adulthood and experience timely transitions, indicating that everyone needed to be involved.

Cllr Jon Hubbard, Chair of the Children's Select Committee, reported that the Select Committee considered the Strategy on 5 September 2024 and felt that there was a degree of uncertainty about what improvements were needed that the strategy would address, that more detail was needed to clarify what the strategy aims to achieve with some defined deliverables, that the role for schools could be clearer and that the Committee would monitor the implementation plan at future Select Committee meetings. Cllr Hubbard also indicated that, in personally supporting the comments of others, another important task for the Council to address is the increasing number of Education Health Care Plans which could be due to the wrong perception of need. He reminded members that there is a role for every Councillor, including talking to their local schools about integrating SEND pupils into their schools as it promotes the best outcomes for the pupils.

Cllr Ian Thorn, Leader of the Liberal Democrat Group welcomed the Strategy and thanked those involved in its preparation.

Resolved:

Cabinet Noted:

- 1) The key achievements of the 2020-2024 SEND and Inclusion Strategy**

Cabinet Approved:

- 2) The SEND, Inclusion and Alternative Provision Strategy 2024-2029**

Reason for Proposals

To support the work of the Wiltshire's Local Area Partnership in the implementation of the strategy

104 **Urgent Items**

There were no urgent items.

(Duration of meeting: 10.00 am - 1.00 pm)

The Officer who has produced these minutes is Stuart Figini of Democratic Services, direct line 01225 718221, e-mail committee@wiltshire.gov.uk

Press enquiries to Communications, direct line 01225 713114 or email communications@wiltshire.gov.uk

Wiltshire Council

Cabinet

8 October 2024

Subject: Devolution

Cabinet Member: Cllr Richard Clewer - Leader of the Council and Cabinet Member for Military-Civilian Integration, Health and Wellbeing, Economic Development, Arts, Heritage, and Tourism

Key Decision: Non Key

Executive Summary

The Deputy Prime Minister wrote to council leaders in July, following the King's Speech, inviting councils to "partner with Government to deliver the most ambitious programme of devolution this country has ever seen". The letter stated an intention to devolve new powers over transport, skills, housing, planning and employment support.

Since receipt of the letter Wiltshire has held a range of discussions with neighbouring areas to understand their preferences and where there are shared aspirations. Expressions of interest in devolution were requested for the end of September.

Dorset, Somerset, and Wiltshire Councils have now submitted expressions of interest in devolution for the 'Heart of Wessex', in response to a request from government, seeking to unlock greater powers and resources for the area.

The leaders of the three councils have acknowledged the varying goals and priorities of their respective areas but believe there are important synergies to explore under one umbrella. The councils are committed to driving regional growth, improving public services, and ensuring greater local decision-making.

Proposals

That Cabinet note:

1. The expression of interest submitted to government
2. The intention to continue discussions with neighbouring councils as appropriate

Reason for Proposals

Devolution should provide greater freedoms and flexibilities allowing councils to work more effectively to improve services for local residents.

Lucy Townsend
Chief Executive

Wiltshire Council

Cabinet

8 October 2024

Subject: Devolution

Cabinet Member: Cllr Richard Clewer - Leader of the Council and Cabinet Member for Military-Civilian Integration, Health and Wellbeing, Economic Development, Arts, Heritage, and Tourism

Key Decision: Non Key

Purpose of Report

1. To update cabinet on the expression of interest in devolution submitted to government.

Relevance to the Council's Business Plan

2. The Business Plan has as guiding themes 'understanding communities' (where we ensure our dialogue is in the right place and at the right time) and 'working together' (where we design and deliver our services in partnership with service users, local communities and other public sector partners where appropriate), both of which are relevant to achieving devolution of funding and functions from central government.

Background

3. The previous government introduced the Levelling Up White Paper which outlined a deal-based framework for devolution deals. This included an expectation that councils would work together in 'sensible economic geographies'. The approach offered additional funding and powers to areas that already had or took on directly elected leaders (either as part of Mayoral Combined Authorities or as council leaders) and offered some funding such as the adult education budget to areas that established a single institution to work together without a directly elected leader. This approach was taken forward in legislation.
4. The Levelling Up and Regeneration Act 2023 also ended Local Enterprise Partnerships as a means of distributing government funding for infrastructure and growth, with government stating that this should be led by democratically accountable bodies.
5. The Deputy PM wrote to council leaders in July, following the King's Speech (which included an English Devolution Bill), inviting councils to "partner with Government to deliver the most ambitious programme of devolution this country has ever seen". The letter (attached as **Appendix 1**) stated an intention to devolve new powers over transport, skills, housing, planning and employment support and that these should be tailored to sensible economic geographies. Strategic planning is an addition to the list previously set out in the Levelling Up White Paper. The Government have also established a Council of Nations and Regions to bring together the Prime Minister, the leaders of the devolved administrations and Mayors (from Mayoral Combined Authorities and London) to drive growth.

6. The Government have committed to publishing a new devolution framework, setting out in detail the new powers and flexibilities available. Whilst this 'will not force places to take on a metro-Mayor', government 'will not shy away from making the case for their huge advantages'.
7. Government has since agreed to pursue new Mayoral Combined Authorities for Lincolnshire (the county and two unitary authorities) and Hull and East Yorkshire. Similar arrangements are being explored for councils in Cumbria and Cheshire. Nearly all of the north of England will now be covered by Mayoral Combined Authorities given arrangements already in place for the North East, Tees Valley, South Yorkshire, North Yorkshire, Liverpool and Greater Manchester. In other parts of the country there is already a Mayor for the West Midlands and West of England.
8. The government has indicated it is 'minded' to progress four non-mayoral devolution agreements with Cornwall Council, Buckinghamshire Council, Warwickshire County Council, and Surrey County Council, (essentially amounting to the Adult Education Budget). The government described these deals as a "down payment in good faith" with the expectation the four areas will continue "working to explore the next steps towards deeper and wider devolution". Some of those councils are now also understood to be considering wider geographies as government has ruled out mayoral deals on single county council geographies (with deals recently cancelled for Norfolk and Suffolk). Lancashire (one county and two unitary authorities) are pursuing a non-mayoral deal in the first instance and Devon and Torbay also have approval from government to proceed with a non-mayoral combined authority (without Plymouth City Council).

Main Considerations for the Council

9. Following receipt of the letter from the Deputy PM the Chief Executive was written to by MHCLG officials. This letter (attached as **Appendix 2**) noted that expressions of interest in devolution should be short and that council preferences for geography and governance should:

'be informed by the need for devolution agreements to be tailored to sensible economic geographies, taking into account available data such as travel to work and advanced travel to work areas. Existing public service and partnership arrangements are another relevant factor. We would further welcome your initial views on adopting the mayoral model, noting the case that the Deputy Prime Minister made for its significant advantages'
10. Since receipt of the letters, the Leader and Chief Executive have held a range of discussions with neighbouring areas to understand their preferences and where there are shared aspirations.
11. Dorset, Somerset, and Wiltshire Councils have now submitted expressions of interest in devolution for the 'Heart of Wessex', in response to the request from government, seeking to unlock greater powers and resources for the area. This geography takes account of economic geography such as travel to work areas. Dorset, Somerset, and Wiltshire Councils are keen to explore how together they may better meet residents' needs and align with the Government's vision for devolution. Each council has submitted its own expression of interest but are all agreed that we wish to explore the Heart of Wessex concept and work together moving forwards.

12. The leaders of the three councils have acknowledged the varying goals and priorities of their respective areas but believe there are important synergies to explore under one umbrella. The councils are committed to driving regional growth, improving public services, and ensuring greater local decision-making
13. Discussions to date have also included BCP Council and Swindon Borough Council. Dorset, Somerset and Wiltshire councils remain open to the possibility of working with these councils across the Wessex region, however, BCP and Swindon will be submitting expressions of interest with their own preferred arrangements.
14. It has been noted that we would ideally like clearer guidance from the Government on how it intends to complete the devolution process in full, providing more details on the desired minimum population for any devolution footprint (this was 500,000 under the previous government but there now appears to be a preference for larger areas to be covered). Clarity on the functions to be devolved would also help refine our approach and whilst we are open to exploring the right decision-making framework, at this time, we do not think a mayoral system would be right for our communities.
15. Once any proposals have been agreed with central government these will be communicated with our residents and any options will be consulted on before being taken forward.

Safeguarding Implications

16. There are no direct safeguarding implications in the expression of interest.

Public Health Implications

17. There are no direct public health implications in the expression of interest.

Procurement Implications

18. There are no direct procurement implications in the expression of interest.

Equalities Impact of the Proposal

19. There are no direct equality impacts, although one of the aims of devolution would be to secure funding to improve social mobility and tackle inequalities.

Environmental and Climate Change Considerations

20. There are no direct environment and climate change impacts.

Workforce Implications

21. Wiltshire Council leads on delivery of several economic or skills programmes across Swindon and Wiltshire under the governance of the Functional Economic Market Area in place following the transfer of the Local Enterprise Partnership (LEP) functions. This involved the transfer of staff into Wiltshire Council and we currently lead on the delivery of functions such as the Business and Growth Unit, Careers Hub and DfE Skills Bootcamp. A Local Skills Improvement Plan is also being developed on a Wiltshire and Swindon footprint and shared policies are being developed in areas such as nature recovery, energy and transport. Shared delivery across the functional

economic area will need to be a consideration and any material impact on staff will be considered as the route forward is confirmed by government.

22. The establishment of a combined authority may require secondment of personnel or transfer of staff depending on the nature of functions it would take on. This will need to be considered as part of the development of detailed proposals.

Risks that may arise if the proposed decision and related work is not taken

23. No formal decision is required in this paper however it should be noted that if Wiltshire had not submitted an expression of interest then there is the possibility that proposals for the area would be developed by government without taking full account of local views, or that the area would miss out on the potential benefits of devolution.

Risks that may arise if the proposed decision is taken and actions that will be taken to manage these risks

24. Proceeding without Swindon Borough Council as part of the proposed 'Heart of Wessex' area may require a disaggregation of staff and expertise for delivering legacy LEP and functional economic area activity. Funding is not currently confirmed beyond March next year but, should it be agreed, there would need to be an extension and amendment to the memorandum of understanding in place, ensuring this covers how staffing would be handled if government agree to Swindon participating in devolution arrangements covering another geography. Partnership working with Swindon Borough Council would be likely to continue in a range of other areas. Public service administrative geography is already different for Police (Wiltshire and Swindon), Fire (Dorset, BCP, Wiltshire and Swindon) and Health (B&NES, Swindon and Wiltshire).
25. As a larger area, it will be important to communicate a clear proposition on how the Heart of Wessex arrangement will help to deliver priorities relevant to government, especially economic growth. There are significant opportunities to build on strengths in the sustainable economy and key sectors such as defence, life sciences, agri-food and energy.
26. There are also opportunities to spell out our long-term investment priorities for north-south and east-west infrastructure. It will be important in doing so to mitigate against any risk of losing local responsiveness of key functions such as transport. In this context, there would need to be consideration as to whether the proposed combined authority for the Heart of Wessex would take on the role of Sub-National Transport Body as well as whether other highways functions would be held concurrently with individual councils; whether there would be multiyear funding available tailored to local needs and if there was agreement to investment in significant infrastructure.

Financial Implications

27. The potential for future funding through devolution would be explored through discussion with the government. Non-mayoral combined authorities which recently received the go-ahead from government, such as Devon and Torbay, received £16m of capital funding for local priorities as well as a promise of control of the Adult Education Budget, alongside £1m in capacity funding over three years. A Mayoral Combined Authority would attract a significant funding premium with a 30-year investment fund (which so far have been between £329 and £815 per capita, per year)

but at this time the Leaders of the councils involved do not think a mayoral system would be right for our communities.

Legal Implications

28. Combined authorities are a legal structure that may be set up by local authorities in England. Under current legislation, they can be set up with or without a directly-elected mayor and with bespoke voting arrangements for council representatives on the authority. Councils wishing to establish a Combined Authority must carry out a governance review and publish a scheme recommending creation of the combined authority. This scheme would be subject to public consultation and the Secretary of State may then agree to its creation via secondary legislation. Alternatively, the Secretary of State may decide to establish a combined authority with the consent of the councils in the relevant area. In such a case, a public consultation would be held and the Secretary of State must be satisfied that the establishment of a combined authority is likely to “improve the exercise of statutory functions” in the area in question.
29. At this time, however, there are no legal implications from the submission of the expression of interest. Legal implications of devolution would be addressed in detail in any future paper outlining a more specific proposal once feedback from government has been received.

Overview and Scrutiny Engagement

30. At this stage there has not been any engagement with the Overview and Scrutiny Management Committee. Should proposals with government progress then input into the development of any detailed arrangements will be sought. If a combined authority were to be established then it would establish its own scrutiny and audit arrangements involving the constituent councils.

Options Considered

31. Wiltshire has held discussions with neighbouring councils and is progressing the proposal for a ‘Heart of Wessex’ combined authority as this has the support of the councils involved. Other options were not the clear preferences of our neighbouring councils. Doing nothing would potentially mean Wiltshire misses out on devolution of funding and functions from government.

Conclusions

32. Wiltshire is keen to explore with government the benefits of a combined authority for the Heart of Wessex and the funding and functions that would be devolved.

Lucy Townsend (Chief Executive)

Report Author: David Bowater, Senior Corporate Support Manager,
david.bowater@wiltshire.gov.uk, Tel: 01225 713978

Appendices

- Appendix 1 – Letter from the Deputy PM
- Appendix 2 – Letter from MHCLG
- Appendix 3 – Our Expression of Interest

Background Papers

[Devolution to Local Government in England](#): House of Commons Library

This page is intentionally left blank



Ministry of Housing, Communities & Local Government

Rt Hon Angela Rayner MP

*Deputy Prime Minister and Secretary of State for
Housing, Communities and Local Government*

2 Marsham Street

London

SW1P 4DF

16 July 2024

Dear Leader,

The next steps to devolution

I am delighted to be writing to you with the weight of a new Labour government behind me, laser focused on pushing power out of Whitehall and lighting the touch paper of growth across our regions.

In my first correspondence to you, I would like to invite you to partner with this Government to deliver the most ambitious programme of devolution this country has ever seen. I know you agree that for too long, Westminster has hoarded power and held back towns, cities, and villages across the country from achieving their true potential.

Last week, the Prime Minister and I had the pleasure of meeting England's metro Mayors, a signal of intent about our desire to bring local leaders into the heart of our government. We discussed how to deliver sustained economic growth through better housing, more tailored skills, and decent, well-paid jobs, through both national and local levers.

This government has been elected on a manifesto to widen and deepen devolution across the country. I have seen first-hand the benefits of devolution, from better integrated transport and publicly controlled buses to new skills programmes and good, affordable housing projects.

But our ambitions go further. We will devolve new powers over transport, skills, housing, planning and employment support. As we have set out to Mayors, we want more regions to benefit from integrated settlements, with access to this important financial flexibility for mayoralities with capacity, strong accountability structures and exemplary track records of financial management.

We will move away from a deal-based approach, setting out clear conditions and a clear offer in return for places seeking devolution agreement, and will enshrine a presumption towards devolution, so places can take on new powers automatically if they meet certain conditions.

Devolution underpins our national mission to deliver economic growth for everyone, everywhere, raising living standards across the UK. This Government will work in partnership with local leaders to implement Local Growth Plans, and I am excited to establish a Council of Nations and Regions to bring together the Prime Minister, the leaders of the devolved administrations and metro Mayors. I want to see more places represented at that Council, with more Mayors at the table.

Together, we can drive growth in every corner of the country. That is why we are inviting more places to use these enhanced powers and play a leading role in our national renewal. Now is the time to come forward and work with this new Government to deliver growth in your area.

Many of you will have struggled to get devolution settlements over the line, or were in the process of negotiating a settlement before the general election. You may have been held up by lengthy negotiations over powers, geographies, or governance. This Government will begin to work with you to resolve those issues.

My Cabinet Colleagues and I also understand that all too many councils are facing financial strain and have been left balancing new obligations with higher costs and interest rates after a decade of financial mismanagement from the centre. Rest assured, we will ensure that you have the resources to deliver new devolved powers and functions.

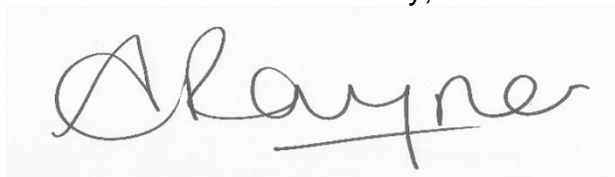
We know we will only be able to improve public services through economic growth, and it is critical you play a leading role in delivering it. But we also recognise this must be accompanied by reforms to local government and long-term funding settlements, providing you with the certainty to plan and provide the best possible value for money for residents.

In due course, the Government will publish a new devolution framework, setting out the new powers and flexibilities available to you. While we will not force places to take on a metro Mayor, we will not shy away from making the case for their huge advantages, with some powers continuing to be reserved for institutions with directly elected leaders, such as Mayoral Combined Authorities.

We continue to believe that new devolution settlements should be tailored to sensible economic geographies so that local leaders can act at the scale needed to effectively deploy their powers. In the majority of cases that will require local authorities to come together in new combined or combined county authorities. I encourage you to begin discussions with your neighbouring authorities on this basis.

The Minister for Local Government and my officials stand ready to meet to discuss proposals and to support you, so you are ready to board the train of devolution as we surge along this journey to give every community a voice in the future of Britain. I would welcome proposals by the end of September to participate in a first set of devolution settlements.

Yours Sincerely,

A handwritten signature in black ink, appearing to read 'A Rayner', written in a cursive style. The signature is centered below the text 'Yours Sincerely,'.

RT HON ANGELA RAYNER MP

Deputy Prime Minister and Secretary of State for Housing, Communities and Local Government



Ministry of Housing,
Communities &
Local Government

Fry Building
2 Marsham Street
London
SW1P 4DF

25th July 2024

Dear Colleague,

You will have seen the letter from the Deputy Prime Minister last week inviting you to partner with Government to deliver a new programme of devolution in England. As the DPM set out, the Government sees huge advantage in the mayoral model and looks forward to working with Mayors in the Council of Nations and Regions to, amongst many other things, develop Local Growth Plans.

I wanted to set out further detail on how officers can engage with MHCLG to kick start this process. In short, I'm attaching a very simple expression of interest template to this email. We would be grateful to receive responses by the end of September at the latest – earlier entries are of course welcome! The template is deliberately designed to be very light touch. In the past, colleagues have occasionally felt the need to submit detailed proposals on their asks. I want to be clear that we don't need that at this stage.

We would however be interested in understanding your preferred geography for devolution, following consultation with your neighbours. This should obviously be informed by the need for devolution agreements to be tailored to sensible economic geographies, taking into account available data such as travel to work and advanced travel to work areas. Existing public service and partnership arrangements are another relevant factor. We would further welcome your initial views on adopting the mayoral model, noting the case that the Deputy Prime Minister made for its significant advantages.

As you know the Government will, in due course, publish a new devolution framework that defines precisely the powers and flexibilities available to areas entering into an agreement. These will be put into legislation via the English Devolution Bill, which we intend to introduce in the first session. I do appreciate that many of you will want to understand that fully before making a final decision. Much of the content is covered in the Labour Party manifesto and other pre-election documents, but my team and I would be happy to talk you through our more detailed provisional thinking, if helpful.

More widely, we stand ready to work with you in partnership to take forward discussions in the coming days and weeks. In the first instance, please reach out to colleagues in the Cities and Local Growth Unit who you work with closely. We look forward to continuing to work with you.

Yours sincerely,

Will Garton
Director General of Local Growth,
Communities and Devolution

This page is intentionally left blank



Ministry of Housing,
Communities &
Local Government

DEVOLUTION DEAL EOI

Preferred geography (upper-tier local authorities in the area)	
Initial preference on mayoral / non-mayoral devolution	
Contact details (political and officer level)	

This page is intentionally left blank

APPENDIX 3

DEVOLUTION DEAL EOI

Preferred geography (upper-tier local authorities in the area)	A 'Heart of Wessex' partnership of Dorset, Somerset and Wiltshire Councils, with scope for evolution to include other partners such as Swindon Borough Council and Bournemouth, Christchurch and Poole Council should they wish to participate in future.
Initial preference on mayoral / non-mayoral devolution	Non-Mayoral Combined Authority (subject to further discussions).
Contact details (political and officer level)	Cllr Richard Clewer (Leader) Lucy Townsend (Chief Executive)

This page is intentionally left blank

Wiltshire Council

Cabinet

8 October 2024

Subject: Wiltshire Local Plan Review - Submission of Draft Plan

Cabinet Member: Cllr Nick Botterill - Cabinet Member for Finance, Development Management and Strategic Planning

Key Decision: Key

Executive Summary

Approval is sought for the submission of the draft Local Plan to the Secretary of State, for independent examination. This follows on from statutory (Regulation 19) consultation towards the end of 2023. A statement forms part of the supporting documents that summarises the comments received and the council's general response to the main issues.

The Wiltshire Local Plan review has been in development since 2017 and has been prepared following several rounds of consultation with stakeholders. Consultation has most recently been undertaken on the Pre-submission Draft Plan following Council approval in July 2023 (Regulation 19 consultation). That statutory consultation (where representations were invited on the soundness of the Plan and legal compliance) closed on 22 November 2023. Approximately 10,700 comments were received from a variety of people and organisations. In addition, two petitions have been received in opposition to two residential sites.

Since the close of the consultation, comments have been thoroughly reviewed and further work has been carried out to ensure that the Plan that will be submitted is ready for examination. This has involved updating evidence in respect of flood risk, heritage, transport, housing and biodiversity; preparing a water cycle study; and preparation of statements of common ground with statutory consultees (prescribed bodies and neighbouring authorities) as well as developers of site proposals.

A consultation statement has been prepared (known as a Regulation 22 Statement), which summarises the main issues raised through the consultation and the council's initial response to these. This alongside this report helps clarify how the additional work that has been undertaken responds to the points raised and whether any changes to the Plan may be needed in the light of this and other representations. The Inspector has the ability through the independent examination to recommend where changes will be needed to address soundness and legal compliance issues.

Having considered all the comments received and taking into account the additional work that has been undertaken it is considered that the council has complied with the relevant requirements and that the Plan is ready for submission for independent examination.

Subject to Cabinet endorsement and Council approval, the Plan will be submitted before the end of 2024.

The Government has recently consulted on changes to the planning system. This includes changes to the National Planning Policy Framework (NPPF) and changes to the way housing need is calculated. While the outcome of the proposed reforms is unknown, it is expected that transitional arrangements will be in place to allow Wiltshire's Local Plan to be submitted for examination in its current form. This is because the timescale for submitting the Local Plan, before the end of 2024, meets the transitional criteria set out in the Government's consultation.

The adopted Local Plan (Wiltshire Core Strategy) is nine years old. Many sites have been developed and policies are starting to become dated. This new Local Plan presents an opportunity for Wiltshire Council to update policies and site allocations to align with national policy. It sets an ambitious approach to delivering the council's carbon reduction and sustainability ambitions.

The new Local Plan will help to meet the council's legal requirement to have an up-to-date Local Plan in place. Once adopted, it will become one of the council's most important strategy documents. It will set out a strategy that protects Wiltshire's natural and historic environment, preserves and enhances main settlements and villages, delivers economic growth and provides a choice of homes in sustainable locations for Wiltshire's community. The Plan aligns with new and emerging strategy documents from across the council and will help to secure funding and deliver essential infrastructure.

Proposals

Cabinet, having considered the response from the formal consultation:

- 1) Endorses the submission of the draft Wiltshire Local Plan review Pre-submission Draft Plan at **Appendix 1** together with relevant associated documentation for independent examination;
- 2) Recommends to Full Council that the Wiltshire Local Plan Review - Pre-submission Draft Plan is submitted to the Secretary of State for Housing, Communities and Local Government for independent examination together with relevant associated documentation;
- 3) Directs that submission is accompanied by a request that the Inspector appointed to carry out the examination recommends any modifications necessary to make the Plan sound and legally compliant in accordance with Section 20(7C) of the Planning and Compulsory Purchase Act 2004 (as amended); and
- 4) Authorises the Director of Planning to take or authorise such steps as may be necessary for the independent examination of the Plan to be completed, including:
 - (a) Make appropriate arrangements for submission of the Plan and the completion and submission of all documents relating to the Plan;

(b) Make all necessary arrangements for examination including - the appointment of a Programme Officer; the undertaking and/or commissioning of other work necessary to prepare for and participate at examination; proposing main and/or minor modifications to the Plan and/or modifications to the Policies Map; entering into Memorandums of Understanding and Statements of Common Ground; and the delegation to officers and other commissioned experts to prepare and submit evidence, representations and submissions to the examination and, where necessary, appear at any hearing sessions and represent the council; and

(c) Implement any consequential actions relating to the examination, including undertaking any consultation that may be necessary, and publishing the recommendations and reasons of the person appointed to carry out the examination.

Reason for Proposals

To ensure that progress continues to be made on updating Wiltshire's Local Plan in line with the commitment set out in the council's Local Development Scheme and statutory requirements, and an efficient examination process.

Parvis Khansari
Corporate Director - Place

Wiltshire Council

Cabinet

8 October 2024

Subject: Wiltshire Local Plan Review – Submission of Draft Plan

Cabinet Member: Cllr Nick Botterill - Cabinet Member for Finance, Development Management and Strategic Planning

Key Decision: Key

Purpose of Report

1. To:
 - (i) Inform Cabinet of the outcome of the Regulation 19 consultation on the Wiltshire Local Plan Review - Pre-submission Draft Plan (July 2023) ('the Plan') and further work undertaken in response;
 - (ii) Seek Cabinet's recommendation to Council to approve the submission of the Plan for independent examination; and
 - (iii) Seek delegated authority to make appropriate arrangements for the submission of the Plan and associated documents to the Secretary of State and for the independent examination of the Plan.

Relevance to the Council's Business Plan

2. The main purpose of the Plan is to plan for the needs of Wiltshire's growing communities from an economic, environmental and social perspective to ensure the delivery of sustainable development. This aligns with the four missions of the 2022 to 2032 Business Plan - Thriving Economy, Resilient Society, Sustainable Environment and Empowered People. The importance of updating the current Local Plan to provide an effective policy framework for sustainable growth of Wiltshire is referred to explicitly.

Background

3. Council on 18 July 2023 approved the publication of the draft Plan for its final stage of consultation prior to its submission for independent examination. The full background to the Plan is summarised in that report and can be viewed [here](#). At that stage, Regulation 19, representations are invited on soundness and legal compliance.
4. The Regulation 19 consultation was undertaken over an 8-week period that commenced on 27 September 2023 and ended on 22 November 2023. In total over 10,700 comments were received from a variety of different individuals and organisations, including a petition objecting to the reserve site in Bradford-on-Avon (2,130 signatures) and a petition objecting to the allocation of the site on Land North of Downton Road, Salisbury (1,386 signatures). More recently, while not part of the consultation response, the council has received significant additional correspondence

from the local community objecting to the inclusion of the former golf course reserve site within the Plan.

5. At the Regulation 19 stage the council published what it considered to be a sound Plan that met all the necessary legal requirements. To be sound, as set out in the National Planning Policy Framework ('NPPF') (paragraph 35), a Plan must be:
 - (i) **Positively prepared** - providing a strategy which, as a minimum, seeks to meet the area's objectively assessed needs; and is informed by agreements with other authorities, so that unmet need is accommodated where it is practical to do so and is consistent with achieving sustainable development;
 - (ii) **Justified** - an appropriate strategy, taking into account the reasonable alternatives, and based on proportionate evidence;
 - (iii) **Effective** - deliverable over the plan period, and based on effective joint working on cross boundary strategic matters that have been dealt with rather than deferred, as evidenced by the statement of common ground; and
 - (iv) **Consistent with national policy** - enabling the delivery of sustainable development in accordance with the policies in the NPPF and other statements of national policy, where relevant.
6. Section 20(2) of the Planning and Compulsory Purchase Act 2004 (as amended) ('the 2004 Act') requires that the local planning authority only submit their plan when they consider it to be ready for examination (and they have complied with any relevant requirements contained in regulations under the 2004 Act). Consideration of the Regulation 19 responses and the issues they raise informs the decision to submit the Plan. Before submission there is an expectation that local planning authorities do all they can to resolve any substantive concerns about soundness or legal compliance of the plan, with particular attention to the duty to cooperate. See Legal Implications below.
7. The examination process allows for the Inspector to determine whether modifications should be made to the Plan to address any soundness or legal compliance issues. Under Section 20(7C) of the 2004 Act, if formally requested by the council, the Inspector can recommend main modifications to the Plan if they are necessary to make it sound and/or legally compliant.
8. The appointed Inspector will consider all the representations received through the Regulation 19 consultation, together with the evidence relied upon by the council in preparing the draft Plan. The examination will focus on those matters that the Inspector considers need to be tested thoroughly through open hearing sessions before making a recommendation. There are three possible outcomes that Planning Inspectors can recommend following the examination of a Plan. They can recommend that the Plan is:
 - Withdrawn (i.e. it would fail the tests of soundness and/or legal compliance and is incapable of addressing such matters and/or the duty to cooperate has not been complied with); or
 - Adopted without main modifications; or
 - Adopted subject to applying a schedule of main modifications.

Where main modifications are recommended, consultation is required on these as part of the examination process before the Inspector concludes the examination.

Main Considerations for the Council

9. Having considered all representations, officers have prepared a consultation statement under Regulation 22(1)(c) of the Town and Country Planning (Local Planning) (England) Regulations 2012 ('the 2012 Regulations'), known as the Regulation 22 Statement, which is provided at **Appendix 2**. This sets out how the council has undertaken its duties in preparing the draft Local Plan. The statement summarises the stages of consultation that have taken place, explaining how the public and other stakeholders were invited to participate and make representations, outlining the main issues raised from the Regulation 18 stages of consultation and how the representations at those stages were considered in preparing the Local Plan, whilst also presenting the main issues arising from the Regulation 19 consultation.
10. The statement demonstrates that consultation on the preparation of the draft Plan has been undertaken in accordance with the relevant legislation and council's Statement of Community Involvement (including the temporary arrangements that applied during the COVID-19 pandemic). The statement is required to set out the main issues arising from the consultations and may also, where appropriate, set out the council's initial response to them. The council is not required to provide detailed responses to each representation, but consultees can be reassured that their complete responses will also form part of the submission documents and have been considered in preparing the Regulation 22 Statement. All representations can be viewed via this [link](#).
11. So far as the Regulation 19 stage is concerned, Section 3 of the Regulation 22 Statement provides an overview of the main issues in plan order, and Schedule 2 of Appendix 2 of the Regulation 22 Statement sets these out in more detail together with information on who has commented on these matters.
12. The main issues arising from the Regulation 19 consultation have been distilled down into a number of themes that include, but are not limited to: the scale and distribution of growth being planned for; the degree to which the Plan provides a sufficient level of certainty in terms of housing and employment land supply; the choice and location of proposed allocations; and a range of environmental considerations relating to aspects of proposed policies and allocations.

Scale and distribution of growth

13. A considerable number of responses questioned whether the overall level of growth and its distribution across the county was appropriate. In general, these representations came from the development industry who called for more growth, but counter arguments calling for less growth were made by community groups and members of the public.
14. The arguments calling for more growth to be planned for were predominantly based on the following issues: the length of the Plan period; the relationship between the amount of employment land planned for and job growth forecasts; a perceived lack of certainty in terms of the role, location and delivery of the proposed broad locations for growth, reserve sites and the area of search for a new settlement in the Salisbury Housing Market Area; and insufficient allocations to ensure delivery of the housing requirement and to maintain housing supply over the plan period. In addition, concerns

were raised about the phased approach to housing and approach to logistics. Dealing with these matters in turn.

15. In terms of the Plan period, many respondents have suggested that to be compliant with the NPPF (paragraph 22), strategic policies should look ahead over a minimum 15-year period from adoption. The point is duly noted, but the Plan has taken time to prepare, having undergone several rounds of consultation, and to roll the end date of the Plan forward by say two years, as has been called for, would require more evidence, inevitably leading to further delay. In addition, it is important to remember that national planning policy anticipates that the Plan will be reviewed within five years of adoption, and this therefore lessens the risks associated with managing the supply of housing and employment land over time. Moreover, despite the plan period not running a full 15 years from adoption, the strategic policies do look ahead beyond 2038 in a range of respects. Strategic policies relating to the identification of Chippenham, Melksham and Trowbridge as longer-term broad locations for growth, and site allocations that may be constructed over a longer period look ahead beyond 2038.
16. The relationship between the amount of employment land being proposed for delivery, forecast job growth and housing numbers has been raised. Again, the arguments being made all call for more housing to be planned for on the basis that the housing target being planned for is too low to align with the Plan's employment land proposals and job growth aspirations. Whilst the delivery strategy (draft Policy 2 and paragraph 3.16 of the Plan) makes provision for approximately 160 hectares of employment land, this level of growth is aspirational and intended to provide choice and flexibility across Wiltshire and not necessarily a target to be achieved.
17. It is clear from the council's Employment Land Review (Hardisty Jones Associates, 2023) that the allocations of employment land within the Plan, combined with the regeneration of existing employment sites, will help meet the projected demand which falls within a range of 95ha to 120ha and this has been factored into the overall housing needs assessment. Therefore, on this particular point it is considered that there is no need to provide for additional housing beyond that which is proposed in the Plan and has been derived from the local housing needs assessment. The housing topic paper, which forms a background document provides further information on this.
18. Specific concerns regarding the level and type of employment land being planned for have also been raised. The most significant of these relates to a perceived lack of support in the Plan for large-scale logistics development, with a particular focus on Junctions 16 and 17 of the M4 motorway. The evidence to support these arguments is largely focused on the importance of motorway junctions and anecdotal evidence of the need for more logistics space around such junctions. Whilst the Plan at paragraph 4.221 clearly does not support a further extension of the urban area of Swindon into land within Wiltshire around Junction 16, draft Policy 64 (Additional employment land) positively supports national and regional logistics development at Junction 17, subject to criteria. As such, it is considered that the Plan provides appropriate flexibility and choice for the logistics industry in a location that benefits from good transport connectivity. Capacity issues at Junction 16 due to the proximity of development at Swindon, recent planning applications and concerns raised by National Highways have reinforced the Plan's approach.
19. The issues raised regarding a perceived lack of clarity in terms of the location and/or role of the proposed broad locations for growth and reserve sites (draft Policy 3) have

been noted. In identifying broad locations for growth, the Plan seeks to strike a balance between setting out an intention for future growth beyond the Plan period, while at the same time recognising that evidence will need to be developed to justify and refine proposals. Clearly this will be a matter for the examination process, but there may be scope to tighten the wording of draft Policy 3, if the Inspector feels this is necessary, to address the points raised without substantially altering its intent.

20. Concerns regarding draft Policy 21 - Salisbury area new community are linked to the overall level of housing being planned for. The area of search for a new settlement and indeed the phasing element of overall housing delivery set within draft Policy 2 (Delivery strategy) have been included in the Plan to reflect the severely constrained nature of the Salisbury area in terms of ecological and heritage factors, as well as limited land availability. The Plan is underpinned by evidence which will be maintained. As set out in the Plan, the precise details of where a new settlement would be situated will be a matter for a review of the Plan to consider.
21. Other concerns raised regarding the overall distribution of growth included criticisms that the strategy does not adequately set out a role for rural communities - i.e. it does not allocate land for development at Local Service Centres and Large Villages, as well as a perceived over-reliance on neighbourhood plans to deliver growth. These points have been noted, but it is considered the Plan does provide sufficient direction in terms of the role that rural communities will play in delivering growth over the Plan period. These matters are set out in the Plan and its evidence and include figures for anticipated housing delivery in the rural areas of the Housing Market Areas, as well as designated neighbourhood areas. Conversely, while not objecting to the principle of neighbourhood plans helping plan for growth in rural settlements, some communities have raised concerns that the figures for neighbourhood plans are too high. Officers consider that the proposed approach to distribution overall is reasonable, providing a reasonable basis on which communities can develop their plans.

Housing supply and delivery

22. In preparation for submission, a housing topic paper has been prepared to update the 2022 base data relating to housing data in the draft Plan and associated evidence base. This provides a 1 April 2023 position in line with the council's latest published housing land supply statement. It sets out the sources of supply over the Plan period, including from existing commitments (e.g. planning permissions, allocations in adopted plans etc), contribution from windfall and how the new allocations and plan proposals will ensure deliverable housing supply over the first five years of the Plan from its anticipated adoption.
23. The trajectories for the new allocations have been informed by engagement with site promoters through the development of Statements of Common Ground ('SoCGs') to demonstrate site delivery. They are being prepared to assist the examination process, their purpose being to focus on key issues and to identify areas of disagreement, as well as to establish common ground on matters of principle and agreement in relation to site allocations. Areas of difference include those relating to the need for a comprehensive masterplan, number of homes, provision of employment and site specific requirements (infrastructure and mitigation). Where appropriate they may present suggested changes that parties determine could be made to assist the Inspector.

24. As explained below, under site selection, while there have been considerable objections by local communities to some of the site allocations, including the reserve sites, on the grounds of matters such as potential flood risk and impact on highways and heritage as well as the loss of greenfield land (including its recreational and nature conservation value), these are not considered to warrant the loss of sites from the Plan. Further work being undertaken, as explained under 'Other matters - duty to cooperate and work since Regulation 19 consultation' is helping to clarify and/or reaffirm what mitigation is needed to support delivery of sites. This will address technical concerns raised and mitigation to be provided as and when sites come forward through the planning application stage.
25. Many representations have also sought to suggest that windfall assumptions informing the Plan are too low and/or there may be alternative brownfield sites that could be brought forward instead of certain greenfield allocations. However, while maximising the use of urban sites is recognised as a priority, this does need to be balanced with a strategy of ensuring sufficient housing supply overall which in a county such as Wiltshire will necessitate the use of greenfield sites. The assumptions about windfall sites are considered reasonable and justified.

Site selection and allocations

26. As is to be expected, a significant volume of objections to the Plan relate to individual sites. The challenges to the Plan largely relate to choice of sites and a range of arguments based on policy and technical concerns over the impacts that new development may bring to existing communities. Whilst noted, these site-specific matters have been assessed through the plan making process. Indeed, the site selection process was underpinned by technical evidence and supported by the sustainability appraisal. Work undertaken since the Regulation 19 consultation as set out below provides further support for the proposals in the Plan. The draft policies relating to each allocation are generally considered to provide an appropriate level of prescribed mitigation measures, when read alongside the Plan as a whole, to help inform any future planning application. However, consideration is being given to where the effectiveness of policy could be improved through SoCGs with the Environment Agency, Historic England, National Highways and Natural England (see below).

Plan viability

27. As anticipated by national planning policy and guidance, the Plan is supported by a proportionate assessment of viability. The consultation responses included several challenges to the council's evidence. Whilst technical in nature, the challenges generally focused on certain core assumptions that had been applied by consultants working on behalf of the council.
28. In addition, challenges were submitted relating to the projected costs associated with certain draft policies - e.g. delivering 20% Biodiversity Net Gain, 40% affordable housing, sustainable construction and higher than current Building Regulations water efficiency standards.
29. Other viability-related challenges were focused on certain allocations where developers and members of the community considered the Plan's viability assessment had underestimated physical build costs associated with roads, schools and wider infrastructure needed to support growth.

30. The council's viability consultants have appraised these challenges and advised that generally they effectively constitute a professional difference of opinion. Notwithstanding this, work is ongoing to address trigger points for delivery of infrastructure for the larger allocations at Chippenham and Ludgershall. This will help address the uncertainty that has been raised over delivery of the developments.

Infrastructure provision

31. Members of the community, including some town and parish councils, raised concerns that the proposals set out in the Plan will lead to deficiencies in local infrastructure e.g. healthcare facilities. Whilst these points are noted, when read as a whole, it is clear that the Plan has been premised on an understanding of what infrastructure will be needed to support additional planned growth over the period to 2038. Indeed, such matters are addressed in the Infrastructure Delivery Plan, draft Policy 5 (Securing infrastructure from new development), draft site allocations policies and the viability assessment.

Other matters - duty to cooperate and work since Regulation 19 consultation

32. The legal duty to cooperate on strategic priorities and matters has underpinned the plan making process. Regular, meaningful and continuing dialogue with prescribed bodies has taken place and this has been set out in the Duty to Cooperate Report and Addendum, which are provided at **Appendix 3**. Comments received at the Regulation 19 stage from prescribed bodies are set out in the Regulation 22 statement. Whilst some concerns were raised with aspects of the Plan, in all cases the council has worked and continues to work towards resolving such matters in a constructive manner.

33. Alongside the submission documents, there will be a supporting letter to clarify what has occurred since the Regulation 19 consultation. The concerns raised by prescribed bodies regarding evidence have been responded to positively through the production of additional evidence and development of SoCGs. This work includes the following matters:

- Highways modelling and transport - AtkinsRealis have been commissioned to undertake a number of tasks to respond to detailed comments submitted by National Highways who called for further evidence to demonstrate that the potential impacts of planned growth on the Strategic Road Network (SRN) are capable of being mitigated appropriately. The work includes further microsimulation modelling relating to functionality of Junctions 16 and 17 of the M4, along with junction and route modelling covering the A-road network in Wiltshire. This work will be largely complete before submission and is following a brief agreed with National Highways.

With specific regard to Junction 16 of the M4, work is ongoing with Swindon Borough Council and National Highways to understand the forecast implications for the junction taking into account development at Swindon. The aim is to consider what mitigation measures are achievable within the cost envelope of development. It is anticipated that such analysis will continue beyond formal submission and the Inspectorate will be kept informed of modelling outcomes.

On Junction 17, an additional junction modelling exercise is being carried out to confirm that proposed development in the Plan is accommodated within a deliverable scheme to enhance the junction.

In terms of the A303, the main outstanding concern revolves around the proposed new community (the location for which would be addressed in a future Plan) and the need to secure improvements around Stonehenge.

The modelling work also considers the implications for proposed development on road junctions within Salisbury and the A36.

To provide a summary of the transport evidence base, a Transport topic paper has been prepared and summarises the outcome of this work, what is still in progress and when this is due to be completed. This forms a background paper to this report. It is not anticipated that the outcomes of this work will undermine the soundness of the Plan.

- Heritage Impact Assessments - In response to concerns raised by Historic England regarding the level of evidence underpinning heritage matters for sites, CBA have been commissioned to produce detailed Heritage Impact Assessments for seven of the proposed allocated sites (at Chippenham, Salisbury and Westbury). This work concludes that each of the seven sites assessed is capable of delivering development subject to mitigation and the scale and form of development being informed by more detailed assessment at planning application stage. A Heritage Topic Paper, which is provided as a background paper, has also been prepared in response to Historic England's comments to provide greater clarity on how the Plan has addressed heritage matters to support the examination. The SoCG will suggest amendments to some policies for consideration by the Inspector in the interests of clarity and precision.
- Flood risk assessments and Strategic Water Cycle Study - In their comments, the Environment Agency suggested the Plan would benefit from updates to the 2019 Level 1 Strategic Flood Risk Assessment (SFRA) as this would help underpin the council's site selection process. JBA Consulting, who prepared the 2019 SFRA have been commissioned to undertake this work, which is in the process of being finalised and is not raising the need to make amendments to the Plan. Further detailed Level 2 SFRA's are being carried out for some allocations to better understand flood risk - which may have implications for the form and layout of developments - and help support the Plan through the examination process.

In addition, JBA Consulting has prepared a Strategic Water Cycle Study at the request of the Environment Agency and in the light of the findings of the Habitats Regulations Assessment (HRA), which is in the process of being finalised. Natural England has also been involved given the relationship to the HRA and impact of water resources on the natural environment. The Study essentially examines whether the level of planned and committed growth can be resourced with potable (drinking) water and serviced with sufficient wastewater treatment. It demonstrates that the council is taking a defensible position on water efficiency standards in all new development, as established in draft Policy 96 (Water resources). In addition, it recommends that through

working with water utility companies (exchanging data on committed/planned growth) and their Water Resource Management Plans (funding bids to OfWAT to support growth), there is either sufficient capacity within existing water treatment facilities, or the scope to influence investment in improvements - a matter that Wessex Water are about to embark upon to assist with phosphate stripping within their operational catchment. Continued dialogue is being undertaken with the Environment Agency and Natural England to further the outstanding work.

- Ammonia and air quality assessments, mitigation strategies - Natural England advised that the Habitats Regulations Assessment (HRA) of the Plan would benefit from an assessment of ammonia levels and air quality associated with vehicular movements. This work includes modelling to better understand the potential impact relating to ammonia deposition that planned development may have on European designated protected sites. The outcome has been included in an update to the HRA, which is provided as a background paper. It shows that there is only a very localised area on the Salisbury Plain Special Area of Conservation is potentially affected, for which mitigation would be relatively straight forward.
- In addition to the updated HRA, work has been undertaken to finalise in agreement with Natural England mitigation strategies for protected sites. These have all been completed except for the review of the Trowbridge Bat Mitigation Strategy Supplementary Planning Document, which is due to be completed for consultation early 2025.

34. Alongside the above work, as explained SoCGs are being prepared with the Environment Agency, Historic England, National Highways and Natural England to support the council through the examination process, and, where necessary, neighbouring authorities covering relevant strategic matters. It is anticipated that these will be complete when the Plan is ready to be submitted to the Secretary of State.

35. The purpose of these SoCGs is to provide focus on key issues and to thereby 'narrow the gap' on (or remove) matters of disagreement, as well as establish common ground on matters of principle. To inform the examination process and assist the Inspector, they will, where it is considered appropriate to do so, present suggested changes that parties determine could be made by the Inspector to address any soundness and/or legal compliance issues. They would be suggested in the interest of improving effectiveness of policy to strengthen and clarify them. The SOCG with Natural England will consider regulatory changes to biodiversity net gain that have taken place since publication of the Plan and the need for changes to Policy 89 (Biodiversity net gain). A topic paper is also being prepared to provide further information supporting the requirement for 20% BNG.

36. Of note are the two SoCGs with Swindon Borough Council (SBC) and, Test Valley Borough Council (TVBC) and Hampshire County Council (HCC).

37. The council is engaged with SBC on strategic cross boundary matters in the north of the county, largely relating to the proposals around Royal Wootton Bassett given the proximity to J16 and the urban area of Swindon, a small part of which falls within the Royal Wootton Bassett and Cricklade community area. The two authorities have also worked constructively to prepare a joint strategy with Cotswold District Council to mitigate recreational impacts on North Meadow and Clattinger Farm Special Area of

Conservation. While both authorities are meeting their needs in their respective areas, SBC had questioned whether the plan should be more positive in supporting economic growth around Junction 16; whether the plan period looked ahead enough; there was sufficient certainty in delivery of housing across the plan period; and the need to ensure that growth within Wiltshire at Royal Wootton Bassett does not adversely impact on Swindon's infrastructure. Since the Regulation 19 consultation SBC has made further progress on its new Local Plan, supporting evidence base and strategy for growth. Positive dialogue continues between both authorities and good progress has been made on addressing and where possible resolving cross boundary matters, an update to the SoCG with SBC will be finalised for submission.

38. In the south of the county, the council is engaged with both TVBC and HCC on matters largely surrounding the proposed allocation of Land South East of Empress Way, Ludgershall (Policy 40), but also on other cross boundary matters. Key matters of discussion are delivery of highways and transport infrastructure required to facilitate the Policy 40 allocation, the site's relationship with emerging proposals for development at Ludgershall within Test Valley's Regulation 18 Local Plan, and the mitigation of Salisbury Plain protected sites. Positive dialogue continues towards resolving matters and all three authorities are engaged in the production of a joint SoCG, which is expected to be finalised for submission of the Wiltshire Local Plan.
39. Where work in respect of SoCGs and the additional commissioned work set above is considered likely to extend into the examination, timeframes for completion of such work will be provided to assist the Inspector.

Other matters - suggested changes to the Plan

40. While it is the role of the Inspector to ultimately recommend Main Modifications to a plan that are of a substantive nature, the council can identify changes that it considers the examination process will likely need to address. Two such changes that are considered necessary are:
- Proposed deletion of Policy 24 - Land at Netherhampton Road Garden Centre (Salisbury) which is no longer considered available for development because of its continued use as a garden centre. Only the part of the site that is 'greenfield' (and not taken forward as a proposal through the council's site selection process) has been promoted through the consultation; and
 - Proposed deletion of Policy 59 - Land at Brook Street (Warminster), which is unavailable for the delivery of a wetland scheme designed to assist with phosphate mitigation. However, alternative measures are being delivered to deal with this issue through other projects.
41. Officers have prepared an initial schedule of changes to assist the examination. It is not unusual for such schedules to be added to, at the request of the Inspector, as the examination progresses following the discussion of main matters with participants through the examination process. The two above proposed changes are included in the first part to a schedule of proposed changes at **Appendix 4**.
42. The schedule includes three other parts comprising other proposed main modifications, modifications to the policies maps (e.g. correcting site allocation boundaries) and more minor changes that relate to, for example typographical errors and points of clarification. If agreed and made, the minor changes would not materially alter the Plan, its proposals and policies and the council could therefore

make them without the need for them to be recommended by the Inspector. The other suggested changes can be considered through the examination process alongside others matters that the Inspector considers need to be addressed.

Other matters - proposed changes to national policy

43. Consultation on proposed changes to the NPPF ended on 24 September 2024. Whilst the matters and proposed changes being consulted upon have no immediate bearing on the passage of the Plan to submission and examination, it remains to be seen how long the Government will take to fully consider representations and then publish the revised NPPF. The Government has stated that it intends to “publish NPPF revisions before the end of the year”. If the proposed transitional arrangements set out within the consultation draft are maintained, the council would have one month from publication of the revised NPPF to submit its Plan for examination under existing policy arrangements. Given the intention to submit the Plan before the end of the year, this will enable it to be examined under the September 2023 version of the NPPF and any increases in housing numbers and other policy changes would be addressed through a future Plan. If submission were not to occur before the end of the transitional period, the Plan would likely need to be revised and subjected to further statutory consultation, which would lead to delay.

Safeguarding Implications

44. Although there are no direct safeguarding implications arising from the proposals, the Plan is a key document in determining how communities can thrive together; and therefore, has a role in the prevention of escalation into safeguarding services.

Public Health Implications

45. The built and natural environment is a key environmental determinant of health and wellbeing. Therefore, planning for sustainable development to meet the employment, housing and infrastructure needs of communities helps foster their well-being. Well planned development and good place shaping supports the health and wellbeing of local communities. The design of a neighbourhood can contribute to the health and well-being of the people living there.

46. Several aspects of neighbourhood design (walkability and mixed land use) can also maximise opportunities for social engagement and active travel. Neighbourhood design can impact on our day-to-day decisions and therefore have a significant role in shaping our health behaviours; and living in good quality and affordable housing is associated with numerous positive health outcomes for the general population and those from vulnerable groups. An example is through the provision of green infrastructure and infrastructure to encourage active travel (walking and cycling) which can lead to an increase in physical activity levels and improve physical and mental wellbeing. Active travel can also reduce over-reliance on motorised transport, contributing to improved air quality and a reduction in road injuries. To support this a new policy ‘Health and Wellbeing’ has been introduced.

Procurement Implications

47. The examination of the draft Plan will entail the need to procure the services of a suitably experienced Programme Officer to help support the appointed Inspector. The role of the Programme Officer is to act as a conduit for information sharing between

the council, Third Party representors and the Inspector. The appointment of a Programme Officer is mandatory. The financial implications include provision for this appointment.

48. The development of the Plan to date has been supported by evidence procured from suppliers, who may be needed to support the council through the examination process.

Equalities Impact of the Proposal

49. The council is subject to a public sector equality duty under the Equality Act 2010, pursuant to which it must, in the exercise of its functions, have due regard to the need to: (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited under the 2010 Act; (b) advance equality of opportunity between persons who share a protected characteristic and persons who do not share it; and (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it. The consultation, as all previous consultations, was undertaken in accordance with the council's adopted Statement of Community Involvement, which takes an inclusive approach to consultation ensuring that everyone can be involved. Moreover, each stage of the plan making process has been supported by an Equalities Impact Assessment (EqIA) which considered the potential for policies and proposals to negatively impact on equality in society.
50. The EqIA prepared to inform and support the Regulation 19 draft Plan identified rurality issues associated with accessing services and facilities could lead to inequality, particularly in the elderly community. Whilst these issues are relevant considerations in Wiltshire, the draft Plan presents policies designed to tackle social inequality themes, such as encouraging improvements to sustainable modes of transport.
51. As the Regulation 19 version of the draft Plan is proposed to be submitted for examination (along with all supporting evidence, including the EqIA prepared at the time) an addendum to the most recent EqIA has been prepared. The Regulation 19 EqIA and the Addendum are both included at **Appendix 5**.

Environmental and Climate Change Considerations

52. To be legally compliant, the Plan must contain policies designed to secure that the development and use of land in the area contribute to the mitigation of, and adaption to, climate change in line with Section 19(1A) of the 2004 Act.
53. Central to this is sustainable development and ensuring that the spatial strategy delivers a sustainable distribution of new growth that reduces the need to travel and promotes sustainable transport including walking and cycling. Furthermore, specific policies have been developed to require the delivery of sustainable design and construction, as well as renewable energy generation appropriate to Wiltshire. In addition, the policies and proposals in the Plan have been considered and designed in the light of the NPPF around matters such as: flood risk, water resource management, enhancing green and blue infrastructure, promoting biodiversity, delivering sustainable design and construction, and supporting renewable energy generation appropriate for Wiltshire. These policies contribute to the national 2050 net zero target and support delivery of the council's adopted Climate Strategy 2022.

54. Sustainability Appraisal (incorporating the provisions of Strategic Environmental Assessment) and Habitats Regulations Assessment also form an integral part of the plan making process. These help to ensure negative environmental impacts are avoided, appropriate mitigation is identified, and policies and proposals deliver development in a sustainable manner.

Workforce Implications

55. Preparation and implementation of the Wiltshire Local Plan Review has workforce implications for services across the council, as well as the Planning service. Services have contributed by providing specialist input into policy development and site selection processes as well as commissioning of evidence including further work set out in this report, to ensure that their interests have been taken into account and business plan outcomes reflected as far as possible. Involvement of Legal service has been integral due to the statutory nature of the process and Communications in supporting consultations.

56. Input will continue to be required from services as the plan progresses through the next stages of the process and resources will need to be aligned to ensure there is sufficient capacity. It is anticipated that this will be absorbed within the current capacity of services but will be kept under review.

Risks that may arise if the proposed decision and related work is not taken

57. If the proposed decision is not taken the council would fail to meet the obligations it set itself through the Local Development Scheme. It would be failing to meet statutory requirements to have an up-to-date Local Plan in place. It would put at risk the council's ability to meet its climate change and environmental ambitions. It would delay bringing forward land for homes and employment, which are crucial for Wiltshire's residents and businesses, impacting upon the local economy.

58. Any delay in submitting the draft Plan could leave the council open to speculative planning applications, in particular for housing schemes (given the current housing land supply position). Progression of the draft Plan will therefore help reduce this risk by ensuring that the council is able to boost housing supply and ensure (unless material considerations indicate otherwise in a particular case) that development is plan-led.

59. The principal risks are: that progress is not made with developing up to date planning policy; and Wiltshire is placed at greater risk from unplanned development through developers continuing to exploit (among other things) the current 5-year housing land supply position. The opportunity to put in place as soon as possible new policies that respond to Wiltshire's development needs over the period beyond 2026 and secure higher standards of development e.g. that better address climate change, as well as provide an up-to-date framework to guide neighbourhood plans, will potentially be lost. Critically, there is the risk of Government intervention if progress is not made on preparing an up to date Plan.

60. The Government's proposed changes to the NPPF, as drafted, would also have significant implications for the Plan if it is not submitted in time to benefit from the transitional provisions explained at paragraph 41 above. If the proposed decision is not taken, a significant delay is likely for the Plan to be revised pursuant to a new version of the NPPF and subjected to further Regulation 19 consultation.

Risks that may arise if the proposed decision is taken and actions that will be taken to manage these risks

61. It is considered that the draft Plan is a sound and legally compliant plan (subject to potential main modifications as discussed above) but nonetheless to manage any risk that the submitted draft Plan could be found to be unsound or not legally compliant through the examination process and hence recommended for withdrawal by the Inspector the council can manage this risk by:

- Ensuring that it provides all the documents prescribed by statute (see Legal Implications);
- Submitting further information to inform and assist the examination process in response to representations made to the draft Plan;
- Requesting that the Inspector recommend any modifications necessary to make the submitted draft Plan sound and legally compliant. This can be achieved through a direct request to the appointed Inspector in accordance with the provisions set out in Section 20(7C) of the 2004 Act; and
- Ensuring any detailed matters that need to be subject to refinement are finalised prior to adoption as part of an iterative process. One such example is ensuring that the Mitigation Strategies for protected sites, which support the Habitat Regulations Assessment, continue to be progressed and agreed with Natural England.

62. There remains a reputational risk to the council if it proceeds with the draft Plan. This would likely arise from local people who do not want to see development occurring close to where they live, or areas they value. Whilst this risk is real, the council is nonetheless charged with making difficult, often controversial decisions in the interests of ensuring it maintains an up-to-date Local Plan and a planned approach to development.

Financial Implications

63. The financial implications of taking forward the Local Plan Review through the examination stage and onto adoption have been planned for in the council's Medium Term Financial Strategy. They will be met from the Strategic Planning Service revenue budget of £0.230m and the Local Plan earmarked reserve, which has a balance of £0.579m as at 31st March 2024.

64. Adoption of the Plan will bring forward new sites for housing, thereby enabling the council to benefit from revenue associated with the delivery of new homes including contributing to the council's council tax base and new homes bonus. The Plan will also bring forward new employment sites enabling the council to benefit from business rates revenue.

65. Regaining the 5-year housing land supply position through an adopted Local Plan is likely to reduce the burden of costs associated with planning appeals.

Legal Implications

66. The main legislation governing plan-making is found in the 2004 Act and the 2012 Regulations. In accordance with Sections 19 and 20 of the 2004 Act, the council has a statutory duty to prepare planning policies and maintain an up-to-date development plan (this is further reinforced through the NPPF and Planning Practice Guidance). The draft Plan has therefore been prepared in compliance with primary legislation.
67. In preparing the Plan, it is considered that the council has complied with the statutory duty to co-operate and engaged with prescribed bodies, local communities and other stakeholders throughout the plan making process in accordance with its Statement of Community Involvement.
68. A report highlighting how the council had fulfilled the duty to cooperate up to the publication of the draft Plan was made available to support the consultation documents at the Regulation 19 stage of the plan making process. An Addendum to this report has been produced to reflect steps since the publication stage and thereby support the submission materials. Both the Regulation 19 Duty to Cooperate Report and Addendum are provided at **Appendix 3**.
69. The Plan has been supported by a process of sustainability appraisal, in accordance with section 19(5) of the 2004 Act and the Environmental Assessment of Plans and Programmes Regulations 2004, and habitats regulations assessment, in accordance with the Conservation of Habitats and Species Regulations 2017.
70. Reflecting on the entire process to date, it is considered that the council has discharged its functions in respect of Regulation 18 (Preparation of a local plan) and Regulation 19 (Publication of a local plan) of the 2012 Regulations. Representations relating to the draft Plan submitted at the Regulation 19 consultation stage have been duly recorded in accordance with Regulation 20.
71. The next stage of the process (if authorised by Cabinet and Council) is submission of the Plan to the Secretary of State for independent examination. By section 20(2) of the 2004 Act, the council can only submit the Plan for independent examination if: (a) they have complied with any relevant requirements contained in the 2012 regulations; and (b) they think the Plan is ready for independent examination.
72. It is considered that the council has complied with the relevant requirements in the Regulations and will continue to do so. Moreover, although there are certain outstanding issues to resolve, the council considers that all outstanding technical issues can be satisfactorily resolved to allow the Inspector to find the Plan sound at examination. As such, it is considered that there is no impediment to submitting the draft Plan and all supporting documents. According to Section 20(3) of the 2004 Act and Regulation 22 (1), the next stage of the process involves the Council submitting a prescribed list of documents to the Secretary of State, alongside the draft Plan. These documents are:
- the sustainability appraisal report;
 - a submission policies map (i.e. changes to the adopted policies map);
 - a statement setting out how the draft Plan has been prepared¹;
 - copies of the representations received through the Regulation 19 consultation; and

¹ Addressing the various matters set out in Regulation 22(1)(c) of the 2012 Regulations

- such supporting documents considered relevant to the preparation of the draft Plan.

73. The 'supporting documents' include those published as supporting documents to this report together with the appropriate Appendices.

74. Once submitted to the Secretary of State, the draft Plan will be examined by an independent Inspector whose role is to consider compliance with section 20(5) of the 2004 Act, in essence whether the Plan is legally compliant and sound and whether the council has complied with the duty to cooperate. Under section 20(7C) of the 2004 Act, if formally requested by the council, the Inspector can recommend main modifications to the Plan if they are necessary to make it sound and/or legally compliant. As set out above, it is considered that the draft Plan is a sound and legally compliant plan (subject to potential main modifications as discussed above) and that the council has complied with the duty to cooperate.

75. If the Plan passes the examination and is adopted, it will form part of the statutory development plan for the area and be used as such for the purpose of determining relevant planning applications and appeals.

Overview and Scrutiny Engagement

76. Environment Select Committee (ESC) on 3 September 2024 were provided with a notification on the next stage of the process via a Chair's announcement.

Options Considered

77. Consideration has been given to the option of making changes to the Plan prior to submission which would then form part of the submitted plan to be examined. This would require further consultation similar to what was done at the Regulation 19 stage on the proposed changes, together with updated sustainability appraisal and Habitats Regulation Assessment and would result in additional delay to the process.

78. Progression of the draft plan to the formal submission and examination stages will ensure that the council maintains the commitment it gave through the published Local Development Scheme. To inform and assist the examination process a schedule of proposed changes has been prepared (**Appendix 4**), as well as further work undertaken to inform the examination including the preparation of Statements of Common Ground. The Regulation 22 Statement (**Appendix 2**) clarifies how this additional work helps respond to issues. Where appropriate, suggested changes are proposed. The Inspector would not treat these as part of the submitted plan but may consider it appropriate for them to be considered in full or part through the examination process when considering the need for main modifications to the Plan.

Conclusions

79. This report seeks Cabinet endorsement to submit the Wiltshire Local Plan to the Secretary of State for independent examination. This represents the final stage of the Local Plan process, having been through extensive public consultation. The document has been refined over several years to arrive at a growth strategy that will deliver high quality sustainable development for existing and future residents of Wiltshire. The Plan strives to deliver the right infrastructure at the right time to support the levels of growth while also preserving the county's most attractive natural and historic environment.

80. It is considered that the council has complied with the relevant requirements under the 2012 Regulations and will continue to do so, and that the Plan is ready for independent examination. Through undertaking further work since the Regulation 19 consultation, the council has taken positive steps to prepare for the examination process.
81. Whilst some of the comments received through the Regulation 19 consultation challenge the soundness of the draft Plan, the matters raised are considered capable of resolution through the examination process (whether through justification of the Plan as drafted or through main modifications) and further work has been undertaken to assist the examination. It will be within the Inspector's remit to work pragmatically and positively with the council, and the delegated authority proposed in this report will ensure the council supports an efficient process.
82. The Plan has been in preparation since 2017 and as the Wiltshire Core Strategy is nine years old it is imperative that the council moves forward to get an up-to-date plan in place. Subject to Council approval, submission of the draft Plan together with the accompanying documents will accord with the timescale within the approved Local Development Scheme. It is anticipated that this would align with the transitional arrangements proposed by Government within the consultation on the revised NPPF.

Nic Thomas - Director, Planning

Report Authors: Georgina Clampitt-Dix, Head of Strategic Planning,
Email: georgina.clampitt-dix@wiltshire.gov.uk

Geoff Winslow, Planning Manager (Strategic Planning),
Email: Geoffrey.Winslow@wiltshire.gov.uk

Appendices

- Appendix 1: Wiltshire Local Plan Review - Pre-submission Draft Plan, July 2023
- Appendix 2: Regulation 22(1)(c) Consultation Statement
- Appendix 3: Duty to Cooperate Report and Addendum
- Appendix 4: Schedule of proposed changes, September 2024
- Appendix 5: Equalities Impact Assessment and Addendum, September 2024

Background Papers

- Housing topic paper
- Heritage topic paper
- Wiltshire Local Plan Heritage Impact Assessments, CBA
- Habitat Regulations Assessment (updated September 2024)
- Addendum to Sustainability Appraisal (September 2024)

Wiltshire Council

Cabinet

8 October 2024

Subject: Enforcement Policy

Cabinet Member: Cllr Richard Clewer - Leader of the Council

Key Decision: Non-Key

Executive Summary

An updated enforcement policy is attached as Appendix 1. The aim of the policy is to reinforce a 'one council' approach to enforcement activity across Wiltshire Council, consistent with the Regulators Code and the council's aim to remain focused on prevention, as an effective means of ensuring that businesses and individuals, local premises, practices and activities comply with legislation and statutory requirements. This will ensure that such activity does not put the economic wellbeing, health and safety or amenity of the general public, employees, other businesses or consumers at risk.

The policy sets out common principles that the Council will follow when taking enforcement action so that the Council's approach is consistent, transparent, accountable, proportionate and targeted.

Proposals

That Cabinet recommends that Full Council:

- 1) Adopt the Enforcement Policy as set out at **Appendix 1**.
- 2) Delegate the maintenance of service specific enforcement policies (in line with the overall enforcement policy and changes to national guidance and legislation) to Directors in consultation with the relevant Cabinet Member.

That the Leader and Cabinet consider

- 3) The incorporation of relevant Enforcement Indicators as set out on at the end of Appendix 1 into the Corporate Scorecard, subject to ongoing review by the Leader of the Council.

Reason for Proposals

An assertive and coordinated approach to enforcement will help to increase compliance, prevent further infringements and deter other offenders (in line with the commitment in the Business Plan to 'prevention and early intervention' as a guiding theme).

Parvis Khansari
Corporate Director, Place

Wiltshire Council

Cabinet

8 October 2024

Subject: Enforcement Policy

Cabinet Member: Cllr Richard Clewer - Leader of the Council

Key Decision: Non-Key

Purpose of Report

1. This report outlines an updated enforcement policy for approval by full council.

Relevance to the Council's Business Plan

2. An assertive and coordinated approach to enforcement will help to increase compliance, prevent further infringements and deter other offenders (in line with the commitment in the Business Plan to 'prevention and early intervention' as a guiding theme).

Background

3. Many areas of the council are involved in enforcement, such as Education Welfare, Public Protection, Highways and Civil Parking, community safety, council housing tenancies and private sector housing. The last Wiltshire Council [Enforcement Policy](#) was agreed in May 2011 (Public Protection focused). Other service specific policies exist (e.g. Planning Sept 2009, Licensing Nov 2019, private sector housing) although these have often focused on process and service standards. In March 2023 the Government released an [Anti-Social Behaviour Action Plan](#) which encouraged a more 'muscular approach' to infringements such as fly-tipping, litter and vandalism and provided some additional funding to increase enforcement activity in this area.
4. Recent government research on housing enforcement (but which has findings relevant to all areas) highlights that the 'key drivers' of enforcement are:
 - the capacity of enforcement teams;
 - the experience and expertise of enforcement teams;
 - political will and strategic commitment.
5. Conversely, barriers to effectively tackling poor standards and conditions are:
 - issues relating to the legal framework, such as the range and complexity of laws relevant to enforcement work;
 - difficulties gathering evidence to support enforcement

Main Considerations for the Council

6. It is recognised that an assertive and coordinated approach to enforcement will help to increase compliance, prevent further infringements and deter other offenders (in line with the commitment in the Business Plan to 'prevention and early intervention' as a guiding theme).
7. Enforcement can often be seen as more reactive rather than enforcement-led and it is recognised that enforcement effectiveness can be difficult to evidence (limited use of formal enforcement and prosecutions can be due to good compliance with informal requests made to offenders). However, comparison on some measures has indicated scope to do more compared with statistical 'near neighbours'. Therefore there is the potential for the approach to enforcement to be tightened whilst recognising service specific legislation and case law.
8. Experience in other councils highlights that: 'Enforcement teams that are well resourced, with highly qualified staff, and supported by corporate strategy and legal departments are proactively using the range of powers available to them'. Increasing capacity and ensuring a multi-disciplinary approach will help to achieve this.
9. Additional council funding in Wiltshire has previously been announced for planning enforcement and the 'We're Targeting Flytippers' campaign. An Enforcement Management Group, bringing together officer representatives from relevant services, has also been meeting in recent months to:
 - Develop a new proactive 'umbrella' enforcement policy – and to revise service specific policies, processes and standards in line with this
 - Share intelligence and coordinate action on specific issues
 - Train and share best practice
 - Develop a standardised approach to submitting an enforcement file for prosecution
 - Advise on priorities for investment and compile performance data
 - Engage with external agencies and comms to promote reporting and new approach
10. A revised, umbrella enforcement policy will help ensure consistency of approach and a suggested draft is included as **Appendix 1**. This has been developed with legal advice and includes new service specific policies that have been revised in line with the new approach and an overall performance monitoring framework. If the 'umbrella' policy is approved it is proposed that the service specific policies are kept up to date by the relevant directors in consultation with the lead cabinet member.
11. Training for enforcement teams is currently being developed which draws on best practice within the council and elsewhere and aims to rollout a standardised approach to compiling and submitting enforcement files for prosecution, recognising the differing levels of experience between teams in taking cases to prosecution that currently exists.
12. Cabinet agreed to an additional £300k of funding for enforcement activities in 2023/24 and £520k of funding in 2024/25. Proposals for this have been developed and agreed through the enforcement management group and cover a wide range of services (many across services). This is separate to the additional investment in planning enforcement and the We're Targeting Fly-tippers campaigns.

13. The Enforcement Management Group have also been reviewing a number of cases where these are of interest to two or more service areas and where there have been historic significant breaches of legislation and public interest. Further coordinated action in these areas is expected.

Safeguarding Implications

14. Enforcement officers undertake relevant training in safeguarding to identify abuse and neglect and make appropriate referrals and signposting. When investigating potential offences and an individual may be vulnerable due to mental health or addiction issues then appropriate support from adult social care may be considered. If a matter progresses to court action, consideration is given to offering the defendant access to the [Liaison and Diversion Service](#) which is available to anyone with identified vulnerabilities. The service recruits peer volunteers and professional staff to support people in court who may have not been through a criminal process before, or who may have specific anxieties or conditions, for example learning difficulties or mental health issues.

Public Health Implications

15. The Enforcement Policy aims to be an effective means of ensuring that businesses and individuals, local premises, practices and activities comply with legislation and statutory requirements. This will ensure that such activity does not put the economic wellbeing, health and safety or amenity of the general public, employees, other businesses or consumers at risk.

Procurement Implications

16. There are no direct procurement implications directly arising from the proposed policy.

Equalities Impact of the Proposal

17. The policy makes clear reference to acting in accordance with the Public Sector Equality Duty and to ensuring decisions are transparent, consistent, proportionate, accountable and appropriately targeted by the nature of the reported breach.
18. When making enforcement decisions, the council will ensure that there is no discrimination against any individual on the grounds of age, race, ethnic or national origin, nationality, religion and belief, sex, gender identity, marital status, employment status, disability, sexual orientation, social class, responsibility for children or dependents, trade union membership, unrelated criminal convictions or any ground that cannot be justified.

Environmental and Climate Change Considerations

19. The Enforcement Policy aims to improve enforcement in areas relevant to the protection of the environment, including planning and highways, parking and waste management. This includes liaison as appropriate with other enforcement agencies such as the Environment Agency.

Workforce Implications

20. Appropriate training is being developed to support the rollout of the revised Enforcement Policy within the council. This includes elements on 'soft' skills such as communication and negotiation, as well as practical elements on submitting an enforcement file to legal services and progressing a case to prosecution. The Enforcement Management Group will continue to share best practice between teams.

Risks that may arise if the proposed decision and related work is not taken

21. The council's existing enforcement policy relates to public protection only. If the policy is not updated it will no longer be reflective of changes in legislation or the expressed wishes of councillors.

Risks that may arise if the proposed decision is taken and actions that will be taken to manage these risks

22. If the policy is approved there is a risk that expectations amongst the public are raised that any outstanding enforcement cases will be resolved immediately. However, it should be recognised that often there are complex, historic, cases where the situation on the ground can change rapidly. Similarly, there can also be lengthy lead in periods before people need to comply with an enforcement warning/notice (often six months or longer) and there are rights of appeal, which can extend time periods significantly. Where notices are served and appeals won, action through the courts can take eighteen months or more and is no guarantee of success. This risk will be mitigated through appropriate communications.

Financial Implications

23. There are no direct financial implications arising from the approval of the policy. Reference has been made to additional funding provided for enforcement in general in paragraph 12.

Legal Implications

24. Legal services have actively participated in the development of the proposed enforcement policy through membership of the Enforcement Management Group.

25. Enforcement Policy, as required by the Legislative and Regulatory Reform Act 2006, is currently reserved to full council for adoption under part 3B of the constitution. Other enforcement issues are delegated to the Corporate Director for Place (and in turn to other officers via a scheme of sub delegation). The proposed enforcement policy is a framework by which all officers will exercise their delegated enforcement functions.

26. Consultation has taken place with councillors, parish councils and other enforcement agencies during September. This sought views on how the policy might be strengthened further. The policy has been generally welcomed by a range of parish councils that responded as well as councillors and other organisations. Some of the specific points made are as below:

Point made	Response
Need to strengthen our approach to illegal vehicle access across footways	We have in place operating procedures relevant to these aspects that will be

and pavements; obstruction of the highways; piped watercourses and illegal discharges	publicised alongside the umbrella enforcement policy in due course.
Timelines for enforcement are helpful Need consistent language (eg parking enforcement is in first person). Will the completed document be more “branded” too?	Appropriate revisions will be made to the service specific policies The final policies will be made available in a consistent, accessible format on our webpages (not pdf) and a summary page of the principles included
Should there be an explicit reference to Council Tax in the policy?	The legislation in respect of the enforcement and recovery of council tax is very clear - the Council Tax Admin and Enforcement Regs 1992. We have signed a code of conduct for Enforcement Agents. Reference to this has been included
Recommend increasing resources to enable improved monitoring by building regulations officers in conjunction with planning officers during build. This could prevent the need for planning enforcement at a later date, as some things cannot be enforced once they have been built incorrectly.	Noted
Planning enforcement policy: <ul style="list-style-type: none"> • Makes it clearer • Parishes need to be kept informed on cases • Examples of harmful development would be helpful • Would be useful to see a reference to how unauthorised gypsy and traveller developments are handled 	Appropriate revisions will be made to reflect these points in the planning enforcement policy.
Planning: have noticed a much quicker response rate from your team. Concerned that 95% targets as a KPI mean 5% will miss out on a response	Appropriate revisions will be made to reflect these points in the planning enforcement policy.

Overview and Scrutiny Engagement

27. The draft policy was circulated to all councillors, including Overview and Scrutiny committee members for comment on 10 September. The Chairmen and Vice-Chairmen of the select committees will receive a briefing on the policy 3 October. Feedback from this will be reflected verbally and in the report to full council.

Options Considered

28. Options included either not updating the extant policy or updating the policy to reflect changes in legislation and the expressed wishes of councillors. Adopting a revised

policy provides the opportunity to ensure officers are exercising delegated enforcement functions in line with the views of full council and reflecting the legislation, whilst providing a framework to ensure service specific policies can be maintained in line with this and updated as appropriate.

Conclusions

29. A revised enforcement policy will support an assertive and coordinated 'one council' approach that will help to increase compliance, prevent further infringements and deter other offenders (in line with the commitment in the Business Plan to 'prevention and early intervention' as a guiding theme).

Parvis Khansari - Corporate Director, Place

Report Author: David Bowater, Senior Corporate Support Manager,
david.bowater@wiltshire.gov.uk,

Appendices

Appendix 1 - Draft Umbrella Enforcement Policy with service specific enforcement policies and overall monitoring framework

Background Papers

None

This page is intentionally left blank

Table of Contents

Enforcement Policy Binder	
Proposed Overall Policy	2
Service Specific - Draft Enforcement policies	
1.b PSH Wiltshire Enforcement Policy	13
1.c Council Housing Enforcement Policy	35
1.d Environmental Enforcement Policy	39
1.e Parking Services Enforcement Policy	47
1.f public protection enforcement policy	51
1.g Planning Enforcement Policy 2024 v5	65
Enforcement Indicators	74

Enforcement Policy

Draft for October 2024

Reference Number	1.1	Status	Draft
Sponsor(s)	Corporate Director of Place	Author(s)	Executive Office with Enforcement Management Group
Document objectives	<p>To establish a 'one council' approach to enforcement activity across Wiltshire Council, consistent with the Regulators Code and the council's aim to remain focused on prevention, as an effective means of ensuring that businesses and individuals, local premises, practices and activities comply with legislation and statutory requirements. This will ensure that such activity does not put the economic wellbeing, health and safety or amenity of the general public, employees, other businesses or consumers at risk.</p> <p>The policy sets out common principles that the Council will follow when taking enforcement action so that the Council's approach is consistent, transparent, accountable, proportionate and targeted.</p>		
Intended Recipients	<p>Officers undertaking enforcement activity on behalf of Wiltshire Council (including Public Protection, Planning, Building Control, Environmental Enforcement, Parking, Highways, Waste, Internal Audit, Private Sector Housing, Education Welfare, Libraries and Health and Safety and any other services which may undertake enforcement).</p> <p>The public</p>		
Group/Persons Consulted:		<p>Cabinet, cllrs, town and parish councils, businesses</p> <p>Enforcement Management Group</p>	
Ratifying Body	Full Council	Date Ratified	xxx
Date of Issue	xxx		
Next Review Date		October 2026	
Contact for Review		Executive Office	

Purpose

A guiding theme of the Council's Business Plan is a focus on investment in prevention and early intervention, to tackle problems before they get worse. The primary function of local authority regulatory activity is to protect the public, the environment and the local economy.

We believe that by taking an assertive approach to enforcement, we can better protect scarce public resources, protect the communities we serve and provide a deterrent to the small minority of people who break the rules.

In formulating this policy regard has been had to relevant legislation and codes, including the Principles set out in the councils the Legislative and Regulatory Reform Act 2006. The policy sets out how the council will have regard to the five principles of good regulation when taking enforcement action, so that it is carried out in a way which is:

1. Transparent, 2. Accountable, 3. Proportionate, 4. Consistent; and 5. Targeted.

The '[Regulators' Code](#)' issued in 2014 also outlines that regulators should:

- carry out their activities in a way that supports those they regulate to comply and grow
- provide simple and straightforward ways to engage with those they regulate and hear their views
- base their regulatory activities on risk
- share information about compliance and risk
- ensure clear information, guidance and advice is available to help those they regulate meet their responsibilities to comply
- ensure that their approach to their regulatory activities is transparent

The scope of enforcement

The council has a wide range of enforcement powers and responsibilities for ensuring that legal requirements are met.

Enforcement responsibilities include Public Protection (Environmental Health, Anti-Social Behaviour, Trading Standards and Licensing) Planning, Building Control, Environmental Enforcement, Parking, Highways, Waste, Internal Audit, Private Sector Housing, council housing, Education Welfare and Health and Safety and any other services which may undertake enforcement.

The council recognises that most individuals and businesses want to comply with the law. It will assist and advise where this is considered possible and appropriate, but will consider taking enforcement action against those who disregard legal requirements or act irresponsibly. However, enforcement action does not always have to mean taking formal action, such as prosecution, but includes the following outcomes:

- Inspection of premises;
- Imposition of condition on a licence;
- Compliance advice, verbal warnings and requests for action;
- Formal Warning;
- Community Protection Warning (CPW) – a formal written warning that a person is causing detriment to an area before the decision to issue a CPN;
- Community Protection Notice (CPN) – issued after CPW and can be used to deal with all types of anti-social behaviour along with a fine for breach;
- Statutory Notice;
- Fixed Penalty Notice;
- Simple Caution – as an alternative to prosecution for less serious offences where a person admits the offence and consents to a simple caution;
- Prosecution – for serious or recurrent breaches and where action has failed to secure compliance;
- Works in default;
- Injunction – a special court order compelling a party to do or refrain from doing a particular activity;
- Order e.g. Criminal Behaviour Orders;
- Other formal action e.g. seizure, possession proceedings, recovery action, suspension or revocation of licences, vehicles or permissions. Any money connected with an offence can be recovered under the Proceeds of Crime Act 2002

Wiltshire Council's approach to enforcement

Summary

This is a summary of Wiltshire Council's approach to enforcement, set out against the five principles of good regulation.

Transparent

- We have a 'one council' approach
- We publicise our enforcement policies on our website
- We explain when it is necessary to undertake enforcement
- We publicise prosecutions

Accountable

- We make decisions based on evidence
- We ensure appropriate training and authorisation of officers
- We publicise relevant complaints and appeals processes

Proportionate

- We believe prevention is better than cure
- We act in proportion to the seriousness of any breach
- We consider risk and the evidential and public interest tests for prosecution

Consistent

- We take a similar approach in similar circumstances
- We monitor the quality of enforcement activity and share best practice within the council (with relevant indicators included in the corporate performance frameworks)
- We liaise with other enforcement agencies to ensure consistency
- We ensure no discrimination on grounds of protected characteristics and other aspects

Targeted

- We target enforcement activity on the nature of reported breaches
- We monitor compliance with initial and subsequent interventions
- We share relevant information between enforcement teams within the council
- We work with other enforcement agencies

The following pages explain in more detail our approach under each of the five principles.

1. Transparent

The Regulators' Code applies on a statutory basis for many council services and, where it does not, the council adopts the principles behind it for all enforcement activity on a voluntary basis (as [recommended](#) by government, in place of the previous voluntary enforcement concordat). It sets out what businesses, and others being regulated, are entitled to expect from enforcement officers.

This policy applies to enforcement action undertaken by or on behalf the Council. Where considered appropriate, this overarching policy may be supplemented by additional enforcement policies and procedures produced by individual service areas; and these are published on the council's website.

Officers will act in accordance with the principles of the statutory [Regulators' Code](#) and the Growth Duty. However, in certain instances we may conclude that a provision in the Regulators' Code or [Growth Duty](#) is either not relevant or is outweighed by another provision. Other relevant provisions include (but are not limited to):

- The Enforcement Policy Statement of the Health and Safety Executive
- the National Local Authority Enforcement Code Health and Safety at Work England, Scotland and Wales, April 2013
- The Food Standard Agency's Regulators' Code
- The Secretary of State's Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions, November 2015
- Case law

We will ensure that any decision to depart from relevant policy guidelines will be properly reasoned and based on material evidence. Any departure from this policy will first be considered by the relevant director unless a delay in making such a decision will result in serious risk of personal injury, risk to public health or impact effective running of the service. All such decisions will be recorded on our systems in compliance with the Openness of Local Government Bodies Regulations 2014.

Where the Council has adopted service standards for enforcement practices within individual services, enforcement action will usually follow the procedures laid out for those service areas, unless specific circumstances indicate otherwise and where a departure from this could be justified.

So far as it is appropriate to do so, the council will be open about how it will undertake its responsibilities and explain in a timely manner when it is necessary to take enforcement action.

We will also take steps to publicise prosecutions and other enforcement activity that we believe will have a deterrent effect on other people. We will use social and other media to make clear that Wiltshire Council acts to protect finite public resources, protect the law-abiding majority and to dispel any suggestion that we are a "soft touch".

2. Accountable

The council will make decisions based on evidence and in line with the principles of natural justice. The council will ensure that officers who take enforcement action on its behalf are appropriately authorised to do so (either under statute or by virtue of the council's scheme of delegation), competent, suitably qualified and trained and acting in accordance with adopted service standards.

Any complaints will be dealt with in accordance with the council's customer complaints procedure, but having regard to any on-going legal processes. The council will ensure that enforcement action and investigations take place in accordance with relevant provisions from the following:

- Health and Safety at Work Act 1974
- Police and Criminal Evidence Act 1984 - and associated codes of practice;
- The Criminal Procedure and Investigations Act 1996;
- The Human Rights Act 1998
- The Regulation of Investigatory Powers Act 2000
- Criminal Justice and Police Act 2001
- Housing Act 2004
- Legislative and Regulatory Reform Act 2006
- Regulatory Enforcement & Sanction Act, 2008
- Public Sector Equality Duty under the Equalities Act 2010
- The Protection of Freedoms Act 2012
- Anti-social Behaviour, Crime and Policing Act 2014
- Data Protection Act 1998 and GDPR 2018
- Code for Crown Prosecution Service
- Plus any other relevant legislation other enforcement services regularly use

This is not an exhaustive list. Regard shall be had to other relevant legislation, statutory guidance, codes of practice for enforcement agents, national regulatory codes, as well as corporate guidance and policies.

In a number of cases the law provides a right of appeal against various types of enforcement action. In cases where legislation requires it, the council will seek to ensure that relevant details of the appeal mechanism are clearly set out in writing.

3. Proportionate

This policy involves a concerted approach by the council to take more enforcement activity, to publicise this to a greater extent and to ensure that we increase the protection we provide to our communities.

The council believes that prevention is better than cure and will often work to advise and assist on compliance with the law. All enforcement activities will be carried out in a helpful manner, actively working with individuals and businesses to advise on compliance.

Officers will explain clearly in plain language what is expected of those to whom legislation applies and what can be expected of the enforcement service. Clear distinctions will be drawn between statutory requirements and advice or guidance regarding what is good practice but not compulsory.

Any enforcement action will be proportionate to the risk and seriousness of the breach of legislation. There may be occasions when the breach is considered to be serious and/or where informal action is not appropriate. In such cases, immediate enforcement action may be taken without prior notice and, as noted above, some services have specific legislative guidance and regulations which set out the enforcement requirements in these services.

In assessing what enforcement action is necessary and proportionate, consideration will be given to the six core principles underlying the design of an effective modern sanction system as set out in the Macrory Review;

- aim to change the behaviour of the offender
- aim to eliminate any financial gain or benefit from non-compliance
- be responsive and consider what is appropriate for the particular offender and regulatory issue, which can include punishment and the public stigma that should be associated with a criminal conviction
- be proportionate to the nature of the offence and the harm caused
- aim to restore the harm caused by regulatory non-compliance, where appropriate
- aim to deter future non-compliance

In line with the Regulators' Code, we will also ensure that risk assessment precedes and informs all aspects of our approaches to regulatory activity, including advice, support, enforcement and sanctions by assessing the risks to regulatory outcomes. Our risk assessments frameworks will:

- be based on all available relevant and good-quality data
- include explicit consideration of the combined effect of the potential impact of non-compliance on regulatory outcomes, and the likelihood of non-compliance
- evaluate the likelihood of non-compliance, consider all relevant factors including, past compliance records and potential future risks, the existence of good systems for managing risks, evidence of recognised external accreditation, and management competence and willingness to comply

Every case is unique and will be considered on its own merits. However, when making decisions whether to prosecute or not the council will take into account the advice set out in the Director of Public Prosecution's [Code for Crown Prosecutors](#) on the need for the evidential and public interest tests to be met.

4. Consistent

The council will endeavour to ensure that enforcement action is consistent by taking a similar approach in similar circumstances, based on the Regulators' Code and other statutory provisions. However, officers will take into account many variables such as level of risk, compliance history and the attitude and actions of those involved – and the facts of each case – which may result in different outcomes in what appear potentially similar investigations.

Where national schemes or authoritative guidance for enforcement risk assessment exist, we will base our assessments upon them where it is appropriate to do so. An example of this is the HSE Enforcement Management Model. This approach helps to:

- provide a framework for making consistent enforcement decisions
- monitor the fairness and consistency of inspectors' enforcement decisions in line with policy
- assist offenders in their understanding of the principles which inspectors follow when deciding on a particular course of action

The council maintains management systems to monitor the quality and nature of enforcement activity undertaken so as to ensure, as far as is practicable, uniformity, consistency in approach and a quality service in general. Relevant indicators are included in the corporate scorecard

Where an enforcement team wishes to commence a prosecution or legal action they are supported by legal services and a standardised enforcement manual, which sets out requirements for putting together effective prosecution files. An Enforcement Management Group, comprising team managers from the various enforcement functions, will share best practice on implementing this standard approach.

In a similar way, council services will ensure appropriate liaison arrangements are in place with other authorities and enforcement agencies which may have a shared enforcement role, to ensure consistency of decisions.

When making enforcement decisions, the council will ensure that there is no discrimination against any individual on the grounds of age, race, ethnic or national origin, nationality, religion and belief, sex, gender identity, marital status, employment status, disability, sexual orientation, social class, responsibility for children or dependents, trade union membership, unrelated criminal convictions or any ground that cannot be justified.

5. Targeted

Regulatory activity will be based on relevant factors such as business size and capacity and the nature of reported breaches.

Assistance of others is often crucial to the success of enforcement action by the council. Where information is given to assist the council's enforcement, the council will treat such information with confidence. However, if formal action is taken, information that has been provided may be required to be disclosed and made public by law.

Where non-compliance has been dealt with by providing advice or guidance the council will monitor that compliance in a variety of ways. For low risk, low level non-compliance, the council will seek reassurance that compliance will be secured. For more serious non-compliance, re-visits or further proactive monitoring may be undertaken. Council services will work with and consult other service areas within the council, or other agencies, as necessary (recognising that lack of compliance in one area may be indicative of a lack of compliance in others). This multi-faceted approach will help to deliver increased levels of compliance.

Within the council, an Enforcement Management Group will allow for relevant information on non-compliance to be shared between enforcement teams, or gathered from other services. The Group will offer advice to individual officers in determining the best and most appropriate course of action. This will ensure that enforcement action is intelligence-led and does not lead to problems being passed between services.

Where there is a wider regulatory interest, enforcement activities will be coordinated with other regulatory bodies and enforcement agencies to maximise the effectiveness of any enforcement. Where an enforcement matter affects a wider geographical area beyond the local authority's boundaries, or involves enforcement by one or more other local authorities or organisations, where appropriate all relevant authorities and organisations will be informed of the matter as soon as possible and all enforcement activity coordinated with them. The officers will share intelligence relating to wider regulatory matters with other regulatory bodies and enforcement agencies including:

- Government agencies including HMRC, DWP and UK Border Force
- Wiltshire Police
- Dorset and Wiltshire Fire and Rescue Services
- HSE and Statutory Undertakers

Where there is a need for the council and any of the enforcement teams to share information with other agencies, we will follow the provisions of Section 115 of the Crime and Disorder Act 1998, the UK General Data Protection Regulation 2018 (UK GDPR), the Data Protection Act 2018, as well as Part 9 of the Enterprise Act 2002. Under s241A of the Enterprise Act 2002, a public authority which holds prescribed information to which section 237 applies, may disclose that information to any person for the purposes of, or in connection with, prescribed civil proceedings only (including prospective proceedings). All investigations are undertaken in accordance with legal requirements and relevant government guidance, as well as council policies on information sharing and data protection.

Policy Review

This policy will be reviewed as necessary to ensure that it remains fit for purpose. Ongoing performance of enforcement related activity will be reported as part of the council's performance management arrangements. Any revisions will be agreed in accordance with the council's constitution. Service specific enforcement policies have been developed in line with this overall policy. Ongoing review and revision of service specific enforcement policies will be made in line with the overall policy by the relevant director in consultation with the lead cabinet member.

Further Information

Service specific enforcement policies and procedures can be obtained from individual service areas or from the Council's website. These have been developed in line with this overall policy and are available on the council's website.

DRAFT

Private Sector Housing Enforcement Policy
2024

Wiltshire Council



September 2024

This policy is intended to provide guidance to Officers, Landlords, business' and members of the public on the circumstances where enforcement action will be pursued. Authorised officers undertaking any enforcement action will be qualified and experienced and will have regard to this policy, and to all applicable Statutory Guidance.

Contents:

1.0 [Introduction](#)

2.0 [Legislation](#)

2.5 [Formal Notices](#)

3.0 [Enforcement Procedure](#)

3.3 [Decision to take Enforcement Action](#)

4.0 [Priorities](#)

5.0 [Required Level of Remedial Works](#)

6.0 [Local Large Charge](#)

7.0 [Charging for Notices](#)

8.0 [Appeals](#)

9.0 [Offences](#)

10.0 [Civil Penalties](#)

11.0 [Simple Cautions](#)

12.0 [Prosecution](#)

13.0 [Works in Default](#)

14.0 [Action by Agreement](#)

15.0 [Exercise of Power of Entry](#)

16.0 [Houses in Multiple Occupation \(HMO's\)](#)

[The Management of Houses in Multiple Occupation \(England\) Regulations 2006](#)

[HMO Licensing](#)

17.0 [Rent Repayment Orders](#)

18.0 [Mobile Homes](#)

19.0 [The Electrical Safety Standards in the Private Rented Sector \(England\) Regulations 2020](#)

20.0 [Smoke and Carbon Monoxide Alarm \(England\) Regulations 2015](#)

21.0 [Minimum Energy Efficiency Standards \(MEES\)](#)

22.0 [Empty Homes](#)

23.0 [Banning Orders & Rogue Landlords Data base](#)

1.0 Introduction

- 1.1 Wiltshire Council is committed to improving standards in private rented sector housing, ensuring accommodation is well managed, properly maintained, safe and habitable.
- 1.2 Authorised officers (officers) within the private sector housing Team have both duties and discretionary powers to take enforcement action, using a range of legislation to address issues arising at privately owned accommodation and mobile home sites.
- 1.3 There are a number of challenges that face the Private Sector Housing team as a result of the profile of the district and obligations placed upon it by Central Government. The main challenge is the number of properties that fall within the private sector that are considered to be in poor repair, non-decent and have serious hazards. It is the responsibility of the Private Sector Housing team to respond to these issues and facilitate improvements in the sector by use of education, enforcement and where possible, financial assistance.
- 1.4 This Policy provides an overview of the broad principles and processes which the Council will seek to follow in considering and taking action. The Enforcement Policy will ensure a consistent approach among Council Officers and members of the public can be clear in what to expect from the Council.

2.0 Legislation

- 2.1 The principal piece of legislation used by the Private Sector Housing team is the [Housing Act 2004](#) (referred to as “the Act”). However, there are circumstances where other pieces of legislation may be more appropriate in dealing with the identified problem. Officers are expected to use professional judgement to determine the most appropriate piece of legislation to use. In some cases it may be appropriate to use a range of enforcement tools. Housing Act 2004 & [The Housing Health and Safety Rating System \(England\) Regulations 2005](#).
- 2.2 Where the Private Sector Housing team has reason to enter a property, we will inspect the whole property using the housing health and safety rating system

(HHSRS). This system has been adopted by regulations, as set out in Part 1 of the Act, as the prescribed methodology for identifying defects and assessing the likelihood of a harm outcome occurring as a result of the defects. The aim is to identify deficiencies within dwellings that may lead to a hazard. Each hazard is assessed and assigned a band. These bands are translated into either a category one or a category two hazard.

Category 1 Hazards (bands A, B & C) represent a serious danger to health. The Act places a mandatory duty on the Council to take action where a category 1 hazard has been identified and to require the risk of harm posed by the category 1 hazard(s) to be reduced.

Category 2 Hazards (bands D, E, F, G, H, I & J) represent a lesser danger to health. The Council have a power to deal with category 2 hazards to require the reduction of the hazard.

- 2.3 In the great majority of cases the Council will take enforcement action where Category 1 Hazards have been identified, in accordance with its duty.
- 2.4 Where category 2 hazards are identified alongside category 1 hazards, where a high category 2 hazard (band D) is identified or where there are multiple category 2 hazards indicating poor housing conditions the more likely that formal enforcement action will be taken.

2.5 Formal Notices

- 2.5.1 Formal notices under The Housing Act formally bring the issues identified to the attention of owners, agents and occupiers. The service of such notice places a legal obligation on those who the notice is served to carry out works that will be specified within the notice. Failure to comply with any or all parts of the notice is an offence and could result in further formal actions highlighted in this document. The following notices are available under the Housing Act 2004.

Hazard Awareness Notices
Improvement Notices
Suspended Improvement Notices
Prohibition Orders

Suspended Prohibition Orders
Emergency Remedial Action
Emergency Prohibition Order
Demolition Order
Clearance Area

2.5.2 The following tools are also available where the Housing Act 2004 measures are not appropriate, or do not sufficiently deal with the problem.

- Environmental Protection Act 1990 section 80 - Notices can be served if the officer is of the opinion that there is a statutory nuisance at the premises. The premises must be deemed prejudicial to health or a nuisance.
- Building Act 1984
 - section 59/60 - Used to deal with unsatisfactory provision of or defective drainage issues in existing buildings.
 - section 64/65 - Used where sanitary conveniences are insufficient or in need of replacement and are considered prejudicial to health or a nuisance.
 - section 76 - Used where the property is so defective so as to be prejudicial to health. This notice notifies the person responsible of the local authority's intention to remedy the problem (similar to work in default).
- Public Health Act 1936
 - section 45 - Used where there are defective sanitary conveniences due to their repair and/or cleansing ability. They must be in such a state as to be prejudicial to health or a nuisance.
 - section 17 - Where any drain, private sewer, water closet, waste pipe or soil pipe has not been maintained.
- Local Government (Miscellaneous Provisions) Act 1976
 - section 33 - Used where services such as the water supply are due to be, or have been, cut off to a domestic property.
 - Section 35 – Used where a private sewer is obstructed
 - section 16 - Used to formally request information about a premises or a person.

- Local Government (Miscellaneous Provisions) Act 1982 – Section 29 – Used to secure empty buildings that are not effectively secured against unauthorised entry.
- Prevention of Damage by Pests Act 1949 section 4 - Used where there is evidence of or harbourage of rats or mice at a property.
- Housing Act 1985 (as amended) - Some provisions within the 1985 Act have not been revoked and may be appropriate to use in some circumstances. In particular the overcrowding provisions are still available and can be used where the 2004 Act is not sufficient.
- Police and Criminal Evidence Act 1984, Criminal Procedures and Investigation Act 1996, Regulation of Investigatory Powers Act 2000 – used in relation to interviews under caution, prosecution and gathering evidence.

3.0 Enforcement Procedure

3.1 The aim of the Private Sector Housing team is to improve the housing conditions in the private sector by use of advice and education and where possible financial assistance. However, there are occasions where these methods are not proportional to the hazards identified or the Council have a duty to take action and therefore, it is necessary to consider enforcement action.

3.2 In doing so, officers will be expected to follow the principles of the Enforcement Concordat, which encourages openness, proportionality and consistency. In order to achieve this, Officers will be expected to be transparent in the way they have made decisions by keeping clear records and file notes. All remedial work that is required must be sufficient to remove any risks but not so excessive as to be burdensome. Officers must ensure they have consideration of this policy in any decision making.

3.3 Decision to take enforcement action.

3.3.1 Enforcement action will be based on risk. Assessment of risk will be based on current legislation and specific guidance. An inspection of a property must be carried out along with a HHSRS assessment to determine if there are category 1 or category 2 hazards within the property. Having made this assessment and

dependent on the problems within the property consideration will be given to the most appropriate course of action to reduce the hazards to an acceptable level.

- 3.3.2 The most appropriate legislation must be identified for dealing with the hazard. Only where the Housing Act 2004 is not appropriate should other legislation be considered.
- 3.3.3 Officers are required to make informed judgements and will be suitably trained for this responsibility they will decide on the most appropriate action with consideration of this Policy, guidance documents and any other relevant documentation.
- 3.3.4 A Statement of Reasons will be provided with any notice served, explaining why the Council has decided to take a particular course of action rather than any other kind of enforcement action.
- 3.3.5 Where category 2 defects are identified regard must also be had to other schemes that are available to assist with housing repairs. Tenants, homeowners and landlords may be able to access a number of grants and loan schemes, which may negate the need for formal action to be taken.
- 3.3.6 Where there are only category 2 hazards consideration must be given to the overall effect of the multiple hazards and whether they are indicative of a rundown property.
- 3.3.7 Enforcement action on owner occupiers and long leaseholders will be based on the health and safety risk to the occupants or other affected persons. However, action will not be taken where a more appropriate contractual remedy exists. Where an inspection and subsequent HHSRS assessment identifies a significant hazard(s), in the great majority of cases a hazard awareness notice will be served unless the Council is confident that the hazard will be removed or reduced to an acceptable level by other means.
- 3.3.8 Where a significant hazard is identified which requires attention, and the person responsible for the property is unable to carry out the recommended works

because of financial hardship, they will be made aware of appropriate financial assistance options available to them from the Council.

3.3.9 Where the conditions at one property causes a health and safety hazard or statutory nuisance to the occupants of another property, or the general public, or others persons who might reasonably be expected to visit the property enforcement action will be considered regardless of property tenure.

3.3.10 The Council may use enforcement action to encourage owners of empty properties to bring them back into use.

4.0 **Priorities**

4.1 The Housing Act 2004 and subsequent HHSRS regulations 2005 have identified a number of hazard categories that have been found within the home. There are 29 hazards that arise from disrepair, lack of maintenance or poor design. The health effects from these hazards range from death to mental stress and the HHSRS provides the opportunity to compare unrelated hazards such as fire with other hazards such as damp and mould growth. This is done through the calculation of a hazard score. The higher the score is the higher the risk posed by the hazard.

4.2 This enforcement policy sets the following prioritisation scheme for dealing with hazards (see table one). This will be subject to regular review. The principal behind this is detailed below.

- All category 1 hazards will be dealt with as a priority over category 2 hazards.
- Where there are multiple category 1 hazards, those with the highest scores will be a priority over the lower scores.
- Where there are category 2 hazards, the higher scored category 2 hazards will be dealt with first, unless target hazards have been identified in the property.
- Where an officer has identified deficiencies and felt it necessary to hazard-rate them, even if the result is a low category 2 hazard, the officer must consider at the very least offering advice, or serving a hazard awareness notice. Where the hazard is a target hazard, any necessary remedial works should be considered.

4.3 When a complaint is received an officer will prioritise the complaint based on the information provided by the complainant. Where insufficient information has

been provided the complainant should be contacted within 5 working days in order to gain the appropriate information to prioritise the complaint.

4.4 Using professional judgment and knowledge of the HHSRS the assigned officer will prioritise the complaint as a P1, P2, P3 or P4. Complaints classed as P1 require an immediate response as these are considered an emergency. P1 classifications are likely to be very rare. P2 complaints are those that are suspected to be category 1 hazards. These should be responded to within 10 working days. P3 complaints should be responded to within 1 month and P4 complaints within 3 months.

4.5 In times of high service demand it may not be possible to adhere to these timescales. The complainant should be kept informed as to the potential waiting time and it may be necessary for Private Sector Housing Manager to implement the measure in paragraph 4.6.

4.6 Where high volumes of work are experienced it is likely that P3 and P4 cases will be kept on a waiting list. In some cases the Private Sector Housing Manager may make the decision that certain cases will not be dealt with by Private Sector Housing. Where possible these cases will be forwarded to alternative schemes for assistance or encouraged to take their own action using provisions under the Environmental Protection Act 1990 or the Landlord and Tenant Act 1985.

Priority (P)	Main options for Action	Priority (P) Main options for Action Other options available for consideration
Category 1		
Immediate action	P1 Highest band A+ Imminent risk to health and safety.	<ul style="list-style-type: none"> • Emergency Action • Prohibition Order • Improvement notice • Demolition Order <ul style="list-style-type: none"> • Clearance • Suspend notices • Hazard awareness Notice
High Priority P2	P2 Hazard Bands A – C Including target hazards	<ul style="list-style-type: none"> • Improvement notice • Prohibition Order <ul style="list-style-type: none"> • Clearance • Demolition • Suspend notices • Hazard awareness notice
Category 2		

Medium Priority	P3 - Target Hazards Bands D – J High bands D - F	<ul style="list-style-type: none"> • Improvement notice • Suspend notices • Hazard awareness notice 	<ul style="list-style-type: none"> • Prohibition Order
Low Priority	P4 - Low bands G - J	<ul style="list-style-type: none"> • Hazard Awareness notice • Suspend notices 	<ul style="list-style-type: none"> • Improvement notice • Prohibition Order

5.0 Required level of remedial works

- 5.1 As a minimum, category 1 hazards must be reduced to a low category 2.
- 5.2 Where this is not possible all reasonable steps must be taken to reduce the hazards as far as reasonably practicable. In some cases, such as listed buildings, category 1 hazards may remain. This scenario should have been considered when deciding which course of action is most appropriate and may influence the officer's decision as to which type of enforcement action to take.
- 5.3 Target hazards should be improved to the ideal where this is possible and reasonable to do so.
- 5.4 When deciding on the remedial works, regard must be had to the seriousness of the hazard, the ideal that the property should achieve, and the level of work required that is reasonable to reduce the hazard significantly without incurring excessive cost.
- 5.5 For the hazard of fire, where the property is an HMO, section 10 of the Housing Act 2004 states that the LHA must consult with the Fire Authority before taking any action and deciding on the remedial works. A Memorandum of Understanding has been developed to ensure that this process does not become burdensome to both parties.

6.0 Local land charge

- 6.1 Notices will be placed on the local land charges register.

7.0 Charging for Enforcement Notices

- 7.1 The Housing Act allows charges to be made for certain enforcement notices under section 49 of The Housing Act 2004. In line with the relevant legislation the Council will issue a charge following the service of these notice(s). The charge will be for the Council's costs in taking such action. The charge will take into account the Officers time taken to prepare the formal notices including all administrative costs.
- 7.2 A charge can be placed as a local land charge on the property of which it relates. This is recorded in the register of local land charges maintained by HM Land Registry. This register is normally searched during a property sale by purchasers.

8.0 Appeals

- 8.1 Where an enforcement notice is served it must contain detail on the appeal procedure for the action being taken.
- 8.2 The person served with the notice/order has the right to appeal against the notice/order on any grounds. The main reasons for appeal are likely to be the contents of the notice/order and the schedule of work. Appeals can also be made on the grounds that the notice/order was not served on the correct person, or that a different course of action would be more appropriate.
- 8.3 Appeals are made to the Residential Property Tribunal (RPT). The intention is that the tribunal will be able to make a decision based on paperwork and statements supplied by both parties. On occasion a hearing will be held where both parties must present their cases. There is no requirement for legal representation. The RPT may request to visit the property in question.

9.0 Offences

9.1 Housing Act 2004

- 9.1.1 Section 30 - Failure to comply with an improvement notice without reasonable excuse – the notice recipient commits an offence and is liable to a Civil Penalty being imposed of up to £30,000, or a Prosecution on summary conviction they can be fined up to level 5 on the standard scale. The obligation to carry out the

remedial works continues despite the fact that the period for completion has expired.

9.1.2 Section 32 - Failure to comply with a Prohibition Order – an offence is committed if the premises is used in contravention to the order, or permission is given for the premises to be used in contravention to the order. On summary conviction fines up to level 5 on the standard scale may be levied.

9.2 **Environmental Protection Act 1990**

Failure to comply with a notice under s80 – the notice recipient commits an offence and is liable to prosecution. On summary conviction the fine can be up to level 5 on the standard scale

9.3 **Management of Houses in Multiple Occupation (England) regulations 2006**

Failure to comply with these regulations is a strict liability offence. Where non-compliance is found the person(s) are liable to either a Civil Penalty of up to £30,000 for each offence or a prosecution on summary conviction the fine can be up to level 5 on the standard scale.

9.4 **Building Act 1984** – Failure to comply with a notice under s59/60, s64/65 & s76 -

the notice recipient commits an offence and is liable to prosecution. On summary conviction fine can be up to level 4. In addition a daily charge of £2 until works are completed can be incurred.

9.5 **Public Health Act 1936** – Failure to comply with a notice under s45 - the notice

recipient commits an offence and is liable to prosecution. On summary conviction where steps other than work is required the fine is up to level 1 & £2 a day after conviction. Where work is required the fine can be up to level 4 and £2 a day after conviction.

9.6 On the standard scale, the fines currently stand at

Level 4 is currently up to £2,500.

Level 5 is currently an unlimited fine.

10.0 Civil Penalties

- 10.1 Civil Penalties are an alternative disposal method to a prosecution. The Local Authority can choose to impose a Civil Penalty for any qualifying offence instead of prosecuting the responsible person.
- 10.2 When deciding whether or not to apply a Civil Penalty, the Council must be satisfied that there is sufficient admissible and reliable evidence that an offence has been committed by an identifiable individual(s) or company and that there would be a realistic prospect of conviction where the matter would be prosecuted in the courts.
- 10.3 The criminal standard of burden of proof, 'beyond reasonable doubt', must be evidenced in the officers file that this standard has been met.
- 10.4 Where the Council is satisfied that a relevant offence has been committed, Civil Penalties will, in most cases, be the primary consideration for the Council.
- 10.5 There will however be circumstances where a Simple Caution or Prosecution remains the most appropriate course of action. The higher the culpability of the offender, the worse their track record, and/or the higher the risk of harm presented the more likely that a prosecution will be pursued.
- 10.6 Any decision to apply a Civil Penalty will be fully considered by panel made up of the Head of Housing, Migration and Resettlement, the Private Sector Housing Manager and one other manager. A recommendation will then be made by the Private Sector Housing Manager to the Council's Legal Team.
- 10.7 If it is deemed that a Civil Penalty is the appropriate course of action the Council will fully adhere to the processes set out in the Housing and Planning Act 2016.
- 10.8 As an absolute minimum in determining the level of Civil Penalty to impose the Council will ensure that the Penalty removes any financial benefit the offender may have obtained as a result of committing the offence.

10.9 Revenue from Civil Penalties is ring fenced to support further Housing Enforcement Work.

10.10 Statutory Guidance on Civil Penalties can be found here:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/697644/Civil_penalty_guidance.pdf

11.0 Simple Cautions

11.1 The Council can consider the use of a Simple caution as an alternative to a prosecution where the person who has committed an offence(s) fully accepts responsibility of such and where the circumstances suit a simple caution rather than a prosecution.

11.2 Simple Cautions will be considered where:

- The defendant is aged 18 or over; and
- The defendant has admitted their guilt; and
- The defendant agrees to be given a Simple Caution; and
- A Civil Penalty is not appropriate or cannot be applied; and
- Where there is evidence of the offence but the public interest is best served this way

11.3 Should the defendant not agree to receive a Simple Caution, they will be prosecuted.

11.4 Cautions can be mentioned to the Court when sentencing the same offender for a later offence.

12.0 Prosecution

12.1 When making a decision to prosecute, the Council must first be satisfied that there is sufficient, admissible and reliable evidence that an offence has been committed by an identifiable individual(s) or company and that there is a realistic approach of conviction.

12.2 Where there is a breach of a notice or an order the officer must investigate the offence and take into consideration; Any reasonable explanation provided, any

mitigating evidence, an individual's state of health and the offenders attitude of the offence. The investigation of the offence will involve inviting the relevant people in for a interview to be conducted under caution, in accordance with the relevant parts of the Police and Criminal Evidence Act 1984.

12.3 The criminal standard of burden of proof, 'beyond reasonable doubt', must be met and evidenced in the officers prosecution file. In addition, it must be considered in the public interest to prosecute.

12.4 Prosecutions will be brought without unavoidable delay.

13.0 Works in Default

13.1 The Housing Act 2004 makes provisions for the Council to carry out works to a property where the person responsible has failed to comply with an enforcement notice.

13.2 Works in default can be carried out either instead of a prosecution or a Civil Penalty or in addition to a prosecution or Civil Penalty. The works in default procedure should be followed.

13.3 It is proposed that works in default should be used where there is an imminent risk of harm to the health and safety of the occupiers.

13.4 If it is to be used in other circumstances where the risks presented justify it, full justification based on the merits of the case will be required. Such works will be an option where it is possible to recover and secure the full costs, including overhead costs.

13.5 It is also proposed that it should be used in conjunction with a prosecution or Civil Penalty where it is appropriate to do so. This would be dependent on the nature of the hazard(s) but should be considered due to the delays often experienced during legal proceedings. The delays often result in the remedial action being postponed leaving the occupier living in unacceptable conditions and being exposed to hazards.

14.0 Action by Agreement

- 14.1 The Housing Act 2004 also makes provision for remedial works to be carried out by agreement where an improvement notice has been served. This is where the local authority arranges for the required works to be carried out at the request of the person responsible and they are then charged for the full cost.
- 14.2 In order to use this provision the officer must be confident that the cost of the works will be repaid in full once the work is complete.
- 14.3 The budget must be in place for this procedure. If the costs incurred cannot be paid they must be placed as a charge against the property. The Enforced Sale Procedure may then be used if considered appropriate.

15.0 Exercise of power of entry

- 15.1 Authorised officers have the power to enter properties at any reasonable time to carry out its duties under section 239 of the Housing Act 2004 where at least 24 hours' notice of their intention to do so to the owner of the premises (if known) and to the occupier (if any) has been given.
- 15.2 No notice of an inspection is required where the inspection does not fall within the exemptions specified in section 239(6) & (7). These exemptions are to ascertain whether an offence has been committed under section 72 (offences in relation to licensing of HMOs), Section 95 (offences in relation to licensing houses) or section 234(3) (offences in relation to the HMO Management Regulations).
- 15.4 Where entry is consistently refused application will be made to the magistrates court for a warrant to enter premises.
- 15.4 An application to the magistrates court for a warrant of entry may also be made where the premises is unoccupied or where prior warning of entry is likely to defeat the purpose of the entry. A warrant under this section includes power to enter by force, where necessary.

16.0 Houses in Multiple Occupation (HMO's)

16.1 A HMO is defined within The Housing Act as properties that are occupied by **three** or more people across two or more households that share basic amenities. Where the requirements are met some HMO's are subject to mandatory HMO Licencing.

16.2 HMO's present a greater risk to occupiers than single family homes and the conditions, facilities, amenities and management are regulated.

16.3 In all cases, and at all times, the Council expects full voluntary compliance with all regulatory provisions applying to HMO's and their management.

16.4 In addition to the enforcement options described within this document the Council has the further powers detailed below to ensure that adequate standards are met and maintained in HMO's:

- The Management of Houses in Multiple Occupation (England) Regulations 2006
- Interim Management Orders
- Final Management Orders

16.5 The Management of Houses in Multiple Occupation (England) Regulations 2006 (The Management Regulations)

16.5.1 All HMO's, whether licensable or not, are subject to these Management Regulations. These regulations are the minimum management standards that must be adhered to at all times.

16.5.2 The regulations cover the management and repair of the HMO. There are no notice provisions with these regulations and therefore a breach of a Management Regulation is a strict liability offence and each individual breach of a Management Regulation is a separate and specific offence. Where breaches are identified the officer must go straight to considering imposing a Civil Penalty or prosecution.

16.5.3 The Council will treat each proven breach of a Management Regulation as it would any other offence covered by this Policy.

16.6 HMO Licensing

16.6.1 A HMO meets the requirements of Mandatory HMO Licensing where the property is occupied by **five** or more persons across two or more households sharing basic amenities.

16.6.2 It is a criminal offence for a person to control or operate a HMO without the required Licence.

16.6.3 HMO Licensing allows for the assessment of the fitness of a person to be the Licence holder and manager. Should a person not be deemed a fit and proper person to be the Licence Holder and/or Manager the HMO Licence will not be issued. Where a Licence Holder and/or Manager of an existing Licence become unfit or improper their Licence will be revoked.

16.6.4 There are currently no declared Additional or Selective Licencing schemes in Wiltshire.

17.0 Rent Repayment Orders

17.1 Rent Repayment Orders were introduced under The Housing Act 2004 to cover situations where the landlord of a property failed to obtain a Licence for a property that was required to be Licensed.

17.2 Rent repayment orders have now been extended through the Housing and Planning and Planning Act 2016 to cover a wider range of offences:

- Failure to comply with an Improvement notice (Housing Act 2004)
- Failure to comply with a Prohibition Order (Housing Act 2004)
- Breach of a Banning Order made under the Housing and Planning Act 2016
- Using violence to secure entry to a property (Criminal Law Act 1977)
- Illegal eviction or harassment of the occupiers of a property (Protection from Eviction Act 1977)

17.3 Rent Repayment Orders are an additional penalty over and above any other sanction and can be granted to either the tenant, where they were paying rent themselves, or the local housing authority, where rent was paid through Housing

Benefit or through the housing element of Universal Credit. If the rent was paid partially by the tenant then any rent repaid must be split.

- 17.4 Where a Civil penalty has been imposed in respect of an offence, and there is no prospect of the landlord appealing against the penalty, a rent repayment order can be made against the landlord. Any income received by the Council is ring-fenced to support further Enforcement Action.

18.0 Mobile Homes

- 18.1 Wiltshire has a significant number of permanent mobile home parks and mobile homes.
- 18.2 Wiltshire Council will always work with site owners in a constructive way to improve sites where necessary and address any issues that arise.
- 18.3 In circumstances where site owners refuse to cooperate and breach a Condition of their Licence a compliance notice will be served under the [Caravan Sites and Control of Development Act 1960](#) requiring remedial works. The service of such notice will come with a charge for the Council's costs in taking such action.
- 18.4 Where a compliance notice is breached Wiltshire Council will consider taking the case forward for prosecution.

19.0 The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020

- 19.1 The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 came into force on 1st July 2020 and apply in England to new tenancies from 1st April 2021 and existing tenancies from 1st April 2021.
- 19.2 These Regulations require landlords in the Private rented sector to ensure that minimum electrical safety standards are met in their properties and ensure the electrical installation are inspected and tested by a competent person at regular intervals of no more than five years, unless specified on the report. The landlord must provide a copy of the electrical safety report to their tenants within 28 days

(and prospective tenants), and if requested, to their local housing authority (LHA) within 7 days. Where the report shows remedial work is necessary, the landlord must complete this work within 28 days and supply written confirmation to their tenants and to their local authority.

- 19.3 Where Wiltshire Council finds that a landlord is in breach of their duties under regulation 3 the Regulations allow for a financial penalty to be imposed, up to £30,000.
- 19.4 Where a landlord has breached their duties under Regulation 3, The Civil Penalty Policy should be followed for determining the appropriate level of financial penalty in each particular case.
- 19.5 Please read in conjunction with [Adoption of policy to allow penalty charge notices and the recovery of costs of work undertaken to be made under The Electrical Safety Standards in the Private Rented Sector \(England\) Regulations 2020](#)

20.0 Smoke and Carbon Monoxide Alarm (England) Regulations 2015

- 20.1 These Regulations require that all rented properties must be fitted with a working smoke alarm on each level of the premises where there is a room used as living accommodation at the start of each Tenancy.
- 20.2 In addition, where any room contains a fixed combustion compliance and is used as living accommodation must also be fitted with a working carbon monoxide alarm at the start of each tenancy.
- 20.3 Such alarms must be repaired or replaced once by the landlord once they have been informed that they are faulty.
- 20.4 Where the Local Authority has reasonable grounds to believe that these requirements have not been met; they must serve a remedial notice on the landlord requiring that they be provided. If the landlord does not comply with the notice, the Local Authority must carry out works in default of that notice to provide or maintain the detectors and may levy a penalty charge.

- 20.5 The penalty charge acts to reimburse the Local Authority for undertaking those works and also as a punitive penalty for non-compliance.
- 20.6 Please read in conjunction with [Adoption of policy to allow penalty charge notices to be issued under The Smoke and Carbon Monoxide Alarm \(England\) Regulations 2015](#)

21.0 Minimum Energy Efficiency Standards (MEES)

- 21.1 The Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015 (as amended) requires primarily that landlords:
- Have an Energy Performance Certificate (EPC) and provide a copy to tenants whenever they rent their properties out; and
 - Ensure all rented homes have at least an E rating on the EPC or have been otherwise registered for a specified exemption.
- 21.2 Where the Council is satisfied, on the balance of probabilities, that a landlord has been at any time in the preceding 18 months in breach of one or more of the regulations 23, 36 or 37(4)(a), it may serve a penalty notice which imposes either a financial penalty, publication penalty or both.
- 21.3 Please Read in conjunction with [Adoption of policy to allow penalty charges to be issued to the relevant person for non-compliance of responsibilities under The Energy Efficiency \(Private Rented Property\) \(England and Wales\) Regulations 2015](#)

22.0 Empty Homes

- 22.1 Wiltshire Council will risk assess problematic empty properties and we have the full range of informal and formal action available. Where the condition of an empty property gives significant rise to risk of the health, safety and welfare of members of the public formal action will be considered where all informal avenues have failed.

23.0 Banning Orders & Rogue Landlords database

- 23.1 A number of Housing offences along with a number of other offences trigger potential liability to a Banning Order. The complete list of offence can be viewed here: [Banning orders for landlords and property agents under the Housing and Planning Act 2016 \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)
- 23.2 In every case where a housing Banning Order Offence has been committed the Council will consider applying for a Banning Order and the decision will be publicised.
- 23.3 In all cases where the statutory conditions are met the Council will apply to enter the Landlord or agents details on the Rogue Landlords Database.

Wiltshire Council - Enforcement Policy

1. Housing Management Enforcement Policy

2. Aim of Housing Management Enforcement

2.1 This policy applies to all enforcement activities taken by the Housing Service for breach of tenancy, including rent arrear and anti-social behaviour actions.

2.2 This policy should be read in conjunction with any service specific and corporate policies and procedures as well as national guidance on enforcement issues.

2.3 The council manage its tenancies through prevention, intervention, and enforcement. Where necessary enforcement will be used when other prevention and intervention methods have been unsuccessful.

2.4 All officers will follow this enforcement policy as far as reasonably practicable. Any departure from the policy, for example to deal with situations of urgency or imminent risk, must be justifiable and be approved by the appropriate line manager when practicable, which may be after the event.

2.5 Staff will be trained to effectively identify and manage breach of tenancy appropriately.

2.6 All available and appropriate legal powers will be used in a reasonable and proportionate manner to effectively deal with any given tenancy breach.

2.7 This policy applies to all properties operated within the Housing Revenue Account (HRA), and all non-HRA domestic residential property held by the General Fund, leased or licensed by the council to a tenant or provider.

3. Background

3.1 The Tenancy Management Policy, Rent Arrears Policy, Anti-Social Behaviour Policy and Procedure and compliance policies set out Wiltshire Council's approach.

3.2 Proportionate consistent and targeted enforcement action will be used when other prevention and intervention methods have been unsuccessful.

3.3 The principal legislation applicable to this policy is:

- The Housing Act 1985, 1988, 1996 and 2004
- ASB Crime and Policing Act 2014.

3.4 The principal guidance applicable to this policy is: Anti-social behaviour powers: Statutory guidance for frontline professionals.

3.5 Additional legislation that Wiltshire Council operates within is as follows:

- The Crime and Disorder Act 1998.
- Data Protection Act 2018.

4. Housing Management's approach to checks on compliance

4.1 The service will use its intellectual data to ensure that it meets its statutory obligations in relation to maintaining Heating, Electrical safety, Fire safety, Lift safety, Asbestos, Legionella risk assessments and Damp & Mould (HRA scorecard).

4.2 Tenancy breaches can be detected intellectually, for example rent arrears or by detection during interactions with tenants in their homes and communities (tenancy inspections and neighbourhood reviews).

4.3 Tenants and members of the public can also report any concerns to us;

- Online
- By email
- Via our housing portal - iHousing
- By telephone to 0300 456 0117
- In person to a member of staff
- In writing: Housing Management Team, Wiltshire Council, Bourne Hill, The Council House, Salisbury SP1 3UZ

4.4 The Service will endeavour to ensure that enforcement action is consistent by taking a similar approach in similar circumstances. However, officers will take into account many variables such as level of risk, compliance history and the attitude and actions of those involved which may result in different outcomes in what appear potentially similar investigations.

5. Housing Management's Responses to non-compliance

5.1 Enforcement in the context of this policy includes informal action carried out through the provision of advice, verbal warnings initial warning, and final warning letters.

5.2 Formal enforcement will be taken where informal action has been unsuccessful or is deemed inappropriate when considering the seriousness of the report and non-compliance, measures include:

- extension of an introductory tenancy,

- demotion of tenancy,
- community protection warning,
- community protection notice,
- closure order,
- injunction,
- criminal behaviour order,
- undertaking
- possession proceedings
- warrant of entry

5.3 Wiltshire Council will work in partnership with a variety of organisations including, but not limited to:

- Fire and Rescue Services,
- Police,
- NHS Medical and Mental Health Teams,
- Social Services
- Probation Services
- Third or Voluntary Sector service providers,
- Trading Standards.

5.4 The service recognises that there is diversity within the community and enforcement activities will have regard to this.

6. Service Standards

6.1 Tenant Satisfaction Measures (TSM) are sent to out annually (year one 50% of tenants receive TSM, year 2 the remaining 50% receive TSM). The Regulator of Social Housing sets the core questions and the responses are collected and published on the website and reported to the Housing Board. The TSM data is submitted to the Regulator of Social Housing.

6.2 Satisfaction Surveys are sent to tenants to enable them to advise us of their opinions on the service that they have received. Negative feedback is reviewed and followed up where applicable.

6.3 Service KPIs are routinely monitored and scrutinised by the Housing Board.

7. Appeals and Complaints

7.1 .A demoted tenant or introductory tenant will have the opportunity to appeal the decision to seek to evict and the Council will review the decision if requested.

7.2 A community protection notice may be appealed at a Magistrates' Court within 21 days of issue of the notice.

7.3 A closure order may be appealed at a Crown Court within 21 days of the decision to make the order.

7.4 The Council has a formal complaints procedure which ensures that any complaint is dealt with quickly, consistently and helpfully. Complaints can be made in person, in writing, by e-mail or on-line.

WILTSHIRE COUNCIL

ENVIRONMENTAL ENFORCEMENT POLICY

1.0 Policy Aim

- 1.1 The aim of this policy is to ensure that a consistent and fair approach is adopted by Wiltshire Council regarding Environmental Enforcement. In addition, this policy will aim to inform the public, businesses and other stakeholders of the principles of when and how enforcement action will be taken.
- 1.2 'Environmental Enforcement' covers all actions that Wiltshire Council undertakes to secure compliance with various pieces of environmental legislation. Effective enforcement action against environmental crime requires commitment from all concerned. Such action may involve advisory visits, formal action, issuing statutory notices or even prosecution. Evidence suggests that a combination of enforcement action and rapid, persistent cleansing can prevent environmental damage like fly tipping from reappearing.

2.0 Background

- 2.1 In 2002 the government started a process that reviewed enforcement issues that affect local environmental quality. This resulted in a new piece of legislation being introduced, the Clean Neighbourhoods and Environment Act (2005) (CNEA). This Act extends and dramatically improves the powers that Local Authorities have to tackle environmental crimes. The CNEA was written following an extensive review of all the legislation currently used to deal with local environmental quality, and through consultation with current service providers. In addition, the Unauthorised Deposit of Waste (Fixed Penalties) Regulations 2016 amended the Environmental Protection Act 1990 (EPA) in May 2016. These Regulations introduced a fixed penalty notice for small scale fly-tipping which provides an effective penalty for minor fly-tipping.
 - 2.1.1 The Council has a direct duty to enforce relevant legislation like the CNEA and EPA. This may involve dealing with individuals or householders as well as commercial and business employers or employees.
 - 2.1.2 The Council will assist and advise where possible. However, it will undertake the necessary enforcement action against those who refuse to comply.
 - 2.1.3 This policy should be read in conjunction with legislation, the wider council enforcement policy and other corporate policies, as well as service procedure guides.
 - 2.1.4 Arising from the introduction of such environmental legislation like the CNEA and EPA, this Environmental Enforcement Policy sets out the approach to dealing with environmental crimes such as fly tipping, littering and domestic or commercial waste offences.
 - 2.1.5 The Enforcement Team within the Waste & Environment Directorate conducts environmental enforcement action. This policy applies to this team and assists in the important role in achieving the goals and priorities by protecting the environment for residents, workers and visitors to the County.

- 2.1.6 This policy outlines the practical application of environment enforcement, which will ensure a 'firm but fair' approach by Council officers. The processes identified in this document will assist officers in their decision making process.
- 2.1.7 All officers will follow this policy, as far as reasonably practicable. Any departure must be approved by the appropriate line manager (which may be after the event). The departure must be justifiable, in responding to imminent risk or urgency.

Principles of good regulation

- 5.1.1 In common with the corporate enforcement policy, this service policy has regard to the five principles of good regulation when taking enforcement action, so that it is carried out in a way which is: 1. Transparent, 2. Accountable, 3. Proportionate, 4. Consistent; and 5. Targeted.
- 5.1.2 Consideration of these principles brings significant benefits to the Council, residents and businesses as a whole. By facilitating compliance, enforcement officers can achieve higher compliance rates and reduce the number of costly prosecutions they have to undertake. This will allow officers to target those who flout the law or act irresponsibly.
- 5.1.3 Where possible and appropriate, problems which have been identified will be dealt with by assistance, advice and guidance to achieve compliance with legal duties and best practice. Enforcement action will only be conducted as a last resort or following a significant breach of legislation.
- 5.1.4 It is the Council's intention to increase the awareness of businesses and members of the public in relation to their responsibilities and obligations under the relevant environmental legislation.
- 5.1.5 Both oral and written advice will be conducted as back up to other media which may be used to educate those persons affected by the requirements of the relevant legislation.
- 5.1.6 The aim is to achieve a general awareness of legislation to assist with compliance. However, this may not be used in an area where a serious or significant contravention has already been identified.

6.0 Enforcement Options

- 6.1 Wiltshire Council recognises the importance of achieving and maintaining consistency in its approach to making decisions that concern standards of enforcement action.

In making the decisions officers will consider:

- The seriousness and prevalence of the offence
- Any explanation offered by the defendant
- The age of the defendant
- The past history of the offender

- The likelihood of the offender being able to establish a defence
- The action type as to which action is deemed appropriate or effective
- Whether there has been flagrant disregard for the condition of the local environment
- Advice from the Council's Legal Department

6.1.1 Having considered all the relevant information and evidence, one or more of the following options for action are available to officers:

- No action
- Informal action
- Formal action – To include; Statutory Notices, Fixed Penalty Notices, Formal Caution or Prosecution

6.2 No Action

Where an investigation reveals at the time of the inspection that no offence has occurred or that an offence has occurred but no offender can be identified.

6.3 Informal Action

6.3.1 To facilitate compliance with the legislation, informal action may be used to address issues in the form of offering advice and recommendations for action, either verbally or in writing. Such action may be appropriate in the following circumstances:

- When an offence was committed by genuine mistake or accident
- Where the offence has been committed by a child or young person
- When there is insufficient evidence for formal action

6.3.2 In addition to the above circumstances, officers will assess each case individually and use their own discretion as to the required course of action.

6.3.3 When giving verbal advice, officers will ensure that breaches of legislation are made clear and understood by recipients.

6.3.4 Officers will ensure that when advising in writing that they contain all information necessary to identify any breach of legislation, indicating specific legislation contravention.

6.4 Formal Action

Enforcement Officers will consider the use of formal action in accordance with the relevant legislation, working practices and guidance.

Statutory Notices

- 6.4.1 Notices shall be served to require offenders to cease contravening activities, or give offenders reasonable time to rectify a contravention. Notices may require contravening activities to cease immediately where circumstances relating to health, safety or environmental damage demand. In other circumstances, reasonable time will be allowed.

Fixed Penalty Notices

- 6.4.2 Fixed Penalty Notices will be issued under specific legislation. If a fixed penalty is not paid within the prescribed period then prosecution will normally be the next course of action.

- 6.4.3 The following circumstances are likely to warrant the use of a fixed penalty:

- An enforcement officer has witnessed an offence
- An enforcement officer believes that there are reasonable grounds that an offence has been committed
- There is a suitable witness or witnesses to the offence and the offender can be clearly identified
- The alleged offender has not previously received a fixed penalty notice for the same offence

Formal Caution

- 6.4.4 Formal Cautions may be considered as an alternative to prosecution. According to the Home Office Circular 18/1994, the purpose of a formal caution is to:

- Deal quickly and simply with less serious offences
- Divert less serious offences away from the courts
- To reduce the likelihood of repeat offences

Prosecution

- 6.4.5 Where the circumstances warrant it and alternative actions such as informal action are considered inappropriate, considerations for prosecution taken into account will be:

- Flagrant Breach of Law – When an offence has been committed where the environment has been affected
- Failure to comply with a Statutory Notice – When officers have issued notices combined with recommendations and advice but offences persist
- Failure to pay or accept a Fixed Penalty Notice
- When an authorised officer is deliberately obstructed from carrying out their duties

6.5 When circumstances have been identified warranting prosecution, all details regarding the incident will be considered in a consistent, fair and objective manner. Any decisions will be made in conjunction with the Enforcement Manager and the Council's Legal department.

7.0 Code of Conduct (Public Interest & Evidential Tests)

7.1 Evidential Tests

7.1.1 Officers must consider the evidential burden in bringing a Prosecution. The test for evidential burden is that the Council must show to the Court that the defendant's guilt can be proved 'beyond reasonable doubt'.

7.1.2 This test should be in the mind of officers when considering evidence accumulated throughout the course of an investigation with the aim of strengthening the Council's case.

7.1.3 To assist in achieving the evidential burden officers must consider the application of the following;

- Seeking out as many witnesses as possible and achieving written statements
- Following up any defence put forward and recording the further investigation.
- Photographs taken on site visits are vital and are a useful tool to support the investigation. An officer should consider if photographs taken go far enough to prove the offence.
- Making detailed site reports in officers notebooks listing times, dates, places, comments made by other persons and by the officer detailing any conversations.
- Ensuring that formal interviews are tape recorded and in accordance with the Police and Criminal Evidence Act (1984) (PACE).

7.1.4 The ultimate aim of producing quality evidence is to assist the Legal Services Department in determining that there is enough evidence to provide a "realistic prospect of conviction" against each defendant.

7.2 Public Interest Test

7.2.1 It is not the rule that every criminal offence must be automatically prosecuted.

7.2.3 The Council must consider if bringing a prosecution is in the 'Public Interest' to prosecute.

7.2.4 The Council must consider a range of factors set out below, balancing a 'for and against' before coming to a decision.

7.2.5 Public interest factors that can affect the decision to prosecute usually depend on the seriousness of the offence or the circumstances of the suspect.

7.2.6 Some factors may increase the need to prosecute but others may suggest that another course of action would be better.

7.2.7 A prosecution is likely to be needed if:

- A conviction is likely to result in a significant sentence;
- The defendant was in a position of authority or trust;
- The evidence shows that the defendant was a ringleader or an organiser of the offence;
- There is evidence that the offence was premeditated;
- The defendant has ignored previous verbal and/or written warnings given by the Council;
- There is evidence that the offence was carried out by a group;
- The victim of the offence was vulnerable, has been put in considerable fear, or suffered personal attack, damage or disturbance;
- The offence was committed in the presence of, or in close proximity to, a child;
- The offence was motivated by any form of discrimination against the victim's ethnic or national origin, disability, sex, religious beliefs, political views or sexual orientation, or the suspect demonstrated hostility towards the victim based on any of those characteristics;
- The defendant's previous convictions or cautions are relevant to the present offence;
- The defendant is alleged to have committed the offence while under an order of the court;
- There are grounds for believing that the offence is likely to be continued or repeated, for example, by a history of recurring conduct;
- The offence, although not serious in itself, is widespread in the area where it was committed; or
- A prosecution would have a significant positive impact on maintaining community confidence.

7.2.8 A prosecution is less likely to be needed if:

- The court is likely to impose a nominal penalty;
- The offence was committed as a result of a genuine mistake or misunderstanding (these factors must be balanced against the seriousness of the offence);
- The loss or harm can be described as minor and was the result of a single incident, particularly if it was caused by a misjudgement;
- There has been a long delay between the offence taking place and the date of the trial, unless:
 - the offence is serious;
 - the delay has been caused in part by the defendant;
 - the offence has only recently come to light; or
 - the complexity of the offence has meant that there has been a long investigation;
- A prosecution is likely to have a bad effect on the victim's physical or mental health, always bearing in mind the seriousness of the offence;

- The defendant is elderly or is, or was at the time of the offence, suffering from significant mental or physical ill health, unless the offence is serious or there is real possibility that it may be repeated.
- The defendant has put right the loss or harm that was caused (but defendants must not avoid prosecution or diversion solely because they pay compensation); or
- Details may be made public that could harm sources of information, international relations or national security.

7.2.9 The above list is not exhaustive and the Council should consider each case on its own merits.

8.0 Authorisation

8.1 Only officers who are authorised by the council may undertake certain aspects of environmental enforcement action; to include the signing and serving of notices. Such authorisation is given through a scheme of delegation.

8.1.1 Action taken under legislation to which this policy applies will only be conducted by such authorised officers who are suitably experienced, trained, current and competent. Authorised officers will carry identification as proof of their authorisation and to what legislation their authorisation relates.

8.1.2 The Council recognises the varying levels of complexity in enforcement and may vary the powers conferred upon authorised officers, depending on their experience, qualifications and competency.

9.0 Legislative Compliance

9.1 When required, all authorised officers will comply with Codes; B, C and E of the Police & Criminal Evidence Act (1984) (PACE) which is linked to environmental enforcement.

9.1.1 The Council Officers will obtain the necessary authorisations as required by the Regulation of Investigatory Powers Act (2000) (RIPA) before conducting covert camera operations. This will ensure that operations are conducted with due regard to sensitive locations and collateral intrusion when activity is observed or recorded on tape.

10.0 Shared Enforcement Role

10.1 Authorised officers within the Waste & Environment Directorate will, where appropriate, share information with other officers within Wiltshire Council and with external agencies i.e. The Environment Agency, Wiltshire Police, MOD Police. This will assist in the co-ordination and partnership working to tackle environmental crime and reduce overlaps.

11.0 Equal Opportunities

11.1 The Council recognises there is diversity within the community and care will therefore be taken to ensure its enforcement actions are clearly understood by providing written information in an appropriate language wherever possible. The Council can

provide an interpreter service covering many languages if those involved have difficulty in speaking or writing English.

12.0 Complaints Procedure

- 12.1 The Council has a formal complaints procedure which ensures that any complaint is dealt with quickly, consistently and helpfully. Complaints can be conducted in writing, by telephone, email or completing a complaint/suggestion form online.

13.0 Monitoring and Review of the Policy

- 13.1 This policy will be monitored and reviewed to ensure that any changes of legislation, guidance or other circumstances are considered which may affect the principles contained within this document. This process may also include consultation with the groups affected by this document; including local issues to ensure best practice.

Parking Services Enforcement Policy

1. Aim of Parking Services

We manage/enforce the Councils off and on street parking areas. We enforce all parking and waiting restrictions across the Councils network including but not restricted to single/double yellow lines, residential parking zones etc.

We ensure the main traffic networks remain free flowing and free of obstruction to assist with the flow of traffic across Wiltshire.

We improve safety for pedestrians, cyclist and other road users by keeping highways and junctions clear.

We improve access for emergency services.

The purpose of the service is multi layered, we provide a visible presence within car parks and on street pay and display areas to increase compliance, this protects the councils income.

We assist with targeted enforcement outside schools and events such as the Summer Solstice at Stonehenge.

We provide a firm but fair enforcement regime with a robust and transparent appeals process should our customers wish to challenge any Penalty Charge Notices (PCNs) that are issued.

2. Background

We enforce using the legislation within the Traffic Management Act 2004 in particular part 6.

The Civil Enforcement of Road Traffic Contraventions (Approved Devices, Charging Guidelines and General Provisions) (England) Regulations 2022.

The Civil Enforcement of Road Traffic Contraventions (Representations and Appeals) (England) Regulations 2022.

Road Traffic Act 1991

Statutory Guidance for LAs section 87 of the TMA 2004

3. Parking Services approach to checks on compliance

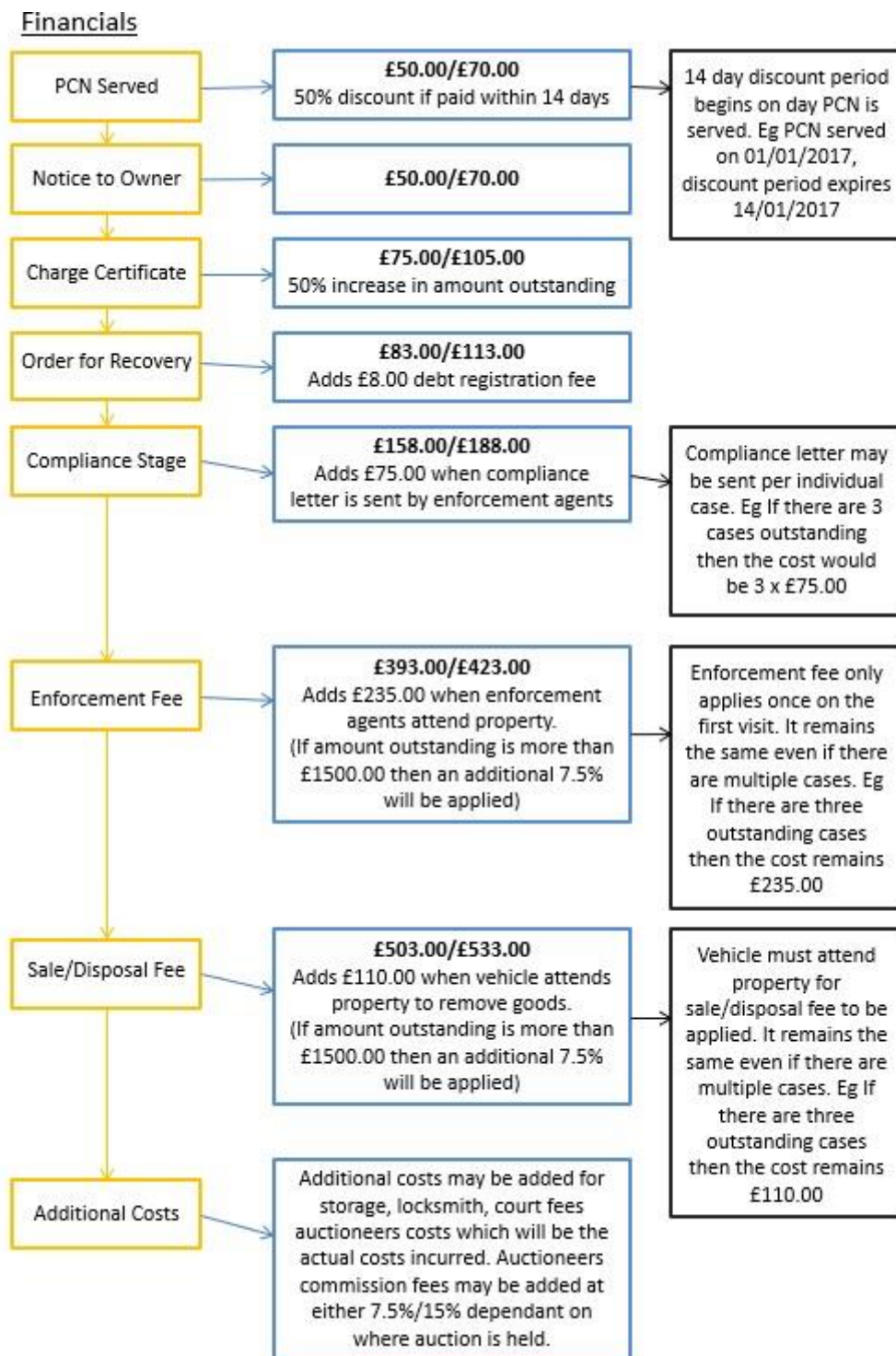
Through regular and routine patrols of our City, Towns and Villages our officers identify areas which need increased levels of attendance. We have a team of 32 Civil Enforcement Officers (CEOs) covering all of Wiltshire. We cover 7 days per week during the hours of 7am – 8pm.

4. Responses to non-compliance

Non-compliance is dealt with through the issuing of PCNS. However in all instances drivers are given the opportunity to remove the vehicle prior to a PCN being served with the focus being on advice and education.

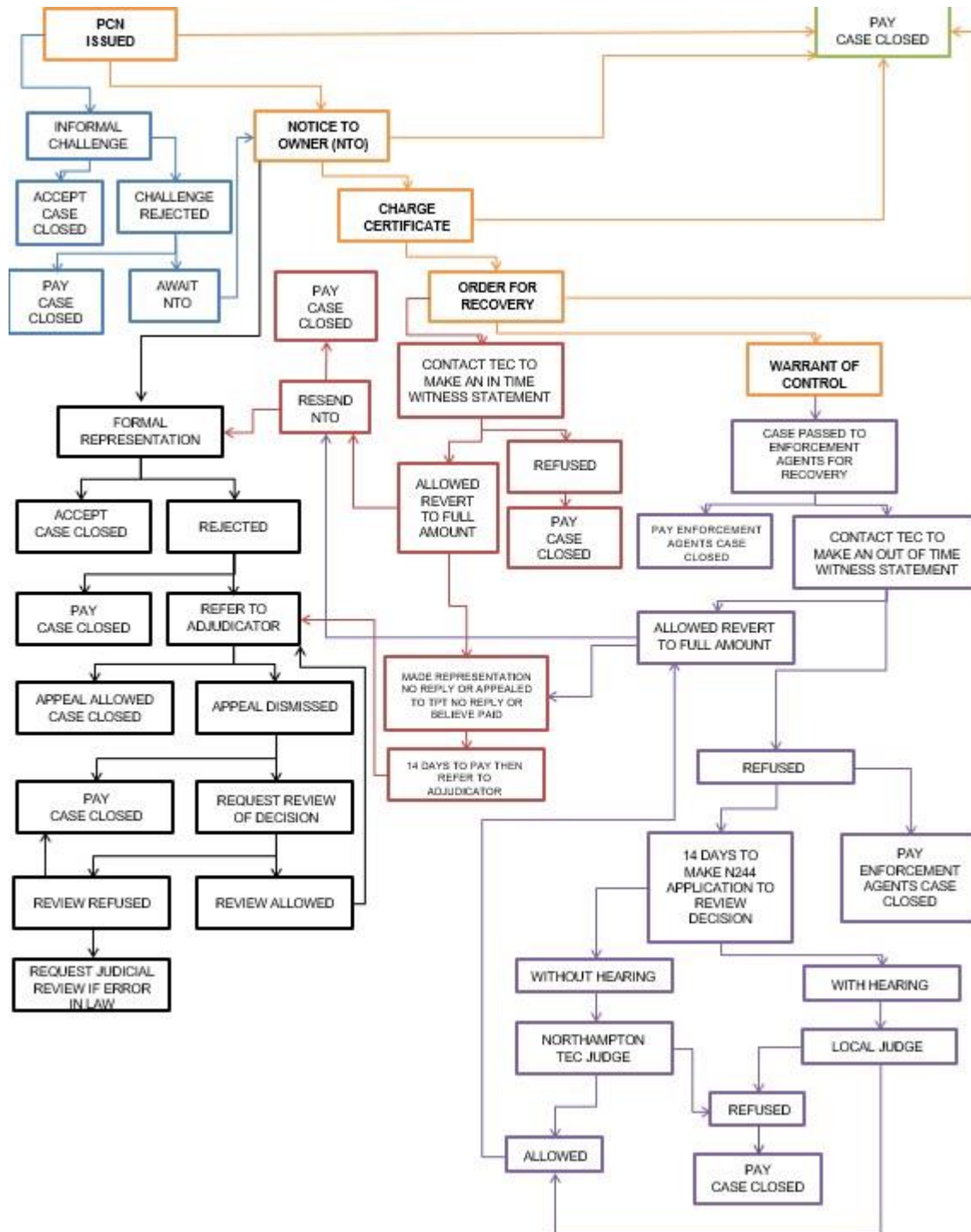
5. Service Standards

The value of PCNs are set by the Department of Transport and the associated Legislation. They are set at two rates £50 reduced to £25 if paid within 14 days for less serious contraventions, and £70 reduced to £35 for more serious contraventions such as double yellow lines. The flow chart below details the progression of a PCN should it proceed unchallenged or unpaid.



6. Appeals and Complaints

Parking Services have a robust appeals process which is defined through the relevant legislation detailed above. There is a nationally recognised process which all LAs follow. This is detailed below showing the life cycle of a PCN.



Corporate complaints do not tend to become involved in complaints regarding PCNs as there is an appeals process already in place for customers to use. Part of that process is having their case heard by an independent adjudicator at the Traffic Penalty Tribunal.

7. Monitoring and review of the Policy

A yearly review is conducted of this policy to ensure all references remain current and factually correct.

WILTSHIRE COUNCIL

PUBLIC PROTECTION ENFORCEMENT POLICY

1 Introduction

- 1.1 This policy addresses the practical application of the Public Protection enforcement procedures and aims to provide a fair and effective approach to enforcement action by officers of the authority.
- 1.2 All enforcement action must be compliant with all relevant legislation and guidelines and must be fair, clear, transparent, consistent and robust.
- 1.3 The policy covers all aspects of the service and seeks to assist officers in the decision making process when dealing with enforcement issues. It sets out a consistent approach regarding the use of formal and informal mechanisms at their disposal to achieve effective and efficient compliance with relevant statutes.

2 Purpose of enforcement

- 2.1 The service supports the judicious use of statutory powers as an effective means of ensuring that businesses and individuals, local premises, practices and activities comply with statutory requirements and do not put the economic wellbeing, health and safety or amenity of the general public, employees, other businesses or consumers at risk. We will assist and advise wherever possible but will also take firm action against those who act irresponsibly or flout the law.

3 Scope

- 3.1 This policy applies to all enforcement activities taken by the Public Protection Service.
- 3.2 This policy should be read in conjunction with any service specific and corporate policies and procedures as well as national guidance on enforcement issues, and the Public Protection Enforcement and Legal Process Manual.
- 3.3 Enforcement in the context of this policy includes action carried out in the exercise of statutory enforcement powers and duties. It includes the inspection of premises, the provision of advice as well as formal enforcement including fixed penalty notices, statutory notices and prosecution.

- 3.4 All officers will follow this enforcement policy as far as reasonably practicable. Any departure from the policy, for example to deal with situations of urgency or imminent risk, must be justifiable and be approved by the appropriate line manager when practicable, which may be after the event.
- 3.5 There may be circumstances where shared or complementary enforcement action may be taken with other agencies. In such cases the decision on enforcement options shall have regard to any relevant policies and procedures of the other agency.

4 Principles

- 4.1 Regulatory effort will be directed in accordance with the Government's "Regulators' Code", and as regulators the council will:
- Carry out our activities in a way that supports those we regulate to comply and grow
 - Provide simple and straightforward ways to engage with those we regulate and hear their views
 - Base our regulatory activities on risk
 - Share information about compliance and risk
 - Ensure clear information, guidance and advice is available to help those we regulate meet their responsibilities to comply
 - Ensure our approach to regulatory activities is transparent
- 4.2 The Council has also adopted the Enforcement Concordat, which established principles of good enforcement and set out what businesses and others being regulated are entitled to expect from enforcement officers.
- 4.3 Enforcement activities will be conducted in an open and transparent manner. Officers will explain clearly in plain language what is expected of those to whom legislation applies and what can be expected of the enforcement service. Clear distinctions will be drawn between statutory requirements and advice or guidance regarding what is good practice but not compulsory.
- 4.4 The authority will seek to raise awareness about the need to comply with legislation using an educational approach to promote good practice.

- 4.5 We aim to provide a courteous and efficient service, and all enforcement activities will be carried out in a helpful manner, actively working with businesses to advise on compliance.
- 4.6 Any enforcement action will be proportionate to the risk and seriousness of the breach of legislation.
- 4.7 The Service will endeavour to ensure that enforcement action is consistent by taking a similar approach in similar circumstances. However officers will take into account many variables such as level of risk, compliance history and the attitude and actions of those involved which may result in different outcomes in what appear potentially similar investigations.
- 4.8 Officers engaged in enforcement activity will be expected to maintain an open mind during the course of an investigation.

5 Investigative Procedures

- 5.1 All investigations into breaches of legislation will follow best professional practice and the requirements of the following:-
- [The Human Rights Act 1998](#)
 - [The Regulation of Investigatory Powers Act 2000](#)
 - [The Police and Criminal Evidence Act 1984](#) and associated [Codes of Practice](#)
 - [The Criminal Procedure and Investigations Act 1996](#)
 - [The Code for Crown Prosecutors](#)
- 5.2 Regard shall be had to corporate guidance and policies on the specific requirements of the above legislation.

6 Enforcement Options

- 6.1 All officers will have regard to:
- the documented procedures listed in the schedule,
 - any departmental or organisational procedure notes
 - any relevant guidance in Statutory Codes of Practice or guidance notes issued under the relevant statutes or by a recognised body and which are accepted as providing a national standard
 - the Public Protection Service Enforcement and Legal Process Manual
- 6.2 **Informal Action**

- 6.2.1 Informal action includes offering advice, verbal warnings and requests for action, the use of informal letters and inspection reports. Informal action should be considered against the following criteria:-
- The act or omission is not serious enough to warrant formal action and does not pose a significant risk to public health, safety or economic welfare.
 - The individual or company's history is such that it can be reasonably expected that the informal action will achieve compliance.
 - The officer has high confidence in the individual or management's ability to correct a defect or contravention and undertake any works which may be required.
 - Standards in general are good, suggesting a high level of awareness of statutory responsibilities.
 - The consequences of non-compliance are acceptable, e.g. minor matters, or the time period allowed to seek compliance does not present a risk to health safety or welfare.
- 6.2.2 Informal action includes education, publicity and media campaigns and working with commercial and community groups.

6.3 **Formal actions**

- 6.3.1 Formal action involves the proportionate use of formal mechanisms to achieve compliance. Formal action may be taken where informal action has been unsuccessful or is deemed inappropriate when considering the seriousness of the offence or the urgency of the situation. Administrative penalties, including fixed penalty notices may be used without prior informal action.
- 6.3.2 Formal action includes the use of Statutory Notices, Penalty Notices, works in default or direct action, review or revocation of licences or other approvals, simple cautions, or prosecution and any other legal action of any nature.
- 6.3.3 Decisions to instigate formal actions will be taken in accordance with the Enforcement Options Guidelines (Annexe 1), which will be reviewed and updated as necessary under the authority of the Associate Director.
- 6.3.4 Decisions to instigate prosecutions will be taken in accordance with the Prosecution Guidelines and all other guidelines and procedures (Annexe 2), which will be reviewed and updated as necessary under the authority of the Associate Director.

7. Qualifications and Authorisations of Officers

7.1 The Associate Director shall ensure that officers who carry out enforcement duties are appropriately qualified and trained.

7.2 The Associate Director shall ensure that officers carrying out enforcement duties are authorised in writing and that the extent of the authorisation is reviewed from time to time in the light of their qualifications and experience.

8 Equal Opportunities

8.1 The service recognises that there is diversity within the community and enforcement activities will have regard to its [equality policy](#).

9 Complaints Procedure

9.1 The Council has a formal [complaints procedure](#) which ensures that any complaint is dealt with quickly, consistently and helpfully. Complaints can be made in person, in writing, by e-mail or on-line complaints form.

9.2 Where repeated or vexatious [complaints](#) are received advice may be sought from the corporate complaints officer.

10 Review

10.1 This Enforcement Policy will be reviewed every two years or when significant new legislation affects the policy and updated as appropriate.

11 Access to this policy

11.1 A copy of this policy is available on the Council website, or can be obtained by writing to the Public Protection Service, County Hall, Bythesea Road, Trowbridge, Wiltshire, BA14 8JN.

Annexe 1: Formal Enforcement Options Guidelines

I. These guidelines should be read in context with the Public Protection Enforcement Policy. Enforcing officers should identify what enforcement options are available, what is the purpose of the enforcement action and then choose the most appropriate action which may include informal actions such as:

- A warning letter
- Advice
- Request for action

II. The following formal options may be available and should be considered subject to the specific legislation. A list of formal options is given below together with some factors which indicate whether the option is appropriate. Options may be applied individually or in combination.

A. Statutory Notices are not a punitive action and may be used where:

- There is non compliance with informal action
- There is a history of non-compliance
- Works or actions are required of the recipient
- Service of a notice is mandatory

B. Works in default or direct action may be used where:

- There is non-compliance with a statutory notice
- In advance or without a statutory notice where the legislation permits; and it is appropriate to deal with an urgent risk
- It is appropriate and proportionate to resolve outstanding requirements
- To deal with urgent risks

C. Fixed Penalty or other Administrative Penalties may be used where:

- Evidence of an offence is found
- It is a proportionate method of dealing with an infraction.

D. Review or Revocation of licence or other permit may be used where:

- It is a proportionate response to the gravity of the situation

E. Simple Cautions may be used where there is an admission of guilt and in line with Home Office guidance to

- Deal quickly and simply with less serious offences
- Divert less serious offences away from the courts
- Reduce the chance of repeat offences

F. Civil Procedures e.g. Undertakings to trade fairly, injunctions

- Where there is a history of persistent complaints or offences

G. Seizure/Forfeiture

- To deal with goods or equipment that is unsafe, illegal or have been used in the commissioning of an offence

H. Prosecutions may be used where

- There is sufficient evidence of the offence and a realistic prospect of conviction.
- It is in the public interest

Prosecutions will only be instigated in accordance with the prosecution guidelines in Annexe 2.

WILTSHIRE COUNCIL

PUBLIC PROTECTION ENFORCEMENT POLICY

ANNEXE 2: PROSECUTION GUIDELINES

1. PURPOSE

- 1.1 To ensure that recommendations and decisions about prosecutions are made in a consistent and fair manner.
- 1.2 These guidelines are intended to act as a guide to Officers in taking enforcement action. These guidelines are not intended to limit or fetter an Officer's discretion.

2. APPLICATION

- 2.1 These guidelines are to be read in the context of the enforcement policy, relevant legislation and case law and in accordance with national guidelines. In particular:
 - 2.1.1 The Code for Crown Prosecutors issued by the CPS (January 2013)
<http://www.cps.gov.uk/news/assets/uploads/files/code2013english.pdf>
 - 2.1.2 Regulators' Code – issued by the Department for Business, Innovation and Skills.
<https://www.gov.uk/government/publications/regulators-code>

3. MAKING THE DECISION TO RECOMMEND PROSECUTION

- 3.1 Prosecution should take place when:
 - 3.1.1 It is in the public interest to prosecute the offender for the charges chosen; and
 - 3.1.2 There is sufficient evidence, capable of being admitted as evidence in Court, to support the prosecution.

4. THE PUBLIC INTEREST TEST

- 4.1 In deciding whether it is in the public interest to prosecute an offender under clause 3.1.1 above, regard must be had to all relevant public interest considerations that weigh in favour of, and against, prosecution proceeding. Annex 1 to these guidelines is a checklist of factors that, if relevant, the Officer ought to turn his or

her mind to in deciding whether or not it is in the public interest to proceed with criminal charges.

4.2 The factors listed do not form a test. They are intended as a guide to help focus the decision-maker's mind on matters of relevance in determining whether the prosecution is in the public interest. The number of factors in favour of, or against, prosecution is not necessarily relevant as to whether or not prosecution is recommended.

5. **THE EVIDENTIAL SUFFICIENCY TEST**

5.1 In determining whether there is sufficient evidence under clause 3.1.2 above, the Officer must be satisfied that there is sufficient admissible evidence to provide a "realistic prospect of conviction" against each proposed defendant on every charge.

5.2 The Officer must be satisfied that the evidence to be relied on will not be excluded by the Court under any enactment or rule of law. In particular:

5.2.1 All interviews, confessions and other formal statements of the proposed defendant have been recorded and obtained in accordance with Police and Criminal Evidence Act (PACE).

5.2.2 All information resulting from investigations has been obtained in accordance with the provisions of Regulation of Investigatory Powers Act where applicable.

5.2.3 All searches have been undertaken by the persons with the required powers and have been conducted in accordance with PACE, its codes of practice, or the particular legislation that governs that search.

5.2.4 The evidence relied on will not be excluded for being hearsay or documentary hearsay.

5.2.5 The evidence must also be reliable. In determining whether the evidence is sufficiently reliable to be accepted by the Court, regard must be given to:

5.2.5.1 Where reliance is being placed on a confession, whether that confession is affected by the defendant's age, intelligence, level of understanding or the circumstances in which the confession was made.

5.2.5.2 Any explanation given by the defendant. Is the explanation credible and likely to be accepted by

the Court? If so, does the explanation constitute a defence to the charges?

5.2.5.3 The identity of the defendant when this is put in issue by the defence. Do eyewitnesses suitably identify the defendant?

5.2.5.4 Is there any unused evidence obtained in the investigation, which is disclosable to the defence, that may undermine the prosecution in any way?

5.2.5.5 The credibility and accuracy of prosecution witnesses. In the event of a conflict of evidence between the defendant and the prosecution witness, is the prosecution witness's evidence likely to be believed?

5.2.6 Evidence that may not be reliable ought not to be discarded. Its reliability must, however, be considered in determining whether there is a realistic prospect of conviction.

6. **SELECTING AND RECOMMENDING CHARGES**

6.1 After considering the factors listed above in part 3.1, Officers may exercise their discretion in the following ways:

6.1.1 Issuing an informal caution either orally or in writing;

6.1.2 Deciding to recommend a Simple Caution; or

6.1.3 Deciding to recommend a formal prosecution.

6.2 An informal caution ought only be recommended if the officer is satisfied that:

6.2.1 An informal caution is likely to be an effective deterrent to the offender; and

6.2.2 The caution is appropriate for the type of offence, the gravity of the offending and the circumstances and history of the offender.

6.3 An out of court disposal may be recommended in accordance with Ministry of Justice guidance. <http://www.justice.gov.uk/out-of-court-disposals>

6.4 If prosecution is recommended, then charges ought to be selected that reflect the seriousness and extent of the offending and

provide the Court with sufficient power to sentence the defendant adequately.

- 6.5 Where numerous offences appear to have been committed, consideration ought to be given to proceeding with specimen charges and having the remaining offences taken into consideration by the Court upon sentencing.
- 6.6 Charges should not be selected solely for the purpose of negotiation, with a view to dropping them in return for a guilty plea on other charges. Each charge must fulfil the criteria detailed in clause 3.1.
- 6.7 Recommendations shall be made in a timely manner, bearing in mind any time limits for bringing a prosecution, the need for adequate time for legal services to prepare and issue summonses and the reluctance of the Courts to entertain cases where there has been unnecessary delay.

7. **ACCEPTING GUILTY PLEAS**

- 7.1 In certain circumstances a defendant may wish to plead guilty to some but not all of the charges. Prosecuting Officers should only accept the guilty pleas in such cases if they are of the opinion that the Court is able to pass a sentence which matches the seriousness of the offences. Officers must never accept a guilty plea because it is convenient.

**ANNEX A:
QUESTIONS TO BE ADDRESSED IN CONSIDERING WHETHER IT
IS IN THE PUBLIC INTEREST TO PROSECUTE**

Questions potentially in favour of prosecution.	Relevant	Irrelevant	Comments
---	----------	------------	----------

Regarding the offence

Is conviction likely to result in more than a nominal penalty?			
Was the defendant the ringleader or organiser of the offence?			
Was the offence premeditated?			

Regarding the victim

Was the victim vulnerable?			
Did the victim suffer fear, damage, disturbance?			
Could the alleged offence have cause, or did it actually, cause pain, distress or suffering to animals?			
Has the victim made a personal statement and, if so, does it support any particular enforcement action?			

Motivation and Intention

Was the offence motivated by discrimination?			
Did the offence involve deliberate misrepresentation or fraud?			
Did the offence occur because the defendant neglected or failed to take due diligence?			

Further Policy considerations

Are there relevant previous convictions / cautions?			
Is the offence likely to be continued or repeated?			
Is the offence, although not serious, widespread?			
Was the offence committed whilst on bail or on a conditional discharge?			
Is there is an element of public risk / danger to health?			
The case would have precedent value or deterrent effect.			
Is there a possibility of significant economic disadvantage to consumers or businesses?			

Questions potentially against prosecution.	Relevant	Irrelevant	Comments.
Has there been a failure to comply with enforcement notices?			
Could the alleged offence have caused, or did it actually cause, harm to human health including injury?			
What is the attitude of the offender? Is there a desire to compensate?			
Is another entity better suited to prosecute?			
Was the offence a genuine mistake?			
Will there be a long delay between the commission of the offence and the first Court date?			
Would a prosecution be detrimental to the victim's health?			
Is the defendant elderly or suffering from significant mental or physical ill health?			
The offender has been, or is being, sentenced for similar offending and the prosecution would add little further.			
The offender is under 18			

Other issues not otherwise considered:

Note: This checklist is not intended to be a test. It is to be used as a guide to direct consideration of relevant issues in determining whether prosecution is in the public interest. It is not exhaustive. Any other factors of relevance that are not included on this list must be taken into account as well.

Draft Planning Enforcement Policy 2024
Service specific annex to the Wiltshire Council Enforcement Policy

1. Aim of planning enforcement

1.1 Planning enforcement ensures that where harmful development is carried out without permission, it is remedied, either by its removal or its modification (for example, by attaching conditions to planning permission).

1.2 Formal enforcement action, such as prosecution, is discretionary and will be undertaken where it is expedient to do so. Expediency considers whether the unauthorised development causes planning harm, which means that it is in breach of the council's Development Plan or other material considerations, such as the emerging Local Plan. The existence of a breach is not, in itself, a good reason to take formal enforcement action but breaches will be subject to investigation, inspection and advice on compliance ahead of this.

2. Background

2.1 The planning system is important to manage the development of our communities and to preserve our historic and natural environment.

2.2 National Planning Policy guidance for enforcement of the planning system is set out in the National Planning Policy Framework (Dec 2023). Paragraph 59 is set out below and provides the foundation for the development of this Policy.

“59. Effective enforcement is important to maintain public confidence in the planning system. Enforcement action is discretionary, and local planning authorities should act proportionately in responding to suspected breaches of planning control. They should consider publishing a local enforcement plan to manage enforcement proactively, in a way that is appropriate to their area. This should set out how they will monitor the implementation of planning permissions, investigate alleged cases of unauthorised development and take action where appropriate”

2.3 Ordinarily, formal action against a breach of planning control is the last resort and the council should first give those responsible an opportunity to put things right. The council's approach will always be relative to the seriousness of the breach. When there are serious harmful effects, protracted negotiations will not normally delay formal action. In these situations it is important that the Council takes action to prevent irreversible damage or harm (for example where demolition works are occurring to a listed building).

2.4 The developer has a right to submit a retrospective planning application to seek to retain a development or change of use. These types of applications must be considered no more or less the same way as if the development had not already been carried out. In the event an application is refused, or an Enforcement Notice issued, an appeal can be made to the Planning Inspectorate. For some types of enforcement action, such as the serving of a Breach of Condition Notice, there is no right of appeal.

2.5 If the council's actions are considered unreasonable or legally unsound, its decisions can be overturned by the Planning Inspectorate, or the courts and it can be ordered to pay costs.

2.6 Enforcement can be a lengthy and complex process due to the need for thorough investigation, the legal processes involved, the nature of the breach, the site and the people involved.

3. Development Management approach to compliance

3.1 Our approach

The council will respond to alleged breaches of planning control. We will assess the harm caused and decide what action is required.

The council will work with people to ensure that people understand and are complying with planning legislation and that breaches of planning control are resolved. The council will give reasonable time to resolve matters; however, if progress is not made, consideration will be given to using the range of enforcement powers available in order to resolve matters.

Monitoring will be undertaken, and if necessary enforcement, of minerals and landfill permissions according to best practice procedures.

In certain situations, we will proactively investigate a matter where there is a concern that a breach may occur or where there is a high risk of harm being caused by a breach of planning control.

3.2 What is a breach of planning control?

A breach of planning control occurs when development or activities are carried out without the required planning permission or in a manner that does not comply with the approved plans or conditions attached to a planning permission. This can include:

- Unauthorised development: Erecting buildings or structures without planning permission; unlawful earthworks or engineering operations
- Change of use: Changing the use of land or buildings without planning permission.
- Non-compliance with conditions: Failing to adhere to conditions or limitations imposed by a granted planning permission.
- Unauthorised works to a listed building: Carrying out works to a listed building without the necessary listed building consent.
- Breach of advertisement regulations: Displaying advertisements without the required consent.
- Damage to protected trees: Carrying out work on protected trees (those subject to a Tree Preservation Order or within a conservation area) without consent.

Local planning authorities are responsible for investigating alleged breaches and have the power to take enforcement action if necessary.

3.3 Reporting possible breaches of planning control

The council will keep a record of all complaints made relating to breaches of planning control. Complaints will need to be in writing with the name and address and contact details of the complainant. Part of any investigation is understanding the harm being caused, notably to the party complaining.

We aim to treat complainants' personal details in confidence but if formal action results, we may ask the complainant to help in assisting the council when building its case. A successful outcome could depend on the complainant's support.

Anonymous complaints enquiries will not normally be investigated as it can be difficult to verify information about the allegation. Any investigation under such circumstances will be at the council's discretion.

The council relies on the support of its communities to help carry out its enforcement functions. Complainants will be asked to supply as much information as possible. This will help the council to more quickly understand the impact of an issue and assess what action is required. Those who are making enforcement complaints will be asked to provide:

- A clear description of the alleged breach
- Why it is considered to be a breach of planning control
- How the breach is harmful; for example, noise, traffic, smells
- When the activity started; is it happening now, how long has the activity been taking place, is it getting worse?
- A specific site address (if it is a field, describe the surrounding area to help identify the exact site and if possible, an annotated map, grid reference or what3words reference)
- The name and contact details of the site owner/occupier/other responsible person(s) where known
- Name and contact details of the complainant
- Any other information which would be helpful

3.4 Exercising our enforcement powers (proportionality)

The council will investigate breaches of planning control. Formal enforcement action will only ever be taken as a last resort, where all other options for resolving the matter have been exhausted. Formal action will only be taken where it is 'expedient' to do so, considering planning policies having regard to the public interest. The council will prioritise those breaches where there is a higher risk of harm or where the damage caused is significant or irreversible.

The use of planning enforcement powers is discretionary, and the council must decide when it is appropriate to use them. Not every breach of planning control will lead to formal action. In some cases, such as waste management operations, other council teams with different enforcement powers or other regulatory bodies may be better placed to address the matter causing concern. The council will work with external bodies where appropriate to provide a joined up and co-ordinated approach to enforcement.

National Planning Policy (paragraph 59) states that councils should act proportionately when deciding to take enforcement action. While the council will take the opinions of complainants into consideration, the council will ultimately decide if formal powers should be used.

To guide these decisions, the council will consider the following principles:

The principles set out in the Wiltshire Council's Enforcement Policy 2024 (or as amended), the Regulators Code and national and local planning policy.

Planning Enforcement will also be guided by the following principles:

- Planning harm – the impact that a breach has on the environment and people.
- Proportionate – the response should be commensurate to the level of harm being caused by the breach.
- The likelihood of planning permission being granted were an application to be submitted
- Deliberateness and deception – where it is clearly evident that a breach has been planned or committed for a certain purpose. Where the breach has been deliberately concealed.

3.5 Prioritisation of cases

We will undertake initial investigations as quickly as possible. However, the council aim to undertake some investigations more quickly as set out below.

Priority 1

Immediate threat to public safety, substantial damage to or loss of statutorily protected buildings, trees or areas.

Priority 2

Adverse impact on protected areas and residential amenity. Breaches of conditions and legal agreements resulting in serious harm to neighbours, affected parties and/or the environment. Unlawful adverts in protected areas. Unauthorised development where it is possible that the time for taking enforcement action could expire within the next six months.

Priority 3

The breach is of a minor nature which does not cause immediate/long-term harm or loss of amenity.

Vexatious complaints

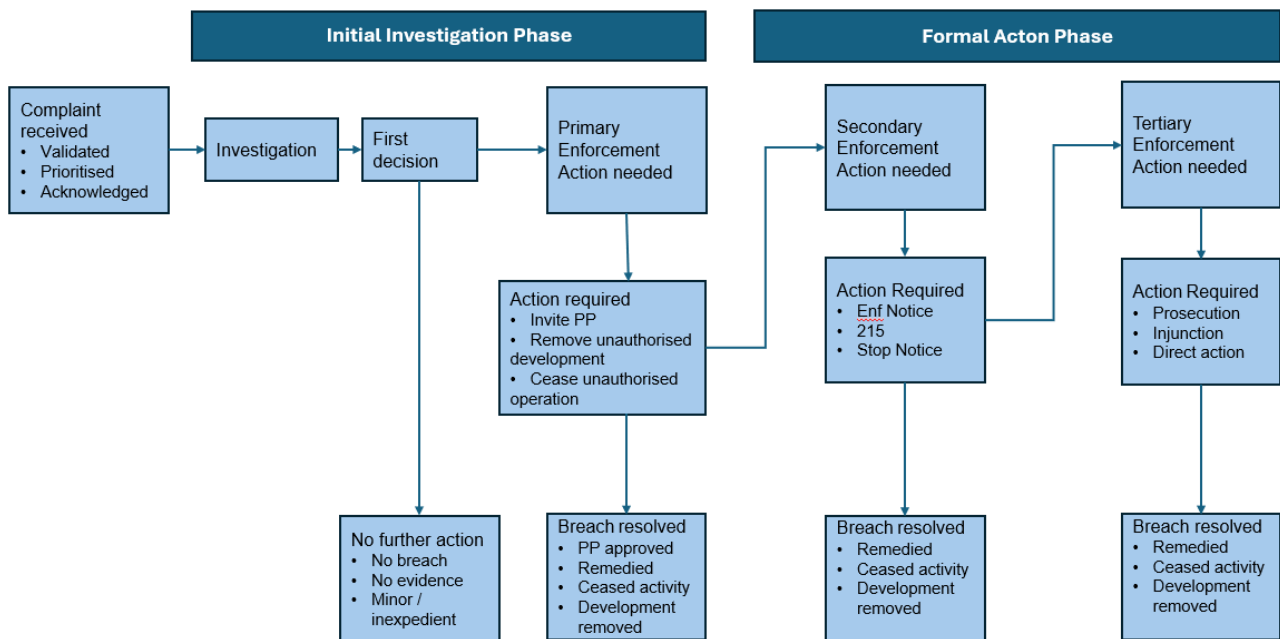
If the complainant appears to be motivated by issues other than planning harm, the council may consider that it would not be in the public interest to investigate. This may include where complaints are made purely on trade competition grounds or motivated by neighbour disputes.

4. Development Management responses to non-compliance

Process overview

There are several ways an investigation can evolve. Some can be resolved very quickly, while others may go on for many months or even years. Some investigations may evolve over time and different actions be required.

4.1 The process is made up of two phases:



Investigations can vary in duration and complexity. The process includes:

Initial investigation phase – Investigate and try and resolve the issue through informal means. This phase will also determine at an early stage where something is not a breach (‘permitted development’) or where a breach is minor or insignificant.

Formal action phase – This is where the council will consider the use of formal enforcement powers. This will occur if it has not been able to resolve a breach and more formal action is required.

First decision – the council will look to reach a conclusion on what action is needed. The aim is to get to a point where the case can be closed or that there is a good idea of what action is required. This could include:

- No breach – the development is not ‘development’ or is ‘permitted development’.
- Minor – there is a breach, but the low level of planning harm is such that further action is not necessary.
- Initial compliance action needed – see below section titled primary enforcement action.
- Detailed investigation needed – it may be that a lot more information is needed to be collected before a decision can be made.

The aim is to make the first decision for priority 1 cases within 5 working days of visit, for priority 2 within 10 working days of visit, and for priority 3 within 15 working days of visit.

All stakeholders will be informed of the first decision as quickly as possible.

4.2 Primary enforcement action

This applies to situations where the investigation has determined that there is a breach of planning control, and that enforcement action is required to resolve the issue. This includes inviting a

planning application (in situations where permission is likely to be granted) or action is needed to remove the breach or cease the activity.

In these cases, there will be a need to give the persons involved time to prepare a planning application or to remove or cease the development. If a planning application is submitted, then further time is needed to allow this to proceed through the usual process to a decision.

4.3 Possible outcomes

There are several possible outcomes at this stage of the process, depending on the circumstances.

Negotiated remedy – the developer agrees to cease the breach. However, we will not allow negotiations to unduly hamper or delay formal action where it may be required to make the development more acceptable in planning terms or compel it to cease.

Retrospective planning application – an application would be invited where there is a reasonable prospect of planning permission being granted (although this outcome cannot be assumed). The council will pursue submission where there is a need to impose conditions on a permission to restrict the development or modifications to the development may be considered acceptable. It must be noted however that anyone has the right to submit a retrospective planning application, regardless of the likelihood of planning permission being granted.

No breach – this would be where, for example, the matter is ‘permitted development’ or outside of planning control.

The breach is not expedient to pursue – this would be where there is, perhaps, a trivial or technical breach of control only which causes no material harm or adverse impact on the amenity of the site or its surroundings, or where the development is acceptable on its planning merits and enforcement action would solely be to regularise the development. For example, if a household development is slightly larger than what would have been allowed under ‘permitted development’, where in the absence of harm to public amenity, enforcement action would be disproportionate.

The development is immune from enforcement action – the statutory time limits for enforcement action are set out below. The council is unable to take formal action if the time has expired.

Formal action phase

This will be taken when someone has been given an opportunity to act at the initial informal action stage and this has failed to achieve a positive outcome and resolve the matter.

Secondary Enforcement Action required – at this stage the council will consider if the use of its formal planning enforcement powers is required.

It may be that someone has failed to submit a planning application within a reasonable time of being invited, or that planning permission has been refused. It may also be that someone has failed to remove unacceptable unauthorised development or cease an unauthorised activity within an agreed timeframe.

The council will consider if it is expedient to take formal action given the circumstances at that time.

The council has a range of formal powers. Those most used are described below. The nature of the breach will determine which powers are used:

- Warning Notice – formal notice setting out that there is a breach of planning, but at this time the council will not take any further action.
- Breach of Condition Notice – requires compliance with specified conditions within a set timescale.
- Enforcement Notice – requires certain steps to be carried out to remedy matters, again within a set timescale. Can be served together with a Stop Notice (see below).
- Stop Notice/Temporary Stop Notice – requires specified activities to cease (but cannot undo preceding unauthorised works).
- Untidy Land (S215) Notice – requires steps to be taken to secure the proper maintenance of land and buildings within a set timescale.
- Prosecution – in some circumstances the council can prosecute for a breach of planning control (e.g. works to a listed building, damage or removal of a TPO tree).

Where enforcement action has been taken, the council will proactively monitor this situation to ensure that compliance is achieved and that the required actions are taken.

Tertiary Enforcement Action Needed – where primary enforcement action has been taken and compliance is not achieved, the council will consider if further action is required to resolve the situation. This includes prosecution for non-compliance with a notice or taking direct action to remove a breach of planning control. This is often complex and time-consuming and can require significant resources.

Secondary enforcement actions:

- Prosecution – refer the matter to court system.
- Direct action – council enters on to the land and completes the work to ensure compliance.
- Injunction – seek order of the court to compel compliance.
- Continued secondary action – continue to use these powers repeatedly to ensure compliance.

4.4 Timeframes for compliance

Officers will work with land owners to assist people to achieve compliance. This may include giving people timeframes to achieve certain actions (e.g. applying for planning permission or time to cease an activity or remove development).

The council will be reasonable in setting these timeframes and will consider the circumstances of persons involved. It is understood that circumstances can change and delays can occur, and so consideration will be given to allow extra time. Evidence should be provided to demonstrate that progress is being made.

4.5 What is expected

The council expects that people will take breaches of planning control seriously and will work to resolve them as quickly as possible. People in breach of planning control are expected to:

- Prioritise resolving the issue
- Proactively work to resolve the matter
- Keep officers updated on progress
- Engage agents and experts to assist them where necessary

4.6 Asking for more time

The council will consider extending timeframes for compliance where there has been a change in circumstances or where some progress has been made but a delay has occurred. The council will also consider if granting more time is likely to result in the breach being resolved.

Where more time is needed, people in breach of planning control are expected to clearly set out:

- In writing why they need more time
- How much time they require
- Reasons for the delay
- Evidence of the delay
- Evidence of what progress has been made

If the request for more time is not reasonable or some progress has clearly not been made, the council will consider progressing to the next stage in the enforcement process.

As a general guide the council will apply the following timeframes:

- To submit a planning application (where invited to do so by the council) – 28 days
- To tidy land – 28 days
- To remove an unauthorised structure – two months
- To cease a commercial use - three months
- To cease a residential use (including traveller / gypsy site) – six months

Where the breach is causing an adverse effect on amenity or creating a nuisance, these timeframes may be shorter. The council will also consider if there are special or personal circumstances that would require a longer period for compliance. The timeframes are a matter for the council to determine but the council will endeavour to ensure that enforcement action is consistent by taking a similar approach in similar circumstances.

5. Service standards

The council has the following Key Performance Indicators for its planning enforcement service -:

Primary Enforcement Action – site visits	<ul style="list-style-type: none"> • Priority 1- 80% in 24 hours • Priority 2 - 95% in 5 working days • Priority 3 - 95% in 15 working days
Primary Enforcement Action – reach first decision	<ul style="list-style-type: none"> • Priority 1 - 5 working days of visit • Priority 2 - 10 working days of visit • Priority 3 - 15 working days of visit
Secondary Enforcement Action	<ul style="list-style-type: none"> • We aim to make a decision on taking secondary enforcement action within 10 working days of a deadline e.g. if the council gives 28 days for a planning application to be submitted and this is not actioned, a decision on taking secondary action will be taken within 15 working days of the 28-day deadline • We aim to assess compliance with secondary enforcement action deadlines within 10 working days.

Tertiary Enforcement Action	<ul style="list-style-type: none"> • We aim to make a decision on taking tertiary enforcement action within 15 working days of a deadline e.g. where an Enforcement Notice has been served and the deadline for compliance has expired, a decision on taking tertiary enforcement action will be taken within 15 working days. • We aim to assess compliance with tertiary enforcement action deadlines within 10 working days.
Case Completion	<ul style="list-style-type: none"> • Complete 80% of priority 1 cases within one year. • Complete 80% of priority 2 & 3 cases within 6 months.
Registration	<ul style="list-style-type: none"> • Register 95% of new enquiries within 3 working days of receipt. • Respond to 95% of enquirers within 10 working days of initial site visit.

6. Feedback and formal complaints

The council has a formal complaints procedure which ensures that any complaint regarding the provision of a service is dealt with quickly, consistently and helpfully. Complaints can be conducted in writing, by telephone, email or completing a complaint/suggestion form online. [Making a complaint - Wiltshire Council](#)

Feedback about how the council's planning enforcement service is carried out is always welcomed. This helps to inform the way the service evolves to meet customer expectations. Please submit any suggestions for how the service can be improved, to the Director of Planning at developmentmanagement@wiltshire.gov.uk

Appendix – Enforcement Indicators

Enforcement Area	Outcomes sought	Measure description	Target
Anti-Social Behaviour	To reduce levels of reported ASB.	Percentage of reported antisocial behaviour cases resolved within 60 days	Over 90%
Planning	<ul style="list-style-type: none"> To take robust action against unlawful development in a timely manner, where it is expedient to do so To keep complainants regularly informed of the process To make prompt decisions where it is not expedient to take action, explaining the reasons for our decision in clear language 	Register and acknowledge receipt of complaints in three working days	95%
		Initial site inspection [one working day for priority cases; 10 working days other cases]	
		Increased use of Planning Contravention Notices [10% increase each year for five years]	10%
		Close cases and inform complainants where it is not expedient to take action [eight weeks from date of receipt]	90%
		Increased serving of Notices (Enforcement and Breach of Condition Notices) [10% increase each year for five years]	10%
Highways	Removal of obstructions within the Highway (Section 143 Highways Act)	Cases under investigation/ resolved / under formal enforcement % Total number cases taken to resolution	85%
	Removal of vegetation encroachment (Section Section 154 Highways Act)		
Parking	Number of Penalty Charge Notices Issued	Number of Penalty Charge Notices Issued	N/A
Public Protection	High quality compliant food premises	% of A,B and C rated food hygiene completed	100%
Public Protection	Compliance without taking formal action	No. of cases where compliance achieved by informal means (visits, inspection, warning letters etc)	100%
Public Protection	Compliance requiring formal action	No. of cases where compliance achieved by formal means (Notices, seizures, prosecutions, etc)	N/A
Public Protection	Compensation obtained	Redress obtained for consumers or victims of crime by service actions This is where we are able to obtain compensation, refunds and prevent money being handed over to criminals. This may be through the courts or informal negotiation by officers.	
Environmental Enforcement	Informal actions conducted	Actions conducted where the informal approach is proportionate	N/A
	Formal actions conducted	Actions conducted where the formal approach is proportionate	N/A
	Fly tips with evidence	Number of fly tips with evidence or witnessed.	N/A

Appendix – Enforcement Indicators

Private Sector Housing	Housing stock in good condition	Total number of (all) property inspections complete (Per Annum)	
		Properties with Cat 1 and Cat 2 hazards resolved through informal action	N/A
		Properties with Cat 1 and Cat 2 hazards resolved through formal action incl Prohibition notice	N/A
		100% of licensable HMOs have been issued with a licence	100%
HRA Housing	Reduce ASB	New ASB cases reported in month per 1000 properties.	2.75%
	Reduce Tenant arrears	ASB true current rent arrears at the end of month %	
Revs and Bens	Reduce arrears owed to the council in respect of local taxation	Unpaid Council Tax reclaimed in subsequent financial years	30%
Revs and Bens	Reduce arrears inc. Business Improvement District Income		40%
Accounts Receivable (Sundry debts)	Manage and reduce arrears for miscellaneous income due to the council, often concerning large and complex debt		50%
Education Welfare Service	Reduce unauthorised absence from school	Attendance is better than national average.	96%
	Ensure parents are meeting their duties as per s7 Education Act 1996	Penalty notices, prosecutions, Education Supervision Orders, Parenting Orders, School Attendance Orders demonstrate improved attendance. Non-compliance, breaches and non-payments are all pursued through	100% follow up for non-compliance, breach and non-payment
	All children and young people in employment and entertainment are licensed in accordance with relevant legislation	Employers and entertainment companies who contravene child licensing legislation and County Bye-Laws are prosecuted.	100% of licences issued are in compliance
Legal	Evidence of the commitment to more enforcement	Matters opened	N/A
	Evidence of the commitment to more enforcement	Recorded hours	N/A
	Supporting the deterrent effect and profile of the Council's enforcement work	% of successful prosecutions	90%

This page is intentionally left blank

Wiltshire Council

Cabinet

8 October 2024

Subject: Recommissioning of Children and Young People's Mental Health Services

Cabinet Member: Cllr Laura Mayes - Deputy Leader and Cabinet Member for Children's Services, Education and Skills

Key Decision: Key

Executive Summary

In May 2016, Wiltshire Council Cabinet agreed to jointly commission a contract with the Wiltshire Clinical Commissioning Group and the Bath and Northeast Somerset and Swindon Clinical Commissioning Group, to provide a Child and Adolescent Mental Health Service (CAMHS) to Children and Young people in Wiltshire.

The clinical commissioning groups have subsequently evolved into the Bath and Northeast Somerset, Swindon and Wiltshire Integrated Care Board (BSW ICB).

Oxford Health Foundation Trust (OHFT) were awarded the contract with the service starting in April 2018 with a contract duration of 7-years, meaning it is due to end in March 2025.

This paper is to seek agreement to utilise the 3-year extension clause within the contract.

Proposals

Cabinet is asked to approve:

- 1) Wiltshire Council entering a 3-year extension to the jointly commissioned Children and Adolescent Mental Health Service with Bath and Northeast Somerset Council and the Integrated Care Board, provided by Oxford Health NHS Foundation Trust.
- 2) To approve the spend of £518,000 per year, for 3 years. This is a total of £1,554,000 for the 3-year period.
- 3) To initiate a range of early help pilot programmes from existing underspend in Children and Young Peoples Mental Health Service provision to develop a strategic plan for the overarching review of children and young people's mental health services to support the recommissioning of services at the end of the extension period.

- 4) To delegate authority to approve the extensions and all associated documents to the Director Commissioning and Director of Children's Services in consultation with the Cabinet Member for Children's Services, Education and Skills.

Reason for Proposals

Wiltshire Council will continue to support early intervention and prevention and increased resilience in Children and Young Peoples mental health.

This will allow Oxford Health to continue providing Child and Adolescent Mental Health Services (CAMHS) to Wiltshire's community without a reduction in service provision.

The extension period of 3 years will enable Wiltshire Council Commissioning to realise the potential of recommissioning Children's and Young Peoples Mental Health Services by allowing time to complete a full and thorough review of the mental health services currently commissioned within the broad Wiltshire system.

During this time a range of initiatives will be piloted to inform the review of children and young people mental health services and ensure that future commissioning proposals are informed by successful programmes and interventions.

Currently Wiltshire Council are inputting £518,000 per annum into the CAMHS contract, with the ICB contributing £18,341,991. Additionally, the BSW ICB fund a further £518,000 towards a range of mental health services commissioned by Wiltshire Council.

Lucy Townsend
Chief Executive

8 October 2024

Subject: Recommissioning of Children and Young People's Mental Health Services

Cabinet Member: Cllr Laura Mayes - Deputy Leader and Cabinet Member for Children's Services, Education and Skills

Key Decision: Key

Purpose of Report

1. This report requests cabinet approval to utilise a 3-year extension clause in the CAMHS contract jointly commissioned with the BSW ICG and provided by Oxford Health Foundation Trust to enable the continuation of mental health support to children and young people.

Relevance to the Council's Business Plan

2. The proposal is relevant to the following priorities and objectives in Wiltshire Council's business plan:
3. The people of Wiltshire are empowered to live full, healthy, and enriched lives:
 - We get the best start in life;
 - We stay active;
 - We are safe;
 - We live well together;
 - We ensure decisions are evidence-based;
 - We have the right skills to prosper;
 - We have vibrant, well-connected communities.
4. To support the working themes in the council's business plan 2022 to 2032, commissioning priorities are to:

Priority 1 - ensure services are in the right place at the right time.

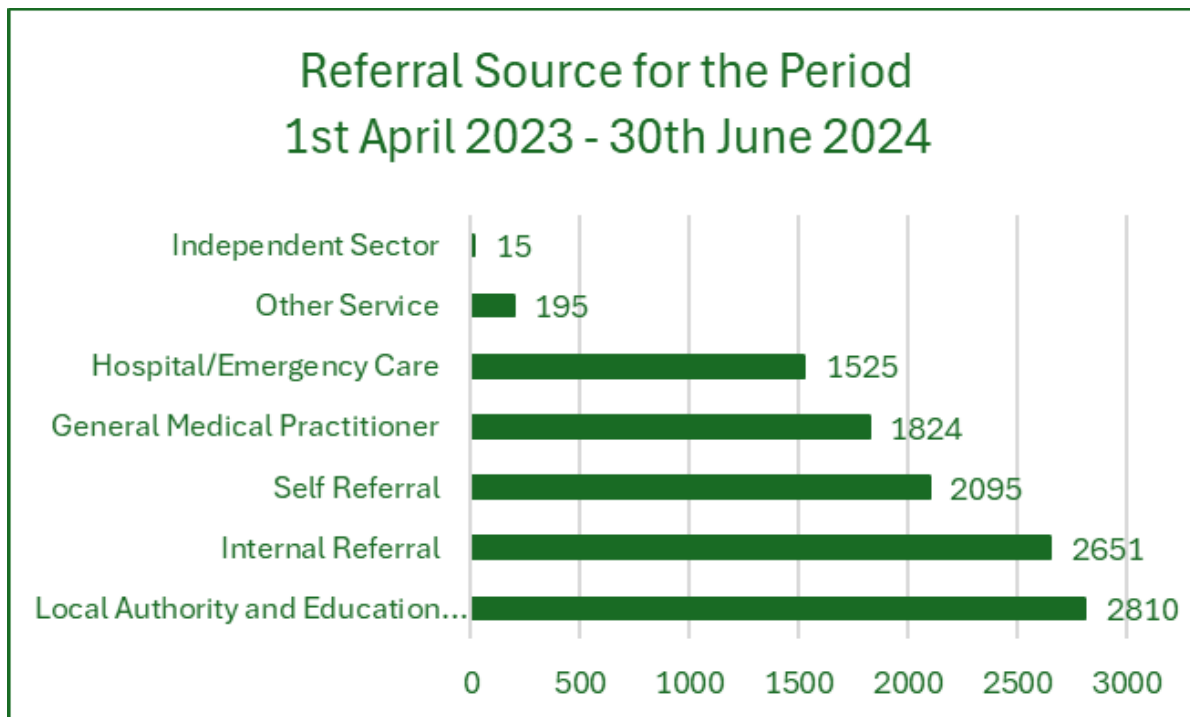
Priority 2 - ensure right people receive services in the right place i.e. increasing services delivered in the community and in people's homes.

Priority 3 - ensure right service, right price

Background

5. The Bath and Northeast Somerset, Swindon and Wiltshire Integrated Care Board act as the co-ordinating commissioners to the Child and Adolescent Mental Health Service contract with Oxford Health NHS Foundation Trust, with Bath and Northeast Somerset Council and Wiltshire Council acting as co-commissioners.

6. Swindon Borough Council does not financially contribute to the budget of the service and are therefore not recognised as co-commissioners.
7. The contract started in April 2018 for a period of 7 years and is due to end on the 31st March 2025. There is a 3-year extension option within the contract.
8. Wiltshire Council contributes a fixed amount of £518,000 to the Oxford Health Child and Adolescent Mental Health Services contract per annum.
9. For the year 2023 – 2204, Wiltshire Council's contribution accounts for 2.8% or £518,000 of the total financial package with Bath and North Somerset Council contributing 1.7% or £316,725. The remaining 95.5% or £18,341,991 was funded by the Integrated Care Board.
10. The Integrated Care Board's financial contribution varies yearly for various reasons including inflationary considerations, efficiency requirements, pay wards and grants.
11. The financial contribution is pooled with Bath and Northeast Somerset council and the Bath and Northeast Somerset, Swindon and Wiltshire Integrated Care Board's funding to deliver one service across the 3 localities.
12. The NHS England survey Mental Health of Children and Young People in England, 2023, Wave 4, which was a follow up to the survey in 2017, found that rates of probable mental health disorders for 8 to 25 years was about 1 in 5. This was 20.3% of 8 to 16 yr olds, 23.3% of 17 to 19 yr olds and 21.7% of 20 to 25 yr olds.
13. These rates remained stable in all age groups following a rise in prevalence between 2017 and 2020. In correlation to this, referrals to Children's and Young People's Mental Health services have risen to their highest rates.
14. It is widely accepted and recognised that half of all mental health conditions are established before the age of fourteen and that early intervention can prevent problems escalating and therefore bring societal benefits. This is evidenced by organizations such as, Foundations: What works for Centre for Children and Families (formerly known as Early Intervention Foundation).
15. The Child and Adolescent Mental Health service received 11,115 referrals for the between 1 April 2023 and 30 June 2024. The table below reflects the referral source and number of referrals received. This shows that the Local Authority and Education Services are the largest referrers to the service and reflects how valuable a resource it is for the community.



16. Wait times to access mental health services differ depending on the locality. The table below reflects the average waiting time between referral to first appointment for the period 1 April 2024 and 30 June 2024 and the percentage of children and young people seen within 4 weeks.

Locality	%age seen in 4 weeks	Average wait time in days
Marlborough	52%	53 days
Melksham	36%	90 days
Salisbury	43%	57 days

17. The national average for children and young people being seen within 4 weeks is 61%

18. A third of referrals received into the single point of access are diagnosed or suspected to have a neurodevelopmental condition. Support for children and young people with SEND is a strong focus for Wiltshire Council.

Main Considerations for the Council

19. In Wiltshire the iThrive framework is used to develop a robust universal offer that ensures prevention and early intervention, as well as a timely response when children and young people require specialist intervention.

20. The THRIVE Framework is an integrated, person centred, and needs led approach to delivering mental health services for children, young people and families which conceptualises need in five categories; Thriving; Getting Advice and Signposting; Getting Help; Getting More Help; Getting Risk Support.

21. In addition to this the Five to Thrive approach in Wiltshire is used to ensure families are supported via Health Visiting, Family Hubs, Family Help, and Early Years settings to develop positive mental health and reduce the risk of childhood trauma.

22. A wide range of third sector providers provide a high level of support for children and young people with mental health needs
23. As part of our work in aligning activity, learning from partners and sharing best practice Wiltshire Council chairs the local area CYPMH network which includes a wider variety of professionals, schools and third sector providers
24. A range of interventions are in place to support children and young people and ensure they can access services within the community. This includes:
- DSR (Dynamic Support Register) and Mental Health Support Workers
 - PINS (Partnerships for Inclusion of Neurodiversity in Schools)
 - Development Trauma Informed Practice supported by education settings
 - Children Looked After Pilot
 - Parenting Courses
 - HCRG Community Emotional Wellbeing Counselling Services
 - Primary Mentoring
 - Mental Health First Aid training for schools
 - School Mental Health Support Teams
25. Children can access mental health support in schools and/or via online platforms. Oxford Health operate a single point of access that supports children and families to navigate the system.
26. The CAMHS offer is an important part of the support available to Children and Young people’s mental health, their parents and professionals.
27. Wiltshire Council currently contributes towards the overall CAMHS offer, however it does not commission specific services within the CAMHS offer which makes it difficult to gauge the impact that would happen by removing Wiltshire Council’s contribution to the contract.
28. Oxford Health have considered this impact and considered 2 service impact scenarios, and both reflect a reduction in mental health professionals which subsequently impacts service delivery.
29. The table below reflects the number of roles that the current financial contribution funds in two services delivered by Oxford Health.

	Senior Mental Health Practitioners in getting help and getting more help – Band 6	In reach band 8a clinical specialists
The number of full-time equivalent roles £518,000 facilitates in each service.	8.27	6.06

- The table below reflects the reduced access and capacity that would be available if funding was reduced.

	Getting Help	Getting More Help
The reduction in the number of children and young people accessing first appointment support per year.	579	345
The reduction in the number of appointments available for children and young people service per year.	4342	4342

30. The reduction in the number of first appointments would have an impact on the waiting lists for those services, with the number not being seen reflecting the same size increase.
31. There would additionally be a reduction in clinical specialists impacting the following areas of delivery
32. A reduction in mental health support consultations to stakeholder professionals impacting upon children and young people accessing support and increasing and an escalation in their needs, more requiring an urgent response and remaining within services longer.
33. Less training to stakeholders and professionals reducing their confidence in working with children and young people and increasing referrals to services.
34. Given the critical nature of support for children and young people with mental health needs it is considered important that services continue as part of our broader approach to providing a robust mental health offer.
35. The CAMHS service sits alongside other mental health provision that is currently delivered with funding provided by the ICB.
36. To ensure that future service provision is committed to building upon the existing range of CYPMH services with a range of pilot schemes which will focus on the work third sector providers delivery and how this can be enhanced.
37. This will be developed through the local area CYMPH Network group.

Safeguarding Implications

38. Contracts give clear direction on how and when to raise a safeguarding alert to avoid any confusion about who will do this and/or assumptions that someone else will raise the alert.
39. Contracts also ensure that any issues relating to child protection are identified and appropriate referral made to Multi Agency Safeguarding Hub (MASH).

Public Health Implications

40. The contract directly benefits the health and wellbeing outcomes of children and young people in Wiltshire. Any risk to reduction in service capacity could compromise the mental wellbeing of children and young people. In addition, the extension would

provide an opportunity to complete a thorough needs assessment on the emotional and mental health of children and young people locally to inform the recommissioning of this service going forward.

Procurement Implications

41. The provision within the existing contract allows for a three-year extension, and as such is compliant under the Public Contract Regulations 2015.

Equalities Impact of the Proposal

42. The current contract is required to collect data on how it is supporting children and young people with protected characteristics to support in delivering a service that reduces or removes inequalities and barriers that exist to access.
43. Furthermore, it is recognised within the BSW ICB Draft All Age Mental Health Strategy that reducing inequalities and supporting all communities' groups is essential to delivering successful mental health services for all

Environmental and Climate Change Considerations

44. The primary environmental impacts of the service are related to emissions resulting from travel and building. There is scope within the current contractual arrangements to support with a review of environmental impacts and this includes where practicable, and meeting the needs of the young people, the delivery of some elements of the service remotely.

Workforce Implications

45. As this paper recommends a continuation of the contract there will be no workforce implications

Risks that may arise if the proposed decision and related work is not taken

46. The primary risks of not taking this decision are related to the impact on waiting lists.
47. The reduction in the number of first appointments would have an impact on the waiting lists for those services, with the number not being seen reflecting the same size increase.
48. There would additionally be a reduction in clinical specialists impacting the following areas of delivery
49. A reduction in mental health support consultations to stakeholder professionals impacting upon children and young people accessing support and increasing and an escalation in their needs, more requiring an urgent response and remaining within services longer.
50. Less training to stakeholders and professionals reducing their confidence in working with children and young people and increasing referrals to services.

Risks that may arise if the proposed decision is taken and actions that will be taken to manage these risks

51. It is recognised that the current service is struggling to meet demand for services and, furthermore, has encountered issues in providing reliable data on performance. A more focused approach from within Wiltshire Council has been developed to ensure that there is greater input from Council commissioners in the performance of the contract, alongside health colleagues, and this will be built upon explicitly within the contract extension.

Financial Implications

52. Wiltshire Council will continue to contribute £518,000 per annum during the period of extension, contributing to the overall CAMHS contract expenditure.

53. The BSW ICB will be investing additional funding to the provider over the lifetime of the extension to support additional service enhancements to meet need.

54. Additional services to support Children and Young People's mental health will continue to be provided through funding from the ICB to a value of £518,000, managed by Wiltshire Council.

55. As part of our joint commissioning arrangements there are procedures in place to ensure joint funds remaining at the end of any one financial year are moved to the specific reserve. An estimated drawdown from the reserve of £150,000 for 2025-26 will be utilised to delivery funding for pilot projects.

Legal Implications

56. Legal Services has been instructed to advise on this matter and prepare the relevant documents. Legal advice will continue to be sought until the conclusion of the project.

Overview and Scrutiny Engagement

57. Children and Young People's Mental Health remains a key priority and as such discussions have been undertaken with Children's Select Committee. As part of this there is a commitment to regularly update on activity and plans for future commissioning intentions.

58. The ICB All Age Mental Health Strategy has been presented to a joint Health and Children's Select Committee Rapid Scrutiny Exercise.

Options Considered

59. The option to do nothing and cease contributions to the service was considered. This option's impact would be a significant reduction in professionals working with children resulting in increased time to access mental health for support, a likely escalation in need for children and young people waiting for support and a reduction in assistance for professionals.

60. Wiltshire Council could commission a new independent Children's and Adolescent Mental Health Service. We would want to consult widely with the community and seek the voice of children and young people, parents and carers and professionals to ensure inclusion of those who are most impacted. The breadth of the exercise and the importance of exploring options through pilot schemes would require an extension to complete this successfully and comprehensively.

61. Wiltshire Council uses the 3-year extension in the contract and continues to co-commission the Children and Adolescent Mental Health Service provided by Oxford Health NHS Foundation Trust with Bath and Northeast Somerset Council and the Integrated Care Board.

62. Our recommendation is to use the 3-year extension in the contract and continue to co-commission the Children and Adolescent Mental Health Service provided by Oxford Health NHS Foundation Trust with Bath and Northeast Somerset Council and the Integrated Care Board.

63. The three-year extension option is recommended for the following reasons:

- The extension period of 3 years will enable Wiltshire Council Commissioning to realise the potential of recommissioning Children's and Young Peoples Mental Health Services by allowing enough time to complete a full and thorough review of the mental health services currently commissioned within the broad Wiltshire system.
- We will align strategic mental health commissioning outcomes to facilitate a long-term approach for children and young people's mental health services which compliments the current proposed Bath and North - East Somerset, Swindon and Wiltshire Integrated Care Board Mental Health Strategy. This will identify the outcomes and strategic priorities important to Wiltshire Council and Wiltshire's Community.
- We will start a Wiltshire Children's Mental Health Strategic Partnership group to identify service gaps, improve system level working, and shape future commissioning service model.
- We will work with Oxford Health and the Integrated Care Board to improve and focus on data collection, data quality and reporting to enable evidenced based commissioning decisions and to understand need, demand, and capacity and to inform earlier intervention commissioning as a preventative measure.
- We will consult with the community widely, seeking the voice and opinions of children and young people and their parent/carers. We will ensure inclusion and consult with communities of children and young who are considered vulnerable and under-represented, to enable us to address inequalities.
- We believe there is scope within the existing contract to support development and transformation of the service by focusing on pathways that are either not being explored or not understood to increase access and service delivery.
- We will strengthen the relationships between the Integrated Care Board, Wiltshire Council, Oxford Health, and stakeholders to encourage a wider systems approach to the commissioning and delivery of children's and adolescent mental health services.
- We will work with Oxford Health and the Integrated Care Board to understand the offer of the current service and Wiltshire Councils contribution. We will

identify any gaps, opportunities, risks and outcomes to inform our future commissioning.

- We will explore the current budget and use this time and opportunity to present a variety of options available for recommissioning.
- There is limited time to complete the tasks needed to recommission this service sufficiently in 6 months and an extension to the current service will mitigate this risk.
- This period of extension would mitigate the risk of commissioning a service without a full understanding of the impact to the existing co-commissioned contract, the impact to Wiltshire Council's mental health offer and provision and Wiltshire's Children and Young Peoples Community.

Conclusions

64. Children and young people's mental health is a national issue with record levels of referrals into mental health services, which is reflected in current demand in Wiltshire.
65. It is essential that we provide a service that delivers support to children and young people at the right time and in the right place.
66. The CAMHS service is an essential part of the continuum of support for families and it is understood that the current service is not delivering a high-quality service consistently.
67. Throughout the extension period Wiltshire Council commissioners will be holding the provider to account and ensure data is reported and performance challenged.
68. Wiltshire Council will work with partners to ensure that the full range of the mental health offer is understood and well publicised with children and families to support access to the right level of support at the right time.
69. To allow all stakeholders the opportunity to develop strategic and operational plans with evidenced outcome criteria it is recommended that the current contract extension be enacted to allow sufficient time to develop a robust and informative range of pilot schemes to learn from.

Alison Elliott - Director of Commissioning

Report Author: Kai Muxlow, Head of Families and Children Commissioning

Appendices

None

Background Papers

None

This page is intentionally left blank

Wiltshire Council

Cabinet

8 October 2024

Subject: Chippenham One Plan and Chippenham Avon Project Masterplan

Cabinet Member: Cllr Richard Clewer - Leader of the Council and Cabinet Member for Military-Civilian Integration, Health and Wellbeing, Economic Development, Arts, Heritage, and Tourism
Cllr Nick Botterill - Cabinet Member for Finance, Development Management and Strategic Planning

Key Decision: Non-Key

Executive Summary

The Chippenham Town Centre Partnership Board (TCPB) oversees and coordinates the regeneration of Chippenham Town Centre and considers holistically the economic, environmental and social well-being opportunities. Wiltshire Council has been working in collaboration with the TCPB, chaired by the Member of Parliament for Chippenham and consisting of the principal civic, community and commercial stakeholders.

The board aims to establish a vision and blueprint for Chippenham and identify key tasks necessary to deliver it.

To that end, the TCPB has produced the One Plan for Chippenham, which brings together existing plans and proposals into a single plan specifically focused on making things happen. The One Plan draws on the Town Council's Neighbourhood Plan as well as work undertaken by the Town Team and other community stakeholders. It takes on board the aspirations of landowners and the town centre business community.

The One Plan provides a strategic framework for the regeneration of Chippenham town centre with the aim of:

- boosting Chippenham's economy
- enhancing the environment
- celebrating the town's heritage

It identifies several projects which can contribute towards achieving these aims. One of these projects is the Chippenham Avon Project, which forms a key element of the wider strategy for Chippenham's regeneration and will realize the vision for enhancing the River Avon as a defining and connecting feature in the revitalization of Chippenham town centre.

The Board undertook consultation on the One Plan between 25 April 2023 and 6 June 2023. Through the public consultation, the Board aimed to seek as many

views as possible from a wide range of stakeholders, which has shaped the final version of the Chippenham Town Centre Masterplan.

The One Plan clearly sets out key projects that are widely supported by the people of Chippenham and its representatives. Importantly, it sets a framework and pathway to move from policy formulation onto delivery of the projects and positive change on the ground.

Consultation on the Chippenham Avon Project took place between 16th April 2024 to 28 May 2024 and the results were used to inform the final version of the Chippenham Avon Project Masterplan. This Master Plan will form a robust but flexible framework within which the Local Planning Authority can assess the merits of planning applications within its area.

As part of its commitment to the One Plan the council also wishes to indicate that subject to match funding being in place and contractual matters being confirmed, it will make a contribution of up to £1 million from Community Infrastructure Levy funds to deliver the Chippenham Avon Project.

Proposals

That Cabinet:

In relation to the One Plan, and subject to any other minor alterations to improve its clarity:

- 1) Note the contents and recommendations of the One Plan (Appendix 1);
- 2) Recognise the One Plan as an evidence-based document to inform the Local Plan Review and future planning guidance; and
- 3) Endorse the One Plan as a material consideration in the making of planning decisions.

In relation to the Chippenham Avon Project Master Plan, and subject to other minor alterations to improve its clarity:

- 4) Note the contents and recommendations of the Master Plan (Appendix 3);
- 5) Recognise the Master Plan as an evidence-based document to inform the Local Plan Review and future planning guidance; and
- 6) Endorse the Master Plan as a material consideration in the making of planning decisions.
- 7) Note the council's intent to contribute funding of up to £1 million via Community Infrastructure Levy to the project, subject to match funding and contractual arrangements being in place which will be confirmed in a further report to cabinet

Reason for Proposals

To ensure the regeneration of Chippenham town centre with the aim of boosting Chippenham's economy, enhancing the environment and celebrating the town's heritage.

The One Plan offers a strategic vision for the town centre area, making recommendations on the form of future development and public sector interventions that can bring forward positive change.

The Chippenham Avon Master Plan is the first project of the One Plan to come forward for delivery and will form a robust but flexible framework within which the Local Planning Authority can assess the merits of planning applications within its area.

Parvis Khansari
Corporate Director, Place

8 October 2024

Subject: Chippenham One Plan and Chippenham Avon Project Masterplan

Cabinet Member: Cllr Richard Clewer - Leader of the Council and Cabinet Member for Military-Civilian Integration, Health and Wellbeing, Economic Development, Arts, Heritage, and Tourism
Cllr Nick Botterill - Cabinet Member for Finance, Development Management and Strategic Planning

Key Decision: Non-Key

Purpose of Report

1. In relation to the One Plan:
 - a) Note the contents and recommendations of the One Plan (Appendix 1);
 - b) Recognise the One Plan as an evidence-based document to inform the Local Plan Review and future planning guidance; and
 - c) Endorse the One Plan as a material consideration in the making of planning decisions.
2. In relation to the Chippenham Avon Project Master Plan:
 - d) Note the contents and recommendations of the Master Plan (Appendix 3);
 - e) Recognise the Master Plan as an evidence-based document to inform the Local Plan Review and future planning guidance; and
 - f) Endorse the Master Plan as a material consideration in the making of planning decisions.

Relevance to the Council's Business Plan

3. The One Plan seeks to provide the basis for a Framework Masterplan for Chippenham with the aim of boosting Chippenham's economy, enhancing the environment and celebrating the town's heritage.
4. The Chippenham River Avon Project, a key project identified in the One Plan, will provide better flood mitigation and improves the public realm through the town centre as well as providing a focal point for the town. The Chippenham Avon Project aims to enrich the river's ambiance and enhance its overall quality, whilst implementing essential flood risk mitigation measures to safeguard both current and future residents and businesses.
5. Both masterplans contribute towards the Council's Business Plan by:

- Helping to regenerate Chippenham Town Centre;
 - Improving and providing more public open space which should provide opportunity for Wiltshire residents to become healthy;
 - Improving access to the countryside by walking and cycling;
 - Providing key flooding infrastructure that protects Chippenham town centre.
6. Endorsement of the masterplans will therefore contribute towards the council's Business Plan's priority of boosting the local economy by helping to stimulate economic growth and strengthening communities. The proposals will also protect and enhance the natural environment to encourage sustainable tourism in the area. In addition, reducing the risk of flooding is a key objective in helping people feel safe in accordance with the council's business plan to create safe communities and protect vulnerable people.
7. The One Plan and the emerging Chippenham Avon Project Masterplan is set in the context of Wiltshire Council's declaration of a Climate Emergency. Proposals for the Avon Project have been designed to provide adaptation measures in response to the expected impacts of climate change through flood mitigation, aligning with the Wiltshire Core Strategy ("WCS") strategic priorities for tackling and adapting to climate change, and paras 157-175 of the National Planning Policy Framework ("NPPF").

Background

8. The Chippenham Town Centre Partnership Board (TCPB) oversees and coordinates the regeneration of Chippenham Town Centre and considers holistically the economic, environmental and social well-being opportunities. The board aims to establish a vision and blueprint for Chippenham and identify key tasks necessary to deliver it.
9. To that end, the TCPB has produced the One Plan for Chippenham, which brings together existing plans and proposals into a single plan specifically focused on making things happen. The One Plan draws on the Town Council's Neighbourhood Plan as well as work undertaken by the Town Team and other community stakeholders. It takes on board the aspirations of landowners and the town centre business community.
10. The One Plan provides a strategic framework for the regeneration of Chippenham town centre with the aim of:
- boosting Chippenham's economy
 - enhancing the environment
 - celebrating the town's heritage
11. It identifies several projects which can contribute towards achieving these aims.
12. One of these projects is the Chippenham Avon Project which forms a key element of the wider strategy for Chippenham's regeneration and will realize the vision for enhancing the River Avon as a defining and connecting feature in the revitalization of Chippenham town centre. The Environment Agency has also identified that there is a need to replace the existing radial sluice gate, which is nearing the end of its life. The risk of it failing to operate is increasing, which could result in a much increased flood risk to Chippenham town centre.

13. The key benefits of the One Plan and Chippenham Avon Project masterplan are identified in the infographic below:
14. This report seeks endorsement for the overarching Town Centre framework, the One Plan; and the Master Plan prerequisite to help delivery of the first of the identified projects of the One Plan, that being the Chippenham Avon Project.

Partnership Working

15. Wiltshire Council has been working in collaboration with the TCPB, chaired by the Member of Parliament for Chippenham and consisting of the principal civic, community and commercial stakeholders.
16. The Board provides strategic direction, scrutiny and oversight for the Programme of activities it will define and agree. Partner organisations are responsible for the individual projects commissioned by them, seeking authority and reporting through their established reporting structures including seeking the necessary authority for the involvement of the TCPB.
17. The Board have prepared the One Plan and the Chippenham Avon Project Master Plan. Whilst the Board has endorsed the One Plan and Chippenham Avon Project Masterplan, it is up to each stakeholder to take it through its own governance processes. This is something the TCPB is supportive of as it ensures this work carries weight in the determination of proposals within the town centre. Officers are therefore seeking endorsement of the masterplans as material considerations.

Main Considerations for the Council

The Chippenham One Plan: Summary

What is the purpose of this document?

18. The One Plan seeks to provide the basis for a Framework Masterplan for Chippenham with the aim of boosting Chippenham's economy, enhancing the environment and celebrating the town's heritage. It purposely focuses on a few priority projects that would boost the economy and support the vibrancy and sustainability of the town centre. Many of these schemes are focused on Chippenham's existing strengths and assets. These include beautiful natural settings such as the river, Chippenham's historic heritage and making more of our town centre spaces and regeneration opportunities.

Why the need to change Chippenham?

19. There is clear evidence that town centres across the country have experienced significant economic headwinds in recent years, including the impact of online shopping, new working patterns and the broader economic downturn and associated cost of living challenges of recent years. Traditional forms of high street uses and the reason for those visits have declined and evidence shows that consumers expect a broader offer based on experiences rather than just the ability to buy necessities; Chippenham has not been immune to these trends.

What can be done to help Chippenham adapt to the pressures identified?

20. Chippenham has many important underlying strengths in its core town centre assets. A historic market town with a diverse range of retail and commercial spaces, fine public spaces and community / environmental assets all within close proximity to the

town's principal commercial and civic amenities. Through a coordinated partnership approach, these assets may be maximised to positively address the challenges and pressures identified and support the ongoing success and prosperity of the town.

Five overarching themes of the One Plan

The One Plan sets out five overarching themes, upon which the delivery of each project will be founded:

- **Creating places that work well for everyone** - To make the central area a better place for people to move around safely, comfortably and in a more pleasant environment with reduced noise and air pollution and reduced greenhouse gas emissions however one chooses to travel.
- **Improving open space and the environment** - The delivery of a connected River Park through the town centre and improving connections between the existing green spaces to enhance nature, leisure and enjoyment.
- **Creating vibrancy** - Enabling spaces and premises in the town to adapt to uses which provide entertainment and experiences to residents and visitors in addition to the day-to-day retail, leisure and service offer.
- **Bringing out Chippenham's qualities** - To enhance buildings and spaces to best showcase the unique and beautiful heritage of Chippenham.
- **Identifying character areas and their role in the Town** - Defining identity and purpose to the various parts of the central area to enhance their character and roles.

21. The five themes of the One Plan are underpinned by the golden thread of responding to and mitigating against the impacts of climate change; responding to climate change is an overarching consideration within the One Plan.

Projects

22. The One Plan focuses on several projects that will boost the economy and support the vibrancy and sustainability of the town centre:

- Chippenham river project
- The River Frontage
- Upper Market Place
- Enhancing our Town Centres
- Bath Road car park/Bridge Centre

Chippenham River Project

23. Past consultations with the local community have highlighted that much more should be made of the river area. The One Plan therefore suggests that a Chippenham "River Green Corridor" could be created to enhance the setting and quality of the river while updating the infrastructure that protects existing and future residents and businesses from flooding. Such a project can enhance existing, and create new, spaces for biodiversity; improve public enjoyment of the river; and ensure high quality development along the river that enhances the river's setting.

The River Frontage

24. The river frontage, to the rear of Emery Gate and across Monkton Park, provides substantial opportunity for enhancement. The existing facades affronting the river do not take full advantage of the potential to create a destination for retail, dining and leisure. The One Plan advocates for this area to be enhanced, with the facades reimagined to create an active river frontage that facilitates food, beverage, and leisure, accommodating cafe culture and redefining Chippenham as a destination with a successful public realm.
25. Combining several uses across the river frontage, in line with demand and the baseline evidence, whilst also actioning works to the river green corridor for enhancement of the natural environment, will aim to create a cohesive scheme that builds on the existing blue and green infrastructure. This aims to address several challenges identified in Chippenham, to include cultural/tourist visits, the decline in town centre shopping, retail unit vacancies and wider economic growth.

Upper Market Place and Enhancing the Town Centre

26. The One Plan recommends that a number of actions are taken include strengthening of the Town core via continued support for new independent and national retailing. When development opportunities occur seek to deliver improvements of the retail offer, public domain enhancements and opportunities for living and leisure. A key objective is to create a new greened environment with street trees and planters with seating thereby delivering people-friendly streets that improve the pedestrian and cycle experience and enhance wayfinding while reducing impact of the car.
27. A simple Public Realm Strategy will provide a “blueprint” to help inform and direct future schemes and changes to the public realm as they come forward in a considered and holistic way. It will set parameters for future projects. Public Realm Projects that come forward will be subject to individual detailed design process and consultation as and when appropriate.

The High Street, The Bridge and New Road/ Upper New Road

28. The simple public realm strategy will also incorporate this area and the core objective of strengthening the retail and hospitality offer will apply here also. When development opportunities occur seek to deliver improvements of the retail offer, public domain enhancements and opportunities for living and leisure. While a new balance between pedestrian and motorist will be sought care will be taken to ensure that vital vehicular access to the station and Olympiad is maintained and if possible enhanced.

Bath Road Car Park / Bridge Centre

29. This site has been highlighted for potential redevelopment, and as such the community were consulted on its potential uses. It is a complex site and no firm consensus emerged from the consultation. Therefore, this project should be considered more long term than others in this Plan and immediate delivery work will revolve around further evidence assessment, discussions and trying to produce a vision for the area’s future, which will satisfy all stakeholders and be of most benefit to Chippenham. The visioning exercise will be followed by the development of a masterplan to guide future development.

Consultation: Chippenham One Plan

30. The Board undertook consultation on the One Plan between Tuesday 25 April 2023, to 5pm on Tuesday 6 June 2023. Through the public consultation, the Board aimed to seek as many views as possible from a wide range of stakeholders to shape the Chippenham Town Centre Masterplan.

31. The consultation was comprehensive and followed the “Chippenham One Plan: Consultation methods and responsibilities” and “Consultation Strategy” as agreed by the board and was informed by Wiltshire Council’s Statement of Community Involvement.
32. The Consultation Output Report and the appendices set out in detail how the consultation process was conducted; summarises the issues arising; and provides a response to the issues raised highlighting how these will shape the One Plan going forward.

Who was consulted?

33. Organisations, groups and individuals set out within Consultation Strategy were notified of the start of the consultation period and how to comment. These included:
- Residents
 - Community Groups
 - Chippenham Youth Council
 - Businesses and business groups
 - Purple Flag Partnership
 - Landowners/developers
 - Statutory consultees (includes relevant technical and regulatory organisations)
 - Education establishments
 - Emergency Services
 - Environment Groups
 - Transport Providers
 - Healthcare Providers
 - Central Government Providers

How were people consulted?

34. Consultees were made aware of the consultation through a variety of means. Consultees were informed that the consultation material was available to view throughout the consultation period at the following locations:
- In electronic format on Wiltshire Council’s website and Chippenham Town Council’s website; and the Town Teams’ website.
 - The Rt Hon Michelle Donelan MP’s office
 - Wiltshire Council’s Monkton Park office reception
 - Chippenham Town Council reception
 - Chippenham Library
 - Chippenham Community Eco Hub
 - The Olympiad
 - Media briefing Friday 21 April 2023.
 - Presentation to Chippenham Town Council’s Annual Town meeting – Wednesday 26 April 2023.
 - Stakeholder meeting (artisans, chamber of commerce etc) – Thursday 27 April 2023.
 - Public Webinar – Thursday 27 April 2023.
 - Staffed pop-up event at Borough Parade – Thursday 11 May 2023.
 - Staffed pop-up event at Olympiad - Saturday 13 May 2023.
 - Presentation to Chippenham and Villages Area Board – Monday 15 May 2023.
 - Statutory Stakeholders meeting – Thursday 18 May 2023.

- Staffed pop-up event – Friday 19 May 2023.
- Flyers/posters in shop windows (Borough Parade for example)

35. Staffed pop-up events were used as an opportunity to inform the public about the details of the consultation. Exhibition boards were on display with various board members available to answer questions from members of the public. Each pop up was very well attended. Representatives were offered several ways to respond to the consultation. A survey could be completed and submitted via the One Plan consultation portal. Alternatively, surveys and other comments could be submitted by email or post or could be submitted by hand at any of the consultation events, or deposit points.

The Results of Public Consultation on the One Plan

36. The Consultation Output Report and its appendices sets out in detail how the consultation was conducted; summarises the issues arising; and provides a response to the issues raised highlighting how these shaped the Masterplan going forward.

37. The Clear themes and message to emerge from the consultation were as follows:

- Riverside enhancement and flood prevention were widely supported but water levels are an issue;
- The community want more diverse and greater number of shops, bars and restaurants, especially independent ones;
- The installation of traffic lights at Station Hill has been unpopular and is clearly a sore point with many of the community;
- There is high and untapped demand for more food and drink opportunities especially with outside dining in a green and enhanced environment;
- More trees and greenery are a consistent message;
- Existing buildings should where possible be altered so that they have an active frontage and embrace the Riverside;
- Island Park is not to be paved, but a diversity of uses appropriate to its enhancement as a green would be strongly supported;
- The heritage and visual appeal of the town centre needs to be displayed better
- The Upper Market Place is a prime area for more planting and pedestrianisation facilitating a café culture;
- While a majority want cars to be less dominant, there is still a need to ensure ample, easy parking to support easy visits to the town;
- The consultation has confirmed that public art installations are not seen as an important element in enhancing Chippenham Town centre;
- Access to the Station and the Olympiad should not be restricted and any enhancements to the High Street should be planned around this;
- There was a clear preference expressed for any redevelopment of the Bath Road site to maintain good levels of parking and including leisure and retail facilities;
- Being easier for the visitor and user of the Town Centre to easily find their way around was strongly supported by the majority of responders;
- There is a clear trend that Chippenham needs more experiences and activities to draw people in and increase dwell time and in particular more activities to occupy the youth of the town.

The Influence of the consultation

38. The consultation has shaped the final version of the One Plan to make it a more effective document in regenerating Chippenham town centre.
39. In response to the consultation feedback, the One Plan sets out that a strategic River Green Corridor Masterplan will be prepared to provide a framework to guide the phased development of the River Park project Upper Market Place and Enhancing the Town Centre.
40. To support enhancement of the Upper Market Place and the town centre more generally, where development opportunities occur, the One Plan seeks to deliver improvements of the retail offer, public domain enhancements and opportunities for living and leisure; the production of a Public Realm strategy is also suggested, when adequate resources are identified.
41. For the High Street, the Bridge and New Road/Upper New Road, in response to the consultation feedback, the One Plans also seeks to design and implement a public realm strategy for this area.
42. The One Plan sets out that for the Bath Road Car Park/Bridge Centre, further evidential work is needed to build consensus over the future of this area.

The Chippenham Avon Project Masterplan: Summary

43. The Masterplan sets out a number of key objectives for the delivery of the Chippenham Avon Project including:
- Removing the hard engineered radial gate and fish passage that is now past its intended life and replace this with a 'softer' flood mitigation scheme within Chippenham town centre to protect town centre businesses and residents into the future and improve biodiversity;
 - Enabling and encouraging growth and regeneration within central Chippenham including creating more active frontages at the Emery Gate shopping centre and 31-33 High street in line with Chippenham Neighbourhood Plan;
 - Increasing the functional connection of Chippenham to the river;
 - Protecting and enhancing the biodiversity and environment along the river corridor;
 - Preserving and enhancing the special historic environment;
 - Enhancing and maintaining the unique character and identity of the river corridor and the riverfront;
 - Supporting development that is responsive to the river corridor;
 - contributing to healthy communities through the provision of improved walking and cycling links and recreation and leisure along the river corridor;
 - promoting sustainable development;
 - Increasing tourism opportunities ;
 - Enhancing the riverfront south of Gladstone Bridge as an attractive natural area and consider opportunities to limit flooding and ensure the path is passable for more of the year;
 - Where possible, minimize the impact of reduced water levels on existing residents and businesses;
 - Delivering design solutions that are appropriate to the character of each reach of the river and the wider character of Chippenham as a rural market town;
 - Creating areas of public access to the rivers whilst protecting the ecology;
 - Enabling wildlife to move over, under or through the Town Bridge (High Street) such as a wildlife underpass and/or improving landscaping of banks;

- New Planting, including many new trees;
- Increasing understanding and awareness of the local environment and cultural heritage through interpretation boards;
- Maintaining residential amenity and access to the river from homes;
- Continuing to protect up to 100 homes and 110 businesses from an extreme flood event or if the radial gate failed;
- Creating 250+ jobs and increasing confidence for investment from others in the town centre;
- Improving the 62 ha of high quality public open space to be enjoyed by all
- Increasing opportunities for social connectivity;
- Increasing outdoor education and training opportunities;
- Enhancing green infrastructure which will improve amenity and well-being for visitors and local residents;
- Improving wildlife migration through the River Avon;
- Improving public physical and mental health outcomes resulting in increased productivity;
- Increasing opportunities for volunteer groups to become more involved in their local environment;
- Reducing the risk of disruption from flooding to transport infrastructure
- improving climate change resilience;
- creating new food and beverage night-time hub around Island Park;
- improving the ecological condition of the River Avon watercourses;
- removing visually obtrusive structures;
- increasing awareness of the river and encouraging more public 'ownership' of these valuable assets;
- improving cycling and pedestrian routes and segregating wherever possible
- encouraging modal shift away from the private car in favour of walking and cycling, thus reducing carbon emissions and improving air quality.

Development Principles

44. The masterplan requires that all new development proposals either within the Chippenham Avon Project or within the River Corridor Interface Zone as designated on the masterplan will need to demonstrate how they meet a number of detailed development principles that fall under the headings listed below:

- CAP1: Biodiversity
- CAP2: River Improvements
- CAP3: Flood Risk and Water Management
- CAP4: Integrated Development
- CAP5: Access
- CAP6: Public Realm
- CAP7: Public Protection and Amenity
- CAP8: Management and Maintenance

Area-Based Development Principles

45. The Masterplan aims to deliver the Chippenham Avon Project in areas and divides the river into a number of "Reaches". The early phases will deliver changes to the river channel infrastructure and can be brought forward sooner as funding streams are likely to be more accessible compared to other phases; other phases will rely on the identification of additional funding sources. The masterplan identifies area-based development principles that will inform the delivery of the Chippenham Avon Project. These principles are based on feedback from the community themselves and have

been drawn from existing policies in the Neighbourhood Plan, feedback from the One Plan and also dedicated consultation on a draft of the Masterplan including workshops and discussions with local representatives.

Results of public consultation on the Master Plan

46. The board undertook consultation on the Master Plan from 16 April 2024 to 28 May 2024. The Consultation Output Report and its appendices sets out in detail how the consultation process was conducted; summarises the issues arising; and provides a response to the issues raised highlighting how these shaped the Masterplan going forward.
47. The clear themes and messages to emerge from the consultation were as follows:
- The responses indicate a strong overall support for the objectives of the Master Plan;
 - There is a consistent and very strong support for enhancing the biodiversity of the river;
 - There is support of ongoing and enhanced recreational use of the river with improved access and enhanced public domain;
 - There is concern of a change in water levels and the Master Plan has been amended to reflect this;
 - There is a consistent minority who wish to see the radial gate replaced with a similar structure.
48. It is outside the scope of the Masterplan to insist on replacement of the radial gate and its removal is supported in planning policy terms due to the conservation, amenity, ecological benefits and future maintenance responsibilities and cost

The influence of the consultation

49. The consultation as well as showing strong local support for the project has led to change which will strengthen the Masterplan and make it a more effective document in shaping future delivery of the Chippenham Avon Project and new developments within the River Corridor Interface Zone.
50. All comments and responses are included in Appendix 2 to the Consultation Output Report this report and where the comment has prompted a change to the Masterplan this is clearly shown by the phrase 'CHANGE TO MASTERPLAN' in the right hand column.
51. The main changes include:
- That where feasible and viable, engineering solutions are sought which seek to minimise the impacts of reduced water levels;
 - To reflect the issues raised over how the actual design of public domain should look, the Masterplan has been amended with the following objective has been added in Part 4 of the document:
 - Delivering design solutions that are appropriate to the character of each reach of the river and the wider character of Chippenham as a rural market town.
 - Bullet point in CAP 1 relating to invasive species will say eradication to be coordinated with upstream efforts;

- As per the Environment Agency's suggestion and require a replacement ratio of 5:1 for each tree removed;
- CAP7 has been changed to explicitly refer to need for a Construction and Environmental Management Plan that will be required to manage construction activity in and around the river in support of any planning applications;
- CAP4 now includes explicit requirement that proposals should be subject of a flood risk sequential test;
- CAP 5 changed to make specific reference to the need for DDA compliance.
- Reach 3 now is explicit that additional paved areas on Monkton Park or Island park will be avoided unless agreed with the Town council;
- CAP4 now explicitly requires SUDS;
- Requirement added to take into account the Guiding Principles in the Bristol Avon Catchment Plan and Bristol Avon Fish Recovery Plan through working with the appropriate bodies;
- CAP1 strengthened regarding mitigation of light pollution and management of new lighting;
- CAP 5 revised to reference interpretation boards;
- It is acknowledged that CAP4 reads onerously and could be seen as a disincentive to investment and hence it has been amended to be lead to opportunities being realized in a more flexible manner. It now reads: 'New development proposals will be expected to demonstrate how they make a positive contribution to the aims of the Chippenham Avon Project Masterplan through, where relevant, providing some of the following outcomes;
- The term Integrated River Zone' has been deleted and River Corridor Interface Zone been used consistently throughout. The map on page 22 has been amended to explain the area covered by the Interface Zone for better clarity;
- CAP6 has additional criteria requiring that detailed plans show how the conservation area is to be protected and enhanced.

Safeguarding Implications

52. There are no direct safeguarding implications arising from these proposals. At the appropriate stage, projects arising from the One Plan (including the Chippenham Avon Project) will be required to incorporate measures to reduce any actual or perceived opportunities for crime or anti-social behaviours, in accordance with the Wiltshire Core Strategy.

Public Health Implications

53. The One Plan and the Chippenham Avon Project Master Plan will have positive impacts on public health. The One Plan supports active lifestyles, improves air quality, reduces congestion, improves public health and makes Chippenham more resilient to climate change. This will make Chippenham a more pleasant place to live and to visit. The One Plan also promotes walking and cycling.

54. Delivery of significant enhancement to the town's green infrastructure links to support health and well-being is a key objective of the Chippenham Avon Project. The project will enhance and create new safe and accessible public spaces which will enable and support healthy lifestyles through exercise and active travel, and promote social interaction by creating shared spaces for the community and visitors to enjoy.

Procurement Implications

55. The Chippenham One Plan and the Chippenham Avon Project Masterplan have no procurement implications for the Council.

Equalities Impact of the Proposal

56. Consultation on both the One Plan and the Chippenham Avon Project Masterplan has been carried out in accordance with the Council's adopted Statement of Community Involvement, which takes an inclusive approach to consultation ensuring that everyone can be involved. The methodology and outreach for the consultation was agreed with stakeholders, including attempts to seek views from younger respondents, ensuring the consultation was available across a number of formats and locations, and engaging proactively with interested organisations to disseminate the messaging.
57. To ensure that under-represented groups were made aware of the consultations, a series of news releases, posts on social media and articles in e-newsletters were issued as well as posters displayed throughout the town. For both consultations, a public webinar and public drop-in events were held in venues which local people could easily access. In addition, static unstaffed consultation displays were held in various locations which under-represented groups could visit such as Chippenham Library, The Olympiad and council offices.
58. Boosting the economy of Chippenham through these proposals including provision of new homes will offer opportunities for all and thereby will have a positive impact and address inequalities.

Environmental and Climate Change Considerations

59. All projects will be planned to incorporate all statutory standards and exceed them where possible. Any project must be worked on in collaboration with Natural England, County Ecologist and local wildlife groups.
60. The five themes of the One Plan are underpinned by the golden thread of responding to, and mitigating against, the impacts of climate change. Future generations depend on us acting now to combat climate change. The global impacts of severe weather and rising temperatures are clearly documented and will lead to major negative effects on communities across the UK. Wiltshire Council and Chippenham Town Council have both declared a climate emergency and have committed to taking accelerated actions, in line with the national and global momentum that is building in response to climate change. The One Plan will seek to protect the environment, reduce the likelihood of flooding, and reduce motor vehicle movements through the town while ensuring the town remains accessible to all.

Workforce Implications

61. Preparation and implementation of the One Plan and Chippenham Avon Project Masterplan has workforce implications for services across the Council as well as the Major Projects service. Input will continue to be required from services as the One Plan and Avon Project progresses through the next stages and resources aligned to ensure there is sufficient capacity. It is anticipated that this will be absorbed within the current capacity of services but will be kept under review.

Risks that may arise if the proposed decision and related work is not taken

62. The principal risk is that Chippenham's role as the economic and social foundation for the local community will weaken, as will the community's identity and values. Economically, the town centre will struggle to contribute significantly to local employment and the wider economy, while socially, it will lose its role as the linchpin for community cohesion and to serve as venues for public interaction and to attract visitors to the town.
63. There is also an urgent need to address the condition of the radial gate in Chippenham, which has already failed once.

Risks that may arise if the proposed decision is taken and actions that will be taken to manage these risks

64. Some parts of the community may be concerned about the changes that new development will bring, particularly if it is taking place near to where they live. This will be mitigated by continuing to have effective communication and engagement throughout the development of the One Plan projects and the Chippenham Avon Project Masterplan.

Financial Implications

65. There are no immediate financial implications anticipated as a result of the masterplan work. Individual projects may require further financial considerations and any progressed will be subject to governance and reporting requirements. Amongst these is the Chippenham Avon Project to which the council wishes to indicate its preparedness to commit up to £1 million of funding via Community Infrastructure Levy, subject to confirmation of match funding and contractual arrangements being in place, which will be provided in a future report to cabinet.

Legal Implications

66. The legal aspect of this decision-making process has been implemented in accordance with both planning legislation and local practices and complies with the relevant legal requirements.

Overview and Scrutiny Engagement

67. There has been oversight of the project by Council leadership and Corporate Director. Advice was sought on the appropriate scrutiny/engagement, and there has been consultation locally through the Area Board.

Options Considered

68. The production of the One Plan comprised of a series of workshops with the Partnership Board to scrutinise evidence and identify challenges which then led to the identification of a long list of options. These options were narrowed down via a series of tests including deliverability, environmental impacts, viability and further workshops/public consultations.

Conclusions

69. The Chippenham One Plan project was borne out of the recovery work in the Town following the pandemic, which had a serious negative impact on the town centre economy.
70. The One Plan focuses on raising the town's profile as an investment opportunity and to guide the future development. It offers a strategic vision for the town centre area, making recommendations on the form of future development and public sector interventions that can bring forward positive change.
71. It clearly sets out key projects that are widely supported by the people of Chippenham and its representatives. Importantly it sets a framework and pathway to move from policy formulation onto delivery of the projects and positive change on the ground.
72. The Chippenham Avon Master Plan is the first project of the One Plan to come forward for delivery and the Master Plan will play a crucial role in ensuring that impacts are mitigated and benefits optimised. It will form a robust but flexible framework within which the Local Planning Authority can assess the merits of planning applications within its area.

Victoria Moloney

Head of Economy and Regeneration

Report Author: Richard Walters, Head of Major Projects,
richard.walters@wiltshire.gov.uk

Appendices

Appendix 1 – Chippenham One Plan

Appendix 2 – One Plan Consultation Report and appendices

Appendix 3 – Chippenham Avon Project Master Plan

Appendix 4 – Chippenham Avon Project Master Plan Consultation Report

Background Papers

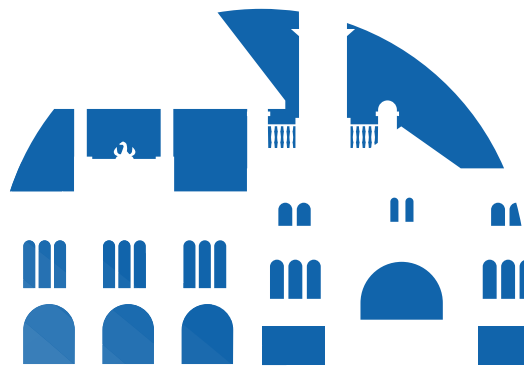
[Wiltshire Core Strategy](#)

National Planning Policy Framework [National Planning Policy Framework \(publishing.service.gov.uk\)](#)

Wiltshire Council Statement of Community Involvement

<https://www.wiltshire.gov.uk/article/1088/Statement-of-Community-Involvement>

This page is intentionally left blank



Chippenham One Plan

Executive summary



Contents

Welcome 1

What and who is the Chippenham Town Centre Partnership Board? 2

What is the purpose of this document? 3

What is the status of this document and how does it relate to other strategies such as the Neighbourhood plan? 4

Why the need to change Chippenham? 5

What can be done to help Chippenham adapt to the pressures identified? 6

The clear themes and messages to emerge 12

Climate emergency 17

A bold vision for Chippenham Town Centre 18

Delivery based on understanding the varying character of different areas within the town centre 20

Projects 21

One Plan delivery phase 26

Welcome

Welcome to this summary of the proposals of the Chippenham One Plan. This document provides an overview of the plans for Chippenham Town Centre proposed by the Chippenham Town Centre Partnership Board to boost the town’s economy, enhance the environment and celebrate its heritage. It draws upon the work of the Partnership Board member organisations and other town centre stakeholders over many years, brought together through the One Plan consultation that took place in the summer of 2023.

The proposals presented are intended to provide Chippenham and its residents with a sound and workable framework for future development and investment. We believe that with the right interventions and carefully managed growth, the proposals set out in the One Plan offer a bright and distinctive future for Chippenham town centre.

What and who is the Chippenham Town Centre Partnership Board?

The Chippenham Town Centre Partnership Board is a voluntary partnership of stakeholders with an interest in the future of the town, chaired by the Member of Parliament for Chippenham and established to support and guide the economic regeneration of the town centre. The Board's overall strategic purpose is to deliver a step change in the economic vitality and growth, identifying and enabling delivery of key strategic projects. The Board is advisory with a commitment of Board members to work together to shape Chippenham going forward. The Board consists of the principal civic, community and commercial stakeholders with a shared interest in the economic success and vibrancy of Chippenham town centre.



What is the purpose of this document?

Clear messages from the community have been received through Neighbourhood Plan, Town Centre Work and the One Plan consultation

Now it's time for us to move from 'planning' to 'delivery'

You asked that all our shared ideas and strategies be brought together in a simple document setting out the future - 'One Plan'

Together we have identified key projects to help Chippenham evolve and prosper

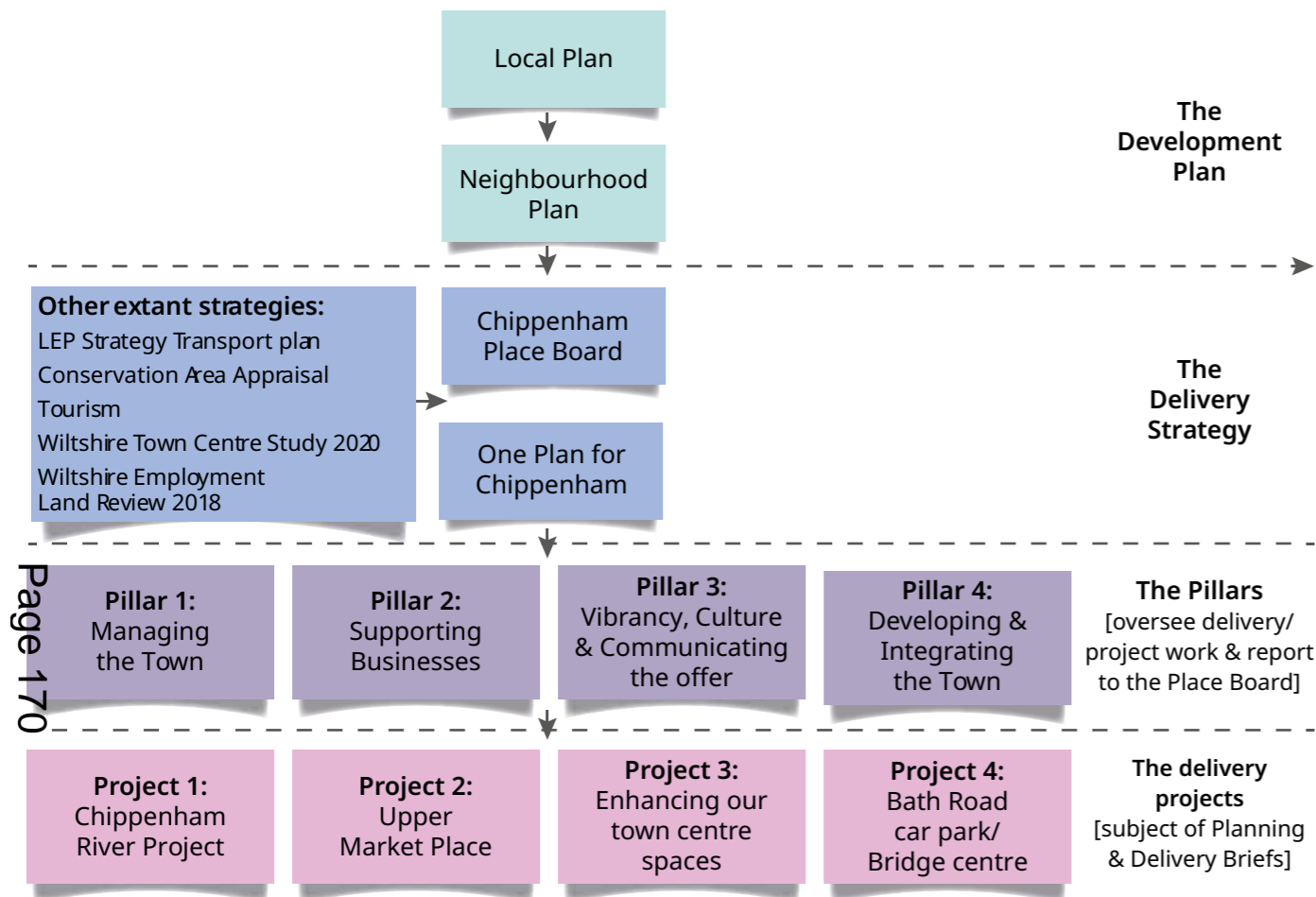
Fundamentally you confirmed to us that we are ready to start delivering together

The One Plan seeks to provide the basis for a Framework Masterplan for Chippenham with the aim of boosting Chippenham's economy, enhancing the environment and celebrating the town's heritage. It purposely focuses on a few priority projects that would boost the economy and support the vibrancy and sustainability of the town centre. Many of these schemes are focused on features that make Chippenham such a wonderful place to live, work and visit. These include beautiful natural settings such as the river, Chippenham's historic heritage and making more of our town centre spaces and regeneration opportunities.

Consultation on the emerging One Plan took place from April to June 2023 and feedback from this has informed the masterplan (Chippenham_One_Plan_Consultation_Report_APPROVED.pdf). There will be further opportunity for consultation as and when the individual projects in the One Plan are progressed.

The following diagram on page five affirms the overarching messages that the community has consistently told to the Partnership Board through various consultations over the past number of years.

What is the status of this document and how does it relate to other strategies such as the Neighbourhood plan?



Page 170

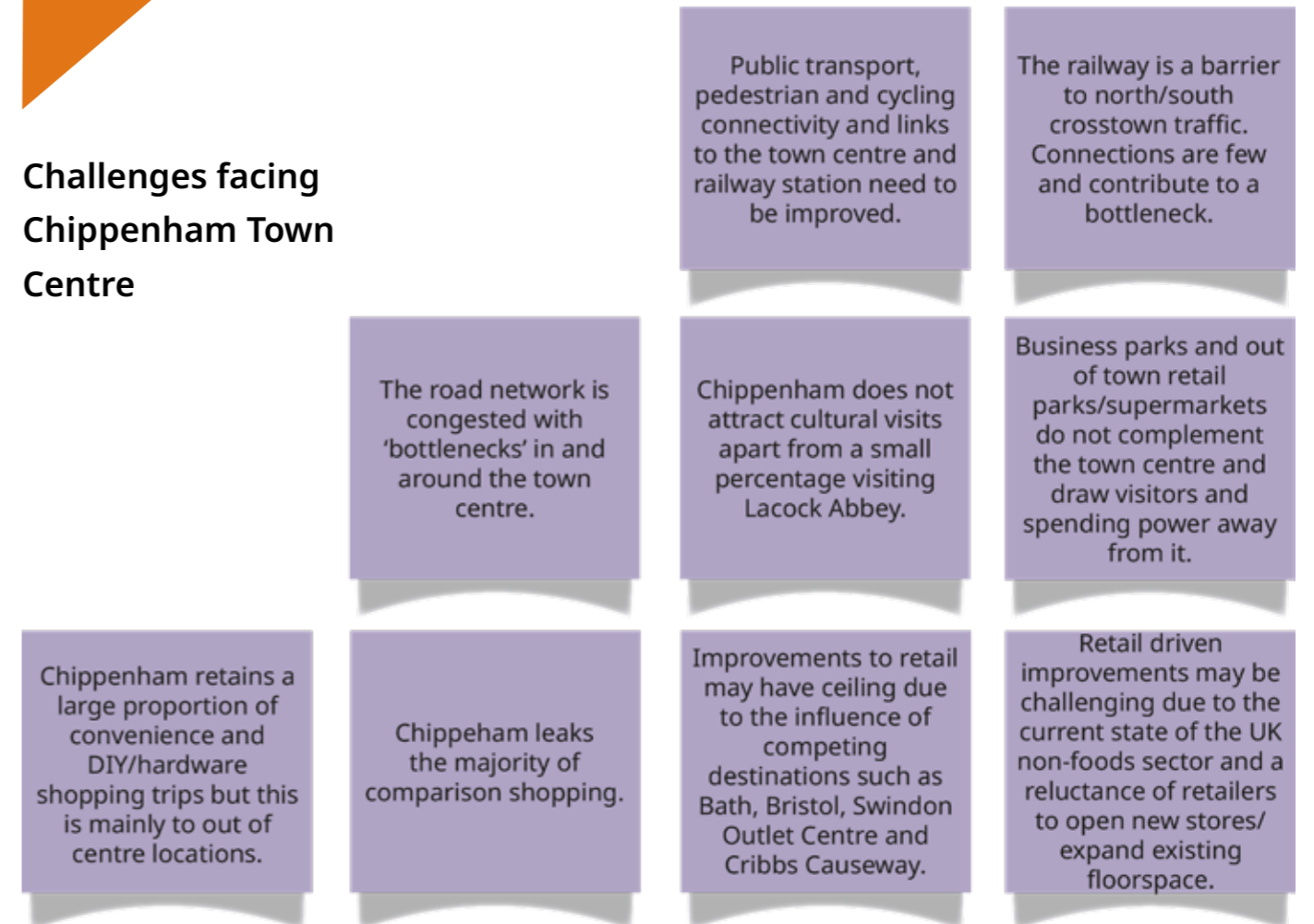
The One Plan brings together existing ideas and strategies in a simple, coordinating document setting out the future. It draws on the Town Council's Neighbourhood Plan as well as work undertaken by the Town Team and other community stakeholders; it is not a replacement of the important work that has gone into those documents, nor is it starting afresh.

The One Plan is not part of the statutory Development Plan but is part of the delivery strategy for the various projects identified to support Chippenham's regeneration.

Why the need to change Chippenham?

There is clear evidence that town centres across the country have experienced significant economic headwinds in recent years, including the impact of online shopping, new working patterns and the broader economic downturn and associated cost of living challenges of recent years. Traditional forms of high street uses and the reason for those visits have declined and evidence shows that consumers expect a broader offer based on experiences rather than just the ability to buy necessities. Chippenham is not immune to these trends. The Board has produced a Baseline Report which sets out the evidence of factors exerting pressure on Chippenham Town Centre and that can be read here [Chippenham Baseline Report 250122 \(2\).pdf](#)

Challenges facing Chippenham Town Centre



What can be done to help Chippenham adapt to the pressures identified?

Summary of what the baseline reveals

Page 17

The river is only a partially realised asset with far more to give.

Great opportunities remain which are currently unrealised.

Growth in homes needs to be matched by town centre renaissance.

Changing role of town centres - from necessities to experiences.

Simple interventions can make a big difference.

Successful funding bids benefit from a coherent single strategy and a list of shovel ready projects.

Lack of a single, consensual vision has been a negative.

A lack of profile for local distinctiveness - what is the unique offer?

The town needs celebrating and an image boost.



Chippenham has many important underlying strengths in its core town centre assets. A historic market town with a diverse range of retail and commercial spaces, fine public spaces and community / environmental assets all within close proximity to the town's principal commercial and civic amenities. Through a coordinated partnership approach, these assets may be maximised to positively address the challenges and pressures identified and support the ongoing success and prosperity of the town. The One Plan provides a summary of the plans proposed which aim to boost the town's economy, enhance the environment, and celebrate its heritage. Some of the challenges and opportunities, linked to the town's principal strategic assets were highlighted by the community in its response to the One Plan consultation, these are considered below;



Public Transport in the town centre

Public transport connectivity and access is acknowledged as an important component of any sustainable growth strategy and should be a consideration in any regeneration plans for Chippenham Town Centre. In order to adapt to the pressures, improvements to connectivity and access may be achieved through upgraded signage, enhanced routes, and better accessibility both to and from the town centre. The consultation identified that residents would like to see reduced car presence in the town centre which to be achieved may necessitate improvements to the accessibility of public transport.



Railway connectivity

Chippenham station has direct links to Swindon, Bristol, and London and is a key factor in both the historic and future growth of the town. Whilst the station is within the urban area it is some distance from the historic commercial core of the town and its High Street. It is very important therefore that the links between the station and town centre form part of any strategy that focuses on the economic vitality of the town centre. Improvements to these links may be achieved by simple measures such as improved signage though to more significant interventions including enhancements to the wider public realm and improvements in public transport services where practicable.



Cultural/Tourist Visits

Chippenham has many important historic assets, listed buildings and public spaces. Important buildings in the town centre such as Yelde Hall, Town Hall and Neeld Hall are complemented by visitor facilities including the town Museum and History Centre. Taken in combination these are a very significant cultural and community assets that may not be fully realised and could through a coordinated and curated approach brought to greater prominence and significance as components of the town's visitor offer.

Retail sector issues

Whilst Chippenham remains a vibrant town centre, there is potential for improvement through a reduction in vacancy rates and making better use of some ageing retail spaces that do not serve the needs of modern consumers. Addressing these challenges should be a key part of any strategy to improve the sustainability and long-term viability of Chippenham High Street and the town's commercial core.

in retail uses is significant with the potential for redevelopment of the River Frontage and Upper Market Place areas. The need for a greater focus on leisure and experience related activities to attract and retain visitors (cafe's, dining other leisure uses) alongside traditional retail was a key theme that came out of the consultation.

In order to adapt, the town centre needs to develop a clearer sense of its own distinctiveness. The river frontage and potential enhancements to both Emery Gate and Borough Parade shopping centres provide the key opportunities to deliver this.

Page 10
10
Although the composition of town centre uses has changed in line with national trends, the opportunities to address a reduced uptake

Opportunities for Chippenham Town Centre

Chippenham has excellent train links to London and Bristol, but improved access is needed to the station.

Chippenham benefits from good built environment with a historic centre that is not used to its benefit.

The river front is one of the town's greatest amenities but is not being utilised to its full potential and access to it could be improved.

The town retains three quarters of trips for health and beauty goods.

Chippenham's food and beverage uses are more popular during the day than in the evening.

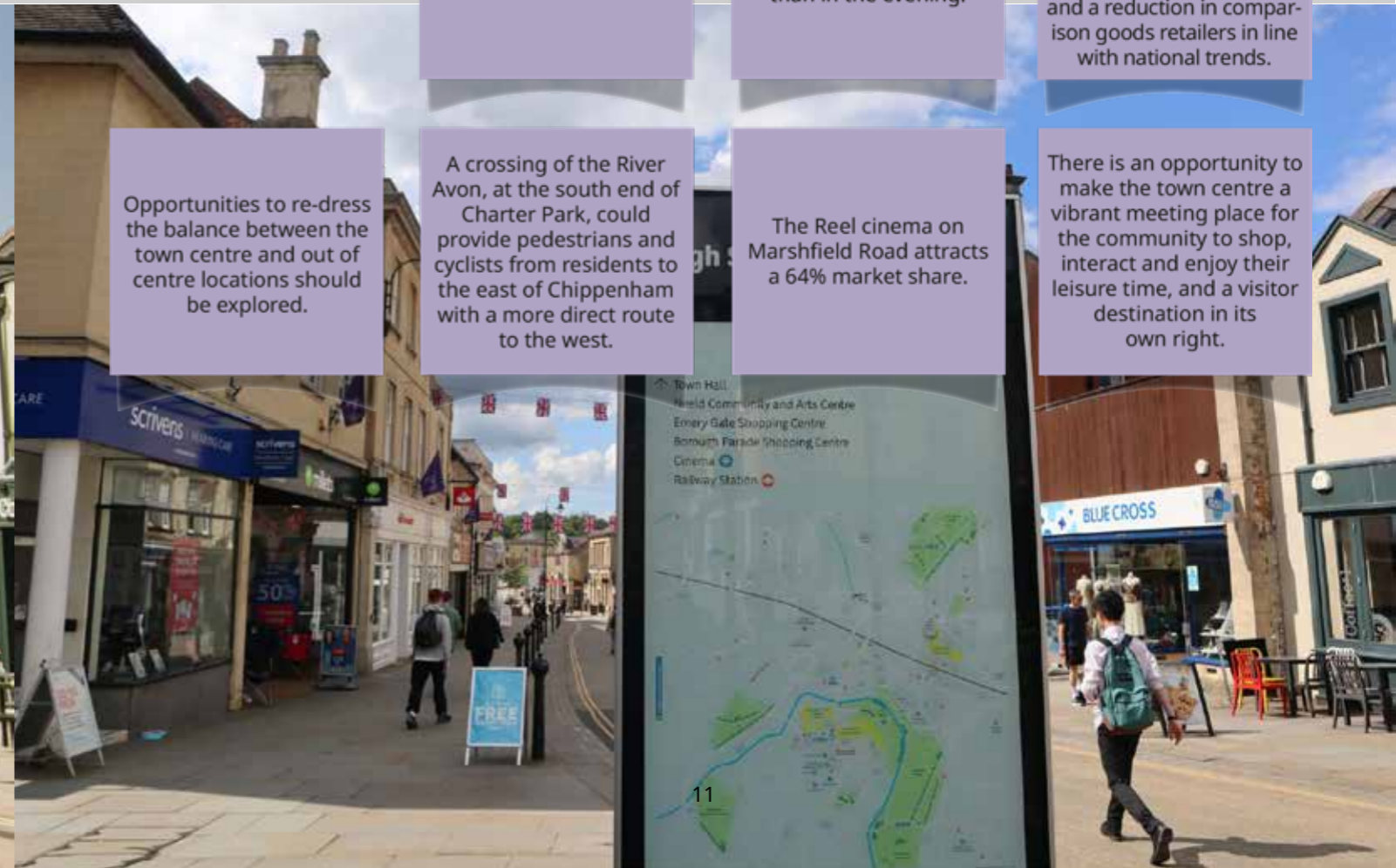
Vacancy rate in the town centre has remained quite constant, although the make-up of the town centre has changed with an increase in service uses and a reduction in comparison goods retailers in line with national trends.

Opportunities to re-dress the balance between the town centre and out of centre locations should be explored.

A crossing of the River Avon, at the south end of Charter Park, could provide pedestrians and cyclists from residents to the east of Chippenham with a more direct route to the west.

The Reel cinema on Marshfield Road attracts a 64% market share.

There is an opportunity to make the town centre a vibrant meeting place for the community to shop, interact and enjoy their leisure time, and a visitor destination in its own right.



The clear themes and messages to emerge

Riverside **enhancement** and flood prevention are widely supported but water levels are an issue.



Island Park is NOT to be paved, but a **diversity** of uses appropriate to its **enhancement** as a **green** would be strongly supported.

There is high and untapped demand for more food and drink **opportunities** especially with outside dining in a **green** and **enhanced** environment.

The **heritage** and visual **appeal** of the town centre needs to be displayed better.



The Upper Market Place is a **prime** area for more **planting** and **pedestrianisation** facilitating a café culture.

The consultation has **confirmed** that public art installations are not seen as an important element in **enhancing** Chippenham Town Centre.

Being easier for the visitor and user of the Town Centre to **easily** find their way around was **strongly** supported by the majority of responders.



Access to the Station and the Olympiad should not be restricted and any **enhancements** to the High street should be planned around this.

The community want more **diverse** and greater number of shops, bars and restaurants. Especially independent ones.

More **trees** and **greenery** are a consistent message.



While a majority want cars to be less dominant, there is still a need to ensure ample, **easy** parking to **support** easy visits to the town.

There was a **clear** preference expressed for any redevelopment of the Bath Road site to maintain **good** levels of parking and include leisure and retail facilities.



There is a **clear** thread that Chippenham needs more **experiences** and **activities** to draw people in and **increase** dwell time and in particular more activities to occupy the **youth** of the town.

The installation of traffic lights at Station Hill has been unpopular and is **clearly** a sore point with many of the community.

Existing building should where possible be altered so that they have an **active** frontage and **embrace** the Riverside.



These messages have been condensed into 5 overarching themes. This has provided the basis on which the delivery of each project will be founded:

Improving open space and the environment

Bringing out the qualities



Creating places that work well for everyone

Creating vibrancy

Identifying character areas



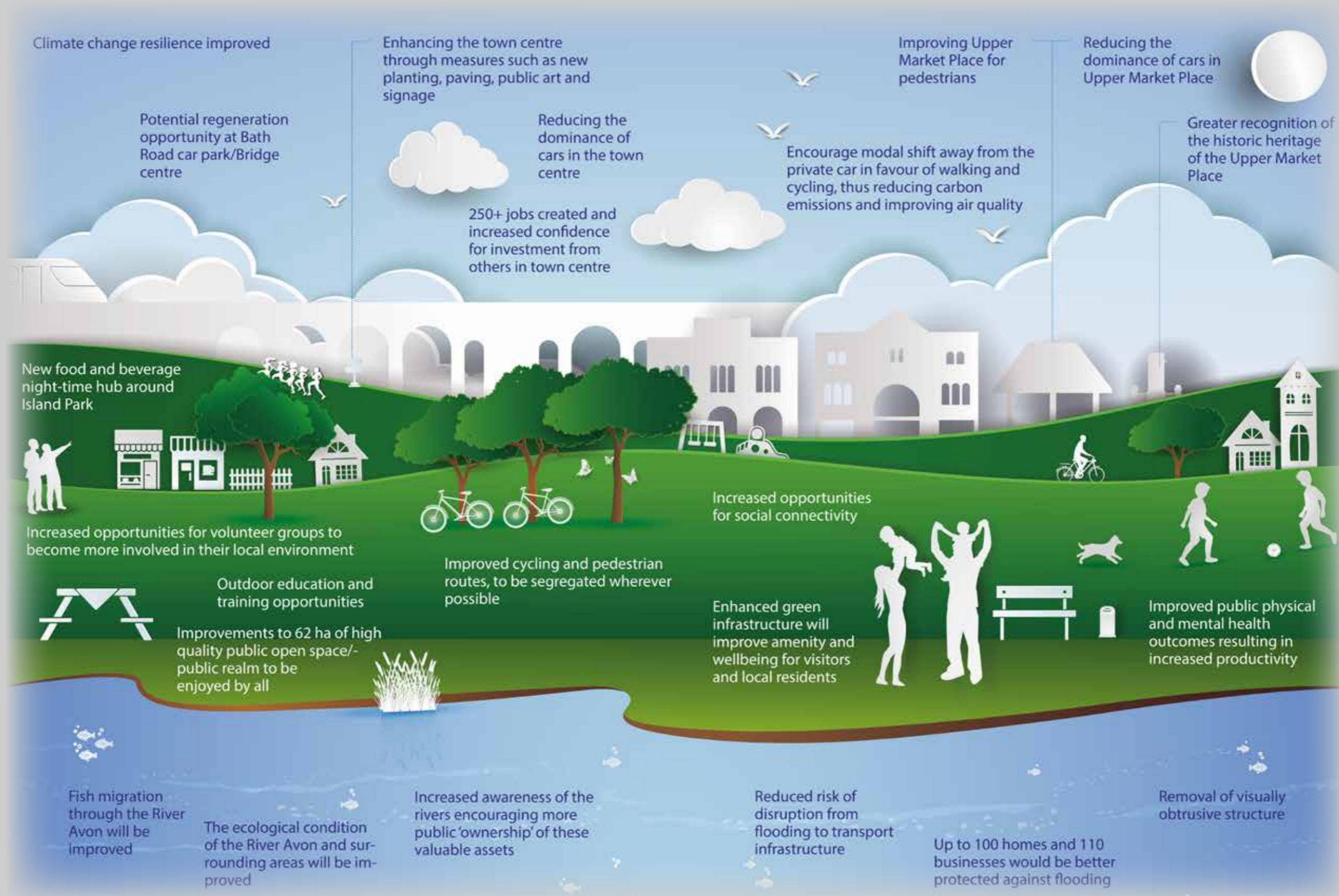
Climate emergency

The five themes of the One Plan are underpinned by the golden thread of responding to, and mitigating against, the impacts of climate change. Future generations depend on us acting now to combat climate change. The global impacts of severe weather and rising temperatures are clearly documented and will lead to major negative effects on communities across the UK. Wiltshire Council and Chippenham Town Council have both declared a climate emergency and have committed to taking accelerated actions, in line with the national and global momentum that is building in response to climate change. The One Plan will seek to protect the environment, reduce the likelihood of flooding, and reduce motor vehicle movements through the town while ensuring the town remains accessible to all.

A bold vision for Chippenham Town Centre

Together we will seek to deliver a series of projects that will transform the experience of Chippenham Town Centre. It will become a leisure destination of choice, with footfall increased and a thriving, vibrant hospitality, leisure and retail offer. Chippenham's River

Green Corridor will be a lasting legacy of riverside green space and urban wildlife habitat and around 62 ha of public open space will be enhanced. The One Plan projects will recognise and enhance Chippenham's important historic heritage and will create an enterprising and thriving town centre.



Delivery based on understanding the varying character of different areas within the town centre

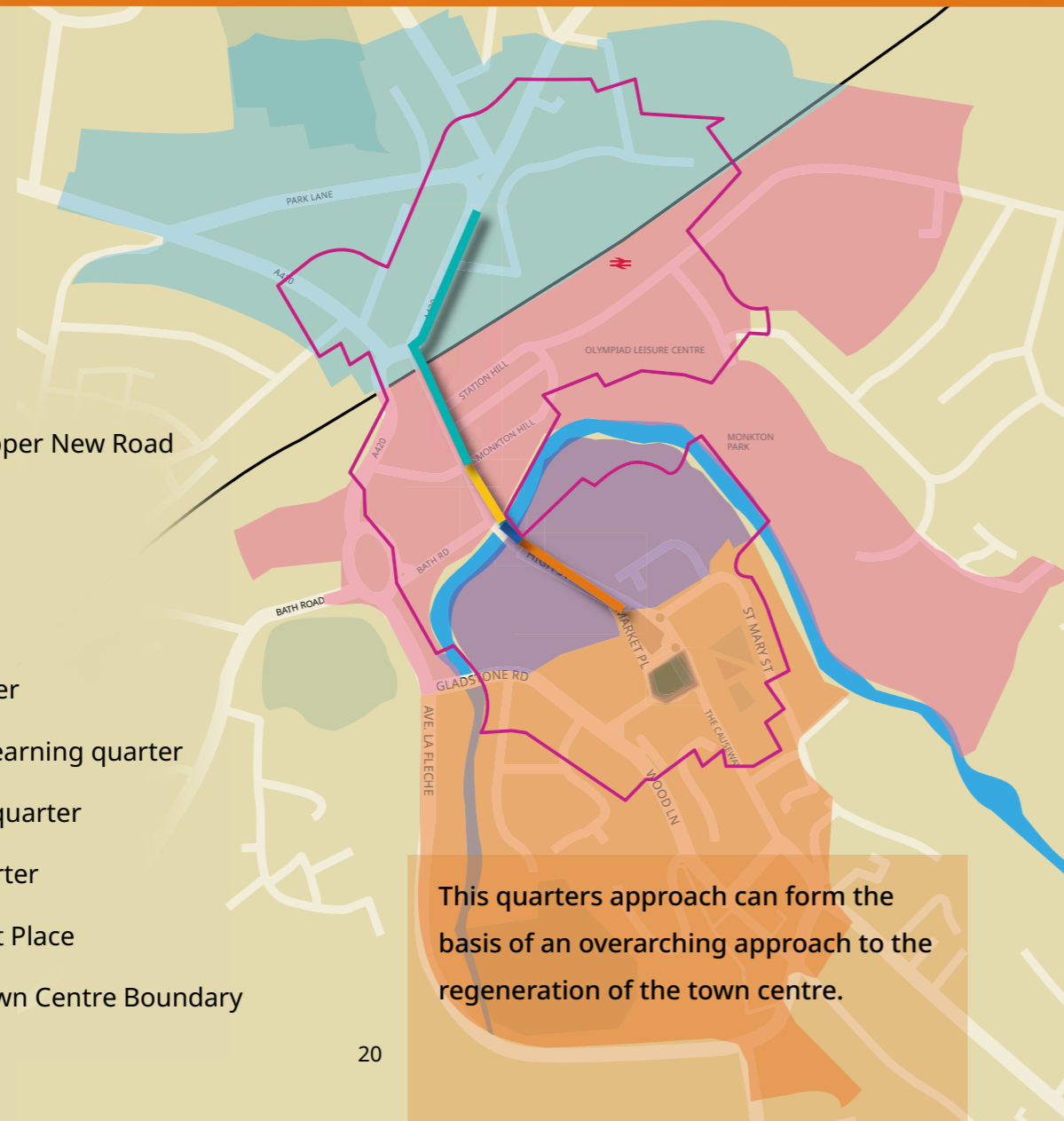
It is acknowledged by the Partnership Board that there are distinctive character areas within Chippenham, each of which provide identity and purpose to the various parts of the central area. A 'one-size-fits-all' approach to the regeneration of the town would, therefore, not be appropriate. Instead, individual projects will be tailored to the character of different areas of the town centre based on analysis of each area and evidence gathering, taking account of each area's urban form, heritage and existing and emerging land uses.

Defining different parts of Chippenham as quarters is an approach that is being developed locally and which are illustrated below:

Page 178

Key:

-  New Road/Upper New Road
-  The Bridge
-  Town Bridge
-  High Street
-  Artisan quarter
-  Leisure and learning quarter
-  Town centre quarter
-  Heritage quarter
-  Upper Market Place
-  Local Plan Town Centre Boundary



Projects

Set out below are a series of projects that were presented to the community as possible opportunities in the One Plan consultation.

Chippenham River Project

The River Green Corridor, to include the replacement of the radial gate /weir, along with riverside enhancement and flood prevention was widely supported in the consultation responses. The responses to the options presented was less clear cut, with some preference shown for the retention of some form of amenity water level as part of an overall scheme.

In response to the consultation feedback, a strategic River Green Corridor Masterplan will be prepared. This will provide a framework to guide the phased development of the River Park project and the Board will seek for this to be endorsed by Wiltshire Council as a material planning consideration in the determination of any future planning application affecting land within the masterplan area.

The Master Plan approach will provide the following benefits:

- Reduced flood risk to residents and businesses.
- Building climate change resilience.
- Enhancing existing, and creating new, spaces for biodiversity.
- Improving public enjoyment of the river.
- Helping to deliver well-designed new development which makes a positive contribution to the river.
- To provide a clear vision for community, stakeholders, developers and landowners.
- To ensure high quality development along the river corridors.
- To ensure development enhances the river setting.
- To provide guidance on flood alleviation and ecological improvements.
- To ensure that development is appropriate, and that the impacts of development are effectively understood.
- To engage local communities.

The first phase of this masterplan will include the removal of the existing radial gate at the end of its useful life, provide amenity water levels where practicable, and improve the ecological value of the watercourse. This phase will be led by the Environment Agency working alongside the Town Centre Partnership Board. The EA has been working with the Partnership Board through the One Plan consultation to support the principle of a partnership approach where a scheme may deliver wider benefits for the local community alongside the works that the EA is required to complete under its statutory obligations. Enhancement of the River Green Corridor, whilst maintaining and encouraging the

ecological value, is an essential part of wider regeneration within Chippenham. The masterplanning approach will ensure the priorities of the river are fully considered, the development is endorsed as a material planning consideration, and wider development acts cohesively with the interests of the natural environment.

There will also be an opportunity for subsequent phases of the River Green Corridor Masterplan, including the redevelopment the riverside frontage and improved access to the river. The Partnership board will explore funding opportunities for investment from the private sector and landowners.



The River Frontage

The river frontage, to the rear of Emery Gate and across Monkton Park, provides substantial opportunity for enhancement, which is well-supported by the community, as was made clear during consultation.

The existing facades affronting the river do not take full advantage of the potential to create a destination for retail, dining and leisure. The board acknowledges that this is an asset and therefore the One Plan advocates for this area to be enhanced, with the facades reimaged to create an active river frontage that facilitates food, beverage, and leisure, accommodating cafe culture and redefining

Chippenham as a destination with a successful public realm.

Combining several uses across the river frontage, in line with demand and the baseline evidence, whilst also actioning works to the river green corridor for enhancement of the natural environment, will aim to create a cohesive scheme that builds on the existing blue and green infrastructure. This aims to address several challenges identified in Chippenham, to include cultural/tourist visits, the decline in town centre shopping, retail unit vacancies and wider economic growth.

Upper Market Place and Enhancing the Town Centre

Feedback from the consultation made it clear that the majority support enhancing the Upper Market Place and the town centre more generally (p17-23 Chippenham_One_Plan_Consultation_Report_APPROVED.pdf) and optimising Chippenham's historic heritage.

To do this, the One Plan recommends that a number of actions are taken include strengthening of the Town core via continued support for new independent and national retailing. When development opportunities

occur seek to deliver improvements of the retail offer, public domain enhancements and opportunities for living and leisure. A key objective is to create a new greened environment with street trees and planters with seating thereby delivering people-friendly streets that improve the pedestrian and cycle experience and enhance wayfinding while reducing impact of the car.

A simple Public Realm Strategy would provide a “blueprint” to help inform and direct future schemes and changes to the public realm as they come forward in a considered and holistic way. It would set parameters for future projects. Public Realm Projects that come forward will then be subject to individual detailed design process and consultation as and when appropriate.

The High Street, The Bridge and New Road/ Upper New Road

The simple public realm strategy will also incorporate this area and the core objective of strengthening the retail and hospitality offer will apply here also. When development opportunities occur seek to deliver improvements of the retail offer, public

Bath Road Car Park/Bridge Centre

This site has been highlighted for potential redevelopment, and as such the community were consulted on its potential uses. It is a complex site and no firm consensus emerged from the consultation. Therefore this project should be considered more long term than other in this Plan and immediate delivery work will revolve around further evidence assessment, discussions and trying to produce a vision for the areas future which will satisfy all stakeholders and be of most benefit to

A Public Realm Strategy would also help to make credible funding bids for enhancement of Chippenham. The board will ensure that funding opportunities are fully explored to deliver individual public realm projects. For these reasons a public realm strategy would complement this One Plan and is something that the Place Board will consider producing when adequate resources are identified.

domain enhancements and opportunities for living and leisure. While a new balance between pedestrian and motorist will be sought care will be taken to ensure that vital vehicular access to the station and Olympiad is maintained and if possible enhanced

Chippenham. The visioning exercise will be followed by the development of a masterplan to guide future development.

Broader development of the town centre aims to address parking provision, and as such the Bath Road car park will be considered as part of wider parking facilities in Chippenham. Several uses were suggested and have been considered. Highlighting the loss of the former youth centre and demand for more

leisure facilities, the One Plan acknowledges that the site has significant potential as a key location for an extension to the town centre, in cohesions with broader development.

Development will ensure sympathetic development noting the sites situation within the Chippenham Conservation Area and presence of Grade II Listed Bank House. Delivery of this aspect of the town centre regeneration will form part of a long-term project and fulfilment of the project is not anticipated to be imminent. Local policy advocates for the Bath Road Car Park and Bridge Centre area to form a retail extension to the town centre, and the One Plan recommends that this form part of the wider public realm strategy.

One Plan delivery phase

Now that you have made it clear what projects we should pursue to revitalise the Town Centre, the next step is to focus on delivery. Now we get cracking!

The projects in the One Plan cannot be delivered by a single organisation. Delivery will be dependent on a range of different partners working together, including the Partnership Board, Natural England, the Environment Agency, Historic England, infrastructure providers, utility companies, private sector representatives, and the community. The One Plan is therefore based on partnership and consensus between all these different stakeholders. Its recommendations have been informed by the views of the people of Chippenham and the result of which is a document that is for the Town and its people.

The projects and interventions within the One Plan will be supported by a detailed delivery plan for each individual project. These will be based on international best practice and will be complex. In summary each project plan will identify:

- discreet project teams with leads, named teams, resources
- business case development

- funding sources, bids and match funding
- procurement of landscape architects and master planners
- RIBA design stages
- detailed engagement with stakeholders to develop detailed designs
- consent regimes e.g. planning, drainage, ecological etc
- construction procurement, engineering plans and implementation
- future maintenance arrangements.

A discreet project plan will be developed for the following projects to deliver the main objectives shown:

Upper Market Place

Objectives:

- Design and implement a public domain strategy for the area.
- Strengthening of the Town core via continued support for new independent and national retailing.
- When development opportunities occur seek to deliver improvements of the retail offer, public domain enhancements and opportunities for living and leisure.
- Create a new greened environment with street trees and planters with seating.
- Create people-friendly streets that improve the pedestrian and cycle experience and enhance wayfinding while reducing impact of the car.

- Seek funding to upgrade and improve the quality of historic buildings and shopfronts and enforce shopfront policy.
- Introduce shared space to reduce negative impact of vehicles
- Move parking away from building frontages where possible to create a larger area of enhanced public realm / a more pleasant place to sit.
- Improve setting of Grade II listed war memorial Incorporation of more green landscaping / low maintenance planting options.
- Improve setting of existing heritage assets and building such as Church and Rose and Crown.



River Avon

Objectives:

- Reduced flood risk to residents and businesses.
- Building climate change resilience.
- Enhancing existing, and creating new, spaces for biodiversity; Rewilding.

- Public art / Enhanced public realm/ Sculpture park.
- Cafes / restaurants /Mobile kiosks.
- Wild swimming / Boating/ Leisure boat route/Jetty.
- More active frontages on both sides of the River Avon.
- Greater connectivity through an additional footbridge / More permeable development.
- To produce, adopt and implement a master plan to guide a phased approach to the project.

An enhanced green space at Island Park to encourage public use.

Performance spaces.

- Children's play areas / Picnic area/ trim trails.

River Frontage Development

Objectives:

- Take opportunities to deliver outward looking to create an active river frontage.
- Encourage food, beverage, and leisure, accommodating cafe culture and redefining Chippenham as a destination of choice.
- Encourage residential use of upper floors and other space.
- creating active frontages to the river, where feasible.
- improving the setting of the River Park through well-designed landscaping.

- Avoiding impacts to and taking opportunities to enhance biodiversity.
- Facilitating housing and economic growth adding vibrancy to the area.
- Contributing to the planting of new trees and creation of new shaded spaces.



The High Street, The Bridge and New Road/ Upper New Road

Objectives:

- Design and implement a public domain strategy for the area.
- Strengthening of the Twon core retail area and hub of activity around Upper Market Place.
- Continue support for new independent and national retailing.

When development opportunities occur seek to deliver improvements of the retail offer, public domain enhancements and opportunities for living and leisure.

- Encourage the café culture and facilitate widespread use of outside seating by removing parking.
- Create a new greened environment with street trees and planters with seating.
- Ensure vehicular access to the station and Olympiad is maintained and if possible enhanced.
- Seek funding to upgrade and improve the quality of historic buildings and shopfronts and enforce shopfront policy.
- Introduce enhanced pedestrian spaces to reduce dominance of vehicle.

Bath Road Car Park/Bridge Centre

Objectives:

- Further evidential work to build a consensus over future.
- Establish a shared long term vision for the site.
- Explore the balance of uses included parking and community uses.

- Work with partners to scope viable opportunities.
- Once consensus appears, development a master plan to guide future development.



An example of the contents of a project proforma to be developed for each project are shown below.

Chippenham Town Centre Masterplan - draft template for Development and Delivery Brief production.

Contents

Part 1 - Planning the project

01 Introduction

- Background
- Vision for Site
- Aims of the Brief
- Status
- Community Involvement
- Structure

02 Appreciating the context

- Urban Layout
- Current Uses and Ownership
- Topography
- Scale
- Architecture and Conservation
- Details and Materials
- Landscape
- Visibility
- Access
- Historic Background
- Drainage and Services

03 Development Strategy

- Use
- Amount
- Layout
- Scale
- Appearance
- Landscaping
- Access

04 Planning Application

- Design and Access Statement
- Landscape Strategy
- Achieving Sustainable Design
- Planning Obligations

Part 2 - Delivering the project

05 Project Management?

- Project Management Team Structure including
- Partnership working
- Resources and Role Descriptions
- Project summary
- Project definition
- Project Objectives
- Project Approach
- Change control approach
- Risk management approach
- Project Controls
- Monitoring
- Tailoring of PRINCE2

06 The Business Case Development Process

- Determining the Strategic Context and undertaking the Strategic Assessment
- Scoping the proposal and preparing the Strategic Outline Case (SOC)
- Planning the scheme and preparing the Outline Business Case (OBC)
- Reviewing the Business Case: SOC, OBC and FBC95

07 Financial Management

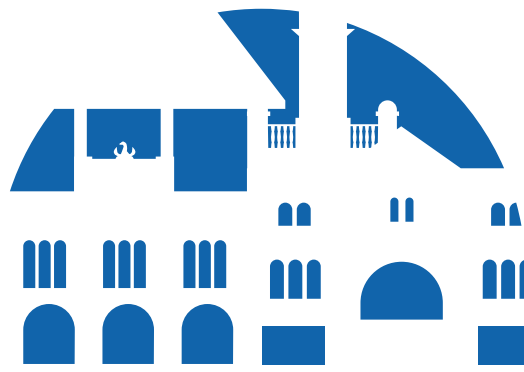
- Account management
- Tendering and contracts invoicing and payment Auditing and controls

08 Detailed designs and construction

- Based on RIBA standard practice (see diagram)

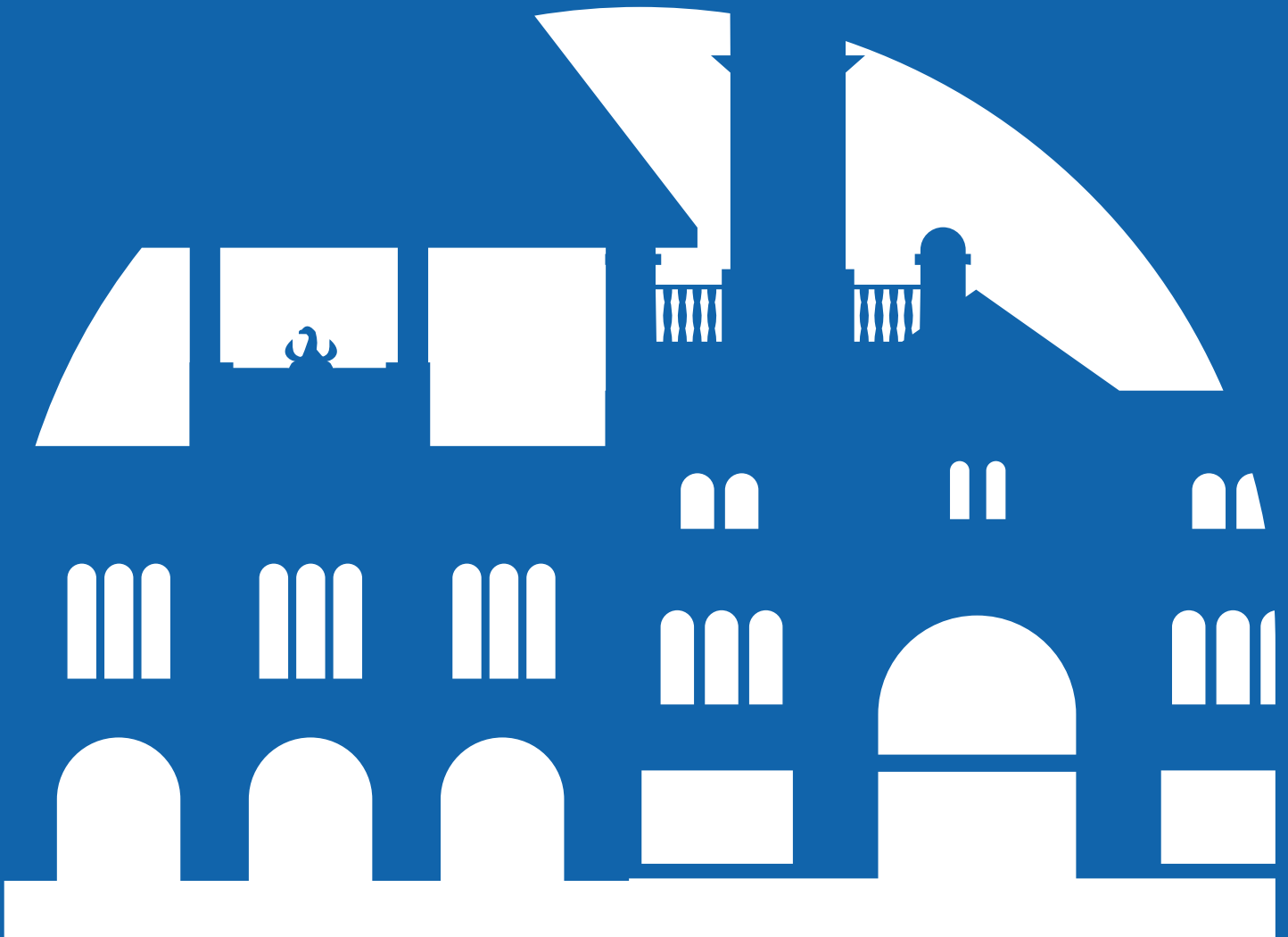
The RIBA Plan of Work 2020 diagram is a grid-based process flow. It consists of 8 columns representing stages (0-7) and 6 rows representing different aspects of the project: Stage Outcome, Core Tasks, Core Statutory Processes, Procurement Route, Information Exchanges, and a final row for specific deliverables. Each cell contains detailed descriptions of what happens in that stage, including key tasks, regulatory requirements, and the resulting deliverables. The diagram also includes a 'Procurement Route' section showing the sequence of appointments for various roles like Client team, Design team, and Contractor.

	0 Strategic Definition	1 Preparation and Briefing	2 Concept Design	3 Spatial Coordination	4 Technical Design	5 Manufacturing and Construction	6 Handover	7 Use
Stage Outcome	The best means of achieving the Client Requirements confirmed	Project Brief approved by the client and confirmed that it can be accommodated on the site	Architectural Concept approved by the client and aligned to the Project Brief	Architectural and engineering information Spatially Coordinated	All design information required to manufacture and construct the project completed	Manufacturing, construction and Commissioning completed	Building handed over, Aftercare initiated and Building Contract concluded	Building used, operated and maintained efficiently
Core Tasks	Prepare Client Requirements Develop Business Case for feasible options including review of Project Risks and System Requirements Ratify option that best delivers Client Requirements Review Feedback from previous projects Undertake Site Appraisals	Prepare Project Brief including Project Outcomes and Sustainability Outcomes, Quality Aspirations and Spatial Requirements Undertake Feasibility Studies Agree Project Budget Source Site Information including Site Surveys Prepare Project Programme Prepare Project Execution Plan	Prepare Architectural Concept incorporating Strategic Engineering requirements and aligned to Cost Plan, Project Strategies and Outline Specification Agree Project Brief Derogations Undertake Design Reviews with client and Project Stakeholders Prepare stage Design Programme	Undertake Design Studies, Engineering Analysis and Cost Exercises to test Architectural Concept resulting in Spatially Coordinated design aligned to updated Cost Plan, Project Strategies and Outline Specification Initiate Change Control Procedures Prepare stage Design Programme	Develop architectural and engineering technical design Prepare and coordinate design team Building Systems information Prepare and integrate specialist subcontractor Building Systems information Prepare stage Design Programme	Finalise Site Logistics Manufacture Building Systems and construct building Monitor progress against Construction Programme Inspect Construction Quality Resolve Site Queries as required Undertake Commissioning of building Prepare Building Manual	Hand over building in line with Plan for Use Strategy Undertake review of Project Performance Undertake seasonal Commissioning Rectify defects Complete initial Aftercare tasks including light touch Post Occupancy Evaluation	Implement Facilities Management and Asset Management Undertake Post Occupancy Evaluation of building performance in use Verify Project Outcomes including Sustainability Outcomes
Core Statutory Processes	Strategic appraisal of Planning considerations	Source pre-application Planning Advice Initiate collation of health and safety Pre-construction Information	Obtain pre-application Planning Advice Agree route to Building Regulations compliance Option: submit outline Planning Application	Review design against Building Regulations Prepare and submit Planning Application	Submit Building Regulations Application Discharge pre-commencement Planning Conditions Prepare Construction Phase Plan Submit form F10 to HSE if applicable	Carry out Construction Phase Plan Comply with Planning Conditions related to construction	Comply with Planning Conditions as required	Comply with Planning Conditions as required
Procurement Route	Design & Build 1 Stage Design & Build 2 Stage Management Contract Construction Management Contractor-led	Appoint client team Appoint design team	Appoint contractor	Appoint contractor Pre-contract services agreement	Appoint contractor Preferred bidder	Appoint contractor	Appoint contractor	Appoint Facilities Management and Asset Management teams and strategic advisers as needed
Information Exchanges	Client Requirements Business Case	Project Brief Feasibility Studies Site Information Project Budget Project Programme Procurement Strategy Responsibility Matrix Information Requirements	Project Brief Derogations Signed off Stage Report Project Strategies Outline Specification Cost Plan	Signed off Stage Report Project Strategies Updated Outline Specification Updated Cost Plan Planning Application	Manufacturing Information Construction Information Final Specifications Residual Project Strategies Building Regulations Application	Building Manual including Health and Safety File and Fire Safety Information Practical Completion certificate including Defects List Asset Information	Feedback on Project Performance Final Certificate Feedback from light touch Post Occupancy Evaluation	Feedback from Post Occupancy Evaluation Updated Building Manual including Health and Safety File and Fire Safety Information as necessary



Chippenham One Plan

Consultation report



Contents

Executive Summary	1
1 Introduction	4
2 Purpose of this report	6
3 How to use this document.....	6
4 Evidence and Oversight	7
5 Methodology for the consultation.....	9
6 Summary of responses and issues arising	12
Appendix 1 – Consultation material	28

Appendix 1 – Consultation material

Due to their length the following Appendices are in a standalone document

Appendix 2 – Free Text Questions: Summarised comments and responses

Appendix 3 – Free text Questions: Original comments

Non-Technical Executive Summary

The One Plan consultation process received 1942 responses. When these were analysed in detail responders made approximately 9,242 individual points.

For context this compares to 483 responses for the last round of Neighbourhood Plan consultation (known as Regulation 14), and some 2682 for the previous stage of the Local Plan Review (covering the whole of Wiltshire).

On the blank page at the end of the questionnaire the Partnership Board received many thanks for the opportunity to comment and the outreach they had done.

Consultation only means something if it influences the outcomes.

While the process was successful in engaging large numbers of the community, the real measure of success is how the voice of the community will be used to revise the projects in the emerging One Plan strategy and how that is manifested in delivery on the ground. This should now be the focus on ongoing work by the Partnership Board.

How to respond to so many diverse voices.

The multiple-choice design of the main questions meant that it was straightforward to analyse outcomes and compare choices

through the simple charts included in this document. The various areas where general comments were invited (known as free text), was much more complex and necessitated the analyse of every comment received and then including them under an appropriate topic heading which captured the point being made. For example, a comment such as ‘better surfacing in the Upper Market Place could improve the area’ would be captured under ‘Improvements to the public domain.’ This themed approach allowed clear trends and issues to emerge which allowed the lessons of the consultation to be clearly understood in order to influence the next stages.

**The
consultation
process
has been a
success**

The clear themes and messages to emerge

Riverside **enhancement** and flood prevention are widely supported but water levels are an issue.



Island Park is NOT to be paved, but a **diversity** of uses appropriate to its **enhancement** as a **green** would be strongly supported.

The Upper Market Place is a **prime** area for more **planting** and **pedestrianisation** facilitating a café culture.

The consultation has **confirmed** that public art installations are not seen as an important element in **enhancing** Chippenham Town Centre.

Being easier for the visitor and user of the Town Centre to **easily** find their way around was **strongly** supported by the majority of responders.



There is high and untapped demand for more food and drink **opportunities** especially with outside dining in a **green** and **enhanced** environment.

The **heritage** and visual **appeal** of the town centre needs to be displayed better.



Access to the Station and the Olympiad should not be restricted and any **enhancements** to the High street should be planned around this.



The community want more **diverse** and greater number of shops, bars and restaurants. Especially independent ones.

More **trees** and **greenery** are a consistent message.



While a majority want cars to be less dominant, there is still a need to ensure ample, **easy** and **good value** parking to **support** easy visits to the town.

There was a **clear** preference expressed for any redevelopment of the Bath Road site to maintain **good** levels of **affordable** parking and include leisure and retail facilities.



There is a **clear** thread that Chippenham needs more **experiences** and **activities** to draw people in and **increase** dwell time and in particular more activities to occupy the **youth** of the town.

The installation of traffic lights at Station Hill has been unpopular and is **clearly** a sore point with many of the community.

Existing building should where possible be altered so that they have an **active** frontage and **embrace** the Riverside.



1 Introduction

The Chippenham Town Centre Partnership Board is an unincorporated voluntary partnership which has been created to coordinate the regeneration of Chippenham town centre. The Board's overall strategic purpose is to deliver a step change in the economic vitality and growth of the town, identifying and enabling delivery of key strategic projects. The Board is advisory with

a commitment of Board members to work together to shape Chippenham going forward.

The Board consists of the principal civic, community and commercial stakeholders with a shared interest in the economic success and vibrancy of Chippenham town centre. These include:

Michelle Donelan, MP

Wiltshire Council

Chippenham Town Council

Wiltshire college & University Centre

Chippenham Borough Lands Charity

Pinnacle Group

Chippenham Chamber of Commerce

Chippenham Civic Society

Chippenham Community Hub Town Team

Acorn Property Group, Owners of Emery Gate Shopping Centre

Evolve Estates Owners of Borough Parade Shopping Centre

Environment Agency



The Terms of Reference show how the Chippenham Town Centre Partnership Board will be responsible for identifying and enabling the delivery of key strategic projects within Chippenham. (Chippenham Town Centre Partnership Board Terms of Reference.)

The Board has worked collaboratively to produce the One Plan for Chippenham, which begins the process of bringing together existing plans and proposals into a single plan specifically focused on making things happen.

The One Plan draws on the Town Council's Neighbourhood Plan as well as work undertaken by the Town Team and other community stakeholders. It takes on board the aspirations of landowners and the town centre business community.

The One Plan has purposely focused on several key projects that would boost the economy and support the vibrancy and sustainability of the town centre.

Many of these schemes are focused on features that make Chippenham such a wonderful place to live, work and play. These include beautiful natural settings such as the river, Chippenham's historic heritage and making more of our town centre spaces and regeneration opportunities.

The Board has undertaken consultation on the One Plan between Tuesday 25 April 2023, to 5pm on Tuesday 6 June 2023. Through the public consultation, the Board aims to seek as many views as possible from a wide range of stakeholders to shape the Chippenham Town Centre Masterplan.



2 Purpose of this report

The purpose of this document is to explain how the consultation process was conducted; to summarise the issues arising; and to provide a response to the issues raised highlighting how these will shape the One Plan going forward.

3 How to use this document

This Consultation Report is broken down into a series of sections and appendices, as follows:

- Section 4 summarises briefly the previous rounds of consultation.
- Section 5 sets out the methodology that has been undertaken in conducting the consultation.
- Section 6 sets out a summary of the consultation responses, and the council's responses.

The appendices to the Consultation Report set out further details in respect of the consultation process.

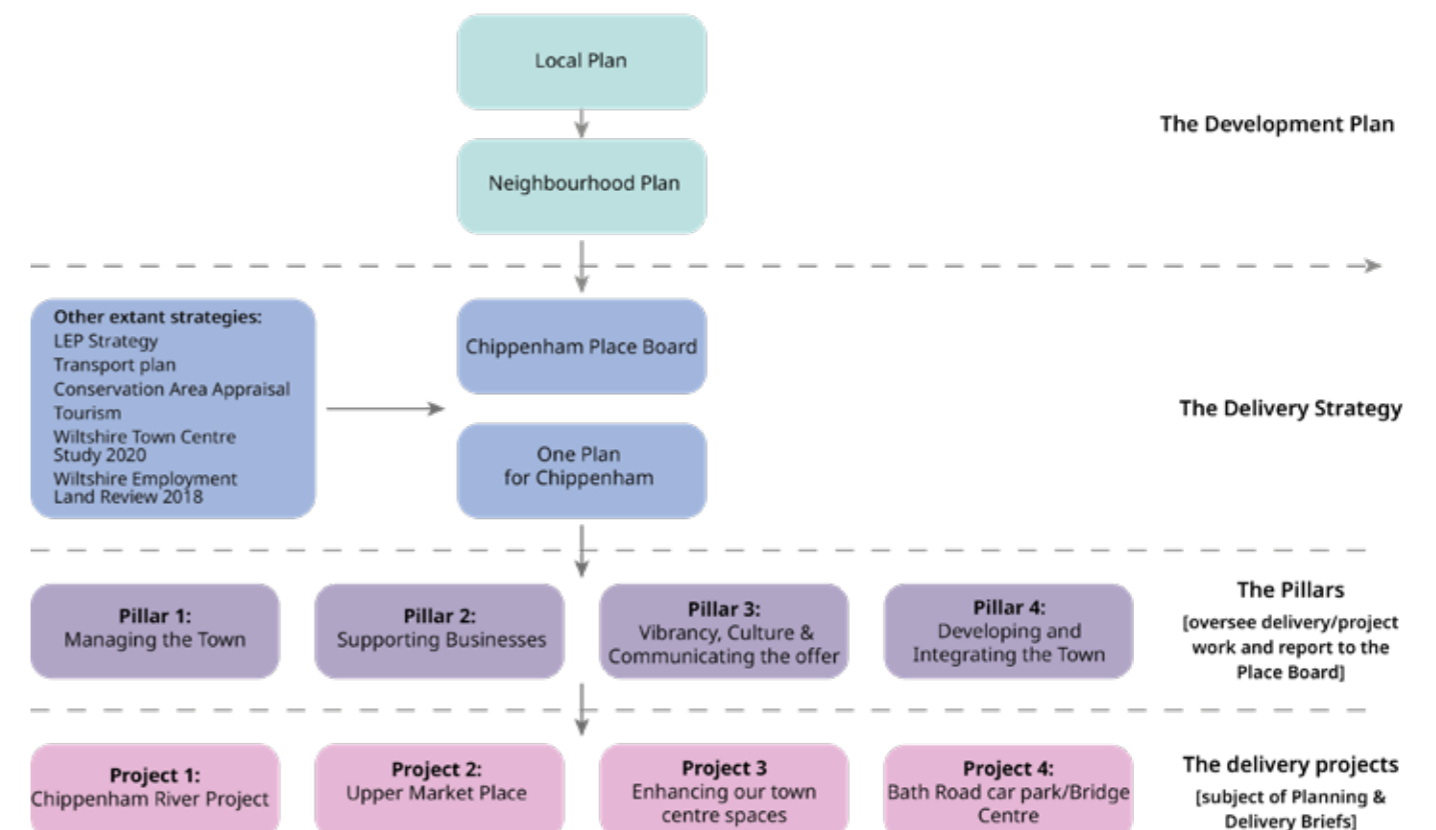


4 Evidence and Oversight

The One Plan is based on evidence from a wide range of sources including but not exclusive to the following:






- Neighbourhood plan and the consultation outcomes
- Work undertaken by the Chippenham Towns Team
- Policies national/local adopted and emerging such as the Planning White Paper; Environment Bill.
- National design guidance
- Planning applications
- Infrastructure investments
- Extant vision and plans
- Horizon scanning – pipeline investments
- Challenges – social, economic, and environmental
- Extant data and evidence, trends, demographics, footfall, turn over, vacancy rates etc.

This evidence base can be graphically represented as shown below:



The One Plan is about the delivery and implementation of certain Neighbourhood plan projects and other strategies as they affect the Town Centre; it is not a replacement on the important work that has gone into those documents. So, the key messages for this project are:

Where we've got to

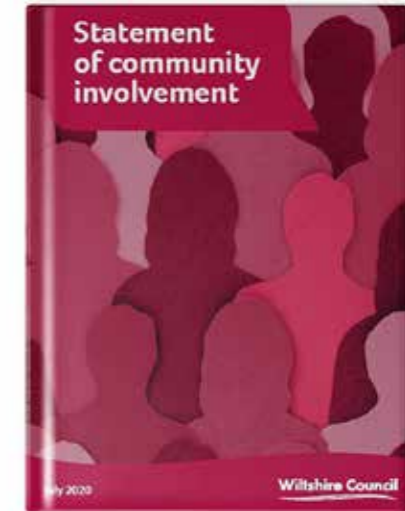
-  We have listened through Neighbourhood Plan and Town Centre Work
-  Now it's time for us to move from 'planning' to 'delivery'
-  Bring together all our ideas and strategies in a simple document setting out the future- 'One Plan'
-  We are now asking for your confirmation we have heard you correctly and your views on some options for delivery
-  Fundamentally are we ready to start delivering together?



5 Methodology for the consultation

The consultation was comprehensive and followed the "Chippenham One Plan: Consultation methods and responsibilities" and "Consultation Strategy" as agreed by the board and was informed by Wiltshire Council's Statement of Community Involvement, which can be found here:

<https://www.wiltshire.gov.uk/article/1088/Statement-of-Community-Involvement>



Who was consulted?

Organisations, groups and individuals set out within Consultation Strategy were notified of the start of the consultation period and how to comment. These included:

- Residents
- Community groups
- Chippenham Youth Council
- Businesses and business groups
- Purple Flag Partnership
- Landowners / developers
- Statutory consultees (includes relevant technical and regulatory organisations)
- Education establishments
- Emergency services
- Environmental groups
- Transport providers
- Healthcare providers
- Central government departments



How were people consulted?

Consultees were made aware of the consultation through a variety of means.

Consultees were informed that the consultation material was available to view throughout the consultation period at the following locations:

- In electronic format on Wiltshire Council's website and Chippenham Town Council's website; town teams' website (any other partners?)
- In paper format at the following locations:
 - The Rt Hon Michelle Donelan MP's office
 - Wiltshire Council's Monkton Park office reception
 - Chippenham Town Council reception
 - Chippenham Library
 - Chippenham Community Eco Hub
 - The Olympiad
- Media briefing Friday 21st April
- Presentation to Chippenham Town Council's Annual Town meeting – Wednesday 26th April
- Stakeholder meeting (artisans, chamber of commerce etc) – Thursday 27th April
- Public Webinar – Thursday 27th April
- Staffed pop-up event at Borough Parade – Thursday 11th May.
- Staffed pop-up event at Olympiad - Saturday 13th May.
- Presentation to Chippenham and Villages Area Board – Monday 15th May
- Statutory Stakeholders meeting – Thursday 18th May
- Staffed pop-up event – Friday 19th May.
- Flyers/posters in shop windows (Borough Parade for example) (see Appendix x)

Staffed pop-up events were used as an opportunity to inform the public about the details of the consultation. Exhibition boards were on display with various board members available to answer questions from member of the public. Each pop up was very well attended. A copy of the pull-up banners can be found at Appendix X.

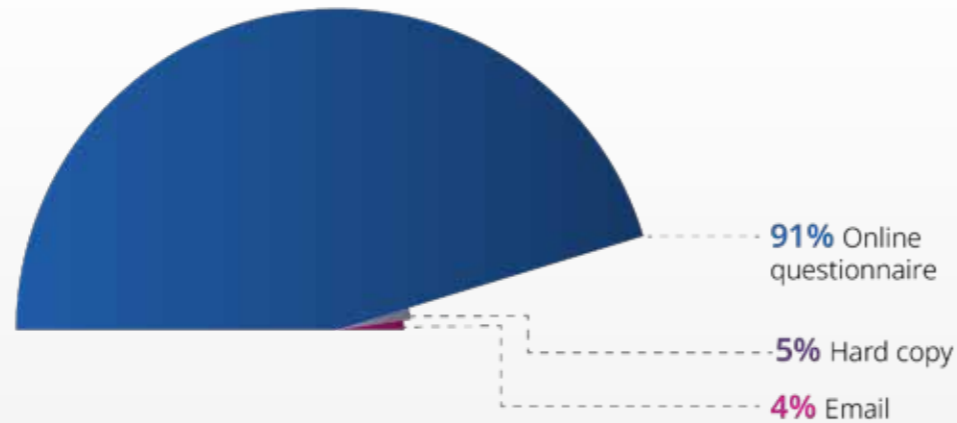
Representors were offered several ways to respond to the consultation. A survey could be completed and submitted via the One Plan consultation portal. Alternatively, surveys and other comments could be submitted by email or post or could be submitted by hand at any of the consultation events, or deposit points. A copy of the survey can be found at Appendix x.



The River Green Corridor

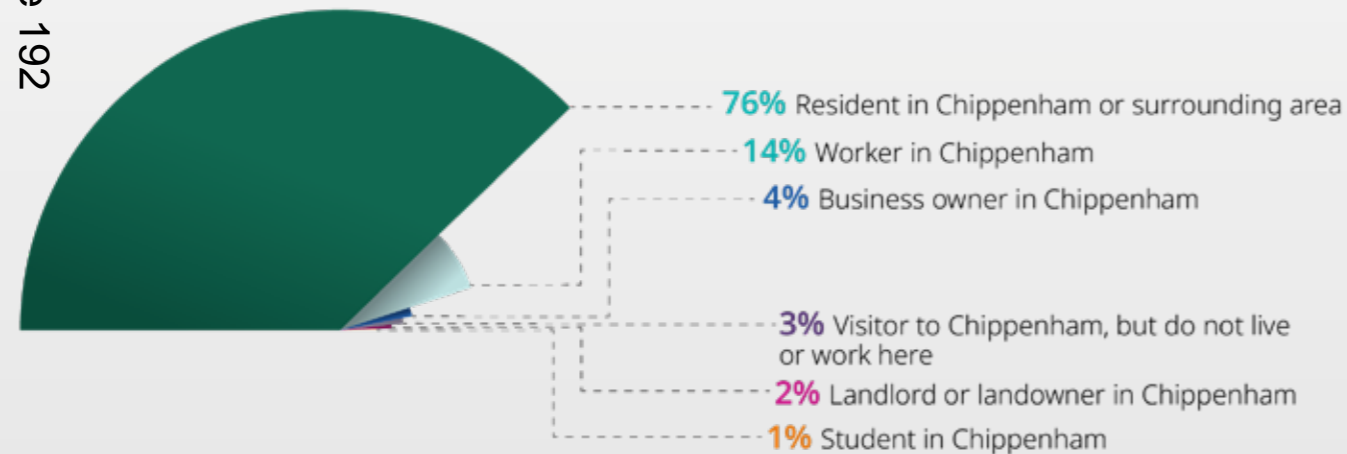
6 Summary of responses and issues arising

Over the course of the consultation period, 1942 duly made representations were received. 91% of questionnaires were submitted online:



What is your interest in Chippenham? (please select all that apply)

76% of respondents were residents in Chippenham or the surrounding area; 14% were workers in Chippenham.



The representations were processed, logged with unique ID numbers, and made anonymously available to view on the One Plan consultation portal. Respondents could also log in to the consultation portal to view the answers they had given to the survey.

Analysis of consultation responses

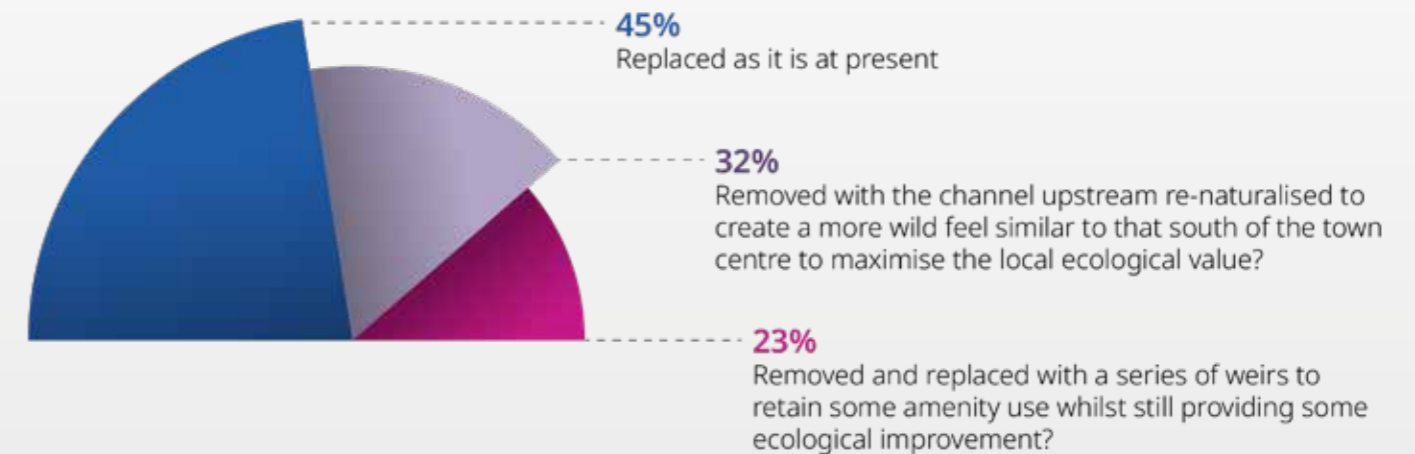
The following section sets out a summarised analysis of the consultation responses that were received, set out in question order as appeared in the consultation survey. A more detailed set of summarised responses, along with Board responses, can be found at Appendix x.

Would you prefer to see the gate/weir structure:

Replaced at it is at present.

Removed with the channel upstream re-naturalised to create a wilder feel similar to that south of the town centre to maximise the local ecological value?

Removed and replaced with a series of weirs to retain some amenity use whilst still providing ecological improvement?



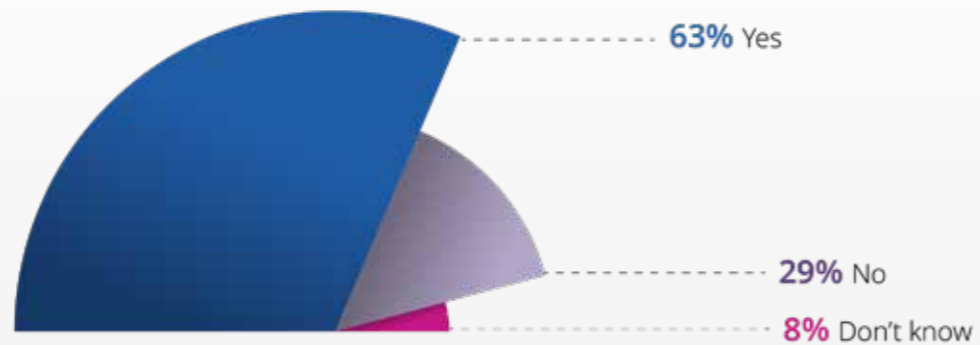
Commentary

While 45% of respondents wanted the Radial Gate replaced it was clear from analysis of the free text questions this was not a support of the structure per se but rather of the higher water levels it maintained. It is clear that a sizeable number of responders (albeit a slight minority), were supportive of the aesthetic and recreational contribution the artificially maintained levels could provide.



The River Frontage

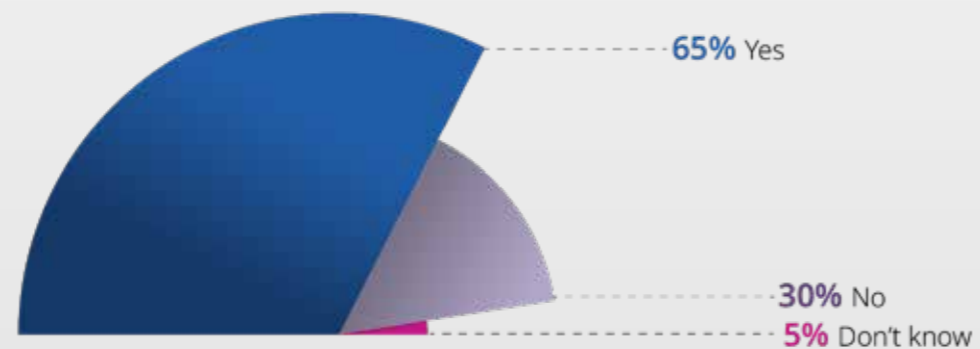
Do you think it is a good idea for the shopping centre to front onto the river?



Commentary

The blank and unimaginative facades of existing buildings was cited consistently as a problem to be addressed. The majority of responders wanted to see the buildings all along the River, but especially at the Island Park, to be reconfigured to produce an active frontage over the riverside.

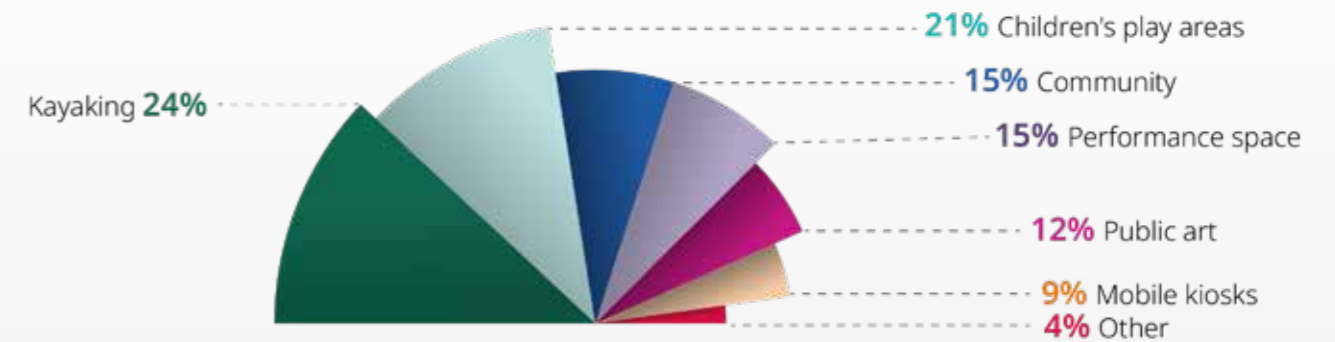
Do you think it is a good idea to create a landscaped pedestrian plaza in the Island Park area?



Commentary

It became clear that one of the graphics in the consultation material was misleading and genuinely concerning to the community, namely the artists impression showing the whole of Island Park being a hard landscaped Plaza. This was never an intention of the One Team Partnership. When it was explained that the Plaza would be confined to the exiting hard paved areas adjacent to existing retail areas, but could be turned to overlook the open space, there was high levels of support for the idea of food, beverage and leisure terrace with generous outside seating overlooking existing green areas.

Which of these other uses on the river frontage would you like to see?



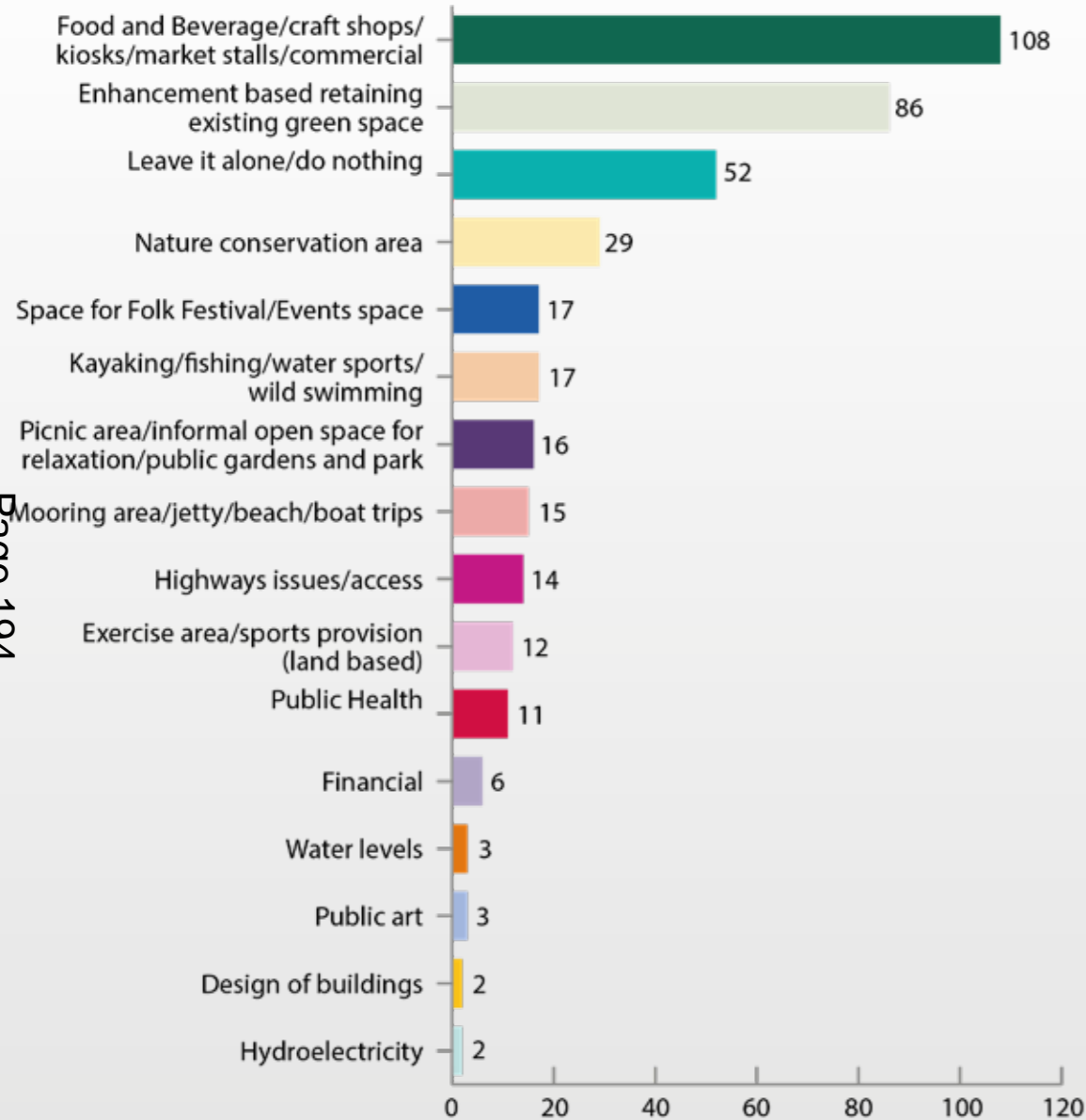
Commentary

The community would like there to be greater opportunities for making active use of the River frontage, especially the Island Park. Having Kayaking access to the river was a consistent request as was outdoor performance space and play areas. This was strongly correlated to the request to maintain the green and natural character and making any changes in keeping to enhance and not radically change the area.



Upper Market Place

Any other (uses on the river frontage you would like to see)?

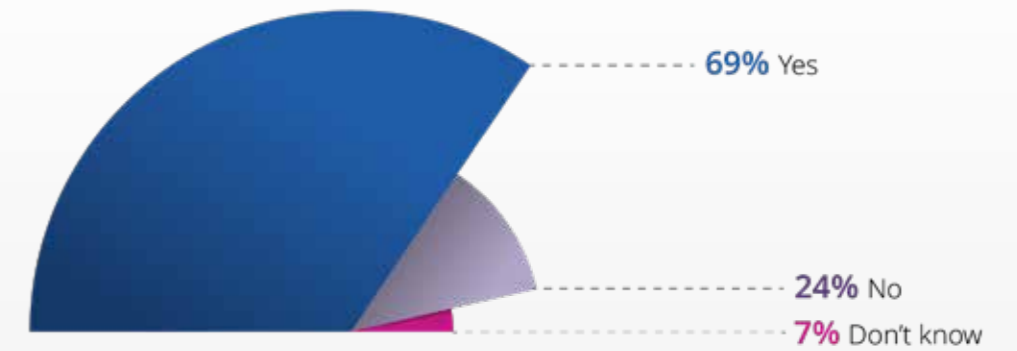


Page 194

Commentary

The consultation process across many of its questions and especially in the free text sections revealed a consistent and high level of demand for more food and beverage offers in Chippenham and in particular that based around outside seating and establishing a café culture. This correlates closely with baseline evidence that indicated that there is a demand for more experienced based activities in Chippenham to increase footfall and drive-up dwell time and spend. Again throughout the questionnaire there was a strong corresponding message that the café culture should be delivered as part of public domain greening and enhancement and not at the expense of it.

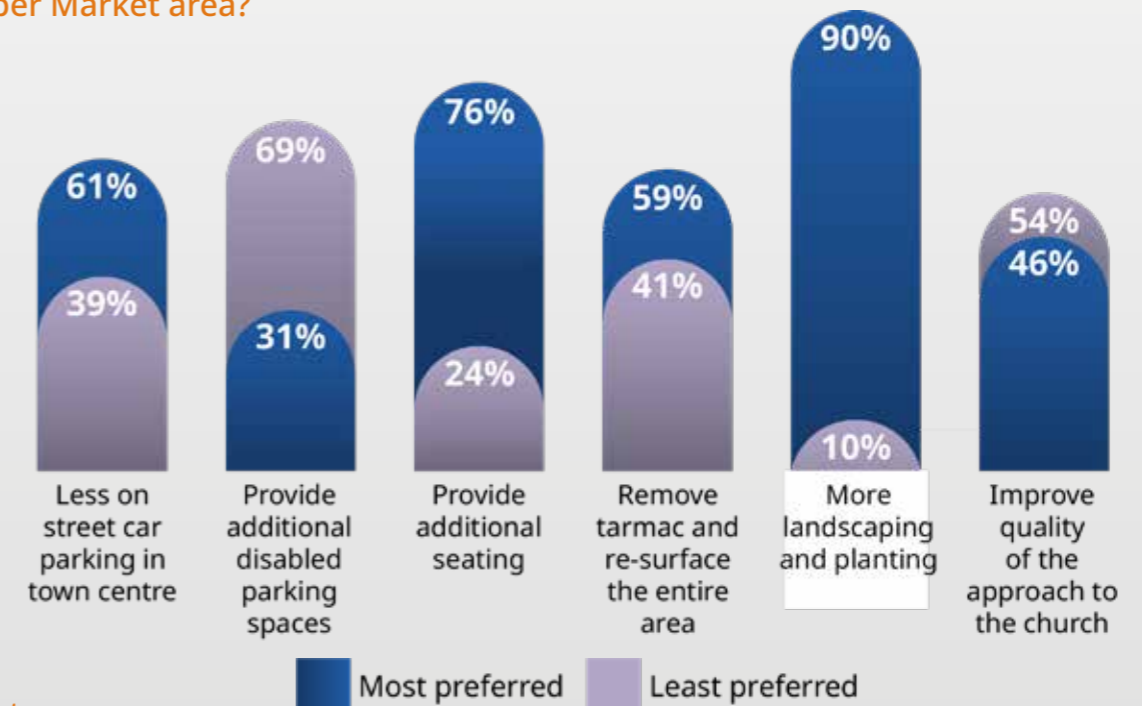
Do you think the Upper Market Place should be redesigned to make it easier and more pleasant for people to walk in and to reduce the dominance of cars?



Commentary

The majority of those taking part in the survey support enhancing the Upper Market place and lessening the dominance of cars. There is also a vociferous minority who want more and cheaper parking. This tension will need to be addressed in changes to the One Plan.

If yes, which of the following measures do you think should be used to enhance The Upper Market area?

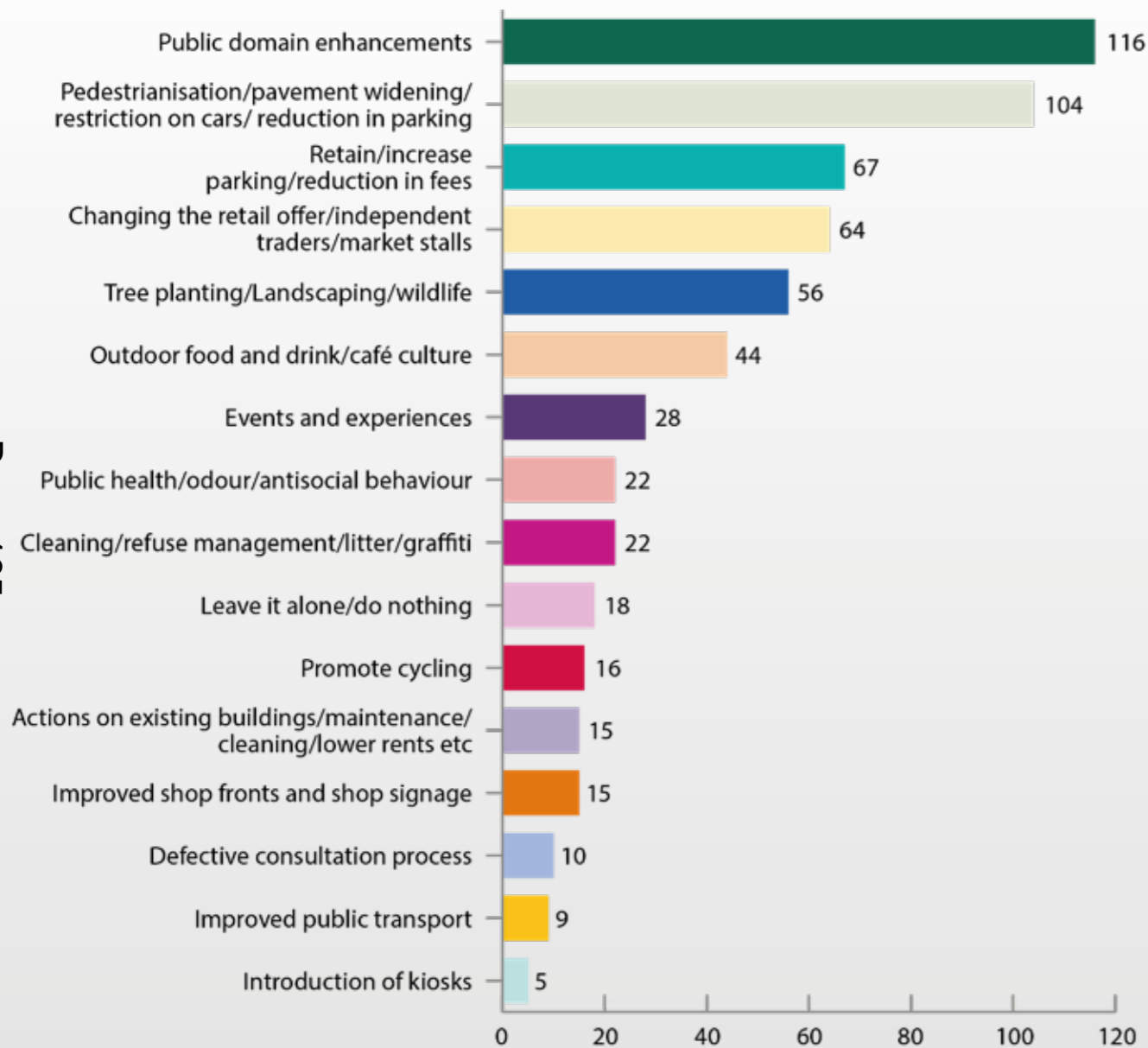


Commentary

More tree planting and greenery is consistently the most popular intervention the community want in improving the public realm in Chippenham.

Enhancing our town centre spaces

How else could the Upper Market area be enhanced?

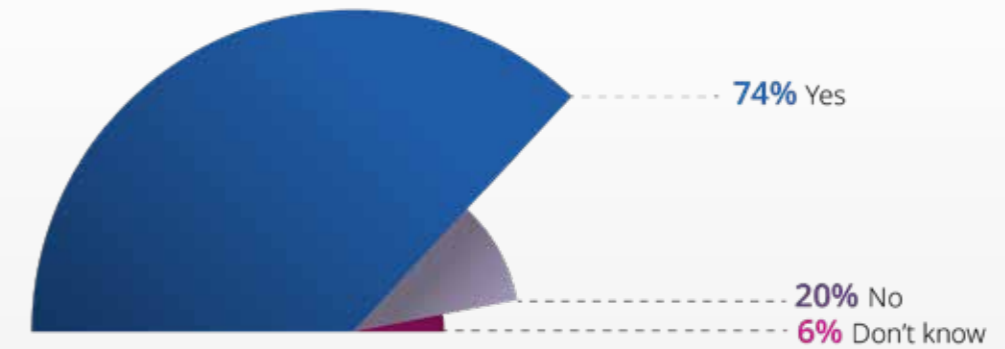


Page 195

Commentary

Over 250 responders identified some form of physical enhancement to Upper Market Place, either in the form of landscaping/planting, Pedestrianisation and new materials. Another common thread that runs through the comments is a clear desire amongst the community to have a more diverse retail and food/drinks offer. Often this was identified as more independent traders.

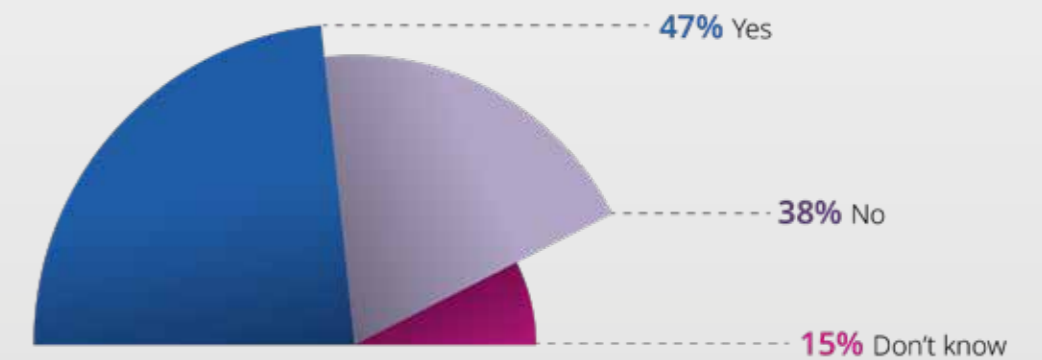
Do you think making the High Street easier and more pleasant for people to walk and spend time in and reducing the dominance of cars is a good way of enhancing the town centre?



Commentary

As was a consistent theme the majority of responders wanted a better balance between other users and the motorist and considered the car too dominant in Chippenham Town Centre. Although there is a vociferous minority against any reduction in parking it is a marked trend that when the unequivocal question was asked that consistently about two thirds or more wanted the cars dominance reduced.

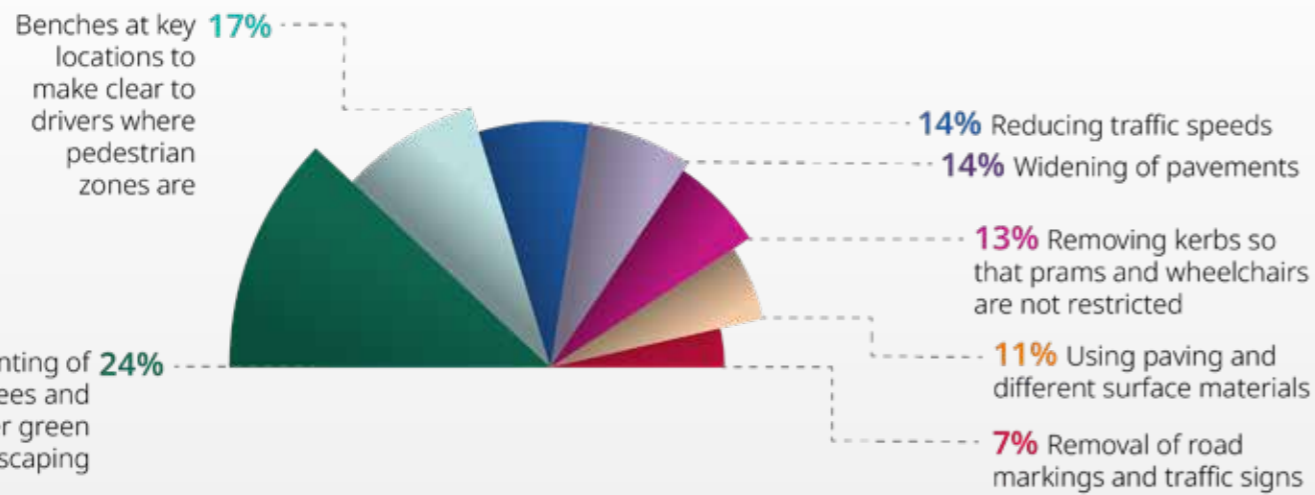
Do you think this approach should be extended north along The Bridge and New Road/ Upper New Road?



Commentary

This was one area of the Town Centre where the ratio between those wanting less car dominance and those preferring the existing balance was much narrower. Analysis of the free text part of this question reveal that a lot of people were concerned that any restriction in vehicles in this part of the town would be an obstacle to getting to the Station and Olympiad. Therefore any changes to the One Plan strategy should address this issue and ensure that important existing routes are maintained in any future changes to the pedestrian/traffic balance of this particular area.

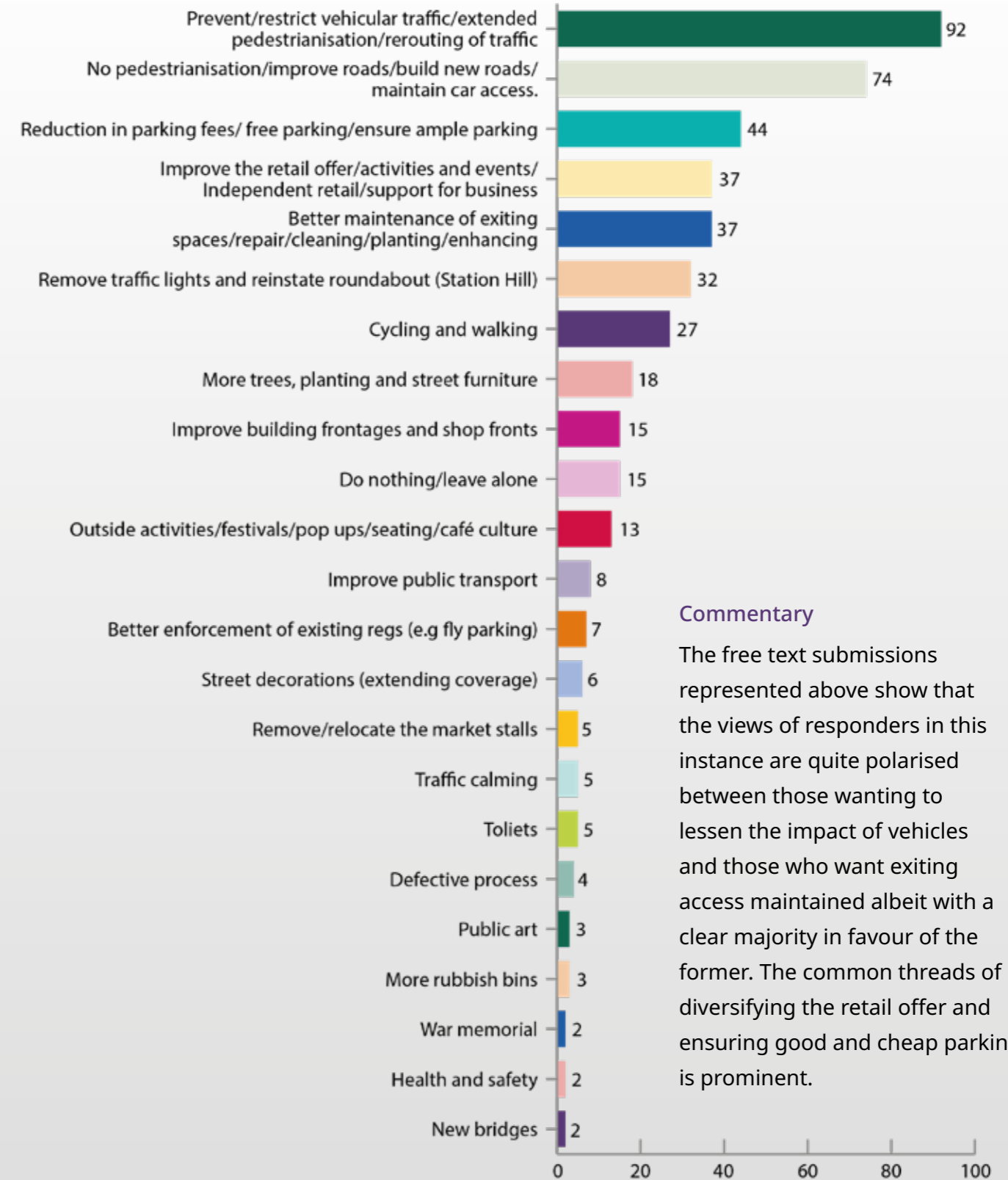
If you agree with the principal of this approach, which of the following techniques would you like to see in the High Street, The Bridge and New Road/Upper New Road?



Page 196
Commentary

As is consistent throughout the responses tree planting, landscaping and outdoor seating were seen as key interventions to enhance the area. Respondents were given the opportunity to provide their own ideas about other ways of enhancing the High Street, The Bridge and New Road/Upper New Road:

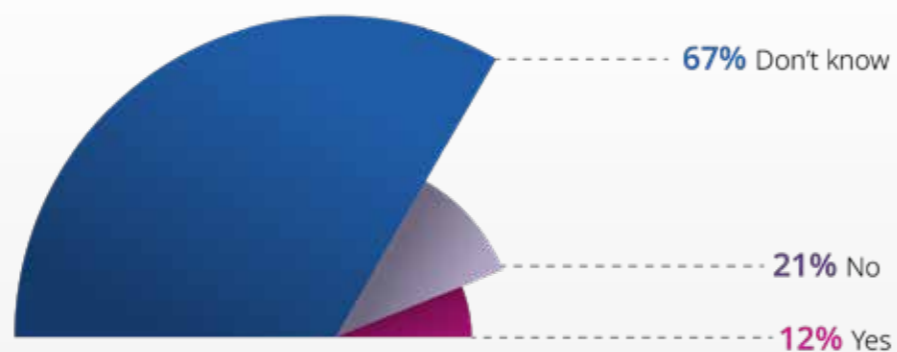
Any other (measures you think will enhance the Town Centre Spaces)?



Commentary

The free text submissions represented above show that the views of responders in this instance are quite polarised between those wanting to lessen the impact of vehicles and those who want exiting access maintained albeit with a clear majority in favour of the former. The common threads of diversifying the retail offer and ensuring good and cheap parking is prominent.

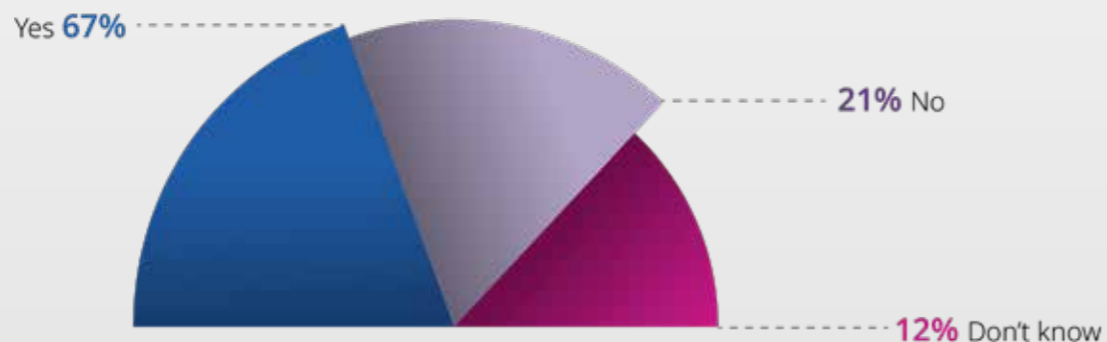
Do you agree that public art should be considered as a way to enhance Chippenham town centre?



Commentary

The consultation has confirmed that public art installations are not seen as an important element in enhancing Chippenham Town Centre. The follow up question on the type of art is therefore moot.

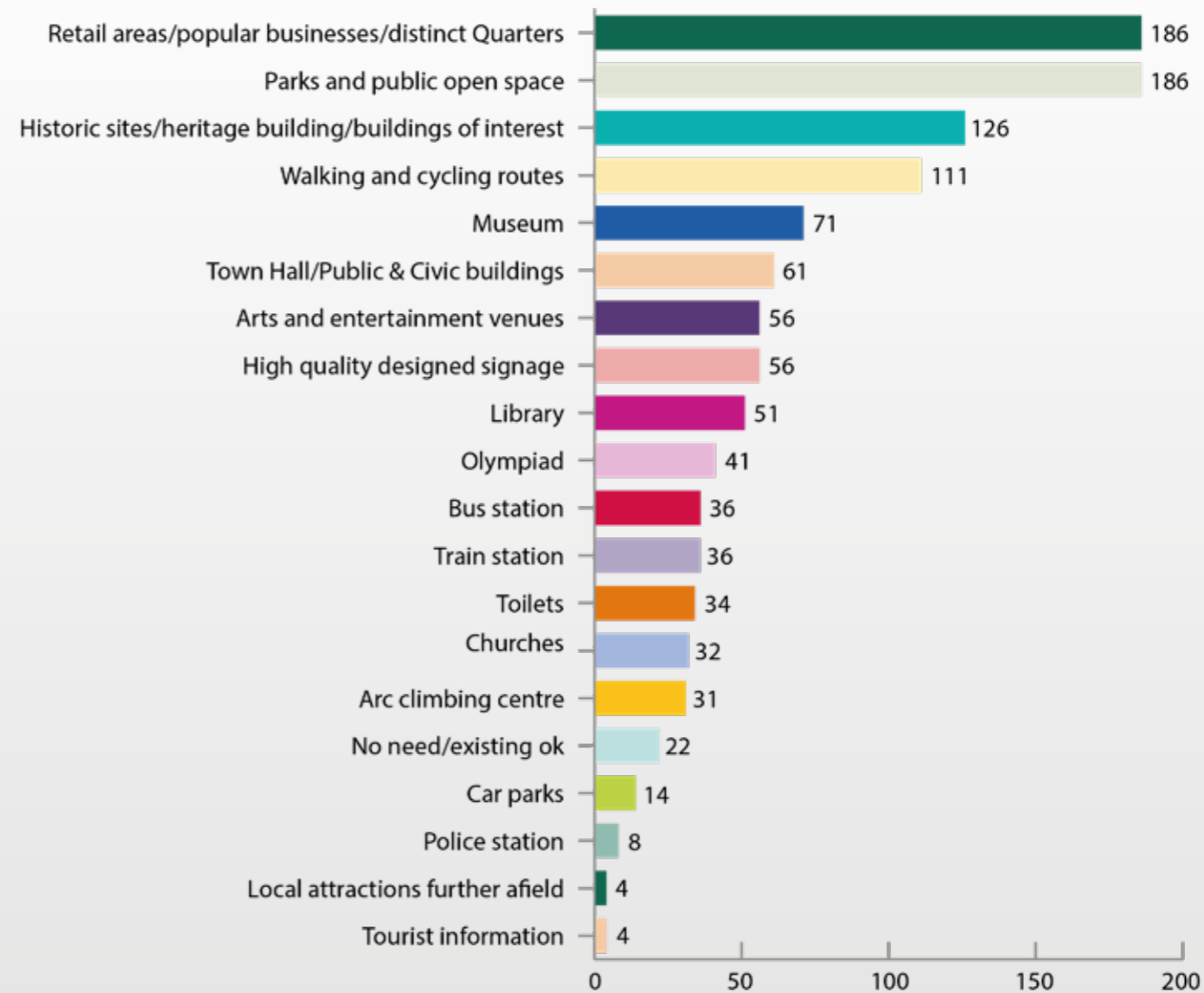
Do you agree that more signage should be considered as a way to enhance Chippenham town centre?



Commentary

Being easier for the visitor and user of the Town Centre to easily find their way around was strongly supported by the majority of responders.

If yes, what locations and landmarks within the town would you suggest be specifically signposted?

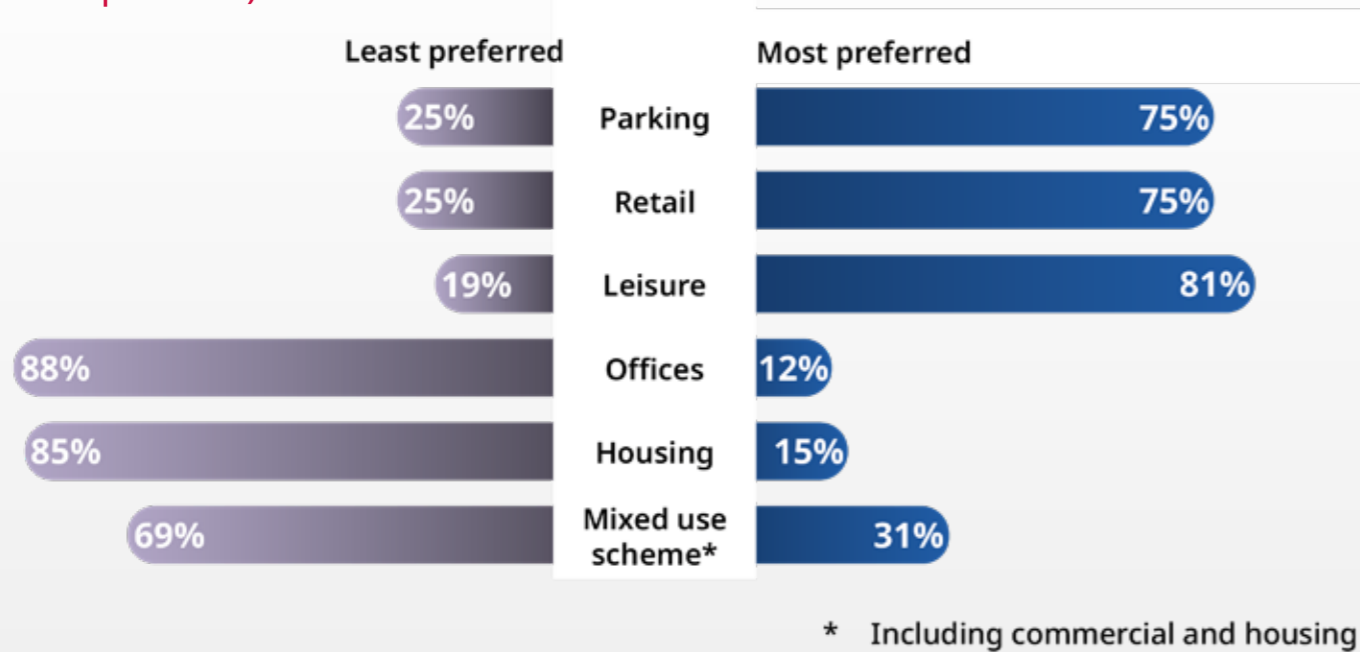


Commentary

Directing the visitor to the main commercial centres, the parks and open spaces and the heritage were seen as the most important. A second tranche of comments was ensuring public and civic building and amenities were easy to find.

Bath Road car park/ Bridge Centre

Please rank the following uses in order of preference (rank 1 as the most preferred, 6 as the least preferred).



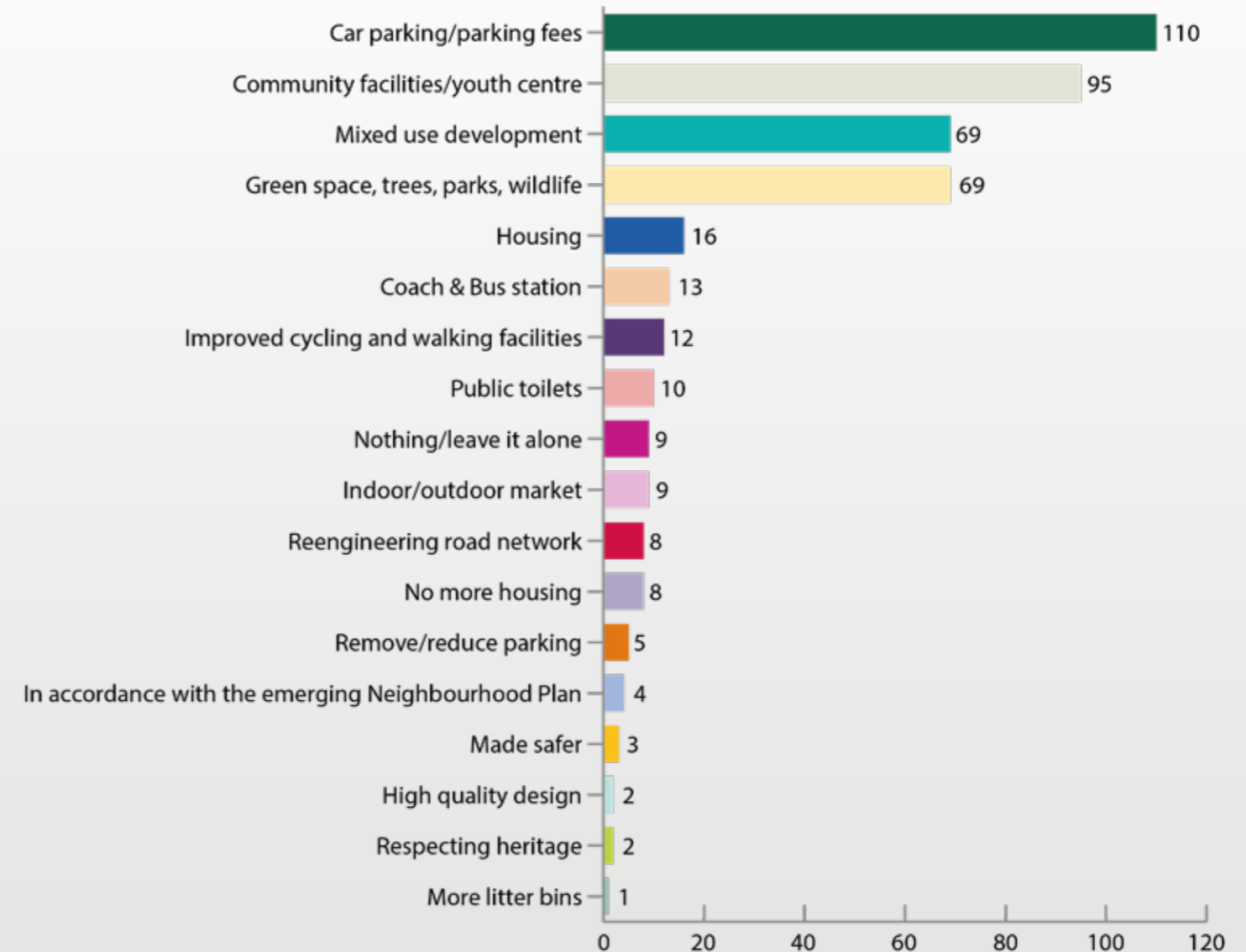
Page 198
Commentary

There was a clear preference expressed for any redevelopment of the Bath Road site to maintain good levels of affordable parking and include leisure and retail facilities. Housing and offices were strongly opposed.



Are there any other uses you would like to see on the site? (please specify)

Respondents were also given the opportunity to suggest any other uses they would like to see on the Bath Road car park/Bridge Centre site, and the results were as follows:



Commentary

The free text question regarding this part of town reemphasised the desire to retain good levels of affordable parking. Also it stood out that many people felt that the former youth facility that was lost during previous changes has never been adequately replaced and that future redevelopment of the site would be a good opportunity to rectify this.

General/Conclusion

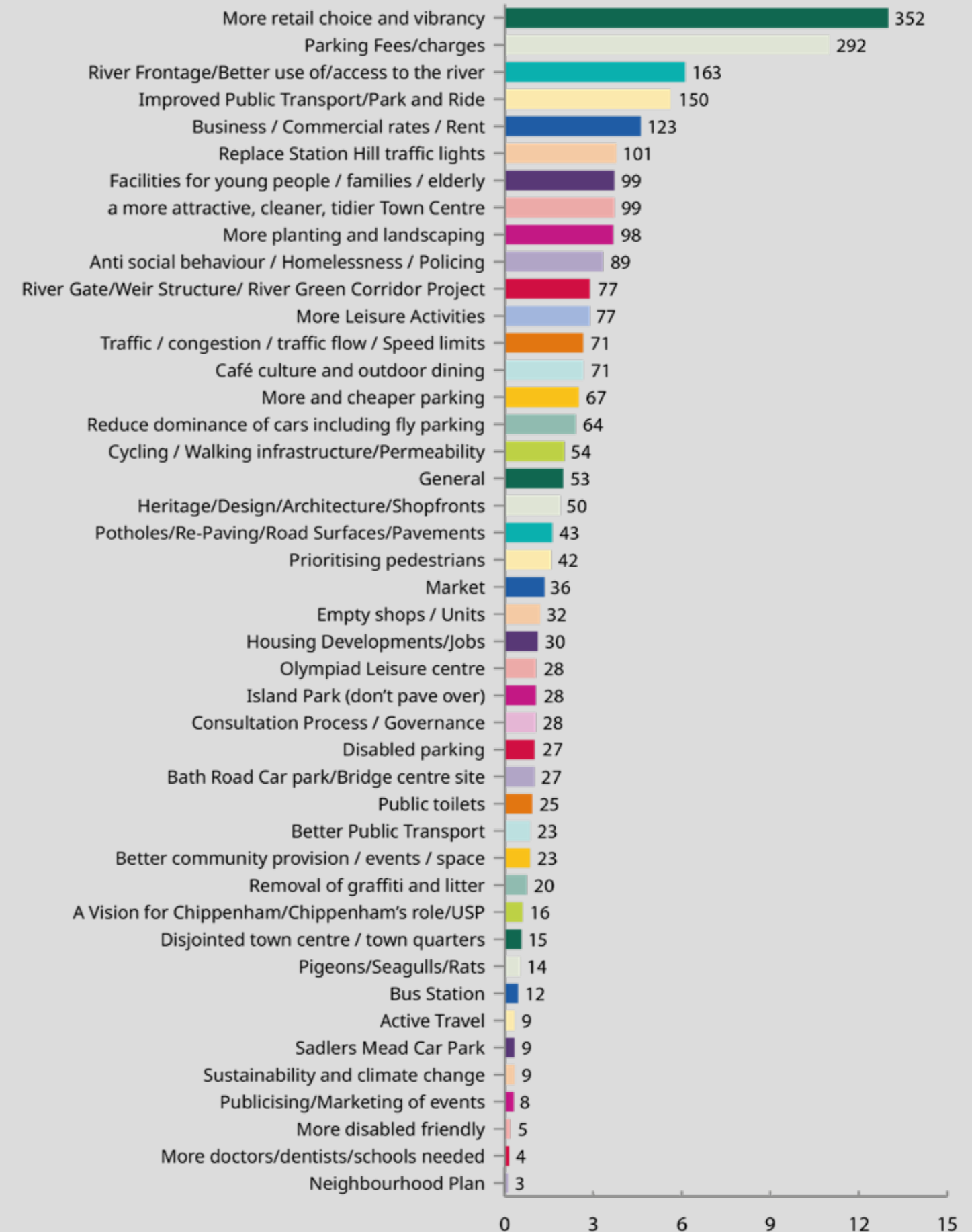
The final section of the survey read:

Please list below issues that you think need to be addressed to make Chippenham Town Centre a better place:

The responses received are summarised as overleaf:

Commentary

The opportunity to add general, unprompted comments unsurprisingly led to a very diverse range of views. As with all free text answers in this questionnaire they have been grouped into general themes and again it is predictable that they are a close correlation to those expressed through the rest of the survey. There is an unequivocal desire in the community to see more diversity and choice in the retail and food/drink offer in the town. The retention of affordable parking in a convenient location is also a high priority.



Appendix 1 - Consultation material

A4 poster

Chippenham One Plan
Public consultation

Climate change resilience improved
Potential regeneration opportunity at Bath Road car park/leisure centre
Balancing the town centre through measures such as new planting, paving, public art and signage
Reducing the dominance of cars in the town centre
350+ jobs created and increased confidence for investment from others in town centre
Improving Upper Market Place for pedestrians
Encourage modal shift away from the private car in favour of walking and cycling, thus reducing carbon emissions and improving air quality
Reducing the dominance of cars in Upper Market Place
Greater recognition of the historic heritage of the Upper Market Place

New food and beverage night-time hub around Island Park
Increased opportunities for volunteer groups to become more involved in their local environment
Outdoor education and training opportunities
Improvements to 62 ha of high quality public open space/public realm to be enjoyed by all
This proposition through the River Avon will be supported
The ecological condition of the River Avon and surrounding areas will be improved
Increased awareness of the river encouraging more public 'ownership' of these valuable assets
Reduced risk of disruption from flooding to transport infrastructure
Up to 100 homes and 110 businesses would be better protected against flooding
Reduced risk of visually cluttered structures

Improved cycling and pedestrian routes, to be segregated wherever possible
Enhanced green infrastructure will improve amenity and wellbeing for visitors and local residents
Improved public physical and mental health outcomes resulting in increased productivity

We are seeking your views and ideas on the development of a new and comprehensive Town Centre Masterplan for Chippenham to help boost Chippenham's economy, enhance the environment and celebrate the town's heritage.

To view the proposals visit:
www.wiltshire.gov.uk/ChippenhamOnePlan

Comments are invited until
5pm on Tuesday 6 June 2023

To request a paper copy of the proposals, please call 0300 456 0100

Wiltshire College & University Centre | EVOLVE | ACORN | Chippenham Borough Lands | ONE SOCIETY | Environment Agency | UK Parliament | Chippenham Town Council | Chippenham Town Centre Partnership Board | Wiltshire Council

Page 200

A3 & A2 Poster

Chippenham One Plan
Public consultation

Climate change resilience improved
Potential regeneration opportunity at Bath Road car park/leisure centre
Balancing the town centre through measures such as new planting, paving, public art and signage
Reducing the dominance of cars in the town centre
350+ jobs created and increased confidence for investment from others in town centre
Improving Upper Market Place for pedestrians
Encourage modal shift away from the private car in favour of walking and cycling, thus reducing carbon emissions and improving air quality
Reducing the dominance of cars in Upper Market Place
Greater recognition of the historic heritage of the Upper Market Place

New food and beverage night-time hub around Island Park
Increased opportunities for volunteer groups to become more involved in their local environment
Outdoor education and training opportunities
Improvements to 62 ha of high quality public open space/public realm to be enjoyed by all
This proposition through the River Avon will be supported
The ecological condition of the River Avon and surrounding areas will be improved
Increased awareness of the river encouraging more public 'ownership' of these valuable assets
Reduced risk of disruption from flooding to transport infrastructure
Up to 100 homes and 110 businesses would be better protected against flooding
Reduced risk of visually cluttered structures

Improved cycling and pedestrian routes, to be segregated wherever possible
Enhanced green infrastructure will improve amenity and wellbeing for visitors and local residents
Improved public physical and mental health outcomes resulting in increased productivity

We are seeking your views and ideas on the development of a new and comprehensive Town Centre Masterplan for Chippenham to help boost Chippenham's economy, enhance the environment and celebrate the town's heritage.

To view the proposals visit:
www.wiltshire.gov.uk/ChippenhamOnePlan

Comments are invited until
5pm on Tuesday 6 June 2023

To request a paper copy of the proposals, please call 0300 456 0100

Plan 1: Showing town centre projects
Plan 2: Showing river green corridor

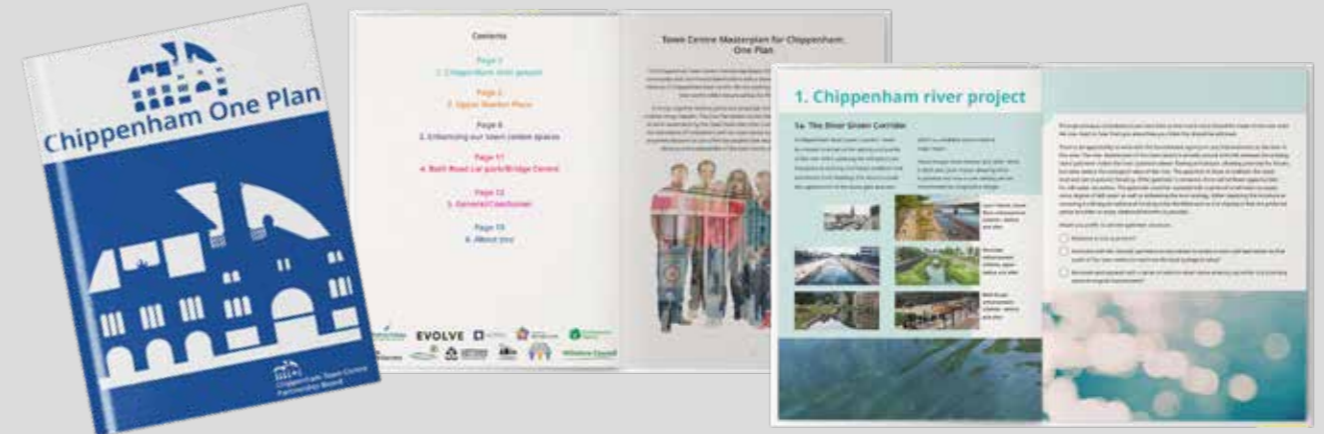
Wiltshire College & University Centre | EVOLVE | ACORN | Chippenham Borough Lands | ONE SOCIETY | Environment Agency | UK Parliament | Chippenham Town Council | Chippenham Town Centre Partnership Board | Wiltshire Council

Pull ups

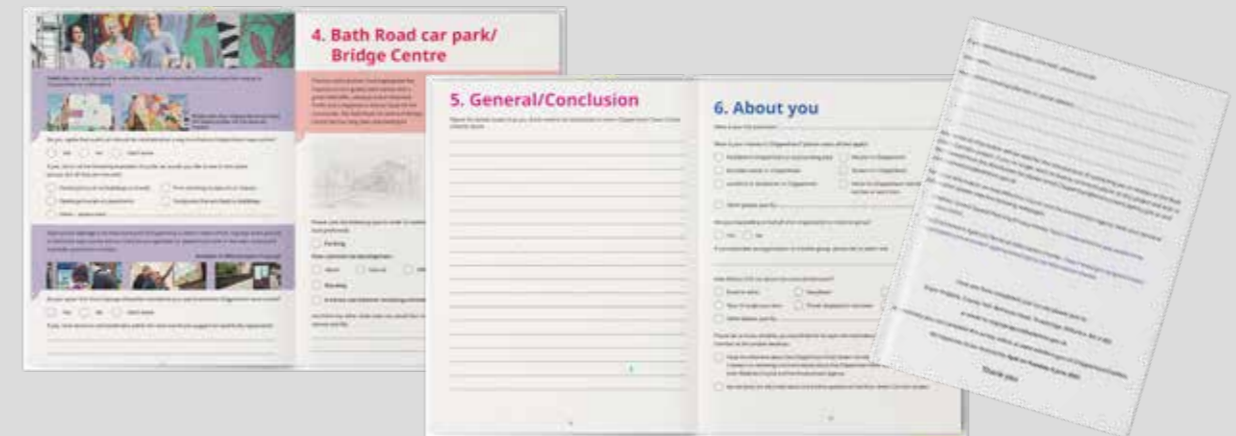
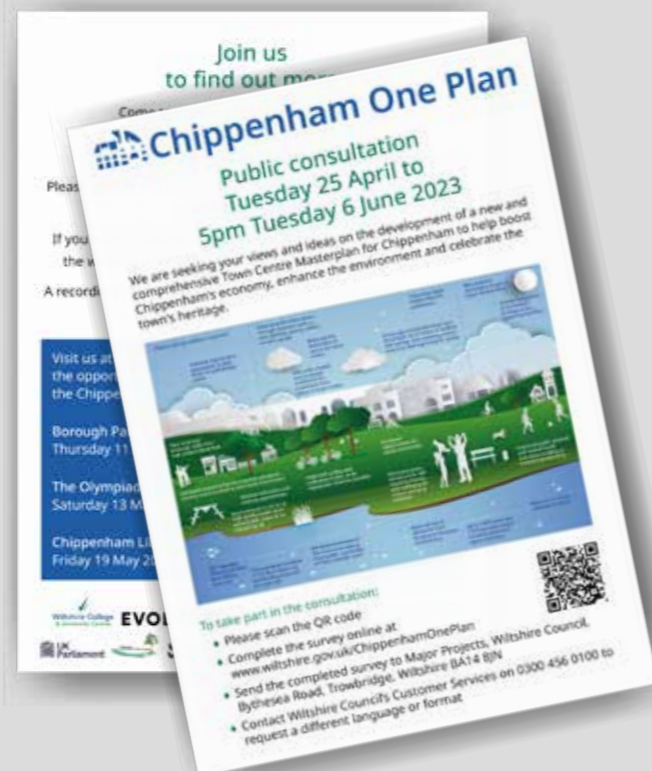


Page 20
Static pull up

Questionnaire

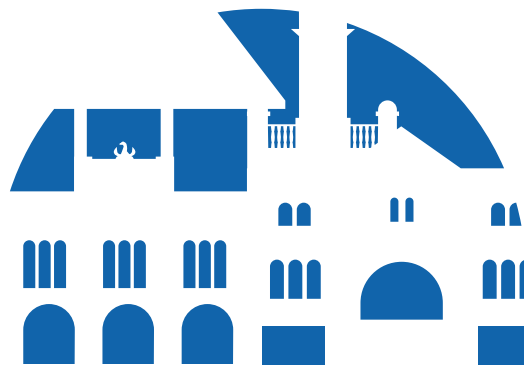


Flyer



Media





Chippenham One Plan

Consultation report

Appendices 2 and 3



Contents

Appendix 2 – Summarised comments and responses – Free Text	1
Appendix 3 – Chippenham One Plan consultation	17

Appendix 2 – Summarised comments and responses – Free Text

The River Frontage

Which of these other uses on the river frontage would you like to see?

Headline summary of this free text question:

- 339 overall responses filled in this free text question.
- 200 wanted the green space retained.
- 256 supported positive interventions to enhance the green area, café culture and other experiences.
- 56 wanted no change to the area.
- The comments fall into the following themes

Theme to emerge	Number of responders who raised it	General comments	Board's response
Food and Beverage/ craft shops/kiosks/ market stalls/ commercial	108		The consultation has shown a clear desire to have an active river frontage, a message which has been consistent over time from the general public. Opportunities to do this will be explored whilst balancing this against other desires, such as enhancing the natural environment and retaining green spaces.

Theme to emerge	Number of responders who raised it	General comments	Board's response
Enhancement based retaining existing green space	86		<p>The public have provided a very clear and unambiguous voice about the value they place on the retention and enhancement of existing green space and the Island while utilising it for more events and public enjoyment. The consultation results will be used to shape the next iteration of the One Plan to reflect this clear message.</p> <p>Any development which adjoins Island Park will need to have regard to planning policy and meet the tests for development within a Conservation Area, that includes a requirement to preserve and/or enhance its character. Any works proposed as part of a scheme within the Island Park area would need consent of the relevant third-party landowners, including the Town Council.</p>
Leave it alone/do nothing	52		See response above re: Island Park
Nature conservation area (29)			
	29		The desire to enhance nature conservation in the town centre and along the river is clear, and opportunities to do this will be an important part of the work going forward.
Space for Folk Festival/ Events space (17)			
	17		Noted. Creating space for events will help to contribute towards an active river frontage, which this consultation has indicated is a desired outcome by many. Any proposals would need to demonstrate that they accord with national and local design guidance insofar as they relate to public space and the public realm.
Kayaking/fishing/water sports/wild swimming (17)			
	17		EA to respond?
Picnic area/informal open space for relaxation/public gardens and park (16)			
	16		Noted. Creating space for such uses will help to contribute towards an active river frontage, which this consultation has indicated is a desired outcome by many.

Theme to emerge	Number of responders who raised it	General comments	Board's response
Mooring area/jetty/ beach/boat trips	15		EA to respond?
Highways issues/ access (14)	14		Highway issues, including access, will be addressed through transport studies/ assessments as projects in the One Plan become more detailed.
Exercise area/sports provision (land based)	12		Opportunities to deliver exercise areas/sports provision will be explored. This will support active lifestyles which will improve air quality, reduce congestion, improve public health and make Chippenham more resilient to climate change. This will make Chippenham a more pleasant place to live and to visit.
Public Health	11		Chippenham town council to respond?
Financial	6	Money is short and could be better used on other things	The One Plan seeks to deliver projects that will benefit the local economy; there is a positive case to investing in Chippenham. Financial viability for any individual scheme will clearly be considered at the appropriate time.
Water levels	3		EA to respond?
Public art	3		Where appropriate, projects will consider the provision of public art. Concerns about graffiti are noted and.....
Design of buildings	2	Existing building seen as in need of improvement	Going forwards, the One Plan projects will have to comply with policy requirements related to urban design. The design approach will reflect the unique character of Chippenham.
Hydroelectricity	2		EA to respond?

Upper Market Place

How else could the Upper Market area be enhanced?

Headline summary of this free text question:

- 396 overall responders filled in this free text question many making raising multiple issues.
- 76% (301) favoured some kind of intervention and enhancement.
- 24% (95) wanted no change and/or parking retained and increased.
- 116 supported enhancements to the public domain.
- 104 supported full or partial pedestrianisation.
- 64 thought some existing retail character let the area down and should be improved.
- 44 supported an outdoor eating and drinking area which was a common thread.
- The comments fall into the following themes, rich have been ranked by number.

Theme to emerge	Number of responders who raised it	General comments	Board's response
Public domain enhancements	116		Agree that opportunities for public domain enhancements should be pursued; the One Plan will ensure that this will be taken forward in future projects.
Pedestrianisation/ pavement widening/ restriction on cars/ reduction in parking	104		Opportunities for pedestrianisation where appropriate will be explored as the One Plan progresses. Car parking will need to be considered as part of a car parking strategy.
Retain/increase parking/reduction in fees	67		Car parking charges set by the Council support a range of other Council transport measures, including essential local bus services. Parking charges are set by the Council's Parking Services team and are not within the scope of the One Plan.
Changing the retail offer/independent traders/market stalls	64		The type and number of retailers and high street businesses that will be attracted to Chippenham High Street will be determined by the private sector in response to current market trends. However, the One Plan projects can contribute towards creating the right conditions to attract a variety of retailers/ businesses to the town centre.
Tree planting/ Landscaping/wildlife	56		The desire to enhance nature conservation/ ecology is clear, and opportunities to do this will be an important part of the work going forward.

Theme to emerge	Number of responders who raised it	General comments	Board's response
Outdoor food and drink/café culture	44		Opportunities to deliver a café culture will be explored in the One Plan.
Events and experiences	28		Noted. Creating space for events/experiences will help to contribute towards the attractiveness and viability of Chippenham and the One Plan will seek to take this forward.
Public health/odour/antisocial behaviour	22		Chippenham Town Council to respond?
Cleaning/refuse management/litter/graffiti	22		Chippenham Town Council to respond?
Leave it alone/do nothing	18		Doing nothing to the Upper Market Place is an option, but the consultation indicates that this is not desire of the majority of those who commented on this particular aspect of the One Plan.
Promote cycling	16		Agreed, this support active lifestyles, improve air quality, reduce congestion, improve public health and make Chippenham more resilient to climate change. This will make Chippenham a more pleasant place to live and to visit. Promotion of cycling will be taken forward in the One Plan.
Actions on existing buildings/maintenance/cleaning/lower rents etc	15		Generally, market rental rates are determined by the attractiveness of the location to retailers, depending on level of footfall, accessibility etc. The One Plan projects are intended to improve the local economy and business performance by increasing the number, diversity and length of visit of customers shopping in the area. Neighbouring landlords may take these factors into account when reviewing rents on their properties.....
Improved shop fronts and shop signage	15		Going forwards, the One Plan projects will have to comply with policy requirements related to urban design. The design approach will reflect the unique character of Chippenham. This may help civic pride and for existing shop owners to improve their shop fronts/signage as well.

Theme to emerge	Number of responders who raised it	General comments	Board's response
Defective consultation process	10		The consultation process has been informed by Wiltshire Council's Statement of Community Involvement as well as the "Chippenham One Plan: Consultation methods and responsibilities" and "Consultation Strategy" as agreed by the board. The One Plan is not a detailed design process, rather it sets a framework. It would not be cost effective to work up detailed projects until it is better understood what the community would like to see happen. The images that have been selected are intended to show the art of the possible, taking inspiration from what has been achieved in other places. They do not necessarily show what will be delivered in Chippenham.
Improved public transport	9		Agreed, this will improve air quality, reduce congestion, improve public health and make Chippenham more resilient to climate change. This will make Chippenham a more pleasant place to live and to visit. Opportunities to improve public transport will be taken forward in the One Plan.
Introduction of kiosks	5		Noted. The One Plan can explore opportunities for the provision of kiosks. These can add vibrancy of the retail offer in the town centre and provide alternative spaces for small scale retailers.

Enhancing our town centre spaces

Which other interventions would you like to see in the High Street, The Bridge and New Road/Upper New Road?

Headline summary of this free text question:

- 309 overall responders filled in this free text question many making raising multiple issues.
- The big issue was whether to further restrict vehicular traffic any further. Of respondents there was the following pretty even split:
 - 30% (92) favoured further intervention.
 - 24% (74) opposed any further tightening of restrictions.
- 44 favoured making parking cheaper as many considered this would boost business.
- 37 thought an improved and different retail offer would attract more footfall.
- The comments fall into the following themes, rich have been ranked by number.

Theme to emerge	Number of responders who raised it	General comments	Board's response
Prevent/restrict vehicular traffic/ extended pedestrianisation/ rerouting of traffic	92		Noted. Traffic calming measures/re-routing/ pedestrianisation will be examined in detail as the One Plan progresses.
No pedestrianisation/ improve roads/build new roads/maintain car access	74		Objections to pedestrianisation and the desire improvements to road infrastructure are noted. As the One Plan progress, these issues will be considered in detail. The One Plan's geographical remit is Chippenham town centre and is unconnected to any matters relating to a bypass.
Reduction in parking fees/ free parking/ ensure ample parking	44		Car parking charges set by the Council support a range of other Council transport measures, including essential local bus services. Parking charges are set by the Council's Parking Services team and are not within the scope of the One Plan.
Improve the retail offer/activities and events/Independent retail/support for business	37		The type and number of retailers and high street businesses that will be attracted to Chippenham High Street will be determined by the private sector in response to current market trends. However, the One Plan projects can contribute towards creating the right conditions to attract a variety of retailers/ businesses to the town centre.

Theme to emerge	Number of responders who raised it	General comments	Board's response
Better maintenance of existing spaces/repair/cleaning/planting/enhancing	37		Chippenham Town Council to respond?
Remove traffic lights and reinstate roundabout (Station Hill)	32		A comprehensive assessment of the highways network within the city centre will be necessary. Any proposals to alter the highways network, including removal/provision of traffic lights, will have to demonstrate that there would be no adverse impacts on the highways network and the ability of essential vehicles to access the city.
Cycling and walking	27		The opportunity to provide improved/additional cycle and walking paths will be examined in the One Plan as it is taken forward.
More trees, planting and street furniture	18		The desire to enhance nature conservation and the public realm is clear, and opportunities to do this will be an important part of the work going forward.
Improve building frontages and shop fronts	15		Going forwards, the One Plan projects will have to comply with policy requirements related to urban design. The design approach will reflect the unique character of Chippenham. This may help civic pride and for existing shop owners to improve their shop fronts/signage as well.
Do nothing/leave alone	15		Doing nothing to the town centre is an option, but the consultation indicates that this is not desire of the majority of those who commented on this particular aspect of the One Plan.
Outside activities/festivals/pop ups/seating/café culture	13		Opportunities to deliver these activities and uses will be explored in the One Plan.
Improve public transport	8		Agreed, this will improve air quality, reduce congestion, improve public health and make Chippenham more resilient to climate change. This will make Chippenham a more pleasant place to live and to visit. Opportunities to improve public transport will be taken forward in the One Plan.
Better enforcement of existing regs (e.g fly parking)	7		?
Street decorations (extending coverage)	6		Chippenham Town Council to respond?

Theme to emerge	Number of responders who raised it	General comments	Board's response
Remove/relocate the market stalls	5		Chippenham Town Council to respond?
Traffic calming	5		Noted. Traffic calming measures can be examined in a Traffic and Movement Strategy.
Tolietts	5		Chippenham Town Council to respond?
Defective process	4		The consultation process has been informed by Wiltshire Council's Statement of Community Involvement as well as the "Chippenham One Plan: Consultation methods and responsibilities" and "Consultation Strategy" as agreed by the board. The One Plan is not a detailed design process, rather it sets a framework. It would not be cost effective to work up detailed projects until it is better understood what the community would like to see happen. The images that have been selected are intended to show the art of the possible, taking inspiration from what has been achieved in other places. They do not necessarily show what will be delivered in Chippenham.
Public art	3		Support for public art is noted and will be explored in further iterations of the One Plan.
More rubbish bins	3		Chippenham Town Council to respond?
War memorial	2		Chippenham Town Council to respond?
Health and safety	2		Concern about shared spaces and removal of kerbs is noted....
New bridges	2		/

Enhancing our town centre spaces

Which other interventions would you like to see in the High Street, The Bridge and New Road/Upper New Road?

Headline summary of this free text question:

- 309 overall responders filled in this free text question many making raising multiple issues.
- The big issue was whether to further restrict vehicular traffic any further. Of respondents there was the following pretty even split:
 - 30% (92) favoured further intervention.
 - 24% (74) opposed any further tightening of restrictions.
- 44 favoured making parking cheaper as many considered this would boost business.
- 37 thought an improved and different retail offer would attract more footfall.
- The comments fall into the following themes, rich have been ranked by number.

Theme to emerge	Number of responders who raised it	General comments	Board's response
Prevent/restrict vehicular traffic/ extended pedestrianisation/ rerouting of traffic	92		Noted. Traffic calming measures/re-routing/ pedestrianisation will be examined in detail as the One Plan progresses.
No pedestrianisation/ improve roads/build new roads/maintain car access	74		Objections to pedestrianisation and the desire improvements to road infrastructure are noted. As the One Plan progress, these issues will be considered in detail. The One Plan's geographical remit is Chippenham town centre and is unconnected to any matters relating to a bypass.
Reduction in parking fees/ free parking/ ensure ample parking	44		Car parking charges set by the Council support a range of other Council transport measures, including essential local bus services. Parking charges are set by the Council's Parking Services team and are not within the scope of the One Plan.
Improve the retail offer/activities and events/Independent retail/support for business	37		The type and number of retailers and high street businesses that will be attracted to Chippenham High Street will be determined by the private sector in response to current market trends. However, the One Plan projects can contribute towards creating the right conditions to attract a variety of retailers/ businesses to the town centre.

Theme to emerge	Number of responders who raised it	General comments	Board's response
Better maintenance of existing spaces/repair/cleaning/planting/enhancing	37		Chippenham Town Council to respond?
Remove traffic lights and reinstate roundabout (Station Hill)	32		A comprehensive assessment of the highways network within the city centre will be necessary. Any proposals to alter the highways network, including removal/provision of traffic lights, will have to demonstrate that there would be no adverse impacts on the highways network and the ability of essential vehicles to access the city.
Cycling and walking	27		The opportunity to provide improved/additional cycle and walking paths will be examined in the One Plan as it is taken forward.
More trees, planting and street furniture	18		The desire to enhance nature conservation and the public realm is clear, and opportunities to do this will be an important part of the work going forward.
Improve building frontages and shop fronts	15		Going forwards, the One Plan projects will have to comply with policy requirements related to urban design. The design approach will reflect the unique character of Chippenham. This may help civic pride and for existing shop owners to improve their shop fronts/signage as well.
Do nothing/leave alone	15		Doing nothing to the town centre is an option, but the consultation indicates that this is not desire of the majority of those who commented on this particular aspect of the One Plan.
Outside activities/festivals/pop ups/seating/café culture	13		Opportunities to deliver these activities and uses will be explored in the One Plan.
Improve public transport	8		Agreed, this will improve air quality, reduce congestion, improve public health and make Chippenham more resilient to climate change. This will make Chippenham a more pleasant place to live and to visit. Opportunities to improve public transport will be taken forward in the One Plan.
Better enforcement of existing regs (e.g fly parking)	7		?
Street decorations (extending coverage)	6		Chippenham Town Council to respond?

Theme to emerge	Number of responders who raised it	General comments	Board's response
Remove/relocate the market stalls	5		Chippenham Town Council to respond?
Traffic calming	5		Noted. Traffic calming measures can be examined in a Traffic and Movement Strategy.
Tolietts	5		Chippenham Town Council to respond?
Defective process	4		The consultation process has been informed by Wiltshire Council's Statement of Community Involvement as well as the "Chippenham One Plan: Consultation methods and responsibilities" and "Consultation Strategy" as agreed by the board. The One Plan is not a detailed design process, rather it sets a framework. It would not be cost effective to work up detailed projects until it is better understood what the community would like to see happen. The images that have been selected are intended to show the art of the possible, taking inspiration from what has been achieved in other places. They do not necessarily show what will be delivered in Chippenham.
Public art	3		Support for public art is noted and will be explored in further iterations of the One Plan.
More rubbish bins	3		Chippenham Town Council to respond?
War memorial	2		Chippenham Town Council to respond?
Health and safety	2		Concern about shared spaces and removal of kerbs is noted....
New bridges	2		/

Enhancing our town centre spaces

Which locations and landmarks within the town would you suggest be specifically signposted?

Headline summary of this free text question:

- 364 overall responders filled in this free text question many making raising multiple issues.
- 94% favoured some kind of intervention.
- 6% (22) wanted no change.
- 186 want wayfinding to retail and commercial areas clearly signposted.
- 186 supported clear signage to open space and parks.
- 126 supported making it easier to find Chippenham's heritage, including heritage trails.
- Only a small minority.
- 111 thought the walking and cycling routes could be better signposted.
- The comments fall into the following themes, which have been ranked by number.

Theme to emerge	Number of responders who raised it	General comments	Board's response
Retail areas/popular businesses/distinct Quarters	186		Noted, this location will be considered in further iterations of the One Plan.
Parks and public open space	186		Noted, this location will be considered in further iterations of the One Plan.
Historic sites/heritage building/buildings of interest	126		Noted, this location and the promotion of Chippenham's heritage will be considered in further iterations of the One Plan.
Walking and cycling routes	111		Noted, this location will be considered in further iterations of the One Plan.
Museum	71		Noted, this location will be considered in further iterations of the One Plan.
Town Hall/Public & Civic buildings	61		Noted, this location will be considered in further iterations of the One Plan.
Arts and entertainment venues	56		Noted, this location will be considered in further iterations of the One Plan.

Theme to emerge	Number of responders who raised it	General comments	Board's response
High quality designed signage	56		Going forwards, the One Plan projects will have to comply with policy requirements related to urban design, including high quality signage. The design approach will reflect the unique character of Chippenham. This may help civic pride and for existing shop owners to improve their shop fronts/signage as well.
Library	51		Noted, this location will be considered in further iterations of the One Plan.
Olympiad	41		Noted, this location will be considered in further iterations of the One Plan.
Bus station	36		Noted, this location will be considered in further iterations of the One Plan.
Train station	36		Noted, this location will be considered in further iterations of the One Plan.
Toilets	34		Noted, this location will be considered in further iterations of the One Plan.
Churches	32		Noted, this location will be considered in further iterations of the One Plan.
Arc climbing centre	31		Noted, this location will be considered in further iterations of the One Plan.
No need/existing ok	22		The majority of respondees support the provision of extra signage; objections to the provision of signage are noted.
Car parks	14		Noted, this location will be considered in further iterations of the One Plan.
Police station	8		Noted, this location will be considered in further iterations of the One Plan.
Local attractions further afield	4		Noted, this location will be considered in further iterations of the One Plan.
Tourist information	4		Noted, this location will be considered in further iterations of the One Plan.

Bath Road Car Park/Bridge Centre

Are there any other uses you would like to see on the site?

Headline summary of this free text question:

- 442 overall responders filled in this free text question many making raising multiple issues
- 110 wanted parking retained or enhanced plus free or reduced fees.
- 95 supported a community facility with many citing the loss of the former youth club.
- 69 wanted to ensure that any plans include greenspace, trees and parks.
- There was a major jump down in numbers of comments on issues other than above.
- The comments fall into the following themes, rich have been ranked by number.

Theme to emerge	Number of responders who raised it	General comments	Board's response
Car parking/parking fees	110		The desire to retain/ provide additional car parking is noted. Further assessment will be necessary to consider future parking requirements. Car parking charges set by the Council support a range of other Council transport measures, including essential local bus services. Parking charges are set by the Council's Parking Services team and are not within the scope of the One Plan.
Community facilities/ youth centre	95		The desire for such facilities is noted and will be considered as the One Plan progresses.
Mixed use development	69		The desire for mixed use development is noted and will be considered as the One Plan progresses.
Green space, trees, parks, wildlife	69		The desire for green space/trees/parks/wildlife is noted and will be considered as the One Plan progresses.
Housing	16		The desire for this use is noted and will be considered further as the One Plan progresses.
Coach & Bus station	13		The desire for this use is noted and will be considered further as the One Plan progresses.
Improved cycling and walking facilities	12		The desire for this use is noted and will be considered further as the One Plan progresses.
Public toilets	10		The desire for this use is noted and will be considered further as the One Plan progresses.

Theme to emerge	Number of responders who raised it	General comments	Board's response
Nothing/leave it alone	9		The desire to do nothing is noted; whether the "do nothing" approach is adopted will be given further consideration as the One Plan progresses, although this approach is not in accordance with the emerging Neighbourhood Plan.
Indoor/outdoor market	9		The desire for this use is noted and will be considered further as the One Plan progresses.
Reengineering road network	8		Comments regarding the road network are noted. The impact of any future proposals will have to demonstrate no adverse impacts on the highways network/traffic.
No more housing	8		Objections to more housing are noted; the consultation indicates a greater desire to pursue this use, and this use and whether it should be pursued will be given further consideration as the One Plan progresses.
Remove/reduce parking	5		The desire to remove/reduce parkins is noted. Further assessment will be necessary to consider future parking requirements.
In accordance with the emerging Neighbourhood Plan	4		Noted.
Made safer	3		Future proposals will have to satisfy relevant policy requirements in terms of safety.
High quality design	2		Going forwards, the One Plan projects will have to comply with policy requirements related to urban design. The design approach will reflect and respect the unique character and heritage of Chippenham.
Respecting heritage	2		Going forwards, the One Plan projects will have to comply with policy requirements related to urban design. The design approach will reflect and respect the unique character and heritage of Chippenham.
More litter bins	1		Chippenham Town Council to respond?

Analysis of Question 5 Free Text

Theme to emerge	Number of responders who raised it	General comments	Board's response
Independent shops / Variety of High St uses/ small businesses / No more out of town retail/ Vibrant high street	352		The type and number of retailers and high street businesses that will be attracted to Chippenham High Street will be determined by the private sector in response to current market trends. However, the One Plan projects can contribute towards creating the right conditions to attract a variety of retailers/ businesses to the town centre
Parking Fees/charges	292		Car parking charges set by the Council support a range of other Council transport measures, including essential local bus services. Parking charges are set by the Council's Parking Services team and are not within the scope of the One Plan.
River Frontage/Better use of/access to the river	163		<p>The public have provided a very clear and unambiguous voice about the value they place on the retention and enhancement of existing green space and the Island while utilising it for more events and public enjoyment. The consultation results will be used to shape the next iteration of the One Plan to reflect this clear message.</p> <p>Any development which adjoins Island Park will need to have regard to planning policy and meet the tests for development within a Conservation Area, that includes a requirement to preserve and/or enhance its character. Any works proposed as part of a scheme within the Island Park area would need consent of the relevant third-party landowners, including the Town Council.</p>
Improved Public Transport/Park and Ride	150		Agreed, this will improve air quality, reduce congestion, improve public health and make Chippenham more resilient to climate change. This will make Chippenham a more pleasant place to live and to visit. Opportunities to improve public transport will be taken forward in the One Plan.
Business / Commercial rates / Rent	123		The type and number of retailers and high street businesses that will be attracted to Chippenham High Street will be determined by the private sector in response to current market trends. However, the One Plan projects can contribute towards creating the right conditions to attract a variety of retailers/ businesses to the town centre.

Theme to emerge	Number of responders who raised it	General comments	Board's response
(Station Hill) Traffic lights / traffic infrastructure (traffic congestion, air quality....)	101		A comprehensive assessment of the highways network within the city centre will be necessary. Any proposals to alter the highways network, including removal/provision of traffic lights, will have to demonstrate that there would be no adverse impacts on the highways network and the ability of essential vehicles to access the city.
Facilities for young people / families / elderly	99		Noted, a consistent thread and the One Plan will be revised to give added emphasis on the need for the detailed delivery of projects to identify opportunities to meet this identified need.
More attractive town centre; clean, tidy, looking loved; visual appeal/ wheelie and rubbish bins; public art and signage	99		Any enhancements will need to be planned with a long term, funded maintenance programme and clear agreement over who takes responsibility. This will be reflected in any detailed plans that emerge from One Plan.
Green Spaces/ Planting/ Landscaping/ Fountains/ Places to sit/Community Space	98		The desire to enhance nature conservation in the town centre and along the river is clear, and opportunities to do this will be an important part of the work going forward.
Anti social behaviour / Homelessness / Policing	89		Practice shows that by enhancing the attractiveness of an area and increasing footfall this greatly reduces such behaviour. Projects should also be planned to be robust, and financially maintained in the long term.
River Gate/Weir Structure/ River Green Corridor Project	77		The Partnership Board will carefully consider the wide diversity of views on the river and in discussions with the Environment Agency produce options for reaching a solution which meets the majority of views but importantly safeguards the Town Centre from flooding in the long term.
More Leisure Activities	77		The opportunity to provide improved/ additional cycle and walking paths will be examined in the One Plan as it is taken forward.
Traffic / congestion / traffic flow / Speed limits	71		A comprehensive assessment of the highways network within the city centre will be necessary. Any proposals to alter the highways network, including removal/provision of traffic lights, will have to demonstrate that there would be no adverse impacts on the highways network and the ability of essential vehicles to access the city.

Theme to emerge	Number of responders who raised it	General comments	Board's response
More/better quality cafes/ bars/ restaurants/Evening economy/Café culture	71		Opportunities to deliver these activities and uses will be explored in the One Plan.
Quality/amount of parking/location/type of parking/no parking, people won't come in	67		<p>Objections to pedestrianisation and the desire improvements to road infrastructure are noted. As the One Plan progress, these issues will be considered in detail. The One Plan's geographical remit is Chippenham town centre and is unconnected to any matters relating to a bypass.</p> <p>Car parking charges set by the Council support a range of other Council transport measures, including essential local bus services. Parking charges are set by the Council's Parking Services team and are not within the scope of the One Plan.</p>
Reduce dominance of cars in town centre / illegal parking in town centre/ parking in residential areas/ reducing dependence on cars	64		Noted. Traffic calming measures/re-routing/ pedestrianisation will be examined in detail as the One Plan progresses.
Cycling / Walking infrastructure/ Permeability	54		The opportunity to provide improved/ additional cycle and walking paths will be examined in the One Plan as it is taken forward.
General	53		noted
Heritage/Design/ Architecture/ Shopfronts	50		Noted. The opportunity to champion and display the heritage of Chippenham will be important in creating an attractive environment and opportunities will be identified in the One Plan.
Potholes/Re-Paving/ Road Surfaces/ Pavements	43		During the delivery of projects opportunities will be identified to enhance the quality of surfacing where possible.
Prioritising pedestrians	42		the opportunity to improve the environment for pedestrians will be taken wherever practicable.
Market	36		Chippenham Town Council to respond?

Theme to emerge	Number of responders who raised it	General comments	Board's response
Empty shops / Units	32		The type and number of retailers and high street businesses that will be attracted to Chippenham High Street will be determined by the private sector in response to current market trends. However, the One Plan projects can contribute towards creating the right conditions to attract a variety of retailers/ businesses to the town centre.
Housing Developments/Jobs	30		Housing will be delivered through the emerging Local Plan. Where the Town Centre can contribute in line with national, local and neighbourhood planning policy then residential will be supported in the delivery projects emerging from the One Plan.
Olympiad Leisure centre	28		While the centre itself is outside the scope of this project, there is a clear message that access must be maintained and that will be reflected in the One Plan.
Island Park (don't pave over)	28		It became clear that one of the graphics in the consultation material was misleading and very concerning to the community, namely the artists impression showing the whole of Island Park being a hard landscaped Plaza. This was never an intention of the One Team Partnership. When it was explained that the Plaza would be confined to the existing hard paved areas adjacent to existing retail areas, but could be turned to overlook the open space, there was high levels of support for the idea of food, beverage and leisure terrace with generous outside seating overlooking existing green areas.
Consultation Process / Governance	28		Disagree. We feel the One Plan process has been comprehensive, free, fair and effective.
Disabled parking	27		Agreed. The Town Centre should be accessible and nice to use for all visitors and this will be reflected in the revised One Plan strategy.
Bath Road Car park/ Bridge centre site	27		The very clear preferences for this site will be reflected in the revised One Plan.
Public toilets	25		Agreed. Opportunities to deliver these activities and uses will be explored in the One Plan.

Theme to emerge	Number of responders who raised it	General comments	Board's response
Better Public Transport	23		Agreed, this will improve air quality, reduce congestion, improve public health and make Chippenham more resilient to climate change. This will make Chippenham a more pleasant place to live and to visit. Opportunities to improve public transport will be taken forward in the One Plan.
Better community provision / events / space	23		Opportunities to deliver these activities and uses will be explored in the One Plan.
Removal of graffiti and litter	20		Long term maintenance of any public realm enhancements will be fully planned and paid for.
A Vision for Chippenham/ Chippenham's role/USP	16		One of the reasons for starting the One Plan process was to provide a coherent and deliverable single vision for the Town Centre.
Disjointed town centre / town quarters	15		Agreed. Ease of movement and access in a enhanced greener environment is a clear message from this consultation and will be reflected in the revised One Plan strategy.
Pigeons/Seagulls/Rats	14		These public health issues are important and can be helped by provision and maintenance of litter bins and street cleaning. This will be reflected in the One Plan.
Bus Station	12		Should opportunities arise for positive discussions with the bus operator then the partnership board would welcome the opportunity. At present there are no plans.
Active Travel	9		Agreed, this will improve air quality, reduce congestion, improve public health and make Chippenham more resilient to climate change. This will make Chippenham a more pleasant place to live and to visit. Opportunities to improve public transport will be taken forward in the One Plan.
Sadlers Mead Car Park	9		Noted. This is outside of the scope of this plan.
Climate Change/			
Sustainability/ Natural Environment/ Biodiversity	9		Agreed. All projects will be planned to incorporate all statutory standards and exceed them where possible.
Publicising/Marketing of events	8		CTC to respond
More disabled friendly	5		Agreed. All projects will be planned to incorporate all statutory standards to ensure access for all.

Theme to emerge	Number of responders who raised it	General comments	Board's response
More doctors/dentists/schools needed	4		Opportunities to deliver these activities and uses will be explored in the One Plan.
Neighbourhood Plan	3		As has been emphasised throughout the process the One Plan is to be a delivery vehicle for existing plans and the Neighbourhood Plan is central to this. Agreed,

Appendix 3 – Chippenham One Plan consultation

The River Frontage

Which of these other uses on the river frontage would you like to see?

Enhancement based retaining existing green space (86)

Maybe just invest in maintaining it a bit, like the rest of town.

Pedestrian plaza is easy to look unnatural. My emphasis would be on retaining a nature/organic theme.

The Island MUST remain a green space.

Re design the park and the road down the back of wilko while retaining the current. Use of the land.

No vehicles at all - hard engineering to prevent access.

Places of interest along the river ie children's play park seating.

Could the space be utilised without losing the green space?

The artists impressions show paving right up to the river. I would prefer most of the grass be kept.

Picnic areas but not the play areas.

Seating to enjoy the river.

A green space with trees and nature.

Seating for the seniors and familys.

Keep it green!!! Green spaces are so vital, we should use it better but keep it a green space.

I do not wish to see more paved area I wish to retain the green space on the island.

older kids offering, but don't lose the grass to pavement, not good for the environment.

If you leave it in its natural state, like it is now, you have ideal space for community uses.

Flower beds and flowering shrubs.

Keeping the green space that is already there for feeding ducks, picnics and folk fest.

Green spaces.

Keeping most of the grassy field spaces

Keep Island Park as a green space! Use landscaping and existing trees to soften view of emery gate.

Not more tarmac and hard surfaces. Make this a natural area and encourage it to stay that way.

Subtle children's play space with overt recreation elsewhere in Monkton/John Coles parks

There should not be building on existing open space.

Simply keep it green. The Wilko building should be screened by trees. Superdrug is the main eyesore.

We need to keep the mature trees in the island park for wildlife to flourish and as a green space.

Keep grass & trees, add seating/picnic benches (not kids area!).

Please keep it a natural looking space.

Island Park is a beautiful green space, it would be a shame to lose that to concrete.

The park needs updating should be wooden so blends in with nature.

Open space.

Retain green area with better access for water sports and recreational use.

Quiet spaces for people to watch the river.

Flower garden and natural areas retaining trees for wildlife

Need to make it a green space with cafes and no cars.

Green space.

Leave it as a green space and provide screening to hide the back of the shopping centre.

The area to the right of coming down the steps from Emery Gate needs looking at.

This should not be covered in concrete. It is important to maintain the green space. Add trees.

protect green space. do not pave over.

Currently the children's play area is quite a walk from town centre so would be nice to have one closer.

Mix wild with pedestrianised.

Maintained/Used as is now, but with the shopping centre backdrop improved.

Kids soft play.

Pretty much as-is; a flexible semi natural space that can be used for events (e.g. Folk festival).

All the above - but natural, increasing the grass, plants and trees that are there now NOT concrete.

Enhanced with a few more benches, but preserve the island park as it is.

Just a nice path beside the river.

The Island Park area must be retained as a green lung of Chippenham, with mature trees and grass.

More benches along the river front! Including in monkton park and the river loop further SE.

Sufficient trees and under-planting for nature.

Already used for some of the above. Just needs is a few picnic benches.

Existing trees are an asset.

A multifunction public amenity space would be best.

It being a park is nice as Chippenham is otherwise not very green.

We need more cycle tracks; wouldn't want to lose the ability to walk dogs around here;

The river frontage should be enhanced as a natural green space for people to enjoy.

if a landscaped pedestrian plaza - is mainly green space then I'm all for the idea.

More seating/viewing platforms closer to the river.

I would like to see the grass Island area kept and the concrete footprint not to exceed the existing.

Retain the green space, which can also be used for public events eg Folk Festival.

All the above is ok but whatever is put there it needs to have disability aspect eg levels & access.

More green space.

Should be kept as an open space, unstructured as it is now to enjoy as people choose.

The river frontage is an important part of island park and should remain part of the space.

A riverside development is a good idea but these plans are very flawed & outdated.

would want to see landscape design.

Leisure space with seating.

Seating areas, swan habitat, more litter bins.

Flowers/shrubs.

More open spaces.

Landscaped pedestrianised plaza - As long as the existing concrete area isn't extended and its replacement has a permeable surface and other measures to minimise rainwater runoff.

Walks shown.

Seating near river for visitors.

Green space.

Agree with pedestrian plaza, but not too much concrete.

I think it is a good idea to smarten up the area along the river - it often feels a bit grubby and the approach to the underground car park is dangerous. However, it should remain a green park NOT a paved concrete area.

Landscaped pedestrian plaza to include a green lawn. An area to enjoy relaxing by the river, taking time out from shopping.

Create a mostly soft landscaped pedestrian area as a general open space which could be used by event such as Folk Festival.

Leave it alone/ do nothing (52)

Leave it alone and improve the rest if the town centre.

None of the above. It's beauty is as a natural green space. The plaza looks awful and dated.

What is "green" about about pedestrianising the Island Park?

I think Island Park should be left just as it is.

Keep it like it is you commercial f**ks.

Leave the green space as it is.

Trees and green space left unmolested for events and nature.

Do not destroy another open public park with an excuse of giving people more,

As it is, fantastic space.

Prefer to keep it as a green space with trees, don't see why it has to be developed at all.

People already use and enjoy the space with friends/their children/their dogs. Leave it green.

Keep it as it is - a fantastic green space.

keep it as a green space.

As is, is fine.

Please please keep it green.

Leave it as it is.

Leave it alone and revitalise the high street so we don't just have charity shops and coffee shops.

Leave it as it is.

it is an excellent green space for all ages to enjoy as they wish.

Do not take away island park!

Keep it how it is.

Leave it as it is - natural, relaxing and versatile.

I would like it to be left as it is.

Leave it all alone.

Leave it for kids to feed the ducks!

Leave as much green space as possible, leave to grass.

It still needs to stay natural and green as it is so peaceful too much landscaping will spoil it.

It's lovely as it is and how on earth have you gotten away with calling this a "Green Corridor" ?!!!

Just maintained as is.

Leave as it is.

Left as a green space for recreational use.

Keep it as a park.

Keep it as it is - it can already used for all of the above as and when required- ie folk festival.

Leave well alone and not waste money.

Island Park needs to be left alone. It's a fantastic space for lots of different community events!!

leave as a green space.

It's fine as it is. We need all the green space we can get.

None. keeping green space for dogs and kids to play on is vital. Fields are already being built on.

I think a river frontage unnecessary. The park is a good space for people to walk and relax.

The natural ambience of the river frontage is very attractive and NOT ugly to look at.

Island park has many beautiful mature trees. I'm appalled anyone would consider chopping these down!

Do not pave over this grass space, people use it for picnicking and children use it for playing.

Stop wasting out assets!

Leave as it is now.

The Island Park is beautiful - leave it as it is! I think the plaza idea is horrendous, we need less of a concrete footprint in the town centre, not more. The USP of the Island Park is its greenery and tranquility in the heart of town. This is already a community space - the grass and vegetation is important - keep it!

The Island is already available for many of these activities!

This area is already well used for things such as the Folk Festival and River Festival. It is a green haven in the centre of town and must be maintained as such. NO MORE HARD PAVING.

Food and Beverage/craft shops/kiosks/market stalls/commercial (108)

Cafe for river users and walkers / cyclists to the town along the path.

Plaza area to also be used for restaurant outdoor seating space.

Cafe/ restaurant plus craft shops/ traditional trades + cafe terrace but NOT removing Island park.

Cafes and eating areas.

Restaurants and cafes/wine bars.

Creating a dedicated space for eating out, shopping with a veranda would enhance the area.

Food market / Social eating Space.

Cafes, small shops not a shopping centre.

Covered market stalls new and colourful - all of the same design / structure.

New very attractive kiosks.

Shops and catering facing the river.

Bars and restaurants.

Mixed retail/residential bridge to Wetherspoon river frontage.

Coffee shop and bars.

Riverside cafes.

Tavernas.

Pop-up street food vendors.

Food and drink outlets.

Restaurants rather than shops around the river area would be good.

Cafes, restaurants to create a social space.

Restaurants facing onto Island Gardens, pedestrian area.

Restaurants.

The river within town would be the perfect space for leisure and commercial (bars, restaurants).

Places serving food and drinks.

Spaces serving food and drink. Alliance building historic and perfect for this too.

Cafes/food etc. not shops, to create a social relaxing area.

Outside eating and drinking.

Bars and restaurants and seating area.

Cafes and seating, social spaces.

Places to eat and drink looking out on the river. The wine bar for example has been a great addition.

Food and drink, better restaurants and wine bars.

Outdoor dining and drinking.

Restaurant / bars with outdoor seating areas.

Cafe/ food venues.

Cafes.

A pleasant cafe area where where we can sit outside, without being near any traffic.

Restaurants and bars.

Cafes and independent shops.

Smart cafe / bars; pop-up food vendors.

Cafes where road/buildings are.

Cafes or bars.

It would be nice to have food and drink seating spaces.

Marketplace for artisans.

Cafes.

Storage container complex as at Wapping Wharf, Bristol and other sites across the UK.

Restaurants and bars.

Pubs and restaurants.

restaurants with outside table service.

Cafes.

Cafes, restaurants.

Restaurants.

Wine bars etc.

Bars and restaurants.

Wine Bar/ Beer Garden.

Cafe with riverside view.

cafe next to play area.

Cafes/restaurants that face onto the river.

independents quarter to promote small local businesses. Make all premises small.

Cafes , restaurants.

A place for craft markets.

Need to make it a green space with cafes and no cars.

Street food pop ups at week ends (Friday and Saturday evenings).

Beer.

Use the building that are already there. Upgrade these to uses that can face the river.

Regular farmers market selling fresh produce.

Limited space for a cafe and restaurant facing the riverside.

It needs to draw people to the town, some nice restaurants, and especially something for the children.

More markets.

Small shops/kiosks would be an improvement.

A Cafe perhaps, similar to the one in John Cole's Park with tables to use most of the year.

shops, restaurants, art spaces, craft workshops,

Cocktail bar, cafe and restaurants.

Chain brand restaurant such as Harvester. I do not go to town as independent chains are expensive.

Cafe and seating.

cafe/bar/restaurant and outside seating areas.

boat restaurant/café.

Permanent unique cafe (i.e. non-national chain).

cafes, informal seating area and possible moored barge as pub/restaurant as Bristol harbour.

Would love more restaurants or cafes to front onto the river.

Bars / cafes / restaurants.

Ensure only a small area is pedestrianised and encourage cafes and chain restaurants into the area.

Cafe culture.

restaurants and cafes facing the river with verandahs for outside.

Cafés/restaurants/bars with some outdoor seating.

Restaurants.

Cafes/restaurants.

Food and drinking places.

market stalls, events.

Campervan hire.

Plaza: a place of cafe's & natural areas (not concrete) for reflection & to enjoy the river bank.

would want to see shop front designs.

Al fresco dining during the summer.

Coffee shop with seating overlooking the river.

Cafes/restaurants.

Cafes/restaurants.

Affordable flats above existing buildings.

'Affordable' rent/buy accommodation above shop.

Markets etc.

Not fast food in mobile kiosks.

1-2 small bistros.

Waterside restaurant

Cafe/dining

Market area

Coffee shop

Open up the existing shopfronts to face the river but not build more shops to remain empty, at this stage.

Popup eateries and cafes.

Mooring area/jetty/beach/boat trips (15)

essential to have a public landing stage to facilitate activity on the water; its a great resource

small beach area

Permanent landing stage for River Festival and WBCT boat

river boat trips

A wharf and facilities for the re-routed Chippenham Arm of the restored Wilts & Berks Canal.

Trip boats also

Canal trip boats

Public slipway or quay for small boats

The river here is navigable and boat trips are very popular; the water level should be retained.

Moorings for boat trips, boat restaurant/café

Create a landing stage

For use during festivals for fundraising for the Wilts & Berks Canal Trust. People enjoy boat trips

Recreational use of water just needs a slip (access ramp) and short jetty - not a service provider.

Widen the river in the area of the sea cadets to form lake. Jettys.

Permanent jetty.

Nature conservation area (29)

Natural

More natural and wild as grassland. Or is there a way to design hardstanding that is good for ecology

More trees, shrubs and grass. Encourage wildlife.

I truly believe we should keep as much nature involved with the layout as possible.

I'd like to see more done to encourage wildlife.

Just to note, it would great to give as many of the older trees as possible

nature reserve, nature education space, wilderness training/skills

Wildlife garden, pond.

park and wildlife area to maximise wildlife habitat

wildlife friendly, optimise biodiversity and ecology in wildlife areas, do not add the above stuff

Eco area with area to watch wildlife

Keep it eco-friendly

Nature trail with all the different wildlife that can be spotted along the river.

An area to encourage wildlife and for education regarding ecology and biodiversity

Planting and nature habitats

Nature Spaces

Rewilding

I would like it to remain semi natural not become a playground, with wildlife frightened away.

Anything to do with bring back nature.

Keep this area as wild as possible, allowing swans, ducks and other wild life to roam freely there.

Nature reserve

Wild

Sufficient trees and under-planting for nature

I think we need to keep as much green space in our town centre as possible to encourage wildlife

If the river frontage is paved over bio diversity is lost.

Enhance nature conservation

maintain the natural nature of the area rather than a created manage environment

keep natural, bird nest boxes, bug hotels, more trees and hedges etc

Wild natural spaces

Picnic area/informal open space for relaxation/public gardens and park (16)

picnic area, jogging, cycle path - a place to relax. No play area, have lots of those already

Attractive garden area with seating

Green space with paths, not paved over

Wildflower area/landscape garden areas

An area similar to the continent, where communities meet outside and children are welcome

Activities for kids; small concerts, outdoor films etc

Recreation on the edge of the space heading away from town

Enhanced picnic area WITHOUT any concreting over of the grass

More picnic areas and children's exercise/ play things scattered

Bbq hire area for family picnic ect

Promenade

Make a nature space/grassed area for people to picnic –

picnic area with maintained grass.

Picnic area, Seating, Flower beds

Picnic area, wild gardens

Just picnic area

Public art (3)

Sculptures

art installations such as the large hares in Cirencester

Avoid public art as it would soon become an invitation for graffiti

Space for Folk Festival/Events space (17)

Event space for public events such as beer and food festivals or live music.

Folk festival

Events space

Band stand

Folk festival

Folk festival uses

ideal for folk festival etc

Event areas, outdoor seating (not just connected to coffee shops)

Island Park retained for Festivals/community events.

Pretty much as-is; a flexible semi natural space that can be used for events (e.g. Folk festival)

But would still like folk festival to be able to use

Festival/event space as per the folk festival and other events

For use during festivals for fundraising for the Wilts & Berks Canal Trust. People enjoy boat trips
market stalls, events

Retain the green space, which can also be used for public events eg Folk Festival.

Create a mostly soft landscaped pedestrian area as a general open space which could be used by event such as Folk Festival.

Kayaking/fishing/water sports/wild swimming (17)

I kayak regularly on the Chippenham Avon however, a better flow would help stagnation in summer

White water rapids section

Fishing platform to be placed at appropriate spacing.

Weir(s) should remain suitable for water sports. There should be an access point for water sports.

Lovely stretch of water and already extensively used for paddle sport

Fishing

Retain green area with better access for water sports and recreational use

There are already Paddleboards, kayaks etc. available at the sailing club just down the river

Open air Lido

Taking out the weir would be detrimental to the canoe club which is thriving and growing in numbers.

Possibility to swim!

Enabling easy access to the water for swimming / small beach area

Swimming, it wasn't explicitly mentioned

River swimming

Swimming

Kayaking etc not here, but further along the river, in the park.

Highways issues/access (14)

Disabled parking spaces.

Cycle paths

Definitely not a cycle path, as that will destroy peace

Need to make it a green space with cafes and no cars

Cycle circuit maps and easy bike hire

Tidy up route to car park

We need more cycle tracks.

Cycle track

Cycle paths installed, joined up with others and clearly signposted.

This is part of a national cycle route (NCN 403) and the local way to cycle East/West through town.

Consider parking & delivery access while maintaining pedestrian safety & enhancing river frontage.

Some access to walking along the river as the old Nestle building prevents public access.

Where would delivery vehicles turn? Plus car park access needed. Danger to pedestrians!

While in theory shops and eateries at the side of Wilkinsons fronting on to the river are a good idea, in practice there are two significant issues. Firstly, deliveries to Wilkinsons and entry to the Emery Gate car park from the town bridge side - vital not to restrict access there which would otherwise lead to more congestion (and pollution) on Avenue la Fleche to access the London Road end of town.

Remove access to the car park.

Exercise/sports (12)

jogging or cycle paths

outdoor exercise equipment and areas

Swimming, it wasn't explicitly mentioned

outdoor gym

Free communal exercise facility,

Outdoor exercise equipment

Fitness stations dotted around a 1km loop, allowing exercise for free in greenspace

Running track join up bike path

Out door gym.

Gym exercises area

Skatepark

Space for kids to play basketball

Public health (11)

Enforce ban on rat & pigeon feeding - both health hazard & scary

Toilets

You use this area for the folk festival, fine when weather is good, if food vans ,rats rubbish smell

Toilets

Toilets

A clean river free of sewage would be good.

Removal of pigeons and enforcement of no feeding of birds from island park to deter rats and disease.

The certainty of becoming a rubbish eyesore with eateries.

Dog poo monitor

Clean up the river

Financial (6)

Use the money to fix the Olympiad

Please be cost sensitive - Families are struggling to pay bills/make ends meet, we dont need lavish!

None, stop quoting money we don't have. Financially times are hard and you need to manage this too.

Leave well alone and not waste money

use of river for recreation but who will fund the amenities and take responsibility for it?

Stop wasting out assets!

Water levels (3)

River to weir needs to be same level as now & for hundreds of years!

Replace the weir to allow high water to allow use of the river in diff ways.

Taking out the weir would be detrimental to the canoe club which is thriving and growing in numbers.

Design of buildings (2)

super drug needs to be move. Ugly building.

Low level buildings only. Extend the riverside path to the olympiad bridge. Leave the greenery.

Brickwork needs to be less intrusive colour.

Hydroelectricity (2)

Keep the river full and modify radial gate area so hydraulic power can be made.

IMPORTANT! harness some of the river energy to generate electricity for the community.

Upper Market Place

How else could the Upper Market area be enhanced?

Retain parking, Increased parking, disabled parking, reduction in parking fees (67).

Increased parking

Don't forget that the church is in use and that disabled people families and the elderly need safe access including parking.

Reduce parking charges for short stays to help Older and Disabled People access the town, like all other towns in area.

A much needed car parking area for those accessing the town from Calne side- do not pedestrianise.

Just disabled parking, and much more of it. It's very difficult to park and walk anywhere near to disabled parking now in the town.

Additional / any electric vehicle charging points (in anticipation of future usage patterns).

30 min parking close to the businesses is super useful.

Please do not get rid of the disabled parking spaces. We need more, not fewer.

Against an overall reduction in parking spaces as people need access to town otherwise it will die.

How about retaining the parking, but change the access to the parking by the memorial so that is accessed from the road and then remove the second road between the parking and the shops.

Free 1 hour parking to encourage people to shop in the town centre.

If parking is to be reduced, then provide alternative parking locations.

Reduce cost of parking for all.

If you want to attract people to the town, don't make it expensive.

There is a real need to keep vehicular access and parking.

There needs to be road access/parking at some point.

Make more disabled parking spaces.

Important to retain existing car parking.

If you remove more parking people less likely to use.

Make parking free for 2 hours like similar towns nearby.

Parent and child spaces.

Less cars won't change the fact there isn't much there.

Stop trying to remove free parking, you are strangling the town.

We need more parking in the town centre.

There is already inadequate parking provision in town.

Removing parking will further detract from the desire to come into town.

Q2.0 is biased against cars.

People need places to park!

Parking is already horrendous for disabled people so please don't make it worse.

Disabled people should not have to pay for parking.

Provide even more free parking spaces for a limited time span.

Electric car charging points.

If you stopped the high cost of parking, more people would visit the town and the high street.

Leave parking outside One Stop but angled so it doesn't impose on road as much.

Removing traffic access will negatively impact shops make Chippenham less commercially viable.

More parking, and many more disabled parking spaces.

More car parking spaces.

If reduced parking at the top of town, it would be important to see a free parking model adopted.

Please provide 2 hours free parking in the car parks to encourage people in.

Provide more parking.

Keeping some short stay parking that is easily accessible for the churchyard would be desirable.

More free parking spaces to attract people to the town.

You can't remove the cars without a viable replacement: bus? tram? horse & cart?

Better parking for the nurseries in the area.

More free short term parking to encourage people/businesses to that area.

Affordable/convenient parking should only be moved if it can be replicated elsewhere.

I don't feel the Upper Market area is heavily dominated by cars.

Increase availability of short-stay free parking. Access to library and post office can be problematic.

More short term free parking.

More blue badge parking.

By removing parking you are reducing footfall in the town.

Invest in retaining footfall not pushing it away due to inconvenience.

Majority visit from the surrounding villages and there isn't sufficient buses, so don't remove parking.

Leave it, it's one of the few free parking spaces for a short period when popping to visit the town.

I believe there is still a need for parking spaces but the area could be improved.

Increase parking so people come into the town, don't fill it.

Disabled spaces already fill up spaced by Buttercross.

Improved cheap parking in walking distance.

Still need to be able to drive to town/access businesses.

The area needs to be "tidied" up, but it has much needed short term parking spaces.

Some free parking for blue badge holders - others to use town centre car parks.

There are few cars and parking spaces, just leave alone!

Introduction of kiosks (5).

Adding commercial kiosks (mobile or rented static).

Mobile kiosks.

Food kiosks.

Mobile performances, kiosks and events to draw people to the area.

Public Transport (9)

More buses or a park and ride.

Rerouting busses.

Good opportunity here to provide some bus priority to decrease car use and promote active travel.

An improvement plan for the dated and dilapidated bus station facility.

Re-route Buses to use Burlands Road to get to Bus Station and some sort of traffic calming.

Enable the Buses to get through safely by the care home.

Maintain full access for buses to the area to encourage the use of public transport.

If you remove parking the increase buses in and out of town.

Public domain enhancements (116).

Maybe just invest in maintaining it a bit, like the rest of town.

More seating.

Same surface as main market place.

Connecting with market place.

Space for events (See Chippenham Neighbourhood Plan).

The war memorial desperately needs work to prevent it crumbling away.

Better pedestrian crossings?

Make it more of a relaxing seating area like the but they have in Bath.

Characterful lighting, bus shelters, bins and signage.

Heritage information.

The war memorial should be removed and erected it in a more suitable area once it has been completely restored.

Make more of the war memorial.

Consideration about connecting this area with the Lower Market Place, the Museum and Yelde Hall to create a real historic heart to the town.

Move the war memorial

Make the shambles more useful / attractive by covering it with a glass canopy.

Signage with information about the history

Renovate the war memorial-people are more interested in it now- water element reintroduced.

Communal, municipal refuse bins - tidier than current unsightly wheelie bins.

Using seating that moves on rails to take advantage of shade or sun as necessary. see Barcelona.

Historic themed attractively designed paved surface with seats around the circumference.

A tall gate like structure with a historical design as an attractive entrance/boundary to the area.

Stalls shouldn't be there so is free space for people.

Not allow the area to be populated with the traders stalls at the weekend.

Traders stalls should be located in the Bath Road Park car park behind the Oxfam shop.

Dimmed lamppost in warm colour, not white! Litter free, new park wooden branches.

Put the butter cross backs where it belongs ,at the moment it stands out like a sore thumb.

More seating required.

An artificial turf area and kiosk that could be put into the upper market area.

A small play area for kids to stop at for a short while, to play and interact with other children.

Bench seating and deck chairs for parents to sit down in and rest while the kids play.

Site for Santa's grotto at Christmas.

Mood lighting

Create a square for outdoor dining with a garden in the middle.

Sculpture or other art, modern, dynamic and colourful.

Integrate the area between the Yelde Hall, the war memorial and the Rose and Crown.

Give it a piazza feel and encourage street entertainment and cafes.

Dog water access.

Community sculptures/art/fountain kids could play in or on.

We enjoyed the garden area that was created last year.

Put the market in one of the market places (we have 3) and stop blocking street.

The temporary picnic area was really well received and used.

Like in Bath a big fake grass seating area would be nice.

The link between bus station and the Rose & Crown could be vastly improved.

Move the war memorial to the pedestrianised area.

Cobbles.

Remove 'corporation' giant bedding plant planter and replace with something more tasteful.

Make more of Neeld entrance.

Signage.

Attractive seating.

A maypole!

Maybe a seating 'open space' area near the Buttercross.

Open space for entertainment and relaxation seating areas, fountains.

A covered area by Yeld hall & war memorial.

A clearly defined entrance to the Heritage Quarter.

Maybe a decorative arch overhead, as we have in nearby places like Bath.

Making it inviting for people to visit.

A history board would show people the relevance and background of some of the old building.

Lower seating for children and disabled people.

Small family picnic area.

Better wheelie bin storage.

Recycling bins.

Public art

Improved pedestrian environment.

The pavements are rubbish at the moment and difficult to navigate with a pushchair.

Pavements to be better designed, with better dropped kerbs to improve access.

Create a resting area a bit like the artificial green space in Southgate Bath.

Build a new war memorial to replace the old one.

Resurface road and paths.

Nice information boards.

Interactive elements for children.

A water feature could be a nice addition.

As a buggy user the access to St Mary's Street via the grave yard is impossible.

Follow the parameters plan for the Upper Market Place in the Chippenham Neighbourhood Plan.

Public art.

Provide shelters (from sun & rain) with solar panels to power lights and water features.

Add some sort of sheltered seating area.

Tidy up all areas including the buildings so that the Town would be easier on the eye.

Bus Station could be made tidier and more environmentally friendly.

Maintain what we have.

Get the War Memorial Fountain working again.

Seating.

Picnic tables.

Water feature.

Shady areas.

More seating.

Just repair uneven paving and stop parking in Buttercross area- it is supposed to be pedestrian area.

More historic information.

Art.

More seating would be good.

Level curb near buttercross so it's all one level for disabled, wheelchairs and prams.

Restart the water in the war memorial fountain.

Disability friendly no uneven paving.

I think it would make an excellent square, provided traffic can be managed.

Public artwork.

Easily accessible routes for walking/bike access.

Water refill points.

Carry out refurbishment of war memorial.

Resinstate water at war memorial.

Clean Memorial.

Water Foundation always looks good and sounds relaxing.

If dominance of cars is reduced, access to the bus station will still be necessary.

Public art.

Improve/repair the memorial which looks scruffy.

Reinstate the fountain area of the memorial.

Seating.

Fingerpost signage to other town areas.

War Memorial needs a face lift.

More seating.

Small water feature to represent the town well beneath the war memorial.

Use the stone paving, get rid of tarmac on pavements.

More landscaping, but not green landscaping.

Provide a water feature the overflow from which flows down centre of high street.

Cleaning/refuse management/litter/graffiti (22).

Keeping it clean

More litter picking.

A good clean/ jet wash.

Better bin storage for businesses so its not on display.

Stop residents leaving their bins out all the time.

It's dirty.

Ask shop owners to sweep the area in front of their shop as in France.

The paving around the benches is filthy where food and cigarettes have been dropped.

We pay good money for Council Tax and get a dirty filthy Town.

Bin needed outside Yelde.

People sit round planter and leave litter.

Clean the buttercross it's filthy.

Get rid of all existing graffiti and clean off new graffiti as soon as it appears. Prosecute perpetrators.

Manage litter problems.

Tidy it up.

More recycling bins. Find a solution to visible wheelie bins which lower the tone of the area.

Regular street cleaning.

Clean up all the old buildings, the Shambles is a right mess, it was always so lovely and clean.

Remove unsightly bins.

Clean the buttercross it's filthy.

Tree planting, landscaping and wildlife (56).

Tree coverage.

The amenity value of area might be enhanced visually by introducing some trees, these will provide shade, improve the air quality and provide valuable habitat

Planting

More trees

Planting trees near seating area to provide shade and cool down temperatures in summer.

More greenery.

The area is not likely to have ever been landscaped.

More trees, grass and shrubs.

More planting in the area.

Urban trees are excellent tools for reducing temperatures and bringing animation to areas.

Landscape & architecture to work in harmony together, creating good wildlife habitats.

Spaces that encourages nature such as grassy areas.

More plants, trees. More in with nature.

Use planting to create shaded areas.

More green space, seating and perhaps a more child friendly area similar to the orbital in Swindon.

Green landscaping.

Plant some trees.

Tree planting.

Green landscaping.

More wildlife area and green space.

Trees, sustainable drainage.

More trees and planting calne centre looks much better since they planted those lovely trees and added flower displays

Plant trees

Green space around the memorial, it's so undervalued.

By giving space for nature.

More tree and natural area.

Focus on the space being for wildlife as more houses are in Chippenham.

Trees for shade.

Flowers perhaps seasonal or poppies for the parade.

Floral display areas.

Include some horticulture around the butter cross to enhance it.

Trees.

Pollinator friendly planting, trees.

More plants and trees.

Flowering basket displays. See Portishead High Street.

More green space.

Plant trees.

Plant trees.

More street trees.

More greenery.

Trees.

Flower/tub planting.

More plants or trees.

Landscape the current pavements areas and add benches and green planters.

More planters with flowers.

Replace car parking closest to the war memorial with green landscaping/planting.

Big trees.

Cosmetic landscaping/low maintenance planting options.

A permanent small garden area with seating but keep the trees.

Seating and plants.

Definitely more greenery, plants, wild flowers.

More trees.

This area needs more greenery to break up the stark nature of buildings.

Events and experiences (28).

It needs more interesting participatory experiences.

Give a purpose for people to gather there because people mainly walk through it to get to somewhere else instead of hanging out there. Maybe a fake grass seating

Space for events (See Chippenham Neighbourhood Plan).

There's nothing up there that entices me to go up to the space, so make that better.

Events like craft fairs etc.

Have one good market once a week instead of two part events.

Use it for the market and additional themed markets (French, German etc).

Using the area to put on events . Make more of the area.

More regular public events (beer festivals, music events, food festivals etc).

Legal busking area.

A reason to go there.

This can also be used for events in summer.

Give it a piazza feel and encourage street entertainment and cafes.

Focus on cultural additions i.e. museums.

Make this the area for performance, rather than by the river.

Effectively extending the use of area outside of the Angel Hotel.

More coherent retail/entertainment theme

Open space for entertainment.

Community events outside.

Extension to areas for the Folk Festival.

Defined busking /performance area.

Pop up street food.

Mobile performances, kiosks and events to draw people to the area.

Close off area when special events are held in the town.

The upper market area may be a good candidate for a public performance space to keep it a relevant.

Arts and some external performance areas amongst all the heritage may work well.

Changing the retail offer/ Independent retail /Market stalls (64).

More indie shops

Encourage market stalls in.

More interesting/ independent shop / cafes - destinations to go to

Reduce the amount of tattoo and vape shops.

More incentives for small businesses to move in and liven up the area.

The retail mix needs to be more hospitality driven, i.e., bars, cafes.

Artisan market stall for pictures/handcrafts.

Encourage more of the larger retail shops into the centre and small independent ones.

Be more selective about businesses granted leases in retail spaces.

The current provision of nail bar, tattoo parlour and e-cigarette shop present a cheap, low-end and unattractive impression that, in my view, deters investment and limits growth.

more upmarket boutique shops / outlets / - to counterbalance the 'bargain' basement stuff.

Need rent incentives to attract quality.

By encouraging a decent market to develop.

A better market would make Chippenham more of a destination and increase town centre footfall.

Move the market to outside The Angel.

Better shops.

Boutique shops.

Better shops and community areas.

Different use of some shop buildings eg the vape shop they're visually not very appealing at present.

Promote the businesses at this end of town.

Is there anything that can be done with the building that was cafe India / Cavacuiti's?

Reduce business rates to encourage more diverse independent shops.

Stalls should add to not duplicate existing offering in shops and not make the high street inaccessible.

Rent control so more independent shop can afford rent.

More coherent retail/entertainment theme.

Better choice of businesses rather than just estate agents.

Better shops and independent cafes restaurants - far too many charity shops!

You need shops not empty premises.

Encourage more family friendly independent traders.

Enable market stalls to use this area.

Have the market there.

Use it for the market, rather than the main high street.

Better shops and a reason to visit.

Better variety of shops and restaurants.

Lower business rents.

'Nicer shops' - having a Vape shop, Tattoo parlour and estate agents doesn't enhance the area.

Better range of shops - eg no vape shops.

Tidy up current premises.

Fill vacant premises with independent cafes or shops.

Scoff pop up site.

Used for the market rather than paving the river idland.

Get rid of tacky shops and unattractive frontages.

It dead in terms of shops. Basically just estate agents and offices.

Return it to a market not the high street, that is what the market place was created for!

Stop disabled parking to starve the betting shops of tax payers money.

Market stalls.

It lends itself to an artisan independent type style of shops, boutiques and cafes.

Pop up street food.

Better shops that are not vaping, mobile phone, charity or coffee shops.

Cohesive strategy to encourage businesses that will create a destination.

Get rid of betting shop(s).

Interesting independent shops.

Need to encourage more independent cafes, restaurants, shops rather than coffee shop chains.

Have the occasional market there - it is the Market Place after all.

Independent shops and market stalls.

Reduce shop rates and encourage new businesses to open - fewer vape and betting shops!

Better and more shops as a reason to go to the area.

Reduced rents.

Remove the nail bars and charity shops and make a more attractive experience for visitors.

As close to a conservation area, would be nice to have better quality shops and a nicer feel.

Variety of shops - a craft shop and a model/hobbies shop, flower shop and fresh fruit and veg shop.

Less vape/charity shops.

Improved shopfront and advertising design

Remove horrible shop signs and ask for nicer and more in keeping with new design.

Characterful shop fronts.

Improve look of shop fronts.

Adopting and enforcing the shop front design guide in the Chippenham draft neighbourhood plan.

The Angel Hotel looks nice but the nail bar, bookies, numerous charity shops etc don't match at all.

Better maintenance of shop fronts.

The cheap facades.

Get rid of tacky shops and unattractive frontages.

We urgently need a heritage shop front and signage scheme.

Removal wherever possible of paint, plastic windows or hoardings on bath stone buildings.

Tidy up shop facades.

Remove all obtrusive and poor shop signage.

Restriction of inappropriate bright colours on buildings/doors/woodwork.

All existing bright" fascias removed and signage in keeping with the listed buildings put in instead.

Remove/relocate parking, pedestrianisation, pavement widening, restriction on motor cars (104).

Stop cars parking in the area in front of The Angel and near the buttercross.

What is the point of improving the approach to the church, if the church yard itself becomes a car park. It is increasing used a place to avoid car parking controls.

Completely pedestrianise it.

Introduce a 5MPH speed limit.

Pedestrianise it and route traffic along a widened Wood Street.

Measures to reduce car usage such as bus gates between the war memorial and bus station so road is only used to get to Emery Gate.

Great idea to make more people friendly with less cars as not a busy route for cars compared to Gladstone Road and New Road.

Maybe traffic could be reduced and pavements widened to allow the restaurants up there to expand and flourish and have outside seating - make it into a more restaurant friendly area.

Car free zone (access only for residents).

Deliveries only at certain hours.

Moving parking away, but ensuring further parking spaces are provided elsewhere i.e. not a reduction in the number of overall parking spaces.

Close and pedestrianise road section between Upper Mkt and Library

Improve linkage to main town centre with clear pedestrian priority.

Move the car parking spaces within the area without reducing the number of spaces.

More and larger pedestrian and cycle paths.

Speed bumps to slow down and discourage traffic.

Less traffic.

Extend the pedestrianised areas to include Upper Market.

Removing cars is nice but need to find good quality parking elsewhere to make access easier to attract more people into the town centre.

Stop cars from parking in pedestrian area.

Last year's pop-up garden/seating area was spoiled somewhat with cars parking in the area.

I think the memorial should have its own zonal area which is not in a car park.

There should be less parking around here and additional parking provided on the peripheries.

Pedestrianise from London Road roundabout.

Residents' parking only on Causeway.

Speed limits.

Reduce parking outside the post office, and the mini car park opposite.

Prioritise the safety and experience of pedestrians.

Reduce or remove through traffic, ie have everything go via Burlands rd & Gladstone Rd.

Only allow access to Emery gate car park and St mary st.

Pedestrianise it and make it similar to Southgate in bath where people are able to stroll across.

Keep the high street closed to vehicles all day and night.

Take away them crap traffic lights and turn it back to a round about bottom of station hill.

Speed ramps where HSBC faces Halifax, etc. as sometimes cars speed along the high street.

Fine to improve upper marketplace but lower marketplace has become a car park!

Services at the war memorial is a poor experience with cars parked or passing with music blaring.

Reduce vehicle speeds, maintain walking and cycling access.

Pedestrianise in daytime hours like high street (maybe 9.30-6.30pm).

Make better use of Wood Lane car park with some parent child spaces somewhere in town(!)

There should be no parking in the area outside the Angel.

A better BIGGER out of sight car park area within easy walking distance of upper quarter.

Stop cars parking on the area by the Buttercross and repair all the dangerous broken paving slab

Park and ride further out from the centre.

Cars must be stopped from parking at Buttercross, several kids have nearly been hit.

Stopping bikes and e scooters using it as a short cut with no regard for pedestrians.

Traffic seems to dominate this area but parking spaces must be replaced elsewhere.

The few spaces by the war memorial/library are the only free short stay ones at that end of town.

Make the other car parks free!

Stop all the cars parking in the market square area (by Barclays and The Angel).

There are lots of disabled spaces in Emery Gate that are not used.

Turn it back into a pedestrian area on market days to bring shoppers up further into the town.

Walkways into town. Totally close town to traffic..... TOTALLY!!!!

I don't agree with disabled getting free parking as they are given help with disability allowances.

Make parking outside Rose & Crown a pedestrian area.

Prioritise pedestrians.

Stop the car park at the church being used for nursery access.

Stop "disabled parking" thus stopping drink driving.

You must balance reduced parking in Quarters with more "park and walk" capacity elsewhere.

If you want cars off the roadsides, then provide free (1h?) parking in existing facilities. Simple.

Potential one way traffic on the causeway allow more street frontage for hospitality/pedestrians.

Moving the bus station to be next to the rail station and stopping this area as a thru-route.

Pedestrianise it and use it as a market place with a variety of stalls.

If this is the Butter Cross area then remove cars.

Pedestrianized area with easy / safe walking links to high street.

Pedestrianise, more cafes and spaces where people can sit out to create more of a "cafe culture".

Potential to redesign to reduce car parking, but still make available short term parking.

Removing parking with no viable alternative available will stifle commerce ,reduce footfall.

Pedestrianised area that highlights the historical buildings.

Café culture outdoor seating without cars/ buses driving past.

Divert the road to make a square.

Affordable/convenient parking should only be moved if it can be replicated elsewhere.

Traffic warden enforcement.

Replace car parking closest to the war memorial with green landscaping/planting.

Parking should also be prohibited in the main Market Place.

Since parking charges have been imposed on blue badge holders, this space has become a car park.

I think it would make an excellent square, provided traffic can be managed.

Creation of a car-free park space.

By pedestrianising it.

No parking on the Buttercross.

Make it a no through road at all times except for taxis and emergency vehicles.

Restrict to street residents or 5min drop offs.

Pedestrianised.

Close space outside Angel to vehicles.

No parking and extend parking in town to all day.

Less traffic.

Lower speed limit.

Remove existing access in front of shops to create larger pedestrian area.

Replace parking spaces to access directly from the main road.

Reducing the dominance of cars is great but they need somewhere else to go.

Have a pedestrianised area and seating, parasols (and bistro in the summer).

Parking removal will need to be replaced elsewhere.

Pedestrianise the Market Place and war memorial area in front of Yield Hall.

Provide extra alternative parking nearby.

Remove dominance of cars providing access to existing parking spaces (Emery Gate) are maintained. Remove existing random parking areas to ensure cars are directed to main car parks.

Stop all parking at the Butter Cross.

Food and drink/ café including outdoors café culture (44).

An ideal area for restaurants and bars with outdoor seating spaces

Outside seating for cafes etc

Allow the restaurants up there to expand and flourish and have outside seating - make it into a more restaurant friendly area.

More links with town centre / café / restaurant specific areas.

Outdoor cafe/ restaurant seating.

Allow for all weather external seating for. restaurants and bars.

Make it a seating area with kiosks where people want to visit.

The retail mix needs to be more hospitality driven, i.e., bars, cafes.

Cafes and restaurants.

Allow some use for cafes to expand outdoor seating potential.

Make it a plaza so the cafes and bars can have outdoor seating.

Create a square for outdoor dining with a garden in the middle.

Pave and make it central restaurant for food and outside sitting.

Give it a piazza feel and encourage street entertainment and cafes.

Outdoor dining and drinking.

Encourage places to eat and socialise.

European style cafe / bars with permanent outdoor seating.

Outdoor eating areas.

More privately owned coffee shops and restaurants.

More thriving restaurants that can help create a desire to want to come and stay in town.

Mid to high end eateries.

Better shops and independent cafes restaurants - far too many charity shops!

Coffee shops.

Encourage cafes and bars - make use of large out-door seating areas.

Outdoor seating linked to eating and drinking areas.

Better variety of shops and restaurants.

Beautiful pavement cafes.

More local restaurants and bars, with space outside them.

Use the old town hall for a cafe.

One or two independent cafes with some outdoor seating.

Provision of eating and drinking areas.

Permanent outside seating for pubs/bars/restaurants.

Pedestrianise it and use it as a market place with a variety of stalls.

Pedestrianise, more cafes and spaces where people can sit out to create more of a "cafe culture".

Café culture outdoor seating without cars/ buses driving past.

Places to sit and eat.

A blanket licence to encourage businesses to make use of the outdoor areas increase dwell time.

Encourage a cafe culture & outdoor eating spaces.

Outside seating for food and drink venues.

Create an environment for more restaurants and seating.

Have a pedestrianised area and seating, parasols (and bistro in the summer).

Open air cafes.

Promoting cycling (16).

More cycle parking, including covered cycle parking, carefully designed to fit in with the heritage of the area.

Create safe cycleways to and from the area.

Cycle route along the Causeway, then shared pedestrian/ wheeling/ cycling space.

Cycle connection as per the Neighbourhood plan.

A clear cycle path through town would be good though.

Do plans to reduce the dominance of cars also reduce the opportunities for cycling?

I personally think including as much cycling infrastructure as possible.

More cycle lanes and secure bike parking.

More bicycle parking with CCTV.

More cycle parking.

Bike parking.

Dedicated cycle lanes clearly marked.

Perhaps cycle ways and places to park bikes.

Dedicated cycle lanes clearly marked.

Leave it alone/do nothing (18).

This area should be left alone. It provides access to Emery Gate and short term parking. There is no need to spend money changing the roadway or parking allocation.

It should be left as it is.

Other sites are more important.

Just maintain it as it is.

Keeping it as it is.

The river should be the focus of any regeneration. I prefer all money was spent there.

Being left alone.

Leave it alone!

It's fine. You can't keep blocking roads without building alternatives.

It doesn't need to be- stop spending our money unnecessarily.

By doing little to it, too many changes in Chippenham.

Leave as is, people wouldn't walk in so car parking would just move to residential areas.

It's fine as it is.

It is fine as it is. Reducing cars means they simply go somewhere else.

Leave it as it is, it's fine.

This area of the town does not need major enhancing.

Public health/odour/antisocial behaviour (22).

Figure out what causes the foul drain smell near the war memorial especially in summer. It's awful!

Finding out where the sewage smell is coming from and fix it.

Less loitering of heavy daytime drinkers.

Sort sewage smell.

Currently stinks of rubbish.

Get rid of the awful smell by the cenotaph.

Sort out smelly drains.

When considering seating please also look where you place rubbish bins.

One seat has a large double bin only a few feet in front of it obscuring the view down the street!

Get rid of the drainage smell.

The disgusting smelly burger van on market days does nothing to enhance visually or sensorily.

The amount of overweight individuals sitting around smoking and eating rubbish.

Track down the smell of drains near the war memorial that can be all-pervading at times!

Sort the sewage smell.

Sort out smelly drains.

Sort out smelly drains.

Better toilet facilities for Chippenham.

Be careful adding seating, it will be used for drunks/dug addicts fueling at OneStop.

Bad, smelly drains there currently, need sorting.

Stinky drains near the War Memoril need to be sorted. Puts me off spending any time in the area.

Stop the stink.

Actions on existing buildings/maintenance, rents, uses etc. (15).

Landlords made to maintain their buildings, it shouldn't just be left to tenants.

Cleaning up tatty building and signage to those that need it.

Resite the bus station allowing the road around Market Square to be closed between Gladstone Arms and Yelde Hall.

Need rent incentives to attract quality.

As it is a heritage area I think the businesses in the area should be more in keeping.

The Angel Hotel looks nice but the nail bar, bookies, numerous charity shops etc don't match at all.

Rent control so more independent shop can afford rent.

Compulsory purchase of the Rose & Crown and bring the pub back to what it used to be.

Hire out empty buildings for private functions. Boroughlands buildings etc.

Redevelop Barclays and Bristol BS building so more sympathetic.

More should be made of the floors above Iceland - boards over the windows should be removed.

More people living in the High Street.

Keep Yelde open for tourists.

Defective consultation process (10).

The description of the UMP as the "southern gateway" is bizarre - surely it's the Eastern gateway as the A4 comes from London, i.e. the EAST! This shows the shoddy nature of this "consultation".

By providing a survey with less bias.

Q2.0 is biased against cars.

You have this all wrong with this survey.

The answers above don't actually resolve your points in the question.

Your question appears biased to begin with.

Also stop wording questions to enable you to do what YOU want rather than the public.

This questionnaire is ridiculously divisive.

Chippenham One Plan consultation

Enhancing our town centre spaces

Which other interventions would you like to see in the High Street, The Bridge and New Road/Upper New Road?

Remove Traffic Lights / reinstate roundabout (32).

Remove Traffic Lights.

Remove the traffic lights at the bottom of station hill and put roundabout back to improve flow.

Reinstate the 2 roundabouts that were replaced by traffic lights - Station Hill & Hathaway retail park. This would ease the flow of the traffic and reduce cars sat waiting at the lights with engines running.

Remove traffic lights on Station Hill to allow cars to flow better and reduce pollution in jams.

Not more bloody traffic lights!

Removal of the Station Hill traffic lights and reinstatement of the roundabout that was there before. If it is (roundabout) painted regularly (unlike before), then people will know it's there.

Getting rid of the really useless traffic light system at the top of New Road, Station Hill, it's ridiculous.

Put the roundabout back!!

Removal of traffic lights that cause congestion and negatively affect the environment.

Who was the moron trying to justify their salary who introduced traffic lights causing chaos.

Removal of traffic lights.

Removal of traffic lights at the bottom of Station Hill.

Remove traffic lights at station hill and little george!! Rediculous.

Remove traffic lights congestions have increased since their installation.

Upper New road and new road have traffic issues due to the sub-optimal traffic lights at Station hill.

Get rid of the traffic lights at the bottom of station Hill. They make traffic worse.

The station hill/new road traffic lights make it hard enough to access the station/Monkton Park.

These traffic lights cause major congestion and aggravation to both drivers and pedestrians.

Station Hill is a very busy road - access must be made easier, not more difficult!

Remove traffic lights at junction of Station Hill and New Road.

Traffic lights at the Railway Arch and Station Hill are a nightmare!

Removal of traffic lights at bottom of Station Hill would reduce pollution levels and queues.

I don't understand why there is so much more traffic since the new traffic lights have been installed.

Remove Station Hill lights.

Remove traffic lights at Station Hill as it is affecting the build-up on traffic on entry to town.

Station Hill is a "bottleneck" and needs reviewing with regards access.

Remove the traffic lights at the top of Park Lane and New Road.

Some of the "improvements" in this area regarding traffic lights have had the opposite effect.

Allow cycling down the High Street when the gates are closed.

Cycling and walking (27).

Better cycle lanes.

New Road and Upper New Road are incredibly hostile for cycling.

Upper New Road, as well as Marshfield Road, needs segregated cycle paths.

Safe cycling and walking link to John Coles Park and Monkton Park would be ideal.

More shared space (pedestrian, wheeling and cycling).

Allow cyclists on the high street.

Design for cyclists by providing segregated cycle lanes that connect to a wider network.

Segregated cycle infrastructure as appropriate.

Riverside walks.

Increased bicycle Parking.

Better active travel provisions to traverse the town centre.

Designated cycle lane.

Take shared space approach to high street prioritising walking and cycling.

Enable cycling down high street.

Improve cycling inclusion.

You have to improve cycle lanes into town to enable this to happen.

Inclusion of cycle lane.

Cycle Paths.

Allowing cycling along the High Street.

Designs to encourage safe cycling.

More cycling access.

Clearly marked cycle lanes.

Wider paths through Monkton park with cycle, pedestrian marking.

More bicycle racks in more locations around the town.

Clearly marked cycle lanes.

Wider paths through Monkton park with cycle, pedestrian markings.

Prevent/restrict vehicular access/extended pedestrianisation/ rerouting traffic.

Prevent all vehicular access.

stop all traffic apart from emergency and security vehicles using the high street altogether.

Greater restrictions on traffic entering/ passing through this area.

Make into a quiet, traffic free (buses and taxis only), unpolluted, green, town centre area.

Removing cars is great, but access needs to be well-managed.

Pedestrianise the whole area up to station hill Rd.

Re-route through traffic via new routes around the town centre vicinity.

A wider scale change to road use would be a better start.

Make bath road to avenue la fleche a through road with ivy lane a single junction so minimum lights. Get the bridge from monkton park over the railway built to take pressure off station Hill.

Alternative parking to be provided so street parking can be reduced.

If you could make it access only that would be great for my business.

Speed bumps to slow traffic down.

Reintroduced one way traffic.

Complete ban on cars in High Street (delivery vehicles excepted).

Hard engineering to remove vehicles completely within restricted times - allowing servicing.

If pedestrianised from the town centre side of Station Road it would create a connected area.

Put bollards to stop cars parking.

Timed restricted access for delivery vehicles.

No parking on market place (by Buttercross)

High street isn't car dominated but other areas would be nice to reduce this.

Pedestrianised Town centre.

Permit limited public vehicle access to the High Street.

Remove car access to High Street in evening.

Make this a one way road area.....as long as the rest of Chippenham traffic can move easily.

Pedestrianise from the bridge to the bottom of station hill without restricting access to the station.

Eliminating traffic from the Town Centre other than buses and service vehicles.

I would like to traffic flow around town center not through it.

Not allowing blue badge vehicles to block up the footpaths on the bridge like they do now.

reduce through traffic down The Bridge.

Pedestrianise it all and create parking towards Pewsham.

Permanently close high street to cars.

Completely pedestrianise it.

No traffic through high street at all.

Close the High Street to traffic.

Don't allow cars between the roundabout at station hill and the bridge during daytime hours.

Pedestrianised. Seating.

Pedestrianise station hill roundabout to bridge.

Get rid of taxi rank and restrict them to Monkton Hill.

Make New Road a no through Road except for buses & taxis.

Block the car park access behind Wilko.

4/7 Vehicle Access must be maintained for businesses BUT restricted and narrowed.

Agree this should apply to the bridge, but not New Road.

It is high Chippenham High Street was permanently pedestrianised.

Stop all traffic apart from emergency and security vehicles using the high street altogether.

Pedestrianise it all.

Close the High Street to all traffic permanently.

Keep the High Street closed until at least midnight.

Remove vehicles entirely.

No parking opposite Rivo apart from disabled ,as there is a perfectly good car park in Bath road .

Shared space.

If you pedestrianize the town centre then please compensate with "park and walk" capacity.

Reduce car usage to a bare minimum so that the bypass area is used as a diversionary route.

Prevention of traffic continuing from the viaduct into the town centre.

Making the High Street permanently closed to motorised vehicles, except deliveries.

Reducing traffic speeds important, especially further up Marshfield Rd, but it's only if it is enforced.

Extend the hours when traffic is banned from the High Street into the evening.

Full pedestrianisation Bath Road roundabout to St Mary Street.

Close high street to traffic (except emergency and some delivery vehicles).

Support more pedestrianised spaces. but access to monkton park and train station is essential.

Removal of traffic, including bikes and scooters, at all times from high street.

Stop all traffic through the high street.

The bridge could be pedestrainised, allowing Rivo, Grounded to expand seating onto it.

Unrestricted access for buses only – support.

Stopping electric scooters and bikes.

Permanently pedestrianise the high street.

Reroute most traffic under the railway bridge?

High st needs to be fully pedestrianized at all times and no parking up by the Buttercross!!

Permanent pedestrianisation of high street.

The High Street should be pedestrianised.

The traffic layout doesn't work so enhance this and create a clear way around and through for cars.

High Street to be closed at 9am and open at 6pm - not 9.30am to 7.30pm.

is it necessary to permit cars through that area at all, apart from loading, access?

Replan highway use, junctions and traffic lights to reduce impact.

High Street should always be closed to through traffic.

Extend pedestrianisation as much as possible although allow buses/taxis/bikes on Lower New Road.

The High Street should be pedestrianised and allow for vehicles just in the evenings/early mornings.

We need safe and greener places to be able to sit and enjoy.

Introduce a low (15) speed limit.

Lovely to have a more pedestrianised area, but not at expense of having lots of stationary vehicles.

Also the speed limit in the town should be reduced to 20 mph.

20mph speed limit when the gates are open.

Extend 20mph speeds to The Causeway and the triangle of New Road, Marshfield Road, Park Lane.

Stop kerbside parking in Upper New Road.

Introduce 20 mph speed limit within town centre.

Pavements - fully pedestrian only access for loading, unloading and emergency vehicles.

The High Street should be totally pedestrianised other than for mobility/emergency/services.

Pedestrianisation could be extended as far as Station Hill to dispose of the contentious traffic lights.

Cars on the bridge should not have priority over pedestrians.

The whole bridge area should be a zebra crossing (but preferably without heavy road markings).

Best to get rid of cars completely.

Improve building frontages and shopfronts (15).

Look at the buildings and improve frontages.

Keep a traditional look to it too - not made too modern or it will spoil its history.

Make a beautiful feature of the bridge.

New road shop fronts are ugly and tatty.

Reduce the decimation of the town made in the 50's.

Make shops clean up their buildings, see the side of wilkos and the works frontage for example.

Disguise ugly buildings.

Improve the overall look of that area, it's dated and drab, the buildings cause this look and feel.

The shop signage in chippenham is an eye sore and undermines the beauty of the historic buildings.

Incentivise businesses to consider how their shops and how this fits with the local architecture.

Enhance the appearance of the Western Arches, make use of the spaces under the viaduct.

Bulldoze Superdrug eyesore!

Perhaps a colour theme running through the town on doors and buildings e.g. all blue doors etc.

Clean up all the buildings, make it a town to be proud of.

Encourage outside activities / festivals / seating and café culture.

Redesign the street to allow informal seating for cafes etc.

Make it more like South Gate in Bath shops, venues, cafes etc.

More outside café culture.

The lack of popular and good restaurants and bars/cafes and retail outlets is the problem.

The town needs new businesses

A useable space to encourage community like the folk festival and markets.

Allow semi permanent spaces for outside seating and pop-up food venues and cafes.

Make Chippenham 'different' / worth visiting.

The bridge could be pedestrainised, allowing Rivo, Grounded to expand seating onto it.

Again, encourage cafes / bakeries places for people to connect with others.

Market Place should be utilised constantly with summer garden pop ups etc. but rather than "pop
Permanent seating to be put in, this can be placed in other areas too.

Maintenance of public spaces/public domain improvements/cleaning (37).

Maintenance to pathways, the condition of the pathways at present are terrible!

Cutting of brambles and overgrown shrubs to enhance riversides for picnics and bench views.

Make the pavements safe for people to walk on.

Repairing the existing paving would be a great improvement!

Replace bridge railing and stop it being used for advertisements.

Paint the bridge! Faded green is awful!

Clean the pedestrian area more frequently.

Removing bins / rubbish / graffiti to make the town centre more attractive / more appealing.

Employ street cleaners to clean up the piles of vomit that are often along there in the mornings.

Sort out uneven pavements.

Enhance the approach to the arches.

Reduce the use of single-use plastic bottles by installing water refill points.

Shared space where pavement and road is all one level.

Soft gravel brick, textured services.

Reduce bollards at edge of pavements/or take them out, along with dropped kerbs.

Shared space.

Better drainage, and new road and pavement surfaces would improve safety/comfort for all users.

Learning quarter for all sounds good.

Ensuring no litter.

Water fountains for visual display.

Drinking water fountains.

Utilise "shared use" mixing pedestrian/cycle/vehicle areas with low traffic speed enforcement.

Regular street cleaning.

No smoking in public places.

Clean up the streets, they are filthy.

Litter just thrown anywhere.

Don't use expensive paving, existing is high maintenance and hasn't lived up to expectations.

Make more shared surfaces with different materials.

Clean Pavement, spilt paint is embarrassing and shows lack of civic pride.

Remove tarmac patches - also shows lack of pride

Extend the beautiful stone paving up to war memorial and church.

Smarten the Shambles it is a disgrace.

Water feature at the top of the High St flows a central gully.

Using the Archimedes screw turbine in water gulley to power pumps and lighting.

Seating and landscaping.

Removal of all unnecessary traffic signage should be removed along with kerbs.

Remove/relocate the market stalls.

Remove the markets.

Relocate weekly market away from the High Street.

Relocate. Market stalls have got bigger and connect up blocking access to shops.

Getting rid of the market stalls on high street, cheap/poor quality items and obstructive.

No pedestrianisation/Improve road infrastructure/build new roads/maintain existing vehicular access.

Focus on improving the road infrastructure around Chippenham and not reducing. Congestion levels are already intolerable. Build more roads.

No to pedestrianising this area.

Put the roundabout back in on bottom of station hill. Traffic will then ease.

I don't agree with this approach.

Upper new road and New road are key areas for traffic movements in an already bad system, please do not pedestrainise them.

Access by car is important to attract people into town.

Cars must be able to flow in, safely park within walking distance and move out.

If traffic is restricted people will not use the town centre regardless of how nice it looks.

no weird stuff where you can't tell if it's road or pavement, it's going to cause pain and accidents. We need charity shop drop off areas.

Relief road round NE Chippenham to reduce traffic volumes around New Road one way system.

To close new road to traffic would be utter madness.

NO! Pedestrianisation is not good for business like charity shops and take aways.

Build the ring road as none of this can happen otherwise.

Access to Monkton park would be massively effected.

Only one road to houses, college and station already an issue.

Dropping off at these premises is not easy when access is pedestrianised.

Moving traffic away from Town Centers kills them.

People just stay away and use Shops they can park near.

We are lazy and no one wants to walk anywhere these days.

This suggests a pedestrian are extended along new road and that would not be very good.

It would force people to park in the car parks up station Hill, which is too far for many people to walk.

This would make it impossible to get around Chippenham.

The town is inaccessible enough with the recent road changes. Some of us still have to go to work!

Road infrastructure going from one side of the town to the other needs to be improved.

Congestion around the bridge centre eased by redesign of the roundabout for better traffic flow.

Cars are not the issue.

With this you would be restricting disabled drivers and their parking close to town.

People are lazy and use cars and need parking..... you will destroy what's left of Chippenham.

Chippenham is a hub for many villages, reducing traffic access could lose customers and income.

Traffic is already banned during the day so not sure there is any further benefit.

Access to Monkton park, station and leisure centre needs to be priorities.

I cannot see how cars can be removed, doing so would exacerbate the traffic issues.

Make it more car friendly.

Stop punishing car users who have to use cars to get to work.

Pavement tables hazardous for blind people.

Concerned that restrictions relating to transport will affect Church access.

Banning cars will kill the town. End of.

If you exclude traffic, how will folk get into the town.

Cannot pedestrianise New Road as that is only access to station and Monkton park.

Car access to the station is very important for those living outside the town!

Traffic still needs access to Monkton Park and the station.

Car and business run hand in hand.

Traffic management as a whole is awful in Chippenham.

We need to make it easier to access by car as public transport will never cut it.

I am not a car fan, but you are trying to blame the town issues on the cars.

The High street works well with its pedestrianisation but there is no need to extend that further.

Less 'rules', not more please.

There seems to be no consideration for the vehicle access to Monkton Park area.

Extending the pedestrianisation would result in huge traffic problems and to a loss of business.

Access is needed to enable people to get to the railway and buses.

If you start a war with cars and parking you will kill the town centre.

A link road between Avenue La Fleche and hospital would remove much of town centre traffic.

People need to use transport to use shops.

Pedestrianisation will drive visitors/shoppers to out of town facilities.

Clearly, access for traffic cannot be reduced significantly for Monkton/Station/Council offices areas.

Key issue is location of Station and access to it.

It is a key part of Chippenham and roads and services via Station Hill need review.

Chippenham has a "North" and "South" side, so the station needs correct access from both sides.

Use Hathaway Retail Park in a better way.

Return the road between the Bridge to Station Hill to one way traffic.

As a pedestrian it would not help to extend shopping centre more up New Street, too much walking.

This shouldn't be extended to The Bridge, New Road/Upper New Road - need access to the station.

Resurface roads to make up potholes.

Cars are the dominant transport mode and if access is compromised you'll achieve an empty town.

Problem with reducing cars is that access is needed to the train station, Emery Gate car park etc.

If extended up New Road/Upper New Road, how would those in Monkton Pk to reach their homes?

Road system is needed through the town as the current one is not fit for purpose.

Access needed to the station and colleges so extending to the bridge and further is not a good idea. There is no "dominance of cars" in the main retail area as the high street is already traffic free.

Cheaper and/or free parking / ensuring ample parking

Reduce parking charges, or even better a free one or two hours.

This will encourage more people to shop in town, and maybe ensure less vacant shops.

Free car park otherwise you will not get people in town.

Please be sympathetic to users of the area around the station.

More disabled parking spaces.

reduce parking costs to encourage more people into the town.

Another option would be to introduce the park and ride scheme.

Free parking can't remember the last time I went into town.

With this you would be restricting disabled drivers and their parking close to town.

Make the parking changes cheaper.

Unfortunately people don't go into town centre because of this reason.

If parking were free more people might use the town centre for shopping and day to day needs.

There are plenty of car parks but they should be free.

If all cars could use free parking it would clear the town centre.

Ensuring ample parking is still available and clearly signed close to the pedestrian zones

Parking for the Station on North side of Station (as originally intended with DfT/ LEP funding).

Demolition of the Sadlers Mead car park (asap).

Keep all the car parks nearby - if people can't park they won't come to the shops.

To attract visitor you need to have parking areas that are close ot the twon centre, it's a basic need.

Need more out of town parking like the Hathaway car park.

Removing the Bath Road car park a terrible idea parking in Chippenham is a nightmare at times.

The multi storey on Monkton Park is a total failure in terms of people using it to access the town.

Free parking.

Removing parking charges, as things stand its not worth paying for parking.

Provide many more disabled parking spaces.

There still needs to be sufficient car parking or I wouldn't visit town.

We need more free parking to encourage visitors.

Making it less accessible with less parking makes it less likely to attract footfall.

Please don't take away parking though - disabled people especially need this.

Free parking would encourage more people to use town and therefore drive demand for more shops.

Making parking harder will drive people away and business will go with them.

Need additional parking around the town centre. Especially bath road/bridge centre area.

Traffic measures parking charges and poor shopping make Chippenham high street not worthwhile.

Need for parking for safe collection & drop off for children's nursery.

If you start a war with cars and parking you will kill the town centre.

More sensible accessible parking at a reasonable cost.

Return to Sunday free parking.

Need very short term parking for drop at charity shops, collection of takeaways and shop purchases.

There needs to be free 3 hour parking.

Free parking.

Offer 2 hours free parking for shoppers.

Avoid multistorey car parks, they are ugly and unsafe at night.

The new one overlooking Monkton park is hideous, why was it built?

Public transport (8).

Make sure buses are still able to access here. Perhaps an opportunity to improve the bus stops here.

Bus shelters at stops serving Town Bridge. Nice ones of distinctive design as a form of public art.

Improve public transport links from residential areas to reduce traffic demand on town centre.

Unless public transport access is improved you will still need car access.

Needs to be convenient for people to shop and get back to car, something like a shuttle bus.

Ensure easy public transport access to the centre and clear signage.

Ensure public transport retains its easy, direct penetration right to the centre.

Changing the retail offer/ leisure / activities/ Independent retail / supporting business

Less coffee shops, phone shops and charity shops

Encourage more varied shops on New Road and Upper New Road.

Reduce the rates so that traders want to be in town.

The shops are rubbish.

Need to limit the amount of the same shops in the town.

Chippenham's a joke now for coffee, charity and mobile phone shops now.

Some more markets.

The lack of popular and good restaurants and bars/cafes and retail outlets is the problem.

The town needs new businesses.

Reducing the rent so they are some shops to visit.

I am not paying for the tat shops.

The reason small businesses cannot thrive in Chippenham is the extortionate rent and rates.

Can vacant buildings be managed by council with low rent for new independent businesses?

Make more incentives for businesses to want to be in Chippenham, ie reduce rates!

Improve town's facilities- bowling alley, pétanque piste, mini golf.

Better provision of commercial businesses, restaurants etc. so there are reasons to go to town.

Better shops and attractions to entice people in to the centre of the town.

None of the above are dealing with empty buildings.

Providing pop up opportunities for businesses to use the empty spaces for a small/ no fee.

Encourage more independent shops/cafes into the town centre.

Need shops that people want to visit at a lunchtime and accessible to local business footfall.

Use one of the many empty shops to provide a SEN area for children in the town centre.

Ultimately you need shops and activities people want to go to.

Reducing business rents and rates to attract more shops is what is needed.

Fewer cafes and hairdressers.

The shops are not empty because of cars, but because new shop owners cannot afford them.

Traffic measures parking charges and poor shopping make Chippenham high street not worthwhile.

Increased density of residential opportunities to bring a younger generation to the town.

More independent shops.

Larger variety of shops.

Don't encourage offices in town centre so as not to encourage all day parking.

More independent shops.

We also need more retail shops in the centre of town.

All the takeaways cafes are leaving our town in a mess.

We need more shops.

Be selective about which shops can be on our high street (no new Vape, Nail bars, tattoo parlours).

War memorial/Town Fountain (2).

Relocate War Memorial to John Coles Park and reinstate and/or refurbish the town fountain.

Rubbish bins/street (3)

Bins

Removing bins / rubbish / graffiti to make the town centre more attractive / more appealing.

Once again a solution to wheelie bins, especially Chapel Mews.

Health and Safety (8).

Shared surfaces with no kerbs without severely reducing traffic would be extremely irresponsible.

I would not be in favour of removing kerbs or road markings, or a 'shared spaces' approach.

Removing kerbs and road traffic signs could lead to more accidents.

Shared surfaces are not a good idea for blind and partially sighted members of the community.

Need to consider needs of blind and partially sighted people if considering shared spaces.

Removing kerbs - too risky without kerbs.

As a woman I would not feel happy walking in the High Street at night if no cars going through.

Trees / landscaping / street furniture

More trees planted to provide shade and keep area cool in increasing hot summers.

Include hanging baskets of flowers.

Hanging baskets.

Add trees and plants.

More tasteful plants/planters, benching and other street furniture.

Information boards - fish, fauna etc.

Wooden structures for children to climb on.

Attractive waste bins.

Coffee tables / picnic benches near the river.

Plenty of trees , benches and child's/adult play/exercise equipment..... think Spain.

Modern directional signing - for places of interest, toilets etc.

Landscape and resurface pedestrian areas Landscape and resurface pedestrian areas.

Pleasant well kept planting, seating, lighting, and signage on the spaces outside Tesco express.

Good signage from pedestrian Bridge over the railway lines towards union road and St Pauls church.

Green landscaping.

Make space in front of Bridge into small parks - benches, flower pots and fenced for safety.

Green landscaping would be nice with an emphasis on flowering trees and shrubs.

Street decorations (6)

Christmas trees / decorations / lights.

Flags / bunting.

Should be continued along this area and station hill.

Christmas street decorations / lights.

Continuity of festive lights from top of New Road to the top of The Causeway - a cheap 'win'.

Traffic calming (5).

Speed bumps to slow traffic down.

Put bollards to stop cars parking.

Use of bollards to prevent pavement parking.

Do nothing/leave alone (15).

Don't.

None if the above stay as it is.

All sound like another hair-brained idea.

Keep as is.

Leave us alone, you've messed everything else up. I wouldn't trust to to not ruin everything else.

Awful idea.

Please don't waste our money.

Leave it alone!

Do not agree.

Don't waste money.

No to benches in New & Upper New Road - not a good place to sit for one's health because of fumes.

This has been on the planning table for years and we are still talking about it.

Cars do not dominate the High Street.

I think the High street works as it already is.

Better enforcement of existing restrictions (7).

Enforce the double yellow line parking restrictions that are currently completely ignored by many.

Cameras on the lights at the main junctions, as a lots of cars jump the lights.

Replace bridge railing and stop it being used for advertisements.

Sort out the bad parking by takeaways in New Road.

Enforcement of not parking in cycle lanes/on double lines needed, especially after 5 pm.

Reducing traffic speeds important, especially further up Marshfield Rd, but it's only if it is enforced.

Public art (3).

Art work.

Some more art sculptures.

Toilets (5).

Toilets

Toilets

Toilets

Better public toilets.

New bridges (2).

More bridges to cross the railway tracks further along Station Road e.g. to access Aldi/Travelodge.

Criticism of Process/next steps (4).

When options are being discussed, the public should be able to see all options before decisions.

It's a biased questionnaire. There isn't any options other than "reducing the dominance of the car".

More information is needed before we vote for such a significant reduction in the number of cars.

Enhancing our town centre spaces

Which locations and landmarks within the town would you suggest be specifically signposted?

High quality design (56)

Smart signs in keeping with an historic market town guiding visitors to key sites.

These can't be gaudy modern signs that will be vandalised or defaced.

Make signs appealing to look at/unique.

Signs that look like road signs make the place seem more industrial.

Could the signage be in heritage colours?

Design continuity.

Old type signage would be nice to make the town more appealing and give it an old feeling.

It's the style of the signpost that could make us different.

Make them more visible.

More obvious community boards with local events/democratic sessions/important information, etc.

Yes with new logo and points of interest.

Smart signs in keeping with an historic market town guiding visitors to key sites.

These can't be gaudy modern signs that will be vandalised or defaced.

Make signs appealing to look at/unique.

Signs that look like road signs make the place seem more industrial.

Could the signage be in heritage colours?

Design continuity.

Old type signage would be nice to make the town more appealing and give it an old feeling.

It's the style of the signpost that could make us different.

Make them more visible.

More obvious community boards with local events/democratic sessions/important information, etc.

Yes with new logo and points of interest.

Smart signs in keeping with an historic market town guiding visitors to key sites.

These can't be gaudy modern signs that will be vandalised or defaced.

Make signs appealing to look at/unique.

Signs that look like road signs make the place seem more industrial.

Could the signage be in heritage colours?

Design continuity.

Old type signage would be nice to make the town more appealing and give it an old feeling.

It's the style of the signpost that could make us different.

Make them more visible.

More obvious community boards with local events/democratic sessions/important information, etc.

Yes with new logo and points of interest.

Smart signs in keeping with an historic market town guiding visitors to key sites.

These can't be gaudy modern signs that will be vandalised or defaced.

Make signs appealing to look at/unique.

Signs that look like road signs make the place seem more industrial.

Could the signage be in heritage colours?

Design continuity.

Old type signage would be nice to make the town more appealing and give it an old feeling.

It's the style of the signpost that could make us different.

Make them more visible.

More obvious community boards with local events/democratic sessions/important information, etc.

Yes with new logo and points of interest.

Smart signs in keeping with an historic market town guiding visitors to key sites.

These can't be gaudy modern signs that will be vandalised or defaced.

Make signs appealing to look at/unique.

Signs that look like road signs make the place seem more industrial.

Could the signage be in heritage colours?

Design continuity.

Old type signage would be nice to make the town more appealing and give it an old feeling.

It's the style of the signpost that could make us different.

Make them more visible.

More obvious community boards with local events/democratic sessions/important information, etc.

Yes with new logo and points of interest.

Train Station (36).

The train station needs more signs.

Railway station.

Railway station.

Station.

Railway station.

At the Train Station.

Train station.

The train station needs more signs.

Railway station.

Railway station.

Station.

Railway station.

At the Train Station.

Train station.

The train station needs more signs.

Railway station.

Railway station.

Station.

Railway station.

At the Train Station.

Train station.

The train station needs more signs.

Railway station.

Railway station.

Station.

Railway station.

At the Train Station.

Train station.

The train station needs more signs.

Railway station.

Railway station.

Station.

Railway station.

At the Train Station.

Train station.

Bus station (36).

Bus Station.

Bus station.

Bus station.

Bus Station.

Bus station.

Bus station.

Bus station.

Bus Station.

Bus station.

Bus station.

Bus Station.

Bus station.

Bus station.

Bus station.

Bus Station.

Bus station.

Bus station.

Bus Station.

Bus station.

Bus station.

Bus station.

Bus Station.

Bus station.

Bus station.

Bus Station.

Bus station.

Bus station.

Bus station.

Bus Station.

Bus station.

Bus station.

Bus Station.

Bus station.

Bus station.

Bus station.

Town Hall/public buildings/Community hub (61).

Registry office

All public services eg. council offices etc.

Town Hall.

Wiltshire Heritage Centre.

Wilts Swindon History Centre.

Town Hall.

Town Hall.

Town Hall

Community hub.

Town Hall.

Public services

Town Hall.

Registry office

All public services eg. council offices etc.

Town Hall.

Wiltshire Heritage Centre.

Wilts Swindon History Centre.

Town Hall.

Town Hall.

Town Hall

Community hub.

Town Hall.

Public services

Town Hall.

Registry office

All public services eg. council offices etc.

Town Hall.

Wiltshire Heritage Centre.

Wilts Swindon History Centre.

Town Hall.

Town Hall.

Town Hall

Community hub.

Town Hall.

Public services

Town Hall.

Registry office

All public services eg. council offices etc.

Town Hall.

Wiltshire Heritage Centre.

Wilts Swindon History Centre.

Town Hall.

Town Hall.

Town Hall

Community hub.

Town Hall.

Public services

Town Hall.

Registry office

All public services eg. council offices etc.

Town Hall.

Wiltshire Heritage Centre.

Wilts Swindon History Centre.

Town Hall.

Town Hall.

Town Hall

Community hub.

Town Hall.

Public services

Town Hall.

Library (51).

Library.

Library.

Library.

Library.

Library.

Library.

Library.

Library.

Library.

Library.

Library.

Library.

Library.

Library.

Library.

Library.

Library.

Library.

Library.

Library.

Library.

Library.

Library.

Library.

Library.

Library.

Library.

Library.

Library.

Library.

Library.

Library.

Library.

Library.

Library.

Library.

Library.

Library.

Library.

Library.

Library.

Library.

Library.

Library.

Library.

Library.

Library.

Library.

Library.

Library.

Tourist information.

Tourist information.

Tourist information.

Tourist information.

Tourist information.

Tourist information.

Historic sites / heritage buildings /places of interest (126).

More should be made of Brunel's stone viaduct.

Town bridge.

Railway arches.

All signs should promote Chippenham's history.

Historical areas.

Historic buildings.

Historic Heart.

Heritage quarter.

Historic buildings.

Historical landmarks.

Buttercross.

The Shambles.

Anything of historic interest.

Town Bridge.

Buttercross area.

Town Bridge.

Yelde Hall.

Yelde Hall.

Yelde Hall.

Historical interest.

Historic interest.

Key landmarks.

War memorial.

Historic sites.

Brunel's work.

More should be made of Brunel's stone viaduct.

Town bridge.

Railway arches.

All signs should promote Chippenham's history.

Historical areas.

Historic buildings.

Historic Heart.

Heritage quarter.

Historic buildings.

Historical landmarks.

Buttercross.

The Shambles.

Anything of historic interest.

Town Bridge.

Buttercross area.

Town Bridge.

Yelde Hall.

Yelde Hall.

Yelde Hall.

Historical interest.

Historic interest.

Key landmarks.

War memorial.

Historic sites.

Brunel's work.

More should be made of Brunel's stone viaduct.

Town bridge.

Railway arches.

All signs should promote Chippenham's history.

Historical areas.

Historic buildings.

Historic Heart.

Heritage quarter.

Historic buildings.

Historical landmarks.

Buttercross.

The Shambles.

Anything of historic interest.

Town Bridge.

Buttercross area.

Town Bridge.

Yelde Hall.

Yelde Hall.

Yelde Hall.

Historical interest.

Historic interest.

Key landmarks.

War memorial.

Historic sites.

Brunel's work.

More should be made of Brunel's stone viaduct.

Town bridge.

Railway arches.

All signs should promote Chippenham's history.

Historical areas.

Historic buildings.

Historic Heart.

Heritage quarter.

Historic buildings.

Historical landmarks.

Buttercross.

The Shambles.

Anything of historic interest.

Town Bridge.

Buttercross area.

Town Bridge.

Yelde Hall.

Yelde Hall.

Yelde Hall.

Historical interest.

Historic interest.

Key landmarks.

War memorial.

Historic sites.

Brunel's work.

More should be made of Brunel's stone viaduct.

Town bridge.

Railway arches.

All signs should promote Chippenham's history.

Historical areas.

Historic buildings.

Historic Heart.

Heritage quarter.

Historic buildings.

Historical landmarks.

Buttercross.

The Shambles.

Anything of historic interest.

Town Bridge.

Buttercross area.

Town Bridge.

Yelde Hall.

Yelde Hall.

Yelde Hall.

Historical interest.

Historic interest.

Key landmarks.

War memorial.

Historic sites.

Brunel's work.

Popular business/retail destinations/ designated Quarters (186).

shopping areas.

Emery Gate.

Borough Parade.

The Bridge.

High street

Upper Market Place.

Emery Gate.

Borough Parade.

High Street.

High Street.

Borough Parade.

St Mary Street.

Signage to new artisan quarter.

Upper Market Place.

Shopping areas.

Shopping areas.

Signs to different areas eg High Street, Artisan Quarter, Heritage Area etc.

St Mary Street.

Additional signage in all 4 quarters , with design continuity.

High Street.

Areas e.g. heritage, shopping, culture, entertainment, key landmarks.

Marshfield Road.

New Road.

Bath Road.

Market Place.

Market Place.

Local amenities.

Small businesses.

Shopping.

Directing to edges of high street to support businesses up the causeway and to the top of new road.

New Road/Bridge and within the zone.

Shopping areas.

Pubs.

Shopping centre.

Borough Parade

Emery Gate.

Shopping areas.

shopping areas.

Emery Gate.

Borough Parade.

The Bridge.

High street

Upper Market Place.

Emery Gate.

Borough Parade.

High Street.

High Street.

Borough Parade.

St Mary Street.

Signage to new artisan quarter.

Upper Market Place.

Shopping areas.

Shopping areas.

Signs to different areas eg High Street, Artisan Quarter, Heritage Area etc.

St Mary Street.

Additional signage in all 4 quarters , with design continuity.

High Street.

Areas e.g. heritage, shopping, culture, entertainment, key landmarks.

Marshfield Road.

New Road.

Bath Road.

Market Place.

Market Place.

Local amenities.

Small businesses.

Shopping.

Directing to edges of high street to support businesses up the causeway and to the top of new road.

New Road/Bridge and within the zone.

Shopping areas.

Pubs.

Shopping centre.

Borough Parade

Emery Gate.

Shopping areas.

shopping areas.

Emery Gate.

Borough Parade.

The Bridge.

High street

Upper Market Place.

Emery Gate.

Borough Parade.

High Street.

High Street.

Borough Parade.

St Mary Street.

Signage to new artisan quarter.

Upper Market Place.

Shopping areas.

Shopping areas.

Signs to different areas eg High Street, Artisan Quarter, Heritage Area etc.

St Mary Street.

Additional signage in all 4 quarters , with design continuity.

High Street.

Areas e.g. heritage, shopping, culture, entertainment, key landmarks.

Marshfield Road.

New Road.

Bath Road.

Market Place.

Market Place.

Local amenities.

Small businesses.

Shopping.

Directing to edges of high street to support businesses up the causeway and to the top of new road.

New Road/Bridge and within the zone.

Shopping areas.

Pubs.

Shopping centre.

Borough Parade

Emery Gate.

Shopping areas.

shopping areas.

Emery Gate.

Borough Parade.

The Bridge.

High street

Upper Market Place.

Emery Gate.

Borough Parade.

High Street.

High Street.

Borough Parade.

St Mary Street.

Signage to new artisan quarter.

Upper Market Place.

Shopping areas.

Shopping areas.

Signs to different areas eg High Street, Artisan Quarter, Heritage Area etc.

St Mary Street.

Additional signage in all 4 quarters , with design continuity.

High Street.

Areas e.g. heritage, shopping, culture, entertainment, key landmarks.

Marshfield Road.

New Road.

Bath Road.

Market Place.

Market Place.

Local amenities.

Small businesses.

Shopping.

Directing to edges of high street to support businesses up the causeway and to the top of new road.

New Road/Bridge and within the zone.

Shopping areas.

Pubs.

Shopping centre.

Borough Parade

Emery Gate.

Shopping areas.

shopping areas.

Emery Gate.

Borough Parade.

The Bridge.

High street

Upper Market Place.

Emery Gate.

Borough Parade.

High Street.

High Street.

Borough Parade.

St Mary Street.

Signage to new artisan quarter.

Upper Market Place.

Shopping areas.

Shopping areas.

Signs to different areas eg High Street, Artisan Quarter, Heritage Area etc.

St Mary Street.

Additional signage in all 4 quarters , with design continuity.

High Street.

Areas e.g. heritage, shopping, culture, entertainment, key landmarks.

Marshfield Road.

New Road.

Bath Road.

Market Place.

Market Place.

Local amenities.

Small businesses.

Shopping.

Directing to edges of high street to support businesses up the causeway and to the top of new road.

New Road/Bridge and within the zone.

Shopping areas.

Pubs.

Shopping centre.

Borough Parade

Emery Gate.

Shopping areas.

Arts and entertainment (56).

Cinema

Theatre

Need Hall

Needd Hall

Needd Hall.

The Cause.

The Cause.

Arts venues.

Cinema.

Needd Hall.

Needd Hall

Cinema

Theatre

Needd Hall

Needd Hall

Needd Hall.

The Cause.

The Cause.

Arts venues.

Cinema.

Needd Hall.

Needd Hall

Cinema

Theatre

Needd Hall

Needd Hall

Needd Hall.

The Cause.

The Cause.

Arts venues.

Cinema.

Need Hall.

Need Hall

Cinema

Theatre

Need Hall

Need Hall

Need Hall.

The Cause.

The Cause.

Arts venues.

Cinema.

Need Hall.

Need Hall

Cinema

Theatre

Need Hall

Need Hall

Need Hall.

The Cause.

The Cause.

Arts venues.

Cinema.

Need Hall.

Need Hall

Public conveniences (34).

Public toilets

Toilets.

Toilets.

Toilets.

Toilets.

Toilets.

Toilets.

Public toilets

Toilets.

Toilets.

Toilets.

Toilets.

Toilets.

Toilets.

Public toilets

Toilets.

Toilets.

Toilets.

Toilets.

Toilets.

Toilets.

Toilets.

Toilets.

Toilets.

Toilets.

Toilets.

Toilets.

Toilets.

Toilets.

Toilets.

Toilets.

Toilets.

Toilets.

Museum (71).

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Museum.

Parks/public open space (186).

John Coles Park.

Monkton Park.

Parks

Monkton Park.

John Coles Park.

Monkton Park.

John Coles Park.

The parks.

Riverside.

Monkton Park.

Play areas.

Park.

Play area.

Parks.

Recreational areas.

Monkton Park.

Monkton Park.

John Cole's Park.

John Coles Park.

Monkton Park.

John Coles Park.

Monkton Park.

Parks.

Parks.

Parks.

Monkton Park.

The canal.

Baydons Meadow.

Picnic areas.

Places for quiet contemplation.

Parks.

Westmead open space.

Golf at Monkton Park.

Mini Golf.

Parks.

Monkton Park.

Monkton Park.

John Coles Park.

Monkton Park.

Parks

Monkton Park.

John Coles Park.

Monkton Park.

John Coles Park.

The parks.

Riverside.

Monkton Park.

Play areas.

Park.

Play area.

Parks.

Recreational areas.

Monkton Park.

Monkton Park.

John Cole's Park.

John Coles Park.

Monkton Park.

John Coles Park.

Monkton Park.

Parks.

Parks.

Parks.

Monkton Park.

The canal.

Baydons Meadow.

Picnic areas.

Places for quiet contemplation.

Parks.

Westmead open space.

Golf at Monkton Park.

Mini Golf.

Parks.

Monkton Park.

Monkton Park.

John Coles Park.

Monkton Park.

Parks

Monkton Park.

John Coles Park.

Monkton Park.

John Coles Park.

The parks.

Riverside.

Monkton Park.

Play areas.

Park.

Play area.

Parks.

Recreational areas.

Monkton Park.

Monkton Park.

John Cole's Park.

John Coles Park.

Monkton Park.

John Coles Park.

Monkton Park.

Parks.

Parks.

Parks.

Monkton Park.

The canal.

Baydons Meadow.

Picnic areas.

Places for quiet contemplation.

Parks.

Westmead open space.

Golf at Monkton Park.

Mini Golf.

Parks.

Monkton Park.

Monkton Park.

John Coles Park.

Monkton Park.

Parks

Monkton Park.

John Coles Park.

Monkton Park.

John Coles Park.

The parks.

Riverside.

Monkton Park.

Play areas.

Park.

Play area.

Parks.

Recreational areas.

Monkton Park.

Monkton Park.

John Cole's Park.

John Coles Park.

Monkton Park.

John Coles Park.

Monkton Park.

Parks.

Parks.

Parks.

Monkton Park.

The canal.

Baydons Meadow.

Picnic areas.

Places for quiet contemplation.

Parks.

Westmead open space.

Golf at Monkton Park.

Mini Golf.

Parks.

Monkton Park.

Monkton Park.

John Coles Park.

Monkton Park.

Parks

Monkton Park.

John Coles Park.

Monkton Park.

John Coles Park.

The parks.

Riverside.

Monkton Park.

Play areas.

Park.

Play area.

Parks.

Recreational areas.

Monkton Park.

Monkton Park.

John Cole's Park.

John Coles Park.

Monkton Park.

John Coles Park.

Monkton Park.

Parks.

Parks.

Parks.

Monkton Park.

The canal.

Baydons Meadow.

Picnic areas.

Places for quiet contemplation.

Parks.

Westmead open space.

Golf at Monkton Park.

Mini Golf.

Parks.

Monkton Park.

Monkton Park.

Police Station (8).

Police Station.

Police Station.

Police Station.

Police Station.

Police Station.

Police Station.

Police Station.

The Arc Climbing Centre (31).

The Arc.

The Arc.

The Arc

The Arc

The Arc.

The Arc.

The Arc.

The Arc.

The Arc

The Arc

The Arc.

The Arc.

The Arc.

The Arc.

The Arc

The Arc

The Arc.

The Arc.

The Arc.

The Arc.

The Arc

The Arc

The Arc.

The Arc.

The Arc.

The Arc.

The Arc

The Arc

The Arc.

The Arc.

Walking and cycling (111).

Walks

Riverside walks.

Cycle parking

River Walk.

Cycle wayfinding signage, with minutes to destination.

Include cycle signs to show how long it would take to cycle to other areas.

Nature trail.

Riverside trail.

Walking and cycling routes.

Walking trail with lots of blue plaques on historical/prominent buildings & points of interest.

Wildflower meadow for example/Baydons wood.

River walks.

Riverside walks.

River.

Sculpture trail.

River walks.

Cycle paths.

Walking.

Walking distances.

Riverside walks.

Riverside walks.

Cycle routes.

Walks

Riverside walks.

Cycle parking

River Walk.

Cycle wayfinding signage, with minutes to destination.

Include cycle signs to show how long it would take to cycle to other areas.

Nature trail.

Riverside trail.

Walking and cycling routes.

Walking trail with lots of blue plaques on historical/prominent buildings & points of interest.

Wildflower meadow for example/Baydons wood.

River walks.

Riverside walks.

River.

Sculpture trail.

River walks.

Cycle paths.

Walking.

Walking distances.

Riverside walks.

Riverside walks.

Cycle routes.

Walks

Riverside walks.

Cycle parking

River Walk.

Cycle wayfinding signage, with minutes to destination.

Include cycle signs to show how long it would take to cycle to other areas.

Nature trail.

Riverside trail.

Walking and cycling routes.

Walking trail with lots of blue plaques on historical/prominent buildings & points of interest.

Wildflower meadow for example/Baydons wood.

River walks.

Riverside walks.

River.

Sculpture trail.

River walks.

Cycle paths.

Walking.

Walking distances.

Riverside walks.

Riverside walks.

Cycle routes.

Walks

Riverside walks.

Cycle parking

River Walk.

Cycle wayfinding signage, with minutes to destination.

Include cycle signs to show how long it would take to cycle to other areas.

Nature trail.

Riverside trail.

Walking and cycling routes.

Walking trail with lots of blue plaques on historical/prominent buildings & points of interest.

Wildflower meadow for example/Baydons wood.

River walks.

Riverside walks.

River.

Sculpture trail.

River walks.

Cycle paths.

Walking.

Walking distances.

Riverside walks.

Riverside walks.

Cycle routes.

Walks

Riverside walks.

Cycle parking

River Walk.

Cycle wayfinding signage, with minutes to destination.

Include cycle signs to show how long it would take to cycle to other areas.

Nature trail.

Riverside trail.

Walking and cycling routes.

Walking trail with lots of blue plaques on historical/prominent buildings & points of interest.

Wildflower meadow for example/Baydons wood.

River walks.

Riverside walks.

River.

Sculpture trail.

River walks.

Cycle paths.

Walking.

Walking distances.

Riverside walks.

Riverside walks.

Cycle routes.

Olympiad (41).

Sports centre.

Leisure centre.

Olympiad Leisure Centre.

Leisure centre.

Olympiad.

Leisure facility.

Olympiad.

Sports centre.

Sports centre.

Leisure centre.

Olympiad Leisure Centre.

Leisure centre.

Olympiad.

Leisure facility.

Olympiad.

Sports centre.

Sports centre.

Leisure centre.

Olympiad Leisure Centre.

Leisure centre.

Olympiad.

Leisure facility.

Olympiad.

Sports centre.

Sports centre.

Leisure centre.

Olympiad Leisure Centre.

Leisure centre.

Olympiad.

Leisure facility.

Olympiad.

Sports centre.

Sports centre.

Leisure centre.

Olympiad Leisure Centre.

Leisure centre.

Olympiad.

Leisure facility.

Olympiad.

Sports centre.

Churches (32).

St Andrews.

Church.

Churches.

Church.

Churches.

Church.

Churches.

Church.

Churches.

Church.

Churches.

Church.

Churches.

Church.

Churches.

Church.

Churches.

Church.

Churches.

Church.

Churches.

Church.

Churches.

Church.

Churches.

Church.

Churches.

Church.

Churches.

Church.

Churches.

Other local attractions further afield (4).

Lacock Abbey.

Corsham Court.

Melksham.

No need /existing is ok (22).

People use Sat nav and Google maps more often now.

Feel the signage is adequate.

You could ensure that signage already in place is pointing in the right direction!

But don't people actually use phones for navigation now?

I don't think it is yet warranted.

Physical sign posts and other street furniture make it more difficult to navigate on the pavement.

There's already some signage, not sure if more is needed.

Check existing signs are pointing right way!

There seems to be enough signage to important landmarks.

We do not need signposts everywhere. We are not stupid.

Use the money to fix the Olympiad.

Chippenham's town centre is small and doesn't need any more signage beyond what it has.

Sufficient signs already.

We already have signage to the museum, bus station and others.

I think the current signage is very clear.

No, it costs money and returns no one penny to pay for itself. Either local taxation increase/council tax.

Sufficient signage already.

Signage is not bad from my experience - the maps on high street are good.

It's not exactly difficult to walk up New Road and the High Street?

Answered no as not convinced that more signage is required.

Car parks (14).

Parking.

Car parks.

Car parks.

Car parks.

Car parks.

Car parks.

Car parks.

Car parks.

Car parks.

Car parks.

Car parks.

Car parks.

Car parks.

Bath Road Car Park/Bridge Centre

Are there any other uses you would like to see on the site?

Community Facilities/recreation (95)

Library or community hub.

A youth centre.

Used to be youth centre so feeling like youth are owed something from the site.

Community centre for children.

Emergency housing.

A community garden/greenhouse.

Move the library here and add some community initiatives like a school uniform library.

A youth centre would be good.

Things for kids to do as the youth centre was amazing.

Rebuild the bridge centre! There was such a need for that kind of space in the community.

Something for children, teenagers, a community meeting area.

Good opportunity for a recreational area. (Skate Park, leisure facility, green space).

An indoor soft play area similar to boomerangs in melksham.

Building for youth use.

Skate park.

Decent youth area.

It was nice when it was a youth centre to be honest.

Soft play, trampoline park.

Youth centre.

Community support, community office spaces, community studios - arts, music, education, business.

Youth club.

Turn it back into something the community can use, especially the youth.

Youth club.

Youth centre.

A police station.

Relocate the hospital there.

Community spaces.

Youth centre.

Youth centre project.

Youth centre but no skate park.

Childrens soft play.

Soft play and youth club.

Reinstate youth centre.

Replace the youth centre.

Community centre.

Community area to uses or youth centre.

Community centre.

Soft play area.

Soft play area.

Turn it back into a youth club and give kids something to do and somewhere to go.

Something for young people. The community centre was removed.

Youth centre.

New leisure centre and decent swimming pool to replace the Olympiad which is falling apart.

Something for children. Softplay or park with coffee/food offering for families to meet.

MUGA

Anything youth centred.

A community hall.

Youth centre.

Community facilities.

Youth centre.

More things for teens.

Soft play areas.

Community areas.

A facility for teens and young adults to have a place to hang out and do activities.

Museum - possibly with a science/technology focus that has a lot of activities for children.

A free outdoor gym and training area.

A supportive and low cost place for families with babies and children to socialise and get support.

Exercise facilities

Outside gym.

Running track.

Running track.

Childrens playground.

Platform to launch paddleboard from.

Bring back somewhere for creative to go and create!!!

Community uses.

Youth services.

Soft play area.

Youth centre,

Arts centre.

Youth provision.

Childrens play area.

Community use.

Community use.

Community use.

Community building.

Community centre for children's activities.

Community centre for children.

Youth centre.

Youth centre.

Youth facility.

Activities for youth.

Meeting point for youth.

A youth and community centre.

Facilities for young people.

A youth centre.

Retained for Park Run.

Youth facilities.

Youth centre.

Youth club.

Things to do socially.

Bring back the youth centre.

Youth services.

Community space.

Community space.

Public toilets (10)

More public toilets

A manned Public Convenience open 7 days a week.

Toilets.

Toilets.

Toilets.

Toilets.

Toilets.

Toilets.

Toilets.

Car Parking/parking fees (110)

How about car parking?

If you turn the carpark into retail, how are people going to get to it with 100s fewer spaces?

A multi-story to improve capacity would be ideal but could possibly mix with retail space as well.

Mixed use leisure and parking.

Underground if car park is needed.

Keep some parking or find a valid alternative for Ivy Lane parents to use.

Free parking on Sundays.

Only suitable for car parking.

More disabled parking.

Make parking easier and free, to bring in more shoppers/visitors and keep the high street alive.

Taking away car parking takes away visitors to the town.

More disabled parking spaces.

Parking is a major problem in the town and with more shops this will only get worse.

Underground parking but only if the traffic problems can be sorted.

An undercroft car park.

Good three tier car park in the town.

Reduce the cost of parking.

Multi-storey car park.

Car parking.

Parking only.

Keep the parking.

Parking.

Just have it as a car park.

Parking.

Keep it as parking.

Don't waste money altering the car park that is already there and used.

Free and easy parking can be a great way to get people to support new leisure and retail.

Do not remove that car park under any design.

Coming from outside Chippenham is hard enough already. Don't make it worse.

Parking.

Multi-storey car park.

Car park.

No, keep as parking.

Underground car park.

Kept as town centre car park.

No, just parking.

No it needs to stay as car parking.

Left alone as parking.

This is an ideal spot for a car park, others are out the way. Needs first 2 hours free to attract visitors.

If you remove these car parks where would people park to come into town?.

FREE parking for a couple of hours.

At least some parking should be retained however the space is repurposed.

Parking is very necessary and as I am disabled access is key to my enjoyment.

Affordable parking.

Put a multi-storey car park with free 2 hour parking on the plot.

Free parking is all the town needs to increase custom.

We cannot afford to lose any town centre parking as at peak times spaces are hard to find.

Bigger car spaces for families and disabled!

Retain some parking.

Free parking.

Car parking.

Multi storey car park to remove other town centre parking but provide decent parking facilities.

Multi-storey car park.

Free parking for at least an hour.

Free parking.

Multi-storey car park.

Multi-storey car park.

Multi-storey car park.

Free parking.

Keep as car park and refurbish.

Keep as car park.

Parking.

Three-hour free parking.

Parking should remain.

Keep the car park.

Multi-storey car park.

Low cost parking.

Car parking is essential.

Make parking two tier.

Need clean safe car park.

Leave as car park.

Keep as car park.

Good parking.

Retain for parking.

Keep parking for school use.

Car parking

Car park with solar panels on roof.

Mother and baby parking area.

Multi-storey car park.

Leave as a car park but cover it.

The Bath road car park keeps cars out of the town center.

Multi-storey car park.

Parking essential.

Free parking for one hour.

Multi-storey car park.

More parking for visitors.

Parking is undervalued but crucial.

Car parking

Car park.

Retain parking.

Retain parking.

Retain parking.

Car Parking

Keep car parking.

Affordable parking.

Free parking.

Please stay away from Chippenham because of the cost and unavailability of parking.

Free parking.

Free parking.

Free parking for two hours.

Car parking.

The area of grass adjacent to Field View should be considered as a “close to town” car park.

Retain car parking.

Multi-storey car park.

Retain car parking.

Underground car park.

Develop as main town car park.

Provide more parking for the Town’s centre, plus additional retail, leisure and work.

Housing (16).

High-density housing without car parking spaces to encourage people to have car-free lifestyles.

Housing built insulated for noise and temperature.

Housing for young people to make town vibrant.

We need more houses for younger people to buy.

Housing only if suitable for young people leaving home, no more retirement homes please.

High density housing.

Affordable/social housing.

Social housing.

Affordable Housing

Decent quality affordable housing.

Affordable housing.

6-8 storey urban apartments for 1st time buyers affordable housing with limited parking.

Residential flats.

Flats over commercial uses.

Deliver affordable housing.

Multi-storey car park.

Mixed use (69).

Mixed use leisure and parking.

Mix of leisure/ community use/ affordable housing (no car parking needed), shops, open space.

Cinema and better dining out options.

Restaurant quarter, play park, relaxing garden area, an area where town workers can lunch and relax.

Support mixed-use development.

Affordable retail units coupled with affordable parking.

Council-run multi-use centre, including office space, meeting rooms, larger event areas, etc.

Use for leisure maybe a theatre.

Some decent shops. There's too many cheap tacky shops, I'd rather go to cribs causeway.

Cinema, pubs/ bars.

Pubs and restaurants.

More leisure/restaurants to spend time in the centre in the evening.

Bowling alley and arcade complex.

Could easily have a shopping mall above Bath Road car park. This could bring a lot to the town.

Retail units.

Smaller retail units to encourage independents.

Men's clothing.

Open office space for those not commuting to work but who'd like to get out of their home.

Leisure.

Units for local business start ups to support local people getting started in retail or traditional crafts.

Restaurants.

Bowling alley.

Shared office space, open office type thing where people who work from home can come in.

Small shops/cafes/pubs with single bedroom housing above.

Events venue.

Independent retailers and bowling alley.

Mixed scheme.

Better shopping options.

I suggest to turn this carpark into big anchor-shops that brings more visitors and jobs.

Small units for independent traders.

Mix of larger retail stores and parking.

Bowling.

Ice rink.

Bowling alley.

Entertainment venue (bowling etc).

More family friendly leisure opportunities- bowling etc.

A communal area that includes restaurants, play area,/soft play, and shops and a nice grassed area. Pull it down and turn it into a shopping/market quarter with food outlets.

We need more leisure, retail therapy and smart restaurants.

Retail ,Restaurant, Cafe in the old Nestles sight instead of offices. It's a prime sight.

Outside theatre/café.

New cinema.

Theatre and concert venue.

Occasional suspension of parking for Pop up events - food stalls, live music etc.

Cinema.

Bowling.

Restaurants.

Bowling alley.

Apartments over shops.

Music venue.

High quality mixed-use scheme.

Large Waitrose.

Market space (indoors)

Indoor market.

Small units for start-up businesses.

Bowling alley.

Retail.

Ten pin bowling.

Bowling alley

Entertainment venue.

Bowling alley.

We need more art and leisure centres, ideally interactive.

Roller skating park.

Ten pin bowling alley.

Mixed use scheme with parking.

Retail only.

Business start-up units.

Provide more parking for the Town's centre, plus additional retail, leisure and work.

Coach/Bus station/taxi rank/public transport (13).

National coach shelter

Bus station.

Bus station

Taxi rank

Improvements to public transport, particularly from the villages would lessen the need for parking.

Move the bus station here.

Bus station.

Bus and coach station

Safe coach pick up point.

Clear bus stops

Clear and safe bus stops.

Move bus station there.

Green landscaping/trees/wildlife (69).

Maintain the existing green landscaping Maintain the existing green landscaping.

More landscaped green areas.

Greener space.

More trees, shrubs, meadow grass.

Needs to include green infrastructure as part of any development.

More green landscape / park.

Green space, planting, trees.

Landscaping and opportunities to bring wildlife back into these spaces.

Wildlife roundabout, seasonal plants & vegetation welcoming people to Chippenham.

Nature areas for wildlife.

Retain greenery and therefore biodiversity on verges and boarder.

Greenery.

A garden for the use of those living on site.

Green space for wildlife.

Some sort of communal open space.

Park, trees and flowers.

Public park with lots of trees.

Green space.

A park.

Would like to see more trees and improved landscaping.

Green space.

Should just be a walk through park with central historic monument.

Turn it into a public garden and peaceful reflective space.

A park area for trees and wild flowers a green oasis in the middle of a polluted area.

Open space.

Park with trees, flower beds, pond and fountain.

Trees, fountain, benches, landscaping.

Trees and planting.

An open site with greenery.

If you want to get rid of parking turn it into a green space not more shops/houses.

Think it would be nice as a green space with seating.

Green space with water feature.

Link this to the riverfront, to make better and provide access to the river.

Natural environment.

A lake.

Wildlife, trees and general park area.

Resilient planting.

Green space.

Green walkway with trees.

Pocket parks.

Additional greenspace and planting.

More greenery.

Green space.

Rewilding. Wildflower meadow.

Mini forest.

Small park and green area.

Trees and park.

More green space and planting.

Wild areas for conservation.

Flowers and shrubs.

Green space with trees.

Wildlife areas for conservation.

Wildlife areas for conservation.

Biodiversity area.

Greenspace.

A park with places to sit and perhaps picnic.

Park.

It should be landscaped with fountains and a statue to Brunel or King Alfred.

Develop the stream.

Park

Green park.

Public square for performances.

Tree planting.

Green space.

Include more greenery and trees.

Keep it green.

More trees and flowers.

Green space.

Cycling and walking facilities (12).

Align the road and put in cycling crossing.

Cycle and pedestrian routes.

Secure cycle hubs.

Active travel Infrastructure.

Cycle parking

Cycle hire

E-bike hire.

Underground and overhead walking routes.

Clear cycle route.

Safe cycle routes.

Cycle friendly.

Respecting heritage (2).

Height restricted and in keeping with Conservation area and heritage buildings.

In accordance with the emerging Neighbourhood Plan (4).

See Chippenham Neighbourhood Plan.

Already in Neighbourhood Plan.

As outlined in the Neighbourhood Plan.

Indoor/outdoor market (9).

Indoor Market.

Could be used for a proper large market like it used be in the covered setting.

It will be ideal for a market instead of having all stalls blocking the High Street!

The covered area in the Bath Road car park should be the location for the weekend Street Market.

Bring back the market hall for the purpose it was built. The car park under there is abysmal.

Farmers market.

Covered market stalls.

Friday market.

Nothing/Leave it alone. (9)

I don't think Bath road needs any work.

None.

Nothing.

Leave it as it is and save the money to spent on and improve what we have already got.

Use money to fix the Olympiad.

Leave Bath Road car park as is - useful long stay parking.

Don't bother.

Should not be the focus.

Safety (3)

Safer crossing to Ivy Lane primary school should be a priority.

Anything that stops the antisocial behaviour there.

Reengineering the road network (8).

Removal of road between Bridge Centre site & Bath Road carpark.

Improved/reduced traffic flow.

Improve the bridge centre traffic.

Any plans for here have to consider impact on the traffic and roundabout.

Reduce congestion.

Make the current roundabout system into a straight 4 way cross road junction traffic lighted.

Redirect traffic to join the bridge centre area with the town.

Remove/reduce parking (5).

No parking at any cost.

Anything but a car park.

No multi-storey car park.

I feel if we are trying to discourage vehicles in the town centre, we should also lose this car park.

High quality design (2).

Crucial that the design of the built environment is inspirational not mediocre as past solutions are.

No more housing (8).

No more housing.

We don't need further housing.

There is too much housing already.

Not for housing.

We have enough houses and offices and do not need more.

No more housing.

No more housing.

More litter bins (2).

More bins

Question 5: Analysis by topic

(Station Hill) Traffic lights / traffic infrastructure (traffic congestion, air quality...)
(101)

Traffic Lights removed at bottom of Station Hill

Dominance of traffic lights e.g. Station Hill and George lights should be changed.

Removal of traffic lights and reinstatement of pedestrian island a bottom of station hill.

The pedestrian island needs adding back to the bottom of station hill as it is now very difficult to cross the road

Traffic lights at New Road to be removed and back to roundabout there was never an issue.

Sort out the mess Wilts Council have made at New Road / Station Road junction!

Sorting out station hill traffic lights

Remove the traffic lights at the top of new road. Remove traffic lights at bottom of station road.

Get rid of the traffic lights at the bottom of Station Hill and Malmesbury Road and replace with roundabouts.

Traffic system is shocking. Replace traffic lights with roundabouts to help the flow of cars. It's been terrible since it's so called improvement.

Traffic. Lights on station hill has caused congestion

Take away meaningless traffic lights

Sort out the traffic light/traffic issue - the Hathaway junction is dangerous and someone will get seriously hurt if something isn't done

Removing the traffic lights from the bottom of station road

Solve the completely council made traffic chaos caused by the Station road traffic lights which have caused a problem where there wasn't one previously. Chippenham's town centre traffic was bad to begin with and this has made it worse than ever

Traffic lights that replaced the round about need to be reversed

Return the roundabout at the base of station hill, add smart lights that detect traffic

Sort out the New Road Station Hill junction. The traffic lights have increased congestion and pollution

Traffic light system (Monkton Park)

Traffic lights at station hill need to be removed and a roundabout re-instated

removing the traffic lights at the bottom of Station Road and the top of New Road and reverting them back to roundabouts

Get rid of traffic lights at bottom of Station Hill

Please change the traffic lights at the bottom of station hill to a roundabout as before. Reducing traffic back up

returning roundabouts, turning off traffic lights and restoring the crossings

Remove traffic lights at the bottom of station hill.

Station Hill traffic lights need to go

traffic light access to station blocking the road at peak times

Remove traffic lights in town centre

The last few years of "traffic improvement have destroyed our town . Bring back filter lanes at roundabouts approaching the town , pheasant and bristol rd & the station re traffic lights are dangerous and cause additional pollution

Remove the traffic lights on new road that mess with station hill traffic

Remove traffic lights and reinstall roundabouts to aid flow of traffic

Traffic. The lights are awful. Never known anything this bad. Unnecessary idling traffic causing emissions. Someone should answer and pay for the chaos that's been caused.

Monkton park traffic lights are useless and have no doubt significantly increased pollution.

Traffic lights, waiting time to cross busy roads

Remove the traffic lights at the bottom of station hill

Remove station hill traffic lights revert back to roundabout. Same with Little George traffic lights

Remove the traffic lights and return roundabout bottom of Station Hill, this will reduce traffic queues and give better air quality

get rid of traffic lights up at Hathaway as this contributes to pollution as do many stationary cars, the roundabout was much much better, for the flow and had less accidents

Get rid of the traffic lights on station hill and top of new road, they cause more problems.

Please can you do something about traffic lights? The installation of lights at the bottom fo Station Hill has just made the road more congested, the roundabout worked fine! The signage at the top of New Road also needs improving as does the flow of traffic; there is confusion about how to get

across to Hathaway Retail Park with traffic queuing when there is traffic coming across the road, there has already been some accidents.

Removal of traffic lights at junction of Station Hill/New Road. Sort out traffic lights at top of New Road - reduce traffic queueing to get through Chippenham

It is vital not to restrict traffic up Station Hill. remove traffic lights at bottom of Station Hill and revert to roundabout and pedestrian islands - much safer and will lead to free flowing traffic and much less pollution

Do away with the roundabout at the bottom of station hill

traffic lights at St Pauls church and bottom Station hill.

Bridge street roundabout is completely destroyed.

Getting rid of the bridge centre roundabout and traffic lights, getting rid of traffic lights bottom of station hill

. I hate the way Chippenham is becoming Swindon's little brother. Roads don't flow and you get stuck in a one-way system causing pollution. Lights at station hill and Hathaway are prime examples of this. HGVs on London Rd. Your ideas involve shoving all traffic onto roads around the upper market area and into the carpark there. That's silly and dangerous. People won't come if they can't park. Taxi are useless around school times. SEN I understand.

Removal of traffic lights and reinstate roundabout. Traffic lights increase pollution and there is more traffic queued up along bridge street, station hill than before lights. they are failure and not in keeping with the chippenham one plan

Better traffic management using roundabouts rather than long phased lights.

The traffic light signals cause back ups and chaos at peak times- particularly going up station hill and into Monkton park

Remove the traffic lights at the bottom of station hill

Traffic at the bottom of station hill, queues all through town

Sort out the traffic lights at the bottom of station hill- and the ridiculous unclear road situation up by La passione

Remove traffic lights at the bottom of station hill

Remove lights at bottom of station hill, change timing of lights at bottom of new road so the lights under the arches and straight on go green at the same time.

Get rid of the totally unnecessary traffic lights at the bottom of station hill

reinstate all the roundabouts that have been replaced by traffic lights. It's so frustratingly slow

driving in Chippenham. We're not America (yet), we don't need dependence on traffic lights.

Remove the traffic lights at bottom of Station Hill

Get rid of station hill traffic lights

The station road traffic lights are awful. As is the one way system traffic lights

The terrible traffic lights at hathaway and station road.

Removal of traffic lights at bottom of station hill which will automatically improve air quality

change the lights at bottom of station hill back to a roundabout and install an island for pedestrians on station hill.

get rid of the traffic lights at station hill

The latest 'traffic improvements have been a nightmare for the people of Chippenham. The dreadful new traffic light system at the bottom of Station Hill has led to almost permanent gridlock. The idea of sequencing traffic from New Road with Station Hill was commendable, but has proved to be a disaster! A simpler system would have been to simply stop large vehicles turning under the bridge and then sequence the lights independently. At present vehicles trying to turn up Station Hill from the south often queue for 3 or 4 light changes –meanwhile polluting the atmosphere by the river-side! Additional access to the Monkton Park 'cul-de-sac' is required to improve this part of the town! The sequencing (I use the word guardedly) at Gladstone Road and the Bridge Centre Gyrotory is non-existent and often leads to tail-backs which stretch half-way around Pewsham! With modern computing power it cannot be impossible to improve the efficiency of those traffic lights!

Reduce traffic lights at top and bottom of New Road and Station Hill, there are 7 sets at each end, pedestrians can now smell exhaust fumes while cars are waiting for lights to change. It was better when cars filtered via roundabouts, at least kept moving.

The town is currently dominated by traffic which is often at a standstill as a result of both the traffic light system at Hathaway Retail Park, and the lights at the bottom of Station Hill. Both of these junctions functioned perfectly before the lights were installed. All we have now is congestion and pollution. I feel both sets of lights should be removed, and the pedestrianisation of the town centre extended up to the Council offices/Police station junction. There is no need for cars to come down from there into the town centre. Most of them turn right outside Oxfam/Rivo in order to reach the Bridge Roundabout, which is accessible via an alternative route.

There should be no restriction of traffic in Chippenham aside from a pedestrianised High Street as it will cause further traffic congestion in other areas of Chippenham.

The most obvious thing that needs addressing is the road system. It can only have been designed/ approved by someone who doesn't live here. Cars are sitting at traffic lights for ages with their engines running and this is no good for the environment.

The Station Hill Traffic lights are causing congestion and need to be changed to pedestrian crossings only, we have 7 restaurants/pubs with outside seating effected by congestion caused only by the traffic lights, Prezzo, Prince of Wales, Athena, The Garden, Rivo, Grounded etc.

Improved road access to the railway station. Since the traffic lights, you need to allow lots of extra time to drop off visiting family to catch a train.

Hathaway Retail Park traffic junction - traffic flow needs changing. Make Station Hill junction back to roundabout/remove lights.

Improve road access to station

Alternative road access to railway station if New Road is restricted

Sort out the station hill traffic lights, it really was better before they went in except maybe at a rush hour when you could put part time signals in. Put the pedestrian islands back in - no-one waits for the long time between greens and so they run across the whole 2 carriages.

The junction at the bottom of Station Hill.

Someone who actually drives a car needs to sort out all the ridiculous and chaotic traffic schemes that have been forced on us over the last decade - that would improve everything in the town centre

Remove station hill roundabout traffic lights

Like to see Station Hill parking removed to improve traffic flow up the hill.. Stop moaning about the lights as it is this what causes slowness getting through the lights

Sort out the mess Wilts Council have made at New Road / Station Road junction!

Sorting out station hill traffic lights

Remove the traffic lights at the top of new road. Remove traffic lights at bottom of station road.

Get rid of the traffic lights at the bottom of Station Hill and Malmesbury Road and replace with roundabouts.

Traffic system is shocking. Replace traffic lights with roundabouts to help the flow of cars. It's been terrible since it's so called improvement.

Traffic. Lights on station hill has caused congestion

Take away meaningless traffic lights

Sort out the traffic light/traffic issue - the Hathaway junction is dangerous and someone will get seriously hurt if something isn't done

Removing the traffic lights from the bottom of station road

Solve the completely council made traffic chaos caused by the Station road traffic lights which have caused a problem where there wasn't one previously. Chippenham's town centre traffic was bad to begin with and this has made it worse than ever

Traffic lights that replaced the round about need to be reversed

Return the roundabout at the base of station hill, add smart lights that detect traffic

Sort out the New Road Station Hill junction. The traffic lights have increased congestion and pollution

Traffic light system (Monkton Park)

Traffic lights at station hill need to be removed and a roundabout re-instated

removing the traffic lights at the bottom of Station Road and the top of New Road and reverting them back to roundabouts

Get rid of traffic lights at bottom of Station Hill

Please change the traffic lights at the bottom of station hill to a roundabout as before. Reducing traffic back up

returning roundabouts, turning off traffic lights and restoring the crossings

Remove traffic lights at the bottom of station hill.

Traffic / congestion / traffic flow / Speed limits (71)

Less traffic

Less cars

Traffic congestion getting in, out, or through Chippenham

. through traffic route planning

The traffic coming through in the morning until 9.30 is dangerous as a pedestrian using the high street. The traffic is horrendous and the traffic management so far ridiculous so people don't want to come to the centre.

Prioritise investigating a remedy to the chaotic traffic situation from Hathaway retail park to town centre.

Build an eastern bypass

Build a eastern bypass

Traffic direction away from town centre, Bath Road roundabout and approach from there to train station with one way system is really busy every morning with queueing traffic

Traffic congestion

Congestion.

congestion.

Finish the bypass on the east of the town to reduce traffic and pollution and ensure people friendly place for visitors

Traffic flow in and out

The awful traffic system inflicted on us by Wiltshire Council in Park Lane, New Road and those awful slow to work pedestrian crossings!!!!

Impact on the one way system., improving traffic flow at rush hours

Better flow of traffic

Traffic congestion on lower New Road caused in part by poor routing of traffic

Bypass where you can avoid the town centre

traffic is horrendous so needs to be addressed

Traffic through town

Town need to be closed at 07.00 not 09.30 to stop congestion in the town

If we had a proper bypass to the north and east of the town, with a new access road into the far end of Monkton park, it would significantly reduce the traffic travelling into and through Chippenham.

Remove the traffic and make cars use the bypass

Keep town centre closed to traffic overnight on weekends

Traffic bottlenecks due to lack of a suitable ring road

A better traffic system!

Traffic builds up, particularly in the morning due to the quantity going through Chippenham towards Bath - is there an option for a viaduct or bridge from the A4 around Pewsham over to the A350 at Lackham?

A bypass road out of monkton park that avoids the town could be good, especially if more of the high street becomes pedestrianised.

Traffic management

Improve traffic flow. Eliminate Bridge Centre roundabout

Eastern Bypass..

Improved road infrastructure to divert traffic away from the town and not have all through traffic having to go around the Bridge Centre.

Slower traffic

Finish building the bypass around the south

there's insufficient attention to the implications of changing traffic flows in the town centre and possibly an unstated dependence on an eastern road and rail crossing.

Reduce speed limit to 20mph in town centre, including Causeway, Ivy Lane, Marshfield Road.

Traffic/heavy lorries coming through

The speed of the traffic needs to be addressed. There is no way the traffic drives down my road keeping to the 30mph limit. Most towns and cities now have a 20 mph limit and I'm surprised this has not been adopted here.

Reinstate roundabouts at Hathaway retail park/Malmesbury Rd/Langley Rd junction and bottom of Station Hill. This would eliminate queueing and unnecessary car fumes

Keep the traffic moving by sorting out the other roads around Chippenham. We require nice places to live but if you can't access them and park what's the point.

This would be the opportune time to consider the traffic flows around the Town to limit access to the centre by car to one principal car park e.g., Bath Road/Bridge Centre. Traffic from Avenue La Fleche and Bath Road should be directed north and only railway station/Monkton Park traffic permitted to the top end of New Road via railway arches.

20mph speed limit in town centre.

Build more roads

Traffic management to remove the need to pass Calne traffic through the town Centre

Reroute cocklebury road over/under the railway to meet up with Foundry lane. Widen foundry lane and improve signalling at Langley road junction to improve traffic flow for additional traffic. This would reduce traffic flowing through the town centre to access Monkton.

Deal with the traffic congestion issues at the Bridge roundabout. There is only one way to traverse the town without having to make a massive detour and any accidents on that roundabout brings the town to a standstill.

Traffic and congestion needs to be reduced

Speeding traffic

Sort out the terrible one way system and general traffic flow

Traffic flow

Traffic flow around the bridge centre. Stop closing the high street on a Friday as this cause severe traffic congestion. Traffic makes people avoid the high street and go out of town.

Solve the traffic situation especially the money that was wasted recently and caused more traffic jams and accidents!

There are cars in the town because there is no bypass. Get a bypass in and this will reduce congestion.

Get rid of all the traffic lights into Chippenham on the approach from St. Paul's church. Make access through the town easier after shops close, from 6pm not 7.30pm.

Impact on the one way system., improving traffic flow at rush hours

Better flow of traffic

Traffic congestion on lower New Road caused in part by poor routing of traffic

Bypass where you can avoid the town centre

traffic is horrendous so needs to be addressed

Traffic through town

Town need to be closed at 07.00 not 09.30 to stop congestion in the town

If we had a proper bypass to the north and east of the town, with a new access road into the far end of Monkton park, it would significantly reduce the traffic travelling into and through Chippenham.

Remove the traffic and make cars use the bypass

Keep town centre closed to traffic overnight on weekends

Traffic bottlenecks due to lack of a suitable ring road

A better traffic system!

Traffic builds up, particularly in the morning due to the quantity going through Chippenham towards Bath - is there an option for a viaduct or bridge from the A4 around Pewsham over to the A350 at Lackham?

A bypass road out of monkton park that avoids the town could be good, especially if more of the high street becomes pedestrianised.

Address traffic issues on New Road by removing traffic lights at the bottom of Station Hill.

Parking Fees/charges (292)

Corsham has two hours of free parking and the town is pleasant and busy. Chippenham charges for all parking and this must be a disincentive for some to visit. I visit Corsham more often as a result.

Why would anyone come to Chippenham and pay a fortune for parking when Corsham/Devizes/Trowbridge are much better and have mostly free parking? Until you get people coming there is no point making it nicer.

Free parking/parking validation by businesses for their customers

Introduce 2 hours free parking in all car parks to take pressure off of road side parking. Corsham town council do this.

Free parking to entice people into the area

One car park to be free for the first hour

free parking

Better, cleaner parking

Improve parking closer to town centre

Cheaper parking

provide more/cheaper parking

If you want visitors to Chippenham, you need to ensure there are plenty of parking spaces. There needs to be more parking.

bring back at least 1 hour free parking.

The cost of parking are the two main reasons that I do not visit the town centre more often. Other towns locally have free or reduced rate parking; lack of footfall due to increased parking

Expensive parking even on bank holidays

Free parking on Sundays again, and a reduction in prices for parking.

Parking does need to be considered, there's no point making it a better place to be if you can't get people into town.

Additional parking is a must to entice people from outside town to visit Chippenham

free/cheap parking close to the centre to incentivise use of shops/leisure places

Lower the parking charges

Better parking for people that work in town and for disabled persons that work in town to

The big problem with Chippenham is lack of parking and the cost of parking, look at Corsham with two hours free parking, I and others prefer to go there. Don't make it difficult for people to drive i to town or they won't come!

Free parking for one or two hours.

Cheaper parking for short term stays!

Free 1hr parking

People are going to supermarkets instead of the town centre because of the lack and cost of parking. Parking should be free always to attract people to shop there.

, parking charges putting people off

Free one hour parking for all

Free parking for disabled and one hour free parking for others

Parking charges are too high. In Corsham you can park for 2 hours for free. Why isn't this available in Chippenham?

remove parking charges

FREE PARKING on Sundays/ for disabled people and 2 hours free each day like in other towns in Wiltshire.

Free parking for an hour

Less parking charges. Free Sunday bank holiday parking.

Free parking for the first 2 hours as subsidised by other local Town Councils

Reduce price of town centre parking to encourage footfall.

Free/cheaper parking. The town centre is dying as it is too expensive to park and people go out of town instead. Many other town have free short term parking, we should too.

Parking. Reduce cost. Stop business users parking on residential streets on the edge of town. It's unfair to residents

More/longer free parking

Free parking

Parking fees put me off stopping in town

Free parking similar to Corsham

Parking- a lot of people are put off coming to Chippenham due to parking fees. If we could have up to 2h free parking we could encourage more people to come in.

Lower car parking, bring back free on Sundays!

Stop charging locals to park I go to shopping area's not charging but would love to shop in our beautiful town if more shops were there and free to park

Free short stay parking

Parking charges, have free on a Sundays

cheaper parking,

Free car parking

Give 20 mins free parking

The introduction of parking charges on Sunday's and Bank Holidays were not a good idea and have not supported shopping in the town.

Make parking free

Bring back free parking, you've successfully killed multiple small business by your out of touch greed. I won't pop into town now due to the councils disastrous decisions mainly having to pay to park to run into 1 or 2 shops.

Cheaper parking, Chippenham appears to have higher than normal costs, excluding Salisbury which is a tourist attraction

Cost of parking.

Price of parking is precluding visitors

Cost of parking

Cost of parking is very high.

Free parking for 2 hours

free parking or at least first hour free

Lower car parking charged would encourage people to come in to Chippenham

Also, some free parking would be good?

Cost of parking

The expensive car park charges are what stop people coming to town

Encourage shoppers to come with 1 or 2 hrs free parking

Free Parking to encourage visitors

Car parking - it's too expensive and limited. I no longer visit the town unless I have to. Corsham is free or shop online

Shops need customers and customers need reasonably priced parking and excellent public transport. Paying high prices for parking means many customers will not stay& use coffee shops or restaurants . re

Cheaper/free parking would encourage more people to the town which in turn would encourage more retailers rather than just coffee shops and phone shops

Free parking for an hour or so like Corsham

Cheaper parking

Free parking

Parking should be free for the first 2 hours. This would encourage shoppers to visit

Free parking

Cheaper parking

It seems the cost of parking is something that really puts people off. First 2 hours free and particularly free on a Sunday would help attract people to the town centre.

Cheaper parking

Free parking

Reduce parking costs

parking charges

Cost of parking needs to be reduced and free Sundays reintroduced

Parking fees reduced

free/cheaper first hour parking charges

car parking charges need to be dropped

offering free parking like other towns across the county

Free/cheap parking

Free parking as in other North Wiltshire towns

Limited hours for free parking

Parking... bring back free hour

Reduce the parking charge and reintroduce one hour free

Cheaper parking

PARKING!!! MAKE. IT. FREE.!!! This is really not difficult and it will solve so many problems.

PARKING

Reduced parking fees

Cost of parking is at present a deterrent

Free parking for 2 hours like Corsham

parking charges are ridiculous price

Free cheaper parking

free parking to encourage shopping and also brand retailers m@s, primark, h@m, bershka

Bring parking prices down and increase parking time

Free parking for a least a hour

Reintroduction of 1 hour free car parking so locals can pop in to town without issues around parking.

Parking free for 2 hours like in Corsham

Mirror the example of Luggershall & Corsham with free/subsidised car parking.

Free parking for visitors

Free parking

1 hour free parking

Parking

free parking

Cost of parking

Cheaper parking

Free parking

Encourage free parking

Free 1 hour parking to encourage people to use the town (eg. Corsham)

Free parking is an absolute must, I try to support my town , but often shop in Corsham , 2hrs free parking included

Free parking to encourage people in

Reduce parking costs, maybe 2 hours free like Corsham

Free parking would encourage people to use the town centre

Free parking options as is available in other nearby towns in the area.

Free parking to encourage visits

More free car parking

An hours free parkin

First hour parking free, this will bring people into town

FREE PARKING FOR 2 HOURS LIKE OTHER TOWNS

limited free parking. Some neighbouring towns have a 2 hour free parking zone. This really attracts to pop in for shopping and a coffee. There are also schemes where carparking fees can be redeemed in participating shops for a purchase

Free parking

Free parking

Free parking to encourage visitors

Cheaper parking

Cheaper parking

1 hour free from parking charges and go back to free parking on a Sunday

Parking costs

Reconsider car parking charges, such as Corsham

Free parking for an hour in all car parks and free parking on a Sunday

free (at least for an hour) parking to attract people into the town

Parking should be free for at least an hour in all the car parks

Provide more 1 hr free parking slots for ad-hoc commerce.. and reduce the hugely expensive parking fees...

Some free short term parking

follow the 2 hour free parking in the town to encourage people into town

Free first hour parking

Cheaper or Subsidised Parking Charges (like in Corsham)

1 hour free parking

Parking is seen as too expensive and prohibitive for popping into town for anything

Free parking

offer 1 hour free parking

Parking - Cost

free parking

Free 2 hr parking like Corsham

Free parking at least 1 hour

Reduce parking charges to bring in alignment with those seen in other local districts- such as in Stroud in which Sunday parking remains free and week day parking charges are considerably lower.

cheaper parking

Re-introduction of an hour's free parking

At the moment, the single biggest thing that could be done to increase footfall and revenue for the town's businesses would be for 1 hours free parking.

Free parking re-introduced for Sundays and bank holidays;

Parking - like Corsham and Melksham. Encourage people to shop freely for 1 to 2 hours with charge.

It would be helpful if a one hour free stay could be enforced. It will encourage people to shop/visit area for a limited time. Other towns are enforcing a two-hour free parking - why can't Chippenham provide even one hour?

Reduce parking charges - vastly higher than surrounding towns - doesn't encourage anyone to visit
- free first hour? Lower prices.

Two hours free parking. Chippenham seems to be resisting this obvious requirement to enable retail to flourish. Compare to Calne, Corsham and other local towns.

Parking without having to pay for 2 hours.

Reduction/absence of car parking charges would encourage visitation and promote retail opportunities

Cheaper parking

Parking is the elephant in the room that needs to be addressed. Even with better walking and cycling routes there is no getting away from the fact that the town is set to increase in size and parking needs will in turn increase significantly. Surrounding towns such as Corsham and Calne have free parking to attract visitors; even Trowbridge has some free parking available and a cheaper offering when paying. Too many people are turning their backs on Chippenham and going elsewhere instead. It's no good having a fantastic town centre if no one wants to visit it.

Free parking on Sundays; Reduced parking charges

. Car parking costs are very high compared with local towns - it is cheaper to get a train to Bath than to park here.

I feel to get more people to come into Chippenham we need to do away with car parking charges

Do away with the high price of parking charges too

Cheaper parking

Some free parking, at least 2 hours, to attract people to come into town.

Parking is currently much too expensive - a scheme like Corsham's should be considered to encourage people to visit and use the town. I live in walking distance but if we need to get something too heavy to carry, we tend to drive to an out of town place or order online rather than pay to park in town. Alternatively, a really affordable and very frequent green bus scheme would be good.

Need to replace parking prices to attract more people into the town centre and make Sundays a flat day rate of £1 to ensure business sustainable

Free parking (or making sure that cash parking meters are available for the large retired community in Chippenham.)

free parking for the first two hours in the car parks

Parking to be free on Sunday again to draw people to town

Free parking on outskirts of town

return to free parking Sundays and bank holidays to bring people to the town

Affordable parking

Better consideration of parking charges similar to Trowbridge

Parking charges

More free parking

Cut parking charges

An hour free parking in town to encourage visitors

More affordable parking to encourage people into the town like Corsham offers 2 hours free parking

Free parking, to encourage visitors to the town, rather than seeing them go to nearby retail parks.

Free parking

Free parking

Cheaper parking is an absolute must.

Lower car parking charges (eg Corsham free to park for 2 hours).

Parking is so expensive

2 hours free parking

The price of parking is keeping people away from the town. If they come, they won't stay long as it's too expensive. Calne and Corsham have free parking. Why not Chippenham??

Parking prices should be low for shorter periods ie 1 hour free. Don't push even more cars to park in the residential areas that are squeezed already.

Parking refunds for spending anywhere in town

Reduce parking charges

Free parking on less busy days

Free parking.

Affordable parking so that it people want to use the town centre. Why pay £1.50 for 30mins when Corsham is free for 2 hours!

reinstate free parking

reducing parking costs.

Free parking

Car parking pricing needs to be addressed; free 1 hour and then charge thereafter

Reduction in parking charges to bring them inline with the rest of the county

Scrap the parking fees (especially weekends).

removing Sunday parking charges, one hour free parking

1hr free parking

lower parking costs to encourage visitors

Free parking

Free parking to get people into the town, even if it is only the Council's unused car park on the roundabout at weekends.

Cheaper / free parking to encourage people to visit instead of going out of town to free retail parks

Cheaper parking - we are the dearest in Wiltshire. The loss of free parking on Sundays is deterring people from coming into the town centre and is affecting trade to the shops.

Reduce parking costs

Reduce parking charges in all car parks to ensure people actually use them and stop parking in residential areas;

Really need to consider and find ways of funding 1 or 2 hour free parking. It exists elsewhere

Provide free parking for first 2 hours for shoppers.

Giving half an hour - one hour free parking encourages people to come and usually will purchase more than intended and want to come again!

Bring parking charges in line with surrounding towns e.g. 2 hours free parking.

If you want people in the town they want better car access and cheaper parking. Families are not going to spend £10 to get to town on the bus. You are not going to linger in the town with the extortionate parking charges.

Every car park especially the one next to waitrose should have half an hour free to encourage people to 'pop' into town.

Calne, Corsham and Malmesbury all have free parking so people go there instead.

Cars are a necessary consideration for many people. It is unfair for High Street shops that parking is

so expensive especially as shopping at the out of town shops is free and in Corsham which makes it easier to just pop in for a few things. Half an hour or 1 hour would benefit

Better cheaper parking

. Parking - should be free parking for a set amount of time to encourage visitors and shoppers into the town centre

Get rid of the parking charge

Free or hugely cheaper parking (Chippenham parking is more expensive than SO many other areas)

Giving cars an hours free parking as in Corsham to encourage people to town

Free parking

Free parking spaces

A two hour free parking scheme would help local residence frequently visit the town and not seek out of town alternatives with free parking. This would benefit hospitality venues and small retailers

Make the parking free. I know the facilities have to paid for somewhere, but free parking leads to more customers (ask any supermarket), leading to busier high street and healthier community - so THAT's your added value.

Free and convenient parking delivers better dwell time. Have you ever hurried back to the car rather than try out a new shop because you don't want a fine?

Entice people in with discount parking on specific days

Free parking on Sundays; Reduced parking charges

. Car parking costs are very high compared with local towns - it is cheaper to get a train to Bath than to park here.

I feel to get more people to come into Chippenham we need to do away with car parking charges

Do away with the high price of parking charges too

Cheaper parking

Some free parking, at least 2 hours, to attract poeple to come into town.

Parking is currently much too expensive - a scheme like Corsham's should be considered to encourage people to visit and use the town. I live in walking distance but if we need to get something too heavy to carry, we tend to drive to an out of town place or order online rather than pay to park in town. Alternatively, a really affordable and very frequent green bus scheme would be good.

Need to replace parking prices to attract more people into the town centre and make Sundays a flat day rate of £1 to ensure business sustainable

Free parking (or making sure that cash parking meters are available for the large retired community in Chippenham.)

free parking for the first two hours in the car parks

Parking to be free on Sunday again to draw people to town

Free parking on outskirts of town

return to free parking Sundays and bank holidays to bring people to the town

Affordable parking

Better consideration of parking charges similar to Trowbridge

Parking charges

More free parking

Cut parking charges

An hour free parking in town to encourage visitors

More affordable parking to encourage people into the town like Corsham offers 2 hours free parking

Free parking, to encourage visitors to the town, rather than seeing them go to nearby retail parks.

Free parking

Free parking

Cheaper parking is an absolute must.

Lower car parking charges (eg Corsham free to park for 2 hours).

Free parking on Sundays; Reduced parking charges

. Car parking costs are very high compared with local towns - it is cheaper to get a train to Bath than to park here.

I feel to get more people to come into Chippenham we need to do away with car parking charges

Do away with the high price of parking charges too

Cheaper parking

Some free parking, at least 2 hours, to attract people to come into town.

Parking is currently much too expensive - a scheme like Corsham's should be considered to encourage people to visit and use the town. I live in walking distance but if we need to get something too heavy to carry, we tend to drive to an out of town place or order online rather than pay to park in town. Alternatively, a really affordable and very frequent green bus scheme would be good.

Need to replace parking prices to attract more people into the town centre and make Sundays a flat day rate of £1 to ensure business sustainable

Free parking (or making sure that cash parking meters are available for the large retired community in Chippenham.)

free parking for the first two hours in the car parks

Parking to be free on Sunday again to draw people to town

Free parking on outskirts of town

return to free parking Sundays and bank holidays to bring people to the town

Affordable parking

Better consideration of parking charges similar to Trowbridge

Parking charges

More free parking

Cut parking charges

An hour free parking in town to encourage visitors

More affordable parking to encourage people into the town like Corsham offers 2 hours free parking

Free parking, to encourage visitors to the town, rather than seeing them go to nearby retail parks.

Free parking

Free parking

Cheaper parking is an absolute must.

Lower car parking charges (eg Corsham free to park for 2 hours).

Expensive parking even on bank holidays

Free parking on Sundays again, and a reduction in prices for parking.

Parking does need to be considered, there's no point making it a better place to be if you can't get

people into town.

Additional parking is a must to entice people from outside town to visit Chippenham

free/cheap parking close to the centre to incentivise use of shops/leisure places

Lower the parking charges

Better parking for people that work in town and for disabled persons that work in town to

The big problem with Chippenham is lack of parking and the cost of parking, look at Corsham with two hours free parking, I and others prefer to go there. Don't make it difficult for people to drive i to town or they won't come!

Put free parking back on a Sunday.

Disabled parking (27)

More parking for disabled and also free disabled parking

More disabled parking

Much more disable access and parking spaces

Don't charge for disabled parking

Charges for Blue Badge Holders not a good idea.

Free blue badge parking

A lot more disabled parking spaces

Bring back free parking for the disabled

Free disabled parking brought back.

concessions for blue badge holders

Disabled parking should be free and plentiful.

What about older and disabled people who can't walk very far if you reduce car parking.

more disabled parking spaces.

Stop charging us for disabled parking. It is insulting and disgusting. We are not all wealthy like you privileged, arrogant, ignorant lot. Have some common sense.

More disabled parking

The loss of free parking for blue badge holders is penalising the disabled

Better disabled parking

Parking for disabled not too far away by Upper Market place

Free disabled parking

More disabled parking all over the town.

Don't charge for disabled parking

Charges for Blue Badge Holders not a good idea.

Free blue badge parking

A lot more disabled parking spaces

Bring back free parking for the disabled

More disabled friendly (5)

More disabled friendly.

Better disabled access

we want better access for wheelchair users

More disabled friendly.

More disabled friendly.

Quality/amount of parking/location/type of parking/no parking, people won't come in (67)

Better parking facilities

We need parking spaces to bring people in from the villages

Many people like us live just outside the town but visit for shopping etc frequently spending money. If you take away parking spaces making visits more difficult, we would go elsewhere.

Parking – convenience

More parking

Parking is essential, there is not enough options for parking less than an hour. Should offer 15 and

30 mins to pop to town

Limited parking spaces in Chippenham.

convert another car park to long stay

Parking - too much short term parking affects the length of time people can stay in town

. Put parking further out, perhaps develop more parking at Chippenham football club so cars don't need to come to centre. Then plant more trees on the approach to town from there.

Town centre parking for those who are less mobile is essential

parking easy but on edges of town

Parking isn't currently always easy, Extra provision could be provided

Make parking and access from the car parks to Town Centre easy - People will come which will improve the Town Centre as it becomes more vibrant.

Better access and parking around the edge to make it easier to visit town. No multi story car parks.

car parks that you pay for on the way out instead of the way in, that way you're more likely to stay than rush back to your vehicle.

More parking

more parking

Don't lose the parking

There needs to be sufficient parking to encourage people to come into town

Keep the same amount of parking

don't mess with the current parking provision

Better and more reasonable parking, not less.

Please provide as much parking as possible.

Sainsbury's local car park is a scam with dishing out £100 when and where ever. Look who owns that car park and read the reviews...

Central places to park - easily accessible and proximity to retail and Monkton Park / river.

Don't reduce parking if you want us to continue coming to Chippenham from the villages.

Whilst I live within walking distance of the town centre, I am only too aware that Chippenham is a market town, surrounded by small villages. It is therefore vital that we have sufficient parking so

that people can easily drive into town, rather than go elsewhere. Having decent size car parks on the edge of town makes perfect sense to me.

Chippenham's parking is fragmented and difficult to access (apart from Bath Road).

Don't waste money on unwanted huge car parks!

If you want more foot-fall in the town centre it is important that we are able to attract people to the town centre. They are not going to be coming by rail and they are not going to be coming by bus! They are going to be coming by car and it is imperative that they have access to the town centre and have decent parking facilities.

There appears to be a wish to remove cars from the town centre but also encourage retail/office/visitors. They won't come if they can't park so this needs to be accounted for and does not appear to be included.

There needs to be sufficient car parking and not unsightly as at Sadlers Mead. Probably best to have underground parking 3 Alternatively cars could be banned from town centre and large car parks put in place at entry points to Chippenham with frequent bus services into town. Town centre residents are plagued by out of towners looking for free parking outside our houses

Although I agree that the area surrounding the war memorial needs upgrading and reducing of cars, consideration needs to be given to where existing parking would be moved to, I agree there should be a reduction in parking available to encourage people to walk into the town but also ensure plenty of parking elsewhere for those who walking is not an option.

There appears to be a wish to remove cars from the town centre but also encourage retail/office/visitors. They won't come if they can't park so this needs to be accounted for and does not appear to be included

No" to making it more difficult to park cars. To make this work you MUST provide more parking space, otherwise people certainly won't bother driving into town to enjoy "walking" there.

Car parks on edges of the town, to reduce traffic into town centre

Sufficient parking on edges of town is essential, not too expensive. Chippenham is small and walking in from car parks to shops is not far. If electric hook ups are also provided that is an added incentive to use the car parks, not residential streets. As a resident in St Paul street, parking is a big issue for us, as is the volume of smelly traffic sitting at new traffic lights at the top and bottom of the road.

Provide sensible parking zones (not adhoc);

Remove the two parking spaces outside the old sorting office at the top of Station Hill would be a further safety improvement for all.

I think one fills the form according to personal needs, parking is something every body complains

about but I live in the town centre so that is not important to me.

Parking

Free and safe parking for Ivy Lane school pickup

Dealing with out of date shopping centre car park.

More car parks

It's quite clear that your aim is to get rid of as much parking as possible and force people to use the multi storey car park that has thus far been a huge failure.

Ease of parking

Parking

I am in agreement with enhancing the town centre, however a reduction in parking spaces would be detrimental to the town. Easy parking is essential to encourage visitors to the town and those who do not live within walking distance. Without easy access by car people will be discouraged to use the towns facilities.

Parking

You need to consider how the town will be accessed. If you remove car park spaces then you need better public transport and cycle lanes

Certainty of parking near leisure activity areas

Better access and parking around the edge to make it easier to visit town. No multi story car parks.

car parks that you pay for on the way out instead of the way in, that way you're more likely to stay than rush back to your vehicle.

More parking

more parking

Don't lose the parking

There needs to be sufficient parking to encourage people to come into town

Keep the same amount of parking

don't mess with the current parking provision

Better and more reasonable parking, not less.

Please provide as much parking as possible.

Sainsbury's local car park is a scam with dishing out £100 when and where ever. Look who owns that car park and read the reviews...

Central places to park - easily accessible and proximity to retail and monkton park / river.

Don't reduce parking if you want us to continue coming to Chippenham from the villages.

There is limited parking in Chippenham.

Reduce dominance of cars in town centre / illegal parking in town centre/ parking in residential areas/ reducing dependence on cars (64)

Much fewer cars through the centre, including bridge centre roundabout

Dominance given to cars on road systems

Traffic through the high street. Introduce traffic calming or ideally pedestrianise the whole of the street full-time.

Traffic kept outside

reduce the dominance of cars in the centre, which will make it a much more pleasant place to come and spend time.

Keep the road closed to traffic.

Diverting through traffic away from the town centre.

ban all cars from town centre

No traffic in high street. Too many let themselves in

less traffic

less cars

Traffic, a further by pass required to allow traffic from London road area,

Volume of traffic need to be diverted away from town.

No traffic in the High Street, delivery vehicle times properly controlled and restricted to night time only

better monitoring of vehicles in the high street, when it is closed to traffic. Very few vehicle's have permits. There should be a speed limit on the High St at all times

Remove cars; stop cars from parking in double yellow line or parking where they shouldn't park..

Divert traffic from town centre

Less cars in centre

Most of the questions ask about “reducing the dominance of cars” which seems a bit ridiculous considering the high street is already pedestrianised. For the other areas, where else are the cars going to go? There is no way to get from Calne side of town to the other without going through town. Make a route that bypasses the town and links Pewsham with Wavin side and A4 side of town.

Less cars

I'd prefer to see the centre free of cars, even if people will moan about parking. I lived for many years in Germany where that was the norm.

Stop people parking in the pedestrianised market square by the butter cross by locking the barriers.

stop parking in market place

There needs to be an overall reduction in car use, by increasing walking & cycling. So many people travel very short distances by car in Chippenham.

Stop parking on marketplace. (Far worse since blue badge holders charged in car parks

Less cars in centre

I completely agree that reducing the dominance of cars makes a town more pleasant but this needs to be accompanied by a clear idea of where the cars will go and how people will reach the town

Overly car focused

Parking on the town bridge should be completely banned. Double red lined.

Stop people parking on double yellow lines all around the bottom.of station hill

YES to reducing car dependency and dominance in our town when the time is right and we have a good integrated transport plan in place. We need to be sure that people do not find it too difficult to access the town and go elsewhere or cause the growth of Americanised retail sprawl on the edges of our town, the like of which we are already seeing develop along the Bath Rd.This will cost us not just our town but our beautiful countryside

Making the High Street easier and more pleasant for people to walk and spend time in and reducing the dominance of cars. This should be achieved through public art and walking routes which encourage visitors to explore all that the town has to offer. The approach of reducing the dominance of cars/making it more pleasant for people to walk around should be extended north along The Bridge and New Road/Upper New Road.

Market Place - was pedestrianised in the 1990's to provide a better public space. It is now a “free” parking area used by mostly blue badge holders since the introduction of charges to these people

by Wiltshire Council. Market Place - the traffic regulations need to be changed to make it possible to restrict any parking and access only to the businesses in the same car. New gates/bollards.

Control parking! It's obvious that many drivers think that the Buttercross area is a car park and ignore double yellow lines. From personal knowledge, disabled parking badges are being abused and should be more closely monitored.

Enforce parking and speed regulations more effectively

Please consider parking issues in surrounding residential streets, eg in Charter Road it can be difficult to park safely due to people parking here to walk through to town for work and shopping. Perhaps residents only parking would be worth considering? Alternatively find a way to make it easier for people to use public transport instead of driving.

Prevent parking by buttercross

Discourage on street parking.

Enhancing the town centre space. Frankly I would stop all cars totally. They don't need to go up there. Then (with awareness for emergency vehicle access) you could have some really good and seating and plant life not just the odd bench here and there I think the planting pods are nice but we could make more of this and I think some trees would be a perfect addition.

There seems to be an increasing number of people using the area by the Buttercross as an overflow car park. This is a mix of both disabled and non disabled drivers. Last summer, this particular area had the temporary wooden planters, seating with umbrellas and sometimes activities for families. Having a more permanent structure like this would help to deter individuals from using this space to pop in to the betting shop, savers and other premises in the locality.

Enhancing our town centre spaces, I am flabbergasted that you would even think of making it harder for vehicles to get onto Monkton Park through New Road, one entry to 1,000 houses, 2 churches, college, school, leisure centre, college, train station, care home and many more businesses. It's easy for people to vote yes not knowing the problems this will cause as they don't go onto Monkton Park. We already have massive issues of stationary unnecessary polluting traffic due to the Station Hill Traffic Lights, that could easily be rectified by changing the lights to pedestrian only and putting back a roundabout, there are many restaurants and bars effected by the stationary traffic. Local knowledge by those that use these areas needs more weight. Many kerbs are already blended in the high street area.

The survey does not address 2 key areas putting off people coming to the town centre, lack of traffic wardens enforcing parking and disabled people parking on double yellow lines (as they are allowed to do) because of the introduction of parking fees.

Traffic wardens penalising illegal and inconsiderate parking

Please stop the parking by The Buttercross! Its not a nice place to sit any more and the paving is

being ruined. It is also dangerous.

The end of free disabled car parking has just meant they are parking on double yellow lines, clogging up the streets with pollution and vehicles, it doesn't mean more money is paid on fees so hasn't worked.

Parking enforcement at Market Place.

Parking restrictions should be enforced

STOP parking at Buttercross

More parking.

Divert traffic from town centre

Less cars in centre

Most of the questions ask about "reducing the dominance of cars" which seems a bit ridiculous considering the high street is already pedestrianised. For the other areas, where else are the cars going to go? There is no way to get from Calne side of town to the other without going through town. Make a route that bypasses the town and links Pewsham with Wavin side and A4 side of town.

Less cars

I'd prefer to see the centre free of cars, even if people will moan about parking. I lived for many years in Germany where that was the norm.

Stop people parking in the pedestrianised market square by the butter cross by locking the barriers.

stop parking in market place

There needs to be an overall reduction in car use, by increasing walking & cycling. So many people travel very short distances by car in Chippenham.

Stop parking on marketplace. (Far worse since blue badge holders charged in car parks

Less cars in centre

I completely agree that reducing the dominance of cars makes a town more pleasant but this needs to be accompanied by a clear idea of where the cars will go and how people will reach the town

Overly car focused

Parking on the town bridge should be completely banned. Double red lined.

Stop people parking on double yellow lines all around the bottom of station hill

Independent shops / Variety of High St uses/small businesses / No more out of town retail/ Vibrant high street (352).

More independent shops.

Diversity of retail outlets need increasing with fewer chains.

Interesting and useful retail

More encouragement is needed for independent shops, and businesses not just generic high Street brands that people can get any where.

Make it more vibrant with more variety of shops, performing arts and social spaces that are appealing to the residents. We have enough charity shops and too many vape shops

Better quality and range of shops. No more Turkish barbers, hairdressers phone shops and vape shops etc

Quality of retail offer

Mix of shops, encourage independent retailers

Fewer empty shops and more independent shops

Fewer empty shops, more choice of shops

More outlets or is over 60's. Less charity shops

A greater variety of shops

You need to attract retail and leisure businesses. To make it work you need to make it viable and desirable for the public to visit and support those businesses. Right now, its considered unattractive, difficult to park, and does not include the right mix of retail and leisure businesses. its full of charity shops, estate agents etc. very little quality.

encourage local businesses to the high Street for more diversified range of shops

We need to encourage more retailers into the town instead of charity, mobile phone and coffee shops

Supporting small, independent and artisan shop owners to be able to stay and rent shops. However, also address how more well known higher end highstreet shops might be able to sustain being in Chippenham when Bath is so close.

better mix of shops

Good Quality shops & less empty shops

More independent traders/ local quality shops (e.g. like Marlborough or Salisbury). Retention

of small supermarkets (like Tesco, Iceland, Waitrose) which are convenient for surrounding population to use and encourage people to come into town centre. Stop allowing more out of town supermarkets, which are killing the town centre ones and other traders (each Aldi/ Lidl takes 2.5% supermarket trade away from centre, cumulatively having a significant adverse impact). Wilts Council policies are helping to kill the town centre.

Need to attract more shops

Poor range of shopping available and small independent shops for niche businesses that you might need access to i.e. picture framer, independent jewellery maker, shoe shop, delicatessen

Better quality of shops in the town centre

encourage more independent shops to open.

Improved high Street offering, too many charity and coffee shops, no reason to visit the town centre.

Good quality shops to draw people in and places for children and teens

the market, more independent shops, more clothes shops,

More attractive shops including independent ones

extension of the retail offer to include attracting more independent operators

retail

We need to attract better retail, understand why those shops do not come when Chippenham is growing at its current rate,

Too many of the same things coming in vape, charity shops, nailbars etc

Variety of retail options

There needs to be a wider variety of retail, with higher quality stores. With a growing number of houses and population, the population shouldn't have to travel to Bath, Bristol or Swindon for this

Attract more chain stores, clothing, and quality retail, not more coffee chains, charity shops and mobile phone stores - and we have enough barbers /hairdressers too!!

Independent shops

Attract independent shops.

encourage more independent retail outlets to attract shoppers

You must enhance the retail environment to drive people to the town at the moment there is no reason to visit it you must have the range of retail for all age groups and get rid of the charity

shops it down grades the town

Less gambling and vaping shops.. more local independent shops

Better selection of experiential outlets, not just coffee shops. An area dedicated to independent/artisan shops that would create a reason to come to Chippenham

The high street is dying, invest in more shops

Better shops

A better selection of retail outlets. Not more charity shops or phone shops or estate agents. Why not put these in a designated area away from normal retail outlets. We need to draw people into the town. There is nothing worth going into the town for now.

Less shops that are just filling empty spaces - charity shops, mobile phone shops and vape shops - actually have destination shops and restaurants that will raise the image and make people spend

More shops worth while

The variety of stores in the town centre

More good shops

Minimise store closures more independent shops like frome

More independant shops see Stroud as example, Limit no of estate agents

A better selection of shops are needed, for men 50+ there are no shops to purchase clothes other than Millet's!

You need to encourage more retail and independent retailers to the town and reduce number of charity shops, telephone/mobile and cafe shops

get some decent shops

Bring in more variety of shops/focus on independent retailers like Frome

More clothes shops etc not just coffee shops or charity shops or pubs . Something like primark x

Too many coffee shops charity shops food places. No variety

The town centre badly needs a department store (and two levelled at that). I feel we could have that were Emery Gate extended to have shops on two levels. See no reason why this can't be done.

Better shops

Better selection of shops

The town lacks big name shops that will attract shoppers. I rarely come into town to shop but

instead go to Bath and Bristol or retailers on the outskirts of Chippenham

Classier retail outlets

Better mix of shopping facilities

Shops!

Better shops. Less empty units. Men's clothing shops and generally more high Street well known clothing shops

Needs mens clothing shops

Empty shops...more variety needed

Better retail offerings

If there are no decent shops, there is no incentive to visit.

more shops less mobile /charity / barber shops

Better quality and variety of shops .

More independent shops

Better shop diversity

Encouragement of more independent shops (not just coffee shops, nail/tattoo shops and charity shops)

The range of shops

.. shops of better quality- too many charity / mobile phone shops

More shops

Better selection of shops

Less phone shops and charity shops please

More retail, not coffee shops, charity shops, hairdressers

We need more than charity shops, vape shops, nail bars and cafe chains. We need independent shops that are interesting and we can actually shop at. I don't want to just drink coffee eat pasties and buy charity clothes.

Shops and more variety.

More independent shops and interesting pop up shops

There are too many vape shops, coffee shops and phone shops. There needs to be more reason to

go to town - decent shops,
better shops
Improved retail offering
There needs to be more shops
more clothes shops
Better range of shops
More high street clothing shops
Get some decent cloth shops
Lack of varying shops
Independent shops
Reduce/limit the amount of charity shops and duplication of types of shops
More up market shops.
Better shops
More shops
More independent shops
Attracting a wider range of retailers
More retail.
More variety of shops within the town centre instead of just coffee shops and charity shops
Better variety of shops.
Encourage new shops
Encouraging more and better quality retail
Variety of shops
Encourage local and quality traders to come to the town
Need more independent shops
Better range of shops - less mobile phones and coffee shops, more craft or hobby suppliers, homeware shops

More independent small business retail opportunities

Reduction of charity shops. Improve opportunities for better shops in the Town centre that people want

More varied shops, less charity and coffee shops

Attract more independent shops

what's the point of visiting as there are no decent shops.

You need to encourage more footfall - better retail offer with more independent shops

Better shops, less charity shops

More appealing for shops to stay I. Chippenham.

Attract a wider variety of shops

Feel lack of decent shops, esp for teenagers,

Better variety of shops

Offer more local / independent boutique shops

Better quality of shops to attract people in- focus on less chains and more independent outlets to give Chippenham a selling point;

Better range of shops. Nobody wants to come to town because you can generally buy everything outside the centre.

Shop variety

More big chains shops, less barbers shops

Ban chains from our town (i.e coffee shops) in favour of better local ones

More variety of independent shops

More independent shops

A greater variety of quality shopping

Choice of shops

better variety in shops outlets.

getting better shops into the current high street

More varied retail

Less vaping shops, better quality retailers, higher end to encourage Chippenham as a destination town

More boutique shops

Better quality shops

encourage more retail, particularly independent shops

Greater variety of independent retail premises

Bring shops to the High Street and not billions of coffee shops

Good choice of popular quality shops

make more space for independent and local artisan businesses

Less cheapo high street stores more mid/higher price stores

Encouraging more independent retailers and not just coffee shops

Greater variety of shops. There are too many charity shops and coffee shops. There is not enough diversity

Better shops so worth going into town.

more shops, with offices and flats above and a restriction on the current number of coffee shops.

Better variety of shops

Better shops to encourage people to visit

More individual shops apart from coffee shops, charity shops and phone shops !

More clothes shops. Banks to remain on the High Street.

Better selection of shops.

HIGH QUALITY NICHE SHOPS LIKE MARLBOROUGH

not charity shops/coffee shops/mobile phone shops; try to get a butchers shop back onto town

More variety of shops

we need more independent shops that will invite others from out of the area to shop here.

More retail variety

Encourage more retailers to town

More variety of shops

Reduce no of charity shops

Attract independent retailers, small contemporary and artisan shops.

More interesting smaller shops - like Frome

independent retailers

the height street is mundane and filled with the same old high street names coffe and charity shops

a better, wider mix of retail in the town - fewer Turkish barbers, betting and vape shops please.

Simply.....better shops . offer incentives to small non-chain businesses

Less Charity / Coffee shops

More independent retailers and coffee shops

more shops

Having a variety of shops. Not more hair dressers and phone shops. Individual shops and good qualify chain shops eg Sea salt, fat face, white stuff, shops that would encourage people to come into town.

Chippenham is in need of better quality shops to attract people with expendable income (the new Monkey Wine Bar is a huge success). More independents would be good. Chippenham has too many mobile phone shops, vape shops, nail bars, tatoo shops. Why would anyone want to pay to park to visit these outlets!?!

Encourage more independent shops/cafes into town centre

Encourage more smaller shops to open up. No shop selling material/haberdashery. You have to go to another town. No small clothes shops for women.

Better shops

more varied shop - craft shops

More independent shops

more good shops i.e. quality

. More retail shops, no more cafes or takeaways, no more mobile shops. Not all of us do on-line shopping, to buy anything is nearly impossible. We want ladies and mens clothes shops.

more independent shops/wool shop!; less charity shops

More independent shops should be encouraged in the town. Make it a place people want to visit regularly e.g. nice clothes shops, independent food / health retailers, bookshops .

The encouragement of more retail shops of a mid- range e.g. Fat Face/Seasalt etc

Chippenham does require a larger choice of quality shops

Try to attract more good quality shops, independents especially.

Accept more bigger organisations into the town as well as locals. Stop allowing coffee shops and phone shops. Includes more clothes toys home and DIY places locally give more options to the locals having bigger organisation will attract more people to the town

independent shops encouraged-there are quite a few but they are spread put all over as the rents are so high

More current shops in the high street

More retail shops - several have now moved out.

High street seems to be mainly coffee shops

Need a banking hub as two banks are closing and others may follow. Nearest Barclays will be Swindon or Bath

more variety of independent shops like clothing boutiques

. There is limited offerings in terms of a variety of retail opportunities (charity shops and vape shops is it apparently). It would be nice to see some more indépendant businesses like paprika or wine monkey popping up.

Attract more retail outlets

More shops needed

We need more shops to encourage visitors to the town without the added parking charges.

Keep all the shop units full with a variety of small, and artisan businesses (NOT JUST CHARITY SHOPS or our current mix of companies).

Nice shops. Less nasty vape, phone repairs and less charity shops. Nice independent high street (see corsham)

Less charity/coffee shops.

Better retail options

Retain market town environment and promote independent retail rather than chains which are more suited to the out of town retail parks.

No extra phone shops, coffee shops, or charity shops. There are more than enough.

, retail offer children ans baby clothing is **Page 390**

Less vape and tattoo parlours.

A deli?

Better quality and variety of shops and attractions to entice people in to the centre of the town.

More needs to be done to encourage independent businesses within the town centre

Less charity and mobile shops

Not enough to do in town, need more shops

More retail outlets

There is a saturation of barbers, phone shops and charity shops. There needs to be more variety

It's full of charity shops and phone shops

No more charity shops/pound shops etc. Encourage independent shops and cafes/restaurants as seen in towns like Devizes, Marlborough, Malmesbury.

Better mix of shop, you can't polish a turd. You can add more planting and change the tarmac but that doesn't change the mix of shops on offer which is poor to useless for getting people to spend time there. We only go in if we have to, as takes 5 mins to wander then your done as it's all phone shops and charity shops.

Currently too many coffee and charity shops with a few low quality chains

Fewer charity shops

More good shops (too many charity shops, gift shops etc) - need more decent clothing shops

Higher quality shops and reduce the number of charity shops and hairdressers/barbers.

Too many empty shops, boring shops

stop allowing Turkish barbers and kebab shops to open and launder money

More non-chain shops

Encouraging independent business.

Encouraging more independent traders/shops

Shops that aren't coffee shops, phone shops, charity shops. We need clothing and other retail options in the town.

The town centre has a reputation of if you want a coffee mobile phone or a vape it's the place to be .

The High Street needs to be more attractive to independent shops

Empty shops.

Encourage more companies/ shops into town, to give it ms residence more choice and variety to shop, turn it back to a traditional market town like it was. Give residents a more of a variety of shops.

Chippenham high street needs to have a wider variety of shops. Not just charity, gyms, Turkish barbers and coffee shops in order to encourage me to visit.

We need a more diverse variety of shops

Too many shops are empty..

more interesting independent retailers.

Better quality shops

More independent shops are needed

More independent shops

Attract and retain retailers

Chippenham needs a better quality of shops. We don't have enough well know shops we always go to Bath and Bristol shopping where the parking is alot more expensive but worth it because of the retail/leasure

Better shops . Less chatty shops

Active planning to encourage independent retailers. .

Better shops so we attra t bigger retailers like Trowbridge

More unique independent businesses

Chippenham is dying. Full of coffee shops, charity shops, estate agents. People stay away because of lack of shops adn parking. Shops will always stay out of town centre if no good cheap parking is available.

We could do with a Matalan. Petrol Station London Road area.

I would like to see more women's clothes shops and a craft cafe. A petrol station up at London Road area.

No more coffe/phone/charity shops

Encourage independent businesses and bring in higher quality shops.

Less charity shops, cap numbers allowed in town centre; 3. less phone shops; 4. less discount shops ie Poundland/BTM/Wilkos, we have enough of them already; 5. More clothing and fashion outlets to

cater for all age groups;

Better quality shops and pedestrian zone - encourage more high end shops as younger families moving to area due to schools. Most people choose Bath to go shopping not Chippenham! More independent companies/shops

The idea of increasing foot-fall in the town is very commendable, but doomed to failure while we have such a large number of poor-quality shops. As I walk through the town centre there are two main types of shop that are prevalent - charity shops and mobile phone shops. If we wish a more vibrant town-centre we need to have some much higher quality shops - charity and phone shops are NOT on that list! Somehow, we need to attract the quality shops that people expect from a 'market town' like Chippenham.

The plan is not a conducive proposition to entice prospective retailers. High street retail is in decline as people shop online and leisure activities need parking. Therefore the Council will have to find the money out of an already stretched budget, which has more immediate needs for expenditure

There is insufficient breadth of merchandise to buy, therefore why come into Chippenham to shop?

It has sufficient shops for everyday shopping, SK fruit is an asset here, but it isn't attractive [unless you look up] and nothing like Devises for independent shops.

It is important to retain banks in Chippenham.

Enhancing the High Street will encourage more footfall in turn encourage a better quality and quantity of retail outlets

Chippenham needs to be brought up to date. It needs a more modern vibrant high street with independent shops cafes and restaurants. There is not a restaurant in Chippenham where you would want to go for a "special " evening out. A new wine bar has recently opened in Borough Parade as has a new coffee shop in Union Street. The uptake for both places is really good and shows you just what people want. While we have plenty of supermarkets around the town it would be great just to walk up the high street to a butcher, deli and fishmonger for example. Traders would benefit as there are now so many people working from home and who value their high street more.

It is obvious from some of the comments that people do not even know what is in Chippenham. One comment on social media was we need more shoe shops! We have Clarks, Pavers, Shoe Zone, Sports Direct, New Look, Pep & Co, Millets and many other shops with shoe departments.

No more out of town retail area, concentrate retail outlets in the centre.

We need to encourage more small independent shops to the town centre - follow the example of Corsham which attracts shoppers because of a wealth of such shops

We have too many phone shops and charity shops

NO MORE OUT OF TOWN SHOPPING DEVELOPMENTS

Attracting more retail.

Improve the high street.. Get rid of betting shops and less charity shops.

Chippenham needs to attract more people into the town centre. There also needs to be a mixture of new shops to attract people back to the town centre, not only locals, but from other towns as well.

Make it unique than another crap town with greedy chain shops. Way too many chains dotted outside of the town centre.

More individual shops, something for everyone

Not worried about shops as much as Chippenham is not big enough to attract anything good.

Lack of diversity in shops (too many hairdressers for example), and lack of business plan scrutiny when accepting new shop tenants (shops dont last because they dont get enough customers)

Limiting how many shops we have of a certain kind i.e. hairdressers

Stop allowing the same shops to be built - we have loads of Tesco shops, phone shops, charity shops. We need something that actually makes people want to come in. You charge money for parking but there's actually nothing to come in for

Clothing stores for all

Shop quality, types

We have got enough barbers and vape shop

Bigger high Street names

Please stop allowing the building of supermarkets all around the edge of town. That's why town centre is dying. You wouldn't need this consultation if the council had said no to a couple of Aldis, Sainsburys and Tesco....

There needs to be decent investment in retail to keep the people of Chippenham in Chippenham as opposed to going elsewhere for shopping

More retail stores would be great like a primark, h&m ect

Better shops, restaurants and cafes - There is nothing currently in the town to stop people heading to Bath.

Where are the small businesses, support them, no more food shops.

Variety of shops

Offer more incentives for people to have business in town not just charity and vape shops

More diverse range of shops and businesses within the current high street. There is nothing there that 'tempts' me in and I only go to town to use the bank.

Stop any further out of town shopping sites, try to attract small independent businesses to the town centre using a sensible rates value

Encourage small independent businesses

Better calibre of shops and addressing closure of shops

Our businesses should be helped to give a wide range of retail options

Create more commercial spaces for High Street shops.

Encourage a more varied retail offering in the town, perhaps by disincentivising vape shops and similar

More shops worth while

The variety of stores in the town centre

More good shops

Minimise store closures more independent shops like Frome

More independent shops see Stroud as example, Limit no of estate agents

A better selection of shops are needed, for men 50+ there are no shops to purchase clothes other than Millet's!

You need to encourage more retail and independent retailers to the town and reduce number of charity shops, telephone/mobile and cafe shops

get some decent shops

Bring in more variety of shops/focus on independent retailers like Frome

More clothes shops etc not just coffee shops or charity shops or pubs . Something like Primark x

Too many coffee shops charity shops food places. No variety

The town centre badly needs a department store (and two levelled at that). I feel we could have that were Emery Gate extended to have shops on two levels. See no reason why this can't be done.

Better shops

Better selection of shops

The town lacks big name shops that will attract shoppers. I rarely come into town to shop but instead go to Bath and Bristol or retailers on the outskirts of Chippenham

Classier retail outlets

Better mix of shopping facilities

Shops!

Better shops. Less empty units. Men's clothing shops and generally more high Street well known clothing shops

Needs mens clothing shops

Empty shops...more variety needed

Better retail offerings

If there are no decent shops, there is no incentive to visit.

more shops less mobile /charity / barber shops

Better quality and variety of shops .

More independent shops

Better shop diversity

Encouragement of more independent shops (not just coffee shops, nail/tattoo shops and charity shops)

The range of shops

.. shops of better quality- too many charity / mobile phone shops

More shops

Better selection of shops

Less phone shops and charity shops please

More retail, not coffee shops, charity shops, hairdressers

We need more than charity shops, vape shops, nail bars and cafe chains. We need independent shops that are interesting and we can actually shop at. I don't want to just drink coffee eat pasties and buy charity clothes.

More shops worth while

The variety of stores in the town centre

More good shops

Minimise store closures more independent shops like Frome

More independent shops see Stroud as example, Limit no of estate agents

A better selection of shops are needed, for men 50+ there are no shops to purchase clothes other than Millet's!

You need to encourage more retail and independent retailers to the town and reduce number of charity shops, telephone/mobile and cafe shops

get some decent shops

Bring in more variety of shops/focus on independent retailers like Frome

More clothes shops etc not just coffee shops or charity shops or pubs . Something like Primark x

Too many coffee shops charity shops food places. No variety

The town centre badly needs a department store (and two levelled at that). I feel we could have that were Emery Gate extended to have shops on two levels. See no reason why this can't be done.

Better shops

Better selection of shops

The town lacks big name shops that will attract shoppers. I rarely come into town to shop but instead go to Bath and Bristol or retailers on the outskirts of Chippenham

Classier retail outlets

Better mix of shopping facilities

Shops!

Better shops. Less empty units. Men's clothing shops and generally more high Street well known clothing shops

Needs mens clothing shops

Empty shops...more variety needed

Better retail offerings

If there are no decent shops, there is no incentive to visit.

more shops less mobile /charity / barber shops

Better quality and variety of shops .

More independent shops

Better shop diversity

Encouragement of more independent shops (not just coffee shops, nail/tattoo shops and charity shops)

The range of shops

.. shops of better quality- too many charity / mobile phone shops

More shops

Better selection of shops

Less phone shops and charity shops please

More retail, not coffee shops, charity shops, hairdressers

We need more than charity shops, vape shops, nail bars and cafe chains. We need independent shops that are interesting and we can actually shop at. I don't want to just drink coffee eat pasties and buy charity clothes.

More openings for small scale retail outlets - popup covered areas with reasonable rates

River Frontage/Better use of/access to the river (163)

better use of the river

better use of the river

the river front has been the historically most under used asset and is the one that could most easily be upgraded to provide resident benefit.

The whole river area should be enhanced. It really is a lost opportunity

I'm very keen that the river frontage can be accessed by boats from the new still-to-be-built link to the Wilts & Berks canal. This would provide a major waterside opportunity, and bring more holiday visitors (and their money) into Chippenham.

Better use of the river facing areas - for example cafes and restaurants overlooking the river

Clear the river of dead and dying trees and other such eyesores.

river activities, pedalos

Definitely enhance the riverside

Improve the Riverside including more nature areas and walkways

Better use of the Riverside for public use

Make better use of the river frontage e.g. cafe, independent shops

Use of the river should be a priority.

The the river frontage needs completely regenerating, cafes and restaurants should front it on both sides and it should be accessible to all

The importance of the river, both visually and as a resource

Make more use of river as an area to spend time walking along it, there is minimal if any current application if yo7 compare with many other similar size towns with rivers

Better use of the waterfront.

More pedestrian space along the river including cafes

Waterfront bars and cafes

More access to river and walking cycling routes along the riverbanks.

Make better use of river as has Reading in Berkshire

We have a brilliant, beautiful River , enhance cafes etc looking over the river

the riverside is a greatly underutilised asset and could be magnificent

Make better use of the river as a frontage to restaurants and bars and leisure facilities for families and friends

make full use of river frontage opportunity

better use of the river

Better use of river as an amenity with specific focus on connectivity with town center

The public currently don't have good visibility of the river. If you walk next to it, your view is regularly obstructed by nettles, brambles and other overgrowth. The best way to encourage enjoyment of the river is to allow people to view it and see others using it. The lack of visibility of the river worsens as you walk further from the town in the direction of Monkton Park. The river banks are not cared for, other than by those who fish. For much of the footpath the river can't be seen due to the brambles. This is a great shame.

More seating/bars/restaurants around the waterfront

Making the river the focus point of the town- shops, cafes, restaurants, wild spaces, green space, cycle paths etc.

better uses of riverside with cafes, bars etc

Enhance riverside area in town with restaurants without losing all the valued green space and nature in Island Park.

Improvements to existing riverside walkway below town bridge

The unique identity of the river and island park should not be lost

make more use of the river for leisure

More vibrant riverside offerings and leisure opportunities

Improve and make most of river frontage

I have often talked with friends from Chippenham about how the river could be such a great centre piece for the town centre which is currently not utilised at all. Redeveloping the town to focus on the river could turn a run down town into a vibrant location which people would be willing to travel to.

River frontage is the most under utilised and water exploited amenity for the town. See Newbury or Frome for an example of how to use the River front to enhance the town or how to regenerate.

) to make the River Frontage more of a feature. Extend Riverside paths.

Make better use of river and parks - both are beautiful assets to the town. Need cafe alongside river in Monkton Park

Better access to the river would allow the Wilts and Berks Canal Trust or other operators to provide boating activities that are easily accessible to all and at all times.

The River frontage between the Bridge and Weatherspoons is a wasted space at the moment. The Riverside of Superdrug should be utilising the river for cafe/restaurant use and the residential terrace should be redeveloped for mixed retail/residential use in priority over the Emery Gate unit.

Make the riverbanks more green and open. Currently, they are overgrown with brambles and stinging nettles.

Better quality shops and eateries along river.

The lovely river frontage MUST be used for the benefit of residents and visitors alike. It is criminal that it has been ignored or mis-treated for so many years.

make the river central

Encourage more restaurants and cafes into new riverside area and to the south of town.

We should very much maximise the opportunities presented by the position of the river

More seating to be provided in island park with water features, public art and an area where pop up bars & street food vendors can come, similar to the water front/harbour area of Bristol. Recreation use of the river, paddle boarding, boat trips, kayaking etc. We are a unique town having the river and park in the town centre so we should make more of this area.

Make more of the river

The riverside area is key. With riverfront facing bars and restaurants for example at Royal Williams Yard in Plymouth we could make it looking fantastic and draw people in to the town.

Making the river the focal point is key, and making sure it's clean and can be used for recreational purposes, in addition to river side eateries, shops and walks

Love to see some of the cafes along the river bank

Areas to sit near the river.

It would be great to be able to make more of the river area; to walk/run along it further; to sit and relax in nature; to have bars/restaurants/cafes to eat/drink whilst looking at the water. These things would bring me into town far more frequently to spend money.

Waterfront activities along the river.

More retail, entertainment and leisure along the riverside.

We are far behind most towns that make the river an attractive place to visit and walk we have neglected the river side for far to long

River upgrade not all brambles & nettles

River frontage used for retail and leisure not social housing, offices and council buildings.

river Bank looked after and neat in town.

Better use of the riverside area opposite the bridge house - this is an area that has no public value yet could add a vibrant centre to the town.

Make the riverfront much more attractive. Improve the look of the grubby houses by Wetherspoons

Cafe and bars along river

Make more use of our beautiful river as a feature . Monkton park desperately needs improving!

Embracing the river to make chippenham a destination for people outside of chippenham as well as inside

It would be nice to have some quality restaurants and bars overlooking the river the prime spots at the moment are taken by social housing and low budget pubs

Make use of the water front for shops, restaurants cafes etc

more cafes along river

Better use of the river as a leisure facility including cafes , river sports , gallery space for art, public gardens.

To utilise the river area better to encourage water sports and boats and having a nice place to sit on the grass by the river

Definitely need to utilise the river -having moved from Kington upon Thames where they have a wonderful river prom I was shocked to learn that the river wasn't utilised , almost wasted . Bars, pop up kiosks, restaurants, public areas (built in sun loungers) kids play area, boat hire would make it so much more appealing and draw people into Chippenham

Cleaning up the river

Making the most of the Riverside location by having water sports and leisure options for use on the river

Just make a bigger deal of the river, with cafés and bars offering views of it. At the moment, only the wetherspoons does this to any great extent.

Opening up the river area so that shops and cafes face the river and park to make more of the wonderful setting.

Paths & cafes along water front NOT rear of shopping centre !

Use Paris as an approach to how a river corridor can become more than just a view

Not enough attention given to riverside

Make appropriate use of the river frontage - e.g. Cafe's rather than the council underground car park.

Independent and chain restaurants centrally located and attractively placed (ie fronting the river along a parade as suggested)

I agree that the town needs regeneration and the opportunity to include our beautiful river in this regeneration is an absolute must

Focus on the river, particularly with river facing eateries/ bars with plenty of outdoor seating. More access to river for leisure but not at the cost of wildlife/ riverbank health.

There is opportunity to regenerate the town centre and make better use of the river front. However this needs to be done sensitively to maintain green space next to the river for leisure as well as space for festivals like the folk festival. Mixing the opportunity for shops and some nice bars and restaurants with the green area is a delicate balance that needs careful consideration.

River: 1. The beautiful river is the one good feature of the town and should be more prominent, instead of the Emery Gate car park facing the river, there should be shops/cafes, but the Island is a green haven with mature trees, so should not be paved, but kept as a green space with access to the river. But it's not clear where will delivery vehicles go. . Provide access to the river in the town by foot and cycle paths. Used to be able to walk from Lover's Lane to Grounded, now no longer, for example. 4. There is a play area in Monkton park, which can be expanded, so the Island should not be used for that. Keep all existing trees which are mature and lovely. Worried about litter if mobile kiosks are allowed, if people eat in public, there is litter Market Place. The Market Place can be the paved centre of town where markets are held instead of the Island, which is more of a park

In relation to question 1.1) I would tentatively agree with a plan to have some shops or similar leisure space facing the river, though I think something like an art gallery and maybe some smaller independent business units would be better. I think any chain retailers fronting the river would destroy the market town, semi-urban feel of the town centre. In relation to question 1.2) I would be against Island park being turned into a paved pedestrianised area. With so few towns and even cities having central green amenity space right by the high street, having access to the green space at Island Park is a huge boon for Chippenham and keeps our town feeling green. Families picnic here in the summer, the folk festival set up here, it's a beautiful space and should be retained. There are statistics that show how much hotter urban areas get where everything is paved. Keeping it green will keep it cooler and will be a nicer space for people to use and enjoy. I genuinely think paving the whole area would be a serious mistake and would hugely devalue the aesthetic of the town centre.

YES to preserving our beautiful and tree shaded, cool community space which is our Island Park. Enhance it with a little more seating, but NO to transforming any of the park into a very hot and unpleasant pedestrian plaza to be walking on in the summer. YES to improving the appearance of the back of Wilkinson's and the entry to the Emery Gate car park. This could be done immediately by removing the rotten sleepers, replacing them with road markings to guide people to the car park, putting a coat of paint on the wall and painting three murals to celebrate our town

Create views of the river it's all overgrown with brambles.

We have a beautiful river through Chippenham; please support it being enjoyed and accessible to all.

The area between Town Bridge and Island Park should be landscaped to connect visitors with the river and new weir(s), but the overdevelopment of Island Park should be resisted.

1b. The river frontage The redevelopment of Island Park should be resisted. Island Park is a pleasant, popular greenspace, and proposals to transform it into a "pedestrian plaza" should be handled with extreme caution. We do not consider that such overdevelopment would provide any advantages for the town, for the following reasons:

□ It would come at great financial and environmental cost.

- It would destroy the existing park.
- It would likely be of a modern design, out of keeping with the town's identity and character.
- The creation of new commercial units might simply encourage existing businesses to move to the newer development (because footfall would be driven away from the existing town centre and to the new development), leaving empty units in their wake (thus hollowing out the historic town and creating yet more vacant units).
- Although it may create new commercial units, the town already has a significant number of vacant commercial units. Regeneration efforts should focus on attracting businesses to the town rather than simply building units for building's sake.

Clearance of the river front and other path areas of brambles, nettles, these are not maintained at present but the Chippenham ground works mows and maintains the easy areas a lot. If you sit by the river at this time of year you are not able to see it due to the high nettles. Regeneration of Monkton park play area, very dated and could be larger, perhaps wooden structures, pirate ship similar to Snuff Mills park in Bristol

The Himalayan Balsam problem along the Avon needs to be addressed, particularly if the River Green Corridor project includes increased bankside planting.

First reaction to sketches A and B of the river frontage was 'too much paving'. However a large portion of this area is already unappealingly tarmacked, with a small length of hedging, so a switch to riverbank planting would make up for this loss.

Preserve the green spaces around the river, no more paving/concrete. Preserve lovely walk from station across park to High Street (top or bottom).

improved use of river front spaces

The River Frontage - The artists impressions shared in the paper copy of the survey both depict Island Park as paved. Whilst I agree that having a shopping centre to front onto the river would be good, paving the whole area would not. As much of the grass should be retained as possible. This would not stop markets and events from using the space, as evidenced by the folk festival and Christmas events etc. These already take place perfectly well without the need for paving.

River water clean for wild swimming

Best not to spread resources too thin. In Hereford where I used to live there was a redevelopment of the old Cattle Market into a retail space which split the focus of the town and killed the original high street. The new development was anchored by Debenhams which has of course gone bust and so the new development is also now getting run down, although the process of rebuilding the original high street is underway, but what a waste of time, effort and money when the council could have just focused on revitalising the original high street in the first place. In Chippenham my preference would be to focus on making the most of the river - my partner and I moved here during

Covid and when we visited the town the river was one of the main things that attracted us to it. Integrating the river better into the high street would be great as a first step, then other things like developing the Bath road car park could follow.

Enhance riverside restaurants/cafe, retail, art; Riverside cycle route through town, and out to Lacock, Corsham etc

Any of the above would improve what seems quite a disjointed town. The river frontage would make a central core for the town.

To have a river flowing through a town should be an asset - sadly this has not been used to the best advantage here.

I find the peaceful nature of the river running all the way from the Sailing Club to the Radial Gate to be a fabulous resource - but one that has been neglected and not made best use of! Island Park is very neglected, particularly with vehicular access to the back entrance to Emery Gate Car Park, but that area could really prosper as part of a town centre plaza! We should be making the river the focal point of the town centre, not allowing it to 'go back to nature' with reeds, weeds and rubbish!

The Island Park must remain exactly as it is - a beautiful, multi-purpose, community Green Space. Any changes to adjacent buildings should stay within their present footprint and elevation

I believe that changing the water front is a good idea but I don't think it needs to focus on restaurants and cafes, I think encouraging people to use the river is a great way to bring a new revenue stream. Hiring watersport equipment, they will then eat in the existing food places and maybe even stay over night. I went to a small town in Somerset called Langport and the number of people using the river was astounding and then they were all using the local facilities. Our kids need something to keep them busy and entertained, as currently there is very little on offer for them. I personally would love to be able to incorporate water activities into my everyday life, this is rapidly growing areas and I think Chippenham would be foolish to not tap into it. We already have plenty of cafes and charity shops what we need is something to do. My husband would love to enjoy a pint whilst watching me and the kids out on the water. Something for everyone.

Back (stairs) entrance from River Island to Emery Gate is narrow, dark and steep.

Enhancement of the river; NOT noisy playgrounds etc but a place to relax, eat and socialise (as in Bath near the Abbey)

The view of the river from the bridge is lovely. So making more use of the river banks is a great idea as long as we do not lose too much green.

The existing grass areas and trees need to be kept, the artists impression shows them removed for Emery Gate yet Richard Clewer says that is not correct so which is correct? The neighbourhood plan says about a circular economy, the abundance of concrete and resurfacing does not reflect that.

Use access to river more sensibly ?

Planning has always turned its back on the river here, the best asset the town has/could have. These plans seem to be a good start, though we hope nothing will change in the much used and loved Island Park side. I would suggest a large screen of trees between the ugly new offices on Monkton Hill and the River, with a wider pedestrian path and views of the river opened up.

Should have access to walk along the river on the grounded side of the river.

A scheme for the river will have to be done which will hopefully make best use of the river.

Totally agree about the river, whoever designed every gate should be banned from practice

1) Island - Extend the river path (actually close to the river - the bit where the morons feed the pigeons outside Wilkinsons) to the Olympiad bridge to make a complete river edge path from Wilkinsons to Baydons Lane bridge. 2) Island - Add some plant raised beds and seats and a tea hut and level the ground to make the grassed area flatter (don't do anything that prevents the Folk festival from using it.). 3) If there isn't some structural reason, close the Wilkinson entrance to the car park and make everyone use the top entrance. Then pedestrianise the bridge to allow more coffee table etc onto it.

Don't add large buildings on the island or the bridge car park.

More benches along the river front! Including in Monkton Park and the river loop further SE

On the island and Monkton Park, outdoor gym, trim trail and Boules pistes (we are twinned with a French town!).

Ensure the long traditions of the folk festival and the sailing club are respected and maintained. Retaining the mature trees and flexible use of island park.

Use the river for more leisure activities. Kayak/ rowing boat / paddle board hire. Ice cream / drinks vendors on the river side. Have an entry point onto the river in island park via a pontoon

Making more use of the beautiful River. Community driven.

Having cafes etc facing the river

River frontage that can be used for leisure purposes, not paved over and ruined.

On the proposed river project: I'm not sure about the proposal as they currently stand, as that seems like a very early stage idea that hasn't been given much thought; yes, I like the idea of that area being updated, especially if the entrance to the multi-story car park is closed, but the proposal to allow cars to access that front area is concerning. It needs a lot more exploration as a concept.

I feel a great opportunity to extend the town and provide businesses with a great river front was missed when the sheltered housing was allowed to be built downstream from the weir.

There are very few places to hang out. How popular the folk festival was because of how nice it is to go sit by the river. I love Paddleboarding but it's difficult to get to the river and not lovely on the

water.

I would like to see some recreational use of river retained. The Sailing Club relies on some water in the river!. Can we extend walking routes up the river, and create a circular route? You havent mentioned the use of Westmead field and Open Space. - great facilities

I am unsure but always enjoy a walk long the river in Momkton Park as it is central

The current town centre feels very depressing. Monkton park, in theory, should be an asset to the area but due to the way the entrance currently feels run down and behind the back of the shopping centre it feels unsafe and is not somewhere I would go alone with my child for a walk.

The whole river area should be enhanced. It really is a lost opportunity

I'm very keen that the river frontage can be accessed by boats from the new still-to-be-built link to the Wilts & Berks canal. This would provide a major waterside opportunity, and bring more holiday visitors (and their money)into Chippenham.

Better use of the river facing areas - for example cafes and restaurants overlooking the river

Clear the river of dead and dieing trees and other such eyesores.

river activities, pedalos

Definitely enhance the riverside

Improve the Riverside including more nature areas and walkways

Better use of the Riverside for public use

Make better use of the river frontage e.g. cafe, independent shops

Use of the river should be a priority.

The the river frontage needs completely regenerating, cafes and restaurants should front it on both sides and it should be accessible to all

The importance of the river, both visually and as a resource

Make more use of river as an area to spend time walking along it, there is minimal if any current application if yo7 compare with many other similar size towns with rivers

Better use of the waterfront.

More pedestrian space along the river including cafes

Waterfront bars and cafes

The whole river area should be enhanced. It really is a lost opportunity

I'm very keen that the river frontage can be accessed by boats from the new still-to-be-built link to the Wilts & Berks canal. This would provide a major waterside opportunity, and bring more holiday visitors (and their money) into Chippenham.

Better use of the river facing areas - for example cafes and restaurants overlooking the river

Clear the river of dead and dying trees and other such eyesores.

river activities, pedalos

Definitely enhance the riverside

Improve the Riverside including more nature areas and walkways

Better use of the Riverside for public use

Make better use of the river frontage e.g. cafe, independent shops

Use of the river should be a priority.

The the river frontage needs completely regenerating, cafes and restaurants should front it on both sides and it should be accessible to all

The importance of the river, both visually and as a resource

Make more use of river as an area to spend time walking along it, there is minimal if any current application if yo7 compare with many other similar size towns with rivers

Better use of the waterfront.

More pedestrian space along the river including cafes

Waterfront bars and cafes

When Borough Parade area was "rebuilt" - barriers(?) removed. What a disappointment to start a walk beside the river to end up after a short distance in a pub (?) and then in a car park. I agree the gate/weir is an eyesore and should be improved and the area on the island site would be good as a plaza type area especially as so many visitors comt to the folk festival every year but leave the river and Monkton Park as they are a lovely natural area in the town.

Cycling / Walking infrastructure/Permeability (54)

Make it easier to cycle between north and south of the town to avoid cycling around the bridge centre

The number one thing to do is to improve cycle access to and from the town centre

Better cycle infrastructure as per Chippenham cycle network

Cycle lanes/routes.

increase cycle paths

Better cycle routes.

Please improve cycling into town. Trying to cross from rowden into town across the bridge centre roundabout is suicide.

Implement the cycle-prioritisation at the New Road traffic lights heading both into and out of town.
More cycle parking.

Improved cycling routes across the town centre - if possible using high street

Improved cycle routes

improve the cycleway

Have better cycling access to town

Effective and useful cycle paths to make cycling around chippenham a viable option

Better and safer cycle route provision

More clearly defined cycle lanes and use of non motorised transport

At the moment I just want to flag up that our Local Cycling and Walking Infrastructure Plan is nearly complete. This has been publicly consulted upon and reflects aspirations for cycling and walking networks – particularly to key destinations such the town centre and station. Could we please work together to deliver the aspirations in both plans? In the attached, pages 47 and 48 show the proposed cycle network (town and centre) and page 54 shows the key walking network (town and centre).

I think better cycle paths into the centre would be helpful to try to reduce the dependency on cars.

Better safe cycle routes to the young centre

Genuinely secure cycle storage - theft and vandalism prevent me from cycling to town as there is nowhere suitable to leave bike.

Make it easy and seamless to walk and cycle through the town with plenty of places to safely park a bike

I will really welcome a proper strategy to promote the use of bicycle within Chippenham area and beyond. With the continuous housing development within the Chippenham area, it will result in an increase of the car traffic. There is no sustainable development of the Chippenham town centre without a re-thinking of the place of the car in the town and therefore the need for alternative transports (public transport, development of a proper cycle lanes network).

More cycle parking

Safer cycling lanes not shared with cars

When will the Chippenham - Lacock cycle path be re opened?

Make it a good place to cycle, run.

more/better cycle paths, re-instate cycle path through to Lacock

limited walking and cycling infrastructure.

More Active Travel cycle lanes & bike parking.

Cycle networks joined up that go somewhere, a loop around the river over black bridge then back into town. would be great

Visitors to the town should be encouraged to walk around the town on suggested routes

Traffic signs are confusing The signage for cycle paths is inconsistent eg at the bottom of St Paul Street you have to turn right into one way Marshfield Road, but the pedestrian/cycle sign points left. Are cycles to use the pavement or cycle on the road towards the one way traffic?

I would like to see more cycling opportunities and facilities for bike storage.

Emery Gate car park must be one of the nastiest in the south west; not only the car park layout itself but the entrance route from New road is just awful. What can be done to improve it and sign post it better. Improve access to Monkton Park from the high st side. At present it is not at all clear that there is a recreation area to enjoy, if all one sees is the dreadful entrance way to the car park.

More provisions for cyclists e.g. dedicated cycle lanes, easier pedestrian access around town and across roads, pedestrian access across the bridge centre gyratory is particularly bad as cars are prioritised over people.

Better cycle lanes

More cycle parking and a more connected and cohesive cycle network

Stop Cycling through the high street when the road is closed..

Decent/pleasant walkways

Dedicated bike lanes into the town centre from all directions. These could link up with the national cycle path and other green spaces to provide a safe and green alternative for families to get into town without having to worry about cars - some of which drive very carelessly around Chippenham.

STOP cyclists using high Street

Stop people cycling/scootering down the High Street when it's closed to traffic it's so dangerous!

Better cycle infrastructure as per Chippenham cycle network

Cycle lanes/routes.

increase cycle paths

Better cycle routes.

Please improve cycling into town. Trying to cross from rowden into town across the bridge centre roundabout is suicide.

Implement the cycle-prioritisation at the New Road traffic lights heading both into and out of town.
More cycle parking.

Improved cycling routes across the town centre - if possible using high street

Improved cycle routes

improve the cycleway

Have better cycling access to town

Effective and useful cycle paths to make cycling around chippenham a viable option

Clear, 24hr cycle path up high st

Anti social behaviour / Homelessness / Policing (89)

Anti social behaviour around the arc

Less anti social behaviour- drinking

Tackle antisocial behaviour

Giving homeless and addiction sufferers somewhere to go, many hang out in centre which tarnishes the experience of visiting.

Control beggars

Crime,

Control anti social behavior

Cctv with operators 24hrs and not just at weekends. Tackling drug and drink abusers and encourage the reporting of it. Security in emery gate and Borough parade. Since the skate park was built, I'm tired of kids using Borough parade for racing up and down on illegal e-scooters and skateboarding. Why have signs up forbidding such activities if you are not going to enforce it.

Address anti social behaviour, making more police available on foot/ bicycle patrols

Reduce the anti-social behaviour which is often caused by patrons leaving particular pubs such as The Bridge House. More police presence in the town centre please.

observed that numbers of anti-social behaviours, even crimes in Town Centre area keeps raising up, wish Town Centre keeps safe

More police patrols

Crack down on antisocial behaviour

More police presence

Antisocial behaviour gone

Crime rate

Anti social behaviour

Anti social behaviour

Reduce crime/anti social behaviour, including shoplifting. Better enforcement of drinking in public spaces byelaws.

discourage the homeless and beggars who are a threatening, discouraging presence in the street and the river/Monkton Park area

Anti social behaviour

More vigilance on anti-social behaviour

regular policing by foot

Better police visibility in the town, especially in the evening required.

more police force

Less asbo behaviour

Less places to allow yobs/drunks to hang out

Cracking down on groups of young people stealing and being otherwise antisocial

Friendly police on patrol to stop the ever growing concern over gangs of young people

Safer streets

accessible shelter for the homeless

Make sure that the Streets are safe and free from antisocial behaviour.Older people are not happy

about coming out in the evening hours due to abuse etc.

Antisocial behaviour- use of cctv, more spaces available in the evenings for people to socialise

Youths with antisocial behaviour are spoiling Chippenham which is unfortunately beyond the Council's control.

Anti social behaviour,

Less tramps

get rid of the skanks.

Reduce the vagrants who frequent the high street by giving them a managed day centre

A lot of anti social behaviour in St Andrews Church Yard, outside the One Stop and St Mary Street - mainly alcohol and drug related.

Anti social behaviour - more police presence needed for people to feel safe. Possibly a central youth club for teenagers; Unity House - residents who are drunk/on drugs causing trouble in the High Street and neighbouring areas, often illegally camping in other areas nearby causing noise disturbance, litter - drug paraphernalia, residents do not feel safe in own homes;

antisocial behaviour (easier said than done I know)

More care and support for homeless citizens.

The park is often filled with individuals who are drunk or on drugs which can make it unpleasant to walk through.

Sadly, we need more walking police patrols so that people feel safe. Police presence is limited and not very effective, even though they are located right in the centre!

A proper Police Station. CCTV.

There seems to be an increase in antisocial behaviour from teenagers

Control of youths

Stop the homeless sleeping on the streets. Get rid of the drugs and drug takers.

The town is full of unpleasant people that you don't want your children around, nor feel safe walking past on your own. Perhaps a higher police presence to make people feel safer in the town!

Anti social behaviour

Youth behaviour around the Olympiad area

Kids on scooters / bikes are a problem, especially electric scooters.

Drugs

Create the town a safe space not a dangerous place, we need more visibility of community action groups

Less gang mentality from the 11 to 15 year olds

Anti-social

Safety

Unity house keeping a better eye on the residents. It is quite scary walking past and in town when they are drunk or high.

Antisocial behaviour is becoming more of an issue and put people off visiting, especially in the evenings - an increased police presence would help.

Anti-social behaviour, including people letting their dogs poop on the pavement and not clearing up the mess!

Relocate Unity House to outskirts so there is less access to alcohol. Drunks dominate the town esp. the churchyard area

Investment to support homelessness.

The centre feels like a bit of a no go area in the evenings, as it is taken over by youths. It would be great if it had a more of a continental feel about it, with casual dining areas (outside in the summer time).

Less night life and anti social behaviour would encourage more businesses to be in Chippenham.

A Police Station (non-custodial) should be opened in one of the vacant retail units with a street patrol, as I am sure this will have a beneficial effect on the ambience of the High Street (e.g., limitation of drug abuse, vandalism and public disorder, shop theft, hazardous cycling, etc.).

Clearer CCTV/Higher police presence/safe spaces for women

A desire to tackle litter and anti-social behaviour through behaviour change.

More community officers on the high street and surrounding area so low level crime; particularly at night is stopped.

Prevent antisocial behaviour.

More police patrols

Crack down on antisocial behaviour

More police presence

Antisocial behaviour gone

Crime rate

Anti social behaviour

Anti social behaviour

Reduce crime/anti social behaviour, including shoplifting. Better enforcement of drinking in public spaces byelaws.

discourage the homeless and beggars who are a threatening, discouraging presence in the street and the river/Monkton Park area

Anti social behaviour

More vigilance on anti-social behaviour

regular policing by foot

Better police visibility in the town, especially in the evening required.

more police force

Less asbo behaviour

Less places to allow yobs/drunks to hang out

Cracking down on groups of young people stealing and being otherwise antisocial

Friendly police on patrol to stop the ever growing concern over gangs of young people

It would be great if noise cameras were installed around Chippenham to stop the anti-social driving

Public toilets (25)

More public toilets (some still closed e.g. Borough Parade carpark

Public toilets availability.

More public toilets that are free to use,

more public toilets

Public toilets need building

free toilets

Public toilets

Public toilets

Public toilets easily and cheaply accessible for all

Free 24 hour public toilets.

Additional toilet facilities

PUBLIC TOILETS are a huge problem. Lack of options means the Emery Gate toilets get absolutely trashed, and people subsequently have bad experiences in Chippenham and don't want to come back/spend time in the town. If we want people to stay longer we need multiple clean public toilets!!!

Toilets

Public toilets - it's seen as an easy cost saving measure by most councils to not provide public conveniences but as we all have to use them it should be a priority to provide them. It should be considered a basic public service

public toilets in town centre

Available Public conveniences

Chippenham needs to improve its public toilets and they should include a fully accessible 'changing places' toilet.

Public toilets well maintained

Public toilets availability.

More public toilets that are free to use,

more public toilets

Public toilets need building

free toilets

Stop closing the toilets in Emery gate before the shops close..

Business / Commercial rates / Rent (123)

Too expensive rent for retail businesses..

. Lots of small businesses are relocating because of costs

High rent and rates driving out small businesses

Reduce costs to make it more attractive to independent retailers. Anything to encourage variety of shopping attractions to bring residents into town.

Make it attractive to small retailers as well as the multiples, that includes reasonable rents.

Something needs to be done to address the number of empty shops, which I assume in part at least is due to unaffordable rents

Reducing rent for small businesses to provide more opportunities for independent shops in the town centre

Reduce rental on shops to encourage new businesses into the centre.

Reduce business tax to attract more retail

Cheaper rates for retail.

cheaper shop rent

Rent control so have more independent shops.

Lower rates to encourage more shops into town

Rent - astronomical rates for low footfall. There's no way a shop can turnover the revenue required to sustain these rates with the footfall and spending power held locally.

. Lower commercial rates for small independent shops to encourage them to come here.

cost of rental for businesses

Lower rent so more shops can thrive, we don't want any empty buildings

Reduce tax on premises so it is not just charity or coffee shops

More affordable rents on shops so new businesses can start up. So many shops closed due to too high rent

Lower rates so that independents can thrive

Reduce business rentals to encourage more independent retail outlets

More affordable rental for shops - so more variety

Fairer rents to entice businesses into town centre.

Lower shop rents to encourage businesses into the town to make it a place worth visiting

Rent control to get more independent shops in

Attractive achievable rental rates to encourage varied individual trading businesses which would be

more amenable to shoppers over a town centre that is just full of charity shops and cafes.

Business tariffs are too high for retail shops to remain open

Reduce the rents or council tax for retailers to be able to afford to make a decent living and stay in the town, rather than all of the coffee and charity shops.

Lower rent so decent shops can fill the town centre

Need to attract retailers but not charge super high rents which are not sustainable

Subsidise rents for retail

Reduced rent prices to get better shops in and restrict the number of vape and nail shops

cheaper retail rental to bring more independents and variety in

Lower rent so retailers want to stay/come to Chippenham! Wider range of businesses needed.

Cost of shop rentals need to go down to attract more local business and fill all this vacant space- why build any more

Lowering rent so people can afford to open new shops

Shop rents. We have some fabulous local businesses opening and they close because rents are too high. They need supporting - this is the way people want their high streets to survive. Think Frome with lots of independent shops - people go there for a day out and bring lots of money in to the town

cost of rent on high street

Reduce rental rates to encourage independent business into the town. No point developing for visitors when there is nothing to visit. Get advice from Corsham and BOA as to how to do this.

Lower rent for shops to encourage investment from higher end shops

Consider low rent to encourage more small independent businesses

Attractive rental rates for small businesses

Lower business rates to encourage more independent shops

Cheaper rental in shops do we have a town centre they are not empty

Subsidized rent for independent shops

Lower rents to encourage retailers

lower business rates.

better rates to attract independent shops

lower business rates for small /independent business,

Business rates need to be slashed for start up businesses (as do rents) to encourage a range of small, exciting, independent retailers or restaurants

Reduce taxes on commercial premises to encourage more quality independent traders

Cheaper rent for independent traders,

Lower business rates to encourage small independent businesses

Reduce commercial rent to attract more artisan businesses

The high cost of rents for commercial and retail outlets

Keep retail rates down so shops can afford to operate

Lower rent so shops stand a chance of surviving

Reduced rental rates to help shops stay open?

offers of rent/rate reduction

A lower rent rate given to new starter businesses in the High Street to help them start up as not variety of shops;

Clearly the rental costs for retail have a negative impact on business ability to have a presence which knocks on to the public not supporting the town.

More affordable rates for retail.

lower rent to attract more retail owners

Lower rent on retail/leisure premises to encourage more businesses to Chippenham

We used to have all these things but rental prices and costs have driven them away

Lower business rates to attract, and retain retailers. Remove local taxes for 12 months to encourage new businesses

massive rent reduction to encourage shops back

Help local businesses with rent fees etc.

Lower rates for more independent shops

Free rent for new businesses for first year and then reduced next 6 months

cut rates to encourage businesses and shops **Page 419**

Make the commercial units more affordable for small businesses

Lower business rates to encourage independent businesses.

Reduction in business rates to encourage businesses to the town

Lower rent for independent shops

Cheaper rents.

Affordable artisan premises.

Lower rent for shops so new businesses can start up and offer different services.

Reduce business rates to attract and support businesses

Make it easier for local business man to open restaurants/ pubs

Reduce rents and encourage more unique and interesting businesses

Make rent/business rates more affordable to support and attract businesses to the area; attract more independent businesses into the town centre

There is already some difficulty in filling current empty shops due to increasing rents and energy bills

Encourage more independent businesses, maybe reducing rent/tax [Cirencester has a scheme I believe for new businesses]

To really take advantage of any new business space by the river and make Chippenham more vibrant we cheaper rents or enterprise space to encourage local businesses to start up.

Force a reduction of rents and rates to allow more shopkeepers to use the shops. You can spend your time thinking up grand schemes (signs, paving, cars, flowers, vibrancy(!)) but no-one will come to open a shop because they can't afford it. Stop trying to spend money on things that won't help and use the money to reduce the cost of opening a shop.

Reduce the rents on all shops so that there can be a flourishing town centre and not empty spaces

Encourage new shops to open with tax breaks or something, we need more shops rather than having to venture to bath or Swindon for an actual day shopping.

Reduce shop rents and encourage independent shops in

You need to encourage interesting shops and catering businesses by reducing the price that they cost to independent business owners

Keep rent and rates down to promote artisan shopping. Perhaps even workshops where we can go in and see stuff being made and buy those things directly from the maker

I would like to see independent traders encouraged, with help on rents / rates to create a vibrant town centre. Chippenham can't compete with Bath / Bristol for chain stores as people go there for a day out.

Better pricing so that independent businesses come to the town.

Lower rates encourage pop up craft and food stalls with seating

Business Rates

Affordable retail spaces

Cheaper rents to encourage more independent shops. Reduce/remove the rates to ensure small businesses can start up and survive

Lower rent so more shops can thrive, we don't want any empty buildings

Reduce tax on premises so it is not just charity or coffee shops

More affordable rents on shops so new businesses can start up. So many shops closed due to too high rent

Lower rates so that independents can thrive

Reduce business rentals to encourage more independent retail outlets

More affordable rental for shops - so more variety

Fairer rents to entice businesses into town centre.

Lower shop rents to encourage businesses into the town to make it a place worth visiting

Rent control to get more independent shops in

Attractive achievable rental rates to encourage varied individual trading businesses which would be more amenable to shoppers over a town centre that is just full of charity shops and cafes.

Business tariffs are too high for retail shops to remain open

Reduce the rents or council tax for retailers to be able to afford to make a decent living and stay in the town, rather than all of the coffee and charity shops.

Lower rent so decent shops can fill the town centre

Need to attract retailers but not charge super high rents which are not sustainable

Subsidise rents for retail

Reduced rent prices to get better shops in and restrict the number of vape and nail shops

cheaper retail rental to bring more independents and variety in

Lower rent so retailers want to stay/come to Chippenham! Wider range of businesses needed.

Cost of shop rentals need to go down to attract more local business and fill all this vacant space- why build any more

Lowering rent so people can afford to open new shops

Shop rents. We have some fabulous local businesses opening and they close because rents are too high. They need supporting - this is the way people want their high streets to survive. Think Frome with lots of independent shops - people go there for a day out and bring lots of money in to the town

cost of rent on high street

Reduce rental rates to encourage independent business into the town. No point developing for visitors when there is nothing to visit. Get advice from Corsham and BOA as to how to do this.

Lower rent for shops to encourage investment from higher end shops

Reduce the rental rates on the shops and then more independent traders might come and regenerate the town.

Olympiad Leisure centre 28

leisure centre needs a complete overhaul. could include a complex with bowling and softplay and a cafe and swimming pool

Leisure

Upgrade the swimming pool

Use the money to fix the olympiad

sorting out the Olympiad as it's becoming very run down

The Olympiad is a disaster access for disabled is appalling- horrendously dated Only two showers for after swimming lessons available..... also free parking for those using the Olympiad like at your other leisure centres in Wiltshire.

Olympiad sport centre/swimming pool

Please improve the Olympiad urgently. It is a mess and needs updating.

Should more be done with the space and the Olympiad. It seems an easier out door space to transform. Re-developing the Olympiad would also make a good community hub.

Free parking for olympiad as it's not a good incentive to get fit if you have to pay

Need to reinvest in the Olympiad to make sure it stays in centre. Make sure NO out of town leisure centre in future - this would further accelerate the death of the town centre.

The leisure centre should be moved outside of the town centre, so it can be put somewhere where it has free parking like other leisure facilities throughout the whole of the county, but also as it is in appalling an appalling state and the town needs better leisure facilities than vanity projects

Upgrading the leisure centre

Olympiad is in desperate need to be invested in or a new site should be made to replace it. The place has been ran into the ground for too long.

The swimming pool has totally degenerated over the years since we moved to Chippenham and now no one wants to use it. Sorting this out could bring lots of people to Chippenham who would then use the shops and restaurants

Larger swimming pool / refurbished leisure centre

The Olympiad desperately needs either refurbishment or to be rebuilt - parts of the facility are in a poor state of repair, but we do need this facility in the centre of the town where it is easily accessible for all. It is used for big events in Chippenham like the Folk Festival and the Beer Festival and could be home to even more community based events and include more activities like an indoor soft-play centre etc. We need to retain a multi-use venue of this size in this location

Improvements to swimming pool (Olympiad).

regenerate Olympiad leisure centre

The Olympiad is a disaster access for disabled is appalling- horrendously dated Only two showers for after swimming lessons available..... also free parking for those using the Olympiad like at your other leisure centres in Wiltshire.

Updates to Monkton park sports centre essential plus re-instatement of the lido

leisure centre needs a complete overhaul. could include a complex with bowling and softplay and a cafe and swimming pool

Leisure

Upgrade the swimming pool

Use the money to fix the olympiad

sorting out the Olympiad as it's becoming very run down

A decent Leisure Centre that is clean and a nice place to take children..

Pigeons/Seagulls/Rats (14)

Far too many pigeons at present which puts people off entering the High Street!

Eradicate the seagulls

controlling pigeons - there are lots in the centre making it unpleasant to walk around

Pigeon removal/deterrent

Address the rat problem on the bridge

Take action to reduce seagulls and pigeons in the area.

Measures to reduce population of seagulls and pigeons- I often feel worried walking over the High Street bridge that I'll be pooped on as there are so many circling around

Introduce a bye law to stop people feeding bird life on the bridge.

Clean all the pigeon mess away from the ramp at the side of Tesco, it must be a health issue.

controlling pigeons - there are lots in the centre making it unpleasant to walk around

Pigeon removal/deterrent

Address the rat problem on the bridge

Kill the pigeons and stop the idiots feeding them

Market (36)

The Friday/Saturday market is extremely poor in my opinion. I don't agree with market vehicles in the town centre. The smell of beef burgers and onions is not nice to walk past. I think should be stalls only. Encourage more interesting stall holders by offering free pitches for a limited time. See Stroud Saturday morning market for some inspiration. Londoners move to Chippenham as they do to Stroud too. See fivevalleysstroud.co.uk for a great shopping, food hall, entertainment space which could be established in Bridge Centre/ bath Road car park area. We need some focal points to bring people into town on sunny and rainy days.

markets like Chippenham used to be famous

A rethink about the market and its location.

Improve the quality of the market

Market days are a hazard with a couple of larger stalls taking up lots of space and not attractive (the clothes one especially) Pedestrian access is often blocked or tricky to access shops

Improve the market.

Also the encouragement of a much larger market, at least twice a week. This area has dwidled over the years.

Friday market, cheap and tacky

move stalls to car park in Bath Road

I also think removal of the market stalls would actually make the town center be a nice place to walk around; easier to navigate and more attractive, put the market back in the car park or in the market place or remove it completely (although this is from a person who doesn't use the market).

A decent market space.

Need a proper vibrant market with creative's as well as food. Look to Crime or Bristol for inspiration

The market

Improved weekend market and specialised/themed markets during the year

More markets.

The town's existing market is typically of poor quality, selling the same widely available mass-market products that are available elsewhere at better prices. More should be done to attract handmade, high-quality products made sustainably by local artisans. This would support small businesses by creating demand for locally-made products and a stronger local economy. We suggest that this should be Chippenham's "number five priority". Refocusing the town's weekly markets on handmade, high-quality products made sustainably by local artisans. This would support small businesses by creating demand for locally-made products, which leads to increased innovation, job creation, and a stronger local economy.

Restrict stalls to Market Place

The Chippenham Market is scruffy compared to the one in Devizes. There is not "buzz" with it

Upper Market Place The clue is in the name. I support the idea of removing tarmac and re surfacing the entire area and making it a true market spot. Stall holders can have slots every day not just Thursday – Saturday and not clog up the town centre. We could go as far as to support the market holders with stalls that are all of a similar style so it really becomes a town feature. My partner is French and we make regular trips back to see her family and I am always blown away by how amazing the markets are. WE ARE A MARKET TOWN but you wouldn't believe it. We have an opportunity here for a real change.

The council should support the town's weekly markets, and do more to encourage high-quality, independent stallholders to offer locally made products.

Market should have greater variety of stalls to make it worth while to come to. The fishmonger from

Devon brought in people from outside and a good cheese van would be good.

Better market stalls - various including flowers, clothes (as in Devizes)

Move the Fri/Sat market back up to the area around the Buttercross, which is being used as more and more parking

This is a great opportunity to provide covered bric-a-brac/market stall areas

Improve the market to make it more of a farmers market

Friday ,Saturday market moved to above Buttercross

Market improvements

controlling pigeons - there are lots in the centre making it unpleasant to walk around

Pigeon removal/deterrent

Address the rat problem on the bridge

Having a market similar to Cirencester or Froome would notice people in & get them spending in town. Make Chippenham the go to place to be!

Better Public Transport (23)

Better public transport links

Public transport

More public transport from outlying areas to make it easier/cheaper to get into the town centre

Improve public transport into town

better bus access to the town centre, including a revamp of the town bus service 44 so it concentrates on access to the rail station, town centre ,the hospital , employment, and the edge of young retail areas

improved public transport links between estates and town centre prioritising active travel

better public transport into the town

A proper transport policy, bus stops linked to bus information so you know one will arrive in ten minutes or never

Better public transport around Chippenham and surrounding areas.

Bus service/ access to train station

There needs to be a really good public transport system, which is unlikely

Lack of decent bus services into town stop people coming to town

More local buses that run later in the day. Consider people that don't drive but can't walk into town.

Public transport is good overall, providing access to other towns and cities for those without car

Regular buses from the train station into Chippenham town centre.

At the moment as well as the bus station buses have to come into the centre by the bath road car park and then up to the station, even though they are empty, can we have shuttle buses to the bus station and get rid of the large polluting buses from the centre?

Improved circular buses around town to reduce number of short car trips into town and around town.

Better public transport links

Public transport

More public transport from outlying areas to make it easier/cheaper to get into the town centre

Improve public transport into town

easier access with transport options

Facilities for young people / families / elderly (99)

Focus on buy in from Chippenham's Young people

Teenagers hanging around.

More things to do for younger generation

Teenager activities

Significant investment in leisure and youth facilities

Engagement, activities and safe spaces for young people

More youth facilities including those to encourage participation by girls

Something for young people to do- arcade

More activities for young people 10-18 . A large youth centre would be really good.

provision for youth.

Things to occupy teenagers

more places to socialise for children/teenagers

giving teenagers more to do

More for kids/youth to do

Entertainment for young people

Something for the teenagers and young, bowling or a youth club.

Lack of youth centres

More activity for the teens to do

Provision for teenagers and young people

Use of central town spaces for child & youth activities

Kids soft play area

Better youth facilities or leisure facilities to keep the gangs of teenagers away

Chippenham needs to be more friendly for the younger generation. As a mum, there is almost nothing to do in town or Chippenham in general. There needs to be more leisure activities open everyday for parents with children and toddlers to feel apart of. Right now I feel Chippenham has nothing that makes me want to stay here. I am considering moving before having a second child because I have found so little about this town to make me want to stay. These improvements would make such a difference. It means more chance of Chippenham being attractive enough not to have to bother travelling to Bath or Bristol for the day. Chippenham needs to be made modern.

More places for teens to go, or activities for them

more events focussing on family

More places for teens to go

More events/fun in High Street e.g. facepainting for kids, clowns, am-dram groups etc will help people/families stay in town longer.

I work with young people (age 10-18 yrs) who say there is nothing here for them

For young children, a covered play area would be great. For older children, places they can go to (I hope the new boardgames cafe is successful in this respect).

I think these plans do not address things to help decrease anti-social behaviour of teenagers in our town. Is there something we could add to help keep them busy

More youth provision

Needs a cafe/indoor play space where parent worth young children can drink/eat

Not enough going on in town. Need more for teenagers.

A soft play centre is needed or local hub/play centre for children & parents.

More things for families and young people

More for children, such as a bigger play park in monkton Park, a splash pad in the summer, cafe in Monkton Park

More activities for young people

Need something for young people (teens) to do.

Attractive Playground (like the one at climbing centre) close to town to attract families.

More things for teenagers/kids to do and support for parents. Already lots for them to do so really continue ing to build on that.

Soft play or indoor children's play centre suitable for under 5's

Activities for younger children i.e. under 5s

, more activities for families

Soft play and child friendly cafes

Enhance offering for kids/families

Better facilities for children like soft play and more affordable restaurants for families to visit with outside play areas. We need more for families!

We need a softplay.

Leisure facilities are clearly a good option and one with childminding + softplay would be popular

A good softplay

Crèche and softplay area.

Chippenham would benefit from a softplay or play café

Activities designed for teenagers or a youth center.

More children's play parks

Child friendly

there's nothing for children (such as an indoor play centre)

To have a place for teens and young adults to go to.

more activities based around keeping the youth fulfilled in their spare time.

There needs to be more indoor activities for children such as a soft play area

youth Activities and areas

More places for kids

A bigger and more up to date play park in the town

More family things to do

more safe spaces for older children to meet

youth centre somewhere for young people to go to be safe,

soft play, more options for older kids

We also need a dedicated Youth Centre as Chippenham has not had this provision since the Bridge Centre was demolished a number of years ago.

YES to the Arc and increasing youth provision

Chippenham is a town with many young families, and the needs of children are important. I would like to see more play areas.

More child friendly areas

Encouraging young people to move to/spend time in the town.

More outdoor areas for kids/families to play

More child friendly places like soft play and role play cafes for little ones

A decent soft play and pool is much needed for families.

More things for small children, eg soft play

All in all there isn't a lot going on in chippenham Town centre especially if you have kids under the age of 5

More places for teens to go

Activities for elderly & young

Focus on buy in from Chippenham's Young people

Teenagers hanging around.

More things to do for younger generation

Teenager activities

Significant investment in leisure and youth facilities

Engagement, activities and safe spaces for young people

More youth facilities including those to encourage participation by girls

Something for young people to do- arcade

More activities for young people 10-18 . A large youth centre would be really good.

provision for youth.

Things to occupy teenagers

more places to socialise for children/teenagers

giving teenagers more to do

More for kids/youth to do

Entertainment for young people

Something for the teenagers and young, bowling or a youth club.

Lack of youth centres

More activity for the teens to do

Provision for teenagers and young people

Use of central town spaces for child & youth activities

Places for children to play (safely).

Better community provision / events / space (23)

more community provision, and a more exciting and sophisticated social programme that reflects the diverse population that now resides in Chippenham, all cultural types and ages

Re-invest in community space (for events that bring people in)

More community areas and places for groups and activities to meet. More performance space

Lack of community areas

More community events

Encourage more cultural events for community.

Increase sense of community through organised events

Plan better social events , Bring back the soapbox derby. firework displays and improve the carnival , The folk festival was amazing this year. really brought people into town. gives the place a positive buzz. We are a town on the edge of the cotswolds and we should bring some of that charm into the town areas.

Need more attractive social areas

Much greater sense of community spirit

The recent successful folk festival shows that there is a need for a multi use green performance space to be retained so visitors can simply lay a rug down or similar on the grass for the afternoon/ evening and enjoy what the town has to offer.

Host more events like the folk festival. Don't mess about with cosmetic tweaks and vanity projects

There needs to be more to do... people aren't going to go for a wander around Chippenham town centre when there's nothing going on. You can go to Bath/Bristol for that.

Community cafe for elderly/lonely

Help local small clubs and advertise them and create more of a community.

Events such as the folk festival.

Different events in town to draw people in

More community areas and places for groups and activities to meet. More performance space

Lack of community areas

More community events

Encourage more cultural events for community.

Antiques or an art type community resource centre or something like regular events to make Chippenham stand out and be different & interesting to make people want to visit something else

Improved Public Transport/Park and Ride (15)

Encouraging use of public transport more

improve public transport.

We need better public transport to get to the town centre.

Whilst it's good to lower the dominance of cars public transport isn't a viable option for most people in Chippenham with buses being infrequent and not convenient. Additional parking outside of town at a park and ride site could be provided with frequent regular buses especially during the festive season

I think a park and ride service could be provided to remove the need to park in the town.

Public transport is rubbish. If you discourage car parking in town centre, all the shops will shut. Buses are rubbish and virtually non-existent to most of Chippenham. Thank goodness for the stagecoach 55 which takes you away from the town centre. .

Better bus routes from villages.

Cost effective and easy access parking. Park and ride?

Park and ride for people working in Chippenham so they don't need to use the car parks in town

Park n ride

Encouraging use of public transport more

improve public transport.

We need better public transport to get to the town centre.

Reducing cars is all fair and well but not when we don't have a reliable bus service and one that is more frequent.

Active Travel (9)

Perhaps more encouragement of active travel into the town centre with priority to pedestrians and cyclists so that motorists see walking as a preferable option.

More people using active travel or electric bikes to get in and out

good access for walking, wheeling and cycling (surrounding cycle path infrastructure)

The footpaths under the bridge by the arc centre and associated footpaths on the west side of the river should be maintained and improved into all-weather paths to encourage walking and cycling into town.

Active travel Infrastructure

good access for walking, wheeling and cycling (surrounding cycle path infrastructure)

Active travel Infrastructure

Active travel Infrastructure

More coherent active travel facilities, all currently very disjointed and/ or insufficient.

Island Park (don't pave over) (28)

Not allow developers to concrete over or diminish the green space by the river

NOT destroying any of the greenery of the Island Park

a redevelopment of the island would be a great addition as it would visually enhance the town centre entrance

The river island area is already a beautiful green space. It doesn't need building on. Concrete should never replace grass. Concreting over green areas has caused flooding.

Disagree with paving over all the lovely grass at Island Park!

Paving over island park is a really bad idea and I don't know a single resident who supports this option. It is already used for events such as the folk festival with great success. The beauty of the river is that it is away from the shops, providing a peaceful area. The grassed area of island park is very popular.

Keep the open space at island park to enable events, festivals etc

Leave Island Park as a green space.

The entrance to island park is ugly, but any concreting/development of the park would be highly detrimental, with the possible exception of adding outdoor gym equipment.

Island Park must be retained as it not only has wonderful mature trees and green areas but hosts so many event valuable to Chippenham's cultural life, including: Folk Festival, Food and Drink Festival, Pride, Historical Re-enactments, Christmas Light Trail, Out Door Cinema, etc.

I am fearful that river island will be spoiled if businesses are encouraged there. There's enough destruction going on with increased housing at Patterdown, don't let the green lung at the centre of Chippenham be lost. We should be preserving and enhancing for future generations,

to repeat: Island park has many beautiful mature trees. I'm appalled anyone would consider chopping these down!

Retain the Island Park as a green space

dont pave over iland park. its a valuable town centre greenspace which should be protected

Island Park is a beautiful public park that should not be paved over

Island Park is a beautiful public park that should not be paved over

Island park is definitely in need of some form of regeneration but the proposed ideas on a pedestrianised plaza would have a negative impact. To essentially concrete over this lovely green space would be a travesty. Having just returned from Marlow in Buckinghamshire where the river also turns its back on the high street, the main river area has wide paths running alongside the river for walkers, cyclists and families enjoying picnics on the green space nearby. More could be made of this area and accessibility to the existing cycle route through Monkton Park including more picnic tables, mobile kiosks and water based activities.

Island Park is a valuable green space in the Town centre, well able to accommodate temporary staging etc for events such as the Folk Festival and Christmas Lights switch on. At other times people enjoy walking, picnics etc. Please do not ruin it with paving and numerous retail outlets! Paving it would cause additional run off during heavy rain and reduce heat mitigation during heatwaves

We would like to see a better connection to the river in Island Park, but strongly oppose excessive redevelopment of this pleasant green space.

1b "The River Frontage" says a pedestrian plaza, which many people may not realise means removing the Island Park events area altogether and replacing it with concrete, the online form doesn't show the artist's impression so people would be unaware and vote for something they don't want. In the newspaper Richard Clewer is quoted as saying the footprint would only be as big as it is already with the road, which is correct, Richard Clewer or the Artist Impression?

Protect the Island Park with its grassy areas and mature trees. There must not be extension of hard surfaces.

Not allow developers to concrete over or diminish the green space by the river

NOT destroying any of the greenery of the Island Park

a redevelopment of the island would be a great addition as it would visually enhance the town centre entrance

The river island area is already a beautiful green space. It doesn't need building on. Concrete should never replace grass. Concreting over green areas has caused flooding.

Disagree with paving over all the lovely grass at Island Park!

It's also too big an incursion into the river island area leading to a loss of green space.

River Gate/Weir Structure/ River Green Corridor Project (77)

I am concerned that the removal of the radial gate on the river will reduce the visual amenity and prevent use of the river by boats. There is plenty of scope for re-wilding (if required) elsewhere

A series of small weirs with shoots for SUP / canoe. White water options and this is a growing sport with lots of interest in Chippenham. Plenty of green spaces. Not building on floodplains.

In considering the redesign of the weirs, why not add canoe shoots into them, this encourages paddlers to use them, provides greater scope for wider use of river by kayakers eg for slalom or freestyle if wave created is good enough eg Saltford weir in Bristol. Recommend you talk to local canoe club.

Get rid of the need for the gates

Why can't you renew the weir and add hydro generators and create energy to offset the carbon to build. The river is the jewel in the crown, however at its present level, the banks need to be cleaned up and usable, just like the Thames as it runs through Windsor. Your options to lower the river to its natural level will ruin the town center, plus you would no longer be able to hide the shopping trolleys with a shallow level.

I can't help thinking that reducing the depth/width will only encourage weed growth which may eventually lead to the river becoming no more than an overgrown ditch in years to come. Look what happened to the additional channel under the blue bridge above the golf course!

I am very concerned that we have forgotten why the weir was built 63 years ago, at a time when money supply was much tighter than it is today. The flooding that used to regularly occur in the town centre has been prevented by our weir. You only have to observe the river downstream of the weir, somewhat pathetic during periods without rainfall and transforming to flooding that bursts the banks and engulfs footpaths after heavy rain, to see what will happen to the town centre without the weir. It is worthwhile pointing out that the radial weir gate has never failed in the shut position during its 63 years of operation, even though this risk is the reason it is budgeted for renewal in the next two years. It has stuck in the raised position, which is not surprising when you consider all the debris being washed down the river. A lot of carbon was invested in building the weir, which has served us well and consumed no energy. We need to focus on the best way to refurbish the weir. Removing the weir could also damage riverside properties and structures when the water table inevitably lowers as the river level falls.

The whole river from Lackham to Peckingell needs to be considered and should include Charter Park. Both sides of the river should be rewilded as much as possible with no new houses. These areas need open public access or public rights of way. Add a large lake near sailing club (fill during winter and release water during summer to improve river flow and for recreational use).

Clean up the rubbish in the river including this Himalayan balsam which is filling the river bed and it multiplies, and does cause flooding

1. Express purpose of radial gate, with widening and deepening of river between Sea Cadets HQ and Westmead Water Works, was to prevent repetition of major floods ("Flood Prevention Scheme, River Avon, at Chippenham Town Centre", Wiltshire and Swindon History Centre). 2. There have been no major floods since this was done. 3. There were weirs before that, and many major floods (ibid). 4. Automatic radial gate chosen because it needs less power and maintenance than motorised one (ibid). 5. Added advantage of automatic radial gate is it opens more slowly than electrically operated one, so volume of water surge has less impact downstream (supplier website). 6. Impact downstream of radial gate needs more consideration, particularly regarding Hardenhuish Brook and blocks of flats in The Ivy/Charter Road estate. 7. Hardenhuish Brook used to drain into the River Avon opposite Westmead Water Works. Since construction of Avenue La Fleche, it no longer does (Ordnance Survey, Google Earth). 8. It is still the outlet for storm overflows of waste water including foul sewage (Wessex Water website). 9. Heavy rain causes this water to overflow from Hardenhuish Brook where it runs alongside Avenue La Fleche, submerging paths and fields. 10. This flood water gets very close to the block of flats nearest the water works. 11. This flooding is worse when the radial gate opens, as the water surge impedes drainage from Hardenhuish Brook. 12. THEREFORE VERY CONCERNED THAT CHANGE TO RIVER AVON DYNAMIC WILL RENDER FLATS UNINHABITABLE OR UNINSURABLE.

2 The river options are very concerning. Replacing the gate with a similar system will provide some flood management both above and below the weir. Any other option will cause potential further extensive flooding downstream (which was mitigated by the weir this winter) plus almost complete loss of water upstream in times of drought. The current situation due to the failure of the weir above Kellaways and the impact upstream of that is a good example of what might happen

3 If either of the non weir replacement options are chosen the river levels will be significantly lower than at present at best and will remove any water based amenity(Sea Scouts,Sailing Club,Chippenham Angling) as there is no guarantee of minimum water levels for any of these activities plus the bank steepness with lower water will make it impossible for disabled citizens to access the water and difficult for young children with their parents/carers.

4 What evidence is there that there is a problem with the ecology now? By changing the river it will just change, not necessarily improve and could get worse with low water levels as many species of plants and fish require a certain depth of water to survive.

5 The examples of how the river is and might look are completely different environments to that in Chippenham of plus it is known that the Lyon one failed completely in the first heavy rains

Maintaining the river level.The visual attractiveness and recreational value of the existing river level in the Monkton Park area are key elements to the town centre's appeal to residents and visitors alike. The wide, deep river flowing by the Park provides attractive riverside walks and views over the water from several different bridges, as well as fishing and boating opportunities (using a variety of craft) to many people. Plentiful wildlife along the existing riverbank includes not only swans and ducks, dragonflies, damselflies, frogs, toads and newts but also regular sightings of kingfishers and otters. A major reduction in the water level caused either by the removal of the existing weir, or indeed by its replacement with the proposed fixed weirs, would have a considerable negative impact on the river's amenity value. The river would be reduced in size to a much shallower stream

or ditch, fringed by dense rushes and other vegetation. It would be unsuitable for many of the current recreational activities, and would no longer form a compelling visual element in the town's Park landscape.

Removal of the present radial flood gate will only turn the river into a dirty stream as illustrated in the stretch of river downstream from the present gate, not as it looks in the fancy artwork that you show in the webinar presentation. It will ruin any water based activity that takes place presently impacting directly on the sea cadets, canoe and sailing club, paddle boarders etc.

Protect use of river by sea scouts, canoes/paddle-boards, trip-boat, anglers; no-one wants to look at weeds and reeds clogging the channel.

Use the river to generate hydro electric power

Please do not do anything to reduce river levels I have sent a separate email about this detailing my concerns. Email comments as follows: I note one of the core issues is the removal of the sluice gate which has to be done. One of the options is to remove the sluice altogether and allow river levels to drop significantly particularly in summer when flow is low. Can I please object in the strongest terms to this. I am a member of Chippenham Sailing and Canoeing club and we use the river all of the time for our 350 members. The very existence of the club would be put at risk by this as nobody will want to paddle what in effect will be a stream in the summer months. Of course other leisure activities like the angling club and sea cadets would also be affected potentially also leading to closure. We are an inclusive club open to new members and have a strong coaching team who ensure those who join get the most out of their time on the water safely. Losing the river would be a disaster for us. I write of course with a self interest but I also think from a town point of view a wide deep river is far healthier for wildlife and looks better too. We see a wide range of wildlife in and around the river and reducing levels significantly cannot help wildlife surely. I hope my points are heard and that this plan never happens

I have just read the Chippenham One Plan Consultation. The arguments presented for the removal of the radial gate sluice in Chippenham are simply not valid. Take a parallel. Cars pollute. Cars are dangerous. Cars are expensive to maintain. Cars break down. Cars have a limited life and are expensive to replace. So let's do away with all cars. That is the standard of the logic that has been applied. The sluice had a design life. Design life is not a criterion. If Tower Bridge can continue, then Chippenham Sluice can continue. Of course there are costs involved. When a structure approaches its design life, it is normal that a reassessment is made based upon updated information. So, has a survey been done of its condition, and its fitness to continue in use, with or without major work being carried out? There are literally tens of thousands – probably hundreds of thousands – of radial gate sluices around the world. They have been around since the 19th century. The document states: 'The sluice gate was installed in the 1960s at a similar time to several other similar structures on the River Avon, some of which have recently failed partly due to their age.' Why limit the sample to those on the River Avon – failures of similar sluices on other rivers are just as relevant? The only failures that are relevant are those that: 1. Are age related, 2. And are in a failure-to-open mode, 3. And are relevant to the specific design of the Chippenham

sluice. How many of these have there been? Let's have a proper assessment of the likelihood of an age-related failure specifically in the 'failure to open' category, and relevant to the Chippenham design. The statement quoted above does not constitute valid evidence for anything. To constitute valid evidence of the risk presented by the Chippenham sluice, a study would have to come up with a figure of age-related failures in failure-to-open mode per thousand similar sluices per year. Crossing the road is dangerous, but unless we assess the likelihood of an accident, we have no idea of whether the risk is acceptable. The document completely fails to show that the sluice should be removed or replaced with smaller sluices. The arguments for the sluice to be there and functioning are as strong now as they were when it was installed in the 1960s. Chippenham, as we know it, has a central bridge over the majestic River Avon. Do we want this river reduced to a babbling brook? It would, like most others, be a babbling brook of variable size, but following a significant period of dry weather, it will be so small that it might even be difficult to paddle a canoe down it. Take as representative the size of the river during a dry spell at Lacock bridge. Please, can we have proper numerate information on which to make an assessment, rather than the useless information provided?

3. River Project 4. The Avon is the jewel of Chippenham. I note that comments are not being requested about the River Green Corridor apart from the given options - such a shame. I support replacing it with an improved weir that addresses some of the environmental concerns (such as fish movement). The reason for supporting this option is because it provides an amenity that was decided as important 60 years ago and is now loved by the residents. It helps with physical health (walking beside it), mental health (calming influence), education (people really like to understand the wildlife), vibrancy (where is the Folk Festival and events, by the river), sport (angling and watersports in particular paddleboarding), and even conversations (people congregate by the river for a chat - to catch up). The option of rewilding is somewhat disingenuous because there is unlikely to be much manmade use of it in this built environment and is much more likely to become a small stream in a big channel in the summer, at the time it is most useful. And the halfway house, of three weirs, is neither one nor the other. If the weirs could be made higher and there was significant funding for remedial work then this might be acceptable as an alternative. Look below the weir - this is what it is likely to be like. It is hardly a tourist hotspot and locals are not using it to any significant extent.

This submission from the Wilts & Berks Canal Trust responds only to the questions on the Chippenham River Project. The Trust strongly supports the maintenance of the river at a level suitable for water sports and boat navigation by retaining a weir in the town centre. Water attracts people. Very many successful and attractive towns feature a river or canal through the centre. Activity on the water will be a draw but just having the opportunity to stroll or cycle alongside, simply sit and observe, or otherwise enjoy the environment brings people to a location. Access to a water environment is seen as a path to improving well-being and an escape from urban stress. Good design and management can create the attraction of water without conflicting with the aim of improving biodiversity. It just means a slightly different environment. An example is the development at Wichelstowe in Swindon where the restored canal is set in a protected green corridor weaving through the new urban developments. The River Green Corridor is already used

at a low level for leisure activities including occasional boat trips. The illustrations provide examples of how this space can be improved in so many ways; improved waterside paths and cycle routes for local and longer distance travel, better frontage development, local attractions such as cafés, children's play space, a smart landing stage for easier access, all accompanied by planting and seating. All together in a joined-up scheme, these features would make the riverside an area to be proud of. There is evidence on a national and local scale that improving rivers and canals for public use provides enormous benefits. The Wilts & Berks Canal Trust has used this evidence to identify £250 million per year benefit to the regional economy from construction of the 70 miles of Wilts & Berks Canal. The Wilts & Berks Canal from Semington to Abingdon via Swindon passes between Chippenham and Calne and has a branch to each town. The original Chippenham branch route has been built over. A new route which links to the River Avon was a feature within an urban expansion scheme proposed some years ago and included providing access on the river towards the existing weir. This Chippenham branch route largely follows the former railway path from the main canal line at Stanley and then diverts northwards to join the river 400m North of the present urban boundary. The branch and the main line of the canal are protected against adverse development by Wiltshire Core Policy 53: Wiltshire's Canals. The Trust is restoring the main line of the Wilts & Berks Canal. Good progress is being made on the length from near Chippenham to Semington where it links with the Kennet & Avon Canal. The restoration helps improve sustainability and combat climate change while creating a substantial blue and green corridor through the county. The construction of the Chippenham branch would bring exciting opportunities to make the river a destination for visitors. The Wilts & Berks Canal Trust is supported by the Wiltshire, Swindon and Oxfordshire Partnership which represents all the local authorities along the line and other organisations. The Trust will be pleased to follow up with a briefing and submit further information on the exciting opportunities for the future of Chippenham.

Thank you for the opportunity to comment on the Chippenham One Plan. Wessex Water is the provider of water and sewerage services to Chippenham. / We would like to express an interest in working with the Lead Local Flood Authority (LLFA) as the One Plan progresses. The One Plan offers opportunities to reduce surface water flood risk and to reduce storm overflows operation. Storm overflows were fitted on older, combined sewers to act as 'relief valves' during heavy rainfall allowing heavily diluted sewage to be released into rivers. More modern drainage is based on a separate system where foul and surface water are not mixed. The surface water is discharged to a watercourse or, where it is permeable enough, into the ground. The foul sewage flows to the water recycling centre for treatment. / Wessex Water are committed to progressively eliminate the discharge of untreated sewage. For example, there is a proposed 2020 - 2025 improvement scheme in Chippenham to construct a new storage tank to deliver improvements at Long Close Combined Overflow (CSO). /The regeneration proposals within the One Plan offer opportunities to remove existing connected surface water to combined sewers to reduce the frequency of operation of CSOs. Reducing the operation of CSOs may bring water quality improvements which would benefit the aspiration within the One Plan to create a Chippenham 'River Green Corridor'. If proposals are taken forward which will result in lower and more variable river levels upstream, through the town centre and public park, this may make our CSO outfall structures more prominent. Wessex Water will need to be kept up to date and involved in any proposals that are selected/progressed. /The consultation

identifies that Island Park could be transformed into a 'landscaped pedestrian plaza'. As this area is currently grassed parkland, permeable paving and Sustainable Drainage (SuDs) must be included within the design to avoid urban creep and to avoid increasing surface water run-off. Without sustainable drainage measures in place changing the grassland parkland space into a pedestrian plaza could result in increased surface water flooding. Climate change is likely to increase the intensity of rainfall leading to higher risk of flooding in the future; however, the magnitude and timing of this change is highly uncertain. /Resurfacing Upper Market Place and Town Centre Spaces would offer an opportunity to use a more permeable surface, reducing surface water run-off. The redevelopment of the Bath Road car park and Bridge Centre also present the opportunity to resurface and install sustainable storm management solutions. Where landscape planting is proposed, the use of SuDs trees could be considered as the drainage pits act to attenuate surface water run-off. New Street trees should be located away from existing underground infrastructure as these can be damaged by tree roots and obstruct maintenance. We can provide further details on our sewer and water main protection requirements as the One Plan progresses

2 The river options are very concerning. Replacing the gate with a similar system will provide some flood management both above and below the weir. Any other option will cause potential further extensive flooding downstream (which was mitigated by the weir this winter) plus almost complete loss of water upstream in times of drought. The current situation due to the failure of the weir above Kellaways and the impact upstream of that is a good example of what might happen

3 If either of the non weir replacement options are chosen the river levels will be significantly lower than at present at best and will remove any water based amenity (Sea Scouts, Sailing Club, Chippenham Angling) as there is no guarantee of minimum water levels for any of these activities plus the bank steepness with lower water will make it impossible for most people but particularly disabled citizens to access the water and difficult for young children with their parents/carers, particularly in the Golf Course area. 4 What evidence is there that there is a problem with the ecology now? By changing the river level and flow it will just change the ecology, not necessarily improve and it could get worse with low water levels as many species of plants and fish require a certain depth of water to survive. The is also a potential issue with weed overgrowth if the flow/ level is low as there wont be enough volume of water to control it. These issues will be exacerbated in the summer due to lower rainfall. 5 I understand the Hydrology study to establish exact water Summer and Winter water levels at fixed points along the length of the river Avon in question and the resulting width of the remaining river channel has not been completed so how can the public be expected to comment without the full facts . Further the Environmental Impact study required has also not been completed, and is still " Work in Progress " 6 The examples given of how the river is and might look are completely different environments to that of Chippenham plus it is known that the Lyon one failed completely in the first heavy rains

My major interest in the proposals in respect of this project relate to the replacement of the existing weir on the river in Chippenham. I feel any option other than the replacement of the existing weir on a like for like basis (option 1) would be detrimental for the following reasons: 1. The river upstream from the weir provides a variety of depths and widths of the water course and as a result, the river contains a diversity of aquatic life. As an angler I am aware that the deeper parts of the

river through the golf course, Monkton Park and Island Park contain fish such as Bream and Perch which are suited to deeper, slower flowing water whilst the shallower water further upstream provides a more natural environment for species such as roach and chub. A narrower and shallower river would certainly result in a significant decline in the numbers of Bream and Perch as these fish prefer deeper water. Having fished the river through Chippenham for many years, I believe the river from the weir upstream into the Monkton Park Housing Estate is already a rich ecological environment. E.G. Regular sightings of a variety of wildlife such as kingfishers, dragonflies as well as plant and fish life. 2. The inevitable reduction in water depth will mean greater weed growth in the river which will have an adverse effect on certain plants and fish. I believe parts of the river will mirror that which can be seen below the weir downstream towards Westmead where weed is predominant in many areas. 3. Options 2 and 3 would both result in a significant reduction in the river levels, particularly during the summer months. This will make it more difficult for any water based amenities to be carried out effectively, e.g. angling, sailing, paddle boarding. 4. Chippenham Angling Club have over a number of years installed many fishing stages from the golf course upstream as far as Riverside Drive on the Monkton Park housing estate. Options 2 and 3 will almost certainly render these stages unuseable in their currently locations as they would be too far away from the river for effective use. Although these stages could potentially be relocated, this would be at significant cost and would take time. 5. The current weir presumably provides an element of flood prevention, I am concerned that any solution other than option 1 would compromise the flood risk either upstream or downstream from the existing weir location.

Firstly, having read the Chippenham One Plan, I am at a loss to understand how making a beautiful stretch of river into a possibly turgid stream could be said to be an improvement. To slow and lower the river stream would mean that, in the summer heat in this era of climate change, it could very well end up as a stinking, rubbish-strewn "amenity", like the one already referred to in the suggested strategy./ I am also baffled as to how money could be expected to pay for "amenities", when by the report's own admission, amenities to canoe/kayaking clubs, the Sea Cadets, fishermen and boat trips when festivals are on in River Island/Monkton Park would be TAKEN AWAY, not added!/Paragraph 1 of the "Relationship to the Chippenham Neighbourhood Plan and other strategies" states that "Chippenham will capitalise on its history, location and beautiful surrounding countryside, to maintain itself as an attractive and vibrant riverside market town in which to live, work and for people to visit." This aim seems totally incompatible with the suggestion to remove the weir and allow rewilding of areas before and after the town bridge. If the flow of water is so little that it is impossible for local clubs to utilise the river, how is it going to be a "vibrant riverside market town"?/I would strongly suggest that the funding from central government be used to maintain the river levels, and actually expand the amenities by adding a slipway etc on River Island, if you truly want to improve the amenities, not just waste money on actually achieving a worse result than we already have. A modern weir, with a manual override, as per one suggestion in the project, should protect properties from flooding and actually bring more business to the town, not risk losing the businesses we currently have by creating an area inviting rubbish to be thrown, as it will look as if no-one cares.

Chippenham has an attractive river and parks and there is a concern that lessening the depth of the

river will make it look less attractive and also swans may not be comfortable in a faster flowing river. The swans are a lovely attraction and it would be a disadvantage not to have them in Chippenham..

RiverProject If we are looking at replacing the existing weir then why are we not looking at placing in some energy generation equipment, we have a natural resource in the Avon and while a water wheel and turbine might seem old fashioned surely the long term benefits in terms of energy costs to the town, green credentials of the town if we can generate some or all of our own electricity and could be an architectural point of interest if done right. Noting Michelle is the Science and innovation secretary of state this must be an easy win? Further down the river on the walk from the weir to the bridge by the arc, this is over grown and untidy, which is a shame given the legacy of the childrens stone work and the potential (providing we sort out the flooding) for this to be a lovely river walk. Perhaps a community team of volunteers to sort it and then maintain it going forwards? Wildlife spots and children education points along the walk? In terms of the frontage in the town I am impressed by the designs though this looks as if it requires a major redevelopment? Is this a good use of funds? Similarly I think part of the untidiness sadly is that weatherspoons has the prime spot in town.

2 The river options are very concerning. Replacing the gate with a similar system will provide some flood management both above and below the weir. Any other option will cause potential further extensive flooding downstream (which was mitigated by the weir this winter) plus almost complete loss of water upstream in times of drought. The current situation due to the failure of the weir above Kellaways and the impact upstream of that is a good exmple of what might happen 3 If either of the non weir replacemnt options are chosen the river levels will be significantly lower than at present at best and will remove any water based amenity(Sea Scouts,Sailing Club,Chippenham Angling) as there is no guarantee of minimum water levels for any of these activities plus the bank steepness with lower water will make it impossible for disabled citizens to access the water and difficult for young children with their parents/carers. 4 What evidence is there that there is a problem with the ecology now? By changing the river it will just change, not neccessarily improve and could get worse with low water levels as many species of plants and fish require a certain depth of water to survive. 5 The examples of how the river is and might look are completely different environments to that in Chippenham of plus it is known that the Lyon one failed completely in the first heavy rains 6 Budget. I do not see the plan being a condusive proposition to prospective retailers or leisure companies. High street retail is in decline as people shop online and leisure activities need parking. So therefore the Council will have to find the money out of an already stretched budget which has more immediate needs for expenditure

Here are my comments on the weir, as a town centre resident: I would like to see the existing weir repaired or replaced, in order to maintain the existing water level. The visual attractiveness and recreational value of the existing river level in the Monkton Park area are key elements of the town centre's appeal to residents and visitors alike. The wide, deep river Avon flowing by Monkton Park and its adjoining meadows provides attractive riverside walks and views over the water from several different bridges, as well as enjoyment from fishing and boating opportunities (using a variety of craft) to many people of all ages. Plentiful wildlife along the existing riverbank includes

not only swans and ducks, dragonflies, damselflies, frogs, toads and newts but also regular sightings of kingfishers and otters. A major reduction in the water level caused either by the removal of the existing weir, or indeed by its replacement with the proposed fixed weirs, would have a considerable negative impact on the river's amenity value. The river would be reduced in size to a much shallower stream or ditch, fringed by dense rushes and other vegetation. It would be rendered unsuitable for many of the current recreational activities, and would no longer form a compelling visual element in the town's Park landscape.

I wish to object to the action scheme to lower the level and flow of the River Avon at Chippenham. For the past 7 years we have made many visits to this stretch of water with our canoe and also with our Steam Launch. In our opinion this is one of the most attractive and unique stretches of navigable water in the UK. Please do nothing that may spoil this in the future.

1a. The River Green Corridor We consider that Chippenham would benefit greatly from improvements to the weir. This is a topic that was addressed thoughtfully and carefully by the Chippenham Neighbourhood Plan, and we consider that it should be Chippenham's "number two priority". However, we feel that stakeholders need more information on the impact of the relevant options posed by the Chippenham One Plan. It is important that stakeholders have a thorough understanding of how the different options will affect the environment. In our view, the goal of any improvement works should be to increase the flow and ecological value of the river without significantly reducing water levels (which are crucial for upstream amenity and recreational value). If this could be achieved via a series of small weirs, we would suggest that the weirs be constructed immediately to the east of Town Bridge. This positioning has a number of advantages: □ Well-designed weirs could provide an attractive point-of-interest for the town, easily viewable from Town Bridge. See Pulteney Weir in Bath (photo below for reference). □ A new, stepped landscaped area between Town Bridge and Island Park would provide additional public space to enjoy the river and weir, as well as solving the current issues with the unsightly riverbank and rats. See Granary Square steps in King's Cross, London (photo below for reference). Pulteney Weir in Bath Granary Square steps in King's Cross, London

In relation to question 1) the weir - I feel the level of the river should be retained as much as possible as it brings real aesthetic value and character to our town. Lowering the level dramatically will remove the opportunities for recreational use of the river eg: the sailing club, paddle boarding, wild swimming and fishing and will hugely change the look and feel of the area which I think would be damaging to the town. This would also be more evident in the summer when the river drops even lower due to having longer dry spells and less rain. The weir should be replaced with something that is more aesthetically pleasing, with a nice bridge for pedestrians to cross maintaining access to both sides of the river and with the capacity to produce power via hydroelectricity. This could be done with a similar type weir or potentially a series of smaller weirs. I have been told that previous studies show that the flow of the river in Chippenham is not strong enough, but those surveys should be reviewed. When were they carried out? We need to have an updated survey as technology has developed considerably in recent years and even a small river can produce a considerable amount of energy with the correct set up. The Department of

Energy website <https://www.energy.gov/energysaver/microhydropower-systems> even suggests that a micro-hydropower system can produce up to 100kw. 'A 10-kilowatt micro-hydropower system generally can provide enough power for a large home, a small resort, or a hobby farm.' So a 100kw system would be beneficial. A series of smaller weirs with a micro-hydropower system could be a really attractive and environmentally positive addition to the town and a real educational opportunity for local schools to learn about sustainable energy. Especially if there are places nearby actually showing what the power generated from the river is being used to run. With us having to become more reliant on sustainable energy, even a small amount of power being generated by the river would be a really positive thing.

With respect to the weir, club members opinions are mixed. Many would like a series of smaller weirs but some are concerned by the loss of water depth close to the club. The webinar slides suggest a loss of depth of about 1 meter if there are 3 small rock weirs, we feel that this is a significant drop & would heavily impact club activities. We wondered is more small weirs spread over a longer distance, or a combination of small rock weirs & a modestly sized concrete weir might be a means of striking a happy medium between naturalization of the river & maintaining a reasonable river depth for amenity usage.

Chippenham Sailing and Canoeing Club (CSCC) has been running since 1959, as mentioned in the articles accessed via the links included the river levels have already reduced significantly in this time. In addition the river width has reduced and the height of the shrubs on the banks have grown to a height where it is no longer possible to sail from the club (CSCC) which has made us debate if we should now consider a name change as we can no longer offer sailing. The presentation discusses 3 options, option 1 replace as is, option 2 would dramatically reduce river levels and option 3 which is being proposed as a 'compromise' would reduce the river level by approx. 1 meter around the area of the club (CSCC) but in much of the area surrounding the club the river is less than or barely 1m deep. If the water levels are reduced this dramatically it would mean the end of the club (CSCC) and as far as we can see would mean that the percentage area of the river that could be paddled on (canoe, kayak or paddle board) would be minimal. If, as some discussions we have heard suggest, the paddling activity on the river were to be increased to make it more accessible to more people the reduced paddling area would likely lead to congestion and some very significant safety concerns about novice paddlers trying to negotiate around each other. As a long standing user of the river we really try to respect other users (human and animal) and we try and look after the environment that we love by carrying out regular organised river litter picks but in addition most of our members will pick up any rubbish they see in the river every time they are on the water. So many people rely on paddling as their mental reset, to unwind, connect with nature, partake in a sport that doesn't rely on physical fitness and that overall improves peoples wellbeing, it is also an opportunity to educate each and every member on looking after our surroundings, them looking after their own wellbeing and importantly about the safety of being a river user. .It would appear that options 2 and 3 would take this away from all of our members and guests, if paddling remained possible the increased stress from the congestion caused by the increased water traffic on a greatly reduced area would likely negate any positive impact it would have for individuals.

<https://www.gazetteandherald.co.uk/news/4237012.chippenhams-club-sails->

into-a-half-century/ <https://www.gazetteandherald.co.uk/news/headlines/nostalgia/4256018.fun-a-float-in-chippenham-for-50-years/>

If the water level at the Canoe club is reduced by a meter this would render most of the river unsuitable for paddling, a great deal of the river is already less than 1m deep. It doesn't seem viable if you want any form of water activity on the river.

YES to removing the radial gate and replacing it with a micro Hydroelectric Plant with a good fish run. It will be a tourist attraction, hold back the head of water for leisure and provide for nature.

Don't take the river gate out, but replace it with a better one, the river will be a mere trickle if you do!!!!!! .even with weir's put in, you will cause massive depth loss throughout Chippenham and further up the river, will be so sad ☹

Maintain the river level without removing the control structures

The river is a great asset and this will be destroyed if the weir is removed. I don't want to see muddy river banks during the summer when flows are low. There is plenty of the more wilder areas for wildlife, etc outside the centre area.

Leaving the weir where it is, otherwise it will negatively impact the river and its users downstream.

It's hard to comment on the weir without a deeper understanding of the nuances of each option, but I would prefer an option that prioritises wildlife and the environment, even if it means the water level will change. Fish migration and spawning is important and I don't think deep stagnant water is good for wildlife diversity. Yes I'd like more opportunities for watersport and recreation along the river but not at the expense of the environment.

In my opinion -the consultation with regards to the radial gate in Chippenham with the Environment Agency has been long in rhetoric and short of substance. The town options presented that include the need to lower the river options one and two will need a far more detailed study. This to avoid irreversible damage to the environment and the destruction of Chippenham's main asset - the River Avon. I believe that the best option would be to upgrade the existing structure using the new technology that exists, at the same time possibly incorporating a Hydro Electric element to mediate the costs. I understand that this might not be the most cost effective solution from the Environmental Agency perspective, hence their insistence on promoting schemes one and two.

The River Plan. Before anything goes ahead the failure of the radial gate 2 up stream will show what will happen if the radial gate is not kept, if it is not beyond economic repair, why remove (??) it. Plans 2 & 3 will affect the Sailing Club, Chippenham Angling club established 1894 and the growing number of paddle boarders, the other 2 organisations, who both work for the youth of Chippenham are the Sea Cadets and Sea Scouts. I have been a resident of Chippenham for 76 years.

I DO NOT like ANY of the 3 options about the Radial Gate and am very disappointed that you have only offered those suggestions! The idea of lowering the water level is absolutely awful and would have a detrimental effect on so many activities, including: the Sailing and Canoeing Club, the occasional pleasure boat trips run by organisations such as the Wilts and Berks Canal Trust, local fishermen and townsfolk wishing to relax on the green spaces along the river.

2. Not sure about the sluice gate, the present one is ugly and one idea is to replace it with a mini hydro to control the river level and generate some electricity during wet seasons. That would maintain the lovely wide river under the town bridge, and enable the sailing club, canoeing, boat trips, river festival etc to continue. If not, then a compromise of smaller weirs to enable the river level to drop but not too much and enable some water activities to take place, but also give more access to the river.

Whatever option is adopted it should preserve the community asset for sailors, paddle boarders, canoeists, anglers, Sea Cadets, Wilts & Berks Canal Trust boat trips for fund raising!

I have just read the Chippenham One Plan Consultation. The arguments presented for the removal of the radial gate sluice in Chippenham are simply not valid. Take a parallel. Cars pollute. Cars are dangerous. Cars are expensive to maintain. Cars break down. Cars have a limited life and are expensive to replace. So let's do away with all cars. That is the standard of the logic that has been applied. The sluice had a design life. Design life is not a criterion. If Tower Bridge can continue, then Chippenham Sluice can continue. Of course there are costs involved. When a structure approaches its design life, it is normal that a reassessment is made based upon updated information. So, has a survey been done of its condition, and its fitness to continue in use, with or without major work being carried out? There are literally tens of thousands – probably hundreds of thousands – of radial gate sluices around the world. They have been around since the 19th century. The document states: 'The sluice gate was installed in the 1960s at a similar time to several other similar structures on the River Avon, some of which have recently failed partly due to their age.' Why limit the sample to those on the River Avon – failures of similar sluices on other rivers are just as relevant? The only failures that are relevant are those that: 1. Are age related, 2. And are in a failure-to-open mode, 3. And are relevant to the specific design of the Chippenham sluice. How many of these have there been? Let's have a proper assessment of the likelihood of an age-related failure specifically in the 'failure to open' category, and relevant to the Chippenham design. The statement quoted above does not constitute valid evidence for anything. To constitute valid evidence of the risk presented by the Chippenham sluice, a study would have to come up with a figure of age-related failures in failure-to-open mode per thousand similar sluices per year. Crossing the road is dangerous, but unless we assess the likelihood of an accident, we have no idea of whether the risk is acceptable. The document completely fails to show that the sluice should be removed or replaced with smaller sluices. The arguments for the sluice to be there and functioning are as strong now as they were when it was installed in the 1960s. Chippenham, as we know it, has a central bridge over the majestic River Avon. Do we want this river reduced to a babbling brook? It would, like most others, be a babbling brook of variable size, but following a significant period of dry weather, it will be so small that it might even be difficult to paddle a canoe down it. Take as representative the size

of the river during a dry spell at Lacock bridge. Please, can we have proper numerate information on which to make an assessment, rather than the useless information provided?

Improving the weir and the town's connection to the river. Improvements should preserve the river's water levels, which are crucial for upstream amenity and recreational value, but increase the flow and ecological value of the river. The riverbank immediately to the east of Town Bridge should be landscaped (along with the installation of small weirs, provided this has a minimal effect on water levels) which would enhance the existing amenity value of Island Park

More information is needed about the options for removing or replacing the weir. We naturally support efforts to improve the quality of the river, but the consequences of reduced water levels need to be carefully understood.

More information is needed about the options for removing or replacing the weir. We naturally support efforts to improve the quality of the river, but the consequences of reduced water levels need to be carefully understood.

I like the ideas proposed but also suggest that a hydro generating plant is included like on the River Frome. This would give some green support to the scheme and if you are replacing the weir, why not?

The river levels below the Radial Gate vary depending on how much water comes through it, but those areas down-river are already clogged by weeds and reeds and have become very over-grown. If one of the options that reduces the level of water in the town centre is chosen, I believe it will not be long before the centre of the town looks similar.

I very much like the suggestion of shops fronting onto the river and definitely of having a pedestrianised area next to the river, but that would work so much better with the present water level. To drop the level of the river by anything between 0.5m and 2.0m would be a huge step backwards. With the river level so far below the present level there would be no point in making it a feature of the town centre.

I welcome the desire to improve the town centre, but please do not allow the river to simply turn into a babbling brook!

With my chairty chair hat on I need to see the gates either replaced as is or with weirs, option 2 will mean the end of all our waterborne activities as the water level will be too low where our unit is based. The number of children joining our organisation has doubled in the last year which shows you that the demand is there and is steadily increasing, please don't kill or charity the kids want and need it in todays world. We are a safe place for kids to escape to and we have been on the river in Chippenham since 1948!

The weir needs to be replaced with something that will: a) maintain sufficient water levels upstream to allow the amenity value to continue b) address the mess that exists down stream - the footpath under the bridge is unusable for much of the year and the entire area needs improving in order to provide a pleasant walk and cycle route to **Page 448** open space and the Arc.

No option has been offered for a small / micro hydro electric scheme - something local residents are interested in and which would provide a clear statement about the town's commitment to reducing use of fossil fuels as well as an engaging educational exhibition about rivers, hydro etc

We support efforts to improve the health of the river, including by improving or replacing the weir. However, we would be concerned about any major reduction in water levels, because this could have a negative impact on people's ability to enjoy and use the river and for it to feel a part of the town. We would like to see more information about the possibilities in this area.

Isn't there another option of keeping the water level up before the sailing club, through the countryside and still allowing the best for nature and river users?

Water quality in the river must be improved.

Archimedes screw turbine powering water feature and lighting for river walk along new retail area

Assuming the EA are in control of the radial gate, it will be a long time before they have the finance to replace it. Bath has been waiting for the go ahead for a long long time and they would come first surely. Embrace what we have and concentrate on making it and the area surrounding more attractive. If that can't be done on the car park side, work on the opposite bank which is just a green wilderness now.

Weirs are better if constructed to add beauty as a feature (see Thames and Avon elsewhere).

Having met with the environment agency myself and discussed this at length, if any plan to take out the radial gate wins over, there will be no river to associate the scheme with. There will also be a total loss of river leisure amenity.

Renaturalising the riverscape sounds like green washing. There is plenty of "Wild" river up and down stream, that due to low maintenance is not great for wildlife. The quality of the River is more dependent of the abuse from pollution than the river level. And how could re-naturalising prevent flooding?

Renaturalising the riverscape sounds like green washing. There is plenty of "Wild" river up and down stream, that due to low maintenance is not great for wildlife. The quality of the River is more dependent of the abuse from pollution than the river level. And how could re-naturalising prevent flooding?

I think your information about the gate/weir is not correct, my research and information tells me it is for stopping flooding the high street it would be a disaster if we go back to the days of flooding if it gets removed.

The Weir could be generating 75kw of power

Isn't there another option of keeping the water level up before the sailing club, through the countryside and still allowing the best for nature and river users?

Water quality in the river must be improved.

Archimedes screw turbine powering water feature and lighting for river walk along new retail area

Assuming the EA are in control of the radial gate, it will be a long time before they have the finance to replace it. Bath has been waiting for the go ahead for a long long time and they would come first surely. Embrace what we have and concentrate on making it and the area surrounding more attractive. If that can't be done on the car park side, work on the opposite bank which is just a green wilderness now.

Weirs are better if constructed to add beauty as a feature (see Thames and Avon elsewhere).

Having met with the environment agency myself and discussed this at length, if any plan to take out the radial gate wins over, there will be no river to associate the scheme with. There will also be a total loss of river leisure amenity.

Renaturalising the riverscape sounds like green washing. There is plenty of "Wild" river up and down stream, that due to low maintenance is not great for wildlife. The quality of the River is more dependent of the abuse from pollution than the river level. And how could re-naturalising prevent flooding?

Renaturalising the riverscape sounds like green washing. There is plenty of "Wild" river up and down stream, that due to low maintenance is not great for wildlife. The quality of the River is more dependent of the abuse from pollution than the river level. And how could re-naturalising prevent flooding?

I think your information about the gate/weir is not correct, my research and information tells me it is for stopping flooding the high street it would be a disaster if we go back to the days of flooding if it gets removed.

The Weir could be generating 75kw of power

Preserve the height of the river either by replacing the weir or by some other fancy scheme you mention.

Whatever option is adopted it should preserve the community asset for sailors, paddle boarders, canoeists, anglers, Sea Cadets, Wilts & Berks Canal Trust boat trips for fund raising!

I have just read the Chippenham One Plan Consultation. The arguments presented for the removal of the radial gate sluice in Chippenham are simply not valid. Take a parallel. Cars pollute. Cars are dangerous. Cars are expensive to maintain. Cars break down. Cars have a limited life and are expensive to replace. So let's do away with all cars. That is the standard of the logic that has been applied. The sluice had a design life. Design life is not a criterion. If Tower Bridge can continue, then Chippenham Sluice can continue. Of course there are costs involved. When a structure approaches its design life, it is not the time for reassessment is made based upon updated

information. So, has a survey been done of its condition, and its fitness to continue in use, with or without major work being carried out? There are literally tens of thousands – probably hundreds of thousands – of radial gate sluices around the world. They have been around since the 19th century. The document states: ‘The sluice gate was installed in the 1960s at a similar time to several other similar structures on the River Avon, some of which have recently failed partly due to their age.’ Why limit the sample to those on the River Avon – failures of similar sluices on other rivers are just as relevant? The only failures that are relevant are those that: 1. Are age related, 2. And are in a failure-to-open mode, 3. And are relevant to the specific design of the Chippenham sluice. How many of these have there been? Let’s have a proper assessment of the likelihood of an age-related failure specifically in the ‘failure to open’ category, and relevant to the Chippenham design. The statement quoted above does not constitute valid evidence for anything. To constitute valid evidence of the risk presented by the Chippenham sluice, a study would have to come up with a figure of age-related failures in failure-to-open mode per thousand similar sluices per year. Crossing the road is dangerous, but unless we assess the likelihood of an accident, we have no idea of whether the risk is acceptable. The document completely fails to show that the sluice should be removed or replaced with smaller sluices. The arguments for the sluice to be there and functioning are as strong now as they were when it was installed in the 1960s. Chippenham, as we know it, has a central bridge over the majestic River Avon. Do we want this river reduced to a babbling brook? It would, like most others, be a babbling brook of variable size, but following a significant period of dry weather, it will be so small that it might even be difficult to paddle a canoe down it. Take as representative the size of the river during a dry spell at Lacock bridge. Please, can we have proper numerate information on which to make an assessment, rather than the useless information provided?

Improving the weir and the town’s connection to the river. Improvements should preserve the river’s water levels, which are crucial for upstream amenity and recreational value, but increase the flow and ecological value of the river. The riverbank immediately to the east of Town Bridge should be landscaped (along with the installation of small weirs, provided this has a minimal effect on water levels) which would enhance the existing amenity value of Island Park

More information is needed about the options for removing or replacing the weir. We naturally support efforts to improve the quality of the river, but the consequences of reduced water levels need to be carefully understood.

More information is needed about the options for removing or replacing the weir. We naturally support efforts to improve the quality of the river, but the consequences of reduced water levels need to be carefully understood.

I like the ideas proposed but also suggest that a hydro generating plant is included like on the River Frome. This would give some green support to the scheme and if you are replacing the weir, why not?

Green Spaces/Planting/Landscaping/Fountains/Places to sit/Community Space (98)

More green spaces and spaces to sit down. More 'beer gardens' (but not related to alcohol consumption) in the summer..

Pleasant areas to sit - more seats -

Utilise space as much as possible for green spaces. Thinking like Compton Basse.

More green spaces, picnic areas; more seating

More outdoor seating; planters/flowers;

Provision for more seating outside coffeeshops, restaruants etc with possible pavement widening to facilitate this; more greenery

Clean the pavements *Stop planting annuals in needless places, which require maintenance. Use garden designers with the vision to create public spaces which truly enhance and elevate spaces, rather than planting multi coloured annuals in planters which require too much seasonal maintenance. Make the whole area look more sophisticated and beautiful, we have the bones of something which could look so, so much better. Beauty nourishes us and enriches our day to day, Chippenham could be far more attractive currently, even before embarking on latest plans

More green spaces

Greener, more upmarket making people Want to spend time there.

Lack of trees.

More pleasant seating areas, eating outside space, more and more hubs for people to meet etc

More seating in the shade; If shops are going to put seats and tables outside for Bistro living they should be standardised,not just a hodge-podge.

Lots more planting of trees in the high street/town centre area. Allow restaurants/bars in the town centre to provider outdoor seating for their customers on pavements.

Create a corridor of trees along the streets to make it more attractive, provide shade and cooling in the extreme hot weather, support biodiversity, reduce air pollution and carbon emissions

More green areas to keep us healthy

. Additional green space

more greenery in the centre

More planting and seating areas

Make greener, seating areas

More green

More pavement seating

Improve flowers on the town

More green spaces, more pedestrian areas, more places to sit and socialise.

More trees (for cooling and pleasant surroundings), better landscaping.

More green spaces

additional seating

More greenery and seating

more trees and green space and fountains to improve the attractiveness of the Town

better green spaces, ,

Seating

plant more trees, more open spaces

Greener spaces

More mature and planting and seating areas sound good

more green spaces

Seating

More green landscaping

more enjoyable/relaxing social spaces within the town/along the river not just in Monkton park.

More green spaces in the town centre

More benches

protect green spaces

more green areas making it a nicer more eco space to be in

more greenery.

It would be nice to have more trees/nature

more green, nature space

more green

More plants and flower displays

. Please can verges be planted with wild flowers and left alone to help biodiversity.

. Market Place - more plants/seating/more of a permanent pop up park.

Outside seating for cafes and restaurants

More trees in the town centre

Keep green spaces

Green spaces need to be enhanced. We need to plant wildflowers wherever possible to help insect populations, this will in turn attract more wildlife to the town.

Chippenham is already a beautiful green town, please invest in caring for the nature we have, employing genuinely skilled people to maintain our green spaces and increasing wild spaces and areas for nature

Make the most of green spaces.

More benches definitely needed in Monkton Park.

Enhancing the town centre space. Frankly I would stop all cars totally. They don't need to go up there. Then (with awareness for emergency vehicle access) you could have some really good and seating and plant life not just the odd bench here and there I think the planting pods are nice but we could make more of this and I think some trees would be a perfect addition.

Plant some trees so approach to Chippenham is attractive and reduce noise and pollution.

Green spaces

More seating on pedestrianised areas and way into town

Could more be done to enhance the Railway Arches area with planting schemes?

More seats, planting

More seating

Creations and enhancement of green spaces

More places to sit in the lower market place where the buttercross is and in Monkton park please!

More greenery

More street trees and soft landscaping

Preserve and enhance green spaces for wellbeing of those who live and work in Chippenham and aid wildlife. Community orchard, wildflower planting would help nature, mental health and have

positive environmental impacts. Avoid commercialisation and hard landscaping of existing green spaces

More places to sit freely to enjoy lunch without being in a coffee shop, more benches on the river side

Green spaces to sit down

We need to cherish the green spaces. Stop cutting down all the hedges and trees and concreting over the grass!

Seating

More plants and trees

Over all I think more green with planters, small trees etc.

More greenery to make Town more inviting and areas to sit and enjoy it.

Leave some grass areas to be wild.

I think the town needs to be more green

Green areas

More green spaces and spaces to sit down. More 'beer gardens' (but not related to alcohol consumption) in the summer..

Pleasant areas to sit - more seats -

Utilise space as much as possible for green spaces. Thinking like Compton Basse.

More green spaces, picnic areas; more seating

More outdoor seating; planters/flowers;

Provision for more seating outside coffeeshops, restaruants etc with possible pavement widening to facilitate this; more greenery

Clean the pavements *Stop planting annuals in needless places, which require maintenance. Use garden designers with the vision to create public spaces which truly enhance and elevate spaces, rather than planting multi coloured annuals in planters which require too much seasonal maintenance. Make the whole area look more sophisticated and beautiful, we have the bones of something which could look so, so much better. Beauty nourishes us and enriches our day to day, Chippenham could be far more attractive currently, even before embarking on latest plans

More green spaces

Greener, more upmarket making people Want to spend time there.

Lack of trees.

More pleasant seating areas, eating outside space, more and more hubs for people to meet etc

More seating in the shade; If shops are going to put seats and tables outside for Bistro living they should be standardised, not just a hodge-podge.

Lots more planting of trees in the high street/town centre area. Allow restaurants/bars in the town centre to provide outdoor seating for their customers on pavements.

Create a corridor of trees along the streets to make it more attractive, provide shade and cooling in the extreme hot weather, support biodiversity, reduce air pollution and carbon emissions

More green areas to keep us healthy

Additional green space

more greenery in the centre

More planting and seating areas

Make greener, seating areas

More landscaping and benches etc in central pedestrianised zone

Prioritising pedestrians (42)

pedestrians prioritised

HIGH STREET SHOULD BE FULLY PEDESTRIANISED TOTALLY EVERY DAY AND NOT OPENED AT ALL

Pedestrianise the bridge

More pedestrianised

“Yes” to making the town more pleasant for walking,

Pedestrianised centre.

it's about time Chippenham High Street was permanently pedestrianised 24 hours per day

pedestrianise new road (from the bottom of station hill) all the way to the roundabout by the job centre.

fully pedestrianised High Street,

Make Chippenham High Street a pedestrian only zone - don't allow cars in the evening.

Close the high street to vehicles all day and night

Pedestrianise the High Street 24/7. It's a dangerous rat run in the evenings.

Upper Market Place We strongly agree that Upper Market Place should be redesigned to make it easier and more pleasant for pedestrians. Propose the following: Notes: (1) New car-free pedestrianised and/or greenspace replaces the area around the Buttercross, the War Memorial, and both approaches to the church from Market Place. (2) Lord's Lane to be made a No Through Road. (3) Traffic reduction measures on Timber Street and adjacent stretch of Market Place, such as restricting to buses only. (4) Following the above measures, the two roundabouts at St Mary St and Market Place should be reassessed - a reduced traffic flow might create opportunities to reduce the footprint of the (currently oversized) roundabouts in favour of additional greenspace.

The council should make it easier for pedestrians to walk around the town. We agree this should be achieved by reducing the dominance of cars throughout the town, including at Upper Market Place. The presence of cars in these areas should be discouraged, including by removing on-street parking for those who should be using the main car parks

The council should make it easier for pedestrians to walk around the town. We agree this should be achieved by reducing the dominance of cars throughout the town, including at Upper Market Place. The presence of cars in these areas should be discouraged, including by removing on-street parking for those who should be using the main car parks

The town centre needs to be pedestrianised as much as possible.

just make the high street for people only, easier and safer for shopping

Traffic free at all times deliveries excepted

Stop traffic coming through the town via the Causeway and pedestrianise it; pedestrianise new road up to junction with Station Road and down to the Ivy roundabout

Pedstrianise the town centre

Stop cyclists (which are not permitted to do anything) cycling down the High Street.

We support efforts to make the town more pedestrian-friendly. We agree that this can be achieved by reducing the dominance of cars, developing new pedestrian routes/zones in the town, and replacing the patchwork of small parking areas in the town centre with greenspace (since there are already a number of major car parks).

Pedestrianise the whole Market Place between the Museum, former Bear, war memorial and in front of Yield Hall. BUT WHERE WOULD TRAFFIC GO TO EMERY FATE CAR PARK?

Fully pedestrianised High Street.

Provide more pedestrian access through town

Parking should not be allowed at all between the museum and Barclays - purely pedestrian with

seating and planting. High Street should be pedestrian all the time no cars at any time of day.

I recognise that without some form of Eastern/South by pass it will make getting through traffic out of the centre almost imposible but pedestrian areas should be aspired to.

Any chance to extend pedestrian/mixed use area should be taken.

I think the market place would be improved by banning cars completely not just during working hours.

I think the market place would be improved by banning cars completely not just during working hours.

Pedestrian friendly town centre

If Monkton Park had another entrance/exit than my answer to pedestrianized area further towards new road would be yes, however with only one route in and out, making the roads more restricted would be a nightmare for MP residents.

pedestrians prioritised

HIGH STREET SHOULD BE FULLY PEDESTRIANISED TOTALLY EVERY DAY AND NOT OPENED AT ALL

Pedestrianise the bridge

More pedestrianised

"Yes" to making the town more pleasant for walking,

Pedestrianised centre.

it's about time Chippenham High Street was permanently pedestrianised 24 hours per day

pedestrianise new road (from the bottom of station hill) all the way to the roundabout by the job centre.

Pedestrianise where ever possible whilst still retaining disabled parking options in town.

Potholes/Re-Paving/Road Surfaces/Pavements (43)

Pot holes!

Fix potholes and repair pavements.

Re-paving - whole town centre needs re-paving, slabs are so dangerous, numerous elderly people fall over daily and injure themselves - ambulances are sent out. Never fixed when reported;
Potholes have got out of hand on roads

Best enhancements would be to replace all pavement and road surfaces and look again at more lowered curbs for wheel chair, pram/pushchair users and those visually impaired.

Repairs to pavement surface (i.e. around Butter Cross)

The pavements are quite a disgrace and are a patchwork of stone, concrete and tarmac. Have some pride, replace the tarmac with quality stone, make it harder for lorries to drive over them.

clean pavements

PAVEMENTS ARE SHOCKING / DANGEROUS

Controlled repair of pavements to maintain conservation style of surface (No concrete or tarmac)

clean up pavements

Repave all the high Street

Surfaces of roads

Fix the potholes

Start with pot holes! Get the little stuff right and you'd be trusted with more.

pot holes in the roads need to be fixed its been years and they are dangerous

Condition of all roads and pavements

Pot holes

Repair the roads

Resurface roundabout by the town bridge

Fix potholes properly

Overhaul of all the paving stones

Repair existing paving

Pot holes are awful

The condition of the tarmac roads

Quality of roads and pavements

Better pavements

Changing surface materials is a good idea, the pavements are in a terrible state but there would be little point if people are walking past congested traffic

Repair of road surfaces fit for cyclists. Examples include the Causeway roundabout and Bath Road from the Bridge Centre gyratory. Also Bumpers Way

Other towns have beautiful paving (Malmesbury, Corsham)

From my own personal view I think it would be more cost effective to make the footpaths in Chippenham a lot safer than they are now. In the two years I've lived in Chippenham, the pavements have got worse, especially at the top of the High Street, from The Angel down 'Savers' The footpath by 'The Flying Monk' looks as if it's going to collapse at anytime! The 'service' covers in the High Street and Borough Parade, are either above or below the footpaths! The High Street is just one big accident waiting to happen!! I use a four wheeled rollator to walk with, I invariably walk in the road to avoid having an accident, but even that can be dangerous at times, with the electric mobility scooters and electric scooters going at speed!! I await in anticipation for your reply.

Enhance Union Road - pavements not wide enough

Repair uneven pavements

Fix all the broken paving! I've seen people trip and fall, they are so dangerous!

clean up pavements

Repave all the high Street

Surfaces of roads

Fix the potholes

Start with pot holes! Get the little stuff right and you'd be trusted with more.

pot holes in the roads need to be fixed its been years and they are dangerous

Condition of all roads and pavements

Pot holes

The road by the Rivo lounge needs repairing, where the mini roundabout is. It's been in disrepair for years and is horrible to drive over

More Leisure Activities (77)

I think chippenham would benefit from more leisure activities. Progress is being made, with the escape rooms, wine monkey bar, more gyms but it would be great to have more restaurants, more bars and more battle bars

More leisure activities for all ages are vital

Need a better Leisure and social offering

Better infrastructure, events, and activities. Permanent performance space for summer.

more independent leisure options

More leisure, more culture

Art gallery

Bring back Chippenham Lido

Leisure eg Bowling Alley, attract people but not to cause problems such as skate parks or night clubs (alcohol & drugs)

Re-invest in culture and leisure, public facilities (for events that bring people in)

The key is to extend the dwell time of visitors to the town centre. This means improve the leisure offer

open air pool

We need an open air swimming pool

More leisure activities E.g bowling alley etc.

Reintroduce the lido

Outdoor pool

Restore open swimming pool in Monkton Park

More leisure

more leisure spaces for all ages to attract a wider range of people into town

More leisure activities are desperately needed in the town. If these were made available in the town centre, general footfall / visitor numbers will be increased.

an outdoor gym in Monkton Park

We need to use the old Wiltshire college for Theatre, it's a big building there!

make there more things to do in town. Bowling, more activities not just that skatepark that floods every other week

Better quality leisure opportunities

Attract and retain other amenities

Greater selection of leisure activities, especially for the daytime

Somewhere for people to hang out that isn't a pub.

More places to socialise for adults

more leisure facilities

Much better leisure facilities

more leisure such as bowling, restaurants, cinema etc

more leisure activities

More leisure.

Better leisure

bring in leisure facilities that are fit for purpose

the leisure economy could be massively improved

Town should be enhanced with leisure facilities

More entertainment and leisure creating an environment that residents would choose to enjoy both inside and outside. Something that is unique and builds on the character of the town, rather than being the same as other local Towns and cities.

More leisure options in the town centre in the evening

More leisure/cultural options

More leisure activities are required

Focusing on leisure, lifestyle is key I believe. I would like to see more leisure opportunities.

The plan is not a conducive proposition to entice prospective leisure companies

Attractiveness of leisure options

use space under arches for leisure

I do not see the plan being a conducive proposition to prospective leisure companies

Leisure issues

More leisure facilities or spaces, there's only so many coffees I can go for!

There needs to be decent investment in leisure and amenities to keep the people of Chippenham in Chippenham as opposed to going elsewhere for entertainment.

More Recreational activities

Build a competition standard swimming pool with free parking

An all weather half pipe for skateboards

Good community and leisure facilities suitable for all ages and abilities is needed with options for outdoor and indoor enjoyment. A workshop space similar to the Court Street Gallery in Trowbridge would be fantastic and would help to replace the leisure courses which used to be offered by Chippenham College. An outdoor gym would also be great!

More recreational facilities.

Exhibitions of interest/outdoor theatre

Rejuvenate sports and leisure (outdoor pool?)

I would like some outdoor exercise equipment similar to what is in Castle Park in Calne please. This could easily be put in maybe above the path between the crazy golf and the kids play area in Monkton Park.

Outdoor pool

More fun events such as food festivals etc

More leisure activities for all ages are vital

Need a better Leisure and social offering

Better infrastructure, events, and activities. Permanent performance space for summer.

more independent leisure options

More leisure, more culture

Art gallery

Bring back Chippenham Lido

Leisure eg Bowling Alley, attract people but not to cause problems such as skate parks or night clubs (alcohol & drugs)

Re-invest in culture and leisure, public facilities (for events that bring people in)

The key is to extend the dwell time of visitors to the town centre. This means improve the leisure offer

open air pool

We need an open air swimming pool

More leisure activities E.g bowling alley etc.

Reintroduce the lido

Outdoor pool

Make water sports more accessible

Heritage/Design/Architecture/Shopfronts (50)

Need to make more of heritage. Why can't Chippenham be more like Marlborough?

Enhancing our few remaining beautiful heritage buildings

Re-establishing the original frontages of shop buildings would help overall feel of town and give sense of the old building we have - currently you have to look up to see them.

Shop fronts/buildings should be made to be in keeping with our historical market town

Shopping Centre looks tired and doesn't fit in with the historic buildings in Chippenham.

make more of the architecture and historic buildings

restore the heritage back to the town center

Making more of Chippenham's heritage sounds very positive as it's all very hidden at the top of town and surrounded by cars.

Poor standard of architecture, lack of respect for heritage buildings on the high street and on St Mary Street

All the old 60s concrete buildings/bridge redesigned to be in keeping with historic buildings.

Although so much fantastic work has been done so far, I think the centre of Chippenham is wasted potential. The river location is stunning and few of the modern architectural solutions are designs we can be proud of. The most beautiful buildings in Chippenham are the old ones (St Mary's Street, church, Buttercross, Town hall etc) and if I could I would rip out everything built from 1960s onwards and start again! Even the relatively 'new' council building overlooking the river isn't that different from the one that was knocked down. I'd like to see more inspirational design like some of the towns built by the Duchy of Cornwall. I'm slightly biased as I follow architect Ben Penreath's work as we were at university together. While traditional, I like his approach to gaining a feel for the environment first and coming up with a solution that works in harmony with nature and local history. The Emery Gate and Borough Parades were wasted opportunities, given the proximity to the river. It's vital to get the design right so people feel proud to live in Chippenham and visitors are attracted to the area. People come from all over the world to visit Castle Combe, Lacock and Bath? Why don't they come to Chippenham? It's not rocket science!

Use of female led design teams to understand the use of spaces from a different perspective - see

Barcelona super blocks approach.

Not enough attention given to glorious buildings

Get rid of the AWFUL concrete 1960s buildings & get Architects to re-design the area, make this PRIORITY bring some beauty to otherwise SAD town.

More traditional looking buildings

Make more of the heritage buildings

Make use of the old buildings that we have got, they are our history. When I think of all the lovely old buildings we had all just knocked down it breaks my heart. Chippenham was a thriving market town.

The lack of cohesion with colours, styles etc in the high st does not add to making the town look nice

More shop fronts

Maintaining the frontages of the old attractive buildings and not allowing inappropriate additions to the town centre.

The buildings need updating and restoring

Preserving and enhancing the special historic character of the town centre by improving shopfronts and emphasising the town's heritage assets. This should include encouraging or requiring shopfronts to adhere to a common design, creating an attractive and cohesive visual identity for the town.

Rather than building new modern commercial units when historic units stand empty, focus regeneration efforts on preserving and enhancing the special historic character of the current town centre by improving shopfronts and emphasising the town's heritage assets. For example, shopfronts could be encouraged or required to adhere to a common design creating an attractive and cohesive visual identity for the town's commercial units. See Victoria Quarter, in Leeds, and Bicester Village, Oxfordshire (photos below for reference). This is another area that was covered carefully by the Chippenham Neighbourhood Plan. We suggest that improving the aesthetics of the town be considered Chippenham's "number one priority" and that the redevelopment of Island Park should be deprioritised completely. Victoria Quarter, in Leeds, where the uniform, design-led visual identity of the shopfronts has a dramatic impact and gives an appealing and attractive feel. Bicester Village, Oxfordshire, where the cohesive use of natural colours and materials, along with plenty of planting, creates an inviting, premium feel.

The town's attractive buildings/heritage assets should be free from current poor quality and incongruous shop frontages For signage, see Dulwich Village, London

Reversal of the destruction of the historic appearance of the town from the 1960s to 2000s

Signage to look heritage, inc. shop fronts.

Refuse permission for inappropriate signs in beautiful, historic areas e.g. Star Nail Bar and betting shops in the Market Place

Thank you for consulting Historic England on what is a welcome initiative to complement the Neighbourhood Plan; enhancing the experience of historic Chippenham, promoting civic pride and supporting a thriving local economy. We assume the Council's heritage and design specialists have, and will continue to be available to help inform your work. Our advice, set out in Streets for All, will also help your commissioned designers to optimise opportunities for improvements and to help ensure new work is sensitively delivered. Hopefully the relevant Historic England webpages, Streets For All advice and case studies in Halifax, Lincoln, Shrewsbury and Bury St Edmunds can also inspire and provide practical advice. We wish you well in your endeavours.

Much of the town's central architecture is historic and high quality, but hidden by ugly, garish, modern shop fronts. This creates visual clutter. Encouraging a traditional, standardised design for the town would create a cohesive town character.

Control shop frontages: we still have lovely Bath stone buildings which should be cherished and make the town attractive, thereby giving visitors a reason to come into Chippenham; why allow lurid colours to be painted on the stones, or camouflage on glass frontages; this is not seen in Bath, Bradford on Avon, Corsham, Malmesbury, Cirencester, which are all towns more attractive than Chippenham. It makes the town look tacky

Bad decisions were made in the past [demolition of high street buildings ie present library, Poundland and Superdrug, old town bridge, town mill etc] and continue to be made regarding despoiling of existing buildings, one former business painted the stone bright pink for example, the new axe throwing place has a horrid exterior. Visitors like to look at historic architecture and independent shops, We should maintain and celebrate all historic buildings.

The front of the shops along New Road from the Bridge (Rivo Cafe) to Station Hill are an eyesore - dilapidated, in need of repainting and repairing.

Refurbish existing beautiful buildings in the town and develop new areas sympathetically and cohesively. Utilise experts in town planning and development along with locals like Artel and key local businesses. Get decent marketeers on board early.

New construction needs to be of a high standard of modern design avoiding pastiche

The arches are the gateway to Chippenham Town centre and as such should be more aesthetically pleasing. The brick work is old and ugly, with a mixture of red, black and Bath stone brick.

Employ a town designer to come up with some good ideas.

No garish colours on shop front, more muted heritage colours

Better shop fronts

Need to make more of heritage. Why can't Chippenham be more like Marlborough?

Enhancing our few remaining beautiful heritage buildings

Re-establishing the original frontages of shop buildings would help overall feel of town and give sense of the old building we have - currently you have to look up to see them.

Shop fronts/buildings should be made to be in keeping with our historical market town

Shopping Centre looks tired and doesn't fit in with the historic buildings in Chippenham.

make more of the architecture and historic buildings

restore the heritage back to the town center

Making more of Chippenham's heritage sounds very positive as it's all very hidden at the top of town and surrounded by cars.

Poor standard of architecture, lack of respect for heritage buildings on the high street and on St Mary Street

All the old 60s concrete buildings/bridge redesigned to be in keeping with historic buildings.

need existing shops to smarten up frontages, some of them are so shabby.

More attractive town centre; clean, tidy, looking loved; visual appeal/ wheelie and rubbish bins; public art and signage (99)

A more attractive town centre - currently looks dated and sad.

It's really unattractive.

Keeping the area clean, tidy and looking loved!.. Removal of the eyesore that is the block of houses just behind Superdrug..

Facelift for some uglier buildings

more characterful,

Area by the railway bridge looks a mess and needs some landscaping, paths look dirty, signage of shops is not in keeping with conversation area

The key is to extend the dwell time of visitors to the town centre. This means an enhancement of the visual appeal

sorting out the wheelie and rubbish bins

Better street cleaning,

Make the Town centre more attractive along New Road towards Town Centre, Shop signage is ugly when viewed from Viaduct bridge.

A general brightening up would be great, town can feel quite bland

General maintenance and improving the look of the town centre

A good clean of all the the facades of the high street buildings to bring them back to how they looked when built in the pre motor car age.

The shops are often untidy outside, litter is a problem

Improve cleaning, never see anyone doing cleanup of high st or surrounding areas

Clean, clean, clean - at the moment it is grubby and sometimes very dirty - not attractive at all. shop owners should make an effort to clean their frontage

Up keep and presentation

Keep it clean.

General tidying up, it looks a mess.

bins emptied regularly

keeping the centre clean

empty bins

litter, dogs' litter

More bins

Litter

Tidying up what we already have.. High street is dirty. Cleaner car parks.

Pavements need to be cleaned / paint removed.

better recycling and bin facilities

Burger Van - filthy pavements - clearing of litter - cans and rubbish

The Town just looks do tired so a complete freshen up

Keeping it clean!!

cleaner streets on approach into town via railway bridge.

Anything to make it generally more attractive

cigarette butts and vomit outside public houses, and residents leaving wheelie bins out all the time and not getting them in

cleanliness,

More cleaning

More rubbish bins, especially near takeaway/food shops. More bins are needed in the park too, maybe of a design to keep squirrels from raiding them!

Litter management

Investment in more rubbish bins in public places. More street cleaners.

Litter - please get rid of it; Dog muck - enforce the law!

Town does look bit shabby and unloved! Would like a more vibrant feel with public art works, more greenery and pleasant environment

Control litter. Maybe a competition for best dressed window display/flowers/hanging baskets

Tidy Chippenham up to make it a more, pleasant area to visit with the amenities people require - retail and leisure within a green aesthetic and pleasing environment.

The town centre definitely needs a "facelift".

More generally, we believe that the town would benefit from being made more visually appealing and that this could be quickly and easily achieved.

Much of the work could be done easily (except the river project). I think the Town Centre could be enhanced greatly by celebrating it, showing civic pride in it, and making it somewhere that is better than the shopping centres on the fringes. Two specific examples are: 1. Set up a scheme and publicise it where individuals adopt the nearest few metres to where they work or live (or similar such as adopting an area of a park) to maintain it, fight for it if something isn't right, clean it, pick up litter and remove graffiti. With 40,000 plus residents many hands will make light work of it and reduce the work of the Council who are overwhelmed. Cost minimal. Benefit enormous (including more pride). 2. The link between the High Street and the Market Place is the Shambles. What an unpleasant place. Surely this could be kept clean, and even made into a feature with interesting photos of "old Chippenham" or artwork.

The ugly entrance to Wilkinson's delivery area and Emery Gate car park should be improved.

Set up community litter picks to tackle the litter problem

More art..

More litter bins, especially near the river and

Clampdown on people letting dogs foul the pavement. Dog poop bins, maybe with emergency bag supply attached?

We agree that public art and signage will be important elements of a larger plan. In particular, we would propose more public art, similar to the existing calf sculpture.

Commercial and residential waste in Shambles needs to be sorted

Re-use space by Rose and Crown to provide canal/water feature.

Could we look at the waste bins left on roads?

Empty and derelict buildings tidied up especially around Iceland and Burtons.

Small fixes are important - for example - rubbish bins on display bring an area down. Some are put away when empty but many are left out and visible 24/7.

Make sure the grounds and flower displays are made ready each year ahead of folk festival as they are always done late

Improve the standard and class of the town centre, more Bath/Wells like than Bristol

Increase in litter management

Maximise the simplistic beauty

It needs updating

More art spaces.

More live arts in the centre

The town centre feels old and tired and unwelcoming

The town is not an enjoyable place

Reduce the litter, and waste. It's a lovely setting but due to the nearby Business it suffers from discarded beer cans etc.

Cleaner

More art/sculptures/plants.

Enhancing the overall amenity should be a priority

It needs heartening up and made to look more aesthetically pleasing.

A brighter more appealing look to the town

Attractiveness of the town

More art

The buildings frontages need cleaning of pollution fumes & the central parts need 'cheering up'. All improvements should be undertaken for the benefit of the community and NOT the benefit of developers

Tidy up the look of the place, it's been going downhill for years, never improving

Maintenance of buildings very important

The key is to extend the dwell time of visitors to the town centre. This means an enhancement of the visual appeal

sorting out the wheelie and rubbish bins

Better street cleaning,

Make the Town centre more attractive along New Road towards Town Centre, Shop signage is ugly when viewed from Viaduct bridge.

A general brightening up would be great, town can feel quite bland

General maintenance and improving the look of the town centre

A good clean of all the the facades of the high street buildings to bring them back to how they looked when built in the pre motor car age.

The shops are often untidy outside, litter is a problem

Improve cleaning, never see anyone doing cleanup of high st or surrounding areas

Clean, clean, clean - at the moment it is grubby and sometimes very dirty - not attractive at all. shop owners should make an effort to clean their frontage

Up keep and presentation

Keep it clean.

General tidying up, it looks a mess.

bins emptied regularly

keeping the centre clean

empty bins

litter, dogs' litter

More bins

Litter

Tidying up what we already have.. High street is dirty. Cleaner car parks.

Regular rubbish pickup/collections

Disjointed town centre / town quarters (15)

Somehow different areas of town centre need to be more joined up.

Making whole town link together in a better way than at present

The whole of the town centre needs an update to bring the whole town centre together not like now where it is in two sections

Chippenham Town centre is very disparate, three shopping centres from three decades all collide and none work well together. Need to find a way to make the town centre more coherent, and less fractured

There really isn't a "heart" to it as the Market Place is right up one end and the river at the other end. We enjoy going to Devizes every week as the Market Square is a pleasant place to sit in and gaze around at the mix of buildings, many of which are listed. There are also cafes, pubc, hotels and restaurant either on the Market Place or nearby. Better than those in Chippenham

Quarters" are fine however it is clear that already these quarters are loosing focus on the whole of the relatively small town centre. Please see the NP for what to do with the Market Place area.

create town "quarters" e.g. banking/shops/market/riverside.

Although the scheme is entitled Chippenham One Plan it has been subdivided into the five separate section as above whereas the Town should be regarded as a whole to ensure the elements are compatible. As an example, there is no point in promoting river usage if there is no means of launching craft or transporting by car to the waterside.

We have to remember that the town centre is more than just the High Street and Bath Road car park. The New Road/Old Road/Union Road area is the other entrance to the station and needs enhancement just as much as other areas.

It feels very split between the New Town end and the High Street end at present

Somehow different areas of town centre need to be more joined up.

Making whole town link together in a better way than at present

The whole of the town centre needs an update to bring the whole town centre together not like now where it is in two sections

More cohesion in design - there's nothing linking the various areas. I visit when I have to, not because I want to - more reasons to linger

A Vision for Chippenham/Chippenham's role/USP (16)

Chippenham used to be known as Little Bath and it would be nice to see it come back.

Give people a sense of place - a reason to come to the town centre

It needs to be a space that people want to visit, not have to visit

Need a vision to excite people - what's unique about Chippenham?

Quality of experience, shopping is not the way forward as online and out of town dominate everywhere leisure, food and entertainment are the draws, supported by specialist and market shops

new logo - and identity - chippenham should be known for something distinct to attract attention- art/ food/ music/ architecture/ vibrancy etc.

I think a long term (100 year vision) is required. So when buildings reach the end of their life, they are not quickly replaced with housing.

Modernising the "feel" of the town (it cannot compete with Bath for history so needs its own USP)

The town needs hooks for people to come to it. Coffee shops, charity shops, mobile phone shops, barbers/hairdressers are not the answer.

Focus on existing infrastructure: give a different identity and purpose to the different areas.

A positive vision for what Chippenham wants to look like in 20+ years, rather than short-term thinking.

Chippenham used to be known as Little Bath and it would be nice to see it come back.

Give people a sense of place - a reason to come to the town centre

It needs to be a space that people want to visit, not have to visit

To return the town to its origin of a market town and not purely a commuter town.

Bath Road Car park/Bridge centre site (27)

Remove the cover over part of Bath Road car park which is absolutely disgusting.

The Bridge Centre site

Keep Bath Road parking but create two or three stories

The plan in general seem very anti-car. The Bath Road car park is very important as it's used by parents at Ivy Lane during the morning and afternoon drop-off. It's also the easiest places to park coming in from the Cepen Park side of town. Without it people will be forced to park by the station or the car park by Tesco's. This will push traffic into the congested part of Chippenham

Concern about regeneration of Bath Road car park, this car park is well used is there a plan for where people could park if this car park goes? It is very convenient for parking and walking through centre without this I can see less people using Chippenham town centre.

The Bath Road car park and the former Bridge Centre site need a complete revamp as a matter of priority.

keep Bath Road car park

Bridge Centre site needs regeneration. Wasted prime space! Ten Pin bowling centre. Parking and public conveniences.

No to removing all the car parking at the Bath Rd site without an integrated transport plan which includes public transport, active travel and access for cars.

YES to adding green space and landscaping to the Bridge Centre

We do not consider that the Bath Road car park / Bridge Centre should be the focus of regeneration efforts at this time. We suggest that this proposal be deprioritised completely.

the redevelopment of Bath Road car park and Bridge Centre should not be the town's priority

the redevelopment of Bath Road car park and Bridge Centre should not be the town's priority

As an active local agent in Chippenham, I act for and behalf of the several stakeholders within Chippenham who of course wish to see Chippenham move forward for the better. More specifically and as previously discussed with Chippenham Town Council, with reference to 'project 4' one of the more relevant landlords and clients owns 13 The Bridge, Chippenham. This property is of course currently occupied by the RSPCA and is key in the potential delivery of the project to assist in linking the car park to the rear. EmailMy client remains keen to explore the opportunities that may arise from ongoing considerations and should project 4 get traction, would be open to further discussions about the adaptations / changes required to 13 and 15-17 The Bridge to maximise the positive impact such a project would ring to Chippenham

Bath Road car park / Bridge Centre This part of the Plan highlights the area as one for potential redevelopment. It is noted that the first option presented is parking, which seems a little at odds with the Plan's aim of reducing car dominance across the area. With no further details in the Plan, it is difficult to comment from a passenger transport perspective, other than to say the present Bridge Centre junction causes traffic delays at peak times, which can back-up onto Gladstone Road causing bus reliability issues and ex

Chippenham. The redevelopment fronts on to Bath Road where two important bus stops are currently located. There is scope to significantly improve this area for public transport users, although relocation of these bus stops to The Bridge (see above) may be a better option.

Bath Road carpark and bridge centre. Definitely not housing. Offices, again done right, with architectural merit, perhaps powered by our own generated electricity from my weir suggestion above could really put a modern stamp for Chippenham and show how forward thinking it really is.

Bath road / Bridge Centre - please see the plans in the Neighbourhood Plan which are well researched and considered by experts in the community with wider involvement of the public

We do not support redevelopment of the Bath Road car park or Bridge Centre at this time. We believe that the potential beneficial impact of these proposals is limited. Other initiatives offer greater potential for positive transformation at lesser cost.

Bath Road Car Park , it feels like this has been slipped through, all the promotion is for the river area. It will be missed by many who use the car park for the 2 churches, Ivy Road School, Ramblers, businesses and a car parking without fighting through additional traffic lights and queues. If people actually looked at it properly it is a lovely safe, secure car park with lots of greenery providing shade. It just needs the cover changed to a new solar roof for car charging and overhaul the public toilet area. This is the only safe car park for the nighttime economy, all others have long dangerous alley ways to get to them.

Bridge Center area. Bridge centre should never have been abolished, but regenerated. What about a community orchard on the present waste ground where the Bridge centre was?

The multi-storey white elephant in Monkton Park should have been built on the Bridge Centre site, not as high but larger.

The Bath Road car park and the former Bridge Centre site need a complete revamp as a matter of priority.

keep Bath Road car park

Bridge Centre site needs regeneration. Wasted prime space! Ten Pin bowling centre. Parking and public conveniences.

No to removing all the car parking at the Bath Rd site without an integrated transport plan which includes public transport, active travel and access for cars.

The Bath Road car park - if a scheme including the Bridge Centre site cannot easily be achieved then a plan for the car park only should go ahead.

Removal of graffiti and litter (20)

Removal of graffiti quickly

Litter removal

Litter picking opportunities, supporting underprivileged and stigmatised areas such as Wood Lane and Hill Rise

Graffiti

Remove graffiti and litter

Clean off all graffiti as it denotes urban decay more than many other things.

Graffiti removal on utilities equipment

Need to focus more on Civic Pride. Would it be possible to have a 'club' who would tidy the high street, remove any graffiti or litter

Removing graffiti

Clean litter and graffiti as they make the area look dirty

Graffiti, litter

Definitely hide all the unsightly bins (maybe build attractive bin stores) resurface the shambles & clean up the graffiti..

Something needs to be done about the graffiti making the town look a miserable unkempt place for visitors ie coming out of the station walking up to Sadlers Mead then through the top end of Sadlers Mead as a walk through town. It gives a terrible impression of the town and discourages visitors.

The amount of litter outside costa, greggs, subway should be cleaned up by those companies - it makes the town look unloved.

Graffiti

Remove graffiti and litter

Clean off all graffiti as it denotes urban decay more than many other things.

Graffiti removal on utilities equipment

Vandalism

Housing Developments / Jobs (30)

Less housing developments. The town can't cope with the number of people trying to access it.

Far too many houses being built

Stop allowing housing to be built without local high quality employment - too many people live here and work elsewhere

Stop building more houses and ruining Chippenham countryside

Chippenham has suffered from over residential development of core inner-town buildings and locations

No housing

YES to affordable/ social housing

Less housing

No more large scale house building or large exec houses on greenfield sites beyond what is already in the pipeline/planned - we need more employment to support current growth, let alone future growth. Current housing plans make town a larger commuter town, dependent on daily out-commuting along M4 corridor/railway. Commuters, who simply sleep in the town, are happy to commute for leisure and retail as well as employment - they do not spend into the local economy or get involved with the social fabric of the town. Mostly moving out of London or Bristol - this growth does not provide affordable or social housing for local people. Need more infilling/brownfield development. Also, current plans/pipeline is not future proof for a different climate and will need retrofitting (due to a vacuum in national building policy). New development on the edge makes residents car dependent - need to move to lower car use

A need to ensure no more retirement apartments are built across town and more council/social housing is built to assist those who want housing.

Building housing in the town centre on brown field sites has been commendable and more accommodation could be made available above shops.

Make use of all brownfield sites and space above shops for residential uses.

Conversion of areas above shops/restaurants to low - rent living accommodation (or mix with 50% low rent/cost).

The retail ideas are good and will help develop the centre but we also need to look to develop to bring high quality jobs and plan for housing. Issues to consider include developing local transport links by bus and rail to the surrounding areas. For this to work, we need people with good jobs and secure, affordable housing to be in the area to want to come to Chippenham with the income to use these facilities.

More job opportunities

Residential above shops, Emery Gate and Borough Parade will change the nature of the High Street area.

Low cost one and two bed freehold housing for younger people and retirees wanting to downsize urgently needed

Resist further building of retirement homes

Less houses - too many houses are being built

More housing for young singles

No more retirement flats

Too many retirement homes.

Houses should not be built before a new school and doctor surgery is built.

Resist further building of retirement homes

Less houses - too many houses are being built

More housing for young singles

No more retirement flats

Too many retirement homes.

No reason for some buildings to be turned into residential housing if business cannot be found

More/better quality cafes/bars/restaurants/Evening economy/Café culture (71)

a wider mix of eateries and cafes/bars

More food and drink business to get people into town - look at Corsham and how many go to eat and drink - not fast food

Independent cafes, restaurants

More cafes and restaurants bars etc, make the town centre a destination

Attract restaurants in. Town centre is dead after 5pm.

More restaurants.

More outdoor eateries/cafe/pub gardens would be nice

More restaurants

better quality food / drink outlets for evening entertainment

More restaurant choices to stop travel to wider areas for dinner

Attract more restaurants

More cafes

More restaurants, bars needed.

More exotic restaurants eg sushi!

Nice restaurant?

Better restaurant options

Offer more local / independent bars, cafe and restaurants. Encourage more people to spend their leisure pound!

More choice of restaurants

More restaurants

Nice beer garden or cocktail bar

There needs to be more restaurants

It would nice to have more nice restaurants, cafes

We need more outdoors restaurants to make coming to visit an enjoyable experience as at the moment there are barely any and the restaurants we do have, over look busy roads which isn't pleasant.

. . Make the town centre work outside 9-5 with more restaurants and evening facilities.

Better quality restaurants (in the main centre)

More chain and boutique places to eat. Trowbridge complex of cinema, Nando's, Wagamamas would be perfect for Chippenham

More bars, restaurants are needed

. Restaurants are also low quality so little night life

More independent restaurants bar especially near on river

outside eating areas

Some more wine bars, restaurants in borough parade to turn it into a plaza type place for

socialising

Greater selection restaurants

Cafes, restaurants

Just retail is no good, if shops close and are empty, areas become depressed and derelict. When functioning shops close for the evening, the town centre is dead. So a mixture of retail, workshops/ other businesses and housing seems best.

It would be advantageous to encourage more of a 'cafe culture'.

encourage cafes to use second floors with views;

interactive "north and south" of railway areas for street cafes and seating

We were disappointed to see there was not a section on the Lower Market Place, the biggest lost opportunity in town. Instead of banks, betting shops, estate agents etc we should allow existing hotels, cafes to expand into the public spaces and encourage more similar businesses.

Restaurants to be encouraged.

Chippenham needs a decent cocktail bar and another decent restaurant. Rivo lounge is really the only place you can go to get good food and drink quickly. Grounded has a prime river spot - the owners should be evicted because the business is rubbish. The service in Grounded is so slow people only go there for the outside space but you'd have to wait 30 mins for a beer even if no one was queuing on front of you. When it's not sunny Grounded is empty. The area to the side of Wilkinsons on the river would be a fantastic place to have cocktail bars and restaurants or cafes.

More family chain restaurants & outdoor eating

Aim for the town centre to have a cafe culture that attracts people to visit and stay for longer

Good coffee shops, bars and restaurants are key too as currently everyone leaves Chippenham to go to Bath/Bristol for these.

More hospitality venues

More restaurants and things to do.

More restaurants and bars

Independent cafes

More cafes with seating outside away from roads.

More restaurants instead of coffee shops, cafes, and takeaways.

Improve the quality of the town center to encourage better quality restaurants and bars - most

people go to Bath, it would be better to keep these people in Chippenham, rather than just being a commuter town

I am also keen on having areas where people can enjoy the town, river and parkland, with quality cafes (not Wetherspoons!) that are away from traffic noise and smells.

More spend for independent bars and restaurants

More street food

Encourage independent stores, cafes, dining . Choice to go for brunch/lunch.

Create a "cafe culture" where people can sit outside (in a pleasant area).

Independent cafes, restaurants

More cafes and restaurants bars etc, make the town centre a destination

Attract restaurants in. Town centre is dead after 5pm.

More restaurants.

More outdoor eateries/cafe/pub gardens would be nice

More restaurants

better quality food / drink outlets for evening entertainment

More restaurant choices to stop travel to wider areas for dinner

Attract more restaurants

More cafes

More restaurants, bars needed.

More exotic restaurants eg sushi!

Nice restaurant?

Better restaurant options

Encouraging more and safer nightlife through opening of new cultural venues/restaurants/bars and varying the offering at the Neeld a bit more.

Empty shops / Units (32)

Make use of empty shops,

Reduce number of vacant shops. Covert empty retail/office space above shops to residential.

Empty retail units

Empty shops

do something with unused premises

filling empty shops

fewer empty shops

Empty shops

Empty shops

Fill the empty shops before building new buildings!

Empty shops need filling

More innovative thinking is needed to increase occupancy of vacant units

Don't build excessive new retail space and sympathetically repurpose existing unwanted retail space.

The building of new, modern commercial units should be resisted unless and until the number of vacant units in the town has fallen significantly.

No new commercial units should be built until the number of empty units has been addressed and the town is thriving.

No new commercial units should be built until the number of empty units has been addressed and the town is thriving.

Find a use for closed shops and unused offices can they become housing for those in need

Fill empty shops with more recognised retailers

We need to encourage retailers back to fill empty shops before we consider building more retail units.

Encouraging new businesses to empty retail units are filled

Address empty shops

Concentrate on filling empty premises

Fill empty retail units

Utilise empty shop windows for event advertising (not fly posting, use pop up banners or mini exhibits promoting a local museum, attraction, event, etc.). Children's pop-up craft workshops in disused shops. Create a collection point shop for all online purchases to be sent and picked up in an Argos style unit.

We haven't got money to spend. Fill all vacant properties first.

Get the empty shops filled before even thinking about building more

Empty retail units

Empty shops

do something with unused premises

filling empty shops

fewer empty shops

Empty shops

With so many empty lots in town further commercial development is hard to justify., and the high street should not be undermined by developing further around the bridge.

Publicising/Marketing of events (8)

The publicising of events in town by the council is terrible. You really have to be in the know to find out anything.

better advertisement of events

Communication about what's good and special about the Town - to residents as well as potential visitors.

Marketing for the many wonderful sites, events and activities is key. The stakeholder session says changing signs etc increases footfall, but what evidence is there that it isn't just the marketing that did that?

Marketing is the biggest thing Chippenham needs

better advertisement of events

Communication about what's good and special about the Town - to residents as well as potential visitors.

More advertisement of events

Sadlers Mead Car Park (9)

The new olympiad car park is often stated as unused and empty, it attracts alot of skateboarders and youth and frequently smells if weed. This can be intimidating when returning to your car alone, so it's not an attractive option as a car park,especially as a lone female.

The awful car park at Sadlers Mead that smells of wee and has the lights blazing away all the time.

The sadlers mead car park needs to be cleaned and the anti social behaviour that happens there needs to be prevented. All payment machines in car parks need to be in working order.

It is often said that we should move on and forget the past, but how do we do that when we are still left to live with the issues and no lessons learnt exercises have taken place to try and rectify the problems? It has been suggested to build on car parks and put in more multi-storeys, this fills me with dread at what we have been left with at Sadlers Mead Car Park. The pictures attached give a tiny insight into the issues, a site visit is required to experience the full disgusting situation. To many this car park is now unsafe and unusable, myself included, I wont go to the Olympiad after my experience of the disgusting stairways at night with anti-social behaviour. The photos show the stairway cleaned after my statement to a recent cabinet meeting. It is so far from just cleaning required after being left for 2 and a half years.Freedom of information requests have confirmed how little the car park is being used, yet tax payers are paying for the electricity 24/7 and maintenance compared to the previous outdoor car park. The site beside the multi storey that used to be an outdoor car park is in the photo with the array of litter, chairs and trolleys which Wiltshire Council say they are aware of but not when they will clean it up. This area has been left in this state after Wiltshire Council failed to have a full contract with Good Energy before building the car park, it could easily be used for a seating square or outdoor parking rather than starting to destroy the Bath Road Car Park. As Major Projects, can you finish this one before you start the next one? //

The Sadlers mead car park needs to be demolished or better connected to the town

The awful car park at Sadlers Mead that smells of wee and has the lights blazing away all the time.

The sadlers mead car park needs to be cleaned and the anti social behaviour that happens there needs to be prevented. All payment machines in car parks need to be in working order.

Better use of the multi storey car park

General (53)

Thanks for all that you are doing to make Chippenham a better place. Although I remain slightly skeptical of the outcome, I want to be part of making Chippenham a better place for the next generation. I came to the town as a teenager and my mum owned the Mexican shop Quetzal in New Road for many years and has always been involved in the community. I've recently relocated back to Chippenham after living abroad for 12 years and am keen to support all the work you are

doing and to spread the word. Thank you!

nothing to add only that i'm really impressed with the continuous focus on improvements and events, and can see constant improvements being made to the town.

Your ideas they are completely unfounded and have no basis on the reality of chippenham and the outcomes of your ideas

Go visit places like Devizes and Malmesbury to find out why they are so good and chippenham is failing.

Just make good on what we have.

Ideas above are interesting but pretty 'generic' of the usual town planning ideas - would be good if improvements could be a bit more imaginative than the same old ideas of paved areas, bars, restaurants. With the current cost of living crisis, I suspect if we go down this route we'll just end up with a lot of empty I rented premises.

Don't just go for cheapest

leave it alone .too many changes are ruining Chippenham

Nothing will address small minded and self serving approach of councillors

get rid of the useless MP

I think it's very difficult when people have such negative attitudes towards the town, whatever you do to try and improve it.

Use local planers who actually know & or live in the town

to many plans not enough action...

Stop building and increasing the population

This smacks of something already decided, possibly an agenda to benefit interested parties

Keep it as it is and reduce concil tax.

More dog friendly stores

Please do not let all these decisions be made my boomers

voting out Michelle Donelan

sort out drainage/ sustainable drainage

Don't concrete over it all

spend our council taxes proportionally not the majority in Trowbridge as currently happens

YES to our wonderful parks and green spaces.. YES to redesigned the upper market place in line with the Neighbourhood plan, which does not lose car parking spaces.

.. YES to small scale development which is carbon neutral.

YES to our Community Arts development, to Rag and Bone Arts, to The Cause, to Chippenham Independent artists, Kandu arts, and all those artists who are beavering away in their own studios and homes across the town. Yes to the Arts Trail and to Arts festivals. YES to our fab museum and heritage area. YES to the Folk festival, the River Festival, the Winter lights Festival and more. YES to Rooted, to allotments, and local green initiatives such as the Ivy Village and Wildlife Garden. YES to our cinema and the film club, YES to independent traders like Cousin Norman's and the Bunkhouse, to Rajeshdai Grocery, to our new 'Wine Monkey' bar and loads more! YES to natty knitters and our Community Hub support Groups.

YES to greening and future proofing our town. YES to preserving and improving our access to our Countryside. YES to our brilliant Borough lands. Yes to Cycle Chippenham and all the good work they do. YES to the volunteer who coordinates the children's activities for the little Forest, YES to the History Centre. And finally a very big YES to all who live here in Chippenham and are putting time and energy into making our town a great place to live.

Taking action rather than spending another 50 years talking about it and missing opportunities.

.. I have lived in Chippenham for 30 years and watched as Wiltshire Council have invested in schemes for other towns, Corsham, Trowbridge, Melksham with snazzy new leisure centres and retail. Chippenham has just died over the same period and yet our schools are the most successful in the county.

Good quality free WiFi would be good

redevelop brown field sites

Investment

Please don't use this consultation as a way to make a case for the road around Chippenham and the subsequent housing that would follow. Improving the town centre and trying to reduce the dominance of cars is the right approach but it should mean less cars, not just diverting them into the countryside and then ruining that with housing etc. The countryside directly around town is the main selling point for it. The same companies who stand to profit from some of this regeneration also own land around the town too. £5million was already wasted on the HIF scheme which was abandoned. The vast majority of people asked didn't want it including Chippenham Town Council, MPs etc etc. All that waste during a cost of living crisis and pandemic!

Need to have a team at Wiltshire or Chippenham Council who try to make these things happen rather than say 'No' or 'too difficult' or '@We tried it and it didn't work' Can Do attitude required! 7 In short get rid of 'Good enough for Chippenham' and set aspirations high

Please do not let the river project drown out other needs of Chippenham Town Centre

Whilst I think the idea of the 'Chippenham One Plan' is a brilliant idea, as it would bring more people into the town, but why fix something that isn't broke!! The park works perfectly as it is.

We do not support the construction of new commercial units in the town.

Upper Market Place, will this be as we voted for in the neighbourhood plan or a different scheme, it seems open to an unwanted alternatives?

We have a great community in Chippenham, coming out of Covid, this consultation doesn't take into account the many events people enjoy and brings business into the town, we have below average empty shops, but with some of these so called improvements this will increase empty shops and restaurants

There are some great ideas in your plan and I look forward to seeing it come to fruition. :)

Please note that the council/government is there to serve the people for their benefit and should not have any involvement with 'unelected' global organisations such as the WEF or any of their destructive agendas.

The regeneration is very welcome and very needed. Other local towns seem to have already had money spent on regeneration i.e. Calne, Corsham and Devizes.

Whatever happens we need flexible approaches to future proof our town, not just concrete, much of what is suggested could be achieved through shipping containers and recyclable, pop up structures.

I feel excited by the plans for Chippenham, but dearly hope that there is some joined up planning and the focus is on enhancing public spaces, on sustainability and that the design is empathetic to the wider space, to our history and our needs, and eye to the future and a respect for our past

Don't allow the old college building to be knocked down. Its a fantastic building.

This development should be for the people NOT for the developers.

Stop wasting money on short term solutions like the temporary green space created last summer used and never brought out again the next summer. Did you rent it all years!?

Leave our green spaces alone and let the kids feed the ducks and swans on the riverbank like they have always done . Could go on and on but what's the point - this whole thing reeks !

Stop spending unnecessary money to 'improve' things, when in reality they don't

Spend less money putting flags up across the high street.

Replace the entirety of Wiltshire Council with people who care about places other than Trowbridge and Salisbury

Please tell me what happened to the “Chippenham 2020” project? Please tell what happened to the “Chippenham Bridge” project? Please tell me when you are going to get a new road bridge across the railway line to Monkton Park.

Stop coming up with stupid schemes such as Chippenham 2020, Chippenham One Plan etc and actually put some work into making positive changes.

Bring back Chippenham bid

Consultation Process / Governance (28)

‘Upwards’ rather than ‘downwards’ consultation - listening to residents / users, rather than imposing plans. More ‘joined up thinking’, rather than individual project planning

Listen to what the people are saying and do it.

I have little confidence in the council acting on this survey.

Local referendum on important issue of town, people are just not aware of these developments. Not democratic.

Appreciate the effort that has gone into consulting with the town

With reference to the Introduction, it is inaccurate to say that the Board brings together the principle civic, community and commercial stakeholders because key stakeholders such as the Chair of the Neighbourhood Plan Committee have been excluded. Also, it is not sufficient to bring together stakeholders around a ‘shared interest in the economic success and vibrancy of Chippenham town centre’ whilst failing to acknowledge the environmental and ecological challenges that we face. If it is to draw on the Neighbourhood Plan, the Board should have had the courtesy to include members of the Neighbourhood Plan Committee.

1. Leadership of the Chippenham Town Centre Partnership Board - It is inappropriate that this is chaired by the local MP. It should be chaired and led by Chippenham Town Council. The local MP is welcome to participate and contribute suggestions, but should not lead the Board. Her duty is to represent the constituency at Parliament, not take over local affairs. By doing so (i.e. trying to take over local affairs), local democracy is weakened. 2. Although the Plan draws on Chippenham’s yet to be completed Neighbourhood Plan, neither the Neighbourhood plan Chairman nor any committee member, or any members of the town planning, environment and transport committee sit on this Board. The Board does not represent the whole community, but is biased towards particular interest groups.

. Why has this document come out for consultation when the Neighbourhood plan has yet to be ratified? The Neighbourhood Plan is a holistic document written by a broad range of Town Councillors and stakeholders. It should be approved and in place first. Then a truly representative Board should be set up to formulate an independent plan followed by further consultation. 6. The

consultation document is very poorly designed and contains leading questions. It does not give respondents a genuine opportunity to make their preferences clear, but appears more designed to obtain responses that support the Board's desired approach.

Overall, there is insufficient information in this questionnaire

A fairly worded survey that does not include bias and is completely open and honest with its participants, if you have any form of respect for the town, start again and stop thinking about money

YES to our democratically elected Town Council and positive grassroots advocates for our town,

YES to working in step with the Neighbourhood Plan and having the Neighbourhood plan Chairman central to enacting our plan.

YES to giving us full information and a well designed questionnaire.

NO to a questionnaire that is restrictive and poorly designed.

This is one of the worst consultation processes and documents I have ever seen and I work in national government so write these. Your questions are closed. You already have a plan and this activity is tokenistic. Yet again a very poor show from the Council.

Well done for doing this consultation

Survey Structure - The survey is written using leading questions. This has the potential to create bias as the structure of the questions encourage the answer wanted. Results - I see that the survey has not been conducted by an independent research organisation (one that does not have a vested interest in the answers/outcome). How are you ensuring objectivity in the analysis of the answers and presentation of the results/conclusions? Will the raw data, including verbatim comments, be made public (appropriately anonymised)? If not, how will you ensure objectivity? What statistical analysis methods will be used? Will the results have any influence over what is actually going to take place? For example, I understand the radial gate situation will be determined by the Environment Agency. Neighbourhood Plan - In conjunction with National Planning policies, The Neighbourhood Plan is the legal mechanism by which local planning policies are enacted for an area. What legal basis, if any, will the/does the Chippenham One Plan have? Will the Chippenham One Plan feed into the Neighbourhood Plan? What is the hierarchy of documentation? Stakeholders - It would be helpful to better understand the interests, agenda and influence Town Centre Partnership Board members, especially in light of the biased and leading questions.

As I've repeatedly said in public the "Place Board" has excluded councillors as representatives of their communities from the process of working up options and is biased in favour of town centre land owners. Why did you not run an inclusive workshop to make sure that all possible options were on the table?

Chippenham has previously rejected the huge development that comes with a road to the east and

south. I note that the land owner is on the "Place Board", demonstrating the biased nature of this whole exercise, while "Save Chippenham" has not been involved.

The current plans are outdated, poorly designed and driven by a group of people with a vested financial interest in the town which has tried and in many ways succeeded to shape the look of the town outside of a general set of opinions held by people who are not involved. This would destroy traffic management at the bottom end of town, double the amount of traffic in the heritage quarter and probably eventually lead to a lack of use of the shopping centre, Tesco's etc and a drop in footfall in Emery Gate. Tesco's will then leave and the site will become redundant. It's a very careful balance that must be got right. There are countless flaws with the present proposal - too many to list here.

I believe Chippenham development really needs to look at Chippenham's situation with a more bespoke lens. This survey does not seem to understand the nuance of the issues Chippenham faces offering general solutions and not considering how to maximise what we already have with a much lower cost

I believe Chippenham development really needs to look at Chippenham's situation with a more bespoke lens. This survey does not seem to understand the nuance of the issues Chippenham faces offering general solutions and not considering how to maximise what we already have with a much lower cost

Next time, make a better online form where the place to add comments isn't a single long line that makes it very difficult to track backwards and forwards to see what has been written.

Improve surveys like this so they are less leading and more balanced (including a map so we know what you are talking about!).

In these consultations clear costs should be shown so that people can make an informed decision.

Further efforts to engage with young people and hard to reach groups rather than the usual pale and stale viewpoints

Listen to what the people are saying and do it.

I have little confidence in the council acting on this survey.

Local referendum on important issue of town, people are just not aware of these developments. Not democratic.

Appreciate the effort that has gone into consulting with the town

There is no reference anywhere to the cost of making changes. The Town Council is already seen by many as profligate with an appetite to take on additional and unnecessary commitments. Given the current cost of living crisis nothing should be spent which increases costs to ratepayers. Efforts should be prioritised on reducing the cost to the taxpayer of providing public services.

Climate Change/Sustainability/Natural Environment/Biodiversity (9)

With these planning changes there is an opportunity to include measures to “future proof” the town further against increased energy costs and climate change. Solar panels could be included on roofs and the energy used to heat/light the buildings they serve. Street structures such as bus stops could include green roofs or solar panels, the latter – if implemented - used to operate passenger update information. Street concrete/tarmac surfaces could be made permeable to minimise surface runoff and also include rainwater gardens/SUDS which again minimise surface runoff and provide attractive greenery in public spaces as well as protecting the river.

We must put nurture of the environment at the forefront of any changes to the town centre.

Electric car charging points for public rather than council staff

Electric car charging spaces. It is ridiculous that we don't have any!

New construction needs to be low-carbon

A recognition of the climate and biodiversity crisis we're facing (why the obsession with concrete?!).

To encourage wildlife.

Start to take the climate emergency declaration seriously and challenge the view that cars equal trade - this has been debunked time and time again.

Ecology and the environment is my number 1, please take care and enhance on my behalf.

Bus Station (12)

The dangerous corner near the bus station

Repair the wall at the bus station and deal with the weeds growing there

move bus station to railway station,

Bus station is uninviting

Bus station needs improving.

integrate train and bus station (Station Hill? re-route

A safer bus station with waiting room with more than one toilet

The bus station could be improved with proper shelters against the cold and more seating and nice, clean well-maintained toilets.

Make the bus station more attractive

Bus station is uninviting

Bus station needs improving.

Resite bus station to train station

More doctors/dentists/schools needed (4)

Chippenham has nearly doubled in size since 1987 when the last doctors surgery was opened there are no plans to for more, we can't get appointments, a doctors and NHS dentist in the town centre would bring people in and enable them to use public transport, which isn't usable at the moment without going into town and out again, this would then give people a chance to see what is in Chippenham.

More doctors, dentists and schools.

More medical support in town centre (NHS dentist doctor walkin)

More doctors, dentists and schools.

Neighbourhood Plan (3)

Funding and implementation of schemes on the ground - the Neighbourhood Plan has 3 'oven ready' town centre schemes that could be progressed: Upper Market Place, Bath Rd/Bridge Centre Site & River-Green Corridor

Take serious note of the Neighbourhood Plan and the good work being done by the Town Team, both of which should play a major part in town centre enhancement advisement.

Follow the NP.

Chippenham Avon Project Masterplan

A plan developed by the
Chippenham Town Centre
Partnership Board



Contents

- Introduction 1
- 1. The vision 2
- 2. Context..... 3
- 3. Planning policy, background and strategic themes 5
- 4. Objectives and outcomes 12
- 5. Chippenham Avon Project Masterplan 16
- 6. General development principles..... 18
- 7. Area-based development principles..... 25
- 8. Delivery and funding 34
- 9. Community involvement 35
- 10. Habitats Regulations Assessment 35
- 11. Status and role of this masterplan 36

Introduction

This document is a result of the ongoing One Plan initiative for Chippenham, aimed at creating a masterplan for the town centre. The One Plan consolidates several plans and strategies into deliverable projects, with the enhancement of the river being one of them.

The One Plan is developed by the Chippenham Town Centre Partnership Board, an unincorporated voluntary partnership formed to coordinate the regeneration of Chippenham town centre. The Board's overall strategic purpose is to deliver a step change in the economic vitality and growth of the town, identifying and enabling delivery of key strategic projects. The Board is advisory with a commitment of Board members to work together to shape Chippenham going forward.

The Board consists of the principal civic, community and commercial stakeholders with a shared interest in the economic success and vibrancy of Chippenham town centre. These include:

- Local MP
- Wiltshire Council
- Chippenham Town Council
- Wiltshire College & University Centre
- Chippenham Borough Lands Charity
- Chippenham Chamber of Commerce
- Chippenham Civic Society
- Chippenham Community Hub, Town Team
- Acorn Property Group, Owners of Emery Gate Shopping Centre
- Evolve Estates, Owners of Borough Parade Shopping Centre
- Environment Agency



1 The vision

The Chippenham Avon Project will be a lasting legacy of riverside green space and urban wildlife habitat for the people of Chippenham and its visitors to enjoy well into the future.

It is therefore proposed that a Chippenham "River Green Corridor" should be created that provides better flood mitigation and improves the public realm through the town centre as well as providing a focal point for the town.

The Chippenham Avon Project aims to enrich the river's ambiance and enhance its overall quality, whilst implementing essential flood risk mitigation measures to safeguard both current and future residents and businesses. This initiative is designed to build resilience against the impacts of climate change. It will also improve walking and cycling links north/south through Chippenham and improve access to and from the town centre.



Explore feasibility and opportunities for a multifunctional performance space in the Island Park area, maintaining ecological assets and encouraging public use for festivals and events



Island Park to be protected, enhanced, and managed as a focal point for public use, events and enjoyment



Temporary uses and kiosk concessions to be facilitated and encouraged



River to be enhanced for both ecology and amenity through use of small weirs or similar structures



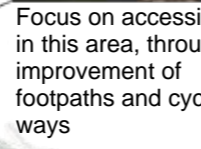
Encouragement of public use and connectivity to new facilities, events, and public open spaces each side of the river



Creation of new food and drink based attraction with outside dining overlooking Island Park



Radial gate removed and replaced with rock cascade, weir and wider footbridge in its place



Focus on accessibility in this area, through improvement of footpaths and cycle ways



River Corridor Interface Zone, where new building or alterations to existing will be required to demonstrate how they can meet the objectives of this masterplan

2 Context

The River Avon and its surroundings are one of Chippenham's greatest amenities, yet they are not fully utilised. There is a need to improve access to the river to unlock its full potential. Chippenham Avon Project forms one of the central pillars of the wider strategy for the regeneration of Chippenham's town centre, as set out within the Chippenham Site Allocation Plan, the Neighbourhood Plan and now prioritised for delivery in the new One Plan, Town Centre Masterplan.

Chippenham Avon Project will create an improved green infrastructure link through the central area of Chippenham, establishing links to the river from existing parks/green space to the north east at Monkton Park south towards Pewsham. The Environment Agency has identified the need to replace the existing radial sluice gate within Chippenham, which is nearing the end of its life. The risk of it failing to operate is increasing, which could result in a increased flood risk to the town centre.

Chippenham Avon Project supports the aims of existing policy and feeds into the vision for enhancing the River Avon. As a defining and connecting feature in the revitalisation of Chippenham town centre, the project seeks to enhance the function of the river while protecting it as a significant asset ecologically. The corridor should also connect the north and south of the town by cycling and walking routes making the town more resilient to the climate emergency and supporting a modal shift away from the private car for local journeys.

This masterplan is one of the priority projects identified in the One Plan. The Chippenham Town Centre Partnership Board has produced the One Plan for Chippenham, which begins the process of bringing together existing plans and

proposals into a single plan specifically focused on making things happen. The One Plan draws on the Town Council's Neighbourhood Plan as well as work undertaken by the Town Team and other community stakeholders. It takes on board the aspirations of landowners and the town centre business community.

The One Plan has purposely focused on several key projects that would boost the economy and support the vibrancy and sustainability of the town centre. Many of these schemes are focused on features that make Chippenham such a wonderful place to live, work and play. .



3 Planning policy, background and strategic themes

The following summarises the key background, strategic themes and planning policy considerations that relate to the Chippenham Avon Project proposals.

Planning policy context and background

The starting point for making planning decisions is the adopted development plan, which in Wiltshire is the Wiltshire Core Strategy (WCS) the Chippenham Sites Allocation Plan and the Neighbourhood Plan together with a number of saved policies from the former North Wiltshire District Local Plan (NWLP). Other material considerations include the National Planning Policy Framework (NPPF) and the planning practice guidance.

Core Policy 9 of the Wiltshire Core Strategy is key to the Chippenham Avon Project and sets a policy for the River Avon Corridor being enhanced for leisure and recreation uses in an environmentally sensitive manner, committed to developing an attractive cycle/pedestrian route connecting the town centre with the wider green infrastructure network, while conserving and enhancing its role as a wildlife corridor. This policy support is further developed through the Chippenham Sites Allocation Plan as well as the Chippenham Neighbourhood Plan.

As well as planning policy there is important ecology and there are a number of species that are protected in their own right that need to be considered. The following surveys should be undertaken to inform development of land around the Chippenham Avon Project where proposals have the potential to impact on protected species either during construction or

operation. All proposals should be accompanied by a Construction Environmental Management Plan (CEMP) to ensure that construction work considers aspects of environmental protection within the context of compliance with local legislation and minimisation of the impacts on humans and the environment:

- Badgers
- Bats
- Aquatic invertebrates
- Otters
- Beavers
- Reptiles
- Macrophytes

• Water voles (Note licences and receptor sites may be required).

- Breeding birds
- Fish, (specifically Atlantic salmon, Brook lamprey and Bullhead)
- Invasive plant survey

The outcome of such surveys will determine any mitigation and enhancement needed.

This draft masterplan has been developed in consultation with Natural England and Wiltshire Council Ecologist, taking account of the requirements under the Habitat Regulations in order to determine if there maybe any effects alone or in combination on any European nature sites. It identifies both areas to be mitigated and importantly large opportunities for habitat creation and enhancement.



Climate change

The Chippenham Avon Project Masterplan is set in the context of Wiltshire Council's and Chippenham Town Council's declaration of a Climate Emergency. Proposals for the Chippenham Avon Project have been designed to help support modal shift away from the private car, while also providing adaptation measures in response to the expected impacts of climate change through flood mitigation, aligning with the WCS strategic priorities for tackling and adapting to climate change, and para 152 of the NPPF.

Flooding

A flood defence scheme was constructed in the 1960s on the River Avon through Chippenham consisting of extensive re-construction of the river channel through the town centre and construction of the Chippenham Gate (radial gate with side weir and fish pass) to control upstream water levels. The purpose of the gate is to retain water levels during low and medium flows for amenity purposes whilst enabling high flows to pass through the structure, reducing the risk of flooding. The radial gate has however become increasingly unreliable and is nearing the end of its residual life. In

this current asset state, there is a risk that the structure will fail in a closed position.

The flood risk to Chippenham if the gate operates correctly is relatively low. However, if the gate was to fail to open in a flood event then the flood risk would substantially increase, especially at frequent flood events. This is a very real risk as the gate is increasingly needing manual intervention to allow it to function properly. There are also regular issues with the gate not closing fully after a flood event, leading to a drop in upstream water levels. This leads to visual, amenity, biodiversity and safety issues within the upstream river channel. Whilst there is an existing fish pass alongside the gate, this will not enable upstream migration of all fish species. The upstream riverine habitat is also heavily influenced by the artificially retained water levels. The replacement of the radial gate will reduce flood risk to the centre of Chippenham and reduce constraints on future growth and regeneration.

Reach 3 also has a valuable amenity and recreational value to a number of residential properties that have gardens directly onto the river bank. Many have taken advantage of this by constructing jetties to provide boat access/ recreational areas interacting with the water.



Water management

Removal of the radial gate will almost certainly have an impact on water levels throughout the river and it is acknowledged this could have a perceived detrimental impact on the residential amenity of these properties. Works to the radial gate are undertaken by the Environment Agency, and as such it is highlighted that the reduced water levels within the River Avon are not a town planning issue. However, the overarching principle of seeking to enhance Chippenham for all, and safeguard the residential amenity of residents, does fall within the scope of the Masterplan.

This Masterplan requires that, where feasible and viable, engineering solutions are sought which seek to minimise the impacts of reduced water levels.

is outside the scope of this Masterplan to insist on replacement of the radial gate and its removal is supported in planning policy terms due to the conservation, amenity, ecological benefits and future maintenance responsibilities and costs.

A key driver behind the Chippenham Avon Project is to provide critical improvements to help mitigate flood risk in the town centre and its surroundings. The green river park area plays a key part in the strategy for reducing flood risk. The masterplan sets the framework for delivering essential flood risk management and green infrastructure in accordance with WCS Core Policies 67 (Flood Risk) and 52 (Green Infrastructure), and Section 14 of the NPPF.

Ecology

The area identified within the Chippenham Avon Project

incorporates a number of sensitive ecological species and is a designated Local Wildlife Site. In accordance with WCS Core Policies 50, 68, and 69, and the NPPF, the masterplan has a key objective to ensure that future detailed proposals promote the conservation, restoration and enhancement of priority habitats and ecological networks. This also includes identifying measurable net gains for biodiversity that can contribute to the delivery of the UK Government's 25 Year Environment Plan and the recent Environment Bill.

A Preliminary Ecological Appraisal for the River Avon, south west of Town Bridge and land at Monkton Park was prepared to inform the Neighbourhood Plan, and recognised the River Avon as an important green corridor. It also identified the area downstream of Gladstone Road Bridge as an important area for wildlife. However, it notes that obstacles such as the radial gate weir and Town Bridge do currently inhibit movement of wildlife along the corridor. Solutions to improve movement through, under, or over these obstacles could improve the biodiversity of the corridor the management and maintenance of land bordering the river including rerouting or improving the Avon Valley Path to limit the risk from flooding around the area of Gladstone Road Bridge, replacement of fishing platforms, and removal or replacement of the radial gate weir.

The quality of the in-channel habitat of the River Avon through Chippenham is also impacted by the weir, downstream of Town Bridge. The weir is impounding the channel, resulting in deep water, sluggish flows and the interruption of natural process of fish passage



and sediment movement. The impacts of this extend upstream through Monkton Park. As a result of this impoundment, there is limited scope for in-channel habitat improvement works until the impoundment issue, as a result of the radial gate, is dealt with.

Landscape

The site has great potential for intrinsic natural beauty by way of its riverside frontages, and the Chippenham Avon Project seeks to enhance the landscape setting around the rivers through a series of measures. This includes removal of the concrete engineered structure of the radial gate and introduction of a comprehensive strategy for the improvement and enhancement of all areas of open space and green infrastructure, in accordance with WCS Core Policy 51.

Health and wellbeing

Delivery of significant enhancement to the town's green infrastructure links to support health and wellbeing is a key objective for the Chippenham Avon Project seeking to meet

the priorities under Section 8 of the NPPF. The Chippenham Avon Project will enhance and create new safe and accessible public spaces which will enable and support healthy lifestyles through exercise and active travel, and promote social interaction by creating shared spaces for the community and visitors to dwell and enjoy.

The Gladstone Bridge is also used as a graffiti wall and was the subject of a town council project in the past in exchange for not creating graffiti in other parts of town. Young people were allowed access to this site to use. However, the site and footpath that runs under the bridge is prone to flooding even in fairly low rainfall weather events in the late summer and autumn. In winter the footpath is flooded almost 100% of the time.

This creates some health and safety issues as the graffiti wall is often flooded and inaccessible. However, the mud banks, often present are great habitat for invertebrates and birds.

Air quality

In alignment with WCS Core Policy 55 which seeks to mitigate the effects of poor air quality, the Chippenham Avon Project will deliver improvements to pedestrian and cycle infrastructure to promote modal shift away from the private car, while also increasing the amount of carbon absorption and filtration of airborne particulates through additional planting and thereby improving air quality in Chippenham town centre.

Open space

In accordance with WCS Core Policy 52 the project seeks to deliver enhanced green infrastructure and open space in central Chippenham, in particular through improving opportunities to access the riverside environment that benefits both people and the environment. The play areas within the Chippenham Avon Project area could be replaced with improved modernised facilities. Where existing open space is proposed to be re-engineered for flood management purposes the recreation facilities will be retained to ensure there is no unacceptable loss of sports amenity space.

Transport and movement

A strategic objective of the WCS is to ensure that development which has an impact on transport in the town is delivered in accordance with the Strategic Transport Strategy (STS).

Chippenham Avon Project seeks to address these objectives by encouraging and facilitating walking and cycling journeys through improving the environment and infrastructure

of key routes leading to the town centre via the riverside path. In accordance with WCS Core Policies 60 and 61, and Section 9 of the NPPF the development will come forward in a manner which achieves safe and efficient movement of pedestrians, disabled people and cyclists prioritised over the private vehicle.



Heritage

In accordance with WCS Core Policy 58 the Chippenham Avon Project will, where appropriate, take inspiration from Chippenham town centre's strong heritage, ensuring that heritage assets are preserved and enhanced.

The substantial area of the Chippenham Avon Project and the River Corridor Interface Zone integrated zone is situated within a Conservation Area and there are a number of statutorily listed buildings, located within or close to the masterplan area. Both the Chippenham Conservation Area Appraisal (2007) and Chippenham Conservation Area Management Plan SPG (2010) identified a number of features in the vicinity of the River Avon which have a negative contribution on the significance of Chippenham Conservation Area, and outlined suggestions for enhancements and these should also be considered.

With respect to archaeology, detailed planning applications should be supported by an appropriate desk-based assessment and, where necessary, a field evaluation and further archaeological mitigation work.

Design

As required by WCS Core Policy 57, development of the Chippenham Avon Project will demonstrate a high standard of design in line with the National Model Design Guide, MHCLG, DLUHC 2021 which will add to the quality of the area in the long term. Landscaping and infrastructure will be sympathetic to local character and history, creating and maintaining a strong sense of place. Where appropriate, this will include high quality and appropriate public art.

4

Objectives and outcomes

- The key objectives for the delivery of the Chippenham Avon Project are:
- removing the hard engineered radial gate and fish passage that is now past its intended life and replace this with a 'softer' flood mitigation scheme within Chippenham town centre to protect town centre businesses and residents into the future and improve biodiversity
- enabling and encouraging growth and regeneration within central Chippenham including creating more active frontages at the Emery Gate shopping centre and 31-33 High Street in line with the draft Chippenham Neighbourhood Plan
- increasing the functional connection of Chippenham to the river
- protecting and enhancing the biodiversity and environment along the river corridor
- reserving and enhancing the special historic environment
- enhancing and maintaining the unique character and identity of the river corridor and the riverfront
- supporting development that is responsive to the river corridor

- contributing to healthy communities through the provision of improved walking and cycling links and recreation and leisure along the river corridor
- promoting sustainable development
- increasing tourism opportunities
- enhancing the riverfront south of Gladstone Bridge as an attractive natural area and consider opportunities to limit flooding and ensure the path is passable for more of the year
- where possible, minimise the impact of reduced water levels on existing residents and businesses.
- delivering design solutions that are appropriate to the character of each reach of the river and the wider character of Chippenham as a rural market town.
- creating areas of public access to the river whilst protecting the ecology
- enabling wildlife to move over, under or through the Town Bridge (High Street), such as a wildlife underpass and/or improved landscaping of banks
- new planting, including many new trees
- increasing understanding and awareness of the local environment and cultural heritage through interpretation boards
- maintaining residential amenity and access to the river from homes
- continuing to better protect up to 100 homes and 110 businesses from an extreme flood event or if the radial gate failed

- creating 250+ jobs and increasing confidence for investment from others in the town centre
- improving the 62 ha of high quality public open space to be enjoyed by all
- increasing opportunities for social connectivity
- increasing outdoor education and training opportunities
- enhancing green infrastructure which will improve amenity and wellbeing for visitors and local residents
- improving wildlife migration through the River Avon
- improving public physical and mental health outcomes resulting in increased productivity
- increasing opportunities for volunteer groups to become more involved in their local environment

- reducing risk of disruption from flooding to transport infrastructure
- improving climate change resilience
- creating new food and beverage night-time hub around Island Park
- improving the ecological condition of the River Avon watercourses
- removing visually obtrusive structures
- increasing awareness of the river and encouraging more public 'ownership' of these valuable assets
- improving cycling and pedestrian routes and segregating wherever possible
- encouraging modal shift away from the private car in favour of walking and cycling, thus reducing carbon emissions and improving air quality.



Climate change resilience improved

Enhancing the town centre through measures such as new planting, paving, public art and signage

Improving Upper Market Place for pedestrians

Reducing the dominance of cars in Upper Market Place

Potential regeneration opportunity at Bath Road car park/Bridge centre

Reducing the dominance of cars in the town centre

Encourage modal shift away from the private car in favour of walking and cycling, thus reducing carbon emissions and improving air quality

Greater recognition of the historic heritage of the Upper Market Place

250+ jobs created and increased confidence for investment from others in town centre

New food and beverage night-time hub around Island Park

Page 503

Increased opportunities for volunteer groups to become more involved in their local environment

Outdoor education and training opportunities

Improvements to 62 ha of high quality public open space/public realm to be enjoyed by all

Improved cycling and pedestrian routes, to be segregated wherever possible

Increased opportunities for social connectivity

Enhanced green infrastructure will improve amenity and wellbeing for visitors and local residents

Improved public physical and mental health outcomes resulting in increased productivity

Fish migration through the River Avon will be improved

The ecological condition of the River Avon and surrounding areas will be improved

Increased awareness of the rivers encouraging more public 'ownership' of these valuable assets

Reduced risk of disruption from flooding to transport infrastructure

Up to 100 homes and 110 businesses would be better protected against flooding

Removal of visually obtrusive structure

As part of the One Plan for Chippenham the Chippenham Avon Project will contribute to delivering these outcomes.

5

The Chippenham Avon Project Masterplan

Reaches one to five

The river corridor extends from the west of the town centre and meanders along to the north east. For the purposes of Master Planning, the river has been divided into 5 distinct reaches.

The key focus of the river corridor redevelopment is to ensure the entire area around the river is fully accessible, allowing all residents and visitors to have better connections with the river, in conjunction with ecological enhancements and opportunities.

Many existing platforms and access steps are in poor condition. During the lowering trial in October 2023, a fishing platform on the bank of reach 3 was exposed. The front margin highlighted the reduced accessibility, which the masterplan aims to address.

During normal flow conditions, improvements to access will allow people to access the riverside areas safely, increasing use and enjoyment of the riverside area, contributing to wider town vitality and prosperity.



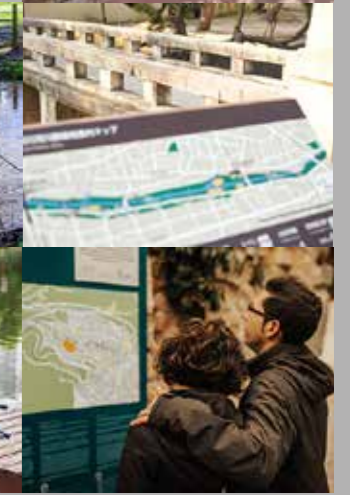
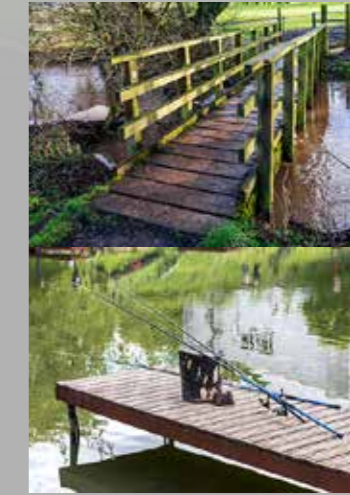
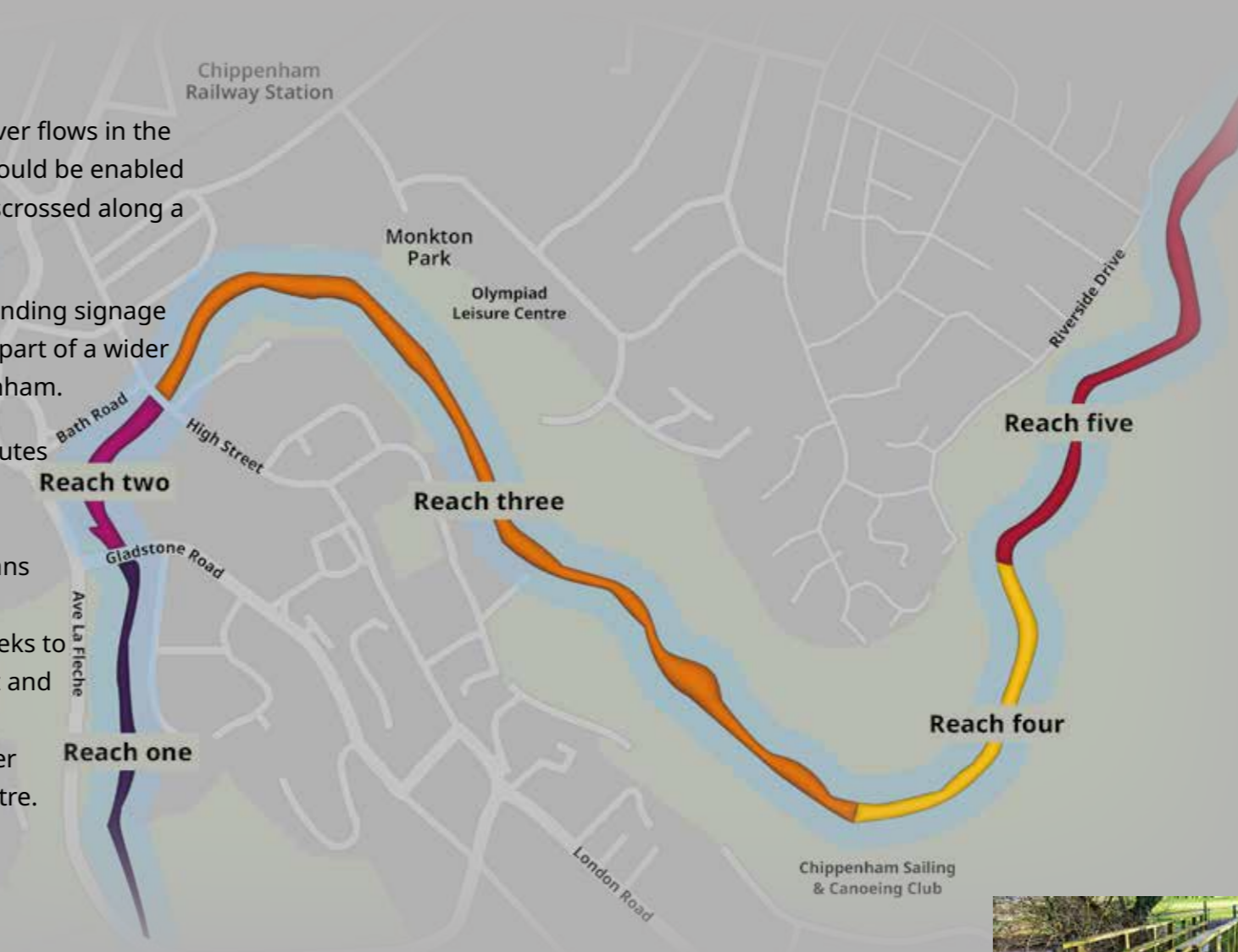
Page 504

Public access at times of high river flows in the downstream Avon Valley Walk could be enabled through raised boardwalks crisscrossed along a naturalised wetland space.

Interpretation boards and wayfinding signage provide an opportunity to form part of a wider wayfinding strategy for Chippenham.

Existing cycle and pedestrian routes are to be enhanced, improving opportunities for movement throughout the area. The Sustrans cycle routes permeate the river corridor, and the masterplan seeks to strengthen and expand the foot and cycle paths within the central Chippenham area, from the River Avon corridor into the town centre.

The Chippenham Avon Project Masterplan sets out design principles and specific requirements for each of the phased areas shown on the map below.



6 General development principles

All new development proposals either within the Chippenham Avon Project or within the River Corridor Interface Zone as designated on the masterplan will need to demonstrate how they meet the following planning requirements. Failure to do so to the satisfaction of the Local Planning Authority may lead to the refusal of planning permission.

CAP1: Biodiversity

All new development in the Chippenham Avon Project should preserve and enhance biodiversity by:

- undertaking river corridor improvements in line with section 7 of the masterplan, where appropriate
 - providing landscaping and planting corridors that are appropriate to the riverine environment
 - establishing areas of undisturbed habitat for a range of species
 - demonstrating that any development has been designed to minimise and effectively mitigate avoid any temporary or permanent increase in artificial light levels near the river. demonstrating that any development has been designed to avoid any temporary or permanent increase in artificial light levels near the river
 - seeking opportunities to enhance local wildlife or geodiversity sites and improve their connectivity where possible. Consider priority habitats such as SSSIs and other protected species
- managing and seeking to eradicate invasive species such as Japanese knotweed, Himalayan balsam, Canadian Waterweed and Giant hogweed and coordination with planned upstream works.
 - employing bio-security measures and procedures to reduce the risk of introducing or spreading invasive non-native species (and other harmful organisms such as diseases) in the wild
 - taking into account the Guiding Principles in the the Bristol Avon Catchment Plan and Bristol Avon Fish Recovery Plan through working with the appropriate bodies
 - providing ongoing maintenance
 - supporting all applications by a Construction Environmental Management Plan that takes account of mitigation measures identified in section 10 of this masterplan that looks specifically at the use of the Chippenham Avon Project by the public and whether the area is being used as expected. This evidence should be used to inform the future design of phases with respect to any increased recreational and associated pressures such as littering



- carrying out a specific all necessary ecological surveys before any works commence to detect the presence of roost, foraging and commuting sites. The results of this survey will inform any works

CAP2: River improvements

- In addition to meeting the requirements of Core Policy 52 (Green Infrastructure), any development within the river channel will seek opportunities to naturalise the river system, remove hard engineering/structures and provide ecological improvements in order to restore the habitat and ecology of the River Avon watercourse and its margins, wherever possible. This may involve a range of measures, including:
 - de-culverting and removing concrete channels
 - any large-scale bank regrading around the Monkton Park area will need to coincide with

- retention of trees is essential, where trees must be removed to facilitate development, replacement of trees, at a ratio of 5 new trees for every 1 lost, of a species and size appropriate to the locality, will be required.

lowering some areas of Monkton Meadow, in order to reduce the gradient of the bank of the currently incised channel, improve vegetation growth and biodiversity and to provide fish with refuge from high flows.

- removing hard engineering including radial gate and associated structures
- re-grading the river banks
- enhancement within the river channel
- planting and creating wildlife habitat
- increasing public engagement with the water.

CAP3: Flood risk and water management

Development of the Chippenham Avon Project will:

- integrate flood risk mitigation measures into site layout and design, including the consideration of impacts elsewhere in the catchment



- be informed by Wiltshire Council's Strategic Flood Risk Assessment (SFRA) and follow a sequential approach taking into account all
- incorporate Water Sensitive Urban Design (WSUD) and sustainable drainage principles, taking account of the 'four pillars' of sustainable drainage systems (SuDS) -
 - water quantity, water quality, biodiversity and amenity
- with regards to the control of surface water runoff achieve betterment over pre-development runoff. Post development runoff shall include an appropriate allowance for climate change in line with Environment Agency guidance
- positively impact on existing surface water drainage routes, both underground and overland. Development shall not increase surface water or groundwater flood risk. Any existing surface water or groundwater flooding should be intercepted by the new drainage system. Hydraulic modelling evidence may be required to confirm this
- manage water demand (for example irrigation of planting areas) where consideration should be made of how these can be met in an efficient and sustainable way such as the potential for storage during times of less water stress.

CAP4: Integrated development

For all new development within the Chippenham Avon Project and the River Corridor Interface Zone Chippenham Avon Project Interface Zone, an integrated approach to new development will be required where land and river uses are considered together.

New development proposals will be expected to demonstrate how they make a positive contribution to the aims of the Chippenham Avon Project Masterplan through, where relevant, providing some of the following outcomes:

- Creating active frontages to the river and open spaces, where feasible.
- Improving the setting of the Chippenham Avon Project through well-designed landscaping.

Where a development will directly benefit from new areas of publicly funded public realm, then a reasonable financial contribution to that project will be sought.

- Avoiding impacts to and taking opportunities to enhance biodiversity such as through the inclusion of swift nest bricks and bat bricks.
- Taking opportunity to improve water quality.
- Contributing to the reduction of flood risk.
- Taking opportunities to showcase the area's historic significance.
- Facilitating housing and economic growth adding vibrancy to the area.
- Contributing to the planting of new trees and creation of new shaded spaces.

- Considering surfacing materials and lighting so as to have a minimal effect on the River Avon and other protected species.
- Considering other indirect effects that a change in land use may have on the River Avon and other protected species.
- Where feasible, work in partnership with the Partnership Board to help design and implement plans for public realm and landscape enhancement.
- Any proposals for new housing / economic growth / food hub around Town Centre / Island Park will need to consider the sequential / exception test once the scheme is complete and the floodplain has been re-modelled.
- Development within the River Corridor Interface Zone will be expected to utilise more permeable surfaces and install Sustainable Drainage Systems.



CAP5: Access

Development of the Chippenham Avon Project should seek to improve visual and physical public access in certain areas to and along the river through:

- providing direct, safe and clear access for pedestrians and cycles travelling through Chippenham and the Green River Corridor
- providing segregated pedestrian and cycle routes when practicable
- providing a joined-up approach to river access, considering access and uses up and down stream, as well as across the river channel
- promoting uses and activities along riverside routes to help provide safe public

spaces including interpretation boards to highlight key ecology and biodiversity aspects of the river

- where access is provided to the river such as through fishing platforms, ensuring they are DDA compliant and thereby provide access for all
- balancing ecological protection and public access and carefully considering where access may be restricted for ecological gains
- as far as possible using creative solutions to safeguard the amenity enjoyed by existing residents and businesses through
- mitigating impacts of changes in water level.

CAP6: Public realm

All new development within the Chippenham Avon Project should treat the river as a key element in developing a sense of place and high-quality public realm. Development will be supported that:

- is based on design which is appropriate to the immediate context and also reflective of Chippenham's character as an historic rural market town
- provides high quality and appropriate boundary treatment along the river, creating an attractive and robust embankment
- creates a flexible entertainment, festival and events space on Island Park to include performance space and seating

- creates food and drinks terracing with outside seating overlooking Island Park
- provides high quality and appropriate public art, artistic features and wildlife/ecological/historical interpretation
- protects and enhances the conservation area
- provides imaginative screening solutions to obscure visually unattractive areas which would otherwise detract from the setting of the Chippenham Avon Project
- provides boundary treatments proposed as part of specific schemes that are tailored to reflect the river corridor environment, ranging from urbanised to naturalised.

CAP7: Public protection and amenity

In order to address poor air quality in the town, development proposals will need to demonstrate its contribution to a reduction in NO2 throughout project implementation and once completed.

A Construction and Environmental Management Plan that will be required to

manage construction activity in and around the river in support of any planning applications.

Noise impacts should be considered and mitigated in respect of any proposed construction phases and potentially operational phases where receptors are brought closer to potential noise sources that may affect amenity.

CAP8: Management and maintenance

Applicants should submit to the council a management, maintenance and monitoring plan, outlining how the river environment, including channel, banks and any associated landscaping will be maintained in perpetuity.

Community involvement in the ongoing management, maintenance and monitoring should be encouraged where practicable and addressed in the submitted management and maintenance plan. Specifically, the plan will need to cover the following:

- How the proposals have been designed to ensure that required maintenance within and around the river channel will be kept to a minimum.
- How appropriate bio-security measures and procedures have been considered to reduce the risk of introducing or spreading invasive non-native species and other harmful organisms into the river system.

The council will consider the use of conditions and/or legal agreements to ensure that ongoing maintenance and management is adequately addressed through the lifetime of the development.

- How ongoing management and maintenance arrangements have been considered, addressed and funded.

7

Area-based development principles

As shown on the masterplan map the Chippenham Avon Project will be delivered in areas. The early phases will deliver changes to the river channel infrastructure and can be brought forward sooner as funding streams are likely to be more accessible compared to other phases, as other phases will rely on the identification of additional funding sources.

The following section sets out the area-based development principles that will inform the delivery of the Chippenham Avon Project.

These are indicative, and the schemes that are delivered may vary due to the on-site conditions and available funding. However, these place specific development principles provide a benchmark against which alternative proposals will be evaluated. If they fail to deliver the environmental and community benefits identified, then they may be refused.

The ideas within the following sections are from the community themselves and have been drawn from existing policies in the Neighbourhood Plan, feedback from the One Plan and also dedicated consultation on a draft version of this Master Plan including workshops and discussions with local representatives.



Reach one

Reach one extends directly north towards the town centre adjacent to the Millennium Wall and the ARC climbing centre. The aim along this reach is to make better use of the footpaths throughout this area, providing improved connectivity to this part of Chippenham and the climbing centre.

The masterplan aims to introduce permeable routes through the area with a network of trails to improve access throughout the riverside and encourage outdoor activity.

Features such as raised boardwalks, criss-crossing a naturalised wetland space, are proposed. This would allow public access at times of high river flows in the downstream Avon Valley Walk area.

Page 209

Acknowledging potential broader development in this identified reach, the area to the east side of this section of the river may be suitable for further development in the future. As such, the masterplan aims to create a permeable space that will facilitate access from this area through to the town centre.

The Millennium Wall also provides an opportunity for enhancement of both the commemorative structure and the area around it. As this is adjacent to existing cycle routes, suitable improvements would aid in encouraging movement and footfall throughout this area and towards the town centre.



Reach two

Gladstone Bridge to Town Bridge

Reach two extends between Gladstone Road and the High Street Bridge. This stretch of the river features the radial gate and weir, both of which are of significant importance for the broader enhancement of the River Avon in Chippenham.

Works undertaken alongside the Environment Agency have identified the need for this river infrastructure to be replaced or removed with immediate effect. The radial gate currently maintains an artificially raised water level. To ensure removal has no negative impact on the watercourse or ecological assets in this area, works will include mitigation measures, preventing detrimental impacts on the broader environment.

Other options are also to be considered, including features such as exposed river walls along the riverbank upstream of the radial gate, lowered walkways, modules fitted to river walls seeded with target species, and retrofitting of timber fenders and ledges to trap sediment and seeds. There are a series of potential measures which can be implemented depending on suitability of the site and provision of the appropriate locations, blue and green infrastructure, and viability against the broader aims of the masterplan.

A trial was undertaken to lower the water level to where it would typically reside compared to the artificially high water levels currently in place. Staining in the images included reflects the drop in water level during the lowering trial, with vegetation establishing naturally on the existing wall in cracks within the brickwork.

The replacement of the existing pedestrian bridge proposed along this reach will provide improved connectivity to the town centre and to other foot and cycle paths, bus and train networks leading directly in and out of the central area of the town and main retail areas.

In this reach, there may also be future redevelopment opportunities of buildings adjacent to the river which would contribute to wider enhancements of the river corridor. Buildings along the High Street, close to the Bath Road/High Street Bridge, afront the river and therefore could be improved to make better use of the river corridor and integrate the river with the town centre which is currently underutilised. Addressing the permeability, access, and visual appeal of the buildings adjacent to the river would support the broader outcomes and aims for Chippenham town centre, improving the appeal of the area and river frontage.



Reach three

South of the Olympiad Leisure Centre and Island Park incorporating an area of retail uses to the south of Island Park

Reach three occupies the main section of the river from the High Street through Monkton Park along the rear of the town centre area. In this area, the aims of the redevelopment are to provide better access to the river and use of the park area and Island Park, creating more of a destination for tourism, visitors and residents.

There have been substantial opportunities identified throughout the river corridor that would support increased use of the area. The redevelopment is looking for opportunities to provide better access to the river, and in conjunction with this, improved and increased seating provision is sought to encourage people to enjoy and reconnect with the river which is an underused asset in its current state.

Consultation feedback has advocated for less 'urban' terraced seating areas, and as such sympathetic and aesthetically appropriate solutions should be considered in future planning applications. Additional paved areas on Monkton Park or Island Park will be avoided, unless first agreed by the Town Council. The former Lido may be considered for potential reinstatement, however this is a more long-term consideration as it has been covered over for many years. In line with the other recreational opportunities in this area, restoration of the former Lido would contribute to creating a destination for activities, visitors and general utilisation of the river as an asset.

The proposed development throughout the river park area will take full advantage of the opportunities present, increasing active travel routes, accommodating improved play provision, facilitating appealing seating areas and increased planting and greening of the park.

There is the potential for an improved riverside meeting and feature area downstream from the Town/High Street Bridge. This would encourage improved use of the area, advocating for the enjoyment of the park for socialising, connectivity, and supporting interactions within the community. Again the character of this area should be designed taking account of the setting within a conservation area of this historic rural market town .

Broader redevelopment within Chippenham town centre would also have a significant impact on this reach of the river. The Emery Gate Shopping Centre provides an opportunity to create a more active river frontage which currently prevents connectivity between the High Street area and the river corridor. Redevelopment of this site, and other opportunities such as the former Wilkinsons unit, Tesco unit and Emery Gate car park, could facilitate a significant improvement in the links between the town centre and the river, encouraging a more river facing shopping experience with terraced seating, food and beverage offerings, and an improved public realm by which the river becomes a focal point.

As mentioned in the strategic issues in this Master Plan (page 7) there is potential for alteration in water levels to detrimentally affect the amenity currently enjoyed by existing residents and businesses and therefore where feasible and viable, engineering solutions should be sought which seek to minimise such impacts through such measures as remodelling of riverbed, sculpting of banks and replacement jetties.



Examples of boardwalks to encourage enjoyment and interaction with the river and working with local clubs to improve recreational activity, access and enjoyment.

Reach four and five

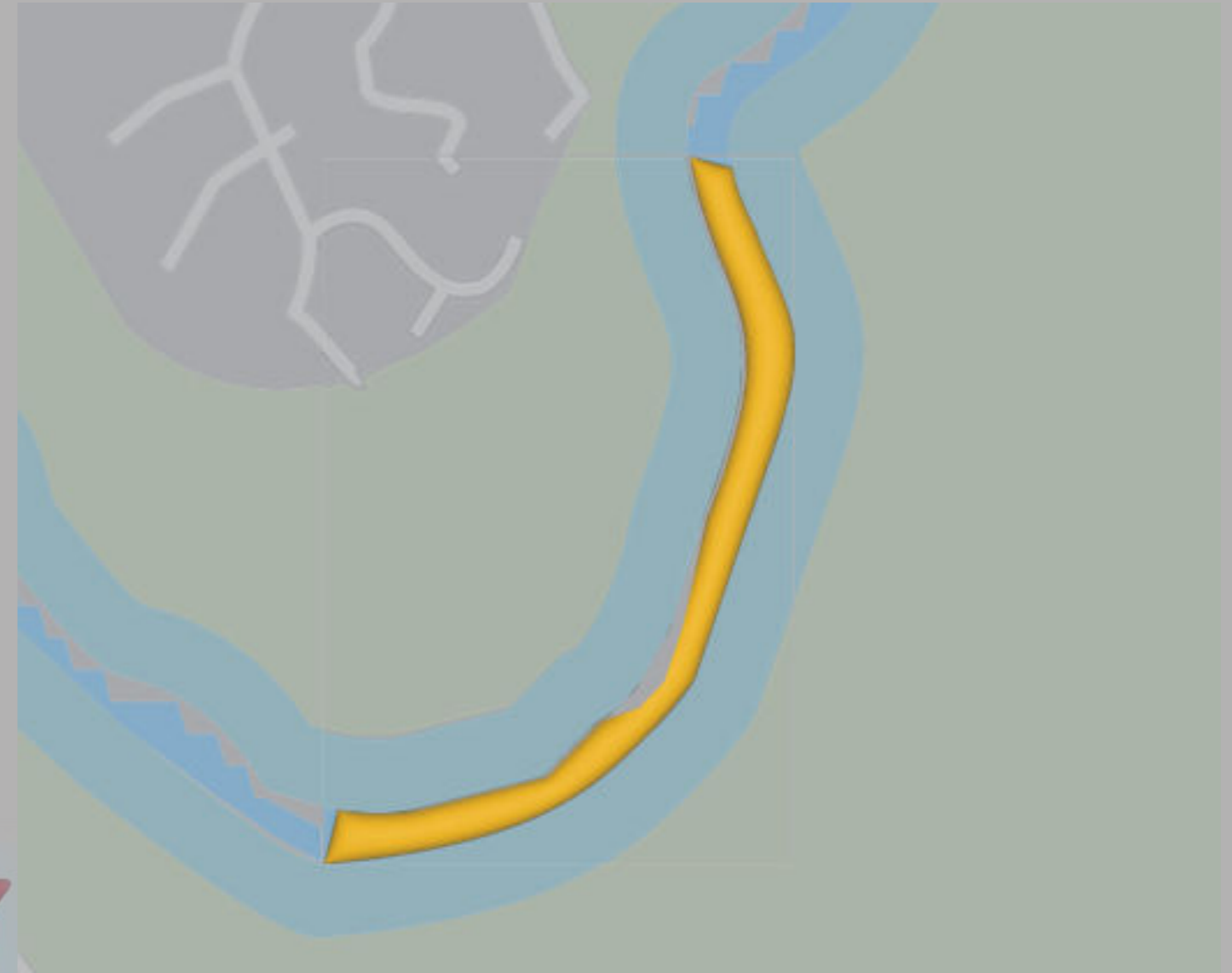
Reaches four and five extend from the central areas in Monkton Park, up to the north-east. Works to this area of the river will need to integrate with the Neighbourhood Plan and Chippenham Town Council's proposals for Monkton Meadow. The renaturalisation of the river will provide additional opportunities along these reaches for planting, to create an ecological buffer zone between the river and agricultural land.

There is an opportunity to create a new Public Right of Way (PRoW) on the eastern bank of the river, improving the access and footfall along this section of the river. Expanding the pedestrian routes will integrate the sailing and canoe club and also improve access to this part of the river corridor which appears more restricted and disconnected at present. This will provide additional opportunities for planting along the PRoW to integrate the new pathways within the green setting.

Discussions have taken place for the potential creation of a watersports centre adjacent to reach five. Supporting and providing opportunities for recreational activities would encourage visitors and residents to use the river, also contributing to the maintenance and conservation of the river.

From previous research, recreational uses of the river were identified as one of the most common responses to what people would like to see as part of the River Park area redevelopment. Supporting recreational opportunities provides ecological and economic prosperity for the area and can be supported by improved access and connectivity to the town centre.

Consistently throughout the reaches, the development aims to improve connectivity and access. At this section there is the opportunity to connect new pathways for pedestrians and cyclists to the existing cycle route along the former railway line.



Page 51
12



Use of boardwalks will promote the managed enjoyment of the natural environment and a new pontoon will be considered to allow greater recreational use of the water.

8

Delivery and funding

Funding opportunities to deliver the long-term phases of the Chippenham Avon Project are expected to come from a range of sources, to be investigated by the Partnership. The private sector will be expected to play its part when development falls within the River Corridor Interface Zone Chippenham Avon Project Interface Zone.

The project area covers a considerable amount of land within the town centre, and there are a number of land owners who are/will need to be engaged in the delivery of the project. A predominant part of the land is owned either by Wiltshire Council or Chippenham Town Council or Chippenham Borough Lands Charity, all of whom are closely involved in the project. Later phases of the project may potentially require negotiations with third party landowners to progress.

9

Community involvement

While the maintenance of the watercourses remains the responsibility of the landowners, there may be an opportunity for a voluntary community role. Sections of the masterplan area could be allocated to community groups with an interest in wildlife, recreational, sustainability, cycling, walking, arts and educational projects.

Under this model, the responsible bodies would support volunteer organisations to assume the maintenance of sections of the new green space subject to appropriate checks that may include provision of an appropriate scheme of works/business plan; and confirmation of the necessary public liability insurance cover and risk assessments.

10

Habitat Regulations Assessment

A HRA screening should be undertaken on this plan and subsequent Appropriate Assessment should be undertaken if necessary on the final masterplan.

If screened in for each phase a more detailed HRA screening should be undertaken in consultation with Natural England when specific details of the scale and nature of the works alone and in-combination are known in more detail.



11

Status and role of this masterplan

This masterplan is a framework to guide the phased development of the Chippenham Avon Project. It has been endorsed by Wiltshire Council Cabinet so it carries significant weight as a material consideration in the determination of any future planning applications affecting land within the masterplan area, and there will be a presumption in favour of development that accords with the requirements of this masterplan.



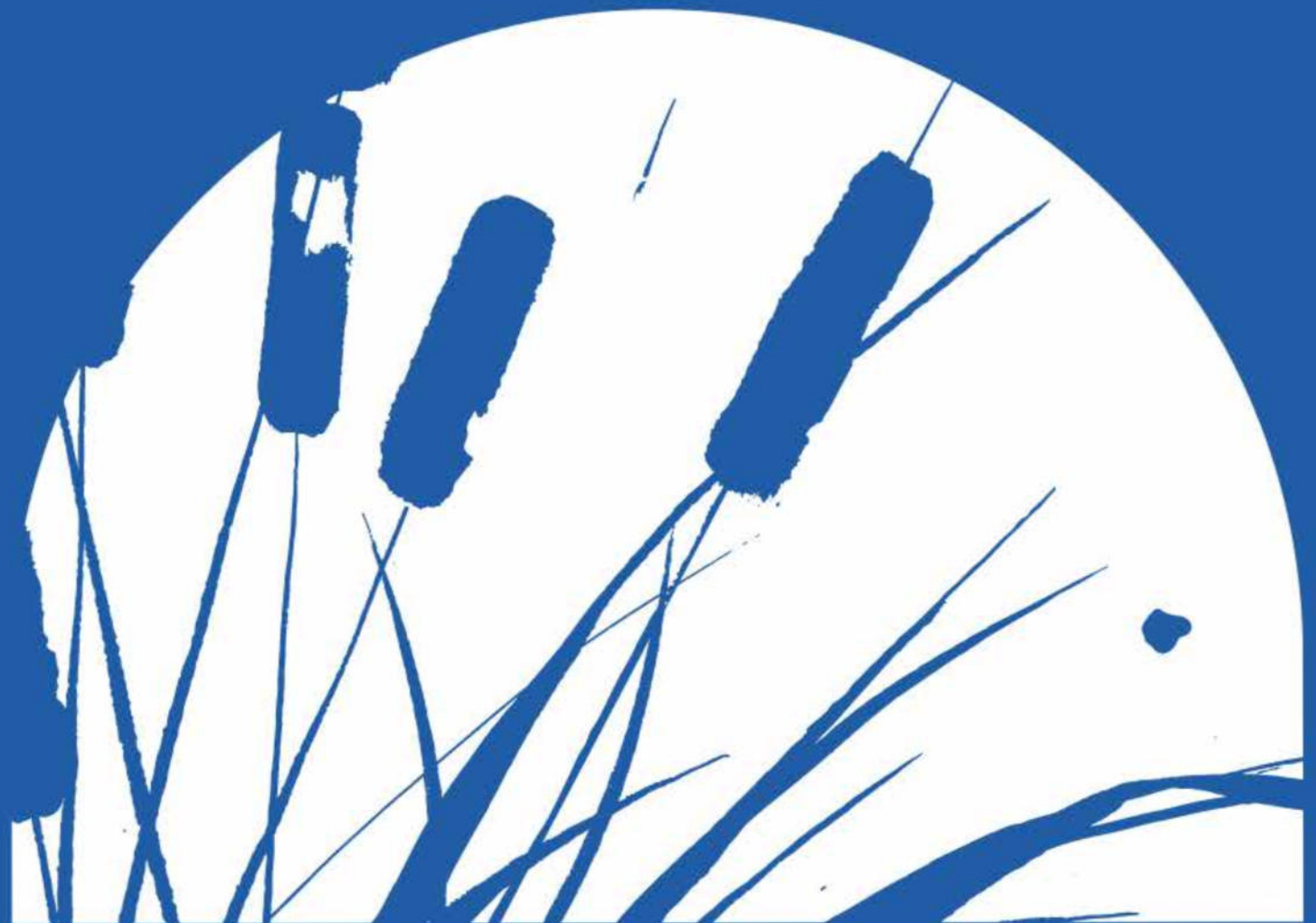
Page 514

This page is intentionally left blank

Chippenham Avon Project Masterplan

Consultation
Methodology and
Output Report

A plan developed by the
Chippenham Town
Centre Partnership Board



Contents

Executive Summary	1
1.0 Introduction	3
2.0 Purpose of this report	4
3.0 How to use this document.	4
4.0 Summary of previous rounds of public consultation	4
5.0 Methodology for the consultation	6
6.0 Summary of responses and issues arising	8
Appendix 1 – Consultation material	17
Appendix 2 – Summarised comments and responses.....	20

Non -Technical Executive Summary

The Chippenham Avon Project consultation process received xxx responses. When these were analysed in detail responders made approximately xxx individual points.

Consultation only means something if it influences the outcomes

While the process was successful in engaging with the community, the real measure of success is how the voice of the community will be used to revise the Chippenham Avon Project Masterplan and how that is manifested in delivery on the ground. This should now be the focus on ongoing work by the Partnership Board.

How to respond to so many diverse voices

The multiple-choice design of the main questions meant that it was straightforward to analyse outcomes and compare choices through the simple charts included in this document. Questions 3 and 5 invited general comments (known as free text), and as such was more complex, necessitating the analysis of every comment received and then including them under an appropriate topic heading which captured the point being made. This themed approach allowed clear trends and issues to emerge which allowed the overarching comments of the consultation to be clear, which has then influenced and guided the redrafting of the masterplan, and influenced the next stages of the masterplan process.

The clear themes and messages to emerge:

- The responses indicate a strong overall support for the objectives of the Master Plan.
- There is a consistent very strong support for enhancing the biodiversity of the river
- There is support of ongoing and enhanced recreational use of the river with improved access and enhanced public domain.
- There is concern of a change in water levels and the Master Plan has been amended to reflect this
- There is a consistent minority who wish to see the radial gate replaced with a similar structure
- It is outside the scope of the Masterplan to insist on replacement of the radial gate and its removal is supported in planning policy terms due to the conservation, amenity, ecological benefits and future maintenance responsibilities and cost.

The influence of the consultation

The consultation as well as showing strong local support for the project has led to change which will strengthen the Masterplan and make it a more effective document in shaping future delivery of the Chippenham Avon Project and new developments within the River Corridor Interface Zone. All comments and responses are included in Appendix 2 to this report and where the comment has prompted a change to the Masterplan this is clearly shown by the

phrase 'CHANGE TO MASTERPLAN' in the right hand column. The main changes include:

- That where feasible and viable, engineering solutions are sought which seek to minimise the impacts of reduced water levels
- To reflect the issues raised over how the actual design of public domain should look, the Masterplan has been amended with the following objective has been added in Part 4 of the document:
 - Delivering design solutions that are appropriate to the character of each reach of the river and the wider character of Chippenham as a rural market town.
- Bullet point in CAP 1 relating to invasive species will say eradication to be coordinated with upstream efforts.
As per EA's suggestion and require a replacement ration of 5:1 for each tree removed.
- CAP7 has been changed to explicitly refer to need for a Construction and Environmental Management Plan that will be required to manage construction activity in and around the river in support of any planning applications.
- CAP4 now includes explicit requirement that proposals should be subject of a flood risk sequential test.
- CAP 5 changed to make specific reference to the need for DDA compliance.
- Reach 3 now is explicit that additional paved areas on Monkton Park or Island park will be avoided unless agreed with the Town council

Page: 519

- CAP4 now explicitly requires SUDS
- Requirement added to take into account the Guiding Principles in the Bristol Avon Catchment Plan and Bristol Avon Fish Recovery Plan through working with the appropriate bodies
- CAP1 strengthened regarding mitigation of light pollution and management of new lighting
- CAP 5 revised to reference interpretation boards
- Its is acknowledged that CAP4 reads onerously and could be seen as a disincentive to investment and hence it has been amended to be lead to opportunities being realized in a more flexible manner. It now reads: 'New development proposals will be expected to demonstrate how they make a positive contribution to the aims of the Chippenham Avon Project Masterplan through, where relevant, providing some of the following outcomes
- The term Integrated River Zone' has been deleted and River Corridor Interface Zone been used consistently throughout. The map on page 22 has been amended to explain the area covered by the Interface Zone for better clarity.
- CAP6 has additional criteria requiring that detailed plans show how the conservation area is to be protected and enhanced

1.0 Introduction

The Chippenham Town Centre Partnership Board is an unincorporated voluntary partnership which has been created to coordinate the regeneration of Chippenham town centre. The Board's overall strategic purpose is to deliver a step change in the economic vitality and growth of the town, identifying and enabling delivery of key strategic projects. The Board is advisory with a commitment of Board members to work together to shape Chippenham going forward.

The Board consists of the principal civic, community and commercial stakeholders with a shared interest in the economic success and vibrancy of Chippenham town centre. These include:

Michelle Donelan, MP

Wiltshire Council

Chippenham Town Council

Wiltshire college & University Centre

Chippenham Borough Lands Charity

Pinnacle Group

Chippenham Chamber of Commerce

Chippenham Civic Society

Chippenham Community Hub Town Team

Acorn Property Group, Owners of Emery Gate Shopping Centre

Evolve Estates Owners of Borough Parade Shopping Centre

The Environment Agency

The Terms of Reference show how the Chippenham Town Centre Partnership Board will be responsible for identifying and enabling the delivery of key strategic projects within Chippenham. (Chippenham Town Centre Partnership Board Terms of Reference.)

The Board has worked collaboratively to produce the One Plan for Chippenham, the new Town Centre Masterpan for Chippenham which focuses on several key projects that will boost the economy and support the vibrancy and sustainability of the town centre (LINK). General Fund - chippenham one plan Executive summary new.pdf - All Documents (sharepoint.com)

The enhancement of the river, known as the Chippenham Avon Project, is one of the key projects identified in the One Plan. The Chippenham Avon Project provides an opportunity to provide better flood mitigation and deliver a lasting legacy of riverside green space, enhanced enjoyment, economic stimulus and urban wildlife habitat for the people of Chippenham and its visitors to enjoy well into the future.

The Environment Agency are also leading on a scheme (www.chippenhamavonproject.com) which involves the removal of the aging radial gate and weir in Chippenham and replacement with smaller weirs to enhance the amenity and ecological value of the river, along with additional enhancements to the river throughout the town. Given the inter-relationship between the Chippenham Avon Project Masterplan and the Environment Agency's radial gate project, Wiltshire Council and the Environment Agency ran a consultation in a parallel from Tuesday 16th April to Tuesday 28th May.

2.0 Purpose of this Report

The purpose of this document is to explain how the consultation process on the Chippenham Avon Project masterplan was conducted; to summarise the issues arising; and to provide a response to the issues raised highlighting how these will shape the Masterplan going forward.

3.0 How to use this document

This Consultation Report is broken down into a series of sections and appendices, as follows:

- Section 4 summarises briefly the previous rounds of consultation.
- Section 5 sets out the methodology that has been undertaken in conducting the consultation.

- Section 6 sets out a summary of the consultation responses, and the council's responses.
- The appendices to the Consultation Report set out further details in respect of the consultation process.

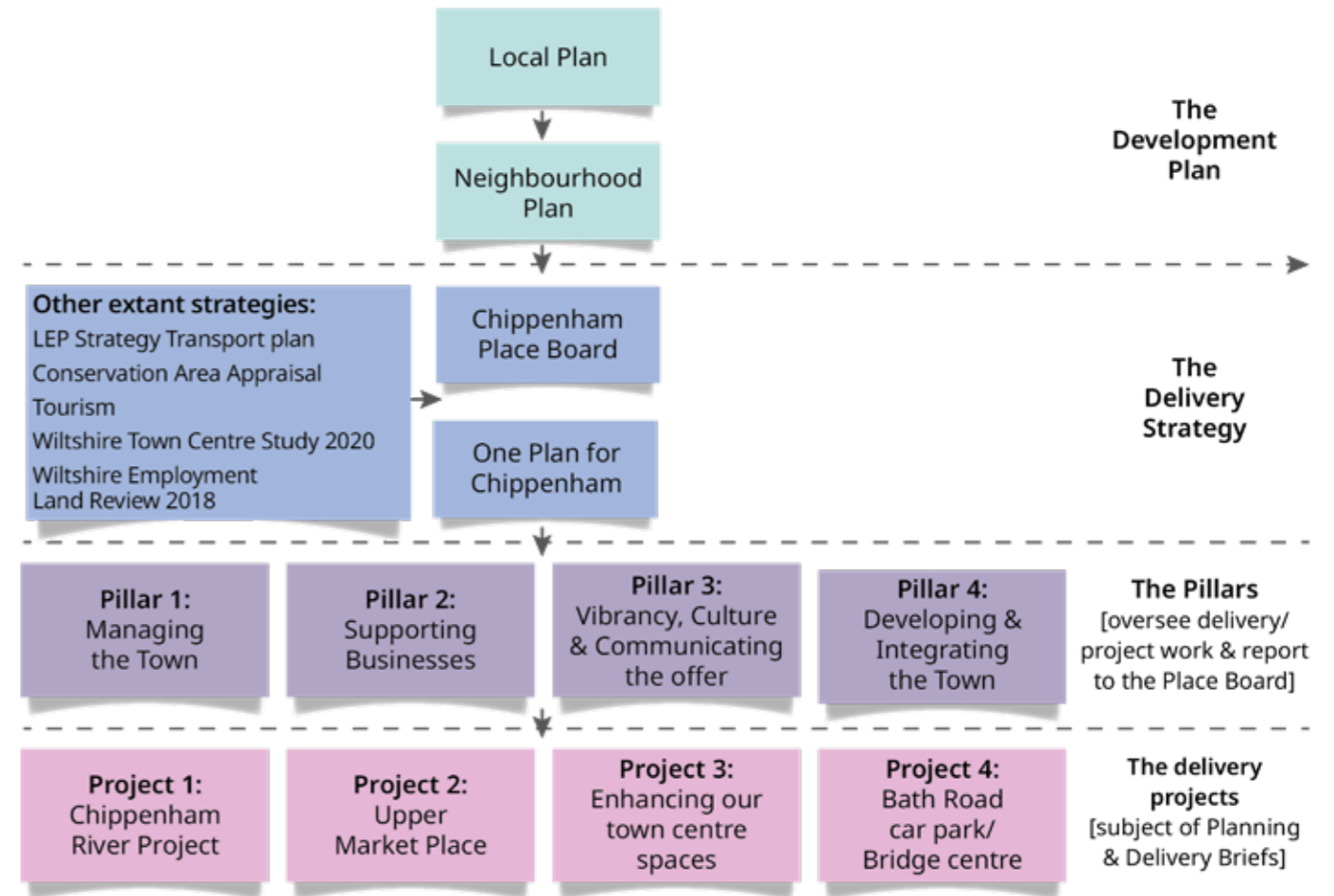
4.0 Summary of previous rounds of public consultation

The Chippenham Avon Project Masterplan is based on evidence from a wide range of sources including but not exclusive to the following:

- The Chippenham One Plan
- The Chippenham One Plan Baseline Report
- Neighbourhood plan and the consultation outcomes
- Work undertaken by the Chippenham Towns Team
- Policies national/local adopted and emerging such as the Planning White Paper; Environment Bill.
- Environment Agency Technical Advice

- Dialogue with Private Sector investors
- National design guidance
- Planning applications
- Infrastructure investments
- Extant vision and plans
- Horizon scanning – pipeline investments
- Challenges – social, economic, and environmental
- Extant data and evidence, trends, demographics, footfall, turn over, vacancy rates etc.

This evidence base can be graphically represented as shown overleaf:



- The Chippenham Town Centre Partnership produced, consulted and endorsed the One Plan for Chippenham.
- One key project identified was the enhancement of the river corridor in Chippenham, to be delivered through a masterplan.
- The Chippenham Avon Project masterplan will set out design principles and specific requirements for different section (labelled reaches) of the river.
- There has been public consultation on the masterplan.
- The masterplan has been produced by Wiltshire Council, informed by the One Plan consultation responses and dedicated workshop input from the Environment Agency, local elected Members and stakeholders
- Its about moving from planning stage to a delivery stage.



5.0 Methodology for the consultation

The consultation was comprehensive and was informed by Wiltshire Council's Statement of Community Involvement, which can be found here:

<https://www.wiltshire.gov.uk/article/1088/Statement-of-Community-Involvement>

Who was consulted and how were they consulted?

Before the formal consultation began on 16th April, pre consultation took place with Chippenham Town Council councillors on 28th March and also the Chippenham and Villages

Area Board members on 2nd April. Input from these meetings informed the final draft version of the Masterplan which was then subject to the formal 6 week consultation period.

Communication and marketing of the consultation was provided through a news release, an article on Chippenham Town Council's website, printed media articles, social media posts, articles in residents and members newsletters, and static unstaffed consultation displays.

Local residents were made aware of the consultation through a variety of means.

Consultees were informed that the consultation material was available to view throughout the consultation period at the following locations:

- In electronic format on Wiltshire Council's website, Chippenham Town Council's website and Environment Agency's website
- In paper format at the following locations:
 - Wiltshire Council's Monkton Park office reception
 - Chippenham Town Council reception
 - Chippenham Library
 - Chippenham Community Eco Hub
 - The Olympiad

Posters advertising the consultation were distributed around the town centre and a media briefing was held on 15th April. A public webinar was also held on 17th April as well as a Statutory Stakeholder meeting on 22nd May.

Joint public events were held to ensure local people could discuss the proposals in greater detail, ask any questions they may have and share their views. These public drop-in events were held at:

- Wiltshire Council's office in Monkton Park in the reception area, Friday 19 April 2024 from 2pm to 7pm
- Town Hall in the High Street, Chippenham, Monday 22 April 2024 from 2pm to 7pm
- Town Hall in the High Street, Chippenham, Wednesday 8 May 2024 from 2pm to 7pm

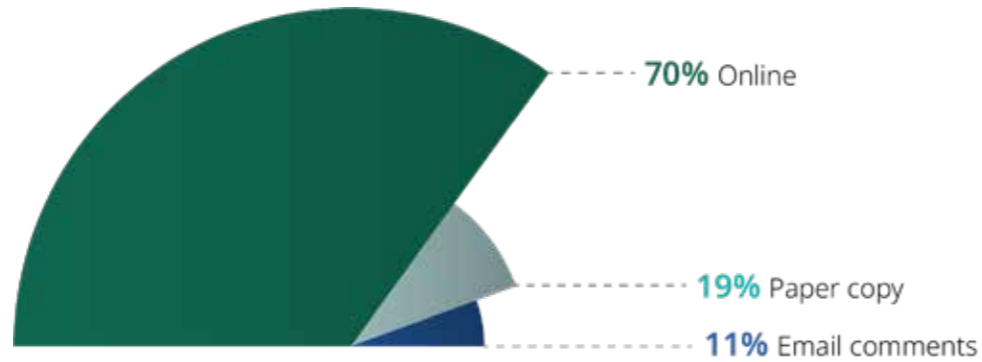
These public events were used as an opportunity to inform the public about the details of the consultation. Exhibition boards were on display with Wiltshire council officers and representatives of the Environment Agency available to answer questions from member of the public. Each pop up was well attended, with 228 attendees across the three exhibitions. A copy of the pull-up banners can be found at Appendix 2.

Representors were offered several ways to respond to the consultation. A survey could be completed and submitted via the Chippenham Avon Project webpage. Alternatively, surveys and other comments could be submitted by email or post or could be submitted by hand at any of the consultation events, or deposit points. A copy of the survey can be found at Appendix x.



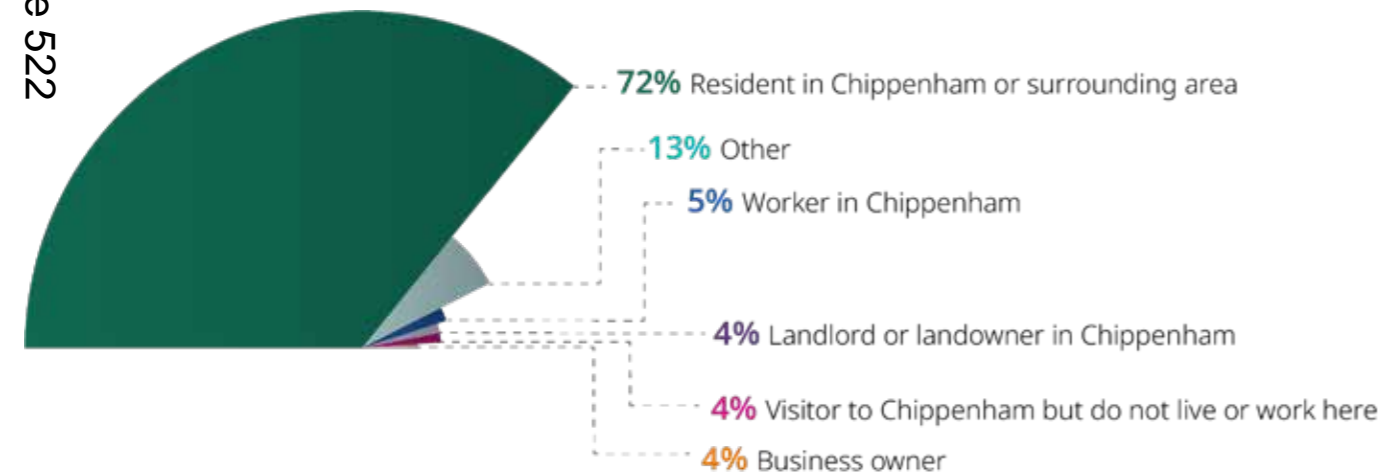
6.0 Summary of responses and issues arising

Over the course of the consultation period, 119 duly made representations were received. 70% of questionnaires were submitted online:



What is your interest in Chippenham Avon Project Masterplan? (please select all that apply)

72% of respondents were residents in Chippenham or the surrounding area; 5% were workers in Chippenham.



The representations were processed, logged with unique ID numbers, and made anonymously available to view on the One Plan consultation webpage. Respondents could also log in to the consultation webpage to view the answers they had given to the survey.

Commentary

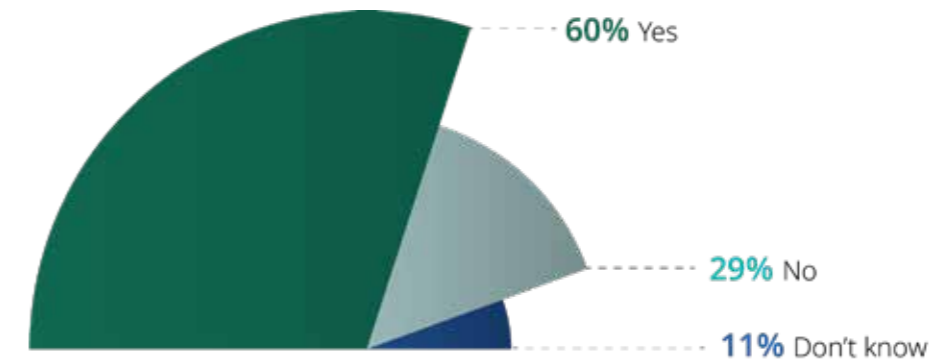
The location of the respondees to this survey demonstrate that the Masterplan consultation was both designed by the locally based Place Partnership Board and responded too largely by local people.

Analysis of consultation responses

The following section sets out a summarised analysis of the consultation responses that were received, set out in question order as appeared in the consultation survey. A more detailed set of summarised responses, along with Board responses, can be found at Appendix 2.

Question 1:

Overall do you support the proposals that are set out in the Chippenham Avon Project?



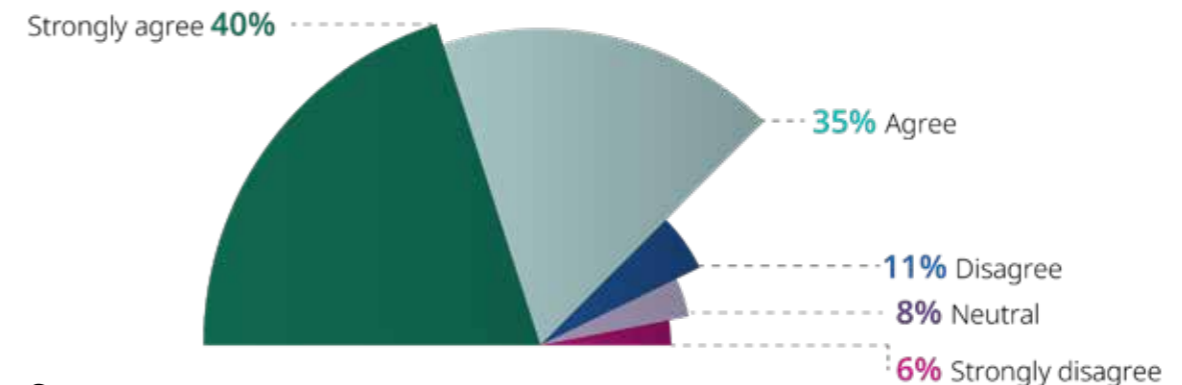
Commentary

The responses indicate a strong overall support for the objectives of the Master Plan.

Question 2:

To what extent do you agree or disagree with the Chippenham Avon Project Masterplan's General Development Principles (Please choose one circle on each row)

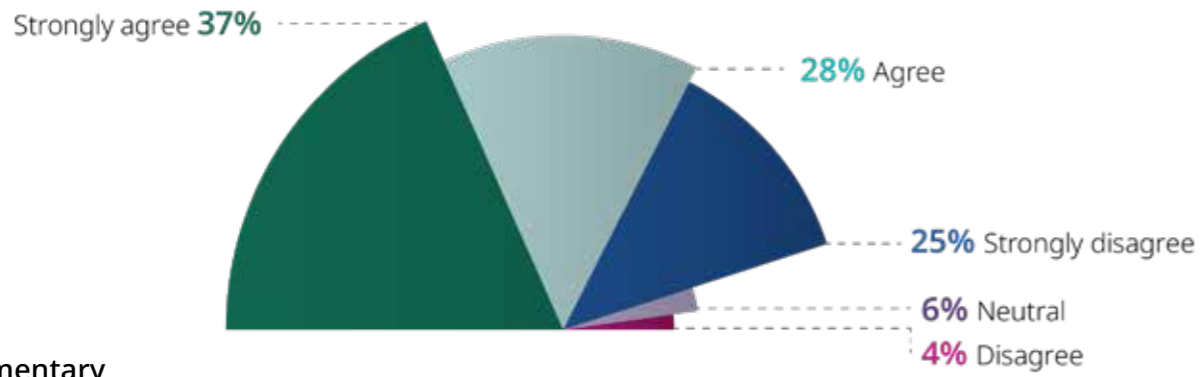
CAP1: Biodiversity



Commentary

85% of respondees agree with the biodiversity objectives of the Master Plan

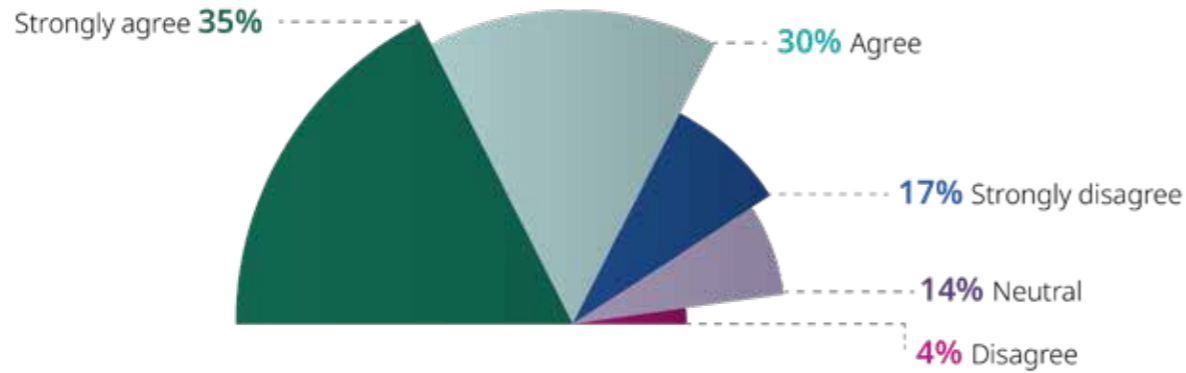
CAP2: River Improvements



Commentary

65% supported improvements to the River while 29% disagreed.

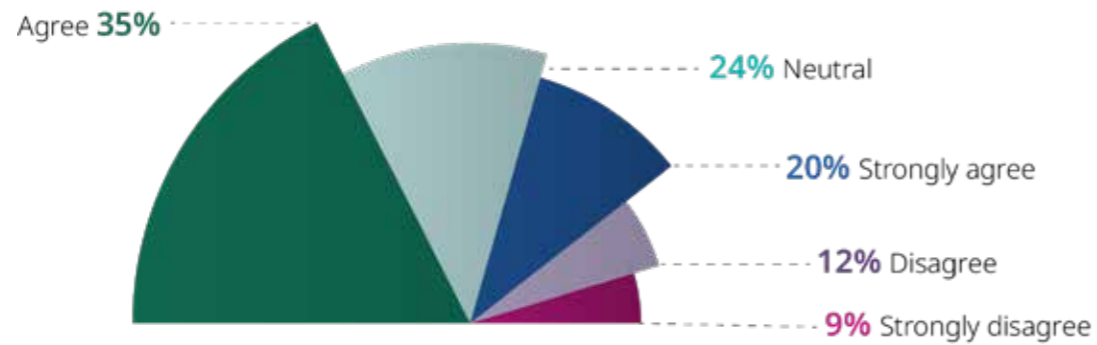
CAP3: Flood risk and Water Management



Commentary

65% supported the water management objectives set out in the master plan while 21% disagreed.

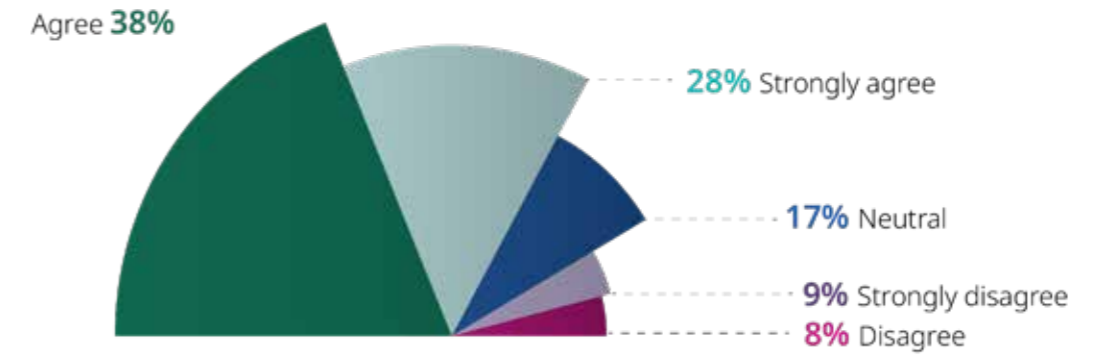
CAP4: Integrated Development



Commentary

55% supported an integrated approach to new development proposals within the vicinity of the River while 21% disagreed.

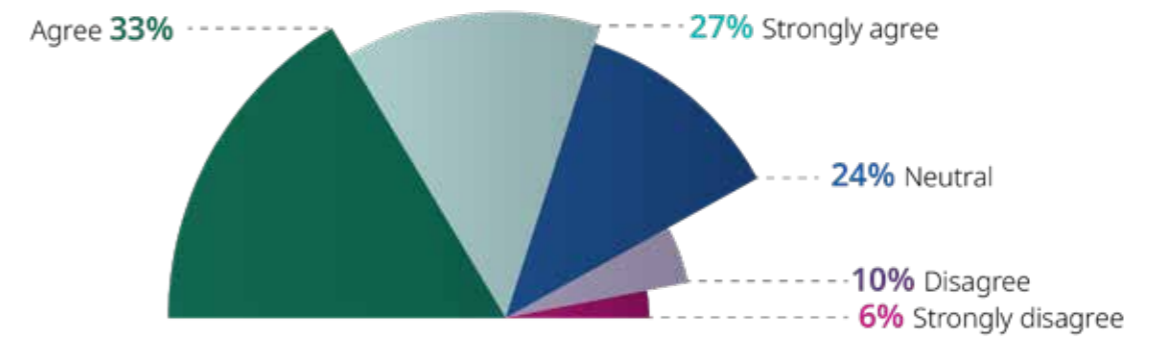
CAP5: Access



Commentary

66% of respondees agreed with the objectives regarding improved access to the River while 16% disagreed

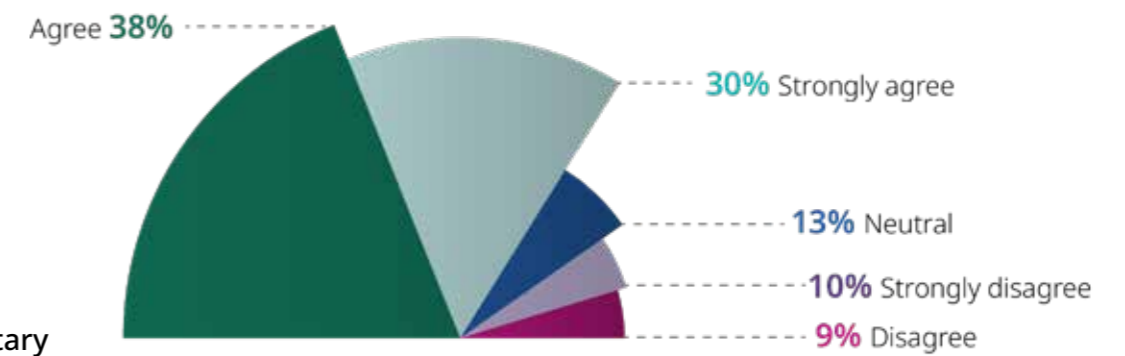
CAP6: Public Realm



Commentary

60% of responses agreed with the objectives of the Masterplan in relation to the treatment of the public realm, while 16% disagreed.

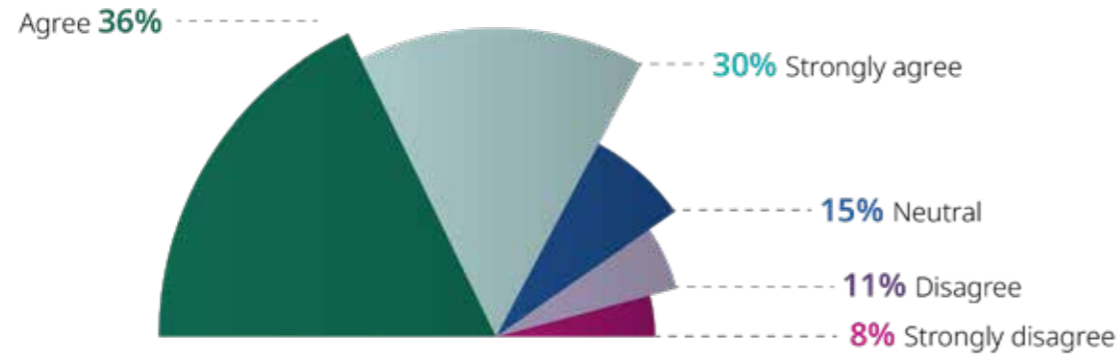
CAP7: Public Protection and Amenity



Commentary

68% of respondees agreed with these objectives in the Master Plan while 19% disagreed.

CAP8: Management and Maintenance



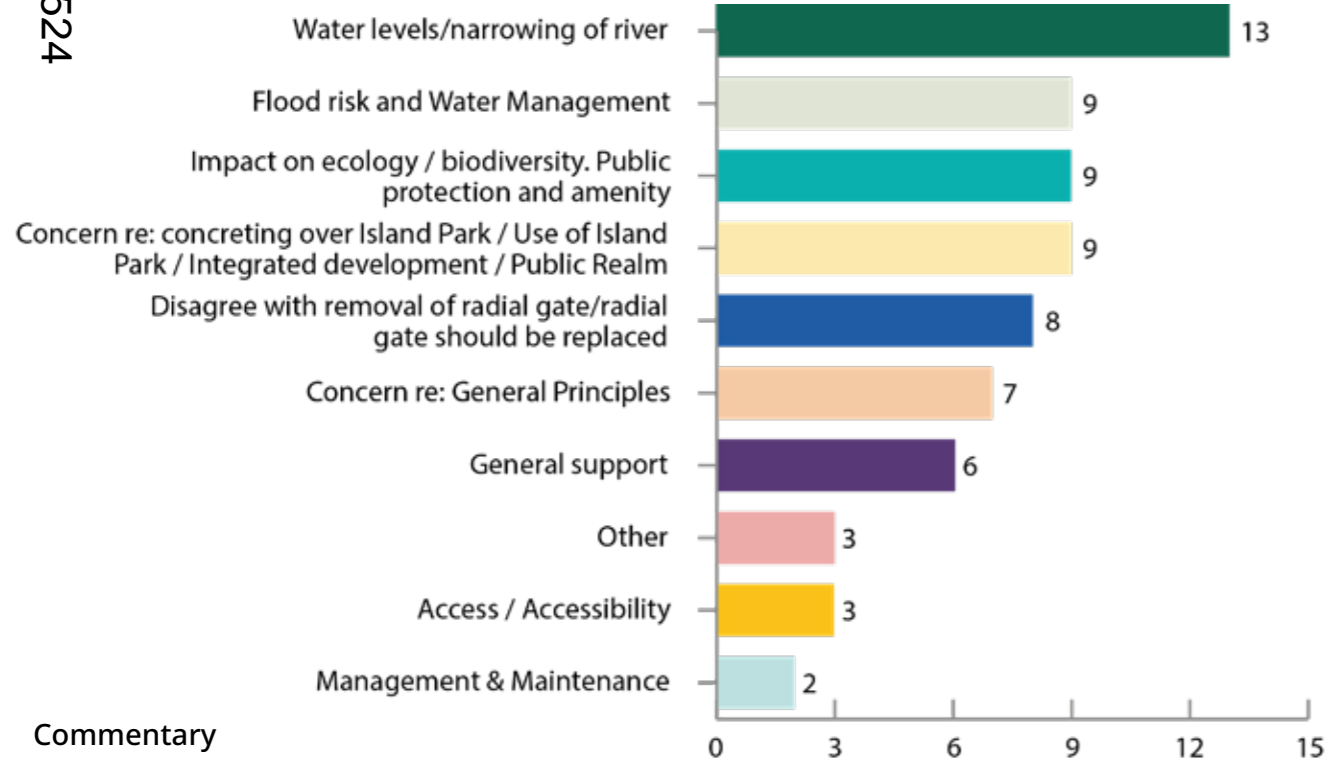
Commentary

66% of respondees agreed with these objectives in the Master Plan while 19% disagreed.

Question 3:

Please provide any further feedback you would like to give about the General Development Principles

Page 524



Commentary

The largest issue raised was concerns over a reduction in the water levels in the River. Removal of the radial gate will almost certainly impact water levels throughout the river, and it is acknowledged

this could be detrimental to the residential amenity of these properties. Works to the radial gate are undertaken by the Environment Agency, and as such it is highlighted that the reduced water levels within the River Avon are not a town planning issue. However, the overarching principle of seeking to enhance Chippenham for all, and safeguard the residential amenity of residents, does fall within the scope of the Masterplan.

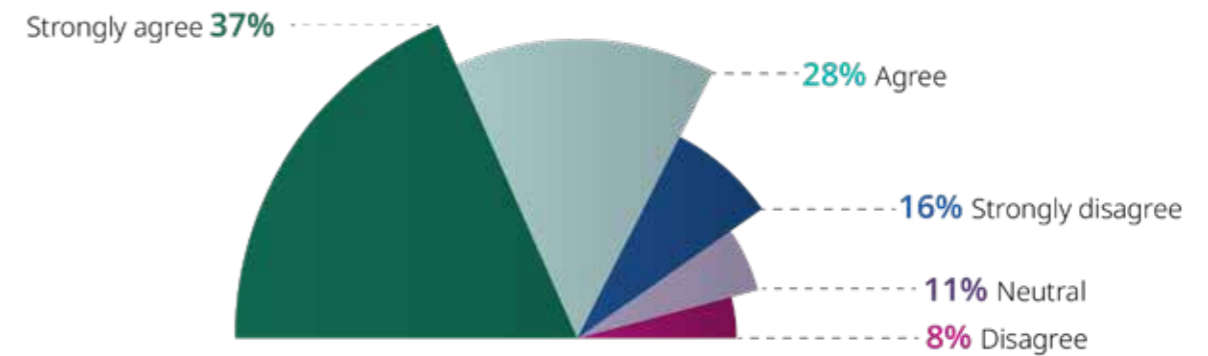
This Masterplan has, therefore, been amended in light of this clear message from the community and will require that, where feasible, and viable, engineering solutions are sought which seek to minimise the impacts of reduced water levels.

Many other valuable individual points were raised, and these are captured and responded to individually in Appendix 2. Where the comments have led to change in the Masterplan this is clearly stated, and the change explained.

Question 4:

To what extent to you agree or disagree with the masterplan's proposals for each reach of the Avon Project?

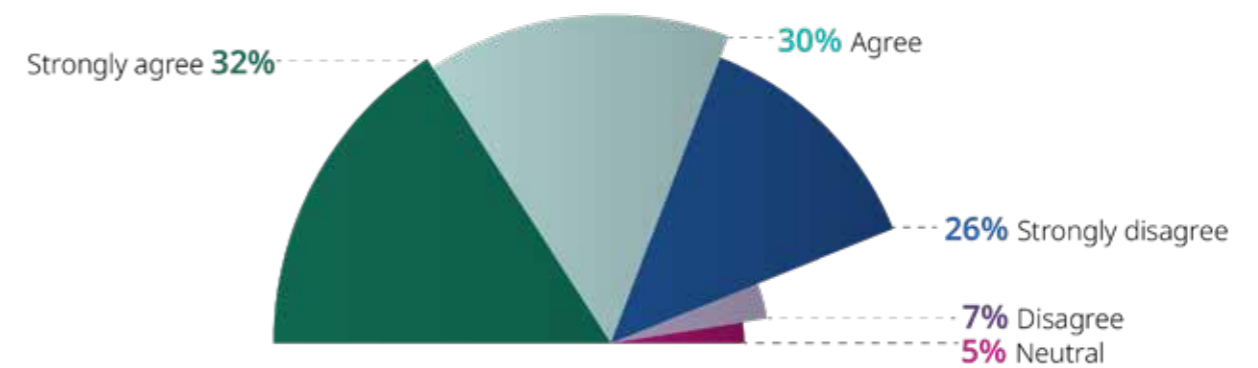
Reach 1



Commentary

65% of responses agreed with these objectives in the Master Plan while 24% disagreed.

Reach 2



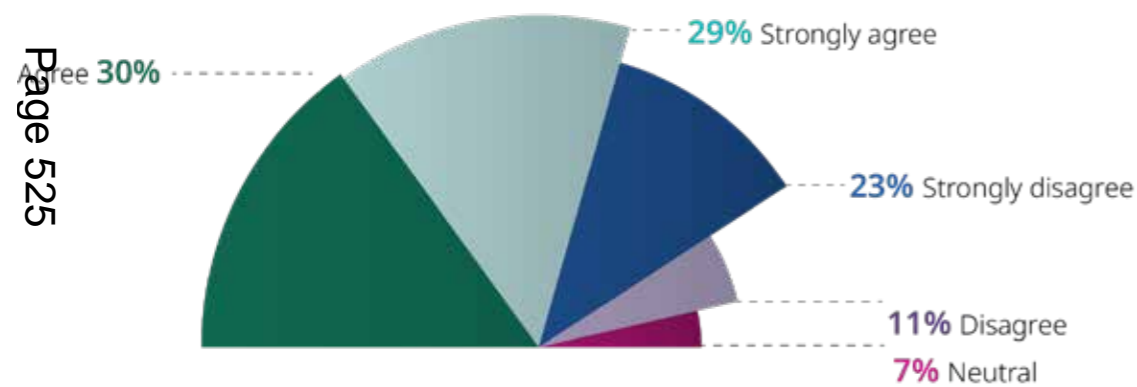
Commentary

62% of respondees agreed with these objectives in the Masterplan while 33% disagreed. It is worth noting the high level of objection to this question when compared to those preceding. From analysis of written and verbal responses received, it is clear that the key objection is to the principle of the removal of the Radial Gate. This is based on the consequent effect it is perceived to have on reducing water levels.

It is outside the scope of this Masterplan to insist on replacement of the radial gate and its removal is supported in planning policy terms due to the conservation, amenity, ecological benefits and future maintenance responsibilities and costs.

Works to the radial gate are undertaken by the Environment Agency, and the water levels within the River Avon are not a town planning issue and are outside of the scope of the master plan . However, the overarching principle of seeking to enhance Chippenham for all, and safeguard the residential amenity of residents, does fall within the scope of the Masterplan. The Masterplan has therefore been amended in light of this clear message from the community and will require that, where feasible and viable, engineering solutions are sought which seek to minimise the impacts of reduced water levels.

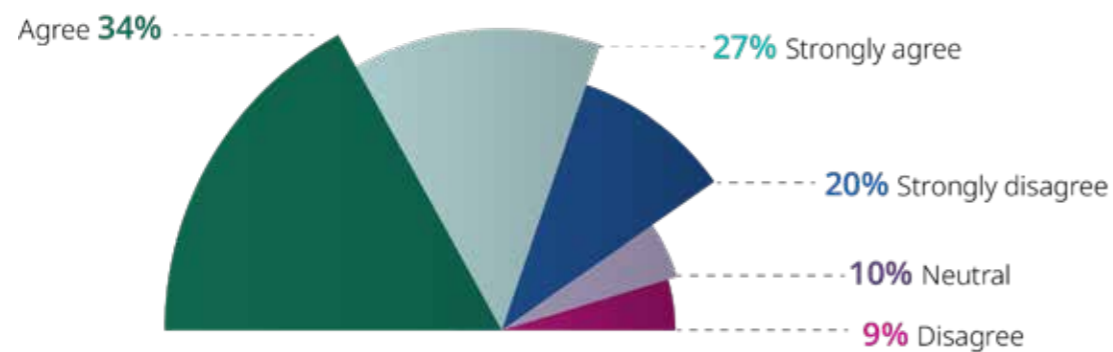
Reach 3



Commentary

59% of respondees agreed with these objectives in the Master Plan while 34% disagreed.

Reaches 4 and 5

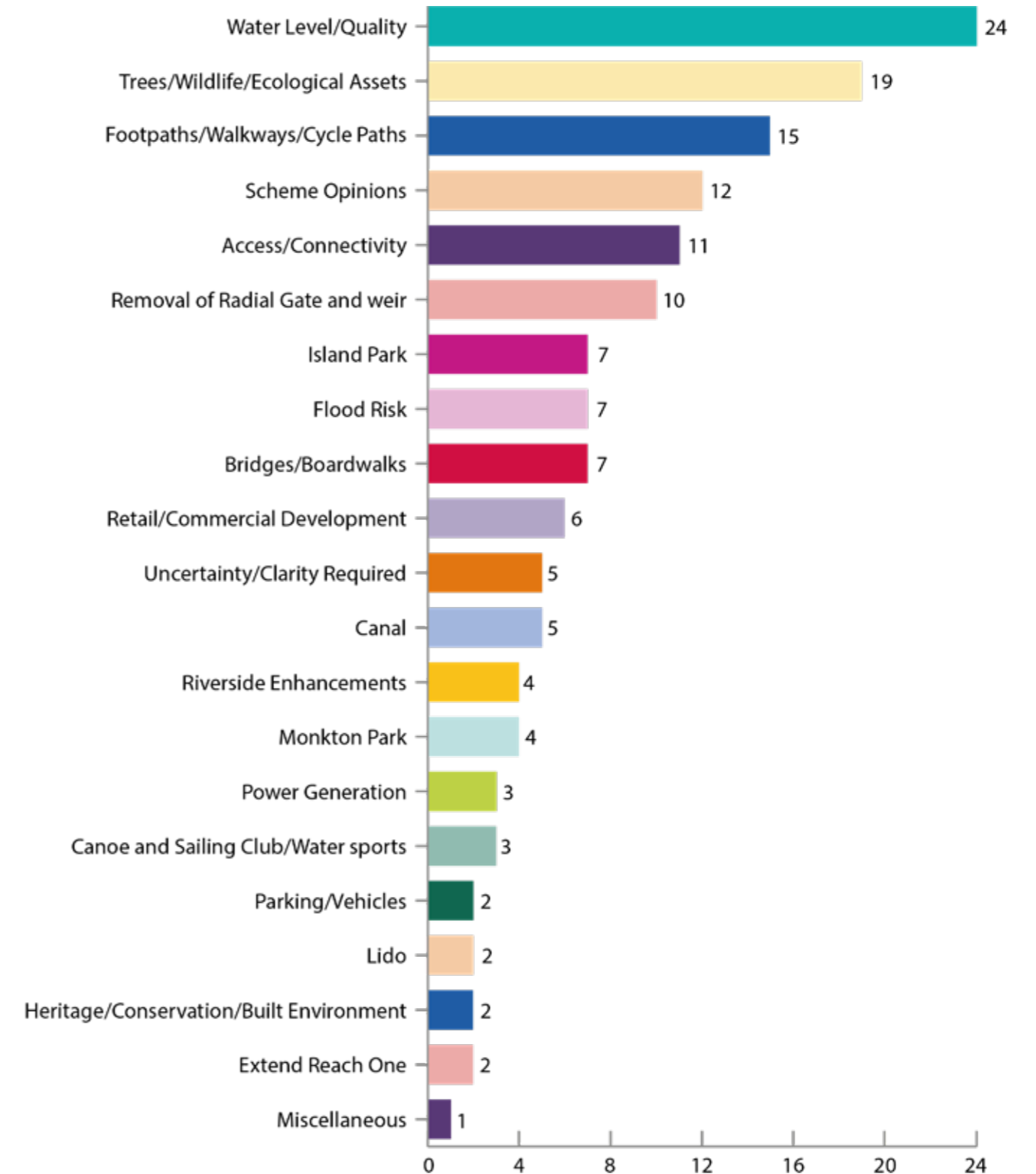


Commentary

63% of respondees agreed with these objectives in the Master Plan while 29% disagreed.

Question 5:

Please provide any further feedback you would like to give about the proposed reaches of the Chippenham Avon Project



Commentary

Again here the local concern for water levels is prominent and, as explained previously, the masterplan has been revised to require that any planning application put forward by the Environment Agency (or anyone else) must demonstrate how, where possible, feasible and viable, engineering solutions are sought which seek to minimise the impacts of reduced water levels.

Many other valuable individual points were raised, and these are captured and responded to individually in Appendix 2. Where the comments have led to change in the Masterplan this is clearly stated, and the change explained. Throughout the consultation there was strong and consistent support for new planting, trees, landscaping and areas for wildlife and the public to enjoy.

Appendix 1 – Consultation material

Exhibitions



Posters



Page 527

Questionnaire



Media



Flyers



Appendix 2 – Free text analysis: Summarised comments and responses

Question 3 – Please provide any further feedback you would like to give about the General Development Principles.

Concern re: concreting over Island Park / Use of Island Park / Integrated development / Public Realm		Response
1	I am still extremely concerned by the ongoing desire to build on Island Park with regards to amphitheatres etc. The beauty of Island Park is its natural setting immediately off the town bridge. It doesn't need infrastructure installed. At some point the penny must drop on this surely?	<p>In this area, the aims of the redevelopment are to provide better access to the river and use of the park area and Island Park, creating more of a destination for tourism, visitors and residents. Initial feedback has advocated for less 'urban' terraced seating areas, and as such sympathetic and aesthetically appropriate solutions are being considered. Any hard landscaped Plaza would be confined to the existing hard paved areas adjacent to existing retail areas but could be turned to create a public space that overlooks and engages with the river and open spaces, for which there has been high levels of support.</p> <p>Change to Masterplan</p> <p>To reflect the issues raised over how the actual design of public domain should look, the Masterplan has been amended with the following objective has been added in Part 4 of the document:</p> <ul style="list-style-type: none"> Delivering design solutions that are appropriate to the character of each reach of the river and the wider character of Chippenham as a rural market town.
Page 528 2	The artists impressions repeatedly displayed show an abundance of concrete which has already been voted against in the OnePlan Consultation. It is limiting the natural, adaptable current uses of Island Park. Concrete stepped areas are not appropriate for the many dog walkers as the concrete holds the heat and doesn't allow for natural drainage. Not enough emphasis is put on the fantastic existing wildlife and eco systems providing food along the chain, surveys need to be carried out over the year at the appropriate times. Wild areas need to be labelled and kept as they are so rich in insect and bird populations, including red list birds. How is Wiltshire Council going to manage anti-social behaviour caused by concentrated areas, we have seen at Sadlers Mead car park where a private security firm is now having to be paid for that certain areas attract anti social behaviour and need to be mitigated against at the planning stage so they are not, no go, ghetto areas like the market place in Chippenham.	
3	In island park and the other area's you are going to put the new public seating..you are going to create a no go area in the late evening and night time as the drunks and drug users will be there as was the case when you had the concrete bench in island park before but on a much larger scale. Are you going to employ more police to stop this happening..sadly I think not so if something happens it'll be down to you	

4	CAP6: • There should be no references to urbanising the section of Island Park by the Town Bridge	<p>One of the key objectives of the masterplan is to protect and enhance the biodiversity and environment along the river corridor. General Development Principle CAP1: Biodiversity clearly sets out criteria for all new development to preserve and enhance biodiversity</p> <p>The Emery Gate proposals are still emerging and there will be further consultation opportunities regarding these plans.</p> <p>The masterplan does not make any reference to potential proposals for Bath Road car park as this site is outside the remit of the masterplan.</p>
5	• The Town Council encourages conversations between the EA, Acorn, ourselves and Wiltshire Council on the Emery Gate redevelopment proposals and how this would tie in with the masterplan • There should be no references to paved areas being created in Island Park and Monkton Park	
6	Do not think we need evening drink/food hub in river island as will cause noise and litter. I have concerns at possible plans for Emerygate and Bath Road car park as are vague.	
7	The proposed commercial development plans adjacent the river works is badly thought out	
8	Where will youth be able to graffiti etc? Needs space for non-conventional creative arts	
9	Aesthetics are important. The Riverside area needs to look attractive.	

Impact on ecology / biodiversity. Public protection and amenity		Response
1	The river is an essential part of the green corridor and very important from an ecological perspective. These proposals will cause untold levels of disturbance to wildlife as well as increase litter, anti social behaviour, increased lighting and so forth. All this will be detrimental to wildlife including nesting and roosting birds.	One of the key objectives of the masterplan is to protect and enhance the biodiversity and environment along the river corridor. General Development Principle CAP1: Biodiversity clearly sets out criteria for all new development to preserve and enhance biodiversity.
2	CAP1: • Reference to the removal of trees to facilitate development should be deleted • The eradication of invasive species should be done in coordination with upstream efforts, otherwise this work would be futile	Where removal of trees to facilitate the development are necessary, new planting of at least one replacement tree, of a species and size appropriate to the locality, will be required. Change to masterplan Bullet point in CAP 1 relating to invasive species will say eradication to be coordinated with upstream efforts.
Page 529	CAP7: • It is important that Wiltshire Council have recognised that Chippenham has an air quality issue and that any scheme should seek to improve air quality and particulates. Any scheme should also seek to address litter, rubbish and light pollution issues.	Noted. CAP7 seeks to address poor air quality and noise impacts. Concerns about litter are noted. The management and maintenance of redevelopment proposals will clearly be considered but these are matters of detail to be addressed as proposals are refined and come forward. "CAP1: Biodiversity" makes clear that any new development should demonstrate that it has been designed to avoid any temporary or permanent increase in artificial lights near the river.
4	Improving nature and biodiversity needs to be a top priority.	Noted.
5	Although most people agree that the river needs to be integrated more in the public realm, with raised walkways and more amenable access to the river front for everyone to enjoy, there must be great care in ensuring that not all of the river bank is modified or radically changed. The river has had over 50+ years to establish a healthy ecosystem that all the wildlife of the river Avon has adapted to, and therefore, any sudden impactful development could reverse this fragile system and we could lose many species of fish and creature that have taken residence here, such as the otter, heron and kingfisher, for example.	Noted.

6	CAP7 - why are these grouped together? Improve air quality? By setting out to generate more traffic to the island events/cafes etc. Easy to agree with them all as general principles. Need detail applied to our particular location. Additionally noise impact is being greatly heightened by your proposals.	Any public health, noise or pollution issues would need to be fully assessed and mitigated as part of the planning process prior to the scheme proceeding. The masterplan is a strategic document and is not an appropriate document to include detail at this stage. Further details will be agreed as part of the planning process which will include further opportunities for consultation.
7	Trees CAP1 includes a tree replacement ratio. We request a more ambitious replacement ratio than one for one, both for future developments and for the Project. The Environment Agency target for our own schemes is 5:1, i.e. five new trees for every one removed.	Change to Masterplan Agreed. As per EA's suggestion and require a replacement ration of 5:1
8	Pollution Prevention during Construction Any work undertaken by the Environment Agency and its contractors must be done in compliance with a method statement on how the works will be carried out safely to protect against pollution, especially disturbance of silt when working in/near water. This can be managed as part of the Construction Environmental Management Plan (CEMP) that will need to be submitted as part of any planning application for the Project. Future developers will need to address silt management within their CEMPs. This should be stated within the Masterplan document. Ideally any work within the river should be carried out within a dry area (i.e. sealed off from the main river flow). Any debris removed from the channel will need to be tested to ensure the correct disposal route (e.g. on banks at place of production or off-site disposal)	Change to Masterplan CAP7 has been changed to explicitly refer to need for a Construction and Environmental Management Plan that will be required to manage construction activity in and around the river in support of any planning applications.
9	Rock Weirs When designing the rock weirs, fish passage will be required for migratory salmonids. The Chippenham stretch of river is predominantly used by coarse fish but the rock weirs should be passable for salmonids, coarse fish and eels.	Noted.

Disagree with removal of radial gate/radial gate should be replaced		Response
1	I disagree with proposal to remove radial gate.	It is outside the scope of this Master Plan to insist on replacement of the radial gate and furthermore its removal is supported in planning policy terms due to the conservation, amenity, ecological benefits and future maintenance responsibilities and costs.
2	You are completely ignoring the voice of the people, a radial gate replacement is more than doable, local ones have been done locally, top hung to avoid any issues	
3	I would like to see the replacement of the existing radial gate with a similar structure. During the initial consultation in April 2023, this was put forward as one of three options and gained support of 45% of the public response, with both of the alternative proposals attracting less public support. Simply adding the support for the boulder dam (23%) and re-naturalising (32%) options in order to reach the conclusion that the majority would like to see the radial gate removed is not an acceptable conclusion or reason for discounting the option to replace the radial gate. That was not what the public were being asked to vote on as three options were put forward during the previous consultation, not two, i.e. simply a replacement or removal of the radial gate. Whilst the EA has indicated that a like for like basis is now not an option for various reasons, including an apparent lack of prospect in obtaining planning permission, no satisfactory explanation has been offered for the sudden withdraw of this option. The EA have previously indicated that funding for all options including replacing the radial gate with a similar structure is possible however estimated costs should be disclosed for each option (including radial gate replacement with a similar structure) including a breakdown of the expected expenditure for each option.	<p>A key driver behind the Chippenham Avon Project is to provide critical improvements to help mitigate flood risk in the town centre and its surroundings. The green river park area plays a key part in the strategy for reducing flood risk. The masterplan sets the framework for delivering essential flood risk management and green infrastructure in accordance with WCS Core Policies 67 (Flood Risk) and 52 (Green Infrastructure), and Section 14 of the NPPF</p> <p>The current structure does not provide a flood risk function and the purpose of the gate is to retain water levels during low and medium flows for amenity purposes. It then opens under high flow conditions to ensure that there is no increased flood risk. The radial gate has however become increasingly unreliable and is nearing the end of its residual life. In this current asset state, there is a risk that the structure will fail in a closed or semi-closed position.</p> <p>The flood risk to Chippenham if the gate operates correctly is relatively low. However, if the gate was to fail to open in a flood event, then the flood risk would substantially increase, especially at frequent flood events.</p>
4	The weir and radial gate were a massive investment in 1960 at a time of very limited funds to address the regular flooding of the town centre area, which has been successfully achieved for the last 60+ years. This proposal overlooks the reasons for the massive investment in 1960. The radial gate needs to be refurbished but the weir does not need any attention. The footbridge will need attention irrespective of the decision about the radial gate.	

5	The weir was put in place in the 60s for a good reason not cosmetic, to avoid flooding. It has been there for over 64+ years and done a good job, I do not believe needs replacing just looking after it properly such a taking away the debris around it. Footbridge needs attention too! Lack of maintenance. Fix and maintain both.	The concept proposed will actually slightly reduce further the existing flood risk in Chippenham, however the main impact is alleviating the risk of flooding as a result of the gate failing. There is no increased flood risk downstream of the structure as a result of removing the gate.
6	I believe there is a safety/environmental risk with the 'weir solution' proposed by the EA. Where is the tech proof that it meets AMP studs and flood modelling	
7	I have asked many relatives about their memories of the Avon before it had the weir and radial gate installed. They spoke about the awful flooding in winter time which would happen frequently - it would flood almost to the Town Hall steps, with all the other businesses such as the current WHSmiths (was a hotel), Wilkos (was the Co-op department store) having flooded property. In summer, it would also flood, because the dry riverbed would grow large plants which would cause flash flooding. When the riverbed was dry, small stagnant pools would be left which usually brought thousands of flies with it. Shop keepers and locals also complained about the rats that would use the riverbed as a means to travel into town to raid the bins. The boating associations and angler clubs mentioned how all river activities were postponed due to a lack of water level. With climate change now happening with more powerful and destructive storms, no one can really predict what the near future will bring. This is why so many people are against the weir and radial gate being considered for removal.	
8	Do not look at Chippenham in isolation. The river passes through the town but then goes on through Lacock and Melksham. None of the proposals take this into account. One of the main reasons the radial gate in Chippenham was installed was to address flooding in Lacock. Before it was installed there was also serious flooding in Chippenham - I am aware of floods affecting what is now Poundland and Costa on the High Street	

Flood risk and Water Management		Response
1	CAP3: • More detail is required on how any scheme would manage and mitigate flood risk. Flood risk will become a greater issue as the climate warms • More detail is required on the visual impact of the changes and the clarity/quality of water of the River as proposed to change under the scheme	A key driver behind the Chippenham Avon Project is to provide critical improvements to help mitigate flood risk in the town centre and its surroundings. The green river park area plays a key part in the strategy for reducing flood risk. The masterplan sets the framework for delivering essential flood risk management and green infrastructure in accordance with WCS Core Policies 67 (Flood Risk) and 52 (Green Infrastructure), and Section 14 of the NPPF.
2	Development which will cause flooding. If you do this, you are a Paula Vennells in waiting. The public is sick to death of dishonest and 'spun' proposals covering up the thinly disguised self-interested / real objectives of those who are actually charged with looking after the public / public interest. Be under no illusion, if this goes wrong resulting in property & people being put at risk / damaged, you will all be held personally accountable. The days of hiding behind a public body are well and truly over.	The masterplan is a strategic document and is therefore purposely high level at this stage; detail will be made available through the planning application and consultation process
3	Think that flood risk should be the number one priority, and take poll place rather than biodiversity.	
4	Improving flood risk and water management in response to climate change needs to be a top priority. .	
Page 531	Additionally what are the proposed effects on sewage works discharge (treated or untreated) into the Avon downstream of these proposals. There is nothing in the proposal regarding the sewage works - this is particularly important given the large number of houses being built or proposed in Chippenham.	The masterplan is purposefully high level. Detail such as sewage works discharge will be made available through the planning application and consultation process.
6	Existing water and sewage infrastructure such should be protected as appropriate during works to remove hard engineering and re-grade river banks. Wessex Water would like to work with the Environment Agency and Wiltshire Council to remove existing storm overflow outfalls into the River Avon as part of our wider ambition and program of works to address storm overflows across our region. As more information is made available regarding likely future water levels through Chippenham, we will need to undertake a detailed review of our assets to ensure they will not be projecting above the new channel depth. We would like to work together as plans progress to ensure that we can use opportunities to separate surface water.	Noted. The Council is fully supportive of a collaborative approach.

7	Flood Risk Sequential Test Any proposals for new housing / economic growth / food hub around Town Centre / Island Park will need to consider the sequential / exception test once the scheme is complete and the floodplain has been re-modelled. This requirement should be included in policy CAP3 and CAP4 to ensure developers are made fully aware.	Change to Masterplan CAP4 now includes explicit requirement that proposals should be subject of a flood risk sequential test.
8	Dewatering Any dewatering activity linked to this project will require a Permit to discharge if it lasts longer than three months.	Noted.
9	Bank Regrading We understand that the possibility of large-scale bank regrading around the Monkton Park area has been explored, to help connect the river channel with the floodplain. This may need to coincide with lowering some areas of Monkton Meadow, as well. This would reduce the gradient of the bank of the currently incised channel, improve vegetation growth and biodiversity and will provide fish with refuge from high flows. It would be good to see this explicitly mentioned in the Masterplan and not just covered by the word 'renaturalisation' (page 32).	Change to Masterplan CAP2 has been amended to make explicit reference to this.

Water levels/narrowing of river		Response
1	River will be unsafe due to shallow depths unsuitable for paddle boarding. River will be congested in summer as too narrow.	Management of the water levels within the River Avon are the responsibility of the Environment Agency and are not a town planning issue.
2	Very worried about lower water levels and effect on fishing.	However, the overarching principle of seeking to enhance Chippenham for all and safeguard the residential amenity of residents does fall within this Masterplans scope.
3	Most of river habitat seems to be for creatures in the river. . . Fish birds otters etc. . . When river level drops how will these fare??? With less water in the river how will canoe and boating facilities develop???	Therefore, this Master Plan requires that, where feasible and viable, engineering solutions are sought which seek to minimise the impacts of reduced water levels through such measures as remodelling of riverbed, sculpting of banks and replacement jetties.
4	Please maintain the water level for water sports.	The EA's scheme will create new and improved areas for wildlife including:
5	The proposed lowering of river levels and the corresponding narrowing will decrease visual amenity, rivercraft movement and existing flora and fauna.	<ul style="list-style-type: none"> In channel cascade features that will act to improve habitat complexity for aquatic species.
6	I am concerned about the proposed new water level. What happens if water levels drop even further in hot and prolonged dry spells	<ul style="list-style-type: none"> Wetland measures and works to the backwater in Island Park will provide new habitats.
7	Talking to local people, most are concerned about the drop in water level and need more explanation/ reassurance about this.	<ul style="list-style-type: none"> Throughout we are proposing 'green' solutions where there are existing man-made structures which would act to increase local biodiversity.
Page 532	I am not an expert, but what effect will the reduction in the water levels have on wildlife, i.e. fish?	<ul style="list-style-type: none"> Improved water quality through the increase in aeration and greater in channel vegetation.
	The Trust strongly disagrees with the CAP2 proposal because it requires removal of the gate structure and consequent lowering of the water level upstream. The result will be that the Trust will have to abandon its plan to improve leisure use of the river with boats on the water and will have to reconsider the scheme for the restoration of the Chippenham Branch Canal. It is well-proven that access to water and waterside space offers considerable benefits and use of the water by craft enhances this effect. Water and boats are a major attraction to many town centres bringing economic benefits also. These opportunities will be foregone if the water level is lowered.	<ul style="list-style-type: none"> Removal of barrier (current weir and gate structure) will allow a greater range of fish to be able to move upstream and downstream through Chippenham. There will also be a greater continuation of sediment movement through the river which will benefit downstream reaches.
10	CAP2: • The Town Council recognises the concerns of St. Mary St. residents regarding changes to water levels and the bank structure backing on to their properties and requests that Wiltshire Council and the EA continue to work with the residents on their concerns • It is still unclear under the scheme what the water level differences at different locations would be, as on the details of the rock weirs e.g. height	<ul style="list-style-type: none"> Improved bankside habitat for wildlife. This will benefit animals that make their homes in river banks (e.g., water voles, otters, kingfishers) and also allow more animals to move safely along the river.
11	You have clearly ignored the majority view and totally disregard all people and clubs that use the river currently	

12	Access to river for canoeists and SUPs and car park, canoes are heavy	Increased vegetation both within the river channel and on the bank, which will improve habitat and water quality as well as absorbing more carbon.
13	CAP4: • The Town Council welcomes the positive approach to river changes presented by the Canoe & Sailing Club despite their concerns about river levels and supports in principle their ambition to move their club upstream and create a new community watersports facility	Noted

Access / Accessibility		Response
1	CAP5: • There should be selective access to the River for the public in certain areas, but this should be carefully balanced against both the biodiversity aspect and encouraging people away from existing amenity areas by the River where anti-social behaviour may adversely affect residents	Noted and agreed. CAP5 requires the balancing of ecological protection and public access. Concerns about anti-social behaviour are noted. The management and maintenance of redevelopment proposals will clearly be considered but these are matters of detail to be addressed as proposals are refined and come forward.
2	General development principles We welcome the commitment to provide safe, direct, clear access for people cycling, and that these routes will be segregated from walking routes wherever practicable (with the above caveat around shared-use only being permitted as an absolute last resort). We also welcome the commitment that all public spaces and routes will be designed and laid out to be accessible by all (which means no steps, and no barriers that exclude people wheeling or cycling). We would also request that if Island Park is to become an events space, that walking and cycling routes are kept open through this area at all times – i.e. avoid a situation where a gated event blocks off the paths	Support noted.
Page 533	Accessibility The document does not mention specifically that there will be disabled angling platforms included in the project. Our fisheries officer has experience of speaking to local anglers and they have commented that there aren't any disabled-friendly angling platforms along the river in or near to the town centre.	Change to Masterplan CAP 5 changed to make specific reference to the need for DDA compliance.

Concern re: General Principles		Response
1	Number of principles are not required neither were they requested and have been issued / forwarded to someone else's benefit I suspect.	Disagree. The masterplan has been produced in response to the One Plan initiative for Chippenham, which itself was informed by feedback from the local community. Setting out general development principles sets out clear requirements that future proposals must meet.
2	Need summary of cap 1-8 to make good choices	Disagree. Summarising the General Development Principles would omit important details.
3	Vague and very poorly worded.	Disagree. The masterplan is a strategic document and is therefore purposely high level at this stage; detail will be made available through the planning application and consultation process.
4	The development principles and program fail to acknowledge existing problems, such as rats at existing food outlets.	It is not within the masterplan's remit to address specific issues such as rat infestation.
5	This isn't river improvement it's river cheap skating	Disagree.
6	Changing the river does not sound beneficial	Disagree. The consistent message from the local community, including through the Neighbourhood Plan process, is that more needs to be made of the river and the opportunities for the town it presents.
7	Don't agree with the implementation is in sympathy	Noted.

Management & Maintenance		Response
1	CAP8: • A figure should be put on the financial aspects of managing, maintaining and monitoring any scheme and an understanding of where the funding would come from. Whoever receives long term stewardship of the river facilities would need to have sufficient funding to oversee it for the lifetime of the project.	The masterplan is a strategic document and is therefore purposely high level at this stage; specific details about proposals are unknown at this stage and so specific financial figures are also unknown.
2	Better not to rely on voluntary groups for some maintenance	Noted. CAP8 sets out what is required in terms of management and maintenance.

General support		Response
1	I'm pleased to see how comprehensively this has all been covered. Please, please make sure that it is all enforced and that future developers are not allowed to wriggle out of complying!	Support noted.
2	Broadly agree with the principles	
3	Generally I agree	
Page 534	The Trusts' own aims and development plans as a responsible organisation dedicated to providing and maintaining green and blue corridors for the community accord well with many of the general development principles and can be supported but the Trust does not agree with all the actions described in the eight principles.	
	I regularly swim in the river between the Olympiad and the Sailing Club. I would welcome any changes which protect this utility of this stretch (or improve the possibilities for swimming in the river across the whole affected area)	
6	Thank you for consulting the Environment Agency on the above document. We welcome and support the aspirations of the Project.	

Other		Response
1	Cheap parking or FREE - We can drive to Corsham and PARK for 2 hours for free. To encourage shoppers.	Parking charges are set by Wiltshire Council Parking Services team and are not within the scope of the Chippenham Avon Project Master Plan.
2	Must regain some shops and not lose parking or people will not visit the town regardless of river improvements etc.	Noted. One of the key objectives of the masterplan is to enable and encourage growth and regeneration within central Chippenham.
3	The consultation must be wider and reach out to more of the population of Chippenham. Better advertising and more wide reaching via flyers, Chippenham Town Council, magazine etc.	The consultation process has followed Wiltshire Council's Statement of Community Involvement and has been comprehensive, fair and effective.

Question 5 – Please provide any further feedback you would like to give about the General Development Principles.

Power Generation		Response
1	Apologies if it is included but I haven't seen anything which suggests you're considering hydro power. Given the climate emergency and the latent power available in this river I would hope some kind of electric power generation is being considered (if only to power the lights for council offices / street lights etc)?	Power generation has been considered for this development, however through discussions with the Environment Agency, it was concluded that the generation of hydropower would not be viable, for several reasons. The works to the river will create a lower water level, and alongside implementation of rock weirs throughout the river course, this would prevent the opportunity for hydroelectric power generation. Other sustainable power generation opportunities, such as solar, can be considered, and encouraged, within the development zones around the river.
2	There's an opportunity to use the river flow to generate hydroelectric energy. I'd like to see that taken into account.	
3	possibly incorporate hydro power for town centre lighting	

Canal		Response
1	Wiltshire and Berkshire Canal trust have a plan to connect to the Avon ECU will show canal boats and the associated social and commercial benefits into central Chippenham	The masterplan acknowledges the presence of the Wilts and Berks Canal in reaches 4 and 5.
2	The river upstream on the town bridge is to be used for canal boats via Wiltshire and Berkshire Canal trust	It is beyond the remit of a Masterplan to specify what type of boats the body with legal responsibility must plan for in its watercourses. These are discussions that are required directly with the EA.
3	The proposals are shortsighted and do not allow for the proposal of the canal meeting the river in the near future.	
4	Considering a connection to the Wilts & Berks Canal seems a little far-fetched due to the distance away and the slow progress of the canal restoration.	
5	The proposed link to the Wiltshire & Berkshire will not be possible if the river level is lowered.	
Extend Reach One		
1	Reach 1 needs to extend South below Ave. LaFleche to address issue of bypass flooding the path under the bridge with run off from the road.	Extending the scope of the masterplan to the south of the area considered in reach one, beyond Avenue La Fleche, would increase the scope of the document into the Westmead open space area. The focus of the masterplan is the enhancement of the riverside and town centre area, and to increase the area covered would be a significant undertaking. The masterplan is to work in cohesion with the Environment Agency's proposals, with interventions ending at the point where Avenue la Fleche crosses the river. Although it is noted, and very encouraging, that consultation responses want the masterplan to be extended, this may be something that could be considered for future planning in Chippenham.
Page 535 2	Reach One should extend to the other side of Avenue La Fleche and connect with the Rowden Mile and Avon Valley path	

Water Level/Quality		Response
1	River is too shallow and narrow.	Management of the water levels within the River Avon are the responsibility of the Environment Agency and are not a town planning issue.
2	will drop the water levels disastrously and will affect the banks and trees, destroying habitat, increasing flood risk.	
3	I am against the proposal for reducing the water levels upstream from the current radial gate by replacing the gate with boulder dams. A reduction of 2-2.5 metres in reach 2 would result in a significant reduction in the width of the river channel and would have an adverse aesthetical effect with the river being reduced to a stream in summer months. Certain habitats would also be affected in a negative way, E.G. Certain species of fish that thrive in deeper water such as Bream and Perch that currently occupy this area would likely seek deeper water elsewhere or simply not survive. Rather than funding improved deck areas, walkways etc, I would prefer to see funding allocated towards a like for like radial gate replacement. The proposed plans indicate a scheme depth of 1-1.5 metres in reaches 4 and 5. Having walked this stretch during the EA's water level reduction experiment in October 2023, the depth of water in parts of these reaches was reduced to inches. I believe this test would likely mirror the water levels of the proposal which would virtually eliminate this part of the river for any recreational use.	The main objectives of the masterplan seek to enhance Chippenham for all, whilst safeguarding residential amenity, ecological assets, quality of the river and riverside, and setting, all of which fall within the scope of the masterplan. The masterplan advocates for, where feasible and viable, engineering solutions that seek to minimise the impacts of reduced water levels through such measures as remodelling of riverbed, sculpting of banks and replacement jetties. The EA's scheme will create new and improved areas for wildlife including:
4	I do not support the lowering of the water level in any way, I agree to a natural waterfall but lowering the level is the council and environment agency trying to save money and will have a negative impact on the town and the already abundant wildlife on the river.	<ul style="list-style-type: none"> • In channel cascade features that will act to improve habitat complexity for aquatic species. • Wetland measures and works to the backwater in Island Park will provide new habitats. • Throughout we are proposing 'green' solutions where there are existing man-made structures which would act to increase local biodiversity. • Improved water quality through the increase in aeration and greater in channel vegetation. • Removal of barrier (current weir and gate structure) will allow a greater range of fish to be able to move upstream and downstream through Chippenham. There will also be a greater continuation of sediment movement through the river which will benefit downstream reaches.
5	In Summer the water levels could easily be too low to support fish health	
6	It is difficult to imagine the reduced water level and am trusting the experts that it will work for nature and people and also be sufficient in times of drought for wildlife and river activities	
7	Reach 2: Strongly disagree on the basis that water levels will be lowered. The proposals are related to improvements to the environment of and around the river in general terms and do not necessarily depend upon specific changes to the river. The description of proposed improvements to Reach 2 appears to leave open the option of retaining or removing a structure despite the explicit removal of the structures under CAP2 of the general development principles. Otherwise, the proposals offer a good development guideline irrespective of the water level.	

8	I am still slightly disappointed about the drop in river depth, though realise that this is necessary. It is a shame we couldn't install a marina further up stream, and keep the river higher there.	<ul style="list-style-type: none"> Improved bankside habitat for wildlife. This will benefit animals that make their homes in river banks (e.g., water voles, otters, kingfishers) and also allow more animals to move safely along the river. Increased vegetation both within the river channel and on the bank, which will improve habitat and water quality as well as absorbing more carbon.
9	Concerned about the 2m difference in river depth with the change from the radial gate to the weirs. A 1.5m depth compared with 3.5m seems drastically different. This will surely adversely affect the sailing and canoeing.	
10	low water levels	
11	When the radial gate goes and the water level drops thro the Monkton Park and town centre area I think the river will recede more in dry seasons and we will be subject to a dry stinking river bed. In seasons of river spare I'm concerned for flooding in lower high street area.	
12	For Reach 2 I suspect that despite the intent, narrowing the river and reducing the water level at this reach will leave the appearance of the river as unkempt and neglected rather than natural and vibrant, and it will detract from the lower high street. For reach 3 reduced water level and narrowing will reduce the amenity value for water users and anglers and tend to bring them into conflict.	<p>It is acknowledged that the consultation has highlighted concern for the potential drop in water level as a result of removing the radial gate and weir which currently maintains the, artificially high, water level. The aims of the masterplan are to enhance the riverside areas, and as such any potential loss of visual amenity from a reduced water level will be addressed with suitable mitigation measures. The EA proposes a series of weirs throughout the river channel which will maintain a suitable water level which aims to improve water quality, fish passage, and wildlife access up and down stream.</p>
	Page 536	
13	For reach 4 & 5 The reduction in river level here as stated will have a material detrimental impact on river users - anglers, paddlers and sea cadets. The reduced depth and narrowing of water will make the area a less appealing and safe one in which to paddle. The variability in flow rates will make it hard for novice users to safely assess and access the river within their capabilities and the rock weirs downstream will present hazards they may not appreciate (whereas they stay away from the radial gate in all states of flow). Reduced depth means paddlers of all sorts will be forced to compete for the centre of a narrower river (and with less ability to steer clear of with swans). Certain craft will not be able to use the river. Falling into shallower faster moving water with rocks will be less safe.	The lower water levels, and in-channel cascades, proposed by the Environment Agency, will create new and exciting conditions for canoeists and paddleboarders within Chippenham. The masterplan also encourages and advocates for increased and improved access to the river, and with the Environment Agency's works to improve the water quality, the project is not considered of harm to river users, and instead seeks to create improved opportunities for use of the river and the riverside areas.
14	I heartily agree that the river depth should be less than it is.	Support noted

15	This survey is difficult to use. There's no link to the project document provided here, so I have to go hunt around to find that to be able to comment. I am concerned with the proposed water levels; you show canoe/kayak/boat river users in the pictures, but I have yet to be convinced that there will be sufficient water levels to enjoy this in the way it is currently done, and there is very little information about this in the actual document. A picture seems misleading.	<p>Change to Masterplan</p> <p>Noted – this image has been deleted</p>
	REACH 4/5: Again, as mentioned earlier, the river levels are the main issue. On the General development principles page, there is an image showing people boating on the river, but if the weir/radial gate is removed, won't that mean that the river would be too low to allow canoeing/sailing or boating to take place?	
16	I think additional rock weirs in reach 2 and 3 would help river levels from an amenity perspective which is a concern for most people	<p>The location of the proposed rock weirs can be found through the Environment Agency's project webpage. Rock weirs are proposed throughout the river channel within the identified area covered by this project. This will ensure the river levels are maintained at a suitable level for amenity.</p>
17	I do however think better CGI imaging to help people understand what the proposals (especially around changes to water levels) will look like would be beneficial.	
18	Reach 3: The Town Council recognises the concerns of St. Mary St. residents regarding changes to water levels and the bank structure backing on to their properties and requests that Wiltshire Council/the EA continue to work with the residents to address their concerns.	<p>The concerns of St Mary's residents are noted and have been discussed at exhibitions and with the Environment Agency. Water level concerns have been raised, and acknowledged, with a response provided above. The in-channel works, implementation of weirs and rock cascades by the Environment Agency, will ensure the river level does not drop below a suitable or sustainable level, but the outcome of removing the Radial Gate is a reduced water level, in contrast to the artificially high levels that have come to be expected of the River Avon throughout Chippenham. Maintaining visual, ecological, and residential amenity throughout this area is of key importance, and as such is referenced in the masterplan. The approach to improving water quality is predominantly the responsibility of the Environment Agency, however the objectives and aims of the masterplan are written to support and encourage this fully.</p>
19	The attractive appearance of the river past Monkton Park and through the town centre will be lost if the water level is lowered.	
20	The rivers attraction passing Monkton Park and through the town centre will be lost if the water level is lowered!	
21	You will also have to employ a team of staff to cut the reeds and vegetation back very regularly otherwise you won't be able to see the river at all with the reduced water level and also there could be a problem with mosquitoes throughout the town	
22	I suspect we could end up with a stinking dribble of water through Chippenham in the summer, floods in the winter (Chippenham and elsewhere), issues with sewage downstream of the sewage works and a money pit in order to maintain river banks, elevated board walks and access.	
23		

24	The BACP are pleased to see opportunities to improve water quality within the General Development Principles under CAP4: Integrated development, as this closely aligns with the second Aim of the Bristol Avon Catchment Plan: "Improve Water Quality". BACP, however, would be keen to understand how this will be achieved through the masterplan and the types of projects that may contribute towards this. We would be keen to see improving water quality considered holistically within the plan, considering all factors that impact water quality such as domestic and business misconnections and highway runoff. Within CAP4, we are happy to see that land and river uses will be considered together as this is vital to ensure the health of rivers.	
----	---	--

Removal of Radial Gate and weir		Response
1	Reach 2: Disagree with proposal to remove radial gate.	The decision to remove the radial gate was made by the Environment Agency, and as such is not a planning matter. Concern around the impacts of removal of the radial gate and weir is noted, and the masterplan seeks to ensure that suitable mitigation is implemented to ensure no long-term negative impacts occur for Chippenham. The radial gate structure can no longer be maintained in its current form, and as such alternatives have been explored by the Environment Agency during consultation and an extensive research process. The masterplan supports the Environment Agency's essential works, and the preferred option of removing the radial gate, weir, and fish pass, and replacing this with a rock cascade in the same location. The footbridge at the radial gate will be replaced to maintain access across this part of the river.
2	Removal of weir is not the answer and leaves a bigger flood risk, a ghastly looking river upstream and many unnecessary problems	
3	I think the radial gate's concrete structure should remain in place in case there needs to be retrospective corrective action.	
4	as item 3 plus: The current flood protection gate is not particularly attractive but would it not be more economic to remove this and install a solid weir or semi-perforate weir under a new and more accessible footbridge at the high street area?	
5	The Weir works and has done so for many years, with most respondents in favour of keeping a weir. The odd log has jammed it, but with today's engineering alongside preventative / proactive river bank maintenance, logs can be managed. Rain fall & flooding is only going to get worse, yet you have done nothing to detail how removal of the weir improves the current Flood risk 2 & 3 areas adjacent to the river. That is utterly lamentable, and is a complete failure within the project, as it totally undermines the ability of all, including the Council, to make objective fact-based decisions. How the Council has backed this without tangible flood map improvements is beyond comprehension.	
6	This all seems to be a result of the deterioration and potential failure of the current bardage	

7	I do not agree to removing the Weir system. It should be a better replacement with hydro electric system to power the town in the winter months and hold back a variable amount of water during dry seasons. I think the gate system should remain for X years in an open state while you assess the impact of changes.	A trial was undertaken by the Environment Agency to lower the water levels where the impact of removing the radial gate was assessed.
8	The proposals downstream of the radial gate can be implemented irrespective of the decision about the radial gate.	Agreed but the radial gate has failed once and is near the end of its life. A master plan cannot compel the EA to retain it and nor in planning policy terms would there be any merit to it.
9	The proposals downstream of the radial gate can be implemented irrespective of the decision about the radial gate	
10	There is no need to change the river at all, just replace weir gates, possibly incorporate hydro power for town centre lighting, and maintain what we already have	The Environment Agency have explored the various options with regards to the existing gate and weir

Island Park		Response
1	My biggest concern is reach 3. The Island park is a beautiful natural setting We've already had the carbuncle of the multi storey.	The masterplan addresses Island Park in reach 3 of the scope of works. Works to Island Park are to be implemented sympathetically, making use of the area for recreational experiences and events, whilst maintaining the natural setting, visual amenity, and wildlife habitats. The masterplan seeks to protect Island Park from any harsh surfacing, and work alongside stakeholders to achieve a space that integrates with wider development, is better connected to the central areas of Chippenham, and the broader setting across Monkton Park. Change to Masterplan Reach 3 now is explicit that additional paved areas on Monkton Park or Island Park will be avoided unless agreed with the Town council
2	REACH 3: Agree that Island Park needs a little upgrade - but in a soft and environmental way.	
3	The Town Council would not wish to see any paved areas created in Monkton Park or Island Park.	
4	The bridge leading from Island Park to the back of the council offices is shared use, but in an ideal world would be significantly wider than it is now. If within scope of this project, we would like to see the addition of a wider bridge over the Avon between Island Park and Monkton Park (coming out somewhere near the playground), wide enough to accommodate separate space for walking and cycling.	
5	We are unsure how much redesign of Island Park and Monkton Park falls within the scope of the current project. In summary, our requirements for this section are: Provide a new, 3m wide, segregated cycleway through Island Park, from the Town Bridge to Emery Lane, with a spur to the bridge over the Avon leading to the back of the council offices. The current shared use paths see very high numbers of people walking, wheeling, and cycling, so segregation is the most appropriate solution here, with the cycleways designed to be as direct as possible;	
6	Please don't concrete over Island park	

7	Area 3 the Island has many mature trees, I think it is important they are retained.	Trees will be retained where possible, and any that have to be removed due to development will be replaced, and of a similar age and type.
8	The proposed redevelopment of Emery Gate lies adjacent to Island Park and it is therefore acknowledged by Acorn that a joined-up approach must be implemented to ensure that the wider redevelopment of the River Avon Corridor is sensitively integrated with the boundary of the proposed Emery Gate development. Therefore, whilst Acorn is committed to incorporating activity and opportunities for social interaction within the development proposals, it is acknowledged that Island Park does not fall within Acorn's ownership boundary. Further discussions must therefore take place to inform Acorn's role within criterion 3 of Principle CAP6 (Public Realm), which seeks to create a flexible entertainment space within Island Park. This also reiterates the point that more flexible wording regarding the weight of the development principles within the Masterplan would be beneficial for developers seeking to apply those of relevance.	The masterplan seeks to facilitate a cohesive approach to development throughout the riverside areas and through into the town centre. Further discussions around the role of associated developers and business owners will be welcomed, and the masterplan aims to encourage a broader vision for the area that enhances the existing assets, such as Island Park, and makes use of the landscape setting.

Page 538

	Flood Risk	Response
1	This alongside a proposal to lower the riverbank on the Riverside Drive of the river, so actually bringing water towards people and their homes, which are already at flood risk according to the flood maps is beyond belief, and is actually reckless. No one has asked for ponds in Reaches	Flood alleviation, mitigation and the approach to general river works are the responsibility of the Environment Agency, to be agreed with the Local Planning Authority. The current structure does not provide a flood risk function, and the purpose of the radial gate is to retain water levels during low and medium flows for amenity purposes, opening under high flow conditions, to ensure there is no increased flood risk. As the radial gate has become increasingly unreliable, and is nearing the end of its working lifespan, there is a risk that it will fail in a closed or semi-closed position. The flood risk to Chippenham if the gate operates correctly is relatively low, however if the gate failed to open in a flood event, then the flood risk would substantially increase.
2	Flood risk, and water evaporation should be highest priority. Reach 1 is an area of deep flooding and graphite under bridges. I don't think this will be well used or maintained.	
3	Great lack of flooding information this requires certainties and long term responsibility to all parties involved.	
4	Reference should be included for the current bund in Monkton Park to be strengthened in order to provide greater flood protection for existing residents	
5	1. Include measures to increase outflow from Hardenhuish Brook when the river is high, to stop the brook from overflowing and blocking footpaths as it currently does. 2. Improve surface water drainage in The Ivy/Charter Road fields; currently footpaths there are impassable when there is heavy rainfall.	

6	The vision of the master plan to provide better flood mitigation and build resilience against the impacts of climate change closely aligns with the fourth Aim of the Catchment Plan "Adapt and build resilience to a changing climate" with links made especially with Objective 4.1 "Implement Nature-based Solutions to slow the flow of water through the catchment to help reduce peak flood flows and alleviate low flows during droughts". Again, the BACP is supportive of any project seeking to deliver on this aim and objective in the Bristol Avon and would support this project in doing so. BACP are, in principle, supportive of the associated objective and outcome in the masterplan to remove the hard-engineered radial gate and fish passage that is now past its intended life and replace this with a 'softer' flood mitigation scheme within Chippenham town centre to protect the town centre businesses and residents into the future and improve biodiversity. The BACP would be keen to work closely with the EA to understand the detail of the proposal to ensure the project maximises the benefits for the protection and enhancement of biodiversity along the river corridor. We are particularly keen to ensure that the scheme affords free passage for all species of fish, including the critically endangered eel.	The proposed concept will slightly reduce the existing flood risk in Chippenham, however the main impact is alleviating the risk of flooding if the gate were to fail. There is no increased flood risk downstream of the structure as a result of removing the gate. The masterplan supports the Environment Agency's scheme, and the aims and objectives of such in relation to flood alleviation.
7	One area within the plan we feel could be highlighted further with the details being made more prominent, is the consideration of surfacing materials within CAP4. We would welcome further detail, such as the using more permeable surfaces and installing Sustainable Drainage Systems in association with any project that is contributing towards delivering the Master Plan. These features could further contribute to reducing the flood risk, both in Chippenham and downstream, by slowing the flow of water into the river and reducing surface runoff. This would also have the potential to reduce the amount/speed of surface runoff reaching combined sewer systems, in turn reducing the potential for combined overflow systems to spill which would contribute towards improving water quality. We would be keen to facilitate the join-up of Wiltshire Council with relevant partners who may be able to contribute towards advising on this further.	Change to Masterplan CAP4 now explicitly requires this.

Trees/Wildlife/Ecological Assets		Response
1	Please retain ALL the beautiful trees (and only remove diseased ones) and improve grassy areas of the park. Where new seating is planned please ensure wheelchair accessibility alongside the tiered steps.	The objectives and outcomes of the masterplan includes new planting, and trees, and CAP1 refers to retention of trees, and replacement of any trees removed to facilitate development. Accessibility is imperative to the principles of the masterplan, and as such inclusive access along the river side will be prioritised.
2	Would like to see reaches 3 - 5 left in their natural state	Maintaining and enhancing the natural assets throughout reaches 4 and 5 is a key focus of the masterplan within this area. The responses provided are very valuable, and we note the comments around maintaining the natural, ecological assets is noted. We will review the wording of 'urban green space' to clarify the approach in this reach.
3	Reach 4 + 5 are natural, ecologically sound 'green corridors' as they stand. Your proposals are about incorporating in some 'urban green space' vision which undermines the 'reaches' ecology.	
4	Please pay particular attention to existing wildlife and eco systems, plus limiting the use of concrete.	
5	With reach 4&5 the importance is to maintain the natural feel of the area. Careful use of materials and design such that access is facilitated, but nature is allowed to flourish.	
6	REACH 2: The idea of ecological assets is pleasing to hear, but what reassurance will we have that the current ecosystem in the river won't be badly damaged with such a dramatic change with its environment? All the current river species have adapted to the river level that they live in, and if the water levels are inconsistent and unpredictable, could this cause serious damage to the river's ecosystem?	The Environment Agency will ensure all works to the river channel and banks safeguard the ecological assets and improve the ecosystem in the river, promoting improved fish passage and encouraging other wildlife into the river area. The masterplan advocates for the protection of existing ecological assets, and suitable mitigation where works may impact on the existing ecosystem.
7	We have so many wonderful wildlife species returning to Chippenham and it would be a great loss if the work carried out is too impactful. Recently, the otter has been spotted in Monkton Park, as well as kingfishers and herons.	Noted. The work will ultimately greatly enhance habitats and great care will be taken during construction to manage mitigation carefully and the masterplan sets this requirement out.
8	R1 rightly is prioritising the ecological improvements	Support noted
9	The impact on established biodiversity will be very marked. The stretch through Monkton Park and up to the weir supports species which only exist in deep water river systems. These proposals will result in many fish species ceasing to exist. What plans have to ensure the swans and ducks can continue to be a feature of the town centre? The swans have been visiting the town centre for generations and should not be forced out.	Noted. The work will ultimately greatly enhance habitats and great care will be taken during construction to manage mitigation carefully and the masterplan sets this requirement out. Any project must be worked on in collaboration with Natural England, County Ecologist and local wildlife groups.

10	introduce more trees along the high street.	The High Street itself is discreet project within the One Plan for Chippenham and greening is seen as a top priority.
11	Please use this opportunity to remove impermeable surfaces (eg. bath road car park, New Road, market place and high street)and replace with permeable sustainable drainage and trees.	The Master plans a requirement for sustainable drainage solutions.
12	There is a need to improve the riverbank environs	Agreed. The Masterplan makes provision for this.
13	Reach 2: It is important to ensure that any exposed retaining walls are greened and aesthetically pleasing as soon as possible	Agreed. The Masterplan makes provision for this.
14	Get sewage out of Hardenhuish Brook	Work will be carried out in consultation with the drainage authorities to try and use this opportunity to improve water quality, but ultimately it is the responsibility of the Drainage Authority to address this issue.
15	The two objectives of the master plan: protecting and enhancing the biodiversity and environment along the river corridor and improving fish and eel passage are both closely aligned with the third Aim of the Bristol Avon Catchment Plan: "Restore biodiversity and ecological connectivity" as well as the Bristol Avon Fish Recovery Strategy. We are glad to see these objectives featured in the master plan, with mention of protecting the ecological assets across reaches one, two, four and five within the plan. The BACP would be keen, wherever possible, to explore the possibility of not only protecting but enhancing the ecological assets which is mentioned within the guiding principles CAP1: Biodiversity, and CAP2: River Improvements. The BACP would be keen to be provided with further details as they emerge on the improvement scheme to allow join-up with projects run by other partners, so synergies can be identified to maximise the environmental outcomes along the Avon. We would be keen for any such plans to take into account the Guiding Principles in the Bristol Avon Fish Recovery Plan to ensure a multisector holistic approach is taken to improve habitat and passage for fish. The Bristol Avon Fish Recovery Plan contains guidance on a broad range of factors that impact river health, including tree planting. Tree planting is mentioned within the Master Plan, and it is important that this activity is planned to provide a suitable riparian light-to-shade ratio which will support healthy aquatic ecology.	Change to Masterplan Requirement added to take into account the Guiding Principles in the Bristol Avon Catchment Plan and Bristol Avon Fish Recovery Plan through working with the appropriate bodies

16	We also would welcome greater clarity on the statement under CAP1 'removing trees to facilitate the development, new planting of at least one replacement tree, of a species and size appropriate to the locality, will be required' which is slightly ambiguous and has been highlighted as a point of concern, especially by Forestry Commission. For some this could be interpreted as if 100 trees are removed, they only need to be replaced with one. We appreciate this is not the intended meaning of this statement, however a rewording to shift the focus to the 'retention of trees' rather than removal would greatly help with clarity on this point.	Change to Masterplan A presumption against the loss of any trees is reflected in the plan and now a ratio of 5 new trees for every 1 lost has been made a requirement
17	Good to see that there will be surveys carried out to assess any impacts of the scheme on protected species and that the draft masterplan will be screened under the Habs Regs. As well as an HRA for the overall plan, there may need to be HRAs for individual phases/reaches, depending on the potential impacts on protected species.	Support noted
18	We welcome the intention to clean up the polluted backwater in Reach 3 (Monkton Park & Island Park). Any planning application should include a full assessment of the pollution and detailed plans for how this will be dealt with.	Support noted
19	CAP1: Biodiversity Criterion 4 of Principle CAP1 (Biodiversity) sets out the expectation for future application regarding light pollution near the river. For greater clarity, it is proposed that the following wording is adopted: "Demonstrating that any development has been designed to minimise and effectively mitigate avoid any temporary or permanent increase in artificial light levels near the river." A minor point is also added regarding criterion 10 of Principle CAP1, which may be amended for greater clarity as follows: "Carrying out a specific all necessary ecological surveys before any works commence to detect the presence of roost, foraging and commuting sites. The results of completed surveys this survey will inform any subsequent works."	Change made to plan CAP1 amended regarding light levels.

Bridges/Boardwalks		Response
1	If wooden bridges/boardwalks are to be used, these must be surfaced with high-friction material, because bare wood gets dangerously slippery when wet (both for people walking and people cycling); Wherever bridges, boardwalks, or paths have vertical sides of more than 60mm high, it is important to remember that these reduce the usable width of the path for people cycling. Table 5-3 in LTN 1/20 sets out the additional width needed in these situations, to ensure the usable width remains acceptable for people cycling.	The comments regarding the proposed bridges and boardwalks are noted. The support for improved connectivity and access throughout the riverside area and into the Town Centre is noted and appreciated. The aim of the masterplan is to improve use of the bridges and paths, and also improve the quality of these as development progresses. The need for mixed use – pedestrian and cycle – of the paths is understood, and where possible will be encouraged. Anti-social behaviour will be addressed in the design and implementation of these paths, but it is also highlighted that the masterplan is not a tool that will monitor behaviours. However, by improving the overall quality of the area, and increasing footfall, it is hoped that behaviour around the area will improve, and not attract negative behaviour.
2	We welcome the proposal to replace the current, very narrow bridge over the Avon, with a new, wider one. The plans describe this as a 'footbridge', when in reality it needs to be both a cycle and footbridge. There appears to be no mention in the proposals of the narrow concrete bridge over the side tributary that feeds into the Avon immediately downstream of the weir. This bridge also needs to be replaced with a structure suitable for people cycling, walking and wheeling.	
3	Replace both the main Avon bridge and the side tributary bridge with 5.5m wide structures that provide separate space for walking (2m) and cycling (3m + 0.5m buffer due to the vertical bridge side)	
4	Platforms will also be a magnet for anti social behaviour	
5	Where there are tiered areas there should be a protective fence of barrier each side	
6	The BACP supports the proposal to include features such as raised boardwalks criss-crossing a naturalised wetland space within reach one. This is aligned with the Aims of the Bristol Avon Catchment Plan, and would be particularly well aligned with objective 4.3 "Improve the quality of wetlands and lowland water habitats to enhance the provision of ecosystem services, specifically carbon sequestration". The BACP would be keen to hear more detail about this as plans are developed. This will help support joining up with relevant partners where appropriate, and help maximise the multiple ecosystem benefits, and people's connection with nature as part of the project.	

Riverside Enhancements		Response
1	BACP are particularly pleased to see the mention of improving existing Green-Blue infrastructure within all reaches mentioned in the plan. We would, however, welcome inclusion of measures such as interpretation boards that draw attention to the river. These could highlight key ecology and biodiversity aspects of the river to improve people's connection with nature as well as their health and wellbeing. This would link well with the Master Plan's objective to increase awareness of the river and to encourage more public 'ownership' of the valuable assets.	Further to points raised regarding making clear the relevance of principles applied to development proposals, it is suggested that if not amended on introduction to the principles on page 18, the following is included in relation to Principle CAP8: "Where required, Applicants should submit to the council a management, maintenance and monitoring plan, outlining how the river environment, including channel, banks and any associated landscaping will be maintained in perpetuity."
2	We support the overall vision for the project but there is no mention specifically of enhancing the natural environment (despite this being mentioned later in the document e.g under objectives and outcomes) so could that be included? "The Chippenham Avon Project aims to enrich the river's ambiance and enhance its overall environmental quality, whilst implementing essential flood risk mitigation measures to safeguard both current and future residents and businesses."	
Page 541	Look to remove concrete channel lining/structures where possible and replace with 'softer' nature based solutions (good to see mention of this in CAP2 development principle) including use of SuDS in urban settings	
	Further to points raised regarding making clear the relevance of principles applied to development proposals, it is suggested that if not amended on introduction to the principles on page 18, the following is included in relation to Principle CAP8: "Where required, Applicants should submit to the council a management, maintenance and monitoring plan, outlining how the river environment, including channel, banks and any associated landscaping will be maintained in perpetuity."	
4		

Access/Connectivity		Response
1	Reach 1 is underutilised in every respect. I support making it more accessible, although given the lack of detail on this reach it is hard to score. As a kayaker, access to this reach and the ability to paddle downstream is important and given the limited paddleable section downstream so simply addressing the reach as far as the ARC represents a limited gain.	Support noted. There is less detail given here as the proposed aims are more of a light touch, and as such the natural state of the area is to be maintained as far as is possible. The masterplan cannot extend further as this would increase the scope considerably.

2	R2 needs to maximise the potential for better integration between the river and the high street / shop frontage / additional outside seating	Agree – this is already embedded in the Masterplan: "enabling and encouraging growth and regeneration within central Chippenham including creating more active frontages at the Emery Gate shopping centre and 31-33 High Street in line with the draft Chippenham Neighbourhood Plan"
3	Accessibility from Monkton Park may create a pleasant option and enhance that riverside aspect.	Noted.
4	We would also like to see: The replacement of the narrow river bridge by the Arc climbing centre with a wider one that is suitable for walking, wheeling and cycling; The construction of the 'missing link' between the Avon Valley Walk at the Arc bridge (north of Avenue La Fleche), and the Rowden Mile (to the south of Avenue La Fleche) to make it suitable for all-weather cycling.	Noted.
5	The council missed the perfect opportunity to improve town centre and access to the river when they allowed retirement homes to be built on the old hygrade site for pure profit and no benefit for the town, this is a vanity project, the river is currently accessible by anyone who wants to enjoy it but no maintenance is done strimming ect so it is hidden from view.	The masterplan encourages and supports the future maintenance of works in and around the river, to ensure longevity of the riverside enhancements, and this will be supported by Chippenham Town Council, The Environment Agency, and other stakeholders involved.
6	Access to the Arc and playpark should be a priority so that it can be used in winter months.	Noted
7	The BACP is also pleased to see a key objective to increase opportunities for volunteer groups to become more involved in their local environment; a further section of the masterplan states that areas could be allocated to community groups with an interest in wildlife, recreational, sustainability, cycling, walking, arts and educational projects. The BACP would be especially keen for these groups to take on roles that contribute to improving and maintaining river health through activities such as litter picking and clearance from the river; there are opportunities to become involved in monitoring river health through regular water quality-based citizen science support provided by our partners; this can include training and reporting on invasive non-native species. The BACP would like to emphasise this should be done with proper and adequate training, putting health and safety first; groups should understand their contribution to improving the river and feel valued.	Support noted from BACP. Assistance in moving this approach forward will be discussed in the future, ensuring that the community are given the opportunity to contribute, in a suitable and well managed way.

8	The BACP, through our Catchment Partnership Fund, has funded many community groups across the Bristol Avon to undertake this sort of activity delivering fantastic environmental outcomes and value for money. BACP would welcome a conversation with Wiltshire Council about future contributions to our Catchment Partnership Fund to support this sort of initiative in Chippenham and would be more than happy to share our current learning and experience.	Offer of discussions welcomed and will be followed up with the BACP.
9	We welcome the mention of increasing the functional connection of Chippenham to the river	Support noted
10	General comment on access – use of wording of access to ‘river’ / ‘riverside’ is confusing – could be clearer where proposals will provide access for people to actually enter the water to swim/canoe as opposed to walking/cycling alongside it. If people are being encouraged to enter the water there will need to be consideration of local water quality (including location of Wessex Water CSOs) and safety (especially in times of high flows)	Such details will be included in subsequent planning applications
Page 542	There is mention of creating areas of public access to the river whilst protecting the ecology – important point. Also need to avoid damage to riverbanks themselves – will there be designated access points that are clearly signed?	Access points along the river will be clear, and wayfinding boards will also ensure the riverbanks are safeguarded. The works done to the river channel and riverside area by the Environment Agency will also support this.

Footpaths/Walkways/Cycle Paths		Response
1	REACH 1: The proposed public footpaths/walkways connectivity is a much needed addition to Chippenham.	Support noted
2	Reach 1: The scheme represents an exciting, large improvement on what is already there. There should be a commitment included to provide segregated cycle and walking routes through the Reach, and some way of attaching these routes to the Rowden Mile to enable good access across the River into the town. Paths and cycle routes should be useable all year round.	The need for mixed use paths is noted.
3	We welcome the fact that improving walking and cycling links are named as one of the plan's key objectives, and the commitment to segregation where possible. However, we would like to see a stronger commitment to segregation, because in our experience of recent developments around Chippenham, there remains a strong tendency to default back to shared-use paths for a variety of reasons. We would therefore like to see the objective reworded along the lines of: "With segregation between people walking and cycling, unless shared-use paths are genuinely the only feasible way to provide a continuous, car-free cycle route." We also welcome the commitment to make the path south of Gladstone Bridge passable for more of the year (more on this below in the reach-by-reach section). We would also like to see the project contribute in a significant way to improving the existing cycle routes along the River Avon corridor, such as the section of NCN403 between Sunningdale Close and Riverside Drive, which has a very poor surface, which floods frequently, and the access to NCN403 at the end of Riverside Drive	Comments relating to segregation of paths is noted and can be discussed throughout the implementation of improved pathways, routes and boardwalks.
4	One of the issues with the paths around the river currently is that they regularly flood, and become impassable. We therefore strongly support the aim that the new walking and cycling paths must be usable all-year-round, in all weathers.	The lowered river level, because of the removal of the radial gate by the Environment Agency, will support the reduced flooding of walkways, and the design of these will also encourage year-round use.

5	<p>Wherever there are vertical obstacles alongside any cycleway, please ensure the additional widths, as specified in the above table, are provided; Given this is new cycle infrastructure, it should be installed in line with the five core principles of LTN 1/20. Moreover, while LTN 1/20 states that shared-use paths may be appropriate in parks and green spaces, the numbers of people expected to be using the paths along the Avon corridor are expected to be high, given they form key routes to and through the town centre from the south, west, and east of the town. As a result, shared use paths would result in poor-quality provision for all users – people walking needing to constantly move out of the way for people cycling, and those cycling not able to make quick progress. Therefore, the paths being provided along the Avon corridor need to provide separate space for people walking (2m wide) and cycling (at least 3m wide), unless physical constraints mean there is absolutely no other option other than shared use, but this must only be a very last resort. This means the minimum width of any combined paths should be 5.0m, plus any additional width required where there are vertical obstacles alongside the path. No chicane barriers or other access control measures may be used anywhere on the cycleways or other locations where cycle or wheeling access is required, except for round, white, reflective bollards placed a minimum of 1.5m apart. Chicanes and other types of barrier can exclude disabled people, meaning Wiltshire Council could have legal action taken against it for failing to meet its public sector equality duty under the Equality Act 2010. Note that there is no form of access control barrier capable of stopping motorcycles or mopeds that doesn't also exclude some disabled people. In reality, the issue of mopeds and motorcycles using Chippenham's cycleways is extremely small, and it is essential that we do not design infrastructure that excludes legitimate users.</p>	Helpful advice noted.
6	<p>We welcome the aim of making better use of the paths in this area to improve connectivity, particularly in the winter months. However, the proposals refer to footpaths, when in fact the paths adjacent to the river are currently shared-use cycling/walking paths. We would expect the improvements to these paths to be designed to welcome people wanting to cycle, as well as walk and wheel. In summary, our requirements for this section are: Flood-resistant paths that can be used all year round; Paths designed so as to eliminate the collection of mud/ silt on them, as happens currently; Separate routes for people cycling and walking. Cycle routes along this stretch need to be as direct as possible, and designed to enable people to cycle safely at speed, should they wish to.</p>	The plan in CAP4 makes the need to deliver improved routes for cycling as well as pedestrians explicit.

7	<p>The proposals make no mention of onward cycle connections once people have crossed the Avon into the car park to the rear of Borough Parade. Consideration needs to be given to how people cycle from here to the Town Bridge, given the current path between Wetherspoons and Superdrug is too narrow for cycling. We would welcome the proposed 'walkway' along the west side of the Avon, in front of Avonbridge House. However, this should be designed to accommodate cycling as well as walking.</p>	The Masterplan covers a discreet defined area and can not dictate what happens outside of that area. What it does do is to foster much improved cycling links throughout its plan area and also encourage and facilitate a wider network as and when opportunities arise.
8	<p>Widen the paths approaching and between these bridges to comfortably accommodate people walking, wheeling and cycling.</p> <p>Ensure the point at which the bridge exits into Borough Parade car park is designed to welcome people arriving on foot/wheel/cycle, with onward wayfinding and safe, attractive routes – asking people to walk through a car park is undesirable.</p> <p>Provide a cycle link from the point at which the new bridge reaches Borough Parade car park, and the Town Bridge, via Wetherspoons/Superdrug;</p> <p>On the west of the river, reduce the gradients of the paths leading to these new bridges, in particular the path leading down under Gladstone Road bridge. The gradients should be in line with those set out in section 4.3 of Inclusive Mobility;</p> <p>If built, the proposed 'walkway' along the west side of the Avon needs to be designed to accommodate cycling as well as walking – i.e. 5.5m width, no steps or other vertical obstacles, and access at both ends to enable it to form part of a longer journey;</p>	Where possible, all new paths will be built to national standards.
9	<p>Improve cycle provision along the river in Monkton Park, either with sensitively designed designated cycleway, or by widening the current shared-use paths to 4m.</p> <p>Level off the path to avoid pooling water which can make the route unusable on occasions, which is now happening more frequently after heavy rainfall.</p> <p>With the project's aims being to encourage more people to come to this area to enjoy the river, then cycle parking hoops need to be provided in appropriate locations throughout the park, while being sensitive to the desire to maintain the park as an open green space.</p>	Noted. All new paths will be designed to national standards.

10	Reach 4/5 New paths etc undesirable given that existing paths in this area are not maintained properly. Please attend to these first.	Noted. The project will be an opportunity to upgrade existing paths and secure their long-term maintenance.
11	We agree with the vision statement, particularly its aim to improve walking and cycling links north-south through Chippenham, and the desire to drive modal shift away from the private car for local journeys. Planning policy We welcome the commitment that development proposals will align with WC core policies 60 and 61, and NPPF section 9, notably the prioritisation of people walking, wheeling, and cycling, over private cars.	Support noted
12	Reach one should be extended to provide a better footpath or cycle path from the arc to the new path network in hospital fields on the charter road side of the river. Failure to properly link 403 with these new paths would be short sighted	Noted. The project has a discreet budget and must be limited to that which is deliverable. This suggestion will be explored.
Page 3 544	The section of NCN403 in the park between Sunningdale Close and Riverside Drive has a very poor surface, which floods frequently. We would like to see the full length of this path's surface sensitively restored to enable all-weather use. We welcome the suggestion that new cycle accesses onto the National Cycle Network Route 403 along the old railway line between Chippenham and Calne could be created in this area, particularly given the accessibility issues around some of the current access points, such as the zig-zag on Riverside Drive, which excludes certain types of cycle such as cargo cycles or cycles with trailers. We would be keen to see the details of what these new accesses would look like, to ensure they are sensitively designed and accessible by all.	Noted. This will be considered.
	14	Walkway by Avonbridge House is not open to the public.
15	The vision of the master plan closely aligns with the BACP's first Aim in The Bristol Avon Catchment Plan "Enhance people's enjoyment and connection with the water environment" with particularly strong links with Objective 1.1 "Improve access to good quality water environments, providing local communities with greater connections to nature and improved health and wellbeing benefits" through the outlined improvements to cycling and walking links through Chippenham. The BACP is supportive any project seeking to deliver on this aim within the Bristol Avon Catchment. We would welcome further updates and discussion as this plan progresses, together with any other Green-Blue infrastructure projects within the Bristol Avon in Wiltshire.	The alignment of the masterplan with the BACP's aims is positive and noted. The support for projects that advocate for improved access, improved water quality, connections to nature etc by the BACP is encouraging, and open discussions with BACP and other stakeholders will contribute to a positive outcome and deliverable scheme for Chippenham.

Monkton Park		Response
10	We are unsure how much redesign of Island Park and Monkton Park falls within the scope of the current project. Reaches 4 and 5 – Monkton Meadows	We are seeking a partnership approach to the design of Island Park. There is an opportunity to deliver a seamless enhancement which would be a shame to miss. Any plans that can be developed for Island Park will be overseen by a community-based working group and subject to public consultation
11	For people wishing to wheel and cycle to this part of the park as a recreational destination, we'd be keen to ensure any boardwalks are suitably designed to enable this. However, these boardwalks should not become the main cycle route through Monkton Park, which should remain as it is along the current alignment of National Cycle Network Route 403	
12	The surface of NCN403 along its existing alignment through Monkton Park needs to be restored;	Comment noted.
13	Links onto NCN403 must be designed to be accessible by all, including the Cycle Design Vehicle specified in LTN 1/20 section 5.4.1;	
14	Boardwalks (if included) need to be designed to enable those wishing to wheel and cycle there as a recreational destination to do so.	
15	Further details on how the scheme would affect Monkton Park residents, which back on to the masterplan area, would be helpful	Noted, works to this reach will be mindful of nearby residents and all works will be subject to a Construction Environmental Management Plan to manage and mitigate impacts..
16	Reach 4/5: Careful thought needed about the river bank beside Baydons Meadow as the height of bank above river level will be increased.	Noted

Retail/Commercial Development		Response
1	Acorn worry me, they are a property developer, not a shopping centre developer. Whilst some housing is welcome a vibrant shopping area embracing leisure usage is more important, as is retention of the tree line.	The masterplan advocates for the broader enhancement of the riverside area, and as such will safeguard the river for uses relating to leisure and the natural environment.
2	Any development of Emery Gate, a private space that currently excludes people after 6pm, should not come at the expense of the natural amenity in the area.	As required by the Masterplan is it important that any development within the setting of the river contributes positively to it.
3	Reach 3: don't want river-facing shopping area	Disagree. Vibrancy, activity and food and beverage overlooking the river can add a sense of place and be a major economic attractor for the town centre.

4	redress the ghastly backland legacy of the introverted shopping areas.	Agree. That's why there is a whole section of the Masterplan on ensuring new opportunities are taken for integrated development which are outward facing.
5	Reach 3 - I agree that the river frontage at the side of the former Wilkinson store sorely needs to be improved. It's been an eyesore for many years and not particularly safe cutting across what feels like a pedestrian route up into the town rather than a road junction. This weekend has again demonstrated the importance to the town of the Folk Festival which utilises the riverside area in many ways. I trust that this major use every year will be taken into consideration as I have heard fears expressed that having retail outlets facing the river will be detrimental to how the area is used for events.	Comments noted relating to potential impacts on existing riverside events.
6	<p>Whilst it is acknowledged that the principles set out within the Masterplan should be recognised and positively addressed within any future development proposals on surrounding sites, the wording within the Masterplan (pages 18, 22) implies that the principles are requirements that are applicable to all applications within the River Corridor Interface Zone. Accordingly, it is suggested that the wording of page 18 is amended to reflect a slightly more flexible approach, as put forward within the online consultation event with Wiltshire and other stakeholders: Page 18: "All new development proposals either within the Chippenham Avon Project or within the River Corridor Interface Zone as designated on the masterplan will be required to demonstrate how they have met and incorporated the following development principles, where relevant. The following planning requirements. Failure to do so to the satisfaction of the Local Planning Authority may lead to the refusal of planning permission. Applications within the River Corridor Interface Zone will be assessed against these general development principles, where applicable." The suggested wording acknowledges that not all general development principles will be of relevance to future applications, whilst reinforcing that applications will be expected to comply with those that are. Refusal of applications is also referenced on page 25, regarding application of area-based development principles. Further to the above, it is considered that the following wording may be implemented to clarify the application of the principles:</p> <p>"However, these place specific development principles provide a benchmark against which alternative proposals will be evaluated and will be considered in the determination of planning applications. If they fail to deliver the environmental and community benefits identified, then they may be refused."</p>	<p>Change to Masterplan</p> <p>Its is acknowledged that CAP4 reads onerously and could be seen as a disincentive to investment and hence it has been amended to be lead to opportunities being realized in a more flexible manner. It now reads: 'New development proposals will be expected to demonstrate how they make a positive contribution to the aims of the Chippenham Avon Project Masterplan through, where relevant, providing some of the following outcomes :'</p>

Lido		Response
1	The document's aims are excellent and I was particularly enthused to see that mention of the reintroduction of the Lido. Does that Lido refer to Chippenham's once glorious swimming pool with its steep sloping bank of grass. If so, that would be oh so welcome, such a shame it was ever closed.	Support noted. The reinstatement of the former lido is a long-term consideration and aspiration within the masterplan and does refer to the lido formerly in Monkton Park.
2	The idea of creating a lido is a fantasy of ancient people from the Chippenham Then & Now board and council officers who went there once on a sunny day. Better to restore the tubes in the Olympiad as most of the younger generation see this as their 'lido', Friday night discos at the Olympiad are their memories	Comment noted. The Lido is a long-term consideration, and as such other works to improve leisure facilities can be explored.

Parking/Vehicles		Response
1	provision of potential parking area reach 4and 5 increases development south of the river and potential for traffic. Seems to conflict with encouraging active travel and would increase vehicle use in what is currently fields. Areas to sit sound very nice, but examine how the market place is used as a parking space most of the time.	Noted
2	Stop cars parking on paths and stop speeding cars on road	Unauthorised use of motor vehicles is the responsibility of other authorities and cannot be included within a masterplan such as this.

Canoe and Sailing Club/Water sports		Response
1	Reaches 4 & 5: The Town Council welcomes the positive approach to river changes presented by the Canoe & Sailing Club despite their concerns about river levels and supports in principle their ambition to move their club upstream and create a new community watersports facility	
2	The Chippenham Sailing & Canoe Club and other water sports should not be disproportionately disadvantaged when they are improving their on river facilities or creating new ones. The club is made of volunteers and should be treated differently from normal developers. I regularly swim in the river between the Olympiad and the Sailing Club. I would welcome any changes which protect this utility of this stretch (or improve the possibilities for swimming in the river across the whole affected area)	

3	I regularly swim in the river between the Olympiad and the Sailing Club. I would welcome any changes which protect this utility of this stretch (or improve the possibilities for swimming in the river across the whole affected area)	Noted and the principle of greatly enhancing direct access to the river for recreational use is a key part of the Masterplan
---	---	--

Scheme Opinions		Response
1	This scheme must not be looked at in isolation - it must be holistic. The Avon passes through Chippenham and then to Lacock and Melksham. Any scheme must address all likely affected locations. There is nothing here to indicate this has been done. Lots of nice words and pictures in the brochure but I am not convinced we will get anything remotely like that in Chippenham	The proposed works to the river, including replacement of the radial gate and weir with a rock cascade and further weirs will not impact on the river beyond the reaches included in this masterplan, as advised by the Environment Agency. The only potential impact will be improved water quality which would carry through to Lacock and Melksham. Furthering the scope of the masterplan would not be possible as it would include a too large area, and the aspirations of the masterplan at present are focussed on the Chippenham town centre area.
Page 546	It would be nice to see detailed plans of how the changes will look but I agree with the proposals in principle.	The masterplan is a more indicative document, focussing on the vision for the River area and as such detailed plans cannot be provided at this stage.
3	what is the design life of the Avon project?, what design and modelling checks have been COMPLETED who by and when?	All design work will be completed to nationally recognised RIBA design stages.
4	A really positive idea	Support noted.
5	with the amount of new housing now being constructed from shovel into the town - the river will provide attractive walking providing the river is improved and safety measures put in place	Support noted.
6	It feels like this is purely to sell land to build more houses	The masterplan does not mention the sale of land, or the onward building of houses.
7	We are pleased to see a holistic approach being taken to the enhancement of Chippenham's town centre, represented by the suite of plans and proposals in place and envisaged, with the Avon Masterplan as the latest in that chain in conjunction with more focused Environment Agency proposals. We support the projects, policies and proposals which the Masterplan sets out.	Support noted.

8	The BACP is, in principle, supportive of the Chippenham Avon Project Master Plan as you will notice from our response.	Support noted.
9	Overall, the BACP is supportive of the principles and the overview of the projects presented in the Chippenham Avon Project Masterplan. The BACP would welcome further discussions with Wiltshire Council and the EA as the projects within the plan are developed to ensure relevant join-ups with BACP partners, and so that we are able to provide further project specific feedback where relevant. We are supportive of efforts to improve the rivers for people and nature in the Bristol Avon within Wiltshire, particularly as improvements made here will improve the river downstream across Wiltshire and into the West of England.	Support noted. Further discussions with BACP would be welcome moving forward with implementing the aspirations of the masterplan, and we are aware that the Environment Agency have also been in discussions with
10	It should be noted that Acorn is highly supportive of the content of the Chippenham Avon Project Masterplan, such as promoting active transport options to the River Avon, enhancement of its unique character through landscaping and biodiversity and the sensitive delivery of jobs and activity along the river corridor. Acorn and the wider design team are committed to continuing ongoing engagement with Wiltshire, the TCPB and the Environment Agency to deliver the principles of the Masterplan within the emerging proposals.	Support welcomed
11	Finally, although it is acknowledged that the Masterplan will be a material consideration in the determination of planning applications (page 36), given it is not proposed to form part of the Development Plan for Wiltshire, it is queried whether its weight can be deemed "significant". It is suggested that the wording is therefore amended to read as follows: "It is proposed it will be endorsed by Wiltshire Council's Strategic Planning Committee so it is a material consideration in the determination carries significant weight as a material consideration in the determination of any future planning applications affecting land within the masterplan area, and there will be a presumption in favour of development that accords with the requirements of this masterplan." Accordingly, further clarification on the weight of the application and the principles within it would be welcomed.	Change to Masterplan Agreed and plan has been amended accordingly

12	We trust that the suggested amendments and additions to the Chippenham Avon Project Masterplan are helpful and can be incorporated into the final publication. It is considered that the amendments would provide additional clarity when applying the principles within the emerging proposals to redevelop Emery Gate and the surrounding area, in turn facilitating alignment with Wiltshire Council and Chippenham Town Council's ambitions for the wider rejuvenation of the River Avon Corridor. Acorn continues to support the overall objectives of the Masterplan, to sensitively create activity along the River Corridor, whilst enhancing biodiversity, public realm and landscaping as result of proposed development. Acorn will work proactively with officers at Wiltshire Council, the Town Council and the Environment Agency to ensure proposals at Emery Gate align with the relevant principles of the Masterplan.	Agreed. Input very welcome.
----	---	-----------------------------

Uncertainty/Clarity Required		Response
1	Very unsure	Noted. We hope the amended Masterplan will add clarity.
Page 547	No idea what this reach question means! Is there a map somewhere? I looked but couldn't find one.	Yes there is a map (the document showing the River divided into a number of reaches or stretches) which reflects the differing character areas of the watercourse as it flows through the town.
3	The below suggestions predominantly relate to minor wording amendments to offer greater clarity to developers and applicants and, where appropriate, flexibility to reflect the nature of proposals within the Masterplan area. River Corridor Interface Zone/Integrated River Zone. Within the document, reference is made to both the "River Corridor Interface Zone" and the "Integrated River Zone", which are understood to describe the same area, as shown on page 22 of the document. For clarity, it may be beneficial to select one term to be used consistently throughout the Masterplan.	Change to Masterplan The term 'Integrated River Zone' has been deleted and River Corridor Interface Zone been used consistently throughout. The map on page 22 has been amended to explain the area covered by the Interface Zone for better clarity.
4	It is suggested that a more detailed plan is provided than that included on page 22, to provide greater understanding of the areas impacted by the Masterplan principles, particularly as they are proposed to be a material consideration within future planning applications.	Suggestion acknowledged. The map has been amended

5	The ambiguity of terminology is also present on page 22, where it would be considered beneficial to offer greater clarity in what area is defined as lying within the "Chippenham Avon Project" and the "Chippenham Avon Project Interface Zone", and how these may differ.	Noted, this will be clarified with the amendments is as above.
---	---	--

Heritage/Conservation/Built Environment		Response
1	The masterplan majors on the enhancement of the town's natural environment with the River Avon at its heart, but notes that key areas lie within the Conservation Area and have the potential to beneficially affect individual heritage assets, particularly where such potential has been identified in preceding context defining exercises such as the Conservation Area. Appraisal/Management Plan. It will therefore be important to ensure that relevant heritage considerations are used to inform detailed design work.	Change to masterplan CAP6 has additional criteria requiring that detailed plans show how the conservation area is to be protected and enhanced
2	Public Realm enhancement is identified as a specific project. Particular care may need to be taken to ensure that concepts are created which effect an appropriate relationship in design and content between the natural and historic built references which will be significant to successful contextual outcomes.	Noted and agreed.
Other		Response
1	Our charity Chippenham Collective is looking for a base for its environmental activities. We would welcome any discussions about opportunities for this. www.chippenhamcollective.co.uk	Noted, any communications should be directed to Wiltshire Council and Chippenham Town Council for forward collaboration/siting of events within the river side areas.

This page is intentionally left blank

Wiltshire Council

Cabinet

8 October 2024

Subject: Telecare Service Recommissioning

Cabinet Member: Cllr Jane Davies - Cabinet Member for Adult Social Care, SEND and Inclusion

Key Decision: Key

Executive Summary

The purpose of this report is to recommend that Cabinet approve the tender and award of a new contract to deliver Telecare services in Wiltshire.

The Wiltshire Telecare service provides assistive technology that promotes wellbeing and independence through the provision of emergency call alarms. These include alarm buttons as well as sensors such as falls sensors that can trigger an alarm call. Telecare enables the unwell, disabled, or elderly to receive care at home and continue to live independently. Alarms are received by a call centre and an appropriate response is organised. Wiltshire Council runs a Telecare Response service that provides a physical response where appropriate.

The current contract for the Telecare service will end on 31 March 2025. It supports c1,100 dispersed alarm (community based) customers and provides call monitoring for c.1000 grouped alarms (Wiltshire sheltered housing stock – HRA). The current annual budget for the service is £626,359. We are confident we can make savings on the cost of the current provision which will provide opportunity to invest in service expansion and development.

The demand for Telecare will continue to rise alongside one of the largest aging populations in the country and with the telephone industry discontinuing the traditional copper telephone network telecare devices will need to move from analogue to digital to meet the requirements for the national 'Digital Switchover'. The costs linked to this are being met by a separate budget however some of the transition work will need to be supplied, in part, by any new service provider.

Proposals

This report recommends Cabinet agree the following proposals:

- 1) Approve the commissioning of the Telecare Service via the ESPO Framework from 1 April 2025, with a three-year contract awarded to the successful provider, with the option to extend up to a further year.

- 2) To delegate authority to approve and award a new Telecare Service Contract, and take all necessary steps associated, to the Director of Commissioning in consultation with the Cabinet Member responsible for Adult Social Care, SEND and Inclusion.

Reason for Proposals

The purpose of this paper is to provide an update to Cabinet on the status of the Council's contracted Telecare Service which is delivered by an external service supplier and expires on 31 March 2025.

The current contract delivers a Telecare Service to people who are assessed by Adult Social care as eligible for the services.

The provision of a Telecare and wider Technology enabled Care (TEC) services fulfils the Council's obligations under section 2 (preventing, reducing or delaying needs) of the Care Act and currently covers over 2000 connections to individuals being supported in their homes. A recommissioned Telecare Service must be in place from 1 April 2025.

Lucy Townsend
Chief Executive

Wiltshire Council

Cabinet

8 October 2024

Subject: Telecare Service Recommissioning

Cabinet Member: Cllr Jane Davies - Cabinet Member for Adult Social Care, SEND and Inclusion

Key Decision: Key

Purpose of Report

1. The provision of Telecare services is in line with Local Authority obligations under Section 2 of the Care Act; to provide or arrange for the provision of services, facilities or resources that will contribute to preventing or delaying of the development of needs for care and support or reduce the need for such care and support.
2. The outcome being sought for this report is for Cabinet to approve the recommissioning of a Telecare service in Wiltshire at a cost of £626,359 per year, to be funded from the Better Care Fund.
3. The analogue to digital transition of telecare equipment will also be delivered by the contracted telecare supplier, though the cost of this work will be met by capital funding. The estimated cost of this is being finalised but it will be a one-off project requiring completion before Openreach's 31 January 2027 deadline for decommissioning the UK's analogue telecoms network.
4. The recommendation is that a Telecare service is recommissioned for a contract term of three years with an option to extend for a further year.
5. The recommendation is that the decision on the preferred model of telecare service is delegated to the Director of Commissioning in consultation with any Corporate Director(s) responsible for People and the Cabinet Member for Adult Social Care, SEND and Inclusion.

Relevance to the Council's Business Plan

6. Wiltshire's Business Plan 2022 to 2023 is committed to:

Empowering People by:

- Aiming to help people of Wiltshire increase their activity levels and improve their health
- Maximise independence for people with learning disabilities and/or complex needs
- Alignment of the council's work to public health priorities to empower healthy and safe behaviours. This will include integrating public health outcomes with the priorities of area boards.
- Implementing an enabling and empowering model of support that enables people with a learning disability to maximise their independence.

- Give people choice and control, with flexible options of support to meet their care and support needs to ensure they receive the right support at the right time.
- Ensure the quality and cost of care provision is actively managed.
- A reform of adult social care, making the most of opportunities that will bring the council into contact with all service users, including self-funders.
- Implementing a technology strategy to help people to live independently.

Building resilient communities:

- Support people to remain independent of formal services and to live and age well in their own homes.
- Delay the need for formal care by working with people in their own homes.
- Provide data and information to communities to support them with making the best decisions for themselves.
- Make sure that the support we provide meets the needs of those who receive it.
- Plan solutions for families with the whole family.
- Choice and control to allow people to direct their own care needs.
- Allow families and individuals who need support to have choice and control, with flexible options of support to meet their care and support needs.

Building a thriving economy:

- Support a robust care industry that trains, employs and values local people.
- Help more adults with learning difficulties develop the skills they need to live independently.
- Deliver high quality, customer-focused services to all residents.
- Deliver infrastructure to enable local communities to live, work and play locally, businesses to invest and everyone to take responsibility for the environment.
- We aim to support the provision of reliable and useful technology (including broadband) and equip residents with the skills to make use of it.
- Provide accessible and reliable technology services to residents.
- Implementing Investment in digital technology and skills, enabling residents to engage with their communities in more ways.

7. In 2023/24 Wiltshire Council agreed to a variety of Commissioning Principles of which the following apply to commissioning a telecare service:

- Commissioning services that support people to stay in their own homes.
- Commissioning services that support unpaid carers.
- Commissioning services that focus on improving an individual's quality of life.
- Commissioning services that support access to a range of self-directed support options.
- Monitoring and reporting on the impact of commissioning decisions.
- Commissioning a range of services to support young people to successfully transition to adulthood.

8. The Technology Enabled Care (TEC) strategy 2023 to 2028 also identified four core outcomes that are applicable to telecare services:

- We will develop a TEC offer that empowers people, supports them to manage their self-care and stay safe, and enables them to live healthy, independent lives
- We will embed a "TEC First" culture across our workforce. Staff will be enabled to use their creativity to find new solutions. We will use evidence and data to assess and evaluate what works for people

- We will work with our partners, particularly across the NHS, social care and housing. We will take a One Council approach to promoting TEC, underpinned by our core principles of prevention and early intervention
- We will use technology to enable people to fulfil their potential, be actively involved and included in their communities, make informed decisions, have control over their lives, and be valued and included within society. Leaders will empower staff to be innovative and creative and to work with people to find the right technology-enabled care solutions for their lives

Background

9. The Telecare Service was previously subcontracted to Appello by Medvivo. On 31 October 2023 an exemption was approved to directly award a contract to Appello for 11 months, from 1 May 2024 until 31 March 2025. The exemption was approved due to various complexities in attempting to retender for 1 May 2024:
 - At the time, the telecare response service was under review, and it was agreed that it would remain with Medvivo for a further year. Due to the interdependencies with the Telecare Response Service (also provided by Medvivo – provided by Wiltshire Council since 1 August 2024¹), it was agreed that an extension to continue the current ways of working with Appello would allow for a more seamless transition when it came to recommission the services together in 2025.
 - Due to unforeseen circumstances, however, the Telecare Response service, along with the Urgent Care at Home service was handed back to Wiltshire Council on 1st August 2024 and is now provided in-house. There is, therefore, no opportunity to tender the services as one. As is currently the case, any new provider will be required to work collaboratively with our Telecare Response team. The Telecare Response team now screen all referrals for Telecare which ensures the service is effectively meeting customer needs.
 - The UK analogue to digital telecoms transition had a deadline of December 2025 for completion, this has now been delayed until January 2027. The change to digital impacts all telecare users with analogue equipment. A project to identify all users with old equipment and plan to replace with digital ready devices to ensure connectivity is best supported by the Telecare provider. A capital bid is being prepared to fund the equipment replacement and the tender will be explicit that the new provider will lead on this for Wiltshire Council but will be funded through an additional payment.
 - The current contract has resulted in large data discrepancies between the council and suppliers' systems. Significant cleansing work has been undertaken to ensure accurate data on service utilisation. While this work is ongoing, the work to date provides a more confident estimate of demand and activity. This has allowed for more accurate budget forecasting.
10. A separate Telecare Response service provides a physical response to alarm calls, where appropriate. This service was previously run by Medvivo but was brought in-house on 1 August 2024. Cabinet approved the bringing in-house of this and the Urgent Care at Home service on 9 July 2024. Both services are intrinsically linked but any closure of the Telecare Service would deem the response service redundant.

¹ Cabinet 9 July 2024.

11. The current Telecare Service is a fully managed service in that it encompasses the following components to deliver an end-to-end service to our customers (table 1).

Table 1: Managed Service Elements

		Current Wiltshire offer
Telecare' Type Managed Service Elements	Assessment of need (telecare) Service user for the purposes identifying equipment and services required to support the person-centred outcomes required by the Commissioner.	Referrer led – installer will support
	Supply of telecare equipment – purchasing items	Commissioned supplier
	Assessment of and Installation of telecare equipment (including service and maintenance)	Commissioned supplier
	Customer/Commissioner training and support for telecare products and services in use in their Service	Commissioned supplier
	Service User training / coaching and support (telecare) for equipment deployed to meet the outcomes required by the Commissioner.	Commissioned supplier
	Telecare monitoring Service	Commissioned supplier
	Provision of initial remote response to telecare calls, alerts and activations service	Commissioned supplier
	Tailored reporting contract management information for Customer	Commissioned supplier
	Asset management and storage of Customer's own telecare equipment inventory (including pre-existing stock).	Commissioned supplier
	Decommissioning of telecare equipment service including removal of equipment where required -	Commissioned supplier
Decontamination service for returning used telecare equipment to the customers inventory for re allocation	Commissioned supplier	

A Telecare Response service is separately contracted and is provided by Wiltshire Council.

Main Considerations for the Council

12. Because of the previously approved exemption, there is no legal means by which the existing contract can be extended. Legal and procurement advice has been sought on the matter and we are being supported by both in the recommissioning process.
13. We are confident that a tender will achieve savings on the current budget. It is challenging to be accurate on these savings at this stage and we are doing the following to confirm costs (table 2):

Table 2: Confirming Costs

Action	Description	Likely Impact
TEC Consultant work	We are working with a TEC expert to determine a 'fair price' for elements of	Efficiencies can be identified and potential savings on service budget

	the service and to develop robust processes for managing data across the service.	allowing for growth or reinvestment into the service.
Housing involvement	Wiltshire Council has some housing schemes with dispersed units as standard. This accounts for almost 1000 connections. Housing colleagues have confirmed they do not wish to be part of this tender.	Most residents of the housing units are not eligible for an ASC funded Telecare Service. However, approximately 50 are and these residents will continue to receive the service. Any others that wish to continue can self-fund. We provide advice to residents on this. Removing the Housing elements will significantly reduce the number of connections we need to support. This provides opportunity to increase the service offer to eligible ASC funded residents.
Using a procurement framework	Using an established procurement framework with negotiated fees.	This ensures that the activity rates applied are competitive.

14. Supported by an expert TEC consultant we have developed estimated costs for the new service (table 4). These costs have been based on previous activity and demand and the work done by the TEC team to cleanse connection data has provided an estimate based on much clearer understanding of demand. The 'fair' price estimation is based on benchmarking against other similar services across the country.

15. Making savings on the cost of the standard delivery of Telecare provides opportunity for the investment in service growth and a wider offer in terms of the type of TEC. For example, we are considering a short-term offer to support pathway 1 hospital discharges and reviewing other monitoring devices such as movement patterns, flood detectors, home temperature etc (table 3).

16. The TEC landscape is changing rapidly and there are various ways technology could be embedded in telecare and adult social care services to more holistically support people. The contract for the service provision will ensure future innovation is possible.

Table 3: Examples of service development

		Current Wiltshire offer
TEC General	Assessment and Installation of Smart Home Technology for the purposes of meeting the outcomes for person centred care as required by the Commissioner.	No current offer
	Continuous environmental monitoring (home) for the purposes of person-centred care	No current offer
	Proactive analytical analysis of monitoring data to produce early warning health and wellbeing alerts	No current offer

	Remote interaction /proactive Service User contact services for the purposes of ensuring the health and wellbeing of the Service User as part of an outcome-based approach	No current offer
	Lifestyle and location monitoring outside of the home as an element of a health and care package.	Commissioned supplier (GPS location device only)
	TEC apps for use by friends and family as an element of a commissioned health and care support package.	No current offer

17. The new pricing model presents opportunities to reinvest savings that can be made against the current service budget to increase the TEC product catalogue. There may also be opportunity to consider the development of a preventative TEC model, whereby data analytics of environmental and activity monitoring can trigger a response if a deviation in usual patterns of behaviour is detected. This could support with reducing falls, infections and potentially hospital admissions linked to these.

Proposed Costs

18. The proposed costs in table 4 shows the estimated costs for the service. The predictions on growth are based on planned activity to give the service greater promotion across a range of social care services and to increase our TEC offer.

Table 4: Proposed Costs

Type	Number /week	cost /activity	Current weekly cost (based on averages)	Monthly cost (based on average activity)	Increase activity 30%	Increase activity 40%	Increase activity 50%
Active connections	1400	£1.10	£1,540.00	£6,160.00	£8,008.00	£8,624.00	£9,240.00
SIM costs for connections	1400	£0.96	£1,344.00	£5,376.00	£6,988.80	£7,526.40	£8,064.00
Average number of new connections	6.75	£35.00	£236.25	£945.00	£1,228.50	£1,323.00	£1,417.50
New Equipment	6.75	£370.00	£2,497.50	£9,990.00	£12,987.00	£13,986.00	£14,985.00
Installs	7.5	£100.00	£750.00	£3,000.00	£3,900.00	£4,200.00	£4,500.00
Standard fault	9.5	£90.00	£855.00	£3,420.00	£4,446.00	£4,788.00	£5,130.00
Urgent fault	1.5	£120.00	£180.00	£720.00	£936.00	£1,008.00	£1,080.00
Outbound calls	225	£5.00	£1,125.00	£4,500.00	£5,850.00	£6,300.00	£6,750.00
Collection	1	£60.00	£60.00	£240.00	£312.00	£336.00	£360.00
Total			£8,587.75	£34,351.00	£44,656.30	£48,091.40	£51,526.50
Annual cost				£412,212.00	£535,875.60	£577,096.80	£618,318.00

19. We also have a further option to block purchase the installation and maintenance element of the service. This would fund dedicated posts to support with the physical delivery of the telecare service, this would include securing two engineer posts, admin support, rental and upkeep costs of vans and mileage to deliver the following aspects of the service:

- Standard installation charges

- Urgent installation charges
- Abandoned visit charges
- Standard fault visits
- Urgent fault visits
- Maintenance visits
- Equipment collections (stock decontamination and decommissioning where appropriate)
- Asset management (management of all telecare items and procurement of new equipment when necessary to meet KPI's for delivery)

20. Technically this would be block paying for the installation and maintenance of the telecare service. The proposed cost would be £120,000/year based on benchmarking from similar services elsewhere in the UK. This model could allow for efficiencies compared to an activity-based model.

21. For example, in our current model we are regularly charged for abandoned visits where a customer or their representative is not available to meet an engineer for a scheduled visit. The physical aspects of delivering the service would no longer be activity based as there would be designated capacity to support as referrals are made and faults are reported.

22. A further benefit would be that any 'down time' could also be used to support with completing the analogue to digital transitioning of telecare devices. We will review this option carefully, with support from the TSA consultants to decide on the best course of action.

23. While the current telecare service is referrer led, Wiltshire Council will be working jointly with Swindon Borough Council on a TEC project from October 2024 where a commissioned TEC partner will be supporting to complete TEC assessments alongside council practitioners as part of customer reviews. There will be an assessment process which will continuously monitor individuals using TEC which will identify opportunities where TEC can be embedded into their support plan to promote independence and increase trust in TEC.

24. This project will identify innovative opportunities for the council to work collaboratively with care and TEC providers, individuals and their informal support networks to develop a more holistic TEC offer.

Analogue to digital (A2D)

25. Salisbury city was a pilot area for Openreach's Analogue to Digital telephony switchover (copper telephone network was decommissioned), whereby all funded telecare devices required replacement with new digital models. The devices are now loaned to the council by Appello, these will require purchasing before transitioning to a new provider (c.47). The cost of this is approximately £2,261.60 (SIM fees £175.56/month – would move into new contract) and will be included in a capital bid for the analogue to digital equipment switchover. It will not, therefore be part of the ongoing budget.

26. This industry led change is set to transition all UK telephone networks by 31 January 2027, Wiltshire's telecare users with analogue devices (estimated 850 devices) require

upgrading to digital devices before this date. Additional funding sources will need to be agreed to meet the additional budget pressure of replacing all analogue equipment to digital as no government funding has been identified.

27. Funding sources are being investigated, in partnership with the Better Care Fund financial leads. Once funding is agreed there will be a requirement for the new supplier to deliver the transitioning of all analogue telecare equipment to digital. It will be clear that this will be funded additionally to the contract. As this work will be planned activity, efficiencies can be made due to economies of scale in purchasing items and coordinating in specific areas, therefore these costs can be considerably lower than contracted rates.

Safeguarding Implications

28. The contract will ensure the new Telecare provider trains and monitors staff in the use of the Wiltshire Council safeguarding policies and processes. We will require providers to give assurance that their staff understand their safeguarding duties as relevant to Wiltshire Council processes and staff will be monitored in the early transition of the service to ensure the correct safeguarding protocol is followed. Staff monitoring the contract will sit in the Adults Commissioning team and will adhere to clear processes for escalation of any safeguarding concerns to Wiltshire Council's established Adult Multi Agency Safeguarding Hub (MASH) team.

Public Health Implications

29. There is no direct link to Public Health though the service will support a person's health and wellbeing by supporting independence in their own homes.
30. Whilst many people will live full and active lives, an older population typically has more complex health and care needs. The telecare and other linked TEC services support individuals of all ages to have more choice and control in meeting their health and social care needs and supports people to remain independent in their choice of home for longer.

Procurement Implications

31. Because of the previously approved exemption there is no legal means by which the existing contract can be extended. Legal and procurement advice has been sought on the matter and we are being supported both in the recommissioning process.
32. Given the timeframe remaining for the recommissioning exercise we have consulted with procurement colleagues on the use of a specialist procurement framework for Technology Enabled Care.
33. The Eastern Shires Purchasing Organisation (ESPO) has a Technology Enabled Care products and services framework, Lot 2 is suitable for procuring a fully managed telecare service. All providers on the framework are TSA QSF (Quality Standards Framework) certified assuring us of their ability to deliver quality TEC services.
34. The framework allows us to ensure we are getting value for money through a competitive process, but which can be done within the timeframe available.

35. To meet procurement deadlines (see Table 5) the tender needs to go live by mid-October.

Table 5: Procurement Timeline

Pre-Tender Process	
07/10/2024	Final Signed off Service Specifications
07/10/2024	Tender docs signed off
11/10/2024	Tender go live
Tender Evaluation Process	
02/12/2024	(Officer Decision Report) ROOD
Award Process	
03/12/2024	Award - Notify Provider(s) of outcome
03/12/2024 – 33/12/24	Standstill period
16/12/2024	Contract Issued to preferred provider and signed off
16/12/2024 – 30/3/2024	Service implementation/mobilisation
01/04/2025	Contract start

36. The Procurement Act 2023 which succeeds the PCR 2015 will come into full force on 28 October 2024 and that signifies a major shift in the legislative governing of the public procurement of goods, services and works in the UK. This change means most Local Authorities and suppliers have a narrow window to familiarise and adjust current practices with the new regulations.

37. To avoid the early complexities that may come with the change, it is imperative that we commence the Telecare Procurement process in October before the new regulations will require Commissioners necessitating a comprehensive review to adapt project strategies to comply with the new rules.

Equalities Impact of the Proposal

38. An EqIA is being developed in collaboration with Adult Social Care colleagues. The service will continue to be open to all with access based on assessed need.

39. People who may be affected:

- Vulnerable Wiltshire residents
- Adults with a care need, learning disability and/or Autism, and/or ill mental health.
- People who are Care Act eligible to receive a funded service from Wiltshire Council
- People who are not Care Act eligible.

Affected Services:

- Wiltshire Council Commissioning teams
- Wiltshire Council Operational Teams

40. We will cleanse the data of individuals using the Telecare service, in line with Appello's database. In some cases, this will highlight customers who are receiving a Wiltshire Council funded Telecare service, who are no longer Care act eligible, and need to self-fund. For these customers, we will be providing information and guidance on moving

to a private pay option. We do not envisage any break in service provision for these residents.

41. Co-production is being carried out by “Voice it, Hear it” on behalf of Wiltshire Council, to reach and talk to a variety of people to discover what TEC is already being used, how we can build on what they already have, and clarity around what needs still need to be met.
42. Joint working will continue with internal and external teams to ensure all Care Act eligible customers have access to the same information, Telecare services and TEC equipment.
43. Wiltshire’s Joint Strategic Needs Assessment forecasts that the 85+ population will almost double between now and 2040.



44. People are generally living longer and healthier than ever before. However, our Joint Strategic Needs Assessment shows that these gains are not enjoyed equally across the population. For example, there is still a gap between life expectancy for adults with long-term mental illness and/or learning disabilities and life expectancy of the general population.
45. Those living in rural settings can be impacted due to little or no internet access. This is being considered especially in line with upcoming Analogue to Digital changeover. Strategies to include TEC usage in “black spot” areas with no signal need to be developed for inclusivity. Wiltshire Council is aware and working in consideration of the “Project Gigabit”² work.
46. Considerations around digital poverty need addressing for inclusivity, ensuring everyone has access to TEC suitable to their individual needs. Libraries and Ability Net currently run programs around digital literacy, and access to free SIM Cards.

Environmental and Climate Change Considerations

47. The ongoing development of telecare and TEC services align with the Councils climate strategy, particularly the commitment to carbon neutrality by 2030. We recognise that Wiltshire’s rurality can mean that paid care services must often travel significant distances to support customers.
48. The commissioning of a telecare service can support with reducing carbon emissions, reducing the requirement for face-to-face support and potentially reducing emissions from car journeys by increasing the use of virtual, digitised, and remote care through TEC. TEC and telecare can both support people to do more for themselves and

² <https://www.wiltshire.gov.uk/article/7003/Project-Gigabit-overview>

provide the data and evidence to practitioners to demonstrate that a person is increasing their independence. The service supports the council to focus support and care for people in a more holistic and responsive manner, making care visits more effective and efficient.

49. The Telecare service provider will be required to have a robust recycling process in place for the recovery, reuse and disposal of the assets. By converting the analogue stock to new digital stock, we are priming the service to have equipment that is suitable for today’s needs as well as being adaptive to future services that may be introduced.

Workforce Implications

50. The current provider has advised that there would be no staff eligible for TUPE as they work across multiple contracts. The provider of the new service will be required to recruit and train a suitable workforce to deliver the contract.
51. The retender, transition and management of the contract will use existing resource in the adult commissioning team.

Risks that may arise if the proposed decision and related work is not taken

52. Failure to secure a new Telecare service for Wiltshire will result in a loss of service for existing, vulnerable people as well as an inability to offer the service as a support mechanism to people. This will impact on a range of teams across hospital discharge, reablement, ongoing support etc.
53. It will also result in a redundant Telecare Response service that was brought in-house on 1 August (see para).

Table 6: Risks if the proposed decision is not taken

Risks	Impact	Mitigations
If we do not meet an October tender deadline there is a risk that we do not have a Telecare Service in April 2025.	This will leave vulnerable people without a key service and will leave the in-house Telecare Response Service without a means of alerting them to residents in need.	Review options with procurement colleagues, consider using suitable framework for retender.
We are not clear how many customers we need a contracted service to support. This is due to: no oversight of the number of customers being added or removed from the contract.	Difficult to give assurance on value for money. Risk of budget overspend.	Thorough data cleanse prior to any tender and a clear process for adding, removing and reviewing customers. Using an expert TEC consultant to refine predicted demand.
Tendering the service now will remove the option to include telecare in the upcoming	We will lose some opportunity to be more creative with the TEC offer in Wiltshire. Including Telecare in the community	Consider a shorter (1year) contract to bring the end date into alignment with the Community equipment

Community Equipment tenderer.	equipment tenderer (to start April 2026) makes it a more appealing prospect for national providers. There remains uncertainty whether this would be an appropriate course of action but by tendering now the option is removed.	contract. This is unlikely to be attractive to the market as large amounts of transition and mobilisation work will need to take place.
If the Telecare Service is not retendered and we no longer offer the service to residents the Telecare Response service will be redundant.	The Telecare Response Service was brought in-house on 1 August 2024 at a cost of £0.659m per year and the TUPE of 31 staff.	Ensure a service is provided. The Telecare service is core to ensuring people remain independent.

Risks that may arise if the proposed decision is taken and actions that will be taken to manage these risks

Table 7: Risks associated with proposed action

Risk	Impact	Mitigation
.When a new service is in place and processes and data management are established, the service will be proactively promoted to internal colleagues as a means of supporting resident's independence.	With an activity-based contract this brings risks of budgetary overspend.	The Better Care Fund budget is monitored monthly by the Locality Commissioning Group and therefore any potential for overspend can be appropriately actioned. The contract will be monitored closely by a lead commissioner at the council. The contract oversight will include stakeholders such as the Head of Service for the Telecare response Service and Adult Social Care colleagues.
All analogue telecare devices require replacement with digital ready units by 01/2027 deadline. This is work that will need to be completed alongside any service contract, adding complexity to the tender.	As time lapses the pressure to complete the project increases, call failures from analogue devices could leave customers at risk in a crisis.	Consider compliant procurement route for additional spend in current contract and forecast A2D budget into any new TEC contract.

<p>The deadlines for retendering the service are very tight due to the changes in procurement law.</p>	<p>Telecare providers will only have a very short timeframe to bid for the service. As Appello confirm that no staff would be suitable for TUPE the new provider may need to recruit to be able to support the service or subcontract parts of the service to another provider. There may be a risk of an unsuccessful tender as providers have a very short timeframe to formulate a response. There may also be a risk of inflated costs as a provider may need to consider some subcontracting of the service elements.</p>	<p>We have chosen to use the ESPO TEC framework, all providers are well established and are certified under TSA to provide various elements of TEC services. This provides further reassurance around securing a provider who can deliver a service of this scale.</p>
--	--	--

Financial Implications

55. Section 75 of the NHS Act 2006 allows partners (NHS bodies and councils) to contribute to a common fund which can be used to commission health or social care related services. This power allows a local authority to commission health services and NHS commissioners to commission social care. It enables joint commissioning and commissioning of integrated services.
56. The costs of this service and contract are met from the Better Care Fund (BCF) as part of the section 75 agreement and managed through the BCF, any impact from over or underspends on this funding are agreed as a part of the section 75 agreement and managed through the BCF. However any overall overspend on the pooled BCF schemes is to be funded 50% by Wiltshire Council as detailed in the section 75 agreement. The change to the service will not deliver savings in the Adult Social Care budget.
57. The one-off funding for the upgrade to digital devices (para 27 & 28 above) does not yet have agreed funding. However this, as with the contract is 50% ICB cost. Discussions are taking place to agree the funding of this with the ICB.,

Legal Implications

58. Legal Services have been instructed to advise on this matter. Legal advice will continue to be sought until the conclusion of the project. Any award of contract will be conducted in accordance with the requirements set out in Part 10 of the Council's Constitution, the Procurement Manual and the Public Contract Regulations (PCR) 2015.
59. Legal Services were previously consulted in respect of the exemption for the contract extension and have subsequently advised that there is no appropriate ground that can be relied upon under the PCR for the Council to extend the current contract.

60. Legal Services will draft legal documentation for this matter. Legal Services will need to be consulted to review the final documentation before execution .

Overview and Scrutiny Engagement

61. A briefing for the Chair and Vice-Chair of the Health Select Committee will be arranged.

Options Considered

62. The best-case scenario is to tender for a service based on accurate service user data, Appello activity data suggests this is around 1100 community-based customers. Housing colleagues have advised us that they do not wish to continue to include housing stock in the future service provision.

63. The preferred option is to retender the service using the ESPO (Eastern Shires Purchasing Organisation) TEC framework. ESPO is a public sector owned professional buying organisation which has a framework for 'Technology Enabled Care Products and Services', Lot 2 is suitable for tendering a fully outsourced service. The framework has 31 (TSA Quality Standards Framework) approved suppliers who can tender for the telecare service, costs of using the framework are met by the supplier who is successful in the tender process.

64. Lot 1 of the framework is a product catalogue which can be referred to for best value, ESPO procurement advisors suggest if tendering for a fully outsourced service prices tend to come in below the identified costs in Lot 1 due to economies of scale. The framework has an end date of 13/06/2025 where it will be replaced by a new framework, due to this ESPO have suggested a contract term of no more than 4-years, including any extension. A contract of 3 years + 1 year extension is preferred for the current telecare service which would allow for time to develop the service and internal processes.

65. To use the framework, we must work with the ESPO contracting documents which can be reviewed and amended to suit our requirements for a service; we would not be able to contract a provider using standard terms and conditions. Legal input is required to complete review of the contracts to ensure compatibility.

66. Benefits of using the framework is that a complete tender process can be carried out in 6 months (our timeframes are very limited to complete a tender process independently). Using the framework still allows for a competitive process to take place which promotes best value to the Council. The incumbent provider is on the framework and would be committed to providing competitive costs if they wish to continue supplying in Wiltshire.

67. Because the current contract was awarded under exemption criteria it is not legally possible to extend it unless in exceptional circumstances (under a further exemption request). This approach poses high risk to the council and not a favoured option due to indications that better value for money can be achieved. There is also a risk that the Council could be challenged on its decision to approve a further contact extension by

an exemption as this is not compliant with procurement regulations and could be challenged by other potential providers.

68. There is uncertainty if a shorter contract would be attractive, due to the nature of TEC services (transitioning telecare call centre connections and systems that may require physical visits to all customers to complete installations, stock management and the A2D project) a contract term of less than 3 years may seem unfavourable to any provider besides the incumbent.

69. A minimum term of 3 months mobilisation would be required. A tender must go live by 11 October 2024 to achieve this.

70. A final option would be to consider bringing the Telecare service in-house. In the current financial climate this would not be favourable as this involves high set up costs and is a timely process. TSA advise this has only been successfully completed twice in the last 5 years. Although a few of the South-West authorities have in-house telecare offers only Cornwall and Somerset's services meets TSA's QSF (Quality Standards Framework) which is the recommended industry standard. Telecare and TEC services can be broken down into different aspects of service delivery (table 8).

Table 8: Aspects of service delivery

		Current Wiltshire offer
Telecare' Type Managed Service Elements	Assessment of need (telecare) Service user for the purposes identifying equipment and services required to support the person-centred outcomes required by the Commissioner.	Referrer led
	Supply of telecare equipment (excludes installation)	Commissioned supplier
	Assessment of and Installation of telecare equipment (and or including service and maintenance)	Commissioned supplier
	Customer/Commissioner training and support for telecare products and services in use in their Service	Commissioned supplier
	Service User training / coaching and support (telecare) for equipment deployed to meet the outcomes required by the Commissioner.	Commissioned supplier
	Telecare monitoring Service	Commissioned supplier
	Provision of initial remote response to telecare calls, alerts and activations service	Commissioned supplier
	Response Service - Provision of on the ground physical response to telecare alerts to support people in their homes - telecare	In-house service
	Tailored reporting contract management information for Customer	Commissioned supplier
	Management and storage of Customer's own telecare equipment inventory (including pre-existing stock). Asset management	Commissioned supplier
	Decommissioning of telecare equipment service including removal of equipment where required - Asset management	Commissioned supplier
	Decontamination service for returning used telecare equipment to the customers inventory for re allocation - Asset management	Commissioned supplier
		Current Wiltshire
TEC General	Assessment and Installation of Smart Home Technology for the purposes of meeting the outcomes for person centred care as required by the Commissioner.	No current offer
	Continuous environmental monitoring (home) for the purposes of person-centred care	No current offer
	Proactive analytical analysis of monitoring data to produce early warning health and wellbeing alerts	No current offer
	Remote interaction /proactive Service User contact services for the purposes of ensuring the health and wellbeing of the Service User as part of an outcome-based approach	No current offer

	Lifestyle and location monitoring outside of the home as an element of a health and care package.	Commissioned supplier (GPS location device only)
	TEC apps for use by friends and family as an element of a commissioned health and care support package.	No current offer

71. Where Local Authorities offer in-house services, many only offer part of the service and outsource other aspects due to high operational costs. Telecare monitoring would require procurement of a call monitoring platform, recruitment and training of management, call handling and technical staff to support a 24/7 service and consideration of location to enable successful delivery of the service. Recent transition of the Telecare Responder service to in-house reduced the service offer to 7am-10pm operational hours as offices are inaccessible after these hours alongside considerations of lone working policies. TSA have advised the procurement of a call monitoring platform could take between 9-12 months.

72. Installations and maintenance of TEC equipment is another aspect of the service that could be transitioned to an in-house offer and delivered similarly to a Community Equipment service. Installers would need to be trained, ideally to TSA QSF standards with DBS clearance. The role currently supplied by Appello (subcontracted to Red Alert) requires a high level of customer interaction, risk assessment and technical engineering to ensure the TEC best suited to meeting the individuals needs and outcomes is installed.

73. Levels of administration are also required to coordinate visits with individuals to support the customer (relatives, care providers etc) and allow for some training and handing over any instructions. An asset management platform is required to ensure that all deployed and recycled stock is managed and decommissioned at the end of the products intended lifespan or where devices are determined not cost effective to be recycled. A warehouse with a production line for decontamination would also be required to house the telecare estate and decontaminate, maintain and store any returned stock for future use. Drivers and a fleet of vehicles would also be required around the clock to support with any urgent installs or faults as specified.

74. It would be possible to consider bringing elements of the service in-house, however these options would require careful consideration of initial outlay costs and timelines to effectively and safely deliver a transition After seeking advice from TSA and IT colleagues it is our collective position that we should discount the possibility of insourcing the service. The option would be likely to exceed the budget currently allocated for a commissioned service, would require recruitment of telecare experts and team to manage the various elements of delivering the service and extensive IT support throughout to ensure the safety and interoperability of any systems being considered and to allow for integration with Council systems.

Conclusions

75. In conclusion the Telecare service (and the intrinsically linked Telecare response service) is key to Wiltshire Council's aims to support people to be independent and remain in their own homes for as long as safely possible.

76. Recommissioning the service will realise savings that will be reinvested into service development that will increase the number of people who will benefit from the service as well as develop a wider range of devices to support people in different ways.

77. Failure to provide a telecare service jeopardises the Telecare Response service, which would, in effect be redundant without the Telecare service to provide and maintain equipment and receive and triage calls.

Alison Elliott - Director, Commissioning

Report Author: Helen Mullinger, helen.mullinger@wiltshire.gov.uk

Appendices

None

Background Papers

None

This page is intentionally left blank

Wiltshire Council

Cabinet

8 October 2024

Subject: Household Support Fund 2024 extension 1 October – 31 March 2025

Cabinet Member: Cllr Ian Blair-Pilling - Cabinet Member for Public Health, Communities, Leisure, and Libraries

Key Decision: Key

Executive Summary

This report has been updated from the previous Household Support Fund Cabinet Report (16 April 2024) following announcements on 2 September 2024 that the Fund is to be extended, from 1 October for a further 6 months.

The purpose of this report is to provide Members with an overview of the announced six-month extension to the Household Support Fund 2024 from 1 October 2024 - 31 March 2025 as the grant exceeds £500,000 as determined by the Council's constitution.

Wiltshire Council has been awarded £2,728,656.41 from the Department for Work and Pensions (DWP) to support households, who would otherwise struggle to buy food or pay essential utility bills or meet other essential living costs to help them with significantly with rising living costs.

Proposals

That Cabinet:

- 1) Notes the content of the report;
- 2) Delegates the payment criteria of the grant to the Director, Finance and Procurement (S151 Officer), and the Director, Public Health in consultation with the Cabinet Member for Public Health, Communities, Leisure, and Libraries.

Reason for Proposals

To inform Members of the Household Support Fund extension allocation Wiltshire Council has been awarded by the Department for Work and Pensions.

Lucy Townsend
Chief Executive

Wiltshire Council

Cabinet

8 October 2024

Subject: Household Support Fund 2024 extension 1 October – 31 March 2025

Cabinet Member: Cllr Ian Blair-Pilling - Cabinet Member for Public Health, Communities, Leisure, and Libraries

Key Decision: Key

Purpose of Report

1. The purpose of this report is to provide Members with an overview of the Household Support Fund 2024 which has now been extended for a further six months (1 October 2024 – 31 March 2025). Wiltshire Council have been allocated £2,728,656.4 from the Department for Work and Pensions (DWP).
2. The Fund is being provided to support households, who would otherwise struggle to buy food or pay essential utility bills or meet other essential living costs to help them with significantly rising living costs for the following six-month period: 1 October 2024- 31 March 2025.

Relevance to the Council's Business Plan

3. The proposal is relevant to the following mission statements laid down in the Council's Business Plan 2022 to 2032:
 - Prevention and early intervention
 - Improving social mobility and tackling inequalities
 - Understanding communities
 - Working together

Background

4. Public Health have administered the distribution of HSF4 and HSF5 via 152 schemes spanning internally within the council and externally through third sector partners
5. Across all schemes in HSF5, 25,243 households in Wiltshire have been supported with food provision totalling £1,332,230 million of the total allocation. Within this, families eligible for free school meals have been supported through the school holidays.
6. Through the schemes, households with children, disabled persons and pensioners have been supported. Help has included food and fuel vouchers, housing costs, advice services, white goods, warm packs, furniture poverty and flooring.
7. The Gypsy, Roma, Traveller, Boater community were identified as having missed out on the national energy support given to all households. HSF4 and HSF5 has allowed

the council to support boaters and travellers with fuel, food, energy payments and emergency maintenance to prevent homelessness and debt.

8. £421 million has been made available in this most recent round of funding to County Councils and Unitary Authorities in England to provide support to households, who would otherwise struggle to buy food or pay essential utility bills or meet other essential living costs or housing costs (in exceptional cases of genuine emergency), to help them with significantly rising living costs. The Government has pledged to allocate the same amount with this new extension.
9. The funding is being provided by The Department for Work and Pensions (DWP) to County Councils and Unitary Authorities (including Metropolitan Councils and London Boroughs), under section 31 of the Local Government Act 2003, to administer the scheme and provide assistance to households most in need.
10. This funding covers the period 1 October 2024 to 31 March 2025 inclusive. Local Authorities have discretion on exactly how this funding is used within the scope set out in the accompanying grant determination and guidance
11. The expectation is that the Fund should primarily be used to support households in the most need; particularly those who may not be eligible for the other support government has recently made available but who are nevertheless in need and who require crisis support. The Fund is intended to cover a wide range of low-income households in need including families with children of all ages, pensioners, unpaid carers, care leavers, disabled people. larger families, single-person households and those struggling with one-off financial shocks or unforeseen events.

Main Considerations for the Council

12. The Fund should primarily be used to support energy bills for any form of fuel that is used for the purpose of domestic heating, cooking, or lighting, including oil or portable gas cylinders. It can also be used to support water bills including for drinking, washing, cooking, as well as for sanitary purposes and sewerage. Energy bills may be of particular concern to low-income households during the period of the Fund.
13. The Fund can also be used to support households with the cost of food and essential costs related to energy, food and water such as warm clothing, blankets, the purchase of equipment such as fridges, freezers, ovens, slow cookers or costs associated with obtaining these essentials e.g. delivery and installation. The Fund can additionally be used to support housing costs where existing housing support schemes do not meet this need.
14. The Fund can be used to support wider essential needs not linked to energy and water should Authorities consider this appropriate in their area. These may include, but are not limited to, support with other bills including broadband or phone bills, clothing including uniform, essential transport-related costs such as repairing a car, buying a bicycle, or paying for fuel. It can also include one-off payments to prevent crisis.
15. The Fund may be used to provide supplementary advice services to award recipients, including debt and benefit advice, where Authorities consider this appropriate.
16. Reasonable administrative costs incurred by the council may be funded by the Fund. This includes reasonable costs incurred administering the Fund and will be required to

be reported to DWP as part of the management information and analysis of spend. (see delivery plans section below).

17. Authorities have the ability to deliver the scheme through a variety of routes including providing vouchers or cash to households, making direct provision of food and goods, or issuing grants to third parties.
18. Every area must operate at least part of their scheme on an application basis enabling residents to have the opportunity to come forward to ask for support. Authorities should offer application-based support throughout the duration of The Fund, either continuously over the majority of The Fund Period or in regular intervals throughout the scheme.
19. It is mandatory for Authorities to reference that the grant is funded by Department for Work and Pensions in any publicity material, including online channels and media releases.
20. It is mandatory for Authorities to make public their plans for The Fund, including how and when they intend to deliver the application-based portion of their scheme. This should be through a website page dedicated to the Fund headed with 'Household Support Fund' on their Authority website. This webpage must be easily accessible for residents and outline the Authority's plans for funding, including with details of who is eligible in the area, as well as how and when residents might be able to apply for the application-based element of the scheme. Links to the Government's Cost of Living Hub should be included, as well as a specific reference that the grant is funded by the UK Government.
21. Authorities are required to complete a delivery plan to outline their intentions for The Fund, clearly setting out their priorities and approach for use of the Fund, and to demonstrate the ways in which they intend to allocate their funding
22. Authorities are required to send their delivery plan to DWP by 1 November 2024. At the end of The Fund the authority will be required to provide a summary of spend against the final delivery plan with this due at the same time as the final Management Information (MI).
23. Delivery plans must be signed off by the Section 151 Officer and responsible Cabinet Member before submission to DWP.
24. Authorities are required to make Statements of Grant Usage and Management Information returns outlining grant spend and the volume of awards as detailed in their guidance once released.
25. Grant payments will be made to authorities in arrears on receipt of a fully completed and verified MI return.

Safeguarding Implications

26. There are no safeguarding implications from administering the Household Support Fund 1 October 2024 – 31 March 2025.

Public Health Implications

27. This fund will help to provide support to vulnerable and low-income households in Wiltshire. By utilising data from the Joint Strategic Needs Assessment, council data sets and experience and evaluation through administration of previous rounds of Household Support Funding we can ensure that resources are targeted where they are most needed with the aim of reducing inequalities across our population.

Procurement Implications

28. There are no procurement implications from administering the Household Support Fund 1 October 2024 – 31 March 2025.

Equalities Impact of the Proposal

29. The equalities impact of the proposed decision is believed to be low against all criteria on the Equalities Risk Criteria Table and, therefore, a full Equalities Impact Assessment is not required.

Environmental and Climate Change Considerations

30. There are no perceived negative impacts on environment and climate change from administering the Household Support Fund.

Workforce Implications

31. There are no perceived adverse implications on the employees working on the administration of the Fund and it is expected that existing staff will administer the Fund.

Risks that may arise if the proposed decision and related work is not taken

32. The Council must submit a delivery plan to DWP to comply with the conditions of the Household Support Fund. It is, therefore, good practice to provide this report as an overview for Cabinet and to request the delegation included in the proposals for transparency. If the delegation is not approved there could be delays in the administering the Fund and making payments to those households most in need.

Risks that may arise if the proposed decision is taken and actions that will be taken to manage these risks

33. The Household Support Fund does not require a decision to be made at this stage. Due to the requirements set out by DWP for reporting and to ensure there is not a delay for administering the scheme and making payments to those in need, the proposal is made for delegation of the payment criteria of the grant to the Director of Finance (S151 Officer), Corporate Director for People and Director of Public Health in consultation with the Cabinet Member for Public Health, Leisure, Libraries, Facilities Management, and Operational Assets.

Financial Implications

34. The DWP set out requirements for reporting, which are included above in the body of the report, As grant payments will be made to authorities in arrears on receipt of a fully

completed and verified MI returns there is a risk that the DWP may consider some of the payments made by the council to not be in line with the criteria and, therefore, may not reimburse the council for these payments. This will be mitigated by setting out the criteria for payment, ensuring the criteria is met and undertaking appropriate control processes, such as validation of any applications made through the application process.

35. As grants payments will be made to the council in arrears the council will lose the interest that would have been earned on the cash value of payments made until the reimbursement is received, however, this is not considered to be significant due to the four reporting periods for the year and the relatively low interest rates and the expected value of the payments.
36. Reasonable administrative costs incurred by the council may be funded by the Fund. It is expected that existing staff will support the administration of the Fund and their costs will be reclaimed and included within the summary of spend and in the Statements of Grant Usage and Management Information returns. It is also expected that any additional administrative costs such as IT costs and the cost of making payments will also be included within the summary of spend and be reclaimed from DWP.

Legal Implications

37. Legal Services have advised on this matter previously and will continue to be involved to ensure compliance with any grant conditions and ensure any subsidy control requirements are met.

Overview and Scrutiny Engagement

38. The Household Support Fund is a government led scheme with funding criteria set by government. This report to Cabinet provides Members with an overview of round 6 of the Household Support Fund (1 October 2024 – 31 March 2025). There has been no engagement with the Overview and Scrutiny Management Committee or Select Committees.

Options Considered

39. Due to the nature of the grant requirements of the Household Support Fund, no other options are required to be considered at this stage.

Conclusions

40. It is recommended that the Cabinet notes the contents of this report and delegates the spend of the grant to the Director, Finance and Procurement (S151 Officer), Corporate Director, People, and Director, Public Health in consultation with the Cabinet Member for Public Health, Communities, Leisure, and Libraries.

Lucy Townsend - Chief Executive

Report Author: Rachel Kent, PH Consultant - Knowledge & Intelligence,
rachel.kent@wiltshire.gov.uk, Tel: 01380 826321

Appendices

None

Background Papers

None

This page is intentionally left blank

Wiltshire Council

Cabinet

8 October 2024

Subject: Safety Valve - August Update Report for DfE

Cabinet Member: Cllr Richard Clewer - Leader of the Council
Cllr Laura Mayes - Cabinet Member for Children's Services, Education, and Skills
Cllr Jane Davies - Cabinet Member for Adult Social Care, SEND and Inclusion
Cllr Nick Botterill - Cabinet Member for Finance, Development Management and Strategic Planning

Key Decision: Non-key

Executive Summary

The High Needs Block (HNB) is the part of the Dedicated Schools Grant (DSG) that primarily supports pupils who have Special Educational Needs or Disabilities (SEND), and approximately two thirds of councils in England have some level of deficit in their HNB.

On the 12th of March 2024, Wiltshire Council signed a Safety Valve agreement with the Department for Education (DfE). This agreement is supported by the High Needs Block Sustainability Plan which was created with parent carers, schools and settings, and health and care professionals.

These documents, taken together, describe how Wiltshire Council will improve outcomes for children and young people with SEND and, through investment in early help and support, return the High Needs Block (HNB) to a financially balanced position.

As part of the agreement that was signed with the DfE, Wiltshire Council agreed to submit monitoring reports three times a year. These reports are then noted in public by Cabinet and Children's Select Committee.

Appendix 1 is the monitoring report for September 2024 and reflects the work done to that point.

Cabinet should note that, despite a significant amount of work being undertaken, the report is explicit that the plan is off-track and that this is not recoverable in this financial year.

The financial forecast for this quarter indicates that expenditure is not on track to meet the target of £84.5m (before SV contributions) for the cumulative deficit in the 2024/25 financial year. Therefore, that condition of the deal is rated Red because current forecasts indicate an overspend against the current plan of £10.156m in 2024/25.

Despite this, the council is projecting that it will get back on track and achieve a positive in-year balance by the end of the agreement (March 2029) and in subsequent years.

The data shows that the increased spend in the current year is driven by increased activity rather than by unit cost in most types of provision. This reflects the increase in the number of children with EHCPs in the 2023/24 academic year and the projections for activity in the new academic year.

This is reflected in the SEND service data which shows that, at the end of July, the number of EHCPs in the system was 5,861, 229 ahead of the figure suggested by the Safety Valve Plan.

Much of the growth in the number of EHCPs is due to the continued upward pressure of new needs assessment requests from schools and settings. However roughly 100 of these additional plans are the result of investment put into processing the 20-week-wait backlog faster than expected. This is clearly to the benefit of the children and young people and provides greater visibility of the needs in the system, but, it does mean that the number of EHCPs is inflated beyond what was anticipated at the time of submission.

Further proposals are being worked up to increase the mitigations so that an in-year balanced position can be achieved by April 2029 and the detail will be included in the November update. These proposals will follow the principles set out in the original plan – investing to save in future years, and improving support for children and young people with additional needs across the system.

To this end, Wiltshire Council has already put over £4m of pump-priming investment behind this plan to ensure it will deliver the intended outcomes, and further capital investment has been committed.

This is alongside an additional capital request which was made as part of the Safety Valve process to support this plan and was submitted on 5th January 2024. This bid is for £5.7m to expand special schools places in the south of the county but a decision has not been reached by ministers yet.

Proposals

That Cabinet:

Note the monitoring report which was submitted to the DfE on 28th August 2024.

Reason for Proposals

This five-year agreement will shape the provision of SEND services in Wiltshire and will form a key part of the financial context for the authority. Cabinet will continue to be kept apprised of progress and public reporting is critical to ensure transparency of the programme and the council's approach to it.

Lucy Townsend
Chief Executive

8 October 2024

Subject: Safety Valve - August Update Report for DfE

**Cabinet Member: Cllr Richard Clewer - Leader of the Council
Cllr Laura Mayes - Cabinet Member for Children's Services,
Education, and Skills
Cllr Jane Davies - Cabinet Member for Adult Social Care,
SEND and Inclusion
Cllr Nick Botterill - Cabinet Member for Finance, Development
Management and Strategic Planning**

Key Decision: Non-Key

Purpose of Report

1. To update Cabinet on the Safety Valve Agreement between Wiltshire Council and the Department for Education (DfE) which was signed on 12 March 2024.
2. To present the update report submitted to the DfE on 28 August 2024.

Relevance to the council's Business Plan

3. The Safety Valve Agreement will ensure that the Dedicated Schools Grant deficit will be removed and the High Needs Block will be brought back into an in-year balanced position. This is a significant financial risk and so removing it will support the delivery of the council's priorities as set out in the Business Plan.
4. The delivery of the Safety Valve plan will also provide better outcomes for children with SEND in Wiltshire, supporting the following Business Plan priorities:
 - a. Resilient Communities
 - b. Empowered People
 - c. Thriving Economy

Background

5. The Dedicated Schools Grant (DSG) is funding which local authorities in England receive to support schools. The DSG is split into four blocks which support different parts of the schools and education system.
6. One of these blocks is the High Needs Block, which is used to support children and young people with Special Educational Needs and Disabilities (SEND).
7. Since 2018/19 the High Needs Block has been under increasing pressure. This growth in expenditure has been seen in every council in England, and Wiltshire is no exception.

8. This growth is the result of changing practice following The Children and Families Act 2014, SEND Regulations 2014 and the SEND Code of Practice 2015, which introduced new statutory obligations for local authorities in England in how they support children and young people with SEND.
9. In Wiltshire from 2018/19 to 2022/23, this equated to a 51% growth in the number of children supported by an Education, Health and Care Plan (EHCP), and a 46% growth in the amount of money being spent from the High Needs Block. Over the same period, the money received into the High Needs Block from government only grew by 36%. The Association of Directors of Children's Services estimate that, as of 2022, this was a £2.6bn issue across England.
10. While High Needs Block income has not kept pace with the growth in demand, there are also changes that councils can make to respond to the new strategic context.
11. This issue has received some attention over recent years, and this is reflected in the introduction by government of a statutory override. This override allows councils to hold their DSG deficit as a negative reserve on their balance sheet, walled off from the rest of the council's finances. This statutory override, however, is due to expire 31st March 2026 and at that point, councils will be expected to make good any remaining deficit that has not been previously addressed.
12. The Wiltshire Council DSG deficit forecast suggests that, by April 2026, the cumulative unmitigated deficit could be £117m while the current forecast total general fund and earmarked reserves are £90m.
13. The invitation from DfE to join the Safety Valve programme was received in August 2023 and an initial meeting with the Department for Education was held in early October 2023. The plan was submitted in draft form on 15 December 2023, it was then amended and resubmitted on 12 January 2024.
14. Further negotiations were held between the council and the DfE to ensure a mutually agreeable position. This agreement received ministerial approval and was signed on behalf of Wiltshire Council on 12 March 2024.
15. The agreement sets out commitments from the DfE and from Wiltshire Council. The DfE has committed to give Wiltshire Council an additional £67m over the 5 years of the agreement. These contributions are paid in instalments, profiled as follows:

Year	The Department agrees to pay to the authority an additional £m of DSG by year end
2023-24	£26.8m
2024-25	£6.7m
2025-26	£6.7m
2026-27	£6.7m
2027-28	£6.7m
2028-29	£13.4m

16. In addition, the council has agreed to regular monitoring, 3 times a year, to check on progress. The DfE will expect the council to report against the key conditions of the agreement, and on progress to deliver capital projects associated with the agreement. These conditions are:
1. The authority undertakes to reach a positive in-year balance on its Dedicated Schools Grant (DSG) account by the end of 2028-29 and in each subsequent year.
 2. The authority undertakes to control and reduce the cumulative deficit, not exceeding £84.5m in financial year 2024/25.
 - 3.1. Provide earlier support for children and young people with SEND, improving inclusion practices and managing pressure points and school transitions;
 - 3.2. Prevent the need for escalation by providing the right support, first time, including a more holistic response alongside health and social care, with improved management and communication;
 - 3.3. Increase the number of special school placements, resourced provision, and alternative provision to ensure that children and young people can access the support they need, with proper reintegration support for children who belong in mainstream provision;
 - 3.4. Improve transition pathways to provide a range of opportunities for young people with SEND to prepare for adulthood, including training, further education, and employment;
 - 3.5. Foster a culture of change across the Wiltshire SEND and AP system by engaging with partners and parent carers, improving trust and coproduction across the sector.

Main Considerations for the council

17. The August monitoring report, Appendix 1, is the second monitoring report that has been sent to the DfE. This report covers the activity and data from June to August. Each submission of a report, on time, releases the next Safety Valve payment.
18. The first payment of £26.8m was received by the council on the 28th March 2024. A further payment of £2.233m was received in June 2024 following submission of the first monitoring report to the DfE.
19. Appendix 1 contains a detailed update, data and graphs, but in summary, while significant steps forward have been taken, and much of the planned 'activity' is on track, the time from implementation of a project to the realisation of the benefits is greater than had been anticipated.
20. Financially, this means that the council is not on track to meet agreement condition 2 and will exceed the forecast £84.5m cumulative deficit (excluding Safety Valve payments) in this financial year. The consequences of this are set out in the financial implications section of this report.
21. The status of the other conditions is set out below:
- a. Condition 3.1: While the project activity to deliver this condition remains on track, the data is not showing the impact of those interventions yet. The growth in the number of EHCPs has exceeded our forecast figures, and while the growth in EHCNA requests has slowed it remains at a high level. Consequently, this condition is rated amber- off track.

- b. Condition 3.2: The activity that was planned to support this agreement condition is on track and, while the number of children placed in the Independent Sector remains historically high it has not increased, as a percentage, over the past school year. This condition is therefore rated as green – on track.
- c. Condition 3.3: Despite significant progress, this condition remains amber – off track, as was the case last month. This is primarily due to the uncertainty around the Safety Valve capital funding which has still not been confirmed. The decision, due in March, was initially delayed by a request for more information, and then further delayed by the General Election and subsequent change in ministerial team.
- d. Condition 3.4: This workstream is amber – off track, and it is expected to be back on track by November. There is a lot of work happening in post 16 and transitions, however this needs to be more focussed and structured. The authority has recently taken on a new project manager to focus on developing this programme and it is expected that significant progress will be made in the next reporting period.
- e. Condition 3.5: This deal condition is currently green – on track. The authority has continued to engage partners and parent carers to ensure that trust remains high.

Safeguarding Implications

22. This update report does not raise any additional safeguarding implications.

Public Health Implications

23. This update report does not raise any additional public health implications.

Procurement Implications

24. This update report does not raise any additional procurement implications.

Equalities Impact of the Proposal

25. This update report does not raise any further equalities impacts.

Environmental and Climate Change Considerations

26. This update report does not raise any further environmental or climate change considerations.

Workforce Implications

27. This update report does not raise any further workforce implications.

Risks that may arise if the proposed decision and related work is not taken

28. If the DSG deficit recovery work is not taken then the financial liability of the DSG deficit remains on the balance sheet of the council. There is a risk that, if the statutory

override ends as currently set out in April 2026, the entire deficit becomes the council's to manage. It is not thought that the council could effectively manage this liability without the support of a Safety Valve Agreement.

29. The decision to enter into a Safety Valve Agreement made the council responsible for delivering that agreement. There is a risk that, if the council continues to fall behind on the financial delivery of the plan, further work will have to be undertaken to bring the plan back in line and the DfE may suspend future payments. To mitigate this risk, there is a robust process of monitoring in place, with clear measures regularly reported on.

Risks that may arise if the proposed decision is taken and actions that will be taken to manage these risks

30. There is a risk that the council will see an increase in legal challenge and tribunals arising from the SEND decision making process. This risk is being mitigated through the plan, by ensuring the council is confident in the support being provided to children with SEND, by ensuring that the council has efficient and well defined processes in place. Additionally, the plan is being co-designed with parent carers, schools, early years settings and colleges to create shared ownership and buy-in.

Financial Implications

31. The monitoring report submitted to the DfE at the end of August confirms that the Council is not on track to meet the condition to reduce the cumulative deficit, not exceeding £84.5m (excluding Safety Valve payments) in financial year 2024/25. The current forecast projects an overspend against the plan of £10.156m in 2024/25.
32. Initial modelling has taken place to consider the impact of the increased commitments in the system from activity in the current year, and the further mitigations that need to be implemented in order to reduce spend by the 2028/29 financial year. This initial work indicates that the residual deficit at the end of the plan will increase by £34.5m compared with the agreed Safety Valve plan. The plan will be re-worked in order to fully confirm the impact in time for the November submission to the DfE
33. The profile of the revised forecast is summarised as follows:

	Outturn 2023/24	Forecast 2024/25	Forecast 2025/26	Forecast 2026/27	Forecast 2027/28	Forecast 2028/29
	£m	£m	£m	£m	£m	£m
Cumulative DSG deficit - brought forward (deficit at beginning of financial year)	35.214	28.706	61.184	77.319	99.198	99.926
In year DSG deficit (before Safety Valve and local contributions)	20.292	39.177	41.280	28.579	7.428	-0.194
Safety Valve programme contribution	-26.800	-6.700	-6.700	-6.700	-6.700	-13.400
Local general fund contribution	0.000	0.000	-18.445	0.000	0.000	-51.822
Cumulative DSG deficit - carry forward (deficit at end of financial year including SV payments and local contributions)	28.706	61.184	77.319	99.198	99.926	34.509

34. The decision to enter the Safety Valve Agreement crystallises the requirement of a contribution from the council's resources to eliminate the cumulative deficit set out in the plan less any contribution from the DfE. This figure, based on the plan set out, is £70.2m. However, it should also be made explicit that the DfE contribution is a fixed

figure therefore if the deficit grows as forecast in the table above, that financial liability resides with the council.

35. The council will be taking an approach of maximising all opportunities to set money aside in a specific earmarked reserve to fund the contribution required. If sufficient funds are not set aside by the end of the plan period (April 2029) then the council will need to identify funding for the residual balance or exceptional financial support will be required from government.
36. In order to deliver the required place sufficiency across the period of the plan a bid to the additional HNPCA grant made available to councils on the Safety Valve programme has been made for £5.7m in order to accelerate the delivery of additional special school capacity. No decision has yet been made by Ministers on the council's application for capital funding.

Legal Implications

37. The Safety Valve Agreement is a formal written agreement with the DfE. This draft agreement language was reviewed by Legal Services and amendments were incorporated into the draft.
38. The final agreement was reviewed to ensure that the legal implications were sufficiently considered when the agreement was signed.
39. It was noted that the agreement is subject to review at any time and whilst the agreement does set out examples of events which may lead to review, this list is not exhaustive.
40. In particular, clause 6.3 provides for the agreement to be reviewed in the event of insufficient progress being made towards the authority reaching and sustaining an in-year balance on its DSG account as set out in the plan.

Overview and Scrutiny Engagement

41. A report on the progress of the Safety Valve programme is provided for scrutiny at all Children's Select Committee meetings.

Conclusions

42. If the council is to continue to deliver on its statutory duty to children and young people with SEND then we must make changes to the way the SEND system in Wiltshire operates.
43. These changes would need to be made anyway to stop the growing deficit, improve outcomes for children and young people, and to reflect the changing strategic context in which the system finds itself.
44. As the monitoring report sets out, significant steps have been taken to improve support for children and young people with SEND in Wiltshire. Improvements to how the council helps schools support these children will be felt this coming school year, and further changes are planned.

45. However, the council recognises that the plan is off-track and further steps are required. The pressures in the SEND system are now being fully reflected in the finances this year, and that emphasises the need to deliver a step change in this coming year.
46. Before November, the sustainability plan will need to be re-baselined and updated to reflect the new position. This work will be enhanced by further data analysis, the new SEND Strategy and the SEND Needs Assessment.
47. Despite the challenges in delivering this plan, and the increased financial impact of the forecast deficit, this still represents a good way to manage the risk.
48. Safety Valve offers an opportunity to undertake those changes, leveraging additional investment from the Department for Education that will allow such changes to be made more quickly than would otherwise be possible, and to significantly reduce our historic deficit.

Kathryn Davis - Director, Education & Skills

Lizzie Watkin - Director, Finance and Procurement

Report Author: Ben Stevens, Inclusion, SEND and AP Transformation Lead,

Ben.Stevens@wiltshire.gov.uk

Liz Williams, Finance Lead – High Needs Block Sustainability,

Liz.Williams@wiltshire.gov.uk

Appendices

Appendix 1 – Aug 24 SV Monitoring Template

Background Papers

None

This page is intentionally left blank

SAFETY VALVE PROGRAMME OVERVIEW

LA Name	Date Report Submitted	Signed off by S151 Officer & Director of Children's Services	Name & Email Address of Key Personnel	
Wiltshire	28 th Aug 2024	Yes	CEO:	Lucy Townsend Lucy.Townsend@wiltshire.gov.uk
			S151 Officer:	Lizzie Watkin Lizzie.Watkin@wiltshire.gov.uk
Do you need additional support from either of our specialist SEND advisers (early years / inclusion) to support the effective delivery of your Safety Valve plan? If yes, please specify which area (early years / inclusion) you would like extra support in, giving a brief overview of how this support would be beneficial.			DCS:	Lucy Townsend Lucy.Townsend@wiltshire.gov.uk
We would welcome support from both the early years and inclusion advisors given the challenges we are facing around demand. This support would enable us to check that our plans are comprehensive and include current best practice.			Other key contacts for Safety Valve:	Kathryn Davis – Director for Education and Skills Kathryn.Davies@wiltshire.gov.uk Jen Salter – Director for Families and Children's Services Jen.Salter@wiltshire.gov.uk Ben Stevens – Inclusion, SEND and AP Transformation Lead Ben.Stevens@wiltshire.gov.uk Liz Williams – High Needs Block Finance Lead Liz.Williams@wiltshire.gov.uk Lisa Fryer – Head of SEND and inclusion Lisa.Fryer@wiltshire.gov.uk

Is your LA's Safety Valve plan on track?	Yes/No	Commentary
To achieve the Safety Valve agreement's projected deficit in the current year?	No	Significant challenges have been identified this year, stemming from the growth in EHCPs during academic year 2023/24. The full-year financial impact of this growth is only now being seen in the finance data. This growth has also led to further placements in the Independent Non-Maintained Special School (INMSS) sector which have driven costs up. This does not represent a percentage increase of children placed in INMSS but the numbers are higher.
To achieve a £0 DSG deficit by the end of the Safety Valve agreement?	Yes	While the agreement is off track in year, the plan is still in the early stages and the authority remains committed to recovering this position by year five. Detailed plans are still being developed to articulate the additional steps that are being taken, and how this will be profiled.

	Yes/No	Commentary
Is your LA's Safety Valve capital project on track?	Yes	£5.7m has been requested to expand Special School provision by 120 places in the south of the county. The authority has managed to reprofile expenditure to ensure the milestones for this priority project can be met, however this will put other projects at risk without a sufficient funding commitment from central government.

SAFETY VALVE PROGRAMME OVERVIEW

Previous challenges which had emerged around securing the site have been resolved, and so this project is able to go ahead.

Programme Headlines

This quarter, the biggest drivers of positive change have been (up to 3):

1. The strong relationship with Wiltshire Parent Carer Council (WPCC) and schools has enabled mature conversations and understanding across the system.
2. There has been a willingness to embrace change from teams across the system, despite the complexity and scale of the change required and ongoing concerns about capacity.
3. There has been successful recruitment into teams which will deliver support on the ground in schools. The staff recruited are credible specialists in their field, which is vital to their success.

This quarter, the biggest barrier(s) to successful implementation of the Safety Valve plan have been (up to 3):

1. Lack of confirmation on the capital requested as part of the agreed plan
2. Continued growth in requests driving EHCP numbers
3. Additional demands approaching the end of the school year

This quarter, the best examples of stakeholder engagement around the Safety Valve plan have been (up to 3):

1. The new Stakeholder Reference Panel has been established with a clear process for how they feed into the ongoing projects. This will bring together schools, early years settings, post 16 providers, parent carers and the voice of children and young people to comment on the significant change programmes.
2. There has been very positive engagement with Wiltshire Parent Carer Council and Schools Forum about the planned change to EHCP funding. These open conversations have generated good-will around this, reduced anxiety, and have led to changes in approach that will make the project run more smoothly.

Alongside your Safety Valve financial and narrative monitoring reports, please share with us the latest strategic data dashboard utilised by your governance oversight board for Safety Valve.

***NB** This should not be something created for the DfE Safety Valve monitoring process; if you do not have a strategic data dashboard, just let us know.*

SAFETY VALVE PROGRAMME DETAILED UPDATE

Agreement Condition	Assurance Level	Progress Update from this Quarter <i>Please include/refer to relevant data and evidence to support your rating and explain the scale of any impacts</i>
Condition 1: The authority undertakes to reach a positive in-year balance on its Dedicated Schools Grant (DSG) account by the end of 2028-29 and in each subsequent year.	Update 1 (May)	<p>The current financial forecast is detailed on the attached finance template.</p> <p>The council is projecting that a positive in-year balance will be achieved by the end of 2028/29 and in subsequent years. However, condition 1 is rated as amber – off track, due to the forecast overspend in the 2024/25 financial year which impacts on subsequent years of the plan. Further proposals are being worked up to increase the mitigations so that an in-year balanced position can be achieved by April 2029 and the detail will be included in the November update.</p> <p>The financial forecast for this quarter indicates that expenditure is not on track to meet the target of £84.5m (before SV contributions) for the cumulative deficit in the 2024/25 financial year. Condition 2 is therefore rated Red because current forecasts indicate an overspend against the current plan of £10.156m in 2024/25.</p> <p>The data shows that the increased spend in the current year is driven by increased activity rather than by unit cost in most types of provision. This reflects the increase in the number of children with EHCPs in the 2023/24 academic year and the projections for activity in the new academic year.</p> <p>Initial modelling has taken place to consider the impact of the increased commitments in the system from activity in the current year, and the further mitigations that need to be implemented in order to reduce spend by the 2028/29 financial year. This initial work indicates that the residual deficit at the end of the plan will increase by £34.5m. Wiltshire Council understands that this is a liability that falls to the authority. Further work to fully quantify the impact of additional mitigations will be reflected in the November report.</p>
	Green	
	Update 2 (August)	
	Amber	
Condition 2: The authority undertakes to control and reduce the cumulative deficit, not exceeding £84.5m in financial year 2024/25.	Update 1 (May)	<p>The data shows that the increased spend in the current year is driven by increased activity rather than by unit cost in most types of provision. This reflects the increase in the number of children with EHCPs in the 2023/24 academic year and the projections for activity in the new academic year.</p> <p>Initial modelling has taken place to consider the impact of the increased commitments in the system from activity in the current year, and the further mitigations that need to be implemented in order to reduce spend by the 2028/29 financial year. This initial work indicates that the residual deficit at the end of the plan will increase by £34.5m. Wiltshire Council understands that this is a liability that falls to the authority. Further work to fully quantify the impact of additional mitigations will be reflected in the November report.</p>
	Green	
	Update 2 (August)	
	Red	
Condition 3.1: Provide earlier support for children and young people with SEND, improving inclusion practices and managing pressure points and school transitions.	Update 1 (May)	<p>While the project activity to deliver this condition remains on track, the data is not showing the impact of those interventions yet. The growth in the number of EHCPs has exceeded our forecast figures, and while the growth in EHCNA requests has slowed it remains at a high level. Consequently, this condition is rated amber- off track.</p> <p>Further data analysis has provided a good understanding of what is driving this growth and this has enabled the development of interventions to address these factors. This programme of work is receiving highest priority from the local authority, ICB, and other partners who understand their role in delivering better support outside of the statutory framework.</p>
	Green	
	Update 2 (August)	
	Amber	
	Update 3 (November)	
	RAG	

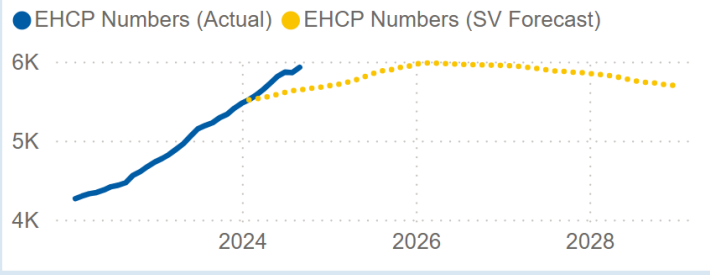
SAFETY VALVE PROGRAMME DETAILED UPDATE

Agreement Condition

Assurance Level

Progress Update from this Quarter
Please include/refer to relevant data and evidence to support your rating and explain the scale of any impacts

EHCP Caseload



EHCP Numbers	Jan '24	Feb '24	Mar '24	Apr '24	May '24	Jun '24	Jul '24
SV Forecast	5516	5528	5544	5562	5586	5609	5632
Actual	5518	5571	5647	5728	5815	5867	5861

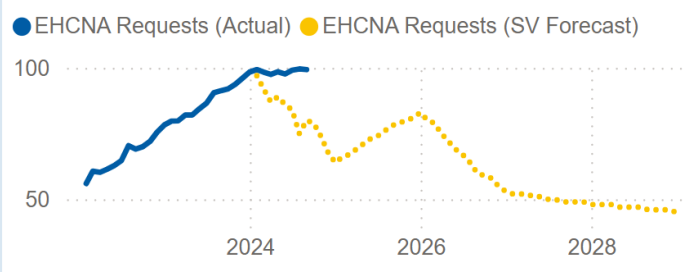
At the end of July, the number of EHCPs in the system was 5,861, 229 ahead of the figure suggested by the Safety Valve Plan.

Much of the growth in the number of EHCPs is due to the continued upward pressure of new needs assessment requests from schools and settings. However roughly 100 of these additional plans are the result of investment put into processing the 20-week-wait backlog faster than expected. This is clearly to the benefit of the children and young people who have been waiting beyond the 20 weeks and provides greater visibility of the needs in the system, however, it does mean that the number of EHCPs is inflated beyond what was anticipated at the time of submission.

Over the past term, teams have been establishing the support required to reduce the growth in EHCP numbers. This has included projects specifically targeted to address these highlighted pressure areas:

- **Continued levels of monthly EHCNA requests** - indicating further work to be done in improving confidence in mainstream inclusion.

EHCNA Requests (12-month rolling average)



- Early Help Line – This will provide advice and guidance before an EHCNA is considered to explore whether an alternative means of support, such as an Early Support Assessment (ESA), would be more appropriate. The team have been recruited and will be live in October.
- Enhanced training offer – Teams across Education and Skills are providing an enhanced training offer for settings to increase confidence with delivering Ordinarily Available Provision (OPAL) and managing needs at

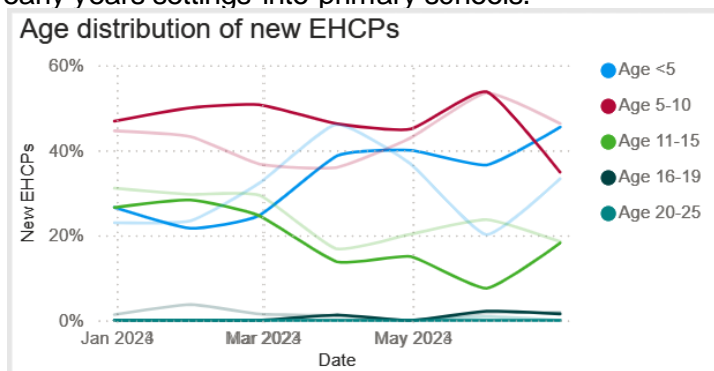
SAFETY VALVE PROGRAMME DETAILED UPDATE

Agreement Condition	Assurance Level	Progress Update from this Quarter <i>Please include/refer to relevant data and evidence to support your rating and explain the scale of any impacts</i>
---------------------	-----------------	--

SEN support to reduce the pressure schools might feel to apply for an EHCNA. Much of this training will be provided free and is ready for delivery from the start of the new academic year

- New approach to Tribunals – By removing much of the Tribunal workload from our SEND Education Officers, they are able to get back into schools to offer support and challenge around EHCNAs and promoting inclusive practice and reducing requests for escalated provision. This new approach will commence from September 2024.

- **Pressures coming from early years** - indicating the need for a retained focus on preschool children, and support in the transition from early years settings into primary schools.



Graph shows this year's referral pattern (darker shade) compared to last year's referral pattern (lighter shade) to show where pressure is coming from which could be placing the forecast off-track.

- EY Pathway Navigator – New posts that will help reduce the pressure for EHCNAs from Early Years by correctly identifying opportunities for alternative support (such as family help or early support) which might be more appropriate for a pre-schooler. These posts have been approved by HR and so recruitment is imminent.
- **Pressures in primary schools** - suggesting that the planned support for inclusive practice should be targeted on primary settings.
 - Ordinarily available Provision for All Learners – the roll-out of OPAL is an ongoing process providing a resource and approach that supports schools with their inclusive practice, instead of moving to an EHCP too early.
 - Mainstream Inclusion Support Advisors – MISAs are new and will go into schools and offer direct advice and support, as well as holding schools accountable for delivery of OPAL. These posts will begin delivery in schools in September.
 - Accreditation for Schools – There are a number of accreditation programmes being coordinated by the council to support schools in delivering better quality support for specific groups. This includes work with the Autism Education Trust (AET), Dyslexia Friendly Schools (DFS) and Practical Inclusion for Neurodiversity (PINS) with the ICB.

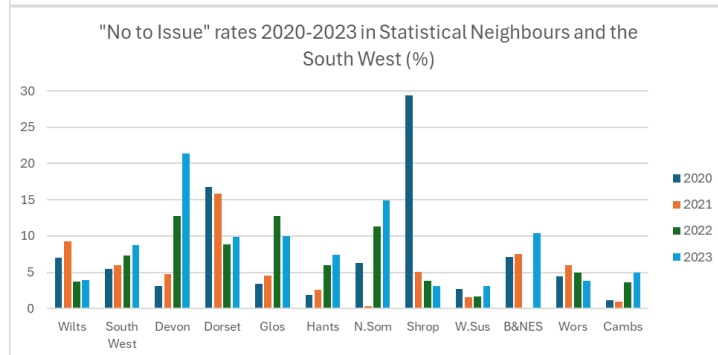
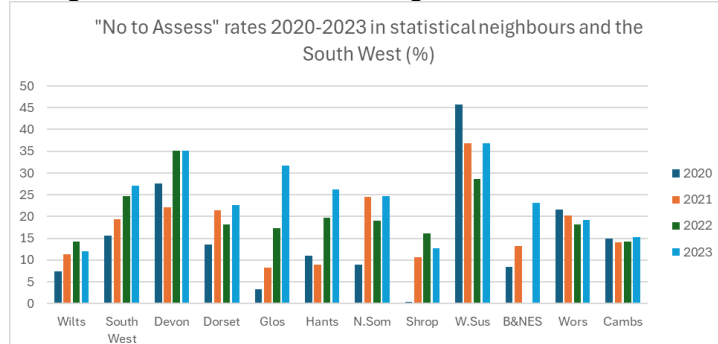
SAFETY VALVE PROGRAMME DETAILED UPDATE

Agreement Condition

Assurance Level

Progress Update from this Quarter
Please include/refer to relevant data and evidence to support your rating and explain the scale of any impacts

- SEN2 data highlights lower levels of no to assess and no to issue in the authority** - Indicating possible work to ensure that support is available for those who need it, but that the authority is being robust in decision-making.



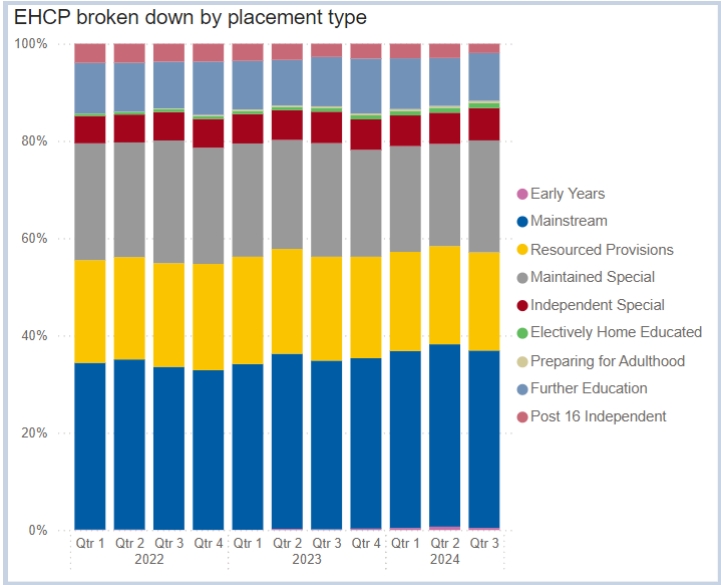
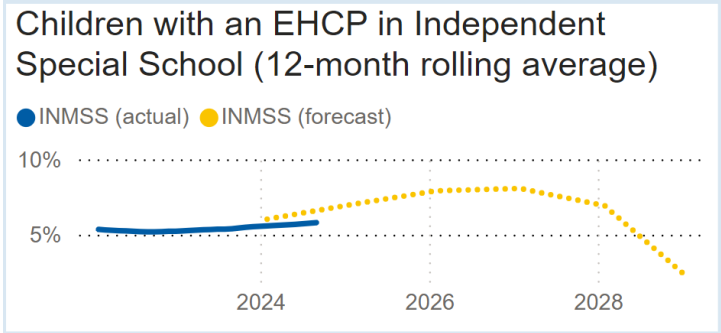
- Continued review of multi-agency groups which make statutory decisions, these groups in Wiltshire are called Discussion and Decision (DaD) groups, and there are clear quality assurance processes which surround them. There are also changes being proposed to the way these groups operate to ensure 'good' decision making.

A further review of the data will be undertaken to support re-baselining so that the financial trajectory is fully understood. However, there is also additional planned activity which is rightly focused on the identified data points.

In the coming term, planned activity to support Condition 3.1 includes:

- Further work around the Wiltshire parents autism support partnership to give parent carers confidence and reduce the likelihood that they seek an EHCNA, because they feel well supported outside of a statutory process. Co-production work is commencing in September 2024 ready for relaunch January 2025.
- Building additional capacity in the Educational Psychology team to enable further preventative work to be undertaken, without impacting the statutory work. These posts are proving difficult to recruit to but remain a focus.
- A Pre-DaD1 triage process is being established to ensure that where applications for statutory assessment lack sufficient evidence, these will be returned with appropriate advice or signposting to support an alternative approach, or a better-quality re-application.
- Development of a specialist support offer in Early Years to ensure that inclusive practice in Early Years settings is well

SAFETY VALVE PROGRAMME DETAILED UPDATE

Agreement Condition	Assurance Level	Progress Update from this Quarter <i>Please include/refer to relevant data and evidence to support your rating and explain the scale of any impacts</i>
		<p>supported and effective.</p> <ol style="list-style-type: none"> 5. Further work with the ICB and the community provider, HCRG, to understand how to reduce gaps in the confidence of schools and settings to proactively manage health conditions without needing to resort to an EHCP. 6. Creation of an SEMH specific graduated response pathway to cater to this growing need in the system.
<p>Condition 3.2: Prevent the need for escalation by providing the right support, first time, including a more holistic response alongside health and social care, with improved management and communication.</p>	Update 1 (May)	<p>The activity that was planned to support this agreement condition is on track and, while the number of children placed in the Independent Sector remains historically high it has not increased, as a percentage, over the past school year. This condition is therefore rated as green – on track.</p> <div style="text-align: center;">  <p>EHCP broken down by placement type</p> </div> <div style="text-align: center;">  <p>Children with an EHCP in Independent Special School (12-month rolling average)</p> </div>
	Green	
	Update 2 (August)	
	Green	
Update 3 (November)	RAG	
		<p>Work has been undertaken to ensure that the right support is provided at the right time to children and young people in the system. This has included multidisciplinary working across a range of settings.</p> <p>The ongoing rollout of Family Hubs has provided a base for this support to work from. This proactive inclusion of social care in the “early help” SEND space will ensure that families have the tools they need to support their child outside of education setting. This more holistic approach will result in fewer Independent Sector placements as families are better able to support and care for their child in the home.</p>

SAFETY VALVE PROGRAMME DETAILED UPDATE

Agreement Condition	Assurance Level	Progress Update from this Quarter <i>Please include/refer to relevant data and evidence to support your rating and explain the scale of any impacts</i>
		<p>This multi-disciplinary approach is also being applied to education settings, and the authority is in the process of establishing Multi-Disciplinary Teams within Wiltshire. The MDTs will co-ordinate support for schools and settings, reviewing data to understand where best to deploy resource. This will deliver better support, especially in settings or localities where extra help to improve inclusion is required. These groups will bring together education, health and social care to ensure the support offered is as holistic as possible. Scoping work has been completed and these teams will be fully established and delivering by the middle of the term.</p> <p>As was referenced in the section on Condition 3.1, the authority is investing in an early help line which will be operational from October. This line will provide advice and guidance to parent carers and to school professionals at an emergent stage of SEND need. The helpline is hosted within the Integrated Front Door (IFD) within children's social care. This cross pollination of skills and experience will lead to improved outcomes for children accessing social care who have a SEND need, and for children with emergent SEND needs who would benefit from family support.</p> <p>The ICB and other health partners are fully integrated on the programme board which oversees this work. Senior representation from the community provider HCRG, and the children's mental health service provider Oxford Health, sit on the delivery group to ensure that close working relationships are being developed and fewer children require expensive placements due to lack of joined up support.</p> <p>Work is also underway to ensure that the funding of EHCPs is on a more solid footing. EHCP funding in Wiltshire is based on a 'banding' system, however the figures have not been inflated since they were introduced nearly a decade ago. This has left schools feeling underfunded, and consequently more likely to request a 're-banding' to a higher value band, or to feel unable to meet a child's needs and seek a different higher cost placement. This has moved the system away from being needs led to being funding led.</p> <p>The ambitious target that the system has set itself is to have a new approach to funding EHCP top ups ready for the new financial year (April 2025) to ensure the financial sustainability of the special schools, and to improve the predictability and consistency in the wider school sector.</p> <p>There has not been any evidence that children and young people in Wiltshire are moving 'up provision' in year as numbers remain low. Any shift is likely accounted for through re-banding requests or ad hoc payments and so will be addressed through the EHCP top up payment work.</p> <p>Upcoming work to deliver this agreement condition, in addition to the ongoing project around EHCP top ups, includes:</p> <ol style="list-style-type: none"> 1. Development of multi-agency enhanced early-intervention for children with mental-health or emotional wellbeing concerns. This will cover children and young people for whom those

SAFETY VALVE PROGRAMME DETAILED UPDATE

Agreement Condition	Assurance Level	Progress Update from this Quarter <i>Please include/refer to relevant data and evidence to support your rating and explain the scale of any impacts</i>
		<p>concerns form the primary driver of their EHCP, but also those for whom mental health could be a contributing factor to escalating need.</p> <ol style="list-style-type: none"> 2. Creation of an enhanced behaviour support offer, particularly to support secondary schools in Wiltshire who do not currently have access to this service. This is in response to concerns from those secondary schools that behaviour is becoming an increasing issue, leading to upward pressure in the system. 3. Further work to ensure there is a 'risk based' approach to supporting children and young people for whom some additional, time-bound support could prevent the need to make a request for new provision. 4. Development of the Resource Base model and the Enhanced Learning Provision (ELP) to ensure that these approaches are delivering the expected outcomes for cohorts of children for whom these could provide support and a pathway back into mainstream education.
<p>Condition 3.3: Increase the number of special school placements, resourced provision, and alternative provision to ensure that children and young people can access the support they need, with proper reintegration support for children who can be appropriately supported in mainstream provision.</p>	Update 1 (May)	<p>Despite significant progress, this condition remains amber – off track, as was the case last month. This is primarily due to the uncertainty around the Safety Valve capital funding which has still not been confirmed. The decision, due in March, was initially delayed by a request for more information, and then further delayed by the General Election and subsequent change in ministerial team.</p> <p>This risk is being managed by reprofiling the capital expenditure to ensure that the funding is available for key milestones, however this has placed future sufficiency projects at risk should the capital not come forward.</p> <p>This capital project would provide 120 additional places for Exeter House special school, in the south of the county, where placements are particularly pressured. Since the last progress report, significant milestones have been achieved: successfully identifying and securing a site for this, despite some challenging negotiations.</p> <p>The capital reprofiling has necessitated a slowing down of the plans to develop and roll out new resource bases. While there remains uncertainty about the funding, this cannot be progressed at the pace expected, and this is likely to be seen in placement data and finances from 2025/26.</p> <p>156 new special school places are planned to come online in the new schools year.</p> <ul style="list-style-type: none"> • 50 new places are being created at Silverwood. There were some build delays earlier in the project, however these have largely been clawed back and so handover will take place at the end of the month, with the places ready in January 2025. • 40 new places are being created at Springfields. These places will be available from September but are being phased over the coming months. • 33 new places have been created at SAIL. This new school has had some leadership changes which have reduced the number of places filled, but the expectation is that these will all be filled
	Amber	
	Update 2 (August)	
	Amber	
Update 3 (November)	RAG	

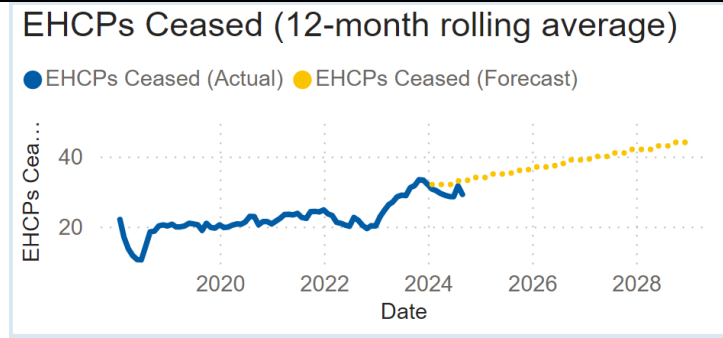
SAFETY VALVE PROGRAMME DETAILED UPDATE

Agreement Condition	Assurance Level	Progress Update from this Quarter <i>Please include/refer to relevant data and evidence to support your rating and explain the scale of any impacts</i>
		<p>over the coming school year.</p> <ul style="list-style-type: none"> 33 new places have been created at Exeter House in order to meet demand in the south of the county <p>Following the rigorous commissioning and procurement exercise Brunel Education (a subsidiary company of Brunel Academies Trust) were awarded the contract to deliver education provision from Melksham House on 1st July 2024, at a Wiltshire owned building. The provision will include places for 50 primary age learners with SEMH needs who have a EHCP. The provision will also support a cohort of up to 25 secondary age learners with an EHCP who have SEMH needs. The provider will also be working with the local authority in supporting our outreach model to support the wider system in delivering high quality education for learners.</p> <p>The provider has now commenced the Ofsted registration process which we hope to conclude in early 2025.</p> <p>To ensure a greater continuum of offer for learners, Wiltshire Council is currently undertaking a procurement exercise to appoint a provider to deliver Ofsted registered Alternative Provision from a Wiltshire owned building. The tender process ends on 27th August 2024 with a target date for awarding the contract of 16th October 2024. The provider will then complete the necessary undertakings to ensure Ofsted Registration with a planning opening of Easter 2025</p> <p>This provision will be for 50 secondary age young people, including children with or without an EHCP which aims to have places commissioned by the local authority and schools directly. As with Melksham House, the provider will be expected to support the wider system with an outreach model that delivers high quality education for learners.</p> <p>Upcoming project work to help deliver this deal condition, in addition to continuing the sufficiency work, will include:</p> <ol style="list-style-type: none"> 1. Reviewing the provision model in Wiltshire to identify gaps and opportunities, based on the new data analysis that has been undertaken to support the Safety Valve work. 2. Developing a proactive approach to identifying and bringing children back into a mainstream setting.
Condition 3.4: Improve transition pathways to provide a range of opportunities for young people with SEND to prepare for adulthood, including training, further education, and	Update 1 (May)	As was advised in the May update, this workstream is amber – off track, and it is expected to be back on track by November. There is a lot of work happening in post 16 and transitions, however this needs to be more focussed and structured. The authority has recently taken on a new project manager to focus on developing this programme and it is expected that significant progress will be made in the next reporting period.
	Amber	
	Update 2 (August)	
	Amber	
	Update 3 (November)	
	RAG	

SAFETY VALVE PROGRAMME DETAILED UPDATE

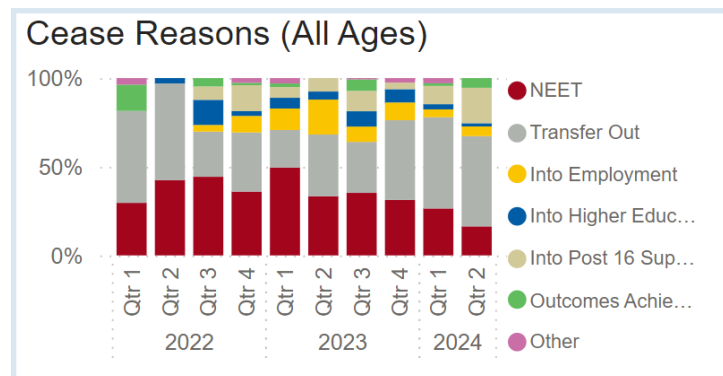
Agreement Condition	Assurance Level	Progress Update from this Quarter <i>Please include/refer to relevant data and evidence to support your rating and explain the scale of any impacts</i>
---------------------	-----------------	--

employment.



The data in this area is encouraging. Despite staff capacity challenges in the Preparation for Adulthood team, the number of ceased plans is similar to the record number achieved last year. The expectation is that this number will be exceeded.

Also encouraging is that the percentage of plans ceased because the young person no longer wishes to engage with education or training has dropped so far this year. This suggests that plans are being ceased for the 'right' reasons and are not creating more NEET young people.



The Post 16 Partnership and Strategy group has continued to establish since the last monitoring report. Partners meet on a regular basis to identify progress against priority actions and to ensure that work is moving forwards. This has led to a greater focus on developing employment and education pathways as well as work towards improved transition planning.

More capacity is coming into the Preparation for Adulthood team to support with caseloads in that team, and the Wiltshire Employment Support Team (WEST) have also taken on four new staff to develop supported apprenticeships and employability skills. These staff will start in October,

Upcoming project work to support this agreement condition includes:

1. Continued development of the education and employment pathways open to young people with EHCPs. This will include how these options are communicated.
2. Further work on the Post-16 strategy group to ensure that the workstreams which are already ongoing are fully aligned and feeding into the broader agenda.
3. Improvements to the collection and recording of post-16 data,

SAFETY VALVE PROGRAMME DETAILED UPDATE

Agreement Condition	Assurance Level	Progress Update from this Quarter <i>Please include/refer to relevant data and evidence to support your rating and explain the scale of any impacts</i>
		<p>as a step towards a more comprehensive understanding of where Wiltshire's young people are, and what their destination is.</p> <p>4. Integration of SEND ambition into the new Economic Strategy for Wiltshire to ensure that the development of employment pathways is linked to broader economic need.</p>
<p>Condition 3.5: Foster a culture of change across the Wiltshire SEND and AP system by engaging with partners and parent carers, improving trust and co-production across the sector.</p>	Update 1 (May)	<p>This deal condition is currently green – on track. The authority has continued to engage partners and parent carers to ensure that trust remains high.</p> <p>Key to this has been the establishment of the Stakeholder Reference Panel, which will bring schools and settings, parent carers, and children and young people voice together into a room once a term to discuss the development of the transformation projects. An initial meeting of the group has been held, and the first substantive meeting is happening in October.</p> <p>The agenda for the meetings is driven by the members themselves to ensure that they are able to discuss the project which most interest them, and which they feel most keen to comment on. After the meeting, a “You Said, We Did” report is generated so that members can recognise how we responded to their comments and will be able to see the direct impact that they had on the projects.</p> <p>Alongside this ‘showpiece’ engagement event, project managers are continuing to bring stakeholder voices into their work on a regular basis. This mirrors the commitment shown to co-design during the development of the plan. At an early stage in the projects, representative groups are given the chance to feed in. This includes Wiltshire Parent Carer Council (WPCC), Schools Forum, and the System of Excellence Steering Group.</p> <p>System of Excellence Steering Group is made up of the special school headteachers, and representatives from mainstream schools, early years, the ICB and post 16 providers. This group have had a substantive impact on the work that is happening in the Wiltshire system and are a key part of driving culture change.</p> <p>Partners also make good use of surveys, and several short surveys have been deployed since the last update report. These surveys have allowed a ‘temperature check’ on upcoming pieces of work and have ensured that the project team have correctly understood how stakeholders would describe the need.</p> <p>The annual survey provider that Wiltshire used to use, POET, will not be operating any more and significant steps have been taken to understand what will replace this survey. The ultimate aim is for a simple set of questions that allow sophisticated analysis to be done to fully understand the system.</p> <p>These metrics will be used to measure the effect of culture change efforts in the system and to understand where the council needs to improve communication, in terms of what is said, how it's said and</p>
	Green	
	Update 2 (August)	
	Green	
	Update 3 (November)	
	RAG	

SAFETY VALVE PROGRAMME DETAILED UPDATE

Agreement Condition	Assurance Level	Progress Update from this Quarter <i>Please include/refer to relevant data and evidence to support your rating and explain the scale of any impacts</i>
		where it is said.

RAG	Definition
	Savings/cost avoidance and/or workstream(s) complete
	Savings/cost avoidance and/or workstream(s) remains on target
	Savings/cost avoidance and/or workstream(s) are currently off target, with plans to mitigate
	Savings/cost avoidance and/or workstream(s) are off target

SAFETY VALVE PROGRAMME RISK REGISTER

Risk	Assurance Level	Mitigation	Progress Update from this Quarter
<p>Risk 1: There is a risk that unpredictability in the system could lead to the authority failing to meet financial targets despite the plan working.</p>	Update 1 (May)	<p>The authority needs to remove as much unpredictability from the system as possible. This will include:</p> <ol style="list-style-type: none"> 1. Clearing the backlog of EHC needs assessments to remove the unknown risk around those plans. 2. Map and improve financial decision-making to ensure it is clear and has the right level of scrutiny and rigour. 3. Increase the visibility of financial decision-making in the system to all partners so that they are better able to forecast accordingly. 	<ul style="list-style-type: none"> • The investment in additional agency Educational Psychologist capacity has removed 130 plans from the backlog. This is removing uncertainty from the system. • Work has begun to look at how EHCPs are funded. This will rebalance the system and lead to a reduction in ad hoc funding payments, and requests to increase banding which are not needs lead. • Mapping of financial processes has been completed and is now being used to inform improvements to the way those processes work.
	Green		
	Update 2 (August)		
	Green		
	Update 3 (November)		
	RAG		
<p>Risk 2: There is a risk that a failure to maintain trusted relationships could fundamentally erode faith in the inclusive vision for our SEND system</p>	Update 1 (May)	<p>The authority will continue to hold stakeholders close to this work and co-design the projects with them. The messaging and communication will emphasise the importance of co-design and of improved outcomes from children and young people with SEND. Quick-wins early in the project will deliver tangible improvements for stakeholders and children and young people with SEND.</p>	<ul style="list-style-type: none"> • The Stakeholder Reference Panel has been established and is beginning to operate. This brings together representative voices from children and young people, schools, settings, post 16 and from parent carers to discuss transformation projects. • The commitment to transparency shown during the development of the plan has continued to be important during the delivery. Open working relationships with Wiltshire Parent Carer Council (WPCC) and Schools Forum have enabled mature conversations about the work.
	Green		
	Update 2 (August)		
	Green		
	Update 3 (November)		
	RAG		
<p>Risk 3: There is a risk that partners struggle to engage at the required pace leading to a slower pace of change than is required to meet the plan.</p>	Update 1 (May)	<p>The authority will continue to engage partners and check-in with them about pace of change and progress. Recognising that the financial risk lies with the local authority, the programme team will remain cognisant that other partners will have differing priorities. The authority will ensure that the benefits for other partners are clearly articulated.</p>	<ul style="list-style-type: none"> • Further work has been undertaken to articulate and communicate the positive outcomes for schools and settings. • Key partners, including Schools Forum and the ICB, have reiterated their commitment to the delivery of this plan.
	Amber		
	Update 2 (August)		
	Green		
	Update 3 (November)		
	RAG		
<p>Risk 4: There is a risk that failure to access the required capital leaves the system reliant</p>	Update 1 (May)	<p>The authority has put in a request for £5.7m of additional capital through the Safety Valve programme, and this would deliver an extension to a special school in the south of the county. Other projects have</p>	<ul style="list-style-type: none"> • Capital projects have been reprofiled to ensure key milestones are met. This has placed the wider capital programme at risk as the waiting continues for a decision about Safety Valve
	Amber		
	Update 2 (August)		
	Amber		
	Update 3		

SAFETY VALVE PROGRAMME RISK REGISTER

Risk	Assurance Level	Mitigation	Progress Update from this Quarter
on expensive independent special school places.	(November) RAG	allocated capital. The authority has considered options to reduce reliance on the capital, essentially derisking the project, but 120 additional places for £5.7m already represents excellent value for money, and Wiltshire has a low number of special school places for a county of its size. It is difficult to imagine an alternative that would reduce reliance on INMSS placements while still meeting the statutory obligations.	capital.
Risk 5: There is a risk that system partners struggle to recruit or resource the changes required in our system leading to failed attempts at change.	Update 1 (May) Amber	The authority must maintain contact with key partners and include them in decision making so that it can take account of the impact of the transformation programme on their services. The authority will also review unintended consequences that might impact partners and will offer support with recruitment where possible.	<ul style="list-style-type: none"> Partners remain fully engaged with the work at a strategic level and so monitoring is underway. Recruitment support for special schools is being delivered to help them get the staff they need to support this transformation.
	Update 2 (August) Amber		
	Update 3 (November) RAG		

This page is intentionally left blank

Wiltshire Council

Cabinet

8 October 2024

**Subject: Wiltshire Council Annual Adoption Service: 2023-2024
Year End Report**

**Cabinet Member: Cllr Laura Mayes - Cabinet Member for Children's
Services, Education, and Skills**

Key Decision: Non-Key

Executive Summary

It is a statutory requirement that Wiltshire Council's Adoption Service provides a year-end report to the Council in relation to the child's journey to adoption. It describes the management arrangements, outcomes, priorities, and finances for the period 01 April 2023 to 31 March 2024.

The Regional Adoption Agency (RAA), Adoption West (AW), is commissioned to provide defined adoption services, and has responsibility for recruiting, assessing and approving adopters for our children. Adoption West is registered with Ofsted and has a separate inspection.

In this reporting period, 59 adopters were approved, this is a reduction on the previous year where 80 adopters were approved and reflects a comparable picture nationally where fewer people came forward to adopt. An increased level of assessment activity in the second half of 2023/24, converting to approvals is forecast to reach 40 approvals for the six months January-June 2024 and if the level of activity is maintained, approval rates should return to around 80-80+ in 2024/25.

Nationally over the last ten years there has been a gradual decline in adoption being the outcome for children leaving care. In Wiltshire, the rate has remained relatively stable, ranging between 11-14%. Where adoption is the right permanence plan for a child, this is pursued by the Council and predominantly endorsed by the Court.

Comparative performance for local authorities was previously available via the National Adoption Scorecard however this has not been published since July 2021 and the DfE indicated in February 2024 that it will no longer be publishing this data in future. Instead, comparator data is now available from the quarterly Adoption & Special Guardianship Leadership Board data collection, overseen by Coram-i. Historically score card indicators were based over a 3-year period, whereas Coram-i is based on the latest years data. Coram-i data below is provisional as they are yet to publish 2023/24 Quarter 4 data.

The three key scorecard measures each local authority Adoption Agency uses to measure timeliness are as follows:

- **A10: the average time between a child entering care and moving in with its adoptive family:**

The figure for 2023-24 is 326 days, an improvement on 2022-23 when the same figure was 491 days. The target is 300-380 days. National, regional, statistical neighbour and other Adoption West LA performance (provisional) is 485, 420 399 and 359 days respectively.

Wiltshire performs better than all comparators and has improved performance significantly on last year.

- **A2: the average time between a local authority receiving court authority to place a child and the local authority deciding on a match to an adoptive family:**

The figure for 2023-24 is 155 days, less than the 162 days it was in 2022-23. The target is 140-160 days. National, regional, statistical neighbour and other Adoption West LA performance (provisional) is 196, 203, 204 and 210 days respectively.

Wiltshire performs better than all comparators and has improved performance on last year.

- **A20: the average time between a child entering care and a local authority receiving court authority to place a child:**

The figure for 2023-24 is 245 days, less than the 283 days it was in 2022-23. The target is 210-230 days. National, regional, statistical neighbour and other Adoption West LA performance (provisional) is 362, 291, 291 and 290 days respectively.

This data reflects an improvement on how we performed in 2022-23 and is particularly strong when compared to the performance of other local authorities. The children outside of target continue to be regularly reviewed to ensure the reason for delays are reasonable, and to determine whether there are practice improvements required to increase timeliness.

For all children outside of targets, all delays were purposeful and, in the child's best interests, or outside of the Local Authorities control. Where improvements could be made via the performance of courts, these are highlighted at the Wiltshire Family Justice Board. Nine children representing 40% of the total cohort, which included 3 sibling groups, older children and a child with significant health needs, were outside of timescale for reasons relating to their best interests; and five children representing 22% of the total cohort were outside for reasons not within the Local Authority's control.

Wiltshire continues to perform well nationally and has robust quality assurance mechanisms in place to analyse practice outside of target ranges. Adoption performance remains strong, as evidenced within the data and quality review of individual children's experiences through routine audit. Annual target setting takes place to ensure targets remain appropriate.

Adoption performance is reported quarterly to the Director of Families and Children's Services and to the Performance and Outcomes Board, chaired by the Corporate Director for People (DCS) and attended by the Cabinet Member.

Proposal

It is requested that this report is approved and the contents of it are considered against the Corporate Parenting Strategic Priorities for children in care to have a loving home, good relationships, and be respected.

Reason for Proposal

Wiltshire Council is an Adoption Agency registered with Ofsted. The 2014 Adoption Minimum Standards (25.6) and 2013 Statutory Guidance (3.93 and 5.39) describe the information that is required to be reported to the executive side of the local authority, on a six-monthly basis, to provide assurance that the adoption agency is complying with the conditions of registration whilst being effective and achieving good outcomes for children. A report to Cabinet is prepared annually.

Adoption West is subject to separate scrutiny arrangements through its own Scrutiny Board.

Lucy Townsend
Chief Executive

Wiltshire Council

Cabinet

8 October 2024

**Subject: Wiltshire Council Annual Adoption Service: 2023-2024
Year End Report**

**Cabinet Member: Cllr Laura Mayes - Cabinet Member for Children's
Services, Education, and Skills**

Key Decision: Non-Key

Purpose of Report

1. This report provides a year-end report to Cabinet regarding the performance of Wiltshire Council's Adoption Service, alongside a consideration of the effectiveness of Adoption West. It is a requirement of the condition of registration, as described in the 2014 Adoption Minimum Standards and 2013 Statutory Guidance, that Cabinet is satisfied the Adoption Agency complies with the conditions of registration, is effective and is achieving good outcomes for children.
2. Cabinet received an Annual Report regarding the Adoption Service in October 2023, covering the period from 1 April 2022 to 31 March 2023. This report relates to the full year 2023/24 reporting period.
3. This report includes information regarding the management and performance of Wiltshire Council's Adoption Service, relating to children who require adoptive families and those who are placed, the disruption of placements and children where the plan for adoption changes. It also includes summary information about the recruitment and approval of adopters by Adoption West and the work of the Adoption West Panel. It should be noted that details of the performance of Adoption West as an organisation can be accessed in that organisation's annual report.
4. It is recommended that the contents of this report are approved.

Relevance to the Council's Business Plan

5. Wiltshire Council's Adoption Service contributes to a central priority as set out in Council's Business Plan 2022-2032; namely to protect those who are most vulnerable and provide permanent homes for children in care.
6. Wiltshire Council remains an adoption agency because it retains responsibility for children requiring adoption. Adoption West has responsibility for the recruitment, assessment and approval of adoptive families, family finding and adoption support.

Background

7. Adoption is a route to provide permanence for children who are no longer able to live safely with their parents or other family members. This is achieved through the provision of quality adoptive placements for Wiltshire's children where a decision has been made that adoption is in their best interest.
8. The fundamental requirement is that children are placed with families who have been assessed as being suitable to adopt. A recommendation of suitability is made by the Adoption West Panel, and this is ratified as a decision by that organisation's Agency Decision Maker (ADM). Through this process, there is rigorous assurance that approved adopters can provide safe, secure and enduring family placements for this vulnerable group of children. In turn, this allows them to grow, develop and thrive in a nurturing, supportive and loving family environment, removed from the stigma of being a child in care by the local authority. To do this, there must be an appropriate range of enduring adoption placements to meet the assessed needs of children who need permanent adoptive families. These families must promote stability, safety and positive outcomes for children by working in partnership with all agencies, as required.
9. The legislative basis of this work is the Adoption and Children Act 2002 and the accompanying 2005 Regulations.
10. The Local Authority, through reporting to Cabinet, must be assured of regulatory compliance and effectiveness through performance monitoring, challenge and improvement planning.
11. Adoption West has the responsibility to recruit, assess and approve adopters for children. This includes those who can provide permanence for children who may be considered 'harder to place'. This group includes older children, sibling groups, and children with additional needs and disabilities.
12. Adoption West is a Regional Adoption Agency: a partnership of six local authorities. It provides adoption services in line with government requirements, from the point of expression of interest to adopt, through to assessment and approval at panel and beyond, to Adoption Support.

Main Considerations for the Council

13. The main consideration for the Council is to be assured about statutory compliance and the effectiveness of the Adoption Service.
14. Wiltshire has set local performance targets in addition the national scorecard data. In Wiltshire 22 children were made subject to adoption orders in 2023-24, an increase on the 16 adopted in 2022-23.
15. A10: 50% (11/22) children adopted moved in with their adopters in less than 380 days from entering care. An increase and improvement on 32% (5/16) in 2022/23.

16. A2: 86% (19/22) children adopted were matched with an adoptive family within 160 days of the Local Authority receiving authority to place a child. An increase and improvement on 69% (11/16) children in 2022/23.
17. A20: 50% (11/22) children adopted were made subject to a placement order below 230 days from the date of coming into care. An increase and improvement on 44% (7/16) children in 2022/23.
18. These children's journeys have all been reviewed and the reasons for delays are not practice related or generally within our control. They relate to protracted care proceedings, the impact of additional assessments being ordered within the court arena, family members coming forward to be assessed at a late stage, and positively assessed family members withdrawing prior to final orders and/or placement. Given the significance of adoption for birth families, it is understandable that when family members present late in proceedings the Court and all those involved will want to make every effort to ensure families are assessed and considered as a kinship carer for a child. For some children the delays relate to the longer period of time taken to find a suitable match, potentially needing to search beyond Adoption West these children tend to be older, sibling groups and/or have additional needs.
19. There remain challenges with care proceedings concluding within the 26-week timescale, due to several factors outside of the Local Authority's control as described above. These challenges are subject to continued scrutiny via the Wiltshire Family Justice Board and nationally informed by research findings, National reviews and DfE innovations which Wiltshire is at the forefront of.
20. Wiltshire Head of Service (HoS) for Support and Safeguarding is now the chair of the Wiltshire Family Justice Board Performance and Data subgroup, which is working to The National Family Justice Board targets to reduce delays in timeliness of care proceedings with a focus on understanding barriers and looking at how to improve practice across the judiciary and Local Authority operational Social Care services. Adoption West are now represented at the Wiltshire Family Justice Board and have recently undertaken presentations at the Wiltshire Family Justice conference on Early Permanence and maintaining contact post Adoption orders.
21. Wiltshire have also in the last year worked with the DfE pilot to involve the Childrens Guardians (CAFCASS) prior to the first Case Management hearing in a care proceedings case, with the overall aim to seek to reduce the use of experts in proceedings and the overall length of proceedings. The shortening of care proceedings will have a direct impact on the timeliness of adoptions. Following an original proof of concept this work is being rolled out nationally and Wiltshire have supported learning events for other Local Authorities developing these ways of working.
22. Overall, this demonstrates continued commitment to secure permanent arrangements for all children where adoption is in their best interests, even though it could take longer to find an adoptive match. To ensure continued progress and improvement, careful attention will be given to all aspects of adoption work that remain the responsibility of Wiltshire Council Adoption

Service, whilst ensuring, through governance arrangements and challenge, the effectiveness of Adoption West.

23. Management arrangements and staffing within the Council are compliant with regulation in terms of qualification and experience. The Director of Children's Services (DCS) has overall responsibility for aspects of adoption retained by the Council. Reporting to the DCS is the Director with responsibility for the Families and Children's Service. The Head of Service for Support and Safeguarding and one of their Service Managers ensure the effectiveness of overall adoption provision; this Service Manager is the designated link with Adoption West. The Service Director for Adoption West came into post in July 2018, this provides strength and clear accountability with an opportunity to develop and enhance the strategy for improvement and ensure best outcomes for children.
24. The Director of Families and Children is the Adoption West company Director and sits on the Board of Directors. Adoption West is subject to a Scrutiny Committee that reports into Children's Select Committee. The last panel was held on 9th July and AW Scrutiny Panel presented to Children's Select Committee on the 18th July 2024. This noted overall that adoption has increased but the numbers of adopters coming forward have not, causing a strain.
25. Six children were placed outside of the Adoption West area, in 2 cases these were sibling groups with children aged over 5yrs, a single child aged 5yrs and a child aged 3yrs with significant health needs. This is an increase from 2022/23 when only 3 children were placed external to Adoption West. Decisions to look for external placements are robustly oversighted by the Support and Safeguarding Service Manager with responsibility for adoption and Head of Service, and include balancing the needs and ages of individual children, impact of delay in placing for adoption and understanding the availability and matching wishes of prospective adopters coming through Adoption West for assessment in the forthcoming 6 month period.
26. In 2023/24, there were no rescissions post Placement Order of ADM decisions that children should be placed for adoption. For three children the ADM decision was rescinded as the plan moved away from adoption due to family members coming forward during the Care Proceedings.
27. During 2023-2024 there have been no adoption placement disruptions and no placement breakdowns. This demonstrates strong matching.
28. Early Permanence (EP) is one of the DfE's aims in the 2021 National strategy: Achieving Excellence Everywhere. Adoption West has taken the lead in the Southwest. Early Permanence is an umbrella term we use when talking about certain types of adoption placements for babies or toddlers. It includes placements also referred to as Fostering for Adoption (FfA) and Concurrent Planning. Early Permanence placements allow babies and young children who may need adopting to be placed with a potential permanent family earlier than a conventional adoption. Of the 59 household approvals in 2023/24, 46% of these adopters will consider Early Permanence. Increasing EP carers should see a positive improvement for children in the timeliness of their adoption journey and achieving permanence. In 2023/24 seven Wiltshire children have been placed in EP placements compared to five children in the previous year.

29. Adoption West are involved in a new project implemented in June 2023 'The Southwest Project for children with disabilities' working with Oxford University. The aim of this project to look at bespoke models of recruitment for children with a disability. Family finding for a sibling group of three Wiltshire children are being considered under this new project.
30. The Adoption West Adoption Panel complies with Regulation. This is important assurance as children who are the responsibility of Wiltshire Council are matched with adopters at these panels. The panel is chaired by a suitably skilled and experienced Independent Chair who ensures that the functions of panel are delivered effectively. There are Agency Panel Advisers from Adoption West to ensure that the panel is always adequately supported. To ensure that panels are quorate, there is an Adoption West central list of panel members established which includes members with direct experience of adoption, including adopters, and those who have been adopted.
31. To comply with regulation, all Panel members, including the Chair, receive annual appraisals which consider their effectiveness as panel members and any areas for development. There is an annual training day and Chairs meet regularly with the Panel Advisors to discuss operational and developmental matters relating to the panels' work and consistency, making any changes and improvements as required. There are quarterly meetings between the Panel Chairs with their Panel Adviser and Agency Decision Makers from Wiltshire. These meetings provide an opportunity for two way communication between Adoption West and the local authority sharing feedback from panels about the work undertaken by us in matching children and potential adopters. Panels also provide feedback on each case presented to them on the quality of reports, whether they have met the regulatory requirements for the qualifications of the workers writing reports. For the 2023/24 Wiltshire's Child Permanence Reports were graded as 15% Satisfactory, 65% Good and 19% Excellent. Adoption Placement Reports completed by the child's social worker and the adoption social worker were graded as 12% Satisfactory, 56% Good and 32% Excellent evidencing strong performance in the region and reflects the training undertaken in the region and within local authorities to ensure social workers understand the importance of these documents for the child and the appropriate style of writing is used.
32. The average duration of Care Proceedings for Wiltshire 2023/24 was 33 weeks, this remains the same as 2022/23. Wiltshire are currently in the second year of a national pilot of the Family Drug and Alcohol Court (FDAC) which works on the principle that parents with addiction issues often need in excess of 26 weeks to evidence sustained change, before final decisions can be made. These cases are recognised as taking longer due to the therapeutic interventions and agreed approach with the courts. If we remove these cases from our figures, the average for 2023/24 would be 31 weeks, significantly lower than the national CAFCASS figure for 2023/24 which is 45 weeks. Through robust tracking, we know that there are key factors beyond the control of the Local authority impacting on timeliness. The Care Proceedings Case Manager (CPCM) has specific oversight of adoption from pre-proceedings. Delays beyond 26 weeks are due to a mixture of reasons from court availability, expert assessments causing delay,

assessment of parents and kinship carers and cases where international elements and Non-Accidental Injuries cause delays.

Safeguarding Implications

33. This service is delivered in accordance with Wiltshire Children's Services Policy and Procedures. The local authority has clear and effective safeguarding procedures in place for children and vulnerable adults. The partnership with Adoption West is regulated and Adoption West has the appropriate safeguarding policies and procedures in place.

Public Health Implications

34. The risk of poor health and wellbeing outcomes is known to be greater for children in care. Safe and high-quality environments provided by adoption placements are, therefore, an opportunity to mitigate these risks and improve long term outcomes for these children and young people.

Procurement Implications

35. There are no procurement implications arising from this report.

Equalities Impact of the Proposal

36. Throughout the adoption process due regard is had to the Public Sector equalities duties but as this report is for noting there are no specific equalities issues raised by this report.

Environmental and Climate Change Considerations

37. There are no implications arising from this report.

Overview and Scrutiny Engagement

38. The report will be presented to Children's Select Committee on 5th September 2024 and then due to timetabling, will be presented at Performance and Outcomes Board on the 11th of September 2024. Adoption West Annual Report was presented to the Adoption West Scrutiny Panel on the 9th of July 2024.

Risks that may arise if the proposed decision and related work is not taken.

38. This report is for noting; no specific decisions are being requested.

Risks that may arise if the proposed decision is taken and actions that will be taken to manage these risks.

39. This report is for noting; no specific decisions are being requested.

Financial Implications

40. The final outturn position for 2023/24 was £447,796 broken down as follows:

Adoption Report	Actuals £	Budget £	Variance £	Actual	Budgeted	Variance
				FTE	FTE	FTE
Adoption Allowance	268,926	252,600	16,326	1,311	1,144	167
Adoption Support	54,019	50,000	4,019			
Residence Order	26,520	38,200	-11,680	150	208	-58
Inter Agency Fee Expenditure	123,097	49,900	73,197			
Inter Agency Fee Income	-24,766		-24,766			
	447,796	390,700	57,096			

41. The budgeted number of children & young people supported by adoption allowances was 1,144 but, in the event, the number in receipt of support was higher, at 1,311 this led to the overspend of £16,326 representing, 6.4% of budget. We have seen an increase in external placements from 3 to 6 children (reasons already in report) and an increase in children receiving allowances from 22 to 25, positively for 3 children they have been adopted by their foster carers which involves a transitional 2year payment of fostering allowance.
42. Residence Orders are now used less frequently by the Courts and therefore the number of children & young people supported was less than planned by 58 and this led to the underspend of £11,680 representing, 30.6% of budget.
43. Inter-agency income and expenditure is challenging to predict because it is driven purely by adoption matches between counties and for this reason we do not budget for income. Budgets are reviewed annually as part of the MTF5 update.

Legal Implications

44. It is a requirement of registration as an Adoption Agency that the Executive of the Council receive regular written reports regarding the effectiveness, compliance and management of the Agency. It is agreed that this is in the form of an annual report, ensuring that legal requirements are met. There are no additional legal implications arising.

Options Considered

45. This report is for approval; no specific decisions are being requested.

Conclusion

46. Recent years have seen considerable change within the sphere of adoption with the introduction of RAAs and a focus on improving adoption performance nationally. At the heart of this is the belief that, for some children, adoption is the best route to legal permanence, security and the opportunity to achieve their potential. Wiltshire Council is committed to monitoring and improving service delivery where necessary for these children, with robust local measures in place to oversight practice.
47. Adoption practice in Wiltshire is strong, as evidenced within this report; and where timeliness is impacted, the reason for this is known and scrutinised.

Jen Salter - Director, Families & Children

Report Author: Pier Pritchard, pier.pritchard@wiltshire.gov.uk,

Appendices

None

Background Papers

None

This page is intentionally left blank