

Chippenham Community Conference overview and feedback

Introduction

The Chippenham Community Conference, held on 6 and 7 October 2022 was hosted by Chippenham Town Council in partnership with Chippenham Area Board. The event comprised guest speakers, networking, priority setting and celebrating the work of the Voluntary Community Sector in the Chippenham area.

The aim of the conference was to:

- Bring together local groups and organisations to strengthen community networks
- Collate feedback, intelligence and insights from the community on priority themes
- Develop action plans around priority themes
- Showcase positive and impactful community projects

Over 40 organisations were engaged in 4 workshops across the two days, enabling community conversations on the themes of Environment, Health and Wellbeing, Young People and Community Safety, with approximately 40 attendees present for each session.

The Chippenham Area Board will use the feedback from the event to inform its local priority action plan for 2022-24.

[Chippenham Community Conference • Chippenham Town Council](#)

Health and Wellbeing Workshop

Organisations involved: Chippenham Hub, Wiltshire Council, Chippenham Town Council, Chippenham Borough Lands, Wessex Water, Wiltshire CIL, Warm and Safe Wiltshire, Wiltshire Police, Men’s Shed, Doorway, Rotary Club, Rooted Chippenham.

No. of attendees: 47

Guest speaker	Presentations / discussion
Sandie Webb – Chippenham Hub	Roundtable discussions: <ul style="list-style-type: none">• Volunteering challenge• Chippenham Living Room / Warm spaces (Appendix 1)
Matt Stabb – Wiltshire CIL Wiltshire Center for Independent Living – Working for Choice, Independence & Lifestyle (wiltshirecil.org.uk)	Make Someone Welcome Campaign <ul style="list-style-type: none">• Celebrating kindness in our communities and getting people from all walks of life connected• Signing up and making a pledge• Chippenham groups on board – Doorway, Men’s Shed, Kan Du Arts, Chippenham Hub• Training – insightful debates and conversations to discuss perceptions of disabled people, barriers people face and the positive difference we can all make.• How disabled people should be seen as valued and integral members of the community.

	<ul style="list-style-type: none"> GOGA (Go Out Get Active) programme created to bring disabled and non disabled people together to be active in their community, engaging the least active communities in a fun and inclusive way
<p>Anne Hiscock - Warm and Safe Wiltshire</p> <p>Warm and Safe Wiltshire</p>	<p>Warm and Safe Wiltshire schemes</p> <ul style="list-style-type: none"> Health impacts of cold homes What the service offers and how to access Energy saving behaviour Preventing condensation dampness Grants and funding for heating and insulation Financial support, discounts and entitlements. Priority Services register Safe and Well visits
<p>Rachel Davis Fraud Prevention</p> <p>Personal fraud and how to prevent it Wiltshire Police</p>	<p>Fraud Prevention</p> <ul style="list-style-type: none"> What fraud is and its impact The fraud protect roles within Wiltshire Police Fraud reporting processes Assessing vulnerability to fraud Different types of fraud The signs which suggest someone may be a victim of fraud Fraud safeguarding advice and crime prevention tactics Support services

Young People's Workshop

Organisations involved: Chippenham Hub, Wiltshire Council, Chippenham Town Council, Chippenham Borough Lands, Wessex Water, Doorway, School, Hardenhuish School, Chippenham Museum, Chippenham Youth Council, Rise Trust, Chippenham Guides.

No. of attendees: 34

Guest speaker	Presentations / discussion
Peter Hutton	<p>Chippenham Local Youth Network (LYN)</p> <p>Youth Funding allocation and projects supported 21/22</p> <p>Round table discussion</p> <ul style="list-style-type: none"> Youth priorities for Chippenham Action needed to address priorities Thoughts and ideas to expand and strengthen Chippenham Local Youth Network <p>(Appendix 2)</p>
Richard Pomfrett – Stay Safe Initiative	<p>Educating and Protecting Young People (anti-bullying, peer mentoring, online safety)</p> <ul style="list-style-type: none"> Digital Empowerment Programme – building safe, resilient and empowered digital lives

The Stay Safe Initiative – Educating & Protecting Young People	<ul style="list-style-type: none"> • All Chippenham secondary schools engaged 2021/22 • Survey results for Yr 7 and Yr 9 (questions themed around social media pro’s and cons, online hate and sexual harassment, online grooming, content sharing, your digital tattoo) <ul style="list-style-type: none"> - 62% say social media can lead to anxiety - 65% know someone who has been affected by online hate • Online grooming crimes have risen by more than 80% in the last 4 years (NSPCC 2022) • Young people not asking for help – victim blaming, shame, losing their device. • How can we help? Get Empowered, Stay Empowered – Communicate, critical thinking, evaluate, predict, problem solve... • Reportharmfulcontent.com • Parenting in the digital word sessions delivered at schools.
Denise Little – Mental Health First Aid Home Page - Mind Reset	<ul style="list-style-type: none"> • Overview of sessions delivered in the Chippenham community • Fun/interactive session demonstrating ways in which young people engaged with the programme.

Community Safety Forum

Organisations involved: Chippenham Town Council, Chippenham Borough Lands, Wiltshire Police, Chippenham Hub, Wiltshire Council, Evolve Estates.

No. of attendees: 56

Guest speaker	Presentations / discussion
Community Safety Forum Chair – Cllr Desna Allen, Leader of Chippenham Town Council Chippenham : Healthy, vibrant and attractive • Chippenham Town Council	<ul style="list-style-type: none"> • Police update from Inspector James Brain (Anti Social Behaviour, Speeding / Community Speed Watch, Resourcing) • Purple Flag update Purple Flag • Chippenham Town Council • CCTV CCTV volunteers • Chippenham Town Council • Stornet re-launch
OJay McDonald, Chief Executive, Association of Town & City Management High Streets ATCM 	Presentation on the successful Purple Flag
Mike King, Director, People and Places Insight Limited People Places - Making Town Centres Fit for the Future (people-places.co.uk)	Presentation - Benchmarking, signage and wayfinding
Jeremy Rucker, Managing Director & Founder, City Dressing Ltd City Dressing	Presentation – A post Covid look at the High Street

Environment and Climate Change Workshop

Organisations involved: Wiltshire Council, Chippenham Town Council, Wessex Water, Cycle Chippenham, Warm and Safe Wiltshire, Rooted Chippenham, Good Energy, Wiltshire Wildlife Trust, Siemens, Avon Needs Trees.

Exhibition stands: Futureproof – Retrofit for the future, Wiltshire Council waste and recycling, Zero Chippenham

No. of attendees: 48

Guest speaker	Presentations / discussion
Cllr Nick Murray	Climate and Ecological Crisis Update
Vicky and Paul Robertson	Wiltshire Council's Climate and Nature Recovery Plans Climate strategy - Wiltshire Council Green and blue infrastructure - Wiltshire Council
Local Business presentations	<ul style="list-style-type: none"> • Wessex Water: Community Connector Project • Good Energy: Getting to Net Zero • Siemens: Tiny Forest Project
Community Group presentations	<ul style="list-style-type: none"> • Wiltshire Wildlife Trust • Zero Chippenham • Chippenham Cycle Network Development Group • Avon Needs Trees • Rooted Chippenham
Cllr Nick Murray	<ul style="list-style-type: none"> • Workshop: Group breakout sessions • Delivering solutions and working in partnership • Roundtable discussion <ol style="list-style-type: none"> a) How can your organisation support Wiltshire Council in delivering its objectives? b) How can Wiltshire Council support your organisation in achieving your climate change and nature recovery objectives? c) What should Wiltshire Council's priorities be? <p>(Appendix 3)</p>
Environment and Climate Change Workshop post event organisational questionnaire	(Appendix 4)

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Appendix 1 Health and Wellbeing Workshop feedback

Roundtable discussion - Volunteering Challenge

What encourages altruism? What motivates volunteers? How do we recruit young volunteers? Should we develop a central volunteer register? How do we overcome parking issues? What is the status of volunteers?

- **Promoting the benefits of volunteering** – social connection, learning new skills, feeling useful, giving something back, making use of existing skills / passions, social value, feel good factor – linked to positive mental wellbeing, fitting around work/life commitments, ‘ripple effect - being positive about yourself and what you’ve done, it passes on...’

What do volunteers need?

- Flexible roles, training, short term volunteering opportunities, a tailored approach - some people may feel more confident with narrow range of tasks to start, matching to skills and roles, more clarity on responsibilities and accountabilities, ongoing support / check-ins, flexibility around work and training commitments and expectation, permits to park, expenses covered.
- Co-design roles with volunteers.
- Survey volunteers – what motivates them, what are their needs, ask for feedback. Seek advice from Wessex Community Action and their surveying of VCS orgs [VCSE research - Wessex Community Action](#)

New volunteering opportunities

- Create spaces in communities and enable people to take action on what they think is important, volunteers in the driving seat, activities coming from the people.

Promoting volunteering roles

- Use the Chippenham Local Youth Network to promote volunteering opportunities to young people.
- Engage all schools/colleges, promote benefits - improved wellbeing, sense of purpose and pride, confidence building, giving young people a voice, DoE – enhancing CVs and help young people develop a lifelong attachment to volunteering.
- Use Instagram to help promote / raise awareness.
- Use existing platforms <https://ocm.wiltshire.gov.uk/chippenham/> [Wiltshire Together - Wiltshire Together One Chippenham | Community News Chippenham | Chippenham News | What's On In Chippenham](#) [Volunteering in Wiltshire | Volunteer Connect \(communityfirst.org.uk\)](#)
- Use digital board in town centre.
- Organise a targeted ‘Promote Chippenham volunteers’ programme across the year where organisations join up and promote local volunteering roles in a co-ordinated way (not just online).
- Create a directory of charities and their volunteer job descriptions.

- Volunteering drive / Roadshow / Campaign during Volunteers Week 1-7 June – needs a local focus.
- Volunteer hub / dedicated Facebook site.
- Explore potential for a volunteer co-ordinator role to build relationships with local VCS groups and orgs.
- ‘Volunteering should be treated as an integral part of an organisation’ – explore and promote local corporate volunteering opportunities.
- Change language of volunteering – ‘can you *help* your local group?’ rather than ‘Volunteers needed!’

Retaining volunteers

- Celebrate volunteers – more thanks, reward and recognition.
- Promote resources to support volunteers and voluntary organisations e.g. list of funding streams as well as toolkits, factsheets and guidance.
- Inspire, recruit, train and recognise, then amplify and raise awareness – showcase positive volunteer led projects e.g. Men’s Shed
- Measure the impact of volunteer led projects.
- Incentivise - offer volunteers free tickets to local events at the Neeld Hall, free leisure sessions at the Olympiad, recharge parking to Wilts council rather than permits which can be taken advantage of.
- Take inspiration from other organisations e.g. National Trust

Roundtable discussion PART 2 How can we make Chippenham one big Community Living Room? How do we tell those who are ‘hard to reach’ where to find a Living Room....?

- What do people need and expect to do?
 - A free hot drink, food, entertainment, activities, interaction, social connection, advice and support from agencies (CAB, housing, financial adviser, mental health, health trainer)
- Joining it all together – a co-ordinated approach is needed - Area Board / Hub and local partners
- Funding – Chippenham Borough Lands, Town Council, Area Board.
- How do we help / support vulnerable people and residents reaching crisis point?
- Staffing and volunteers
 - Training and skills
 - Safeguarding
- Ensure spaces are appropriate for everyone, including young families, younger generations, older people and people with disabilities.
- Promotion and engagement – using existing communication channels:

Socials, websites, G&H, Mailshot, Chippenham Hospital radio, Radio Wiltshire, Town Crier, word of mouth to family, friends and neighbours, noticeboards, churches, lunch clubs, GP surgeries, GP social prescribing, care co-ordinators, foodbanks, digital board, posters, talking newspaper, organisational newsletters, PCSO’s, public

sector advertising, fire service safety visits, MASH, schools, surgeries, parish councils, online links.

- Promotion and engagement – bespoke / targeted towards harder to reach: Warm spaces booklet / poster / window stickers / Housing Associations / faith networks / foodbanks. WC data e.g recipients of Household Support Fund.
- How will people get to the warm and welcoming spaces? Not just the town centre, can we offer transport for rural areas and use Chippenham LINK?
- Opportunities...
 - Create a network of groups.
 - Work in partnership, co-ordinate and plug gaps.
 - Boost participation and volunteering across all community groups .
 - Create a timetable of activity.
 - Put Chippenham on the map ...“Chippenham is a warm and welcoming community – here is the offer of zero/low cost activities this winter, something for everyone.”
 - Promote the benefit to venues of getting involved – compassionate communities, reputation, footfall.
 - signposting
- There are existing living rooms – pubs, café’s, coffee shops, Morrisons, benches in Emery Gate, library, Knit and Natter groups, Crib / bridge club, coffee mornings, Weatherspoon’s, Supermarket Community Rooms, Borough Lands rooms, The Cause, Action for Happiness Charity, after school clubs, [Public Living Room - Camerados](#)
- Businesses have empty spaces to offer something.
- Establishing need and meeting demand
 - Seek feedback from users of warm spaces and meet need with activity and support.

Appendix 2 Local Youth Network Workshop feedback

Top priorities:

- Support with mental health
- Closer working across youth sector
- Safe and welcoming spaces for young people in the community (youth centre / community arts centre)
- Communication of local youth activities and support
- Year 6s transitioning to secondary school
- Impact of cost-of-living crisis on young people
- County Lines

Ideas and thoughts on strengthening the LYN

- Move LYN meetings around the community area.
- Rather than hold a LYN meeting, bring LYN members together to experience a youth group 'in action' – keep it informal, make it fun.
- Build relationships with schools. Hold meetings/ catch ups in schools, have a regular dialogue with young people through youth councils and forums.
- Youth survey – use this data to develop a programme of activity that is tailored to what young people want. Provide a breakdown of the youth survey by age group.
- Demonstrate / highlight how young peoples' views have been listened to and promote youth projects delivered in the past year e.g. mental health first aid...
- Face to face dialogue with young people important – not just snap surveys.
- Use data from locally funded organisations e.g. Stay Safe Initiative.
- Ask for grant funded organisations to report back, explore how the LYN can add value to local projects.
- Promote the LYN at the Multi-agency forum.
- Young people don't always know what activities/clubs exist, send information out through the schools, promoting the LYN at the same time.
- Widen LYN membership – connect with uniformed groups, sports clubs and faith communities.
- Promote benefits of being part of the LYN – sharing information and best practice, raising awareness, co-ordination, funding, partnership, collaboration, support, raising profile of groups, closer working with WC e.g. contextual safeguarding training.
- Utilise expertise from Youth Voice team at Wiltshire Council.
- Give young people ownership of the LYN budget and a role assessing the value of projects.
- Ask young people to manage a consultation on what matters to them.
- Link with the Wiltshire Youth councillors in each school.
- Develop the LYN branding with young people.
- Promote the local youth funding available and what this can help with i.e. revenue - hall hire, equipment etc
- Host a LYN meeting to understand what youth groups need help with.
- Recruit a youth engagement officer/ volunteer champion.
- Promote the importance of volunteering to young people and create opportunities to volunteer in the community.
- Develop a dedicated youth website / webpage where organisations and groups can post their activities and clubs.
- Learn from other community areas / LYNs. Join up activities.
- Spend CIL money on young people
- Use the skills and expertise amongst the youth sector in Chippenham to support other local priorities.

Suggestions for activities: Dirt Bike Tracks / youth gym / self-defence / youth events themed around skills and training, employability, cooking lessons and life skills.

Appendix 3 Climate / Environment Workshop feedback

1. How can your organisation support Wiltshire Council in delivering its objectives?

- Our expertise can help Wiltshire through local engagement.
- Community groups can help to educate
- Friends of Marden Valley – already doing lots of nature recovery
- Wessex Water can advertise on water efficiency
- CSE Future proof can provide retro-fit advice.
- We can support council with community engagement, especially harder to reach, seldom heard from people (Doorway and Chippenham Social and Therapeutic gardening)
- Cycle Chippenham – cycle network, transport planning and design expertise – can feed into network planning and responses to planning applications by working closely with Highways Development Control.

2. How can Wiltshire Council support your organisation in achieving your climate change and nature recovery objectives?

- Engage with us proactively – see us as free friendly consultants that will work with time constrained officers to help them be more effective.
- Apply for Active Travel England (ATE) funding for schemes developed in partnership with us.
- Providing political leadership from leader and cabinet for high quality active travel. Political buy-in a key condition for securing ATE funding.
- Bring their expertise e.g. join together and connect groups.
- Better communication and partnership working.
- More listening exercises – a two-way relationship needed.
- Share results of carbon footprint and report.
- Co-ordinating and setting standards.
- Education and awareness.
- Becoming net zero.
- GBI toolkit – engagement and leadership exercise around this.
- Specialist knowledge.
- Lights on at Sadlers Mead.
- Regulate Plastic Laws.
- Food waste – collections.
- Stop building roads.
- Build Wiltshire cycle ways suitable for everyone.
- Make climate change cross the board through every department
- Council needs to find 3rd sector to meet climate goals.
- Difficult to make green agenda accessible / realistic for vulnerable people.
- Council should support national campaigns to improve household equipment in terms of energy / water efficiency.

- Be aware of extent of poverty / mental ill-health in wilts.
- A more integrated approach, working in partnership and sharing knowledge.
- Tapping in better to local knowledge / expertise.

3. What should Wiltshire Council's priorities be?

- Expertise and opportunity within communities
- Education
- Listen and collaborate
- Joined up public transport
- Pedestrianised high street during the day
- Bus service straight into town
- Car parks at several points around town centre
- Cycle paths
- Wildflower verges
- Food waste
- Planning – low cost zero carbon housing standards
- Holistic approach needed, end silo approach
- Keep environment at forefront of all decisions
- Chasing funds for good projects
- Cycle Chippenham – Build Active Travel infrastructure instead of roads (in engagement with cycle Chippenham to shape where improvements needed).

Appendix 4 Post event organisational questionnaire

Zero Chippenham

1. How can your organisation support Wiltshire Council in delivering its objectives?

- Helping towards the Council's Net Zero goal (for the county), through our: - Community Solar Panel Discount Scheme (generating renewable energy); - Tree Planting Scheme (creating carbon sinks to sequester carbon); - Thermal Imaging Camera Loan Scheme (helping improve energy efficiency through insulation).
- Planning to take a share in a large (50MW) Solar PV Scheme, as a Community Energy Group (Community Benefits Society), generating renewable energy, re-investing in further climate projects in the local economy.

2. How can Wiltshire Council support your organisation in achieving your climate change and nature recovery objectives?

- By promoting and supporting Community Energy in Wiltshire (grants, officer support, planning);
- Providing grants for projects that support Wiltshire Council's decarbonisation objectives (e.g. through a Climate & Ecological Emergency Fund);

- Providing officer time and support on our projects (e.g. those that involve planning issues).

3. What should Wiltshire Council's priorities be?

- Add a Net zero development planning policy to the Local Plan.
- Support retrofit of housing (insulation, glazing, lighting).
- Investing in active travel infrastructure.
- Supporting integrated public transport.
- Investing in renewable energy generation.
- Large scale tree planting on own land and via planning conditions.

Feedback on Conference Two hours was too little time for presentations and discussions on this subject, hence almost no time for questions and limited time for the workshop. Better to devote a full half day (or a full day if feasible) on future occasions. Presentations were all relevant/ useful for the workshop discussion. Video link worked well - Wiltshire Council officers presented Climate Strategy and Green Blue Infrastructure updates via the Town Council's Zoom account. Networking worked well after the event (thanks to Zero Chippenham for drinks and snacks).

Dr Nick Murry, Chair, Zero Chippenham

Avon Needs Trees (ANT)

1. How can your organisation support Wiltshire Council in delivering its objectives?

- Planting large areas of trees to support Wiltshire Council's tree canopy target in its Climate Strategy;
- Acting as a delivery partner to plant trees on land designated by the Council for tree planting - there are particular opportunities where Wiltshire Council does not have the capacity to lead on woodland creation and long-term aftercare. This could involve transfer of land as part of S106 or CIL agreements, or long-leasing of Council owned land.

2. How can Wiltshire Council support your organisation in achieving your climate change and nature recovery objectives?

- Developing a Memorandum of Understanding or (potentially) more formal agreement for ANT to be a delivery partner to the Council in helping increase the County's tree canopy (part of its Climate target), especially alongside supply of land;
- The funding environment in Wiltshire is less positive for ANT than it is in the West of England where we have greater access to funding from local and national government. Core funding to pursue woodland opportunities in Wiltshire would result in the creation of more permanent woodland in the county.

3. What should Wiltshire Council's priorities be?

- Tree planting at scale;
- Ensuring developers need to allocate land for tree planting in their planning applications;
 - Acting as a facilitator between funders (e.g. DEFRA, private sector), landowners, and delivery organisations.

Dave Wood, Director, Avon Needs Trees

Chippenham Cycle Network Development Group (Cycle Chippenham)

1. How can your organisation support Wiltshire Council in delivering its objectives?

- Providing local knowledge on where cycle route improvements are needed;
- Funding cycle route improvements to cycle parking and signage;
- Pressing developers to include better cycle route provision in their planning applications.

2. How can Wiltshire Council support your organisation in achieving your climate change and nature recovery objectives?

- Obtaining Govt. (Active Travel England) funding for investing in Active Travel infrastructure in and around Chippenham;
- Investing Community Infrastructure Levy funds into Active Travel infrastructure in and around Chippenham;
- Working more closely with us in developing cycle network investment proposals;
- Providing financial support (grants) for on-going delivery of route improvements and cycle parking in and around Chippenham;
- Providing Highways Officer/ Transport Planning Officer time to support our cycle parking and route improvement proposals;
- Providing Sustainable Transport Officer time for promoting safe cycling in and around Chippenham (e.g. events, Dr Bike sessions, working with schools);
- Formal recognition of Cycle Network Development Groups such as ours, including consulting us on strategic plans (e.g. LCWIPs) and applications for ATE funding.

3. What should Wiltshire Council's priorities be?

- Reducing car dependency, the need to commute by car; the number of cars on our roads, congestion, air pollution;

- Enabling safe and convenient walking and cycling routes to allow people to commute to work/ the station by bike, children to cycle safely to school, short journeys to be made by bike;
- Obtaining the currently available Govt. (ATE) funding (£ millions) for Active Travel and investing it in Chippenham;
- Communicating with the public and car drivers about the benefits of investing in Active Travel infrastructure (less cars on the road, less pollution). Bringing the public with you, rather than fuelling division between drivers and cyclists.

Dr Nick Murry (Chair), Laurence Cable (Vice Chair), Chippenham Cycle Network Development Group

Rooted Chippenham

1. How can your organisation support Wiltshire Council in delivering its objectives?

- Planting productive trees, pollinator friendly plants and wildflower to increase biodiversity;
 - Educating and encouraging the local community through demonstrating changes that can be performed at home in small spaces - capturing rain water, composting, no-dig, small planting pockets;
 - Providing community with zero-miles food;
 - Providing a resource for improving community physical and mental well-being.
2. How can Wiltshire Council support your organisation in achieving your climate change and nature recovery objectives?
- Support through funding/grants and highlighting opportunities to collaborate with other groups. Provide small pockets of land/use of communal land to create growing space, especially in new build estates. Provide food waste collection and composting. More support bringing together groups and organisations - networking events like this conference but also a website/portal where groups can collaborate further.

2. What should Wiltshire Council's priorities be?

- Food waste collection and composting;
- Encourage more groups like Rooted;
- Provide more space for allotments;
- Improved planning of new build estates to allow for pockets of land to add pollinator friendly plants, ponds etc.;
- Help support a community farm/ market garden to reduce town's food miles and provide more food resilience;
- Encourage established farms to move towards organic, regenerative practices

Feedback on Conference: The Conference was fab. But too much content to fit into such a short space of time. More time needed to allow for networking and discussion of these ideas as listed above.

Vanessa Davey, Joint Founder, Rooted Chippenham

Good Energy

1. How can your organisation support Wiltshire Council in delivering its objectives?

- Providing power purchase agreements (PPAs) to the council's building portfolio of generating assets and support in PV installation to domestic, commercial and public properties;
- Help support the local community by creating a local community energy tariff;
- Driving up green energy use in Wiltshire.

2. How can Wiltshire Council support your organisation in achieving your climate change and nature recovery objectives?

- Support low income households with subsidies for home generation and have Good Energy as a partner to deliver the installation.

3. What should Wiltshire Council's priorities be?

- Incentivise local landowners to turn their land into generating assets and support the planning process for such installation;
- These installations can then partner with Good Energy for local power purchase agreements.

Feedback on conference: It would be nice to see the conference run again to provide updates on each of the speaking organisations strategy, as well as provide opportunity for different organisations to contribute. It would also be helpful for the speaking organisations to discuss, plan and strategize ahead of the conference, to see how collaborative efforts can be put in place to drive sustainable impact and then share those plans. I feel this would help deliver on action and say "what we will do" other than "this is what we are planning to do".

Cherish Jackson, Sustainability & Facilities Manager, Good Energy

Wessex Water

1. How can your organisation support Wiltshire Council in delivering its objectives?

- Wessex Water has pledged to meet Net Zero Operational Emissions by 2030, and Net Zero Total Carbon Emissions by 2040. This means that the water/wastewater component of WC's scope 3 emissions from procured/disposal of water/wastewater

(provided Wessex Water is still the service provider – non-household water/sewerage services are no longer restricted to the procure services from the local incumbent provider), will decarbonise in-line with the WC Climate Strategy 2030 target.

Our management strategy includes three main elements:

- Emission avoidance through reducing demand* and leakage;
- Increasing efficiency across our treatment sites; and
- Renewable energy generation.

**Demand reduction in hot water through water efficiency across WC estate will also reduce WC scope 1 and 2 emissions, as there will be reduced use of fossil fuels to heat water. Water efficiency = energy efficiency = carbon savings.

The Climate Strategy highlights that the source of 26% Wiltshire's emissions is from our homes, and half of household emissions is due to gas consumption for space and water heating. Whilst WW is committed to net zero by 2030, demand reduction now can help us to reach net zero faster as it will translate into less treatment and pumping, and it will support climate adaptation by balancing out supplies during dry periods.

Homes in the UK use around 140 lpd on average, and a up 50% of that water is hot water – a third is from showering and bathing, with hot taps, laundry and dishwashing making up the difference. To put this in perspective, Defra figures indicate that the use of water in the home accounts for x7 more emissions than our entire water supply and wastewater treatment processes. Reduced hot water use has a significant role to play in domestic energy efficiency, and showering is the largest component.

Wessex Water is transforming the way it works with communities to deliver strategic business outcomes for both people and the environment. This is a 2 year pilot project and Chippenham has been chosen (along with Bridport, Dorset) to trial this new way of working.

The project will operate in the showcasing, convening and engagement spheres of influence in the 'onion' diagram, and we are keen to work in partnership with WC to deliver shared goals. There are opportunities to collaborate in the Adaptation and Built Environment delivery themes.

1. How can Wiltshire Council support your organisation in achieving your climate change and nature recovery objectives?

Whilst WW is a statutory consultee in the planning process (the place-shaping layer of the spheres of influence 'onion' diagram), it has no power to refuse connections for new buildings, even where there is pressure on existing water availability or receiving waters have insufficient dilution capacity to take increased wastewater discharges. The impacts of climate change manifest themselves through the water cycle in the form of floods and droughts. From the 'house' diagram in the Climate Strategy:

- Green roofs, green spaces and sustainable drainage help to attenuate storm runoff, lop off the peak flow entering sewers and reduce the frequency that the system gets overwhelmed causing sewer overflow operation. Urbanisation increases storm runoff from impermeable surfaces (roofs, driveways, pavements and highways). The best solution to the storm overflow problem is to keep rainfall out of the sewerage system, and this necessitates community-based solutions rather than end-of-pipe. A possible project for Community Connectors is to fit water butts at density (in older housing districts with combined sewers) to help to slow the flow of roof runoff to the sewer network. A community-based solution will help to avoid carbon-intensive (pumping/treatment and embedded) and costly end-of-pipe solutions which would otherwise be passed on to customers through bills.
- Switching to water efficient appliances and rainwater harvesting has obvious links to our core operational business by reducing demand and ensuring sufficient supplies for a growing population, whilst adapting to more frequent droughts and dry spells. However, promoting the uptake of water saving fixtures is only part of the demand management equation. Changing people's everyday water using routine behaviours is a much more challenging factor!

2. What should Wiltshire Council's priorities be?

This is really hard to answer! WC needs to make progress across all delivery themes and to make best use of its levels of influence. I think there will be a tendency to focus on the inner spheres of influence as they are comparatively easier to make an impact and measure a difference than the outer layers. However, collaboration and engagement is vital, as we need everyone to make progress towards net zero. Working with people – at an individual or community level, to change how things are done – is complex and very challenging.

Karen Simpson, Community Connector Manager (Chippenham), Wessex Water