

**Royal Wootton Bassett & Cricklade Community Care Group  
Wednesday 26<sup>th</sup> January 2023, Cricklade Town Council officer  
Notes**

Item	Notes	Action
Present	Ashley Harris, Carers' Support Wiltshire; Dianna Kirby, Tockenham PC; Cat Attewell, (Home Instead); Nic Arthur, Cricklade TC; Melanie Grace, Helen Robertson (Scottish & Southern Electricity Networks); Rose Love (Lydiard Tregoze PC); Cllr Mary Champion, Andrew Jack (Strategic Engagement & Partnerships Manager), Louise Nankivell, (Prevention & Wellbeing team) Wiltshire Council.	
Apologies	Kay Ashlin (Lyneham & Bradenstoke PC); Stevie Palmer; Heather Ponting-Bather; Catherine Hacker Lydiard Millicent PC); Cllr David Bowler, (Wiltshire Council)	
Thames Water: priority service in event of water cut	Rob Hanks was not present	
Scottish and Southern Electricity: <a href="#">Priority Services Register</a> for support during power outages	<p>MG and HR described this <a href="#">service</a> from SSE: it is a free service, GDPR compliant and fully secure. MG and HR want vulnerable people, those over 65 and families with children under 5 to register for the service. This includes those reliant on electricity for all sorts of aids and adaptations around the home, which can include ripple beds, hoists, stairlifts, chilled medication or oxygen machines.</p> <p>SSE provide a call centre to make outgoing calls to those on the register to advise about the power outage and offer support. This can range from information about the outage, to welfare visits and use of electricity power banks to re-charge e.g. mobile phones, providing hot drinks or even small generators for community buildings.</p> <p>SSE want to know where people are who are reliant on electricity and need help and to find out the sort of help relevant. SSE can also advise about Home Emergency Plans, including what to have on hand if people ever need to leave their homes quickly. They recommend a grab bag full of essentials to take away and the Plan can give details of these items.</p> <p>105 is a new phone number to call either to report or find out about power outages.</p> <p><a href="#">Be Winter Ready</a> is advice provided by SSE for care homes and similar settings to support their resilience planning and how they and residents can cope in an outage.</p> <p>CA asked about cross working and sharing lists like this with other partners, such as Thames Water and their priority list. This is difficult due to GDPR but recently there has been a data sharing protocol agreed, so sharing can begin and move to one register for both organisations.</p> <p>There was discussion about phone calls during an outage and the need for residents to keep a mobile phone with them to stay in contact. This will become more important as calls become digital, as being piloted in Salisbury, and all calls will be made via a broadband router, which requires power.</p>	

	<p>MG and HR are encouraging parish councils to create small groups of residents to look out for each other, especially those with a vulnerability.</p> <p>They described the <a href="#">PowerTrack</a> app in order to report and get information about power cuts. SSE is encouraging people to report in local power cuts, as they are often not aware of the smaller ones. They would rather get lots of calls about an outage and deal with it, than not hear at all.</p> <p>MG and HR described the <a href="#">Resilience Fund</a> from SSE which is available to local councils and other community groups to help fund equipment or anything that can help to make a location more resilient to not only power outages but to any local emergency, including weather. The fund can be used for training people and for maintenance of existing kit as well.</p>	
<p>“Accessing Healthcare” an engagement planned for Dairy View Extra Care Home</p>	<p>AJ and MC began describing an engagement event they and David Bowler had started planning. This would invite residents of RWB to meet with representatives from the GP surgeries in town and other local healthcare providers, to include Great Western Hospital. The aim would be to give a better understanding of how appointments are made and allocated at each of the different providers, along with access to services. This comes about after comments to local councillors about the difficulty in making these appointments. This would be focused at RWB town and the providers located there and if successful could be reproduced in Cricklade and in Purton for those residents and services located there.</p> <p>For the RWB event, Dairy View Extra Care Home had been chosen as the venue, as it would attract residents and be available to the wider public to attend.</p> <p>There was discussion about the services to be included in the awareness session, such as the leg club that takes place at Memorial Hall in RWB, or physio and other services from Malmesbury PCN. It was felt that more thought needed to go into this event in terms of the services to be included and the best venue to encourage people to attend.</p> <p>AH and LN offered to be part of a planning group to put together a revised plan that will pull together greater knowledge of services available.</p> <p>AJ will set up a separate planning meeting.</p>	<p>AJ</p>
<p>AOB</p>	<p>There were no new grant applications for the Older &amp; Vulnerable People funding for this group to consider.</p> <p>AJ gave a short description of the grant scheme and was asked to include further details in the notes.</p> <p>More information about this and all the grant schemes available from the area board can be found at <a href="https://www.wiltshire.gov.uk/article/6145/Area-Board-Grants">https://www.wiltshire.gov.uk/article/6145/Area-Board-Grants</a> This also contains links to documents with the grant criteria and definitions of capital and revenue items that can be funded by these grants. To discuss possible projects and applications, please contact AJ on <a href="mailto:andrew.jack@wiltshire.gov.uk">andrew.jack@wiltshire.gov.uk</a> or 01225 713109</p>	<p>AJ</p>

Date of next meeting:	Next date: <b>26th July at Tinkers Lane Surgery, RWB</b> ; 25th October at PIPS café, High Street, Purton; 31st January venue tbc. All meetings starting at 10.30	
-----------------------	--	--