

AGENDA

Meeting: **Cabinet**
Place: **The Kennet Room - County Hall, Trowbridge BA14 8JN**
Date: **Tuesday 12 September 2017**
Time: **9.30 am**

Please direct any enquiries on this Agenda to Will Oulton, of Democratic Services, County Hall, Trowbridge, direct line 01225 7180243935 or email

William.Oulton@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 Baroness Scott of Bybrook OBE	Leader of Council
Cllr John Thomson	Deputy Leader, and Cabinet Member for Communications, Communities, Leisure and Libraries
Cllr Chuck Berry	Cabinet Member for Economic Development and Housing
Cllr Richard Clewer	Cabinet Member for Corporate Services, Heritage, Arts and Tourism
Cllr Laura Mayes	Cabinet Member for Children, Education and Skills
Cllr Toby Sturgis	Cabinet Member for Spatial Planning, Development Management and Property
Cllr Bridget Wayman	Cabinet Member for Highways, Transport and Waste
Cllr Philip Whitehead	Cabinet Member for Finance, Procurement, ICT and Operational Assets
Cllr Jerry Wickham	Cabinet Member for Adult Social Care, Public Health and Public Protection

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Bourne Hill, Salisbury
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Public Participation

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

The full constitution can be found at [this link](#). Cabinet Procedure rules are found at Part 6.

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 shown as 

1 **Apologies**

2 **Minutes of the previous meeting** (*Pages 7 - 12*)

To confirm and sign the minutes of the Cabinet meeting held on 3 July 2017, previously circulated.

3 **Minutes - Capital Assets Committee** (*Pages 13 - 18*)

To receive and note the minutes of the Capital Assets Committee held on 3rd July 2017.

4 **Declarations of Interest**

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

5 **Leader's announcements**

6 **Public participation and Questions from Councillors**

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. Written notice of questions or statements should be given to Will Oulton of Democratic Services by 12.00 noon on Tuesday 5 September 2017. Anyone wishing to ask a question or make a statement should contact the officer named above.

7 **Performance Management and Risk Outturn Report: Q1 2017/18** (*Pages 19 - 38*)

Report by the Corporate Directors, Dr Carlton Brand, Alistair Cunningham Carolyn Godfrey and Terence Herbert

8 **Revenue and Capital Budget Monitoring report** (*Pages 39 - 64*)

Report by the Corporate Directors, Dr Carlton Brand, Alistair Cunningham
Carolyn Godfrey and Terence Herbert

9 **Treasury Management Report Quarter 1** *(Pages 65 - 82)*

Report by the Corporate Director, Dr Carlton Brand

10 **Business Rates Discretionary Relief Scheme** *(Pages 83 - 120)*

 Report by the Corporate Director, Dr Carlton Brand

11 **Impact of Adult Care Charging Policy** *(Pages 121 - 154)*

Report by the Corporate Director, Carolyn Godfrey.

12 **Integrated Urgent Care Procurement** *(Pages 155 - 166)*

 Report by the Corporate Director, Carolyn Godfrey.

13 **User Engagement with Adult Care** *(Pages 167 - 274)*

 Report by the Corporate Director, Carolyn Godfrey.

14 **Freehold of asset to be sold** *(Pages 275 - 286)*

 Report by the Corporate Director, Alistair Cunningham.

15 **Amendments to the Wiltshire Local Transport Plan (LTP) 2011-2026 – Car
Parking Strategy** *(Pages 287 - 332)*

Report by the Corporate Director, Alistair Cunningham

16 **Wiltshire Local Development Scheme update** *(Pages 333 - 368)*

 Report by the Corporate Director, Alistair Cunningham

17 **Chippenham Station Hub update** *(Pages 369 - 378)*

Report by the Corporate Director, Alistair Cunningham

18 **Urgent Items**

Any other items of business, 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

19 Exclusion of the Press and Public

This is to give further notice in accordance with paragraph 5 (4) and 5 (5) of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 of the intention to take the following item in private.

To consider passing the following resolution:

To agree that in accordance with Section 100A(4) of the Local Government Act 1972 to exclude the public from the meeting for the business specified in Items Number 20,21 and 22 because it is likely that if members of the public were present there would be disclosure to them of exempt information as defined in paragraph 3 of Part I of Schedule 12A to the Act and the public interest in withholding the information outweighs the public interest in disclosing the information to the public.

Reason for taking item in private:

Paragraph 3 - information relating to the financial or business affairs of any particular person (including the authority holding that information).

20 Chippenham Station Hub update (Part ii) (Pages 379 - 380)

21 Swindon and Wiltshire Strategic Housing Market Assessment (SHMAA) and Functional Economic Market Area Assessment (FEMAA) (Pages 381 - 534)

Report by the Corporate Director, Alistair Cunningham

22 Housing Repairs Contract Extensions (Pages 535 - 542)

 Report by the Corporate Director, Alistair Cunningham

Our vision is to create stronger and more resilient communities. Our priorities are: To protect those who are most vulnerable; to boost the local economy - creating and safeguarding jobs; and to support and empower communities to do more themselves.

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CABINET

DRAFT MINUTES OF THE CABINET MEETING HELD ON 3 JULY 2017 AT THE KENNET ROOM - COUNTY HALL, TROWBRIDGE BA14 8JN.

Present:

Cllr Baroness Scott of Bybrook OBE (Chairman), Cllr John Thomson (Vice Chairman), Cllr Chuck Berry, Cllr Richard Clewer, Cllr Laura Mayes, Cllr Toby Sturgis, Cllr Bridget Wayman, Cllr Philip Whitehead and Cllr Jerry Wickham

Also Present:

Cllr Clare Cape, Cllr Pauline Church, Cllr Richard Gamble, Cllr Gavin Grant, Cllr Darren Henry, Cllr Alan Hill, Cllr Chris Hurst, Cllr Gordon King, Cllr Jerry Kunkler, Cllr Brian Mathew, Cllr Ashley O'Neill, Cllr Stewart Palmen, Cllr Fleur de Rhé-Philipe, Cllr Tom Rounds, Cllr Jonathon Seed, Cllr Ian Thorn, Cllr Philip Whalley, Cllr Stuart Wheeler and Cllr Graham Wright

89 Apologies

There were no apologies received as all members of Cabinet were present.

90 Minutes of the previous meeting

The minutes of the meeting held on 20 June 2017 were presented.

Resolved

To approve as a correct record and sign the minutes of the meeting held on 20 June 2017

91 Declarations of Interest

There were no declarations of interest.

92 Leader's announcements

There were no announcements.

93 Public participation and Questions from Councillors

The Leader explained her approach to public participation and stated that she would take any representations under the item to which it related.

In response to question by Councillor Ian Thorn, that following a budget decision by Council, the Council no longer sent printed copies of planning applications to parish and town councils. It was noted that there were occasions where it was appropriate to ask developers to provide copies of complex documentation. It was also note that this specific issues had been the subject of a question at the Environment Select Committee, and that the timing of the letter to parish and town councils had been operationally led.

94 **Children's Services Integration Project**

Councillor Laura Mayes presented the report which: gave an overview bid to the Department of Education Children's Social Care Innovation Programme for £1.9m of funding; and sought delegated authority for the Corporate Director for Children's Services, in consultation with the Lead Member to accept any successful grant offer from the Department for Education (DfE).

Issues highlighted in the course of the presentation and discussion included: : that the project was a system-wide change to services; that the Council had submitted a grant application to the DfE as part of their Innovation Fund Programme; the likelihood of the bid being successful; that the project would still progress without the additional funding but would be delivered over a longer time-frame; and that the new volunteer scheme, particularly recruiting volunteers from families who had previously received services, had been received favourably.

Resolved

To delegated authority to the Corporate Director for Children's Services, in consultation with the Lead Member to accept any successful grant offer from the Department for Education.

Reason for Decision:

The Department for Education has not provided a definitive date for a decision on the bid, originally stating June/July 2017. This may now be delayed due to the General Election and we are currently awaiting an update. The new service will go live in September 2017 and thus delegated authority is required so a successful offer can be accepted immediately and be accessible to progress the project at the earliest opportunity.

95 **Adoption Agency Annual Update 2017**

Councillor Laura Mayes presented the report which provided a year-end report to Cabinet regarding the performance of the Adoption Service within Wiltshire Council. It was noted that this was a requirement of the condition of registration as described in 2014 Adoption Minimum Standards and 2013 Statutory Guidance that Cabinet is satisfied that the Adoption Agency complies with the conditions of registration, is effective and is achieving good outcomes for children.

Councillor Mayes, in her presentation, highlighted the performance of the service against indicators such as the number of children adopted and the length of time that children waited in care. She also gave examples of the families she had met and commended the care given to them.

Councillor Ian Thorn commended the officers and the Lead Member for their progress in this area.

The Leader added her thanks, and commended the team for their attitude to seeking loving homes for even the most difficult to place children with complex needs.

Resolved

That the contents of this report are noted and accepted.

Reason for Decision:

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 regularly reported to the executive side of the local authority to provide assurance that the adoption agency is complying with the conditions of registration whilst being effective and achieving good outcomes for children and service users. This is done by means of an annual report and an interim six month report.

96 **Wiltshire Council CSE Action Plan Update**

Councillor Laura Mayes presented the report which provided Cabinet with a review of developments and progress with the Council's Child Sexual Exploitation Action Plan in relation to the Key Themes: Prevent, Protect and Pursue.

Issues highlighted in the course of the presentation and discussion included: the multi-agency approach to tackling the issues; how agencies can take action to disrupt and prevent potential perpetrators; the work undertaken to promote awareness in schools and in the wider community; and the further work that could be done with Councillors and Area Boards.

In response to a question from Councillor Ian Thorn, the Associate Director, Terence Herbert, stated that he was satisfied that the funding and management structures were sufficient to support the plan.

Resolved

To note the progress made against the CSE action plan since 19 July 2016

Reason for Decision:

Wiltshire Council has a zero-tolerance approach to CSE and has treated CSE as a high priority

By maintaining oversight of the CSE Action Plan at the highest level, the Council can ensure that CSE remains a priority.

97 **Draft Business Plan**

The Leader presented the report, including the additional information published in the supplement, which gave an overview of the feedback received following the consultation on the draft Business Plan.

Issues highlighted in the course of the presentation and discussion included: the changes suggest for incorporation following comments from consultees; the views expressed at the Overview & Scrutiny Committee; that some issues would be addressed through the development of detailed action plans; the difficulties in long-term financial planning given the uncertainty over national government's spending plans; that there were plans for further integration between health and social care services but this did not include joint budgets.

In response to question from Councillor Sarah Gibson, Councillor Toby Sturgis stated that he was happy to discuss further the aspiration of longer term planning for communities.

In response to issues raised by Councillor Ian Thorn, the Leader stated that she would be open to discuss amendments to the plan, but these should be discussed prior to the meeting of full council so that their viability could be properly assessed.

Resolved

That the update plan be recommended to Council for adoption.

Reason for Decision:

To enable the Business Plan to be considered by Council at its meeting in July.

98 **People Strategy**

Councillor Richard Clewer presented the report which outlined a new People Strategy for 2017 – 2027 which highlights the strategic workforce priorities relating to recruitment, engagement and workforce development, and is aligned with the new Business Plan 2017 – 2027 and Digital Strategy 2021.

Resolved

To note the contents of the report and appendix 1 and support the delivery of the new People Strategy 2017 – 2027.

99 **Digital Strategy**

Councillor Philip Whitehead presented the report which recommend the adoption of the Wiltshire Council Digital Strategy 2017 – 2021.

Issues highlighted in the course of the presentation and discussion included: the views of the Overview & Scrutiny task group; the changing pattern of how people access services online; the need to retain alternative methods for those with difficulty accessing online services; the efforts to increase access to faster broadband and to support people in accessing online services; and the wider opportunities for using data to further personalise services.

In response to question from Councillor Sarah Gibson, Councillor Toby Sturgis stated that he was happy to discuss further the aspiration of longer term planning for communities.

In response to issues raised by Councillor Ian Thorn, the Leader stated that she would be open to discuss amendments to the plan, but these should be discussed prior to the meeting of full council so that their viability could be properly assessed.

Resolved

- 1. To note the feedback received from Overview & Scrutiny;**
- 2. That the Digital Strategy be adopted; and**
- 3. That an update be presented to Cabinet in twelve months time.**

Reason for Decision:

The organisation has already been progressing on a digital journey. Whilst development has been made by many areas of the business, this strategy will ensure greater coordination of digital activities in an efficient and more cost effective way to maximize the potential for cost savings and leading to an improved customer experience.

100 **Consultancy - Neutral Vendor Service**

Councillor Philip Whitehead presented the report which recommend the adoption of the Wiltshire Council Digital Strategy 2017 – 2021.

Issues highlighted in the course of the presentation and discussion included: the steps taken to ensure that consultants are treated differently to employees to avoid negative tax implications; that the impact of the contact on smaller and local contractors had been considered and would be monitored; and the opportunities for transferring skills as part of consultancy work.

Resolved

- 1. To implement the neutral vendor solution via Bloom with a goal of implementation commencing Autumn 2017. This project should be viewed as a Strategic Procurement initiative designed to aid the implementation of category management and support the council's strategy around securing best value Consultancy and Specialist Professional Services.**
- 2. To approve the award the provision of consultancy services to Bloom under the call-off agreement to the NEPO compliant framework agreement and to delegate to the Associate Director for Corporate Services the entering into and the finalising of the call-off contract.**

Reason for Decision:

To establish improved governance and better control expenditure on the procurement of specialist professional services and consultancy.

101 **Urgent Items**

There were no urgent items.

(Duration of meeting: 9.30 - 11.12 am)

These decisions were published, earlier, on the 6 July 2017 and will come into force on 14 July 2017

The Officer who has produced these minutes is Yamina Rhouati of Democratic Services, direct line 01225 718024, e-mail Yamina.Rhouati@wiltshire.gov.uk

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

CABINET CAPITAL ASSETS COMMITTEE

DRAFT MINUTES OF THE CABINET CAPITAL ASSETS COMMITTEE MEETING HELD ON 3 JULY 2017 AT THE KENNET ROOM - COUNTY HALL, TROWBRIDGE BA14 8JN.

Present:

Cllr Baroness Scott of Bybrook OBE (Chairman), Cllr John Thomson (Vice Chairman), Cllr Richard Clewer, Cllr Laura Mayes, Cllr Toby Sturgis, Cllr Bridget Wayman, Cllr Philip Whitehead and Cllr Jerry Wickham

Also Present:

Cllr Pauline Church, Cllr Darren Henry, Cllr Jerry Kunkler, Cllr Stewart Palmen, Cllr Tom Rounds and Cllr Philip Whalley

88 Apologies and Substitutions

There were no apologies received as all members of Cabinet were present.

89 Minutes of the previous meeting

The minutes of the meeting held on 14 March 2017 were presented.

Resolved

To approve as a correct record and sign the minutes of the meeting held on 14 March 2017

90 Leader's Announcements

There were no leaders announcements.

91 Declarations of interest

There were no declarations of interest.

92 Public Participation and Questions from Councillors

The Leader explained her approach to public participation and stated that she would take any representations under the item to which it related..

93 Disposal of freehold interest of assets

Councillor Toby Sturgis presented the report which asked the meeting to consider making a declare that freehold interest of the six assets could be sold by the Council.

Following representations from Fiona Watson, who had raised concerns and questions regarding the Halve site in Trowbridge, the meeting agreed that consideration of this site be deferred to enable officers to respond to the issues raised.

There being no further debate, the meeting;

Resolved

- 1. That members confirm that freehold interest of the five assets can be sold by the Council.**
- 2. To authorise the Associate Director for People and Business to dispose of freehold interest of the assets.**

Reason for Decision:

To confirm the freehold interests of the assets can be sold in order to generate capital receipts in support of the Council's capital programme.

94 Capital requirement for new and replacement waste containers - Waste Services

Councillor Bridget Wayman presented the report which sought agreement to the purchase of bins and boxes for waste and recycling and that, subject to there being sufficient capital within the capital programme, the required funding of £435,000 is allocated in advance of the review of the capital programme.

Resolved

To note the requirement for purchase of bins and boxes for waste and recycling;

That, subject to there being sufficient capital within the capital programme, the required funding of £435,000 be allocated in advance of the review of the capital programme.

Reason for Decision:

To enable the council to comply with its statutory duty to collect household waste and to maintain service delivery for residents.

95 School Capital Programme - Additional Projects Report

Councillor Laura Mayes presented the report which sought approval to the additional projects as outlined in the report.

Resolved

1. To approve the School Capital Projects at Appendix A
2. To authorise the Corporate Director for Children Services to invite and evaluate tenders for the projects described in this report, and, following consultation with the cabinet member, to award the contract for the project (subject to approval of any necessary statutory proposals) and to authorise, in consultation with the Head of Strategic Asset & FM (or the Asset Portfolio Manager (Estates), in accordance with the relevant scheme of sub-delegation (under paragraph 7 of Part 3B of Wiltshire Council's constitution)), the acquisition of all land (and the completion of any legal documentation) reasonably required in order to facilitate the Schools Capital Investment Programme.

Reason for Decision:

The Council has a statutory duty to provide sufficient school places, both in mainstream and in Special schools to meet the demand arising across Wiltshire, whether from demographic or population change, strategic housing development growth and the Army Re-Basing programme. The Council also has Landlord responsibilities for the effective management and maintenance of the schools (for which the Council is responsible) estate and the approval of an additional replacement accommodation project will ensure effective use of resources.

96 **East Wing Planning Application submission**

Councillor Toby Sturgis presented the report which provided an update on progress and seek Cabinet's support for the submission of an outline planning application in relation to the redevelopment of the East Wing site in Trowbridge.

Resolved

- (i) **Note the work completed to progress the redevelopment of the East Wing site.**
- (ii) **Support the submission of an outline planning application for a mixed-use development on the East Wing site.**

Reason for Decision:

To provide an update on progress and seek Cabinet's support for the submission of an outline planning application in relation to the redevelopment of the East Wing site.

97 **Urgent items**

There were no urgent items.

98 **Exclusion of the Press and Public**

Resolved

To agree that in accordance with Section 100A(4) of the Local Government Act 1972 to exclude the public from the meeting for the following items of business because it is likely that if members of the public were present there would disclosure to them of exempt information as defined in paragraph 3 of Part I of Schedule 12A to the Act and the public interest in withholding the information outweighs the public interest in disclosing the information to the public.

Reason for taking the item in private:

Paragraph 3 – information relating to the financial information or business affairs of any particular person (including the authority holding that information)

No representations have been received as to why this item should not be held in private.

99 **Porton Science Park – Phase 1 Incubation Centre**

Councillor Chuck Berry presented the report which brought to members' attention unexpected additional requirements which have emerged in the course of delivery, and sought approval to allocate additional budget for the completion of the construction of the asset and early operational costs, which will be recovered by the council using the mechanisms described in the report.

Resolved

To agree to the allocation of an additional £0.5 m capital budget for completion of the build programme and £0.285m revenue to cover the operational running costs and capital financing costs until the scheme is fully operational and can cover its costs.

To delegate authority to the Associate Director, Economic Development and Planning, in consultation with the Leader of the Council, and the Cabinet Member for Economic Development and Housing, and Associate Director of Finance to bring the project to build and open the first phase of Porton Science Park to completion, within the tolerances and parameters set out in this report

Reason for decision:

To achieve delivery of the Porton Science Park project, by ensuring the successful completion and hand over of the first phase of the development.

To ensure the successful transition of existing Tetricus tenants into the Incubation Centre

(Duration of meeting: 11.20 am - 12.00 pm)

These decisions were published, earlier, on the 6 July 2017 and will come into force on 14 July 2017

The Officer who has produced these minutes is Will Oulton of Democratic Services, direct line 01225 713935, e-mail william.oulton@wiltshire.gov.uk

Press enquiries to Communications, direct line (01225) 713114/713115

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Wiltshire Council

Cabinet

12th September 2017

Subject: Performance Management and Risk Outturn Report: Q1 2017/18

Cabinet member: Councillor Philip Whitehead Cabinet Member for Finance

Key Decision: No

Executive Summary

This report provides an update on performance against the stated aims in the council's Business Plan 2013-17. The information provided includes measures and activities reported on the [Citizens' Dashboard](#) and other key measures, as well as the council's strategic risk register.

Proposals

Cabinet to note updates and outturns

1. Against the measures and activities ascribed against the council's key outcomes.
2. To the strategic risk register.

Reason for Proposal

The current performance framework compiles and monitors outturns in relation to the outcomes laid out in Wiltshire Council's Business Plan 2013-17. The framework is distilled from individual services' delivery plans. In doing so, it captures the main focus of activities of the council against each outcome.

The strategic risk register captures and monitors significant risks facing the council: in relation to significant in-service risks facing individual areas, in managing its business across the authority generally and in assuring our preparedness should a national risk event occur.

**Carlton Brand, Carolyn Godfrey, Alistair Cunningham, Terence Herbert
Corporate Directors**

12th September 2017

Subject: Performance Management and Risk Outturn Report: Q1 2017/18

Cabinet member: Councillor Philip Whitehead Cabinet Member for Finance

Key Decision: No

Purpose of Report

1. This report provides an update on the progress against the stated aims in the council's Business Plan. It includes measures and activities reported on the [Citizens' Dashboard](#) and other key measures, as well as the latest version of the council's strategic risk register. This report covers the period April to June 2017.

Relevance to the Council's Business Plan

2. This report updates Cabinet on the performance against each of the stated outcomes contained in the Business Plan 2013 to 2017 at the end of quarter one 2017/18.

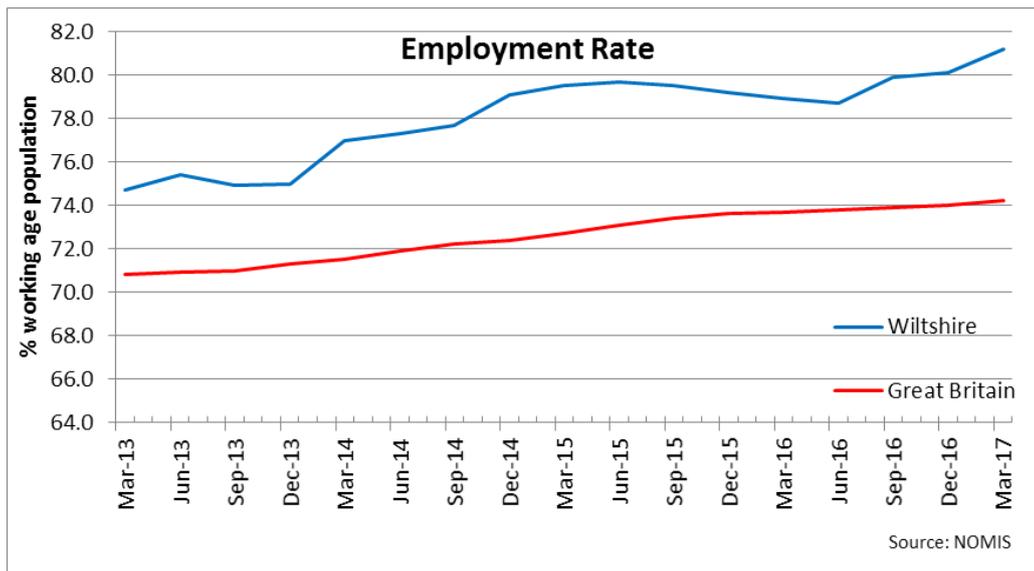
Overview of outturns

3. Measures presented on the [Citizens' Dashboard](#) were revised, using information drawn from individual services. These measures form the basis of the performance framework used to monitor progress through 2016/17, against the objectives set out in the Business Plan.
4. The performance framework is based on the measures used in services to monitor and manage their planned work and its impacts.
5. In July 2017, a new 10 year business plan was approved by the full council. In the following months, the activity to deliver the first stage of this business plan will be described by services and a new performance framework will be created to support the new business plan. In the meantime, this report will focus on the 2013-17 business plan and the progress made in those four years.
6. Below, under the six stated outcomes, are the areas the business plan addressed and an example of a supporting measure of success from the performance framework.

Outcome 1: thriving and growing local economy

7. Creating Jobs

The Business Plan stated that it was essential for Wiltshire's economy to remain competitive, sustainable and resilient. This was to be achieved with high levels of inward investment with a broad employment base. There has been significant growth in employment rate over the period of the business plan. Wiltshire's employment rate is up 8.7% points to over 80% while the growth in Britain as a whole was less than 5% points and the national employment rate remains below 75%



Council teams have worked with businesses to support the creation of over 10,200 jobs in the last three years.

8. Attracting Business

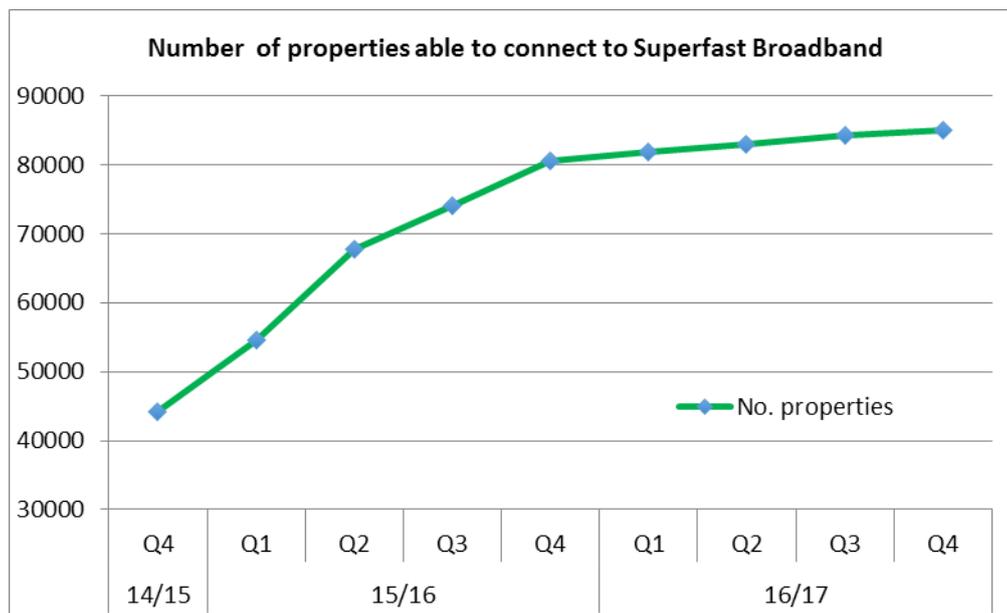
Alongside creating new jobs Wiltshire Council wants the county to remain an attractive place for established business to move to and for new business to start up.

At the start of the business plan period Wiltshire was the fifth most popular location in the UK to do business. In the 2016/17 Grant Thornton Vibrant Economy Index Wiltshire Council was ranked as the most economically vibrant local authority area in terms of resilience and sustainability.

Over the four years of the business plan Wiltshire Council supported more than 8,300 businesses with one in eight of those being start-ups. Businesses were supported through a variety of schemes including: Wiltshire Business Support Service, The Enterprise Network, Business Wiltshire and Wiltshire 100.

The infrastructure required to provide successful business support has also been important. Wiltshire Council has led the Wiltshire Online

project which has extended access to superfast broadband across the county. Between March 2015 and March 2017 there was an increase of 92% in the number of premises able to connect to superfast broadband in Wiltshire with the total number reaching nearly 85,000.



9. Higher and further education and training

The Council’s business plan identified the need for more people, and more young people in particular, to have access to higher and further education. The result would be of benefit to them and help build the workforce of the future.

Apprenticeships have been a particular focus of Wiltshire Council and the numbers applying for and taking up apprenticeship opportunities has grown over the years since 2013. In the year to September 2016 more than 6,400 people signed up to apprenticeship schemes in Wiltshire which was a 20% increase on the previous year.

Additionally, Wiltshire Council ran schemes that supported people with training and skills development. The numbers varied by year, depending on which schemes were running, but nearly 15,000 people were supported over the four years of the business plan. There were increasing numbers each year with around 3,000 in 2014/15, over 4,000 in 2015/16 and over 5,000 in 2016/17.

Outcome 2: people working together to solve problems and participate in decisions

10. Communities willingness to be involved and accept new ways of working

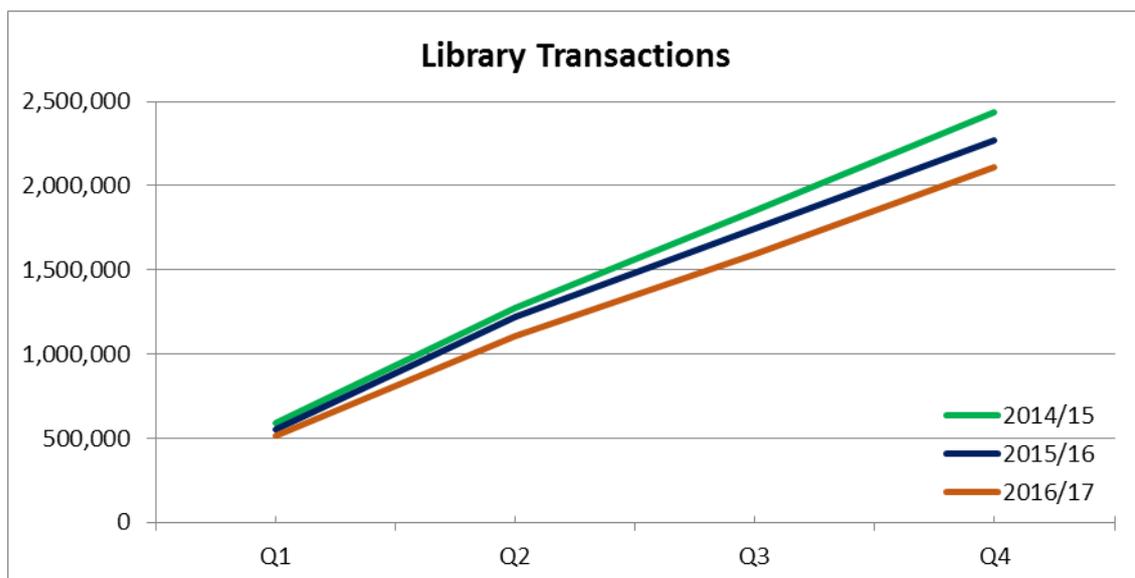
There was a clear need for many of Wiltshire’s communities to become more self-reliant, understanding that they need to play a part in providing solutions to issues they encountered. Wiltshire Council and its

councillors were to play an important role in delivering community decision making through area boards.

To date grants distributed into communities via area boards totals £4.3 million. All the projects supported through Wiltshire's Area Boards are listed on [the council's website](#).

Area Boards use the Our Community Matters platform to engage and communicate with local residents. This consists of 18 individual community blogsites featuring events, news, jobs and comments and each week a local mailing is generated from the content posted and sent to the community area network - subscribers who have signed up to receive the news service. Each blogsite is supported by a specific Twitter account. Digital interactions with Area Boards (including the Our Community Matters website, and Twitter followers) in this quarter were around 10,000. Interactions totalled over 1.2 million in the four years of the business plan. Subscribers to the area boards community network websites have tripled from around 7,000 to over 21,000.

Libraries are an important resource for Wiltshire's communities. In the last three years of the business plan Wiltshire libraries have seen a fall in the number of transactions (loans and renewals) as technology changes the way that people use books and information



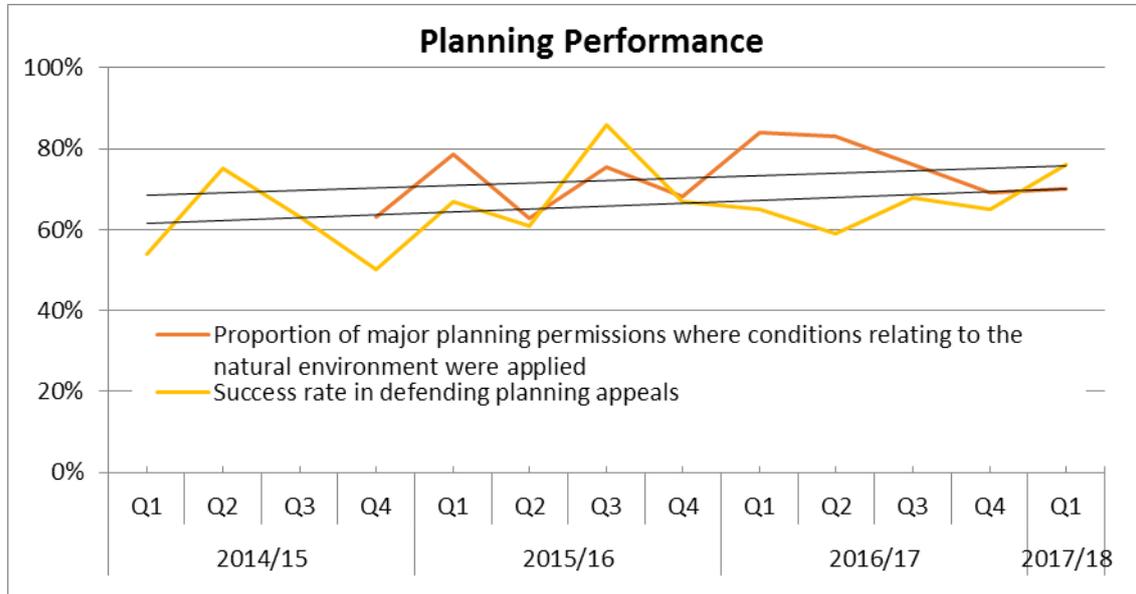
However, Wiltshire's libraries have adapted to become places where other community activities happen and visitor numbers remain high even if those visitors are not borrowing books.

Outcome 3: living in a high quality environment

11. Protecting Wiltshire's natural and historical heritage

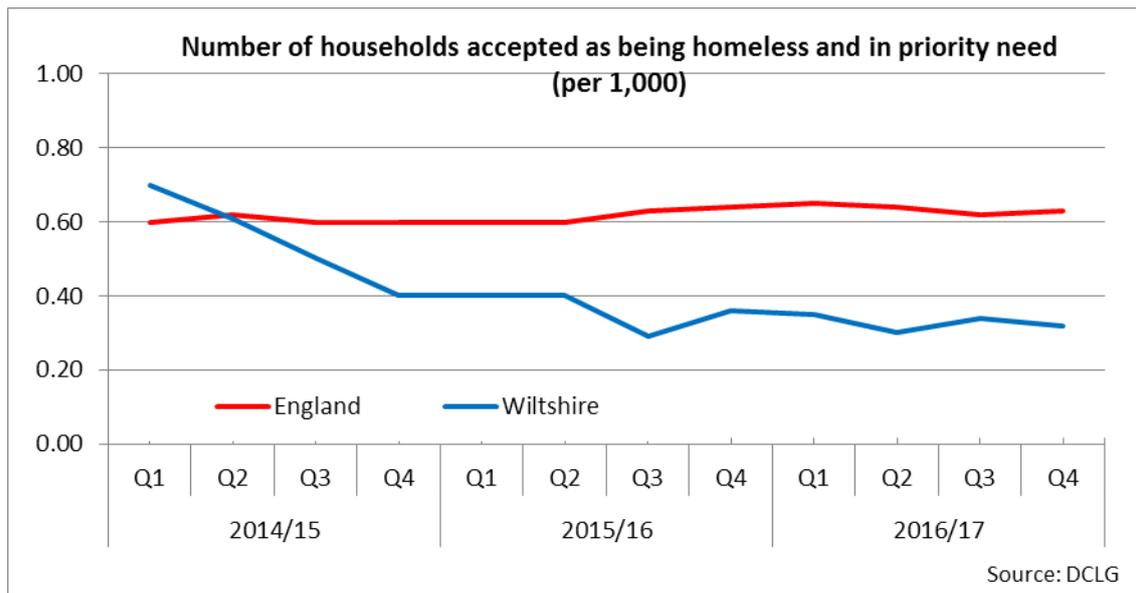
The planning system is used to encourage appropriate development and protect communities and the environment from unsuitable development. The graph below shows that, for the period where data is available, the trend in the proportion of major planning applications

where conditions relating to the natural environment are applied is up. Likewise, the proportion of planning appeals where the council successfully defended its decision are up. The combination of these two indicators suggest that Wiltshire Council is successfully using its powers as a local planning authority to protect the natural and historic environment and ensure that development takes place in the right locations.



12. Good quality housing for all

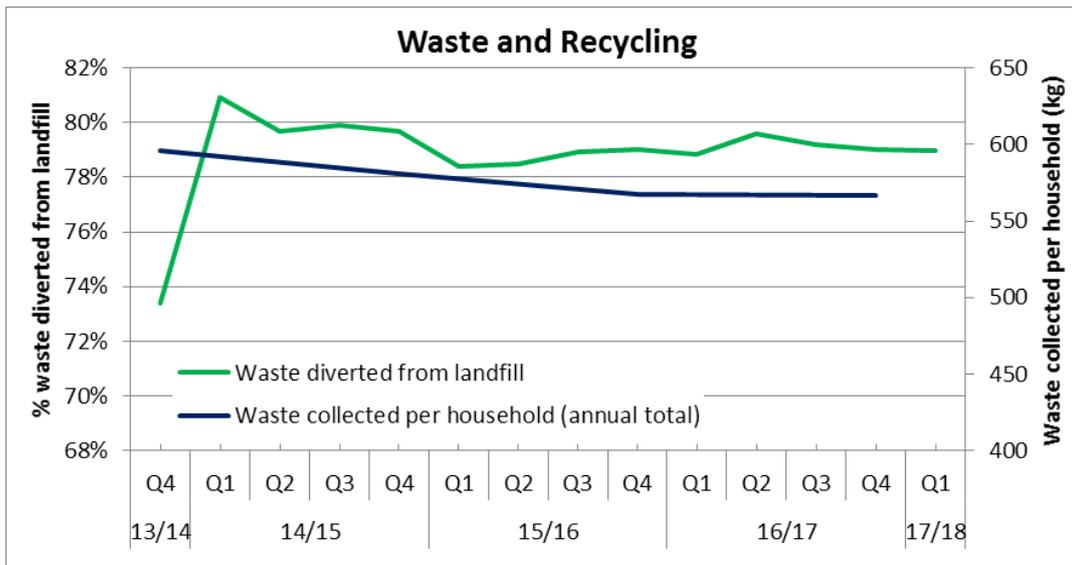
The stated aims in the business plan include reducing the numbers living in fuel poverty as well as reducing the number of people at risk of becoming homeless. The data below shows that Wiltshire has seen a fall of over half in the number of households accepted as homeless and in priority need (per 1,000) while the national number has risen slightly.



13. Environmental Footprint

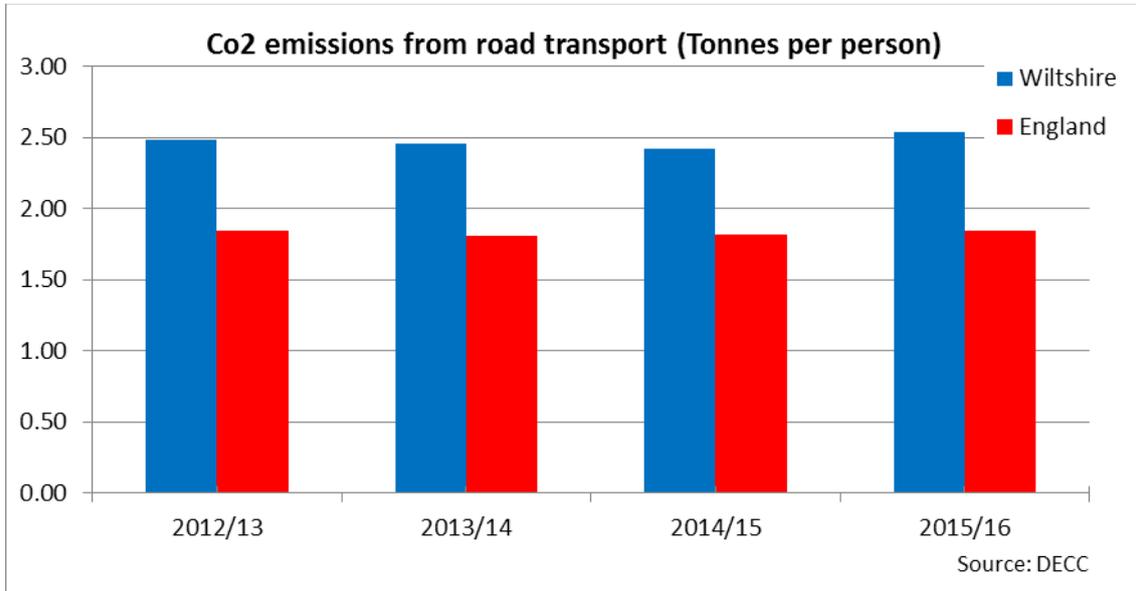
Between 2013 and 2017 Wiltshire Council aimed to help the county reduce its impact on the environment by having a smaller carbon footprint, use more renewable technology in private and public buildings and by ensuring more waste was recycled.

The graph below shows that, at the same time as the amount of waste collected from each household has fallen, the percentage of that waste diverted from landfill (reused, recycled or repurposed) has improved and stabilised. Each household is creating less waste and a smaller proportion of that waste is going to landfill.



14. Sustainable Transport

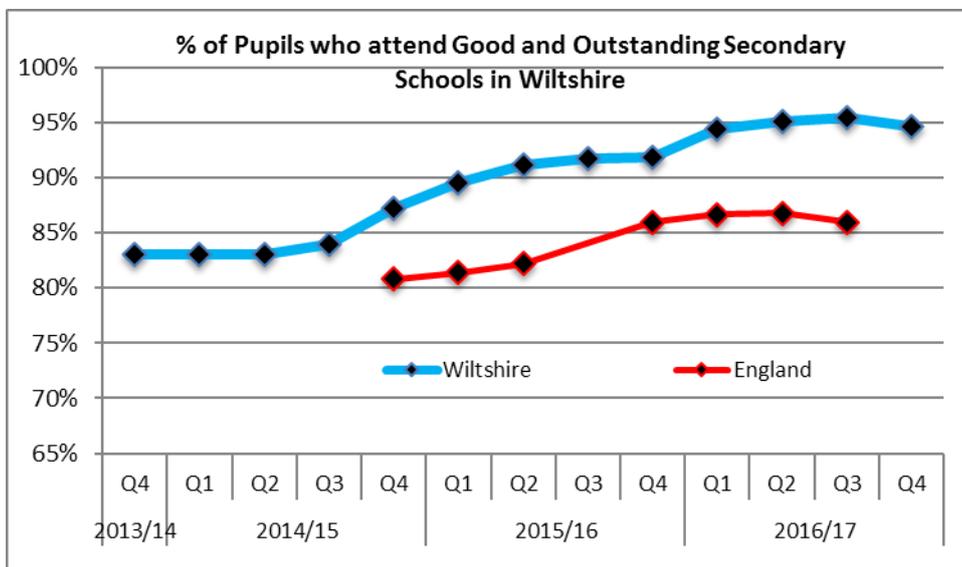
Wiltshire Council aimed for a transport system that supports both local people and business. The transport infrastructure was to have had an appropriate environmental impact. The Business Plan also suggests that people in Wiltshire should live in an environment where the air quality is good. Over the period shown in the graph below carbon dioxide emissions from roads in Wiltshire have increased by just under 2%. The national level has also seen a rise but it started lower than Wiltshire and the increase, less than 0.2%, is smaller than the increase in Wiltshire.



Outcome 4: inclusive communities where everyone can achieve their potential

15. High quality education and training

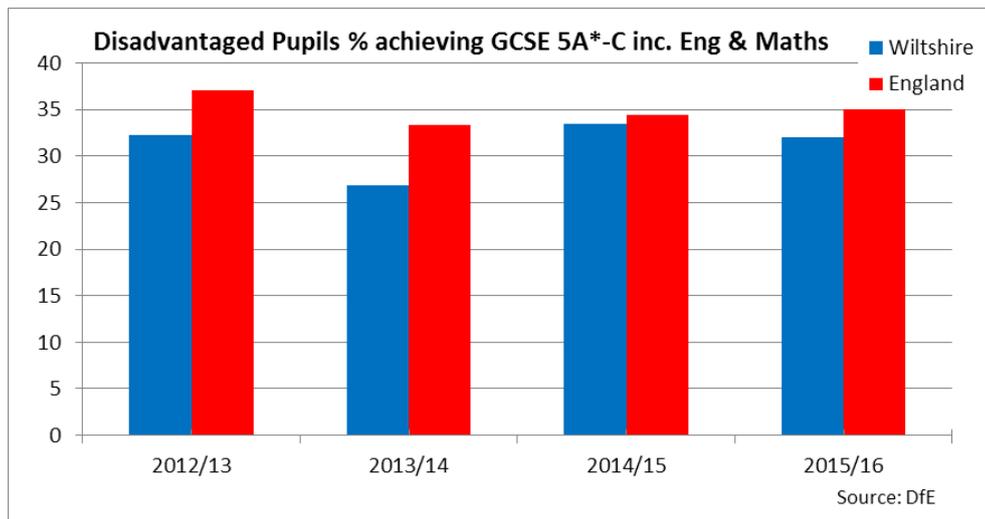
Everyone should have access to education which gives them the skills, knowledge and attitudes to succeed. Since 2013 Wiltshire has seen a steady improvement in the proportion of its secondary school pupils who attend good or outstanding schools (as judged by OFSTED). Wiltshire’s performance in this area has remained above the national average.



16. Overcoming inequality

The Business plan stated that public services would work together to focus on prevention, helping vulnerable families manage their needs and improve outcomes for vulnerable individuals.

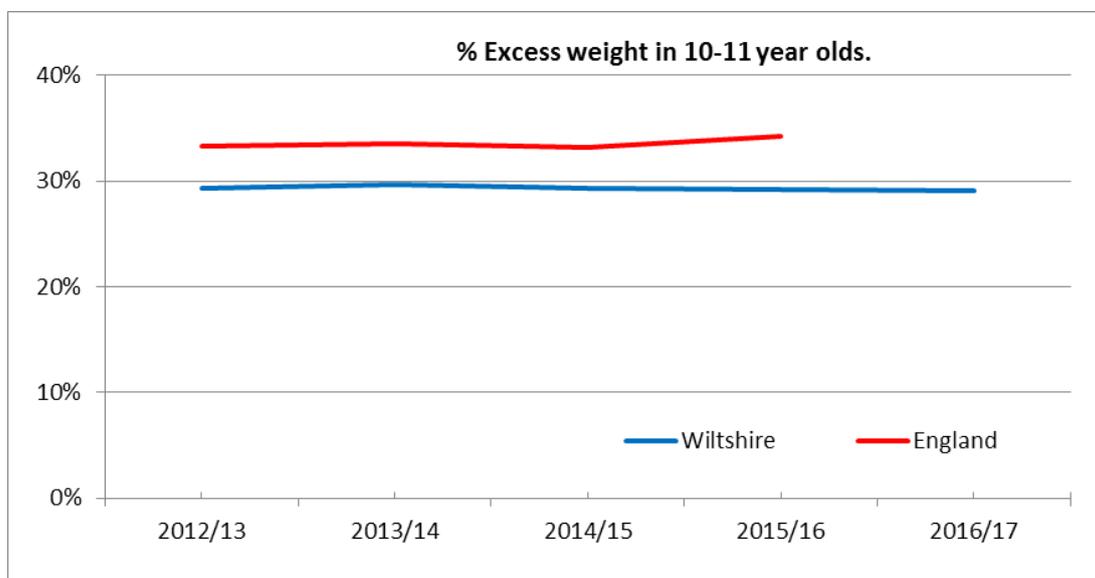
The proportion of disadvantaged young people who receive five or more A*-C GCSE grades (including English and Maths) is used as an indicator of the impact services are having on some of the more vulnerable young people. Wiltshire Council has a vulnerable learner's strategy and action plan in place. The work is predominately centred around young people eligible for the pupil premium (those who receive free school meals or who are looked after children) and aims to improve outcomes for these young people. Wiltshire's performance in this area has been below the national average and remains a key improvement priority.



Wiltshire Council is committed to supporting vulnerable families. Wiltshire Council has been running a programme to help improve the lives of those in the most troubled families. The first phase of the programme was completed in 2015. In the current phase (lasting to 2020) Wiltshire Council expects to engage with nearly 2,000 families.

17. Reducing Health Inequalities

Alongside reducing educational inequalities and getting better results for disadvantaged people the council's business plan stated that the



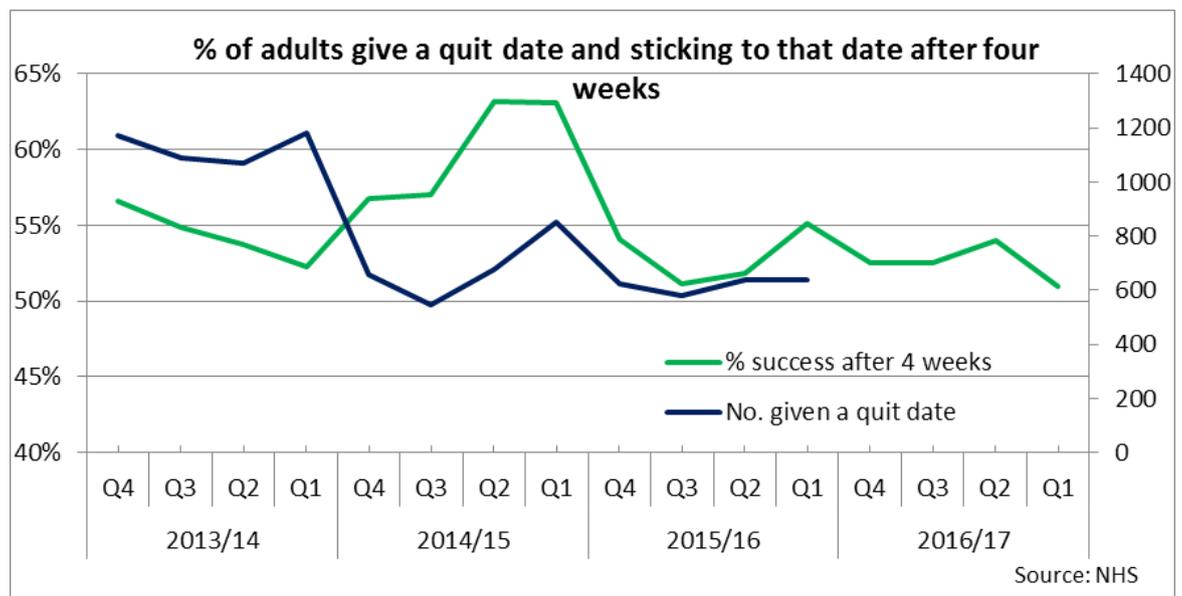
council would work jointly with health services to reduce health inequalities that acted as barriers to achievement, employment and happiness. Areas of focus in this outcome include smoking and obesity. Wiltshire's rate of excess weight in children aged 10 and 11 has improved, marginally, over the lifetime of the business plan and remains below the national average which has not improved. In 2014/15 Wiltshire Council teams prioritised tackling childhood obesity and began work with Wiltshire Clinical Commissioning Group (CCG) to develop an Obesity Strategy to halt the rise of excess weight in children and adults.

Outcome 5: healthy, active and high quality lives

18. People have all the information they need to make informed lifestyle choices

Wiltshire Council wants all public services to support people of all ages to take responsibility for their own physical and mental wellbeing. Wiltshire Council's business plan described an aim to make as much information available as possible to help people make better choices about their wellbeing. This covered many areas including: healthy eating, drug and alcohol use, teenage pregnancy and smoking.

Over the course of the business plan Wiltshire public health services have helped encourage people to give up smoking including by running smoking cessation courses. The graph below shows the proportion of people set a quit date who have successfully quit after four weeks. Although the graph suggests that the portion of people successfully quitting has fallen it's important to note that the number using quitting services has also fallen as the overall smoking population has decreased.



19. Volunteering

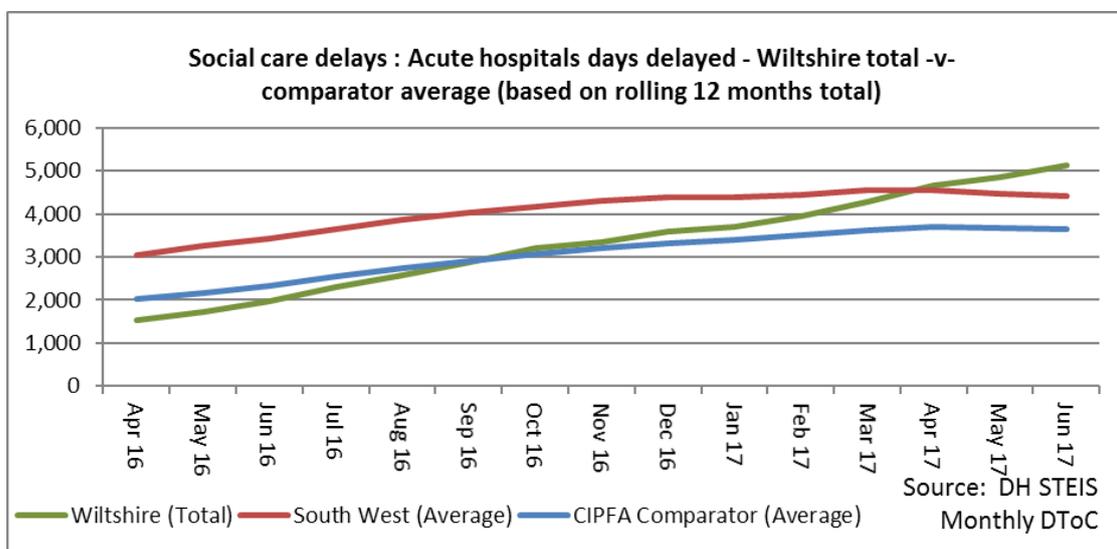
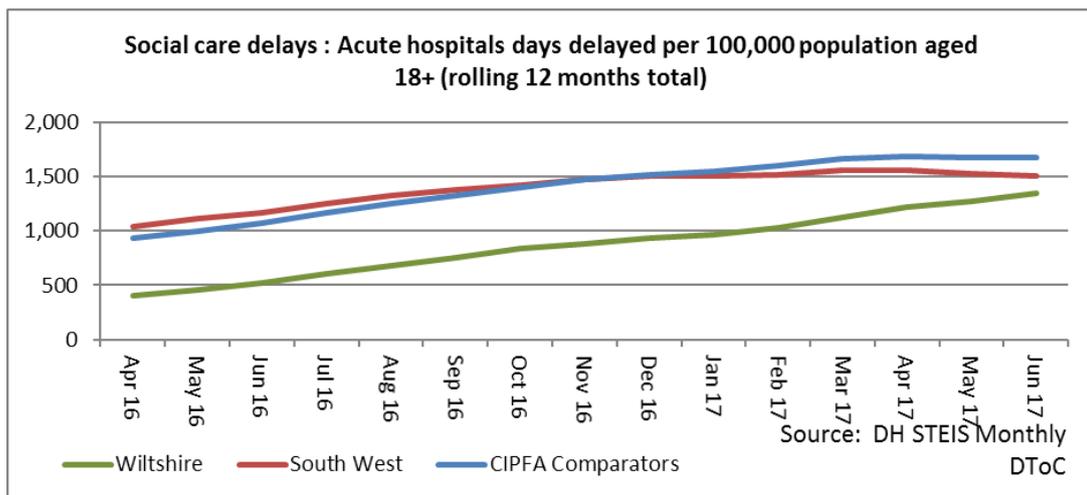
A key to building stronger communities is enabling constructive and productive volunteering. Wiltshire Council provides several volunteering

opportunities and encourages others to make use of volunteers. Wiltshire Council makes use of volunteers in its libraries, leisure services, children and young people’s services, refugee resettlement programme, and community transport among many others.

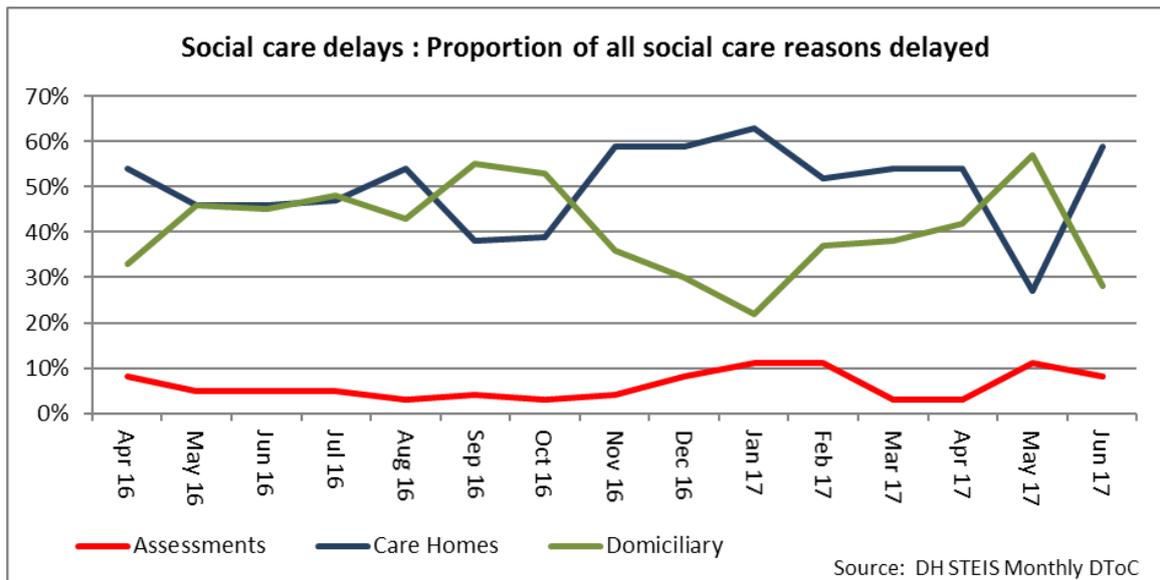
Volunteering for the council has been consistently strong over the period of the business plan. An example of this would-be in Wiltshire’s libraries, where 28,281 volunteer hours were donated in 2016-17. This is an increase of over 1,100 volunteer hours compared to 2013-14, where 27,158 volunteer hours donated.

20. Integration of Health and Social Care

The business plan stated that public services should work together to provide integrated care which works well for individuals, families and carers. One measure of how well services are integrated is reducing the number of delayed transfers of care. This measure is useful to understand the flow of patients across the health and social care system and capacity within the social care market. The graphs below show the challenges related to delayed transfers of care'

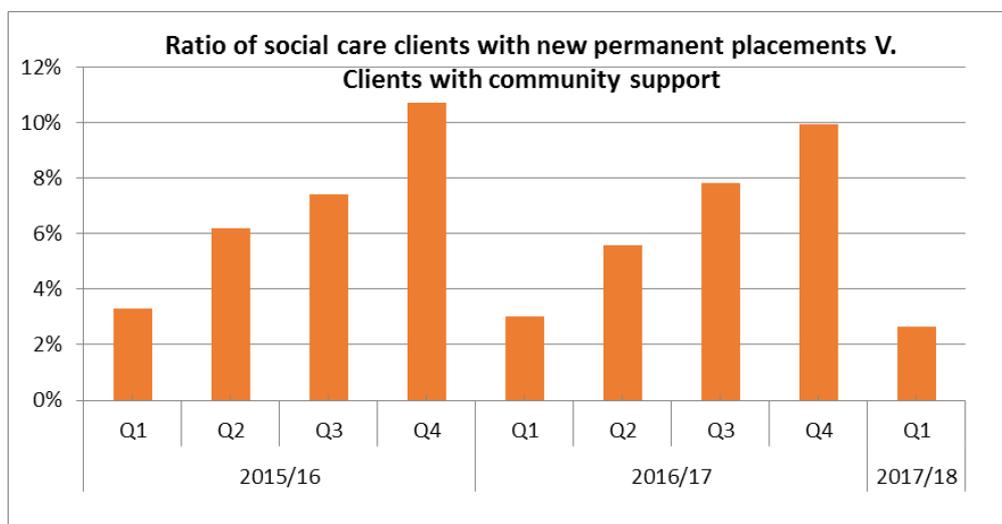


The following graph shows the reasons for social care delayed days. Most of the delays are caused by lack of timely capacity in domiciliary care and care homes. The Adult Social Care Transformation programme is focused on increasing the capacity within re-ablement and domiciliary care.



21. Maintaining Independence

An aim of the business plan was to enable more disabled and older people with long-term health conditions to choose to remain independent and to keep living in their own homes. Despite there being a clear seasonal trend in the ratio displayed in the graph below the overall trend is down meaning that a smaller proportion of adult social



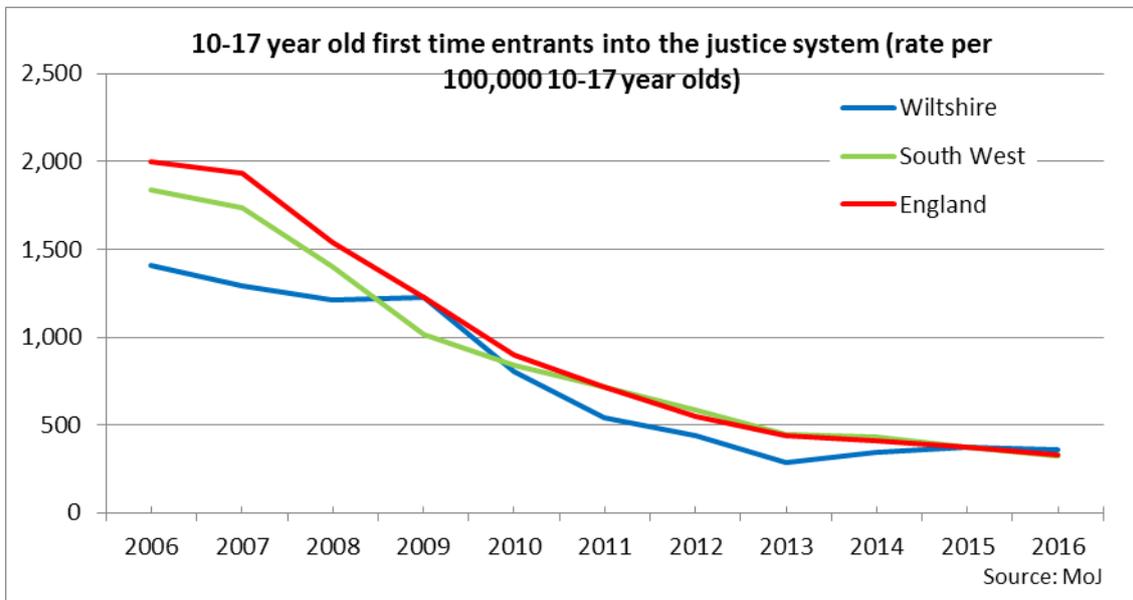
care clients have a permanent placement and more are looked after in the community and in their own homes.

Outcome 6: protected from harm and feel safe

22. Low crime and anti-social behaviour

Wiltshire is a low crime area and it was Wiltshire Council's ambition to ensure that it continues to be so. In order to support this ambition various services within the council help to address the causes of criminal behaviour including alcohol, drug use, poverty, unemployment and poor mental health.

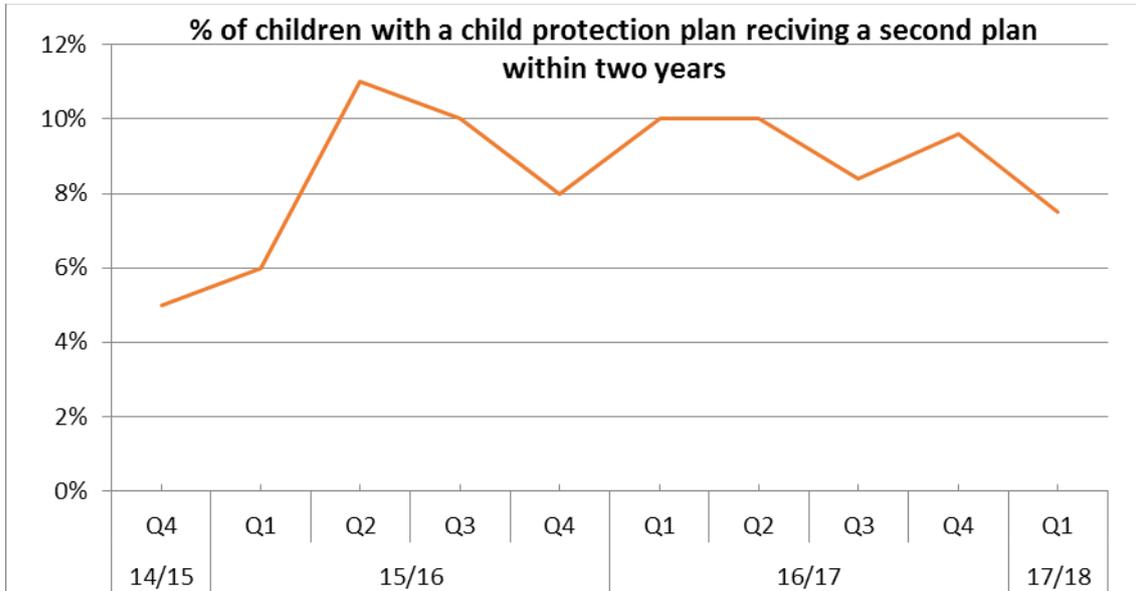
The county's Youth Justice Team, based within the council, works to reduce the number of young people who pick up a criminal record. Over the period of the business plan there was a 25.7% rise in the rate of first time entrants but this was from an exceptionally low base in 2013. Previous years are included in the graph below to show the work done over the last decade.



23. Early intervention where there is risk of harm

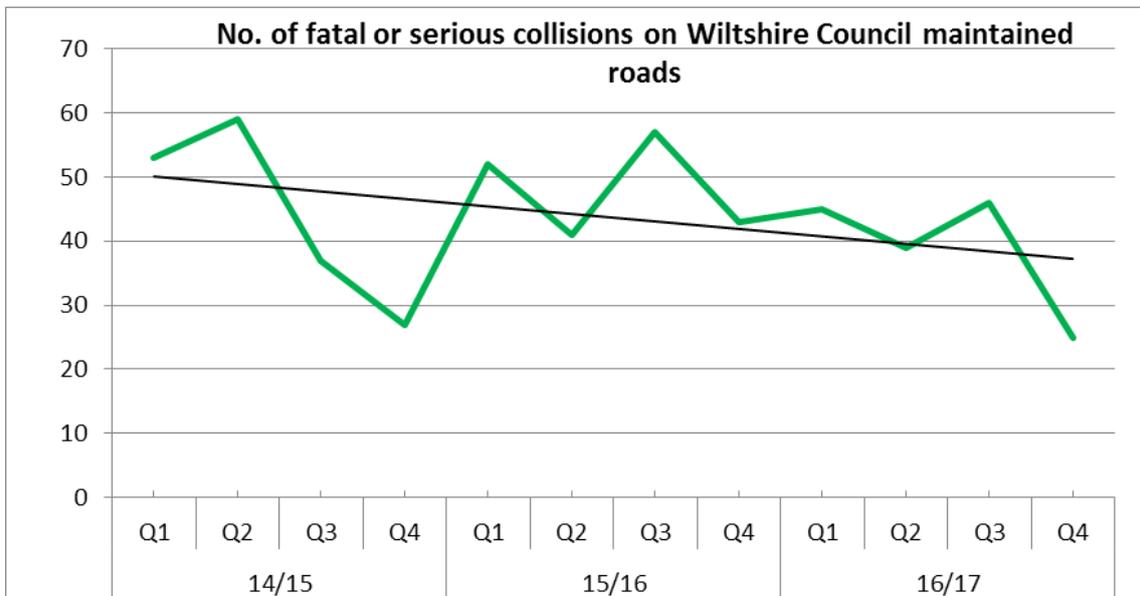
Wiltshire Council stated that it would actively identify adults and children who were at risk of harm to themselves or to others and provide support to prevent that risk becoming an issue.

Some of the most vulnerable young people are subject to a child protection plans which are designed to put in place the support required to keep them safe. If a child protection plan is successful a subsequent plan is less likely to be required. The graph below shows that in Wiltshire, over the last two-and-a-half years, the proportion of young people who required a second plan within two years of the first remains low.



24. Safer Streets

The business plan stated that Wiltshire Council wanted people to be, and feel, safer on the streets and to reduce the number of serious traffic accidents. Wiltshire Council has prioritised fixing dangerous defects on roads, monitors attendances at safer driving courses and provides various road safety training schemes for children. The graph below shows that the trend over the last two-and-a-half years for number of road traffic accidents in which people are killed or seriously injured on Wiltshire's roads is down.



Strategic Risk Register (as at June 2017)

25. Delivering the Council's Business Plan has been a significant challenge given an increasing demand for key services, such as care for vulnerable children and adults, waste management and highways maintenance, as well as rising inflation costs, and smaller central government grants. The Strategic Risk Register reflects these challenges.
26. The Strategic Risk Register draws together information reordered on risk registers at service delivery level. Each Directorate area holds at least one Service Risk Register.
27. Information that has significance across the council as a whole is displayed in three categories on the Strategic Risk Register.
 - *Critical service risks*: significant single service risks, which, should they be realised will have a significant impact on the organisation as a whole.
 - *Composite strategic risks*: risks which are significant within a number of service areas although individually would not significantly impact on the organisation as a whole. These risks are compiled into a single strategic composite risk (owned by the most appropriate service) and included within the strategic risk register. The ongoing monitoring of these risks therefore is drawn from the updates to the individual service level risks.
 - *National risks*: These risks mirror the most significant risks on the Cabinet Office's [national risk register](#) and is Wiltshire's response should these be realised. These are typically captured within the [Wiltshire Community Risk Register](#) managed by the [Local Resilience Forum](#).
28. The simplified version of the current strategic risk register is provided in appendix 1.
29. Each risk is fully defined by the responsible service (who assess the cause, event and effect that make up the identified risk) and scored for impact and likelihood to give an overall score. A risk is scored twice; firstly, as inherent (the current level of risk) and then as residual (the risk as it would be once all mitigating actions are in place). The actions described are RAG'd based on progress towards completion. This RAG guides the reader of the register to understand the true current risk.
30. A whole range of service risks are kept under observation each quarter. A small number of new risks were added to service registers this quarter with just one represented on the corporate risk register through one of the composite corporate risks.
31. There are no new risks on the strategic register and none have been removed since the last quarter.
32. Of the 13 risks listed on the strategic risk register just two have an inherent score that puts them in the 'high' bracket.
33. A pandemic flu outbreak or widespread flooding remain high risk to both local life and to service provision. However, the council has effective business continuity plans and resilient staff structures in place to respond to any incidents. The way these risks are scored on the register reflects

the scale of the impact should either an outbreak of extreme flooding occurs and the lack of control the organisation has on avoiding these national high level risks. The scoring of these risks also mirrors the national level risk assessment

34. Other national level risks have medium or low inherent and residual scores and suggest good progress against planned actions.
35. The risk around safeguarding of children and young people has been reduced in the last six months and maintained at a lower level. The change from a high to a medium inherent risk is due to the implementation of the relevant improvement plan. There is now much less reliance on agency staff and this has ensured greater stability and a positive impact for children and families. However, given the nature of the risk, and the vulnerability of the children and young people involved, further reduction in this risk is unlikely.
36. Safeguarding of vulnerable adults remains a high priority for the council. This focus means that actions continue to be sought and undertaken, to mitigate the likelihood of safeguarding incidents. However, the unpredictability of the sources of such events means that safeguarding will always be a risk to the organisation.
37. At the start of this current financial year the council has put new processes in place to help support budget managers from all services to maintain greater oversight of budgets and spending. As a result, the overall likelihood of an issue has reduced slightly as there should be more flexibility in the system. There remains continued pressure on budgets across Wiltshire Council. This is a common risk across local authorities as the demands on essential services continue to increase and the funding from central government decreases.

Overview & Scrutiny Engagement

38. The Financial Planning Task Group is due to consider this report at its meeting on 7 September 2017. Any findings or recommendations will be referred to the Cabinet for consideration.

Safeguarding Implications

39. A number of indicators are regularly analysed which directly relate to the safeguarding of children and adults. Action is taken where improvements in performance are required.

Public Health Implications

40. Not applicable as no decision is required.

Procurement Implications

41. Not applicable as no decision is required.

Environmental and Climate Change Considerations

42. Not applicable as no decision is required.

Equalities Impact of the Proposal

43. Not applicable as no decision is required.

Risk Assessment

44. Not applicable as no decision is required.

Financial Implications

45. Not applicable as no decision is required.

Legal Implications

46. Not applicable as no decision is required.

Options Considered

47. Not applicable as no decision is required.

Conclusions

48. This report brings together updates on outturns published through the Citizen's Dashboard, as well supplementary commentary to provide further context around the council's activities in these areas and the risks faced by the council.

Robin Townsend

Associate Director, Corporate Support, Procurement & Programme Office

Report Author:

Toby Eliot, Corporate Support Manager | toby.eliot@wiltshire.gov.uk

August 2017

Appendices

- Appendix 1: Strategic Risk Register (Q1 June 2017)
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Wiltshire Council Strategic Risk Register 2017/18 Quarter One

Risk short name	Primary Risk Category	Secondary Risk Category	Q1 Inherent Impact	Q1 Inherent Likelihood	Q1 Inherent Risk Rating	Q1 DoT	Q1 Actions RAG	Q1 Residual Impact	Q1 Residual Likelihood	Q1 Res Risk Rating	Q1 Comments
Critical Service Risks											
Safeguarding Children	Service Disruption	Reputation	4	2	8	▶	Green	4	1	4	Individual areas of risk have become better managed in the last 12 months with more stable management teams and staff structures and fewer agency staff.
Safeguarding Adults	Reputation	Service Disruption	4	2	8	▶	Green	4	1	4	All planned actions are on track and the risk remains well monitored and managed.
Composite Corporate Risks											
Staff capacity: Recruitment and Retention	Staffing/ People		3	2	6	▶	Green	3	2	6	New engagement initiatives to help motivate and retain staff stated in this quarter which helps to keep the overall risk to the organisation low. There are higher risks in specific areas.
Budget management	Financial	Reputation	4	2	8	▼	Green	4	2	8	New processes and support for budget managers across the council are in place for the start of the new financial year.
Contract monitoring and management	Service delivery	Financial	4	2	8	▶	Amber	4	2	8	Progress is being made through the actions set out in the Action Plan. The directorate Contract Management plans need greater focus which will be taken forward with the Service Areas over the next quarter.
Corporate Health, Safety & Wellbeing	Health & Safety		3	2	6	▶	Green	2	2	4	Controls remain in place to manage the overall health and safety risk level.
Information Governance	Reputation	Finance	3	2	6	▶	Green	2	2	4	The risk process helps monitor higher level risks in all parts of the organization helping to maintain a low level risk over all.

Wiltshire Council Strategic Risk Register 2017/18 Quarter One

Risk short name	Primary Risk Category	Secondary Risk Category	Q1 Inherent Impact	Q1 Inherent Likelihood	Q1 Inherent Risk Rating	Q1 DoT	Q1 Actions RAG	Q1 Residual Impact	Q1 Residual Likelihood	Q1 Res Risk Rating	Q1 Comments
National Level Risks											
Pandemic influenza	Health & Safety		4	3	12	▶	Green	4	3	12	The current Wiltshire plan up to date and has been checked against the national guidance. Despite having good reactive plans in place the risk will remain high.
Flooding	Health & Safety		4	3	12	▶	Green	4	3	12	<p>NATIONAL RISK - RATINGS DO NOT CHANGE AT LOCAL LEVEL</p> <ul style="list-style-type: none"> Local Winter Planning remains in place. No significant weather events experienced. Programme to ensure energy stability continues. Corporate Deliberate Threats Plan completed and training conducted with all Heads of Services. Internal procedures and security reviewed in wake of recent terror attacks. Air Quality capability remains in place.
Widespread electricity failure (NEW 2015)	Health & Safety		4	2	8	▶	Green	4	2	8	
Catastrophic terrorist attacks	Health & Safety		4	2	8	▶	Green	4	2	8	
Poor air quality events (NEW 2015)	Health & Safety		4	2	8	▶	Green	4	2	8	
Cyber Security	Legal	Reputation	4	1	4	▶	Green	4	1	4	

Wiltshire Council

Cabinet

12 September 2017

Subject: **Revenue and Capital Budget Monitoring Period 4 2017/2018**

Cabinet Member: **Cllr Philip Whitehead – Finance**

Key Decision: **No**

Executive Summary

This report advises members of the revenue and capital budget monitoring positions as at the end of Period 4 (end of July 2017) for the financial year 2017/2018 with recommended actions as appropriate.

The forecasts indicate a general fund variance, if no action is taken, of £4.484 million, with management action identified to date. This is 1.4% of the Council's net budget, and significantly less than previous year comparisons at this stage of the financial year when action was taken to deliver a balanced budget. The purpose of budget monitoring is to identify such risks in order to allow management to address issues. Action is currently being taken to identify areas where additional savings can be made so that a balanced budget is achieved. An updated position will be reported to Cabinet in the next budget monitoring report.

This report also details changes to the capital budget made since the 2017/2018 budget was set in February 2017 and reflects the position of the 2017/2018 capital spend against budget as at Period 4 (as at 31 July 2017)

If action is taken then a balanced budget can be achieved by 31 March 2018. If this is not the case then there will be a draw down from reserves. Therefore every action will be taken to reduce spend.

The year-end general fund reserve balance with no drawdown to fund overspends would be £12.534 million. This is in line with the Council's financial plan and recommendations by the Section 151 Officer.

Proposal

Cabinet is asked to note the outcome of the period 4 (end of July) budget monitoring and to approve all budget amendments outlined in the report.

To note the budget movements undertaken to the capital programme shown in appendices D and E and to also note the reprogramming of the capital £23.620 million between 2017/2018 and 2018/2019.

Reason for Proposal

To inform effective decision making and ensure a sound financial control environment.

To inform Cabinet of the position of the 2017/2018 capital programme as at Period 4 (31 July 2017), including highlighting any budget changes

Michael Hudson Associate Director - Finance

Wiltshire Council

Cabinet

12 September 2017

Subject: **Revenue Budget Monitoring Period 4 2017/2018**

Cabinet Member: **Cllr Philip Whitehead – Finance**

Key Decision: **No**

Purpose of Report

1. To advise members of the revenue and capital budget monitoring position as at the end of period 4 (end of July 2017) for the financial year 2017/2018 with suggested actions as appropriate.
2. To inform Cabinet on the position of the 2017/2018 capital programme, as at Period 4 (31 July 2017), including highlighting budget changes
3. This report is the first combined revenue and capital report.

Background

4. The Council set the 2017/2018 budget at its meeting on 21 February 2017. The report focuses on forecast exceptions to meeting the original budget and actions required to balance it. Comprehensive appendices showing the individual service headings are included in Appendix C. More details on any revisions to the original base budgets in year are also included in the report.

Revenue Summary

5. The projected year end position for the relevant accounts is set out as follows:

	Revised Budget Period 4 £m	Profiled Budget to date £m	Actual Net Spend to date £m	Projected Spend Position for Year £m	Projected Variance at Period 4 £m
General Fund Total	311.351	189.198	139.113	315.835	4.484
Housing Revenue Account	(0.592)	(4.541)	(5.550)	(0.592)	0.000

6. Annual budget expenditure is not always spent in equal amounts each month. The profiled budget above shows the anticipated spend at the end of period 4. The main variance between the revised budget at period 4 and the profiled budget is due to a phasing of grant income due to be received by schools in period 12.

General Fund Monitoring Update

7. Finance has continued to monitor budgets, with budget managers, with a focus on the budgets assessed to be subject to a high risk due to factors such as changes in customer demand or expenditure or income assumptions. This has identified the areas where costs have risen quicker than forecast.
8. Budget monitoring is an ongoing process and budgets and expenditure are reviewed between budget managers and accountants regularly, on a risk based approach. As part of this review these reports exclude commitments in the actual spend column, to better show a consistent position. However, known commitments are taken into account in calculating the projected position for the year.
9. The period 4 report shows more detailed information and reports only the larger variances. Full details of service area figures are included in Appendix C. The figures in period 4 are current position after any approved recovery actions have been actioned.
10. As in previous reports, this report will target large variances and the managerial actions arising to ensure a balanced budget at year end.

Budget Movements in Period

11. There have been a number of budget movements in the first period of 2017/2018. These are due to budget virements, relating to factors such as structural changes or allocation of corporate savings targets since the report for budget setting in February 2017. A full trail is shown in appendix A. The overall net budget remains the same as agreed by Full Council in February 2017.
12. Further details of major virements in the period are included in appendix B. This includes a virement that has reallocated previous agreed corporate savings budget across all council services.

General Fund Monitoring Details

13. Overall the majority of service net spend is in line with budget profiles and forecasts. There are some services which have identified larger variances at this stage of the year than originally planned. Details of these areas are included below. Associate Directors and Head of Service are identifying compensating actions to bring these back in line.
 14. Overall the period 4 report identifies potential cost pressures of £4.484 million. Below are the comments on the main variances
-

Adults Social Care

15. Adult Social Care budgets are projected to be on line for this financial year. Pressures of up to £2.2 million have been identified against the care budgets and this is due to increased complexity of cases and the capacity within the market, particularly for Help to Live at Home providers, to support packages in the community. There is also a pressure of up to £0.760 million in relation to sleep in rates and this is a national issue.
16. Actions to mitigate these pressures are centred around the Adult Social Care Transformation Programme which is supporting a number of the current pressures in year and will be the delivery route for recurring savings in future years. Management actions are also being taken in year to review care packages and ensure value for money is being achieved.

0-25 Service: Disabled Children & Adults

17. The 0-25 SEND Service is currently projected to overspend by £1.796 million and this reflects continued pressures across all budgets for children and young people with high needs. SEN Transport budgets are projected to overspend by £0.939 million, this forecast is based on current spend and assumed growth at the same rates as in 2016-17. As previously reported to Cabinet, success in meeting the needs of young people in local college provision has had an impact on transport costs despite reducing overall spend on education placements. In the current year Schools Forum has allocated additional funding to provide travel training, particularly for post-16 students, to enable independent travel where appropriate. It is anticipated that this will impact on transport costs as more young people are able to travel independently.
18. Spend on packages of care for young people with disabilities has also increased during the year. This primarily relates to the impact of changes to the legislation resulting in a greater number of young people aged 16-25 being supported through education, health and care plans (EHCPs). This impact is evident nationally as well as in Wiltshire.

Car Parking

19. Car Parking is currently projecting a net overspend of £0.250 million, due to the projected level of 2017/2018 income. Officers are working on proposals which, if approved, could mitigate this.

Libraries, Heritage & Arts

20. Libraries, Heritage & Arts is currently projecting a net overspend of £0.400 million. This is a projected overspend of £0.200 million on City Hall based on an income target and £0.200 million on Community working expenditure. Managers are currently reviewing compensating savings and income generation

Business Services

21. Business Services is currently projecting an overspend of £0.160 million. This overspend is against Customer Service staffing budget. The overspend will be offset in areas of support service budgets as any reduction in customer services staffing levels will impact service performance negatively.

Restructure & Contingency

22. This heading includes a range of corporate and cross cutting savings and is currently projecting a net overspend of £1.878 million. This balance is largely due to the ongoing delivery of corporate savings for which plans are being developed and actioned, albeit slower than anticipated. Corporate Directors are reviewing actions to assess the ability to deliver alternative savings, however the General Fund Reserve does allow a contingency for prudence due to the difficult nature of these items. However at this stage we do not plan to draw down.

Housing Revenue Account Summary

23. Budget figures on the Housing Revenue Account (HRA) have been reviewed as part of the regular budget monitoring process.
24. The HRA is currently projecting a balanced position.

Capital Summary

25. The original budget for 2017/2018 was approved by Council during budget setting on 21 February 2017. Since that date there have been a number of changes to the budget for 2017/2018, largely due to reprogramming of budget from 2016/2017 and to 2018/2019; but also to reflect additional funding being available. The changes to the budget since it was last amended in the Budget report are summarised in the table that follows, a fuller breakdown of the changes made at a scheme by scheme level is attached as Appendix D

Breakdown of Budget Amendments from Original Budget to Period 4 Budget (as at 31 July 2017)

	£m	Further information
Original Capital Programme Budget (reported to Council 21 Feb 2017)	131.508	Appendix A
Amendments to Capital Programme 2017/2018 Since Budget Setting		
Month 9 2016/2017 Budget reprogrammed into 2017/2018	13.633	Appendix A
Outturn 2016/2017 Budgets Reprogrammed into 2017/2018	20.415	Appendix A
Additional Budgets added to Programme	30.282	Appendix A & B
Grant Amendments	1.578	Appendix A
Reduced Budgets	(0.007)	Appendix A
Budgets Reprogrammed from 2017/2018 to 2018/2019	(23.620)	Appendix A & B
Current Budget 2017/2018	173.789	

26. The budget additions shown above largely reflect increases in funding being available and brought into the programme under the Chief Financial Officer delegated authority. They largely comprise additional grants from Central Government, Section 106 contributions and other contributions used to finance capital spend within the capital programme. Further information on the budget movements at an individual scheme level is shown in Appendix D and in further detail in Appendix E.
27. The budgets that have been reprogrammed into 2018/2019 are shown in further detail in Appendices D and E, with the higher value amounts also explained in the narrative for schemes in Appendix F.

Summary of Capital Position as at 31 July 2017

28. The current capital budget for the year 2017/2018 is £173.789 million. Actual spend on schemes as at 31 July 2017 was £31.556 million. A full breakdown of these figures is attached in Appendix D.
29. At present there are no anticipated significantly overspending schemes. Further information on the movements undertaken and the position of some of the larger schemes is set out in Appendix C, along with updates on the capital receipts received during 2017/2018.

Reserves

30. The table below provides the projected position for the year as at period 4 on the general fund balance held by the Council. The latest forecast on general fund balances currently stands at £12.534 million at 31 March 2018.

General Fund Reserve	£ million	£ million
Balance as at 1 April 2017		(12.534)
Projected overspend at period 4	4.484	
Service Recovery Plans	(4.484)	
Total Forecast movement		0.000
Forecast Balance 31 March 2018		(12.534)

31. At present it is assumed that all other areas currently overspending will be on line by the year end following management action. A review of the assessment of need has been undertaken by the Section 151 Officer to link all the General Fund balances to risk. The original assessment reported to Full Council does allow some provision for Corporate Items that have not yet been recognised as there is sufficient time to take alternative actions to deliver a balanced budget. Also the table above identifies that the Council has sufficient reserves to deliver a balanced budget at the year end, however the risk assessment for 2018/2019 would require this to be recovered in that year, as well as the savings made on a recurring basis, so action is needed now to avoid deferring the matter to 2018/2019. At this stage it is planned that these actions will be achieved.

Overall Conclusions

32. This report has identified a shortfall if no further action is taken on the general fund budget of £4.484 million at period 4 due to cost pressures / shortfalls in income. Officers are currently taking action to address this and further monitoring reports will be brought to Cabinet throughout 2017/2018.
33. The early identification of potential issues is part of sound and prudent financial management. Action to address this year's forecast should be taken where officers have the delegated powers to do so and this is underway.

Implications

34. This report informs member's decision making.

Overview & Scrutiny Engagement

35. Regular reports are taken to Overview & Scrutiny relating to the Council's financial position

Safeguarding Implications

36. Safeguarding remains a key priority for the Council and this report reflects the additional investment support the ongoing spend in looked after children and safeguarding.

Public Health Implications

37. None have been identified as arising directly from this report.

Procurement Implications

38. None have been identified as arising directly from this report.

Equalities and diversity impact of the proposals

39. None have been identified as arising directly from this report.

Environmental and Climate Change Considerations

40. None have been identified as arising directly from this report.

Risks Assessment

41. If the Council fails to take actions to address forecast shortfalls, overspends or increases in its costs it will need to draw on reserves. The level of reserves is limited and a one off resource that cannot thus be used as a long term sustainable strategy for financial stability. Budget monitoring and management, of which this report forms part of the control environment, is a mitigating process to ensure early identification and action is taken.

Financial implications

42. This is a report from the Chief Finance Officer and the financial implications are discussed in the detail of this report.
43. It is forecast that a balanced budget will be achieved by 31 March 2018 following mitigating management action.
44. The capital budget for 2017/2018, as detailed in this report, has been revised to £173.789 million. Within any capital programme there are a number of potential risks such as from cost overruns or lower than expected levels of capital receipts. Such issues will be highlighted as soon as they establish themselves through the quarterly reporting process. Members may wish to bear in mind that the capital programme has been set for four years and therefore risks will be appraised over the whole period.

Legal Implications

45. None have been identified as arising directly from this report.

Proposals

46. Cabinet is asked to note the outcome of the period 4 (end of July) budget monitoring and to approve all budget amendments outlined in the report.
47. To note the budget movements undertaken to the capital programme shown in appendices D and E and to also note the reprogramming of the capital £23.620 million between 2017/2018 and 2018/2019.

Reasons for Proposals

48. To inform effective decision making and ensure a sound financial control environment.

Background Papers and Consultation

None

Contact Name:

Michael Hudson, Associate Director Finance, ext 13601
michael.hudson@wiltshire.gov.uk

Report Author: Matthew Tiller, Chief Accountant

Appendices:

- Appendix A: Revenue Budget Movements 2017/2018
Appendix B: Major Virements between Service Areas from Original budget
Appendix C: Revenue Budget Monitoring Statements
Appendix D: 2017/2018 Capital Programme Budget Movements and spend to
31 July 2017
Appendix E: Delegated authority for budget movements
Appendix F: Narrative on specific schemes

Wiltshire Council Revenue Budget Movements 2017/2018

Service	Original Budget	Structural Changes	Revised Original Budget	In Year Virements to Period 4	Revised Budget Period 4	Major Virements See Appendix B
	£m	£m	£m	£m		
Adult Social Care Operations						
Adults 18+	61.774	0.000	61.774	(0.600)	61.174	*
Mental Health	22.590	0.000	22.590	0.000	22.590	
Learning Disabilities	42.188	0.000	42.188	0.118	42.306	
Adult Care Commissioning & Housing						
Resources, Strategy & Commissioning	10.118	0.000	10.118	(0.038)	10.080	
Housing Services	4.201	0.000	4.201	(0.090)	4.111	
Public Health & Public Protection						
Public Health Grant	0.000	0.000	0.000	(0.750)	(0.750)	*
Other Public Health & Public Protection	2.314	0.000	2.314	0.000	2.314	
Leisure	0.130	0.000	0.130	(0.005)	0.125	
Operational Children's Services						
Children's Social Care	36.063	1.398	37.461	0.010	37.471	
0-25 Service: Disabled Children & Adults	16.707	0.000	16.707	(0.123)	16.584	
Early Help	1.734	0.000	1.734	(0.149)	1.585	
Commissioning, Performance & School Effectiveness						
School Effectiveness	1.650	0.001	1.651	(0.231)	1.420	
Safeguarding	1.398	(1.400)	(0.002)	0.002	0.000	
Funding Schools	0.000	0.000	0.000	0.000	0.000	
Commissioning & Performance	6.882	0.002	6.884	(0.856)	6.028	*
Economy & Planning						
Economy & Planning	3.810	0.000	3.810	(0.247)	3.563	*
Highways & Transport						
Highways	17.511	0.000	17.511	(0.312)	17.199	*
Transport	17.612	0.000	17.612	(0.057)	17.555	
Car Parking	(6.259)	0.000	(6.259)	0.012	(6.247)	
Waste & Environment						
Waste	32.055	0.000	32.055	(0.120)	31.935	
Environment Services	3.963	0.000	3.963	(0.070)	3.893	
Communities & Communications						
Communications	1.175	0.000	1.175	0.013	1.188	
Libraries, Heritage & Arts	4.498	0.000	4.498	(0.298)	4.200	*
Corporate Function, Procurement & Programme Office						
Corporate Function, Procurement & Programme Office	6.969	0.000	6.969	(0.361)	6.608	*
Finance						
Finance, Revenues & Benefits, & Pensions	3.175	0.000	3.175	(0.115)	3.060	
Revenues & Benefits - Subsidy	(0.500)	0.000	(0.500)	0.000	(0.500)	
Legal & Governance						
Legal & Governance	2.835	0.000	2.835	0.557	3.392	*
People & Business Services						
Human Resources & Organisational Development	3.469	(0.001)	3.468	0.027	3.495	
Business Services	1.637	0.000	1.637	(0.043)	1.594	
Strategic Asset & Facilities Management	11.533	0.000	11.533	(0.075)	11.458	
Information Services	9.563	0.000	9.563	(0.022)	9.541	
Corporate Directors						
Corporate Directors	0.834	0.000	0.834	0.000	0.834	
Members	1.992	0.000	1.992	(0.001)	1.991	
Corporate						
Movement on Reserves	0.000	0.000	0.000	(0.796)	(0.796)	*
Capital Financing	23.999	0.000	23.999	0.000	23.999	
Restructure & Contingency	(10.424)	0.000	(10.424)	3.666	(6.758)	*
General Government Grants	(34.690)	0.000	(34.690)	0.954	(33.736)	*
Corporate Levys	8.845	0.000	8.845	0.000	8.845	
2017/2018 Budget Requirement	311.351	(0.000)	311.351	(0.000)	311.351	
HRA Budget	(0.592)	0.000	(0.592)	0.000	(0.592)	
	310.759	(0.000)	310.759	(0.000)	310.759	

More details are given of major virements in Appendix B. These areas are marked above with *

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Major Virements between Services Areas from Period 1 to Period 4

APPENDIX E

Net virements over £250,000

Adults 18+

Allocation of Corporate Budget Savings

In Year Virements period 1-4

Public Health Grant

Allocation of Corporate Budget Savings

In Year Virements period 1-4

Commissioning & Performance

2017/2018 VCSE Grant Savings

Allocation of Corporate Budget Savings

Changes in funding arrangements for ESG/DSG

Amend Grant and Partnership Budgets 2017/2018

In Year Virements period 1-4

Economy & Planning

Redundancies Period 3

Allocation of Corporate Budget Savings

Transfer from Earmarked Reserves

In Year Virements period 1-4

Highways

Allocation of Corporate Budget Savings

Transfer from Earmarked Reserves

In Year Virements period 1-4

Libraries, Heritage & Arts

2017/2018 VCSE Grant Savings

Allocation of Corporate Budget Savings

Transfer budget from Youth to Area Boards

In Year Virements period 1-4

Corporate Function & Procurement

Redundancies Period 3

2017/2018 VCSE Grant Savings

Allocation of Corporate Budget Savings

In Year Virements period 1-4

Legal & Governance

Allocation of Corporate Budget Savings

Transfer from Earmarked Reserves for elections

In Year Virements period 1-4

Movement on Reserves

Transfer from Earmarked Reserves to Economy & Planning and Highways

Transfer from Earmarked Reserves for elections

In Year Virements period 1-4

Restructure & Contingency

Redundancies Period 3

2017/2018 VCSE Grant Savings

Allocation of Corporate Budget Savings to Services

In Year Virements period 1-4

General Government Grants

Changes in funding arrangements for ESG/DSG

In Year Virements period 1-4

£m
(0.600)
(0.600)
(0.750)
(0.750)
(0.003)
(0.150)
(0.701)
(0.002)
(0.856)
0.011
(0.300)
0.042
(0.247)
(0.390)
0.078
(0.312)
(0.054)
(0.300)
0.056
(0.298)
0.004
0.345
(0.710)
(0.361)
(0.120)
0.677
0.557
(0.119)
(0.677)
(0.796)
(0.305)
(0.099)
4.070
3.666
0.954
0.954

Please note, these are only the service movements over £250,000. The sum of all virements balances to zero

Wiltshire Council Revenue Budget Monitoring Statement: Period 4

Appendix C
31-Jul-17

		Original Budget	Revised Budget Period 4	Profiled Budget to Period 4	Actual to date	Projected Position for Year	Projected Variation for Year: Overspend / (Underspend)	Variation as % of Revised Budget: Overspend / (Underspend)
		£m	£m	£m	£m	£m	£m	
Adult Social Care Operations								
Adults 18+	Gross Costs	79.648	79.048	28.585	26.575	79.048	-	-
	Income	(17.874)	(17.874)	(6.336)	(5.149)	(17.874)	-	-
	Net	61.774	61.174	22.249	21.426	61.174	-	-
Mental Health	Gross Costs	26.007	26.007	11.170	7.913	26.007	-	-
	Income	(3.417)	(3.417)	(1.327)	(0.981)	(3.417)	-	-
	Net	22.590	22.590	9.843	6.932	22.590	-	-
Learning Disabilities	Gross Costs	45.500	45.618	16.167	16.629	45.618	-	-
	Income	(3.312)	(3.312)	(1.242)	(0.720)	(3.312)	-	-
	Net	42.188	42.306	14.925	15.909	42.306	-	-
Adult Care Commissioning & Housing								
Resources, Strategy & Commissioning	Gross Costs	11.656	11.618	4.289	3.476	11.618	-	-
	Income	(1.538)	(1.538)	(0.679)	(0.072)	(1.538)	-	-
	Net	10.118	10.080	3.610	3.404	10.080	-	-
Housing Services	Gross Costs	8.662	8.572	3.176	2.891	8.572	-	-
	Income	(4.461)	(4.461)	(1.193)	(1.224)	(4.461)	-	-
	Net	4.201	4.111	1.983	1.667	4.111	-	-
Public Health & Public Protection								
Public Health Grant	Gross Costs	17.819	17.069	5.336	3.487	17.069	-	-
	Income	(17.819)	(17.819)	(8.910)	(9.088)	(17.819)	-	-
	Net	-	(0.750)	(3.574)	(5.601)	(0.750)	-	-

		Original Budget	Revised Budget Period 4	Profiled Budget to Period 4	Actual to date	Projected Position for Year	Projected Variation for Year: Overspend / (Underspend)	Variation as % of Revised Budget: Overspend / (Underspend)
		£m	£m	£m	£m	£m	£m	
Other Public Health & Public Protection	Gross Costs	3.221	3.221	0.871	1.157	3.221	-	-
	Income	(0.907)	(0.907)	(0.349)	(0.232)	(0.907)	-	-
	Net	2.314	2.314	0.522	0.925	2.314	-	-
Leisure	Gross Costs	8.024	8.019	2.594	2.545	8.019	-	-
	Income	(7.894)	(7.894)	(3.430)	(2.249)	(7.894)	-	-
	Net	0.130	0.125	(0.836)	0.296	0.125	-	-
Operational Children's Services								
Children's Social Care	Gross Costs	38.467	39.868	13.513	12.777	39.868	-	-
	Income	(2.404)	(2.397)	(0.340)	(0.300)	(2.397)	-	-
	Net	36.063	37.471	13.173	12.477	37.471	-	-
0-25 Service: Disabled Children & Adults	Gross Costs	42.213	45.855	16.018	15.910	47.651	1.796	3.9%
	Income	(25.506)	(29.271)	(0.280)	(0.177)	(29.271)	-	-
	Net	16.707	16.584	15.738	15.733	18.380	1.796	10.8%
Early Help	Gross Costs	6.928	6.829	2.697	2.631	6.829	-	-
	Income	(5.194)	(5.244)	(0.891)	(0.431)	(5.244)	-	-
	Net	1.734	1.585	1.806	2.200	1.585	-	-
Commissioning, Performance & School Effectiveness								
School Effectiveness	Gross Costs	3.833	4.177	1.121	1.240	4.177	-	-
	Income	(2.183)	(2.757)	(1.285)	(1.074)	(2.757)	-	-
	Net	1.650	1.420	(0.164)	0.166	1.420	-	-
Safeguarding	Gross Costs	1.684	-	-	-	-	-	-
	Income	(0.286)	-	-	-	-	-	-
	Net	1.398	-	-	-	-	-	-
Funding Schools	Gross Costs	10.905	277.364	69.063	37.944	277.364	-	-
	Income	(10.905)	(277.364)	(2.298)	(14.186)	(277.364)	-	-
	Net	-	-	66.765	23.758	-	-	-
Commissioning & Performance	Gross Costs	31.995	38.224	11.924	10.499	38.224	-	-
	Income	(25.113)	(32.196)	(0.583)	(1.206)	(32.196)	-	-
	Net	6.882	6.028	11.341	9.293	6.028	-	-
Economy & Planning								
Economy & Planning	Gross Costs	10.600	10.353	3.197	3.418	10.353	-	-
	Income	(6.790)	(6.790)	(2.238)	(1.966)	(6.790)	-	-
	Net	3.810	3.563	0.959	1.452	3.563	-	-
Highways & Transport								
Highways	Gross Costs	19.254	18.942	6.406	5.652	18.942	-	-
	Income	(1.743)	(1.743)	(0.658)	(0.434)	(1.743)	-	-
	Net	17.511	17.199	5.748	5.218	17.199	-	-
Transport	Gross Costs	19.235	19.178	5.355	5.375	19.178	-	-
	Income	(1.623)	(1.623)	(1.234)	(1.278)	(1.623)	-	-
	Net	17.612	17.555	4.121	4.097	17.555	-	-
Car Parking	Gross Costs	1.572	1.584	0.503	0.494	1.584	-	-
	Income	(7.831)	(7.831)	(2.437)	(2.052)	(7.581)	0.250	(3.2%)
	Net	(6.259)	(6.247)	(1.934)	(1.558)	(5.997)	0.250	(4.0%)
Waste & Environment								
Waste	Gross Costs	38.772	46.962	16.961	16.937	46.962	-	-

Wiltshire Council Revenue Budget Monitoring Statement: Period 4

Appendix C
31-Jul-17

		Original Budget	Revised Budget Period 4	Profiled Budget to Period 4	Actual to date	Projected Position for Year	Projected Variation for Year: Overspend / (Underspend)	Variation as % of Revised Budget: Overspend / (Underspend)
		£m	£m	£m	£m	£m	£m	
	Income	(6.717)	(15.026)	(12.890)	(13.556)	(15.026)	-	-
	Net	32.055	31.936	4.071	3.381	31.936	-	-
Environment Services	Gross Costs	5.554	5.485	1.875	2.003	5.485	-	-
	Income	(1.591)	(1.592)	(0.625)	(0.391)	(1.592)	-	-
	Net	3.963	3.893	1.250	1.612	3.893	-	-
Communities & Communications								
Communications	Gross Costs	1.255	1.268	0.141	0.489	1.268	-	-
	Income	(0.080)	(0.080)	(0.027)	(0.025)	(0.080)	-	-
	Net	1.175	1.188	0.114	0.464	1.188	-	-
Libraries, Heritage & Arts	Gross Costs	5.943	5.645	1.767	2.403	6.045	0.400	7.1%
	Income	(1.445)	(1.445)	(0.611)	(0.272)	(1.445)	-	-
	Net	4.498	4.200	1.156	2.131	4.600	0.400	9.5%
Corporate Function, Procurement & Programme Office								
Corporate Function, Procurement & Programme Office	Gross Costs	9.010	8.649	2.999	4.092	8.649	-	-
	Income	(2.041)	(2.041)	(1.414)	(1.212)	(2.041)	-	-
	Net	6.969	6.608	1.585	2.880	6.608	-	-
Finance								
Finance, Revenues & Benefits, & Pensions	Gross Costs	15.582	15.467	4.785	4.696	15.467	-	-
	Income	(12.407)	(12.407)	(2.974)	(2.993)	(12.407)	-	-
	Net	3.175	3.060	1.811	1.703	3.060	-	-

		Original Budget	Revised Budget Period 4	Profiled Budget to Period 4	Actual to date	Projected Position for Year	Projected Variation for Year: Overspend / (Underspend)	Variation as % of Revised Budget: Overspend / (Underspend)
		£m	£m	£m	£m	£m	£m	
Revenues & Benefits - Subsidy	Gross Costs	111.386	111.386	40.447	40.466	111.386	-	-
	Income	(111.886)	(111.886)	(32.524)	(32.524)	(111.886)	-	-
	Net	(0.500)	(0.500)	7.923	7.942	(0.500)	-	-
Legal & Governance								
Legal & Governance	Gross Costs	5.167	5.666	2.434	3.014	5.666	-	-
	Income	(2.332)	(2.274)	(0.685)	(0.916)	(2.274)	-	-
	Net	2.835	3.392	1.749	2.098	3.392	-	-
People & Business Services								
Human Resources & Organisational Development	Gross Costs	5.661	5.366	1.768	1.659	5.366	-	-
	Income	(2.192)	(1.871)	(0.921)	(0.930)	(1.871)	-	-
	Net	3.469	3.495	0.847	0.729	3.495	-	-
Business Services	Gross Costs	3.759	2.519	0.706	0.916	2.679	0.160	6.4%
	Income	(2.122)	(0.925)	(0.415)	(0.537)	(0.925)	-	-
	Net	1.637	1.594	0.291	0.379	1.754	0.160	10.0%
Strategic Asset & Facilities Management	Gross Costs	16.235	16.160	4.840	2.509	16.160	-	-
	Income	(4.702)	(4.702)	(1.575)	(2.093)	(4.702)	-	-
	Net	11.533	11.458	3.265	0.416	11.458	-	-
Information Services	Gross Costs	11.630	11.606	5.878	5.308	11.606	-	-
	Income	(2.067)	(2.066)	(1.055)	(0.527)	(2.066)	-	-
	Net	9.563	9.540	4.823	4.781	9.540	-	-
Corporate Directors								
Corporate Directors	Gross Costs	0.861	0.888	0.368	0.369	0.888	-	-
	Income	(0.027)	(0.054)	(0.009)	0.024	(0.054)	-	-
	Net	0.834	0.834	0.359	0.393	0.834	-	-
Members	Gross Costs	1.992	1.992	0.613	0.681	1.992	-	-
	Income	-	-	-	-	-	-	-
	Net	1.992	1.992	0.613	0.681	1.992	-	-
Corporate								
Movement on Reserves		-	(0.796)	(0.796)	(0.796)	(0.796)	-	-
Capital Financing		23.999	23.999	3.041	2.909	23.999	-	-
Restructure & Contingency		(10.424)	(6.758)	(1.899)	0.178	(4.880)	1.878	(27.8%)
General Government Grants		(34.690)	(33.736)	(10.716)	(13.061)	(33.736)	-	-
Corporate Levys		8.845	8.845	3.438	2.500	8.845	-	-
	Net	(12.270)	(8.446)	(6.932)	(8.270)	(6.568)	1.878	(22.2%)
Wiltshire Council General Fund Total	Gross Costs	607.760	892.159	280.635	237.885	896.393	4.234	0.5%
	Income	(296.409)	(580.807)	(91.435)	(98.771)	(580.557)	0.250	(0.0%)
	Net	311.351	311.351	189.198	139.113	315.836	4.484	1.4%
Housing Revenue Account (HRA)	Gross Costs	24.772	24.772	3.523	2.774	24.772	-	-
	Income	(25.364)	(25.364)	(8.064)	(8.324)	(25.364)	-	-
	Net	(0.592)	(0.592)	(4.541)	(5.550)	(0.592)	-	-
Total Including HRA	Gross Costs	632.532	916.931	284.158	240.659	921.165	4.234	0.5%
	Income	(321.773)	(606.171)	(99.499)	(107.095)	(605.921)	0.250	(0.0%)
	Net	310.759	310.759	184.657	133.563	315.244	4.484	1.4%

Capital Programme Budget Movements and Spend to 31 July 2017

Scheme Name	2017/2018 Budget Breakdown													
	Original Capital Programme Budget (reported to Council 21 Feb 2017)	Month 9 Budgets reprogrammed from 2016/2017 into 2017/2018	Month 9 Budgets reprogrammed from 2017/2018 into 2018/2019	Outturn 2016/2017 Budgets Reprogrammed into 2017/2018	Outturn Budgets reprogrammed from 2017/2018 into 2018/2019 (Section 2 Appendix E)	Outturn Budget Transfer 2016/2017 into 2016/2017	Budget Movements between Schemes	Additional Budgets added to Programme (Section 1 Appendix E)	Grant Amendments	Reduced Budgets	Budgets reprogrammed from 2017/2018 into 2018/2019 (Section 2 Appendix E)	Current Budget Period 4 2017/2018	Spend to 31 July 2017	Spend to 31 July 2017
	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	%
Economy														
Carbon Reduction Schemes						0.000					0.000	0.000	0.00%	
Oil to Biomass Schemes						0.319					0.319	0.000	0.00%	
Other Economic Development Schemes						0.000					0.000	0.022	0.00%	
Strategic Economic Plan						0.000					0.000	0.000	0.00%	
Corsham Mansion House	0.600			1.614	(0.050)	0.097					2.261	0.022	0.97%	
A350 West Ashton/Yarnbrook Junction Improvements						0.000					0.000	0.000	0.00%	
Chippenham Station HUB	8.000			1.650	(6.650)	0.208					3.208	0.027	0.84%	
LTB Scheme A350 North of Chippenham Bypass Improvements						0.000	0.003				0.003	0.003	100.00%	
A350 Dualling Chippenham Bypass	2.233			(0.533)	2.362	(0.166)					3.896	0.124	3.18%	
M4 Junction 17				(0.100)	0.464	0.675					1.039	0.000	0.00%	
Porton Science Park	3.804	2.377	(0.004)			(0.170)	0.500				6.507	1.976	30.37%	
Wiltshire Ultrafast Broadband	3.000					0.000					3.000	0.000	0.00%	
Salisbury Central Car Park & Maltings						0.012	1.000				1.012	0.013	1.28%	
Integrated Transport	2.681					(0.350)	0.092				2.423	0.400	16.51%	
Structural Maintenance (Grant & Council Funded)	17.410					0.975	(0.462)				17.923	6.884	38.41%	
National Productivity Investment Schemes						0.000	2.946				2.946	0.008	0.27%	
Pothole Spotter 16/17						0.330					0.330	0.000	0.00%	
Pothole Fund Grant						(0.056)	0.056	1.300			1.300	0.158	12.15%	
A350 Chippenham (Pinch Point)						0.000					0.000	0.000	0.00%	
Local Sustainable Transport Fund						0.000					0.000	0.000	0.00%	
Wiltshire Online	0.686	2.195	(0.505)			3.104					5.480	0.000	0.00%	
Farmers Roundabout	0.430					0.000					0.430	0.000	0.00%	
Total Economy	38.844	4.572	(0.509)	2.631	(3.874)	4.978	(0.406)	5.841	0.000	0.000	0.000	52.077	9.637	18.51%
Community														
Health and Wellbeing Centres - Live Schemes	6.392			2.052	(1.694)	1.015				0.291	8.056	0.748	9.29%	
Health and Wellbeing Centres - In Development						0.000					0.000	0.000	0.00%	
Area Boards and LPSA PRG Reward Grants	0.800					0.110					0.910	0.044	4.84%	
Fitness Equipment for Leisure Centres		(0.038)		0.038		0.000					0.000	0.000	0.00%	
Churchyards & Cemeteries		0.409		(0.409)		0.000					0.000	0.012	0.00%	
Start up units in Market Hall Dezives						0.000					0.000	0.000	0.00%	
Upgrade Facilities at City Hall						0.000					0.000	0.000	0.00%	
Highway flooding prevention and Land Drainage schemes	0.500					(0.406)	0.406		(0.007)		0.493	0.031	6.29%	
Aldbourne Flood Alleviation Scheme						0.000					0.000	0.000	0.00%	
Bridges	3.000					0.087					3.087	0.113	3.66%	
Salisbury Marketplace Highways Works						0.000					0.000	0.001	0.00%	
Passenger Transport Capital						0.361				(0.361)	0.000	0.000	0.00%	
Waste Services						0.005		0.520			0.525	0.056	10.67%	
Fleet Vehicles						0.000		15.000			15.000	9.293	61.95%	
Basic Need	21.504	4.793		0.755		1.189	0.066	6.900		(14.034)	21.173	3.922	18.52%	
Schools Maintenance & Modernisation	5.647	2.877		(0.053)		0.820	(0.063)	0.225	(0.168)	(3.427)	5.858	0.000	0.00%	
Devolved Formula Capital	0.765					0.000			(0.046)		0.719	0.300	41.72%	
Access and Inclusion				0.073		0.028					0.101	0.000	0.00%	
New Schools	0.431	0.400		0.250		0.218	(0.003)				1.296	0.010	0.77%	
School Expansions & Replacements	0.400	0.800				0.157					1.357	0.101	7.44%	
Early Years & Childcare						0.826		0.666			1.492	0.358	23.99%	
Army Rebasing						0.000		1.076			1.076	0.232	21.56%	
Salisbury CCTV						0.411					0.411	0.226	54.99%	
Total Community	39.439	9.241	0.000	2.706	(1.694)	4.821	0.406	24.387	(0.214)	(0.007)	(17.531)	61.554	15.447	25.10%

Capital Programme Budget Movements and Spend to 31 July 2017

Scheme Name	2017/2018 Budget Breakdown													
	Original Capital Programme Budget (reported to Council 21 Feb 2017)	Month 9 Budgets reprogrammed from 2016/2017 into 2017/2018	Month 9 Budgets reprogrammed from 2017/2018 into 2018/2019	Outturn 2016/2017 Budgets Reprogrammed into 2017/2018	Outturn Budgets reprogrammed from 2017/2018 into 2018/2019 (Section 2 Appendix E)	Outturn Budget Transfer 2016/2017 into 2016/2017	Budget Movements between Schemes	Additional Budgets added to Programme (Section 1 Appendix E)	Grant Amendments	Reduced Budgets	Budgets reprogrammed from 2017/2018 into 2018/2019 (Section 2 Appendix E)	Current Budget Period 4 2017/2018	Spend to 31 July 2017	Spend to 31 July 2017
	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	%
Supporting People														
Disabled Facilities Grants	1.000					(0.016)			1.792			2.776	0.642	23.13%
Other Housing Grants						0.000						0.000	0.000	0.00%
Gypsies and Travellers Projects						0.000						0.000	0.000	0.00%
Council House Build Programme	28.758					2.201						30.959	2.834	9.15%
Extra Care Programme						0.000						0.000	0.000	0.00%
Sheltered Housing						0.001						0.001	0.000	0.00%
Affordable Housing including Commuted Sums						0.603	0.005					0.608	0.050	8.22%
Social Care Infrastructure & Strategy	2.884					0.050						2.934	0.000	0.00%
Complex Needs Bungalows						0.000						0.000	0.000	0.00%
HRA - Refurbishment of Council Stock	8.213					2.021						10.234	2.642	25.82%
Sensory Stimulation & Development Play Equipment						0.434						0.434	0.000	0.00%
Public Health Schemes		0.319		(0.319)		0.098						0.098	0.000	0.00%
Total Supporting People	40.855	0.319	0.000	(0.319)	0.000	5.392	0.005	0.005	1.792	0.000	0.000	48.044	6.168	12.84%
Changing The Way We Do Business														
Buildings Repair & Maintenance	2.000					1.798						3.798	0.059	1.55%
Whole Life Building & Equipment Refresh	0.500					0.000						0.500	0.000	0.00%
Rural Estates	0.250	0.010				0.006						0.266	0.000	0.00%
Leisure Centres & Libraries - Capital Works Requirement						0.000						0.000	0.000	0.00%
Hub Programme Office Rationalisation						0.000						0.000	0.000	0.00%
Operational Estate						0.460						0.460	0.000	0.00%
Depot & Office Strategy						0.000						0.000	0.000	0.00%
ICT Schemes	3.850					3.508				(1.589)		5.769	0.185	3.21%
Other Schemes including cross cutting systems						0.016	0.049					0.065	0.060	92.31%
Learning Management System						0.028						0.028	0.000	0.00%
Organisational Change	5.000					0.000				(4.500)		0.500	0.000	0.00%
Digitisation	0.770					(0.042)						0.728	0.000	0.00%
Total Changing The Way We Do Business	12.370	0.010	0.000	0.000	0.000	5.774	0.000	0.049	0.000	0.000	(6.089)	12.114	0.304	2.51%
Total 2017/2018 Programme	131.508	14.142	(0.509)	5.018	(5.568)	20.965	0.000	30.282	1.578	(0.007)	(23.620)	173.789	31.556	18.16%

CHIEF FINANCE OFFICER (CFO) - EXERCISE OF DELEGATED POWERS & REQUESTS FOR ADDITIONAL RESOURCES WITHIN THE CAPITAL PROGRAMME

Cabinet Meeting 12 Septemebr 2017
 Financial Year: 2017/2018

SECTION 1 - DELEGATED CFO POWERS

"Adjustment/addition of scheme in the capital programme which has no effect on the net funding position of the programme
 i.e. Additional resources available in the form of Grant, Section 106 contributions etc which fund the addition, "

Project Name:	Salisbury Central Car Park & Maltings				
Budget Change:	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
	1,000,000				
Funding Source:	Local Growth Fund Grant allocated				
Project Name:	Integrated Transport				
Budget Change:	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
	92,233				
Funding Source:	Developer, Parish Council and Town Council Contributions				
Project Name:	National Productivity Investment Schemes				
Budget Change:	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
	2,946,000				
Funding Source:	Grant from the DFT				
Project Name:	Pothole Fund Grant				
Budget Change:	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
	1,300,000				
Funding Source:	Pothole Action Fund Grant from the DFT				
Project Name:	Waste Services				
Budget Change:	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
	84,862				
Funding Source:	Waste section 106 deposits				
Project Name:	Basic Need				
Budget Change:	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
	6,900,029				
Funding Source:	Section 106 developer contributions received towards school expansion works				
Project Name:	Basic Need				
Budget Change:	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
		9,973,385	(5,701,000)		
Funding Source:	Future years grant funding announced by EFA				
Project Name:	Schools Maintenance & Modernisation				
Budget Change:	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
	225,114				
Funding Source:	Section 106 developer contributions received towards school modernisation works				
Project Name:	Schools Maintenance & Modernisation				
Budget Change:	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
	(168,438)	(168,438)	(168,438)		
Funding Source:	Grant announced for 2017/2018, future years estimates revised				
Project Name:	Devolved Formula Capital				
Budget Change:	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
	(46,630)				
Funding Source:	Grant announced for 2017/2018				
Project Name:	Early Years & Childcare				
Budget Change:	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
	666,120				
Funding Source:	Grant received from the EFA, Early Years Capital Fund for 30 hours free childcare for 3-4 year olds				

CHIEF FINANCE OFFICER (CFO) - EXERCISE OF DELEGATED POWERS & REQUESTS FOR ADDITIONAL RESOURCES WITHIN THE CAPITAL PROGRAMME

Cabinet Meeting 12 Septemebr 2017
 Financial Year: 2017/2018

Project Name:	Army Rebasing				
Budget Change:	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
	1,075,518				
Funding Source:	Section 106 developer contributions received towards school expansion works				
Project Name:	Affordable Housing including Commuted Sums				
Budget Change:	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
	4,510				
Funding Source:	Section 106 Affordable Housing Contributions used towards adapted homes				
Project Name:	Disabled Facilities Grants				
Budget Change:	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
	1,792,249	1,792,249	1,792,249		
Funding Source:	Grant announced for 2017/2018, future years estimates revised				
Project Name:	Other Schemes including cross cutting systems				
Budget Change:	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
	48,901				
Funding Source:	Income received from schools to cover leasing of equipment				

15,920,468 Total Delegated Changes Approved by Section 151 Officer

SECTION 2 - DELEGATED CFO POWERS

"Schemes within the capital programme which require the reprogramming of expenditure between years due to scheme not progressing as originally anticipated or other circumstances"

Project Name:	Health and Wellbeing Centres - Live Schemes				
Budget Change:	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
	291,482	(276,000)	(15,482)		
Funding Source:	Wiltshire Council Resources (Borrowing & Receipts)				
Project Name:	Passenger Transport Capital				
Budget Change:	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
	(361,000)	361,000			
Funding Source:	Grant from DFT				
Project Name:	Basic Need				
Budget Change:	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
	(14,034,270)	14,034,270			
Funding Source:	Grant from Department of Education				
Project Name:	Schools Maintenance & Modernisation				
Budget Change:	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
	(3,426,781)	3,426,781			
Funding Source:	Grant from Department of Education				
Project Name:	ICT Schemes -Children's Services Case Management System				
Budget Change:	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
	(1,588,700)	446,800	785,000	27,800	329,100
Funding Source:	Wiltshire Council Resources (Borrowing & Receipts)				
Project Name:	Organisational Change				
Budget Change:	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
	(4,500,000)				
Funding Source:	Wiltshire Council Resources (Borrowing & Receipts)				
23,619,269 Total Re-programming between years					

CHIEF FINANCE OFFICER (CFO) - EXERCISE OF DELEGATED POWERS & REQUESTS FOR ADDITIONAL RESOURCES WITHIN THE CAPITAL PROGRAMME
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Cabinet Meeting
Financial Year:

12 Septemebr 2017

2017/2018

SECTION 3 - REQUESTS TO CABINET FOR ADDITIONAL RESOURCES

"Adjustment/addition of scheme to the capital programme which places an additional funding requirement on the programme"

Project Name:	LTB Scheme A350 North of Chippenham Bypass Improvements				
Budget Change:	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
	3,000				
Funding Source:	Wiltshire Council Resources (Borrowing & Receipts)				

Project Name:	Porton Science Park				
Budget Change:	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
	500,000				
Funding Source:	Wiltshire Council Resources (Borrowing & Receipts)				

Project Name:	Waste Services				
Budget Change:	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
	435,000				
Funding Source:	Wiltshire Council Resources (Borrowing & Receipts)				

Project Name:	Fleet Vehicles				
Budget Change:	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
	15,000,000				
Funding Source:	Wiltshire Council Resources (Borrowing & Receipts)				

15,938,000	Total requests for additional resources
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In the exercise of my delegated powers (Section 1 and 2), I hereby authorise the amendments to the Capital Programme summarised above.

CHIEF FINANCE OFFICER: Michael Hudson

DATE: September 17

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Further Information on Schemes in the Capital Programme and Funding Sources as at Period 4 (31 July 2017)

Economy

1. Structural Maintenance and other Highways schemes are underway in 2017/2018 and expected to be completed on budget in year. A new capital grant, National Productivity Investment Schemes for £2.946 million has also been received. This gives additional funding aimed at reducing congestion, upgrading and improving Highways Assets.
2. Wiltshire Online; Phase 1 build is now complete with end of contract assurance work being carried out. Phase 2 build is progressing with the 2nd milestone payment to be agreed. The Ultrafast programme is in the mobilisation stage with two providers now chosen after a procurement exercise.

Community

1. Health & Wellbeing Centres; a number of schemes in Melksham are underway and expected to complete in 2017/2018 along with hubs in Devizes and Royal Wootton Bassett. The majority of the 2017/2018 budget allocation relates to the new build at Pewsey with work now underway on site.
2. Fleet Vehicles; £15 million capital budget has been allocated in 2017/2018 to the procurement of waste vehicles. The spend as at 31st July 2017 of £9.293 million includes 75 new refuse vehicles received.
3. Basic Need; a large number of schemes have now been approved and are at varying stages from planning through to build phase. £6.900 million of section 106 developer contributions have been added to the programme in this report to fund the planned work. Several high value extension and expansion schemes are due to complete in 2017/2018 including schemes at Castlemead, Old Sarum and Downton Primary. £14.034 million of budget has also been reprogrammed into 2018/2019 in this report reflecting the spend forecast for several large schemes due to complete next year.

Changing the Way We Do Business

1. ICT Schemes; £1.589 million of budget reprogramming into 2018/2019 has taken place in this report relating to the purchase of the Children's Services Case Management System and the projects expected cashflow with a provider now selected following a procurement exercise. The remainder of the ICT programme is currently under review.

Funding of the Capital Programme

2. The capital programme is funded by 3 principal sources; grants & contributions, capital receipts and borrowing.
3. Grants and Contributions fund the largest proportion of the programme, the total received in these areas in 2017/2018 as at 31 July 2017 is £28.144 million with a further £26.319 million to be received in year and used to finance the programme. In addition £30.768 million of grants and contributions received in prior years are to be used to finance the capital programme in 2017/2018. As in previous years the largest grants received are for Highways and Education schemes.
4. As at the end of July 2017 a net total of £2.626 million of income has been received from Capital Receipts from the proceeds of fixed asset sales. These include general asset disposals such as the sale of Anzac House, Woolmore Farm, and Shurnhold. 8 sales under the Council Housing Right to Buy (RTB) scheme have also been received. The target in the capital programme is £9.770 million. This will be monitored closely during the year.
5. Borrowing makes up the final element of financing the capital programme and currently a total of £37.896 million is required to be borrowed to fund the capital programme budget in 2017/2018.

Wiltshire Council

Cabinet

12 September 2017

Subject: Treasury Management Report Quarter 1

Cabinet Member: Cllr Philip Whitehead, Cabinet Member for Finance

Key Decision: No

Executive Summary

The Council has adopted a Treasury Management Strategy and an Annual Investment Strategy for 2017/2018 at its meeting on 7 February 2017.

In addition to an Annual Report, the policy requires quarterly reports reviewing the Treasury Management Strategy. This is the first quarterly report of 2017/2018 and covers the period from 1 April 2017 to 30 June 2017.

Proposal(s)

The Cabinet is asked to note that the contents of this report are in line with the Treasury Management Strategy.

Reason for Proposal(s)

To give members an opportunity to consider the performance of the Council in the period to the end of the quarter against the parameters set out in the approved Treasury Management Strategy for 2017/2018.

Dr Carlton Brand
Corporate Director

Wiltshire Council

Cabinet

12 September 2017

Subject: Treasury Management Report Quarter 1

Cabinet Member: Cllr Philip Whitehead, Cabinet Member for Finance

Key Decision: No

Purpose of Report

1. The Council adopted a Treasury Management Strategy for 2017/2018 at its meeting on 7 February 2017, incorporating Prudential Indicators, Treasury Management Indicators and an Annual Investment Strategy, in accordance with the Prudential Code for Capital Finance in Local Authorities (the Prudential Code).
2. The CIPFA (Chartered Institute of Public Finance and Accountancy) Code of Practice for Treasury Management recommends that members be updated on treasury management activities regularly. This report, therefore, ensures Wiltshire Council is implementing best practice in accordance with the Code.

Economic Background and Interest Rate Forecast

3. The Council's treasury advisor, Capita Asset Services, has provided the following interest rate forecast:

	2017/2018			2018/2019				2019/2020			
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Bank Rate	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.50	0.50	0.75	0.75
25yr PWLB Rate	2.80	2.90	2.90	3.00	3.00	3.10	3.10	3.20	3.20	3.30	3.30

4. The Monetary Policy Committee, (MPC), cut Bank Rate from 0.50% to 0.25% in August 2016 in order to counteract what it forecast was going to be a sharp slowdown in growth in the second half of 2016. However, since then, growth has been robust until dipping in quarter 1 of 2017 to 0.2%. Also, CPI inflation has risen substantially as a result of the sharp fall in the value of sterling since the referendum. Consequently, Bank Rate has not been cut again, and market concern has switched to whether the MPC could get together a majority to reverse the August emergency 0.25% rate cut before embarking on a progressive trend of increases in Bank Rate at a later time when the economic and political / Brexit situation is more robust to withstand such increases.
5. From a national economic picture there is uncertainty at this time over a range of factors including Brexit, there is thus uncertainty over as or if when Bank Rate will rise.

6. Accordingly, a first increase to 0.50% is not tentatively pencilled in, as in the table above, until quarter 2 of 2019, after the Brexit negotiations have been concluded, (though the period for negotiations could be extended). However, if strong domestically generated inflation, (e.g. from wage increases within the UK), were to emerge, then the pace and timing of increases in Bank Rate could be brought forward.

Annual Investment Strategy 2017/2018

7. The Treasury Management Strategy Statement 2017/2018, which includes the Annual Investment Strategy, was approved by the Council on 7 February 2017. It sets out the Council's investment priorities as being:
- Security of capital;
 - Liquidity; and
 - Yield.
8. The Council will aim to achieve the optimum return (yield) on investments commensurate with proper levels of security and liquidity. In the current economic climate it is considered appropriate to keep investments short term to cover cash flow needs but also to seek out value available in periods up to 12 months with highly credit rated financial institutions, using our advisors suggested creditworthiness approach, including a minimum sovereign credit rating and Credit Default Swaps (CDS) overlay information.
9. Officers can confirm that the approved limits with the Annual Investment Strategy were not breached during the quarter ended 30 June 2017.
10. The average level of funds available for investment purposes during the quarter was £111 million. These funds were available on a temporary basis, are mainly dependent on the timing of precept payments, receipt of grants and progress on the capital programme.

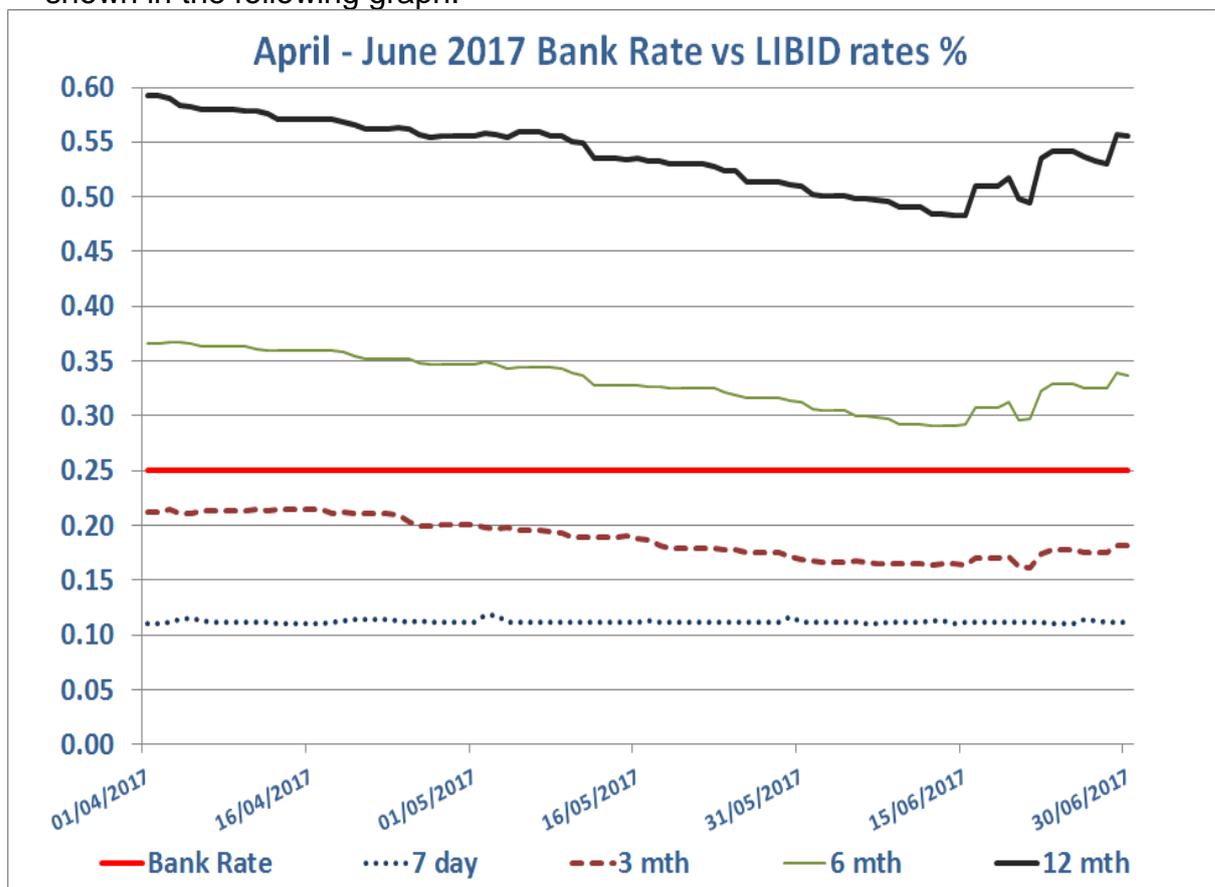
Investment Performance for quarter ended 30 June 2017

Benchmark	Benchmark Return (%)
7 day	0.11
1 month	0.13
3 month	0.19
6 month	0.33
Council Performance	0.36
Interest Earned	£97,766

11. The Council has a Weighted Average Maturity of 67 days for investments during the quarter ended 30 June 2017. This lies between the 1 month and 3 month benchmarks.
12. As shown, the Council outperformed the 3 month benchmark by 17bps (basis points) and the 1 month benchmark by 23 bps.

13. The Council's budgeted investment return for 2017/2018 is £0.948 million, therefore forecast investment income (interest) for the year to date is expected to be below budget if performance in future quarters reflects that of quarter 1. The underachievement of interest receivable compared to budget is offset by an underspend on interest payable compared to budget. This is due to a combination of low interest rates and low amounts of required borrowing for capital purposes, which is a similar position to 2016/2017. Forecasts on interest receivable and payable are included as part of the overall forecast position of the Capital Financing and HRA lines in the quarterly revenue budget monitoring reports taken to Cabinet.

14. Investment rates available in the market were on a slight declining trend during the quarter, but 'over 3 month rates' then rose during the last half of June, as shown in the following graph.



Borrowing

15. No new borrowing was undertaken during the quarter.

Debt Rescheduling

16. Debt rescheduling opportunities have been limited in the current economic climate and following the increase in the margin added to gilt yields which has impacted PWLB new borrowing rates since October 2010.

17. No debt rescheduling was undertaken during the quarter.

Compliance with Treasury and Prudential Limits

18. It is a statutory duty for the Council to determine and keep under review affordable borrowing limits. The Council's approved treasury and prudential Indicators (affordability limits), are included in the approved Treasury Management Strategy 2017/2018.
19. During the quarter ended 30 June 2017, the Council has operated within the treasury and prudential indicators set out in the Council's Treasury Management Strategy 2017/2018 and in compliance with the Council's Treasury Management Practices. The prudential and treasury Indicators are shown in Appendix 1.
20. A summary of the Council's investments are detailed at Appendix 2, and the borrowing position is detailed in Appendix 3.

Other Treasury Management Issues

21. In June 2017, as a consequence of some diplomatic instability, all of the ratings agencies placed Qatar National Bank on a 'negative watch'. Following this, our advisors adjusted the suggested maximum duration for investment with Qatar National Bank to 100 days.
22. The Council had one investment of £8.000 million with Qatar National Bank at this time. At the time the funds were invested (14 February 2017), the bank had a rating of AA-/F1+, and the suggested maximum duration, as advised by our advisors, was 12 months. For Cashflow reasons, this investment was made for 6 months, and matured on 14 August 2017. The full value of the investment plus interest was received by the Council on 14 August 2017.
23. Although the bank remains on the approved investment list, it has been decided that the Council will no longer place investments with the Qatar National Bank, until such time that the negative watch is removed, and replaced with a stable outlook.

Overview and Scrutiny Engagement

24. There has been no direct engagement with Overview & Scrutiny regarding the contents of this report. However, regular reports relating to the Council's financial position are taken to the Overview & Scrutiny Management Committee's Financial Planning Task Group.

Safeguarding Implications

25. None have been identified as arising directly from this report.

Public Health Implications

26. None have been identified as arising directly from this report.

Procurement Implications

27. None have been identified as arising directly from this report.

Equalities Impact of the Proposal (detailing conclusions identified from Equality Analysis, sections 4 and 5)

28. None have been identified as arising directly from this report.

Environmental and Climate Change Considerations

29. None have been identified as arising directly from this report.

Risks Assessment

30. All investments have been at fixed rates during the period. The Council's current average interest rate on long term debt is 3.77%, which compares favourably with similar rates of other UK local authorities.

31. The primary management risks to which the Council is exposed are adverse movements in interest rates and the credit risk of counterparties.

32. Investment counterparty risk is controlled by assessing and monitoring the credit risk of borrowers as authorised by the Annual Investment Strategy.

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

33. This report does not require a decision to be made.

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

34. This report does not require a decision to be made.

Financial Implications

35. These have been examined and are implicit throughout the report.

Legal Implications

36. None have been identified as arising directly from this report.

Options Considered

37. None.

Conclusions

38. To note that the contents of this report are in line with the Treasury Management Strategy 2017/2018.

39. To give members an opportunity to consider the performance of the Council's investments and borrowings against the parameters set out in the approved Treasury Management Strategy for 2017/2018.

Michael Hudson (Associate Director, Finance)

Report Author: Stuart Donnelly, Head of Finance (Corporate),
stuart.donnelly@wiltshire.gov.uk, Tel: 01225 718582

16 August 2017

Appendices

- Appendix 1 Prudential and Treasury Indicators
- Appendix 2 Investment Portfolio
- Appendix 3 Borrowing Portfolio
- Appendix 4 Approved Countries for Investments

Background Papers

Treasury Management Strategy 2017/2018

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Treasury and Prudential Indicators as at 30 June 2017

Treasury Indicators	2017/2018 Budget (£m)	Quarter 1 Actual (£m)
Authorised limit for external debt	558.3	337.9
Operational boundary for external debt	547.7	337.9
Gross external debt	340.2	338.1
Consisting of :-		
Investments		114.2
Net Borrowing		223.9

Maturity structure of fixed rate borrowing	2017/2018 Budget (%)		Quarter 1 Actual (%)	
	Upper Limit	Lower Limit	Next Call Date	Contractual Maturity
Under 12 months	25	0	13	3
12 months to 2 years	25	0	5	4
2 years to 5 years	45	0	8	7
5 years to 10 years	75	0	14	14
10 years and above	100	0	60	72

Upper limit of fixed interest rates based on net debt	100%	100%
Upper limit of variable interest rates based on net debt	52%	0%
Upper limit for principal sums invested over 364 days	£30m	£0
Local Treasury Indicator Debt Repayment (based on call dates – CIPFA Guidance)	Maximum 15% per year	13% (2017/2018)

Prudential Indicators	2017/2018 Original Budget (£m)	Quarter 1 Actual (£m)
Capital Expenditure – General Fund (GF)	94.5	23.1
Capital Expenditure – HRA	37.0	5.4
Capital Financing Requirement – GF	396.7	411.4
Capital Financing Requirement – HRA	123.3	123.3
Annual change in CFR – GF	0.0	(28.8)
Annual change in CFR – HRA	0.0	0.0

In year borrowing requirement		
Ratio of financing costs to net revenue stream - GF	7.6%	7.5%
Ratio of financing costs to net revenue stream – HRA	15.2%	15.2%
Incremental impact of capital investment decisions		
Increase in council tax per annum	£4.56	Year End Only
Increase in average housing rent per week	£0.00	Year End Only

Investment Portfolio as at 30 June 2017 (compared to the counterparty list)

Borrower	Amount (£m)	Interest Rate	Terms	Capita Credit Rating
Nationwide Building Society	8.00	0.36	Fixed to 03/07/2017	Red - 6 months
Qatar National Bank	8.00	0.66	Fixed to 14/08/2017	Green - 100 days
National Bank of Abu Dhabi	8.00	0.48	Fixed to 14/09/2017	Orange - 12 months
DBS Bank Ltd.	8.00	0.43	Fixed to 18/09/2017	Orange - 12 months
Lloyds TSB Bank	8.00	0.55	Fixed to 18/10/2017	Red - 6 months
Coventry Building Society	8.00	0.4	Fixed to 27/10/2017	Red - 6 months
Barclays Bank	8.00	0.36	Fixed to 06/11/2017	Red - 6 months
Salford City Council	5.00	0.38	Fixed to 13/12/2017	Local Authority - 60 months
Australia and New Zealand Banking Group	8.00	0.45	Fixed to 23/02/2018	Orange - 12 months
Rhondda Cynon Taff Council	5.00	0.37	Fixed to 27/11/2017	Local Authority - 60 months
Black Rock Money Market Fund	10.11	0.24	No fixed maturity date	AAA
JP Morgan Money Market Fund	0.01	0.21	No fixed maturity date	AAA
Prime Rate Money Market Fund	14.97	0.27	No fixed maturity date	AAA
Goldman Sachs Money Market Fund	0.15	0.21	No fixed maturity date	AAA
Standard Life Investments Liquidity Funds	14.97	0.28	No fixed maturity date	AAA
Total	114.21			

Capita provide a creditworthiness service, which employs a sophisticated modelling approach utilising credit ratings from the three main credit rating agencies - Fitch, Moody's and Standard and Poor's. The credit ratings of counterparties are supplemented with the following overlays:

- a) credit watches and credit outlooks from credit rating agencies;
- b) CDS spreads to give early warning of likely changes in credit ratings;
- c) sovereign ratings to select counterparties from only the most creditworthy countries.

This modelling approach combines credit ratings, credit watches and credit outlooks in a weighted scoring system which is then combined with an overlay of CDS spreads for which the end product is a series of colour coded bands which indicate the relative creditworthiness of counterparties. These colour codes are used by the Council to determine the suggested duration for investments. The Council will therefore use counterparties within the following durational bands:

- a) Yellow – 5 years (this category is for AAA rated Government debt or its equivalent, including an investment instrument – collateralised deposits, where the investment is secured only against local authority debt, namely LOBOs, making them effectively government exposure);
- b) Dark pink – 5 years for Enhanced money market funds (EMMFs) with a credit score of 1.25
- c) Light pink – 5 years for Enhanced money market funds (EMMFs) with a credit score of 1.5
- d) Purple – 2 years;
- e) Blue – 1 year (only applies to nationalised or semi nationalised UK Banks and their subsidiaries);
- f) Orange – 1 year;
- g) Red – 6 months;
- h) Green – 100 days; and
- i) No Colour – not to be used.

The advisor's creditworthiness service uses a wider array of information than just primary ratings and by using a risk weighted scoring system, does not give undue preponderance to just one agency's ratings.

Appendix 3

Borrowing Portfolio as at 30 June 2017

Lender	Start Date	Maturity Date	Amount £m	Rate	Annual Interest £m
Public Works Loan Board (PWLB)					
PWLB	21/03/2011	21/03/2018	10.00	4.02	402,000
PWLB	18/03/2016	18/03/2019	10.00	1.38	138,000
PWLB	28/03/2012	28/03/2019	4.81	1.76	84,656
PWLB	28/03/2012	28/03/2020	8.00	1.99	159,200
PWLB	28/03/2012	28/03/2021	4.00	2.21	88,400
PWLB	15/02/2010	01/06/2021	2.00	4.33	86,600
PWLB	28/03/2012	28/03/2022	8.00	2.4	192,000
PWLB	28/03/2012	28/03/2023	8.00	2.56	204,800
PWLB	15/02/2010	01/06/2023	2.00	4.45	89,000
PWLB	28/03/2012	28/03/2024	8.00	2.7	216,000
PWLB	15/02/2010	01/06/2024	2.00	4.49	89,800
PWLB	28/03/2012	28/03/2025	8.00	2.82	225,600
PWLB	14/08/2001	01/12/2025	0.12	4.875	5,998
PWLB	28/03/2012	28/03/2026	10.00	2.92	292,000
PWLB	15/02/2010	01/06/2026	2.00	4.54	90,800
PWLB	28/03/2012	28/03/2027	8.00	3.01	240,800
PWLB	21/08/2002	01/06/2027	4.00	4.75	190,000
PWLB	28/03/2012	28/03/2028	6.00	3.08	184,800
PWLB	29/07/1999	01/06/2028	1.00	4.75	47,500
PWLB	15/02/2010	01/06/2028	2.00	4.56	91,200
PWLB	28/03/2012	28/03/2029	7.00	3.15	220,500
PWLB	29/07/1999	01/06/2029	1.00	4.75	47,500
PWLB	28/03/2012	28/03/2030	8.00	3.21	256,800
PWLB	29/07/1999	01/06/2030	1.00	4.75	47,500
PWLB	20/05/2005	01/06/2030	2.00	4.45	89,000
PWLB	05/12/2005	18/03/2031	5.00	4.25	212,500
PWLB	28/03/2012	28/03/2031	2.00	3.26	65,200
PWLB	29/07/1999	01/06/2031	1.00	4.75	47,500
PWLB	20/05/2005	01/06/2031	2.00	4.45	89,000
PWLB	21/11/2005	18/09/2031	2.00	4.25	85,000
PWLB	28/03/2012	28/03/2032	5.00	3.3	165,000
PWLB	20/05/2005	01/06/2032	2.00	4.45	89,000
PWLB	04/11/1999	01/12/2032	1.50	4.625	69,375
PWLB	28/03/2012	28/03/2033	6.00	3.34	200,400
PWLB	20/05/2005	01/06/2033	2.00	4.45	89,000
PWLB	15/11/1999	19/09/2033	1.00	4.25	42,500
PWLB	28/03/2012	28/03/2034	7.00	3.37	235,900
PWLB	20/05/2005	01/06/2034	2.00	4.45	89,000
PWLB	15/11/1999	18/09/2034	1.00	4.25	42,500
PWLB	21/11/2005	18/09/2034	5.00	4.25	212,500
PWLB	28/03/2012	28/03/2035	2.00	3.4	68,000

PWLB	14/06/2005	14/06/2035	5.00	4.35	217,500
PWLB	15/11/1999	18/09/2035	1.00	4.25	42,500
PWLB	21/11/2005	18/09/2035	5.00	4.25	212,500
PWLB	15/11/1999	18/09/2036	0.50	4.25	21,250
PWLB	15/11/1999	18/09/2036	0.50	4.25	21,250
PWLB	28/03/2012	28/03/2037	9.00	3.44	309,600
PWLB	11/01/2006	01/12/2037	4.00	4	160,000
PWLB	11/01/2006	01/12/2038	4.00	4	160,000
PWLB	15/02/2010	01/06/2041	2.00	4.57	91,400
PWLB	11/08/2006	01/12/2041	3.00	4.35	130,500
PWLB	15/02/2010	01/06/2042	2.00	4.57	91,400
PWLB	11/08/2006	01/12/2042	2.00	4.35	87,000
PWLB	11/08/2006	01/12/2043	2.00	4.35	87,000
PWLB	06/09/2006	01/12/2044	3.00	4.25	127,500
PWLB	06/09/2006	01/12/2045	3.00	4.25	127,500
PWLB	29/06/2006	18/09/2046	4.00	4.45	178,000
PWLB	30/08/2006	01/12/2046	2.00	4.25	85,000
PWLB	29/06/2006	18/09/2047	4.00	4.45	178,000
PWLB	30/08/2006	01/12/2047	2.00	4.25	85,000
PWLB	09/10/1998	18/09/2048	1.00	4.5	45,000
PWLB	29/06/2006	18/09/2048	3.50	4.45	155,750
PWLB	30/08/2006	01/12/2048	2.00	4.25	85,000
PWLB	09/10/1998	18/09/2049	1.00	4.5	45,000
PWLB	29/06/2006	18/09/2049	3.00	4.45	133,500
PWLB	30/08/2006	01/12/2049	2.00	4.25	85,000
PWLB	30/08/2006	01/06/2050	5.00	4.25	212,500
PWLB	17/09/1998	18/09/2050	1.00	5.125	51,250
PWLB	17/09/1998	18/09/2051	1.00	5.125	51,250
PWLB	07/03/2007	01/06/2052	2.00	4.25	85,000
PWLB	23/07/1998	03/06/2052	1.00	5.5	55,000
PWLB	07/03/2007	01/06/2053	2.00	4.25	85,000
PWLB	23/07/1998	02/06/2053	1.00	5.5	55,000
PWLB	19/06/1998	01/06/2054	1.00	5.375	53,750
PWLB	19/06/1998	01/06/2055	1.00	5.375	53,750
PWLB	21/06/2006	01/06/2055	2.00	4.3	86,000
PWLB	22/06/2006	18/09/2055	4.00	4.35	174,000
PWLB	19/06/1998	01/06/2056	1.50	5.375	80,625
PWLB	21/06/2006	01/06/2056	3.00	4.3	129,000
PWLB	22/06/2006	01/06/2056	6.00	4.35	261,000
PWLB	02/10/1997	25/09/2057	1.50	6.625	99,375
TOTAL PWLB LOANS			276.93		10,077,479

Lender	Start Date	Maturity Date	Amount £m	Rate	Annual Interest £m
LOBO Loans					
Barclays Bank	03/12/2004	03/12/2054	10.00	4.45	445,000
FMS Wermanagement	07/12/2004	08/12/2053	10.00	4.45	445,000
PBB Deutsche Pfandbriefbank	10/12/2004	10/12/2052	10.00	4.45	445,000
Dexia Credit Local	10/12/2004	11/12/2051	10.00	4.45	445,000
Barclays Bank	31/08/2005	31/08/2055	5.00	3.99	199,500
Dexia Credit Local	20/02/2006	18/02/2066	6.00	4.45	267,000
Beyern LB	05/03/2007	07/03/2067	4.00	4.2	168,000
Barclays Bank	31/07/2007	01/08/2067	6.00	4.21	252,600
TOTAL LOBO LOANS			61.00		2,667,100
TOTAL - ALL LOANS			337.93		12,744,579

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Approved Countries for Investments as at 30 June 2017

(Based on lowest available rating)

AAA

- Australia
- Canada
- Denmark
- Germany
- Luxembourg
- Netherlands
- Norway
- Singapore
- Sweden
- Switzerland

AA+

- Finland
- U.S.A.

AA

- Abu Dhabi (UAE)
- France
- Hong Kong
- U.K.

AA-

- Belgium
- Qatar

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Wiltshire Council

Cabinet

12 September 2017

Subject: Business Rates Discretionary Relief Scheme

Cabinet Member: Councillor Philip Whitehead, Cabinet Member for Finance

Key Decision: Yes

Executive Summary

Following Government proposals to offer funding for those subject to extraordinary increases in business rates following the latest revaluation of all non-domestic property, this report introduces amendments to the existing discretionary rate relief policy in order to best target the funding available.

The chancellor announced three business rate relief schemes to help businesses most affected by the revaluation that took effect from April 2017.

These were:-

- Supporting small business, ensuring that no business losing small business rates relief or rural rate relief as a result of revaluation faces an excessive increase in bills. (Scheme 1)
- Relief for pubs, a £1000 rebate for all pubs with a rateable value of less than £100,000. (Scheme 2)
- A local discretionary fund – to be distributed to those businesses that face the steepest increase in their business rates bills as a result of the 2017 revaluation, under locally designed criteria. (Scheme 3)

This paper highlights the amounts available and the proposals to award the relief to those businesses in Wiltshire, least able to accommodate large increase in rates payable resulting from revaluation.

This report seeks agreement for changes to the current relief scheme in order to clarify the criteria against which any application for local discretionary rate relief (Scheme 3) will be assessed following the existing guidelines:-

- Awards will be by determined through a process whereby recipients are identified and either awarded relief or invited to apply.
- Applications will be determined by officers against the criteria set out in the report
- Awards will be only begin from the financial year in which a

claim was made.

- Any dispute regarding an award will be resolved using the current appeals process.

Proposal

Council is asked to agree changes to the discretionary rate reduction scheme set out at section 6 of this report, with effect from April 2017.

Reason for Proposal

On 8th March 2017 the Chancellor announced that new schemes of relief would be made available to those ratepayers facing large increases as a result of revaluation. He set out three schemes and how they would be funded over four years from 2017/18. The Chancellor stated that local government is best placed to determine how this fund should be targeted and administered to support those businesses that are in greatest need.

This report explains the three schemes, how they will integrate with the existing discretionary rate relief schemes and how the schemes are funded. The report goes on to explain the criteria for awarding the reliefs, the process to ensure the 'best-buy' for the customer and how those funds will be directed.

The Government's intention is that every billing authority in England will identify recipients of the new reliefs and be provided with a share of the £300 million to support their local businesses and will be administered through existing discretionary relief powers under section 47 of the Local Government Finance Act 1988. The proposal sets out the criteria and process by which new relief will be awarded.

Dr Carlton Brand, Corporate Director

12 September 2017

Subject: Business Rates Discretionary Relief Scheme

Cabinet Member: Councillor Philip Whitehead, Cabinet Member for Finance

Key Decision: Yes

1. Purpose of Report

- 1.1 To seek agreement on proposals to amend the Business Rate Discretionary Relief Policy in order to award additional funding to those ratepayers who are facing an increase in their bills following revaluation with effect from April 2017.

2. Relevance to the Council's Business Plan

- 2.1 Under Section 47 of the Local Government Finance Act 1988 local authorities were given discretionary powers to award a variety of reliefs to support and retain services and employment within its communities. These discretionary powers have been amended over the years to offer businesses timely support to cope with various national and local issues ranging from Foot and Mouth outbreak, flooding or the banking crisis. Discretionary rate reliefs have therefore been awarded in a way that supports the council's business plans. The latest reliefs are aimed to protect those hardest hit by the revaluation process which took effect on 1st April 2017. The careful and consistent use of discretionary powers are seen as a way of offering support to the local economy and therefore contributing to the council's business plan.

3. Main Considerations for the Council

- 3.1 The council already has a policy and processes by which applications for discretionary relief are assessed, using well tested criteria and case law. These latest reliefs involve the distribution of ring fenced grants to those who are facing an increase in their bills following revaluation. In order to distribute the grants equitably the council must identify those subject to the most significant increases having first applied other reductions and reliefs.
- 3.2 There will be three new discretionary relief schemes which the council can award. The process of identifying recipients differs depending on the scheme and the process of awarding relief will differ. The latest reliefs are not exclusive; a ratepayer may well qualify for rate relief from more than one of the new schemes in addition to existing forms of rate relief or reduction.

- 3.3 The first relief (Scheme 1) is directed at those trading businesses who in the past received either small business rate relief or rural rate relief which was based on the rateable value of the business. Following revaluation a rise in the businesses rateable value will exclude some from qualifying for either small business rate relief or rural rate relief. Government has offered a solution for those affected which have been identified. 135 businesses will have their increased capped at £600 per annum. This relief requires changes made to software operating systems and so awards under this scheme will be delayed until these changes are made.
- 3.4 The second (Scheme 2) of the new reliefs is available to pubs where a £1,000 rebate can be awarded to those with a rateable value of less than £100,000. This relief has already been administered and awarded to 215 trading pubs in Wiltshire.
- 3.5 The most challenging relief to administer is the local discretionary fund (Scheme 3) which can be awarded to any business, hardest hit by the revaluation process, under locally designed criteria. This report focuses on the criteria in order to target available funds to those hardest hit whilst also supporting the council's own business plans to protect the local economy and jobs.
- 3.6 In order to identify those who may be entitled, comparisons have been made between the net rates paid last year which are compared to the net rates due in 2017-18. In order to distribute Scheme 3 grant as widely and as fairly as possible criteria have been considered and set out below which will need to be integrated into the existing discretionary relief policy. These are:-
- That the scheme (scheme 3) is mainly directed at property with a rateable value of £200,000 or less
 - That the ratepayer does not fall into scheme 1 but as a result of revaluation is paying more than 12.5% than in the previous year,
 - That the property is the main or only property belonging to the business and is occupied
 - That the award does not breach regulation regarding state aid and is not awarded to high street chains or nationally established businesses
 - That the award can only amount to 50% of the overall increase in net rates due, once all other reliefs have been awarded.
 - That the business falls into one of the categories set out in Appendix 1
- 3.7 New burdens funding of £12,000 will be made available to each billing authority to meet the costs of identifying recipients, determining entitlement and issuing new bills

4. Background

- 4.1 Non-domestic property was subject to revaluation on a five yearly basis in order to maintain the accuracy of the local non-domestic valuation list.

Valuations are carried out by the Valuation Office Agency who forms part of the Inland Revenue. For a number of mainly political reasons the revaluation scheduled for 2015 was delayed until 2017. Great concern was raised in the media about the detrimental impact the revaluation would have, particularly on the high street and so even before the outcome of the revaluation was known the Government were put under pressure to provide additional funds to support those most adversely affected by the revaluation.

- 4.2 It was during the spring budget that the Chancellor made his announcement regarding the fund he made available to provide extra support, by which time the rate bills had already been produced and dispatched.
- 4.3 The overall impact of revaluation was in fact limited and the existing schemes already in place offered the majority of ratepayers a great deal of protection. However detailed analysis conducted by the Revenues staff has identified some anomalies. The recommendations within this report are based on their analysis which has identified 135 ratepayers who lost small business rate relief or rural rate relief and could have rate increases capped and around 215 possible recipients of pub relief. A further 500 ratepayers have been identified who would qualify for the discretionary fund.

5. Cost of Current Scheme

- 5.1 Non-domestic rate income is shared between the council and Central Government with a small proportion given to the Fire Service. Wiltshire Council retains around £0.37 for every £1.00 it collects. The three new schemes are funded in slightly different ways.
- 5.2 Scheme 1 limits or caps the increase in rates payable to a maximum of £600 per annum for those who previously received either small business rate relief or rural rate relief in 2016-17. Any relief awarded under this new scheme will be fully funded by government through a Section 31 grant. (Ratepayers will remain in the supporting small business relief scheme for either 5 years or until they reach the bill they would have paid without the scheme.)
- 5.3 Scheme 2 ensures pubs receive a rebate of £1000 and any relief under this scheme will be fully funded by government, again through a Section 31 grant. Over £205,000 has already been awarded to Wiltshire's pubs this financial year. (There is no indication that this relief scheme will be extended.)
- 5.2 Scheme 3 is the discretionary fund set by central government. The table below sets out the amounts that will be available for distribution over the next four years.

Period	2017-18	2018-19	2019-20	2020-21
Amount	£930,000	£452,000	£186,000	£27,000

6 Proposals for Change

- 6.1 That the existing discretionary rate relief scheme is amended to include three further schemes which will be determined by officers within the Revenues service.
- 6.2 Recipients of Scheme 1 (capping annual increases to £600) will be identified through data analysis and automatically awarded once the software system is updated to cope with this change. It is estimated there will be 135 recipients and the total award will amount of relief is anticipated to be £175,000 in 2017-18.
- 6.3 Recipients of Scheme 2, pub relief, have already been identified and over 200 pubs awarded a rate reduction of £1000. New bills have already been issued with the rebate. It is estimated that this scheme will eventually cost £250,000 in 2017/18.
- 6.4 Recipients of Scheme 3 relief will be identified through analysis and invited to apply for a reduction through a simple consultation and application process, using the latest application form for discretionary rate relief, either on-line or via a form. Invitations to apply will be issued once the report is ratified. Recipients will have to meet the criteria set out in section 3 above and indicate that they have been impacted by the revaluation process. (The consultation and application process will provide an opportunity for a rate relief review by officers to ensure the best arrangement for the ratepayer.) The schemes can also be combined in such a way that it is feasible to award a reduction in rates through scheme 2 however such is the increase in rates payable that they could also qualify for a further reduction under scheme 3.) It is difficult to estimate the cost of the scheme in 2017/18 however research has revealed 500 possible recipients with a total cost of £1.2 million. The maximum funding for the scheme will amount to £930,000 in 2017-18 and fall each year thereafter, (as set out in the table above).
- 6.5 A briefing note will be sent to members, towns and parish council to raise awareness of the scheme, which will also be promoted on the council's website.

7. Overview and Scrutiny Engagement

- 7.1 None.

8. Safeguarding Implications

- 8.1 None

9. Public Health Implications

- 9.1 None

10. Procurement Implications

10.1 None

11. Equalities Impact of the Proposal (detailing conclusions identified from Equality Analysis, sections 4 and 5)

11.1 The amendments follow the criteria set by government which specifically supports those ratepayers who are subject to an increase in their rates due to valuation. However, by their very nature the schemes are discretionary and careful consideration will be given to every award. These schemes are a further addition to range of reliefs which have existed for many years to support ratepayers and will be used in conjunction with other reliefs to ensure the ratepayers receives 'the best buy'.

12. Environmental and Climate Change Considerations

12.1 None

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

13.1 Failure to offer a means by which funds can be distributed would leave some ratepayers facing excessive increases in the rates bills. Failing to keep the local discretionary rate relief scheme in line with the latest approaches involves a number of risks:

- The first being the complexity of administering schemes with different rules, and explaining these to our customers
- Secondly justifying our position if we chose not to introduce current thinking or legislation and are challenged at an appeal tribunal where disputes over entitlement are settled
- Not meeting our own corporate objectives by failing to support those most adversely affected by revaluation.

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

14.1 There is a risk that the scheme is not accurately targeted and that the relief, is both obscure, and too complex to apply for. Through analysis, identification of recipients and by directing the application process particularly for Scheme 3, each claim can be given careful consideration and where an application is turned down; there is a process of appeal and dispute resolution already in place.

14.2 There is a risk that ratepayers will expect more generous relief schemes making the challenge of collecting business rates onerous. However through the consultation and application process the Service can consider all options available to support those least able to cope with the

challenges presented by revaluation and its impact on the latest non-domestic rate bills.

15. Financial Implications

15.1 There are no direct financial implications for the authority and the schemes will be fully funded by Government who are also providing new burdens funding of £12,000 to meet the additional administrative costs of the scheme. The challenge facing the authority is the equitable distribution of the funds available. Analysis indicates that around 500 ratepayers could qualify for the discretionary fund available for scheme 3, based on the recommended criteria. If the entire shortfall were to be met the cost would be in the region of £1.2million against a fund of £930,000. Therefore the scheme cannot fund in full the overall increase between rates paid this year and last year. From the outset the council funding will only meet a maximum of 50% of the increase. If, due to limited take up, there is funding unspent then the level of award can be reviewed.

16. Legal Implications

17.1 The council have a duty to operate a business rate discretionary relief scheme. The proposed changes have been instigated by an instruction from Government. The production of this report is to ensure Government's timelines are met so that the process of award the new reliefs can begin.

17. Options Considered

18.1 Not applicable

18. Conclusions

19.1 To amend the current discretionary rate relief policy to include the 3 new schemes and to award Scheme 3 relief in accordance with the criteria set out in section 3.6.

Michael Hudson (Associate Director, Finance)

Report Author: Ian P Brown, Head of Revenues and Benefits,
ianp.brown@wiltshire.gov.uk, Tel: 01225 716701

Date of report

Appendices

Appendix 1 Analysis of possible recipients

Background Papers -None

Property Reference Number	Property Designation (Full Property Address)	2017 NDR - Analysis code
N04509820003999	Blackland Lakes, Knight Caravan Site	COM
N26103080206000	Milford Hall Hotel, Castle Hotel	COM
N07400350090000	The White Hart, Lane End Public House	COM
N25401480005000	Plantronics, Interface End Warehouses	COM
N01702010108000	Sandroyd School, Tolla Private Schools & College	COM
N16514010060400	Southern Counties Auction Markets	COM
N26113330008000	8, The Maltings, Salisbury Shops	COM
N25401480008999	Unit 2 Plot 6, Interface Warehouses	COM
N25401480004100	Unit 5 C, Interface Bus Warehouse, Office & Premises	COM
N07300430084999	Guyers House, Pickwick Other Educational, Training	COM
N24408630034700	Wilton Park School, The Private Schools & College	COM
N13700100004999	The Barn, Winkworth Farm Other Commercial	COM
N15601260300000	The Parsons Nose, High Street Public House	COM
N24423070004100	South Hills School, Horn Nursery School & Pre-Primary	COM
N05603400013999	Elm Tree Caravan Park, Land Used For Storage	COM
N00705020107000	St Melor House, Edward Surgeries	COM
N23102450120000	The Weymouth Arms, Mill Public House	COM
N12024010033500	Lime Tree Workshops, Workshops	COM
N11903610034000	ABC Leisure Group, Har Marina & Premises	COM
N22607200572000	Longcroft Nursery School Nursery School & Pre-Primary	COM
N18718010565000	Filling Station, The Ridge Workshops	COM
N05604710005999	The Lodge Surgery, Local Surgeries	COM
N00207010004200	4x4 Services, Old Road Workshops	COM
N09100010047999	Unit 25 Whitewalls, East Workshops	COM
N05603170038999	Saxon Court, 21, Gladstone Office (Excluding Centre)	COM
N11800110078999	Thane House, Hilmartons Warehouses	COM
N02601560852000	The Fat Fowl, Silver Street Restaurants	COM
N11900510127100	Unit 27, Marsh Farm, Warehouses	COM
N09100010045000	Unit 5 & 5a Whitewalls Warehouses	COM
N18400110077999	Purton Surgery, High Street Surgeries	COM
N22608240941000	72, Wingfield Road, Trade Surgeries	COM
N19319010162200	Unit 2, Chaldicotts Barn Office (Excluding Centre)	COM
N14509830003999	The Sun Inn, The Street Public House	COM
N26105060015400	15, Endless Street, Salisbury Shops	COM
N17932166530000	Pewsey Surgery, High Street Surgeries	COM
N15814020030000	Old Ship Hotel, Castle Street Hotel	COM
N06003010051101	Unit 3, Down Barn, Church Workshops	COM
N08424010005000	Barford Park Barn, Dove Other Commercial	COM
N22606480131000	60, Shails Lane, Trowbridge Nursery School & Pre-Primary	COM
N00708010012000	Fairlawn Hotel, High Street Hotel	COM
N13409830001999	The Langley Tap, Langley Public House	COM
N07709830002999	The Potting Shed, Crud Public House	COM
N04500080050999	Bowood House, Bowood Other Leisure	COM
N26103070161200	Camping And Caravan Camping Site	COM
N03000070053999	Clay Hill Park, Barnes Green Workshops	COM
N22165085555010	Hedges Pharmacy, Drove Shops	COM
N07600010169999	Unit 19, Chelworth Park Workshops	COM
N26116210002100	2, Priory Square, Salisbury Shops	COM
N04400420046999	46, Curzon Street, Calsonic Car Showroom And Pre-	COM

N07600030121999	COM	Unit B2 Whitehall Site, Workshops
N05603470030999	COM	11, The Bridge, Chippe Club And Premises
N12900300011000	COM	Stable Cottage & Coacl Office (Excluding Centr
N15340005270020	COM	Elm Tree Motor Comp: Workshops
N02400580026999	COM	The Surgery, London R: Surgeries
N08612510078000	COM	Former Hassett Intern Workshops
N09531440039000	COM	Turners Garage, 37, Hi: Showrooms
N15817010034000	COM	Units 6-9, Block B, Qua Workshops
N20513605250010	COM	Pewsey Vale Riding Ce: Other Leisure
N26101110037100	COM	Unit 2, Avon Terrace, S: Vechile Repair Worksh
N06700610006999	COM	Euridge Works, Thickw: Factories
N24023010286500	COM	Whiteparish Surgery, C: Surgeries
N03908530027000	COM	Avondale School, 27-2: Private Schools & Colle
N06809606970000	COM	The Shears Inn, Cadley Public House
N07926940001000	COM	St James Surgery, Gain: Surgeries
N23532720039000	COM	39, High Street, West L: Surgeries
N08413590147000	COM	The Surgery, Moot Lan: Surgeries
N02400780150999	COM	Warehouse, Wadswick: Warehouses
N07300940038999	COM	The Century, Martinga: Public House
N25400210500999	COM	New Court Surgery, Bo: Surgeries
N08612510102000	COM	Stonehenge Inn, Stone: Public House
N07980206550000	COM	F Chivers And Sons, Wi: Storage Depot
N26103260001000	COM	Salisbury Cathedral Sc: Private Schools & Colle
N17689517061000	COM	Upper Lime Works, By: Workshop, Offices & P
N15701230191000	COM	Lowden Garden Centre: Other Commercial
N15601580380000	COM	The Manor Primary Sc: Local Authority School:
N13312020001000	COM	Golden Acres Garden C: Other Commercial
N26120020004200	COM	Telford House, Telford: Factories
N02900320010999	COM	Platinum Garage, Lond: Car Showroom And Pre
N26123320002000	COM	Riverside House, 2, Wa: Workshops
N05700930017000	COM	Units 2, 3, 4 & 4a, Shel: Warehouses
N26106030001000	COM	Bathroom Store(Lyndh: Retail Warehouse And
N07947046952000	COM	The Crown, New Park S: Public House
N01000010291000	COM	Unit 3, Atworth Busine: Factories
N16514010104000	COM	Salisbury Racecourse, I: Other Leisure
N05603270095999	COM	Showroom, London Ro: Car Showroom And Pre
N05700020008999	COM	Cepen Park, Bath Road: Car Showroom And Pre
N00719070005000	COM	Costa , Mid Summer Pl: Restaurants
N23106650110000	COM	Warminster School, 11: Private Schools & Colle
N02601780690000	COM	Unit 19, Treenwood In: Factories
N16514010007100	COM	Armishaws Removals, I: Warehouses
N26114130006100	COM	Unit 7, Brunel Road, Sa: Workshops
N01224010001000	COM	Tinkerbelle Service Stati: Petrol Filling Station
N00702190000000	COM	The Orchard, Bence Co: Public House
N05609860055999	COM	38 St Paul Street, Chip: Office (Excluding Centr
N21319010020000	COM	Spread Eagle Hotel, Hi: Public House
N19912560023000	COM	George House, London: Public House
N07940320041000	COM	41, Long Street, Devize: Museums
N20400120005000	COM	Malmesbury Specialist: Petrol Filling Station
N07920327210000	COM	Wansdyke County Prim: Local Authority School:

N04409850025999	COM	Marden Vale C Of E Ac: Local Authority School:
N18342806221000	COM	Astor Yard, Manton Hc Other Leisure
N26108030016300	COM	16-18, Harnham Road, Hotel
N07600030027999	COM	Watson Fuels Warehouse Warehouses
N22601000947000	COM	6 The Spitfire Retail Pa Restaurants
N26103210051000	COM	August Motors Ltd, Far Car Showroom, Works
N23802770710000	COM	Michael Elkins Limited, Car Showroom And Pre
N15701320010000	COM	Shaw Church Of Englar Local Authority School:
N14600130010999	COM	Coped Hall Service Stat Workshops
N25400520065999	COM	Richmond Works R/O 4 Workshops
N22149846940000	COM	Clarendon County Juni Local Authority School:
N07700030045999	COM	Mayfield House Hotel, Hotel
N07600030130999	COM	Unit M Whitehall Site, Warehouses
N22601300001100	COM	Castle Mead Primary S Local Authority School:
N26106250001000	COM	Salisbury Medical Pract Surgeries
N26119310002700	COM	St Marks C Of E Junior : Local Authority School:
N26112040138300	COM	Leap Frog Day Nursery, Nursery School & Pre
N05609850016999	COM	St Peters School, Lords Local Authority School:
N11900400054000	COM	Just Learning Nursery, Nursery School & Pre
N13209830005999	COM	Red Lion Inn, Lacock, C Public House
N04809830001999	COM	Horse & Groom Inn, Cf Public House
N19809830003999	COM	The Rattlebone Inn, Sh Public House
N05700020015999	COM	Leapfrog Day Nursery, Nursery School & Pre
N04409830009999	COM	Lansdowne Strand Hot Hotel
N23107160995000	COM	Collis Motors, The War Car Showroom And Pre
N26102250012000	COM	Ex Approach, Salisbury Workshops
N25409830003999	COM	The Angel, High Street, Public House
N15323765510020	COM	Marlborough Tiles Ltd, Factory & Offices & Pre
N03009830001999	COM	Three Crowns Inn, Brin Public House
N10206010003000	COM	The Beckford Arms, Fo Public House
N11702250012000	COM	Westbury Car Auctions Other Commercial
N15701490080000	COM	Beechfield House, Bea Hotel
N15601580285000	COM	Medical Centre, Spa Rc Health Centres
N19464006950000	COM	Camping And Caravan : Caravan Site
N22601440055001	COM	Valeroso Lounge, 3a, S Restaurants
N05603390001999	COM	Rowden Surgery, Rowc Surgeries
N15602580700000	COM	The Spa Medical Centr Health Centres
N02400630030999	COM	Real World Studios, Mi Other Commercial
N06003010051100	COM	Down Barn, Cholderto Factories
N18679687275000	COM	Ramsbury Surgery, Wh Surgeries
N07300250046999	COM	Jacks Restaurant & Bar Restaurants
N01104405020000	COM	Beckhampton House S Other Leisure
N05603470002999	COM	2/4, The Bridge, Chipp Public House
N07600030129999	COM	Unit K Whitehall Site, C Workshops
N05609850052999	COM	Ambulance Station, M: Ambulance Station
N18673120010000	COM	The Bell Inn, The Squar Public House
N02601220100000	COM	10, Mount Pleasant, Br Public House
N10324010067100	COM	Tnt Fireworks, Catherir Warehouses
N09789285475000	COM	East Everleigh Stables, Other Leisure
N14600070006999	COM	Wyevale, Hay Lane, Ly Other Commercial

N22520010044000	COM	Larmer Tree Gardens, I Other Leisure
N23539606110000	COM	West Lavington Stator Other Industrial
N07300760001999	COM	Bath Spa University Ce Universities & Polytech
N22165085555000	COM	The Castle Practice He: Health Centres
N20300230080000	COM	The Farmhouse Inn, Fri Public House
N08104010048100	COM	M J Abbott Ltd, Bratch Workshops
N06600180170000	COM	New Road Service Stati Petrol Filling Station
N26107010264000	COM	Spar Stores, Gainsboro Shops
N06600080075200	COM	Anerobic Digestion Pla Civic Amenity Site & Pr
N07600040139999	COM	Prior Park Prep School, Private Schools & Colle
N15359280100000	COM	Marlborough Filling Sta: Petrol Filling Station
N26103020086000	COM	Leehurst Swan School, Private Schools & Colle
N26120060003000	COM	Old Mill Hotel, Town P: Hotel
N22607200500000	COM	The Moonraker Hotel, Hotel
N14609920002999	COM	Landfill Gas Generator Civic Amenity Site & Pr
N26102250009200	COM	Brunel House, Brunel R Factories
N13626010002000	COM	St Edmund'S C.E. Girls' Local Authority School:
N02601820995000	COM	The Boathouse, Widbri Public House
N22732560003000	COM	The Antelope, High Str: Public House
N26123320001000	COM	Factory, Watt Road, Sa Factories
N08423600072200	COM	Downton Sports Centri Indoor Sports Facilities
N15331920090000	COM	The Marlborough, 90, I Public House
N13314010013100	COM	Greenhills Farm Carav: Caravan Site And Prem
N26103210053000	COM	16a, Edison Road, Salis Workshops
N07943126940000	COM	The Bear Hotel, The M: Hotel
N07600150135999	COM	Meadow Park School, I Office (Excluding Centr
N26115050003000	COM	Old Castle Harvester, C Public House
N22148970001000	COM	Primary School, Oatwa Local Authority School:
N25400840016999	COM	Grange Land Rover Swi Car Showroom And Pre
N26115100010000	COM	Ox Row Inn, Ox Row, S Public House
N26114070041100	COM	The New Inn, New Stre Public House
N26103260070000	COM	70., The Close, Salisbur Private Schools & Colle
N05609870013999	COM	St Pauls House, 1 Mars Office (Excluding Centr
N24401640002000	COM	Sales Office , 2, The Av Other Commercial
N26103080038100	COM	The White Horse Hotel Hotel
N15600210061000	COM	6-8, Bank Street, Melk: Shops
N02602070970000	COM	Woolley Grange Hotel, Hotel
N02600600170000	COM	The Barge Inn, Frome F Public House
N26113190006000	COM	Pt 4-6, Minster Street, Shops
N19415126920000	COM	The Barge Inn, Seend C Public House
N11702220940000	COM	23, Broadway North, V Car Showroom And Pre
N14700140027100	COM	The Convenience Store Petrol Filling Station
N13901180030000	COM	Limpley Stoke Hotel, V Hotel
N20600010003999	COM	Filling Station, Stanton Petrol Filling Station
N14609840017999	COM	Marsh Farm Hotel, Pur Hotel
N22601440060000	COM	The Kings Arms, Castle Public House
N18016010179000	COM	Farley Nursery School, Nursery School & Prens
N26112040138200	COM	Ridgeway Salisbury, Lo Car Showroom And Pre
N23815010001100	COM	The Whitehorse Health Health Centres
N26119320030600	COM	Retail Warehouse, Dolj Retail Warehouse And

N23800170020000	COM	Former Trumac Site, Bi Warehouses
N16209830003999	COM	Vale Of The White Hor: Public House
N17415010056000	COM	Odstock Day Nursery, (Nursery School & Pre
N24603010155000	COM	Conkwell Grange Stud Other Leisure
N26120020008000	COM	Edwards Ford, Telford Car Showroom, Works
N26103260062000	COM	65, The Close, Salisbur Museums
N26119320001000	COM	Mercedes Benz Of Sali: Car Showroom And Pre
N22601280363000	COM	The Shires Filling Static Petrol Filling Station
N22606310060000	COM	6, Paxcroft Way, Trowt Shops
N08618010020200	COM	Simms Builders, Recre: Workshops
N02400110020999	COM	Ashley Garage Bath Ro Petrol Filling Station
N05700020011999	COM	Green Square Group Lt Car Showroom And Pre
N25401270083999	COM	Rooms 6a, 7a, 7b, 10a, Offices And Premises
N03919530026700	COM	26, Salisbury Road, Bul Petrol Filling Station
N18834466903000	COM	Fussell Wadman Ltd, H Car Showroom And Pre
N20400270001999	COM	Malmesbury Primary C Health Centres
N07009850013999	COM	Compton Bassett Land Civic Amenity Site & Pr
N00719070001000	COM	The Amesbury Archer, Public House
N26103260019700	COM	Sarum College, 19, The Universities & Polytech
N05605840101999	COM	Hathaway Medical Cen Surgeries
N06830805720000	COM	Herridge Stud , Herridg Other Leisure
N05400120003000	COM	Ehd Chilmark, Ladydow Workshops
N00719070003000	COM	Pizza Hut, Mid Summe: Restaurants
N02601670490000	COM	Timbrells Yard, 49, St N Public House
N19502260015000	COM	West Wiltshire Cremat Crematorium & Premis
N26113150011000	COM	The Cathedral Hotel, M Hotel
N05609830007999	COM	The Pheasant Inn, Bath Public House
N26115100007000	COM	8, Butcher Row, Salisbu Shops
N03600040008100	COM	Photovoltaic Installatic Electricity
N14900310007999	COM	Unit 2 Cranmore Hous: Betting Shops
N15601620170000	COM	17, Market Place, Melk Shops
N04600150057999	COM	Unit 3 The Barn, Upper Stores
N23102550121100	COM	Unit 1, Station Road, W Shops
N26114060070500	COM	68, New Canal, Salisbu Shops
N26120040072100	COM	66-78, Tollgate Road, S College
N07948166030000	COM	Kennet House, Northg: Warehouses
N20400050100999	COM	Caravan Site, Burton H Camping Site
N26117050023300	COM	Suite 12 3rd Flr Rear, 2 Office (Excluding Centr
N15701700030000	COM	A3, Ashville Centre, Co Workshops
N00900190004000	COM	Unit 4, Downs Farm, Tl Workshops
N07903686875000	COM	Taylor Made Childcare Nursery School & Pre
N15602380924000	COM	4, Semington Road, Me Other Commercial
N07300760070999	COM	Factory & Premises, W Factories
N04401870044999	COM	10a, Harris Road, Calne Stores
N23801220130000	COM	13, High Street, Westb Shops
N17932160001012	COM	Ground Floor, 1, High S Shops
N22600970700000	COM	Trinity House, Bryer As Office (Excluding Centr
N24602920121000	COM	Dorothy House, Winsle Hospital & Premises
N07700100074999	COM	West Orchard, Eastcou Stores
N00354155010000	COM	Kings Arms Inn, Pub La Public House

N02809840015000	COM	Braydon Fields Farm St Other Leisure
N19800160081999	COM	Part Shed 3, The Dairy Stores
N26113190022200	COM	20, Minster Street, Sali Shops
N01304100050090	COM	Unit 9, The New Finche Workshops
N26118100003000	COM	Suite 3, 2nd Floor, The Office (Excluding Centr
N05603470015999	COM	15-17, The Bridge, Chip Restaurants
N14600180023999	COM	23 & 24 Oakland Enter Stores
N05603470013999	COM	13, The Bridge, Chippe Shops
N13624010131000	COM	Portway House, Old Sa Office (Excluding Centr
N07947040012000	COM	Devizes Car Centre, 12 Workshops
N04401860006999	COM	Unit 11 Porte Marsh Er Workshops
N13608010000200	COM	Unit 2, Hurricane Close Workshops
N20009840008999	COM	Unit 3 Warren Busines Workshops
N25400210533999	COM	Studio 2 Lime Kiln Busi Office (Excluding Centr
N23801700334000	COM	Town Hall, 6-10, Marke Office (Excluding Centr
N22307010008000	COM	8, Grosvenor Drive, Tis Workshops

Last Rateable Value	for Account Reference Num	Account Live Status	Fla Primary Liabile party na	Billing Period
63400	52400013182	Y	Blackland Lakes Ltd	2017
120000	50133572400	Y	Mr Simon Hughes T/A	2017
21250	52400010697	Y	Mr Peter Ballinger	2017
176000	52400016703	Y	Plantronics Ltd	2017
195000	50086402100	Y	The Bursar	2017
60000	50131890300	Y	Southern Counties Auc	2017
15500	52400015494	Y	Ganesha Handicrafts (S	2017
180000	52400004093	Y	David Hathaway Transj	2017
86500	52400000567	Y	Clarion Gb Limited	2017
95000	68530530000	Y	Donnington Castle Con	2017
139000	52400000225	Y	The Thistledown Trust	2017
36000	90552800000	Y	Mr Jeremy Newman	2017
20500	52400007817	Y	Mr Stephen Lyons	2017
26500	50122067700	Y	South Hills School Ltd	2017
25500	18286390000	Y	Elm Tree Caravan Park	2017
28250	52400001827	Y	Dr Eastman And Partne	2017
22500	10141697500	Y	Sg Catering Ltd Fao:Sha	2017
23500	52400009394	Y	Matthew Burt Ltd	2017
33000	10135353300	Y	Abc Leisure Group	2017
22250	10137894500	Y	Longscroft Children'S N	2017
20750	50144048600	Y	Avon Carriage Co Ltd F	2017
28750	68288410000	Y	Dr Muir & Partners	2017
21000	50135607500	Y	Shb Hire Ltd	2017
20250	90289600000	Y	Tony Bolwell Ltd	2017
20750	90532780000	Y	Learndirect Centres Ltc	2017
24750	2376780000	Y	Urathon Europe Ltd	2017
21500	10137176400	Y	Mr Mark Kendall T/A F	2017
24500	52400004318	Y	Wiltshire Bacon Compa	2017
21500	52400014097	Y	Bbe Transport Repairs	2017
27250	18676300000	Y	Dr G J Barron & Partne	2017
27500	10124746100	Y	Widbrook Medical Pra	2017
22000	50140153500	Y	Stitch N Craft Ltd	2017
24000	52400012682	Y	The Sun Lydiard Ltd	2017
21000	52400014638	Y	Funeral Partners Ltd	2017
21750	40029956000	Y	G Ring	2017
28000	52400010617	Y	Havenbrae Ltd,	2017
21500	52400010041	Y	Design & Display Struct	2017
22500	52400012406	Y	Barford Park Ltd	2017
22250	10136350700	Y	Mrs Elaine Arrundale T	2017
24000	50143185100	Y	Mr Keith Pullen Miss Ti	2017
24500	52400002742	Y	Mr Matthew Lumb	2017
25000	52400014719	Y	R2 Management Ltd	2017
22750	90196830000	Y	Bowood Estates	2017
24150	50106323200	Y	The Camping & Carava	2017
20750	85686290000	Y	Graham Smith Uk Ltd	2017
24250	44035497000	Y	Mr P W Hedges	2017
22250	52400013405	Y	Nova Frames Ltd	2017
21000	50139887100	Y	Savernake Trading Ltd	2017
23500	90483670000	Y	Calne Garage Services	2017

21000	90542670000 Y	Montgomery Services	2017
28250	52400001635 Y	E11evn Ltd	2017
20500	52400011797 Y	Applied Card Technolo	2017
23500	40019217000 Y	Elmtree Motor Co Ltd	2017
24500	1803690000 Y	Dr Kevin Gruffyd-Jones	2017
21250	50137673800 Y	Autotec Ltd	2017
21500	40003957000 Y	Turners Of Earlestone I	2017
21250	50086659500 Y	Ethos Candles Ltd	2017
24000	40028429000 Y	Bryan Read Ltd	2017
21500	52400010897 Y	Spire Tire & Auto Ltd	2017
22000	35592930000 Y	Jetway Associates Ltd	2017
27250	52400001828 Y	Dr Gotham & Partners	2017
21500	52400004621 Y	Avondale Preparatory S	2017
20500	52400013116 Y	Mr Bertrand Dulis	2017
24250	40010511000 Y	Dr Downey & Partners	2017
26000	44010320000 Y	Dr Osbourne	2017
24750	52400001826 Y	Dr P Davies And Partne	2017
20250	19026080000 Y	Wadswick Country Sto	2017
22000	52400008249 Y	Cafe Grounded Ltd	2017
21250	68584430000 Y	Dr Valentine & Partner	2017
30000	52400008458 Y	Swan Hospitality Ltd	2017
70000	52400007639 Y	Grist Group Ltd	2017
59000	50087937500 Y	The Cathedral School	2017
54000	44000103000 Y	Earthline Ltd	2017
65500	10095453500 Y	Lowden Garden Centre	2017
52000	52400002738 Y	The Manor Academy	2017
70500	50133411000 Y	Golden Acres Nursery I	2017
69000	50128327400 Y	City Plumbing Supplies	2017
74500	18337670000 Y	Renrod Ltd T/A Platinu	2017
63000	52400005812 Y	Alabare Christian Care	2017
58000	52400000925 Y	Metrotile (Uk) Ltd	2017
76000	50141201600 Y	Island Bathrooms Ltd	2017
51500	44031556000 Y	Wadworth & Co Ltd	2017
53500	10141379000 Y	Bristol Soap Llp	2017
73500	50087198800 Y	The Bibury Club Ltd	2017
62500	52027420000 Y	Chippenham Motor Co	2017
89000	90406490000 Y	Blade Honda	2017
77000	52400002366 Y	Life Coffee Cafes Limite	2017
61000	10088828700 Y	Bursar: Warminster Scl	2017
80000	52400005221 Y	Steve Vick Internationa	2017
75000	50134243200 Y	Armishaws	2017
52500	50138321300 Y	Flowplant Group Ltd	2017
53000	50086894600 Y	H L Edwards Ltd	2017
88000	52400001645 Y	Marston'S Inns And Ta	2017
54500	85701100000 Y	Whale And Dolphin Co	2017
70000	50141295100 Y	A W Hotels Ltd	2017
7500	52400010853 Y	Mr Peter Gregory Hirst	2017
58500	40008541000 Y	Wiltshire Museum	2017
67500	52400006423 Y	Malmesbury Specialist	2017
51000	52400004127 Y	Wansdyke Community	2017

51000	52400013425 Y	Marden Vale Academy	2017
53000	52400012521 Y	Brian Meehan Ltd	2017
95000	52400010062 Y	Rose And Crown (Oper	2017
79500	90613900000 Y	Wfl (Uk) Ltd T/A Watsc	2017
88000	52400004199 Y	Caspian Networks Ltd	2017
80500	50087929400 Y	August Motor Co Ltd	2017
52500	10089183400 Y	Michael Elkins Ltd	2017
60000	52400011815 Y	Academy Trust Of Mell	2017
26000	19056770000 Y	Quins Specialist Cars Lt	2017
53500	68298220000 Y	G & P Cases Ltd	2017
61500	40024571000 Y	Head Teacher C/O Wilt	2017
80000	90223720000 Y	Mr Francis Segrave-Da	2017
59000	90543540000 Y	Whitehall Cricklade Ltc	2017
53000	52400009976 Y	The Mead Academy Tr	2017
96500	52400007433 Y	Salisbury Medical Pract	2017
46250	52400011038 Y	St Marks Junior School	2017
71000	50137787600 Y	Leapfrog Day Nurseries	2017
46750	52400010982 Y	St Peters Church Of Enj	2017
68500	10134228500 Y	Just Learning Limited	2017
81500	68473620000 Y	Wadworth & Co Ltd	2017
54500	52400012749 Y	Unique Country Inns Lt	2017
60000	90047700000 Y	Mr Jason Read	2017
65500	19019660000 Y	Leapfrog Day Nursery	2017
55000	90227660000 Y	Arkell'S Brewery Ltd	2017
60500	10133257000 Y	Colliss Properties Limit	2017
93000	52400007393 Y	Nicholas & Harris Ltd	2017
76500	52400004535 Y	Arkells Brewery	2017
76500	40002748000 Y	Marlborough Tiles Ltd	2017
100000	52400001893 Y	Prestigious Restaurant:	2017
55000	50142569200 Y	Beckford Arms Ltd	2017
53500	52400004887 Y	Westbury Car Auctions	2017
60000	10137837200 Y	Mr & Mrs C Whyte	2017
57500	10133329400 Y	Dr S A Rosser & Partne	2017
55750	44001436000 Y	Camping & Caravan Clu	2017
73000	52400013282 Y	Loungers Ltd	2017
51000	85413220000 Y	Rowden Medical Partn	2017
52500	10134203600 Y	Dr J Simmons & Partne	2017
144000	90266860000 Y	Real World Holdings Lt	2017
57500	52400016132 Y	Roy Geddes Building Pi	2017
55500	40006158000 Y	Dr Owen-Jones & Partr	2017
35000	90508440000 Y	Hartham Park Plc	2017
68000	40000818000 Y	Beckhampton Stables l	2017
52500	52400008003 Y	Loungers Ltd T/A Rivo l	2017
57500	90541960000 Y	Loadpoint Ltd	2017
95000	90156760000 Y	Great Western Ambula	2017
60000	44029535000 Y	Ramsbury Estates (B St	2017
78000	10138262700 Y	Flatcappers Limited At	2017
77500	52400007246 Y	London City Bond Ltd	2017
78000	44035268000 Y	R Hannon Ltd	2017
148000	90457320000 Y	Country Homes And Ga	2017

52500	50086831500 Y	Larmer Tree Ltd C/O R	2017
64500	40007855000 Y	Grist Group Ltd	2017
87000	51602840000 Y	The Bath College/High	2017
58000	40023460000 Y	The Castle Practice	2017
53750	10142650900 Y	Mr Adam Glass Ms Jan	2017
84500	50086991600 Y	M J Abbott Ltd	2017
81000	10089691000 Y	New Road Service Stati	2017
61500	50141247200 Y	Gillets Of Callington,	2017
191000	52400011428 Y	Codford Biogas Ltd	2017
127000	90579830000 Y	Prior Park Educational	2017
97000	52400004304 Y	Robert Fraser Ltd	2017
109000	50090166700 Y	The Bursar	2017
99500	52400010024 Y	Old Sarum Hotels Limit	2017
52000	52400005889 Y	The Three Sleeping Bea	2017
76000	90561820000 Y	Biffa Waste Services Lt	2017
120000	50133140100 Y	Nicholas & Harris Ltd	2017
131000	52400000443 Y	St Edmunds Girls Schoo	2017
60750	52400008182 Y	Bluebelt Hospitality Ltc	2017
22750	52400009673 Y	Mr James Brent	2017
106000	50138992900 Y	Test Valley Limited	2017
120000	50137020000 Y	Bwsca Ltd	2017
68000	52400003612 Y	Food Drink Rooms Ltd	2017
59900	50142597700 Y	Mrs L Lee Mr G Lee	2017
11250	50143031500 Y	R & E Landrover Specia	2017
124500	44026889000 Y	Craneview (Roundway,	2017
36250	90459330000 Y	Education Plus Ltd	2017
125000	50129716300 Y	Mitchells & Butler Reta	2017
61500	52400010373 Y	Wellington Primary Ac	2017
195000	52400012344 Y	Grange Motors (Swind	2017
92000	52400003673 Y	Fuller Smith & Turner F	2017
80000	52400015015 Y	Passion Flower South L	2017
116000	50087956600 Y	Salisbury Cathedral Sch	2017
150000	35685540000 Y	Trillium	2017
81500	52400013011 Y	Redrow Homes Limitec	2017
54000	50143273700 Y	Qudos Hospitality Limi	2017
19500	52400011398 Y	Rafan Zoku T/A Casa It	2017
200000	52400000064 Y	Lfh (Woolley Grange) L	2017
55000	10141088700 Y	Maytom-Jones,Ms Jill E	2017
75000	52400015189 Y	Lloyds Pharmacy Limite	2017
110000	44031530000 Y	Wadworth & Co Ltd	2017
193000	10089924700 Y	Rygor Group Limited	2017
31000	52400010161 Y	K T Investments Ltd	2017
115000	10126675600 Y	Limpley Stoke Hotel Lir	2017
112000	52400010111 Y	Motor Fuel Ltd	2017
126000	52400014066 Y	Chartridge Regency Ltc	2017
65000	10141571400 Y	Mr Michael Lefever T/	2017
12500	50139820800 Y	Farley Nursery School I	2017
152000	52400003681 Y	Ridgeway Garages (Ne	2017
121000	52400004506 Y	The Whitehorse Practi	2017
31500	52400012493 Y	23.5 Degrees Ltd T/A S	2017

103000	52400002163 Y	Absolute Solvents Limi	2017
13000	69034670000 Y	Mr Jamie S Denman T/	2017
14000	52400008005 Y	Bourne Valley Nursery	2017
77000	52400002372 Y	Neil Mulholland Racing	2017
191000	50131349000 Y	Foray Motor Group Ltc	2017
108000	50087952400 Y	Salisbury And South W	2017
180000	50136488900 Y	Jacksons Bournemouth	2017
55500	10141054400 Y	Petrogas Group (Weste	2017
21500	10142215000 Y	Power Station Services	2017
13250	50086257300 Y	Secty Sims Bros (Builde	2017
150000	68359400000 Y	Ashley Garage Ltd	2017
130000	52332110000 Y	Malmesbury Road Gar:	2017
3250	52400015564 Y	Redwood Fm Ltd	2017
116000	50128288000 Y	Mr Charles & Mrs Cath	2017
129000	44008872000 Y	Fussell Wadman Ltd	2017
149000	90325190000 Y	Malmesbury Medical P	2017
139000	90132880000 Y	Novera Energy Genera	2017
150000	50140484600 Y	Mitchells & Butlers,	2017
107000	52400013432 Y	Sarum College,	2017
134000	90185480000 Y	Hathaway Medical Par	2017
116000	40002381000 Y	R Hannon Ltd	2017
114000	52400010214 Y	Ehd London No. 1 Bonc	2017
127000	50140051000 Y	Pizza Uk Ltd	2017
130000	52400007928 Y	Stay Original Company	2017
162500	10128844600 Y	Crematorium Manager	2017
140000	50142352600 Y	Old Sarum Hotels Limit	2017
120000	68962460000 Y	Wadworth & Co Ltd	2017
24250	52400013112 Y	Miss Pauline Church T/	2017
117000	52400009381 Y	Malmesbury Solar Limi	2017
5000	52400008658 Y	Jon Taylor T/A Game E	2017
6400	52400010539 Y	Total Carpets And Floo	2017
3550	52400014939 Y	Merlin Mailorder Ltd	2017
12000	52400014429 Y	New Windows Ltd	2017
17000	52400012697 Y	Camicoma Ltd T/A Vap	2017
181000	52400016356 Y	Salisbury 6th Form Coll	2017
45250	52400015072 Y	Gaiger Bros Ltd	2017
17000	52400004592 Y	Mr Robert Simmons	2017
46000	52400011407 Y	Quantum Salisbury Cer	2017
13250	52400003212 Y	Greenearth Food Pack:	2017
3000	52400015024 Y	Mr Oliver C Down	2017
27000	52400001438 Y	Taylor Made Childcare	2017
11750	10138046700 Y	The Beeches Veterinar	2017
55500	51604850000 Y	Stephens Industries Ltc	2017
7200	90324720000 Y	Wilts Electrical Contrac	2017
9700	52400005741 Y	Mrs Alison Crew T/A St	2017
7500	52400008893 Y	Manningford Croft Ltd	2017
39000	52400002491 Y	Dorothy House Hospice	2017
118000	10129167900 Y	Dorothy House Hospice	2017
8400	52400016235 Y	Proathletics Ltd	2017
22250	44011628000 Y	Mr R Baulu	2017

7100	52400014988 Y	Mr Colin Rogers	2017
4300	52400013479 Y	S Doyle & A Coode/Hei	2017
70500	52400015462 Y	Allum & Sidaway Ltd	2017
5900	52400012442 Y	Pdcm Investments Ltd	2017
1300	52400016166 Y	Larkham Design Limite	2017
11500	52400010706 Y	Mr John Paine T/A The	2017
7700	69039050000 Y	Swindon Fascia & Kudc	2017
16500	52400001393 Y	Rspca	2017
62000	50087165800 Y	Wessex Archaeology Li	2017
5700	44021933000 Y	Mr Gent Jakupi & Miss	2017
3900	90470390000 Y	Total Connections 200!	2017
8600	50143378100 Y	Wessex Archaeology Li	2017
5500	52400006177 Y	Luella Fast Fashion Ltd	2017
2950	52400009518 Y	Regus Management Ul	2017
14250	52400011093 Y	Mrs Salima Parmak T/A	2017
5300	52400011673 Y	W A F S Ltd T/A Partrid	2017

2017 liability	2016 liability	Change £	%age change	Account start date
30368.6	26937.4	3431.2	12.7	01/08/15
57480	50694	6786	13.4	01/10/98
5276.21	4644.01	632.2	13.6	01/11/14
84304	74053	10251	13.8	29/09/15
18681	16401	2280	13.9	01/04/90
28740	25222.75	3517.25	13.9	09/03/97
7223	6330.12	892.88	14.1	01/04/16
86220	75544	10676	14.1	07/02/13
41433.5	36281	5152.5	14.2	01/05/11
45505	39760	5745	14.4	01/03/91
13316.2	11629.8	1686.4	14.5	04/09/11
8053.16	7020.5	1032.66	14.7	01/09/10
9219.47	8034.4	1185.07	14.7	10/02/14
5970.44	5203	767.44	14.7	01/09/92
7081.22	6171	910.22	14.7	01/04/90
7636.61	6655	981.61	14.7	01/04/12
8192	7139	1053	14.7	17/06/10
8192	7139	1053	14.7	01/10/13
8747.39	7623	1124.39	14.7	15/04/03
8747.39	7623	1124.39	14.7	08/07/06
8747.39	7623	1124.39	14.7	14/10/11
9302.78	8107	1195.78	14.7	01/04/90
9302.78	8107	1195.78	14.7	01/04/01
9302.78	8107	1195.78	14.7	25/02/08
9302.78	8107	1195.78	14.7	30/06/10
9858.17	8591	1267.17	14.7	01/04/03
9858.17	8591	1267.17	14.7	29/09/05
9858.17	8591	1267.17	14.7	01/04/13
9858.17	8591	1267.17	14.7	01/05/14
9441.63	8228	1213.63	14.8	31/10/91
9441.63	8228	1213.63	14.8	05/04/93
9441.63	8228	1213.63	14.8	18/05/09
9441.63	8228	1213.63	14.8	29/04/15
9441.63	8228	1213.63	14.8	01/10/15
7220.07	6292	928.07	14.8	01/04/94
7220.07	6292	928.07	14.8	01/04/14
7775.46	6776	999.46	14.8	28/04/14
6109.29	5324	785.29	14.8	05/03/15
6664.68	5808	856.68	14.8	18/09/04
8330.85	7260	1070.85	14.8	23/06/10
8330.85	7260	1070.85	14.8	11/09/12
8330.85	7260	1070.85	14.8	19/02/16
9497.17	8276.4	1220.77	14.8	01/04/05
9288.9	8094.9	1194	14.8	01/04/91
9580.48	8349	1231.48	14.8	04/01/00
9580.48	8349	1231.48	14.8	01/04/11
9580.48	8349	1231.48	14.8	01/09/15
9025.09	7865	1160.09	14.8	01/10/08
9025.09	7865	1160.09	14.8	01/04/10

9025.09	7865	1160.09	14.8	01/04/10
9025.09	7865	1160.09	14.8	01/04/11
9025.09	7865	1160.09	14.8	10/10/11
8469.7	7381	1088.7	14.8	01/04/90
7914.31	6897	1017.31	14.8	16/07/90
7358.92	6413	945.92	14.8	01/09/06
9719.33	8470	1249.33	14.8	01/04/90
9719.33	8470	1249.33	14.8	01/04/90
9719.33	8470	1249.33	14.8	01/07/00
9719.33	8470	1249.33	14.8	28/02/13
9163.94	7986	1177.94	14.8	28/01/93
9163.94	7986	1177.94	14.8	01/04/12
9163.94	7986	1177.94	14.8	01/04/13
9163.94	7986	1177.94	14.8	28/07/15
8053.16	7018	1035.16	14.8	10/04/97
8053.16	7018	1035.16	14.8	01/04/04
8053.16	7018	1035.16	14.8	01/04/12
7497.77	6534	963.77	14.8	11/06/00
7497.77	6534	963.77	14.8	18/03/14
6942.38	6050	892.38	14.8	02/04/91
5276.21	4598	678.21	14.8	21/03/14
33400.32	29074.5	4325.82	14.9	25/01/14
5623.99	4895.45	728.54	14.9	01/04/90
25694.55	22365	3329.55	14.9	01/04/08
31120.26	27086.5	4033.76	14.9	01/04/90
4939.32	4299.05	640.27	14.9	01/09/12
33406.82	29074.5	4332.32	14.9	09/09/98
32554.23	28329	4225.23	14.9	01/11/92
35124.99	30565.5	4559.49	14.9	01/04/90
5939.86	5168.8	771.06	14.9	19/07/13
27273.87	23731.75	3542.12	14.9	01/04/10
35699.88	31062.5	4637.38	14.9	28/09/07
24134.73	20998.23	3136.5	14.9	01/04/11
24993.81	21743.75	3250.06	14.9	01/08/09
34278.9	29820	4458.9	15.0	01/04/90
29137.39	25347	3790.39	15.0	22/02/91
41145.08	35784	5361.08	15.0	01/04/09
35435.18	30814	4621.18	15.0	12/07/12
5601.42	4870.6	730.82	15.0	01/04/90
36584.96	31808	4776.96	15.0	07/05/13
34298.4	29820	4478.4	15.0	28/07/99
24008.88	20874	3134.88	15.0	14/04/04
24154.23	20998.25	3155.98	15.0	01/04/90
40021.3	34790	5231.3	15.0	01/05/12
4945.82	4299.05	646.77	15.0	03/12/01
31734.15	27583.5	4150.65	15.0	10/12/07
3495	3037.49	457.51	15.1	05/12/14
5261.69	4572.4	689.29	15.1	01/04/11
30313.17	26341	3972.17	15.1	23/08/11
4492.41	3901.45	590.96	15.1	01/02/13

4492.41	3901.45	590.96	15.1	01/09/15
23321.14	20252.75	3068.39	15.2	02/03/15
41778.47	36281	5497.47	15.2	12/09/14
34912.29	30317	4595.29	15.2	01/04/10
38632.83	33547.5	5085.33	15.2	01/04/13
35202.99	30565.5	4637.49	15.2	01/04/90
22759.25	19755.75	3003.5	15.2	01/04/90
5182.28	4497.85	684.43	15.2	01/04/15
11107.8	9640.43	1467.37	15.2	01/06/04
23049.95	20004.25	3045.7	15.2	01/04/90
5297.26	4597.25	700.01	15.2	01/04/92
34363.4	29820	4543.4	15.2	03/07/07
25343.01	21992.25	3350.76	15.2	01/04/10
4525.38	3926.3	599.08	15.3	12/07/14
40964.89	35535.5	5429.39	15.3	23/12/13
3924.67	3404.45	520.22	15.3	01/01/15
30080.98	26092.5	3988.48	15.3	24/06/03
3953.74	3429.3	524.44	15.3	01/09/14
28937.7	25098.5	3839.2	15.3	30/04/01
34382.9	29820	4562.9	15.3	06/11/90
22924.1	19880	3044.1	15.3	24/04/15
25217.16	21868	3349.16	15.3	04/07/05
27510.22	23856	3654.22	15.3	28/02/00
22930.6	19880	3050.6	15.3	25/05/07
25223.66	21868	3355.66	15.3	01/10/05
38420.13	33299	5121.13	15.4	20/12/13
31540.95	27335	4205.95	15.4	20/03/13
30985.56	26838	4147.56	15.5	01/04/01
40177.3	34790	5387.3	15.5	23/06/12
21819.82	18886	2933.82	15.5	16/06/09
21106.08	18264.75	2841.33	15.6	19/04/13
23550.99	20377	3173.99	15.6	12/06/06
22546.56	19507.25	3039.31	15.6	29/08/00
21829.57	18886	2943.57	15.6	02/10/98
28440.81	24601.5	3839.31	15.6	11/02/15
19685.11	17022.25	2662.86	15.6	01/04/92
20260	17519.25	2740.75	15.6	01/04/01
68976	59640	9336	15.7	01/04/05
21852.32	18886	2966.32	15.7	27/02/16
20993.24	18140.5	2852.74	15.7	17/12/04
13228.97	11431	1797.97	15.7	01/04/10
25598.86	22116.5	3482.36	15.7	01/04/90
19704.61	17022.25	2682.36	15.8	24/03/14
21435.78	18513.25	2922.53	15.8	01/04/10
35391.49	30565.5	4825.99	15.8	01/11/06
22162.52	19134.5	3028.02	15.8	09/09/10
28783.5	24850	3933.5	15.8	30/10/06
28221.61	24353	3868.61	15.9	07/01/14
28089.26	24228.75	3860.51	15.9	01/04/11
70892	61131	9761	16.0	17/07/09

18732.68	16152.5	2580.18	16.0	01/04/90
22915.25	19755.75	3159.5	16.0	01/04/90
5891.18	5069.4	821.78	16.2	01/04/90
19498.41	16773.75	2724.66	16.2	01/04/10
17638.15	15158.5	2479.65	16.4	01/08/11
27479.53	23607.5	3872.03	16.4	01/04/90
26045.55	22365	3680.55	16.5	01/04/90
19682.76	16898	2784.76	16.5	19/11/07
91489	78526	12963	16.5	01/01/15
12166.6	10437	1729.6	16.6	01/09/09
29863.59	25595.5	4268.09	16.7	18/10/12
10442.2	8946	1496.2	16.7	01/04/90
30173.78	25844	4329.78	16.8	17/09/14
15671.53	13419	2252.53	16.8	23/07/13
22787.06	19507.25	3279.81	16.8	01/04/07
57480	49203	8277	16.8	25/11/95
12549.8	10735.2	1814.6	16.9	01/02/12
17867.99	15282.75	2585.24	16.9	17/03/14
7775.46	6636.77	1138.69	17.2	04/04/14
50774	43239	7535	17.4	01/09/04
11496	9741.2	1754.8	18.0	01/04/02
16434.92	13916	2518.92	18.1	03/12/12
12719.59	10685.5	2034.09	19.0	09/01/09
5242.5	4381.98	860.52	19.6	01/03/10
59635.5	49700	9935.5	20.0	10/08/09
13051.67	10833.92	2217.75	20.5	05/09/09
59875	49700	10175	20.5	07/09/95
6024.82	4986.89	1037.93	20.8	07/09/14
93405	77035	16370	21.3	01/05/15
30353.98	25016.12	5337.86	21.3	02/01/13
12703.19	10437	2266.19	21.7	01/08/15
11112.8	9095.1	2017.7	22.2	01/04/90
71850	58646	13204	22.5	01/04/99
11889.61	9691.5	2198.11	22.7	04/05/15
10560.17	8591	1969.17	22.9	31/07/10
9087	7365.64	1721.36	23.4	01/11/14
95800	77532	18268	23.6	08/12/11
9462.39	7623	1839.39	24.1	04/03/09
35925	28823.28	7101.72	24.6	11/12/15
52690	42245	10445	24.7	01/04/11
92447	73556	18891	25.7	01/04/90
12079.73	9569.4	2510.33	26.2	03/11/14
55085	43487.5	11597.5	26.7	01/04/95
53648	42245	11403	27.0	01/10/14
60354	47463.5	12890.5	27.2	10/10/15
8342.77	6534	1808.77	27.7	08/02/10
4924.46	3850.78	1073.68	27.9	03/02/06
72808	56161	16647	29.6	01/04/12
57959	44481.5	13477.5	30.3	17/09/12
16772.78	12773.41	3999.37	31.3	20/04/15

49337	37275	12062	32.4	20/06/12
4673.5	3528.7	1144.8	32.4	01/02/02
5442.82	4108.16	1334.66	32.5	24/02/14
27937.42	20950.93	6986.49	33.3	03/07/12
91489	68089	23400	34.4	02/01/97
10346.4	7604.1	2742.3	36.1	01/04/90
86220	63119	23101	36.6	08/03/02
8219.27	5875.36	2343.91	39.9	02/06/09
9913.67	7080.21	2833.46	40.0	22/11/10
1706.28	1210.77	495.51	40.9	23/07/04
71850	50694	21156	41.7	01/04/90
62270	43736	18534	42.4	17/10/97
1451.42	1017.33	434.09	42.7	01/04/16
55564	38517.5	17046.5	44.3	31/07/94
60563.15	41748	18815.15	45.1	22/10/01
69936.48	48209	21727.48	45.1	23/06/08
64899.3	44730	20169.3	45.1	01/04/05
69248.46	47712	21536.46	45.1	23/11/06
9812.15	6759.2	3052.95	45.2	01/02/15
60277.64	41499.5	18778.14	45.2	29/01/07
49528.25	34044.5	15483.75	45.5	01/04/11
48100.2	33050.5	15049.7	45.5	01/09/14
52825.87	36281	16544.87	45.6	20/03/06
50761.79	34790	15971.79	45.9	31/01/14
62260.5	42642.6	19617.9	46.0	01/02/96
51943.33	35535.5	16407.83	46.2	12/03/09
36611.28	24850	11761.28	47.3	05/10/93
13329.36	9007.27	4322.09	48.0	15/07/15
29562.02	19880	9682.02	48.7	29/07/11
2330	1544.82	785.18	50.8	01/03/14
2851	1881.63	969.37	51.5	30/09/14
1654.3	997.97	656.33	65.8	01/04/16
5354.53	3206.5	2148.03	67.0	02/11/15
7922	4699.11	3222.89	68.6	15/06/15
17339.8	10161.13	7178.67	70.6	09/09/15
21086.5	11769.71	9316.79	79.2	29/02/16
6038.94	3304.9	2734.04	82.7	26/03/13
23257.91	12638.78	10619.13	84.0	01/03/15
6174.5	3206.21	2968.29	92.6	26/10/12
1437	743.46	693.54	93.3	01/04/16
1055.24	536.52	518.72	96.7	01/04/12
4198.75	2133.18	2065.57	96.8	21/07/06
31843.39	15957.44	15885.95	99.6	01/04/90
3355.2	1621.15	1734.05	107.0	08/03/08
4532.19	2128.05	2404.14	113.0	14/07/13
3495	1578.8	1916.2	121.4	10/11/12
3736.2	1675.71	2060.49	123.0	11/05/12
11304.4	4728.99	6575.41	139.0	05/06/96
3914.4	1626.24	2288.16	140.7	31/03/16
9441.63	3794.51	5647.12	148.8	16/06/03

3400.9	1322.22	2078.68	157.2	01/04/15
2003.8	758.36	1245.44	164.2	03/09/15
33769.5	12316.07	21453.43	174.2	22/07/15
2747.33	217.87	2529.46	1161.0	01/05/15
661.53	48.86	612.67	1253.9	05/02/16
5359	350.73	5008.27	1428.0	20/11/14
3153.36	49.21	3104.15	6308.0	01/12/01
1537.39	22.47	1514.92	6742.0	30/03/12
5939.6	0	5939.6	#DIV/0!	01/04/90
2563.42	0	2563.42	#DIV/0!	01/03/07
1817.4	0	1817.4	#DIV/0!	01/01/10
823.88	0	823.88	#DIV/0!	01/08/10
824.84	0	824.84	#DIV/0!	19/08/13
1023.77	0	1023.77	#DIV/0!	01/04/14
6319.78	0	6319.78	#DIV/0!	10/01/15
2239.74	0	2239.74	#DIV/0!	21/02/15
		1167979.89		

No of days liability	2016/17 liability	change
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365	4644.01	632.20
365	74053.00	10251.00
365	16401.00	2280.00
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365	6330.12	892.88
365	75544.00	10676.00
365	36281.00	5152.50
365	39760.00	5745.00
365	11629.80	1686.40
365	7020.50	1032.66
365	8034.40	1185.07
365	5203.00	767.44
365	6171.00	910.22
365	6655.00	981.61
365	7139.00	1053.00
365	7139.00	1053.00
365	7623.00	1124.39
365	7623.00	1124.39
365	7623.00	1124.39
365	8107.00	1195.78
365	8107.00	1195.78
365	8107.00	1195.78
365	8107.00	1195.78
365	8591.00	1267.17
365	8591.00	1267.17
365	8591.00	1267.17
365	8591.00	1267.17
365	8228.00	1213.63
365	8228.00	1213.63
365	8228.00	1213.63
365	8228.00	1213.63
365	8228.00	1213.63
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365	6292.00	928.07
365	6776.00	999.46
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365	7260.00	1070.85
365	7260.00	1070.85
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365	8094.90	1194.00
365	8349.00	1231.48
365	8349.00	1231.48
365	8349.00	1231.48
365	7865.00	1160.09
365	7865.00	1160.09

365	7865.00	1160.09
365	7865.00	1160.09
365	7865.00	1160.09
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365	6413.00	945.92
365	8470.00	1249.33
365	8470.00	1249.33
365	8470.00	1249.33
365	8470.00	1249.33
365	7986.00	1177.94
365	7986.00	1177.94
365	7986.00	1177.94
365	7986.00	1177.94
365	7018.00	1035.16
365	7018.00	1035.16
365	7018.00	1035.16
365	6534.00	963.77
365	6534.00	963.77
365	6050.00	892.38
365	4598.00	678.21
365	29074.50	4325.82
365	4895.45	728.54
365	22365.00	3329.55
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365	18140.50	2852.74
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365	17022.25	2682.36
365	18513.25	2922.53
365	30565.50	4825.99
365	19134.50	3028.02
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365	61131.00	9761.00

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365	19755.75	3159.50
365	5069.40	821.78
365	16773.75	2724.66
365	15158.50	2479.65
365	23607.50	3872.03
365	22365.00	3680.55
365	16898.00	2784.76
365	78526.00	12963.00
365	10437.00	1729.60
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365	8946.00	1496.20
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365	13419.00	2252.53
365	19507.25	3279.81
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%age change	Relief Type	Start date	End date
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14.13			
14.20			
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15.06 SBRE 30/03/15 27/07/16
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18.01			
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19.04			
19.64 SBEX	25/08/15	24/08/16	
19.99			
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96.68 SBRE	01/04/12		
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122.96			
139.04			
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148.82 RPUB	01/04/09	31/03/10	

157.21 SBRE		01/04/15	28/11/16
164.23 SBEX		19/11/15	18/11/16
174.19			
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6307.97 SBEX		01/04/16	01/04/17
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#DIV/0!	SBEX	05/05/16	04/05/17

Wiltshire Council

Cabinet

12 September 2017

Subject: Impact of Adult Care Charging Policy

Cabinet Member: Cllr Jerry Wickham, Cabinet Member for Adult Social Care, Public Health and Public Protection

Key Decision: No

Executive Summary

In July 2016, after a period of public consultation facilitated by Healthwatch Wiltshire, the Cabinet agreed to implement a new [Adult Care Charging Policy](#) which came into effect in August 2016. The original Cabinet paper and supporting papers can be accessed [here](#).

The primary changes agreed in this policy were in accordance with the relevant Regulations and statutory Guidance to the Care Act:

- To take 100% of relevant disposable income into account when setting a charge.
- To take the full rate of any Attendance Allowance received into account.
- To update the Council's approach to Disability Related Expenses (DRE) in accordance with Annex C to the statutory Guidance.
- To charge contributions for respite in residential settings in accordance with care at home services.

This paper provides an update on the implementation of this policy, including the Healthwatch review of implementation and actions taken by the Council in respect of that review.

Proposals

The Cabinet is asked to note the progress in implementing the new Charging Policy; the Healthwatch review of implementation and actions taken by the Council in respect of that review.

Reason for Proposals

This paper has been prepared for the Cabinet following the recommendation of the Health Select Committee.

Carolyn Godfrey, Corporate Director

Wiltshire Council

Cabinet

12 September 2017

Subject: Impact of Adult Care Charging Policy

Cabinet Member: Cllr Jerry Wickham, Cabinet Member for Adult Social Care, Public Health and Public Protection

Key Decision: No

Purpose of Report

1. This report has been prepared to provide the Cabinet with an update on the implementation and impact of the Adult Care Charging Policy (the charging policy) which came into effect in August 2016, including the Council's response to the report commissioned from Healthwatch into the impact of the implementation of the Charging Policy.
2. The report provides a summary of the actual and projected financial impact of this new policy based on data collected between August 2016 and the beginning of July 2017.

Relevance to the Council's Business Plan

3. The Charging Policy was introduced to achieve compliance with all relevant legislation including the Care Act 2014, align the Council's approach to that of other authorities in the region and ensure the Council can develop a sustainable care and support system which meets the needs of our communities.
4. The Policy will ensure that the Council regularly assesses people who are eligible for adult care services to ensure they contribute what they can afford in accordance with the Care Act and the relevant statutory Guidance.

Background

5. Care and support is not free at the point of delivery. Councils can choose to ask people who receive funded care and support to contribute towards the cost of their care. Support services for carers are not means tested as the Council has chosen not to exercise discretionary powers to charge for carers' support. Certain care services are exempt from means testing in accordance with legislation including aftercare provided further to section 117 of the Mental Health Act 1983, intermediate care and the provision of equipment under the value of £1000.
6. Wiltshire Council has always chosen to make use of the discretionary power to charge individuals with eligible needs requiring care and support contributions towards the cost of their care and support if they can afford to pay. The new

policy did not change this, but changed the way in which the amount of contribution is calculated.

7. Because the Council chooses to charge individuals liable to a charge contributions towards their care and support, the Council's Finance and Benefit (FAB) team conduct financial assessments to ensure individuals only pay what they can afford to do so in accordance with the policy and all relevant legislation.
8. Wiltshire Council currently chooses not to collect contributions for care at home directly. Instead service providers are paid the net cost of care and providers are required collect the contribution directly from the individual or their representative. In situations where the service provider is unable to collect the contribution Wiltshire Council will collect contributions and follow up on debts.
9. The main changes in the new policy, which brings Wiltshire in line with many other local authorities were as follows:
 - Considering 100% of disposable income¹ when determining charges for care and support. (the Council had previously only considered 80%)
 - Taking the full rate of Attendance Allowance into account. (The Council had previously only considered the lower rate even when people are in receipt of the higher amount)
 - Assessing contributions for respite in the same way as other care at home services. (The Council had previously applied a standard contribution for respite)
 - Updated the Councils approach to Disability Related Expenses in accordance with the Care Act (2014) (DRE)²

Main Considerations for the Council

The Impact of the Policy - Increased Welfare Benefits

10. The Council's Financial Assessments and Benefits Team is unusual in that it also undertakes benefits checks for individuals. Increasing benefit take-up not only assists individuals, but also allows the Council to take those additional benefits into account when calculating the charge. Since the implementation of the new Policy, the FAB team have identified a total of 329 new benefits, with an annual value of £561,000.

The Impact of the Policy - Increased contributions for care and support.

11. A total of approximately 3,500 people receive care at home services at any one time, and the Council is required to reassess individuals' contributions regularly. In addition to regular reassessments, customers are required to inform the Council if their financial circumstances change (for example, through an additional benefit income, an inheritance or insurance claim).

¹ Disposable income is the amount an individual has after housing cost, the minimum income guarantee and any DRE costs have been removed.

² DRE are items people have to purchase as a result of a disability or illness. For example, travel to regular medical appointments

12. Since the policy was implemented in August 2016, to the beginning of July 2017, nearly 900 **new** assessments have been undertaken under the new policy. Of the 3,500 service users initially estimated as requiring a reassessment under the new policy, it is now known about 900 will not require a reassessment (for example, if the customer had died; if the customer has moved into residential care; if services are for carers, which are exempt from charging). Just over 600 reassessments have been completed by the beginning of July this year, and a further 188 are held, pending the outcome of new benefits applications.
13. With new assessing staff now in place and fully trained, it is expected that the remaining reassessments will all be completed by April 2018. However, the Cabinet Member has requested a business case be put forward to increase the number of financial assessors on a temporary basis, so that the remaining reassessments can be completed ahead of the original schedule and we can be sure that a) charging has been applied equally across all existing customers and b) the financial benefit for the Council is maximised.
14. The additional charges generated from assessments and reassessments under the new Charging Policy so far is an annualised figure of £164,000 from new assessments and £1.4m from reassessments. However, there is no direct correlation between additional charges and additional income for the Council. This is because Wiltshire Council does not collect contributions/charges for care at home directly but pays service providers the net cost of care and contributions will offset financial commitments rather than generate additional income for the Council. Some customers will also become “full cost payers” as a result of the new policy, and may choose to arrange their own care, rather than have their care managed by the Council.
15. Whilst the implementation of the new Charging Policy has increased the amount that individuals are required to contribute, the scale of the increase in contribution is not wholly attributable to the differences in the new Policy. Some customers had not been reassessed for some time and a small number never assessed. As such, some people should have been contributing an increased amount for a considerable period. Some were identified as having additional income (such as pensions or benefits) which would have been considered under the previous policy but had not been declared to the Council.

Implementing the new policy

16. Before the revised policy was introduced, a full public consultation was completed by Wiltshire Council, facilitated by Healthwatch Wiltshire. The Consultation included writing to over 3000 customers, hosting an online survey and holding a series of public events. In advance of the consultation process starting, local user led and VCSE organisations were engaged and involved to support with producing documentation and commenting on the proposed engagement. The results of the consultation were shared as part of the Cabinet meeting held on the 19th of July 2016. At this meeting the Cabinet chose to agree the recommendations and implement the revised charging policy, on the recommendation of the Health Select Committee it

was requested that further engagement was completed to further assess the impact post implementation.

17. In March 2017, Healthwatch were commissioned to undertake a further exercise on the impact of the implementation of the new policy, focussing on people who had been financially assessed or reassessed within the six months to February 2017. The Healthwatch Report – Wiltshire Council Charging Policy for Adult Social Care - has been published separately by Healthwatch and is attached as Appendix 1. Healthwatch have also provided a covering letter for their report, included as Appendix 2.
18. A total of 90 people responded to the Healthwatch engagement exercise, representing 10% of all service users financially assessed or reassessed under the revised policy by the end of February 2017.
19. Although representing a relatively small proportion of customers, Healthwatch's work has been extremely helpful, and very quickly highlighted a number of areas where processes and information could be changed in order to improve the experience for customers. Many of the issues raised were dealt with quickly and are now embedded in practice. One example of this includes the production of a leaflet now sent out before every financial assessment/reassessment (Getting Ready for your Finance and Benefits Assessment) to explain the process. The leaflet was produced with the support of Healthwatch.

A full list of actions taken to improve the implementation of the new policy is included as Appendix 3.

Overview and Scrutiny Engagement

20. The Health Select Committee (HSC) considered the proposed changes to the Council's charging policy in April and June 2016, prior to the Cabinet decision in July 2016. The Committee resolved that, if the changes were implemented, it would receive and consider an updating report on their impact.
21. Health Select Committee will have considered this Report at its meeting on 5th September 2017.

Safeguarding Implications

22. FAB team members who conduct assessments and re-assessments are aware of safeguarding procedures and make safeguarding referrals if there are any concerns raised during any assessment activity.

Public Health Implications

23. There are no direct public health implications in relation to this update paper.

Procurement Implications

24. There are no immediate procurement implications. Any contracts commissioned by adult care take account of the Charging policy and include clauses relating to collecting contributions where appropriate.

Equalities Impact of the Proposal

25. A comprehensive equalities impact assessment was completed as part of the original consultation in advance of implementing this policy. See the original document [here](#).
26. As noted in this document the primary mitigation in the context of this assessment is ensuring that no individual's contribution is changed until they are assessed in accordance with the revised policy. Re-assessments are based on an individual's circumstances and ensure only relevant income is being taken into account when calculating contributions.
27. All individuals financially assessed under this policy are also offered a benefit check to ensure individuals are in receipt of and claiming all benefits that they are eligible to receive.
28. Based on the re-assessments and assessments completed under this policy to date there is no evidence to suggest the equalities impact of this policy are significantly different than what was identified in the original equalities impact assessment.

Environmental and Climate Change Considerations

29. None applicable

Risk Assessment

30. Unpaid client contributions: The adult care Business Finance Team (BFT) estimates that the team writes off on average approximately £110,000 across all service users in unpaid contributions each year. Contributions for non-residential services are collected on the Council's behalf by service providers. In instances when a customer refuses to pay contributions service providers are required to make three reasonable attempts to collect the outstanding sum before passing the debt back to the Council. It is anticipated that as customers are re-assessed and contributions increased the value of unpaid contributions will increase and there is a significant risk contributions will not be collected due to limited resources within the finance team. All estimates assume that all eligible contributions will be collected.
31. Full cost payers: It is anticipated that this policy will increase the number of individuals deemed "full cost payers". These individuals have assessed eligible needs and assets below the maximum threshold for funding support but have a contribution that exceeds the cost of their personal budget (cost of

care). These individuals pay the full cost of their care until the cost of care exceeds their assessed contribution. This group of customers' contributions will not be realised in contributions collected but should lead to a decrease in Council spend with care at home providers. The Finance Team are working to determine how this impact can be incorporated into budgetary forecasts. An increase in the number of full cost payers will reduce the Council's financial commitment for care and support.

32. It is also anticipated that re-assessments of existing customers will identify individuals who have accrued capital assets exceeding the national maximum threshold and will become self-funding. Self-funding individuals pay the full cost of any care and support they choose to purchase. This will not lead to any increase in contributions but may reduce Council spend relating to individual care at home packages.

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

33. Not applicable

Financial Implications

34. For detail, please see paragraphs 12-15 above.

Legal Implications

35. Advice has been sought from Wiltshire Council's legal team with regards to the Policy and its implementation and also with respect of risks associated with collecting unpaid assessed contributions relating to deprivation of assets and the recovery of debt.

Conclusions

36. The implementation of the new charging policy is continuing and a comprehensive program of re-assessments is now underway. It is clear the policy is having an impact on the amount individuals are asked to contribute towards the cost of their care and support.
37. The policy will reduce the financial commitment for the Council in the form of contributions for care and support however it is important to note that the impact is not necessarily seen as income, but as reductions in costs of care and individuals becoming self-funding, so it is difficult to determine the total impact. Continued monitoring is required to understand the long-term impact of this change.

James Cawley (Associate Director, Adult Care Commissioning and Housing)

Report Authors:
Sue Geary – Head of Service, Community Commissioning
Email: sue.geary@wiltshire.gov.uk Tel: 07901 848422

Appendices

Appendix 1 - Healthwatch Report – Wiltshire Council Charging Policy for Adult Social Care.

Appendix 2 – Healthwatch Report – Covering Letter

Appendix 3 - Charging Policy Implementation – Council response to Healthwatch issues raised.

Background Papers

The following documents have been relied on in the preparation of this report:

Wiltshire Council Charging Policy for Adult Social Care

**An
independent
voice for the
people of
Wiltshire**

Commissioned by

Wiltshire Council
Where everybody matters

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Background

Healthwatch Wiltshire is a local independent service which exists to speak up for local people on Health and care. This report provides feedback from the public either received by Healthwatch Wiltshire, or reported to us by partner organisations.

Here also is the previous report on the wider engagement that Healthwatch Wiltshire undertook on behalf of Wiltshire Council in April 2016 ([report](#)).

The initial public engagement events facilitated by Healthwatch Wiltshire were part of a wider consultation exercise undertaken by Wiltshire Council. The events ran from 11th to 22nd April 2016. A total of 103 people attended the seven events across the county; Devizes, Trowbridge, Malmesbury, Salisbury, Chippenham, Marlborough, Warminster, (and assistance to attend was available). In addition to these events, the Healthwatch Wiltshire and Wiltshire Council websites invited individuals and groups to make contact to give their feedback.



Consultation following implementation of the new charging policy

Following implementation of the new charging arrangements, (agreed in July 2016 by Wiltshire Council Cabinet and followed by the first reassessments), feedback from Healthwatch Wiltshire resulted in Councillor Jerry Wickham, (portfolio holder for adult care services) commissioning more engagement to understand the effect on peoples' lives. This was also recommended by the Health Select Committee. The purpose of the engagement was therefore to illustrate the impact of the charging policy changes on customers who had recently been financially assessed or reassessed under the new arrangements. It would also report on the customer experiences of the assessment process, including what would have improved either the process or the understanding of the outcome of the assessment procedure.

Engagement with those affected by the updated charging policy

Scope of consultation

The offer of engagement was limited to those people financially assessed or reassessed within the six months to February 2017, in relation to their client contribution to care costs. Depending on response rates, it was agreed that consultation would include those who were satisfied with the outcome of the assessment as well as those who expressed dissatisfaction or challenged the outcome of the assessment.



Process

It was agreed that financially assessed customers would be invited to share their experience in a variety of ways:

- By personalised letter from Healthwatch Wiltshire to over 900 people who had been financially assessed or reassessed under the new charging policy between August 2016 and end February 2017. The letter would be sent out from Wiltshire Council (copy attached at **Appendix 1**)
- By communications on the Healthwatch Wiltshire website; through local newsletters; through service user representative/support organisations, including mailing and membership lists.
- By completing an online questionnaire with topic areas devised by Healthwatch Wiltshire with the questionnaire constructed and uploaded by Wiltshire Council (copy with summary findings attached at **Appendix 2**)
- By contacting Healthwatch Wiltshire for assistance either in completing the questionnaire or by support to otherwise share their experience or views
- By attending one of six focus groups for small numbers of customers, with transport and support available to attend the groups.
- By attending a specific event for people in receipt of a Direct Payment, set up in partnership with Wiltshire Centre for Independent Living (WCIL)

Those who represent or support customers who have been financially assessed for contribution to care costs attended a meeting with Healthwatch Wiltshire, to provide feedback received on the impact of the charging policy. These were Wiltshire Centre for Independent Living (WCIL), Wiltshire & Swindon Users Network (WSUN) and the advocacy service ReThink.

Staff who complete the financial assessments, (the financial assessments and benefits (FAB) team), including managers and supervisors, were met with separately, to give another perspective on the process.

Response

Including questionnaire completion, telephone and email enquiries and attendance at focus groups, the response rate for the consultation was ninety people, 10% of all service users financially assessed or reassessed under the revised adult care charging policy by the end of February 2017. As would be expected in such a consultation exercise, the majority of participants were those people most unhappy with the process or the outcome of the financial assessment, although some people have fed back to the FAB team separately and to Healthwatch Wiltshire that they are happy with the outcome and consider the policy fair. There is considerable positive impact on some customers, where their benefits were maximized through the process and this is covered later in the report. The findings below therefore relate largely but not exclusively to those customers who are dissatisfied with the implementation of the new charging policy.



Main findings

Questionnaire

The findings of the questionnaire are anonymous and therefore not attributed to individuals. A total of 25 people completed the questionnaire either alone or with support; that is 10 males (40%) and 15 females (60%). Fuller results of the questionnaire findings are attached at **Appendix 2**. Very few of those attending focus group meetings reported having completed the questionnaire.

Of the 25 people who responded:

- The age range of participants included people from 18 to 85 and over
- 13 people were not clear what would happen at the assessment meeting
- 10 people did not know they could have someone there to support them
- 8 people did not feel they had enough time to prepare for the meeting
- 9 people did not know what information they would need to have available for the meeting
- 8 people did not find the assessor helpful
- 20 people found the assessor friendly
- 17 people found the assessor knowledgeable
- 14 people found the assessor sympathetic
- 15 people did not understand all the information given to them at the meeting, including 10 who did not understand either very much, or any of it
- 11 people did not know what would happen following the meeting
- 9 people were dissatisfied with the assessment process
- When people received the written outcome of their financial assessment, 10 people needed help to understand what it meant and 5 people could not understand it at all
- Of the assessed contribution itself, 7 people thought it was fair
- 17 people had to contribute 'a lot more' money
- One person had to contribute 'slightly less than before' and one person 'a lot less than before'
- 15 people said they had to stop paying for other things because of the increase in contribution to care costs - examples included a mobile telephone, insurance, social life, cleaner, gardening help.



“Wiltshire Council helped us to get our independence. Don't take it away, make us invisible and have to stay at home because we can't afford to go out”
Service User

Focus Groups

Thirty people in total attended seven focus groups which were arranged across the county during April, through a prior booking arrangement; (with one being a county-wide meeting for those people in receipt of Direct Payments). Support to attend the meetings was provided where required. The grid at **Appendix 3** shows the range of dates, venues and numbers attending each. In some cases, no-one booked on to the meetings but officer attendance was provided in case service users arrived without a booking, which did happen on two occasions.

It was unfortunate that on some occasions there was no representation from Wiltshire Council. This was due to sudden and serious illness on the part of the senior officer concerned. Back-up arrangements failed, although the meetings continued and feedback was collated and passed on.

Of those people who attended the meetings, feedback was almost entirely negative about both the assessment process and the financial outcome, with only one exception. Considerable anger and distress was expressed about the experience as a whole. One Carer felt that Wiltshire Council was acting unlawfully in 'not taking account of the Minimum Income Guarantee'; (this matter is dealt with in greater detail in the FAB team section below). At each meeting, one participant or more raised concerns about the training and qualifications of assessment staff in relation to the Care Act Regulations.



One person was concerned that the whole process had been completed by letter and an assessment form, with no face-to-face contact and felt her financial contribution was now punitive. (This is being dealt with separately by the FAB team). One couple thought that they had been waiting about six weeks for the written outcome of the assessment to arrive and were very worried about the size of bill they would receive; one young woman had received a bill for care that had been cancelled and was distressed at receiving no assistance to deal with this. Positive feedback came from the mother of a young woman who lived at home. The lady said that she would not have known about disability related expenses in the first place without the 2016 consultation events and was grateful that she could therefore raise this matter during her daughter's financial reassessment.

In fact, at the home visit, the assessor assisted the family with a review of employment support allowance (ESA) and discovered that they were owed over £1,000 by the Department for Work & Pensions, as well as a considerable reduction in their weekly contribution to care costs.

Several people raised concerns about the support they could receive from WCIL. They said had been told that the contract between Wiltshire Council and WCIL allows for support in setting up a Direct Payment but does not allow for ongoing management, which some people found difficult. Subsequently we have been informed that this information is incorrect and that WCIL do offer ongoing support in relation to Direct Payments.

One family carer of a son with a severe learning disability was distressed that his contribution had gone from zero to £68 a week and they were not sure how they were going to pay this without severe hardship to themselves.

*"I have managed to care for my 45 -year-old son at home for his whole life, including night care, but I am now at the end of my tether and hate the fact. We will probably all end up in care."
Parent Carer*

Most of the focus group participants thought that their independence and well-being was severely compromised by the new financial contributions they would have to make. Most were concerned that there did not seem to be consistency in the approach of assessors, since when they objected to the assessment outcome, their contributions were reduced, sometimes more than once. For people who had already had their own situations resolved, they were concerned that other (less able or less assertive) people might not know how to challenge the process. This is at odds with the views of Wiltshire Council staff and is looked at in some detail in the FAB team section below.

'Direct Payments' session (countywide).

Due to concerns expressed by WCIL and WSUN, it was agreed that an event would be held at the Corn Exchange, specifically to seek feedback about the impact of charging policy changes for those people in receipt of a Direct Payment (DP). This event was organized in partnership with WCIL and was fully booked. It was unfortunate that due to internal miscommunication, no representative from Wiltshire Council attended the event, since participants took this to be a sign of the contempt in which they felt they were held, rather than the error it turned out to be.

17 people attended this session.

There was considerable anger from the DP recipients (and their Carers), many with severe disabilities, who felt that their lives had been completely devastated by the new charging policy. They saw it as a return to 'the bad old days' when people with a disability had very few life choices and little independence. They felt they saw Wiltshire changing from a place where people with a disability had a voice and influence to a place where they counted for little and their well-being counted for less than a few savings in public expenditure. They made the point that the trauma caused to a person with a disability could only make their condition worse, both physically and mentally, and that the costs of deterioration would also eventually be borne by public services in one way or another.

One married couple, both in wheelchairs, spoke movingly and with dignity about their distress following the financial reassessment. Their dreams of a carpet, for which they had saved over a long period, disappeared when they heard how much they would have to pay for their care. They have had to stop their weekly outing for a cup of coffee and a swim, because they can now afford neither of them, nor the fuel to get there and back. They know that sitting at home is making them both low but do not see a way forward. We have referred them back for a reassessment and for advice on alternative sources of funding their carpet.



*"I don't know how we can manage now. My son has severe learning disabilities. I am using my pension to pay for care as there isn't enough of his benefit left to pay"
Parent Carer*

The Financial Assessments & Benefits Team (FAB)

It felt necessary after all the feedback, to meet with the FAB Team for a fuller perspective on the assessment process. It soon became clear why there was so much confusion amongst those who had been assessed. It is an incredibly complex area of work. It could be described as not quite rocket science but not far off! For context, there are twenty-three welfare benefits that come into play and the visiting officer (assessor) must not only understand the criteria for each but also how they interact and impact on one another. The issue of training of assessors was raised a number of times during the consultation and in fact the training is intense. It includes six months of in-house learning about welfare benefits, followed by shadowing an experienced assessor for three months and in turn being shadowed for a further month when taking the lead in financial assessments for the first time. Ongoing sampling of assessment work, regular supervision and team development and training are the norm, particularly when the national welfare benefits landscape has changed drastically. Existing assessors have been in post since 2003, apart from three who joined at the end of 2016.

The national picture in recent times has compounded some problems for financial assessment, since Care Act guidance has moved faster than welfare benefit implementation. This creates huge problems for both policy and implementation and unfortunately Wiltshire Council fell foul of this problem in relation to the charging policy. By the time the policy had reached the FAB team it had been agreed by Cabinet without taking account of the disability premium when calculating for the Minimum Income Guarantee. This affected people in the age range of 25 to pensionable age, for people in receipt of Personal Independence Allowance (PIP), or higher rate of Attendance Allowance. Implementation amendments were made within two to three weeks. Unfortunately, considerable numbers of financial assessments had already incorrectly been sent to customers. FAB managers reviewed 1200 assessments which resulted in 99 people having the disability premium applied, their income increased and hence their financial contribution to care showed an overall reduction. Other than that problem, three errors have been discovered across the assessments completed to date.

It became clear during this session that the FAB team are under considerable pressure not only to complete several thousand further reassessments at a high level of quality assurance, but also to ensure that from here-on annual reviews are undertaken on every customer in receipt of care where financial assistance is received from Wiltshire Council. Whilst national government pay some benefits precisely so that people can fund care with those benefits (such as personal independence allowance, disability living allowance and attendance allowance) this is often not clearly understood by the public, who see client contributions to care as local government taking away what national government has given to them.

“Thank you for getting us another benefit we didn’t know about! Our contribution has gone down and now our daughter can do more activities”
Parent Carer



Key Messages

The increase in client contributions for many customers has been compounded in Wiltshire because a lot of people had received no proper review of their circumstances for a considerable period, in some cases many years. As a result, the increase in contribution to care costs was a 'big hit' rather than the incremental one it would have been under a regular review system. An annual review is undoubtedly the best way of avoiding this problem for the future.

The new policy does mean significant additional costs to customers in some cases and this is largely due to the policy decision of taking 100% of income into account rather than 80% as before, as well as some DRE changes.

Wiltshire Council is the only known local authority to still directly provide benefits checks and assist with national benefit applications on request, whether or not a resident is in receipt of council-funded care. This makes financial sense, since it is maximizing the welfare benefits for people in Wiltshire. It may be opportune for Wiltshire Council to publicise this as good practice, at the same time as reminding people of the purpose of national welfare benefits for people in need of support with care. We are informed that to date the benefits checks have resulted in over £500,000 in increased benefit income into Wiltshire households.

Undertaking financial assessments and calculating financial contributions is a complex, technical area of work and is poorly understood by a large part of the professional workforce, let alone the often more vulnerable service users who rely on welfare benefits to fully or partially pay for necessary care. Anything that the local authority can do to assist understanding will reduce the lack of clarity that currently surrounds the financial assessment process.

- **Disability-related expenses**

Any element of discretion, such as that provided in the Care Act by Disability Related Expenses (DREs) is almost guaranteed to raise questions in its implementation. "Are they taking account of diverse circumstances?" "Are they being applied consistently?" In Wiltshire, it seems that the areas covered by DREs are now clearer, although with any discretionary allowance the Council maintains the right to look at these in the light of a person's individual needs and circumstances. The Care Act and Department of Health Guidance state that evidence of expenditure should be provided in relation to DREs. As part of the financial assessment process, therefore, the Council's FAB team do not accept any DRE without evidence of expenditure, through invoices or payment proof. This means that in advance of the initial financial assessment if a person does not know they can claim for certain things (such as higher than usual heating or water needs or necessary internet access), they may not have financial proof of paying for that need. When the assessor therefore provides the calculated contribution to care it will exclude those things. The person then receives the calculation and is shocked at the cost; they seek and provide the financial proof of payment; a reassessment is undertaken and a new (reduced) contribution cost provided. Service users see this as a complaint or appeal on their part. As part of the financial process however it is neither; it is a re-assessment. Hence formal complaints about the client contributions are low, but dissatisfaction and suspicion is greater.



- **The financial assessment meeting**

It is essential that details about the initial assessment meeting are provided in writing, even if the arrangement is made by phone or email. The letter should include the leaflet about DREs and stress the necessity for proof of disability related expenditure (and what constitutes acceptable proof), with examples. It should state that the person can have a friend, relative or other representative present at the financial assessment and it should give sufficient time for the person to prepare for the assessment and gather the required documentation. This should be available in easy-read format for a person with a learning disability, even where they have a paid or unpaid carer. As so many respondents reported that they did not understand what was said at the meeting, this does need to be checked carefully and followed up where necessary.

- **Client contribution in writing**

The FAB team report that every financial assessment is completed, and along with the financial contribution, this leaves their team within 48 hours of the assessment meeting. Participants in the consultation report quite long delays in this time-period (often from 4-6 weeks), hence there is a hold up elsewhere in the Council since we understand the letters themselves go from the (separate) Finance Team. Whatever is slowing down this process needs to be rectified, since it seems to be causing concern, distress and resentment.

- **Reviews and reassessments**

The FAB team feel that the worst period is over for those in the financial assessment process. Undoubtedly the team are committed to making this process as pain-free and equitable as possible, but there have clearly been problems of capacity and of not applying the disability premium when initially implementing the policy. This has drawn out the process and caused incorrect calculations to be sent to some customers. This has made the process difficult and often distressing for those receiving this information. It has caused a number people with a disability to lose faith in Wiltshire Council. To ensure that this situation does not deteriorate and that annual reviews are now undertaken as a matter of course, ongoing capacity in the FAB team needs to be sufficient for the task.

- **'Direct Payments'**

We met with Wiltshire Centre for Independent Living (WCIL), Wiltshire & Swindon Users Network (WSUN) and the advocacy service ReThink, to discuss the impact of revisions to client contributions on people with a disability, in particular those clients in receipt of a Direct Payment. Whilst we do not take a view on the facts of individual complaints, the case studies being collated by WCIL demonstrate distressing experience for service users and similar experiences were related at focus groups.

We suggested to WCIL that they submit their own summary of seemingly serious problems that have arisen since the implementation of the changes and submit those to Wiltshire Council, which we understand they have done and we will not duplicate those here. There does appear to be some specific hardship within the group of people who receive a Direct Payment and we have requested that Adult Care Services look at this in more detail. For example, some of the disabled people who live at home with parents describe having lost a large part of their remaining income almost overnight following financial reassessment. It is unclear, from what we know so far, whether examples such as this constitute an error, an unintended consequence that needs review, or an expected outcome of the change in charging policy. This therefore needs scrutiny and should be clearly communicated not only to those affected but also to the service user organisations that represent them.

Communication

With the exclusion of the problems outlined in this report, many of the difficulties experienced and related to us by service users stem from a lack of information and poor communication. This means that those people who received their financial assessment prior to the end of February 2017, had a particularly tough time. Adult Social Care consulted with Healthwatch Wiltshire about information for the public and we assisted with their leaflets and portal information, but for many of those affected this was too little, too late. Along with service user organisations, we were also able to advise on process changes that could help matters. At present, we have no information on whether this has improved the experience for customers.

To all those who participated in this consultation, we have committed to providing updates about the implementation process on the Healthwatch Wiltshire website, and for individual concerns that people asked us to feed back to Wiltshire Council, we have done so and asked that customers be contacted direct.

There were some undoubted flaws in the initial implementation of the charging policy, ranging from the fact that it did not initially apply the appropriate disability premium when calculating for the Minimum Income Guarantee, to a lack of clear information for people affected. This needs to be available in formats and language that make a complicated technical assessment accessible to the people concerned. At present people feel Wiltshire Council are trying to hide things from them and whilst we found no evidence of this being the case, there is not enough for people to understand how their contribution is calculated and what constitutes the 'premiums' and 'enhancements' that are mentioned in their letters. The FAB team are currently exploring expansion and improvements in what is available and Healthwatch Wiltshire would be very happy to review this with the team. Follow their consultation with Healthwatch Wiltshire and organisations that represent service users, we feel that the written information now provided by Wiltshire Council, for people who are being financially assessed, is much better. The next round of financial assessments may not result in the contribution outcome people would want, but experience of the assessment process should be much improved.

Sandie Lewis

Associate, Healthwatch Wiltshire

Appendix 1

Letter to the consumers

Healthwatch Wiltshire
Unit 5
Hampton Park West
Melksham
SN12 6LH



Tel 01225 434218
info@healthwatchwiltshire.co.uk
www.healthwatchwiltshire.co.uk

Dear Mrs. Lewis,

Have your say!

You have been sent this letter because you have received a finance and benefits (FAB) assessment since the Council introduced a revised charging policy in August 2016.

Wiltshire Council have asked Healthwatch Wiltshire to find out about people's experiences relating to financial assessments and the policy.

There are several ways in which you can share your views and experiences:

- **Complete our questionnaire:**

You can complete the online questionnaire which you can find here [-https://www.healthwatchwiltshire.co.uk/project/adult-care-charging-policy/](https://www.healthwatchwiltshire.co.uk/project/adult-care-charging-policy/)

- **Support to share your experience and views:**

You can contact the Healthwatch Wiltshire office and a member of staff will help you to complete the questionnaire

- **Attend a focus group:**

You can attend one of 6 small focus group sessions taking place around the county. These will be independently facilitated by Healthwatch Wiltshire and an Associate Director of Adult Care from Wiltshire Council will attend the groups. Details of these sessions are below. Places are limited so if you would like to attend please let us know as soon as possible. If you are not able to attend these sessions without support and do not have anyone available to help you then we can help with that. Just contact the office and we can arrange transport and for someone to support you during the session.



Evolving Communities CIC (formerly Healthwatch Wiltshire CIC) is a community interest company limited by guarantee and registered in England and Wales with company number 08464602. The registered office is Unit 5 Hampton Park West, Melksham, SN12 6LH.

- **Direct Payments**

If you are in receipt of a 'direct payment' a further option is for you to attend a separate meeting on 19 April in Devizes. You can get details about this meeting by contacting Wiltshire Centre for Independent Living on 0300 1233 442.

Focus groups are taking place:

Date	Time	Venue
Tuesday 4 April	2.30 – 4.30	Civic Centre, Usher Suite 2, St Stephen's Place, Trowbridge, Wiltshire, BA14 8AH
Thursday 6 April	10.30 – 12.30	St Paul's Church, Room 1 SP2 Community Centre, Fisherton Street, Salisbury, SP2 7QW
Tuesday 11 April	2.30 – 4.30	Civic Centre, Usher Suite 2, St Stephen's Place, Trowbridge, Wiltshire, BA14 8AH
Thursday 13 April	10.30– 12.30	St Paul's Church, Room 1 SP2 Community Centre, Fisherton Street, Salisbury, SP2 7QW
Monday 24 April	10.30 – 12.30	Calne Town Hall, Council Chamber, Bank House, The Strand, Calne, Wilts, SN110EN
Tuesday 25 April	2.45 – 4.30	Sheldon Road Methodist Church, Audley Rd, Chippenham SN14 0DU

Healthwatch Wiltshire is an independent organisation which exists to speak up for local people on health and social care. We rely on you to tell us about your experiences and views.

You can find out more by visiting our website www.healthwatchwiltshire.co.uk or telephone 01225 434 218.

Please Note, this letter was sent by Wiltshire Council on behalf of Healthwatch Wiltshire, your personal details have not been shared with Healthwatch Wiltshire. If you have received this letter in error, please accept our apologies.

Yours Sincerely,



Sandie Lewis

Associate, Healthwatch Wiltshire



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Appendix 2

Charging Policy Financial Assessments and Benefits survey

Wiltshire Council Financial Assessments and Benefits Survey

Healthwatch Wiltshire

You may have recently, within the last 6 months, received a finance and benefits (FAB) assessment since the Council introduced a revised charging policy in August 2016.

Wiltshire Council have asked Healthwatch Wiltshire to find out about peoples experiences relating to financial assessments and the policy to see if there are any improvements that can be made.

This questionnaire is only for completion by people who have been financially assessed, within the last six months, by a member of the Financial Assessments and Benefits (FAB) Team at Wiltshire Council.

About you

Q1 Are you?

- 10 Male
- 15 Female
- 0 Transgender
- 0 Prefer not to say

Q2 What is your age range?

- 1 18-24
- 5 25-34
- 2 35-44
- 5 45-54
- 3 55-64
- 3 65-74
- 1 75-84
- 5 85+

Q3 What is your postcode?

24

Q4 Do you have a name and contact telephone number in case we need to contact you? (you do not need to do this if you do not want to - you may skip to the next question)

15

Before the Financial Assessment

Q5 How were you informed that the financial assessment was to take place?

- 18 I was informed by letter
- 0 I was informed by email
- 6 I was informed by phone
- 1 I was informed by my Social Worker
- 0 I was informed by a third party

Q6 How much notice were you given of the meeting to talk about the Financial Assessment?

- 10 About a week's notice
- 7 About two week's notice
- 3 About a month's notice
- 1 More than a month's notice
- 3 I can't remember

Q7 Were you clear what would happen at the meeting?

- 11 Yes
- 13 No

Q8 Were you informed that you could, if you wanted, have someone at the meeting to support you?

- 14 Yes
- 10 No

Q9 Did you feel that you had enough time to prepare for the meeting?

- 16 Yes
- 8 No

Q10 Did you know what sort of information you needed to have with you for the meeting?

- 15 Yes
- 9 No

About the Financial Assessment itself

Q11 Was the person doing the assessment?

	Yes	No
Helpful	14	7
Friendly	20	4
Knowledgeable	17	4
Sympathetic	14	5

Q12 Did you understand the information given to you at the meeting?

- 9 Yes I understood all of it as it was very clear
- 5 I understood some of the information but not all
- 7 I didn't really understand much about it
- 3 I didn't understand it at all

Q13 Following the assessment was it made clear to you what would happen next?

- 12 Yes
- 11 No

Q14 Overall how satisfied were you with the assessment process (this does not mean the outcome just how it was undertaken and how engaged you felt with the process)

- 2 Very satisfied
- 9 Satisfied
- 5 Neither satisfied nor dissatisfied
- 5 Dissatisfied
- 4 Very dissatisfied

Q15 If you said you were dissatisfied in any way can you say why?

8

Since the Financial Assessment

Q16 How long after the financial assessment did you hear again from Wiltshire Council (e.g. byletter, phone call or email?)

- 10 About a week
- 7 About two weeks
- 6 About a month
- 1 Longer than a month

Q17 Did you understand the letter that you received which explained your financial contribution to care costs?

- 10 Yes it was very clear
- 10 Yes but I needed help in understanding it
- 5 No it wasn't clear at all

Q18 Did you agree with the amount of money you were being asked to contribute to the costs of your care?

- 7 Yes I thought it was fair
- 6 Yes but I thought it could have been less
- 3 No I didn't agree but did nothing about it
- 9 No I didn't agree and took matters further

Q19 If you decided to take matters further what did you do?

Please say 9

Q20 If you decided to take matters further are you receiving support from another person or organisation and if so who?

Please say 7

Q21 As a result of the Financial Assessment were you asked to contribute more or less towards your care costs?

- 17 I was asked to contribute a lot more
- 2 I was asked to contribute a little bit more
- 4 It stayed about the same
- 1 It was slightly less
- 1 It was a lot less

Q22 If you said that your contributions either increased or decreased can you say roughly how much that increase or decrease was a week?

22

The effect on you of any changes to your financial contribution to care costs

Q23 Has any change in your financial contribution meant that you have had to stop paying for certain things?

10 No

15 Yes

If yes can you say what things? 13

Q24 Finally do you have any further comments to make?

21

Thank you for taking the time to fill out this survey. We will treat all your answers in the strictest confidence. If you want to find out more about the consultation you can contact Healthwatch Wiltshire by email: info@healthwatchwiltshire.co.uk or by phone: 01225 434218

Appendix 3

Schedule of Focus Group Meetings

Tuesday 4 April	2.30 – 4.30	Trowbridge	Civic Hall Usher Suite 2	No participants, plus Healthwatch Wiltshire & Wiltshire Council
Thursday 6 April	10.30 – 12.30	Salisbury	St Pauls Church Room 1 at SP2 Community Centre	No participants, plus Healthwatch Wiltshire & Wiltshire Council
Tuesday 11 April	2.30 – 4.30	Trowbridge	Civic Hall Usher Suite 2	No participants, plus Healthwatch Wiltshire & Wiltshire Council
Thursday 13 April	10.30 – 12.30	Salisbury	St Pauls Church Room 1 at SP2 Community Centre	2 participants, plus Healthwatch Wiltshire
Wednesday 19 th April	10.30 – 12.30	Countywide Direct Payments Session	Com Exchange, Devizes Yeoman Room	17 participants, plus Healthwatch Wiltshire
Monday 24 April	10.30 – 12.30	Calne	Council Chamber, Calne Town Hall Bank House, The Strand,	7 participants, plus Healthwatch Wiltshire
Tuesday 25 April	2.45 – 4.45	Chippenham	Sheldon Road Methodist Church	4 participants, plus Healthwatch Wiltshire

Why not get involved?

Visit our website: healthwatchwiltshire.co.uk

Email us: info@healthwatchwiltshire.co.uk

Phone us: 01225 434218

Write to us: Unit 5, Hampton Park West, Melksham,
SN12 6LH

Follow us on Twitter: [@HWWilts](https://twitter.com/HWWilts)

Follow us on Instagram: [healthwatchwiltshire](https://www.instagram.com/healthwatchwiltshire)

Like us on Facebook: [HealthwatchWiltshire](https://www.facebook.com/HealthwatchWiltshire)

June 2017

Evolving Communities CIC (formerly Healthwatch Wiltshire CIC) is a community interest company limited by guarantee and registered in England and Wales with company number 08464602.

Evolving Communities CIC
Unit 5
Hampton Park West
Melksham
SN12 6LH



Tel 01225 434218
info@healthwatchwiltshire.co.uk
www.healthwatchwiltshire.co.uk

Thursday 10 August 2017

Update letter on the Healthwatch Wiltshire report about the impact of the new charging policy for Wiltshire Council Adult Care Services

The full report, to which this covering letter refers, is now on the website for Healthwatch Wiltshire.

Following the implementation of the new Adult Care Services Charging Policy, Wiltshire Council commissioned Healthwatch Wiltshire to undertake a short-term study to assess the impact of the new arrangements on service users. This was requested in order that elected Members and Council commissioners could better understand the effects of the new policy on the everyday lives of those people who were financially assessed for their contribution to care costs.

During the period when meetings with service users took place, feedback was given to Wiltshire Council about matters which could improve the process. These matters are highlighted in the Healthwatch Wiltshire Report, and in the written response from the Council.

Some of the immediate Wiltshire Council actions resulting from service user feedback included collaboration with Healthwatch Wiltshire and with the Wiltshire Centre for Independent Living on the production of information leaflets. These are now sent to service users when financial assessment letters go out and feedback suggests that they are providing clear and helpful information.



Healthwatch also acknowledges the effort of the financial assessments and benefits team (FAB) in completing reassessments, particularly the additional work required as a result of the changes to the calculation of the Minimum Income Guarantee agreed in April 2017.

In future, there will be programmed annual reassessments for all of those people in receipt of publicly funded care. This will ensure that changes to circumstances, as well as to policies, are known promptly. In addition, Wiltshire Council are looking at ways that they can inform people when larger changes which may affect their finances are 'on the horizon', including national changes to welfare benefits.

There are a number of recommendations in the report, all of which were discussed in July 2017 when a meeting took place between Healthwatch Wiltshire, Councillor Jerry Wickham and senior Adult Care officers. At that meeting a series of further actions were agreed which are also covered in the response from Wiltshire Council. We are therefore able to report that feedback from service users has been taken into account and has led to improvements in the process of financial assessment for contribution to care costs.

Healthwatch Wiltshire will continue to welcome the views of people who are affected by the impact of the charging policy for adult care services. We will keep personal details confidential but will continue to pass feedback to Wiltshire Council.

Sandie Lewis, Associate, Healthwatch Wiltshire



Charging Policy Implementation – Council response to Healthwatch issues raised.

	Issue	Council response and actions taken
1.	Annual Reviews	<p>The Council acknowledges that prior to 2016, annual reviews were not completed consistently and in some cases this has meant that reassessments under the new policy have highlighted new benefits or other circumstances which have increased contributions – rather than the new policy itself.</p> <p>Customers have always been requested to inform the Council of a change in financial circumstance and the implementation of the new policy has highlighted that this is not always the case. Annual reviews provide a prompt for this information.</p> <p>Face-to-face reviews are now being undertaken for all customers. A business case has been developed to maintain the increased capacity in the FAB Team in order to improve the consistency of annual reviews. It is also acknowledged that once all customers have had a first review under the new policy, it will be possible to implement a 'lighter touch' process for many future reviews (e.g. by telephone or letter) which will not be as resource-intensive.</p>
2.	Benefits Checks	<p>Wiltshire is one of very few Councils that undertake benefits checks as part of the assessment/review process. This ensures that welfare benefits are maximised.</p> <p>The Council will publicise the welfare benefits check by including information in the leaflet about the FAB Assessment</p>
3.	Improving understanding of the assessment process	<p>As set out in the Healthwatch Report, the calculation of financial contributions is, inevitably, complex and technical.</p> <p>A leaflet now goes to everyone before the financial assessment. This leaflet sets out in broad terms the process for the calculation and provides a link to the full charging policy.</p> <p>A second leaflet is provided to all customers at the financial assessment meeting, and sets out what to do in the event of any concerns about the financial assessment</p>
4.	Disability Related Expenditure (DRE)	<p>DRE is disregarded from a person's income in the calculation of the contribution to care, and evidence of DRE must be provided as part of the assessment process. The Council does not publish a <i>definitive</i> list of expenditure disregarded from the assessment, and this is to ensure that officers are not fettered in their ability to take diverse circumstances into account. Visiting Officers use the list of DRE set out in the Care Act as a checklist. In addition, any disability related expense which helps</p>

		<p>a person remain independent and is “occasioned by age or disability” (Care Act definition) can be disregarded. This ensures every assessment is person-centred and can take individual circumstances into account.</p> <p>The leaflet (see 3. Above) suggests that customers consider, list and gather evidence for DRE in advance of the assessment meeting. The leaflet also contains examples of DRE items.</p>
5.	The Financial Assessment Meeting	<p>The FAB Team have always telephoned customers prior to a visit, explaining the purpose and nature of the visit, and requesting customers to prepare relevant documentation for this visit. Once an appointment has been made, a confirmation letter is sent, confirming the date of the visit, and reminding customers of the list of items for which verification is required.</p> <p>Healthwatch provided early feedback about need for a leaflet to go out in advance of the assessment meeting, and two leaflets were subsequently produced and have been in use for the past 5 months. The first (Getting Ready for your Finance and Benefits Assessment) is sent out prior to the assessment, along with the confirmation of the appointment, and helps explain and prepare customers for the process, including gathering the appropriate evidence for DRE. The second (What to do if you are concerned about your assessed contribution), sets out how the result of an assessment can be questioned or challenged. Both leaflets were produced in conjunction with Healthwatch.</p>
6.	Client Contribution in writing	<p>Healthwatch highlighted the time taken between the financial assessment and letters being sent to customers informing them of their contribution. The FAB Team aim to respond to customers within 48 hours and have no backlog of letters. However, sometimes, letters are delayed specifically to allow a customer to provide additional documentation or proof of DRE.</p> <p>Although the FAB Team are prompt in informing the customer the outcome of the assessment, there has also sometimes been a delay of several weeks before the Finance Team inform providers of the charge, so that providers can begin to collect contributions. This has meant that, in some cases, a debt has built up. The backlog in informing providers of revised customer contributions has now cleared and letters are sent promptly to providers following a financial assessment.</p>
7.	Reviews and Reassessments	<p>Healthwatch has highlighted issues in the initial phase of reviews.</p> <p>The FAB Team has been conducting reviews against the new policy since August 2016. Additional resources were put into the FAB Team to undertake assessments and reviews and new staff have undergone full training.</p>

		<p>Initially, it was estimated that there were approximately 3,500 reviews to be undertaken by 31st March 2018. Of these, 970 did not in fact require a review (e.g. customer deceased; customer moved to residential care; customer receives a carers service). Since August 2016, as at July 2017, 634 reviews have been undertaken and 188 are in the process of being undertaken. This leaves a further 1,707 reviews to be completed by the end of March 2018. The pace of reviews has increased significantly since the appointment and training of additional staff, and it is expected that all (first) reviews will be complete by the end of March 2018.</p> <p>Early on in the implementation, Council officers examined the options related to the disability premium and the Minimum Income Guarantee and chose the option to apply the disability premium. This was not a legal requirement and did not require a change to the policy. The decision affected a small group of individuals (approximately 330 of the 3,500) who are below pensionable age, receive employment support allowance and who had previously been in receipt of income support, and added £32.25 per week to their MIG. This decision did mean that a very small number of customers within the group of 330 had to be reassessed.</p>
8.	<p>Issues raised by Direct Payments customers</p>	<p>A number of concerns about the implementation of the new policy were raised at a meeting with people who have a direct payment, rather than a direct service. However, the concerns are not about direct payments as such.</p> <p>One issue relates to customers of working age living with parents whose income is seen as family income, rather than individual income. Generally, these customers are in receipt of Employment Support Allowance and the Personal Independence Payment. People in this group have an average income of £328 per week, of which £270 is generally taken into account for the financial assessment. Many expenses for this group of customers cannot legitimately be disregarded as DRE, but are related to social and leisure activities such as swimming, drama, horse riding etc.</p> <p>The Council has considered whether the Charging Policy should be applied to this group of customers differently, but has concluded that there is an overriding duty to apply the policy equally to all customer groups, and the Council must be mindful of the risk of legal challenge in respect of fair and equitable application.</p>
9.	<p>Communication</p>	<p>The Healthwatch report highlighted communication as an underlying issue and the Council has worked hard, with the support of Healthwatch, to improve this area.</p> <p>Two leaflets are now available (referred to above). In addition, the FAB Team provide telephone advice via a helpline.</p>

Appendix 3

		The role of the FAB Team is in scope for the Adult Care Transformation Programme and the Council's Systems Thinking Team are working with the team to map processes and identify improvements. This will include the possibility of more financial assessments being undertaken online.
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Wiltshire Council

Cabinet

12 September 2017

Subject: Integrated Urgent Care Procurement

Cabinet Member: Cllr Jerry Wickham, Cabinet Member for Adult Social Care, Public Health and Public Protection

Key Decision: Yes

Executive Summary

This paper sets out a proposal for the consideration of Cabinet regarding the joint commissioning exercise for integrated urgent care services and to secure approval to delegate authority (as set out in paragraph b below) to award contract to the preferred bidder, in relation to the services being commissioned by Wiltshire Council (as set out in paragraph 13 below).

The November 2016 Cabinet approved the participation of Wiltshire Council in a joint commissioning exercise for urgent care services with Wiltshire Clinical Commissioning Group (CCG), in partnership with B&NES CCG and Swindon CCG. This paper brings together that decision and the ensuing work undertaken by commissioners from both Wiltshire Council and Wiltshire CCG.

The scope of the procurement across the Sustainability and Transformation Plans footprint adds complexity to the process due to the co-commissioning approach, with potential consequences of delays and failure of the process.

Proposal(s)

Cabinet is asked to:

- a) Note the update of the joint commissioning exercise with Wiltshire Council and Wiltshire CCG, in partnership with B&NES CCG and Swindon CCG, of urgent care services.
- b) Delegate the authority, in relation to the services being commissioned by Wiltshire Council (as set out in paragraph 13 below),:
 - i. to approve the terms of the contract and all associated documents within the parameters set out in this report; and
 - ii. to award and enter into the contract and all associated documents,

to the Corporate Director for Adult Social Care in consultation with the Cabinet Member for Health (including Public Health) and Adult Social Care.

Reason for Proposal(s)

1. The purpose of this paper is to provide an update on the joint procurement process between Wiltshire Council and Wiltshire CCG, in partnership with B&NES CCG and Swindon CCG for integrated urgent care services.
2. The total value of the integrated urgent care service is £14,681,553 per annum for five years, with an extension option of up to sixty further months, giving a maximum possible contract value of £146,815,530. The initial five-year period is planned to commence from 1st May 2018.
3. The percentage of Wiltshire Council services within the total contract value is 13.93%, which equates to £2,045,030 per annum with the total ten-year contract value to the Council expected to be £20,450,300.
4. Ask Cabinet to delegate the authority, in relation to the services being commissioned by Wiltshire Council (as set out in paragraph 13 below),:
 - a) to approve the terms of the contract and all associated documents within the parameters set out in this report; and
 - b) to award and enter into the contract and all associated documents,to the Corporate Director for Adult Social Care in consultation with the Cabinet Member for Health (including Public Health) and Adult Social Care.

Carolyn Godfrey, Corporate Director

Wiltshire Council

Cabinet

12 September 2017

Subject: Integrated Urgent Care Procurement

Cabinet Member: Cllr Jerry Wickham, Cabinet Member for Adult Social Care, Public Health and Public Protection

Key Decision: Yes

Purpose of Report

5. The purpose of this paper is to provide an update on the joint procurement process between Wiltshire Council and Wiltshire CCG, in partnership with B&NES CCG and Swindon CCG for integrated urgent care services.
6. The total value of the integrated urgent care service is £14,681,553 per annum for five years, with an extension option of up to sixty further months, giving a maximum possible contract value of £146,815,530. The initial five-year period is planned to commence from 1st May 2018.
7. The percentage of Wiltshire Council services within the total contract value is 13.93%, which equates to £2,045,030 per annum with the total ten year contract value to the Council expected to be £20,450,300.
8. To ask Cabinet to delegate the authority, in relation to the services being commissioned by Wiltshire Council (as set out in paragraph 13 below),:
 - a) to approve the terms of the contract and all associated documents within the parameters set out in this report; and
 - b) to award and enter into the contract and all associated documents,to the Corporate Director for Adult Social Care in consultation with the Cabinet Member for Health (including Public Health) and Adult Social Care.

Relevance to the Council's Business Plan

9. Procuring Wiltshire Council's urgent care services via an integrated procurement supports the Council's Business Plan and priorities set out within the plan, particularly:
 - Protecting those who are most vulnerable through joined up health and social care, and
 - Strong communities that can take responsibility for their personal wellbeing.

Main Considerations for the Council

10. Wiltshire Council has worked with Wiltshire CCG since 2014 developing and delivering the Better Care Plan (BCP). The plan focusses on the growing demographic challenge, Delayed Transfers of Care, independence post hospital discharge and reducing unnecessary hospital admissions and admissions to nursing and residential care. The Better Care Fund (BCF) is a pooled budget of £44 million to promote integration, with the ambition of providing care close to home, the priority being home, and creating and delivering innovative services.
11. On the 14th November 2016 Wiltshire Council entered a Memorandum of Understanding (MOU) with Wiltshire CCG, Swindon CCG and BANES CCG. The MOU sets out the arrangements for the procurement of an integrated urgent care service and summarises the roles, responsibilities and obligations which flow from these arrangements.
12. The principles that govern the joint procurement and the conduct of Wiltshire Council and the CCGs are to collaborate and co-operate to work towards ensuring that the commissioning ambitions and intentions of each are met. This has been, and will continue to be, achieved by all parties working effectively and collaboratively to identify solutions to any issues. The intention is that this joint working will be further reinforced with a Collaborative Commissioning Agreement and a Financial Memorandum of Understanding as set out later in this report.

Background

13. The services included within the joint procurement of integrated urgent care are detailed in the table below:

Service	BANES CCG	Swindon CCG	Wiltshire CCG	Wiltshire Council
Access to Care Service, including Single Point of access to Intermediate Care			✓	✓
Acute Trust Liaison Service			✓	
Carers Emergency Card, Response Service				✓
GP Out of Hours service	✓		✓	
Integrated Urgent Care Access, Treatment and Clinical Advice Service (clinical hub), including Health Care Professional Line	✓	✓	✓	
NHS 111 Service	✓	✓	✓	
Telecare call monitoring				✓
Telecare equipment and installation *				✓
Telecare response service and urgent domiciliary care service				✓
Out of Hours Dental Services		✓	✓	

* To be included during the lifetime of the contract from January 2019

14. Previously, it was our intention to include the in-house Emergency Duty Service and the Out of Hours Emergency Call Handling Service within this procurement. The Corporate Leadership Team took the decision to remove both services from the procurement due to alternative opportunities being explored.
15. To support an effective procurement several working groups, with representation from Wiltshire Council and the CCGs, have been operating and reporting to the Procurement Board. This has enabled the Procurement Board to make key decisions and timetable outlining key dates for decisions in line with the procurement timeline.
16. The table below outlines the timetable of the procurement:

No	Stage	Dates
1	ITN1 released to Bidders	02/12/2016
2	Deadline for clarification questions	13/12/2016
3	ITN1 submission closing date	09/01/2017
4	ITN1 Bidder clarification event	27/01/2017
5	ITN1 evaluation and shortlisting to Three Bidders	16/2/2017
6	Invitation to Negotiate stage 2 (ITN2) released to Shortlisted Bidders	21/02/2017
7	Deadline for clarification questions	14/03/2017
8	Negotiation meetings	1 st , 7 th , 8 th and 15 th March 2017
9	ITN2 submission closing date	27/03/2017
10	ITN2 Bidder clarification event	07/04/2017
11	ITN2 evaluation outcome release	26/05/2017
12	Preferred Bidder Stage – <i>change from original timetable</i>	June 2017 to August 2017
13	Formal award decision made – <i>Joint Extraordinary Governing Body Meeting</i>	21 st September 2017
14	10 day voluntary standstill period	22/09/2017-05/10/2017
15	Enter contract with winning Bidder and Public announcement	06/10/2017
16	Contract mobilisation	October 2017 to April 2018
17	Contract commencement	1 st May 2018

17. The final stage was amended with a Preferred Bidder Stage, replacing the previously identified Calls for Final Tenders (CFT) stage. This decision was taken due to the confidence gathered following thorough evaluation of written bids during ITN1 and ITN2. The evaluation included presentations and questions and answer sessions with bidders and final scoring completed by a team of multi-disciplinary evaluators.
18. The Preferred Bidder process was designed and completed to effectively address any weaker elements of the bid, as identified during the evaluation process. This was achieved through Work Streams (as summarised within the Work Stream remits at Appendix 1) undertaking comprehensive work to achieve the agreed outcomes established during the evaluation process.

Overview and Scrutiny Engagement

19. Wiltshire CCG and Wiltshire Council have undertaken numerous engagement sessions with key stakeholders. Briefings have been provided at the Joint Commissioning Board on the 29th June and the report will be brought to Health Select Committee on the 5th September and any comments will be reported to Cabinet as appropriate.

Safeguarding Implications

20. Current contract arrangements with urgent care providers contain robust safeguarding measures in line with Council and CCG policy and any new service specification continues to include these. 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. Contracts also ensure that any issues relating to child protection are identified and appropriate referral made to children's services.

Public Health Implications

21. All service specifications developed for this contract are underpinned by public health data and evidence supporting optimum service coverage and delivery with relevant Key Performance Indicators, etc.

Procurement Implications

22. The procurement is being carried out by NHS South, Central and West Commissioning Support Unit (SCWCSU) on behalf of the Commissioners. The tender follows OJEU regulations and timescales and Wiltshire Council's Strategic Procurement Hub are working closely with the SCWCSU representatives to ensure Social Care aspects of the tender are dealt with accordingly.
23. It was agreed between the CCGs, Council and SCWCSU to follow a competitive process, based on an Open Negotiated Procedure to the procurement, including at least three sequential tendering stages. This route was used as it allows for refinement to the Bidders' solution or proposal during the tendering stages, and is a pragmatic way of bringing flexibility into the process for complex requirements.
24. Council officers, including the Head of Community Commissioning and a Senior Category Manager from the Strategic Procurement Hub, sit on the partnership Procurement Board. All procurement documentation has been developed and reviewed by procurement working groups, and latterly by the work stream groups within the preferred bidder stage, which have Council representation to ensure the interests of the Council are observed and protected.

Equalities Impact of the Proposal

25. The procurement of urgent care services will support equitable access to any individual to urgent health and social care. The specifications for the services

being commissioned state that providers will be expected to demonstrate use of local resources. It requires the provision of services which take account of and are committed to ensuring that the organisation/s values diversity and promotes equality and inclusivity on all aspects of its business.

Environmental and Climate Change Considerations

26. There are no specific environmental or climate change considerations.

Risk Assessment

27. The scope of the procurement across the Sustainability and Transformation Plans footprint has added complexity to the procurement process, due to co-commissioning approach and governance arrangements of four commissioning organisations.

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

28. If the decision to delegate authority to award and enter into contract and associated documents is not taken, it could impact the procurement process and create further complexities. Potential consequences include delays to the procurement process, increased exposure of confidential information and potential failure of the process.

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

29. With any integrated procurement, it is important to avoid the risk of dispute by agreeing the following:

- a) robust contract terms setting out the relationship between all partner commissioners and the provider. Legal Services have been fully involved throughout the procurement and given advice on the contract documentation, including the implications of the collaborative commissioning structure, in order to mitigate the risk of any dispute with the provider; and
- b) separate terms setting out how the partner commissioners will work together to manage the contract and deal with any risks or liabilities during the lifetime of the contract. Legal Services are advising on a separate Collaborative Commissioning Agreement and an accompanying Financial Memorandum of Understanding is being developed by Finance Leads to mitigate the risk of any dispute between the commissioners.

Financial Implications

30. This is a joint tender across partners where the final bid is within the overall available budget.

31. The Council's share of this budget is paid via the Better Care Fund (BCF) and in 2017/18 the total spend will be £2,199,060 (inclusive of VAT).

32. The final bid requires the Council to contribute £2,045,030 (inclusive of VAT) to the joint tender each year which will result in a saving against budget of £154,030 per annum.
33. Savings generated from this procurement exercise will accrue in the BCF and decisions on how those savings are reinvested will be taken by the Joint Commissioning Board.
34. The BCF is a joint arrangement between Wiltshire Council and Wiltshire CCG and the Council will continue to work with its partner to establish and enforce budget monitoring processes to ensure robust management of this contract.

Legal Implications

35. The legal implications in relation to the procurement process have been dealt with at paragraphs 22 to 24 above. The procurement has progressed in strict compliance with procurement law.
36. Legal Services have advised on:
 - a) all relevant procurement documents;
 - b) the form of contract; and
 - c) associated documents, including the proposed Collaborative Commissioning Agreement and Financial Memorandum of Understanding between the Council and the commissioning CCGs.
37. The Corporate Director for Adult Social Care and the Cabinet Member for Health (including Public Health) and Adult Social Care will attend a Joint Extraordinary Governing Body Meeting attended by all Commissioners on 21 September 2017 at which it is intended that all Commissioners, including the Council, will make a formal decision to award the contract on the agreed terms. If Cabinet approves the proposals in this Report, the Corporate Director and Cabinet Member will have the delegated authority to make this decision at the meeting.

Options Considered

38. The following additional options were considered:
 - a) recommission the current services through Wiltshire Council procurement services; or
 - b) decommission services following end of contract.

Conclusions

39. Delegate the authority, in relation to the services being commissioned by Wiltshire Council (as set out in paragraph 13 above),:

- a) to approve the terms of the contract and all associated documents within the parameters set out in this report; and
- b) to award and enter into the contract and all associated documents,

to the Corporate Director for Adult Social Care in consultation with the Cabinet Member for Health (including Public Health) and Adult Social Care.

James Cawley (Associate Director, Adult Care Commissioning and Housing)

Report Author: Jessica Mitchell, Commissioner – Community Commissioning, E: jessica.mitchell@wiltshire.gov.uk, T: 01225 712755

Appendices

Appendix 1: Work Streams

1 Project Oversight:

Project Oversight Meetings are intended to pull together all the Work Stream Meetings that have taken place so far and confirm mutual understanding, identify and capitalise on any further opportunities or economies of scale presented by joint working and agree next steps including joint approach and plans for engagement.

Objectives:

- Satisfaction that the Preferred Bidder Status is Complete
- Preferred Bidder and Joint Engagement Plan
- Recommendation to IUC Project Board for Contract Award

1.1. Work Stream 1: Finance and Legal

The service must be provided within budget, with due financial management procedures in place. A compliant and practical contract must be drafted.

Objectives:

- Principles and Payment Mechanism
- Schedule 3 - Payment
- Dental finance commissioning agreement (Wiltshire CCG and NHSE only)

1.2. Work Stream 2: Service Delivery, Quality, Policies and HR

The provider must provide an Integrated Service Model encompassing each of the service lines included within this procurement which meets the Critical Success Factors and Outcomes provided in the Bidder Information Pack. The service must be appropriately staffed, with an appropriate approach towards the transfer of staff into the new service

Objectives:

- Schedule 2 A3 – IUC Service Delivery Model Specification
- Service Line Specifics including Dental and Telecare
- Schedule 2K – Safeguarding and Mental Capacity Policy
- Schedule 4 – Quality

1.3. Work Stream 3: Information Management and Technology

The prime provider will be expected to ensure that the service has the IT hardware and software to suit the needs of the services being procured.

Objectives:

- IM&T Compliance
- Information Governance

1.4. Work Stream 4: Governance and Implementation & Contract Management

The Commissioners require an integrated urgent care service with a robust and demonstrable clinical integration and governance process between the various providers. The bidder must have in place suitable plans to conduct the service mobilisation to commence delivery on time and to deliver quality, performance

and outcome measures in a manner which meets the requirements outlined in the service specification.

Objectives:

- Governance arrangements between subcontractors
- Governance arrangements for commissioners (commissioner only)
- Schedule 5 – Documents to be Relied upon
- Fully Detailed mobilisation Plan
- KPIs for baseline year agreed

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Wiltshire Council

Cabinet

12 September 2017

Subject: User Engagement with Adult Care

Cabinet Member: Cllr Jerry Wickham, Cabinet Member for Health (including Public Health) and Adult Social Care

Key Decision: Yes

Executive Summary

Wiltshire Council currently funds three User Led Organisations (ULOs) and Healthwatch Wiltshire to provide the Council's customers with a variety of opportunities to have input into adult care work. The contracts for all these organisations end on 31st March 2018.

Commissioners recognise that there are several activities funded in user organisation contracts that are provided for elsewhere and could be removed from future service specifications to achieve savings and provide a more focused service.

Wiltshire Clinical Commissioning Group (CCG) also provides funding for user and patient engagement activities and their views have been sought as part of this exercise.

The paper sets out the options for consideration.

Proposal

To seek Cabinet's view of the options set out below to commission the statutory Healthwatch function and the non-statutory customer engagement functions provided by User Led Organisations.

To agree an option for the commissioning of Healthwatch and User Led Organisations

Reason for Proposal

Commissioners recognise that there is scope to remove duplication and that are several activities currently funded in contracts that could be removed from future service specifications to achieve savings and provide a more focused service.

Carolyn Godfrey, Corporate Director

Wiltshire Council

Cabinet

12 September 2017

Subject: User Engagement with Adult Care

Cabinet Member: Cllr Jerry Wickham, Cabinet Member for Health (including Public Health) and Adult Social Care

Key Decision: Yes

Purpose of Report

1. To inform the Cabinet of current contract and funding arrangements that the Council has with User Led Organisations and Healthwatch Wiltshire to engage with customers on adult care services
2. To seek Cabinet's view of the options set out below to commission the statutory Healthwatch function and the non-statutory customer engagement functions provided by User Led Organisations and to agree an option.

Relevance to the Council's Business Plan

3. User engagement in Adult Social Care and Health Services supports the council's business plan to;
 - Create stronger more resilient communities
 - Protect vulnerable people within the community

by enabling the Council's customers to comment, develop and improve on the adult care services they receive

Background

4. Wiltshire Council currently funds three User Led Organisations (ULOs):
 - Wiltshire Centre for Independent Living (WCIL)
 - Wiltshire People First (WPF)
 - Wiltshire and Swindon Users' Network (WSUN)

And Healthwatch Wiltshire (Evolving Communities Community Interest Company) to provide the Council's customers with a variety of opportunities to have input into adult care work for example, by consulting on specific adult care commissioning work, including evaluations of tenders. The four organisations are currently commissioned to provide:

- Peer support
- Input into staff recruitment and training
- Support to run the Learning Disability Partnership Board (WPF)

- WPF support people with learning disabilities to co-chair the meeting with Wiltshire Council
 - WPF supports users to attend, arranges and pays for their transport, and a user fee for attending
 - Board meetings are co-produced by WPF and Wiltshire Council and co-chaired by someone with a learning disability
- Support to run the Autism Partnership Board (WSUN)
 - WSUN enable people on the autism spectrum to engage with the Autism Partnership Board, and enable their voice to be heard by, facilitating forums to discuss issues that people are raising, topics the board identifies or comment on progress of plans, supporting people on the autism spectrum to participate in board meetings and board sub groups.
- Support Service Users, examples include:
 - WCIL support service users to have choice and control to become self-sufficient in all aspects of independent living not just through direct payments and packages of care but through community engagement
 - WCIL provide the means by which disabled people take control over their own lives, achieve full participation in all spheres of society, and make changes to how they are viewed and treated by engaging with them on all aspects of independent living to have their voices heard.
- Support with consultations, examples include:
 - WCIL engage and consult with Self Funders to reach people needing advice about planning their care. Signposting people to agencies and writing and producing information booklets specifically for self-funders in Wiltshire which are held within GP surgeries and community buildings etc., as well as posted to people nationally whose relatives live outside of Wiltshire
 - WCIL have consulted with people on the closure of the Independent Living Fund; recent benefit changes; linking people with Wiltshire Council to address their concerns. They worked on the engagement of people affected by the Charging Policy in partnership with Healthwatch.
 - WSUN facilitate opportunities for health and social care users that are traditionally marginalised to participate in consultations run by Healthwatch, including users from hard to reach groups.
 - WSUN and WPF run consultation events and workshops that, for example:
 - link with work undertaken by Healthwatch
 - address issues raised by members
 - WPF Consult with people with learning disabilities about specific pieces of Wiltshire Council work such as;

- Involvement in tendering for Residential Care Home provision
- Joint commissioning strategy
- Developing an outcomes based framework for people with learning disabilities
- Information and advice
 - Healthwatch have a duty to provide advice and information about access to local care services.

In addition, some ULOs also provide functions outside the scope of the commissioned specification, such as:

- Advocacy
- Community development activities
- Social activities for service users
- Information and advice

Co-production

5. Co-production is a process whereby service users and professionals work together as partners. Some definitions of co-production include:

“Co-production is not just a word, it’s not just a concept, it is a meeting of minds coming together to find a shared solution. In practice, it involves people who use services being consulted, included and working together from the start to the end of any project that affects them”

“A way of working whereby citizens and decision makers, or people who use services, family carers and service providers work together to create a decision or service which works for them all. The approach is value driven and built on the principle that those who use a service are best placed to help design it.”

6. Commissioners have been working with the organisations detailed in paragraph 4 to co-produce services using a range of methods; such as consultation, workshops, user testing and helping with tender evaluations, so that services reflect what the people who use them want.
7. It is recognised that further work needs to be undertaken by commissioners before full co-production is achieved. The Think Local Act Personal (TLAP) ladder of co-production (www.thinklocalactpersonal.org.uk) details a series of steps towards co-production in health and social care.
8. The Council is keen to ensure that the ethos of co-production is protected and developed within any future service specification(s) for service user engagement.

Healthwatch

9. The Health and Social Care Act 2012 placed a statutory duty on local authorities to establish a local Healthwatch. Healthwatch is a local independent service which exists to speak up for local people to ensure that that the health and care system in Wiltshire reflects what local people expect and need. Local authorities have discretion as to how the local function is commissioned, however it should be noted that the Council must commission a social enterprise to deliver the statutory functions of Healthwatch.
10. Central Government provides £205,000 per annum in funding for Healthwatch through the Local Reform and Community Voices Act. This funding is not ring-fenced and in 2017/18, in line with a number of other authorities, Wiltshire Council reduced the grant by 10% to £184,500 per annum. Healthwatch England are currently using statutory powers to challenge these reductions, including challenging authorities to publicly outline how they assessed the cost of their local group and how they will provide assurance that it is able to deliver its statutory activities on the reduced budget
11. Since 2016, Healthwatch Wiltshire has been awarded an additional £100,000 from the Better Care Fund each year. This is in addition to Central Government monies for works not stipulated as a core Healthwatch responsibility within the current contract.
12. Wiltshire CCG does not fund the core Healthwatch contract, but does benefit from specific work funded from the Better Care Fund contribution. The CCG also commissions bespoke work from Healthwatch to inform consultations and service development. Wiltshire Council has also commissioned bespoke work from outside of the core contract and Better Care Fund - for example recent work on the charging policy.

Other User Engagement / Involvement

13. There is no statutory duty to fund ULOs, although the Care Act does suggest that market shaping and commissioning should be shared endeavours with customers, carers and other interested parties. Organisations can provide types of support that councils do value, such as signposting, information provision, self-advocacy and peer support as well as supporting people to be involved in consultations, reference groups or to attend meetings, and particularly in giving support to people from harder to reach groups, like those with learning disabilities, to engage.
14. There are overlaps with the services that each user organisation and Healthwatch provides in relation to engagement and consultation. However, ULOs do provide valuable activities in relation to specific groups (e.g. people with learning disabilities; people with autism), enabling them to lead service developments. The organisations have also been forging relationships with

one another within current contractual arrangements by collaborating on specific projects.

Future Commissioning options

15. Commissioners recognise that there is duplication across the organisations, particularly in the form of organisational overheads and 'back office' costs. There are several activities currently funded in ULO contracts that could be removed from future service specifications to achieve savings and provide a more focused model. The following could be catered for in other ways:

- Information and advice about social care – is provided by the Council and a range of voluntary organisations. It is also a duty of Healthwatch.
- Social activities – These are commissioned to meet eligible need as part of a customer's support plan
- Community development – undertaken by Community Area Boards, Health and Wellbeing Groups and other local initiatives.

16. Specific activities that promote co-production also need to be maintained and included within any future service specification, such as

- **Adult care strategic development and consultation work**, in accordance with the Care Act requirements for market shaping and commissioning to be "shared endeavours" with customers, carers and other interested parties. Supporting this engagement activity requires us to reimburse service users for attending meetings, interviews etc. where they are required to attend as representatives
- **Partnership/Strategic Boards:** These are boards that require customer engagement, and leadership by the people who use the services is at the heart of them for example:
 - The Learning and Disability Partnership Board
 - The Autism Partnership Board

Main Considerations for the Council

17. Cabinet are requested to review the options below.

Overview and Scrutiny Engagement

18. A report will be considered by Health Select Committee on 5 September and views of the Committee will be reported verbally to Cabinet so that they can inform the Cabinet's recommendation.

Safeguarding Implications

19. There are no safeguarding implications arising from this report

Public Health Implications

20. There are no Public Health implications arising from this report

Procurement Implications

21. The organisations current contracts come to end in March/April 2018. The current proposed tender time-scales are as set out below. Dependent upon the chosen options, it may be necessary to adjust this timescale, which would require extensions to current arrangements.

Tender issued	18 September 2017
Evaluation of submissions	30 October 2017
Selection of preferred provider	October / November 2017
Transition from current to new provider and/or model	December 2017- March 2018
New provider operational	1 April 2018

Equalities Impact of the Proposal (detailing conclusions identified from Equality Analysis, sections 4 and 5)

22. An Equality Impact Assessment has been completed and is available as a background paper.

23. A consultation exercise has been undertaken with service users who have been asked about their experience of engaging with the Council and its partner organisations. A summary of the consultation findings is included in appendix 1

24. Each of the current providers has been consulted and have provided their thoughts on engagement in the future. Their submissions are included as background papers.

Environmental and Climate Change Considerations

25. There are no specific environmental or climate change considerations

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

26. **If a decision is not taken, the following risks have been identified:**

- If current arrangements are maintained, there is potential for the duplication of service and costs to continue
- The commissioning of separate projects may continue, as current service specifications do not define all works required

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

27. A risk assessment of the proposed options has been undertaken by Commissioners. The following risks have been identified:

- Reducing or completely removing local authority funding to the existing organisations could cause them to close if they are unable to generate alternative income streams
- There is a risk that tenders will be limited if there is no market which aligns to the Council's commissioning model. However, the Council has been engaging with providers to highlight concerns with duplication, efficiencies and encouraging providers to work together.

Financial Implications

28. The total 2017/2018 contract values of the services (3 ULOs and Healthwatch) is as follows:

Wiltshire Council	£427,890
Wiltshire CCG	£89,195
Total	£517,085

29. Organisations were awarded the following funding in 2017/18:

	WPF	WCIL	WSUN	Total
Wiltshire Council	£99,350	£40,000	£104,040	£243,390
Wiltshire CCG	£0	£0	£89,195	£89,195
Total	£99,350	£40,000	£193,235¹	£332,585

Of the £332,585 awarded by Wiltshire Council and Wiltshire CCG, it is estimated, based on contract review information, that £100,000 is used for back office costs across the three organisations.

30. Funding for Healthwatch and the three ULOs was reduced from £477,409 (2016/17) to £425,293 in 2017/18 in order to achieve efficiencies.

31. The funding allows for the organisations to pay for back office costs as well as service delivery.

There is therefore potential to make savings by:

¹ It should be noted that £66,000 of the funding awarded to WSUN in 2016/17 was not spent and was subsequently returned to the Council.

- Reducing the number of organisations and their associated ‘back office costs’
- Concentrating funding on achieving specific outcomes/undertaking specific activities
- Moving away from the requirement for the organisation to deliver this service to be a ULO, whilst protecting the principles of co-production
- Removing some of the current outcomes/activities funded within contracts as detailed within this report.

Detailed modelling will be undertaken to identify savings from the chosen option. An indicator of scope for savings is set out in options considered below

Legal Implications

32. There are no legal implications arising from this report

Options Considered

Options for consideration are set out below.

33. Option 1 - Commission a statutory Healthwatch function only; all additional user and carer engagement activity would be spot-purchased as necessary for specific projects

Pro's	Con's
<ul style="list-style-type: none"> • No duplication of service • One lead organisation for the council to work with, 	<ul style="list-style-type: none"> • The voice of people with complex needs and from hard to reach groups may not be adequately represented • There would be no Partnership Board presence, service user leadership, engagement or support • Spot-purchase of additional user and carer engagement activity could be costly particularly if the lack of core funding removed user engagement organisations from the market • Does not meet the expectations for co-production as set out in the Care Act

34. Option 2 - Commission separate services: one to deliver the statutory Healthwatch function and the other/s to deliver the non-statutory functions

Pro's	Con's
<ul style="list-style-type: none"> • This option would reduce the risk that there will be no organisation interested in bidding for both user engagement and Healthwatch functions. • This option would have an impact on reducing the back-office costs associated with three separate ULOs • This option would maintain an organisation in Wiltshire with a user-led Board, and thus protect the ethos of user-led co-production 	<ul style="list-style-type: none"> • The potential for duplication of services and funding is likely to continue • NHS Wiltshire Clinical Commissioning Group have a preference of all engagement with a single organisation. There is a risk that the NHS funding would be withdrawn.

35. Option 3 – Commission a single lead provider to provide both the Healthwatch functions and the functions outlined in paragraph 15

Pro's	Con's
<ul style="list-style-type: none"> • A single lead provider may take the form of a consortium of providers, thus reducing the risk of a single provider not having the specialist knowledge to support different groups of service users. • Funding a single lead provider would considerably reduce duplication and the back-office costs of the service. • This is the preferred option of Wiltshire CCG. 	<ul style="list-style-type: none"> • Potential loss of specialist expertise unless specifically described within the specification • The new commissioned organisation may not have a user-led board and it would be more difficult to protect the ethos of user-led co-production.

36. Option 4 - To continue as is

Pro's	Con's
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- Service users are aware of the services organisations provide. Each organisation has a diverse range of members whom they engage with to shape and comment on Council and CCG services
- There would be continued duplication of services (particularly back-office)
- Funding multiple organisations increases the total cost of commissioning
- The current contracts need to be strengthened and made fit-for-purpose

Conclusions

37. Cabinet is recommended to consider the above options, including the views of Health Select Committee on 5th September 2017.
38. Cabinet is requested to agree an option for the commissioning of Healthwatch and the User Led Organisations.
39. Cabinet is requested to note the potential impact of the chosen option on the procurement timescales set out above.

James Cawley (Associate Director, Adult Care Commissioning and Housing)

Report Author: Jessica Chapman, Community Commissioner - Adult Care Commissioning & Housing, Jessica.Chapman@wiltshire.gov.uk,

Appendices

- Equality Impact Assessment
- Provider Consultation documents
- Summary of consultation with service users

Background Papers

None

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Equality Analysis Evidence Document					
Title: What are you completing an Equality Analysis on?					
User Engagement in Adult Care					
Why are you completing the Equality Analysis? (please tick any that apply)					
Proposed New Policy or Service	Change to Policy or Service X	MTFS (Medium Term Financial Strategy)		Service Review	
Version Control					
Version control number	1	Date	24/07/17	Reason for review (if appropriate)	
Risk Rating Score (use Equalities Risk Matrix and guidance)					
<p>**If any of these are 3 or above, an Impact Assessment must be completed. Please check with equalities@wiltshire.gov.uk for advice</p>					
Criteria	Inherent risk score on proposal		Residual risk score after mitigating actions have been identified		
Legal challenge			6		
Financial costs/implications			2		
People impacts			3		
Reputational damage			12		
Section 1 – Description of what is being analysed					
<p>Wiltshire Council currently funds three User Led Organisations (ULOs)</p> <ul style="list-style-type: none"> • Wiltshire Centre for Independent Living (WCIL) • Wiltshire People First (WPF) • Wiltshire and Swindon Users' Network (WSUN) <p>And Healthwatch Wiltshire to provide the Council's customers with a variety of opportunities to have input into adult care work. The contracts for all these organisations end on 31st March 2018.</p> <p>Commissioners have been working with the above organisations to co-produce services using a range of methods; such as consultation, workshops, user testing and helping with tender evaluations, so that services reflect what the people who use them want</p> <p>Commissioners recognise that there are several activities funded in user organisation contracts that are provided for elsewhere and could be removed from future service specifications to achieve savings and provide a more focused service.</p> <p>Commissioners are keen to ensure that the ethos of co-production is protected and developed within any future service specification(s) for service user engagement.</p> <p>All Local Authorities are required, under the Health and Social Care Act 2012 to commission a local Healthwatch organisation.</p> <p>Therefore, it is proposed that Wiltshire Council and CCG commission a single lead provider to provide both the Healthwatch functions and additional functions as outlined within the Cabinet paper 'User engagement with adult care'</p>					

Section 2A – People or communities that are currently targeted or could be affected

by any change (please take note of the Protected Characteristics listed in the action table).

All residents of Wiltshire are potentially affected by any changes to user engagement. In particular, the active members of the three ULO's, whom have the following membership numbers:

WSUN: 650

WPF : 142

WCIL: 100

WSUN have a 'large membership across Wiltshire who identify as having physical or sensory impairments, mental health issues, learning disabilities, being on the autistic spectrum, long term conditions, complex needs and older people, many of whom are also living with these same conditions which may include Dementia. Many of these are in effect the most vulnerable residents of Wiltshire.'

Wiltshire People First is ' a user-led self advocacy organization that promotes the rights and inclusion of young people and adults with learning disabilities, autism and those with communication needs across the county.

Wiltshire CIL are a membership organisation managed and led by disabled people, supporting people to achieve their aspirations in Independent Living and acting as a collective voice on issues affecting them.

Section 2B – People who are delivering the policy or service that are targeted or could be affected (i.e. staff, commissioned organisations, contractors)

There is potential that the three ULOs could see a significant or total reduction in funding from the Council and Wiltshire Clinical Commissioning Group if Cabinet approves the recommended option of commissioning a single lead provider to provide both the Healthwatch functions and additional functions as outlined with the Cabinet paper 'User engagement with adult care'. It is unknown at this point what the potential impact would be as this would depend on which organisations choose to bid for the proposed tender and whether they chose to bid as a consortium.

Details of the number of staff affected would be ascertained once the tender process begins and the relevant staffing spreadsheets have been returned by the organisations.

Section 3 –The underpinning evidence and data used for the analysis (Attach documents where appropriate)

Prompts:

- What data do you collect about your customers/staff?
- What local, regional and national research is there that you could use?
- How do your Governance documents (Terms of Reference, operating procedures) reflect the need to consider the Public Sector Equality Duty?
- What are the issues that you or your partners or stakeholders already know about?
- What engagement, involvement and consultation work have you done? How was this carried out, with whom? Whose voices are missing? What does this tell you about potential take-up and satisfaction with existing services?
- Are there any gaps in your knowledge? If so, do you need to identify how you will collect data to fill the gap (feed this into the action table if necessary)

Wiltshire Council Commissioners undertook a seven-week consultation (26 June – 14 August 2017), in line with corporate recommendations, with Wiltshire residents. A total of 307 people completed the questionnaire, 276 individuals and 31 people via a group response.

The aims of the Wiltshire Health and Social Care User Voice Survey were as follows:

- To seek views on how the Council engages with people who use adult health and social

care services.

- To ascertain how service users would like to engage with the Council and the organisations it commissions to undertake these functions in the future
- To understand the types of support service users, require to enable them to share their views on the services they access
- To determine how the Council and service users can better work together to co-produce services

A full report on the consultation has been produced 'Wiltshire Council Health and Social Care User Voice Consultation'

The key findings of the consultation were:

- 70% (192) of respondents would like to have the opportunity to comment on the services they receive
- Respondents wished to give their views in several ways rather than choosing one singular option. On average respondents picked three different methods in which they would like to give their views, the most popular being:
 - Being part of a group of people that provides a group response
 - Speaking direct to a service provider
 - Post
 - Online via an email survey or feedback from
- Respondents indicated that on average they would require 4-5 different methods of support to enable them to give their views on the services they receive. The most popular forms of support were:
 - Transport to an event
 - Help to fill in any forms
 - Help to understand the questions
 - Help to communicate my views
 - Support at an event from a care/support worker
- Respondents valued, making sure the voice of service users is heard, getting better information and advice, improving the local services on offer and enabling people with similar experiences to meet together as the most important aspects of the different organisations work.
- Respondents listed a number of re-occurring themes that they would change about how they make views known, these were:

Feedback

- Feedback is given to service users at the end of consultation exercises
- Service users don't have to repeat their feedback to different organisations
- Reassurance that service users are giving feedback correctly

To be listened to

- That service users are listened to

Being heard

- That service users are heard

Valued

- Service user's involvement is valued

Confidence

- Service users would like to have the confidence to speak out and take part

The results of the consultation will be used to inform the service specification/s to ensure that service users voices are heard and that they have a variety of methods available to them

***Section 4 – Conclusions** drawn about the impact of the proposed change or new service/policy

Prompts:

- What actions do you plan to take as a result of this equality analysis? Please state them and also feed these into the action table
- Be clear and specific about the impacts for each Protected Characteristic group (where relevant)
- Can you also identify positive actions which promote equality of opportunity and foster good relations between groups of people as well as adverse impacts?
- What are the implications for Procurement/Commissioning arrangements that may be happening as a result of your work?
- Do you plan to include equalities aspects into any service agreements and if so, how do you plan to manage these through the life of the service?
- If you have found that the policy or service change might have an adverse impact on a particular group of people and are **not** taking action to mitigate against this, you will need to fully justify your decision and evidence it in this section

The commissioning decision will impact upon the ULOs and their members, some of whom are vulnerable adults

Commissioners will need to ensure that the findings from the consultation are reflected in any future service specification/s to ensure that service users voices are heard and have the support they require to enable them to be heard.

Having the required transition period from the current to the new Provider will help to mitigate service users concerns as they will be informed within plenty of time of any changes that may occur as a result of the new service model coming into place on 1 April 2018.

Commissioners will work closely with the new Provider/s to ensure a smooth transition of service.

***Section 5 – How will the outcomes from this equality analysis be monitored, reviewed and communicated?**

Commissioners will ensure that there is an adequate transition period from the current providers to the new to ensure that any members affected will be notified and any changes will be gradual to ensure a smooth transition for all concerned.

The service specification will also contain all the elements outlined within the consultation report that service users required, to enable as many people as possible to have their voice heard. Commissioners will also monitor the contract to ensure that the Provider/s is adhering to the specification.

***Copy and paste sections 4 & 5 into any Committee, CLT or Briefing papers as a way of summarising the equality impacts where indicated**

Completed by:	Jessica Chapman
Date	21 August 2017
Signed off by:	
Date	
To be reviewed by:	
Review date:	

Equality Impact Issues and Action Table (for more information on protected characteristics, see page 7)					
Identified issue drawn from your conclusions (only use those characteristics that are relevant)	Actions needed – can you mitigate the impacts? If you can how will you mitigate the impacts?	Who is responsible for the actions?	When will the action be completed?	How will it be monitored?	What is the expected outcome from the action?
Age					
Disability					
Gender Reassignment					
Marriage and Civil Partnership					
Pregnancy and Maternity					
Race (including ethnicity or national origin, colour, nationality and Gypsies and Travellers)					
Religion and Belief					
Sex					
Sexual Orientation					
Other (including caring responsibilities, rurality, low income, Military Status etc)					

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Calculating the Equalities Risk Score

You will need to calculate a risk score twice:

1. On the inherent risk of the proposal itself (without taking into account any mitigating actions you may identify at the end of the Equality Analysis (EA) process)
2. On the risk that remains (the residual risk) after mitigating actions have been identified

This is necessary at both points to:

- Firstly, identify whether an EA needs to be completed for the proposal and;
- Secondly, to understand what risk would be left if the actions identified to mitigate against any adverse impact are implemented

Stage 1 - to get the inherent risk rating:

1. Use the [Equalities Risk Criteria Table](#) below and score each criterion on a scale of 1 - 4 for the impact and 1 – 4 on their likelihood of occurrence. Multiply these 2 scores together (Likelihood x Impact) to get a score for that criterion (this will range from 1 – 16).
2. Record each of these scores in the [table](#) at the beginning of this document
3. Assess whether you need to carry out an EA using the guidance box below (stage 2).

Stage 2 - to identify whether an EA needs to be carried out:

If your inherent risk score (for any criteria) is:

12 – 16 or Red = High Risk. **An Equality Analysis must be completed.** Significant risks which have to be actively managed; reduce the likelihood and/or impact through control measures.

6 – 9 or Amber = Medium Risk. **An Equality Analysis must be completed.** Manageable risks, controls to be put in place; managers should consider the cost of implementing controls against the benefit in the reduction of risk exposure.

3 – 4 or Green = Low Risk. **An Equality Analysis must be completed**

1 – 2 or Green = Low Risk. **An Equality Analysis does not have to be completed**

Stage 3 - to get the residual risk rating:

1. Repeat the process above when mitigating actions have been identified and evidenced in the [table](#) on page 3 to calculate the **residual risk**
2. Make a note of the residual risk score in the [table](#) on the first page of the EA template

Equalities Risk Criteria Table

Impact Criteria	Low 1	Moderate 2	Substantial 3	Critical 4
Legal challenge to the Authority under the Public Sector Equality Duty	Complaint/initial challenge may easily be resolved	Internal investigation following a number of complaints or challenges	Ombudsman complaint following unresolved complaints or challenges	Risk of high level challenge resulting in Judicial Review
Financial costs/implications	Little or no additional financial implication as a result of this decision or proposal	Medium level implication with internal legal costs and internal resources	High financial impact - External legal advice and internal resources	Severe financial impact - legal costs and internal resources
People impacts	No or Low or level of impact on isolation, quality of life, achievement, access to services. Unlikely to result in harm or injury. Mitigating actions are sufficient	Significant quality of life issues i.e. Achievement, access to services. Minor to significant levels of harm, injury, mistreatment or abuse OR, low level of impact that is possible or likely to occur with over 500 people potentially affected	Serious Quality of Life issues i.e. Where isolation increases or vulnerability is greatly affected as a result. Injury and/or serious mistreatment or abuse of an individual for whom the Council has a responsibility OR, a medium level of impact that is likely to occur with over 500 people potentially affected	Death of an individual for whom the Council has a responsibility or serious mistreatment or abuse resulting in criminal charges OR High level of impact that is likely to occur, with potentially over 500 people potentially affected
Reputational damage	Little or no impact outside of the Council	Some negative local media reporting	Significant to high levels of negative front page reports/editorial comment in	National attention and media coverage

Equalities Risk Matrix

		Acceptable		Actively managed	
Impact	Critical (4)	4	8	12 Significant risk	16 Significant risk
	Substantial (3)	3	6	9	12 Significant risk
	Moderate (2)	2	4	6	8
	Low (1)	1	2	3	4
		Very unlikely (1)	Unlikely (2)	Likely (3)	Very likely (4)
		Likelihood of occurrence			

The protected characteristics:

Age - Where this is referred to, it refers to a person belonging to a particular age (e.g. 32 year olds) or range of ages (e.g. 18 - 30 year olds). This includes all ages, including children and young people and older people.

Disability - A person has a disability if s/he has a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.

Gender reassignment - The process of transitioning from one gender to another.

Race - Refers to the protected characteristic of Race. It refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins.

Religion and belief - Religion has the meaning usually given to it but belief includes religious and philosophical beliefs including lack of belief (e.g. Atheism). Generally, a belief should affect your life choices or the way you live for it to be included in the definition.

Marriage and civil partnership - Marriage is defined as a 'union between a man and a woman'. Same-sex couples can have their relationships legally recognised as 'civil partnerships' and from 29th March 2014, same-sex couples can also get married at certain religious venues. Civil partners must be treated the same as married couples on a wide range of legal matters.

Pregnancy and maternity - Pregnancy is the condition of being pregnant. Maternity refers to the period of 26 weeks after the birth, which reflects the period of a woman's ordinary maternity leave entitlement in the employment context.

Sex (this was previously called 'gender') - A man or a woman.

Sexual orientation - Whether a person's sexual attraction is towards their own sex, the opposite sex or to both sexes

You are also protected if you are discriminated against because you are **perceived** to have, or are **associated** with someone who has, a protected characteristic. For example, the Equality Act will protect people who are caring for a disabled child or relative. They will be protected by virtue of their association to that person (e.g. if the Carer is refused a service because of the person they are caring for, this would amount to discrimination by association and they would be protected under the Equality Act)

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Wiltshire Council
Health and Social Care
User Voice Consultation

Title: Wiltshire Council Health and Social Care User Voice Survey

Summary: This document contains a summary of the public consultation work undertaken by Wiltshire Council regarding service users experience of engagement with the Council. By 'engagement' we mean providing service users the opportunity to have input into adult care work such as policy changes, strategies and service development by, for example, completing surveys, attending workshops, and formal meetings on the adult health and social care services they receive

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1. Introduction

- 1.1 This report summarises responses to Wiltshire Council's adult health and social care user voice consultation and includes responses from the four organisations, detailed within paragraph 2.1 of this document, that provide service users with opportunities to engage and comment on services the Council provides.
- 1.2 Wiltshire Council recognises the importance of engaging with its service users and partners to shape the services the Council provides and the results of this consultation will be fed into future service specifications to ensure that the views of service users, their family and carers are heard.

2. Background

2.1 Wiltshire Council currently funds three User Led Organisations (ULOs):

- Wiltshire Centre for Independent Living (WCIL)
- Wiltshire People First (WPF)
- Wiltshire and Swindon Users' Network (WSUN)

And Evolving Communities CIC (Healthwatch Wiltshire), to provide the Council's customers with a variety of opportunities to have input into adult care work for example, by consulting on specific adult care commissioning work, including evaluations of tenders. The four organisations are currently commissioned to provide:

- Peer support
- Input into staff recruitment and training
- Support to run the Learning Disability Partnership Board
- Support to run the Autism Partnership Board
- Support with consultations

In addition, some also provide:

- Advocacy
- Community development activities
- Social activities for service users

- 2.2. Contracts for these Providers come to an end in 2018 and as such the Council is currently reviewing its commissioning intentions, procurement model and total budget for user engagement and co-production within adult care.
- 2.3 Commissioners have been working with the organisations detailed in paragraph 2.1 to co-produce services using a range of methods; such as consultation, workshops, user testing and helping with tender evaluations, so that services reflect what the people who use them want.
- 2.4 It is recognised that further work needs to be undertaken by commissioners before full co-production is achieved. The Think Local Act Personal (TLAP) ladder of co-production (www.thinklocalactpersonal.org.uk) details a series of steps towards co-production in health and social care.

- 2.5 The Council is keen to ensure that the ethos of co-production is protected and developed within any future service specification(s) for service user engagement.

3. Consultation strategy

- 3.1 Wiltshire Council has a duty to consult under the 1999 Local Government Act. Through consultation, Wiltshire Council enables people to put forward ideas, options and opinions to help shape decisions about local service priorities, improvements and possible changes in the area where they live.
- 3.2 The aims of the Wiltshire Health and Social Care User Voice Survey are as follows:
- To seek views on how the Council engages with people who use adult health and social care services.
 - To ascertain how service users would like to engage with the Council and the organisations it commissions to undertake these functions in the future
 - To understand the types of support service users, require to enable them to share their views on the services they access
 - To determine how the Council and service users can better work together to co-produce services
- 3.3 The consultation, in the form of a questionnaire, was open for a 7-week period (24 June to 14 August 2017) in line with corporate recommendations
- 3.4 Both online and paper copies of the questionnaire were used as the main feedback mechanisms. The rationale for using a questionnaire was that the Council could;
- Enable as many service users as possible to complete the consultation by providing a 7week period to complete the questionnaire, rather than holding events on set dates
 - Gather individual responses
 - Reach people who are spread across a largely rural county
 - Allow service users to give their views anonymously
- 3.5 The questionnaire was advertised on Wiltshire Council's consultation portal (www.consult.wiltshire.gov.uk/) and in the following publications:
- Wiltshire Centre for Independent Living newsletter
 - Age UK Wiltshire website
 - Winsley Community website
 - Malmesbury & villages website
 - Bradford on Avon Our Community website
 - Wiltshire Centre for Independent Living Website

in addition, a letter detailing how the consultation could be accessed and an electronic copy of the Easy Read questionnaire was sent to the following teams and organisations to disseminate:

- Wiltshire People First

- Evolving Communities CIC (Healthwatch)
- Wiltshire Centre for Independent Living
- Community Engagement Team (Wiltshire Council)
- Wiltshire Care Partnership
- Mental Health Inclusion (Wiltshire Council)
- Joint Commissioning Team (Wiltshire Council)
- Age Concern (Wiltshire)
- Wiltshire & Swindon Users Network
- Adult Care Operations (Wiltshire Council)
- North and East Wiltshire Area Group
- South Wiltshire Area Group
- West Wiltshire, Yatton Keynell and Devizes Area Group

3.6 Both the Easy Read and Standard questionnaires were available in paper copy on request from the Council

The questionnaire

3.4 The questionnaire contained 12 questions. The deadline for questionnaire returns (14 August 2017) and a return address for questionnaires were included on hard copies of both the Easy Read and standard questions. Copies of both the standard and Easy Read version of the questionnaire are included within Annex 1 (Wiltshire Council Health and Social Care User Voice Survey) of this report.

3.5 It should be noted that the following amendments were made to the Easy Read questionnaire, following comments from a Provider on the 4 July 2017

- **Question 5** – Response changed from ‘support at an event from a care/support worker’ to ‘bringing your own care/support worker with you’
- **Question 11** – question changed from ‘Do you consider yourself to be disabled to what is your primary need’. The response options were also altered, from those supplied by Wiltshire Council, on both the Easy Read and standard questionnaire.

58 questionnaires (31 standard questionnaires and 27 Easy Read paper copies) were completed prior to the alterations being made and the responses have been separated accordingly for transparency within this report.

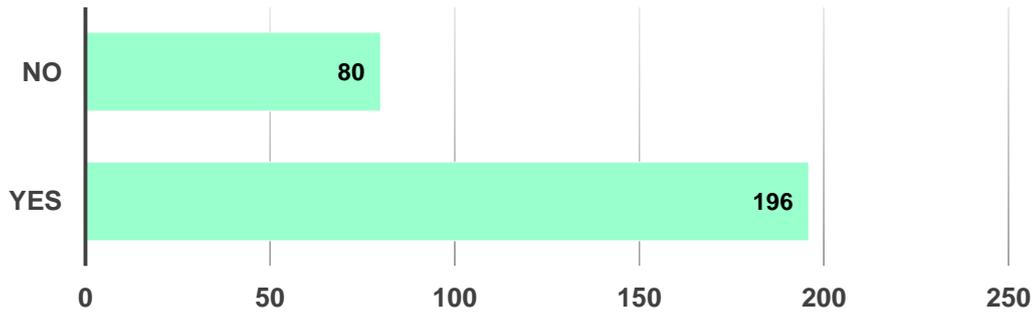
4. Questionnaire Responses

4.1 The Council received a total of 276 completed questionnaires, and in addition one focus group report, representing the views and opinions of an additional 31 people¹ (Annex 13) and a summary of responses (Annex 12)

4.2 23% of questionnaires were completed online via Wiltshire Council’s online consultation portal, with the remaining 77% being filled in on paper

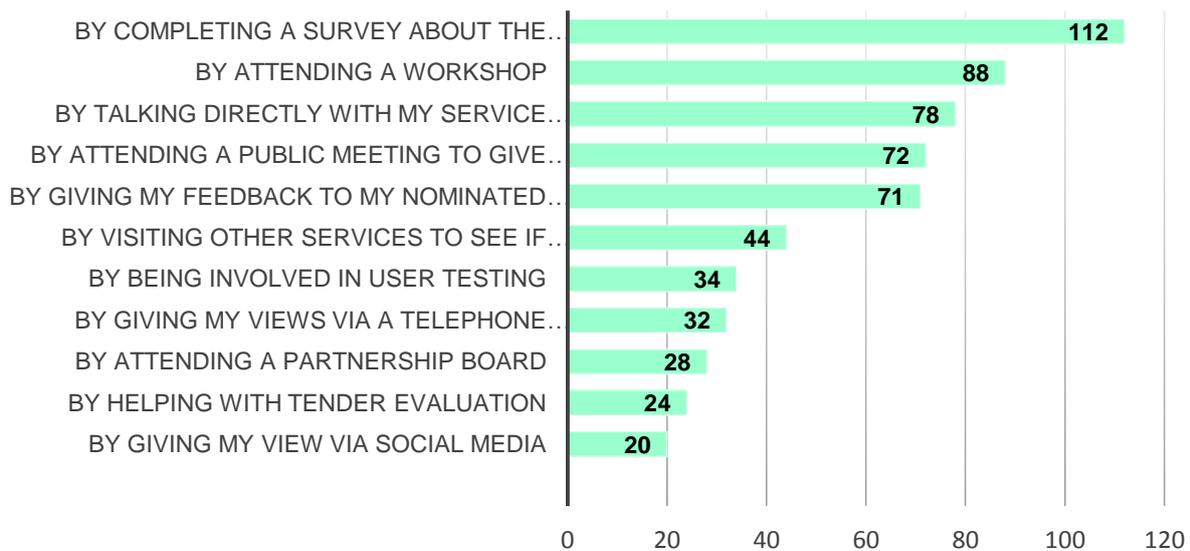
¹ Where figures have been provided in the report these have been included in the graphs. Responses detailing the number of tables in agreement and percentages have not been able to be included as it is not evident how many people were sat at a table and how many people the percentages indicated. A full copy of the WSUN report is included in Annex 13 of this report

4.3 The first question asked ‘Have you ever been given the opportunity to comment in a structured way on the services you receive?’



It is encouraging that 71% (196 people) of respondents have had the opportunity to comment in a structured way in some form on the services they receive/d, with only 29% (80 people) not having had the opportunity
 Respondents that ticked ‘no’ on the online form, were automatically directed to question 3

4.4 The second question ‘which of the following methods of giving your views on the services you are receiving have you used?’ Please tick all that apply



On average, it is calculated that respondents can be seen to have used at least three of the methods detailed within the above graph to give their views.

The top five methods being

1. Completing a survey
2. Attending a workshop
3. Talking directly with my service provider
4. Attending a public meeting
5. Giving my feedback via my nominated

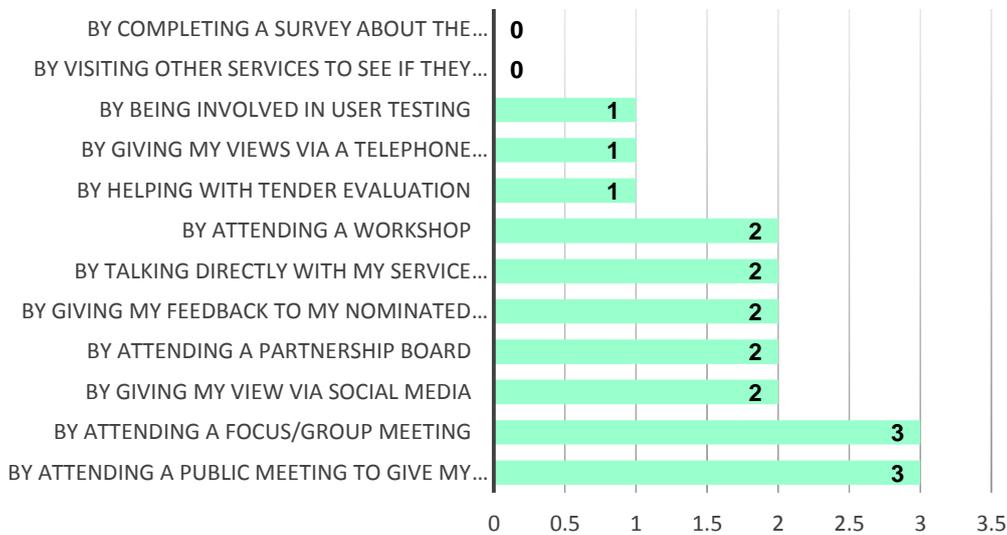
In addition, respondents stated that they had used a variety of other methods such as;

- Being involved in patient participation groups

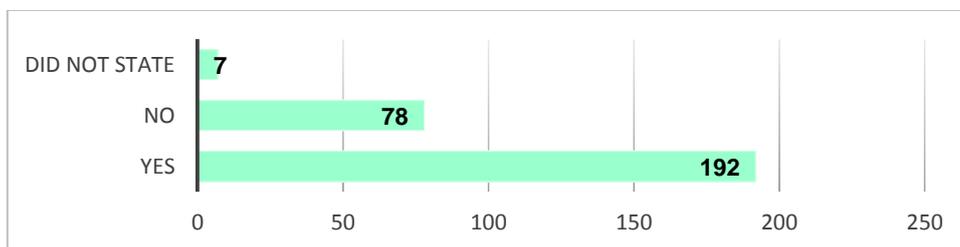
- Attending forums
- Talking to friends and family
- Meeting with Councillors

A full list of other methods respondents have used to give their own views is detailed within Annex 2 of this report

It should be noted that 8 respondents, whom stated that they had not been given the opportunity to comment on the services they receive in question one went on to tick responses to question 2, when completing the survey on paper, despite the form directing them to question 3. These figures have not been included in the graph on page 9 of this report but are detailed below. One organisation stated that some service users did not know what was meant by the term 'structured' in question one, so had ticked 'no'.



4.5 Question 3- Would you like to have the opportunity from time to time to comment in a structured way (via a survey/feedback form or face to face conversation) about the service/s you receive? If no, please explain why

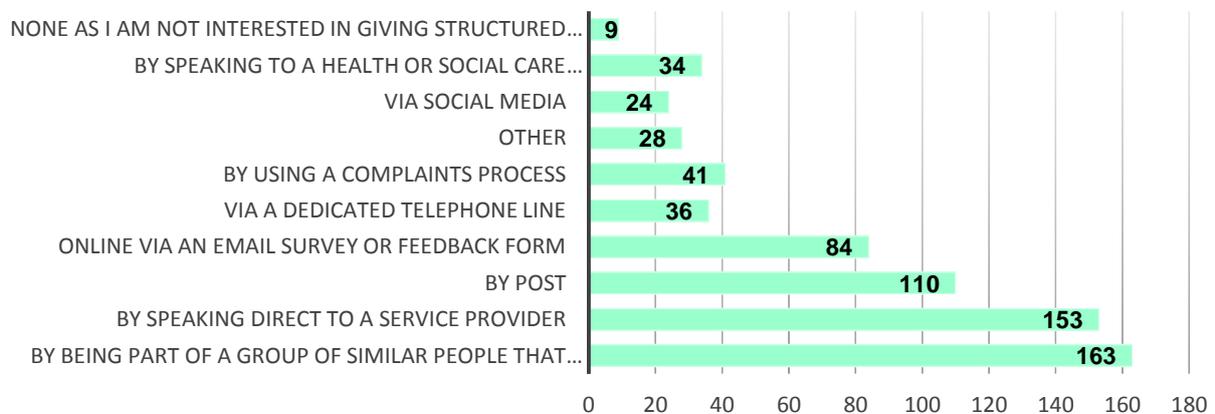


192 respondents (70%) stated that they would like to have the opportunity to comment on the services they receive in some form. This figure is marginally lower in comparison to those that stated that they had been given the opportunity to comment on the services they received in question one.

Respondents who ticked that they would not wish to have the opportunity to comment on the services they received cited a number of reasons for not wanting to take part;

- I have no issues at this time
- I like to limit the information that I receive
- It sometimes feels like it wouldn't make a difference
- I have too much to do already sorry! I've been doing user involvement events for years and find it exhausting
- I'm worn out with keep saying the same things to different people and nothing changing, except the staff the whole council, government agenda is to keep us all to tired to question them and there's no where to influence because the government doesn't listen
- I just don't want to
- Sometimes, depends on how my mental health is

4.6 Question 4 - If you wanted to give your view in future which of the following would you find it easiest to do? Please tick all that apply



Respondents stated that they would find it easiest to give their views by either:

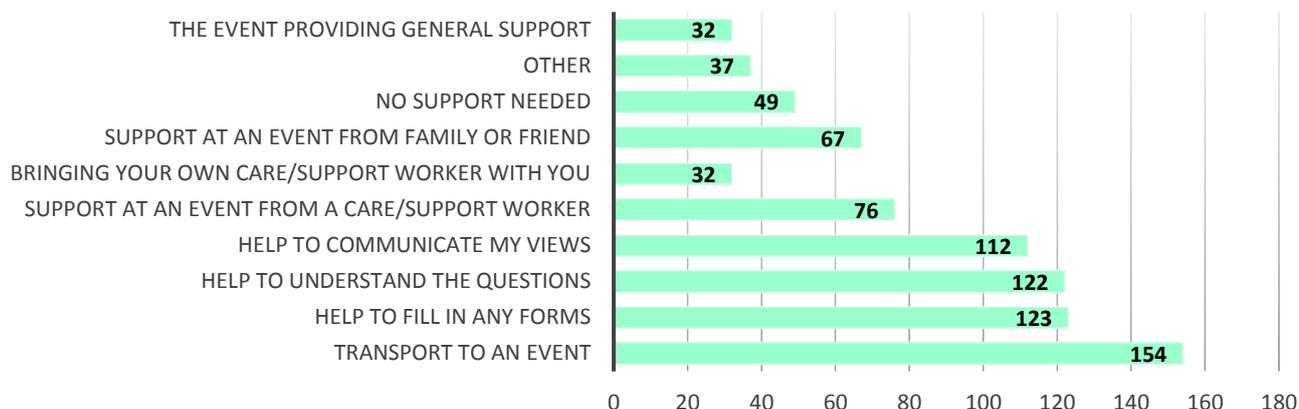
1. Being part of a group of people that provides a group response
2. Speaking direct to a service provider
3. Post
4. Online via an email survey or feedback form

On average respondents picked 3 different methods of how they would like to give their views.

The least favoured method for respondents to give their views in the future was via social media.

Annex 3 details other ways respondents stated they would wish to give their views in the future.

4.7 Question 5 - What kind of support would help you give your view if you felt you wanted to?



Prior to the alteration to the Easy Read version of the questionnaire, as detailed in paragraph 3.5 of this report, 18 people stated that 'support at an event from a care/support worker' would help them to give their view. This figure has been included in the above graph under the relevant heading.

Only 19% of respondents indicated that they would not require any type of support to give their views.

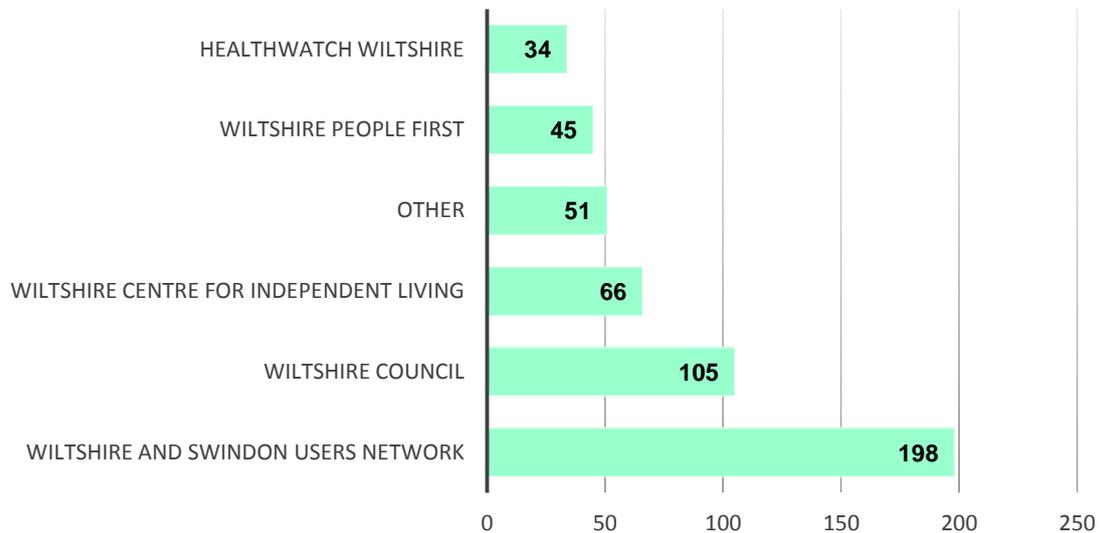
The most popular forms of support required can be seen to be:

1. Transport to an event (19%)
2. Help to fill in any forms (16%)
3. Help to understand the questions (15%)
4. Help to communicate my views (14%)
5. Support at an event from a care/support worker (or) Bringing your own care/support worker with you (14%)

On average, respondents felt that they would require between 4-5 forms of support to enable them to give their view.

The 'other' types of support respondents stated are within Annex 4 of this report

- 4.8 Question 6 - There are organisations that help people get involved in engagement/consultations about adult social care and health work and services. Which organisations have you worked with or received support from in the last two years? Please tick all that apply



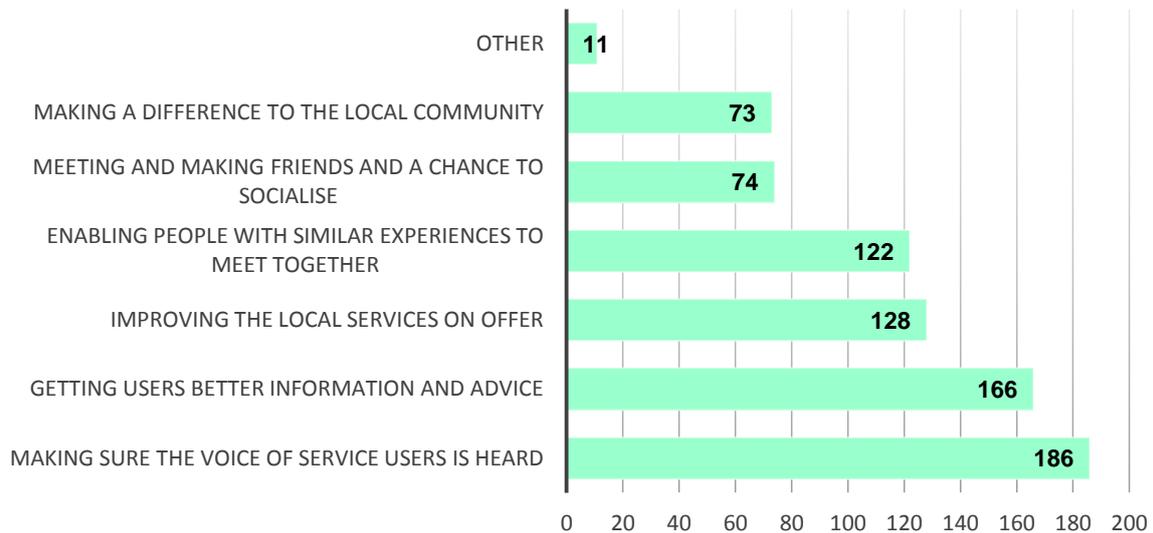
A high number of respondents can be seen to have worked with or received support from the ULOs and Wiltshire Council over the past two years. It should be noted that the membership numbers of the ULOs vary due to the client groups they work with and support. Therefore, some ULOs would have naturally had more contact with respondents than others. For example, the ULOs currently have the following number of active members:

WSUN	WPF	WCIL
650	142	100

It should also be taken into consideration that the questionnaire does not ask how many times respondents have interacted with the organisations in the above graph over the course of the last two years. It was evident from some respondent's responses, that being asked to complete the 'User Voice Consultation' by a ULO was their very first interaction with one.

It was evident from questionnaire results that respondents have also worked with/received support from a wide range of other organisations such as Age UK, Doorway, Avon and Wiltshire Partnership, Headway, and Carers support Wiltshire. A full list of these organisations detailed within Annex 5

- 4.9 Thinking of those organisations above who help people get involved in their services, what do you value as the most important aspect of their work? Please tick up to 3 choices



Respondents valued making sure the voice of service users is heard; getting better information and advice; improving the local services on offer and enabling people with similar experiences to meet together as the most important aspects of the different organisations work.

A small number of respondents detailed additional things they valued (Annex 6)

It should be noted although respondents were asked to choose only three options many ticked more than three when filling in the questionnaire on paper.

4.10 If there is one thing you could change about how you make your views known, what would it be?

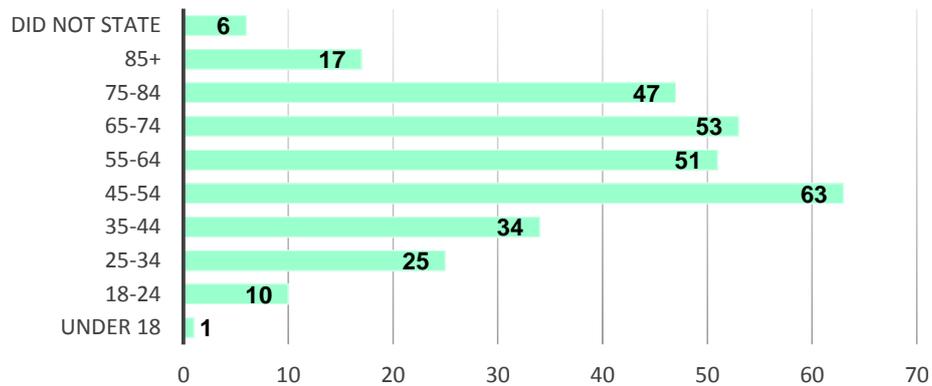
Respondents listed a number of recurring themes that they would change about how they make views known, these were:

- **Feedback**
 - Feedback is given to service users at the end of consultation exercises
 - Service users don't have to repeat their feedback to different organisations
 - Reassurance that service users are giving feedback correctly
- **Listened to**
 - That service users are listened to
- **Being heard**
 - That service users are heard
- **Valued**
 - Service user's involvement is valued
- **Confidence**
 - Service users would like to have the confidence to speak out and take part

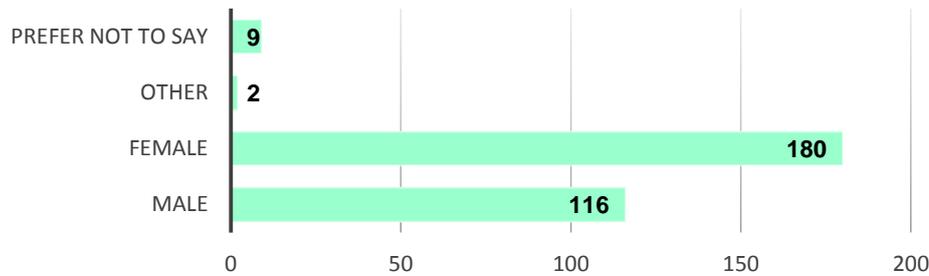
A full list of respondent's comments is within Annex 7 of this report.

4.11 The questionnaires were completed by a broad cross section of Wiltshire residents as evidenced in the graphs in paragraphs 4.11 to 4.14 of this report.

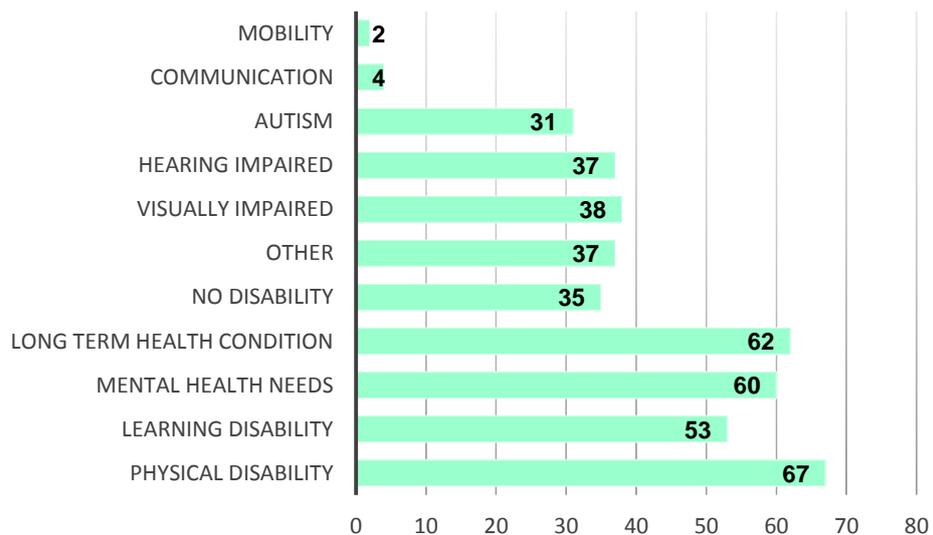
What is your age?



4.12 Are you?



4.13 Do you consider yourself to be disabled? What is your primary need? Please tick all that apply

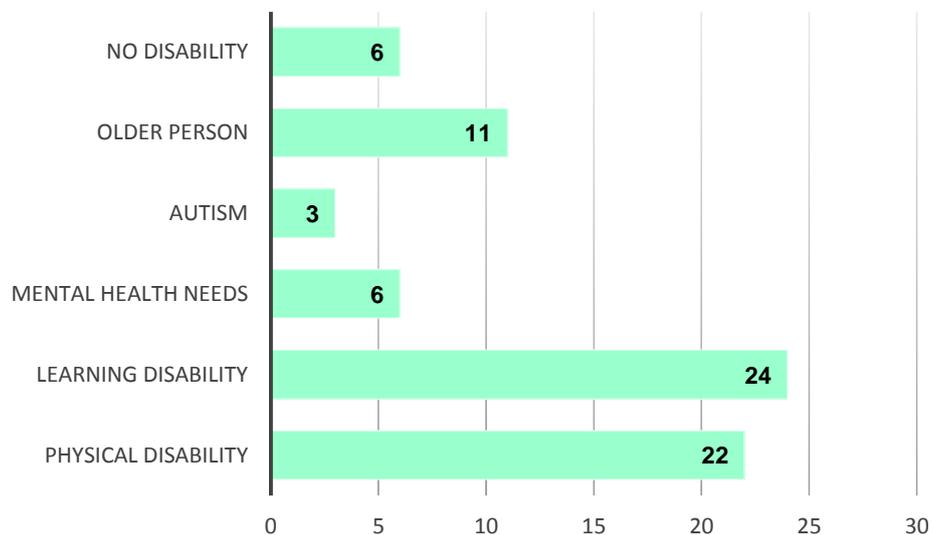


Under other, respondents listed the following conditions:

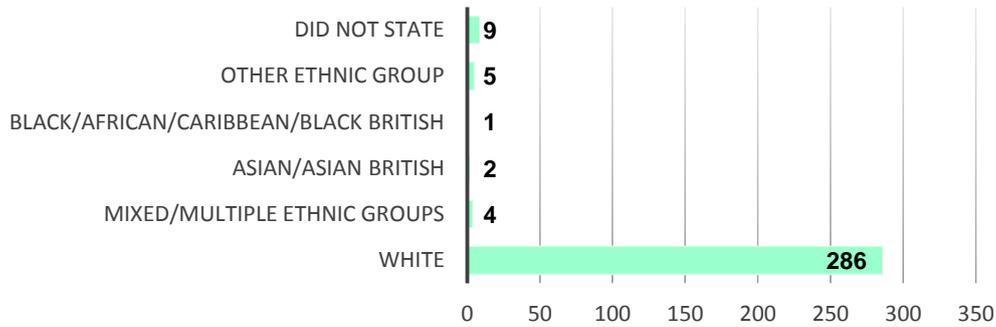
- Unable to walk without assistance and chair
- Diabetes
- Diabetes type two
- Heart condition

- COPD
- Epilepsy
- Asthma
- Obesity
- Arthritis
- Son with Asperger's
- Dementia Multiple sclerosis
- Stroke
- Frail
- Alcohol issues
- Downs syndrome
- Osteoarthritis
- Epstein Barr Virus
- Head injury
- Hiatus hernia
- Drug issues
- Risk of falling
- No disability, however, been waiting 7 months for a hip operation. I have difficulty in walking – Salisbury Hospital have gone from 3 months to 10-12 months waiting list
- **Under 'Mobility'** Wheelchair user

Please note, that the graph below shows the options respondents ticked prior to the alterations being made as detailed within paragraph 3.5 of this report.



4.14 What is your ethnic group?



- 4.15 A small number of respondents commented on questions 9-12, stating that they would like a greater choice of responses. The comments and suggested response fields, have been passed onto the relevant team within Wiltshire Council who design these questions/responses.
- 4.16 Whilst completing a paper copy of the questionnaire respondents wrote several additional comments:
- Four respondents commented that they did not find the Easy Read version of the questionnaire easy to understand
 - One respondent stated 'I liked the survey to give my own view on things it made me feel included'

5. Provider responses

- 5.1 Current provider's detailed within paragraph 2.1 of this report submitted responses detailing their thoughts on the future service provision of service user engagement, responses are listed in full within annexes 8 – 11.

Wiltshire Council Adult Health and Social Care User Voice Consultation

We want to get the views of people who use adult social care and health services about whether they have been given the opportunity to develop and comment on the services they receive. This might be by completing surveys, having a telephone interview or attending a meeting.

Getting involved in your service

Q1 Have you ever been given the opportunity to comment in a structured way on the services you receive?
 Yes
 No – go to question 3

Q2 Which of the following methods of giving your views on the services you are receiving have you used? Please tick all that apply.
 By attending a Partnership Board e.g. The Autism Forum or Learning Disability Partnership Board
 By completing a survey about the services I receive
 By attending a group meeting for a group that meets to focus on getting feedback on a particular issue
 By being involved in 'user testing' e.g. looking in-depth at something like a process to see if it works for you
 By giving my views via a telephone interview
 By attending a workshop (a group that meets to look at solutions for a particular issue)
 By attending a public meeting to give my views
 By dealing with Taster evaluation
 By giving my view via social media (this means Twitter or Facebook or something similar)
 By visiting other services to see if they are working well for the people they support
 By talking directly with my service provider
 By giving feedback to my nominated care worker
 Other (please specify)

Q3 Would you like to have the opportunity from time to time to comment in a structured way (via a survey/feedback form or face to face conversation) about the services you receive?
 Yes
 No
 If no, please explain why

Q4 If you wanted to give your view in future which of the following would you find easiest to do? Please tick all that apply.
 Online via an email survey or feedback form
 Via social media
 Via a dedicated telephone line
 By post
 By speaking direct to a service provider
 By using a complaints process
 By being part of a group of similar people that provides a group response
 None as I am not interested in giving structured feedback in this way
 Other
 If other, please specify

Q5 What kind of support would help you give your view if you tell you wanted to? Please tick all that apply.
 No support needed
 Transport to an event
 Support of an event from family or friends
 Support of an event from a carer/support worker
 Help to understand the questions
 Help to fill in any forms
 Help to communicate my views
 Other
 If other, please specify

Organisations that can help

Q6 There are organisations that help people get involved in engagement/consultations about adult social care and health work and services. Which organisations have you worked with or received support from in the last two years? Please tick all that apply.

- Healthwatch Wiltshire
- Wiltshire and Swindon Users Network
- Wiltshire People First
- Wiltshire Centre for Independent Living
- Wiltshire Council
- Other

If other, please specify

Q7 Thinking of these organisations above who help people get involved in their services, what do you value as the most important aspect of their work? Please tick up to three of these only.

- Making sure the voice of service users is heard
- Improving the local services on offer
- Getting users better information and advice
- Enabling people with similar experiences to meet together
- Meeting and making friends and a chance to socialise
- Making a difference to the local community
- Other

If other, please specify

Q8 If there is one thing you could change about how you make your views known, what would it be?

About you

Q9 What is your age?

- | | |
|-----------------------------------|--------------------------------|
| <input type="checkbox"/> under 15 | <input type="checkbox"/> 50-64 |
| <input type="checkbox"/> 16-24 | <input type="checkbox"/> 65-74 |
| <input type="checkbox"/> 25-34 | <input type="checkbox"/> 75-84 |
| <input type="checkbox"/> 35-44 | <input type="checkbox"/> 85+ |
| <input type="checkbox"/> 45-54 | |

Q10 Are you?

- Male
- Female
- Other
- Prefer not to say

Q11 Do you consider yourself to be disabled? Please tick all that apply.

- | | |
|--|---|
| <input type="checkbox"/> No disability | <input type="checkbox"/> Autism |
| <input type="checkbox"/> Physical disability | <input type="checkbox"/> Hearing impaired |
| <input type="checkbox"/> Learning disability | <input type="checkbox"/> Visually impaired |
| <input type="checkbox"/> Mental health needs | <input type="checkbox"/> Long term health condition |
| <input type="checkbox"/> Other | |

If other, please specify

Q12 What is your ethnic group?

- White
- Mixed/multiple ethnic groups
- Asian/Asian British
- Black/African/Caribbean/Black British
- Other ethnic group

Thank you for taking part in this survey. All your answers will be treated in the strictest confidence. Your views will help us shape services and the way in which we encourage service users to give their feedback on services and issues that affect them. Please return your completed questionnaire by **Monday 14 August 2017**.

Wiltshire Council
Adult Health and Social Care User
Voice consultation



Wiltshire Council Adult Health and
Social Care User Voice consultation

Please return your completed questionnaire to:
Jessica Chapman
Community Commissioner
Adult Care and Housing Strategy and Commissioning
Community Commissioning Team
Wiltshire Council
1st floor, County Hall
Bythesea Road
Trowbridge
BA14 8JN

	<p>This is an easy read version of a document called Adult Health and Social care user voice consultation. Please tick the box under the question which you feel matches your answer the best.</p>
	<p>A consultation is a chance for you to tell us what you think of our ideas, this might be about documents or services</p>
	<p>We might have asked you to fill in a form, speak to someone on the telephone or you might have come to a meeting</p>

<p>Question 1. Have you ever been given the chance to say what you think about the services you receive? If No, please go to question 3</p>	
<p>Yes</p>	<p>No</p>



Vision 		Autism 	
Learning Disability 		Mental Health 	
Communication 		Other 	
<p>age 210 X</p>			
<p>disability</p>			
<p>Question 12. What is your ethnic group? Please tick</p>			
White		Mixed/multiple ethnic groups	
Asian/Asian British	Black/African/Caribbean/Black British	Other ethnic group	

<p>Question 2. Which of the following ways have you given your views on the services you are receiving, or have you used? Please tick all that apply.</p>		
By attending a Partnership Board e.g. The Autism Forum or Learning Disability Partnership Board 	By completing a survey about the services I receive 	By attending a focus group meeting (a group that meets to focus on getting feedback on a particular issue) 
By being involved in 'user testing' (this means looking in depth at something like a website or a process to see if it works for you) 	By giving my views via a telephone interview 	By attending a workshop (a group that meets to look at solutions for a particular issue) 
By attending a public meeting to give my views 	By helping with Tender evaluation (this means looking at bids for services which providers have written when they want to win a contract with the council or Clinical Commissioning Group) 	By giving my view via social media (this means Twitter or Facebook or something similar) 

By visiting other services to see if they are working well for the people they support 	By talking direct with my service provider 	By giving feedback to my nominated support worker 
<p>Question 3. Would you like to have the chance from time to time to give feedback in a structured way (via a survey/feedback form or face to face conversation) about the service you receive? Please tick a box below.</p>		
Yes 	No 	
<p>Question 4. If you wanted to give your view in future, which way would be easiest for you? Please tick all that apply.</p>		
None as I am not interested in giving structured feedback in this way 	Online via an email survey or feedback form 	

<p>Question 9. What is your age? Please tick the box below</p>	
<input type="checkbox"/> under 18 <input type="checkbox"/> 18-24 <input type="checkbox"/> 25-34 <input type="checkbox"/> 35-44 <input type="checkbox"/> 45-54 <input type="checkbox"/> 55-64 <input type="checkbox"/> 65-74 <input type="checkbox"/> 75-84 <input type="checkbox"/> 85+	
<p>Question 10. Are you? Please tick a box below</p>	
Male 	Female 
Other 	Prefer not to say 
<p>Question 11. What is your primary need? Please tick all that apply</p>	
Mobility 	Hearing 
	

Getting users better information and advice 	Enabling people with similar experiences to meet 
Meeting and making friends and a chance to socialise 	Making a difference to the local community 
Other 	
Question 8. If you could change one thing about how you make your views known, what would it be? Please write your answer below <hr/> <hr/> <hr/> <hr/> <hr/>	

Via social media 	By post 
By speaking to a health or social care professional 	By speaking direct to the service provider 
By using a complaints process  Complain	By being part of a group of similar people that provides a group response 
Other 	

Question 5. What kind of support would help you give your view if you felt you wanted to? Please tick all that apply	
No support needed 	Transport to an event 
Support from family or friend 	Bringing your own Care/Support worker with you 
The event providing general support 	Support 
Help to understand the questions 	Help to fill in any forms 
Help to communicate my views  Communicate	Other 

Question 6. There are organisations that help people get involved and tell us what they think about adult social care and health work and services. Which organisations below have you worked with, or received support from in the last two years? Please tick all that apply.	
Healthwatch Wiltshire 	Wiltshire and Swindon Users' Network 
Wiltshire People First 	Wiltshire Centre for Independent Living 
Wiltshire Council 	Other 
Question 7. Thinking of those organisations above who help people get involved in their services, what do you think is the most important part of their work? Please tick up to three choices below only.	
Making sure the voice of service users is heard 	Improving the local services on offer 

Annex 2 - Which of the following methods of giving your views on the services you are receiving have you used? – Comments

- Regular updates via WSUN and invited to things I have an interest and views on
- By contacting Wiltshire and Swindon Users Network
- AWP, Care forum (Wiltshire) Quality Standards
- Being involved in my patient participation group
- By attending forums and events organised by the Wiltshire Swindon Users network such as world mental health day
- Patient participation
- The Tisbury Memory Group always asks my views
- Have run own campaign in local area and awareness events
- Autism forum
- To the WOSUN meetings
- I live in supported accommodation project that is time limited
- By talking with my family and friends and for them to give my views
- Generally, I keep well due to my input and key worker
- By listening to my family and friends
- The development worker from Wiltshire and Swindon Network has come to my homeless drop in centre
- Councillor Claire Perry – public meeting
- By WSUN visiting our mental health support group
- By sharing information with my family
- By taking part in a community event
- Patient participation group
- Councillor – Claire Perry – public meeting

Annex 3 - If you wanted to give your view in future which of the following would you find it easiest to do? - Comments

- By direct contact to the head of department
- Being able to take the forms home so my carer can help me fill it in. To use paper forms rather than the internet
- By meeting with others to feedback my views and listening to others
- Locally in my community
- WSUN helps by facilitating, however, even when users have valid views the red tape to get things changed or addressed is just getting worse and worse
- By contacting Wiltshire and Swindon Users Network
- By giving feedback to the professionals that support me and my mind group
- By attending regular meetings with help
- By talking with people such as CQC
- Like I did today at my library to the Wiltshire and Swindon user's representative
- Discussing things at Doorway
- Questionnaires
- Have son to help
- Reason by post is to avoid confusion of all other contact points
- By giving feedback to WSUN and Rethink
- By quality assurance outcomes and registered care monitoring
- By meeting someone collecting views and giving out information on a stand in the library like WSUN did today
- Regular forums and meetings such as Tisbury Memory Group
- Face to face in-depth interviews
- By attending my library where I completed this questionnaire and met the WSUN worker
- Very well served by all my carers
- By organisations coming out to meet and inform me
- By housing providers having meetings and community organisations having events and opportunities to meet
- Staff talking to each other and staff in each house
- Attending a seniors forum
- Attending a seniors forum
- At my tenants meeting
- By attending the Trowbridge community hub
- To get information to help care for my mother
- By things being advertised on local boards, parish magazines and community hubs
- Singing groups that offer support/fun
- By going to my house meeting
- I get help at doorway
- At my work placement at Palmer Garden Centre
- By WSUN workers or Mill race
- By having people visit my day centre
- Supporter
- Face to face
- 1-2-1 privately
- Email

Annex 4 - What kind of support would help you give your view if you felt you wanted to? - Comments

- One to one support
- Accessible information and information in advance
- Also someone at the group to help me
- As I am homeless I need someone to bring the information and opportunities to me
- Assistance at the event from someone who can help me
- By the meeting being facilitated
- Citizens advice help me
- Expenses important
- Funds to pay me to get to an event or pay me to attend
- Having a venue that has easy access and disabled facilities
- Help at an event
- Help when I arrive at and during a meeting
- I need to be encouraged and supported to give my views
- I would need support from someone who is knowledgeable, but not family nor a carer
- I as x's mother completed most forms for him but his brothers are also involved
- I'm a PA
- In the past expenses claim forms were available at every event, now they are regularly forgotten. I can't not claim as the benefits have been cut and I can't afford not to be reimbursed for involvement
- Reassurance
- Someone employed at any group/forum to give support
- Someone I know from Doorways to attend
- Someone to be at the meeting to help me
- Very well served by all my carers
- Talking with my peers
- Talking with my peers
- Monitoring of my mothers care
- Help to set up a stand to demonstrate my community involvement
- Information beforehand
- Independent support from Wiltshire People First
- Talk face to face with Wiltshire Council about crossing
- I use a screen reader to read computer
- Help from Wiltshire People First self-advocate supporter

Annex 5 - There are organisations that help people get involved in engagement/consultations about adult social care and health work and services. Which organisations have you worked with or received support from in the last two years? – Comments

- Adcroft surgery older people's group (2)
- ADP (1)
- Age UK (5)
- Alzheimer's support (1)
- Area Board (1)
- Avon and Wiltshire Partnership (4)
- AWP forum (2)
- British Red Cross (1)
- Care agency (1)
- Carers support (2)
- Carers support Wiltshire (3)
- Carers Wiltshire (1)
- Church (1)
- Doorway (7)
- Family (1)
- Family, church and personal people (1)
- Friends link (1)
- Go Practice (1)
- Got lots of promise from Healthwatch, but never let me know results of complaints
- GP (1)
- Guide dogs for the blind (1)
- Headway (4)
- Help to live at home (2)
- Help when bag and bus pass stolen (1)
- Local Councillor (1)
- Melksham seniors (2)
- Melksham seniors signing for the brain group (1)
- Mencap (1)
- Mill Race day centre (2)
- MIND (4)
- Mon/Wed club (1)
- My care home (1)
- My housing provider (2)
- My local MP (1)
- NHS mental health trust (1)
- Older people's services (1)
- Public speaking (1)
- Rethink (2)
- Startability services (1)
- Support workers at home (1)
- The Library (1)
- Together working for wellbeing (1)

Annex 6 - Thinking of those organisations above who help people get involved in their services, what do you value as the most important aspect of their work? - Comments

- Peer support
- Having someone there to help with personal care, assisting to the toilet longer timescale
- Treating me as an individual
- Getting user better information and advice – if only
- Hearing voices is great but most of us need to know we are not just using our energy for no reason, we do it to help things ourselves and others, a vain hope in these difficult times
- WSUN provide transport and a support worker to enable me to take part and give my views at an event. No other organisation provides this service, without this service my voice would not be heard
- Wiltshire and Swindon
- Link adult and children's services
- Would like people to be sympathetic
- None
- The Wiltshire & Swindon Users helped set up and fund the Memory Group I attend with my son who I care for
- Some organisations are too diverse and distant! They don't really connect with service users they have a professional opinion on service user issues because its quicker and easier
- Generally good
- Link adult and children's services
- Active clubs for older people
- Helping me find a job
- Reducing isolation
- Promoting services which can help an elderly relative
- Making sure the care provided is ok
- Progressing a complaint
- Knowing what's going on
- Chances for people to know who to talk to and get involved in community if needed

Annex 7 – If there was one thing you could change about how you make your views known, what would it be?

- To be able to speak to someone face to face
- Meet the Council face to face, go out to more meetings with more people
- All fine
- Speaking up group at Wiltshire People First help me to give my views on things that are important to me
- I would like to speak out
- I cannot think of anything that I would like to change
- My view is I want to get the right services for disabled people. I think there should be a service by where you can make your views on social work known
- I want to get out more, I use Shine and Gateway, but would like to attend more groups
- By having support worker
- To be listened to
- More meetings
- Having enough time to fill the form in. Speakers do not speak jargon in meetings and presentations
- I like coming to Wiltshire People First and letting them help me give my views
- Wiltshire People First need more money to do more meetings. Wiltshire People First is an important group
- I'd like to rap my views
- Have more paid jobs
- Speaking up about crossing on Malmesbury Road, Chippenham. **Go to** meeting at Council office in Chippenham. Listened to
- Be a part of parliament
- I think a letter of writing is good addressed to the service department, phone calls sometimes cause confusion in resolving views or issues letters need to be in easy read
- Having feedback from the council so I might get involved again
- Evidence that the Council REALLY DOES TAKE NOTICE of the information given.
- Being listened to as a service user by people from the actual service/
- Longer time scale and then feedback no other space so why no vision impairment box and an older person does not necessarily have a disability that is discrimination
- More workshops and forums and help to get there and when I am there
- An organisation that is suitable for my individual needs and cater for various disabilities and offer assistance
- I prefer support at Wiltshire People First to support me at meetings and to help me understand. It's good to have a 1-2-1 it makes it easier
- More communication
- That authorities would listen and taken things on board.
- Improved joined up Health & Social Care systems to monitor and review users satisfaction with the services provided
- I don't know
- "My voice isn't very loud". Having someone to help me say what I think about things
- Ensure that all online surveys and consultations are available in paper format and as word docs - some people cannot use the internet and screen readers for visually impaired work best with word documents
- Sending a SAE requiring a Response or Reply

- Feedback
- For the forms to be easy to understand – this one is a bit confusing
- If users were involved in setting any surveys so they do not patronise and feedback is given at end of survey.
- More local meetings
- Arrange a few meetings outside normal working hours eg in the evening or at the weekend
- Be actively listened to!
- That increasingly the only way to contact any organisation is via the internet
- To be heard!
- I would like to have a better use of phones than I have at present.
- Being regularly consulted
- Being assured of a reply/response
- That service users involvement is valued. We often see, hear, feel and experience things differently than those paid to provide services. If heard and feedback constructive it can make a huge difference to everyone's experience of the world / event / whatever
- Improve services
- To speed up waiting time for changing care agency and not go on a long waiting list
- That it makes changes if needed
- Having clearer / listened to, lines of communication within AWP. More simple action / get on instead of verbal non delivery on the more simpler issues
- That all people even with mental health needs are included
- That I felt confident to do it be heard and make a difference
- Knowing about all the opportunities on offer and how to access them
- That I get a chance to see how my views have been recorded before they are shared
- That I am giving feedback correctly to others?
- Care agencies that listen community hospitals
- That you didn't have to repeat your same feedback to every organisation
- That someone listens and uses the feedback to make change
- More groups and support like the Tisbury Memory group
- That it's acted upon
- That I don't have to tell lots of organisations the same thing (no joined up thinking) or info sharing
- That I'm listened to
- Knowing that things like the care and support directory exists
- That there are so many different organisations needing the funds and fear that good ones e.g. WSUN will be lost, it would be awful as they know what they are doing and support people properly
- Socialise, see friends in Bristol
- Simpler information to help me understand better
- I sent an email to Healthwatch Wiltshire but had no reply. Organisations should reply to service users
- Not have to repeat self again and again with views and not getting feedback or changes made
- No changes please
- I would like to keep the support I receive unchanged as I have trust in the employees of WSUN and value their input
- Increase the funding to helping organisation

- This question is too vague. Better designed questionnaires/surveys would be a good start
- Improved communication
- More frequent meetings for forums
- Getting idea to identify more over social events or NHS issues maybe. Something to benefit other
- Listen to the voice of the users. those in my care will know me best
- Lay it out as a plan. Work out what I was told. Help put it into action
- Nothing
- I'm happy with everything here
- Enabling all who need it to get help
- That my views and needs were acted on
- Not having to fill in forms and someone to listen and record my views
- Having stands and people to feedback to like today in the library or public places like GPs or community centres
- Having more confidence to do it
- Meeting others that understand and have similar needs and information that helps me live safely and independently
- People who generally who know me know I am getting in much before I do appreciate
- Don't know
- Talking to the right people and being heard and helped
- Being heard, helped and encouraged
- To be interviewed by someone
- To meet and discuss with others that have similar needs
- Not to be homeless or no fixed abode and for people to listen to what my needs really are
- None
- If symbols and pictures were used
- To much information on the internet and lots of elderly people don't have access or understand, so public meetings and one to one feedback is essential
- Regular forum meetings as regular places
- The online survey on autism last year didn't have room for elaboration / explanation
- More information before any meeting to consider the issue
- For WC to meet up with and listen to service users to hear how best to support them - not just do a 'tick box' exercise that means nothing!
- Have more information about what is happening in our community
- From a speaker in our group on a regular basis, to update us on changes
- Get our information from a speaker about particular areas of concern
- I would like one point of reference - co-ordinator. Regular meetings - people come to us to explain in our group
- The opportunities I have at the moment work for me
- It would be good if someone could attend places like the Greathons, Leonard Cheshire Disability to explain what services help the residents
- To speak up about mental health and reduce stigma
- I would want more confidence and courage to speak out. I am completely blind and can't tell the response of other people from their body language which makes things more difficult
- To be asked more often of my opinions on everything
- Transportation to be given the opportunity to meet people and air my views
- No air conditioning in any venue used, its awful and very painful to those of us with fibromyalgia and other sensitivities / conditions, but that aside, I don't ever want to just be involved on computer

or online that would be dire! Social media would be the death of communication not better at all, it's easy and bite sized – not meaningful at all, except if you want to moan and get everyone else to moan too

- I have experience of getting my views as a carer known and using them to help others and staff in MH services to engage with carers and feel that this has started to make a difference. I am frustrated however that in my personal journey with epilepsy and gastro consultants and GPs. I experience doctors who do not communicate and it is hard to join this up or find a way in despite accessing system through formal and informal streams. A cycle of admissions and ambulances improved now by a specialist nurse. This needs to be much easier and communication much better/easier
- Never being afraid to say how things are good or bad. Meeting and sharing things that can help improve and change a situation that causes stress. Giving feedback to enable change and access support, providing the opportunity to have an independent voice
- Be more diplomatic like I used to be
- Views are all well and good, but unless acted upon they're of little use
- Feedback from the Council
- Only ask us for our views if it's a genuine request
- Real time surveys that show me how other people are responding
- Change Area Board meetings so there is more input from the public
- Regular local area groups to talk about local issues
- More choice about ways to respond, not just on the website
- We assume everyone can read and write
- Make us equal partners in the process
- No jargon
- Bring back wardens who listened and helped me when I needed and was lonely
- Just ask me – communicate
- A big bus to go around in to advertise
- Listening to people's views and making your views clear
- I wish there could be more face to face contact
- Get involved in how services are run
- That people listen and don't laugh at me
- That every town has similar support groups available
- They are listened to
- Less social interactions as I have anxiety. If I need to attend them have additional support in place
- We could have smaller unit meetings where everyone can talk, similar to the one we had at the Civic Hall in Salisbury
- We could have smaller unit meetings where everyone can talk, similar to the one we had at the Civic Hall in Salisbury
- Things were easier to understand
- That there were more meetings
- Wiltshire Councillors should be a more visible entity in the community of the county
- Yes, when valid points are raised at members management make efforts in implementing ... so far I have not seen any evidence of this
- Knowing what's going on
- That information was easy to access
- That I only have to tell one person
- That all local services are promoted locally
- How to get a job
- That I'm listened to
- Making sure the care provided is ok
- That the feedback is used to make improvements
- That I knew where to take my views and could meet other older people

- That all services worked together, didn't duplicate or ask the same questions over and over again
- Not being called a user
- That I'm asked
- Reducing isolation
- That its listened to
- That services work together more
- That services don't duplicate
- That I could
- Whenever I contact Wiltshire Council they always have to call me back which is not always convenient. I would like to deal with the issue at the time

Healthwatch Wiltshire is pleased to be invited to contribute ideas for consideration by the Council and NHS Wiltshire CCG in developing its commissioning plans for health and care involvement and engagement over the forthcoming years. We hope the following is helpful.

Experience of Health and Social Care

The health and social care environment is increasingly moving towards a joined-up system be that through partnership or integration. This is evident in Wiltshire with the recent 'statement of intent on integration' by the Wiltshire Health and Wellbeing Board.² This policy is born out of the experience of individuals relating to the system where for them boundaries are not real or relevant. Patients, service users, and unpaid carers want an experience of a seamless service which is personalised. They are first and foremost citizens who use or have contact with services. As health and social care services relate more closely, all citizens will be service users because we all relate to the NHS at certain points in our lives.

However, it has to be recognised that as a result of a disability or diagnosis some of us will need more facilitation or support to interact with those making personal, service or strategic decisions with us or about us. Where we have these needs we will also have the generic experience that other individuals have (e.g. using the dentist or the pharmacist). These generic experiences are not necessarily related to age, disability, or diagnosis. For example, increasingly children and young people have views about their contact with health, social care and community services. Whilst older people may have more contact with services their experience is often similar and their concerns the same (for example, transition/transfers between services and accessing services including transport and waiting times).

Engagement

A significant percentage of the population have the opportunity to engage with health and social care services but the investment that individuals wish to make in engaging with the decision-making processes varies very significantly. The introduction of local Healthwatch recognises this in providing a service that is committed to promoting and facilitating the engagement of the public with the decision makers in Health and Social Care. Whilst local Healthwatch has an important role in facilitating involvement it does not deliver all the involvement and engagement required by local people and the health and care system. There are clearly benefits of local Healthwatch collaborating with other agencies which deliver engagement as this can help ensure the engagement outcomes feed into the statutory role afforded to Healthwatch through the legislation.

Opportunities for all citizens to engage and be involved

Healthwatch Wiltshire recognises that we are all users of services and everyone has a right to have their voice heard in relation to both the specialist and generalist services we use today or in the future. We identify, through our work to date, the following:

²[http://cms.wiltshire.gov.uk/\(S\(wm5gga55b130f045qoanjja5\)\)/ieListDocuments.aspx?CIId=1163&MIId=11084&Ver=4](http://cms.wiltshire.gov.uk/(S(wm5gga55b130f045qoanjja5))/ieListDocuments.aspx?CIId=1163&MIId=11084&Ver=4)

1. Individuals who presently experience good health and wellbeing and access services that provide prevention and promote good health.

These individuals report themselves as caring about health and social care but are not particularly invested in committing time to engaging but will respond when targeted on their areas of special interest using methods which are convenient.

2. Individuals who have a disability or diagnosis that brings them into regular contact with services.

These individuals seek quality information to assist them in managing their health and care needs. They often report being interested in community services and seek support from the voluntary sector.

Their experience of using services will vary but these individuals are often willing to engage and will chose varying ways to do this from IT contact to volunteering.

3. Individuals who have significant disability or illness.

These individuals have very significant levels of contact with health and social care services and are often dependent on them to achieve their life goals safely or effectively.

Many have strong views about the services they regularly use and the ways they are delivered. They can require very significant levels of support to engage effectively but have the commitment and passion to inform the effective development and delivery of services.

Individuals can and will move between these three 'tiers' at different times of their lives or may choose to engage in specialist or generalist areas as appropriate.

A network approach to engagement

The Healthwatch Wiltshire service has a statutory responsibility for the whole community but has always recognised that for some circumstances and for some individuals highly specialised support is required to maximise their opportunity for engagement. In these circumstances we have worked with agencies that have these skills and networks (for example, specialist agencies and user led organisations for people with learning difficulties, disabilities, young people, and also transgender people). We have also sought to provide individuals the opportunity to engage alongside other members of the community on the more general issues that may interest them.

One size does not fit all people all of the time and we commend to you the idea of a network approach to engagement where individuals can move around and be engaged or consulted with when and how they chose with a menu of generalist or specialist support.

This model has the potential to be very effective and provides for a mixed economy of engagement. We know that there are a number of agencies that would be interested in developing such a network working with the local Healthwatch service. We recommend you consider such a model being aware that the current contract for the local Healthwatch service comes to an end in March 2018 and although Evolving Communities³ hope to be present in Wiltshire we are aware we may not be part of such a network.

³ The Healthwatch Wiltshire service is commissioned by Wiltshire Council and delivered by a local organisation called Evolving Communities

Appendix nine – Wiltshire Centre for Independent Living

Wiltshire CIL's vision of User Led Empowerment and User Engagement in the future

Introduction:

Wiltshire Centre for Independent Living (CIL) is a user led organisation (ULO). This is defined as having a minimum of three quarters of its Board of Directors as people who use services and aim to have half its staff and volunteers as people who use services. We have developed our thoughts of a practical vision for Wiltshire which will protect 'the important functions of involvement and engagement and provide best value for the council, reducing duplication'. We are committed to working with commissioners to achieve this.

Following the Government Cabinet Paper about the "Life Chances of Disabled People" (2005) and the role of user led organisations within local authority areas, Wiltshire CIL was formed in June that year by service users. CIL worked towards enabling people to achieve full support to independent living and in 2012 won the contract for providing Direct Payment support.

Centres for Independent Living exist worldwide in 99 countries as the formal structure of generic disabled people's organisations, supporting people to achieve their aspirations in Independent Living and acting as a collective voice on issues affecting them. Independent Living is an approach to life and there is no reason why people cannot exercise independence, choice and control to their personal maximum ability wherever they are and whatever services they might use if they have access to the support they need. ULOs share an understanding of Independent Living which provides marginalised people with the support they need to lead the lives they wish within the community as citizens equal to others.

Value of User Involvement and Engagement:

User involvement and engagement benefits health and social care commissioners, providers, people who use services and the whole community in the following ways:

Health and social care commissioners:

- User expertise informs appropriate commissioning specifications using the Expert by Experience approach to design appropriate interventions and support
- Creates efficiencies for contracts by identifying the most appropriate strategies
- Gives feedback on the practical operation of the contracts and informs new contracts to ensure effectiveness, including cost efficiencies

Health and social care providers:

- Appropriate services are delivered by listening to peoples' experience of effective service provision
- Workforce attitude is influenced and changed through training delivered by experienced service users'
- Service user regular feedback provides useful monitoring to improve services

People who use services:

- People who use services influence commissioners and providers by contributing their personal knowledge to improve or change services
- People who use services are treated as co-producers using their own expertise to work with providers

- People who use services feel valued by their involvement, gain confidence and feel empowered in all aspects of their lives

Communities in which we live:

- The confidence people gain as service users enables them to contribute and participate in local activities and services
- Inclusion brings a more diverse and coherent community spirit, reducing numbers of marginalised citizens
- Local planners and providers easily engage with people who use services to involve them in local activities and benefit from their expertise

A Vision of Coproduction in Wiltshire:

Since the opportunity for User Involvement in Health and Social Care was first enshrined in the NHS and Community Care Act in 1991, the concept has developed nationally and locally and a model of good practice has been implemented building on experience nationally. A recent pattern of good practice collated through the organisation ‘Think Local Act Personal’ is the basis for this Wiltshire vision (see appendix 1) incorporating 25 years of learning.

Wiltshire CIL considers the rungs of long-term user consultation, engagement, co-design and coproduction are most effective within the role of a user led organisation, by involving all those who use long term services and are marginalised by society. In the roles of consultation, informing and educating, user led organisations ensure long term service users are reached, engaged and the voice of disabled people is captured and represented at local level through the provision of extra support and understanding in the proven model of ‘expert by experience’ peer support. We do not have a role in coercion!

Examples of how a user led organisation is beneficial using the expertise of long term service user involvement and available to commissioners and the whole community is demonstrated under the following headings:

Educating and Informing:

Generally, people who use services have access to methods of educating and informing within the community. However, people who are marginalised by society do not have the same access to all available opportunities. They may have short term memory or visually impairment requiring easy read version of documents or are socially isolated and not receive relevant information to make informed decisions. A user led organisation has expertise to make this accessible to everyone and are trusted by their membership to be inclusive and independent, this can be further implemented using social media and communication formats that need resources to do.

Consultation:

This is often the chief means of user involvement and engagement however; it does not draw fully on the expertise of service users and is often done in ways which exclude more marginalised long term service users. People who use services often feel too much has been decided without involving them if they only get invited to contribute at this level of involvement.

At the same time as consultation exercises for local citizens, a ULO can run consultations for people who use services according to their needs e.g. facilitating meetings with interpreters, paying and organising transport costs for people to attend, using appropriate visual prompts and running meetings in an inclusive, accessible manner for those with particular communication needs, collecting views on a one to one basis etc. Consultation has to encompass a range of

alternative activities to give people the widest possible choice. This needs people and resources to carry out effectively.

Engagement and Co-design:

Commissioners can work better and more effectively with a ULO to decide policy decisions involving users from the start. It is only when they have sufficient opportunity to meet regularly and contribute their experience that documents are appropriate to meet communities' inclusive needs because of the influence service users have had on them.

At committee level people who use services rarely engage on their own behalf but those affiliated to the ULO have the opportunity of meeting and being supported by others using similar services to bring forward valuable knowledge and gain more expertise and confidence to bring issues and concerns to the table. This needs resources for skilled facilitation and users' participation costs are met.

Coproduction:

This is a particularly valuable process to use for informed pieces of work, when new policies and design of services are introduced or when a new vision is in its infancy and being developed. A ULO can put commissioners in touch with two or more people who use services with relevant experience (never one which can be an isolating experience!) to join this group from the start and work as equals in coproduction. They can be supported in an ongoing way from a wider experienced group within the ULO membership.

Characteristics of Wiltshire CIL model of User Involvement:

Wiltshire CIL has outlined above a vision of the types of user involvement which is a function of a ULO model. It has drawn on the value of particular methods and systems which can help in this process.

Working with local formal structures as well as county wide:

Wiltshire has developed a pattern of local area boards for people to engage with. People who use services are well able to be involved in this process but few do so at present because little work has been done in reaching out to marginalised citizens and using methods appropriate for their participation. Pilot work has showed this to be possible and a ULO could work with community engagement managers to train them and share joint events to involve service users.

Using Social Media:

Social media is an avenue to be further explored in engaging people. Some long-term users do not use social media but there are a number that do, as Wiltshire CIL has found out through the on-line PA register it developed in securing jobs for employers in receipt of direct payments. Some people unable to leave their homes use social media as a means of engagement. It is a useful tool for providing information, collecting people's views and encouraging them to engage with each other to discuss issues in closed forums. Further development of this would increase the numbers of those able to participate but it is also recognised that this is not widely available or appropriate for many disabled and older people who need engagement through the alternative routes mentioned.

Community development methodology:

To achieve the best outcomes for all citizens, user involvement needs to be developed in communities, engaging with existing plans and activities and building on service users' strengths and assets. Wiltshire CIL has a proven track record of this way of work through our support planning and asset based community development. We have linked with partner organisations locally and train on the concept of community assets.

Links with national policy and organisations:

In order to participate fully, people who use services need information and support from national bodies as well as local. Often the issues which affect their lives e.g. welfare reform, are decided by national policy in addition to local services. It is therefore important they have the opportunity to gain information holistically and influence it as they wish. Wiltshire CIL is affiliated to Disability Rights UK, members of the Kings Fund alumni network, the Leadership for Empowered and Healthy Communities network, In Control, Think Local, Act Personal and has robust links with other centres for independent living. We are often at the forefront of relevant national reports for the use of disabled people. Such links provide service users with a full understanding of policy and its relevance to local consultations when involved from the outset.

Linking with Self Determination and Independent Living:

The effective involvement of service users is only possible if they have the resources to lead independent lives in the community and are able to develop their own vision of their role within it. Whilst the provider contract for Direct Payment support is a separate piece of work, through Wiltshire CIL people who use services will be working with an organisation who understands the importance of this and of using their own assets and self-determination to lead a full and active life in the community. Wiltshire CIL believes that people should have a life, not just a service.

Equality and Diversity:

All policies need to include methods of reaching more marginalised citizens, often excluded, and Wiltshire CIL is committed to recognising and including the involvement of such citizens in all our work.

Conclusion:

We have sought to show that a variety of user involvement and engagement in Wiltshire can be achieved by developing a variety of methods of involvement from the ladder of coproduction and delivered by a local user-led organisation with a philosophy of self-determination, independent living and community development. This sits alongside the more general citizen consultation required by government through Healthwatch, and Wiltshire CIL has a track record of working in partnership with Healthwatch Wiltshire using our expertise, skills and experience.

Clare Evans, MBE
Chair of Wiltshire Centre for Independent Living

Geraldine Bentley
Chief Executive Officer

July 2017

See Appendix 1 – TLAP Ladder of Co-Production

**CO-PRODUCTION:
It's a long-term
relationship!**

Co-production

Co-production is an equal relationship between people who use services and the people responsible for services. They work together, from design to delivery, sharing strategic decision-making about policies as well as decisions about the best way to deliver services.

Co-design

People who use services are involved in designing services, based on their experiences and ideas. They have genuine influence but have not been involved in 'seeing it through'.

Engagement

Compared to the consultation step below, people who use services are given more opportunities to express their views and may be able to influence some decisions, but this depends on what the people responsible for services will allow.

Consultation

People who use services may be asked to fill in surveys or attend meetings; however this step may be considered tokenistic if they do not have the power to influence or affect change.

Informing

The people responsible for services inform people about the services and explain how they work. This may include telling people what decisions have been made and why.

Educating

The people who use services are helped to understand the service design and delivery so that they gain relevant knowledge about it. That is all that is done at this stage.

Coercion

This is the bottom rung of the ladder. People who use services attend an event about services as passive recipients. Their views are not considered important and are not taken into account.

**CO-PRODUCTION:
It's a long-term relationship**

What is the ladder of participation?

The ladder describes a series of steps towards co-production in health and social care. It supports greater understanding of the various stages of access and inclusion before full co-production is achieved.

Co-production operates at many levels: strategic, service design and development and individual.

TLAP's ladder of co-production is used to describe co-production at strategic commissioning level, but it can be adapted to any of the other levels as well.

What is TLAP?

Think Local Act Personal (TLAP) is a national partnership of over 50 organisations working together with people who use services, carers and family members to transform health and care through personalisation and community-based support.

What is NCAAG?

The National Co-production Advisory Group (NCAAG) is a team of people who use services, carers and families. Members work with the TLAP partnership to make sure that TLAP's work is fully co-produced. They also offer other organisations support with co-production.

Other documents available include:

TOP TEN TIPS FOR CO-PRODUCTION

www.thinklocalactpersonal.org.uk/Latest/Top-Ten-Tips-for-Co-production-One-page-profile-and-Easy-Read-version



PEOPLE NOT PROCESS – CO-PRODUCTION IN COMMISSIONING

www.thinklocalactpersonal.org.uk/co-production-in-commissioning-tool



Appendix ten – Wiltshire People First



Speaking Up for Ourselves - Promoting the Rights and Inclusion of People with Learning Disabilities in Wiltshire

About Wiltshire People 1st

Wiltshire People 1st is a user-led self-advocacy organisation that promotes the rights and inclusion of young people and adults with learning disabilities, autism and those with communication needs, across the county.

We do this in a number of ways including running monthly Speaking Up Groups, Young People's Groups, supporting members to take part in consultations, facilitating their attendance in Council and other agencies' meetings, information and training workshops, conferences etc. We co-produce the LD Partnership Board.

To enhance our members' quality of life, with small grants from Comic Relief and the Lottery have we run creative art and dance sessions which our members greatly enjoy. In 2014 we received funding from the Heritage Lottery for our Oral History Project 'Our Lives, Our History'.

The Management Committee of people with learning disabilities works closely with the Director to plan and steer the work, including staffing and finance. A small team of experienced part-time advocacy project workers provides a full range of support services including organising meetings, arranging transport and making information available in easy read accessible formats.

WPF Members are aged from 16 to 65+ and many also have visual and mobility impairments or do not use words to communicate. To support our members' specific communication needs and enable them to participate effectively, we use a range of methods including Makaton signing, easy read information, picture passports, art/graphic facilitation and other media including video, newsletters and website.

In June this year, Wiltshire People 1st celebrated its 21st birthday with a special event at the Trowbridge Rugby Cub.

Our core work is funded by Wiltshire Council. In the past we also received funding from the PCT and the LD Development Funds.

Lack of accessible, easy to understand information makes it difficult for people to express themselves and get their voices heard, as does lack of the independent advocacy and support needed to access services and make decisions.

Independent self-advocacy as provided by Wiltshire People 1st is an important way for people with a learning disability to have more choice and control in their lives.

The government would like everybody with a learning disability who wants advocacy to have access to it, including local user-led self-advocacy.



User Engagement Review

The Council and CCG are considering options for the provision of user-led organisations and user engagement in the future. This is in the context of the need to protect the important functions of involvement and engagement but also to ensure efficiency and best value for the Council, and to reduce any potential duplication. We would therefore like to hear from the Boards of all 4 organisations about any thoughts/ideas for the future.

Response - the Future of User Engagement in Wiltshire?

Our understanding of what we are being invited to address:

How should the Council/CCG fund user engagement that provides best value and meets the support needs of all sections of the the community including disabled people? What is the value of user led organisations (ULOs) and how do they help with these aims?

Listed below are a number of ideas that have been suggested by our Management Committee and from the conversation with Commissioners. For each of these options we set out potential advantages and disadvantages from our perspective.

1. Commissioners continue to pump prime core functions, through *grant funding*, the existing local ULOs to support their development and consider enabling these ULOs to apply for tenders to local services under a certain value.

The Council/CCG benefits from the wealth of knowledge and expertise built up by the 3 ULOs and demonstrates its commitment to coproduction, enacting the public sector duty of the Equality Act and helps meet the intentions of the Care Act 2014 and Transforming Care agendas etc. With clearly defined commissioning strategies in place, any potential for overlap in UE can be addressed by the council through service agreements.

Service users/disabled people have confidence in their own organisations, through the continued funding of their ULOs they are seen to be valued, the expertise and work they do is respected, strengthening relationships with the Council and its partners, through co-production etc. Co-production enables ULOs to be viewed as critical friends, providing constructive feedback to council for service improvements.

- 2 Putting all or some of the UE functions of existing ULOs out to public tender, thereby inviting interest from national providers or large non user-led charities.

The successful bidder may not be local, will lack the knowledge of the area, or expertise and will take time to deliver. Moreover new providers will need to earn the trust and confidence of local disabled people, particularly people with learning disability who, in the large majority, do not like change and tend to



work with people they know well. The changeover of the general advocacy contract to the new provider illustrates this point.

- 3 Simplifying things by funding only one User Led Organisation and streamlining the commissioning of UE generally.

This option denies people choice, limits opportunities, reduces expertise and knowledge in specific issues or impairment needs; has potential to create conflict with other ULOs who may no longer be funded by the LA but will, in all likelihood, still be on the scene working in the background providing a limited service and challenge on behalf of their members.

If there is a clear policy and commissioning strategy in place that has been co-produced with users, it could be argued that there is no need to do away with the valuable resources that currently exist but, working together, they can be reshaped and redefined so the LA and CCG are able to fulfil their duties efficiently.

- 4 HWW to take on all UE activities and/or sub-contracting specialist participation from ULOs.

This option may streamline UE and make it contractually more manageable for commissioners but it will not be user-led. HWW have always respected the specialist work WPF does and we have a good record in working together on a number of initiatives, where we support our members to give their views and feed into the strategic remit of HW. This avoids any duplication and is mutually of value.

We suggest that the Council considers the social value of current and future provision, by acknowledging that good procurement is not just about price but meeting the needs of the local community and social objectives.

Wiltshire has a strong history of user engagement and has shown its commitment through the funding of three user-led organisations. By the very nature of being user-led, each of the three organisations fulfils elements of the user involvement/engagement function. This is not to say that there is necessarily duplication in engagement activities, but that current provision offers a choice to those who need a service to which they can relate or best addresses their specific needs.

Wiltshire People 1st represents a particularly disadvantaged group of people, who historically have been excluded by society more than any other, and denied a voice. We believe that all people with a learning disability are people first, with the right to have their voices heard, to lead their lives like any other with the same opportunities and responsibilities and to be treated with dignity and respect.



The skills and knowledge of Wiltshire People 1st self-advocacy are founded on the core principle that people with learning disabilities are entitled to the same aspirations and life chances as other citizens. Our strength comes from the lived experience of our members and the trust built up over twenty years, providing a unique service to and with our users/members.

We advocate that the core functions of WPF should continue to be funded, to enable people with learning disabilities to play a key part in the user engagement process and to achieve the things that are important to them: housing, good health care, employment, getting out and about doing meaningful things in the day and being part of their local communities.

Self-advocacy and communication support is vital to meaningful UE. Without the skilled support and trust that WPF provides, people with learning disabilities will be further disadvantaged.

The Role of DPULOs

The government recognizes that Disabled People's User Led Organisations (DPULOs) have an important role to play in giving disabled people a stronger voice in the local community, providing peer support in health and social care, employment and volunteering. It puts an obligation on local authorities to fund one or more ULOs in each area. (2004)

The benefits of supporting ULOs through commissioning have been acknowledged:

- ULOs are a key component in delivering personalisation and transforming care outcomes,
- strong ULOs help commissioners tackle inequality, build social capital, contribute to prevention,
- because they are rooted in the local community they are responsive to the needs of that community and accountable to them,
- ULOs share common values of choice, involvement and human rights
- the essential features of a ULO are that it is run and controlled by service users, promotes the social model and independent living, and provides peer support,
- commissioners can help ULOs by creating a level playing field and making their processes more accessible.



Other models

Wiltshire is not alone in having more than one ULO.

Hampshire has funded several large, well established ULOs that have long associations with the local authority and health and social care providers, where the different organisations work together to provide a forum for disabled voices to be heard and influence policy and service provision. This model encourages wider participation and avoids potential for duplication.

Devon also has a number of user-led organisations whose CEOs work closely with other VCS (not user-led) groups under an umbrella or consortium arrangement, whereby key ULOs receive core funding to ensure capacity, but are able to bid for tenders and other commissioned work which comes via the consortia board.

This model offers potential to share expertise and some back office functions as well as widening engagement opportunities. However, this requires a willingness to work together for the benefit of the wider population, and takes time and commitment of stakeholders to develop.

In summary . . .

In line with government policy and in order to develop services more appropriate to the real needs of people who have been most disadvantaged and are generally invisible in society, over the past two decades Wiltshire has had a proud record of listening to users, through the development of local, independent user-led organisations. With our base in the lived experience of people with learning disabilities, WPF has developed a wealth of expertise in providing services that are responsive to the communication and support needs of users.

Our members in line with People 1st national, feel that only an organisation led by people with learning disabilities, that focuses on the issues important to them, rather than the wider constituency of disabled people, can express their needs and ensure that services are delivered in an appropriate manner.

“Being part of Wiltshire People 1st has helped me to speak up and given me confidence. It has helped me with reading and learning new things like how to do research for our history project and the talks we have each month, like how to keeping healthy and being safe....Coming to the meetings has helped me get out and about and I have enjoyed meeting new staff and people over the years who support me to speak up or help me to do things for myself” (L a member of WPF)

“J always enjoys going to the Wiltshire People 1st speaking up group. We appreciate him being taken and returned home and it gives us some time to ourselves. Wiltshire People 1st are always helpful and reliable, and their magazine helps us all, as J has no speech”.

(parent carer).



“In recent years Angie and her team have worked hard to support a really innovative and important initiative training our social work students. It has led to members of Wiltshire People First undertaking assessments of our first year students interpersonal skills. It is probably one of the only examples of a project where service users get to undertake an assessment of social workers!

It is a good example of how the service empowers its members, through training and support they have really boosted their members confidence to undertake this role and this has also developed their self-esteem. Wiltshire People First are a local user-led organisation that really brings people together and encourages and supports their members personal development. I fully support the work they do and urge you to continue to support their work and secure their funding”. (Dr Justin Rogers, lecturer, University of Bath).

WPF recognises that the Council has a duty to provide services efficiently, but other LAs have demonstrated that this can be done through more than one local user-led organisation. Wiltshire People 1st emphasizes the importance of maintaining its funding so that it can continue to provide the valued and much needed services to our members and others. We feel it would be a retrograde step to lose the independence, trust and expertise that WPF have built up through dedication and commitment to listening and working with/for members.

We currently enjoy good working relationships with other ULOs in Wiltshire and are happy to work more closely together, but we are convinced that the needs and voices of people with learning disabilities are distinct and must not be lost in future provision.

Angie Carmichael, Director Wiltshire People 1st
on behalf of the Management Committee

angie@wiltshirepeople1st.org.uk



Independent Living Centre

St George's Road

Semington

nr Trowbridge

Wiltshire BA14 6JQ

31st July 2017

Adult Health and Social Care User Voice Consultation

Thank you for the opportunity to be part of discussions around protecting the important functions of involvement and engagement with service users, while ensuring efficiency and avoiding duplication in the coming years, through a user led organisation.

We believe that over these past 25 years WSUN has proved to be proactive within the community and a conduit for the voices of people who use both health and social care services, to be heard. Through co-production with our commissioners and other organisations in Wiltshire, we have been committed to ensuring that service users are part of the conception, design and steering of policies that affect them. This is based on the belief that those who receive a service or who are the focus of a strategy are best placed to help design it and need to be involved at the very beginning of the process.

We have recognised the restraint on budgets and the need to be cost effective and over the last three years have reduced our costs across our contracts and returned funds to both the Council and Clinical Commissioning Group. One way of achieving this has been by finding free resources. Some examples of are, having meetings in community hubs, at local fire stations and staff outreaching to where people already meet e.g. luncheon clubs and more condition specific groups like stroke clubs.

We have also recognised the need to ensure the service we offer has not decreased and the voices of those we represent are still heard. This has been challenging at times, but by developing innovative ways of engaging with people, our membership has both increased and changed. One way we have achieved this is by our Outreach Workers going out into the communities, getting to know people and what is, or is not happening for them and enabling trust to be built up.

We continue to have a large membership across Wiltshire who identify as having physical or sensory impairments, mental health issues, learning disabilities, being on the autistic spectrum, long term conditions, complex needs and older people, many of whom are also living with these same conditions which may include Dementia. Many of these are in effect the most vulnerable residents of Wiltshire. We have also engaged with and continue to develop relationships with other vulnerable hard to reach groups, people who are homeless and those that are part of the river community. With all our members we believe in a holistic approach where it is not solely about the vulnerability or the condition itself. We believe in a person centred approach and support people around all aspects of their lives.

Our members and staff have been involved in looking at how we can assist communities to build “community resilience” These are people with identified needs, goals and aspirations and not necessarily geographical communities. Examples of these are our Memory Groups and Our Time to Talk Group which are independent and user led with peer support and backing from WSUN.

Our very experienced staff group engage with many of the most vulnerable and isolated residents, sometimes over a long period to establish trust. There is an increasingly skilled Management Committee which takes an active part in the work of WSUN. The Customer Reference Group is an excellent example of members providing peer support for vulnerable people, undertaking surveys for Wiltshire Council in Sheltered Housing schemes and in their own homes when domiciliary care is provided. As an independent organisation service users are able to be open and honest with us about the service they are receiving which can then be used to influence change. The WSUN Safeguarding Reference Group is another example of members sharing their experiences in order to improve outcomes for vulnerable people who may be at risk in Wiltshire.

WSUN recognises the need to avoid duplication but would argue that for our more vulnerable members, main stream approaches used for the public in general are not always suitable and their voices may not be heard.

We believe there is a distinction between the valuable work carried out by other organisations i.e. Healthwatch with the general public, and the more individual support we give to the most vulnerable and hard to reach Wiltshire residents; those that require the most support to be heard. We have always been happy to work with other groups and this last year worked with over 100 different organisations.

WSUN has produced a 3-year strategy which recognises that we need to seek additional funding to take our identified activities forward and to ensure that we, as a User Led Organisation will continue for the next 25 years. Core funding from the Wiltshire Council and the CCG would be invaluable to enable this to happen, enabling us to maintain our membership and bring additional funds in to support the work of the Council and Clinical Commissioning Group.

It has also been agreed by the Management Committee that we will be changing our operational name to Wiltshire Service Users Network as we no longer have funding from or input into Swindon Borough Council. This will be taken to our AGM to be ratified in October.

Enclosed with this letter is a copy of the summarised version of our 3-year strategy and a copy of our Annual Report 2016-17 which will give you more detail and which the Management Committee Members are happy for you to use.

Finally, we believe that bringing the most vulnerable into the forum is the value and expertise of WSUN and we will continue to do this as a User Led Organisation in the future in Wiltshire.

On behalf of all Members of the Management Committee.

Yours Sincerely

Diane Gooch
Chair, Wiltshire and Swindon User's Network

WSUN Three year strategy

Wiltshire and Swindon Users' Network (WSUN) was originally established in 1991, a service user, led not for profit organisation limited by guarantee. Its purpose continues to be the engagement with and empowerment of people individually and in groups, to actively participate in improving the services they require to maintain or improve the quality of their own lives. WSUN is proactive within the community, facilitating individual learning and helping people develop personal skills for acting as agents of change for both health and social care as well as other services they may receive.

WSUN will continue to develop and change to work with local individuals and organisations, providing a unique contribution as a partner. Together these partnership arrangements amongst agencies with differing responsibilities and skills, offer a real opportunity for improving the effectiveness and efficiency of services across Wiltshire. WSUN's programmes of work are primarily targeted on specific issues that are often related to isolated or difficult to engage service users.

This Strategy is designed to be a framework for thinking through and enacting activities and contributions that are unique, most efficient and empowering to the service users and to those providing services. This will ensure that WSUN continues to provide important and useful service user contributions in partnership with other organisations, working together to achieve better outcomes for those people in need. Better organisational outcomes are also a likely result. These are outcomes that could not be achieved by any single agency working independently. This strategy is designed to provide guidance on how the work of WSUN can be clearly understood and managed, how it will be well coordinated and effective without duplication of effort or resources.

WSUN will always

- Work with a flexible *person-centred* approach
- Actively avoid duplication of effort or resource when engaging the public on health and social care matters

- Promote the development of the service users' voice in relation to service design and performance
- Develop and promote opportunities for influencing commissioning and practice predominantly but not exclusively in health and social care settings
- Develop peer support opportunities and self-advocacy in relation to services in Wiltshire/B&NES and surrounding areas
- Promote and support the unique monitoring and evaluation contribution of service users
- Directly engage and empower individuals and groups that are difficult to engage including:
 - People with mental health experiences
 - People with a physical disability
 - People on the autistic spectrum
 - People with sensory impairments
 - People with learning disabilities
 - People with long term conditions
 - Older people
 - People with complex needs
 - Others isolated by location or circumstances

WSUN will continue to support service users to play an active part in:

- Wiltshire Service User and Carer Safeguarding Reference Group
- Wiltshire Autism Forum
- Wiltshire Mental Health and Wellbeing Board

WSUN will continue to provide consultation events, workshops and focus groups to:

- Address issues raised by members
- Address issues raised by commissioners

Project	Objective	Outcome
<p>Independent Travel Support Wiltshire and B&NES</p>	<p>The Wiltshire Independent Travel Support Project was developed by service users to help address the barriers to transport for people with disabilities.</p> <p>B&NES Travel Support was developed to provide travel support and information to young people in education who are identified by Bath and North East Somerset council as currently accessing provided transport.</p>	<ul style="list-style-type: none"> • Individuals are able to travel independently on one important route, some service users are able to transfer this knowledge to other routes. • Skills gained can include planning a journey, road safety, telling the time, using money or a bus pass, personal safety, improved social interaction. • <i>Increased confidence and independence.</i> • Parents / guardians more accepting of the idea that travel support allows young people to gain confidence and independence and therefore there is less reliance on provided transport.

<p>Mental Health First Aid</p>	<p>To provide young adults and those supporting them with one and two day workshops to:-</p> <ul style="list-style-type: none"> • Identify, understand and help a person who may be developing a mental health issue. • Enable young adults to mentally prepare themselves for managing the stress of college/University, • Improve their life chances, build their self-esteem and prevent/reduce the need for medical intervention.. • Enable them to understand the signs leading into a mental health issue • Manage an issue when this happens • Support other people with mental health issues. 	<ul style="list-style-type: none"> • Improved mental health resilience. • Reduced stigma surrounding mental health issues. • Greater confidence when requesting help for emerging mental health issue. • Increased confidence in supporting others. • Reduction of incidents of self-injury. • Greater awareness of anxiety and stress issues. • Practical skills to support someone experiencing panic attacks. • Reduced dependency on statutory services. • Reduction in the number of young people being registered as Not in Education, Employment or Full time Training (NEET) due to mental health issues.
<p>Memory Groups</p>	<p>To set up, develop and establish Memory Loss Groups in specific communities across Wiltshire and the wider region. This is in order to provide a social venue, meeting on a regular basis for anyone in that community who has a form of memory loss or who cares for someone with a memory loss. To use as models the three already established groups in Wiltshire.</p>	<ul style="list-style-type: none"> • Reduced social isolation • Peer support – people with memory loss and their carers can share their experiences and frustrations and support each other. • Signposting to other organisations • More active population – members supported by sports and other professionals to take part in sports sessions and dancing • Community links and greater community understanding • Increased volunteering opportunities

<p>Action Research (Qualitative Research)</p> <p>'Action Research' is a specific, systematic and disciplined investigation of an identified activity or service for the purpose of facilitating change. With action research, the researcher is an active participant in the change process, becoming an enabler, a facilitator. A communicator and an agent of the change required.</p>	<p>Action Research (Qualitative Research)</p> <p>To develop and undertake collection of data through:</p> <p>Easy to understand questionnaires that can be used as postal or on-line surveys to provide inexpensive access to important qualitative data that is easy to administer and analyse.</p> <p>Semi-Structured Interviews, as a well-established technique for accessing more complex qualitative data, also suitable for quantitative data collection. The printed questions are the same as the questions on the online survey. Acting as guides to the interviewer, who asks the questions as they are written, and then records the responses. These responses may be simple or are often more detailed responses that require further questions from the interviewer to clarify the initial response more fully.</p>	<ul style="list-style-type: none"> • To provide independent, assured, consistent and benchmarkable local data on a particular service • To support transparency and accountability, enabling people to make better choices about their care or support • To help identify areas where outcomes can be improved in a very challenging financial climate • To provide a climate where Service users feel listened to and valued
<p>Access Audits</p>	<p>To offer to businesses, community organisations, regional and national organisations a complete accessibility audit for any of their premises to ensure that they meet any disability access requirements and that they provide all the necessary requisites for people who have disabilities to access and function in those premises, be they visitors or employees.</p> <p>The audit takes the form of an accessibility survey of a client's current premises to inform how well the premises meet the needs of people with disabilities and to provide a list of suggestions to improve that accessibility OR The audit is on a larger scale with WSUN being involved in a new build project so that accessibility issues can be accommodated before premises are built.</p>	

<p>Monitoring of Services by the Customer Reference Group (CRG)</p>	<p>The CRG is made up of WSUN members who are users of services, tenants of sheltered housing, informal carers and retired health and social care professionals. Members of the CRG carry out independent monitoring of social care services in Wiltshire, these have included H2LAH domiciliary care service and sheltered housing schemes</p> <p>This is achieved by conducting individual telephone interviews with customers receiving these services, meeting with customers on an individual basis, talking to residents and tenants in groups and by offering customers the opportunity to complete their own monitoring forms.</p>	<ul style="list-style-type: none"> • To provide independent, assured, consistent and benchmarkable local data on a particular service • To support transparency and accountability, enabling people to make better choices about their care. • To help identify areas where outcomes can be improved in a very challenging financial climate • To provide a climate where Service users feel listened to and valued
<p>Creative Therapies Proposed Project)</p>	<p>Participants, with the assistance of professional artists, through their own creativity, will build confidence, self esteem and raise aspirations for their futures. By working together as a group this will aid their recovery and develop their sense of wellbeing. Participants will benefit from peer support and by valuing each other's contributions at a level they are happy and comfortable with. The creative pieces produced will reflect their own experiences and they will be able to share these in a safe and supported environment. WSUN also plans to find volunteers from the service user group who will act mentors to others as the project develops. We will involve service users at every level of the project including assisting to curate the final exhibition enabling people to learn new skills and giving them a sense of ownership of the project.</p>	<ul style="list-style-type: none"> • Improved mental health and wellbeing is associated with a range of better outcomes for people. These include improved physical health and life expectancy, better educational achievement, employment rates and reduced risky behaviours, such as smoking and alcohol misuse • Challenge the community's perception of mental health • Use art to increase the communities understanding and provide information about mental health

	<p>We also aim to share participants developing work with the local community and hope to challenge people's attitudes and perceptions around mental health through utilising community spaces such as the Local campuses and libraries. Through the involvement with other organisations we would provide information to the community and promote the importance of good mental wellbeing as well as helping to tackle mental health stigma and discrimination. With one in four of us likely to experience mental health problems at some point in our lives, WSUN would like to use the Arts to stimulate discussion and increase mental health awareness and understanding.</p>	



Summary of Responses to the Wiltshire Council Adult Health & Social Care User Voice Consultation

August 2017

Wiltshire People 1st was asked by the Council, to circulate a survey to its members and those with learning disabilities/difficulties, they were in contact with. Similar requests were made to other ULOs.



The timing over the summer holiday period and the nature of the consultation made it difficult for WPF to run a focus or Speaking Up Groups, as we would usually do, in order to facilitate the widest involvement and response to such consultations.

However, we endeavoured to provide support where possible. For example, we sent out the surveys with stamped addressed envelopes and offered assistance to those who requested it.



Seven people asked us to help them complete the survey over the telephone, they said that they did not understand the questions or were unable to read.

We enquired how people were getting on with the forms, some members told us that their care worker was helping them as they did not understand the questions.* *many members felt confused, they had difficulty distinguishing between personal care type support provided in their homes, to other forms of support relevant to the survey - assisting with consultations and meetings.*

One member told us that their care supporter had said she was not allowed to write additional comments on the form and had tippexed them out. She did not think that was right as she had important things she wanted to say.

8 members came into the office and we supported them in a small group to fill in the form. They also said they did not understand the questions and the survey was not in 'good easy read'.

In total, 38 adults with learning disabilities and or autism, returned the completed forms to Wiltshire People 1st or handed them in to us.

The completed surveys have been forwarded on to the Council to be included in their data collection and analysis.

Please note that there were two versions of the survey, the version we sent out to members was the first version, the second version had more questions/classifications. This needs to be accounted for in Councils final analysis.

This is confusing and could lead to bias. It is recommended that ULOs and people who use services coproduce consultation surveys and assist with easy read versions.

Here is a summary of the key responses.

1. Have you ever been given the chance to say what you think about the services you receive?

30 people ticked yes

5 ticked no

3 did not respond to this question

4 people commented that they had been able to give their views through attending meetings held by Wiltshire People 1st.

1 person commented that they had not had the opportunity to comment on the range of Wiltshire Council services, not just care.

2. Which of the following ways have you given your views on the services you are receiving or have used?

25 people ticked that they had given their views by completing a survey about the services they receive.

22 people commented that they would provide feed back to their nominated support worker (social care worker).

21 people ticked they had attended a focus group meeting.

19 people had attended a workshop to give their views on a particular issue.

18 people had expressed their views by talking directly with their service provider.

12 had attended a public meeting to give their views.

12 people had visited other services to see if they working well for the people they support, *8 of these through WPF Quality Checkers.*

9 people had attended a Partnership Board.

9 people had been involved in user testing. *Via WPF testing the YCYS website with HWW*

7 people had given their views via a telephone interview.

4 people had helped with a Tender evaluation.

1 person had given their views via social media.

15 of those people who replied, ticked that Wiltshire People 1st had helped them to understand or express their views.

3. Would you like to have the chance from time to time to give feedback in a structured way (via a survey/feedback form or face to face conversation) about the service you receive?

24 ticked that they would like to have a chance, or *already did*, give feedback in a structured way.

3 of the 24 who ticked yes, expressed a preference for face to face feedback.

6 people ticked they did not want to give structured feedback.

8 people did not respond to this question.

4. If you wanted to give your view in the future, which way would be easiest for you? People gave more than one answer.

28 people wanted to be part of a group of people, similar to themselves, to provide a group response.

24 people ticked by post.

18 ticked the easiest way would be to speak directly to the care service provider.

17 people ticked by speaking to a health or social care professional.

12 people ticked they would go online to complete an email survey or feedback form,

7 people would use a complaints process.

2 people would use social media.

5 people ticked other ways – of these

1 person ticked email, 2 people ticked face to face, 1 wanted a supporter while 1 commented that they would choose to use the Speaking Up Group and Management Committee meetings at Wiltshire People 1st.

4 people would not be interested in giving structured feedback in this way.

5 people ticked they would like the involvement of Wiltshire People 1st to help them give feedback.

5. What kind of support would help you give your view if you felt you wanted to?

34 people ticked that they needed help to fill in forms including 1 person who

24 people ticked that bringing their own Care/Support worker would help them give their views. However 1 of the 24 ticked they did not need support from a Care /Support worker as they had help from Wiltshire People 1st.

22 people ticked that they needed support to communicate their views.

21 people wanted support from family or a friend

13 people ticked they would like general support provided at the event including 1 person who ticked that they did not understand the questions sometimes and that Wiltshire People 1st help her.

5 people made comments about other types of support including 1 person who wanted a face to face conversation with Wiltshire Council.

1 person wanted 1-2-1 support, 1 person needed a screen reader to read her computer.

1 person ticked that they needed no support.

2 people commented that they would benefit from help from a Wiltshire People 1st Advocacy Supporter.

6. There are organisations that help people get involved and tell us what they think about adult social care and health work and services. Which organisations have you worked with or received support from in the last two years? Please all that apply.

38 people ticked Wiltshire people 1st including 2 people who ticked they used Wiltshire People 1st the most and 1 person who ticked Wiltshire People 1st Speaking Up group.

21 people ticked Wiltshire Council. *(Some told WPF they ticked this box as WC paid for their care but had not been to council run meetings).*

6 people ticked Wiltshire and Swindon Users Network.

5 people ticked Healthwatch Wiltshire.

5 people ticked Wiltshire Centre for Independent Living.

6 people mentioned other organisations/ support such as family, Friends Link, Monday Wednesday Club, Shine, support workers at home, local MP and a care agency.

7. Thinking of those organisations above who help people get involved in

**their services, what do you think is the most important part of their work?
Please up to three choices below only.**

34 people ticked that it was important that organisations make the voice of users heard including 2 people who ticked that the Wiltshire People 1st Speaking Up Groups help people make their voice heard the most.

25 people ticked that it was important to enable people to meet and make friends and provide a chance to socialise including one person who said she did this at Wiltshire people 1st meetings.

24 people felt that it was important that organisations enable people with similar experiences to meet.

20 people ticked that organisations should focus on getting users better information and advice.

15 people ticked that it was important that organisations focus on making a difference to the local community.

14 people ticked that it was important that organisations help to improve the local services on offer.

1 person ticked organisations should be providing a chance to get to know who to talk to and get involved in the local community if needed it.

8. If you could change one thing about how you make your views known, what would it be?

A wide variety of points made in response to this question.

2 people did not want any changes.

2 people wanted more symbols and pictures to be used and any official letters to be in an easy read format. proper easy read.

1 person wanted this actual consultation to be done so that it was easier to understand as they felt the consultation was confusing.

1 person wanted more time to fill this form (WC user voice consultation) in and for speakers to use less jargon in meetings and presentations.

2 people wanted to be able to meet the Council including 1 person who wanted to be able to go to a meeting at the Council Office Chippenham to give her views on the crossing on Malmesbury Road, Chippenham.

1 person wanted a care support worker.

3 people wanted more meetings. 1 person added that she went to 2 (social/activity) groups but wanted to get out more and be able to attend more groups.

1 person wanted to be listened to.

1 person wanted to speak out.

1 person preferred writing a letter to a service department as a phone call could cause confusion.

1 person wanted to be a part of Parliament.

Another person wanted more paid jobs.

1 person commented that her voice is not loud and that she valued having someone to say what she thinks about things.

1 person wanted to be able to rap her views.

1 person commented, 'My view is I want to get the right services for disabled people I think there should be a service by which you can make your views on social work known.'

There a range of comments about the work of Wiltshire People 1st. These included the following:

'I like coming to Wiltshire People 1st and letting them help me give my views.'

'I prefer Wiltshire People 1st to support me at meetings and to help me understand.'

'Wiltshire People 1st need more money to do more meetings. Wiltshire People 1st is an important group.'

9. What is your age?

38 people completed the form:

4 ticked 18-24 years old

10 ticked 25 -34 years old

5 ticked 35-44 years old

11 ticked 45- 54 years old

7 ticked 55-64 years old

1 ticked 65-74 years old

10. Are you male or female?

14 ticked male.

23 ticked female.

1 person did not respond to the question.

11. What is your primary need/disability?

6 people ticked that they have a physical disability or mobility issue.

2 people ticked they have a problem with their hearing.

4 people ticked that they have a problem with their vision.

4 people ticked that autism was their primary issue.

34 people ticked that a Learning Disability was their primary need.

3 ticked Mental Health.

2 ticked they had no disability, but known to use LD services.

1 person ticked they had a problem with their right hand.

1 person ticked she has Down's Syndrome.

Nobody ticked they had a communication problem. However this category was not on the original version of the consultation which we sent out and the majority of respondents completed, hence the result, please note - this needs to be accounted for in the findings analysis.

3 people ticked that their primary need was being an older person.

1 of the 3 ticked that they need people to explain things in a way that they could understand. However, this category was also not on the initial version of the consultation, see above, which was sent to Wiltshire People 1st for members to complete. This difference needs to be accounted for in the final analysis.

12. What is your ethnic group?

37 people ticked that they were White, 3 White British.

2 people of those people ticked Black/African/ Caribbean / Black British even though they had also ticked White.

This is a summary of the collated responses.

Please contact Angie Carmichael, Director, Wiltshire People 1st if you require further information - angie@wiltshirepeople1st.org.uk

Independent Living Centre, St George's Road, Semington, nr Trowbridge,
Wiltshire, BA14 6JQ
Tel: 01380 871800, Fax: 01380 871507,
Email: assistant.wsun@btconnect.com, Website: www.wsun.co.uk



Adult Health and Social Care User Voice Consultation Focus Group Report



WILTSHIRE AND SWINDON USER'S NETWORK

July 2017



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Introduction

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Peer Review Focus Group – Engagement Report

Introduction

In June 2017 Wiltshire Council launched a consultation to examine the experiences of people who use adult health and social care services around engagement. The definition of 'engagement' provided by the Council is 'the opportunity to have input into adult care work such as policy changes, strategies and service development by, for example, completing surveys, attending workshops, and formal meetings'.

A number of contracts for User Led organisations will come to an end in 2018; Wiltshire and Swindon Users' Network, Wiltshire CIL and Wiltshire People First. In addition, HealthWatch Wiltshire's contract comes to an end in 2018. Wiltshire Council and the CCG have announced their intention to review commissioning intentions, procurement model and the total budget for user engagement and coproduction within adult care.

A consultation questionnaire was available on line from the 26th June until 14th August 2017.

The Management Committee of WSUN felt that it was important to offer members the opportunity to be able to comment on the consultation and a focus group event was arranged.

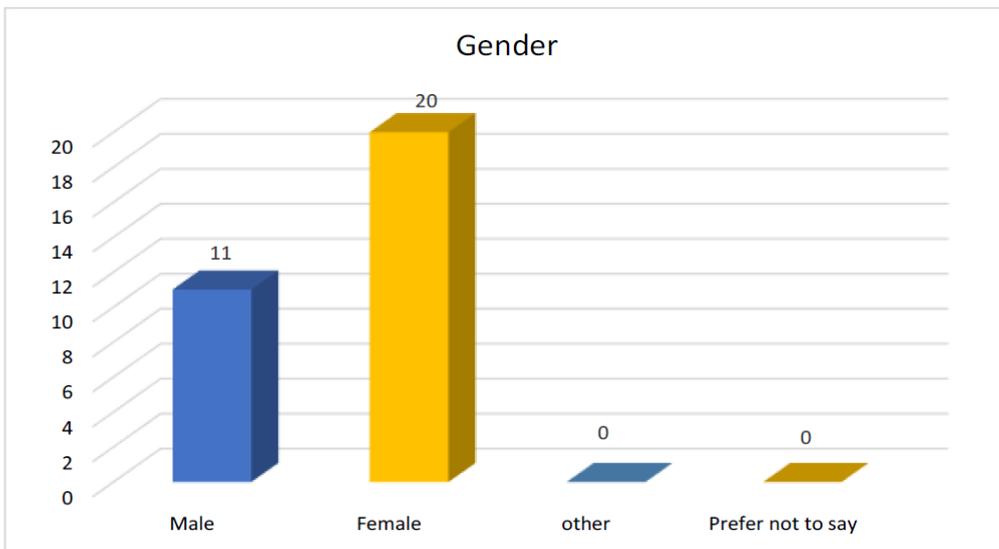
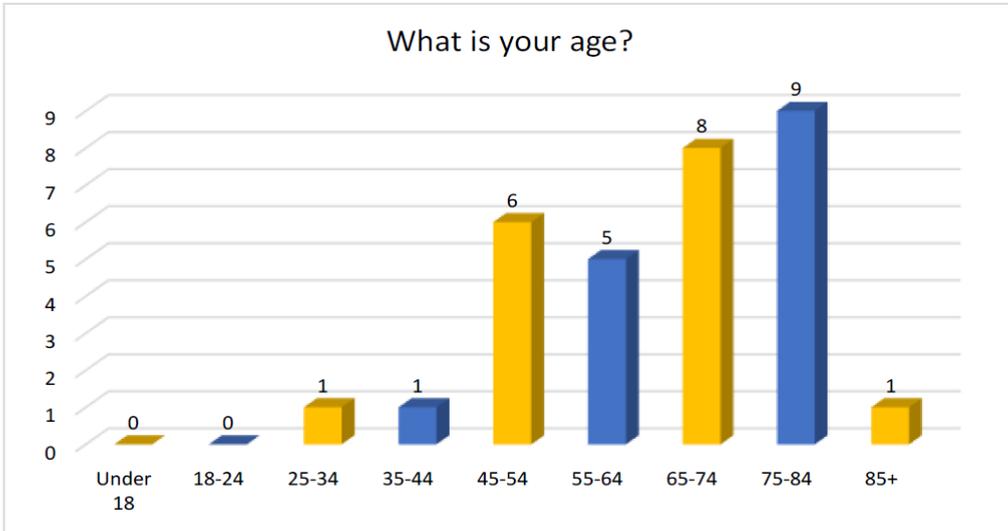
This report looks at the views of those service users who attended the focus group on 24th July 2017.

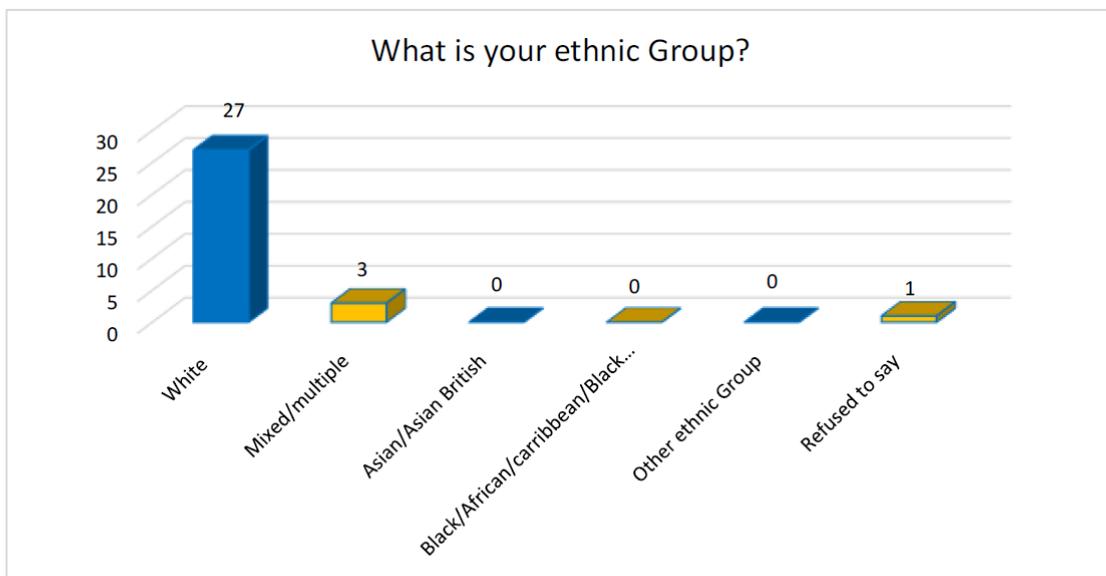
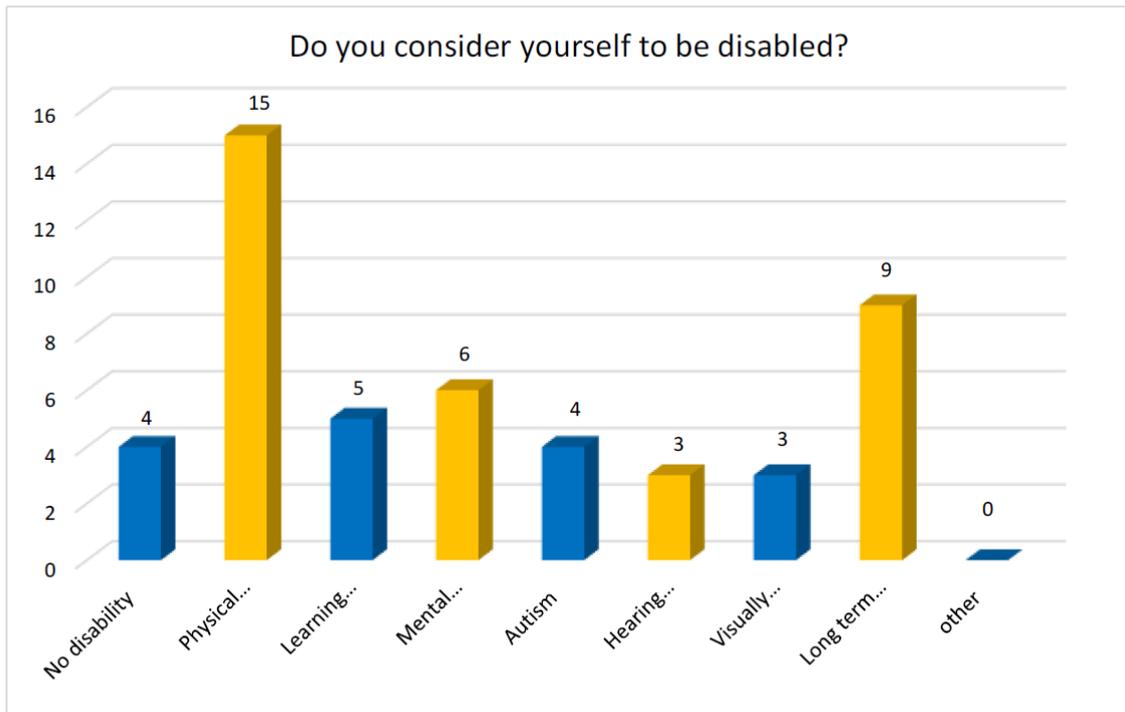
Engagement Method

The event took the form of a short presentation by Louise Rendle CEO WSUN. This was followed by round table discussions facilitated by WSUN's outreach workers.

Attendance

31 People who use Health and Social Care services attended. Two enablers were provided for support with personal care.





Participants often expressed their opinions in very clear terms, and these statements appear throughout this report in **bold blue text**.

Participants were asked the following questions based on the on-line consultation document -

1. Have you been given an opportunity to comment on services you receive?
2. In what ways have you been able to give your views about services you receive?
3. If No (Question 1) Would you like the opportunity from time to time to comment?
4. If you wanted to give feedback, what ways would you find the easiest?
5. What kind of support do you need to be able to give your views?
6. There are organisations that help people get involved and give their views. Which ones have you received support from in the last two years?
7. Thinking about those organisations who have helped you feed in your views, what are the most important aspects of their work?
 - Making sure the voice of service users is heard
 - Improving local services on offer
 - Getting better information and advice
 - Enabling people with similar experiences to meet together
 - Meeting and making friends and a chance to socialise
 - Making a difference to the local community
 - Other

8. If there is one thing you would like to change about how you can feed in your views (make your views known), what would it be?

In addition, participants were asked;

Thinking about WSUN specifically, what do you find valuable about being part of the membership?

Is there anything that could be improved?

What people said

1. Have you been given an opportunity to comment on services you receive?

75% of people answered that 'yes' they had been given an opportunity, whilst 20% answered 'no' and 5% were unsure.

2. In what ways have you been able to give your views about services you receive?

4 out of 5 tables said that they had completed questionnaires or surveys, in paper format (3 tables) or on-line (2 tables)– although people commented that they did not like the format of questionnaires as they were '**tick box exercises, that can be very leading**' '**with no opportunity to expand on my answers**' Some people commented that they did not have access to the internet or did not know how to use it.

In total 3 tables spoke about attending consultation and information events;

- 25th birthday wellbeing event (WSUN) x2 tables
- World Café event (Mental health needs assessment) in Trowbridge (facilitated by WSUN) x2 tables
- Fire service Wellbeing events

2 tables specifically mentioned using feedback forms at these events.

Peer Support Groups were also popular for feeding back;

- Our Time to Talk meeting (WSUN) x3 tables
- Amesbury Mental Health Group
- Memory Groups (WSUN)
- Local Mind groups

People sat on partnership boards and reference groups or were part of a specific group;

- Safeguarding Reference Group meeting (facilitated by WSUN)
- Autism forum (facilitated by WSUN)
- Community Care Forum
- Management Committee (WSUN) x 2 tables
- Customer Reference Group (WSUN) (Sheltered Housing) x2tables

Other ways in which participants had been engaged;

- Talking to Councillors
- As a member of an interview panel and tender
- Area Board x2 tables
- Patient participation Groups at GP surgeries
- Care providers linked to Housing support schemes
- Telephone interviews Re: H2L@H

3. If No (Question 1) Would you like the opportunity from time to time to comment?

The majority of people felt they would like to be able to comment on services.

4. If you wanted to give feedback, what ways would you find the easiest?

All 5 tables felt that group consultation, was the best way of being able to comment in a meaningful way. ***'Meetings like this are very good'***

Small focus groups were also popular especially if people were being consulted on a particular issue or topic.

Another service user would find it easier if it was 1:1 at home, as they struggle to get to meetings due to their long term condition and others said unless transport was provided they would not be able to get to meetings.

'Transport is an essential part for me, if you want me to be involved'

Two tables felt that face to face was the best method, ***'that way you are able to give more detail, get more information'*** and it was felt that feedback could be more ***'off the record'*** ***'independent'***. This worked well either at a consultation event or for structured interviews on a one to one basis.

Although some people spoke about postal or on-line questionnaires, the point was made again, that it was a ***'tick box exercise'***. Service users also expressed the opinion that they felt that the people who designed the questionnaires, always seemed to assume that the public knew what they were talking about. ***'No jargon please'*** and again repeated that you couldn't add your own thoughts to tick boxes.

Participants discussed using websites/internet to feedback, although this was the most unpopular choice for many of the people (over 50% of those attending) due to lack of access & understanding, as well as the fact that ***'you do not get a***

response'. Service users asked if there was any way you could see how many other people had responded and what they were saying. **'how do I know I am being listened to'**

2 people mentioned social media, although many service users expressed they did not use social media or were uncomfortable using it.

2 tables liked telephone interviews but only if they knew who the caller was. **'No cold callers'**.

5. What kind of support do you need to be able to give your views?

People expressed the support they needed to attend a meeting, focus group or consultation included;

- Transport to events- 4 tables
- An enabler provided at the meeting to support with personal care and helping people to feel comfortable in their surroundings – 4 tables
- Accessible venues – 2 tables
- Timing of meetings; early mornings or later in the day, evenings are difficult for some people due to care packages and tiredness levels. Also accessible taxis are not available around school times.
- Plenty of notice in order that they can alert carers or family
- Skilled facilitators, to ensure that some people do not dominate and to support those people who are less confident.
- Clear speakers who don't use jargon.

- One table discussed that it was important that the attitudes of those involved in supporting people to give their views must facilitate and enable them. Also important was a long term relationship which helped **'foster trust and confidence'** and **'a personal touch and understanding about my condition'**

Other areas that people felt were important were;

- Help to understand questions and the background behind the consultation or issue - 3 tables
- Help with form filling / help to write my feedback – 2 tables
- Easy to understand/ read information, with no jargon or 'Council speak' and help to interpret questions and language

6. There are organisations that help people get involved and give their views. Which ones have you received support from in the last two years?

WSUN including the Autism Forum - 27 people
Wiltshire Council including Area Boards - 5 people
Healthwatch - 1 person
Wiltshire CIL - 1 person

Others:

Patient Participation Group at GP's - 5 people
Age UK - 3 people
Housing providers - 2 people
Condition Specific Groups - 2 people
Wiltshire Mind - 1 person
Swan Advocacy - 1 person
Great Western Hospital Trust - 1 person
Wiltshire Carers - 1 person
Director of complaints RUH - 1 person

WSUN acknowledges that as this consultation / forum was arranged by WSUN, everyone who came were members or known to us. Therefore, we would expect a high response rate to question 6. However, people also commented that on the questionnaire there was no opportunity to say the frequency of contact with different organisations. For example, you may have been in contact with WSUN on 5 occasions and with another organisation once.

7. Thinking about those organisations who have helped you feed in your views, what are the most important aspects of their work? (Choose 3 of the following)

- **Making sure the voice of service users is heard**
- **Improving local services on offer**
- **Getting better information and advice**
- **Enabling people with similar experiences to meet together**
- **Meeting and making friends and a chance to socialise**
- **Making a difference to the local community**
- **Other**

All service users on all tables agreed that 'Making sure the voice of service users is heard' was the most important aspect.

4 out of the 5 tables felt that 'Getting better information and advice' was important.

4 out of the 5 tables felt that 'Making a difference to the local community' was important.

2 tables felt that 'Improving local services on offer' was one of the top three.

However, it must be noted that some people said that 'making a difference to the local community' and 'improving local services on offer' should be combined as one should follow the other.

8. If there is one thing you would like to change about how you can feed in your views (make your views known), what would it be?

All tables said they wanted feedback from the Council and the CCG. ***‘feedback on our feedback’ ‘What are the outcomes following our involvement?’ ‘You said, we did!’ ‘A circle of change, if something doesn’t change, why not?’ ‘A quick turnaround / response or even an acknowledgement’***

‘Only ask us for our views if it’s a genuine request’

‘Real time surveys that show me how other people are responding’

‘Change Area Board meetings so there is more input from the public’

‘Regular local area groups to talk about local issues’

‘More choice about ways to respond, not just on the website’

‘We assume everyone can read and write!’

‘Make us equal partners in the process’

‘No jargon’



Thinking about WSUN specifically, what do you find valuable about being part of the membership?

'A big advantage is their meetings and the transport being organised for us'

'WSUN is independent and can provide an independent voice for the most vulnerable service users'

'You know they are going to be there next month; they are consistently reliable'

'The knowledge and experience of WSUN is helpful'

'An independent, non-biased approach'

'WSUN enables people especially those with complex needs to feel comfortable and give their views'

'Very important that we are part of a membership organisation'

'Enables us to have information and therefore make informed choices'

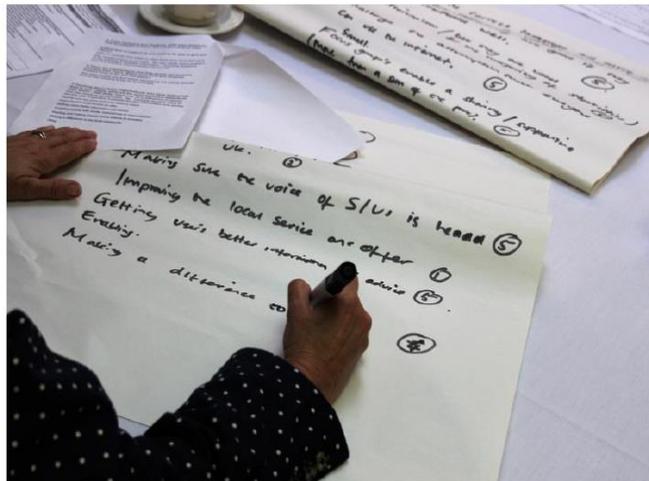
'WSUN listens and we do not feel intimidated'

'WSUN is the whole package, invites, informs, facilitates, brings people together, has an open atmosphere, everyone welcomed and supported and above all people are treated equally'

Is there anything that could be improved?

'More people should know about us (WSUN), members are the best people to do this!'

'WSUN needs to raise its profile, so more people can benefit'



Contact Information

For further information on this report please contact us:

Post: Wiltshire & Swindon Users' Network,

The Independent Living Centre,

St. George's Road,

Semington,

BA14 6JQ

Phone: 01380 871800

Email: louiserendle.wsun@btconnect.com

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Wiltshire Council

Cabinet Capital Assets Committee

12 September 2017

Subject: Disposal of freehold interest of assets

Cabinet members: Toby Sturgis, Cabinet Member for Spatial Planning, Development Management and Strategic Property

Key Decision: No

Executive Summary

The council continually reviews and rationalises its asset portfolio in order to identify assets where the freehold interest can be considered for sale. A total of 5 assets are considered to be surplus to the Council's operational requirements and it is recommended they be added to the disposals list and progressed to sale in support of the Council's wider capital programme.

Proposals

- That members confirm that freehold interest of the 5 assets can be sold by the Council.
- That members confirm the approach set out in paragraph 8
- Authorise the Associate Director for People and Business to dispose of freehold interest of the assets.

Reason for Proposal

To confirm the freehold interests of the assets can be sold in order to generate capital receipts in support of the Council's capital programme.

Alistair Cunningham
Corporate Director

12 September 2017

Subject: Disposal of freehold interest of assets

Cabinet members: Toby Sturgis, Cabinet Member for Spatial Planning, Development Management and Strategic Property

Key Decision: No

Purpose of Report

1. The purpose of this report is to declare that freehold interest of the 5 assets can be sold by the Council.

Relevance to the Council's Business Plan

2. The disposal of assets raises capital to assist and support the Council's medium term financial plan (MTFP) which subsequently supports the Council's Business Plan and its aims and targets.

Main Considerations for the Council

3. Since its inception in 2009 the council has sold assets in excess of £70m. There are a number of other assets in the programme which are currently scheduled to be marketed and sold between now and the end of 2019/20 and it is anticipated that they will realise in the region of £30m.
4. In addition, the 5 assets listed in Annex I are recommended for disposal of the freehold interest which will be sold over the next few years.

Background

5. The receipt of capital from the sale of assets is used to support the capital programme of investment in the communities of Wiltshire. Examples of the types of investment made and programmed to be made are provided in the Council's Budget but they range from investment in better roads, waste collection and recycling, extra care homes, health and wellbeing centres and initiatives to provide better and more efficient customer access to Council services.
6. Running, managing and holding assets is expensive but with careful investment as described above, services can be transformed and delivered in a way that improves customer satisfaction and relies less on needing a building/asset for service delivery.

7. Assets then become surplus to the core requirements of the Council and once sold, the capital realised can then be used to support further investment.
8. The Council receives a number of requests for purchase of land, ranging from small scale residential/domestic requests to larger site purchases. Resource is currently not available for a number of the domestic / low value requests to be considered and below sets out 3 tests that need to be met for the Council to consider disposals:
 - a. The land in question is not held by the Council as public open space
 - b. The purchaser will pay all costs associated with the disposal (internal and external surveyor and legal costs)
 - c. The land is being sold to support a wider Council objective or being supported / promoted by department of the Council (for example the Housing Revenue Account)

Safeguarding Implications

9. There are no safeguarding implications with this proposal.

Public Health Implications

10. There are no public health implications with this proposal.

Procurement Implications

11. The decision to dispose of the freehold interest does not have any direct procurement implications. However, when the appointment of agents to market the assets or when pre-marketing surveys are required, their procurement is carried out in accordance with the Council's procurement rules and policies.

Equalities Impact of the Proposal

12. None

Environmental and Climate Change Considerations

13. Where a sale envisages potential development, any environmental and/or climate change issues are best considered through the planning application process.

Risk Assessment

14. Regular reports on progress of property disposals are provided to this Committee within the Capital Monitoring Report. These reports are based on a review of risks of each disposal that takes into account legal issues and 3rd party interests over the asset, planning, market conditions and other factors to review and adjust future receipt out turn forecasts.

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

15. The MTFP for the Council is, in part, dependent on the success of the disposal of property and assets. Failure to deciding to declare new freehold interests to be sold or to sell those that are currently declared will impact on the council's ability to achieve its business plan.

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

16. A risk that may arise is that due to legislative or other changes a service need arises for an asset after it has been sold and the Council then has to look to acquire or rent in an asset. However, the list of assets has been considered by the Corporate and Associate Directors and no service has identified a need that could be fulfilled by any of the properties on the list in Annex I.

Financial Implications

17. As explained above, the realisation of capital from the sale of assets is used to support the MTFP and Council Business Plan. Reducing sales and the delivery of capital receipts will reduce the amount that the Council can invest in its communities and/or be used to reduce borrowings and thus free up revenue for delivering services. The disposal of surplus assets is not only integral to the council's medium term financial planning but often makes good asset management sense too.

Legal Implications

18. There are no legal implications with the paper other than it will result in legal work to formalise them. In respect of the assets being put forward as part of this report, each asset is to be sold at or above market value, thus ensuring that the best price properly payable will be received thus satisfying the requirements of s123 of the Local Government Act 1972. Market value will be determined by either open marketing of the sites or through an external valuation being procured to reflect any special circumstances. The assets will also be categorised as strategic assets due to their strategic importance to contribute to the MTFP and will not be available for Community Asset Transfer unless this Committee subsequently decides otherwise.

Options Considered

19. The alternative options would be to transfer the properties in another way or to not dispose of them at all, both of these have been discounted for the reasons set out in this report.

Conclusions

20. Declaring additional assets surplus to the requirements of the Council will provide additional funds for the Medium Term Financial Plan and Council's Business Plan.

Proposal

21. That members confirm that freehold interest of the 5 assets can be sold by the Council.
22. That members confirm the approach set out in paragraph 8
23. Authorise the Associate Director for People and Business to dispose of freehold interest of the assets.

Reason for Proposal

24. To confirm the freehold interests of the assets can be sold in order to generate capital receipts in support of the Council's capital programme and to maximise the amount of capital from them to support the MTPF and Council Business Plan.

Dr Carlton Brand
Corporate Director

Report Author:
Mike Dawson
Asset Manager (Estates & Asset Use)

Background Papers

None

Appendices

Annex I: Asset List

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APPENDIX I – List of Assets

Wiltshire Council

Cabinet Capital Assets Committee

12th September 2017

SITE DETAILS

SITE 1.

Trowbridge – Land at The Halve

UPRN – 01492S1

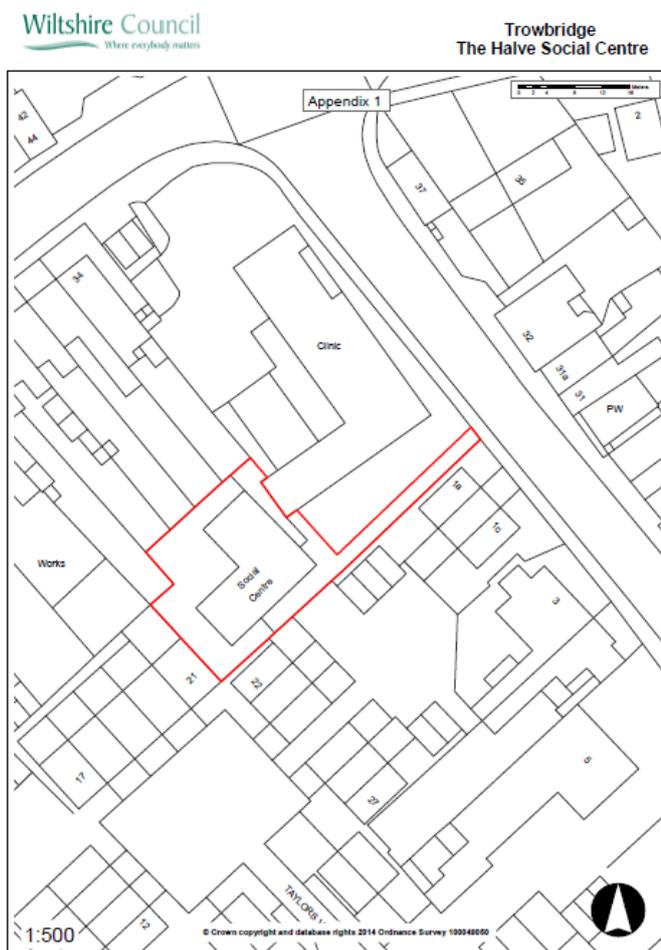
Brief description:

The building was used as a community centre and has been empty for some time and has become derelict. As there is a high asbestos content, this causes additional void property monitoring requirements and responsibilities. There is only pedestrian access to this site.

Recommendation:

Dispose of the freehold interest either by way of open marketing or via direct negotiations with neighbouring owners to extract value over and above market value.

Location Plan – Site Extent Subject to Survey (Not to Scale)



SITE 2.

Marlborough – St Peter’s School

UPRN – 01124S1

Brief description:

St Peters School is a Grade II Listed building which is to be vacated in October 2017 once education provision is amalgamated with St Mary’s to a new school site. Wiltshire Council is seeking a decision to dispose of the property pending any expressions of interest under the One Public Estate initiative.

The building comprises an early 20th century, school (total approx. GIA 1,544.87m²; 16,627ft²) and its curtilage extending in total to 0.465 hectares (1.149 acres) comprising play area, car parking and outbuildings.

The property was purpose built in 1904 and has red brick elevations beneath a dual pitch tiled roof with prominent pediments to each gable and the central projecting bay, and bell tower. Attached at the rear (south) is a later two storey extension beneath a flat roof. The ancillary buildings are brick built beneath dual pitched roofs.

Recommendation:

The freehold of the property is then offered to the open market for sale on an unconditional or subject to planning basis and subject to obtaining any necessary consent from the Secretary of State for Education. Prior to disposal, marketing material will be collated including formal pre-application planning advice and a heritage assessment of the site.

Location Plan – Site Extent Subject to Survey (Not to Scale)



SITE 3.

Westbury – Part of Coulston Allotments

UPRN – 60036S1

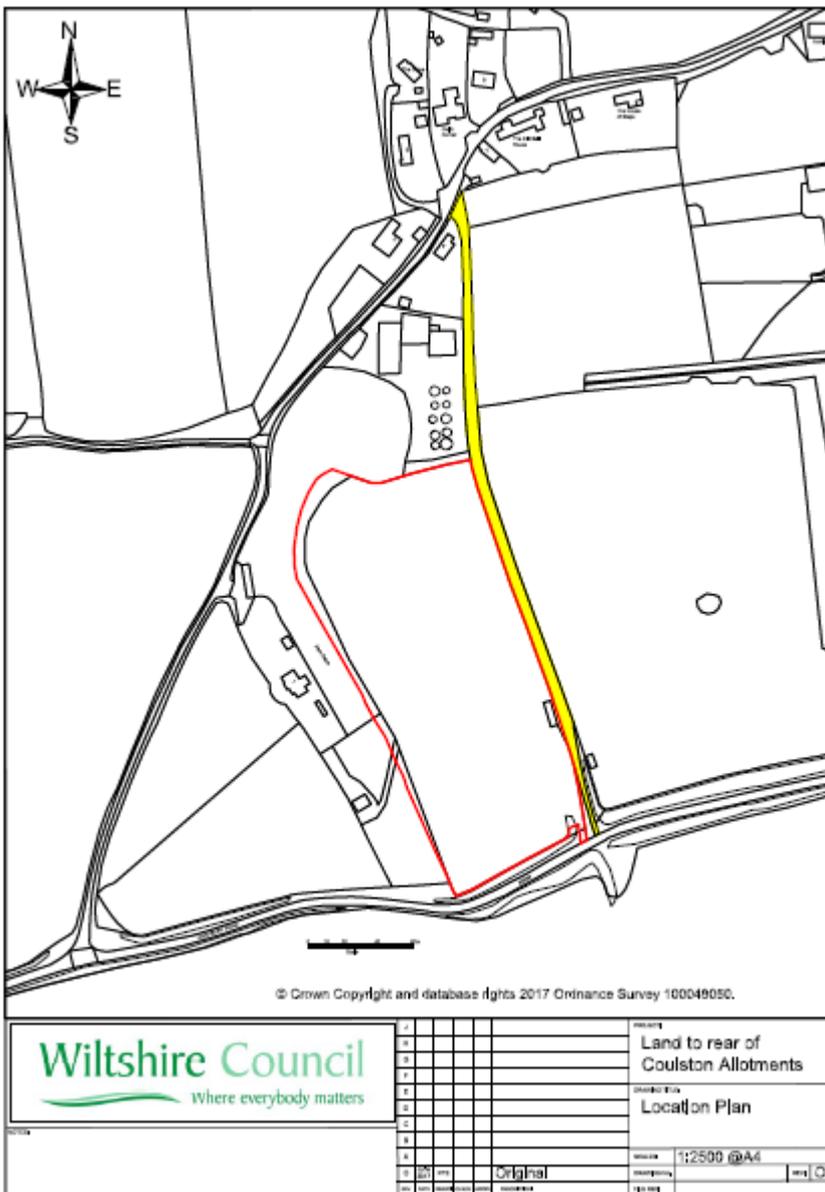
Brief description:

The whole allotment site is let to Coulston Parish Council who have historically managed part of the site as traditional allotments and let the land subject to this decision (illustrated by the plan below) to a neighbour for grazing purposes. The grazier has recently terminated this agreement and the Parish Council have approached Wiltshire Council to surrender this part of the land from their lease so that they retain just the traditional allotment site. After surrender, options for Wiltshire Council are limited as access to the grazing land is restricted and it would become a maintenance liability.

Recommendation:

Dispose of the freehold interest by direct negotiations with neighbouring owners, subject to confirmation that there are no statutory allotment restrictions.

Location Plan – Site Extent Subject to Survey (Not to Scale)



SITE 4.

Macklin Road, Salisbury – Land used as garden extension

UPRN – 35102H1

Brief description:

This plot of land has previously been used as an allotment / garden land for a number of years and let to one of the adjoining householders. The licence holder has terminated their agreement to end on the 31st August 2017. The land has been declared surplus to requirement by HRA and no longer forms any further plans for development.

Recommendation:

Dispose of land on the open market to obtain best consideration.

Location Plan – Site Extent Subject to Survey (Not to Scale)



SITE 5.

Devizes – Land at John Rennie Close

UPRN – 50452S1

Brief description:

The land forms a small grassed area of open space of approximately 457 square metres at the edge of Devizes. It is crossed by an agricultural access to the adjoining farmland to the west. The owner of the farmland has approached the Council and asked to purchase the land in the event that he should obtain planning permission for development of his land in the future.

Recommendation:

Dispose of the freehold interest by direct negotiation with the owner of the adjoining agricultural land. This will initially be by an option to purchase and the freehold sale will take place when the option is triggered.

Location Plan – Site Extent Subject to Survey (Not to Scale)



Devizes,
Land adjoining John Rennie Close



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Wiltshire Council

Cabinet

12 September 2017

Subject: Amendments to the Wiltshire Local Transport Plan (LTP) 2011-2026 – Car Parking Strategy

Cabinet Member: Councillor Bridget Wayman – Cabinet Member for Highways, Transport and Waste

Key Decision: Yes

Executive Summary

The current Car Parking Strategy was approved by cabinet at its meeting on 17 March 2015. The strategy sets out how parking management, including charging, is undertaken in Wiltshire. The strategy focused on three key factors:

- **Regeneration:** using parking measures to support town centre regeneration (such as providing more and / or cheaper parking to attract more shoppers).
- **Restraint:** using parking controls as a means of restraining / managing traffic (e.g. to reduce congestion) and improving environmental quality (e.g. air pollution), or to encourage the use of sustainable transport modes (e.g. cycling and buses).
- **Revenue:** generating revenue to cover the costs of providing car parking, and using any surplus to fund other important local services (such as subsidising non-commercial, but essential local bus services).

The council's Parking Services is facing significant cost pressures. These include business rate payments, essential equipment upgrades and maintenance works, and inflation costs. The demands on the service are also increasing; particularly requests from residents, schools, businesses and parish / town councils asking for extra parking enforcement and maintenance to be undertaken. It is important to note that surplus revenue from parking charges supports other transport measures including non-commercial, but essential local bus services. This is one of the main reasons why the council has been in a position to retain the vast majority of these bus services, in contrast to other local authorities which have seen significant cuts to services.

The 2016/17 net income budget for car parking was £3.695 million. This consisted of a gross income budget of £7.666 million and a gross expenditure budget (including business rates overheads and depreciation) of £3.971 million. The net income budget (£3.695 million) contributes towards the provision of public transport revenue support and concessionary fares which had a net expenditure budget of £7.838 million in 2016/17.

To address the pressures outlined above and other pressures highlighted in the council's Medium Term Financial Strategy (MTFS), it is considered that a number of charging policies and practices need to be looked at and possibly reviewed.

Significantly, despite rising operational costs and increasing service demands, the council has not applied any inflationary increases to car parking charges since 2011.

To help address the pressures, improvements to the service, both technology and operational based on a 'one off' cost of £125,000 and ongoing costs of £133,000 per annum, have been identified. To fund these essential service improvements seven proposed charging options have been identified (two further options; introducing evening parking charges and changes to Blue Badge holders charging regime have been discounted). The seven options are:

- Option 1: Apply an inflation increase to all parking charges
- Option 2: Introduce Sunday and Bank / Public Holiday charging at all car parks
- Option 3: Charge in all Wiltshire Council car parks
- Option 4: Discontinue free event parking in November and December
- Option 5: Base season ticket charges on the standard rate charges
- Option 6: Harmonise residents' parking permit charges
- Option 7: Reduce the parking grace period to ten minutes

Cabinet is asked to consider the above seven car parking charging options and if these proposals should form the basis for a public consultation exercise.

Following the public consultation exercise, and subject to any responses received, it is proposed that Option 1 would be implemented over an 8 to 12 week period via a variation notice to the existing Traffic Regulation Orders (TROs). For the remaining options, the outcome of the public consultation would be presented to a future cabinet meeting ahead of any agreed options (and any relevant technology and operational improvements) being implemented via an amendment to the existing TROs (which includes a statutory consultation period). The outcome of the TRO amendment process would be subject to a cabinet member decision.

Proposals

That cabinet:

- (i) Notes the technology and operational improvement proposals outlined in this report.
- (ii) Considers the seven proposals for car parking charging options and if all of these should be included in a public consultation exercise.
- (iii) Approves the suggested format for the public consultation exercise as set out in paragraphs 49 to 54.
- (iv) Agrees that, subject to any responses received during the public consultation,

Option 1 is implemented as soon as possible through a variation notice to the Traffic Regulation Orders and delegates authority to the Associate Director for Highways and Transport in consultation with the Cabinet Member for Highways, Transport and Waste to consider any suggestions from respondents for alternative ways in which the estimated income increase from the option could be met by other means, and, with the advice of legal and parking services, to negotiate and agree any resulting legal agreements.

Reason for Proposals

To seek comments and approval from cabinet to undertake consultation on proposed parking charging options to address the identified financial, technology and operational pressures faced by Parking Services.

Alistair Cunningham
Corporate Director

Wiltshire Council

Cabinet

12 September 2017

Subject: Amendments to the Wiltshire Local Transport Plan (LTP) 2011-2026 – Car Parking Strategy

Cabinet Member: Councillor Bridget Wayman – Cabinet Member for Highways, Transport and Waste

Key Decision: Yes

Purpose of Report

1. To enable Cabinet to consider and agree possible car parking charging options for inclusion in a subsequent public consultation exercise.

Relevance to the Council's Business Plan

2. The Wiltshire LTP Car Parking Strategy is relevant to the following Business Plan 2017 - 2027 priorities:

Priority: Growing the economy

The car parking strategy can:

- Support the local economy (e.g. by making it easy for shoppers and visitors to park) and facilitate development growth (e.g. by enabling the planned housing and employment growth set out in the Wiltshire Core Strategy to 2026).
- Enhance the built and natural environment (e.g. by reducing the amount of land required for parking and by improving the look of streetscenes through the appropriate enforcement of parking contraventions).
- Manage residents' needs for car parking near their homes (e.g. by introducing residents' parking zones).
- Improve journey time reliability for road users (e.g. by designing and managing on-street parking facilities to reduce traffic conflicts and delays).
- Help fund public transport provision through the income generated on council owned car parks.

Priority: Strong Communities

The car parking strategy can:

- Enable community groups to take over (ownership and/or management) identified off-street car parks in accordance with the Council's Community Asset Transfer (CAT) Policy.
- Enable community groups to run identified car parking services in accordance with the Council's Delegation of Services to Town and Parish Councils and Funding of Delegated Services Policy.
- Make Wiltshire a safer place (e.g. by ensuring that car parks are 'safer by design').

- Encourage the use of sustainable travel modes and reduce reliance on the private car (e.g. by setting parking charges at appropriate levels).

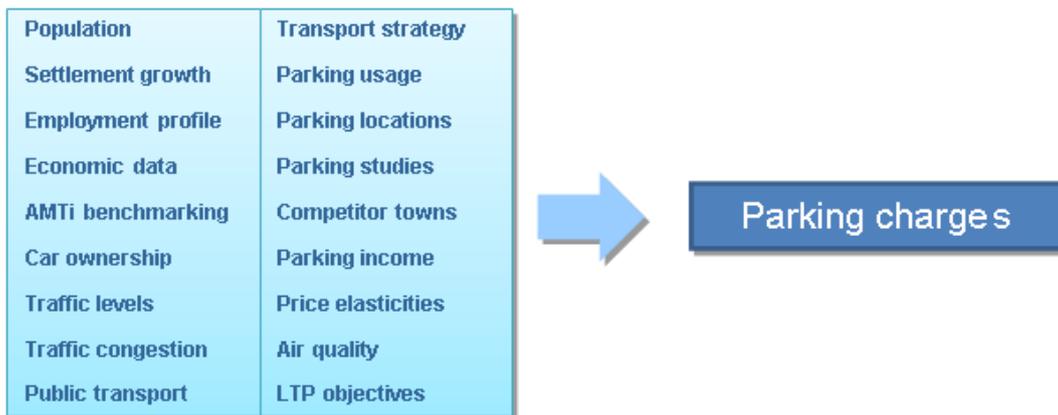
Priority: Protecting the Vulnerable

The car parking strategy can:

- Provide access to key services and facilities for special needs groups and mobility impaired (e.g. by providing appropriate Blue Badge spaces).

Background

3. The current Wiltshire Local Transport Plan Car Parking Strategy was approved by cabinet at its meeting on 17 March 2015.
4. This approval came after a comprehensive review of the strategy in 2014 which included a pre-consultation with key stakeholders to agree the method and objectives of the review, followed by a public consultation exercise which attracted over 5,000 responses from individuals and organisations.
5. While there are a number of aspects to car parking management, in essence a balance needs to be found between three key factors:
 - **Regeneration:** using parking measures to support town centre regeneration (e.g. providing more and / or cheaper parking to attract shoppers).
 - **Restraint:** using parking controls as a means of restraining / managing traffic (e.g. to reduce congestion) and improving environmental quality (e.g. air pollution), or to encourage the use of sustainable transport modes (e.g. cycling and buses).
 - **Revenue:** securing sufficient revenue to cover the costs of providing car parking, and using any surplus revenue to fund other important local services (e.g. subsidising non-commercial but essential local bus services).
6. It should be noted that the pursuit of one of these factors alone will potentially result in the other two being compromised.
7. In order to help find the right balance between the above factors, town profiles (based on economic, social and environmental data for each settlement), car park usage data and other relevant data was used to inform the review and included as part of the public consultation exercise. A key outcome of this process was the move to a more 'fine grained' approach to car parking management, and in particular charges, based on the local circumstances of each car park / settlement (see below).



8. A key proposal agreed by Cabinet was that:

“...a full review of parking charges will be undertaken by the council at approximately five year intervals based on the factors outlined in Policy PS3 [of the Car Parking Strategy] and delegates authority to the Associate Director for Highways and Transport in consultation with the Cabinet Member for Highways and Transport to undertake any necessary annual interim reviews of parking charges at a car park or town level”.

9. Policy PS3 of the Car Parking Strategy includes that “Parking charges will be set by the council following consultation with the public, stakeholders and Area Boards”.
10. In addition, cabinet recognised the need for introducing new technologies to better manage car parking and for ongoing studies into various aspects of the parking service. In doing so, cabinet delegated authority to the Associate Director for Highways and Transport to develop and implement any changes in consultation with the Cabinet Member for Highways and Transport.

Main Considerations for the Council

11. As outlined in the above section, the review of the Car Parking Strategy was based on an assessment of relevant local circumstances in each settlement to try and achieve the best balance between the three factors identified in paragraph 5. The council’s Parking Services is facing significant operational cost pressures. These include business rate payments, essential equipment upgrades and maintenance works, and inflation costs. The demands on the service are also increasing; particularly requests from residents, schools, businesses and parish / town councils asking for extra parking enforcement and maintenance to be undertaken. It is important to note that surplus revenue from parking charges supports other transport measures including non-commercial, but essential local bus services. This is one of the main reasons why the council has been in a position to retain the vast majority of these bus services, in contrast to other local authorities which have seen significant cuts to services.
12. The 2016/17 net income budget for car parking was £3.695 million. This consisted of a gross income budget of £7.666 million and a gross expenditure budget (including business rates overheads and depreciation) of £3.971 million. The net income budget (£3.695 million) contributes towards the provision of

public transport revenue support and concessionary fares which had a net expenditure budget of £7.838 million in 2016/17.

13. To address the pressures facing the council and this service as outlined and other pressures highlighted in the council's Medium Term Financial Strategy (MTFS), it is considered that a number of charging policies and practices need to be looked at and possibly reviewed.
14. It should be noted that, despite rising operational costs and increasing service demands, the council has not applied any inflationary increases to car parking charges since 2011. The current range of parking charges (including residents' parking permit charges and park and ride charges) in Wiltshire and in key competitor towns are set out in **Appendix 1** and **Appendix 2** respectively.
15. As outlined above, the council continues to fund a number of transport measures, including supported bus services from car parking income. Failure to adequately meet the increasing cost and demand pressures facing Parking Services could result in an adverse impact on the council's ability to continue to fund some of these transport services.
16. To help address the pressures outlined above, a number of technology and operational improvements, with a 'one off' total cost of £125,000 and ongoing costs of £133,000 per annum, have been identified by officers as set out in paragraphs 20 to 24 below.
17. To meet the operational and demand pressures and to fund the proposed technology and operational improvements, seven possible charging options have been identified. These are set out in paragraphs 32 to 45 below. It should be noted that if implemented, some changes to charges could have positive, negative or a mixed impact on local economic, social and environmental factors. For example; town centre regeneration issues (such as footfall levels and the number of vacant shops), the use of sustainable transport modes (such as walking, cycling and public transport) and unintended consequences (such as increased parking on residential streets).

Technology Improvements

18. Officers are currently looking at the possible use of smart phone technology which uses sensors to provide real time information on available car park spaces. And, as part of the council's National Productivity Investment Fund (NPIF) award for 2017/18, the Cabinet Member for Highways and Transport has recently agreed an allocation of £50,000 to fund a feasibility study to investigate parking technology improvements in Chippenham and Salisbury. The cost and benefits of implementing such a system will be evidenced and reported as part of this study.
19. Paragraphs 20 to 24 below set out a number of technology improvements which can help address the rising demand from residents, schools, businesses and parish / town councils for parking enforcement at a time of constrained resources.
20. Mobile Automatic Number Plate Recognition (ANPR) is in essence a car with an ANPR system fitted for use on residential parking streets. It is a surveillance technology which uses optical character recognition on camera images to read a

vehicle's number plate. This technology is currently used in private car parks and offers significant advantages to standard charging methods:

- system links directly to pay and display machines;
- optimises use of parking facilities; and
- copes with banded charging periods, including free parking.

21. Local authorities are not currently allowed to use mobile ANPR management for automatic enforcement and sending Penalty Charge Notices (PCNs) in the post. However, placing a Civil Enforcement Officer (CEO) in the vehicle, so allowing drive pass checking of resident parking areas, is permitted where the CEO issues physical PCNs on illegally parked vehicles. Implementation of this system option will allow faster and more efficient checking due to the speed of movement of a car, which allows checking at speeds of up to 30 mph with modern technology. The forecast estimate identifies a 'one off' cost of £40,000 and operational revenue costs of £5,000 per annum.
22. The council's Parking Services is currently facing constant requests from schools to address parking enforcement issues outside schools. Use of a static ANPR system is permitted on safety grounds where there is a Traffic Regulation Order (TRO) outside of an establishment such as a school. The static ANPR system will offer a fixed deterrent to reduce the unsafe and illegal parking on yellow lines, zig zags, etc. The proposal would be for the council to purchase three cameras for a 'one off' cost of £60,000 with an on-going annual management and maintenance cost of £10,000. The schools or local community in question would fund the erection and removal costs.
23. Body Worn Video Cameras (BWVC) ensure that enforcement decisions are undertaken in a transparent way and, where evidence is required, that this is robust and available in a timely fashion. In addition, they ensure the safety of CEOs who often face both verbal and physical abuse and can be subject to accusations of inappropriate behaviour; currently two to three such incidents per month. Regrettably, this is an increasing occurrence locally and nationally. Many comparative councils have already introduced BWVCs in recognition of the risk to officers and for their protection. This will become an escalating risk to the council and a potential staffing claim when issues occur. Alternatively, the council could look at double shifting staff to work together and ensure safety. However, this will severely hamper staff effectiveness of resources and potential income.
24. Wiltshire Police has recently trialled and are introducing BWVC equipment for their officers. BWVC was first introduced to Wiltshire Police in 2006 and has been used by officers in neighbourhood policing and response teams in a number of small initiatives since then. The council would work in partnership with the police and utilise the police BWVC system. The 'one off' cost of purchasing the system is £25,000 and £2,000 per annum is required to maintain the system.
25. As part of the parking review undertaken in 2014/15, it was identified that the council should look at extending its existing pay-by-phone system and as part of the public consultation, four car parks were identified for a 'MiPermit only' trial: Sheep Street, Devizes; Union Street, Melksham; Wood Street, Royal Wootton Bassett; and Salt Lane, Salisbury. These car parks were chosen as they are used by a variety of users including shoppers, tourists and residents. Furthermore, excluding Salt Lane, the chosen car parks are relatively small and would allow

officers to determine how successful cashless parking could be without having a significant detrimental impact on users as there are other Council pay and display car parks nearby. The trial was undertaken at the start of February 2016, and was scheduled to run for six weeks. Comments were invited via the displayed signage within the relevant car parks.

26. During the trial, however, it became clear that there were two main factors affecting the uptake of customers using the service. Firstly, the 'convenience charge' of 20p levied on users was a cause of concern for some customers especially if they were only parking for one hour. Over the coming months officers will be working with the service provider, using the findings from the trial, to reduce the 'convenience charge' where possible.
27. Secondly, some customers do not have mobile phones. Given this understanding that some customers may have difficulty using the new system and working with officers in the council's library service, a POD was set-up in Devizes library where customers could log into the online portal and pay for parking using this cashless method. Unfortunately, the facility saw very little usage.
28. The option of contactless payments via the pay and display machines at one car park in Salisbury has also been explored. However, contactless payments need to go through a third party (such as Credit Call) and the associated charges, payable by the council, are significant. As a result, the contactless option in Salisbury was withdrawn. Officers will continue to work with service providers and explore other opportunities to see if contactless modules can be added to the council's newer stock of pay and display machines.
29. Given the above, it is considered that both cash and MiPermit options need to be offered in the majority of council car parks at this time. Where possible, however, the number of pay and display machines will be reduced making efficiency savings in terms of cash collection, maintenance, etc.

Operational Improvements

30. To help meet the challenge of reduced overall council funding, maintenance of council car parks has been reduced to a minimum level. If continued, this could result in safety issues and claims for compensation from users. There are also areas where parking enforcement can no longer be undertaken as the signs and lines are not being maintained at an appropriate level. To apply the adequate level of maintenance at car parks as prescribed by the agreed standards, £116,000 of revenue funding per annum is required.

Charging options rejected by the Cabinet Member

31. Based on early discussions with the cabinet member, a decision was been taken to reject the following charging options:
 - The introduction of evening charges at all car parks. Reason: While a number of key competitor towns have evening charges (see Appendix 2 for details), it is felt that their introduction in Wiltshire would harm the evening economy.

- Changes to Blue Badge holders charging regime. Reason: In view of the councils priority to 'Protect the Vulnerable' in its Business Plan 2017 – 2021, it is considered that this option should not be taken forward.

Charging Options

32. As stated previously, a number of possible charging options (see below) have been identified to address the pressures facing the council and the service as outlined and other pressures highlighted in the council's MTFS. It is proposed that Option 1 would be implemented via a variation notice to the existing Traffic Regulation Orders (TROs) at a 'one off' cost of £35,000 for the required TRO process and to make changes to ticket machines and signage. It is then proposed that where applicable, the remaining agreed options would be implemented via an amendment to the existing TROs at a further 'one off' cost of £35,000. Further information on the TRO processes are set out in paragraphs 49 to 54 and the Legal Implications section.

Option 1: Apply an inflation increase to all parking charges

33. As stated in paragraph 14, despite rising operational costs, the council has not applied any inflationary increases to car parking charges since 2011. Applying a forecast annual inflation rate¹ to all existing car parking charges would generate approximately £140,000 per annum. However, as every annual increase would cost £35,000 to implement (for the required TRO process and changes to ticket machines and signage), it is proposed that the inflation increase be applied for a five year period. This would avoid the large implementation cost of repeating the process each year. The net annual increase from this option would be £708,000 per year. The schedule of proposed increased charges for each car park where charges are currently levied is shown in **Appendix 3**.

Option 2: Introduce Sunday and Bank / Public Holiday charging at all car parks²

34. Currently Sunday charging is applied only in Salisbury, and Bank / Public Holiday charging in Amesbury, Bradford on Avon, Melksham, Salisbury, Trowbridge, Warminster and Westbury. By comparison, charges are applied Monday to Sunday (including Bank / Public Holidays) in all or most council car parks in the following key competitor towns (see Appendix 2 for details): Bath; Bournemouth; Newbury; Southampton; and Swindon. In addition, Bank / Public Holiday charges are applied in: Cirencester and Frome. In the interest of improved fairness (i.e. between different towns in Wiltshire and between those people who park on Sundays and those who park Monday to Saturday) and efficiency (i.e. charging for the use of the car park service and asset), if Sunday and Bank / Public Holiday charging was applied throughout Wiltshire then this would increase income by an estimated £78,000.

¹ Based on the Bank of England's Consumer Prices Index inflation projections

² The policy in the LTP Car Parking Strategy (Policy PS3) includes that: "Sunday parking charges will be considered where there is an identified traffic congestion or air quality issue, or where there is a strong and established parking demand from shoppers or visitors."

Option 3: Charge in all Wiltshire Council car parks

35. There are a small number of parking facilities where currently charges are not applied (see **Appendix 4**). In the interest of improved fairness (i.e. between different towns in Wiltshire) and efficiency (i.e. charging for the use of the car parking service and asset), if charges were applied in all council parking facilities this would result in a projected annual increase of £95,000. Where this change may affect an Air Quality Management Area (e.g. as a result of a reduction in 'searching' traffic for free spaces), this will be assessed through the council's air quality monitoring programme.

Option 4: Discontinue free event parking in November and December

36. The council currently provides a number of free parking spaces to town councils to allocate on a discretionary basis to help support local events, initiatives and businesses. However, a number of town councils have used this initiative to provide free parking in the Christmas / New Year shopping period when parking demand is already high. Given this, it is proposed that this initiative is withdrawn for use by town councils in November and December. This proposed change is estimated to increase income by £5,000.

Option 5: Base season ticket charges on the standard rate charges

37. Season tickets are available for designated car parks (they are not valid in on-street parking areas). While a season ticket does not guarantee a parking space, they do offer considerable savings when compared to standard charges. As a result however, and particularly as they are popular with commuters, season tickets can increase car use (particularly at peak times), discourage the use of sustainable transport modes (as people have already paid for parking) and reduce the availability and turnover of parking spaces (as commuters often park for eight hours).
38. The increased take up of season tickets has impacted on the income of the council due to the lower cost of parking for season ticket holders; currently, depending on the car park, season ticket holders receive up to an 85% discount on full day rate ticket prices. To address the income impact and help deal with the implications of season tickets outlined above, it is proposed that all season tickets should be based on a standard discount percentage. If season ticket charges were 50% of the day rate for five days a week and for 48 weeks of the year (including those season tickets which are currently not directly related to full day rate ticket prices), this would increase income by an estimated £280,000 per annum (see **Appendix 5**).

Option 6: Harmonise residents' parking permit charges

39. Residents' parking permits are issued to residents living within residents' parking zones for use with their own vehicle³. Permits issued can only be used with the vehicle assigned to the permit and are only valid for one year. Currently there

³ The residents' parking scheme process is set out in Appendix B of the LTP Car Parking Strategy and includes that "The charging structure for Resident Parking Permits is generally set by Wiltshire Council's parking enforcement service although in some cases consideration may need to be given to site specific needs".

are considerable differences between the rates charged across Wiltshire (i.e. Salisbury residents' permits cost £20 for permits in limited waiting zones and £40 for permits in residents' only zones, whereas £90 is charged in other areas).

40. Residents' parking permit charges in neighbouring areas are provided in Appendix 2. This also identifies that many neighbouring authorities charge more for a second residents' parking permit.
41. In addition, the council receives a number of complaints from permit holders regarding the level of enforcement in residents' parking zones. Investment in and the use of a mobile ANPR system (as set out in paragraphs 19 and 20) would enable more effective and efficient enforcement to be undertaken in the residents' parking zones. In so doing, this would allow officers to concentrate more time on central areas to help reduce the impact of inappropriately parked vehicles on traffic flows.
42. It is proposed that two options are put forward in the public consultation:
 - Option A: Increase the residents' permit in limited waiting zones from £20 to £60 and the permit in residents' only zones from £40 to £90.
 - Option B: Introduce a two tiered charging regime where residents' permits in limited waiting zones would be £60 for the first permit and £80 for the second permit (at the same address). The charge for the permits in residents' only zones would then be £90 for the first permit and £110 for the second permit (at the same address).
43. If these charges were introduced then this would increase income in 2018/ 19 by an estimated £190,000 for Option A and £215,000 for Option B.

Option 7: Reduce the parking grace period to 10 minutes

44. The council currently offers a grace period for parking overstays of 15 minutes. The statutory period is 10 minutes. If the council adopted the statutory 10 minute period this would increase income by a projected £5,000.
45. It should be noted that as this stage, all the above projected income figures associated with each option are high level estimates and would require further detailed analysis and due diligence. This would include a price elasticity model similar to that used in the previous car parking review. It should also be noted that the income estimates for options 2 to 7 are based on current charges.

Relevant responses to 2014 consultation exercise

46. The overall response to the question "*Should the council introduce Sunday charges, evening charges and overnight charges across all car parks?*" in the 2014 public consultation exercise was as follows: 11.1% Agree; 81.5% Disagree; and 7.5% Neither. In particular, a number of negative consultation responses to introducing Sunday charges were received from religious and other organisations.
47. The overall response to the question "*Should the council increase season ticket prices to encourage commuters who tend to park for several hours, to explore*

alternative travel methods?” in the 2014 public consultation exercise was as follows: 32.3% Agree; 46.8% Disagree; and 20.9% Neither.

Proposed Public Consultation Exercise and Implementation Timetable

48. As stated previously, the review of the LTP Car Parking Strategy undertaken in 2014 included a comprehensive consultation exercise based on a pre-consultation element with key stakeholders and a public consultation element using a questionnaire survey with significant supporting information.
49. Given the more limited nature of the review proposed in this report and the need to implement changes as soon as possible, it is proposed that the public consultation exercise is:
- based on a questionnaire survey supported by readily available information (e.g. parking changes in competitor towns and links to relevant documents such as Joint Strategic Assessments); and
 - run for eight weeks as opposed to the normal 12 week period stated in the Wiltshire Compact (the statutory TRO amendment process (see below) would provide a further opportunity for comments to be made on charging options 2 to 7).
50. As part of the consultation, and particularly in relation to Option 1, respondents (primarily parish and town councils and Business Improvement District organisations) would be asked to suggest alternative ways in which the estimated income increase from an option could be met by other means.
51. Following the public consultation exercise, the timetable for the implementation of any approved changes needs to build in a number of key TRO stages. To implement the variation notice to the existing TROs in relation to Option 1 the key stages would be:
- (i) Drafting of press notice and site notices.
 - (ii) Public notice placed with advertising company and documents sent out to town councils, etc.
 - (iii) Public notice appears in local publications and site notices placed in affected car parks with an operation date at least 21 days hence.
 - (iv) Ticket machines re-calibrated and new signs erected in affected car parks, and formalities completed.
52. It is anticipated that the above process would take between 8 and 12 weeks to complete.
53. To implement the amendment notice to the existing TROs in relation to charging options 2 to 7 the key stages would be:
- (v) Preparation of the TROs and supporting documents allowing for advice to be sought from the council’s legal team to ensure that once implemented, the TROs will be legally enforceable and not subject to challenge.
 - (vi) Required processes for public and other consultation on the TROs.

- (vii) Preparation of a report to the relevant Wiltshire Council Cabinet Member who will consider any objections received during the TRO public consultation exercise before making a decision.
- (viii) Required processes as set out in the relevant legislation for the implementation of the TROs.

54. The proposed overall timetable to implement options 2 to 7 is set out below:

	Sep 17	Oct	Nov	Dec	Jan 18	Feb	Mar	Apr	May	Jun	Jul	Aug
Cabinet meeting												
Public consultation												
Review public consultation comments												
Cabinet meeting												
TRO documents drafted liaising with Council's legal team												
Documents checked / approved												
Advert sent to press and appears in local press												
TRO public consultation												
Objections received and report drafted and submitted to Cabinet Member												
Cabinet Member report process												
Cabinet Member decision advised to people who made representations												
TRO(s) sealed and advertised												
TRO(s) operational												

Overview and Scrutiny Engagement

55. This topic will be taken to the Environment Select Committee meeting on 19 September 2017. It will be proposed that during the consultation process an Overview and Scrutiny Task Group is formed to comment on the proposals in the final cabinet report to be submitted on conclusion of the consultation exercise.

Safeguarding Implications

56. There are no direct safeguarding implications as a result of the proposals put forward in this report. It is proposed that during the consultation process the views of relevant officers will be sought.
57. Currently, policy PS 12 'Improving access and use' in the LTP Car Parking Strategy includes the following:

The council will promote the convenient access to parking facilities in Wiltshire by ensuring that:

- *parking for disabled motorists (Blue Badge holders) is provided in line with recognised national guidance (as a minimum)*
- *where appropriate (e.g. at supermarkets and retail centres), provision is made for 'parent and child' spaces*
- *parking facilities are 'safer by design'.*

Public Health Implications

58. There are no direct public health implications as a result of the proposals put forward in this report. It is proposed that during the consultation process the views of relevant officers will be sought.
59. The LTP Car Parking Strategy was subject to a Strategic Environmental Assessment (SEA) which includes consideration of a number of relevant topics (see table below). No significant effects were identified in the SEA Environmental Report.

Relevant Public Health SEA Topics

SEA Topic	Significance of the effect
Air quality and environmental pollution	Partial positive/partial negative effect
Population	Partial positive/partial negative effect
Healthy communities	Partial positive/partial negative effect
Inclusive communities	Partial positive/partial negative effect
Transport	Partial positive/partial negative effect

Corporate Procurement Implications

60. There are no direct procurement implications as a result of the proposals put forward in this report. It is proposed that during the consultation process the views of relevant officers will be sought.
61. This report outlines where improvements can be made with investment in updating and buying into new technologies. A clear procurement strategy will be implemented to support the transition to the new model for Parking Services.

Equalities Impact of the Proposal

62. There are no direct equality impacts as a result of the proposals put forward in this report. The LTP Car Parking Strategy was subject to an Equalities Analysis Evidence Document (EAED). In terms of the possible impacts identified for each Protected Characteristic group, the following issues are considered relevant:

Age:

- Issue: Young people and the elderly are more likely to be on low incomes and are therefore more likely to be adversely impacted by any higher parking charges.
- Issue: Some elderly people may struggle with the introduction of new technologies (e.g. paying parking charges by mobile phone).

Disability:

- Issue: Some people may struggle with the introduction of new technologies (e.g. paying parking charges by mobile phone).

Other (including caring responsibilities, rurality, low income, military status, etc):

- Issue: People on low incomes are more likely to be adversely impacted by any higher parking charges.
- Issue: People living in rural areas with little public transport and who therefore need to use a car to access shops and services in the towns, are more likely to be adversely impacted by any higher parking charges.
- Issue: Increased parking charges may have some influence on reducing the numbers of people accessing local towns and businesses (i.e. increased charges may result in people not visiting certain areas so often).

63. The EAED would be reviewed as part of the consultation exercise in liaison with relevant officers.

Environmental and Climate Change Considerations

64. There are no direct environmental and climate change considerations as a result of the proposals put forward in this report. It is proposed that during the consultation process the views of relevant officers will be sought.
65. The LTP Car Parking Strategy was subject to a SEA which includes consideration of a number of relevant topics (see table below). No significant effects were identified in the SEA Environmental Report.

SEA Topic	Significance of the effect
Biodiversity	Partial positive/partial negative effect
Land, soil and water resources	Minor negative effect
Air quality and environmental pollution	Partial positive/partial negative effect
Climatic factors	Partial positive/partial negative effect
Historic environment	Partial positive/partial negative effect
Landscapes (and townscapes)	Partial positive/partial negative effect
Population	Partial positive/partial negative effect
Healthy communities	Partial positive/partial negative effect
Inclusive communities	Partial positive/partial negative effect
Transport	Partial positive/partial negative effect
Economy and enterprise	Partial positive/partial negative effect

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

- (i) Failure to meet the council's budget requirement.
- (ii) Inability to effectively enforce regulations and increasing likelihood of insurance claims.
- (iii) Reductions in supported bus services as a result of lower surpluses in off-street parking income.

- (iv) Parking Services unable to operate efficient parking management processes.
- (v) Reduced ability to adequately deal with abuse incidents against Civil Enforcement Officers.

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

Risk	Action to mitigate the risk
Reputational impact of conducting another review of parking charges.	The consultation material would make it clear why another review of parking charges is necessary.
Adverse impact of increased parking charges on businesses and local economies.	The public consultation would provide the opportunity for comments to be made by all interested parties. Some relevant economic data (e.g. links to Joint Strategic Assessments) would be included in the consultation material.
Adverse impact of increased parking charges on some Protected Characteristic groups.	An EAED would be undertaken as part of the consultation process.
Increase in inappropriate parking (e.g. in residential streets) as a result of increased parking charges.	Town parking reviews will continue in line with a prioritised programme. Better management and control of parking will be enabled by the increased investment from parking income and use of modern technologies.

Financial Implications

- 66. The council's approved 2017/18 budget requires a recurring increase in car parking revenue of £165,000. There is an additional expectation as part of the MTFs that future savings in this area will be achieved.
- 67. In addition to this, the outturn from 2016/17 and 2015/16 shows that the current charges and current demand cannot meet the current set budget and would require a recurring £90,000 increase.
- 68. Technology and operational improvements are being considered that would require a 'one off' increase of £125,000 and recurring annual increase of £133,000. However, this is not part of the current decision making process and will be brought forward in the future.
- 69. There are associated costs with the TROs for implementing the revised charges. Using experience from the previous revision of parking charges, these are estimated at around £35,000 per process and cover the advertisement cost of the TROs and updating machines and signage for the new charges.
- 70. In **Appendix 6** there is an options summary which summarises the options and proposals, and provides income and cost estimates. All income estimates require further due diligence and sensitivity analysis, once options are approved for consultation. This would include a price elasticity model similar to that used in the

previous car parking review. It should be noted that the income estimates for options 2 to 7 are based on current charges.

71. When charges are approved, the income levels will be monitored through the budget monitoring process to ascertain the reaction of the parking users and identify whether they have had a negative impact on income levels. Parking data provided by the pay and display machines and MiPermit payment application will allow Parking Services to monitor ticket sales with detail and accuracy and identify the trend of sales following implementation.
72. The current MTFs that is being reviewed as part of the budget setting for 2018/19 has an additional savings target of £1 million for car parking income in 2018/19. This additional target needs to be considered when reviewing the options proposed and is why options have been presented that exceed the 2017/18 requirement.
73. It should be noted that, with the possible exception of Option 1, these option proposals will not generate additional income until 2018/19 due to the need to undertake the public consultation and TRO processes. The budget pressures of £255,000 in 2017/18 will need to be monitored and managed in year.

Legal Implications

74. Any significant changes to the terms and conditions applicable to car parks will require the processing of a TRO under the Road Traffic Regulation Act 1984 ('the 1984 Act') and the Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulations 1996. In deciding whether or not to make a TRO, and exercising any of their powers under the 1984 Act, the council also has a duty to (having regard to the matters specified in s.122 (2)) secure the expeditious, convenient and safe movement of vehicular and other traffic (including pedestrians) and the provision of suitable and adequate parking facilities on and off the highway. The matters referred to in s.122 (2) are; the desirability of securing and maintaining reasonable access to premises; the effect on the amenities of any locality affected; the importance of regulating and restricting the use of roads by heavy commercial vehicles; the national air quality strategy; facilitating the passage of public service vehicles including the safety and convenience of persons using public service vehicles and any other matters the council considers to be relevant. Failure to adhere to any of the statutory processes could potentially result in the proposed changes being successfully challenged in the High Court.
75. The making of a TRO includes a statutory public consultation process over a period of 21 days to permit responses including any objections to be made. Any objections must then be considered before an Order is made.
76. For these purposes, a significant change would include:
 - (i) Imposing a charge where one did not previously exist.
 - (ii) Introducing free parking areas into a charging car park.
 - (iii) Changing the class of vehicle permitted to use a car park.
77. Failure to adhere to the statutory processes could potentially result in:

- (i) The new charges being successfully challenged in the High Court resulting in loss of income and/or loss of reputation for the council.
- (ii) Delay arising from the council being unable to increase the charges on the anticipated implementation date.

78. Where the only change proposed is an increase in parking charges, there is no statutory requirement to make a new TRO. Such changes can be implemented by notice. This involves publishing a notice of the changes in a local newspaper at least 21 days before the changes come into effect and also placing a similar notice in the car park(s) affected. However, the council's LTP Car Parking Strategy provides that, before any parking charges are set, the council will consult the public, stakeholders and Area Boards. Such consultation should, therefore, be carried out before notice of the increases is given.

Options Considered

79. The options considered are as set out in this report.

Conclusions

80. The council's Parking Services is facing significant operational cost pressures. These include business rate payments, essential equipment upgrades and maintenance works, and inflation costs. The demands on the service are also increasing; particularly requests from residents, schools, businesses and parish / town councils asking for extra parking enforcement and maintenance to be undertaken. It is important to note that surplus revenue from parking charges supports other transport measures including non-commercial, but essential local bus services. This is one of the main reasons why the council has been in a position to retain the vast majority of these bus services, in contrast to other local authorities which have seen significant cuts to services.
81. The 2016/17 net income budget for car parking was £3.695 million. This consisted of a gross income budget of £7.666 million and a gross expenditure budget (including business rates overheads and depreciation) of £3.971 million. The net income budget (£3.695 million) contributes towards the provision of public transport revenue support and concessionary fares which had a net expenditure budget of £7.838 million in 2016/17.
82. To address the pressures facing the council and this service as outlined and other pressures highlighted in the council's Medium Term Financial Strategy (MTFS), it is considered that a number of charging policies and practices need to be looked at and possibly reviewed.
83. Significantly, despite rising operational costs and increasing service demands, the council has not applied any inflationary increases to car parking charges since 2011.
84. To help address technology and operational pressures, improvements with a 'one off' total cost of £125,000 and ongoing costs of £133,000 per annum, have been identified.

85. To meet the operational and demand pressures and to fund the proposed technology and operational improvements, seven possible charging options have been identified (two further options – introducing evening charges and changes to Blue Badge holders charging regime – were rejected based on early discussions with the cabinet member):
- Option 1: Apply an inflation increase to all parking charges
 - Option 2: Introduce Sunday and Bank / Public Holiday charging at all car parks
 - Option 3: Charge in all Wiltshire Council car parks
 - Option 4: Discontinue free event parking in November and December
 - Option 5: Base season ticket charges on the standard rate charges
 - Option 6: Harmonise residents' parking permit charges
 - Option 7: Reduce the parking grace period to 10 minutes.
86. Cabinet is asked to consider the seven proposals for car parking charging options and if all of these should be included in a public consultation exercise.
87. Following the public consultation, it is proposed that, subject to the responses received, Option 1 would be implemented over an 8 to 12 week period via a variation notice to the existing TROs. For the remaining options, the results of the public consultation would be presented to a future cabinet meeting ahead of any agreed options (and any relevant technology and operational improvements) being implemented via an amendment to the existing TROs (which includes a statutory consultation period). The outcome of the TRO amendment process would be subject to a cabinet member decision.

Parvis Khansari

Associate Director for Highways and Transport

Report Authors:

Robert Murphy

Principal Officer, Transport Policy

robert.murphy@wiltshire.gov.uk, Tel: 01225 713458

Joanne Pattison

Parking Services Manager

joanne.pattison@wiltshire.gov.uk

31 August 2017

The following unpublished documents have been relied on in the preparation of this report:

None.

Appendices

Appendix 1: Range of Parking Charges in Wiltshire

Appendix 2: Range of Parking Charges in Key Competitor Towns
Appendix 3: Schedule of Proposed Increased Car Parking Charges
Appendix 4: Proposed Charges in Currently Free Car Parks
Appendix 5: Proposed Season Ticket Charges
Appendix 6: Options and Improvements Summary

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Appendix 1 – Range of Parking Charges in Wiltshire

Wiltshire Council car parks – short stay (£)

Town	<½hr	<1hr	<2hrs	<3hrs
Bradford on Avon	N/A	0.40 – 0.50	1.20 – 1.30	2.10
Chippenham	N/A	1.00 – 1.10	1.50 – 1.60	3.20
Corsham	N/A	0.40	1.10	2.00
Devizes	Free	0.30 - 0.70	0.80 - 1.40	1.50 – 3.30
Marlborough	N/A	0.60	1.40	3.30
Melksham	N/A	0.40	1.20	2.10
Salisbury	N/A	1.00 – 1.40	2.00 – 2.50	3.00 – 4.20
Trowbridge	N/A	Free - 0.80	Free - 1.30	N/A
Warminster	N/A	0.40	1.20	N/A

Notes:

- Bradford on Avon: range of charges relate to Bridge Street, St Margarets and Station Road Zone A car parks.
- Chippenham: range of charges relate to Borough Parade, Emery Gate and Gladstone Road car parks.
- Corsham: charges relate to High Street and Newlands Road car parks.
- Devizes: range of charges relate to Central, Sainsburys, Northgate, Vales Lane, West Central, Station Road (short stay) and Market Place.
- Marlborough: range of charges relate to Hilliers Yard and Polly Gardens car parks.
- Melksham: charges relate to Church Street car park.
- Salisbury: range of charges relate to Central (short stay), The Maltings, Salt Lane, Brown Street, Culver Street (short stay) and Lush House car parks.
- Trowbridge: range of charges relate to Church Street and St Stephens Place (short stay) car parks.
- Warminster: charges relate to Chinns car park.

Wiltshire Council car parks – long stay (£)

Town	<1hr	<2hrs	<3hrs	<4hrs	<5hrs	All Day
Amesbury	See notes	0.20	0.70	2.00	2.50	4.00
Bradford on Avon	0.40	1.20	2.10	2.40	3.20	5.60
Calne	0.20	0.70	1.50	2.00	2.50	4.00
Chippenham	0.50 - 1.00	0.90 - 1.40	1.80 – 2.70	2.60 – 3.60	3.60 – 4.70	4.50 - 7.50
Corsham	0.30	1.00	1.80	2.40	3.20	4.00
Devizes	0.60 – 0.70	1.30 – 1.40	2.00 – 2.10	2.00 - 2.50	2.50 - 3.20	4.00 - 6.00
Malmesbury	0.30	1.00	2.00	2.40	3.20	4.00
Marlborough	0.60	1.30 – 1.40	2.00	2.50	3.20	6.00
Melksham	0.30	1.00	1.80	2.40	3.20	4.50 – 6.00
Royal Wootton Bassett	0.30 - 0.40	1.00 - 1.10	1.70 - 2.00	2.20 - 2.40	2.80 - 3.20	4.50 - 5.20
Salisbury	1.00 – 1.40	2.00 – 2.50	3.00 – 4.00	4.00 - 5.00	5.00 - 6.00	8.00
Trowbridge	Free - 0.70	Free - 1.20	Free - 2.50	Free - 3.10	Free - 4.20	Free - 5.40
Warminster	0.30 - 0.40	0.80 - 1.00	1.50 - 1.80	2.00 - 2.40	3.00 - 3.20	4.50 - 5.00
Westbury	0.20 – 0.30	0.70 – 0.80	1.20 – 1.40	1.80 – 2.00	2.50 – 3.00	4.00 – 5.00

Notes:

- Amesbury: charges relate to Central car park - 25% of spaces are identified as free ½ hour spaces.
- Bradford on Avon: charges relate to Station Road Zone B car park.
- Calne: charges relate to Church Street car park.
- Chippenham: range of charges relate to Bath Road, Sadlers Mead Spanbourn and Wood Lane car parks.
- Corsham: charges relate to Post Office Lane car park.
- Devizes: range of charges relate to Sheep Street, Station Road (long stay) and The Wharf car parks.
- Malmesbury: charges relate to Station Road car park.
- Marlborough: range of charges relate to George Lane, Hyde Lane and Kennet Place car parks.
- Melksham: range of charges relate to King Street, Lowbourn and Union Street car parks.
- Royal Wootton Bassett: range of charges relate to Borough Fields and Wood Street car parks.
- Salisbury: range of charges relate to Central (long stay), Millstream, College Street, Culver Street (long stay) and Southampton Road car parks.
- Trowbridge: range of charges relate to Broad Street, Court Street, Lovemead and St Stephens Place (long stay) car parks.
- Warminster: range of charges relate to Central and Western car parks.
- Westbury: range of charges relate to High Street, Warminster Road and Westfield House car parks.

Private publically available car parks (£)

Town	<1hr	<2hrs	<3hrs	<4hrs	<5hrs	<6hrs	<7hrs	<8hrs	All day
Salisbury	1.50	2.50	4.20	4.60	5.50	N/A	N/A	N/A	7.40
Trowbridge	0.40	0.60	0.90	5.00	10.00	15.00	20.00	25.00	30.00

Notes:

- Salisbury: charges relate to Old George Mall Shopping Centre car park. Evening charge (5pm to 8pm) £1.50 and Sunday charge £2.00 all day.
- Trowbridge: charges relate to The Shires car park.

On-street parking charges (£)

Town	<10min	<20min	<30min	<40min	<1hr	<2hrs	Evening
Malmesbury	N/A	N/A	N/A	N/A	0.50	1.30	Free
Marlborough	N/A	N/A	0.50	N/A	0.80	1.90	Free
Salisbury	N/A	N/A	0.50	N/A	1.50	N/A	Free

Notes:

- Malmesbury: charges relate to Cross Hayes car park.
- Marlborough: charges relate to High Street.
- Salisbury: charges (Mon-Sat 8am to 6pm, and Sun 10am to 4pm) relate to all on-street parking areas.

Salisbury Park and Ride charges

Ticket fares:

- return ticket from park & ride site £3 (buy from driver)
- group return ticket from park & ride site £4 - a group is 4 people - £1 per extra person (buy from driver)
- Saltmo £1 (only available on P&R 15 from city centre to Southampton Road retail park).

Multi trip ticket fares:

- 10 multi trip ticket for individuals £14 (buy from driver) to use to/from park & ride site
- 60 trip tickets for individuals £70 (buy from Salisbury Reds travel shop) to use to/from park & ride site.

Group multi trip fares:

- 10 trip ticket for group - 4 people £18 (buy from driver) to use to/from park & ride site.

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Appendix 2 – Range of Parking Charges in Key Competitor Towns

Off-street parking charges in key competitor towns

Local authority car parks – short stay (£)

Town	<1/2hr	<1hr	<2hrs	<3hrs	<4hrs
Andover	0.50	0.70 – 1.00	1.60	2.00	2.70
Bath	N/A	1.60	3.10	4.30	5.40
Bournemouth	N/A	1.20	2.00	3.50	5.50
Cirencester	0.50	1.30	2.30	3.00	N/A
Frome	0.60	1.00 - 1.20	1.40 - 2.40	N/A	N/A
Newbury	See notes	See notes	See notes	See notes	See notes
Southampton	0.50 - 0.60	1.30 - 1.60	2.80 - 3.00	3.50	N/A
Swindon	N/A	0.70 – 1.20	1.00 – 2.40	2.10 – 3.60	2.80 – 4.80
Winchester	0.30	1.40	2.80	4.20	5.60

Notes:

- Andover: range of charges relate to 'Short to Medium Stay' car parks. Charges apply 8.30am to 4pm daily except on Sundays and Bank/Public Holidays.
- Bath: range of charges relate to 'Short Stay' car parks. Charges apply 8am to 8pm (Mon-Sun).
- Bournemouth: range of charges relate to 'Town Centre Shopping Short Stay' car parks. Charges generally apply 8am to 10pm (Mon-Sun).
- Cirencester: range of charges relate to Brewery and Forum car parks. Charges apply 8am to 6pm (Mon-Sun (Brewery) and Mon-Sat (Forum)) including Bank Holidays. Sunday (10am – 3pm) charges at Brewery are: All day = £1.50; 1/2 hr = 50p; 1 hr = £1.30. Until 31 March 2018, parking is free in Brewery and Forum car parks after 3pm on all days.
- Frome: range of charges relate to Badcox, Cork Street and Vicarage Street car parks. Charges apply 9am to 6pm (Mon-Sat) including Bank Holidays.
- Newbury: all Newbury car parks are classed as long-stay car parks (see table on next page).
- Southampton: range of charges relate to 'Short Stay A' car parks. Charges apply 8am to 6pm (Mon-Sat) and noon to 6pm (Sun and Bank/Public Holidays).
- Swindon: range of charges relate to 'Short stay' car parks. Charges apply 6am to 6pm (Mon-Sun).
- Winchester: range of charges relate to 'Centre' car parks. Charges apply 8am to 6pm (Mon-Sat).

Local authority car parks – long stay (£)

Town	<1hr	<2hrs	<3hrs	<4hrs	<5hrs	<6hrs	<7hrs	<8hrs	All Day
Andover	0.50 – 1.00	1.60	2.00	2.40	2.80	N/A	N/A	N/A	4.40
Bath	N/A	3.10	4.30	5.40	N/A	6.40 – 7.40	N/A	9.90	8.50 – 12.50
Bournemouth	1.20	2.00	3.00	4.00	N/A	7.50	N/A	N/A	4.50 – 10.00
Cirencester	0.50 – 1.30	2.00 – 2.30	2.00 – 3.00	N/A	2.00 – 3.90	N/A	N/A	N/A	2.00 – 6.50
Frome	1.00 – 1.20	1.40 – 2.30	1.90	1.80 – 4.50	N/A	N/A	N/A	N/A	2.90 – 5.60
Newbury	1.50	1.50 – 2.70	3.90	3.00 – 5.20	N/A	7.20	N/A	8.70	5.00 – 12.00
Southampton	1.00 - 1.10	2.00 - 2.50	2.80 - 3.50	3.50 - 4.50	4.20 - 5.30	4.50 - 6.80	5.00 - 7.30	N/A	5.00 - 8.00
Swindon	0.70 – 1.00	1.00 – 2.00	2.10 – 3.00	2.90 – 4.00	N/A	6.50	N/A	N/A	8.00
Winchester	0.70	1.40	2.10	2.80	N/A	N/A	N/A	N/A	7.00

Notes:

- Andover: range of charges relate to 'Long Stay' car parks. Charges apply 8.30am to 4pm daily except on Sundays and Bank/Public Holidays.
- Bath: range of charges relate to 'Long Stay' car parks. Charges apply 8am to 8pm (Mon-Sun).
- Bournemouth: range of charges relate to 'Town Centre Shopping Long Stay and 'Town Centre Commuter / Long Stay Parking' car parks. Charges generally apply 8am to 10pm (Mon-Sun).
- Cirencester: range of charges relate to Abbey Grounds, Old Station, Sheep Street, Waterloo and Beeches car parks. Charge of £0.50 relates to $\frac{1}{2}$hr time period. Charges apply 8am to 6pm (Mon-Sat) including Bank Holidays. Until 31 March 2018, parking is free in these car parks after 3pm on all days.
- Frome: range of charges relate to Cattle Market, Merchants Barton, North Parade and South Parade car parks. A charge of £0.60 for $\frac{1}{2}$hr time period is available at South Parade car park only. Charges apply 9am to 6pm (Mon-Sat) (except South Parade (9am to 4.30pm)) including Bank Holidays.
- Newbury: range of charges relate to Kennet Centre Multi-Storey, Northbrook Multi-Storey, Central, Central North (Library), Corn Exchange, Pelican Lane, West Street, Eight Bells, Market Street, Northcroft Lane, Wharf, Northcroft Lane West and Newbury Football Club car parks. Charges apply 8am to 6pm (Mon-Sun).
- Southampton: range of charges relate to 'General Purpose Long Stay B', 'Marlands MSCP' and 'West Park MSCP' car parks. Charges apply 8am to 6pm (Mon-Sat) and noon to 6pm (Sun and Bank/Public Holidays).
- Swindon: range of charges relate to 'Long stay' car parks. Charges apply 6am to 6pm (Mon-Sun).
- Winchester: range of charges relate to 'Inner' car parks (excluding River Park Leisure Centre). Charges apply 8am to 6pm (Mon-Sat).

Local authority car parks – evening charges (£)

Town	<½hr	<1hr	<2hrs	<3hrs	>3hrs
Andover	Free	Free	Free	Free	Free
Bath	N/A	See notes	See notes	See notes	See notes
Bournemouth	See notes	See notes	See notes	See notes	See notes
Cirencester	Free	Free	Free	Free	Free
Frome	Free	Free	Free	Free	Free
Newbury	See notes	See notes	See notes	See notes	See notes
Southampton	N/A	1.00 - 2.00	2.00	2.00 - 3.00	2.00
Swindon	N/A	N/A	1.00	2.00	2.00
Winchester	Free	Free	Free	Free	Free

Notes:

- Andover: evening/overnight parking is free from 4pm until 8.30am on the following day.
- Bath: day charges apply until 8pm. Thereafter, parking is free until 8am.
- Bournemouth: Day charges apply in 'Town Centre Shopping Short Stay' and 'Town Centre Shopping Long Stay Car Parks' until 10pm. The overnight charge (10pm - 8am) is £2.00. Evening/overnight parking (6pm – 8am) is free in Cotlands Road and Lansdowne Road 'Town Centre Commuter Long Stay Car Parks'. A £2.00 charge is levied in Central Berry Court and Maderia Road car parks.
- Cirencester: all car parks are free overnight. Until 31 March 2018, parking is free in a number of Cirencester car parks after 3pm on all days.
- Newbury: A flat evening charge of £2.00 applies 6pm to 8am.
- Southampton: range of charges relate to 'A Inner', 'A Outer', 'B Inner & Outer P&D', 'Marlands (PoF) MSCP' and West park (P&D) MSCP car parks. Evening charges apply 6pm to Midnight (Mon-Sat).
- Swindon: range of charges relate to 'Short Stay' and 'Long Stay' car parks.
- Winchester: off-street parking charges apply 8am to 6pm (Mon-Sat).

Private publically available car parks (£)

Town	<1hr	<2hrs	<3hrs	<4hrs	<5hrs	<6hrs	<7hrs	<8hrs	All day
Bath	2.50	3.50 – 4.00	4.80 – 5.50	5.80 – 6.50	N/A	8.50	N/A	11.00	14.00
Bournemouth	1.00	2.00 – 4.60	3.00 – 5.00	6.50 – 8.60	N/A	N/A	N/A	N/A	4.00 – 16.60
Southampton	1.00 – 2.50	1.50 – 5.00	2.50 - 4.00	3.50 - 5.00	4.50	5.00	N/A	N/A	5.00 – 10.00

Notes:

- Bath: range of charges relate to Southgate and Podium car parks.
- Bournemouth: range of charges relate to the following car parks: NCP The Square (Earlybird entry (6am to 9.30am) £5.50); NCP Terrace Road; Glen Fern MSCP (after 1pm charge of £3.00 and Sunday £5.00 flat rate); and St Paul's Lane.
- Southampton: range of charges relate to the following car parks: NCP Portland Terrace (Earlybird entry (6am to 9am) £4.80); West Quay Podium (£2 after 5pm); West Quay Multi Storey (£1 after 5pm); and West Quay Retail Park.

On-street parking charges in key competitor towns (£)

Town	<10min	<20min	<30min	<40min	<1hr	<2hrs	Evening
Bath	N/A	N/A	1.30 – 1.80	N/A	2.40 – 3.40	2.50 – 5.00	Free
Bournemouth	N/A	0.60	N/A	1.20	1.80	3.60	See notes
Frome	Free	Free	Free	Free	Free	Free	Free
Newbury	N/A	N/A	Free	N/A	1.00	0.50 – 2.00	Free
Southampton	Free	N/A	1.00	N/A	2.00	4.00	0.50 – 2.00
Swindon	N/A	0.30 – 0.40	N/A	0.60 – 0.80	0.90 – 1.20	N/A	Free
Winchester	N/A	N/A	Free	N/A	0.70 - 1.40	2.80	Free

Notes:

- Bath: range of charges relate to all on-street parking locations (as per <http://www.bathnes.gov.uk/services/parking-and-travel/car-parking/parking-bath/street-parking-charges-2>) except for Royal Victoria Park (where the following relevant charges apply: <1hr Free; <2hrs £1.00). Charges apply Monday to Saturday between 8am to 7pm.
- Bournemouth: range of charges relate to following on-street locations: Bourne Avenue; Braidley Road; Glen Fern Road; Hinton Road; Lansdowne Crescent; Lansdowne Road; Lorne Park Road; Madeira Road; Old Christchurch Road; Richmond Hill; Upper Hinton Road; Westover Road; and Wootton Gardens. Charges apply from 8am to 10pm (Mon – Sat) in all locations expect for Lansdowne Road and Wootton Gardens where charges apply 8am to 6pm. Sunday charges (10am to 10pm) are levied at Bourne Avenue, Braidley Road, Hinton Road and Westover Road.
- Newbury: range of charges relate to 8am to 6pm (Mon-Sat). On Sundays there is a standard daily charge of £1.00 available at most on-street parking locations.
- Southampton: range of charges relate to Inner Zone (Red) tariff. Charges apply 8am to 6pm (Mon-Sat) and 1pm to 6pm (Sun and Bank/Public Holidays). Evening range of charges (related to parking duration of between 30mins and 2 hours) apply 6pm to 10pm (Mon-Sat).
- Swindon: range of charges relate to 'Pay on Street' parking bays. Charges apply 9am to 6pm (Mon - Sat).
- Winchester: range of charges relate to on-street pay and display parking bays (Mon-Sat). Up to 2 hours parking is only available at one location (North Walls (South Side)).

Park and Ride Charges

Bath (3 sites)

- £3.30 return per person (Monday to Friday)
- £3.00 return per person (Saturday, Sunday and Bank Holidays)
- £13.50 for ten single journeys (not valid on RUH Park & Ride) Available on a free multi-journey smart card. Buy your first 10 journeys and get your smart card for free. Then top up with your driver or at the Bath travel shop in Bath Bus Station.
- £5.50 group return. A group ticket available for return travel for 2 adults in a group. Valid Monday to Friday after 10am and all day Saturday, Sunday and Public Holidays.
- First week and month season tickets can be purchased on board and used on Bath Park & Ride.
- Free – English National Concessionary Pass Holders travel free (except before 9am Mondays to Fridays)
- Free – Accompanied children age 15 and under go free (maximum of 5 per adult).

Swindon (1 site)

- Adult single: £2.10
- Young Person single: £1.60 (age 5 to 19 inclusive)
- DayRider and TravelPass tickets are available on this service

Winchester (4 sites)

- The standard Daily fee is £3 per day with cash in coins
- A Smart Card allows a 10% discount (£2.70 per day)
- An annual season ticket is £552 - which works out at £2.40 per day
- An off-peak ticket (available after 10.30am Mon-Fri) costs just £2.50 per day with cash in coins.

Residents Parking Permits

Local Authority	1 st Permit	2 nd Permit	Visitor Permits
Bath and North East Somerset Council			£10 for 10 days (paper scratch cards)
Bath	£100 (12 months) £60 (6 months)	£160 (12 months) £90 (6 months)	£10 for 100 hours (electronic hours)
Keynsham	£40 (12 months) £25 (6 months)	£50 (12 months) £30 (6 months)	
Bournemouth Borough Council	£50 - £200	£50 (Zone A1 only)	£50 - £150
Gloucestershire County Council	£50 (annual) £4.17 (monthly)	£100 (annual) £8.34 (monthly)	£50 (annual) £10 (per set of 10)
Somerset County Council	£60	£100	£60 £3 (for 10)
Southampton City Council	Free - £100		
Swindon Borough Council	£35 (12 months) £25 (6 months)	£75 (12 months) £50 (6 months)	£15 (pack of 25)
Test Valley Borough Council	£15	£15	£15
West Berkshire Council	£30		£5 (per book of 5)
Winchester City Council	£22	£70	£22 (1 st permit) £70 (2 nd permit) £13 (set of 10)

Notes:

- BANES Council: A 2nd residents permit and visitor permits are not available in central Bath zone.
- Bournemouth Borough Council: Majority of zones charged at £100 for residents permits.
- Gloucestershire County Council: The 1st permit is free for 'Eco' cars (Vehicle Excise Duty Band 'A').
- Somerset County Council: Properties with one off-road space are limited to one residents permit only.
- Southampton City Council: Majority of zones charged at £30. Range of charges shown does not include Zone A (City Centre) where the annual permit charge is £1,000.
- Swindon Borough Council: Visitor permits are free to residents 60 or over.
- Test Valley Borough Council: Properties without parking: max 2 residents permit and 1 visitor permit. Properties with 1 space: 1 residents permit and 1 visitor permit. Properties with 2 spaces: 1 visitor permit.

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		Current Charges (Inc VAT)								
Town	Car Park	Bank Holiday Charge	Sunday Charging (Per Visit)	1 Hour	2 Hours	3 Hours	4 Hours	5 Hours	8 Hours	All Day
Malmesbury	Station Road	Free	Free			£2.00	£2.40	£3.20		£4.00
Marlborough	George Lane	Free	Free	£0.60	£1.30	£2.00	£2.50	£3.20		£6.00
Marlborough	Hillier's Yard	Free	Free	£0.60	£1.40	£3.30				
Marlborough	Hyde Lane	Free	Free	£0.60	£1.40	£2.00	£2.50	£3.20		£6.00
Marlborough	Kennet Place	Free	Free	£0.60	£1.30	£2.00	£2.50	£3.20		£6.00
Marlborough	Polly Gardens	Free	Free	£0.60	£1.40	£3.30				
Marlborough	George Lane - Coach (All Day-any period Mon - Sat 18:00 - 08:00)	Free	Free	£2.40	£4.80	£7.20	£9.60	£12.00	£19.20	£4.20
Marlborough	George Lane - HGV (All Day-any period Mon - Sat 18:00 - 08:00)	Free	Free							£4.20
Melksham	Bath Road	As week	Free	£0.40	£1.10	£2.00	£2.40	£3.20	£5.20	£5.60
Melksham	Church Street	As week	Free	£0.40	£1.20	£2.10				
Melksham	King Street	As week	Free	£0.30	£1.00	£1.80	£2.40	£3.20		£4.50
Melksham	Lowbourne	As week	Free	£0.30	£1.00	£1.80	£2.40	£3.20		£4.50
Melksham	Union Street	As week	Free	£0.30	£1.00	£1.80	£2.40	£3.20		£6.00
Royal Wootton Bassett	Borough Fields	Free	Free	£0.40	£1.10	£2.00	£2.40	£3.20		£5.20
Royal Wootton Bassett	Wood Street	Free	Free	£0.30	£1.00	£1.70	£2.20	£2.80		£4.50
Salisbury	Brown Street East	As week	£1.70	£1.40	£2.50	£4.20				
Salisbury	Brown Street West	As week	£1.70	£1.40	£2.50	£4.20				
Salisbury	Central Short Stay	As week	£1.70	£1.30	£2.40	£4.00				
Salisbury	Central Longstay	As week	£1.70	£1.30	£2.40	£3.80	£5.00	£6.00		£8.00
Salisbury	College Street	As week	£1.70	£1.40	£2.50	£4.00	£4.60	£5.50		£8.00
Salisbury	Culver Street	As week	£1.70	£1.00	£2.00	£3.00	£4.00	£5.00		£8.00
Salisbury	Lush House	As week	£1.70	£1.40	£2.50	£4.20				
Salisbury	Maltings	As week	£1.70	£1.40	£2.50	£4.20				
Salisbury	Millstream	As week	£1.70	£1.30	£2.40	£3.80	£5.00	£6.00		£8.00
Salisbury	Millstream Coach	As week	£2.50	£1.50	£2.20		£4.40			£8.80
Salisbury	Salt Lane	As week	£1.70	£1.40	£2.50	£4.20				
Salisbury	Southampton Road	As week	£1.70	£1.00	£2.00	£3.00	£4.00	£5.00		£8.00
Trowbridge	Bradford Road	As week	Free	£1.00	£1.50	£3.20				
Trowbridge	Broad Street	As week	Free	£0.70	£1.20	£2.50	£3.10	£4.20		£5.40
Trowbridge	Broad Street Crescent	As week	Free	£0.70	£1.20	£2.50	£3.10	£4.20		£5.40
Trowbridge	Church Street	As week	Free	£0.80	£1.30					
Trowbridge	Court Street	As week	Free	£0.70	£1.20	£2.50	£3.10	£4.20		£5.40
Trowbridge	Lovemead	As week	Free	£0.70	£1.20	£2.50	£3.10	£4.20		£5.00

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Option 1:

Based on BofE CPI projection for 5 years

11.80%

(Rounded to nearest 10p)

		Proposed Charges (Inc VAT)								
Bank holiday charge	Sunday Charging (Per Visit)	1 Hour	2 Hours	3 Hours	4 Hours	5 Hours	8 Hours	All Day		
Free	Free				£2.20	£2.70	£3.60			£4.50
Free	Free	£0.70	£1.50	£2.20	£2.80	£3.60				£6.70
Free	Free	£0.70	£1.60	£3.70						
Free	Free	£0.70	£1.60	£2.20	£2.80	£3.60				£6.70
Free	Free	£0.70	£1.50	£2.20	£2.80	£3.60				£6.70
Free	Free	£0.70	£1.60	£3.70						
Free	Free	£2.70	£5.40	£8.00	£10.70	£13.40	£21.50			£4.70
Free	Free									£4.70
As week	Free	£0.40	£1.20	£2.20	£2.70	£3.60	£5.80			£6.30
As week	Free	£0.40	£1.30	£2.30						
As week	Free	£0.30	£1.10	£2.00	£2.70	£3.60				£5.00
As week	Free	£0.30	£1.10	£2.00	£2.70	£3.60				£5.00
As week	Free	£0.30	£1.10	£2.00	£2.70	£3.60				£6.70
Free	Free	£0.40	£1.20	£2.20	£2.70	£3.60				£5.80
Free	Free	£0.30	£1.10	£1.90	£2.50	£3.10				£5.00
As week	£1.90	£1.60	£2.80	£4.70						
As week	£1.90	£1.60	£2.80	£4.70						
As week	£1.90	£1.50	£2.70	£4.50						
As week	£1.90	£1.50	£2.70	£4.20	£5.60	£6.70				£8.90
As week	£1.90	£1.60	£2.80	£4.50	£5.10	£6.10				£8.90
As week	£1.90	£1.10	£2.20	£3.40	£4.50	£5.60				£8.90
As week	£1.90	£1.60	£2.80	£4.70						
As week	£1.90	£1.60	£2.80	£4.70						
As week	£1.90	£1.50	£2.70	£4.20	£5.60	£6.70				£8.90
As week	£2.80	£1.70	£2.50		£4.90					£9.80
As week	£1.90	£1.60	£2.80	£4.70						
As week	£1.90	£1.10	£2.20	£3.40	£4.50	£5.60				£8.90
As week	Free	£1.10	£1.70	£3.60						
As week	Free	£0.80	£1.30	£2.80	£3.50	£4.70				£6.00
As week	Free	£0.80	£1.30	£2.80	£3.50	£4.70				£6.00
As week	Free	£0.90	£1.50							
As week	Free	£0.80	£1.30	£2.80	£3.50	£4.70				£6.00
As week	Free	£0.80	£1.30	£2.80	£3.50	£4.70				£5.60

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Appendix 4: Proposed Charges in Currently Free Car Parks

Car park (spaces)	Proposed Pay & Display charges	Season ticket charge (based on 50% discount of daily charge)	Comments
Market Place, Devizes (77)	1 hr: 70p 2hr: £1.30	N/A	Two hour maximum stay. No return with two hours.
Station Car Park, Melksham	1hr: £0.30 2hr: £1.00 3hr: £1.80 4hr: £2.40 5hr: £3.20 Day: £4.50	£540 (per annum) £270 (6 months) £135 (3 months) £45 (1 month)	
Central, Amesbury	Up to 1 hour: £0.20 Up to 2 hours: £0.70 Up to 3 hours: £1.50 Up to 4 hours: £2.00 Up to 5 hours: £2.50 All day: £4.00	£240 (per annum) £120 (6 months) £60 (3 months) £20 (1 month)	Listed charges are already in place. Proposal is to remove facility of free 'yellow' parking bays.
Burnham Road, Malmesbury (17)	1hr £0.20 2hr £0.70 3hr £1.50 4hr £2.00 5hr £2.50 All Day £4.00	£480 (per annum) £240 (6 months) £120 (3 months) £40 (1 month)	
Southwick Country Park, Trowbridge	1hr £0.80 2hr £1.30 3hr £2.70 4hr £3.10 5hr £4.20 All Day £5.30	£636 (per annum) £318 (6 months) £159 (3 months) £53 (1 month)	
Westbury Leigh, Westbury (43)	1hr £0.20 2hr £0.70 3hr £1.50 4hr £2.00 5hr £2.50 All Day £4.00	£480 (per annum) £240 (6 months) £120 (3 months) £40 (1 month)	Currently in process of Community Asset Transfer
Smallbrook Lane, Warminster (4)	1hr £0.20 2hr £0.70 3hr £1.50 4hr £2.00 5hr £2.50 All Day £4.00	£480 (per annum) £240 (6 months) £120 (3 months) £40 (1 month)	

Note: Proposed charges do not include Option 1 inflation increase.

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Appendix 5: Proposed Season Ticket Charges

Current

Town	Car park	Annual	6 month	3 month	1 month
Amesbury	Church Street	N/A	N/A	N/A	N/A
Amesbury	Central	£240	£120	£60	£20
Bradford on Avon	Station	£450	£225	£112.50	£37.50
Bradford on Avon	Barton Farm	£394	£197	£99	£33
Bradford on Avon	Newtown	N/A	N/A	N/A	N/A
Bradford on Avon	Bridge Street	N/A	N/A	N/A	N/A
Bradford on Avon	St margarets	N/A	N/A	N/A	N/A
Bradford on Avon	St Margarets Hill	N/A	N/A	N/A	N/A
Calne	Church Street	£184	£92	£46	£15.30
Chippenham	Bath Road	£450.00	£225.00	£112.50	£37.50
Chippenham	Borough Parade	N/A	N/A	N/A	N/A
Chippenham	Brakemead	£430	£215	£107	£36
Chippenham	Emery Gate	N/A	N/A	N/A	N/A
Chippenham	Sadlers Mead	£450.00	£225.00	£112.50	£37.50
Chippenham	Gladstone	N/A	N/A	N/A	N/A
Chippenham	wood lane	£450.00	£225.00	£112.50	£37.50
Chippenham	Spanbourne	£330.00	£165.00	£82.50	£27.50
Corsham	Newlands Road	N/A	N/A	N/A	N/A
Corsham	High Street	N/A	N/A	N/A	N/A
Corsham	Post Office Lane	£184	£92	£46	£15.30
Devizes	Castle Grounds	£561.50	£280.75	£140.37	£46.80
Devizes	Central	N/A	N/A	N/A	N/A
Devizes	Couch Lane	N/A	N/A	N/A	N/A
Devizes	North Gate	N/A	N/A	N/A	N/A
Devizes	Sainsburys	N/A	N/A	N/A	N/A
Devizes	Sheep Street	£394	£197	£98.50	£32.90
Devizes	Station Road Long Stay	£280	£140	£70	£23.40
Devizes	Vales Lane	N/A	N/A	N/A	N/A
Devizes	West Central	N/A	N/A	N/A	N/A
Devizes	The Wharf	£394	£197	£98.50	£32.90
Malmesbury	Station Road	£184	£92	£46	£15.30
Malmesbury	Burnham Road	N/A	N/A	N/A	N/A
Marlborough	George Lane	£394.00	£197.00	£98.50	£32.90
Marlborough	Hillier's Yard	N/A	N/A	N/A	N/A
Marlborough	Hyde Lane	£394.00	£197.00	£98.50	£32.90
Marlborough	Kennet Place	£394.00	£197.00	£98.50	£32.90
Marlborough	Polly Gardens	N/A	N/A	N/A	N/A
Melksham	Bath Road	£394	£197	£99	£33
Melksham	Church Street	N/A	N/A	N/A	N/A
Melksham	King Street	£330	£165	£82.50	£27.50
Melksham	Lowbourne	£330	£165	£82.50	£27.50
Melksham	Union Street	£450	£225	£112.50	£37.50
Royal Wootton Bassett	Borough Fields	£240	£120	£60	£22
Royal Wootton Bassett	Wood Street	£240	£120	£60	£22
Salisbury	Brown Street East	£1,040.00	£520	£260	£86.70
Salisbury	Brown Street West	£1,040.00	£520	£260	£86.70

Salisbury	Central Longstay	£1,040.00	£520	£260	£86.70
Salisbury	College Street	£1,040.00	£520	£260	£86.70
Salisbury	Culver Street	£1,040.00	£520	£260	£86.70
Salisbury	Lush House	N/A	N/A	N/A	N/A
Salisbury	Maltings	N/A	N/A	N/A	N/A
Salisbury	Millstream	£1,040.00	£520	£260	£86.70
Salisbury	Salt Lane	£1,040.00	£520	£260	£86.70
Salisbury	Southampton Road	N/A	N/A	N/A	N/A
Trowbridge	Bradford Road	£430	£215	£107	£36
Trowbridge	Broad Street	£450	£225	£112.50	£37.50
Trowbridge	Broad Street Crescent	N/A	N/A	N/A	N/A
Trowbridge	Church Street	N/A	N/A	N/A	N/A
Trowbridge	Court Street	£390	£195	£97.50	£32.50
Trowbridge	Lovemead	£390	£195	£97.50	£32.50
Warminster	Central	£370	£185	£92.50	£30.80
Warminster	Chinns	N/A	N/A	N/A	N/A
Warminster	Emwell	£394	£197	£99	£33
Warminster	Furlong	£394	£197	£99	£33
Warminster	Western	£315	£157.50	£78.75	£26.25
Warminster	Weymouth Street	£394	£197	£99	£33
Westbury	High Street	£350	£175	£87.50	£29.15
Westbury	Warminster Road	£315	£157.50	£78.75	£26.25
Westbury	Westfield House	£315	£157.50	£78.75	£26.25

Proposed based on 50% of the current daily charge

Town	Car park	Annual	6 month	3 month	1 month
Amesbury	Church Street	N/A	N/A	N/A	N/A
Amesbury	Central	£480	£240	£120	£40
Bradford on Avon	Station	£672	£336	£168	£56
Bradford on Avon	Barton Farm	£672	£336	£168	£56
Bradford on Avon	Newtown	N/A	N/A	N/A	N/A
Bradford on Avon	Bridge Street	N/A	N/A	N/A	N/A
Bradford on Avon	St margarets	N/A	N/A	N/A	N/A
Bradford on Avon	St Margarets Hill	N/A	N/A	N/A	N/A
Calne	Church Street	£480	£240	£120	£40
Chippenham	Bath Road	£900	£450	£225	£75
Chippenham	Borough Parade	N/A	N/A	N/A	N/A
Chippenham	Brakemead	£540	£270	£135	£67.50
Chippenham	Emery Gate	N/A	N/A	N/A	N/A
Chippenham	Sadlers Mead	£900	£450	£225	£75
Chippenham	Gladstone	N/A	N/A	N/A	N/A
Chippenham	wood lane	£600	£300	£150	£50
Chippenham	Spanbourne	£540	£270	£135	£67.50
Corsham	Newlands Road	N/A	N/A	N/A	N/A
Corsham	High Street	N/A	N/A	N/A	N/A
Corsham	Post Office Lane	£480	£240	£120	£40
Devizes	Castle Grounds	£720	£360	£180	£60
Devizes	Central	N/A	N/A	N/A	N/A
Devizes	Couch Lane	N/A	N/A	N/A	N/A
Devizes	North Gate	N/A	N/A	N/A	N/A
Devizes	Sainsburys	N/A	N/A	N/A	N/A
Devizes	Sheep Street	£720	£360	£180	£60
Devizes	Station Road Long Stay	£480	£240	£120	£40
Devizes	Vales Lane	N/A	N/A	N/A	N/A
Devizes	West Central	N/A	N/A	N/A	N/A
Devizes	The Wharf	£720	£360	£180	£60
Malmesbury	Station Road	£480	£240	£120	£40
Malmesbury	Burnham Road	N/A	N/A	N/A	N/A
Marlborough	George Lane	£720	£360	£180	£60
Marlborough	Hillier's Yard	N/A	N/A	N/A	N/A
Marlborough	Hyde Lane	£720	£360	£180	£60
Marlborough	Kennet Place	£720	£360	£180	£60
Marlborough	Polly Gardens	N/A	N/A	N/A	N/A
Melksham	Bath Road	£672	£336	£168	£56
Melksham	Church Street	N/A	N/A	N/A	N/A
Melksham	King Street	£540	£270	£135	£67.50
Melksham	Lowbourne	£540	£270	£135	£67.50
Melksham	Union Street	£720	£360	£180	£60
Royal Wootton Bassett	Borough Fields	£624	£312	£156	£52
Royal Wootton Bassett	Wood Street	£540	£270	£135	£67.50
Salisbury	Brown Street East	£960	£480	£240	£80
Salisbury	Brown Street West	£960	£480	£240	£80
Salisbury	Central Longstay	£960	£480	£240	£80
Salisbury	College Street	£960	£480	£240	£80

Salisbury	Culver Street	£960	£480	£240	£80
Salisbury	Lush House	N/A	N/A	N/A	N/A
Salisbury	Maltings	N/A	N/A	N/A	N/A
Salisbury	Millstream	£960	£480	£240	£80
Salisbury	Salt Lane	£960	£480	£240	£80
Salisbury	Southampton Road	N/A	N/A	N/A	N/A
Trowbridge	Bradford Road	£600	£300	£150	£50
Trowbridge	Broad Street	£648	£324	£162	£54
Trowbridge	Broad Street Crescent	N/A	N/A	N/A	N/A
Trowbridge	Church Street	N/A	N/A	N/A	N/A
Trowbridge	Court Street	£648	£324	£162	£54
Trowbridge	Lovemead	£600	£300	£150	£50
Warminster	Central	£600	£300	£150	£50
Warminster	Chinns	N/A	N/A	N/A	N/A
Warminster	Emwell	£672	£336	£168	£56
Warminster	Furlong	£672	£336	£168	£56
Warminster	Western	£540	£270	£135	£67.50
Warminster	Weymouth Street	£540	£270	£135	£67.50
Westbury	High Street	£600	£300	£150	£50
Westbury	Warminster Road	£672	£336	£168	£56
Westbury	Westfield House	£480	£240	£120	£40

Appendix 6: Options and Improvements Summary

Charging Options

	Proposal	Description	Estimated income
1	Inflation increase to all parking charges	To increase all charges on a four year basis	£708,000
2	Implement Sunday and Bank/Public Holiday charges in all car parks	Harmonising charges across the county	£78,000
3	Implement charges in free car parks	Charging where it is currently free e.g. Market Place Devizes.	£95,000
4	Discontinue free event parking in November and December	Remove free parking for events	£5,000
5	Amend season tickets prices	50% of the daily charge	£280,000
6	Harmonise residents permits across the county:		
	Option A	Increasing prices from £20 and £40 to £90 per annum	£190,000
	Option B	Increasing prices from £20 to £60 first permit, £80 second permit. Increase from £40 to £90 first permit, £110 second permit	£215,000
7	Reduce the parking grace period to 10 minutes		£5,000
	Total		£1.386m

Note: Total estimated income figure is based on Option B of Option 6 being implemented.

Budget Pressures

Details	Cost
Sustainable maintenance of car parks	£90,000
17/18 savings target	£165,000
Total	£255,000

Technology Improvements

Proposal	Details	Cost	Annual cost
Mobile enforcement vehicle	ANPR for use in residential bays	£40,000	£5,000
Static Cameras (3)	For use outside schools	£60,000	£10,000
Body worn cameras	Body worn cameras for CEOs	£25,000	£2,000
Total		£125,000	£17,000

Operational Improvements

Proposal	Details	Annual Cost
Machine replacement programme	Rolling programme 10 machines per year	£35,000
Maintenance and operational programme	Rolling programme	£81,000
Total		£116,000

Implementation Costs

TRO variation Signage changes Machine updates	Changes to the OSPPO	£35,000
TRO amendment Signage changes Machine updates	Changes to the OSPPO	£35,000
Total		£70,000

Wiltshire Council

Cabinet

12 September 2017

Subject: Local Development Scheme Update

Cabinet Member: Councillor Toby Sturgis - Spatial Planning, Development Management and Property

Key Decision: Yes

Executive Summary

Wiltshire Council's Local Development Scheme (LDS) was first published in January 2009. Subsequent reviews were approved by Cabinet in November 2011, June 2012, January 2014 and January 2015 to maintain an up-to-date three year programme for the production of new Development Plan Documents (DPDs). A subsequent interim review was undertaken in December 2016 under delegated authority, as referred to in Councillors Briefing Note 310.

The interim review updated the LDS to reflect the changes in circumstance that had affected progress on the DPDs in the 2015 LDS. It was interim pending a significant review in 2017 which could respond to the findings of the joint assessment of development needs (Strategic Housing Market Assessment and Functional Economic Market Area Assessment) being undertaken with Swindon Borough Council. It was also to allow time once these reports were available to consider what form the review and roll forward of policies within the Wiltshire Core Strategy as well as the Swindon Local Plan should take. This was in recognition of known cross boundary issues and, in exercising the duty to cooperate, a better understanding of whether there should be a joint approach to planning. The Strategic Housing Market Assessment and Functional Economic Market Assessment for Swindon and Wiltshire are now in final draft form. Therefore, a review of the LDS is timely.

Having an up-to-date LDS is a statutory responsibility of the Council and is used to set out a clear timetable for the preparation of planning policy in Wiltshire that will provide certainty to local communities, investors, infrastructure providers and stakeholders.

Proposals

That Cabinet:

- (i) Approves the Local Development Scheme as set out at **Appendix 1**.
- (ii) Authorises the Associate Director for Economic Development and Planning, in consultation with the Cabinet Member for Spatial Planning, Development Management and Property, to make minor amendments to the Local Development Scheme in the interests of clarity and accuracy before publishing it on the Council's website.
- (iii) Delegates authority to the Associate Director for Economic Development and Planning, in consultation with the Associate Director for Finance and Cabinet Members for 'Spatial Planning, Development Management and Property' and 'Finance' to undertake subsequent reviews and updates to the LDS with any significant modifications being referred to Cabinet as appropriate.
- (iv) Agrees that a strategy for emergency stopping places for Gypsies and Travellers should be undertaken as part of delivering the approved Wiltshire Traveller Strategy.

Reason for Proposal(s)

Wiltshire Council is required to prepare and keep up to date a Local Development Scheme in line with the Planning and Compulsory Purchase Act 2004 (as amended). Revisions to the Local Development Scheme (December 2016) are required in order to ensure it is up to date following adoption of the Chippenham Site Allocations Plan, publication of the submission draft of the Wiltshire Housing Site Allocations Plan and completion of new evidence to support the review of the Wiltshire Core Strategy. Delegated authority will allow future updates to the LDS to be undertaken in a more expedient and effective manner.

Alistair Cunningham
Corporate Director

12 September 2017

Subject: Local Development Scheme Update

Cabinet Member: Councillor Toby Sturgis - Spatial Planning, Development Management and Property

Key Decision: Yes

Purpose of Report

1. To seek approval for a revised Local Development Scheme (LDS) for Wiltshire to ensure it is up to date and sets out the Council's priorities for development plan document preparation in Wiltshire over the period 2017 to 2020.

Relevance to the Council's Business Plan

2. The Business Plan 2017-2027 'Forward Thinking' seeks to create strong communities in Wiltshire. One of the four priorities, 'Growing the Economy', recognises the importance of job creation and improving housing supply to enable people to live and work locally. Delivering development where it is needed forms one of the goals of the Business Plan, which recognises that the Wiltshire Core Strategy will be reviewed to ensure it remains up to date.

Background

3. The LDS is a three year rolling project plan for maintaining an up-to-date Local Plan for Wiltshire. It sets out the Development Plan Documents (DPDs) prioritised for production by Wiltshire Council and a timetable for their delivery over a three year period. The LDS thereby commits Council resources to a programme of work and is a main means for the development industry, business, government and other public bodies to understand when they can engage in the preparation of development plans. It is a requirement of the Planning and Compulsory Purchase Act 2004 as amended by the Localism Act 2011.
4. The LDS needs to be kept up to date. The Wiltshire LDS has, therefore, been up-dated at regular intervals to respond to the passage of time and changing circumstances. The last iteration of the LDS was published in December 2016 under officer delegated authority and Members were informed of the changes in Councillors Briefing Note 310 (December 2016). The December 2016 LDS reviewed the existing timetables for the Chippenham Site Allocations Plan, the Wiltshire Housing Site Allocations DPD and the Gypsy and Traveller DPD and were made to reflect the

changes in circumstance, including national policy, that had affected progress on these DPDs since the publication of the January 2015 LDS.

5. The December 2016 LDS was viewed as an interim LDS pending a full review in 2017, particularly in relation to the proposed Partial Review of the Wiltshire Core Strategy. The Council, as recognised in the 2015 and 2016 LDSs, has undertaken informal joint working with Swindon Borough Council to inform the need for a further review of core strategy policies particularly in relation to housing market areas and levels of growth to extend the plan periods of both authorities Plans. This has involved the preparation of a new joint Strategic Housing Market Assessment (SHMA) and Functional Economic Market Area Assessment (FEMAA) for Wiltshire and Swindon. These assessments are now in final draft form.
6. While the Wiltshire Core Strategy was being prepared the National Planning Policy Framework was published which reintroduced the terminology of 'Local Plan' rather than 'Core Strategy'. This was not only a change in terminology but also a change on the general content of a local authority's district wide plan. To avoid confusion the title 'Wiltshire Core Strategy' was retained. However, it is considered appropriate to now adopt the new terminology as the review will bring into it the development management policies currently referred to as 'saved policies of the former District Councils' as well as other new policies, particularly with regard to town centres to be consistent with the National Planning Policy Framework (NPPF). It is also the terminology now commonly used in other authorities.

Main Considerations for the Council

7. The changes to the LDS are summarised as follows, with the full LDS including timelines and scope of documents set out in **Appendix 1**:
 - (i) Removal of a timetable for the Chippenham Site Allocations Plan, which is now adopted.
 - (ii) An updated timetable for the production of the Wiltshire Housing Sites Allocations DPD (incorporating settlement boundary review).
 - (iii) A new timetable and scope for a Wiltshire Local Plan DPD Review, which incorporates the previously proposed partial review of the Wiltshire Core Strategy and the Gypsy and Traveller DPD.
 - (iv) A review of the adopted Minerals and Waste DPDs to check consistency with the NPPF and identify the need for any additional policy development.
8. The LDS does not include a timetable for the preparation of neighbourhood plans as the timing and delivery of these are the responsibility of the 'qualifying bodies' which is generally the parish councils in Wiltshire. However, the LDS does provide a summary of those plans that have been made and now form part of the development plan and those that have progressed to at least the submission stage (submitted to Wiltshire Council for consultation and examination) at the time of writing (August 2017).

Wiltshire Housing Site Allocations DPD

9. The timetable has been amended to reflect the implications of delay that occurred because of the timing of the general election this year and the need for an extended period of consultation over the summer period. The scope of the plan is unchanged.

Gypsy and Traveller DPD

10. The 2016 LDS includes a timetable for the preparation of a Gypsy and Traveller DPD which would review and roll forward the new pitch requirements currently included in Wiltshire Core Strategy (Core Policy 47) and identify new traveller sites to meet that requirement. The DPD would be informed by a Gypsy and Traveller Accommodation Needs Assessment (GTAA) providing information on the overall permanent and transit pitch requirements in the county and plots for travelling showpeople. The timetable for the production of this document envisaged a pre-submission consultation (Regulation 19) in December 2017 and final adoption in March 2019.
11. A GTAA was completed in December 2014 based on data collected that summer which provides recommendations for new pitch provision in each housing market area, as defined in the Wiltshire Core Strategy, for the period 2014 - 2029.
12. There is continuing delay with the production of this DPD due to the lack of available sites and the national policy change in the definition of 'Traveller' after the GTAA was completed. The change in definition will require a re-assessment of the accommodation needs of Travellers in Wiltshire. This was reported to Environmental Select Committee on 22 February 2017.
13. The LDS 2017 proposes incorporating the content of the Gypsy and Traveller DPD into the Wiltshire Local Plan Review process. The reasons for taking this approach are:
 - (i) Planning for the accommodation needs of Gypsies and Travellers should be a component part of the local plan, as was the original intent of Core Policy 47 in the Wiltshire Core Strategy.
 - (ii) The GTAA is for a time period to 2029 rather than 2036 and would require an immediate review and roll forward to align the policy with the revised Wiltshire Local Plan.
 - (iii) The GTAA is based on the housing market areas for Wiltshire, as defined in the Wiltshire Core Strategy, which could become confusing as revised housing market areas become the common monitoring basis (see below).
 - (iv) New data is needed to respond to the changed definition of 'Traveller' in national policy and there is an opportunity to gather that data in co-operation with Swindon Borough Council as part of

the Wiltshire Local Plan Review process to recognise the cross boundary relationships that exist.

14. The most pressing concern in relation to the provision of accommodation for Gypsies and Travellers is the need for temporary accommodation as travellers cross the County. Such encampments often involve Highways Enforcement and the police and create poor public relations. In order to move forward positively in relation to this issue it is proposed that the work that has already taken place (as part of the DPD preparation) to develop a network of emergency stopping places, in response to the recommendations in the GTAA, is carried forward through the Reference Group set up to deliver the Wiltshire Traveller Strategy. Progress with the Wiltshire Traveller Strategy is to be considered by the Environment Select Committee of 19 September 2017.

Partial Review of the Wiltshire Core Strategy

15. The 2016 LDS included a partial review of the Wiltshire Core Strategy which involved a review of the saved 2011 local plan policies not replaced by the Core Strategy and the inclusion of policies to positively plan for town centres in Wiltshire in accordance with the NPPF.
16. It also envisaged, as a separate exercise, joint working with Swindon Borough Council to inform the review and roll forward of the housing and employment requirements for each area. The near completion of the SHMA and FEMAA now provides the opportunity to develop joint working with Swindon Borough Council with a clear understanding of the current housing and employment relationships between the two authorities.
17. The draft SHMA and FEMAA were reported to the Swindon and Wiltshire Joint Strategic Economic Committee (JSEC) on 28 June 2017. This followed the JSEC meeting on 14 February 2017 that considered the options for plan making in the light of the emerging findings of the SHMA and FEMAA, which is discussed further below. As resolved by JSEC on 28 February the final documents are to be considered by both authorities' Cabinets before publication and appear as a separate item under Part II of this Agenda. Swindon Borough Council is considering the documents at their meeting of 6 September 2017.
18. It is proposed that the 'Partial Review of the Wiltshire Core Strategy' becomes the 'Wiltshire Local Plan Review' to include the original intent of the partial review and the review and roll forward of housing and employment requirements.
19. The draft SHMA and FEMAA propose new Strategic Housing Market Areas (based around Chippenham, Salisbury, Swindon and Trowbridge) and new Functional Economic Market Areas (FEMA) (based around Swindon/M4 corridor, A350 and A303). Officers from Wiltshire Council and Swindon Borough Council have been working together to develop an approach to joint working using the proposed new housing market areas and functional economic areas as a basis. A clear understanding of how

joint working will be delivered is fundamental to achieving a clear and deliverable timetable for the review of the Wiltshire Core Strategy.

20. A Joint Working Group has been set up to discuss and progress work informing the review of the Wiltshire Core Strategy (and Swindon Local Plan). This comprises three Cabinet members from each authority and senior officers and has reported through JSEC including the meetings referred to above. JSEC and the Joint Working Group have endorsed the approach to plan preparation proposed through the LDS, which is discussed further below.
21. For the current (adopted) plans, joint working was undertaken on a more informal basis, which culminated in agreement in statements of common ground between the two authorities. However, given the functional geographies identified in the draft joint SHMA and FEMAA, particularly the Swindon Housing Market Area (HMA) and Swindon/M4 Corridor FEMA a different approach is required to ensure a sound basis for plan making.
22. Drawing on practice elsewhere in England, three principal options have been considered to inform the LDS review:
 - (i) A comprehensive single formal joint statutory plan. This could either cover all of Swindon and Wiltshire or be prepared at a Swindon HMA scale.
 - (ii) A formal joint strategic statutory plan with underlying separate local plans. The strategic plan could cover housing and employment numbers, their apportionment and the broad spatial distribution of development, strategic development locations, and strategic infrastructure. This in effect would be a two part development plan similar to the old Structure Plan/District Local Plan format.
 - (iii) Aligned but separate local plans for each authority, informed by a joint evidence base and a non-statutory 'joint framework' covering matters similar to a joint strategic plan which both authorities are 'signed' up to.
23. The proposed LDS 2017 includes a timeline associated with the third option outlined above that is to pursue separate but aligned plans alongside a joint non-statutory framework. This is proposed as the most effective and proportionate option for Wiltshire and Swindon for the following reasons:
 - (i) It facilitates streamlined reviews of the recently adopted development plans, allowing a 'light touch' approach to reviewing development management policies as appropriate for each authority.
 - (ii) It provides a means to move forward relatively quickly with the plan reviews following publication of the SHMA and FEMAA and to ensure a five year housing land supply.

- (iii) It enables each authority to pursue its own plan informed by the non-statutory framework.
 - (iv) It avoids the lengthy two-stage plan-making process that a joint strategic statutory plan would necessitate including separate examinations in public for the strategic and local plans.
 - (v) It avoids the complexity of seeking to bring forward a comprehensive new joint statutory plan for Swindon and Wiltshire.
 - (vi) It provides strong evidence of meeting the legal and policy tests with regard to cooperation, and could act as a platform from which to align land-use and infrastructure planning across the SWLEP area which should assist when bidding for funding or attracting investment.
24. An essential component of effective collaborative working between the two authorities under this model would be the development and agreement of a joint non-statutory spatial framework which sets the broad spatial approach to the quantum and location of development and supporting infrastructure, informed by a shared evidence base, with decisions over detailed site allocations to be made through the authorities' individual plan reviews. A clear benefit of joint working is to ensure that Swindon meets its growth requirements and that Wiltshire can maintain and safeguard the five year housing land supply in northern Wiltshire. A proposal for how that joint working could work is provided at **Appendix 2**.
25. The proposed scope for the Wiltshire Local Plan review included in the LDS 2017, combining the intentions of the former Wiltshire Core Strategy partial review is, therefore:

PROPOSED SCOPE OF WILTSHIRE LOCAL PLAN REVIEW

The purpose of the review of the adopted Local Plan will be to assess the future levels of need for new homes (including market, affordable and specialist housing and Gypsy and Traveller accommodation) and employment land over the period 2016-2036 and to provide an appropriate basis for housing, employment land and infrastructure provision over that period.

It will involve considering if the existing adopted development strategy remains relevant, identifying new site allocations relating to housing and employment together with supporting services and infrastructure.

The review will also include:

- *Some updating of existing Wiltshire Core Strategy development management policies to ensure their continued consistency with national policy;*

- *the introduction of additional development management policies in response to the review of the saved development management policies not replaced by the Wiltshire Core Strategy; and*
- *developing additional locally distinctive policies to plan positively for all town centres in Wiltshire consistent with national policy*

It will not be the purpose of the review to change or remove strategic objectives or policies that remain in accordance with national policy and support the delivery of sustainable development.

Minerals and Waste DPDs

26. Government's Planning Practice Guidance advises that most local plans are likely to require updating in whole or in part at least every 5 years. Accordingly, a gap analysis will be undertaken in 2017/2018 of the existing adopted minerals and waste policies taking into consideration the requirements of the NPPF, to identify whether the policies need to be amended or replaced. This exercise will also review the evidence base. If it is considered necessary to programme a review, this can be introduced into the next update of the LDS.

Overview and Scrutiny Engagement

27. Overview and scrutiny engagement has taken place in relation to monitoring the progress of the Gypsy and Traveller DPD. Progress with the Wiltshire Traveller Strategy is to be considered by the Environment Select Committee of 19 September 2017.
28. Following a meeting with the Overview and Scrutiny Management Committee and Chair of the Environment Select Committee a councillor briefing note will be issued on the Local Development Scheme in advance of it coming to this Cabinet, and a more detailed briefing provided after.

Safeguarding Implications

29. There are no safeguarding implications arising from the proposal

Public Health Implications

30. Planning for sustainable development to meet the employment, housing and infrastructure needs of communities helps foster their wellbeing. Well planned development, including appropriate infrastructure, supports health and well-being of local communities, for example through the provision of green infrastructure and infrastructure to encourage walking and cycling as means of travel.

Procurement Implications

31. The LDS is a process document and therefore has no direct procurement implications. However, in agreeing to the timetable for the production of the Local Plan review there will be procurement implications to gather appropriate evidence to support the development of the plan. For example

officers are in the process of procuring further information on the provision of employment land across the county in the form of a Wiltshire Employment Land and Workspace Review. Other evidence needs are discussed further under financial implications.

Equalities Impact of the Proposal

32. The purpose of maintaining an up to date LDS is to make sure local planning policy is kept up-to-date so that growth and development in the County is positively managed. The public consultation processes and community involvement embedded in plan preparation in accordance with the Wiltshire Statement of Community Involvement ensures that everyone has an opportunity to inform the preparation of each DPD included in the LDS.
33. In line with Regulations, when DPDs are submitted to the Secretary of State for examination they must be accompanied by an Equality Impact Assessment.

Environmental and Climate Change Considerations

34. The DPDs included within the LDS relate to the development and use of land and have implications for the physical, economic, and social environment of Wiltshire. Sustainability Appraisal, incorporating Strategic Environmental Assessment and Habitats Regulations Assessment, will be undertaken as part of their preparation to ensure that negative environmental impacts are avoided, and policies and proposals deliver development in a sustainable manner.
35. The process of plan making incorporating Sustainability Appraisal will take into consideration both the current position and predicted future considerations in relation to the local environment, for example, in relation flood risk and future traffic growth.

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

36. It is important that Wiltshire continues to maintain up-to-date policy to ensure that plan-led growth, that best meets the needs of Wiltshire, can be delivered. Failing to do so would increase the risk that growth would occur piecemeal, with speculative development taking place rather than as planned.
37. The NPPF introduces the 'presumption in favour of sustainable development' and states that where plans are out of date, silent or indeterminate, then permission should be granted. In addition, it requires a five year land supply to be maintained and sufficient housing land to be identified. The Wiltshire Housing Site Allocations Plan is being prepared to specifically boost housing supply in the county in line with adopted policy and maintain a rolling 5 year supply of homes to 2026. Beginning work now on the review and roll forward of housing and employment requirements in Wiltshire to 2036 should ensure this supply of housing is

maintained beyond 2026, reducing the risk of non plan led development in the longer term.

38. The former district Local Plans were only originally intended to be in place until 2011 but many policies have in effect been rolled forward until they are replaced by consistent policy across Wiltshire. The Wiltshire Local Plan Review will complete the review of all saved policies and ensure consistency of planning policy across Wiltshire. The review will also enable local plan policies that have been affected by new government guidance, for example climate change and affordable housing policies, to be updated in line with the latest national policy removing the risk of inconsistency and confusion.

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

39. The Wiltshire Housing Site Allocations Plan has recently been published for consultation. It includes housing proposals to deliver the housing requirements established through the Wiltshire Core Strategy. Identifying new land for development is always controversial and there has been considerable reaction to the publication of this document.
40. The LDS is proposing to review and roll forward the Wiltshire Core Strategy housing requirements as part of the Wiltshire Local Plan Review to 2036. This will require additional land to be identified for development. The relationship between the two documents could be confusing and may lead to reputational risks to the Council from members of the public who are concerned about the approach to sound planning in the county. This could be particularly acute in parts of the County already perceived to be under pressure for too much housing, for example in Trowbridge and west of Swindon.
41. These risks will be managed through clear and timely communications both within and outside the organisation. This should explain the process of plan making, the drivers for moving forward and the opportunities to support local communities through a plan led process compared to speculative applications.

Financial Implications

42. Reducing the programme of work in the LDS to the preparation of 2 documents will save costs as previously each of the DPDs would need to be subject to the examination process and would require separate evidence bases. However, the LDS includes a challenging timescale and is dependent on sufficient resources being available to ensure timely delivery of sound plans based on robust and credible evidence. The financial implications of the preparation, consultation, examination and adoption of each plan will need to be addressed to ensure their timely and effective delivery.
43. The existing 2017/2018 budget for the Economic Development and Planning Service will meet financial implications of carrying out both the

pre-submission consultation on the Wiltshire Housing Site Allocations Plan and the regulation 18 consultation proposed Autumn 2017 for the Wiltshire Local Plan Review. New evidence will be required to support both evolving plans in the later part of 2017/18 and in the financial years 2018/19 to 2019/20.

44. **Appendix 3** lists the additional new or updated evidence that is likely to be required involving the commissioning of work from external sources due to the technical expertise required or internal resourcing. Economies of scales suggest some of this could be jointly commissioned with Swindon Borough Council, but this will be decided on a project by project basis. Other evidence will likely be prepared using 'in-house' resources of the Councils, for example, the Strategic Housing and Employment Land Availability Assessment. Improving capacity through additional staffing could allow for more evidence to be prepared 'in-house' reducing the need to procure consultants. Initial estimates suggest a rolling budget of £500,000 per year may be required.
45. Adoption of both plans will help bring forward new sites for housing, thereby enabling the Council to benefit from revenue and capital associated with the delivery of new homes including contributing to the Council's Council Tax base.
46. The proposal to develop a strategy for Emergency Stopping Places for Gypsy and Travellers moving through the county as part of the Wiltshire Traveller Strategy may result in additional costs to acquire sites, secure planning permission and provide infrastructure on site. These costs will be developed further as part of the emerging strategy.

Legal Implications

47. In accordance with the Planning and Compulsory Purchase Act 2004 (as amended), the Council has a statutory duty to prepare planning policy, which has been reinforced through the National Planning Policy Framework and the Localism Act.
48. In accordance with legislation, LDSs must be prepared and Inspector's examining plans will consider whether a plan has been prepared in line with the current LDS.
49. Section 110 of the Localism Act introduces a 'Duty to Cooperate' in relation to planning for sustainable development (as a new section 33A into the Planning and Compulsory Purchase Act 2004). This requires Wiltshire Council to engage constructively, actively and on an on-going basis to maximise planning on strategic cross boundary issues. In effect, for Wiltshire Council, this means in preparing its development plan documents, the Council must co-operate with:
 - Neighbouring Local Planning Authorities and County Councils
 - Other local planning authorities and county councils where sustainable development or use of land would have a significant

impact on at least two local planning areas or on a planning matter that falls within the remit of a county council, or on other strategic issues such as infrastructure which may have an impact; and

- The prescribed bodies defined in part 2 of the Town and Country Planning (Local Planning) (England) Regulations 2012 which include: Environment Agency; Historic England; Natural England; Highways England; Civil Aviation Authority; Homes & Communities Agency; NHS England; Office of Rail Regulation

50. The Council's obligations under the 'duty to cooperate' have informed the review of the LDS and in particular the proposal for joint working with Swindon Borough Council. The Housing White Paper in 2017 places greater emphasis on the duty to cooperate across boundaries and the need for wider strategic thinking. The proposal in the LDS responds to the direction set by the White Paper.
51. The timelines set out within this report are consistent with the Council's constitution and legislative requirements for developing the identified DPDs to adoption and in particular appropriate involvement of Cabinet and Council at key milestones, particularly Submission to the Secretary of State and Adoption of the DPDs.

Options Considered

52. The options open to the Council are limited as Wiltshire Council is required to maintain an up-to-date LDS. The options considered by officers have related to the best way to achieve that. For example there was an option to continue to pursue a separate Gypsy and Traveller DPD in parallel with the Wiltshire Local Plan Review. Also explained above are the options considered to fulfil the Council's responsibilities in relation to the duty to cooperate once the initial findings of the SHMA and FEMAA indicated strategic cross boundary issues with Swindon. The programme of work proposed in the LDS is considered to present the most appropriate balance in order to:
- Fulfil the authorities duty to cooperate;
 - Maintain a 5 year housing land supply as required by national policy;
 - Avoid confusion in relation to delivery timescales; and
 - Avoid 'consultation fatigue' and disengagement by the public.

Next steps

53. Subject to Cabinet's consideration of the proposed LDS 2017, the next steps are to consider further:
- (i) In collaboration with Swindon Borough Council, the scope and content of the proposed Wiltshire Local Plan Regulation 18 consultation Autumn 2017, programmed to be considered by Cabinet at its meeting in October.

- (ii) The extent, cost and timing of new evidence needed to support both the Wiltshire Local Plan Review and Wiltshire Housing Site Allocations Plan.
- (iii) The method and process for delivering a strategy for emergency stopping places in Wiltshire as part of the Wiltshire Traveller Strategy.

Conclusion

54. The LDS sets out a programme to maintain an up-to-date and effective development plan for Wiltshire. Not to do so would significantly compromise the Council's ability to meet local needs and aspirations in the form of sustainable development through plan led development. It also sets out a framework for joint working with Swindon Borough Council to deliver plan led development for the north east of the County in an open and transparent process.

Alistair Cunningham
Associate Director, Economic Development and Planning

Report Authors:

Georgina Clampitt-Dix, Head of Spatial Planning

Carolyn Gibson, Spatial Planning Manager

04 September 2017

Appendices

Appendix 1: Wiltshire Local Development Scheme 2017-2020

Appendix 2: Proposed Process Diagram for Joint Working with Swindon Borough Council

Appendix 3: Evidence likely to require work commissioned from third party organisations in relation to the Wiltshire Local Plan Review.

Appendix 4: List of Acronyms

Background Papers

None

**Draft Wiltshire Local Development Scheme
Update 2017**

CONFIDENTIAL

1. Introduction

- 1.1 The Planning and Compulsory Purchase Act 2004 as amended by the Localism Act 2011 requires the council to prepare and maintain a Local Development Scheme (LDS). The Wiltshire LDS sets out the Development Plan Documents (DPDs) prioritised for production by Wiltshire Council and the timetable for their preparation that will, when complete, together with other adopted documents, comprise the Local Plan for Wiltshire. It also includes information on Neighbourhood Plans that form part of the development plan for Wiltshire, as well as those at an advanced stage of preparation.
- 1.2 The LDS should be kept up to date and was last reviewed in December 2016 to cover the period 2016 to 2019. This was an interim update to respond to changes in circumstance that affected DPD preparation since the LDS published in January 2015.
- 1.3 This full review of the LDS takes into account ongoing joint working with Swindon Borough Council and includes the following:
 - (i) An updated timetable for the production of the Wiltshire Housing Site Allocations DPD. It will identify, where necessary, new sites for housing, to provide surety of delivery over the plan period to 2026. It will also include a review of the settlement boundaries in the Wiltshire Core Strategy.
 - (ii) A new timetable and scope for a Wiltshire Local Plan¹ Review which incorporates the previously proposed partial review of the Wiltshire Core Strategy and Gypsy and Traveller DPD.
- 1.4 The Wiltshire Local Plan Review includes the council's commitment to the preparation of a new Joint Spatial Framework prepared in co-operation with Swindon Borough Council for the combined area of Swindon and Wiltshire.
- 1.5 The LDS does not include a timetable for the preparation of individual neighbourhood plans as the timing and delivery of these are the responsibility of the 'qualifying bodies' which, in Wiltshire, is generally the parish councils. However, the LDS does provide a summary of those plans that have been made and now form part of the development plan and those that have progressed to at least the submission stage at the time of writing (August 2017).

¹ While the Wiltshire Core Strategy was being prepared changes in Government advice resulted in a change of terminology and content of council wide plans. Specifically the term 'Core Strategy' was replaced by 'Local Plan' in the National Planning Policy Framework. To avoid confusion the title 'Wiltshire Core Strategy' was retained until it was adopted. However, it is appropriate to now adopt the new terminology as, in line with the NPPF, the review will bring into it the development management policies currently referred to as 'saved policies of the former District Councils'

- 1.6 The LDS recognises the need to review adopted Minerals and Waste DPDs to check their consistency with the NPPF and identify the need for any additional policy development.

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2. The Wiltshire Development Plan

Existing Development Plan

- 2.1 Section 38(6) of the Planning and Compulsory Purchase Act states that planning applications must be determined in accordance with the development plan unless material considerations indicate otherwise. The development plan comprises both DPDs prepared by Wiltshire Council as local planning authority and made (adopted) Neighbourhood Development Plans prepared by Parish and Town Councils within Wiltshire. Policies within the documents listed in Table 1 and 2 below currently form the development plan for Wiltshire (and Swindon²).
- 2.2 The Wiltshire Core Strategy replaces many of the 'saved' policies within the former North Wiltshire Local Plan 2011, the Kennet Local Plan 2011, the West Wiltshire District Plan First Alteration 2011 and the Salisbury Local Plan 2011, as well as some policies within the West Wiltshire Leisure and Recreation DPD. The remaining extant policies from these documents are listed at Appendix D of the Wiltshire Core Strategy.

Table 1: Wiltshire Development Plan - Development Plan Documents, August 2017

Document	Area covered	Status
Chippenham Site Allocations Plan (adopted May 2017)	Chippenham (principal settlement)	Current policy. Sets out the sites and details of development to accommodate strategic growth options for Chippenham in accordance with Core Policy 10 of the Wiltshire Core Strategy.
Wiltshire Core Strategy (adopted January 2015)	Wiltshire council	Current policy. Sets out the spatial vision, objectives and strategy for the spatial development of Wiltshire and strategic policies and proposals to deliver the vision setting out principles of development for the county to 2026, including strategic site allocations.
Wiltshire and Swindon Waste Site Allocations DPD (adopted November 2012)	Wiltshire council and Swindon borough	Current policy. Identifies land for future waste management facilities and aggregate recycling facilities up to 2026 in accordance with the Swindon and Wiltshire Waste Core Strategy.
Wiltshire and Swindon Minerals Site Allocations DPD (adopted December 2012)	Wiltshire council and Swindon borough	Current policy. Identifies land for future mineral (aggregates) working and aggregate recycling facilities up to 2026 in accordance with the Swindon and Wiltshire Minerals Core Strategy.
Wiltshire and Swindon Waste Development Control Policies DPD (adopted September 2009)	Wiltshire council and Swindon borough	Current policy. Sets out generic policies to assist in determining planning applications for waste development up to 2026.

² Wiltshire Council and Swindon Borough Council prepare minerals and waste local plans on a joint basis

Document	Area covered	Status
Wiltshire and Swindon Minerals Development Control Policies DPD (adopted September 2009)	Wiltshire council and Swindon borough	Current policy. Sets out generic policies to assist in determining planning applications for minerals development up to 2026.
Wiltshire and Swindon Waste Core Strategy (adopted July 2009)	Wiltshire council and Swindon borough	Current policy. Sets out the spatial vision, strategic objectives and strategy covering waste provision up to 2026 including the strategic policies and proposals to deliver the vision.
Wiltshire and Swindon Minerals Core Strategy (adopted July 2009)	Wiltshire council area and Swindon borough	Current policy. Sets out the spatial vision, strategic objectives and strategy covering minerals provision up to 2026 including the strategic policies and proposals to deliver the vision.
West Wiltshire Leisure and Recreation DPD (adopted February 2009)	Former West Wiltshire district area	Provides additional recreational policies for the West Wiltshire area for the period up until 2016. Certain policies have been replaced by the Wiltshire Core Strategy. Remaining policies are 'saved' and will be replaced by policies in future DPDs.
North Wiltshire Local Plan (adopted April 2006)	Former North Wiltshire district area	Certain policies continue to be 'saved' until replaced by policies in a subsequent DPD.
Kennet Local Plan 2011 (adopted June 2004)	Former Kennet district area	Certain policies continue to be 'saved' until replaced by policies in a subsequent DPD.
West Wiltshire District Plan First Alteration 2011 (adopted June 2004)	Former West Wiltshire district area	Certain policies continue to be saved until replaced by policies in a subsequent DPD.
Salisbury Local Plan 2011 (adopted June 2003)	Former Salisbury district area	Certain policies continue to be saved until replaced by policies in a subsequent DPD.
Wiltshire and Swindon Minerals Local Plan (adopted November 2001)	Wiltshire council and Swindon	One policy (Policy 35 Preferred Areas for Sharp Sand and Gravel) continues to be saved.

**Table 2:
Wiltshire Development Plan - Made Neighbourhood Plans, August 2017**

Document	Area covered	Status
Idmiston Neighbourhood Development Plan Made April 2017	Idmiston Parish	Covers the period 2015 to 2026
Urchfont, Wedhampton and Lydeaway Neighbourhood Development Plan Made April 2017	Urchfont Parish	Covers the period 2017 to 2026

Document	Area covered	Status
Ashton Keynes Neighbourhood Development Plan Made May 2017	Ashton Keynes Parish	Covers the period 2017 to 2026
Holt Neighbourhood Development Plan Made January 2017	Holt Parish	Covers the period 2016 to 2026
Downton Neighbourhood Development Plan Made January 2017	Downton Parish	Covers the period 2016 to 2026
Potterne Neighbourhood Development Plan Made January 2017	Potterne Parish	Covers the period 2016 to 2026
Devizes Neighbourhood Development Plan Made December 2016	Devizes Town, Bishops Cannings Parish and Roundway Parish (part)	Covers the period 2015 to 2026
Warminster Neighbourhood Development Plan Made November 2016.	Warminster parish	Covers the period 2015 to 2026.
Compton Bassett Neighbourhood Development Plan Made May 2016	Compton Bassett Parish	Covers the period 2015 to 2030.
Freshford and Limpley Stoke Neighbourhood Development Plan Made November 2015	Freshford and Limpley Stoke Parishes	Covers the period 2014 to 2039
Pewsey Neighbourhood Development Plan Made October 2015	Pewsey Parish	Covers the period 2006 to 2026
Malmesbury Neighbourhood Development Plan Made February 2015	Malmesbury Town, St Paul Malmesbury Without and Brokenborough Parishes	Covers the period 2014 to 2026

Development plan documents in preparation

- 2.3 The DPDs that are under preparation are summarised in Table 3, with more detailed information in Appendix A and a summary of the overall programme in Section 3.

Table 3: Development Plan Documents in preparation

Document	Area Covered	Anticipated adoption date	Comments
Wiltshire Housing Site Allocations DPD	Wiltshire council (excluding the Principal Settlement of Chippenham)	Winter 2018	Will set out additional site allocations for housing across Wiltshire to ensure supply throughout the plan period to 2026. In addition, the document will address the review of existing settlement boundaries.

Wiltshire Local Plan DPD Review	Wiltshire council	Spring 2021	A review and roll forward of the housing and employment requirements in the Wiltshire Core Strategy to relate to the period 2016 to 2036. It will incorporate the previously proposed partial review of the Wiltshire Core Strategy and Gypsy and Traveller DPD.
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2.4 Each document included in Table 3 is discussed further below.

Wiltshire Housing Site Allocations DPD

2.5 Consultation on the scope of the Wiltshire Housing Site Allocations DPD was undertaken in 2014 and informal consultation subsequently undertaken with Parish and Town Councils in 2014 and 2015. A pre-submission draft plan was published for consultation over the period 14 July to 22 September 2017. Delays to the timetable have occurred due to the complexity of the plan, the considerable interest with Neighbourhood Planning across Wiltshire, which the Council has a duty to support, and more recently local and general elections. The timeline has been updated with submission to the Secretary of State for examination now programmed for Spring 2018.

Wiltshire Local Plan DPD Review

2.6 Historically the Wiltshire LDS included a commitment to complete a Wiltshire Core Strategy Partial Review which was to draw into the Core Strategy the saved policies of the former district plans, introduce town centre and open space policies that were compliant with the NPPF and relate to a period to 2026.

2.7 Separately, the 2015 LDS envisaged future joint working with Swindon Borough Council to inform the review and roll forward of the housing and employment requirements for each local authority area for a period to 2036. The completion of a Strategic Housing Market Assessment (SHMA) and Functional Economic Market Assessment (FEMAA) for the combined area of Swindon and Wiltshire was the trigger for this work to commence. This work is now near completion and provides the opportunity to develop joint working with Swindon Borough Council with a clear understanding of the current housing and employment relationships between the two authorities. To enable this, the 2017 LDS includes a timetable for a Wiltshire Local Plan Review which incorporates the previously proposed partial review of the Wiltshire Core Strategy and Gypsy and Traveller DPD which was included in the 2015 LDS.

2.8 The Wiltshire Local Plan Review process will take forward the outcomes of: consultation on the scope of the Partial Review of the Wiltshire Core Strategy DPD and evidence prepared to inform the partial review which was completed in May 2015; and the outcome of consultation on the scope of the Gypsy and Traveller DPD and evidence prepared to inform the traveller plan which was completed in 2014.

Supporting Evidence for the Wiltshire Local Plan DPD Review: Swindon and Wiltshire Joint Spatial Framework

- 2.9 The programme for the Wiltshire Local Plan Review includes a proposal for a Joint Spatial Framework prepared with Swindon Borough Council which will relate to the combined area of Swindon and Wiltshire. This document will set out in broad terms the quantum and spatial distribution of new jobs, homes and infrastructure in the period to 2036. It will become evidence to inform each individual local plan reviews enabling the preparation of separate but aligned local plans.
- 2.10 The relationship between the Wiltshire Local Plan Review and the Swindon and Wiltshire Joint Spatial Framework is an important one, as the local plan will take its lead from the broader strategy included within the Joint Spatial Framework. The programme for the Wiltshire Local Plan Review takes into account the need for work on the Joint Spatial Framework to be completed before the Wiltshire Local Plan Review is published at pre-submission stage
- 2.11 The methodology for joint working with Swindon will be developed further as part of the proposed Regulation 18³ consultation programmed for Autumn 2017.

Emerging Neighbourhood Plans

- 2.12 Neighbourhood planning is popular across Wiltshire. Currently, around 65 Neighbourhood Areas have been formally designated for the purposes of preparing a neighbourhood plan; and there are 12 'made' (adopted) plans within Wiltshire, which are listed in Table 2 above. In addition to the development plan documents in preparation, the following neighbourhood development plans are at an advanced stage of preparation having been submitted to Wiltshire Council for consultation and examination⁴ (they have reached the Regulation 16 stage of plan preparation)⁵. Following successful examination and referendum they can be 'made' at which point they will also form part of the development plan for Wiltshire:
- The Bradford on Avon Neighbourhood Plan
 - Bremhill Parish Neighbourhood Plan
 - Calne Community Neighbourhood Plan
 - Christian Malford Neighbourhood Development Plan
 - Cricklade Neighbourhood Plan
 - Great Somerford (incorporating Startley) Neighbourhood Plan
 - Langley Burrell Parish Neighbourhood Development Plan

³ Regulation 18 of the Town and Country Planning (Local Planning) (England) Regulations 2012 requires the local planning authority to notify consultation bodies of the subject of a local plan which the local planning authority propose to prepare, and invite each of them to make representations to the local planning authority about what a local plan with that subject ought to contain.

⁴ List correct at 1 August 2017.

⁵ Regulation 16 of the Neighbourhood Planning (General) Regulations 2012 requires the local planning authority to as soon as possible after receiving a plan proposal to publicise the plan on their website and in such other manner as they consider is likely to bring the proposal to the attention of people who live, work or carry on business in the neighbourhood area and include details on how to make representations on the plan over a period not less than 6 weeks.

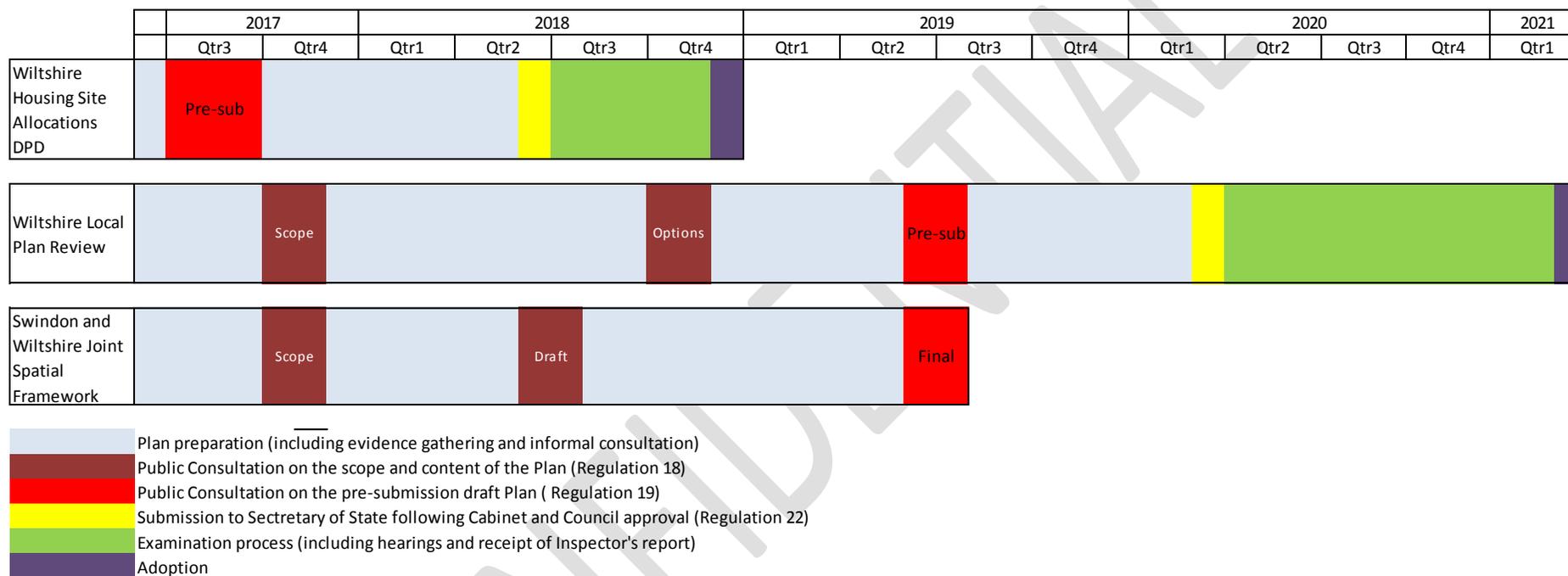
- Royal Wootton Bassett Neighbourhood Development Plan
- Wootton Rivers Neighbourhood Development Plan

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3. Overall programme for development plan document preparation

- 3.1 The overall programme for the preparation of the new DPDs, listed at Table 3 above, including significant milestones, is summarised in the following chart. **Appendix A** includes profiles for each document.
- 3.2 Progress has already been made on the delivery of the Wiltshire Housing Site Allocations Plan which means, accordingly, only the later stages of preparation are shown. Each DPD document follows a similar process:
- (i) Public consultation on the scope of plan
 - (ii) Plan preparation (including evidence gathering and informal consultation)
 - (iii) Publication of the plan for pre-submission consultation (i.e. before submission to the Secretary of State)
 - (iv) Submission to the Secretary of State
 - (v) Examination (including hearings and receipt of Inspectors report)
 - (vi) Adoption
- 3.3 An important milestone for each document is the point at which the document is submitted to the Secretary of State. Critical to maintaining progress in relation to each document is the role of Cabinet and Full Council. Cabinet provides Member approval to progress key stages of plan preparation and authorise consultation procedures. Full Council is required to approve the DPD for submission to the Secretary of State and finally adopt the plan as required by the council's constitution and legislative requirements
- 3.4 For information Table 4 includes a programme for the preparation of the proposed Joint Spatial Framework which will inform and be informed by the local plan review process. The Joint Spatial Framework is not a development plan document and will not become part of the Wiltshire Development Plan. Instead it will become evidence to the draft Wiltshire Local Plan Review and draft Swindon Local Plan when they are submitted to the Secretary of State.

Table 4: Summary programme for development plan document production and the non statutory Swindon and Wiltshire Joint Spatial Framework



4. Supporting statement

Duty to Co-operate in the preparation of development plan documents

- 4.1 Throughout the preparation of DPDs, the council will exercise its duty to co-operate, focusing on the main cross boundary and strategic issues highlighted by the evidence base.
- 4.2 The Duty to Co-operate was introduced through the Localism Act 2011 and requires councils and public bodies to 'engage constructively, actively and on an ongoing basis' in the preparation of Local Plan documents, including in the preparation of evidence to underpin these documents. The duty relates to sustainable development or use of land that has a significant impact on at least two local planning areas. Issues that may not be able to be wholly addressed by one local planning authority working alone are set in paragraph 156 in the NPPF.
- 4.3 The NPPF states Local Authorities should consider producing joint planning policies to address some of these strategic matters, as well as informal strategies such as joint infrastructure and investment plans. A joint approach will not be required where an issue can be addressed adequately within one administrative boundary. When compiling its scheme of work, the council considers and discusses with neighbouring authorities whether production of joint documents is a sensible course of action, such as with minerals and waste planning. The decisions associated with such considerations will be carefully recorded. Clear justification by way of an explanation of the strategic context behind the course of action taken will be set out and, where necessary, a memorandum of understanding between the bodies published.

Wiltshire and Swindon Joint Spatial Framework

- 4.4 Each authority's responsibilities under the duty to co-operate was taken into consideration to inform the decision to produce a non-statutory Wiltshire and Swindon Joint Spatial Framework to inform the review of the Wiltshire Local Plan and the Swindon Local Plan. Preparation of the framework will require close working and decision making at member and officer level and effective working with neighbouring authorities and the prescribed bodies under the duty to cooperate. This will be an essential element to inform the preparation of both the Joint Spatial Framework and the review of each authority Local Plan.

Minerals and Waste

- 4.5 As outlined in Table 1, Wiltshire Council and Swindon Borough Council have successfully cooperated in the preparation and adoption of a complete set of Minerals and Waste Development Plan Documents. These plans are being implemented and monitored through the Annual Monitoring Report (AMR) process.
- 4.6 Government Planning Practice Guidance advises that most local plans are likely to

require updating in whole or in part at least every 5 years. Accordingly, a gap analysis will be undertaken in 2017/2018 of the existing adopted minerals and waste policies, taking into consideration the requirements of the NPPF, to identify whether the existing adopted policies need to be amended or replaced. This exercise will be undertaken in co-operation with Swindon Borough Council and will also review the evidence base. If it is considered necessary to programme a review, this will be set out in the next update to the LDS.

Implementing the Wiltshire Core Strategy

4.7 The Wiltshire Core Strategy was adopted in January 2015 it will remain the adopted policy for Wiltshire until adoption of the Wiltshire Local Plan review currently envisaged in Spring 2021. To support the continuing implementation of the Core Strategy there are a number of other projects completed or in preparation. These are:

- (i) Infrastructure Delivery Plan (IDP) 3 - sets out detailed guidance on what infrastructure will need to be provided to support planned development. **Completed December 2016**
- (ii) Community Infrastructure Levy Charging Schedule⁶ - sets out the type and scale of contributions that will be required to help provide the infrastructure to support development, based on the Infrastructure Delivery Plan and Wiltshire Core Strategy. **Approved May 2015⁷**
- (iii) The Wiltshire Regulation 123 List - sets out the infrastructure that the council may fund, in whole or in part, by the Community Infrastructure Levy. **Approved September 2016**
- (iv) Planning Obligations Supplementary Planning Document - , provides detailed guidance on the application of Core Policy 3 of the Wiltshire Core Strategy. The SPD sets out how the Council will use section 106 planning obligations alongside other mechanisms for securing developer contributions towards infrastructure. **Adopted October 2016**
- (v) Wiltshire Green Infrastructure Strategy - to set out a strategic Wiltshire-wide green infrastructure network that will comprise of both new and existing green spaces; walking, cycling and horse riding routes; parks, recreational spaces and play areas; water courses and water bodies; areas of high biodiversity value; and access and wildlife corridors such as inland waterways and rivers. **In progress**

⁶ The Community Infrastructure Levy (CIL) is a charge which local authorities in England and Wales are empowered, but not required, to charge on most types of new development in their area. CIL charges are based on simple formulae which relate the size of the charge to the size and character of the development paying it. The proceeds of the levy will be spent on infrastructure to support the development of the area.

⁷ Planning Practice Guidance states that "...charging authorities should also consider linking a review of their charging schedule to any substantive review of the evidence base for the relevant Plan." The need to review the CIL Charging Schedule for Wiltshire will be informed by the evidence gathered to support the review of the Wiltshire Local Plan.

- (vi) Affordable Housing Supplementary Planning Document - to set out detailed guidance on the interpretation and implementation of affordable housing policies in the core strategy. **In progress**
- (vii) Wiltshire Design Guide Supplementary Planning Document- to set out guidance on both the design approach and the assessment of development proposals in the application of Wiltshire Core Strategy Core Policy 57 'Ensuring high quality design and place shaping'. **In progress**

Annual Monitoring Report

- 4.8 Annual Monitoring Reports (AMR) monitor and review how well the council has performed against the timetable set out in the LDS and any changes needed to maintain an up to date LDS. The role of the AMR is also to monitor the effectiveness of the policies included in each DPD.
- 4.9 The Localism Act contains provisions to remove the requirement to submit the AMR to the Secretary of State for approval; it does not contain provisions to remove the need for an AMR. It is now for each council to decide what should be included in their AMR while ensuring that they are prepared in accordance with UK and EU legislation⁸. Wiltshire Council continues to produce annual monitoring data.

Risk assessment

- 4.10 Risk assessment will be undertaken during the LDS period by senior managers and will consider mitigation and contingency measures that may need to be implemented in order to ensure that sound DPDs are prepared and developed in a timely manner. Significant risks that have been identified include:
 - failure to secure consensus with members leading to significant milestones being missed
 - changes to legislation and regulations delaying the plan making process
 - lack of an appropriate and up-to-date evidence base
 - insufficient resources (financial and staff) at critical points in the process

⁸ Letter to chief planning officers on preparation and monitoring of local plans, March 2011

APPENDIX A: Document Profiles

DEVELOPMENT PLAN DOCUMENT PROFILES	
Wiltshire Housing Site Allocations DPD	
Role and subject	<p>The Wiltshire Core Strategy provides the context for the scale of growth in each community area but it is not specific in every community about the location of growth.</p> <p>The Wiltshire Housing Site Allocation DPD will provide surety of housing delivery for the Wiltshire Core Strategy plan period and will be used to identify sites where there is a potential shortfall in supply on the horizon, or neighbourhood planning is failing to deliver the numbers required to meet local needs. In addition, the document will address the review of settlement boundaries currently outlined in the 'saved' policies of the existing district local plans.</p> <p>The document will share the same plan horizon as Wiltshire Core Strategy (i.e. 2026).</p>
Geographic coverage	Wiltshire excluding the Principal Settlement of Chippenham
Document type/status	Development plan document
Chain of conformity	Wiltshire Core Strategy, national policy
Timetable	
Stage	Dates
Initial consultation on the scope of plan	April 2014 - May 2014
Plan preparation (including evidence gathering and informal consultation)	May 2014 - May 2017
Publication of plan for pre-submission consultation	Commencing Qtr 3 2017
Submission to Secretary of State	During Qtr 2 2018
Examination (including hearing and receipt of Inspector's report)	Over the period Qtr 3-4 2018
Adoption	During Qtr 4 2018

DEVELOPMENT PLAN DOCUMENT PROFILES	
Wiltshire Local Plan Review (2016-2036)	
Role and subject	
<p>The purpose of the review of the adopted Local Plan will be to assess the future levels of need for new homes (including market, affordable and specialist housing and Gypsy and Traveller accommodation) and employment land over the period 2016-2036 and to provide an appropriate basis for housing, employment land and infrastructure provision over that period.</p> <p>It will involve considering if the existing adopted development strategy remains relevant, identifying new site allocations relating to housing and employment together with supporting services and infrastructure.</p> <p>It will not be the purpose of the review to change or remove strategic objectives or policies that remain in accordance with national policy and support the delivery of sustainable development.</p> <p>The review will also include:</p> <ul style="list-style-type: none"> • targeted updating of existing Wiltshire Core Strategy development management policies to ensure their continued consistency with national policy; • the introduction of further detailed development management policies as part of a review of the saved development management policies not replaced by the Wiltshire Core Strategy and • developing additional locally distinctive policies to plan positively for all town centres in Wiltshire consistent with national policy 	
Geographical coverage	Wiltshire
Document type/status	Development plan document
Chain of conformity	National policy
Timetable	
Stage	Dates
Initial consultation on the scope of plan	Commencing Qtr 4 2017
Plan preparation (including evidence gathering and informal consultation)	Over the period Qtr 1 2018 to Qtr 2 2019
Publication of plan for pre-submission consultation	During Qtr 2 2019
Submission to Secretary of State	During Qtr 1 2020
Examination (including hearing and receipt of Inspector's report)	Over the period Qtr 1 – Qtr 4 2020
Adoption	During Qtr1 2021

GLOSSARY

A guide to the terminology used in this document

Annual Monitoring Report (AMR) - A report on how the council is performing in terms of the Local Development Framework. It includes a review of the Local Development Scheme's timetable and monitors the success of development plan document policies.

Community Infrastructure Levy (CIL) - A charge levied by the council on new development to fund the provision of infrastructure and wider community benefits. In order to charge the levy, the council must have an adopted CIL Charging Schedule.

Community Infrastructure Levy Charging Schedule - A document that sets out the council's schedule of charges on various forms of development. The Charging Schedule must be based upon a robust evidence base (linked to the Infrastructure Delivery Plan and robust viability assessments) and subjected to meaningful consultation. The Schedule is examined by an independently appointed assessor (generally the Planning Inspectorate); and if found sound, the council can then charge CIL.

Development Plan Document (DPD) - A document setting out the council's planning policies and proposals. They are subject to community involvement, consultation and independent examination. A sustainability appraisal is required for each development plan document.

Gypsy and Traveller Accommodation Assessment (GTAA) - An assessment of the accommodation needs of gypsies and travellers.

Local Development Document (LDD) - The documents that set out planning policies for specific topics or areas, which make up the Local Development Framework.

Local Development Framework (LDF) - A portfolio of local development documents including all those policies forming the framework for future development.

Local Development Scheme (LDS) - A timetable for the preparation of local development documents.

National Planning Policy Framework - The National Planning Policy Framework was published on 27 March 2012. The framework gives guidance to local councils in drawing up local plans and on making decisions on planning applications. This is a key part of the government's reforms to make the planning system less complex and more accessible, and to promote sustainable growth.

Neighbourhood Planning - The Localism Act, which received Royal Assent on 15 November 2011, introduced new rights and powers to allow local communities to shape new development by coming together to prepare neighbourhood plans.

Saved Plan - Under the Planning and Compulsory Purchase Act 2004, adopted Local Plan's have the status of "saved plans" until they are replaced by local development documents.

Saved Policies - The Government has set out procedures for saving adopted local plan policies beyond the period allowed in the Planning Act for saved Local Plans, until they have been replaced by policies in local development documents.

Spatial Planning - Includes economic, social and environmental issues as well as the physical aspects of location and land use.

Sustainability Appraisal (SA) - This is required under national legislation for emerging policy and include consideration of social and economic impacts as well as impacts on the environment. Wiltshire is producing a combined SA and Strategic Environmental Assessment (see below).

Statement of Community Involvement (SCI) - This is a document which sets out how the council will consult and involve the public at every stage in the production of the Local Development Framework. It also applies to major development control applications. The SCI is not a development plan document.

Strategic Environmental Assessment (SEA) - An appraisal of the impacts of policies and proposals on economic, social and environmental issues, required by European legislation. A combined SEA and Sustainability Appraisal is being undertaken for Wiltshire.

Supplementary Planning Document (SPD) - A Local Development Document which provides additional advice and information relating to specific policy or proposals in a Development Plan Document.

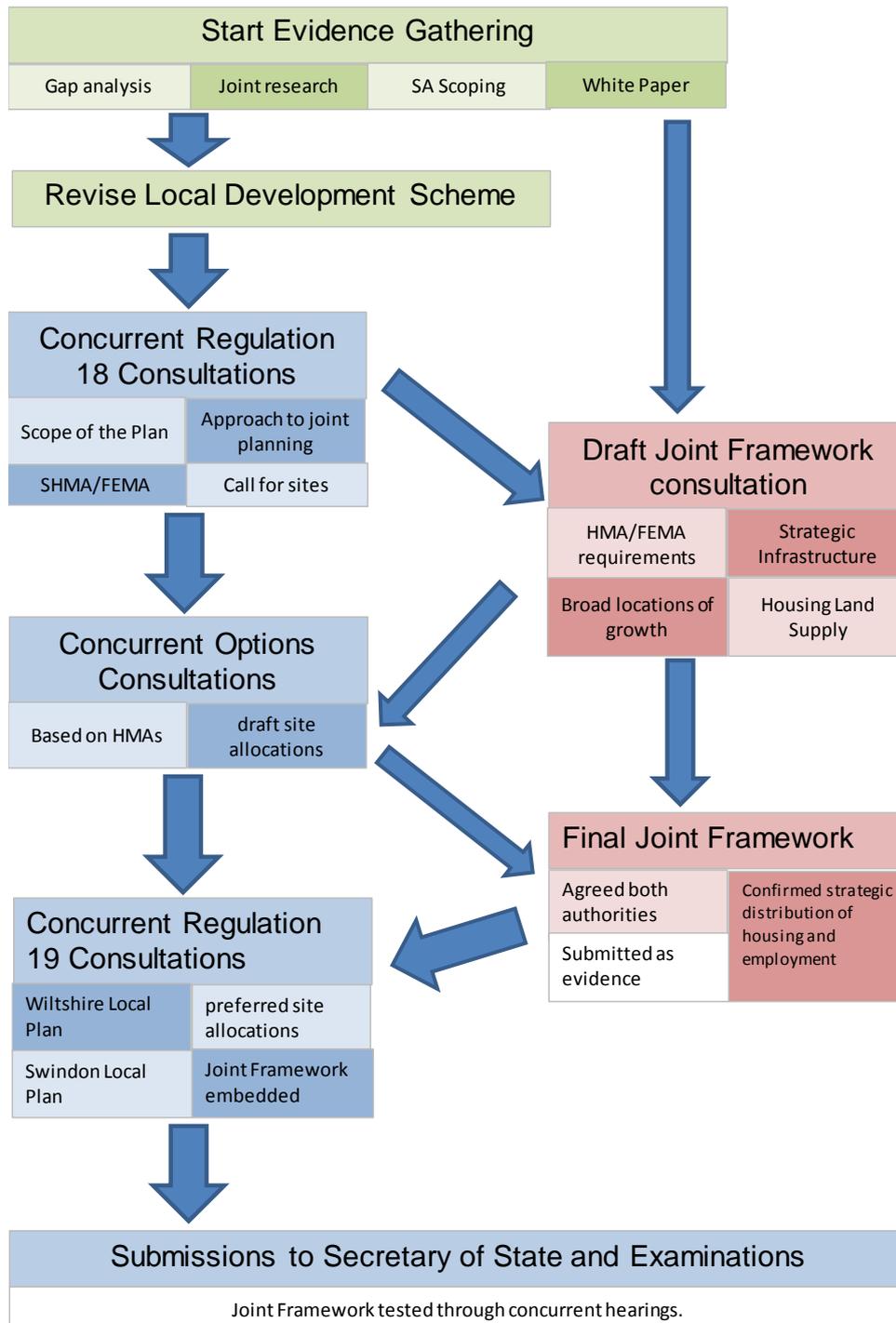
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Appendix 2: Process Diagram for Joint Working with Swindon Borough Council

Key

Joint Framework stages

Aligned (but separate) Local Plan stages



Appendix 3: Evidence likely to require work commissioned from third party organisations in relation to the Wiltshire Local Plan Review.

Evidence	Required by
Transport Assessments	NPPF para 32: <i>All developments that generate significant amounts of movement should be supported by a Transport Statement or Transport Assessment</i>
Strategic Flood Risk Assessment	NPPF para 100: <i>Local Plans should be supported by Strategic Flood Risk Assessment</i>
Landscape Character Assessment	Paragraph 170 of the NPPF states <i>that where appropriate landscape character assessments should be prepared.</i>
Gypsy and Traveller Accommodation Needs Assessment	(National) Planning Policy for Traveller Sites
Air Quality	NPPF para 126: <i>Planning policies should take into account the presence of Air Quality Management Areas and the cumulative impacts on air quality from individual sites in local areas.</i>
Sustainability Appraisal	Section 19 of the Planning and Compulsory Purchase Act 2004 requires local planning authorities to carry out an appraisal of the sustainability of the proposals in each local development document. This should also incorporate the requirements of the Environment Assessment of Plans and Programmes Regulations 2004 (SEA Regulations).
Habitats Regulation Assessment	Required to assess whether the plan would have significant effects of European protected species or habitats (Conservation of Habitats and Species Regulations 2010).
Viability Assessments	NPPF para 159: <i>Establish the likely economic viability of land to meet the identified need for housing over the plan period.</i>

Appendix 4: List of Acronyms

DPD	Development Plan Document
FEMA	Functional Economic Market Assessment
GTAA	Gypsy and Traveller Accommodation Needs Assessment
JSEC	Joint Strategic Economic Committee (of the Swindon and Wiltshire Local Enterprise Partnership)
LDS	Local Development Scheme
NPPF	National Planning Policy Framework
SHMA	Strategic Housing Market Assessment
SWLEP	Swindon and Wiltshire Local Enterprise Partnership
WCS	Wiltshire Core Strategy

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Wiltshire Council

Cabinet

12 September 2017

Subject: Chippenham Station Hub update

Cabinet Member: Councillor Chuck Berry
Cabinet Member for Economic Development and Housing

Key Decision: No

Executive Summary

On 7 July 2014 the Coalition Government announced the first wave of Growth Deals, providing funds via the Local Growth Fund (LGF) to Local Enterprise Partnerships (LEPs) for projects that support economic growth. Growth Deals bring together infrastructure, housing, and skills funding into a single pot.

Prioritisation work undertaken by the Swindon & Wiltshire Local Enterprise Partnership (SWLEP) during 2014, in line with the Strategic Economic Plan (SEP), identified a range of projects which would be delivered through the LGF. This included the Chippenham Station Hub project, which secured a conditional allocation of £16m through LGF, to be matched by £16m in private investment and £2m of local contributions. The project has been designated as a 'Retained Scheme', which means that additional requirements and conditions have to be met in order for grant funding to be provided by the Department for Transport.

Following completion of a Strategic Outline Business Case in 2016, the project is now at the Outline Business Case stage. This stage will see the development of an option that has been market tested and is considered viable and deliverable. Alongside the production of an Outline Business Case a planning pre-application has been developed and submitted to Wiltshire Council. Stakeholder and public consultation will be included as part of this stage.

Running in parallel to the production of this Outline Business Case is the development of a Chippenham Station Hub Phase 1 scheme which will be delivered by Great Western Railway. This scheme will include station improvements and access improvements. The delivery of a Phase 1 scheme will secure the early delivery of regeneration outcomes at the station alongside the introduction of Intercity Express Trains. Phase 1 also provides private sector match funding, demonstrates a commitment to delivery, and enables the full regeneration of the wider Chippenham Station Hub scheme to follow in an appropriate phased manner. This Phase 1 scheme was approved by the SWLEP in July 2017 and works are due to commence in September 2017.

This report provides an update on project progress and the main considerations concerning the next phase of project development: The development of a Full Business Case (FBC) and submission of a planning application.

Proposal(s)

That Cabinet notes the progress of the Chippenham Station Hub project.

The Cabinet notes the identified risks involved with progressing the project.

That Cabinet approves the development and delivery of the Full Business Case and Planning Application using DfT retained funding.

Reason for Proposal(s)

To ensure that Wiltshire Council maximizes the benefits and opportunities associated with the Growth Deal programme in terms of delivering key infrastructure projects and building Wiltshire's economy whilst managing the financial implications and associated risks to the organisation.

Corporate Director

Alistair Cunningham

Corporate Director for Growth, Investment and Place

Wiltshire Council

Cabinet

12 September 2017

Subject: Chippenham Station Hub update

Cabinet Member: Councillor Chuck Berry
Cabinet Member for Economic Development and Housing

Key Decision: N

Purpose of Report

1. This report provides an update on project progress and the main considerations concerning the next phase of project development: The development of a Full Business Case (FBC) and submission of a planning application.

Relevance to the Council's Business Plan

2. Chippenham is a principal settlement in the Core Strategy and a focus for new development and regeneration in Wiltshire. The Station Hub redevelopment will contribute to the Business Plan priority *to boost the local economy* through the regeneration of a strategic site.
3. The redevelopment of a strategic site partially within Wiltshire Council control will contribute towards the core vision of the Business Plan, to create stronger communities.
4. The Swindon and Wiltshire Growth Deal provides capital investment towards a range of infrastructure projects that underpin our economy, including highways improvements, urban regeneration and business and economic development.

Background

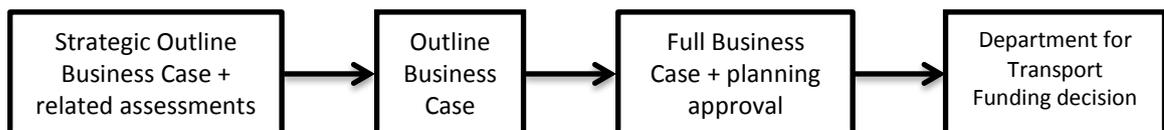
5. On 7 July 2014 the Coalition Government announced the first wave of Growth Deals, providing funds via the Local Growth Fund (LGF) to Local Enterprise Partnerships (LEPs) for projects that support economic growth. Growth Deals bring together infrastructure, housing, and skills funding into a single pot.
6. Prioritisation work undertaken by the Swindon & Wiltshire Local Enterprise Partnership (SWLEP) during 2014, in line with the Strategic Economic Plan (SEP), identified a range of projects which would be delivered through the LGF, including the Chippenham Station Hub project, which secured a conditional allocation of £16m through LGF, to be matched by £16m in private investment and £2m of local contributions. The project has been designated as a 'Retained Scheme', which means that additional requirements and

conditions have to be met in order for grant funding to be provided by the Department for Transport.

7. Following completion of a Strategic Outline Business Case in 2016, the project is now at the Outline Business Case stage. This stage will see the development of an option that has been market tested and is considered viable and deliverable. Alongside the production of an Outline Business Case a planning pre-application will be developed and submitted to Wiltshire Council. Stakeholder and public consultation will be included as part of this stage.
8. Running in parallel to the production of this Outline Business Case is the development of a Chippenham Station Hub Phase 1 scheme which will be delivered by Great Western Railway. This scheme will include station improvements and access improvements. The delivery of a Phase 1 scheme will secure the early delivery of regeneration outcomes at the station alongside the introduction of Intercity Express Trains, as well as providing private sector match funding, demonstrating a commitment to delivery, and enable the full regeneration of the wider Chippenham Station Hub scheme to follow in an appropriate phased manner. This phase 1 scheme was approved by the SWLEP in July 2017 and works are due to commence in September 2017. This Phase 1 scheme will drawdown £2m from the overall £16m allocation.

Main Considerations for the Council

9. To date, £0.350 million from the DfT has been provided to Wiltshire Council for project development work. At the time of writing this report approximately £0.250 million has been spent/committed from this allocation. The project is progressing and the key stakeholders (Network Rail, and Great Western Railway) are working with the Council to develop the scheme. As the project has been designated as a retained scheme by the Department for Transport, a process will need to be followed and requirements met in order to secure the £16m allocation (minus the £2m already reserved for the phase 1 scheme). The diagram below outlines the process to follow:



10. The first phase of project development, the Strategic Outline Business Case was completed in 2016, the Outline Business Case is currently being completed and is due for completion in September 2017. The Full Business Case and planning approval are scheduled for completion in summer 2018, after which the scheme and related material will be submitted to the DfT for assessment and a funding decision.
11. In order to develop and deliver the Full Business Case and Planning Approval phase, further funding will need to be drawn down from DfT. The consultants who are currently developing the outline business case and pre-planning application have estimated that this will cost up to £0.70m (see appendix 1).

This represents the budget for professional services and external costs, taking the project to the point of delivery.

12. As the project has been designated as a retained scheme certain grant conditions need to be adhered to, one of which is:

c) The Department for Transport reserves the right to seek reimbursement from the Council of any payments made relating in respect of this grant award in the event that the scheme is not constructed.

13. Therefore, if no scheme is delivered, DfT may seek reimbursement of any payments already made to Wiltshire Council. This presents a risk for the Council in the event of non-delivery. The risk of non-delivery is understandably higher during the initial early stages of development as concepts/options are still being agreed by the Council and key stakeholders. This risk of non-delivery should decrease as the project progresses.

14. The below identified scenarios could result in DfT seeking reimbursement from Wiltshire Council of any payments already made.

- i. The project fails to obtain planning permission and therefore no scheme is constructed
- ii. The project is rejected by DfT and therefore no scheme is constructed
- iii. The Council decide to discontinue the project and therefore no scheme is constructed
- iv. Network Rail reject the scheme and therefore no scheme is constructed

Overview and Scrutiny Engagement

15. The SWLEP Task Group (joint between Swindon and Wiltshire) will receive and consider an update on the project, including details of the consultation, at their next meeting.

Safeguarding Implications

16. There are no specific safeguarding implications of this development.

Public Health Implications

17. The local economy is a known contributor to the wider determinants of health. A struggling local economy can lead to higher unemployment throughout the local population. This in turn can impact on the social, physical and mental health outcomes of the population. Getting people into work is therefore of critical importance for reducing health inequalities.

18. The work of the SWLEP delivered through nationally competitive Growth Deals, aims to deliver jobs in Wiltshire and attract millions of private sector

investment to our economy. This will help ensure that Wiltshire's economy remains strong and resilient and that employment figures remain high.

Procurement Implications

19. Wiltshire Council managed Growth Deal projects and development works associated will be procured in line with the Part 10 (Procurement and Contract Rules) of Wiltshire Council's Constitution and process pertaining to corporate procurement. Advice and guidance will be sought from the Strategic Procurement Hub prior to embarking on any procurement activities.

Equalities Impact of the Proposal (detailing conclusions identified from Equality Analysis, sections 4 and 5)

20. The Department for Business, Innovation and Skills published its Equality Impact Assessment (EQIA) for Growth Deals in July 2014. The report concludes that the Growth Deal programme has no adverse impact on any protected group and that the proposed funding decision is neutral in advancing equality of opportunity between persons who share the relevant protected characteristic and persons who do not share it.
21. As the project develops, Wiltshire Council officers will continue to consider the equality implications locally.

Environmental and Climate Change Considerations

22. Environmental and climate change considerations will be taken into account during further development of the scheme and the related planning application.

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

23. The Council could be expected to repay the £0.35m grant to DfT (as highlighted in the September 2016 CCAC report).

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

24. See paragraph 13 – in the event of non delivery DfT may seek reimbursement of funding already provided to Wiltshire Council – this would be £1.05m. The 4 risks stated in paragraph 13 will be managed as follows
- i. A pre application has been submitted to Wiltshire Council to obtain guidance and feedback on planning issues and potential limitations. This advice and guidance will be used to help shape the content of the planning application.
 - ii. Wiltshire Council are engaging regularly with DfT to ensure they are kept apprised of project progress. The Council's consultant team is also

engaging regularly with DfT. DfT will review and comment on the outline business case prior to work commencing on the full business case and planning application.

- iii. Unable to mitigate - the Council could be expected to repay grants to DfT.
- iv. The project is progressing and key stakeholders (Network Rail, and Great Western Railway) are working with the Council to develop the scheme (a letter of support has been received from Network Rail – see appendix 2). Prior to commencement of the full business case and planning application, further letters of support will be requested from key stakeholders.

Financial Implications

- 25. Wiltshire Council has drawn down £0.350m of Local Growth Fund Grant from DfT of which £0.250m has been committed as at August 2017.
- 26. In order to progress the scheme and develop the Full Business Case and obtain Planning approval a further drawdown is required of £0.700m, bringing the total Grant drawdown to £1.050m.
- 27. As detailed above the grant comes with conditions and in the event of non-delivery DfT may seek full reimbursement of the grant drawdown.
- 28. There is therefore a risk to Wiltshire Council of £1.050 million which would be a pressure on General Fund Reserves (unbudgeted) if the project is not delivered and DfT seek full reimbursement.
- 29. As detailed above under Risks, actions have been taken to mitigate this.

Legal Implications

- 30. Lead officers have been working closely with colleagues in Legal Services to ensure that Growth Deal projects comply with European State Aid Regulations and other legal requirements. Additional and future Growth Deal projects will follow the same process to ensure that legal issues are identified and discussed at the earliest opportunity in project development so that support and advice can be provided.
- 31. Legal advice will be taken in respect of the procurement exercise detailed in paragraph 19, and in respect of Wiltshire Council entering into any necessary contracts.
- 32. Officers at Wiltshire Council have been engaging with colleagues from SWLEP and Swindon Borough Council to ensure efficient and robust governance arrangements are in place to monitor Growth Deal delivery and development.

Options Considered

- 33. Cancel project, repay funding to DfT.

34. Continue project using DfT funding.

Conclusions

35. Wiltshire Council will continue to work with project stakeholders to deliver the Chippenham Station Hub scheme whilst managing the financial implications and associated risks to the organisation.

Report Author: Rory Bowen, Senior Development Officer, Matthew Croston, Strategic Economic Performance Manager, rory.bowen@wiltshire.gov.uk, matthew.croston@wiltshire.gov.uk, Tel: 01225 712654

12 September 2017

Appendices

Appendix 1 Chippenham Station - typical costs for hybrid planning and FBC
Appendix 2 Network Rail letter of support

Background Papers

None

Matthew Croston
Strategic Programmes Manager
Wiltshire Council
Bythesea Road
Trowbridge
Wiltshire
BA14 8JN

Western House
1 Holbrook Way
Swindon
SN1 1BD

**24 hour National Helpline
03457 11 41 41**

4 September 2017

Dear Mr Croston

Chippenham railway station redevelopment

I would like to express our support for Wiltshire Council's aspirations to continue the redevelopment of Chippenham railway station. As joint landowner of this site we are pleased to be working with Wiltshire Council on this exciting scheme that brings benefits to rail users and to the region as a whole.

We are committed to working with Wiltshire Council, as our partner, in finding a solution that maximises the benefit to passengers, minimises the impact on the operational railway and demonstrates the best value for taxpayers.

Travelling by rail is more popular than ever. Usage of the railway network has doubled in the last 20 years and is set to double again in the next 25 years. Key stations, such as Chippenham, are at the forefront of this growth.

As part of our Railway Upgrade Plan in the last few years we have invested several million pounds installing a fully accessible footbridge with lifts at the station. Step-free access to platforms benefits people with mobility issues; but also people with children, heavy luggage or shopping, and some more elderly people.

Additional investment will be needed right across the railway network so that we can keep up with this projected demand. As the 2016 Shaw Review stated, we will need to bring in more third party funding to achieve this. Additional funds, in the medium and long term, are unlikely to be forthcoming through Network Rail due to the recent large investment at Chippenham.

This means we are proactively discussing with our partners to help bring plans forward. As part of this we are considering releasing publically owned land for redevelopment and supporting initiatives, such as this exciting venture with Wiltshire Council.

There has never been a better time to get involved with our nation's railways. We are in the middle of the largest investment in the network since Victorian times, including the modernisation of the Great Western Mainline. We look forward to seeing Wiltshire Council's plans advance to support the much needed growth in the economy, jobs and housing for Chippenham and Wiltshire.

Yours sincerely,

A handwritten signature in black ink, appearing to read "S.C. Maple". The signature is written in a cursive, slightly slanted style.

Simon Maple
Director, Route Sponsorship

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