

AGENDA

Meeting: Melksham Area Board
Place: Semington Village Hall, High St, Semington, Trowbridge BA14 6JR
Date: Wednesday 4 September 2024
Time: 7.00 pm

Including the Parishes of: Broughton Gifford, Melksham, Melksham Without, Steeple Ashton, Keevil, Great Hinton and Semington.

The Area Board welcomes and invites contributions from members of the public. The Chairman will try to ensure that everyone who wishes to speak will have the opportunity to do so.

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

Please direct any enquiries on this Agenda to Senior Democratic Services Officer - Ben Fielding, direct line 01225 718224 or email benjamin.fielding@wiltshire.gov.uk

All the papers connected with this meeting are available on the Council's website at www.wiltshire.gov.uk

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

Wiltshire Councillors

Cllr Jonathon Seed, Melksham Without West & Rural (Chairman)
Cllr Mike Sankey, Melksham East (Vice-Chairman)
Cllr Phil Alford, Melksham Without North and Shurnhold
Cllr Nick Holder, Bowerhill
Cllr Jon Hubbard, Melksham South
Cllr Jack Oatley, Melksham Forest

Recording and Broadcasting Information

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

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

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

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

Parking

To find car parks by area follow [this link](#).

Public Participation

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

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

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

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

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

Area Board Officers

Strategic Engagement & Partnerships Manager (SEPM) richard.rogers@wiltshire.gov.uk

Engagement and Partnership Lead caroline.lequesne@wiltshire.gov.uk

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

	Items to be considered	Time
1	<p>Apologies for Absence</p> <p>To receive any apologies for absence.</p>	7.00pm
2	<p>Minutes (<i>Pages 1 - 32</i>)</p> <p>To confirm the minutes of the meeting held on 22 May 2024.</p>	
3	<p>Chairman's Announcements and Information Items (<i>Pages 33 - 40</i>)</p> <p>To receive the following briefing notes through the Chairman:</p> <ul style="list-style-type: none"> • Update on FACT Transitional Safeguarding Project • Update on the Families and Children's Transformation (FACT) Family Help Project • Overview of Wiltshire Youth Council • Gypsies and Travellers Development Plan Consultation 	
4	<p>Declarations of Interest</p> <p>To receive any declarations of disclosable interests or dispensations granted by the Standards Committee.</p>	
5	<p>Wiltshire Police Chief Constable</p> <p>To receive an update from Catherine Roper, Wiltshire Police Chief Constable.</p>	7.05pm
6	<p>Wiltshire & Swindon Police and Crime Commissioner</p> <p>To receive an update from Phillip Wilkinson, Wiltshire & Swindon Police and Crime Commissioner.</p>	7.25pm
7	<p>Wiltshire & Swindon Road Safety Partnership</p> <p>To receive an update from Perry Payne, Wiltshire & Swindon Road Safety Partnership Manager.</p>	7.45pm
8	<p>Artwork Pilot (<i>Pages 41 - 46</i>)</p> <p>Process for requesting and deciding whether artwork is legally allowed to be painted on a wall including a request for the Melksham Underpass to be the first pilot in Wiltshire.</p>	8.00pm
9	<p>Partner Updates (<i>Pages 47 - 104</i>)</p> <p>To receive updates from any of the following partner organisations:</p> <ul style="list-style-type: none"> • Wiltshire Police • BSW Together (Integrated Care System) 	8.15pm

- Healthwatch Wiltshire
- Community First
- Youth Update
- Town and Parish Councils

10 **Local Highways and Footpath Improvement Group (LHFIG)** 8.30pm
(Pages 105 - 128)

To note the minutes and consider any recommendations arising from the last LHFIG meeting held on 15 August 2024, as set out below and in the attached report.

Recommendations:

To add the following Issues to the Priority Schemes List with funding (where indicated):

Issue 9-24-07 Top Lane, Westhill, Whitley & Purlpit – Provision of Whitley ‘please drive carefully’ sign at Gateway and ‘pedestrians in road signs’ x 2. Allocate - £700.00. Melksham without parish council to contribute 50% (£350).

11 **Area Board Funding** *(Pages 129 - 132)* 8.35pm

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

Remaining Budgets:

Community Area Grant	Older & Vulnerable	Young People
£19,824.48	£7,366.01	£18,349.00

Community Area Grants:

Ref/Link	Grant Details	Amount Requested
ABG1925	Saxon Group Riding for the Disabled Association - Surface Topper	£378

Older & Vulnerable Grants:

Ref/Link	Grant Details	Amount Requested
ABG1952	Wiltshire Music Centre - Celebrating Age Wiltshire	£1,500

Young People Grants:

Ref/Link	Grant Details	Amount Requested
ABG1945	4Youth South West - Delivery of Seniors Youth Club sessions for young people in Year 9 and above aged 13 to 19	£5,000
ABG1946	4Youth South West - TeenTalk Young People Counselling	£5,000
ABG1947	Melksham Town Council - Melksham Youth Council	£1,080

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

12 **Urgent Items**

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

13 **Close**

To confirm the date of the next meeting of the Melksham Area Board as 6 November 2024.

9.00pm

MINUTES

Meeting: Melksham Area Board
Place: The Riverside Centre, Millennium Riverside Walk, SN12 6LP
Date: 22 May 2024
Start Time: 7.00 pm
Finish Time: 9.12 pm

Please direct any enquiries on these minutes to: Senior Democratic Services Officer - Ben Fielding, Tel): 01225 718224 or (e-mail) benjamin.fielding@wiltshire.gov.uk

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

In Attendance:

Wiltshire Councillors

Cllr Jonathon Seed, Melksham Without West & Rural (Chairman)
Cllr Mike Sankey, Melksham East (Vice-Chairman)
Cllr Phil Alford, Melksham Without North and Shurnhold
Cllr Nick Holder, Bowerhill
Cllr Jon Hubbard, Melksham South
Cllr Jack Oatley, Melksham Forest

Wiltshire Council Officers

Richard Rogers, Strategic Engagement Partnerships Manager
Caroline LeQuesne, Area Board Delivery Officer
Dominic Argar, Assistant Multimedia Officer
Ben Fielding, Senior Democratic Services Officer

Total in attendance: 36

<u>Minute No..</u>	<u>Summary of Issues Discussed and Decision</u>
64	<p><u>Election of the Chairman</u></p> <p>Nominations were sought for a Chairman for the forthcoming year. On the nomination of Councillor Mike Sankey seconded by Councillor Jack Oatley, it was,</p> <p><u>Resolved:</u></p> <p>To elect Councillor Jonathon Seed as Chairman of the Melksham Area Board for the forthcoming year.</p>
65	<p><u>Election of the Vice-Chairman</u></p> <p>Nominations were sought for a Vice-Chairman for the forthcoming year. On the nomination of Councillor Jonathon Seed seconded by Councillor Phil Alford, it was,</p> <p><u>Resolved:</u></p> <p>To elect Councillor Mike Sankey as Vice-Chairman of the Melksham Area Board for the forthcoming year.</p>
66	<p><u>Apologies for Absence</u></p> <p>Apologies for absence were received from Bridie Hanraads (Community Conversations Team), Inspector Andy Lemon and Sergeant Gemma Rutter (Wiltshire Police).</p> <p>Cllr Nick Holder joined the meeting at 19.12pm.</p>
67	<p><u>Minutes</u></p> <p>The minutes of the meeting held on 6 March 2024 were presented for consideration and it was;</p> <p><u>Resolved:</u></p> <p>To approve and sign as a true and correct record of the minutes of the meeting held on 6 March 2024.</p>
68	<p><u>Declarations of Interest</u></p> <p>There were no declarations of disclosable pecuniary interest.</p>
69	<p><u>Chairman's Announcements</u></p> <p>The Chairman made the following announcements as per the agenda pack:</p>

	<ul style="list-style-type: none"> • Highways Matters Responses – 6 December 2023 • Chief Executive of Wiltshire Council <p>The Chairman thanked The Riverside Centre for hosting the meeting as well as providing tea and cake, which had been very well received.</p> <p>Cllr Jon Hubbard stated that The Riverside Centre AGM was set to take place on 20 June 2024, with anyone who uses the hall welcome to attend and help to plan the future of the facilities. Cllr Hubbard also thanked the Area Board for the new acoustic soundboards and sound system which had been added to the hall following a successfully awarded grant application to the Area Board.</p>
70	<p><u>Partner Updates</u></p> <p>Updates were received from the following partners:</p> <ul style="list-style-type: none"> • Wiltshire Police The Area Board noted written updates attached to the agenda. • BSW Together (Integrated Care System) The Area Board noted a written update attached to the agenda. • Healthwatch Wiltshire The Area Board noted a written update attached to the agenda. In addition, Mary Winterburn, a volunteer for Healthwatch Wiltshire provided a verbal update, which included but was not limited to: <ul style="list-style-type: none"> • Healthwatch had undergone a change of provider in January 2024. • Work had taken place in local colleges to conduct interviews on mental health. • Interim and patient assessments had been taking place in hospitals. • The following priorities had been identified: <ul style="list-style-type: none"> ○ 1. Pharmacy First ○ 2. Living in a rural county ○ 3. Virtual home wards • Healthwatch had been involved in working with the new carer support GP accreditation with a surgery in Melksham involved working towards a criteria of being a carer friendly surgery. • Community First The Area Board noted a written update attached to the agenda. • Town and Parish Councils The Area Board noted a written update provided by Melksham Without Parish Council. <p>Cllr John Glover, Chairman of Melksham Without Parish Council provided the</p>

	<p>following update:</p> <ul style="list-style-type: none"> • The Parish Council had continued to meet with the Town Council regarding the neighbourhood plan revision, which was not yet public but had taken on board comments from members of the public and statutory organisations. • The issue of requiring data relating to passenger usage at bus stops was raised, which would allow the Parish Council to bring their information systems up to where they need to be. <p>Cllr Jon Hubbard provided an update on behalf of the Town Council, with it noted that a new Mayor and Deputy Mayor had been elected and that the Town Council annual meeting was set to take place in the forthcoming week.</p>
71	<p><u>Health in Melksham</u></p> <p>As councillor representative for the priority of Older People; Health and Wellbeing, Cllr Jack Oatley introduced this item as well as the respective speakers.</p> <p>Emma Higgins (Associate Director – Wiltshire Integrated Care Alliance Programme and Delivery Lead NHS Bath and Northeast Somerset, Swindon and Wiltshire Integrated Care Board) provided a presentation (attached to the minutes) on health provision in Melksham, which covered the following points:</p> <ul style="list-style-type: none"> • An overview of the demographic and GP practices included within the Primary Care Network (PCN) and its respective catchment areas was provided. • Details of the PCN estate of Bradford on Avon and Melksham was covered, with it noted that there were three main GP premises and 2 branch sites. It was noted that the estate would need to support the expected demand from the increase in population from housing growth by 2032. • The Primary Care Network Workforce currently employs 28 staff recruited through the Additional Roles Reimbursement Scheme, with a strong emphasis on personalised care roles which support the living well and frailty teams. • Details of the community pharmacies in Melksham were provided, with it noted that the ICB has now began to commission services such as dentistry at a local level. • Details were provided as to how the Melksham population was accessing NHS dentistry, with children accessing NHS dental care at a higher proportion than the rest of Wiltshire and Nationally. • An overview of the BSW Connect Service was provided, which would go live on 1 July 2024 and would be aimed to support individuals who have needed to use emergency services multiple times over the last five years. • It was noted that the Wiltshire average time to discharge from Acute Trusts had reduced, with further work taking place to continue to support

this process.

- An update was provided on Learning Disability and Autism, with work being completed across Melksham including screening practitioner work to ensure that individuals are receiving physical care.
- Melksham has a higher compliance rate than the Wiltshire average for Severe Mental Illness Annual Health Checks (SMI AHC).
- It was noted that a new service named NHS 111-2 had gone live and would provide a pathway for urgent and emergency mental health care.
- An overview of the Melksham and Bradford on Avon Collaborative was provided, which had been set up in early 2023 as a “Pathfinder” test and learn site to provide insights for future collaboratives.
- Objectives for the Collaborative were outlined as well as how some of these had been achieved, in particular a piece of work which involved a group of people who experienced significant falls.
- The next steps for the Collaborative were outlined as well as reflections on the work so far.

After the presentations, there was time for the following questions to be received:

- A question was asked regarding how the NHS planned to deliver services in the community and what plans there were for Melksham Hospital and the surrounding land. A response was provided that currently the NHS is working through a strategic and then clinical plan, in which the estates plan would follow on from.
- A point was raised that currently in Melksham there was some nurse’s accommodation, which 16 years ago were in working order, but have now been left to degrade, it was questioned why these weren’t being used when there was homelessness in Wiltshire. In response it was stated that these were likely to be owned by an organisation called NHS Property Services, however this organisation did not own or control all NHS property and it was unclear whether these properties were under NHS control. It was agreed that this point would be taken away for a further response, to which the following was provided the buildings are two former houses at the entrance to the hospital site. They are not used for storage but are boarded up and dilapidated. Additionally, the ICB have no plans for these houses yet but they are being held as any changes to the site are likely to require improved road access provision and therefore the houses are being held until the future needs of the NHS are understood and any future plans for the hospital site in relation to the delivery of services.
- A query was raised regarding what someone would have to do to get onto the NHS dental waiting list. It was recommended that people could visit the following website, which would provide a list of NHS dentists locally and their waiting lists: [How to find an NHS dentist - NHS \(www.nhs.uk\)](https://www.nhs.uk). In addition, individuals could contact individual practices to ask if their list

was open or could also contact 111 for emergencies.

- In Melksham 1,000 homes had been built with Section 106 funding agreed, it was therefore wondered what the plan was for where this money would go and to who it would benefit? It was agreed that this would be taken away and investigated for a response to which it was later clarified that the section 106 funding is available but is yet to be drawn down. When it is, it will support developments across primary care in line with the developing estates strategy and plans for Melksham following confirmation of what and where the need is.
- Clarity was provided on the 111-2 service, which had launched following a national campaign on social media channels. It was expressed that the ICB would like to use local community media pages more to communicate through already active channels.
- It was also suggested that should people struggle with the 111-2 number, if this number was to be input wrong, people would still get through and be redirected to 111. Concern was also raised around people accidentally calling 999 in an attempt to reach this service. A further response was provided to this that, service users are actually being directed to call 111 then selection option 2 – therefore Service users will hear the following when they ring 111 (and after pressing 9 to continue):
 - if your call is about physical health press 1,
 - if you are in mental health crisis press 2,
 - if you are a health care professional or lab technician press 3.It's on the press 2 that they will be asked the question again to double check they have selected the right pathway before being transferred to AWP. This then minimises the risk around the police being called (112 is the 'non urgent' police line)
- The difficulty of being able to access services in Melksham and Bradford on Avon without the use of a car was raised, to which it was stated that there was an awareness that across Wiltshire, transport was an issue and that any collaborative work would need to ensure that it was accessible for the community.
- A point was raised that recently in Melksham two 70 bed care homes had received planning permission with another pending and that the GP practices had stated that in 2022, in of support of an application to amend a S106 agreement at Verbena court, that the surgeries in Melksham had enough capacity to meet population needs for the next 5 years. In response, clarity was provided that Giffords Surgery had enough capacity to absorb such a population expansion and that any increase would also bring extra funding.
- The recruitment of GPs was discussed, with it stated that there were no concerns for recruitment currently and that locally a resilient structure had been built.

Roland Teare GP, provided an update on behalf of Spa Medical Centre, which

covered the following points:

- Roland was a GP Surgeon who had been working in Melksham for 10 years.
- Recently things had changed, with the parameters of the Primary Care Network (PCN) changing to join up Spa Medical Centre with Bradford on Avon Surgery and Giffords Surgery. This change has had both positive and negative aspects, such as working collaboratively however there has also been geographical impacts.
- An example of a challenge experienced by the PCN was that during lockdown, very few Covid Vaccines had been delivered to Bradford on Avon, meaning that the rollout took place for both sets of patients at Spencer's Club in Melksham.
- Housing is currently being built in Melksham with patient numbers expected to rise, however it could be argued that in PCNs, money follows the patients. For example, the three proposed new care homes in Melksham would attract more funding for the increased patients and would require further staff recruitment.
- There has been changes within Spa with Senior GPs retiring and the surgery has started to employ other health care professionals as not all patients require the attention of a GP.
- In January an E-Consult online system was brought in to take away waiting times on the phone, with it stated that this had to be turned off last week due to circumstances.

Dr Abby Burgess provided an update on behalf of Giffords Surgery which covered the following points:

- Abby was a Senior Partner at Giffords Surgery and had worked there for 13 years.
- The Surgery currently had 61 staff, however there had been Doctor challenges with two currently off on maternity leave. These roles were being covered and a current trainee was set to be taken on as a Doctor in August. In addition, the Partnership had recently expanded and consisted of young individuals for resilience and succession planning.
- A Friends of Giffords charity had recently been set up with an uptake of 40 people, which would enable the surgery to link up with the third sector in a better way.
- The E-Consult system has changed the way which Giffords has operated and has improved getting patients to the right service, though it was still possible to come into the Surgery to book appointments or via phone.
- It was hoped regarding the building lease that the building could be developed for more space which could be recruited into.
- Difficulties such as some of the team having long term sickness leave and the impact of contracts with inflation was cited.
- Difficult decisions were being made regarding services which were not proving to be profitable.

After the presentations, there was time for the following questions to be received:

- When the E-Consult online system had been launched there had been very good comms, however when the system was turned off last week, this had not been communicated as well and had led to confused patients. Clarity was provided that the system had to be turned off due to a shortage in doctors, meaning that there had not been enough staff to run the system. It was acknowledged that when launched there had been comms and that when the urgent decision had been taken to turn off the system this had only been communicated by a phone message and that it was appreciated that this could have been done better. It was expressed that if comms had been sent out regarding the system being turned on and off, this might have caused further confusion.
- It was stated that a relative of a member of the public had recently called Giffords Surgery, however the Doctor who answered ended the call and informed the caller that they would have to make another appointment to continue, which had happened twice. In response, the member of the public was encouraged to email the surgery to contact the complaints lead as this is not something which would be expected. Assurance was also provided that the system in place would allow for patients with complex needs to have longer time slots and was flexible.
- A question was asked regarding if additional facilities were to be built, whether this would have to be in Holt, to which it was stated that any changes to the investment of estates would have to be considered from a PCN level. Currently Bradford on Avon was judged to have a higher level of need than Melksham, therefore any development likely to happen would be there. Further clarity was provided that to have its own PCN, Melksham would have to have 30,000 patients.

Carl Houghton (Spurgeons), provided an update on the new Family Hub Model, which covered the following points:

- Carl provided an overview of his role as a Family Navigator for the new Family Hubs which had been set up in April to support children 0-19 and from 0-25 with SEND.
- Flagship hubs had been set up in County Hall, Bourne Hill and Five Rivers, with an Admin Navigator based in each for support.
- The team had also branched out to the Community Campus and Library to speak to families and to try and support them in the best way possible.
- The team consisted of Family Practitioners who would provide a deeper level of support in the home and Navigators who would provide support with everyday tasks such as filling out forms and signposting to agencies.
- The main mission of the model was to get out into communities to build a link with families and build stronger communities by bridging gaps with agencies.

	<p>Cllr Oatley provided an update from the Melksham Health & Wellbeing Group, which included the following points, but was not limited to:</p> <ul style="list-style-type: none"> • The full updated would be provided to Democratic Services to be attached to the minutes. • The Health and Wellbeing Group is a sub-group of the Area Board and brings together partners to share information and support older and vulnerable people within the neighbourhood. The sub-group is not a decision-making body but is able to comment on funding bids. • The most recent meeting of the group took place last week, which was Mental Health Week. • In February, the group looked at the CJSNA data and decided that mental health would be a focus for this year. As a result, the group is looking to set up an Andy's Man Club which is a recognised mental health support group as well as looking at funding mental health first aid training for groups in Melksham. • The group has also worked closely with other partners and organisations with Community Support 2.0, this has included providing drop-in sessions, providing slow cookers, and ensuring that the foodbank receives regular funding. • The grant funding pot for the year would be £7,500 which could be awarded to applicants to support the older and vulnerable. • Cllr Oatley thanked those involved with the group and stated how it had been an honour to chair the group over the past year.
72	<p><u>Area Board End of Year Report</u></p> <p>Part I – Looking Back</p> <p>The Area Board received a presentation from Caroline LeQuesne, Area Board Delivery Officer on the Area Board End of Year Report. Caroline thanked the Area Board Members and partners as without them it wouldn't have been possible to conduct the work which had been done. The presentation included the following points and an overview of the activities completed in relation to the previous Area Board priorities:</p> <ul style="list-style-type: none"> • Children and Young People – Cllr Jon Hubbard <ul style="list-style-type: none"> ○ Activities included detached youth work, a survey, positive activities for those with special needs, a skate park event and a self-harm support programme. ○ Cllr Hubbard noted that there had been continued work for young people with mental health needs with significant referrals made to agencies. • Culture and Sport – Cllr Jonathon Seed <ul style="list-style-type: none"> ○ Activities included a heritage walk, the Explore Wiltshire Heritage App, display cabinets and the recording of Great Hinton's heritage.

- Cllr Seed also drew reference to the unprecedented success of the Rugby, Football and Cricket clubs who had all been able to climb their respective leagues with investment into their facilities.
- Older people; health and wellbeing – Cllr Jack Oatley
 - Activities included the establishment of a clear understanding of the NHS estate, activities for carers and young carers, falls prevention and an Age UK monthly drop-in support session.
- Community safety and transport – Cllr Mike Sankey
 - Activities included the work of the LHFIG group which had been involved in 13 projects and the special Highways Matters Area Board event.
- Economy, environment, and deprivation – Cllr Phil Alford
 - Activities included cookery classes and cooking equipment as well as providing vouchers for additional food and other essential items.

Part II – Looking Forward

Richard Rogers, Strategic Engagement Partnerships Manager (SEPM) provided a summary of the Community Survey/CAJSNA Data:

- There had been 229 responses to the survey (8.9% of the population), with the demographic of the respondents split across all age groups.
- The following 5 priorities were identified by respondents:

Health:

- Almost 50% of respondents had chosen this as their first choice.
- The top 5 health issues in order were mental health support, support for “living longer better”, support for keeping physically active, care for those living with dementia, tackling levels of obesity.
- CAJSNA data was provided to support this, including that Melksham had the highest level of adult diabetes in Wiltshire and the lowest percentage of people in Wiltshire who said that their health was good or very good.

Environment:

- Almost 11% of respondents chose this as their first choice.
- The top 5 environment issues in order were improving the quality of landscapes, supporting public transport services, addressing flooding, tackling fly tipping, support for increase in biodiversity.

Cost of living

- Almost 11% of respondents chose this as their first choice.
- The top 5 cost of living issues in order were supporting households on low incomes, support for children living in low-income families, support for housing/rent affordability, fuel poverty and debt, support for foodbanks.
- CAJSNA data suggested that Melksham had the highest food insecurity and the 2nd highest percentage of children living in low-

income families.

Children and Young People

- 10% of respondents chose this as their first choice.
- The top 5 children and young people issues were improving positive activities for young people, young people's mental health, SEND, improving health and especially obesity, improving school attainment.
- CAJSNA data suggested that Melksham had the highest percentage of 4–18-year-olds with an Educational, Health and Care Plan (EHCP).

Safety

- 10% of the respondents chose this as their first choice.
- The top 5 issues for safety were reducing the level of crime in communities, tackling ASB, addressing drug crime, reducing speeding, tackling the number of road traffic collisions.
- Data suggested that substance abuse, child exploitation and knife crime was higher in Melksham than the average for Wiltshire.

After which, it was;

Resolved:

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

- **To improve opportunities for all children and young people (Cllr Hubbard)**
- **To help tackle deprivation (Cllr Alford)**
- **To create safer communities and improve transport (Cllr Sankey)**
- **To support older and vulnerable people (Cllr Oatley)**
- **To protect and enhance our heritage and environment (Cllr Seed)**

That Melksham Area Board appointed the following Councillor Representatives to the following Outside Bodies:

- **Melksham Health and Wellbeing Group – Cllr Oatley**
- **Melksham Joint Neighbourhood Plan Steering Group – Cllr Sankey**
- **Environment and Climate Working Group – Cllr Seed**
- **CCTV and Community Safety Working Group – Cllr Sankey**

That Melksham Area Board appointed the following Councillor Representative to the Local Highways and Footway Improvement Group (LHFIG):

	<ul style="list-style-type: none"> • Melksham Area Board LHFIG – Cllr Sankey <p>That Melksham Area Board noted the Terms of Reference for the LHFIG as set out in Appendix B, attached to the agenda.</p> <p>Cllr Hubbard noted that Melksham was the only Area Board without a Local Youth Network (LYN) and urged the Area Board to consider setting one up to ensure that young people’s voices could be heard. Caroline LeQuesne confirmed that she had attempted to set this up, but limited feedback had been received though she was happy to investigate setting up an LYN again.</p>
73	<p><u>Local Highways and Footpath Improvement Group (LHFIG)</u></p> <p>Cllr Mike Sankey introduced the minutes and recommendations from the LHFIG meeting held on 7 May 2024. After which, it was;</p> <p><u>Resolved:</u></p> <p>The minutes of the Local Highways and Footway Improvement Group meeting held on 7 May 2024 were agreed as a correct record as well as approving the following spending recommendations within:</p> <p>To add the following Issues to the Priority Schemes List with funding (where indicated) Refer to APPENDIX 2</p> <ul style="list-style-type: none"> • Melksham Town / Melksham without / Semington village - Allocate the sum of £4000.00 for the formal advertisement and implementation of parking controls (Waiting restrictions) at various agreed sites. 3rd Party contribution of 25% (£1,000) to be agreed with town / parish councils. • Keevil Kerbing works. – Allocate sum of £10,010.00 with 25% contribution (£2502.50) from Keevil Parish council. <p>A discussion then took place regarding the TRO referenced within the recommendations, to which the advertising arrangements for which were discussed and how discussions for how this could be improved were taking place in the background. It was noted that there would be a public consultation for the traffic order via Wiltshire Council and during this period the Town Council and Members of the public could submit any questions and comments.</p> <p>A motion was raised by Cllr Jon Hubbard that TROs affecting Melksham residents should be advertised within the Melksham Evening News, which was seconded by Cllr Mike Sankey. An amendment was made to the substantive motion that this motion be brought back to the next meeting of the Area Board for timing reasons. Both the substantive and amended motions were carried.</p> <p>A further discussion then took place regarding LHFIG Funding Contributions and the Chairman noted that it was agreed at the last meeting of the Area Board,</p>

	<p>that clarity would be sought around LHFIG Funding Contributions. Since this meeting, Officers had gone away and have sourced minutes from the LHFIG meeting, which took place on 4 August 2022, which stated that:</p> <p><i>Each Council should be committed to part-fund each project: financial contributions will normally be expected at a rate of 50% for the larger Councils (Melksham Town and Melksham Without) and 25% for the other smaller Councils.</i></p> <p>Cllr Alford stated that the word “normally” was key to the contributions as this would allow smaller parishes to come forward and suggest alternative funding models as otherwise there would be an expectation for small parishes with few electors and tiny precepts to fund expensive projects.</p> <p>Cllr Hubbard stated that Melksham North was one of the most deprived electoral wards in Wiltshire and that Melksham Town was one of the most deprived towns in Wiltshire with one of the lowest levels of disposable incomes. It was suggested that with the current contributions, deprived areas would be expected to subsidise work in the most affluent areas.</p> <p>The Chairman proposed the following motion that Each Council should be committed to part-fund each project: financial contributions will normally be expected at a rate of 50% for the larger Councils (Melksham Town and Melksham Without) and 25% for the other smaller Councils, which was seconded by Cllr Phil Alford.</p> <p><i>Cllr Jon Hubbard requested a recorded vote on the motion, which was as follows:</i></p> <p><i>For – Cllr Jonathon Seed, Cllr Nick Holder, Cllr Jack Oatley, Cllr Phil Alford</i></p> <p><i>Abstain – Cllr Mike Sankey</i></p> <p><i>Against – Cllr Jon Hubbard</i></p> <p>The motion was therefore carried.</p>
74	<p><u>Area Board Funding</u></p> <p>The Chairman provided the Area Board with an update about how he and Cllr Hubbard had visited previous grant recipient Saxon Group of the Riding for the Disabled Association to see the work that they do and how they had spent the money awarded by the Area Board.</p> <p>The Chairman informed the Area Board of the opening balances for grant funding. The Area Board considered the following applications for funding:</p> <p><u>Community Area Grants:</u></p> <p>Melksham and District Historical Association - £1,000 towards Melksham Historical Association Display Cabinets.</p>

Decision

Melksham and District Historical Association was awarded £1,000 towards Melksham Historical Association Display Cabinets.

**Moved – Cllr Jon Hubbard
Seconded – Cllr Mike Sankey**

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

Great Hinton Heritage Group – £484.52 towards Great Hinton Heritage Group Display Materials.

Decision

Great Hinton Heritage Group was awarded £484.52 towards Great Hinton Heritage Group Display Materials.

**Moved – Cllr Jonathon Seed
Seconded – Cllr Jon Hubbard**

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

Bowerhill Baby and Toddler Group - £500 towards Bowerhill Baby and Toddler group Outdoor Active.

Decision

Bowerhill Baby and Toddler Group was awarded £500 towards Bowerhill Baby and Toddler group Outdoor Active.

**Moved – Cllr Nick Holder
Seconded – Cllr Jack Oatley**

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

Great Hinton Indoor Bowls Club - £500 towards Great Hinton Indoor Bowls Club.

Decision

Great Hinton Indoor Bowls Club was awarded £500 towards Great Hinton Indoor Bowls Club.

**Moved – Cllr Jonathon Seed
Seconded – Cllr Jon Hubbard**

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

	<p><u>Older & Vulnerable Grants:</u></p> <p>Avon Bowls Club - £333.99 towards Avon Bowls Club Access Ramp.</p> <p><u>Decision</u></p> <p>Avon Bowls Club was awarded £333.99 towards Avon Bowls Club Access Ramp.</p> <p>Moved – Cllr Jack Oatley Seconded – Cllr Phil Alford</p> <p><i>Reason – The application met the Community Area Grants Criteria 2023/24.</i></p> <p>Our Time Project – £3,000 towards Melksham Movement and Theatre Workshops for Elders.</p> <p><u>Decision</u></p> <p>The Area Board agreed to defer discussion of the Our Time Project application as per the applicant’s wish.</p>
75	<p><u>Urgent items</u></p> <p>There were no urgent items.</p>
76	<p><u>Close</u></p> <p>The date of the next meeting was confirmed as 4 September 2024.</p>

This page is intentionally left blank

Melksham Area Board

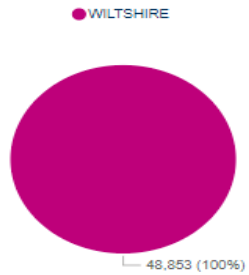


BOA Melksham PCN

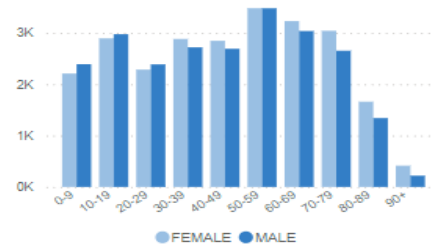
Total number of registered patients
48,853

Difference from previous month
0.08%

Difference same period last year
0.89%



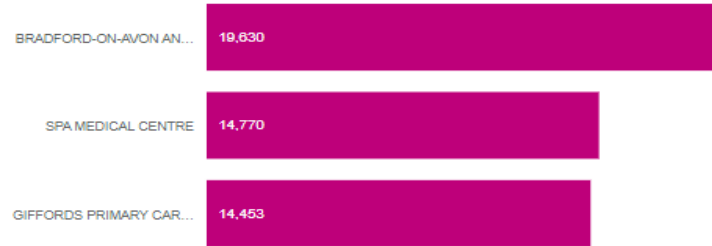
Population by Age Range



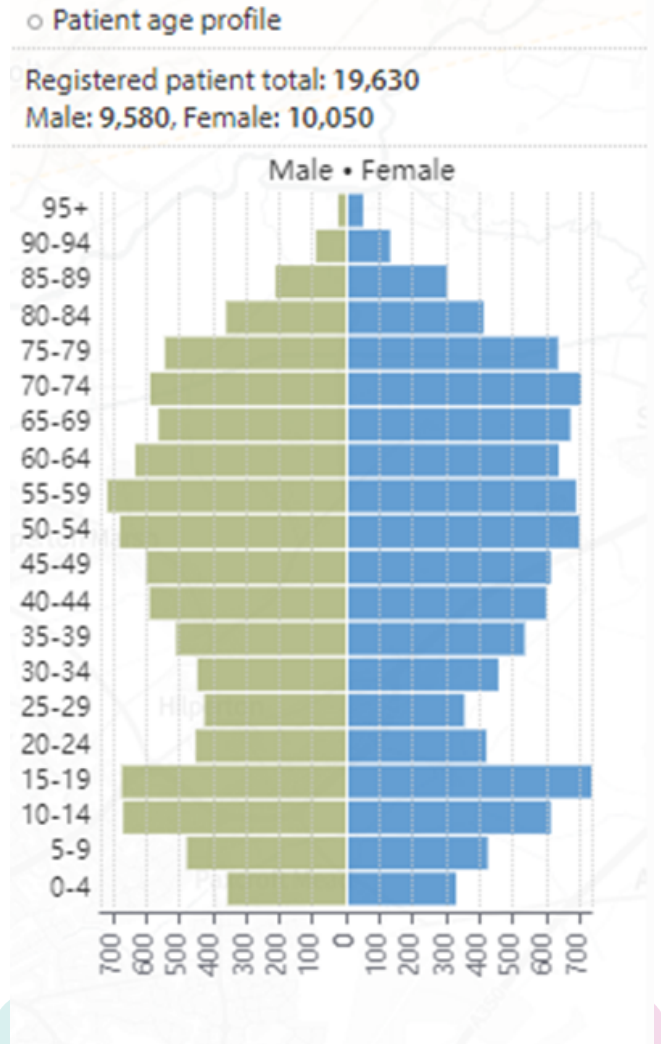
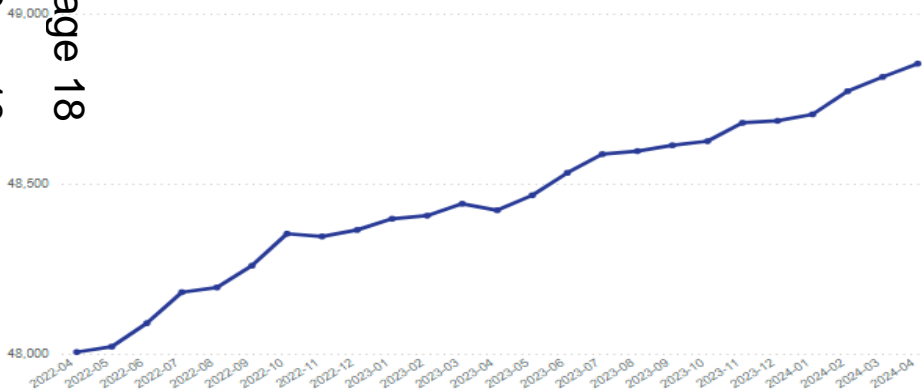
Practice Population by PCN



Practice Population by GP Practice

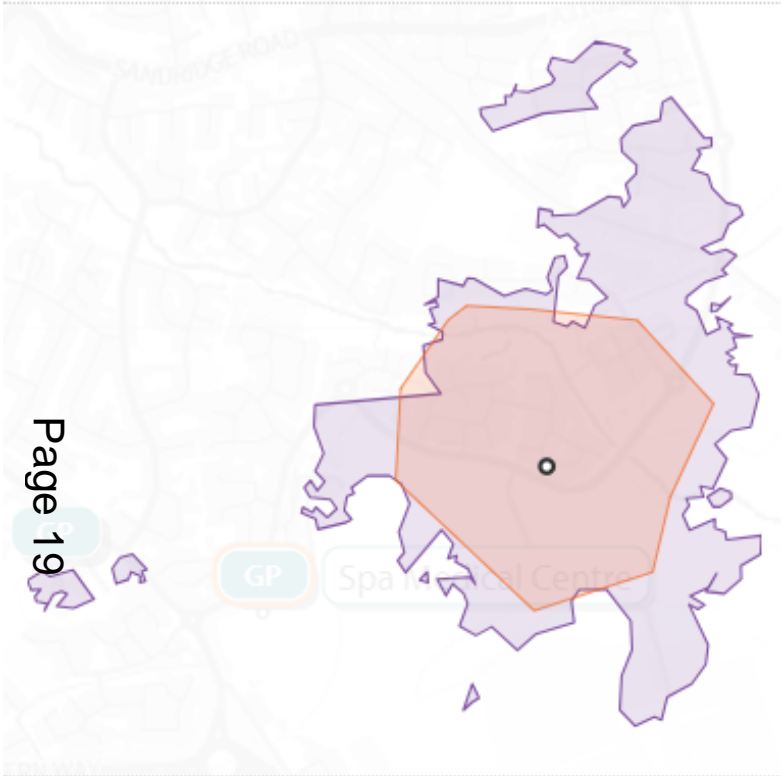


BSW population by period



Spa Medical Centre

○ Catchments



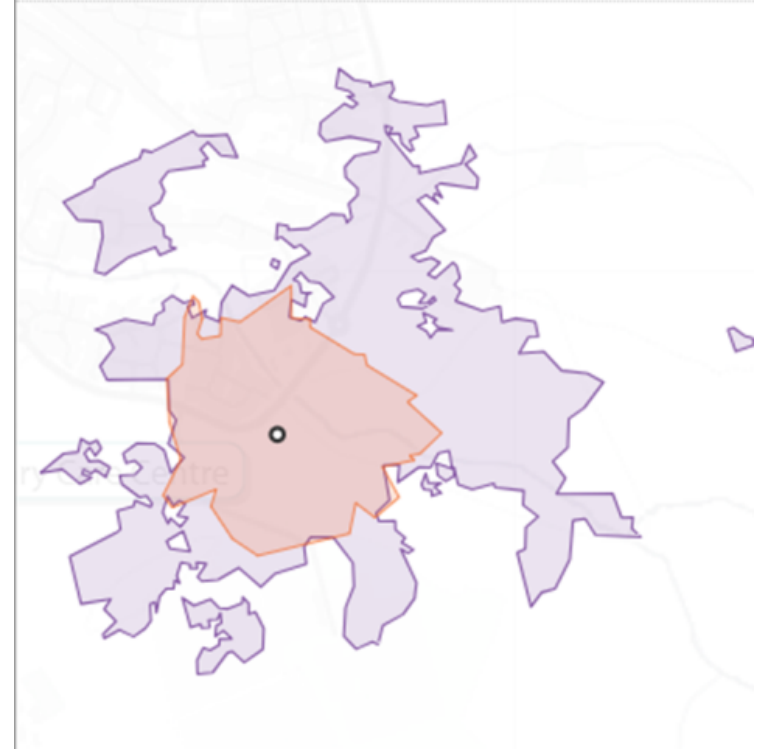
14770 registered patients in 50 LSOAs
 Number of Patients Registered at a GP Practice:
 Apr '24. NHS Digital: digital.nhs.uk/.../april-2024

Practice submitted inner catchment area
 NHS Digital: Apr '24: digital.nhs.uk

GP Practice's registered patients and practice boundary area across Melksham.

Giffords Primary Care Centre

○ Catchments



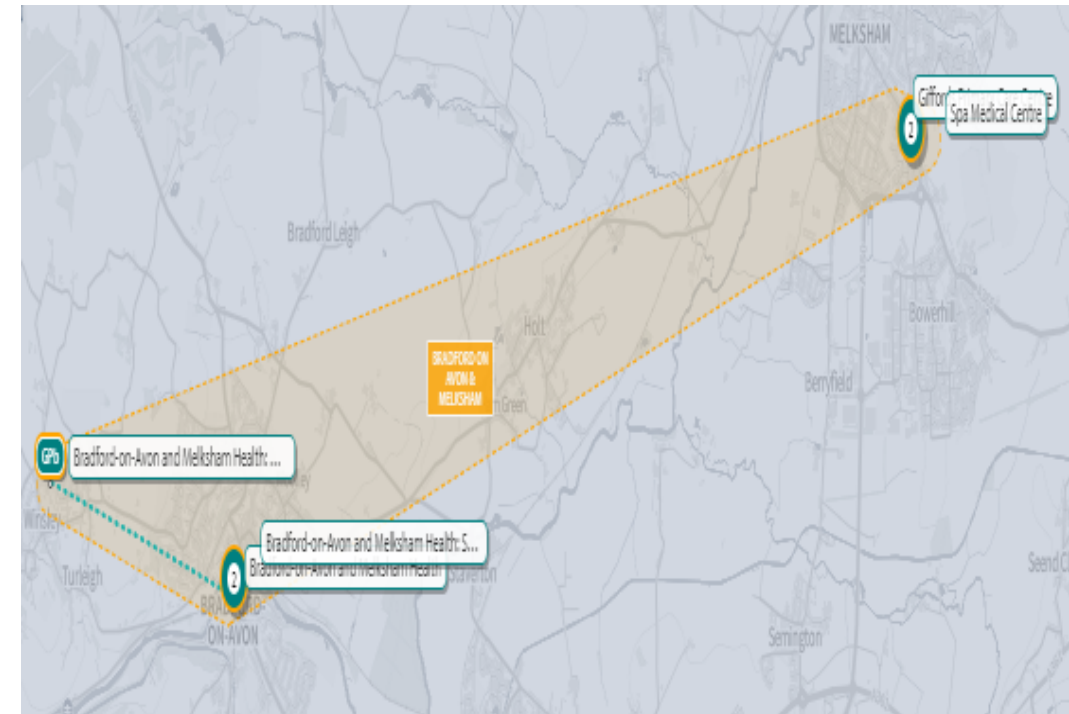
14453 registered patients in 87 LSOAs
 inc 1 patient outside the commissioning CCG
 Number of Patients Registered at a GP Practice:
 Apr '24. NHS Digital: digital.nhs.uk/.../april-2024

Practice submitted inner catchment area
 NHS Digital: Apr '24: digital.nhs.uk

PCN Estate

- There are 3 main GP premises and 2 branch sites across Melksham and Bradford on Avon
- The estate will need to support the expected increase in population from the housing growth by 2032
- The estate will need to evolve and become more flexible to support delivery of a range of services for the population
- The future estate will be informed by the PCN clinical service strategy and supported by activity level data to determine the level of space required
- Gifford Surgery are working with their Landlord to optimise the current premises within the current footprint to support their service delivery
- Various planning application responses have been submitted in response to the healthcare premises needed for the growth

Melksham and Bradford on Avon PCN estate



Primary Care Network Workforce

- Melksham and Bradford on Avon Primary Care Network covers the Practice populations of Giffords Surgery, Spa Medical Centre and Bradford on Avon.
- The Primary Care Network currently employs 28 staff recruited through the Additional Roles Reimbursement Scheme.

Strong emphasis on the Personalised Care roles that support the Living Well and Frailty teams:

- Social Prescribing Link Workers
- Health and Wellbeing Coaches
- Care Co-ordinators.

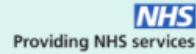


Community Pharmacy in Melksham



Bath and North East Somerset,
Swindon and Wiltshire
Integrated Care Board

Most pharmacies can help you with **seven common conditions** without needing a GP appointment



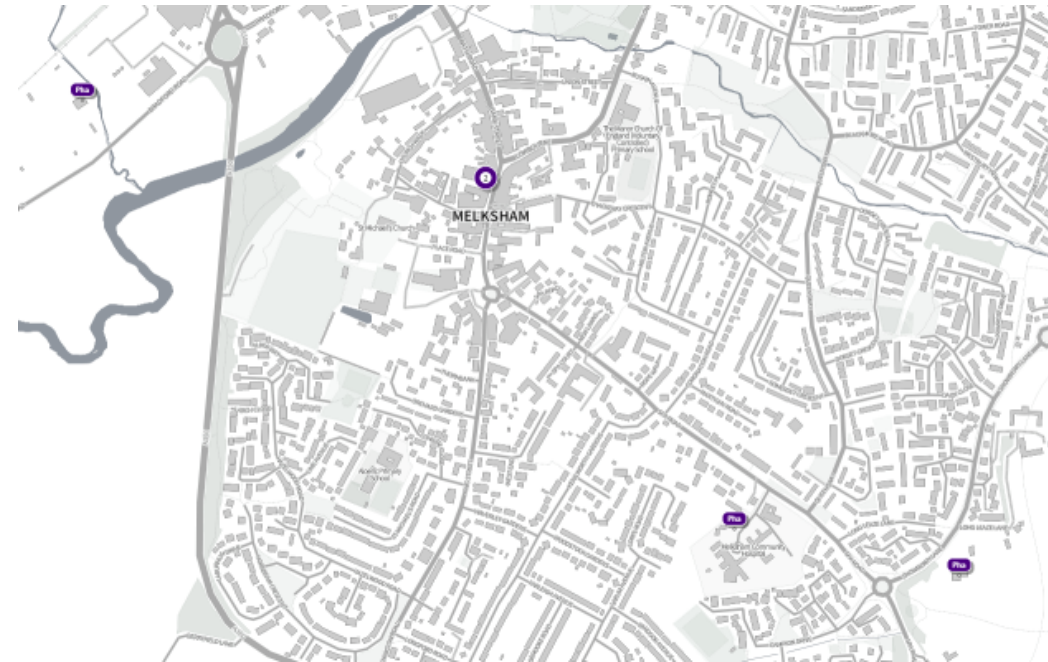
Speak to your pharmacist if you suspect you have:

- **Sinusitis**
(adults and children aged 12 years and over)
- **Sore throat**
(adults and children aged 5 years and over)
- **Earache**
(children aged 1 year to 17 years)
- **Infected insect bite**
(adults and children aged 1 year and over)
- **Impetigo**
(adults and children aged 1 year and over)
- **Shingles**
(adults aged 18 years and over)
- **Urinary tract infection**
(women, aged 16 to 64 years)



Pharmacy	Address	Opening Hours
Spa Pharmacy	Spa Medical Centre, Snowberry Lane Giffords Primary Care Centre, Spa Road	Mon to Fri: 8.30am to 6.30pm
Melksham Pharmacy	1 Bank Street	Mon to Fri: 8am to 8pm Sat: 9am to 1pm
Gompels Pharmacy	19-23 High Street	Mon to Fri: 9am to 5:30pm Sat: 9am to 4pm
Boots Pharmacy	Bradford Road	Mon to Sat: 9am to 12:30pm 1pm to 4:30pm 5pm to 9pm Sun: 10am to 4pm

Approx. 50,000 prescriptions dispensed in Jan. 2024



Visit your
Pharmacy First!



Dental Services in Melksham

Melksham South

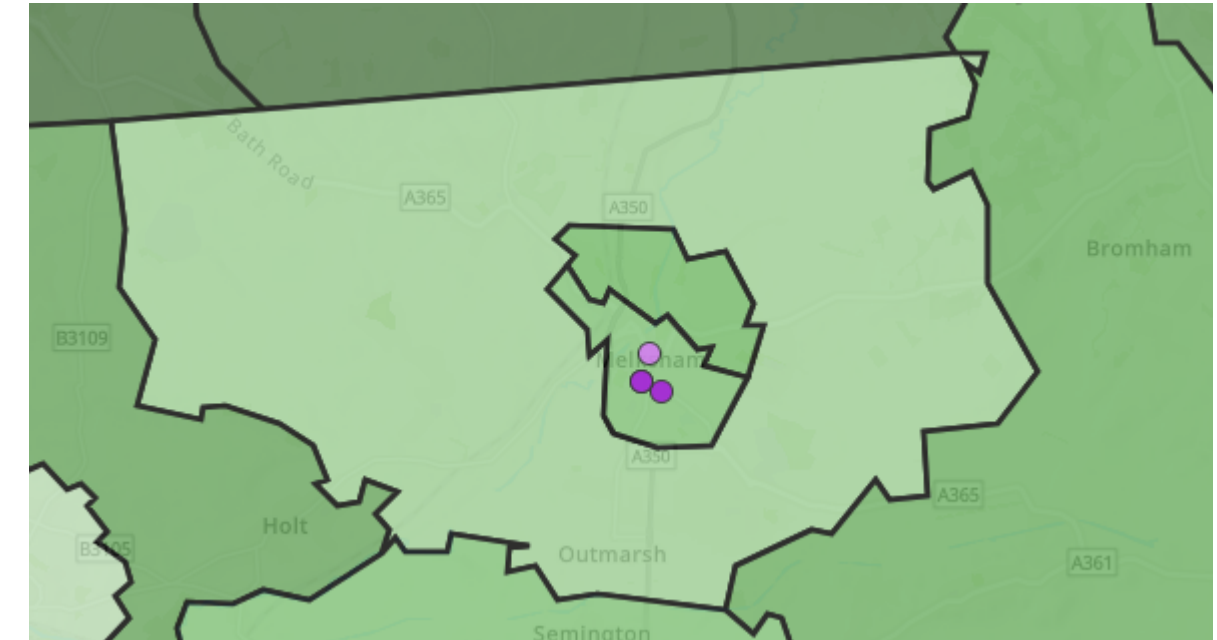
- Approx. 27% ward accessing NHS dentistry (higher than National average)
- 37% children accessing NHS dentistry

Melksham Without North & Shurnhold

- Approx. 28% ward accessing NHS dentistry (higher than National average)
- 42% children accessing NHS dentistry (higher than National average)

Melksham Forest

- Approx. 25% ward accessing NHS dentistry (higher than National average)
- 32% children accessing NHS dentistry



Bowerhill

- Approx. 28% ward accessing NHS dentistry (higher than National average)
- 42% children accessing NHS dentistry (higher than National average)



ICB Updates - Melksham Area Board



Bath and North East Somerset,
Swindon and Wiltshire
Integrated Care Board

High Intensity Users of A&E services

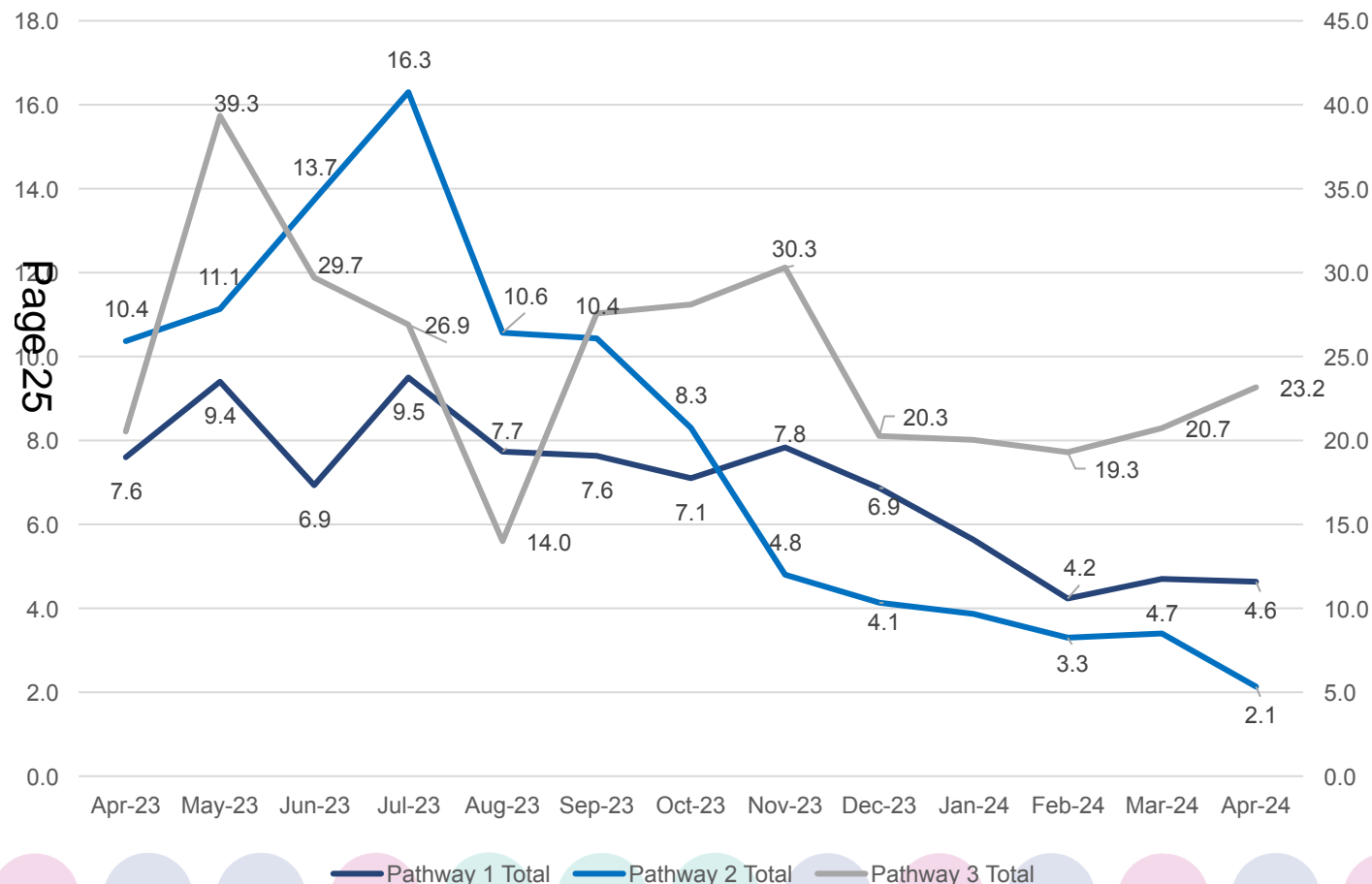
Support that is available to Wiltshire residents that attend A&E departments on multiple occasions

- The High Intensity User Service historically have been commissioned across BSW as pilots since 2018 and funded on a non-recurrent basis.
- Permanent funding has now been secured across BSW and a contract formally awarded to **BSW Connect**, led by Medvivo Group Ltd in association with Wiltshire Centre for Independent Living
- This service supports service users who predominantly attend at emergency departments more than 5 times per year.
- These services offer a robust way of supporting often vulnerable individuals to uncover and address unmet need, improving quality of care, patient experience.
- Several evaluations have been carried out over the past 2 years which demonstrates the positive impact that they have on UEC services, including a 51% reduction in A&E attendances and 62% reduction in emergency admissions.
- **The BSW Connect service will be mobilised and in place on 1st July 2024**



Wiltshire average Time to Discharge reduced

Performance - Time from Referral To Discharge From Acute Trusts
Pathways 1 (Includes 'complex' P1), 2 and 3 (read P3 on secondary axis)



Latest analysis shows improvements April 23 to April 24 of 40% reduction in time to discharge for people going home and going to a community bed for rehabilitation, from acute trust discharges (over 50% for all source referrals) whilst also reducing the backlog and increasing the ability to support increasingly more 'complex' people at home.

Waiting times being discharged to a care home as a permanent place of resident shows a varying picture but with significant improvement in P3 discharge waits at SFT.

Waiting times have been reduced due to:

- Investment into support for patients going home via domiciliary care with local providers.
- Partners across Wiltshire have worked together to improve pathways home
- Caring Steps Together – Information for patients to plan discharge

Learning Disability & Autism update

- **Learning Disabilities Physical Health Check (PHC);**

National target for compliance with PHC is **75%** of the register have a complete check. the Wiltshire c compliance level is 75.7%, with 97% of people also receiving a Health Action Plan. LD AHC compliance continues to be a key focus. Compliance with LD AHC for Melksham practices is *79% - higher than the Wiltshire average.

* aggregate data

- **Learning Disabilities Capital Build;**

BSW ICB are the lead commissioner for a new specialist Learning Disability and Autism unit opening in Summer 2025. This unit will support those who need a more specialist environment and cover Wiltshire.

- **LD Screening Practitioner**

BSW ICB have secured recurrent funding from the NHSE Southwest Region to commission a LD screening practitioner. The role will support individuals to access the 5 adult screening programmes in Primary Care, with the intention of aligning this service with the completion of LD Annual Health Checks

- **Learning Disabilities & Autism Keyworkers**

BSW has an established team of keyworkers who are supporting individuals at risk of escalation or entering a period of crisis with the aim of avoiding inpatient admissions to mental health hospitals. Keyworkers support individuals and their families up to the age of 25yrs feedback from, and outcomes for individuals are positive. **As at end of April'24, 33 Wiltshire individuals have either been support, or are being supported by the keyworker service.**

Mental Health update

- **Severe Mental Illness Annual Health Checks (SMI AHC)**

National target for compliance with PHC is **76% (5,344)** of the register have a complete check. As at March'24 the Wiltshire compliance level is 61.8%. A BSW SMI AHC Improvement Group has been initiated, supported by both Primary Care and secondary mental health care provision. Compliance with SMI AHC for Melksham practices is *68.9% - higher than the Wiltshire average.

*aggregate data

- **NHS 111-2**

NHS 111-2 has gone live across BSW. The service forms part of the urgent and emergency mental health pathway and will support people to access the mental health support they require.



Melksham & BoA Collaborative

- Developed early 2023 as a 'Pathfinder' Test & Learn site to provide insights for establishing future Collaboratives.
 - Collaborative membership established by Spring 2023.
- Interim Chair provided by the PCN Manager, and agreed across the partnership, until formal roles appointed by Collaborative members.

Early Objectives for the Collaborative

- Complete a Readiness Review as a partnership to show where organisations are in their journey to develop the Collaborative.
- To agree an area of interest with a focus on prevention.
 - To explore data and define a cohort.
 - To engage with those within the chosen cohort.
- To develop a project plan incorporating interventions and outcomes reflecting the voice of the community.
 - To establish a Collaborative Structure.

Membership - Organisations

Wilts Council – Public Health

Wilts Council – Health Inequalities Team

Community First (VCSE)

Wessex Community Action (VCSE)

Age UK (VCSE)

Wilts Council – Area Boards

Wiltshire Health & Care

LA - Wiltshire Library Services

Melksham & BoA PCN

Alzheimer's Support Wiltshire (VCSE)

Wiltshire & Swindon Sport (WASP) (VCSE)

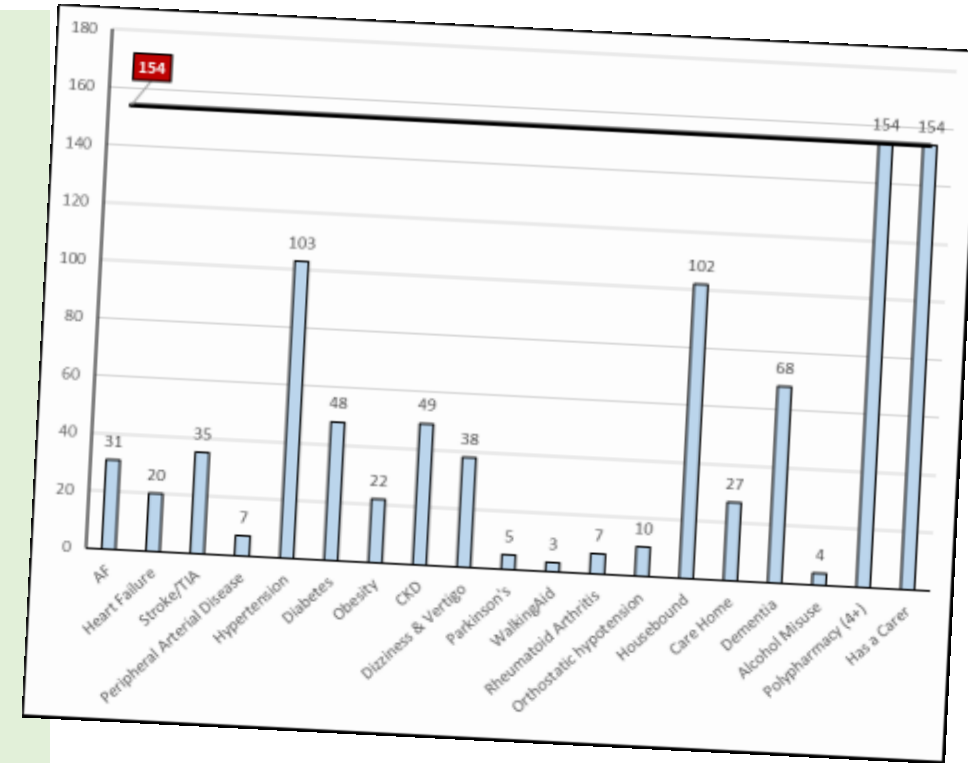
Carer Support Wiltshire (VCSE)

ICB

WCIL (Wiltshire Centre for Independent Living)

Melksham & BoA Collaborative -Achieving Early Objectives

- Readiness Review supported by partnership. Agreed area of interest – prevention of falls for those over 65 years requiring care and with a history of polypharmacy.
- Data interrogated by partners and cohort of 154 initially agreed – this was reduced to 40 after a pre-engagement rerun and criteria for inclusion were considered, (medically well, cognitively able to engage etc.).
- Project plan designed.
- Glass Cubes workspace created to facilitate communication between partners.
- Pilot engagement event designed. Resources list produced to aid conversations.
- Launch Programme Development Day developed to establish the Collaborative.



Engagement Event – pilot (Sept – Nov '23)

Supported by WCIL & PCN partners

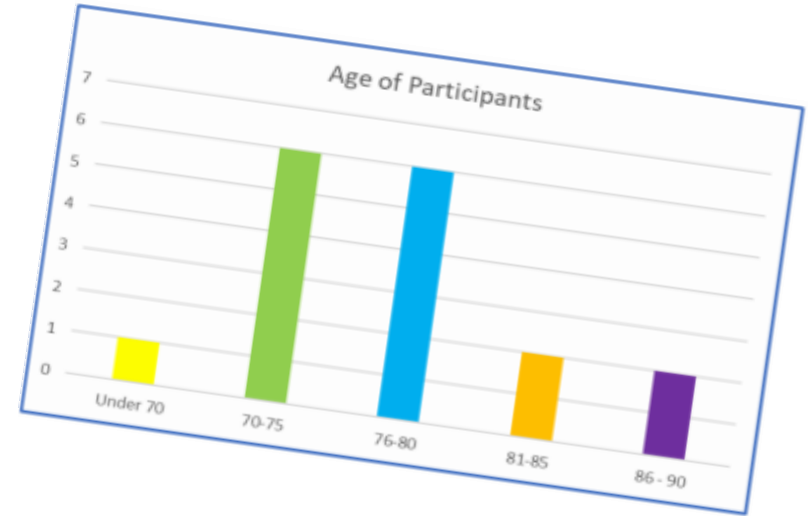
16 participants – 8 males 8 females
11 cared for by a spouse/family member
1 received care from a care agency

KEY MESSAGES

People want a personalised approach to the support – creative approaches within their own homes.

Some had experienced falls but chose not to report to GP because they didn't see it as a significant event.

- People are aware and understand risks in their life. They don't want these risks to stop them living life as they wish to manage risks, whilst getting on with their lives.



REQUIREMENTS

- **Technology Enabled Care (TEC)** e.g., Alexa used rather than pendant alarm
- **Information about other services/ resources** e.g., Radar Keys, access to social events for carers and cared for individuals, equipment availability
- **Exercises classes managed in own home.** Pulmonary Rehab class that was "dull" and "repetitive" so had been developed at home. Slope prevented access to community classes



The Launch Programme Development Day – Nov '23

Partner outcomes

- Achieved a shared understanding of PHM and how it developed into the Neighbourhood Collaborative model.
- Accessed the toolkit and started to explore how the contents could help develop the Collaborative.
- Explored roles and responsibilities, and structural dynamics to help build and embed the culture and behaviours within the Collaborative
- Applied QI methodology to support the growth of the Collaborative and progress the project plan (understanding how to implement improvement and change within the Collaborative)
- Discussed key messages, outcomes and lessons learnt from the engagement.
- Understood the identity of the Collaborative by creating a sustainable vision for Melksham & BoA, (see below).



Page 31

Page 31



“Stay connected at every step”



Vision of a “fairytale” created by working differently together

Being part of a Collaborative is “a powerful motivator”.

Next Steps for Melksham & BoA (M & BoA) in 2024

Reflections following the engagement influencing next steps:

- Limited impact of recommendations due to limited number of participants.
- Lack of consent reduced the size of the cohort – comms used to publicise the engagement to be reviewed.
- Lack of uptake of current resources/ activities available in community– explore whether changes to the process could affect this uptake.
- Addressing health issues/concerns that form part of the conversation during engagement – additional support from Social Prescribers/ Health Coach services may help facilitate this process.

The next steps for M & BoA Collaborative are:

- Agree the partners who will oversee a second engagement across M & BoA.
- Agree the ways to implement adjustments to a second engagement event based on lessons learnt.
- Identify a second cohort using data metrics agreed by partners.
- Implement the second engagement and combine the outcomes/recommendations from the two events to develop interventions to support those within the community over 65 years old and at risk of falling.



Area Board Briefing Note
FACT Transitional Safeguarding Project

Service:	Families and Children's Transformation (FACT)
Date prepared:	August 2024
Further enquiries to:	Simon Thomas
Direct contact:	Simon.thomas@wiltshire.gov.uk

PROJECT OVERVIEW

Transitional Safeguarding is an “*approach to safeguarding adolescents and young adults fluidly across developmental stages which builds on the best available evidence, learns from both children's and adult safeguarding practice and which prepares young people for their adult lives*” (Chief Social Workers Knowledge Briefing June (2021)).

In response to multiple partners identifying opportunities for improvement in how we support young people who are vulnerable in the context of criminal and/or sexual exploitation as they move between services at age 18, the Families and Children's Transformation (FACT) Partnership is undertaking a specific project to explore how strategic and operational systems and practice can be developed. The project is specifically exploring the concept of achieving better outcomes for this cohort of young people through a programme of culture, practice and system change rather than a structural change model. National evidence tells us that failure to effectively support young people in this transition to adulthood impacts significantly upon their future outcomes as well as increasing the cost of interventions later in life that are felt across a wide range of system partners including Adult Social Care, Housing, Police, Justice System, Health partners and the welfare benefits system.

The multi-agency project has been running for 20 months with an initial focus on seeking to understand the lived experience of the young people and how the whole system works in the context of young people's support arrangements before, at and after the point they turn 18.

SUMMER 2024 UPDATE

As the project now moves towards closure in April 2025, the focus has shifted to identifying and implementing opportunities for improvement. This phase of activity is informed by case reviews, learning from cases that have been explored at the Creative Solutions Board during the period to date as well as the learning from cases considered within the Early Planning for Transitions activity. There has also been significant insight gained from engagement activity with young people, review of the Transitional Safeguarding mentoring programme and wider dialogue with a range of system partners about their experiences of working with young people in Wiltshire. We are also involved in a number of national networks exploring this issue and seeking to enhance approaches across the country.

The multi-agency activity has identified four key themes going forward.

Theme 1 - How the system can provide effective post-18 support for young people who have received intensive support prior to their 18th birthday

The project is working closely with Adult Social Care to enhance the existing post-18 support arrangements and to ensure that young people who require support from Adult Social Care experience a well-planned and smooth transition that leads to them being able to access appropriate support whilst also ensuring robust safeguarding oversight.

The project is also exploring the commissioning of housing provision with support specifically informed by the needs and vulnerabilities identified within the project.

Implementation of these developments will not just involve Adults Social but will require wider partner engagement and will need to be flexible and responsive to take account of the fluidity in young people's lives.

Intended impact

Success in this theme will mean that more young people are able to access effective post-18 support that enables them to achieve positive outcomes such as engagement in work and learning and reduced homelessness. The need for crisis-related support from across the system will also be reduced.

Theme 2 – How the system can best support young people with Special Education Needs/Disability (SEND) who are also vulnerable to exploitation

The project is facilitating conversation with colleagues from the Council's SEND Services, Social Care and pre/post-16 education providers to explore opportunities to ensure the support for these young people is as joined up and robust as possible taking account of the additional vulnerability and risks.

Intended impact

The key outcomes related to this theme are that fewer young people will drop out of post-16 work and learning and those that do will be picked up and supported to re-engage at an earlier stage.

Theme 3 – How the system partners can best work together to share information related to risk and vulnerability so that a shared assessment of risk is in place for each young person

This strand of work is in its exploratory phase with focussed conversations taking place with Police and Social Care colleagues, utilising case reviews to inform future recommendations and developments.

Intended impact

Improved sharing of information and consistency of assessment of risk will mean that partners will have a shared understanding of our most vulnerable young people and be able to respond more effectively when intervention is required. This will also enable consistency of support and response when young people move across and between services and parts of the system.

Theme 4 – How we can ensure that planning for transition from pre-18 to post-18 services is well-planned and effective

Informed by feedback from professionals and young people as well as case review activity, the project is working closely with Children's Social Care to embed best practice regarding planning for transition where contextual risks are present.

Intended impact

This theme is seeking to ensure that individual young people's needs, risks and vulnerabilities are well understood by relevant pre-18 and post-18 services so that transfer of support is as smooth as possible and that the risk of young people either disengaging from support or 'slipping through the net' are reduced.

Area Board Briefing Note Update on the FACT Family Help Project

Service:	<i>Families and Children's Transformation (FACT)</i>
Date prepared:	<i>August 2024</i>
Further enquiries to:	<i>Simon Thomas</i>
Direct contact:	<i>Simon.thomas@wiltshire.gov.uk</i>

Background

In early 2023, the Wiltshire Families and Children's Transformation (FACT) Partnership launched its Family Help project to enhance the local arrangements for the delivery of early intervention and prevention services for children, young people and families.

What do we mean by 'Family Help'?

Wiltshire's multi-agency Family Help arrangements enable children, young people and families to access the right help at the right time through a co-ordinated approach to prevention and early intervention through:

- a co-ordinated approach at a whole population/universal level to prevent needs from arising and to build resilience across all residents
- a robust multi-agency approach to identifying any additional needs at the earliest point and providing effective joined-up support that prevents the needs from escalating further

We use the term 'Family Help' to stress that the focus is on working with families and to avoid historical confusion associated with the term 'Early Help'.

Summer '24 Update

The project is now focussed on understanding the learning from the various strands of work and particularly the locality-based pilot activity in Warminster and Westbury with a view to embedding the successful features into the County-wide model for Family Help.

The Warminster and Westbury Pilot

What we set out to achieve and what we have achieved?

We wanted to develop and test some specific ways of working:

- Wrapping services/groups around local cluster(s) & communities.
- Creating a local case consultation system – Family Help Co-ordinator being local contact for support on case discussions.
- Applying a more flexible/responsive practice model – Localised team that built professional working relationships within the community.
- Creating a local community of practice – Warm hand overs and introductions for families rather than referrals
- Working with sibling groups across phases – bringing schools together to work across the whole family.
- Offering local training & sharing – Offering Peer supervision to the local pastoral care and parenting support staff in local schools, offering coaching and resources to support direct interventions
- Developing local 'voice' activity- Learning from the feedback of families

Over the last 15 months the pilot has been able to work with partners in the Westbury and Warminster area to provide a more individual response to Family Help. We have supported 53 families who under previous models would not have had received direct intervention within the home. We have been using

the Outcomes Star tool to understand impact and progress in families; analysis shows every family worked with has reported and shown positive progress.

In terms of other insights regarding impact of the project, early data analysis suggests specific positive impact in school attendance and school exclusion. There is also evidence that the provision of local advice to schools and other partners reduces unnecessary demand on the Council's 'front door' in terms of queries about support for individual children, young people and families. Work is ongoing to explore both quantitative and qualitative data and Oxford-Brookes University are currently undertaking the final stage of the pilot project evaluation to inform discussions about the future model for Family Help across Wiltshire.

Evaluation will also be completed on the Early Help Mental Health Pilot that has been integrated within the Warminster and Westbury activity; this project is due its national evaluation in September which will inform the future model of early help mental health support across the County.

What's next For Westbury and Warminster?

Family Help Pilot:

The specific activity of the Family Help Pilot Team ceased at the end of the Summer Term and has been transferred as 'business as usual' activity led by Spurgeons as the new delivery organisation for Family Hubs across Wiltshire (see below). All families that the pilot team are currently working have been introduced to staff from Spurgeons for any ongoing support needs.

Family Hubs:

The learning from the pilot has already fed into the delivery specification for the Family Hubs. These are the new Wiltshire wide service for families with children aged 0-19 (25 with SEND) delivered by Spurgeons since April 2024.

Family Hubs provide information, advice and support for all families with a mixture of evidence based interventions based on the local need. There are three flagship hubs in County Hall Trowbridge, Monkton Park Chippenham and Five Rivers Salisbury. Alongside this there are Community and Family Navigators based in community buildings such as libraries, leisure centres and community projects to offer support and guidance to families.

Further information can be found here [Family hubs - Wiltshire Together](#)

What's next for Wiltshire?

The county-wide aspects of the FACT Family Help project will continue as planned until April 25:

- Continued promotion of the All Together brand for Family Help

- Maintenance and development of the All Together web platform for families

- [All Together - Wiltshire Together](#)

- Ongoing roll-out of the whole system Family Help Workforce Development offer

- Further development and implementation of the Family Help outcomes framework

During this period the multi-agency partnership group will be reflecting on the learning and feedback from the pilot activity to inform a long-term county wide model.

Please contact fact@wiltshire.gov.uk if you'd like to find out more or get involved.

Area Board Briefing Note Overview of Wiltshire Youth Council

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

Introduction

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

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

Role of the Youth Council

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

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

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

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

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

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

Expectations from the Youth Council

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

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

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

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

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

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

Conclusion

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

Thank you for your attention and support.

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

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

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

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

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

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

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

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

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

Pilot to trial legal walls in Wiltshire

1. Aims

- To explain the process and rationale for considering legal walls on Wiltshire Council land.
- To seek agreement for the underpass in Melksham situated along the A350 at Bath Road to be used as a pilot to trial the process.

2. Background

Graffiti is sometimes regarded as an art form by those doing it, but by members of the public it is often seen as a nuisance, frequently associated with anti-social behaviour and gang culture. Tagging is a form of graffiti which often carries the biggest stigma and is seen as anti-social by most communities. It occurs when an artist stamps a signature in a stylised way onto a piece of property – effectively claiming it as their own.

There are various pieces of legislation that a local authority can use to tackle graffiti including the Anti-Social Behaviour Act (ASBA 2003), the Criminal Damage Act 1971 and the Public Order Act 1986.

It is costly to get rid of with recent estimates putting the clean-up costs for graffiti in the UK at more than £1bn.

Street Art projects have been run in various locations across Wiltshire such as in Salisbury or Chippenham. These have been successful, in Salisbury they are normally one-off commissioned art pieces that are often quite expensive and do not have the benefits of a more permanent solution or of allowing a space for ongoing street art.

Legal Graffiti walls have been introduced over the last few years in many places across the UK as a way of cutting down on unwanted graffiti, promoting genuine street art and saving councils money. They are places where artists are free from prosecution if they keep to an agreed code of conduct (See appendix A for an example) and within the designated area.

Approximately 10 years ago, Chippenham Town Council ran an initial 6-month pilot scheme for a legal wall. It proved very successful being enjoyed by most of the community and helping to reduce ASB. Consequently, it has continued ever since.

3. Proposed process

Conversations have been held with other councils who are trialling or considering the creation of legal wall. Glasgow seems to be the most advanced currently and have agreed to share any useful information as well as the toolkit they are producing once their current trials are completed.

The proposed stages in the process for handling requests for a legal wall can be summarised as:

- ✓ A request can be made by any group including a parish council, arts group or community group. Evidence would need to be provided that demonstrates that there is currently an issue that this approach may help with.

- ✓ Input would be sought from relevant Wiltshire Council services and any other relevant partners such as Parish Councils and the police.
- ✓ A report would be prepared by the Strategic Engagement and Partnership Manager for the relevant area board's consideration in a similar way as Community Asset Transfers are currently processed.
- ✓ The report would need to include a clear communications plan, how monitoring would take place and how any risks can be mitigated including the possibility of the artists moving to another location (thereby being liable for prosecution).
- ✓ The area board will be asked to make a recommendation along with any comments. These would then be taken to the cabinet member who covers highways, for a final decision.

4. Monitoring considerations

Whilst the applying community group will take on the day-to-day responsibility for the way the wall is used, Wiltshire Council will carry out regular checks and have the power to at any time reverse their decision.

Ongoing maintenance and cleaning of the artwork will be the responsibility of the users. If at any time the artwork is no longer maintained and becomes an eyesore, then Wiltshire Council will simply remove the artwork in a manner it sees fit. In addition, the Council reserves the right to maintain the structure as it sees fit and without maintaining the artwork.

Anyone not adhering to the code of conduct or painting outside of the agreed area is subject to current legislation and are committing a criminal offence.

After a year, all processes will be reviewed in the light of any lessons learned through the trial as well as by other local authorities.

5. Legal considerations (Provided by Legal Services)

Following ongoing conversations with Wiltshire Council's legal services, they have provided the following summary of their position:

“Legal Services have been asked to provide a view and comment upon what is required legally before Wiltshire Council trial the introduction of a free wall in the County.

Free walls are locations in a locality where artists can express themselves, by putting their artwork on public display, on walls in specific locations, without the threat of conviction and without prior consent.

Free walls have really taken off as a concept in recent years, in both urban and rural areas across the UK and many councils are running or have run trials, notable areas including Glasgow, Belfast, Plymouth, Oxford and Cheltenham and in many boroughs across London.

A free wall is the complete opposite of Graffiti which DEFRA defines as “any informal or illegal marks, drawings or paintings that have been deliberately made by a person or persons on any physical element, comprising the outdoor environment with a view to communicating some message or symbol etc to others”.

Street Art by contrast must be artwork that is respectful, unoffensive, in keeping with the area and should not contain anything which is insulting or could cause offence or fear to others including graphically explicit images or text or anything gang related or racially aggravating. Indeed, its purpose should be to improve or beautify an area, attracting compliments rather than complaints.

Councils will still be obliged to clean up any unwanted graffiti within 24 hours or days depending on whether it is offensive or non-offensive. They will still be able to take action to remove graffiti from Council owned property themselves or encourage private owners to take action. Any graffiti which appears on a building without the owner's consent is an interference with a property owner's right and a person commits a criminal offence under the Criminal Damage Act 1971. Criminal penalties still apply and those responsible for Graffiti will be liable for civil prosecution for trespass, whether or not the claimant suffers any damage, and civil prosecution notices can be issued with fines on individuals of up to £2,500.

Moreover, Highways in Wiltshire Council seem to see no immediate issues and support the new trial as a means of seeing whether it can reduce the huge sums of money and manpower the Council are currently spending on clearing away unsightly and offensive graffiti.

Many of these trials have just started or are ongoing, so we are unlikely to be aware of some of the key legal issues that arise out of their implementation for some time and the law often takes years to catch up on issues that will come from their outworking.

That said, whilst there does not appear to be any legal reason why Council should not start the trial now, it would be helpful to consult with other council colleagues in other departments internally for their view before proceeding.

6. Highways considerations (provided by Streetscene Area Manager)

Streetscene are responsible for the removal of graffiti where Wiltshire Council has a statutory duty to do so. This proposed trial site is very well known to the Streetscene service as a site which is regularly tagged with illegal graffiti, often of an offensive nature. Such sites can be very labour intensive and result in resources being diverted from other vital services. Streetscene supports the approach to try and find innovative solutions to minimise the impact of illegal graffiti in Wiltshire whilst hopefully creating art that the community can be proud of. Streetscene are supportive of using the Melksham underpass as the pilot project.

7. Links to Arts and Culture Strategy (Provided by Arts and Funding Manager)

Wiltshire Council's Cultural Strategy places culture and creativity at the heart of Wiltshire's economic and social future and ensure community engagement and ownership. It has been built around five key themes of Economy, Identity, Tourism, Health and Wellbeing and Community. It contains a number of core objectives including:

- Increase engagement in arts and cultural activities by diverse audiences, including those who face engagement barriers
- Enable places to shape their own cultural identity
- Support good physical and mental health and wellbeing and community resilience.

The Arts service supports the proposal of legal walls and it fits perfectly the aims and objects of the Cultural Strategy. The proposal demonstrates how creativity can be used to provide an innovative solution to a wider problem.

8. Financial considerations

There are no significant costs or ongoing financial implications for Wiltshire Council if the recommendations of this report are adopted. Instead, the proposal if successful will save money as there will not be a need for graffitied walls to be regularly cleaned. All materials including paint will be provided by the users including that required to remove unwanted tags. No closure of the area around where the artwork is taking place is required.

9. Risks

The key risks are:

- *Lack of understanding by the public regarding the use of legal walls.* To mitigate this, a clear communication plan, worked up with communications team will be produced before any agreement is issued. This will include that the code of conduct must be adhered to and that it is still illegal to graffiti in any other place.
- *A rise in graffiti in other locations.* To mitigate against this, not only will good communication be required, but also close monitoring of other locations elsewhere in the town so that if graffiti occurs, appropriate action can be taken.
- *The wall is not kept for art.* To mitigate against this, regular monitoring by Wiltshire Council will be undertaken and appropriate action taken. In the case of the pilot location Melksham Town Council may also consider extending the CCTV coverage to include the underpass. This will be encouraged. In addition, the local artists will monitor the wall and remove any unwanted tags or artwork by painting over it.

10. Next Step

The process has been agreed as a sensible way forward and any future requests will need to follow it once the pilot has been running for some time and we are convinced that there is an overall positive outcome.

If it is agreed for the underpass located in Melksham along the A350 on the Bath Road to be used as a trial, communications are primed to begin communicating what will happen. Some additional work will be required to agree the exact area to be designated, to ensure a QR sign to the code of contact is visible and to ensure that all stakeholders are fully aware of what will be taking place. This will include appropriate monitoring of the wall and surrounding areas.

11. Recommendations

It is recommended:

1. That the underpass in Melksham situated along the A350 at Bath Road to be put forward as an initial pilot to trial the process
2. That ongoing monitoring takes place within the trial period and appropriate action or changes are taken if required

Appendix A – Example Code of Conduct

Innovation - Be creative. Beautiful design does not go unnoticed. Engage in a conversation with the city through creative interactions

Respect boundaries - Only specific walls and areas are legal spaces. Do not paint on the surroundings.

Deliver quality - Invest some time in your piece of art. The better the quality the longer it will stay up. Positive use of legal sites will encourage others to follow your example.

Be friendly - Be friendly to writers, artists and visitors.

Keep it clean - Keep Melksham clean and tidy. Take away your rubbish and empty cans.

No Tagging - Tagging is a form of graffiti which often carries the biggest stigma and will often be seen as anti-social by most communities. Tagging can be considered offensive to other artists and the wider community.

Consideration - Although art is subjective the act of covering quality pieces can be considered disrespectful.

Respect - Respect artists when they are at work. Respect visitors when they are viewing your art.

No offence - Be considerate to others, don't be abusive or discriminate, and don't use offensive images or messages.

No politics – Do not use the wall to promote political messages.

WILTSHIRE POLICE



Page 47

Melksham Neighbourhood Team

Area Board Meeting

Wednesday 4 September 2024



Agenda Item 9

Meet Your Neighbourhood Policing Team

Each Team member looks after the Town areas as well as a number of Villages and rural areas.

PCs COOMBS and HOLDSWORTH share responsibility for Bowerhill and Berryfield.



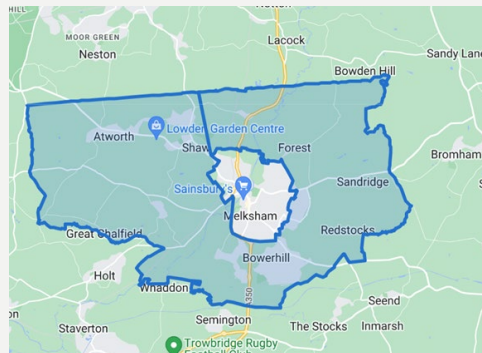
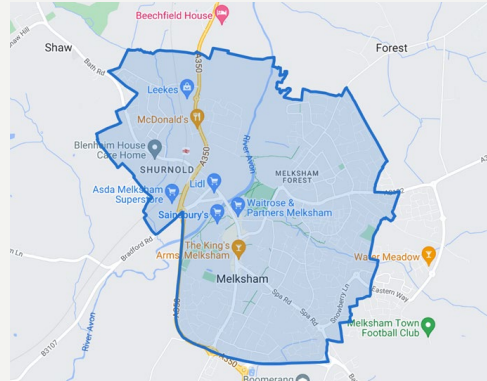
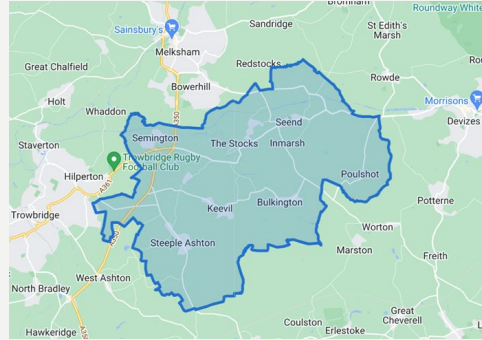
PC Ben Coombs

Sandridge
Redstocks
Broughton Gifford
Norrington Common
Atworth
Shaw
Whitley
Beanacre
Forrest



PC Elliott Holdsworth

Steeple Ashton
Keevil
Bulkington
Poulshot
Inmarsh
Seend
The Stocks
Semington
Seend Cleeve



**PCSO
WALTERS-
Melksham
South**



**PCSO
GRIFFIN-
Melksham
Town**



**PCSO
DYBOWSKA-
Melksham
South**



Inspector Andy Lemon



Sergeant Gemma Rutter

Our Summer Highlights:

This has been a busy summer for the team but not how we expected. We have seen drops in the typical summer crimes and incidents we would expect such as violence; youth related ASB; arson; criminal damage.

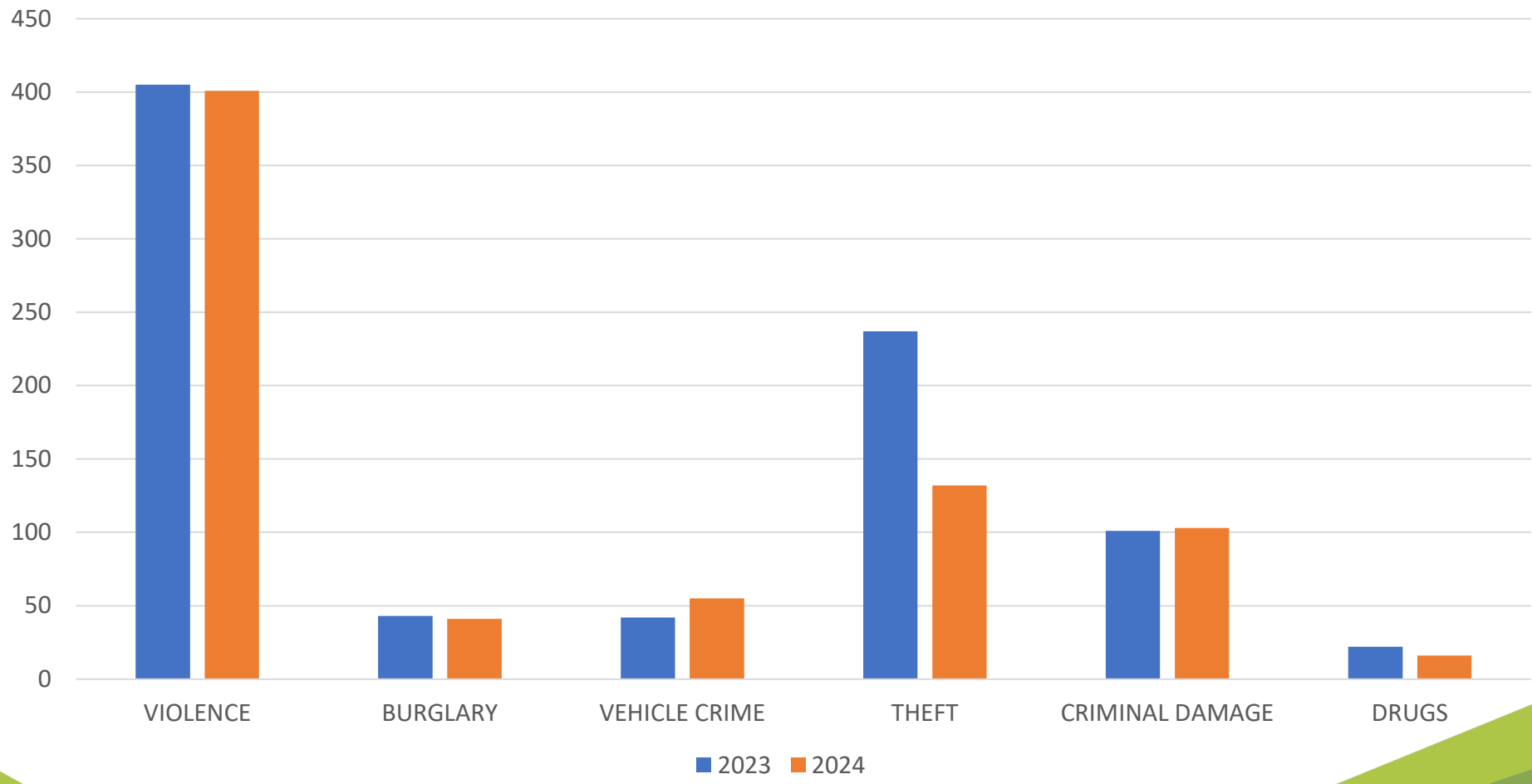
What we have noticed are trend hitting the Country- keyless vehicle thefts have increased as have E-Scooter related ASB.

The keyless crime thefts are being investigated by a specialist department within our force and we continue to circulate crime prevention advice.

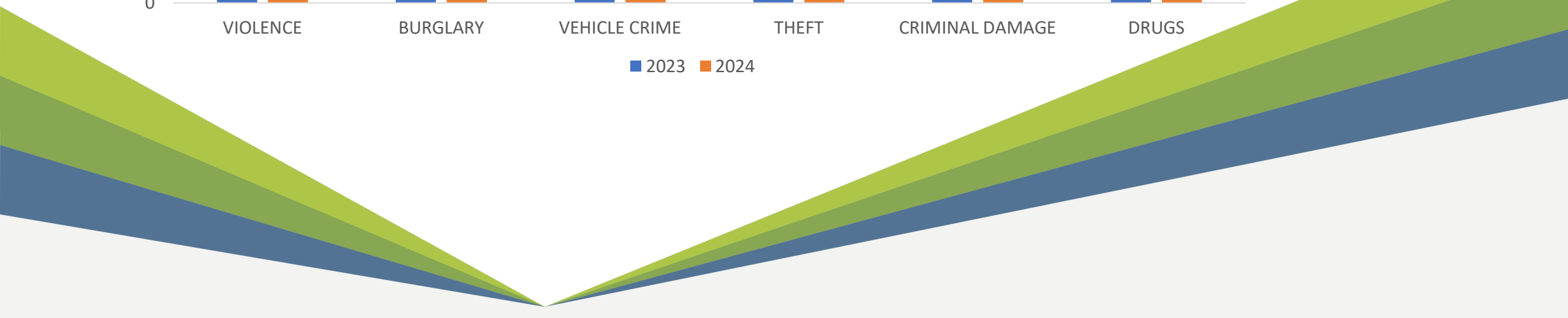
Our E-scooter response is the formulation of a POP plan, which looks at the problem holistically- can we alter locations? Can we educate? How do we enforce? This plan is currently owned by PCSO GRIFFIN who is putting together multi agency meetings to provide a wraparound solution to the problem as well as enforcement days of action.

We are pleased to say that on a local level we have not experienced the damage and harm caused by the riots. But we will continue to monitor and robustly deal with hate crimes and incidents.

Melksham Stats- Crime Percentages April-June 2024 in comparison to 2023



Page 50



Melksham NPT Progression:

- Drop in surgery planned to take place every third Saturday of the month. This will be held in Melksham Park.
- Bike marking event in planning stage
- Youth engagement with visitations at the youth clubs on a variety of evenings to cover age ranges
- The team will be routinely dropping in to the Chatty Café held at Melksham campus every Tuesday
- PCSO GRIFFIN is focusing on E-Scooter ASB
- PCSO DYBOWSKA is focusing on vehicular ASB, in particular vehicle modifications
- PC COOMBS is focusing on retail crime and business engagement. He is also working alongside the licencing team for Pubwatch engagement and NTE
- PC HOLDSWORTH is focusing on engagement with housing and drug enforcement
- PCSO WALTERS is focusing on town outer and village engagement.
- SGT RUTTER is focusing on early intervention and youth engagement in corelation education and familial support
- Every PC is now allocated one speed watch shift per month to support CSW
- One engagement per month will be carried out and supported by the Neighbourhood Harm Reduction Team

WILTSHIRE POLICE



Page 53

Road Safety update – Melksham Area Board

4 September 2024

Keeping Wiltshire Safe



• #FATAL5 education



Not wearing a seat belt

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

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

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

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

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

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

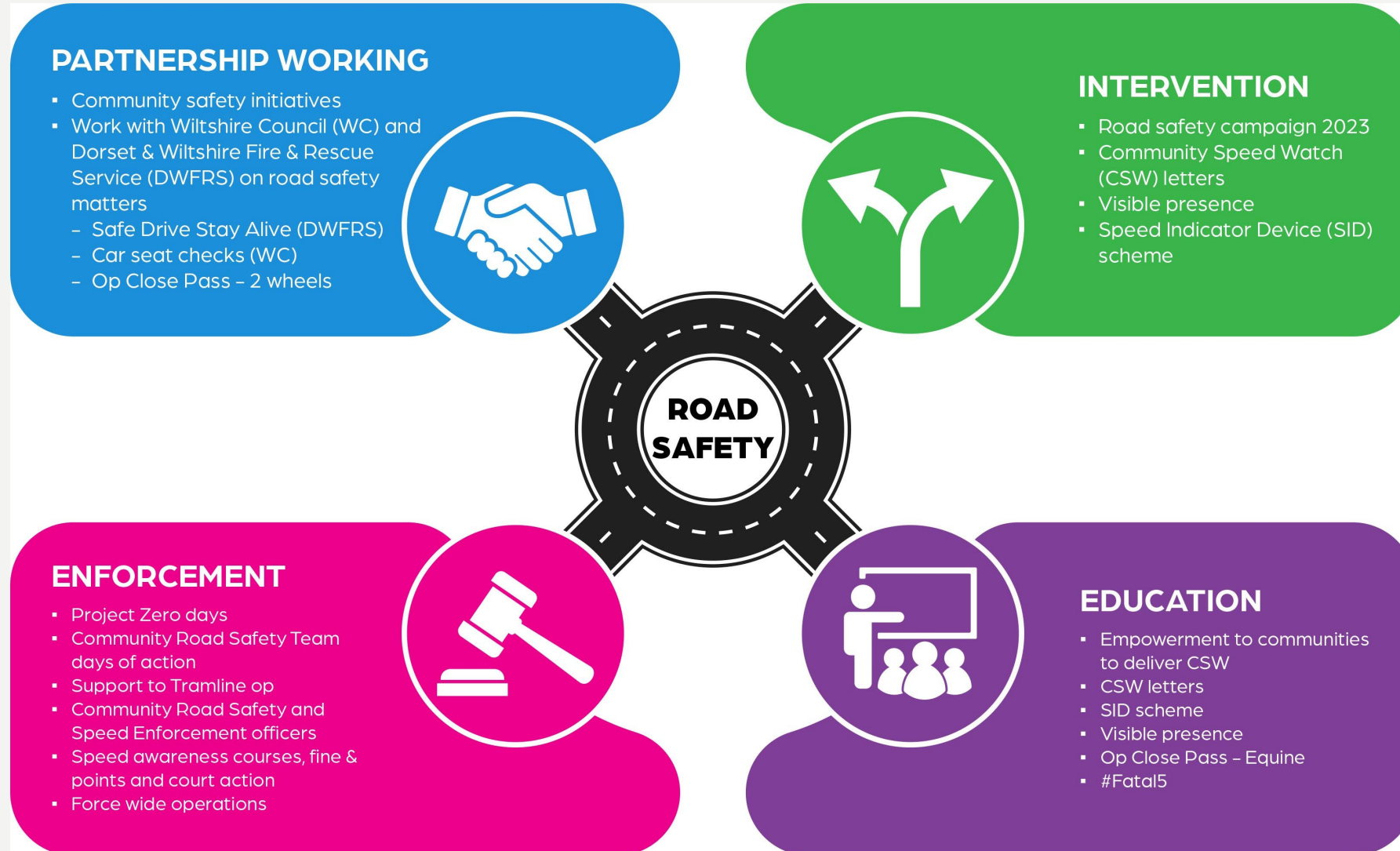
Child passengers

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

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



• Community Road Safety Team; what we do



Community Speed Watch

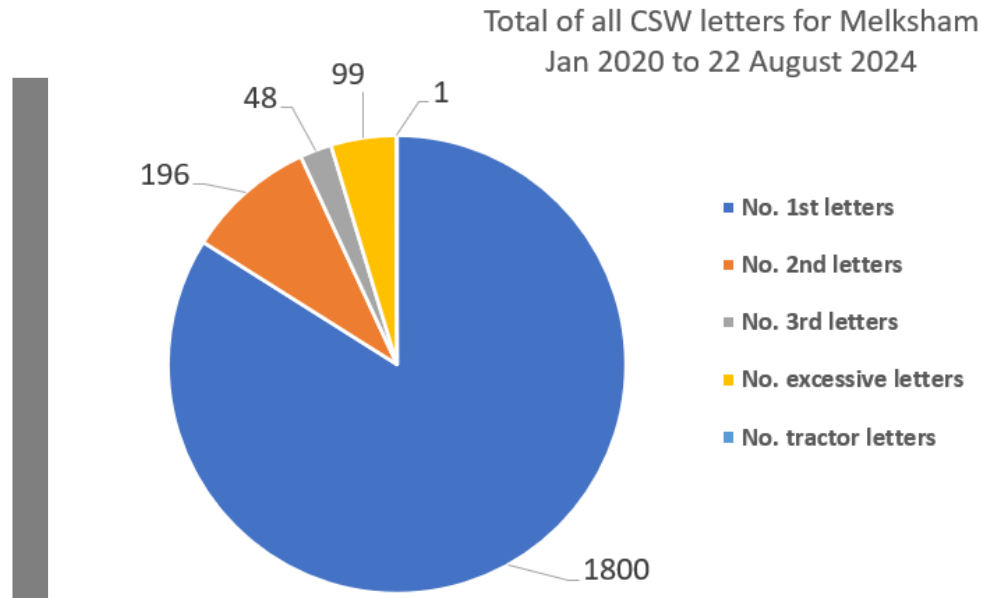
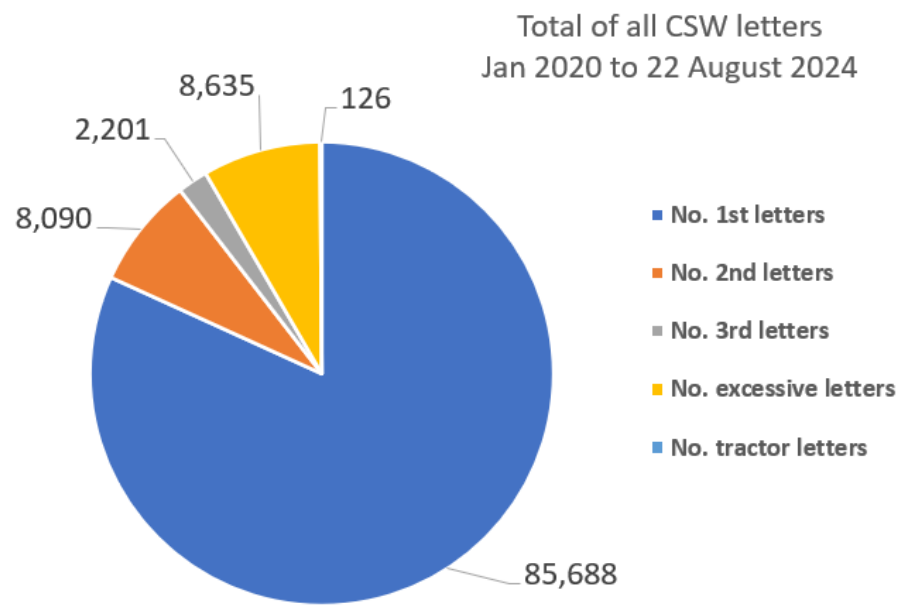
CSW





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

Team	No. 1st letters	No. 2nd letters	No. 3rd letters	No. excessive letters	No. tractor letters	Total letters	No. of watches	Average speeders %
Melksham - Berryfields	75	4	0	0	0	79	81	1.0%
Melksham - Woodrow Road	272	29	4	10	0	308	56	6.7%
Shaw and Whitley	535	21	4	14	0	574	108	2.1%
Steeple Ashton	883	139	39	71	1	1133	130	4.7%
Grand Total	1800	196	48	99	1	2137	379	3.5%



• Traffic surveys – Melksham since 2022 to July 2024

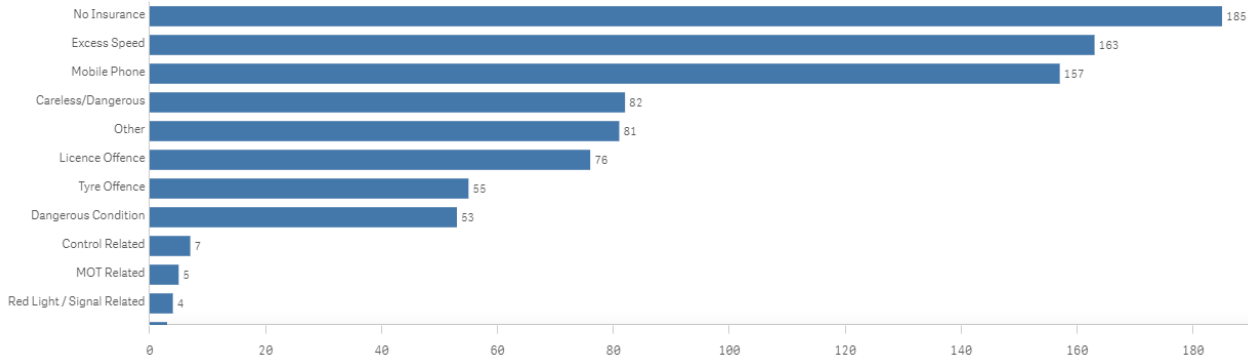
Wiltshire Council

Title	Result	Survey start date	Speed limit	85th percentile	CPT	Area Board
Beanacre-Westlands Lane	No further action	15/04/2024	30	31.7	Trowbridge	Melksham
Berryfield - C395 Semington Road	No further action	07/12/2023	30	32.3	Trowbridge	Melksham
Great Hinton - Main Street	No further action	15/04/2024	30	22.6	Trowbridge	Melksham
Melksham - C400 Pathfinder Way	Speed education	11/09/2023	30	37.6	Trowbridge	Melksham
Melksham - Eastern Way	No further action	19/02/2024	40	43.6	Trowbridge	Melksham
Melksham - Eastern Way - WEST	No further action	15/04/2024	40	37.5	Trowbridge	Melksham
Melksham - Eastern Way EAST	No further action	15/04/2024	40	44.8	Trowbridge	Melksham
Melksham - Sandridge Common A3102	No further action	15/04/2024	40	43.7	Trowbridge	Melksham
Steeple Ashton - C19 Ashton Common	Speed education	15/05/2023	30	36.7	Trowbridge	Melksham
Steeple Ashton - C232 Sandpits Lane	No further action	07/12/2023	60	38.4	Trowbridge	Melksham
Steeple Ashton - Common Hill	Speed education	08/05/2022	30	37.89	Trowbridge	Melksham

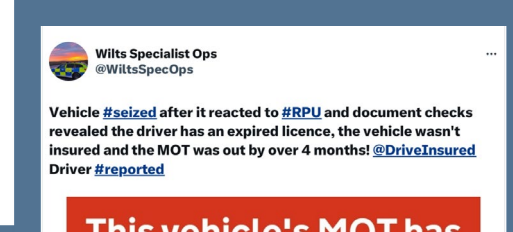
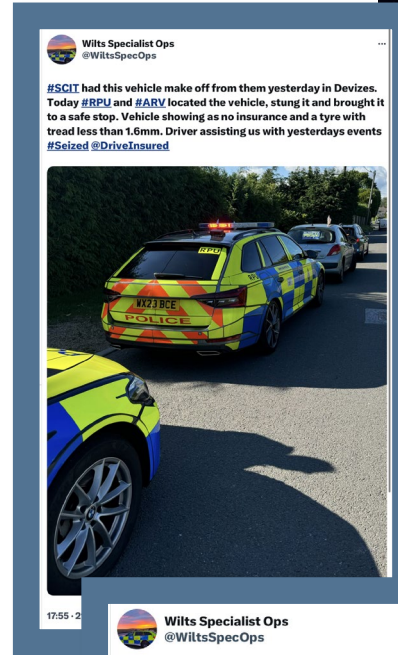
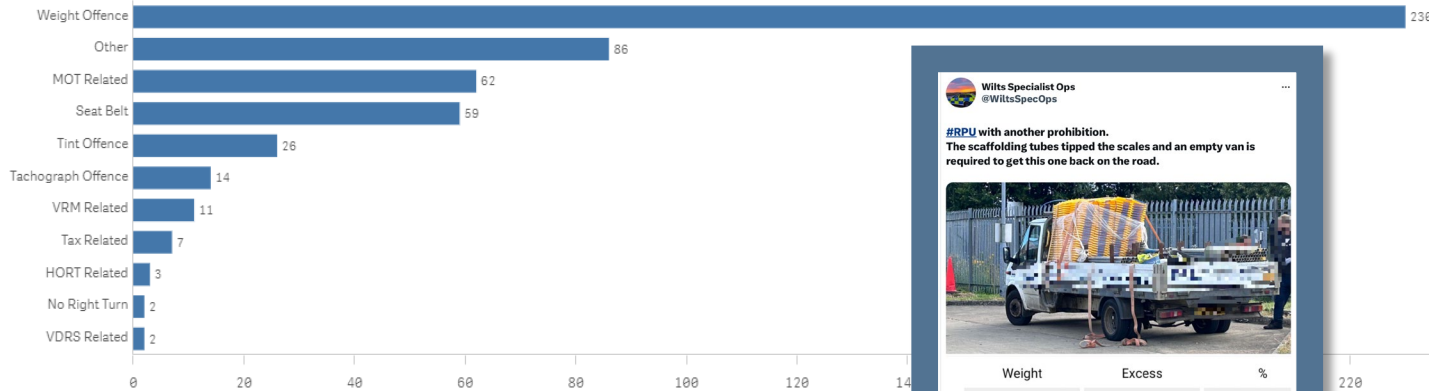
• Wider work recently

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

Activity - Endorsable offences



Activity - Non-Endorsable Offences

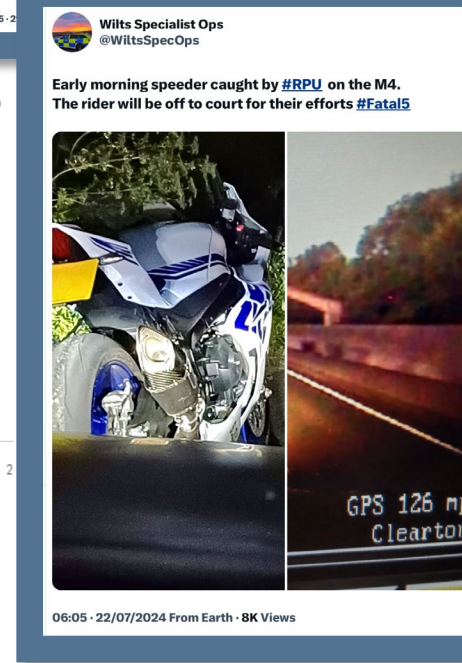
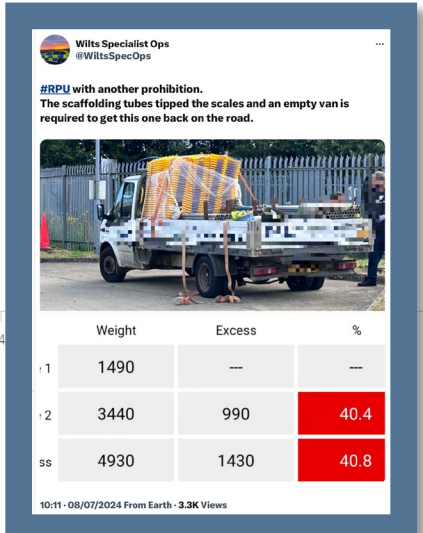


This vehicle's MOT has expired



MOT expired on 19 March 2024

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



Community Speed Enforcement Officers

CSEO's



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

CSEO Activity Dashboard

Outcomes are dependent on previous convictions and history

13,530.00
No. Speed awareness co...

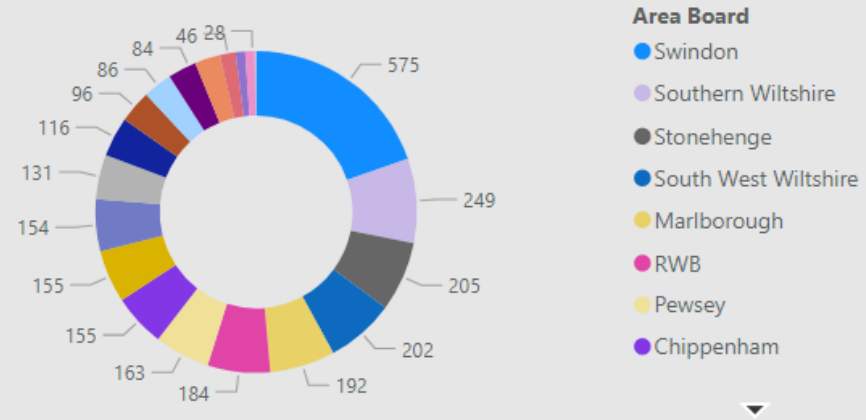
1,803.00
No. Fine & Points

184.00
No. Court

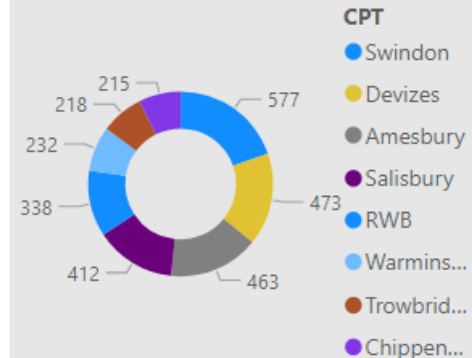
909
No. of Locations

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

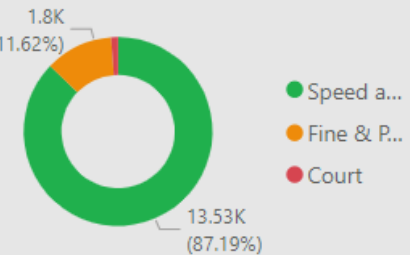
Activity by Area Board



Activity by CPT



Outcomes



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

CSEO Activity Dashboard

Outcomes are dependent on previous convictions and history

460.00
No. Speed awareness co...

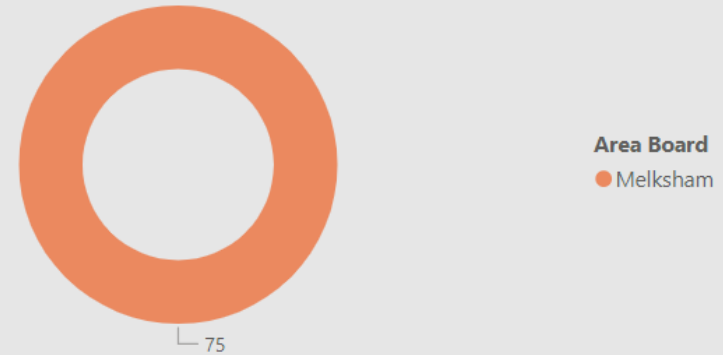
43.00
No. Fine & Points

6.00
No. Court

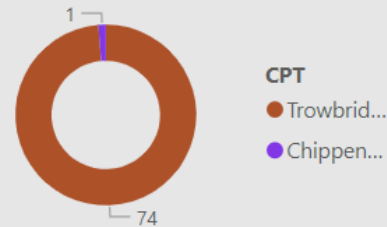
31
No. of Locations

Location	Year	Month	Speed awareness course	Fine & Points	Court	CPT	Area Board
Shaw and Whitley - A365 Folly Lane	2023	November	129.00	15.00	0.00	Trowbridge	Melksham
Shaw & Whitley (Shaw Hill)	2023	January	40.00	2.00	1.00	Trowbridge	Melksham
Shaw and Whitley - A365 Folly Lane	2023	October	30.00	2.00	0.00	Trowbridge	Melksham
Shaw and Whitley - Shaw Hill	2023	February	24.00	2.00	2.00	Trowbridge	Melksham
Shaw and Whitley - A365 Folly Lane	2023	December	22.00	3.00	1.00	Trowbridge	Melksham
Westwood - New Inn	2023	December	21.00	2.00	0.00	Trowbridge	Melksham
Shaw and Whitley (Shaw Hill)	2023	February	17.00	2.00	0.00	Trowbridge	Melksham
Shaw and Whitley A365 Folly Lane	2024	May	17.00	3.00	0.00	Trowbridge	Melksham
Westwood - New Inn	2023	November	17.00	2.00	1.00	Trowbridge	Melksham
Shaw Hill - A365 Between SHAW HILL/FOLLY LANE / Beltane Place	2023	November	12.00	0.00	0.00	Trowbridge	Melksham
Beanacre - A350 Bus Stop	2023	March	11.00	0.00	0.00	Trowbridge	Melksham
Shaw and Whitley Shaw hill lamppost 38	2024	April	11.00	1.00	0.00	Trowbridge	Melksham
Shaw and Whitley - School Corsham Road	2023	November	10.00	2.00	0.00	Trowbridge	Melksham
Shaw and Whitley A365 Folly Lane	2024	March	10.00	1.00	0.00	Trowbridge	Melksham
Total			460.00	43.00	6.00		

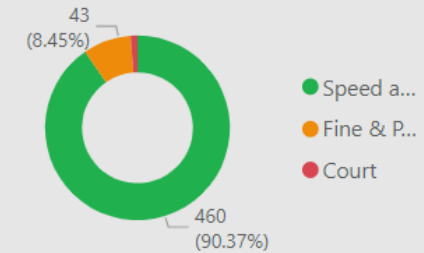
Activity by Area Board



Activity by CPT



Outcomes



• Your Force | Your Area | Follow us

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

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



[Melksham Town | Your Area | Wiltshire Police | Wiltshire Police](#)
[Melksham Rural South | Your Area | Wiltshire Police | Wiltshire Police](#)



[Melksham Police | Facebook](#)

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

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



ICB updates for Wiltshire Area Board – August 2024

New primary care centre in Hindon

The ICB has approved the funding to enable a new primary care premises to be built in Hindon.

There are still several hurdles to cross before final confirmation that the scheme will be able to proceed including, such as the securing of planning permission.

The fact remains that this is positive news for both the GP partners and the residents of Hindon and the surrounding areas.

This scheme represents the first of several priority estates projects which the ICB is looking to secure certainty on as part of its wider Primary Care Estates Plan.

Further details on this will be shared by Gordon Muvuti, Executive Lead for Primary Care, the coming months.

Ongoing work to tackle inequalities in Wiltshire

Core20PLUS5 is a national NHS England approach to inform action to reduce healthcare inequalities at both national and system level.

The approach defines a target population – the ‘Core20PLUS’ – and identifies five focus clinical areas requiring accelerated improvement.

All ICBs are encouraged to have a focus on the most deprived 20 per cent of the national population (Core2) as identified by the national Index of Multiple Deprivation (IMD).

ICBs can also choose additional population groups (PLUS) which experience poorer than average access, experience and/or outcomes.

PLUS populations have been identified for Bath and North East Somerset, Swindon and Wiltshire respectively, with the specific Wiltshire populations listed below:

- Routine and manual workers
- Gypsy, Roma and Traveler communities, including children
- Rural communities

In Wiltshire, there are several projects already under way which are helping to improve the health and wellbeing of people which make up the groups listed above.

These initiatives, such as tailored support for tobacco dependency, help with managing and reducing levels of obesity and dedicated clinics for proactive hypertension checks, are being led through a collaborative arrangement between colleagues at the ICB and counterparts at Wiltshire Council.

Pharmacy provision in Wiltshire

The Pharmaceutical Needs Assessment (PNA) for Wiltshire is due to be refreshed for September 2025.

The PNA maps current provision, assesses local need and identifies any gaps in provision.

It also is used as a key tool for identifying what is needed at a local level to support the commissioning intentions for pharmaceutical services and other services that could be delivered by community pharmacies and other providers.

Developing a PNA is a significant process, and the ICB has chosen to establish a steering group, made up of key partners, including Wiltshire Council, Healthwatch Wiltshire and Wessex Local Medical Committee, to help ensure its production fully represents the needs of the local communities, especially those that have called for more pharmaceutical services, such as Warminster.

A draft version of the PNA will be brought to the Wiltshire Health and Wellbeing Board ahead of its deadline of March 2025, with the finished article also due to go through the committee for sign off.

Bringing health and care services to Wiltshire's farming community

Through the accelerator vaccine programme and Health Inequalities Funding, the ICB has brought together more than 10 partners to pilot essential health and wellbeing services that are tailored specifically for those in the farming and rural community.

By engaging with farmers and listening to their experiences, the ICB has been able to gain a better understanding of the challenges they face when accessing health and care, such as not being able to attend GP appointments due to surgery car parks being unsuitable for tractors.

This unique insight spearheaded a unique initiative which has seen teams from multiple health and care organisations spend time at Salisbury livestock market to offer attendants a variety of on-the-spot services, such as health checks, including blood pressure and cholesterol monitoring, and mental health advice.

While teams at the market are not yet able to offer clinical interventions, it is hoped this kind of outreach work will continue to grow and develop in a way that ensures those from more isolated communities have the support they need to live healthy, happy lives.

Collaborative work to improve children's oral health in Wiltshire

The ICB and Wiltshire Public Health team have been working collaboratively on three priorities linked to oral health. These priorities can be seen below:

- Improve access of dental care services to the Wiltshire population, considering vulnerable populations who are at risk of poorer oral health outcomes and face barriers in access to dental care and treatment
- Increase the dental workforce within Wiltshire
- Improve oral health outcomes focused on Core20PLUS5 populations, including engagement, and further understanding population needs

In addition, there has been an allocation of £300,000 to fund oral health activities in Wiltshire for 2024/25.

This has been allocated from the dental care underspend, and the Public Health team and ICB are undertaking scoping work to plan how this funding can be used to deliver dental outreach services in Wiltshire for the most vulnerable populations.

Elsewhere, a number of oral health promotion programmes, which aims to prevent tooth decay and the subsequent need for dental treatment, have been under way across Wiltshire.

One such programme is First Dental Steps, which involves all health visitors receiving oral health champion training, and then using their new skills to provide families with expert advice and guidance.

The health visitors also give their families age appropriate oral hygiene packs, which contain toothpaste, a toothbrush and a sippy cup for children.

As part of the programme, children who meet a specific criteria, such as those whose siblings have undergone dental extraction, will have a direct referral to an NHS dentist.

The value of listening

Healthwatch Wiltshire
Annual Report 2023-2024



healthwatch
Wiltshire

Message from Chief Executive Officer

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

Healthwatch Wiltshire has a wonderful history. Our volunteers, staff and stakeholders have worked incredibly hard over the past 12 months, this document goes some way to share the work and passion that they share for Healthwatch.

This year has been a time for reflection and vision planning. There are many good things about how Healthwatch has been delivered in Wiltshire, but I look forward to establishing new approaches to listening, planning and implementing an effective service. I am keen that during the course of the coming year we involve student placements and embed our new governance approach.

Healthwatch Wiltshire is incredibly well respected and comes with a dedicated group of advocates. Ensuring that the people of Wiltshire are heard and informed is key to our continued success. Our focus will remain on a locally delivered service whilst creating regional intelligence. We seek to create cohesion across our projects at a strategic level ensuring that peoples views are always shared locally and when necessary shared as part of a regional approach.

I'd like to place on record my thanks to all involved in the transition period, volunteers, staff and commissioners, and look forward to working alongside you all in the coming year.

Kevin Peltonen-Messenger
CEO,
TCF



Contents

Message from our CEO	2
Message from the Chair	5
About us	6
Year in review	7
Your voice heard at a wider level	8
Listening to your experiences	10
Ways we're making a difference	14
Hearing from all communities	16
Advice and information	18
Volunteering	20
Finance and future priorities	22
Statutory statements	24



“Over the last year, local Healthwatch have shown what happens when people speak up about their care, and services listen. They are helping the NHS unlock the power of people’s views and experiences, especially those facing the most serious health inequalities.”

Louise Ansari, Chief Executive at Healthwatch England





Clockwise from top: Melksham Fete in July 2023; the Healthwatch England Conference in September 2023; welcoming David Croisdale–Appleby, Chair of Healthwatch England, in August 2023; a volunteer day focusing on future project ideas in November 2023; and our Christmas party in December 2023.

Message from our Chair

As your health and social care champion, the Healthwatch Wiltshire team continues to ensure that your voice is heard by local services.

I hope this report finds you well. This year has had a big focus on reaching out to communities we don't often hear from.

Our work with Wiltshire Council's Ethnic Minority and Traveller Achievement Service (EMTAS) and children's charity Spurgeons has helped us to understand more about the experiences of Afghan refugees, Eastern Europeans and Boaters in how they access services.

We've also heard from autistic people and their carers on what they think of mental health services in Wiltshire and we're keen to see how these services can be developed following the recommendations we've made in our report.

Working closely with our partners across the health and care system has been another key theme this year. We're pleased to have been involved in the development of information and resources to help ease the process of leaving hospital, and be at the heart of the new network of Neighbourhood Collaboratives as they launch across Wiltshire.

And I'm particularly proud that our volunteers have played a pivotal role in the design of a new complaints guide for Salisbury District Hospital. The volunteers' meticulous work to ensure the new guide was patient friendly has meant it's the hospital's first publication to carry the coveted 'patient reviewed' stamp.

I would like to extend a huge thanks to our dedicated staff team and our wonderful volunteers whose hard work and commitment enabled us to achieve so much over the year.

Following a procurement exercise undertaken by Wiltshire Council, Healthwatch Wiltshire moved to a new provider in January 2024.

Thank you to everyone who has shared their views and experiences with us. Sharing your feedback really does make a difference.



Alan Mitchell
Healthwatch Wiltshire Chair



This year has had a big focus on reaching out to communities we don't often hear from.

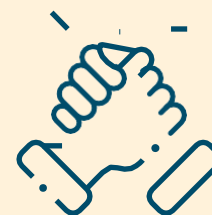
About us

Healthwatch Wiltshire is your local health and social care champion.

We make sure NHS leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.

Our vision

A world where we can all get the health and care we need.



Our mission

To make sure people's experiences help make health and care better.



Our values are:

- **Listening** to people and making sure their voices are heard.
- **Including** everyone in the conversation – especially those who don't always have their voice heard.
- **Analysing** different people's experiences to learn how to improve care.
- **Acting** on feedback and driving change.
- **Partnering** with care providers, Government, and the voluntary sector – serving as the public's independent advocate.



Year in review

Reaching out:

1,142 comments

from people who shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

4,397 people

came to us for clear advice and information about topics such as mental health and registering with a GP.



Making a difference to care:

We published

3 reports

about the improvements people would like to see in health and social care services.

From these we made

14 recommendations

for improvement.



Health and social care that works for you:

We're lucky to have

15 volunteers

who gave up **470 hours** to make care better for our community.

We currently employ

4 staff

who help us carry out our work.

We're funded by our local authority. In 2023-24 we received

£165,496



Your voice heard at a wider level

We collaborate with other Healthwatch and the Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board (BSWICB) to help influence decisions made about services across the region.



Developing resources to support hospital discharge

We have been working with staff across the BSW health and care system to develop new leaflets, videos and information resources that help provide extra support for patients, families and carers during their discharge from hospital.

The resources, which also provide information and support for health and care professionals, support a new programme of work called Caring Steps Together, which has been established to improve people's understanding of what can sometimes be the confusing process of leaving hospital and accessing follow-up care.

The new resources, which launched in December 2023, will help support patients, their families and carers to understand the process of leaving hospital and the other services available to provide support in the community. The resources are available digitally and as printed leaflets to download from the [BSW Together website](#).



“In late 2022, partly through work led by Healthwatch Wiltshire, BSWICB identified a need to significantly change and improve the way we share information about being discharged from hospital if people need support at home or are going into a care home. It took a year to work with partners to truly understand what our population and colleagues needed, how they wanted to access it and even how they wanted it to look.

“Caring Steps Together launched in late 2023 and has reached and helped thousands of people to understand what their pathway looks like, what decisions they might want to make and who they can talk to for more support. Healthwatch Wiltshire was a consistent and supportive partner through that process, always advocating for Wiltshire residents at every opportunity and fundamentally helped to shape and deliver on our shared ambitions to help improve people’s experience of our services.”

Emma Higgins, Associate Director – Wiltshire Integrated Care Alliance Programme and Delivery Lead, BSW ICB



We join new neighbourhood initiative

In 2023, we were invited to join the Neighbourhood Collaboratives initiative, which aims to reduce health and wellbeing gaps in our local communities.

The collaboratives, which include partners from health and social care, local authorities, the voluntary and community sector and police and fire services, are currently being set up across the region by the BSW Integrated Care Board.

We have joined the steering group of the Wiltshire Collaborative Network, which oversees these Neighbourhood Collaboratives, and brings them together to share information and learning.

As more Neighbourhood Collaboratives become established, we'll be monitoring how they work together to tackle local health and wellbeing challenges.



“We’re two years into the [Neighbourhood Collaboratives] work to build broad alliances across Wiltshire and in each Primary Care Network neighbourhood, focusing on prevention and reducing health inequalities. Healthwatch Wiltshire has been an integral part of developing this approach and has walked side by side in promoting and supporting it towards sustainability.

“Neighbourhood Collaboratives aim to be led by the voice of residents in each area – Heathwatch Wiltshire continue to be a partner and critical friend in building new relationships and connection with our residents to ensure our work is meaningful and focused on things that matter to the community.”

Emma Higgins, Associate Director – Wiltshire Integrated Care Alliance Programme and Delivery Lead, BSW ICB



Survey focuses on eating disorders

Working with our Healthwatch colleagues in Swindon and Bath and North East Somerset, a survey was launched in early 2024 which asked for people's views on eating disorders and disordered eating – and if enough support is available in the region. Volunteer Jasmine Fawcus-Smith presented the project at our Mental Health Open Forum in March 2024 and highlighted that a lack of communication between patients and services, a lack of knowledge among healthcare professionals, and delays in accessing support were coming through as key themes. The survey has since closed and we'll be sharing the findings in due course.



Listening to your experiences

Services can't make improvements without hearing your views. That's why, over the last year, we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed this back to services and help them improve.

Improving mental health services for autistic people

In May 2023 we launched a project to find out what autistic people thought about mental health services in Wiltshire. BSW ICB is now developing an action plan to address the issues we raised in our report.

Working with Wiltshire Service Users Network (WSUN), we developed two surveys – one for autistic people and one for their families and carers. Autistic people told us of their desperation and frustration at not being able to get the support they need for their mental health. They said they felt isolated and misunderstood, falling between the gaps in services which aren't designed to meet their needs and where staff lack training and awareness to support them.

What did we recommend?

- Deliver autism training for all mental health staff, preferably led by an autistic person or someone with lived experience.
- Provide more staff in Child and Adolescent Mental Health Services (CAMHS) and mental health services who understand autism.
- Create mental health solutions/therapies that are more suited and helpful to autistic people, recognising their neurodivergence.
- Recruit specific professionals to help at times of crisis with respite/practical support/network coordination and support for the carer.
- Recognise that an autistic person may mask their condition – assess them more than once or ask a carer/family member for their input and views.
- Provide options for how people contact a service – offer online/email contact to those who have difficulty making phone calls, and vice versa.
- Provide more face to face contact if it's easier for the autistic person.



“The findings and outcomes of this report shine a spotlight on the importance of continuing to improve access and service provision for people with autism and their families and carers in Wiltshire.

“The views and experiences of people who have accessed services are paramount in guiding service transformation, and this report highlights where people want to see improvement in current service provision.

“We will ensure that their recommendations form part of our review of the Wiltshire Autism Strategy as well as the further development and implementation of our BSW ICB Learning Disabilities & Autism, and Mental Health transformation programmes.”

Gordon Muvuti, Director of Place Swindon and BSW Executive Director for Mental Health, BSW ICB

Improving a hospital's complaints process

In autumn 2022, we carried out a piece of work to [hear your views on making a complaint at Salisbury District Hospital](#), which made several recommendations to make information about the complaints process easier to understand.

Following on from this work, the hospital has since introduced a new Complaints Handling Policy and created a new Guide to Complaints, Concerns, Comments and Compliments.

The redeveloped leaflet underwent a vigorous review by Healthwatch Wiltshire volunteers and further reviews by the hospital's patient readership groups. See our [You Said, We Did](#) for more.

What difference did this make?

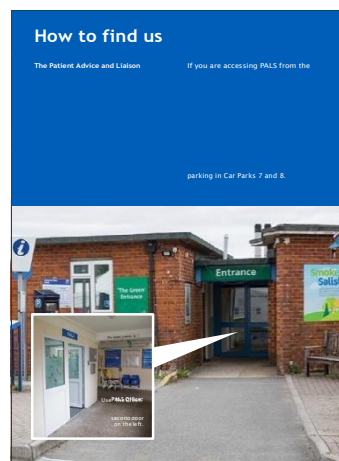
Our volunteers, as well as the hospital's Patient Experience Steering Group, were involved in the development of a new leaflet to ensure that it's patient friendly. Their suggestions included:

- A clear, Plain English guide to the process with a reassuring, friendly tone
- An emphasis on who the Patient Advice and Liaison Service (PALS) team are and what they do
- Map and photos of where the team is

Digital and printed versions of the guide are now available, as well as an accessible version compatible with screen readers, and an Easy Read version.



The new-look leaflet was launched in October 2023 and is the first publication to carry the hospital's new 'patient reviewed' stamp.



“Healthwatch Wiltshire continue to work in collaboration with the Patient Experience team here at Salisbury Hospital. They are a regular and valued presence within our monthly Patient Experience Steering Group (PESG) and continue to support our service improvement plans related to our Complaints process.

“I would like to take this opportunity to extend my thanks to our colleagues at Healthwatch Wiltshire who continue to work with us to improve our services for the benefit of our patients.”

Victoria Aldridge, Head of Patient Experience at Salisbury District Hospital

Understanding how people order prescriptions

We worked with Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board (BSW ICB) to find out which prescription ordering service people liked to use, how easy they found the process, and how important the service was to them.

We received 380 responses to our short survey, which ran for two weeks in October 2023. As well as an online survey, we took paper copies to several pharmacies across Wiltshire, where we talked to patients as they collected their prescriptions.

What did people tell us?

- Most people told us they found ordering prescriptions easy, and used a variety of methods including SystmOnline, the NHS App and Prescription Ordering Direct (POD).
- The majority of respondents said being able to order repeat prescriptions was very important to them, but long waits for medication and shortages of preferred brands were among the concerns they raised.
- Other issues included poor internet availability, or a lack of confidence in using online services, as well as a frustration at not being able to get repeat prescriptions for longer than one month, particularly when someone had a long term condition.

We made a number of recommendations based on our findings, which included:

- Improve awareness of the NHS App among patients, as most people only use the system selected by their GP surgery or Primary Care Network.
- Consider increasing the length of timeframe for repeat prescriptions.
- Improve the reliability of collection or delivery dates for prescriptions.
- Address concerns about availability/shortage of medications.
- Consider how changes to brands of medication could be accommodated without needing to revisit a surgery for a new prescription if the prescribed medication is not available.
- Ensure patients are aware that some pharmacists offer a delivery and a postal service.

The feedback we received was welcomed by BSW ICB. With the current winding down of the POD service in Wiltshire, which is due to close in June 2024, we will continue to monitor feedback on prescriptions.



“We will be reviewing the feedback and using it to help inform our understanding. We recognise not just the different perspectives reflected in the report, but also the differing needs of our population with some patients potentially very well served by digital solutions and others where alternative access routes are more suitable. Should anything need to be undertaken differently we will be clearly communicating in a planned and considered way.”

Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board

Ways we're making a difference

Throughout our work we aim to ensure everyone's experiences are heard.

Key recommendation leads to creation of women's clinic

Our survey asking [which services people would like to see at the Devizes Health Centre](#), which opened in 2022, has led to the creation of a women's health clinic.

More women's services was one of our key recommendations from the survey, which heard from more than 2,500 people. Devizes Primary Care Network (PCN), a collective of four GP surgeries in the town, took this on board:



“Following a comprehensive survey completed by Healthwatch, we were informed that improved Women's Health Services in our PCN would be welcomed by our patients. We now provide comprehensive women's health services in a dedicated clinic, once a week, between 6.30pm and 8pm. The clinic is staffed by clinicians who are interested and trained in Women's Health, who opt to work in the clinic instead of, or in addition to, their core hours. To date, the clinic has never been short staffed and is proving popular with patients and staff alike.

“Patient feedback has been sought after every consultation and has been overwhelmingly positive. Demand is extremely high [and] we have applied for local funding which is aimed at expanding the service. We intend to use the funding to provide some dedicated training to clinicians interested in developing their skills, so we can improve patient access for these appointments, in a sustainable way.”

Helen Scott, Primary Care Network Manager, Devizes

School sessions focus on wellbeing

In early December we visited Warminster School to continue to hear the views and experiences of children and young people, particularly around emotional wellbeing.



We shared a wellbeing session with 60 students across Years 10, 11 and Sixth Form followed by a discussion around what wellbeing was to them and what they thought about services.

Key themes that emerged were how aware they are of things that can affect people's wellbeing and also of the warning signs that all is not well. Coping strategies were discussed, both positive and negative, and there was some useful feedback on services in Wiltshire.

We call on local people to help us set our priorities

In March 2024, we called on local people to tell us [what they thought our priorities should be](#) for 2024-25. We travelled across Wiltshire and hosted an online survey asking people to choose from six potential projects:



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

We were delighted to receive 211 responses to our short survey, and a wealth of comments and insights. Our work for the year ahead will be driven by what people told us is important to them and we will ensure Wiltshire residents continue to play a key role in helping to shape services.

See [page 23](#) for our new priorities.

Mental Health Forum helps highlight gaps in services

Our [Mental Health Open Forum](#) is a collaboration between us, services users and mental health provider Avon and Wiltshire Mental Health Partnership NHS Trust (AWP) and provides a unique opportunity for people to speak directly to those who run services.



The online forum has regular guest speakers, which this year covered a wide range of topics including AWP's North Wiltshire Intensive Service, advocacy, domestic abuse, and Survivors of Bereavement by Suicide. It also provided a way for members to hear progress on the Community Mental Health Framework and an update on AWP's Care Quality Commission inspection.

This sharing of information means members are able to get involved in the shaping and development of mental health services in Wiltshire. In 2023-24 members have highlighted where there are gaps in local services for conditions such as Post Traumatic Stress Disorder (PTSD) and that adapting existing services to suit autistic people's needs, such as Talking Therapies, should be considered.



“As a mental health service provider, the Mental Health Open Forum continues to be an extremely beneficial platform, not just from a client perspective but also from the organisational perspective. The forum provides a great two-way link to the NHS mental health services and strengthens the communication, feedback and learning between the clinical provision (under AWP) and the community provision our charity provides. Most importantly it provides a useful channel for those we are supporting to give their comments on the care they have been receiving, for this to be heard and for actions to be taken – the key element being ‘You Said, We Did’. It also enables great networking and information sharing opportunities, providing the right contacts and an audience where questions can be answered and followed up on efficiently – all aiding our organisations awareness and the cascading of information to those we support.”

Jonathan Baker, Digital Officer, Rethink



Hearing from all communities

Over the past year, we have worked hard to make sure we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently to gather their feedback and make sure their voice is heard, and services meet their needs.

This year we have reached different communities by:

- Working with Wiltshire Council's Ethnic Minority and Traveller Achievement Service (EMTAS) and children's charity Sprugeons to offer advice and support to minority groups including Eastern Europeans, Afghan refugees and Boaters.
- The project continues in 2024, where we'll be talking to Bangladeshi and Nepali communities, and Travellers.

Hearing from minority groups

We're working with Wiltshire Council's Ethnic Minority and Traveller Achievement Service (EMTAS), and children's charity Spurgeons to offer support and advice to minority groups, particularly where English is not their first language.

This work, funded by NHS Charities Together, aims to signpost key medical services and deliver activities to support families' mental health and wellbeing.

Supporting the Eastern European community

Sessions in June and July 2023 were held at the Polish Community Centre, Trowbridge, with interpretation provided in Polish, Romanian, and Ukrainian. We were there to provide information and signposting, while Spurgeons ran activities for children and offered practical advice for families. Common themes included:

- Finding support for children with special or additional needs
- Where to get support for domestic abuse
- Dealing with loneliness and isolation
- Accessing GP services.

Supporting the Boater community

We also held sessions with the Boater community in July 2023, at the Canal Tavern, Bradford on Avon and the Barge Inn, at Honeystreet, near Pewsey. Boaters told us of their difficulty accessing services such as GPs and dentists, and their problems collecting prescriptions, often because they have no fixed address and have to move moorings every two weeks.

Women in the Boater community highlighted their uncertainty around antenatal care and childbirth due to their constant travelling patterns, and were reluctant to engage with health visitors as they didn't seem to understand the Boater lifestyle. A lack of public transport in rural areas also creates difficulties getting to healthcare appointments, as few Boaters have a car. Read more about this work [on our website](#).

Supporting Afghan refugees

In March 2024, we met around 40 families of Afghan refugees who had helped British forces in Afghanistan and have been settled in army bases across Wiltshire. We visited military bases at Perham Down, Larkhill and Lyneham to find out how these families were accessing health and care, education and early years support, and to hear their experiences of getting the help they needed. Key themes included:

- Lack of ability to speak English makes accessing health and care very difficult particularly as Dari and Pashto interpreters are not always available
- Difficulty/unavailability of accessing public transport and cost of getting to appointments
- Lack of social integration and isolation
- Not knowing where to go to get help or access sports and social activities.

What happens next?

The final phase of this project, in summer 2024, will see us reach out to Bangladeshi and Nepali communities and Travellers.



Advice and information

If you feel lost and don't know where to turn, Healthwatch is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need.

This year we've helped people by:

- Providing up to date information people can trust
- Helping people access the services they need
- Supporting people to look after their health

Explaining GP access rights to a Boater

James*, a single older man, had suffered a brain injury after being attacked. He has ongoing medical issues and needs daily medication. He uses the NHS App but, as a Boater, finds it difficult to collect prescriptions as he uses his sister's address and does not have a fixed address. He explained he was not getting the correct dosage of one of his medications and had tried to speak to the GP receptionist to have this corrected. They insisted he needs to see a doctor but that is not possible given his travelling pattern.

We were able to give the man [a card that outlines his rights to access GP services](#) despite having no fixed address. We directed him to a surgery that is accessible given his current cruising pattern and where we know the needs of the Boater community are well understood. The man was grateful for being listened to and thanked us for our support.

Helping to find an NHS dentist

Cynthia* was pregnant and moved around a lot as her husband was in the military. She needed her teeth looked at as they were sensitive and bled often due to pregnancy. Her midwife advised her that she is entitled to free dental checks as she is pregnant. Cynthia told us she had already contacted NHS England who advised there was nothing they could do to help at the time and advised her to continue to look around.

We suggested she visited the NHS website to find a dentist and organisations who can provide advice online, such as the Oral Health Foundation and eLearning for Healthcare. We also advised her to contact NHS 111 if she experienced any pain or discomfort.

Advice on registering with your GP is most visited page

An article which helps people [understand their rights when registering with a GP](#) has been the most visited page in the advice and information section of our website.

The page provides answers to frequently asked questions such as how do I register? and advice on what to do if you have problems registering. There are links to further information, particularly if you are an asylum seeker, refugee, a homeless patient or an overseas visitor, as well as to the My Right to Healthcare card to help people register.

The page has been visited 619 times this year.

*Names have been changed.



Volunteering

We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.

This year our volunteers:

- Attended events to promote Healthwatch Wiltshire and what we have to offer
- Collected experiences and supported local people to share their views
- Passed on advice and information



“I decided I’d like to do some volunteering and was introduced to Healthwatch by a friend. With my background as an Occupational Therapist, I have always been interested in health issues. I am particularly interested in improving health care for older people, as after being a carer for my parents for over 10 years, I realised there are often gaps in the care provided. Also, after working in a primary school, I developed an interest in the emotional wellbeing of children and young people. I feel this is an area that needs more research and resources. I have only joined Healthwatch recently and I am planning to help with a Mental Health Awareness Week at local colleges. I have also offered to help with a project looking at how the health and support needs of military personnel and their families are being met in Wiltshire. I look forward to being part of Healthwatch Wiltshire.”



Alison



“My background is in care and education working for Social Services in Berkshire and then across the South of England inspecting for Ofsted. I moved to Wiltshire in 2005 and on early retirement I wanted to continue to support families. I firstly volunteered for Homestart before transferring to Healthwatch on its formation in Wiltshire. I have undertaken a range of activities with Healthwatch giving talks, conducting surveys, helping at events, and developing materials, to support our work in Enter and View visits to publicly funded health and care providers. I help to train other volunteers in our role as visitors to the providers and particularly enjoy supporting others in this way. Volunteering is a great way of meeting new people and giving your spare time to supporting improvements for Wiltshire residents.”



Elizabeth

Do you feel inspired?



We are always on the lookout for new volunteers, so please get in touch today.

 healthwatchwiltshire.co.uk/volunteer

 01225 434218

 info@healthwatchwiltshire.co.uk



Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Our income and expenditure - Help and Care (April-December 2023)

Income		Expenditure	
Funding received from local authority	£119,746	Staff cost	£80,042
Additional income - NHS Charities Together EMTAS project	£600	Operational costs and administration	£16,424
		Support and administration	£45,835
Total income	£120,346	Total expenditure	£142,301

Our income and expenditure – The Care Forum (January-March 2024)

Income		Expenditure	
Funding received from local authority	£44,250	Staff cost	£32,842
Additional income – NHS Charities Together EMTAS project	£900	Operational costs	£11,938
		Support and administration	£2337
Total income	£45,150	Total expenditure	£47,117
Overall income 2023-24	£165,496	Overall expenditure 2023-24	£187,451

Next steps

Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

Our top three priorities for the next year are:

- **Pharmacy** – a review of the Pharmacy First scheme.
- **Living in a rural county** – focusing on the issues people face living in isolated areas and how they access services.
- **Care at home** – hearing the views of people who have an NHS@Home (virtual ward) package to provide care at home and how this is working for them.

New projects for 2023–24 include talking to military personnel and their families about how they access health and care. We'll also be continuing our work with Wiltshire EMTAS to engage with Bangladeshi and Nepali communities, and Travellers.

And we'll follow up on our recommendations from our previous reports to see what impact changes to services have had for local people.



Statutory statements

Healthwatch Wiltshire, The Independent Living Centre, St George's Road, Semington, Wiltshire BA14 6JQ.

Healthwatch Wiltshire uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The Healthwatch Wiltshire service was transferred to a new provider on 1 January 2024, following a procurement exercise by Wiltshire Council.

For the period 1 April 2023 to 31 December 2023, the Healthwatch Wiltshire contract was provided by **Help & Care**, A49, Aerodrome Studios, Airfield Way, Christchurch, Dorset, BH23 3TS. Registered Company No. 03187574. Registered Charity No. 1055056.

On 1 January 2024, the Healthwatch Wiltshire contract was awarded to **The Care Forum**, The Vassall Centre, Gill Avenue, Fishponds, Bristol BS16 2QQ. Registered Charity No. 1053817 and a Company Limited by Guarantee in England No. 3170666.

Most of the work featured in this report was carried out under Help and Care, apart from the priority survey and engaging with Afghan refugees, which were between January-March 2024.

The way we work

Involvement of volunteers and lay people in our governance and decision-making

Our Healthwatch Board consists of 4 members who work on a voluntary basis to provide direction, oversight and scrutiny of our activities. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2023/24, the Board met 6 times and made decisions on matters such as partnerships with stakeholders and our contributions to their strategies.

Our wider group of volunteers were involved in a priority setting workshop to decide our projects for the forthcoming year. We ensure wider public involvement in deciding our work priorities.

We are committed to taking additional steps to ensure we obtain the views of people from diverse backgrounds who are often not heard from. This year we have done this by talking to Eastern European, Fijian and Afghan communities and Boaters.

Our work priorities are driven by what people have told us is important to them, through our surveys and feedback forms, information and signposting enquiries, web page views, and our mental health forum. Our survey to hear Wiltshire people's views on possible projects for next year gathered 211 responses.

Methods and systems used to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services. During 2023/24, we have been available by phone, and email, provided a web form on our website and through social media, as well as attending libraries and community campuses, community groups and forums. We've also heard people's experiences at health and wellbeing fairs, Armed Forces events, Freshers Fairs and at WI meetings.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website and share it with our mailing list subscribers and on our social media channels.

Responses to recommendations

All providers responded to our requests for information and recommendations. There were no issues or recommendations escalated by us to Healthwatch England Committee, so no resulting reviews or investigations.

Enter and View and PLACE visits

Healthwatch Wiltshire has a statutory right to carry out Enter and View visits in health and social care premises to observe the nature and quality of services, as set out in the Local Government and Public Involvement in Health Act 2007.

Enter and View visits could be to NHS organisations, GPs, dentists, opticians and community pharmacists. Visits are not inspections but aim to offer a layperson's perspective.

Patient-Led Assessments of the Care Environment (PLACE) assessments look at the care environment of services such as hospitals and day care centres.

We did not carry out any Enter and View or PLACE visits this year but are planning more for 2024/25.

Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insight and experiences that have been shared with us. In our local authority area we take information to a number of committees and forums, including:

- Wiltshire Council's Health and Wellbeing Board and Health Select Committee
- BSW VCSE Alliance (Voluntary Community and Social Enterprise)
- Children and Families Voluntary Sector Forum
- Neighbourhood Collaboratives
- Health and Wellbeing Forums
- Patient experience groups (run by the hospital trusts)
- Wiltshire Integrated Care Alliance Partnership Meeting (NHS, council, VCSE, care homes)
- Wiltshire Youth Partnership

This year we've also shared feedback to inform the Integrated Care Board's work to improve prescription ordering services.

We also take insight and experiences to decision makers in Bath and North East Somerset, Swindon and Wiltshire Integrated Care System, in meetings that include the BSW System Quality Group (NHS providers and local authorities).

We also share our data with Healthwatch England to help address health and care issues at a national level.

Health and Wellbeing Board

Healthwatch Wiltshire is represented on the Wiltshire Council's Health and Wellbeing Board by Alan Mitchell, Chair of Healthwatch Wiltshire, where we have voting rights.

During 2023/24 our representative has effectively carried out this role by regularly attending meetings and workshops and reminding partner agencies about the importance of involving local people.


Integrated Care Board


Alan also represents Healthwatch Wiltshire on the Bath and North East Somerset, Swindon and Wiltshire (BSW) Integrated Care Partnership (ICP), and the Wiltshire Integrated Care Alliance (WICA) Partnership Committee.

Healthwatch Wiltshire
The Independent Living Centre
St George's Road
Semington
Wiltshire BA14 6JQ


 healthwatchwiltshire.co.uk

 01225 434218

 info@healthwatchwiltshire.co.uk

 HealthwatchWiltshire

 @HWWilts

 healthwatchwiltshire

Community First - AGM and Awards Celebration

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

Voice It, Hear It - Stakeholder Engagement Registration



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

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

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

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

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

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



Support for Unpaid Carers (Including Parent Carers) in Wiltshire



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

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

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

Parent Carers Newsletter

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

Wiltshire Community-Led Housing

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

Rural Housing Enabler Project

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

Employability Programmes

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

Minibus Driver Training (MiDAS)

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

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

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

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

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

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

Youth Action Wiltshire Golf Day

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

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

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

Youth Action Wiltshire Carol Service

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

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

Alternative Provision at Oxenwood and Linkenholt

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

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

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

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

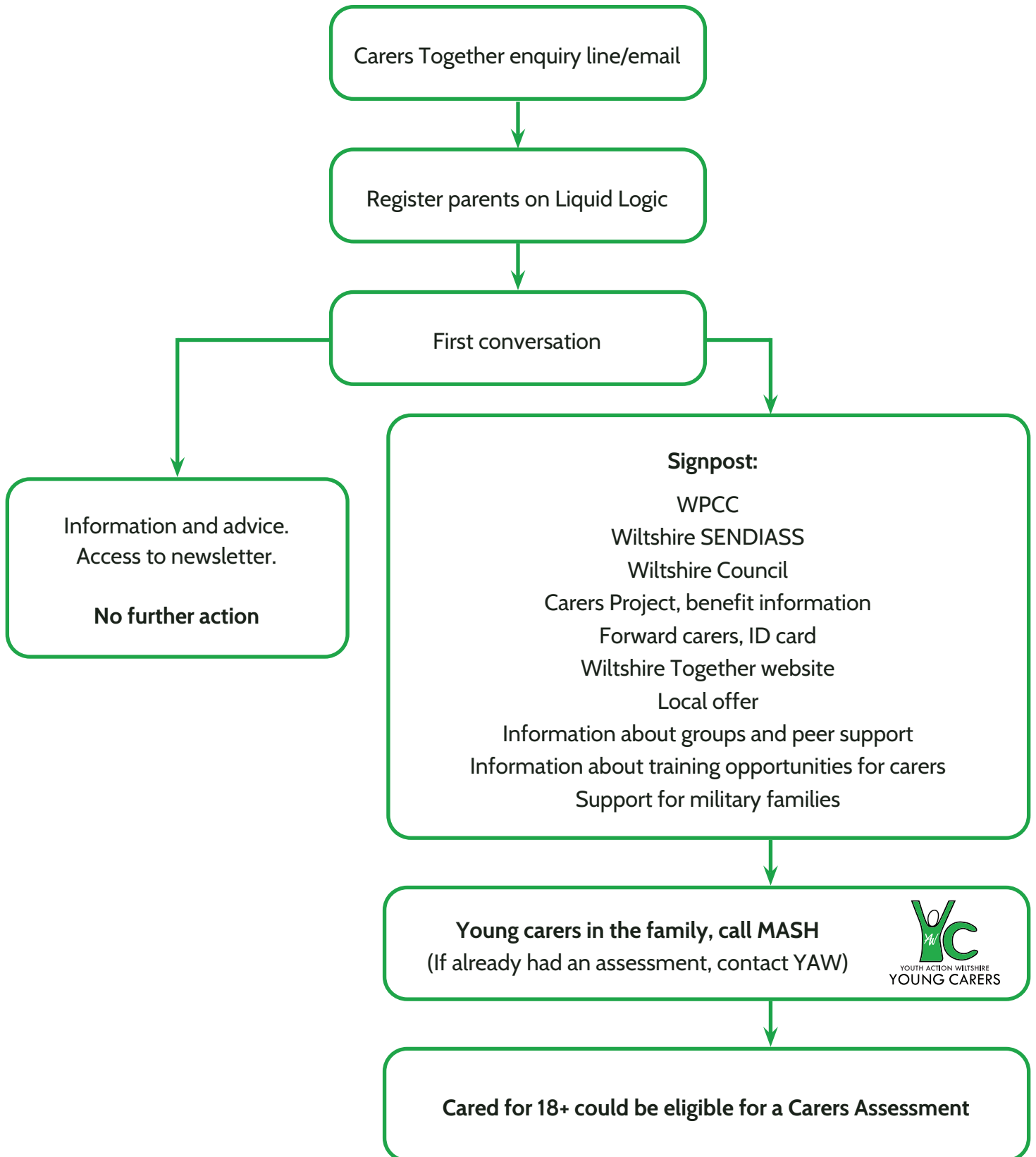
Briefing prepared by:

Ellie Ewing

Marketing and Communications Manager (Community First)

eeewing@communityfirst.org.uk

Parent Carer Support Pathway





Help for parent carers in Wiltshire

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

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

01380 710 300

enquiries@carerstogethewiltshire.org.uk

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

Useful contacts for parent carers

Wiltshire Parent Carer Council

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

www.wiltshireparentcarercouncil.co.uk

01225 764647

Wiltshire SENDIASS

Support around education for young people and their families.

01225 255266

Wiltshire Council's Adult Social Care

If your child is over 18

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

Integrated Front Door (Children's Services)

If you are worried about a young person under 18.

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

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

Forward Carers

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

www.carerfriendlywiltshire.org.uk

Turn2Us

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

www.turn2us.org.uk

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



Melksham Local Highways & Footway Improvement Group

	Item	Update	Actions and recommendations	Who
Melksham LHFIG – Final Meeting Notes for Thursday 15th August at 18:00 hrs (Via MS Teams)				
1. Attendees and apologies				
Page 105	Attendees:	Cllr Mike Sankey – (Chair) Cllr Jonathan Seed Cllr Jon Hubbard Pat Aves - Melksham TC Jonathan Tapper - Steeple Ashton PC Sarah Dow - Keevil PC Alain Baines - Melksham Without PC Dean Baker – Area Highway Engineer, Martin Rose – Principal Traffic Engineer		Agenda Item 10
	Apologies:	Mary Winterburn – Great Hinton PC, Cllr Phil Alford Cllr Nick Holder		
2. Notes of last meeting				
		The notes and recommendations of the previous LHFIG meeting held on 07/05/24 were presented to the Area Board at its 22/05/24 meeting and agreed. The meeting minutes can be found here : https://cms.wiltshire.gov.uk/ieListDocuments.aspx?CId=166&MIId=15312&Ver=4	To note.	All

Melksham Local Highways & Footway Improvement Group

Page 106

3.	Financial Position																								
	<p>Note: The closing balance for 23/24 included a number of committed schemes totalling £49,263.69, less agreed 3rd party contributions of £17,073.57. These have been carried forward to 24/25.</p> <p>The current balance for 24/25 is £36,240.72</p> <p>Below is an extract from the latest financial summary prepared for 7th May 24 meeting:</p> <p>Melksham LHFIF EXPENDITURE 2024 / 25</p> <table border="1"> <tr> <td colspan="3">FINANCIAL SUMMARY (as of 31/07/24)</td> </tr> <tr> <td>LHFIF Budget 24/25</td> <td>£24,338.00</td> <td></td> </tr> <tr> <td>Carry F/wd from 23/24</td> <td>£56,547.47</td> <td></td> </tr> <tr> <td></td> <td>£80,885.47</td> <td>A</td> </tr> <tr> <td>Current Projected Spend 24/25</td> <td>£67,523.48</td> <td>B</td> </tr> <tr> <td>Balance</td> <td>£13,361.99</td> <td>C (A-B)</td> </tr> <tr> <td>3rd Party Contributions (Details below)</td> <td>£22,878.73</td> <td>D</td> </tr> <tr> <td>Current Balance</td> <td>£36,240.72</td> <td>E (C+D)</td> </tr> </table> <p>Refer to APPENDIX 2 for 2024/25 for latest finance sheet.</p>	FINANCIAL SUMMARY (as of 31/07/24)			LHFIF Budget 24/25	£24,338.00		Carry F/wd from 23/24	£56,547.47			£80,885.47	A	Current Projected Spend 24/25	£67,523.48	B	Balance	£13,361.99	C (A-B)	3rd Party Contributions (Details below)	£22,878.73	D	Current Balance	£36,240.72	E (C+D)
FINANCIAL SUMMARY (as of 31/07/24)																									
LHFIF Budget 24/25	£24,338.00																								
Carry F/wd from 23/24	£56,547.47																								
	£80,885.47	A																							
Current Projected Spend 24/25	£67,523.48	B																							
Balance	£13,361.99	C (A-B)																							
3rd Party Contributions (Details below)	£22,878.73	D																							
Current Balance	£36,240.72	E (C+D)																							
4.	Live Priority schemes																								

To note

Melksham Local Highways & Footway Improvement Group

Page 107

<p>a)</p>	<p>Issue 9-20-9 Melksham Sandridge Road – request to improve footway link to Maple Close</p>	<p>The Town Clerk has advised that the landowner has passed away, but his partner will now oversee matters. For legal reasons, it is likely to further delay this project.</p> <p>Once the legal process has been completed, Highways will instruct the arborist team to remove the hedgerow and root system and erect Haras fencing to maintain a boundary between the highway and private property. This work is anticipated to take place in November. Once completed, the Town Council can mobilise their builder to construct the new boundary wall. https://www.google.com/maps</p> <p>Town Council to continue to liaise with the landowner’s legal team to move this matter forward. Works on hold whilst Legal issues (probate) relating to free dedication with new owners is resolved.</p> <p>Meeting 07/05/24 - No progress update to report. Probate issues ongoing. Legal team pressed. LHFIG agreed that Commitment of £20k will be carried over into 24/25. (Line 1 Finance sheet)</p>	<p>15-08-24 – Probate is now complete. Continuing to chase legal team for progress on free dedication of land. Scheme remains on hold.</p>	<p>MR</p>
<p>b)</p>	<p>Issue 9-22-17 – Melksham Without (various roads) Request for Parking Control Measures To also include Issues 9-23-3 Beanacre, 9-23-5 Bowerhill and 9-23-7 Melksham</p>	<p>Issue Submitted by Melksham Without Parish Council</p> <p>Request for a Parking Review at the following locations:</p> <ul style="list-style-type: none"> • Semington Canal Bridge • Lancaster Road Bowerhill • Avro Way Bowerhill • Merlin Way Bowerhill • Mitchell Drive Bowerhill <p>It was noted that the canal forms the boundary between Melksham Without and Semington Parishes and that measures would be needed on both sides of the bridge.</p>	<p>15-08-24 -Traffic team have made amendments to the proposals following comments from town/ parish council. Formal advert likely early autumn 24. (end Sept / Early Oct)</p>	<p>MS</p>

Melksham Local Highways & Footway Improvement Group

Page 108

		<p>Semington Parish confirmed that they are content for measures to be included on their side of the bridge, but no other sites have been identified for review within their Parish.</p> <p>Meeting 07/05/24 Initial review for sites completed (17 no.) Draft consultation documents issued to town and parish councils on 4/4/24. Deadline for response 7th May. Mark Stansby has met with MWPC to discuss proposals. MJR to send copy of Semington proposal to Colin Wade</p> <p>Agreed - TRO / Implementation costs at a cost of £4,000.00. 3rd party contribution of 25% for TRO costs to be split evenly across Melksham TC, MWPC and Semington PC. 25% of Implementation costs to be allocated according to number of sites.</p>		
<p>c)</p>	<p>Issue 9-22-11 A350 Beanacre - request for measures to control entry speed at north end of village</p>	<p>https://www.google.com/maps Plans submitted to Melksham Without for consideration. Projected cost of both road markings / Gates, Signs is £13,300.</p> <p>Alternate option to omit Central Hatching / road Studs and only install gates, signs, yellow transverse base at a cost of £6600. Remaining work to be picked up as part of future MM.</p> <p>MWPC have confirmed their preference for this option and member agreed for this to progress to implementation. MWPC 50% contribution.</p> <p>07/05/24 meeting Works Ordered on 08/01/24 with target completion date of 15/02/24. This has slipped due to Milestone resource issues and will likely take place in May. Order Value £4,267.36, HIAMS M00751</p>	<p>15/08/24 – Works postponed from May due to operational issues. Works expected imminently</p>	

Melksham Local Highways & Footway Improvement Group

d)	<p>Issue 9-23-3 – Beanacre Westlands Lane – request to prohibit parking at the access to the new water pumping station.</p>	<p>Issue submitted by Melksham Without Parish Council</p> <p>Parking would need to be restricted on both sides of the lane, from the A350 to the new access. Refer to Item 4i of the agenda. https://www.google.com/maps</p> <p>07/05/24 meeting Mark Stansby has included this location as part of parking review under Issue 9-23-5.</p>	<p>15/08/24 – See comments for Issue 9-22-17 Formal Advert Autumn 24 (late Sept / Early Oct)</p>	MS
e)	<p>Issue 9-23-4 Bus Gate at Semington Road – request for Camera Enforcement.</p>	<p>https://www.google.com/maps/ Summary Results of metro count 7th -13th Dec 2023:</p> <p>Total number of vehicles (both directions) 1198 Southbound – 520 Northbound - 678</p> <p>5 Day Average Combined – 201 7 Day Average Combined - 171</p> <p>Members discussed the ongoing concern with the high level of non-compliance and the need for direct enforcement action.</p> <p>It was provisionally agreed to carry out further work on the provision of ANPR enforcement at the site, subject to confirmation of costs. Semington PC have agreed to contribution to the overall cost. (% TBC)</p> <p>07/05/24 meeting - Costing for ANPR camera are as follows:</p> <p>1.ANPR Camera Set up costs (including discount for 1x RDS, 1 x POE4 and 1 4G Data Sim) = £11,071.00</p> <p>Agreed 3rd party contribution from Semington PC = £2,767.75</p>	<p>15/08/24 – ANPR camera installed on 19th June. Issues with RDS delayed operations but camera went live 16th July. As of 12/08/24 '381' contraventions have been recorded and fines issued. Approx.. 14 contraventions per day. Further message to go out from WC Communications team re. contraventions</p>	MR

Melksham Local Highways & Footway Improvement Group

		<p>2. Annual re-occurring cost Year 2+ £5,321.00. Note Semington PC and MWPC have agreed to contribute £1,000 each. WC to fund remainder of annual cost (£3,321). To be reviewed at end of Yr2</p> <p>3. Sign costs = £771.31 (M2/0015)</p> <p>Parking services have placed the order with 'Videalert' (Marston Holdings) Awaiting Install date. Est May / June 24.</p> <p>Draft press release prepared by communications team.</p>		
f)	<p>Issue 9-23-5 – Bowerhill various sites – request for Parking Review</p>	<p>Issue submitted by Melksham Without Parish Council.</p> <p>Parking concerns have been raised at the following sites at Bowerhill:</p> <ol style="list-style-type: none"> 1. Pathfinder Way 2. Westinghouse Way 3. Lancaster Road <p>Refer to Item 4i of the agenda. Mark S has commenced review. Update to be provided at next meeting.</p> <p>07/05/24 meeting - See comments for Issue 9-22-17 above.</p>	<p>15/08/24 – See comments for Issue 9-22-17 above. Formal Advert Autumn 24. (late Sept / Early Oct)</p>	MS
g)	<p>Issue 9-23-7 – Melksham various roads – request for Parking Review</p>	<p>Issue submitted by Melksham Town Council</p> <p>Parking concerns have been raised at the following locations:</p> <ol style="list-style-type: none"> 1. Union Street – could parking be permitted to create chicanes? 2. Cranesbill Road – issue at school times 3. Skylark – no details submitted. 	<p>15/08/24 – See comments for Issue 9-22-17 above. Formal Advert Autumn 24. (late Sept / Early Oct)</p>	MS

Melksham Local Highways & Footway Improvement Group

Page 111

		<p>Highways to request further details of these issues from Town Council, prior to the review.</p> <p>Highways to write to Town Clerk. 2. The City / Alms Houses request for residents parking scheme to be removed from list.</p> <p>Mark S has commenced review. Update to be provided at next meeting.</p> <p>Request made that the review be extended to include area on Woodrow Road (opposite Littlejohn Avenue) MR to speak to Mark Stansby</p> <p>It was noted by Dean Baker that the junction of Skylark / A3102 Sandridge Common (Western End) is currently unadopted and the developer is seeking to include 'No waiting at any time' prior to adoption. MS commented the other junction onto Eastern way and junctions in between will need to be included in the review. 07/05/24 Meeting - See comments for Issue 9-22-17 above.</p>		
<p>h)</p>	<p>Issue 9-23-10 – A350 Beanacre – request to review the signs which indicate the weight limit on Westlands Lane</p>	<p>Request for signing review.</p> <p>Following a discussion, it was agreed that Highways should investigate both ends of the lane, and formulate a proposal with ballpark costings, ahead of the next meeting. https://www.google.com/maps/A350 https://www.google.com/maps/</p> <p>After discussion with MWPC / Mark S it was agreed to proceed with A350 Westland Lane sign work via routine budget. This will be issued as a separate order with no cost to LHFIG.</p> <p>07/05/24 - B3353 Corsham Road advance HGV signs has been agreed by MWPC. This is chargeable to LHFIG (less 50%</p>	<p>15/08/24 – work complete. Increase in cost to £1473 due to extra TM required. MWPC invoiced for 50% contribution. Remove from next tracker</p>	<p>To note</p>




Melksham Local Highways & Footway Improvement Group

Page 112

		<p>MWPC contribution). Order issued 12/04/24 M2/00178, £1,036.73. (MWPC 50%) .</p> <p>Main A350 works undertaken via routine sign maintenance</p>		
i)	<p>Issue 9-23-13 Steeple Ashton Sandpits Lane – request to improve access / egress into the playing field</p>	<p>https://www.google.com/maps/ Refer to proposal Plan - New steps constructed using timber, stakes, type 1 subbase and compacted road plannings. Non-scheduled work so standalone price will be required - Wessex Tree Care Estimate £2.5k - £3.5k</p> <p>NOTE: Investigate option to create new entrance in playing field via existing footway east of current entrance.</p> <p>Steeple Ashton PC to consider option including new entrance into field and report back,</p> <p>Wiltshire RoW team have no objection to new access into field however SASH2 will still need to have its exit onto Sandpits Lane as this is recorded on the definitive map and statement. It would cost in the region of £3,000 to stop up the section parallel with Sandpit Lane and would be open to public consultation and possible objections.</p> <p>Cost £2,200.00 + VAT. (£2,640.00).Steeple Ashton have agreed their 25% contribution. Agreed – Proceed with proposed scheme at existing access a cost of £2,640.00 (SAPC 25%).</p> <p>07/05/24 Meeting - Order raised to Wessex Tree Care (PD300010592) on 14/04/24.</p>	<p>15/08/24 – work complete. Steeple Ashton PC invoiced for 25% contribution. Remove from next tracker</p>	To note
				
j)	<p>Issue 9-23-14 Steeple Ashton Common Hill / Newleaze – request</p>	<p>https://www.google.com/maps</p>	<p>15/08/24 – Work complete and PC happy. Invoice issued to PC for contribution</p>	To note
				

Melksham Local Highways & Footway Improvement Group

Page 113

	<p>for pedestrian barrier at exit of children’s play area</p>	<p>Existing path from play area 1.0m wide. Width insufficient for provision of pedestrian barrier. Main footway only 1.2m wide which is insufficient to accommodate barrier at 450mm offset.</p> <p>Option 1 - Provide splay at end of existing footpath to maintain through width and install single pedestrian railing 1.0m wide on existing footway. Cost approx. £1800. Group agreed to move to live priority schemes subject to confirmation from Steeple Ashton PC</p>	
<p>k)</p>	<p>Issue 9-23-16 Magister Road, Bowerhill</p> <p>Request for ‘Children at play sign’</p>	<p>Residents had previously sought a change in the grass-cutting regime from wildflower cut on the green at the bottom of Magister Road, in order to create a play area at the front part of the green for children to play and kick a ball etc. Subsequently residents had contacted Wiltshire Councillor Nick Holder with concerns that drivers were not necessarily aware that children may be playing on the green and therefore not aware of the potential for children to run out into the road, chasing a ball for instance. https://www.google.com/maps/</p> <p>Group agreed to move to ‘Live priority schemes’ Estimated Cost £100.00.</p> <p>07/05/24 meeting - Order issued 24/01/25. Awaiting works start. Order M2/00221 (previously M00832) Milestone chased for install date.</p>	<p>15/08/24 – Work complete remove from next tracker. No 3rd Party contribution</p> 
<p>l)</p>	<p>Issue 9-23-17 Mitchell DR, Bowerhill Estate, Market Place Melksham</p>	<p>The installation of Realtime Information (RTI) on Mitchell Drive, Bowerhill and Market Place x 2 bus shelters.</p> <p>https://www.google.com/maps/Mitchell Drive https://www.google.com/maps/Market Place</p>	<p>15/08/24 - Mitchel Drive RTPI complete. PTU chased re. remaining sites at Market Place (x2) and Kestrell court (x2)</p> <p>No financial contribution from LHFIF.</p>

Melksham Local Highways & Footway Improvement Group

Page 114


		<p>Approx cost per site £6000. Group agreed to move to 'Live priority schemes' for RTPI at 3 sites, Market Place Street, Melksham x2, Mitchell Drive, Bowerhill with match funding (50%) where necessary.</p> <p>R2P have assessed the sites at Mitchell Drive and Market Place x 2. Mitchell Drive - Mains power available and Shelter RTPI ready.</p> <p>Papercast units £7,076.00 (the 23" E-Paper battery display including audio)</p> <p>LED 3-line Bus Shelter display (Mains Powered) £6,806.33.</p> <p>Agreed to progress with sites at Market Place x 2 (Papercast) and Mitchell Drive x 1.(3-line LED)</p> <p>Consideration to be given to installing papercast at Michell drive instead of 3-line LED. MR to raise issue with PTU. Further request for sites at Kestrell Court, Bowerhill, subject to confirmation by MWPC.</p> <p>Note- Cost agreed of 50% PTU and 50% by town / parish council) No funding requirement from LHFIG. Agreed - Proceed with RTPI at Market Place Melksham x 2 and Mitchell Drive (type TBC) as indicated above.</p> <p>Melksham TC and Melksham Without PC have been invoiced for their 50% contribution.</p>		
m)	<p>No issue number</p> <p>Ad-hoc road markings Melksham community Area</p>	<p>Allocation of £3,500 agreed at Feb meeting to cover ad-hoc road marking requests. Sites to be collated and orders issue 1 or 2 times per year depending on numbers. Note this should not be used for routine road marking maintenance.</p>	<p>15/0824 - No further submissions received since May meeting. Further suggestions submitted my group members at meeting.</p> <ol style="list-style-type: none"> 1. SLOW markings Whitley (see 9-24-07) 2. Snowberry Lane Melksham 	MR

Melksham Local Highways & Footway Improvement Group

		<p>07/05/24 meeting - Awaiting further submission of sites from town / parish councils. Current Sites agreed at Feb meeting listed below:</p> <ol style="list-style-type: none"> Issue 9/24/04 Semington Road, Melksham (near Mobile Home Park), Berryfield Cycle Ln Issue 9/24/03 - Give way markings Berryfield Lane and Winston Road / Padfield Gardens 	<ol style="list-style-type: none"> 20mph roundels Kenilworth Road, Melksham SLOW marking Hazlewood Road, Melksham 	
n)	<p>Issue 9-23-8 Melksham Bank Street – request for railings and / or other measures to improve safety</p>	<p>07/05/24 meeting – Bank Street is included in the A3102 safer roads route study proposal. Package 8. Likely summer / autumn 24.</p> <p>Meeting held on site with Cllr Hubbard on 26/03/24 to look at the issue at Bank Street.</p> <p>Suggestion made to install surface mounted ‘Manchester style’ bollards with metal chain link between (Bollards to match existing bollards on east side). Bollards to act as visual deterrent rather than provide physical barrier.</p> <p>https://www.google.com/maps/</p> <p>https://www.heritagestreetfurniture.co.uk/bollards/steel-bollards/bollard-chains-for-steel-decorative-bollards/</p> <p>Bollards spaced at approx. 2.5m centres with chain link in between. Bollards with eyelets = £380.00 Metal Link Chain approx. £150.00 Approx ‘34’ bollards and 17 lengths of chain required. = £15,470.00. Install cost per bollard £150 x 34 = £5,100.00 Total £20,570.00. Note - Safety Audit would be required (£1,390)</p>	<p>15/08/24 - issue on hold pending outcome of A3102 safer roads route study. Suggestion made by Pat Aves re. provision of planters on Footway. MJR to investigate further and report back to group at next meeting. 10th August issue reported to Atkins</p>	MR

Melksham Local Highways & Footway Improvement Group

Page 116

		The group agreed that whilst no accidents have been recorded, the high pavement continues to cause some local concern. Group agreed that £20,570.00 represented significant cost to group / MTC and as such it would be prudent to waiting until the outcome of the A3103 Safer Roads study before agreeing to further action by the LHFIG.		
o)	<p>Issue 9/24/01 Main Street, Keevil / Great Hinton</p> <p>Joint request from Keevil PC and Great Hinton PC</p>	<p>Joint request from Keevil PC and Great Hinton PC for additional Single Track Road signs to be placed on the Main Street. “The reason for this request is due to recent road closures and increase in traffic issues which highlighted that the village was being used as a regular cut through”</p> <p>2no. signs in temporary ‘A’ frames to be provided to PCs to be used when local closure is in operation. Agreed - proceed with scheme at approx. cost £780.00 (25% to be paid by Great Hinton PC)</p> <p>07/05/24 meeting - Order issued for permanent single track road signs x 2 at Great Hinton M2/000135 Value £636.59.</p> <p>Order for temporary signs x (unsuitable for diverted traffic) M2/00212, £118.23 Order held pending further discussion with PC re. storage of signs and placement / removal with PC.</p> <p>Dean Baker will speak to major maintenance team re. closure of C233 Keevil on 10th June (5 Days) for Verge Overrun works to see if ‘<i>unsuitable for diverted traffic</i>’ signs can be erected to discourage traffic from using Great Hinton as a short cut.</p>	<p>15/08/24 – Work complete. Great Hinton PC invoiced for 25% contribution. Holder of temporary signs x 3 TBC. Remove from next Tracker</p> 	To note
p)	<p>Issue 9/24/02 Footbridge between Westbury View and Primrose Drive</p>	<p>The issue concerns a footbridge which crosses Clackers brook. “<i>The surface is often slippery, even when cleared of wet leaves. In freezing conditions, the surface is very slippery and treacherous with a number of residents reporting slips and falls recently. This even though the bridge deck has recently been</i></p>	<p>15/08/24 – Engineers from Wiltshire Council’s structures team have inspected the site and have commented the proposed HFS is unlikely to resolve the issues re. the slippery bridge deck. Due to number of</p>	MR

Melksham Local Highways & Footway Improvement Group

Page 117

		<p><i>cleaned and cleared of wet leaves”.</i> https://www.google.com/maps/</p> <p>Option 1 - Bridge deck 15m x 3.5m Option 1 - overlay with HFS material in grey or buff (with Temp bridge closure) Est cost £4,500.00</p> <p>Option 2 - Overlay existing bridge surface with new tarmac surface laid an increased crossfall to better disperse surface water Est. cost £4,850.00</p> <p>Allocate £4,500 for HFS across bridge deck (Option 1) with 50% contribution from Melksham TC. (TBC)</p> <p>07/05/24 meeting – Site inspection undertaken, and plan prepared. Low spots on bridge needs to be addressed with a scratch coat. Work to take place Summer 24 MJR speaking to Structures team to see if they can take this project forward</p>	<p>depressions resulting in multiple areas of standing water.</p> <p>Option put forward is to overlay the existing surface with a new re-profiled tarmac surface. The levels in the centre of the bridge will be picked up to form a pronounced crown line sending any water to the approaches where this will naturally run off and down the riverbanks avoiding the formation of ice. This can be achieved within the allocated budget. Members happy with the change for this project and agreed to proceed</p>	
q)	<p>No issue number Ashton Common Steeple Ashton</p>	<p>A Verbal request from Steeple Ashton PC for additional SID retention socket in the village. Formal submission to follow, but PC have asked if this issue can be considered as part of the Feb 24 meeting.</p> <p>Agreed - Proceed with implementation of NAL retention socket and new 4m post at a cost of £450.00. (No 3rd party contribution as under £500 threshold)</p> <p>07/05/24 meeting – Exact location to be agreed on site with Steeple Ashton PC before order is placed.</p>	<p>15/08/24 – Works complete and SAPC happy. No LHFIFG contribution. Remove from next tracker.</p>	To note
r)	<p>Issue 9-24-05 Kissing gates x 2 at Keevil</p>	<p><i>“Installation of two Kissing Gates, both on public footpaths. One on the White Horse Trail at the end of Towmead Lane, Keevil, the other to a field that has livestock on it in the summer. The first one has caused many safety issues with walkers leaving the gate open, and the risk of livestock misusing the field. the second , the stile is very unsteady and beyond repair”</i></p>	<p>15/08/24 – both kissing gates have now been installed. PC and local residents are happy. Cost £955.00 Keevil PC invoiced for their contribution. Remove from next tracker</p>	To note



Melksham Local Highways & Footway Improvement Group

Page 118

		<p>Alison Rasey (Countryside Access Officer) has agreed the installation. Cost for 2no. gates is £855.00 including delivery. Countryside team will arrange installation but have asked for an extra £100 to cover concrete. Total £955.00</p> <p>Agreed – Proceed with Kissing gates x 2 at a cost of £955.00 (Keevil PC 25% TBC) MR to speak to Alison Rasey to expedite work in current financial year.</p> <p>07/05/24 meeting - 1 no. gate has been installed. Remaining gate will take longer as work required first on adjacent drainage ditch. Discussion with drainage team ongoing</p>		
<p>(s)</p>	<p>Issue 09/23/21</p> <p>Main Street Keevil adjacent to 18a</p> <p>Road edge Erosion.</p>	<p>Road adjacent to 18a main street Keevil.</p> <p><i>“Erosion of tarmac and subsequent reduction of grass verge. Parked cars cannot open nearside doors because of the steep angle of verge. Children are being moved in and out on the ROADSIDE. This is very dangerous at busy times, when road is restricted with buses, coach and many cars”.</i></p> <p>https://www.google.com/maps/</p> <p>Typical road width =5.22m. Kerbing Section 1 – 27m (to steps to #19) Kerbing Section 2 – 26m (steps to Blagdon House) Section 1 is worst due to parked vehicles.</p> <p>Note: Temp road closure may be required due to restricted road width. Est Cost with road closure = £9100.00 (+10% contingency) = £,10,010.00. Keevil PC to discuss options at their next meeting and report back to group.</p> <p>07/05/24 meeting - Keevil PC have now agreed their preferred</p>	<p>15/08/24 – Contractor work programme already fully booked for summer and Oct ½ term. Kerbing works programmed for Feb 25 ½ term for 1 week. Temp road closure required.</p>	<p>MR</p>

Melksham Local Highways & Footway Improvement Group

		<p>option. Works require temp road closure for approx. 1 week and must be moved to school holidays to reduce disruption. MJR to speak to programming officer to see if Oct ½ term is available for construction</p> <p>Agreed – Allocate £10,010.00 for works with 25% contribution from Keevil PC</p>		
Page 119	<p>t) 9-24-06 Roundponds, Southbrook Road, Addison Road and Dunch Lane</p>	<p>Request for 20mph limit to cover the estate listed.</p> <p>https://www.google.com/maps/</p> <p>07/05/24 meeting - Speed limit assessment would first be required to check if site meets the necessary criteria for 20mph limits (mean speed 24-25 mph). MJR to look at sites across the estate to agree speed survey locations and agree with Cllr Alford.</p> <p>Cllr John Hubbard suggested that other sites in the town could be considered for 20mph limits and will submit locations in due course.</p> <p>Mary Winterburn has asked that if 20mph sites go ahead in Melksham area that Great Hinton be considered to combine legal process and reduce overall costs to LHFIFG / Town Council / Parish Councils</p>	<p>15/08/24 – Meeting has taken place with Cllr Alford to agree speed data sites. Locating sites difficult due to lack of available street furniture. 1 no. location agreed on Southbrook Road, 1no. on Dunch Lane (west) and 1no. location on Roundponds</p> <p>Southbrook Rd Average = 24mph, 85% ile = 29mph Dunch Lane (west) Average = 23mph, 85th ile = 27mph Roundponds Average = 25mph, 85th % ile= 29mph</p> <p>1no. location on Addison Road requires a new post. Additional cost of £159.00 agreed. SDR Result to be reported back to group and 20mph assessment undertaken.</p> <p>Agreed – proceed with 20mph assessment for Roundponds once Addison Road speed data is complete and report back to group.</p>	MR
	<p>u) 9-24-07 Top Lane, Westhill, Whitley & Purlpit</p>	<p>Request for pedestrian improvement measures, incl possible footway, warning signs, 30mph repeater signs, reduction of speed limit (currently national speed limit).</p> <p>https://www.google.com/maps/</p> <p>https://www.google.com/maps</p>	<p>15/08/24 Proposal for 2no. Peds in road signs (1- opposite Pear Tree PH, 2 – west of junction of 150 – 157c West Hill.</p> <p>New Sign at gateway (offside) <i>WHITLEY - Please drive carefully.</i></p>	MR

Melksham Local Highways & Footway Improvement Group

Page 120

		<p>Parish council would like to request the following:</p> <ol style="list-style-type: none"> 1. Pedestrians in Road' signage on Top Lane, beyond the First Lane junction with Top Lane for cars heading towards to West Hill/Purlpit; and in the opposite direction for those vehicles coming up from Purlpit towards West Hill in the other direction, where there is no footway. 2. Welcome to Whitley 'Please Drive Carefully' signage to be added to the Whitley Village gateway signage coming from Westhill/Purlpit on the right-hand side. 3. Councillor Richardson explained that Daisy Chain Nursery often walked young children along this road and that the speed limit changed to 60mph once reaching the village gates at Purlpit, the road became narrow at this point and queried if the speed limit here could be reviewed. <p>07/05/24 meeting - Some footway works have taken place previously along the length in question but could not continue due to contentious land ownership issues.</p> <p>MJR to look at proposal for 'pedestrians in road' signs and additional Whitley 'Please Drive Carefully' sign missing from village gate on West Hill and report back to next meeting with plan/ costs.</p>	<p>Cost - £700.00</p> <p>Option to include SLOW markings at locations for peds in road signs. This work could be included under 'ad hoc road markings' (see above) to avoid set up cost.</p> <div data-bbox="1384 699 1487 762" style="border: 1px solid black; padding: 2px; width: fit-content; margin: 10px auto;"> <p>WHITLEY Please drive carefully</p> </div> <p>Agreed - Proceed with implementation of signing works with SLOW markings to be included under Ad Hoc markings. MWPC contribution of 50%</p>	
<p>5.</p>	<p>Non LHFIF Funded Schemes (Section 106, Active Travel etc)</p>			
	<p>Melksham Dunch Lane – funded by Section 106 monies from George Ward Gardens development</p>	<p>Consultation on full closure over rail bridge or one way operation from east to west and new parking controls to be carried out by the Town Council.</p>	<p>15/08/24 – No further progress or discussion with MTC at this stage. Metro-count for Dunch Lane (east) to take place in September. Results to be discussed with MTC and LHFIF</p>	<p>MR</p>

Melksham Local Highways & Footway Improvement Group

Page 121

		<p>Town Council to undertake consultation in the New Year (2023). Section 106 monies Expires 1/11/2026 Ongoing discussion re. consultation for Dunch Lane to be held with Melksham Town council. Consultation on options for Dunch Lane anticipated during Spring 24.</p> <p>07/05/24 meeting - Further discussion to be held with town council re. options and local consultation once resource permits</p>		
	<p>Active Travel Scheme - Signing to promote use of shared use cycle routes in town</p>	<p>Scheme to be funded from a third tranche of Section 106 money from the George Ward Gardens development. There are funds remaining (£13,034.35) specifically to improve cycleway signing within the town. Town Council to submit a list of locations for signing improvements. MR to work with Melksham TC to look at sites within the town for cycle signing improvements..</p> <p>07/05/24 meeting - MJR to undertake initial design work summer / Autumn 24 and report back to Melksham Town council for comments. No further action at this stage</p>	<p>15/08/24 – Signing work to be undertaken and discussed with Melksham TC.</p>	<p>MR</p>
6.	New Requests and ongoing Issues			
a)	<p>Issue 09-24-08 Various Roads Hunters Wood, Melksham</p>	<p>Request for parking review to be undertaken on Various roads on hunters moon estate incl. Mint Grove, Chervil Road, Anise Rd, Catnip close, Oregano Close, Nasturtium Close, Bay Gardens.</p> <p>Request for new signs / road markings in area.</p> <p>https://www.google.co.uk/maps/</p>	<p>15/08/24 – Hunters Moon estate currently unadopted and is split into the Bloor and DWH parcels. Adoption not expected until 2026. Unable to make parking changes on unadopted roads</p> <p>Agreed – Cllr Sankey and other local representatives to assess problem areas on estate and discuss with Development control / Developer to agree a way forward.</p>	

Melksham Local Highways & Footway Improvement Group

Page 122

b)	Issue 09-24-09 Great Hinton Village	Request for 20mph limit assessment in Great Hinton https://www.google.co.uk/maps/	15/08/24 – Speed survey undertaken in April 24. Average speed 22.6mph. Agreed – proceed with 20mph assessment for Great Hinton and report back to group.	
c)	Issue 9-24-10 Semington Road (Melksham without)	Request for review of traffic calming including consideration of additional traffic calming measures, such as speed cushions, road humps due to the speeding traffic and the material change to the road, due to new housing developments that are already occupied (Bowood View) and in construction (Buckley Gardens) and development with planning permission (to the rear of Townsend Farm). https://www.google.co.uk/maps/ https://www.google.co.uk/maps/	15/08/24 – No Speed survey undertaken. 5 years collision Data over length of Semington Road 4no. collisions 3no. 'slight', 1no. 'Serious'. Note - Existing traffic calming concentrated both north and southern ends of road. Agreed – Establish speed monitoring sites with MWTC and report back results to group at next meeting before agreeing next step.	
d)	09-24-11 Semington Road (Melksham Without) by mobile home park.	Request to look at the feasibility of installing a footway opposite Townsend Farm and incorporating a new bus stop within this. https://www.google.com/maps/	15/08/24 – MWPC to make representation to Development control to seek change to S106 agreement to allow work for footway / bus stop on east (mobile home park side) Update at next meeting.	To note
e)	09-24-12 A365 Devizes Road / Hornchurch Road	Drivers overtaking vehicles slowing down in preparation to turn right into the slip lane for Hornchurch Road, Bowerhill on the wrong side of the road and into oncoming traffic, which has caused several near misses. Request for double white lines to protect ghost island made to Major maintenance as part of forthcoming surfacing works but directed to LHFIG. https://www.google.com/maps/	15/08/24 - issue previously considered under 9-23-11(June 23). Double white lines <u>cannot</u> be considered where speed limit is 40mph or less. Traffic Island option prepared but not progressed pending possible changes to layout connected to new development site by school. MR to look at options for traffic islands x 2 in ghost island areas to discourage overtaking. Option for roundabout at development site to also be investigated in advance of formal planning application.	

Melksham Local Highways & Footway Improvement Group

Page 123

f)	<p>09-24-13 Bowerhill (K & A canal)</p>	<p>Request for replacement finger post. A finger post located on the canal near the Bowerhill Residents' Action Group's (BRAG) picnic area directing people to Tesco and The Pillot Pub on Bowerhill was damaged and removed before it could be repaired. https://www.google.com/maps/</p>	<p>15/08/24 - Finger post location falls within Devizes community area after recent boundary changes.</p> <p>Hardwood Finger post est. £1800 + Install cost Composite Aluminium finger post est. £600 + install cost.</p> <p>Group agreed that Devizes LHFIG and Seend PC should be approached for funding provision in the first instance, as the finger post doesn't fall within the Melksham Community area. Report back to group at next meeting.</p>	
<p>6. Other items</p>				
a)	<p>Pavement and Footway Improvement Schemes (pre-LHFIG)</p>	<p>Update provided upcoming footway maintenance schemes from Local highway engineer Dean Baker.</p>	<ol style="list-style-type: none"> 1. A365 Vegetation cutback to reestablish footway width. 2. Ferris Grove Melksham 3. Berryfield Close, Melksham 	<p>To note</p>
b)	<p>Deadline for submitting LHFIG Requests</p>	<p>All requests are to be submitted two weeks prior to a meeting taking place. Requests received after the deadline will be deferred until the following meeting.</p> <p>The deadline for our next meeting is 24th October 2024</p>		<p>To note</p>

Melksham Local Highways & Footway Improvement Group

c)	<p>For information Email address to submit requests to the LHFIG.</p>	<p>Wiltshire Council has a specific email address for submitting requests. Effective immediately, please submit requests to LHFIGrequests@wiltshire.gov.uk.</p> <p>Requests for Traffic Surveys should continue to be sent to trafficsurveys@wiltshire.gov.uk</p>		To note
7.	<p>Any other business</p>			
Page 124	<p>Cllr Sankey sought views on possible substantive scheme submissions for 24/25 at the following sites:</p>			
	<p>1. Union Street to King George V Recreation field - provision of new footbridge over Clackersbrook – Agreed by members 2. Eastern Way, Melksham - Provision of pedestrian crossing linking RoW (MELK106) – Agreed by members</p>			
8.	<p><u>Dates of future meetings:</u></p> <p>7th November 2024.</p> <p>Meetings to commence at 18:00 hrs and will be held on-line until further notice.</p>			

Melksham Local Highways & Footway Improvement Group

Highways Traffic Officer – Martin Rose

Area Highway Engineer – Dean Baker

1. Environmental & Community Implications

Melksham Local Highways & Footway Improvement Group

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

2. Financial Implications

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

2.2. If funding is allocated in line with LHFIG recommendations outlined in this report, and all relevant 3rd party contributions are confirmed, Melksham Area Board will have a remaining Highways funding balance of: **£35,890.72**

2.3. Refer to APPENDIX 2

3. Legal Implications

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

4. HR Implications

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

5. Equality and Inclusion Implications

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

6. Safeguarding implications

6.1 There are no specific Safeguarding implications related to this report.

7. Recommendations to Melksham Area Board

7.1 To add the following Issues to the Priority Schemes List with funding (where indicated)

Issue 9-24-07 Top Lane, Westhill, Whitley & Purlpit – Provision of Whitley ‘please drive carefully’ sign at Gateway and ‘pedestrians in road signs’ x 2. Allocate - **£700.00**. Melksham without parish council to contribute 50% (£350)

Melksham LHFIG EXPENDITURE 2024 / 25

APPENDIX 2

CM048.101562

FINANCIAL SUMMARY (as of 16/08/24)

LHFIG Budget 24/25	£24,338.00	
Carry F/wd from 23/24	£56,547.47	
	£80,885.47	A
Current Projected Spend 24/25	£68,223.48	B
Balance	£12,661.99	C (A-B)
3rd Party Contributions (Details below)	£23,228.73	D
Current Balance	£35,890.72	E (C+D)

	ORIGINAL COST ESTIMATE	LHFIG COMMITMENT	EXPENDITURE TO DATE 24/25	PROJECTED SPEND 24/25 (Final Settlement figures in RED)	3rd PARTY CONTRIBUTIONS		
1	Melksham Sandridge Rd / Maple CI Footway	£20,000.00	£20,000.00	£0.00	£20,000.00	£10,000.00	Melksham Town Council
2	Sandpits Lane Signing and Lining	£1,077.14	£1,077.14	£450.33	£455.73	£0.00	N/A
3	Ashton Common Hill/ Newleaze pedestrian barrier	£1,800.00	£1,800.00	£0.00	£1,507.95	£376.99	Steeple Ashton PC
4	Magister Road Children / Playground sign	£100.00	£100.00	£0.00	£70.27	£0.00	N/A
5	Westlands Lane / Corsham Road B3353 Advance Advisory HGV signs x 2	£1,036.73	£1,036.73	£1,473.19	£1,473.19	£736.60	Melksham Without PC
6	Sandpits Lane Steps / Hardstanding at Kissing gate	£2,640.00	£2,640.00	£2,640.00	£2,640.00	£660.00	Steeple Ashton PC
7	High Street Semington Bus Gate ANPR camera relocation (to include 1st year set up and maintenance cost) & new Signs	£12,500.00	£12,500.00	£12,500.00	£12,680.00	£2,767.75	Semington PC
8	Melksham LHFIG Adhoc road markings 2024-25	£3,500.00	£3,500.00	£0.00	£3,500.00	£0.00	N/A
9	Great Hinton / Keevil Single track Road signs x 2 (includes temp signs unsuitable for diversionary traffic)	£780.00	£780.00	£756.19	£756.19	£189.05	Gt Hinton PC
10	Footbridge between Westbury View and Primrose Drive. High Friction Surface.	£4,500.00	£4,500.00	£0.00	£4,500.00	£2,250.00	Melksham TC
11	Kissing Gates x 2 at Keevil (Countryside team to supply and install)	£955.00	£955.00	£0.00	£955.00	£238.75	Keevil PC
12	A350 Beanacre – Gateway treatment	£10,000.00	£5,000.00	£0.00	£4,314.20	£2,157.10	Melksham Without PC
13	SID retention socket and post for Steeple Ashton PC	£400.00	£400.00	£0.00	£502.07	£0.00	N/A
14	Waiting restrictions Melksham Town, Melksham without & Semington - Legal + Implementation costs	£4,000.00	£4,000.00	£0.00	£4,000.00	£1,000.00	Melksham Without PC / Melksham TC / Semington PC
15	High Street Keevil Kerbing works	£10,010.00	£10,010.00	£0.00	£10,010.00	£2,502.50	Keevil PC
16	New Post Addison Road, Melksham for SDR (Roundponds 20 assessment)	£158.88	£158.88	£0.00	£158.88	£0.00	N/A
17	Whitley - Welcome to and Peds in road signs	£700.00	£700.00	£0.00	£700.00	£350.00	Melksham Without PC
		£74,157.75	£69,157.75	£17,819.71	£68,223.48	£23,228.73	

Melksham Area Grant Report

Purpose of the Report

1. To provide details of the grant applications made to the Melksham Area Board. These could include:
 - community area grants
 - youth grants
 - older and vulnerable people grants
 - area board initiatives
2. To document any recommendations provided through sub groups.

Area Board Current Financial Position

	Community Area Grants	Youth Grants	Older and Vulnerable People Grants
Opening Balance For 2024/25	£ 22,309.00	£ 18,349.00	£ 7,700.00
Awarded To Date	£ 2,484.52	£ 0.00	£ 333.99
Current Balance	£ 19,824.48	£ 18,349.00	£ 7,366.01
Balance if all grants are agreed based on recommendations	£ 19,446.48	£ 7,269.00	£ 5,866.01

Grant Funding Application Summary

Application Reference	Grant Type	Applicant	Project	Total Cost	Requested
ABG1925	Community Area Grant	Saxon Group Riding for the Disabled Association	Surface Topper	£1512.00	£378.00

Application Reference	Grant Type	Applicant	Project	Total Cost	Requested
<p>Project Summary: The current equestrian surface is very uneven and makes it difficult for our volunteers and horses to have the best footing. Sudden movements can be particularly uncomfortable and unnerving for our disabled riders which has an impact on their balance. It is quite uneven for our volunteers to run alongside riders and horses who are trotting and can jar ankles, knees etc. A new surface topper would generate a better, durable, dust free and environmentally better area for the activities we carry out such as flat work, dressage and light jumping.</p>					
ABG1952	Older and Vulnerable Adults Funding	Wiltshire Music Centre	Celebrating Age Wiltshire	£10809.00	£1500.00
<p>Project Summary: Celebrating Age Wiltshire is a Creative health and wellbeing project that delivers high quality professional creative arts, music, theatre and heritage events and activities on a monthly basis for older, vulnerable adults in local daytime settings.</p>					
ABG1945	Youth Grant	4Youth South West	Delivery of Seniors Youth Club sessions for young people in Year 9 and above aged 13 to 19	£15150.00	£5000.00
<p>Project Summary: Senior Youth Club sessions run every Thursday from 6.30pm to 9pm, 50 weeks a year, and are for our "older" young people, those in Year 9 and up (aged 13 to 19). The sessions are great opportunities for young people to meet other young people, explore who they are and how they feel about issues, in a safe space. Our club sessions are packed with positive activities such as cooking, arts and crafts, fun games, guest visits and sports. These activities are delivered alongside informal educational issue-based provision and support that address a wide range of issues that affect young people and topics that interest them.</p>					
ABG1946	Youth Grant	4Youth South West	TeenTalk Young People Counselling	£37118.00	£5000.00
<p>Project Summary: TeenTalk is a counselling service offering free person-centred support for young people aged 10 to 25 who are experiencing mental health or well-being issues. A typical offer is six one-hour sessions (mostly face-to-face) from centres in Melksham, Chippenham, Trowbridge, and Westbury. 4Youth have been successfully delivering a counselling service for young people aged 10 to 25 for the past 10 years. We have worked hard to find alternative funding for the service following receipt of seed funding from the Area Board several years ago and have been successful in achieving this. However, we are looking for funding to support the further development of the service, as over the past 5 years we have seen a consistent rise in the starting level of need of the young people we are working with. As their need increases it becomes harder to fully address the challenges the young people are dealing with in the limited time we can work with the young people.</p>					
ABG1947	Youth Grant	Melksham Town Council	Melksham Youth Council	£2160.00	£1080.00

Application Reference	Grant Type	Applicant	Project	Total Cost	Requested
<p>Project Summary: We will be holding a preliminary event, in the form of an interactive concert, to engage the youth of the community area. The concert will be interspersed with information and questions relating to the area, to help capture young people's opinions and interests, and this data will be provided back to the area board and all parish councils following the event for their information. This will also support the community area set up of a youth advisory board alongside Melksham Town Council and Melksham Area Board, aged between 14-19 years old, and up to 25 years old for SEND. The representatives would sit on various sub-committees and working groups in an advisory role to the councillors. The grant will go towards engaging the youth community within the area to garner their interest in joining the advisory board.</p>					

Background

3. Area Boards have authority to approve funding under powers delegated to them. Under the Scheme of Delegation Area Boards must adhere to the Area Board Funding and Grants Criteria. This document is available on the council's website.
4. Three funding streams are available to the Area Board, each with an annually awarded amount. These funding streams are as follows:
 - Community Area Grants (capital)
 - Youth Grants (revenue)
 - Older and Vulnerable People Grants (revenue)
5. The Area Board will be advised of the funding available prior to their first meeting of each financial year.

Main Considerations

6. Councillors need to be satisfied that the applications meet the requirements as set out in the Area Board Funding and Grants Criteria and that the health and wellbeing and young persons funding guidelines have been adhered to.
7. Councillors must ensure that the distribution of funding is in accordance with the Scheme of Delegation to Area Boards.
8. Councillors need to consider any recommendations made by sub groups of the Area Boards.

Safeguarding Implications

9. The Area Board has ensured that the necessary policies and procedures are in place to safeguard children, young people and vulnerable adults.

Public Health Implications

10. The Area Board has ensured that the necessary policies and procedures are in place to safeguard children, young people and vulnerable adults.

Environmental & Climate Change Implications

11. Grant funding will contribute to the continuance and/or improvement of cultural, social and community activity and wellbeing in the community area, the extent of which will be dependent upon the individual project.

Financial Implications

12. Councillors must ensure that the Area Board has sufficient funding available to cover the grants awarded.

Legal Implications

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

Workforce Implications

14. There are no specific human resources implications related to this report.

Equalities Implications

15. Community Area Boards must fully consider the equality impacts of their decisions in order to meet the Council's Public Sector Equality Duty.

16. Community Area Grants will give local community and voluntary groups, Town and Parish Councils equal opportunity to receive funding towards community based projects and schemes where they meet the funding criteria.

Proposals

17. To consider and determine the applications for grant funding.

Report Author

- Richard Rogers, Strategic Engagement and Partnership Manager, Richard.Rogers@wiltshire.gov.uk
- Caroline Le Quesne, Strategic Engagement and Partnership Manager, Caroline.LeQuesne@wiltshire.gov.uk

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