

# AGENDA

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**Meeting:** Environment Select Committee  
**Place:** The Kennet Room - County Hall, Trowbridge BA14 8JN  
**Date:** Tuesday 7 June 2016  
**Time:** 10.30 am

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Please direct any enquiries on this Agenda to Natalie Heritage, of Democratic Services, County Hall, Bythesea Road, Trowbridge, direct line 01225 718062 or email [natalie.heritage@wiltshire.gov.uk](mailto:natalie.heritage@wiltshire.gov.uk)

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

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*The membership is subject to confirmation at Annual Council on 10 May and any changes will be reported at the meeting*

## Membership:

Cllr Rosemary Brown	Cllr Jacqui Lay
Cllr Brian Dalton	Cllr Magnus Macdonald
Cllr Dennis Drewett	Cllr Alan MacRae
Cllr Peter Edge (Vice Chairman)	Cllr James Sheppard
Cllr Peter Evans	Cllr Tony Trotman
Cllr Jose Green	Cllr Bridget Wayman

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## Substitutes:

Cllr Trevor Carbin	Cllr Howard Marshall
Cllr Terry Chivers	Cllr Linda Packard
Cllr Tony Deane	Cllr Ricky Rogers
Cllr Nick Fogg MBE	Cllr Ian Tomes
Cllr Mike Hewitt	Cllr Ian West
Cllr George Jeans	Cllr Philip Whalley
Cllr Bob Jones MBE	

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# AGENDA

## PART I

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

1 **Election of a Chairman**

To elect a Chairman for the Committee for the forthcoming municipal year.

2 **Election of a Vice-Chairman**

To elect a Vice-Chairman for the Committee for the forthcoming municipal year.

3 **Changes of Membership**

For the Committee to note the following changes to membership following the meeting of Council on 10 May 2016:

Cllr Macrae has replaced Cllr Whalley as a member.

Cllr Brown has replaced Cllr Packard as a member.

Cllr Whalley has replaced Cllr Cuthbert as a substitute member.

Cllr Packard has been appointed as a substitute member.

4 **Apologies**

To receive any apologies or substitutions for the meeting.

5 **Minutes of the Previous Meeting** (*Pages 7 - 28*)

To approve and sign the minutes of the Environment Select Committee meeting held on 12 April 2016.

6 **Declarations of Interest**

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

7 **Chairman's Announcements**

To receive the following announcements through the Chairman:

- **Litter Picking** – a verbal announcement to be provided

- **Waste Storage and Collection: Guidance for Developers (SPDs)** – a verbal announcement to be provided
- **Update on Mobilisation of Future Waste Management and Collection Services** – a verbal announcement to be provided

## 8 **Public Participation**

The Council welcomes contributions from members of the public.

### Statements

If you would like to make a statement at this meeting on any item on this agenda, please register to do so **at least 10 minutes prior to the meeting**. Up to 3 speakers are permitted to speak for up to 3 minutes each on any agenda item. Please contact the officer named above for any further clarification.

### Questions

To receive any questions from members of the public or members of the Council received in accordance with the constitution. Those wishing to ask questions are required to give notice of any such questions in writing to the officer named above (acting on behalf of the Corporate Director), no later than **5pm on Friday 27 May 2016**, in order to be guaranteed a written response prior to the meeting. Any question received between the above deadline, and no later than 5pm two clear working days before the meeting, may only receive a verbal response at the meeting.

Please contact the officer named on the first page of this agenda for further advice. Questions may be asked without notice if the Chairman decides that the matter is urgent.

Details of any questions received will be circulated to Committee members prior to the meeting and made available at the meeting and on the Council's website.

## 9 **Budget 2016/17 (Pages 29 - 42)**

For the Committee to bear in mind the budget for the areas within its remit and prepare questions for the service area(s) if required:

- Housing Services
- Leisure
- Economy and Planning
- Highways
- Transport
- Car Parking
- Waste
- Environment Services
- Communities, Area Boards and Health & Wellbeing Centres
- Libraries, Heritage & Arts
- Strategic Asset & Facilities Management

10 **Executive Response to the Resident Engagement Task Group's Final Report** (*Pages 43 - 50*)

Following a briefing note received by the Environment Select Committee on 1 September 2015 regarding changes to the council's approach to resident participation and scrutiny arrangements, the Committee established the Resident Engagement Task Group.

The final report of the Task Group was heard at 12 April meeting and the minute for the item can be accessed under item 5 of this agenda. Following the receipt of the Task Group's final report, a report is included which presents the response from the Cabinet Member for Housing, Leisure, Libraries and Flooding.

11 **Update on Gypsy and Traveller Plan** (*Pages 51 - 58*)

To receive an update on the Gypsy and Traveller Plan including:

- Work undertaken to date;
- Current situation;
- Planned future work.

12 **Review of complaints, compliments and comments** (*Pages 59 - 72*)

As part of its democratic function, Wiltshire Council encourages constituents to provide feedback on the services that it provides throughout the County.

A report on complaints made to the Council on the areas under the Committee's remit in 2015/16, (most notably the departments of Transport, Environment, Leisure, Economic Development, Planning and Housing) is attached with the agenda.

The Committee is invited to identify any trends or reoccurring issues that it may wish the respective service areas to provide further information on.

13 **Public Transport Review** (*Pages 73 - 136*)

Wiltshire Council has been reviewing its Local Transport Plan (LTP) Public Transport Strategy and service delivery (Wiltshire Council supported bus services). The review needed to be undertaken because of growing pressures on the Council's budgets.

The Public Transport Review was part of a wider review of all areas of Wiltshire Council's passenger transport remit (except rail and taxis). The wider review included re-examining policy and spending in home-to-school and college transport, Special Educational Needs and Disabilities (SEND), and social care client transport.

A pre-consultation exercise was undertaken during July and August 2015 to provide key stakeholders and partners (e.g. town councils and bus operators) with an opportunity to shape the scope of the review.

A report on the Public Transport Review will be received by the Committee presenting the outcome of the consultation which took place between 7 January and 11 April 2016.

14      **Task Group Update** (*Pages 137 - 140*)

Written updates on Environment Select Committee Task Group activity are attached, further verbal updates may be provided at the meeting by the Chairman of Task Groups.

The Committee is requested to note the Task Group updates and consider any recommendations arising.

15      **Forward Work Programme** (*Pages 141 - 148*)

To note and receive updates on the progress of items on the forward work programme.

Under the revised Overview and Scrutiny (OS) arrangements there is now a single OS work programme controlled by the OS Management Committee, linked to priorities in the Business Plan.

Therefore it should be noted that, whilst any matters added by Members are welcome, they will be referred to the OS Management Committee for approval before formal inclusion in the work programme for the Environment Select Committee.

A copy of the Overview and Scrutiny Forward Work Programme for the Environment Select Committee is attached for reference.

16      **Urgent Items**

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

17      **Date of Next Meeting**

To confirm the date of the next scheduled meeting as 30 August 2016.

## **ENVIRONMENT SELECT COMMITTEE**

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### **DRAFT MINUTES OF THE ENVIRONMENT SELECT COMMITTEE MEETING HELD ON 12 APRIL 2016 AT KENNET ROOM - COUNTY HALL, TROWBRIDGE BA14 8JN.**

#### **Present:**

Cllr Brian Dalton, Cllr Dennis Drewett, Cllr Peter Edge (Vice Chairman), Cllr Peter Evans, Cllr Jose Green, Cllr Jacqui Lay, Cllr Magnus Macdonald, Cllr Ian McLennan, Cllr Linda Packard, Cllr Tony Trotman, Cllr Bridget Wayman (Chairman) and Cllr Philip Whalley

#### **Also Present:**

Cllr Britton, Cllr Hill, Cllr Whitehead, Cllr Seed

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#### **8 Apologies**

There were no apologies for absence.

#### **9 Minutes of the Previous Meetings**

It was noted that the minutes of the meeting held on 12 January 2016 be amended to include attendees.

#### **Resolved:**

**To confirm as a true and accurate record the minutes of the meeting held on 27 October 2015**

**To confirm as a true and accurate record the minutes of the meeting held on 12 January 2016. Subject to the inclusion of attendees.**

#### **10 Declarations of Interest**

There were no declarations of interest.

#### **11 Chairman's Announcements**

Respect was paid to Cllr Jeff Osborn and his contribution to the Environment Select Committee, both as a member and a substitute in 2010/2011 and since 2014. Cllr Osborn's role as Chairman of the Balfour Beatty Task Group was

also highlighted and members of the Committee were advised that a Condolence Book was available for them to sign.

Cllr Killane, Chairman of Scrutiny, was then invited to speak. He drew attention to the outstanding service that Cllr Osborn had provided to scrutiny; outlining that Cllr Osborn's efforts had helped shape scrutiny into its current representation. It was noted that Cllr Osborn's contribution to Wiltshire Council would be sorely missed and sympathies were sent to Cllr Osborn's wife, Helen.

The Committee then held a minute's silence for Cllr Osborn.

The Chairman then made the following announcements and drew the committee's attention to the information contained in the agenda:

- **A303 Stonehenge Improvement**

The Chairman highlighted that a report detailing the Development Consent Order (DCO) had been considered by Cabinet on 15 March. She outlined that, although Highways England was the promoter, there would be a high demand on Council resources and this was likely to be a controversial project. Further reports would be taken to Cabinet, at those times further updates will be provided to the committee.

- **Housing Board Annual Report**

The Chairman explained that this report, to update on the activities of Wiltshire Council's Housing Board between December 2014 and November 2015, had been considered by Cabinet on 15 March.

Cllr Seed, Cabinet Member for Housing, Leisure, Libraries and Flooding, updated that the Wholly Owned Subsidiary report would soon be brought to scrutiny. In addition, he informed the meeting that there had been a difference in the way that Wiltshire Council was encouraging developers to build and that affordable housing did not necessarily equate to social housing. He further explained that Wiltshire Council was seeking to widen the open market element of the housing register; because there was a desire to encourage low-cost ownership, as largely, Wiltshire residents did not qualify for social housing. It was stressed that Wiltshire Council was keen for tenant engagement in this planning process.

The Chairman thanked Cllr Seed for his contribution and reminded the committee that at 30 August meeting, the topic of housing would be explored in greater depth. The Chairman invited members of the committee to send any questions relating to housing to Natalie Heritage (Democratic Services Officer) ahead of the meeting, so they could be compiled to ensure responses could be provided at the meeting.



The Committee noted the rules on public participation and that there had been no questions submitted.

13 **Leisure Services**

John Goodall, Consultant in Public Health, was in attendance to present on Leisure Services and outlined that from January 2014 leisure had been incorporated as a wider part of public health and this move had been deemed beneficial; as leisure contributed directly to the health and wellbeing of the population.

Mr Goodall outlined that the overall health of the Wiltshire population was classed as 'good', especially in comparison to the national average and that deprivation in Wiltshire was lower than the national average too. He explained that the vision for leisure services was to help to improve the life expectancy of Wiltshire residents and to ensure that the population were well informed; in order to be able to make improved lifestyle choices.

Mr Goodall detailed that there were a range and diversity of clubs and activities, which accommodated for a wide range of ages and abilities within Wiltshire Council's leisure services. For example, there were groups and activities targeted at all ages; such as, walking football for older people or street dance for younger people. Indeed, he commented that young people targeted schemes often had an anti-bullying component added to them. Mr Goodall noted that there were approximately 3.5 million visits recorded per annum to Wiltshire Council leisure centres, yet that this figure was likely to be higher, as such a statistic was inevitably difficult to measure.

Attention was drawn to the Cabinet decision made in December 2015, which would ensure that 'Places for People' leisure centres would become in-house centres; it was highlighted that this would allow Wiltshire Council to have greater flexibility in delivering its current services.

Cllr Seed added that GPs had raised interest in becoming a part of the Health and Wellbeing centres and that nearly 4000 GP referrals were made to Wiltshire Council leisure centres, under the programme known as 'Active Health'. Cllr Seed highlighted that such an example showed a clear and proper integration of services and this was in line with the Council's aim. It was confirmed that the financing of the 'Active Health' referral programme was financed by central government and that, occasionally, participating individuals would have to pay a fee; however, it was stated that Public Health also provided a grant to help fund the 'Active Health' scheme.

There were a number of questions raised by committee members regarding the leisure provision for areas where it was unlikely there would be a Health and Wellbeing Centre. It was confirmed that the leisure provision was countywide

and open to all Wiltshire residents and activities were, and would be, offered in existing leisure centres, as well as Health and Wellbeing Centres.

The Committee congratulated Leisure Services on the range and diversity of activities available to Wiltshire residents and welcomed Leisure Services' move to public health; as this change could be seen as positive, due to the greater offer of activities and the increased engagement with the public that this service was offering. It was highlighted that Walking Football was over-subscribed for retirees in Calne and Leisure Services were complimented on the free swimming sessions that were available in Wiltshire. Cllr Seed responded that an investigation had showed that free swimming in the holidays was a good investment for the community and it was hoped that the Council would be able to maintain such an offer.

It was explained that due to the fiscal savings that Wiltshire Council had to achieve, the Leisure Services budget had been reduced. The general consensus was that, if Wiltshire demonstrated a healthier population, then spending on health would inevitably reduce and future savings could be seen. It was noted that for Area Boards there would be a separate grant for Health and Wellbeing Services, and it was pointed out that such a service did not necessarily purely encompass one being active as, for example, there were also health and wellbeing benefits to reducing social isolation within the community.

Following questions from the Committee, it was explained that there were two Heads of Service; David Redfern who was responsible for in-house centres and Louise Carey, who was responsible for 'Places for People' centres, as well as the independent sites within Wiltshire.

The committee expressed interest in receiving an update on the implementation of the vision for the Leisure Service and further data, identifying the number of people undertaking leisure activities. It was explained that work was being done to compile this data set more closely.

**Resolved:**

**That an update report from Leisure on implementing their vision (Helping people in Wiltshire to live longer, healthier lives, while addressing health inequalities), including statistics on the number of individuals participating in leisure activities within Wiltshire, would be received by the committee in a year's time.**

14 **Library Service**

Cllr Seed, Cabinet Member for Housing, Leisure, Libraries and Flooding, introduced the report. He outlined that Wiltshire Council had the same number of static libraries (31) that it had had in 2009. A review of mobile library services took place in 2015 as part of delivering corporate savings targets, and following

extensive consultation with local communities; the number of public mobile libraries was reduced from 4 to 2. New timetables were introduced that retained 90% of the original stops. Joan Davis, Head of Libraries, Heritage and Arts, stated that the timetables would be reviewed in October 2016. It was explained that a mobile library stop needed to have at least 3 people per stop, for the stop to be maintained as a part of the mobile library service.

Cllr Seed informed that book lending had decreased by 5% and that Wiltshire Council's aim was to allow its communities to be involved in the libraries as much as possible. Cllr Seed drew attention to the Corsham Library, housed at the Springfield Community Campus, and highlighted that this library was unstaffed outside library operating times and therefore, had had its opening hours extended for the past 18 months. He reported that the Corsham Library had been operating well for the community; indeed, it was stressed that since the Corsham library had been opened at the Springfield Campus, theft had decreased.

Laurie Bell, Associate Director Communities and Communications, commented that Wiltshire libraries should not be under-estimated in their power to help and improve health and wellbeing. She noted that Wiltshire's libraries had been helping older people with digital literacy and that there were a range of activities run out of the libraries; which helped to ensure that all individuals in the community could feel included.

It was explained that the Library Service needed to save 25% of its current budget and this was aiming to be achieved through a management restructure, back office reductions and the year's book stock fund. The stock fund was detailed as being used to purchase not only new books for loan, but also a range of other materials and services related to library provision; such as DVDs for income generation, newspapers, online information services, catalogue data and RFID self-service tags, as well as inter-lending service subscriptions. It was hoped that in the following year money would be able to be placed back into the book stock fund, in order to ensure that the fund would be sustainable.

Cllr Seed noted his admiration for how Wiltshire Council Libraries had approached such a wholesale reorganisation and commended the 750 volunteers of Wiltshire's libraries.

Following the identification of a discrepancy between the budget book and the report with regards to the Book Fund, it was confirmed that the report presented to committee was accurate and that the Book Fund would be reduced by 50%; as it had been felt that any further reductions to the fund would be inappropriate. It was highlighted that the total figure for Library Service savings, as agreed at Full Council, had not changed.

Following questions from the Committee, it was confirmed that, as seen with the Corsham Campus, Wiltshire residents were making use of facilities and services that they had not previously traditionally interacted with. It was noted

that the wishes of communities had been taken into account when relocating, or not, libraries into the Health and Wellbeing Centres. It was further clarified that on Wiltshire Council's libraries' webpages and on posters within the libraries, donations of recently published books in good condition were invited. It was highlighted that the public had engaged well with the scheme; as 5000 donations had been received in the previous year.

**Resolved:**

**That**

- i. The Committee noted the content of the report;**
- ii. An updated breakdown of the 2016/17 budget for the Libraries, Heritage & Arts Service would be provided to the Committee at its next meeting;**
- iii. An update on the success and progress of the new Calne Library model, including a breakdown of usage for each library in Wiltshire and an update on the review of the Library Service would be provided to the Committee in early 2017.**

**15 Update on the Local Highways Investment Fund 2014 - 2020**

Cllr Whitehead, Cabinet Member for Highways and Transport, was in attendance to introduce the report on the Local Highways Investment Fund 2014-2020. He highlighted that a resilient road network was being identified for Wiltshire and that the report demonstrated that Wiltshire Council had been making progress in this respect.

Cllr Whitehead outlined that the report detailed the definition of a pothole and he drew attention to the fact that Wiltshire had received an additional £866,000 for 2016/17; in order to fund the repairing of potholes within the county. It was noted that all work on Wiltshire's highways was based on prioritisation and members were encouraged to use the Wiltshire Council App. Cllr Whitehead commented that, by having improved transport routes in Wiltshire, this would help to reduce the number of HGVs travelling through Wiltshire towns and villages.

In response to questions, it was confirmed that residential areas were the current priority of the Highways Team. It was highlighted that, overall, towns and city centres were in good condition and that footways would be focused upon, once residential roads had been improved. It was outlined that a report would be brought to the Committee's October meeting; which would detail road collision data and those present were informed that this information would also be placed on the Council's website and circulated to the Area Boards.

The Chairman and Cllr Whitehead both thanked Officers for their diligent work, especially so in the transition to the new highways contract.

**Resolved:**

**That the Committee note:**

- i. the work completed so far in connection with the ‘Local highways Investment Fund 2014 – 2020’, and the progress being made in improving the county’s roads;**
- ii. the proposed ‘Wiltshire Resilient Road Network’;**
- iii. the positive results of the recent HMEP Peer Review, and that progress on implementing its recommendations will be reported to a future meeting of this Committee**

**That the following information be included in the report to be presented to the Environment Select Committee on 25 October:**

- i. data on road collision;**
- ii. road conditions in the county, and work carried out in each Area Board**

**16 Budget 2016/17**

The Committee was invited to consider the budget set for 2016/17 for the service areas within its remit and to agree how it wished to consider this information at further meetings to monitor, throughout the financial year, the implementation of savings and generation of income where appropriate, alongside considering customer satisfaction and the impact on service areas.

**Resolved:**

- i. That the ‘Budget 2016/17’ be maintained as a standard item on the Environment Select Committee’s agenda and that any reports provided to the Committee by Officers, be considered alongside the relevant extract from the Budget Papers to enable members of the committee to effectively scrutinise the implementation of savings and generation of income, where appropriate, alongside customer satisfaction and the impact on service areas;**
- ii. That members of the committee would inform the chairman, ahead of meetings, of any areas of the budget relating to the Environment Select Committee they would specifically welcome further information on, to enable inclusion of these in the forward work programme for the committee.**

**17 Resident Engagement Task Group**

Cllr Britton, Chairman of the Resident Engagement task group, was in attendance to introduce the report of the task group. He explained that the overall aim of the task group was to investigate how Housing Associations engaged their residents and whether there were any further opportunities for engagement. Cllr Britton highlighted that he was appreciative of the time Housing Associations had given to the task group.

It was outlined that three objectives had been decided; the first related to how residents were engaged, the second centred on regarding tenants as a valuable resource and the third focused on how one could increase tenant satisfaction. It was relayed that it was important that Housing Associations promoted themselves as an organisation with an ethos of resident engagement and that tenants were given the widest opportunity possible to contribute, however, Housing Associations needed to be mindful that only the smallest amount of individuals would be most likely to engage. It was noted that Wiltshire's Housing Associations had a focused approach to resident engagement and this should be applauded.

Cllr Britton congratulated Adam Brown, Senior Scrutiny Officer, for his sterling service to the task group and the high quality of the task group's report.

In response to questions, Cllr Britton confirmed that, often, residents had a desire to engage with their housing estate, but not with their Housing Association as a whole and therefore, this was an area where a resident community group would be beneficial. It was stressed that tenants were encouraged to fully use IT; as this would allow them to engage further through the process of surveys.

Some members of the Committee expressed their appreciation for the report and commended the task group for its comprehensive work in a relatively short period of time. It was noted that the role and work of Housing Panels was important in helping to further engage residents.

Cllr Seed, Cabinet Member for Housing, Leisure, Libraries and Flooding, welcomed the detailed report and signalled that a further update and report on resident engagement would be provided to the Committee in 12 months' time.

**Resolved:**

**That**

- i. The Committee endorsed the report of the task group and the 11 recommendations within it;**
- ii. The response from the Cabinet Member for Housing, Leisure, Libraries and Flooding would be provided at the next meeting of the Environment Select Committee;**
- iii. A further update and report on resident engagement would be provided to the Environment Select Committee in a year's time.**

18 **Task Group Update**

The Chairman drew attention to the reports contained in the agenda pack. It was highlighted that another member would be selected to join the Highways and Streetscene Task Group.

Cllr Evans explained that the task group would meet to review the outcome of the consultation on 20 April 2016 and that, at that meeting, the task group would also consider how best to engage with members of the public and the different groups who had actively engaged with the consultation.

Cllr Green updated that the Waste Service Changes' task group visit to HRCs had gone well. It was also noted that it was important for members to communicate and publicise that fly-tipping was an illegal activity. Cllr Green also took the opportunity to thank all the officers and witnesses that had engaged with the task group for their outstanding contributions.

19 **Forward Work Programme**

No comments were received on the Forward Work Programme.

20 **Urgent Items**

There were no urgent items.

21 **Date of Next Meeting**

The date of the next meeting was confirmed as 7 June 2016.

(Duration of meeting: 10:30-13:28)

The Officer who has produced these minutes is Natalie Heritage, of Democratic Services, direct line 01225 718062, e-mail [natalie.heritage@wiltshire.gov.uk](mailto:natalie.heritage@wiltshire.gov.uk)

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

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# Public Health and Leisure Services

**John Goodall**  
Consultant in Public Health  
Wiltshire Council

## Public Health

Health  
Improvement  
Health Protection  
Healthcare services



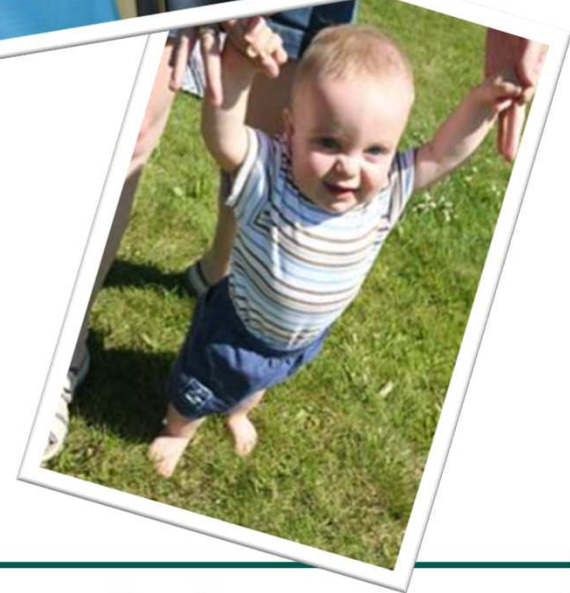
**Public Health is the science and art of promoting and protecting health and well-being, preventing ill-health and prolonging life through the organised efforts of society.**

## Public Health Team includes:

- Health Protection
- Emergency Planning, Resilience and Response
- Occupational Health and Safety
- Leisure Services
- Licensing, trading standards, food safety
- Public Health Intelligence
- Community Safety and ASB
- Pest control
- Children health improvement
- Adult health improvement
- Environmental Health

## In Wiltshire...

- Life expectancy has risen to 80.6 years for males and 83.9 years for females.
- Wiltshire's CVD mortality rates are below those of the South West and England nationally.
- The health of people in Wiltshire is generally better than England average.
- Deprivation is lower than average.



## However, in Wiltshire...

- Male healthy life expectancy is 68.5 years
- Female healthy life expectancy is 66.7 years
- 63.6% of adults are overweight or obese
- 21.4 % of adults are inactive
- 17.6% of adults smoke
- About 260 early deaths from CHD & stroke a year.
- Over 15,800 people have Coronary Heart Disease.
- Over 9,900 people have had a stroke or TIA.
- Over 71,900 people have hypertension.
- Over 22,600 people have diabetes.

## What can we do?

- A great deal of cardiovascular disease is caused by poor lifestyle choices:
  - Smoking
  - Diet
  - **Lack of physical activity**
  - Alcohol

## Health Benefits of Physical Activity (1)

- Whatever your age, there's strong scientific evidence that being physically active can help you lead a healthier and even happier life.
- The Chief Medical Officer recommends that adults undertake **150 minutes (2.5 hours) of moderate activity per week**, in bouts of 10 minutes or more. The overall amount of activity is more important than the type, intensity or frequency.
- **Physical activity includes everyday activity** such as walking and cycling to get from A to B, work-related activity, housework, DIY and gardening. It also includes recreational activities such as working out in a gym, dancing, or playing active games, as well as organised and competitive sport.

## Health Benefits of Physical Activity

**people who do regular physical activity have:**

- up to 35% lower risk of coronary heart disease and stroke
- up to 50% lower risk of type 2 diabetes
- up to 50% lower risk of colon cancer
- up to 20% lower risk of breast cancer
- 30% lower risk of early death
- up to 83% lower risk of osteoarthritis
- up to 68% lower risk of hip fracture
- 30% lower risk of falls (among older adults)
- up to 30% lower risk of depression
- up to 30% lower risk of dementia

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Source: NHS Choices:



# Leisure Services

## **Vision for Leisure Services:**

- Help people in Wiltshire to live longer, healthier lives, while addressing health inequalities

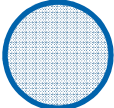
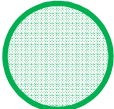
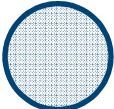
## **Objectives:**

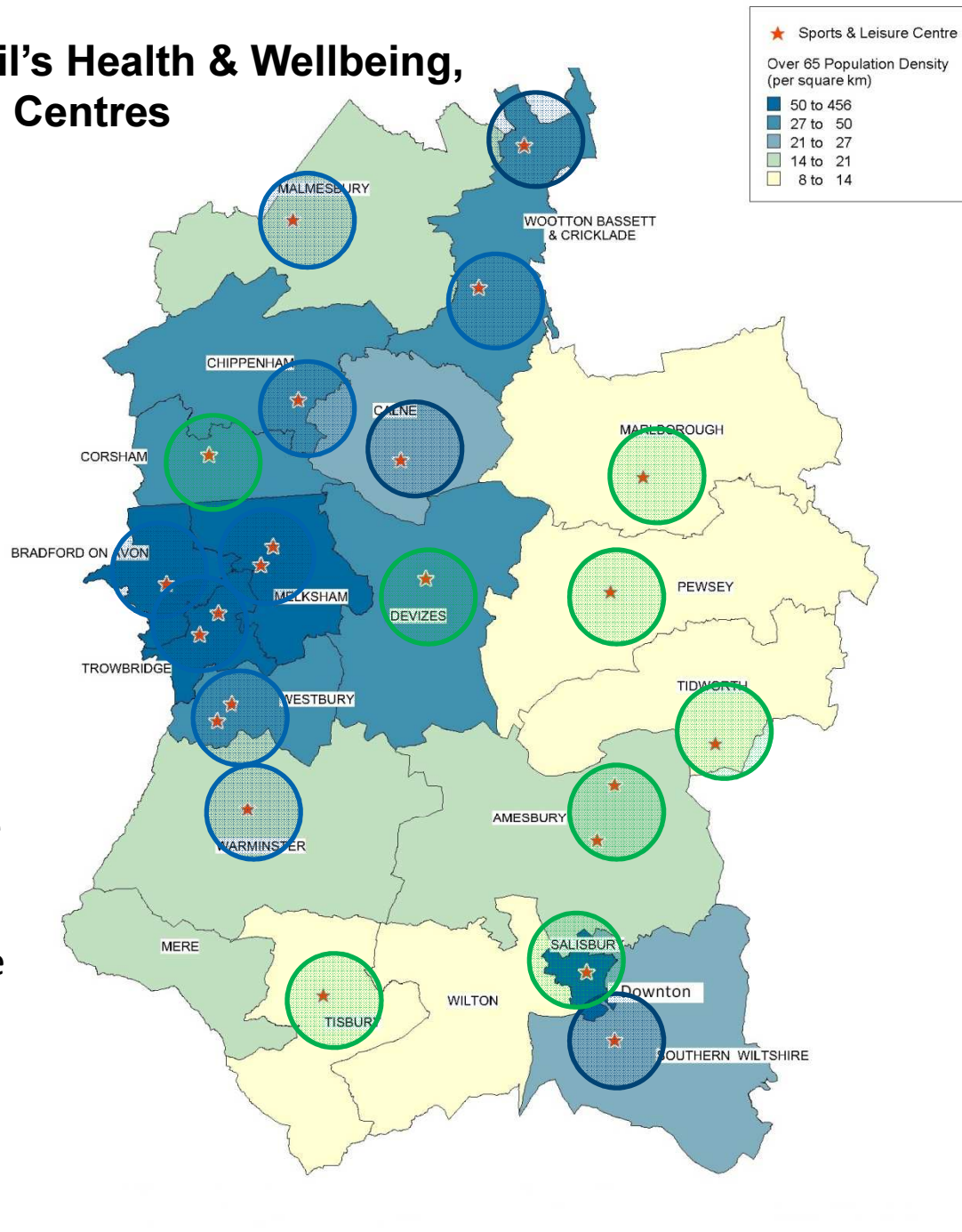
- Contribute to health improvement and reduction in health inequalities
- Increase participation in community sport and physical activity and reduce inactivity
- Develop a strong sporting infrastructure to improve the health, well-being and skills of people and communities
- Identify opportunities that will inspire people to take part in sport, active recreation and health related activities
- Identify opportunities to increase the volunteering workforce

**Delivered through universal and targeted activities and services**

# Wiltshire Council's Health & Wellbeing, Sport, & Leisure Centres

Page 20

-  PfP site
-  WC site
-  Indep



# Some Wiltshire physical activity opportunities:





# Questions



## WILTSHIRE COUNCIL BUDGET BOOK SUMMARY 2016/2017

## APPENDIX 1C

Wiltshire Council Service Area	Revised 2015/2016 (£m)	Growth & Investment (£m)	Savings & Efficiencies (£m)	Other (£m)	Proposed 2016/2017 (£m)
<b>Adult Social Care Operations</b>					
Older People	49.987	5.326	(3.500)	(0.337)	51.476
Other Vulnerable Adults	11.556	0.147	0.000	0.000	11.703
Mental Health	22.048	1.139	0.000	0.000	23.187
<b>Adult Care Commissioning, Safeguarding &amp; Housing</b>					
Resources, Strategy & Commissioning	1.651	0.075	0.000	(0.263)	1.463
Housing Services	4.174	0.335	(0.200)	(0.150)	4.159
<b>Public Health &amp; Public Protection</b>					
Public Health Grant	0.000	0.000	0.000	0.000	0.000
Other Public Health & Public Protection	2.904	0.184	(0.300)	(0.282)	2.506
Leisure	0.580	0.191	(0.100)	(0.050)	0.621
<b>Operational Children's Services</b>					
Children's Social Care	30.506	2.661	(1.903)	0.000	31.264
0-25 Service: Disabled Children & Adults	12.807	3.641	(0.650)	(0.198)	15.600
Early Help	2.267	0.220	(0.330)	(0.174)	1.983
<b>Learning Disability</b>					
Learning Disability	45.269	2.074	0.000	(0.150)	47.193
<b>Quality Assurance, Commissioning &amp; Performance, Schools &amp; Early Years Effectiveness</b>					
School Effectiveness	1.864	0.637	(0.060)	(0.360)	2.081
Safeguarding	1.315	0.072	0.000	0.000	1.387
Funding Schools	0.000	0.000	0.000	0.000	0.000
Commissioning and Performance	8.473	0.496	(0.668)	(0.231)	8.070
<b>Economy &amp; Planning</b>					
Economy & Planning	4.207	0.421	(0.579)	(0.432)	3.617
<b>Highways &amp; Transport</b>					
Highways	13.911	3.587	(0.178)	(0.292)	17.028
Transport	17.437	0.050	(0.028)	(0.352)	17.107
Car Parking	(6.103)	0.063	0.000	0.000	(6.040)
<b>Waste &amp; Environment</b>					
Waste	32.236	1.138	(0.328)	(0.177)	32.869
Environment Services	4.538	0.138	(0.384)	(0.281)	4.011
<b>Communications, Community Area Boards, Libraries, Heritage &amp; Arts</b>					
Communications & Marketing	1.396	0.072	(0.110)	(0.250)	1.108
Communities, Area Boards and Health & Wellbeing Centres	1.916	0.433	(0.256)	(0.240)	1.853
Libraries, Heritage & Arts	3.671	0.343	(0.842)	(0.260)	2.912
<b>Corporate Function &amp; Procurement</b>					
Corporate Function & Procurement	5.214	0.261	(0.200)	(0.398)	4.877
<b>Finance</b>					
Finance, Revenues & Benefits & Pensions	2.818	0.316	(0.250)	0.233	3.117
Revenues & Benefits - Subsidy	0.000	0.000	(0.500)	0.000	(0.500)
<b>Legal &amp; Governance</b>					
Legal & Governance	2.353	0.590	(0.120)	(0.316)	2.507
<b>People &amp; Business Services</b>					
HR & Organisational Development	3.213	0.220	(0.200)	(0.041)	3.192
Business Services	3.370	0.161	(0.010)	(0.160)	3.361
Strategic Asset & Facilities Management	12.154	0.132	(0.250)	(0.225)	11.811
Information Services	10.291	0.826	(0.805)	(0.025)	10.287
<b>Corporate Directors</b>					
Corporate Directors	0.801	0.026	0.000	0.000	0.827
Members	2.006	0.000	0.000	0.000	2.006
<b>Corporate</b>					
Movement To/ From Reserves	0.000	0.000	0.000	0.000	0.000
Capital Financing	23.199	0.000	(1.300)	2.000	23.899
Restructure and Contingency	4.144	(1.010)	(11.203)	9.195	1.126
General Government Grants	(31.049)	0.000	0.000	(6.893)	(37.942)
Corporate Levys	7.859	0.000	0.000	0.000	7.859
<b>Budget Requirement</b>	<b>314.983</b>	<b>24.965</b>	<b>(25.254)</b>	<b>(1.109)</b>	<b>313.585</b>
<b>HRA Budget</b>	<b>(1.497)</b>	<b>0.522</b>	<b>0.000</b>	<b>0.000</b>	<b>(0.975)</b>

**WILTSHIRE COUNCIL BUDGET BOOK SUMMARY 2016/2017**

**APPENDIX 1C**

**GENERAL FUND SUMMARY**

	<b>Revised 2015/2016 (£m)</b>	<b>Growth &amp; Investment (£m)</b>	<b>Savings &amp; Efficiencies (£m)</b>	<b>Other (£m)</b>	<b>Proposed 2016/2017 (£m)</b>
Employees	145.113	5.998	(4.146)	(4.776)	142.189
Premises	16.827	0.000	(0.200)	(0.200)	16.427
Transport	5.580	0.000	(0.028)	0.000	5.552
Supplies and Services	103.745	10.363	(13.972)	9.850	109.986
Contract Payments / Third Party	208.435	7.793	(1.655)	0.000	214.573
Transfer Payments and recharges	424.893	0.811	(1.563)	2.000	426.141
<b>Gross Expenditure</b>	<b>904.593</b>	<b>24.965</b>	<b>(21.564)</b>	<b>6.874</b>	<b>914.868</b>
Gross Income	(589.610)	0.000	(3.690)	(7.983)	(601.283)
<b>Gross Income</b>	<b>(589.610)</b>	<b>0.000</b>	<b>(3.690)</b>	<b>(7.983)</b>	<b>(601.283)</b>
<b>Net Base Budget</b>	<b>314.983</b>	<b>24.965</b>	<b>(25.254)</b>	<b>(1.109)</b>	<b>313.585</b>
<b>HRA Budget</b>	<b>(1.497)</b>	<b>0.522</b>	<b>0.000</b>	<b>0.000</b>	<b>(0.975)</b>

**WILTSHIRE COUNCIL BUDGET BOOK SUMMARY 2016/2017**

**APPENDIX 1C**

**ASSOCIATE DIRECTOR:**  
**SERVICE AREA:**  
**SERVICE:**

**James Cawley**  
**Adult Care Commissioning, Housing, Adult Safeguarding**  
**Housing Services**

	Revised 2015/2016 (£m)	Growth & Investment (£m)	Savings & Efficiencies (£m)	Other (£m)	Proposed 2016/2017 (£m)
Employees	1.920	0.085		(0.150)	1.855
Premises	0.828		(0.200)		0.628
Transport	0.049				0.049
Supplies and Services	4.053	0.250		0.000	4.303
Contract Payments / Third Party	2.226				2.226
Transfer Payments and Recharges	(0.376)				(0.376)
<b>Gross Expenditure</b>	<b>8.700</b>	<b>0.335</b>	<b>(0.200)</b>	<b>(0.150)</b>	<b>8.685</b>
Gross Income	(4.526)				(4.526)
<b>Gross Income</b>	<b>(4.526)</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>(4.526)</b>
<b>Net Base Budget</b>	<b>4.174</b>	<b>0.335</b>	<b>(0.200)</b>	<b>(0.150)</b>	<b>4.159</b>

**Breakdown of Growth**

Salary Growth	0.085	
Demand re Homeless from Welfare Act & Extra Housing Needs	0.250	
<b>Total Growth</b>	<u>0.335</u>	

**Breakdown of Savings**

Review of Supporting People Contract with Partners	(0.200)	
<b>Total Savings</b>	<u>(0.200)</u>	

**Breakdown of Other**

Salary Savings allocations- from vacant posts	(0.050)	
Procurement Savings allocations - review of staff may require redundancies	(0.100)	
<b>Total Breakdown of Other</b>	<u>(0.150)</u>	

Signed:  
Cabinet Member

Signed:  
Corporate Director

Signed:  
Associate Director

**WILTSHIRE COUNCIL BUDGET BOOK SUMMARY 2016/2017**

**APPENDIX 1C**

**ASSOCIATE DIRECTOR:**  
**SERVICE AREA:**  
**SERVICE:**

Frances Chinemana  
Public Health & Public Protection  
Leisure

	Revised 2015/2016 (£m)	Growth & Investment (£m)	Savings & Efficiencies (£m)	Other (£m)	Proposed 2016/2017 (£m)
Employees	5.587	0.191		(0.050)	5.728
Premises	0.113				0.113
Transport	0.045				0.045
Supplies and Services	0.856				0.856
Contract Payments / Third Party	0.354				0.354
Transfer Payments and Recharges	(1.200)				(1.200)
<b>Gross Expenditure</b>	<b>5.755</b>	<b>0.191</b>	<b>0.000</b>	<b>(0.050)</b>	<b>5.896</b>
Gross Income	(5.175)		(0.100)		(5.275)
<b>Gross Income</b>	<b>(5.175)</b>	<b>0.000</b>	<b>(0.100)</b>	<b>0.000</b>	<b>(5.275)</b>
<b>Net Base Budget</b>	<b>0.580</b>	<b>0.191</b>	<b>(0.100)</b>	<b>(0.050)</b>	<b>0.621</b>

**Breakdown of Growth**

Salary Growth	0.191
<b>Total Growth</b>	<u><u>0.191</u></u>

**Breakdown of Savings**

Leisure Income Target	(0.100)
<b>Total Savings</b>	<u><u>(0.100)</u></u>

**Breakdown of Other**

A reduction is being found from removing vacancies, specific service reviews and restructures still being discussed

Procurement Savings allocations	(0.050)
<b>Total Breakdown of Other</b>	<u><u>(0.050)</u></u>

Signed: \_\_\_\_\_  
Cabinet Member

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Corporate Director

Signed: \_\_\_\_\_  
Associate Director



**WILTSHIRE COUNCIL BUDGET BOOK SUMMARY 2016/2017**

**APPENDIX 1C**

**ASSOCIATE DIRECTOR:**  
**SERVICE AREA:**  
**SERVICE:**

**Alistair Cunningham**  
**Economy & Planning**  
**Economy & Planning**

	<b>Revised 2015/2016 (£m)</b>	<b>Growth &amp; Investment (£m)</b>	<b>Savings &amp; Efficiencies (£m)</b>	<b>Other (£m)</b>	<b>Proposed 2016/2017 (£m)</b>
Employees	7.887	0.421	(0.216)	(0.232)	7.860
Premises	0.232				0.232
Transport	0.186				0.186
Supplies and Services	1.866		(0.100)	(0.200)	1.566
Contract Payments / Third Party	0.000				0.000
Transfer Payments and Recharges	0.215				0.215
<b>Gross Expenditure</b>	<b>10.386</b>	<b>0.421</b>	<b>(0.316)</b>	<b>(0.432)</b>	<b>10.059</b>
Gross Income	(6.179)		(0.263)		(6.442)
<b>Gross Income</b>	<b>(6.179)</b>	<b>0.000</b>	<b>(0.263)</b>	<b>0.000</b>	<b>(6.442)</b>
<b>Net Base Budget</b>	<b>4.207</b>	<b>0.421</b>	<b>(0.579)</b>	<b>(0.432)</b>	<b>3.617</b>

**Breakdown of Growth**

Salary Growth 0.421

**Total Growth** 0.421

**Breakdown of Savings**

Restructure Service to achieve savings and focus work on the Council's economic priorities and away from non priority areas. (0.150)

Re-negotiate 'Visit Wiltshire' agreement for marketing Wiltshire and DMO (0.100)

Move planning to cost neutral service through increased income projections (0.250)

Enforcement Savings contribution (0.066)

Increase charges / non statutory income by 10% (0.013)

**Total Savings** (0.579)

**Breakdown of Other**

A reduction is being found from removing vacancies, specific service reviews and restructures still being discussed (0.232)

Procurement Savings allocations (0.200)

**Total Breakdown of Other** (0.432)

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Corporate Director \_\_\_\_\_

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Associate Director \_\_\_\_\_

**WILTSHIRE COUNCIL BUDGET BOOK SUMMARY 2016/2017**

**APPENDIX 1C**

**ASSOCIATE DIRECTOR:**  
**SERVICE AREA:**  
**SERVICE:**

**Parvis Khansari**  
**Highways & Transport**  
**Highways**

	Revised 2015/2016 (£m)	Growth & Investment (£m)	Savings & Efficiencies (£m)	Other (£m)	Proposed 2016/2017 (£m)
Employees	4.778	0.237	(0.067)	(0.292)	4.656
Premises	0.949				0.949
Transport	0.172				0.172
Supplies and Services	0.813				0.813
Contract Payments / Third Party	9.833	3.350			13.183
Transfer Payments and Recharges	(0.627)				(0.627)
<b>Gross Expenditure</b>	<b>15.918</b>	<b>3.587</b>	<b>(0.067)</b>	<b>(0.292)</b>	<b>19.146</b>
Gross Income	(2.007)		(0.111)		(2.118)
<b>Gross Income</b>	<b>(2.007)</b>	<b>0.000</b>	<b>(0.111)</b>	<b>0.000</b>	<b>(2.118)</b>
<b>Net Base Budget</b>	<b>13.911</b>	<b>3.587</b>	<b>(0.178)</b>	<b>(0.292)</b>	<b>17.028</b>

**Breakdown of Growth**

Salary Growth	0.237
Street lighting energy bill funding gap	0.200
Increasing staff to deal with drainage and flooding issues	0.180
Better streetworks coordination and dealing with parking restrictions	0.100
Increase gully emptying and highway flood protection	0.250
Weed control to avoid damage	0.320
Maintain street sweeping	0.410
Maintain litter collection	0.880
Maintain grounds maintenance	0.720
Better play area maintenance	0.190
Reintroduce Parish Stewards scheme	0.100

**Total Growth** 3.587

**Breakdown of Savings**

Increase charges / non statutory income by 10%	(0.111)
Reduce enforcement	(0.067)

**Total Savings** (0.178)

**Breakdown of Other**

A reduction is being found from removing vacancies, specific service reviews and restructures still being discussed	(0.292)
Procurement Savings allocations	

**Total Breakdown of Other** (0.292)

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Associate Director

**WILTSHIRE COUNCIL BUDGET BOOK SUMMARY 2016/2017**

**APPENDIX 1C**

**ASSOCIATE DIRECTOR:**  
**SERVICE AREA:**  
**SERVICE:**

**Parvis Khansari**  
**Highways & Transport**  
**Transport**

	Revised 2015/2016 (£m)	Growth & Investment (£m)	Savings & Efficiencies (£m)	Other (£m)	Proposed 2016/2017 (£m)
Employees	1.067	0.050		(0.152)	0.965
Premises	0.000				0.000
Transport	0.165				0.165
Supplies and Services	0.351			(0.200)	0.151
Contract Payments / Third Party	17.923				17.923
Transfer Payments and Recharges	0.000				0.000
<b>Gross Expenditure</b>	<b>19.506</b>	<b>0.050</b>	<b>0.000</b>	<b>(0.352)</b>	<b>19.204</b>
Gross Income	(2.069)		(0.028)		(2.097)
<b>Gross Income</b>	<b>(2.069)</b>	<b>0.000</b>	<b>(0.028)</b>	<b>0.000</b>	<b>(2.097)</b>
<b>Net Base Budget</b>	<b>17.437</b>	<b>0.050</b>	<b>(0.028)</b>	<b>(0.352)</b>	<b>17.107</b>

**Breakdown of Growth**

Salary Growth	0.050
<b>Total Growth</b>	<u><u>0.050</u></u>

**Breakdown of Savings**

Increase charges / non statutory income by 10%	(0.028)
<b>Total Savings</b>	<u><u>(0.028)</u></u>

**Breakdown of Other**

A reduction is being found from removing vacancies, specific service reviews and restructures still being discussed

Procurement Savings allocations	(0.152)
	(0.200)
<b>Total Breakdown of Other</b>	<u><u>(0.352)</u></u>

Signed: \_\_\_\_\_  
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**WILTSHIRE COUNCIL BUDGET BOOK SUMMARY 2016/2017**

**APPENDIX 1C**

**ASSOCIATE DIRECTOR:**  
**SERVICE AREA:**  
**SERVICE:**

**Parvis Khansari**  
**Highways & Transport**  
**Car Parking**

	<b>Revised 2015/2016 (£m)</b>	<b>Growth &amp; Investment (£m)</b>	<b>Savings &amp; Efficiencies (£m)</b>	<b>Other (£m)</b>	<b>Proposed 2016/2017 (£m)</b>
Employees	1.239	0.063			1.302
Premises	0.136				0.136
Transport	0.005				0.005
Supplies and Services	0.183				0.183
Contract Payments / Third Party	0.000				0.000
Transfer Payments and Recharges	0.000				0.000
<b>Gross Expenditure</b>	<b>1.563</b>	<b>0.063</b>	<b>0.000</b>	<b>0.000</b>	<b>1.626</b>
Gross Income	(7.666)				(7.666)
<b>Gross Income</b>	<b>(7.666)</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>(7.666)</b>
<b>Net Base Budget</b>	<b>(6.103)</b>	<b>0.063</b>	<b>0.000</b>	<b>0.000</b>	<b>(6.040)</b>

**Breakdown of Growth**

Salary Growth 0.063

**Total Growth** 0.063

**Breakdown of Savings**

**Total Savings** 0.000

**Breakdown of Other**

Procurement Savings allocations

**Total Breakdown of Other** 0.000

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**WILTSHIRE COUNCIL BUDGET BOOK SUMMARY 2016/2017**

**APPENDIX 1C**

**ASSOCIATE DIRECTOR:**  
**SERVICE AREA:**  
**SERVICE:**

Tracy Carter  
Waste & Environment  
Waste

	Revised 2015/2016 (£m)	Growth & Investment (£m)	Savings & Efficiencies (£m)	Other (£m)	Proposed 2016/2017 (£m)
Employees	6.212	0.238		(0.077)	6.373
Premises	0.039				0.039
Transport	0.020				0.020
Supplies and Services	(0.627)		(0.050)	(0.100)	(0.777)
Contract Payments / Third Party	32.128	0.900			33.028
Transfer Payments and Recharges	0.000				0.000
<b>Gross Expenditure</b>	<b>37.772</b>	<b>1.138</b>	<b>(0.050)</b>	<b>(0.177)</b>	<b>38.683</b>
Gross Income	(5.536)		(0.278)		(5.814)
<b>Gross Income</b>	<b>(5.536)</b>	<b>0.000</b>	<b>(0.278)</b>	<b>0.000</b>	<b>(5.814)</b>
<b>Net Base Budget</b>	<b>32.236</b>	<b>1.138</b>	<b>(0.328)</b>	<b>(0.177)</b>	<b>32.869</b>

**Breakdown of Growth**

Salary Growth 0.238  
Waste (new household demand and contract inflation) 0.900

**Total Growth** 1.138

**Breakdown of Savings**

Stop 3rd sector policy subsidy (0.050)  
Charging at HRCs for some items (0.050)  
Increase charges / non statutory income by 5% (0.228)

**Total Savings** (0.328)

**Breakdown of Other**

A reduction is being found from removing vacancies,  
specific service reviews and restructures still being  
discussed (0.077)  
Procurement Savings allocations (0.100)

**Total Breakdown of Other** (0.177)

Signed:  
Cabinet Member \_\_\_\_\_

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Corporate Director \_\_\_\_\_

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**WILTSHIRE COUNCIL BUDGET BOOK SUMMARY 2016/2017**

**APPENDIX 1C**

**ASSOCIATE DIRECTOR:**  
**SERVICE AREA:**  
**SERVICE:**

Tracy Carter  
Waste & Environment  
Environment Services

	Revised 2015/2016 (£m)	Growth & Investment (£m)	Savings & Efficiencies (£m)	Other (£m)	Proposed 2016/2017 (£m)
Employees	2.619	0.138	(0.067)	(0.181)	2.509
Premises	0.190				0.190
Transport	2.439				2.439
Supplies and Services	0.565		(0.200)	(0.100)	0.265
Contract Payments / Third Party	0.338				0.338
Transfer Payments and Recharges	0.000				0.000
<b>Gross Expenditure</b>	<b>6.151</b>	<b>0.138</b>	<b>(0.267)</b>	<b>(0.281)</b>	<b>5.741</b>
Gross Income	(1.613)		(0.117)		(1.730)
<b>Gross Income</b>	<b>(1.613)</b>	<b>0.000</b>	<b>(0.117)</b>	<b>0.000</b>	<b>(1.730)</b>
<b>Net Base Budget</b>	<b>4.538</b>	<b>0.138</b>	<b>(0.384)</b>	<b>(0.281)</b>	<b>4.011</b>

**Breakdown of Growth**

Salary Growth 0.138

**Total Growth** 0.138

**Breakdown of Savings**

Reduction in fleet (0.200)

Increase non statutory income by 10% (0.117)

Enforcement team (0.067)

**Total Savings** (0.384)

**Breakdown of Other**

A reduction is being found from removing vacancies,  
specific service reviews and restructures still being  
discussed (0.181)

Procurement Savings allocations (0.100)

**Total Breakdown of Other** (0.281)

Signed:  
Cabinet Member

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Corporate Director

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Associate Director

**WILTSHIRE COUNCIL BUDGET BOOK SUMMARY 2016/2017**

**APPENDIX 1C**

**ASSOCIATE DIRECTOR:**  
**SERVICE AREA:**  
**SERVICE:**

**Laurie Bell**  
**Communications, Community Area Boards, Libraries, Heritage & Arts**  
**Communities, Area Boards and Health & Wellbeing Centres**

	Revised 2015/2016 (£m)	Growth & Investment (£m)	Savings & Efficiencies (£m)	Other (£m)	Proposed 2016/2017 (£m)
Employees	1.653	0.083	(0.100)		1.636
Premises	0.170				0.170
Transport	0.060				0.060
Supplies and Services	0.433	0.350		(0.240)	0.543
Contract Payments / Third Party	0.000				0.000
Transfer Payments and Recharges	(0.400)		(0.156)		(0.556)
<b>Gross Expenditure</b>	<b>1.916</b>	<b>0.433</b>	<b>(0.256)</b>	<b>(0.240)</b>	<b>1.853</b>
Gross Income	0.000				0.000
<b>Gross Income</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>
<b>Net Base Budget</b>	<b>1.916</b>	<b>0.433</b>	<b>(0.256)</b>	<b>(0.240)</b>	<b>1.853</b>

**Breakdown of Growth**

Salary Growth 0.083  
Prior year changes needing amending due to legislative change 0.350

**Total Growth** 0.433

**Breakdown of Savings**

Health & well being team capitalisation of staff (0.156)  
Review communities and marketing staffing budgets (0.100)

**Total Savings** (0.256)

**Breakdown of Other**

Reduction in area boards grant (0.240)

**Total Breakdown of Other** (0.240)

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Corporate Director

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Associate Director

**WILTSHIRE COUNCIL BUDGET BOOK SUMMARY 2016/2017**

**APPENDIX 1C**

**ASSOCIATE DIRECTOR:**  
**SERVICE AREA:**  
**SERVICE:**

Laurie Bell  
Communications, Community Area Boards, Libraries, Heritage & Arts  
Libraries, Heritage & Arts

	Revised 2015/2016 (£m)	Growth & Investment (£m)	Savings & Efficiencies (£m)	Other (£m)	Proposed 2016/2017 (£m)
Employees	4.288	0.193	(0.325)		4.156
Premises	0.007				0.007
Transport	0.045				0.045
Supplies and Services	1.055	0.150	(0.517)	(0.260)	0.428
Contract Payments / Third Party	0.008				0.008
Transfer Payments and Recharges	(0.008)				(0.008)
<b>Gross Expenditure</b>	<b>5.395</b>	<b>0.343</b>	<b>(0.842)</b>	<b>(0.260)</b>	<b>4.636</b>
Gross Income	(1.724)				(1.724)
<b>Gross Income</b>	<b>(1.724)</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>(1.724)</b>
<b>Net Base Budget</b>	<b>3.671</b>	<b>0.343</b>	<b>(0.842)</b>	<b>(0.260)</b>	<b>2.912</b>

**Breakdown of Growth**

Salary Growth	0.193
Prior year changes needing amending due to legislative change	0.150
<b>Total Growth</b>	<u><b>0.343</b></u>

**Breakdown of Savings**

Review Libraires heritage and arts	(0.325)
One year reduction in Book Fund	(0.517)
<b>Total Savings</b>	<u><b>(0.842)</b></u>

**Breakdown of Other**

Reduce grant funding to arts organisations	(0.040)
Reduce grants to museums	(0.020)
Review City Hall budgets	(0.200)
<b>Total Breakdown of Other</b>	<u><b>(0.260)</b></u>

Signed:  
Cabinet Member \_\_\_\_\_

Signed:  
Corporate Director \_\_\_\_\_

Signed:  
Associate Director \_\_\_\_\_



**ASSOCIATE DIRECTOR:** Laurie Bell

**SERVICE AREA:** Communications, Community Area Boards, Libraries, Heritage & Arts

**SERVICE:** Libraries, Heritage and Arts

**UPDATED**

**Libraries Expenditure**

<b>Savings</b>	<b>Budget 2015/16</b>	<b>New Budget 2016/17</b>	<b>Saving</b>
Stock fund	517,000	267,000	250,000
Uniforms	8,000	0	0
Staff travel	22,300	20,000	2,300
Staff travel other	3,300	1,500	1,800
Postage	6,000	3,000	3,000
Furniture and office equipment	13,700	12,500	1,200
Job advertising	1,500	1,000	500
Hospitality	700	200	500
		<b>Total</b>	<b>259,300</b>
Staff reductions	1,032,613	660,628	371,685
		<b>Total library savings</b>	<b>638,985</b>

**WILTSHIRE COUNCIL BUDGET BOOK SUMMARY 2016/2017**

**APPENDIX 1C**

**ASSOCIATE DIRECTOR:**  
**SERVICE AREA:**  
**SERVICE:**

**Barry Pirie**  
**People & Business Services**  
**Strategic Asset & Facilities Management**

	Revised 2015/2016 (£m)	Growth & Investment (£m)	Savings & Efficiencies (£m)	Other (£m)	Proposed 2016/2017 (£m)
Employees	2.818	0.132		(0.025)	2.925
Premises	12.669			(0.200)	12.469
Transport	0.036				0.036
Supplies and Services	0.798				0.798
Contract Payments / Third Party	0.056				0.056
Transfer Payments and Recharges	(0.071)				(0.071)
<b>Gross Expenditure</b>	<b>16.306</b>	<b>0.132</b>	<b>0.000</b>	<b>(0.225)</b>	<b>16.213</b>
Gross Income	(4.152)		(0.250)		(4.402)
<b>Gross Income</b>	<b>(4.152)</b>	<b>0.000</b>	<b>(0.250)</b>	<b>0.000</b>	<b>(4.402)</b>
<b>Net Base Budget</b>	<b>12.154</b>	<b>0.132</b>	<b>(0.250)</b>	<b>(0.225)</b>	<b>11.811</b>

**Breakdown of Growth**

Salary Growth 0.132

**Total Growth** 0.132

**Breakdown of Savings**

Police charge correction (0.250)

**Total Savings** (0.250)

**Breakdown of Other**

A reduction is being found from removing vacancies,  
specific service reviews and restructures still being  
discussed

Procurement Savings allocations (0.200)

**Total Breakdown of Other** (0.225)

Signed:  
Cabinet Member

Signed:  
Corporate Director

Signed:  
Associate Director

**Wiltshire Council**

**Environment Select Committee**

**07 June 2016**

## **Executive Response to the Final Report of the Resident Engagement Task Group**

### **Purpose of the report**

1. To present the response of the Cabinet Member for Housing, Leisure, Libraries and Flooding to the Final Report of the Resident Engagement Task Group.

### **Background**

2. On 12 April 2016 the Environment Select Committee endorsed the Final Report of the Task Group.
3. The Committee resolved to refer the following Task Group's recommendations to the relevant Cabinet member for response at the Committee's next meeting on 07 June 2016.

### **Executive response to the Task Group's recommendations**

<b>Recommendation No.1</b>	To ensure that Wiltshire Council has defined a precise purpose and overarching aims for its resident engagement programme as a framework for the identification of the most appropriate resident engagement mechanisms.		
<b>Reason for recommendation</b>			
<b>Cabinet member</b>	Cllr Jonathon Seed	<b>Lead Officer</b>	James Cawley
<b>Executive Response:</b>			
<p>We agree that having a defined purpose and overarching aims for resident engagement helps to create a clear framework.</p> <p>The Resident Engagement Strategy approved by the Housing Board in July 2014 defines the purpose and aims of resident engagement. It sets out the framework for the engagement process together with a structure with agreed direction, objectives, intended outcomes and effective delivery arrangements.</p> <p>The strategy is currently under review and the amended version will be presented to the Housing Board for their input / comment / approval in July 2016.</p>			

<b>Recommendation No.2</b>	<p>To ensure that the Wiltshire Council Resident Engagement team has targets and objectives for their engagement programme developed in line with the agreed purpose(s) set for resident engagement. These targets and objectives should be based on either or both of the following:</p> <ul style="list-style-type: none"> <li>a. Involvement-based: objectives which measure the number of residents involved in resident engagement activities or engagements performed.</li> <li>b. Outcomes-based: objectives which measure the total number of meaningful outcomes or organisational changes made as a result of resident engagement activities.</li> </ul>		
<b>Reason for recommendation</b>			
<b>Cabinet member</b>	Cllr Jonathon Seed	<b>Lead Officer</b>	James Cawley
<b>Executive Response:</b>			
<p>Alongside the Resident Engagement Strategy approved in 2014 was an action plan detailing the actions to be undertaken to achieve the five main objectives identified in the strategy. Each objective was developed and aligned with the Council's vision to create stronger and more resilient communities, ensuring that people work together to solve problems locally, and to foster collaborative working with its tenants and leaseholders.</p> <p>A detailed resident engagement impact assessment was undertaken by the resident engagement team and presented to the Housing Board in November 2015. The report included the profiling data of the tenants involved by age group, measured what was undertaken against what was agreed in the strategy and action plan. It measured the impact that our activities had, any changes to service delivery as a result of the activity, showed how much the involvement had cost and whether the activity has been value for money. Since then we have worked with our Housing Assurance Panel to further develop an impact assessment rating system which assesses value for money and outcomes against a set of indicators and a scoring system. This will be implemented over the course of the next 12 months.</p> <p>The WCHB 2015/16 Annual Plan which was presented, alongside the Annual Report to Cabinet in April 2015 contained specific resident engagement actions and desired outcomes. The progress of which was reported to WCHB on a quarterly basis.</p>			
<b>Recommendation No.3</b>	<p>To follow the more focused approach as defined within the report (paras 55 to 75) in order to enable an inevitably limited budget to be used more cost effectively, and to agree priorities with the resident engagement team as a crucial part of the resource allocation process.</p>		
<b>Reason for</b>			

<b>recommendation</b>			
<b>Cabinet member</b>	Cllr Jonathon Seed	<b>Lead Officer</b>	James Cawley
<b>Executive Response:</b>			
<p>As detailed above in No.2 an impact assessment rating system has been developed with input from the Housing Assurance Panel that will measure value for money and outcomes achieved against a set of indicators and a scoring system. During the next 12 months we will certainly be reviewing all budgets including that for tenant participation to ensure that we align expenditure with agreed aims and objectives.</p>			

<b>Recommendation No.4</b>	<p>That the following methods should be pursued by Wiltshire Council as ways to perform the various resident engagement roles explained in diagram 2 (para 67):</p> <ul style="list-style-type: none"> <li>a. To establish Community Representatives who will perform routine local surveys to check for issues and provide a point of contact for local residents within every estate/locality where the council has housing stock.</li> <li>b. To develop a resident scrutiny panel that considers topics in discussion with Wiltshire Council officers to develop effective and realistic recommendations.</li> <li>c. To set up Focus Groups to address single topics of importance as they arise in order to make practical recommendations and for the implementation of such recommendations to remain the discretion of management, but reasons should be given for any decision not to implement.</li> </ul>		
<b>Reason for recommendation</b>			
<b>Cabinet member</b>	Cllr Jonathon Seed	<b>Lead Officer</b>	James Cawley
<b>Executive Response:</b>			
<p>We have responded to each point separately.</p> <ul style="list-style-type: none"> <li>a. Local Housing Panel (LHP) meetings have proven to be a very successful method of engagement and in a number of areas we have recruited local 'champions' who work closely with us to 'report' information to us about any issues in their local area and to act as a conduit to pass information back. For example, in Bemerton Heath the resident engagement officer works very closely with the Streetwatch volunteers; who share information about the estate with us and who will deliver flyers and talk to residents about any activities we are undertaking on the estate. We are keen to establish community representatives / local champions across all of our housing stock and are gradually building relationships with those that attend the LHP's.</li> </ul>			

- b. Housing Assurance Panel (resident scrutiny) undertook training in early 2015 and began its first project in summer 2015. By the close of the financial year 2015/16, it had completed 3 reports and began its fourth in April 2016. Topics are decided between the Housing Assurance Panel, Wiltshire Council's Housing Board and council officers. Recommendations have been welcomed by the Board and implemented by the service.
- c. We have a number of residents who have identified that they are willing to be involved in topic related focus groups. We are able to respond to any request we receive from other departments who wish to consult with tenants on a particular topic area such as repairs, planned maintenance, tenancy management. For example, a group of tenants worked with our systems team to help develop iHousing which is an online facility where tenants can view their rent account, make payments, log and monitor repair requests, see links to H4W and see other useful housing information.

In addition we have a small but dedicated group of volunteers that are willing to help out at our larger topic based events. For example a group of tenants helped out at the recent family event that we held in April by organising refreshments for both those who attended and for the stallholders.

<p><b>Recommendation No.5</b></p>	<p>That the following methods should be pursued by Wiltshire Council as ways to implement the various resident engagement roles explained in diagram 3 (para 72):</p> <ul style="list-style-type: none"> <li>a. To ensure that all tenants are provided with an equal opportunity to engage.</li> <li>b. To work towards collecting tenant data to assist in the identification of residents for the role of community representatives and participation on focus groups and the scrutiny panel.</li> <li>c. To review the cost effectiveness of the housing magazine as a means of communicating the outcomes of resident engagement with the possibility of developing it into an annual publication created with the involvement of voluntary residents in a standing task group, and to develop a more frequent associated newsletter detailing, among other things, the outcomes of the tenant engagement activities.</li> </ul>		
<p><b>Reason for recommendation</b></p>			
<p><b>Cabinet member</b></p>	<p>Cllr Jonathon Seed</p>	<p><b>Lead Officer</b></p>	<p>James Cawley</p>
<p><b>Executive Response:</b></p>			

- a. The resident engagement team have undertaken an equality impact assessment. We use a variety of methods to communicate and ensure that adequate support is given to those that need additional support to participate. The venues that we use are accessible, and our strategy states that residents who need help with travel and / or childcare costs to actively participate will be assisted.
- b. We already collect information on residents who have expressed an interest in a particular area such as being involved in a topic related focus group. In addition we are able to use profiling data to identify by age, gender, diversity etc who is involved and have been able to target participation activities at underrepresented groups (such as those with young children)
- c. We would be concerned about reducing this to an annual publication. At present it is the best method we have to give information to our tenants – this includes regulatory changes which need to be given in a timely manner and couldn't wait for an annual publication. If we decide to go down that route then we will end up having to undertake very costly mail outs to pass on information that tenants need to be informed about. Housing Matters is currently being scrutinised by the HAP so would recommend that we await their recommendations and look at them in tandem with the report's recommendations

<b>Recommendation No.6</b>	For the results of successful resident engagement activity to be fed back to all residents to actively demonstrate the extent, and effect of tenant engagement.		
<b>Reason for recommendation</b>			
<b>Cabinet member</b>	Cllr Jonathon Seed	<b>Lead Officer</b>	James Cawley
<b>Executive Response:</b>			
This is supported and we also report this in the Annual report that goes out to all tenants & in Housing Matters. We have in the past sent out newsletters after LHP's based on a 'you said, we did' type theme.			

<b>Recommendation No.7</b>	To raise social media as a topic to be examined by the resident scrutiny panel as a potential marketing method to promote, among other things, resident engagement.		
<b>Reason for recommendation</b>			
<b>Cabinet member</b>	Cllr Jonathon Seed	<b>Lead Officer</b>	James Cawley
<b>Executive Response:</b>			
The housing team have made considerable effort over the last few months to increase the number of e-mail addresses we have for our tenants. This has already proven to be a valuable method of marketing resident engagement activities. For example we held an event at Easter to inform families with children about the changes to the welfare system and used e-mail to promote the event. Within a few days of sending the e-mail out 250 people had registered to attend the event. In addition we have a housing facebook page that we also use to promote resident engagement activities.			

<b>Recommendation No.8</b>	To review the resident engagement information available on the Wiltshire Council website and ensure that it is relevant and provided in a logical structure which is friendly to the customer's journey in order to encourage resident's IT usage and communication.		
<b>Reason for recommendation</b>			
<b>Cabinet member</b>	Cllr Jonathon Seed	<b>Lead Officer</b>	James Cawley
<b>Executive Response:</b>			
<p>In 2014 a project group was set up to review the content of the housing pages on the Wiltshire Council website with the objective of improving the website to make it more appealing, more consistent and more interactive to our tenants and to ensure better dissemination of information. The project was led by Simon Hough and Dot Krona with representatives from across housing management and also representation from our communications team. A number of recommendations were made but we were limited in what we were able to achieve as the main Council website was in the process of being reviewed and upgraded. We were told that individual departments would eventually have their pages upgraded and all we were able to do at that time was to update the information that was already there. We will therefore update the web pages in line with the corporate update.</p>			

<b>Recommendation No.9</b>	To recognise the importance of digital training and to continue encouraging residents to take up available training opportunities.		
<b>Reason for recommendation</b>			
<b>Cabinet member</b>	Cllr Jonathon Seed	<b>Lead Officer</b>	James Cawley
<b>Executive Response:</b>			
<p>We are working closely with Salisbury City Council in the Salisbury area to provide training for tenants who would like to be able to use technology. Digital training has been identified as an area that tenants would like support with and will be particularly relevant in the future with the introduction of Universal Credit which requires applicants to apply for benefits online. We are also in the process of developing a training package for tenants to enable them to gain the necessary skills required to support the work of the HAP by becoming mystery shoppers, members of topic specific focus groups etc.</p>			

<b>Recommendation No.10</b>	To raise the development of customer-friendly surveys as a topic to be examined by the resident scrutiny group and to make available to residents narrowly-focused surveys which are targeted to relevant residents and are provided through a variety of methods both online and offline.		
<b>Reason for</b>			



<b>recommendation</b>			
<b>Cabinet member</b>	Cllr Jonathon Seed	<b>Lead Officer</b>	James Cawley
<b>Executive Response:</b>			
Good recommendation – Agree.			

<b>Recommendation No.11</b>	For the Environment Select Committee to receive an update report on the progress of Wiltshire Council’s resident engagement strategy and its outcomes in twelve months.		
<b>Reason for recommendation</b>			
<b>Cabinet member</b>	Cllr Jonathon Seed	<b>Lead Officer</b>	James Cawley
<b>Executive Response:</b>			
Housing would be more than happy to provide the ESC with an update on progress in 12 months.			

- As well as responses to the individual recommendations above, this section is space to provide a general response or comment as necessary.

**Proposal**

- To note the executive response to the Final Report of the Resident Engagement Task Group.

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**Cllr Jonathon Seed, Cabinet Member for Housing, Leisure, Libraries and Flooding**

Officer contact: Adam Brown, Senior Scrutiny Officer, 01225 718038, [adam.brown@wiltshire.gov.uk](mailto:adam.brown@wiltshire.gov.uk)

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**Wiltshire Council**

**Environment Select Committee**

**Date of meeting: 7 June 2016**

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**Subject: Gypsy and Traveller Development Plan Document Update**

**Cabinet member: Cllr Toby Sturgis  
Strategic Planning, Development Management,  
Strategic Housing, Property and Waste**

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## **Purpose of Report**

1. To update Environment Select Committee on the preparation of the Gypsy and Traveller Development Plan Document (DPD).

## **Relevance to the Council's Business Plan**

2. This report is relevant to a number of outcomes and actions identified in the Business Plan 2013-2017. Outcome 3 (Everyone in Wiltshire lives in a high quality environment) specifically mentions that everyone should be able to live in a decent, safe home.
3. Addressing the accommodation needs of travellers through site allocations in a DPD can provide the basis for creating better and healthier living conditions and access to education, employment and health care. Provision of emergency stop-over sites can reduce vulnerability of travellers and the potential for harassment and conflict.

## **Background**

4. The preparation of the Gypsy and Traveller DPD is included in the Council's Local Development Scheme, January 2015, with a programmed adoption date of May 2016. This timetable is under review due to issues around identifying sufficient sites for inclusion within the draft Plan, which are set out below under main considerations.
5. The Gypsy and Traveller DPD will:
  - (i) provide a review of the overall permanent pitch requirements by Housing Market Area (to update the Wiltshire Core Strategy pitch requirements set out in Core Policy 47 'Meeting the Needs of Gypsies and Travellers');
  - (ii) identify sites for allocation as new traveller sites; and
  - (iii) include supporting development management policies.

- (iv) allocate a network of sites for emergency stop-over.
6. The Council committed to an early review of the pitch requirements within the Wiltshire Core Strategy through a new Gypsy and Traveller Accommodation Assessment. This is set out in paragraph 6.62 of the Core Strategy.

## Main Considerations for the Council

### Gypsy and Traveller Accommodation Assessment (GTAA)

7. The review of the overall permanent pitch requirement for Wiltshire and its three Housing Market Areas (North and West, East and South) is being informed by a GTAA which was carried out by consultants Opinion Research Services. The GTAA was published in December 2014 and covers the period 2014-29. The GTAA also recommends developing a network of emergency stop-over sites in three broad areas: Salisbury, Royal Wootton Bassett, and Trowbridge.
8. Table 1 and 2 below show the GTAA requirements and permissions since 2014 (as of May 2016) to inform progress towards meeting these requirements. There is no requirement in the East HMA. Historically, supply has been relatively strong in the North and West of the county compared to the other areas. While requirements for 2014-19 have been met there remains an unmet need for 2019-24 and 2024-29.

<b>TABLE 1</b>			
<b>NORTH &amp; WEST HMA</b>		<b>GTAA requirement</b>	
<b>Housing Market Area/Pitch supply</b>	<b>No. of Pitches (2014-19)</b>	<b>No. of Pitches (2019-24)</b>	<b>No. of Pitches (2024-29)</b>
GTAA requirement	21	22	25
North and West HMA residual requirement	-7  (28 pitches permitted between July 2014 and May 2016)	22-17 = 5  (17 pitches oversupply from the first 5 years)	25
Supply from review of temporary permissions, unauthorized sites and intensification of existing privately owned traveller sites	10	0	0
Private land supply through 'call for sites' exercise	0	0	0
Residual requirement to be met	None	5	25
<b>Residual requirement</b>	<b>-17</b>	<b>5</b>	<b>25</b>

<b>TABLE 2</b>	
<b>SOUTH HMA</b>	<b>GTAA requirement</b>

Housing Market Area/Pitch supply	No. of Pitches (2014-19)	No. of Pitches (2019-24)	No. of Pitches (2024-29)
GTAA requirement	1	10	11
South HMA residual requirement	-1 (2 pitches permitted between July 2014 and May 2016)	10-2 = 8 (2 pitches oversupply from previous 5 years)	11
Supply from review of temporary permissions, unauthorised sites and intensification of existing privately owned traveller sites	1	0	0
Private land supply through 'call for sites' exercise	0	0	0
Residual requirement to be met	None	8	11
<b>Residual requirement</b>	<b>-2</b>	<b>8</b>	<b>11</b>

### Identification of sites

9. In order to identify sufficient sites to meet residual requirements for consideration through the DPD Officers have assessed sites in both private and Council ownership.
10. Private land supply has been consistently poor despite a Call for Sites which remains open to date. The predominant number of private sites which were considered already benefited from planning permission for traveller pitches. These sites qualify for intensification due to an identified housing need on site; or they benefit from temporary permissions and could be allocated in the DPD with the aim to make them permanent traveller sites.
11. Officers undertook an assessment to consider Council-owned land and reported back to Cabinet Capital Assets Committee (CCAC) on 22 July 2014 and subsequently, 10 November 2015). Sites that may have been suitable from a planning perspective were generally not available. As a result there were insufficient available and suitable sites.
12. On 10 November 2015 CCAC endorsed the proposal to purchase land on the property market to help identify sites to meet residual need and to provide sites for emergency stop-over.
13. Spatial Planning Officers have shared the spatial information as to the areas of search for potential traveller sites with the Asset Management Team to help identify suitable sites. The Asset Management Team is analysing advertisements with a view to identifying suitable sites for acquisition. Once identified these would be returned to the Spatial Planning Team for a preliminary site assessment based on the adopted site selection methodology referenced in the 10 November 2015 CCAC report to see whether they might be suitable for acquisition. So far no

suitable sites have been found on the property market but the process is ongoing.

#### Legislative and policy changes

14. Since August 2015 there have been legislative and policy changes at national level. The Government changed the definition of 'gypsies and travellers' in Planning Policy for Traveller Sites (PPTS).
15. The Government's intention behind the revised definition is to establish more robustly if individuals lead a nomadic habit of life. The definition is provided in **Appendix 1**. Possible implications of the revised definition in terms of the emerging DPD's baseline data on accommodation need contained in the 2014 GTAA may be that persons previously found to be in 'need' no longer meet the revised definition of 'gypsy and traveller'. DPDs should be consistent with national policy in order to pass examination. The definition was materially amended in 2015 to remove from the definition of 'gypsy and traveller' a proportion of those who would previously have been included within the definition as it stood in 2012 (relating to those who have permanently ceased to travel for educational, health or age-related reasons).
16. The 2014 GTAA's conclusions on accommodation need were based on an analysis of demographics of the local traveller population and national household growth data. Interviews with residents on permitted and tolerated traveller sites in Wiltshire provided the baseline data on immediate need resulting from overcrowding or doubling-up on permitted pitches for example; and the future need to arise from household growth i.e. children reaching legal age and thereby eligibility for a new pitch, between 2014 and 2029.
17. The vast majority of travellers in Wiltshire live on sites with planning permission or where the lawful use of land as a traveller site is effectively confirmed through passage of time. Planning permissions condition the use of land for gypsies and travellers only. Removing status from people retrospectively could be considered unreasonable as this should have been established when planning permission was first granted.
18. In order to ensure that the DPD is supported by a sound evidence base. Officers are obtaining advice on whether a revision of Wiltshire's GTAA is required in the light of the revised definition.

#### Housing and Planning Bill

19. The Government's Planning and Housing Bill received Royal Assent on 12 May 2016. Section 115 in the Bill now states, in connection with the 1985 Housing Act: *"that in the case of a local housing authority in England, there is a duty to consider the needs of people residing in or resorting to their district with respect to the provision of sites on which caravans can*

*be stationed, or places on inland waterways where houseboats can be moored”.*

20. Linked with this the Government published draft guidance<sup>1</sup> in March 2016. This shows how the government would want local housing authorities to interpret the changes to accommodation needs assessments relating to caravans and houseboats should the clause receive Royal Assent.
21. The draft guidance addresses housing authorities and suggests how to assess the accommodation needs of people residing in caravans or houseboats. Following analysis of the guidance there is no indication at this stage that the Wiltshire GTAA is not robust or inconsistent with the guidance. In essence, the draft guidance simply provides advice as to how to undertake the assessment. Officers consider that there is nothing in the guidance which would result in the 2014 GTAA being found wanting, as it considered the existing data sources listed in the guidance; was based on engagement with the community; and co-operation with neighbouring authorities.
22. The new legislation and draft guidance continue to sit alongside the existing planning policy such as the PPTS requiring local authorities to allocate sites for travellers in development plans based on a robust and credible evidence base such as accommodation needs assessments. It is possible, subject to the outcome of the advice referred to above, that there may be a need to meet the accommodation needs of people currently residing in caravans who are not travellers but this would not need to be assessed as part of the Gypsy and Traveller DPD. As set out in the draft guidance this would fall under the general duties of the housing authority.
23. Assessing the accommodation needs of people residing on houseboats within the county area is a new requirement for the council. It is considered that there is currently no strict requirement to accommodate this into a GTAA or a Gypsy and Traveller DPD. However, an officer group with neighbouring authorities, which share the Kennet and Avon Canal with Wiltshire, could be created to address this duty. This group could establish the accommodation needs of people residing on houseboats on the Kennet and Avon Canal, working with other stakeholders including the Canal and River Trust; and build, for example, on the informal mooring strategy which was developed by the Canals Officer.

### **Next steps**

24. The implications of legislative and policy changes for the emerging DPD need to be fully considered by the Council. Advice is being sought on the robustness of the GTAA in the context of the revised definition of gypsies and travellers in Annex 1 to the PPTS.

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<sup>1</sup> <https://www.gov.uk/government/publications/review-of-housing-needs-for-caravans-and-houseboats-draft-guidance>

25. The Council will need to keep up to date with further guidance or secondary legislation linked with the Housing and Planning Act and review the evidence for the emerging DPD accordingly.
26. Officers will continue to appraise the market for potential sites with the view to identifying suitable sites for acquisition.
30. The potential to form a cross-boundary officer group with neighbouring authorities will be considered in order to consider effective ways to establish the accommodation needs of people residing of houseboats on the Kennet and Avon Canal.

**Alistair Cunningham**  
**Associate Director for Economic Development and Planning**

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23 May 2016

## **Appendices**

Appendix 1 PPTS Annex 1: Definition of Gypsies and Travellers



## **APPENDIX 1**

### **Planning Policy for Traveller Sites, Annex 1 (August 2015)**

1. For the purposes of this planning policy “gypsies and travellers” means:

*Persons of nomadic habit of life whatever their race or origin, including such persons who on grounds only of their own or their family’s or dependants’ educational or health needs or old age have ceased to travel temporarily, but excluding members of an organised group of travelling showpeople or circus people travelling together as such.*

2. In determining whether persons are “gypsies and travellers” for the purposes of this planning policy, consideration should be given to the following issues amongst other relevant matters:

- a) whether they previously led a nomadic habit of life
- b) the reasons for ceasing their nomadic habit of life
- c) whether there is an intention of living a nomadic habit of life in the future, and if so, how soon and in what circumstances.

3. For the purposes of this planning policy, “travelling showpeople” means:

*Members of a group organised for the purposes of holding fairs, circuses or shows (whether or not travelling together as such). This includes such persons who on the grounds of their own or their family’s or dependants’ more localised pattern of trading, educational or health needs or old age have ceased to travel temporarily, but excludes Gypsies and Travellers as defined above.*

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**Wiltshire Council**

**Environment Select Committee**

**07 June 2016**

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**Subject: Complaints**

**Cabinet member: Councillor Stuart Wheeler – Cabinet Member for Hubs, Heritage and Arts, Governance and Support Services.**

**Key Decision: No**

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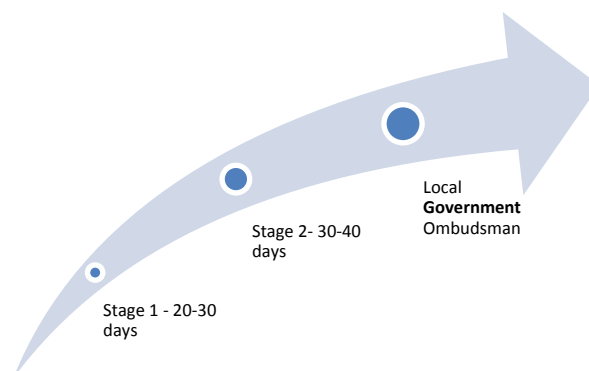
## **Purpose of the Report**

1. The Committee has requested an overview of complaints within its remit, received by Wiltshire Council over the last reporting period between 1<sup>st</sup> April 2015 to 31<sup>st</sup> March 2016.

## **Background**

### **Corporate Complaint Procedure**

2. The corporate complaint procedure is a 2 stage procedure. Stage 1 will be dealt with by the service team involved with the complaint. This gives staff the opportunity to respond to and address any misunderstandings or breakdown in communications that may have occurred. It is encouraged wherever possible that teams spend time on their response as it can bring an end to a complaint which saves time and resource on both sides.
3. Should the complainant wish to pursue this, then the stage 2 request for investigation comes to the central complaints team for investigation. The Local Government Ombudsman remains the final course of redress if the complainant wishes to pursue their complaint.



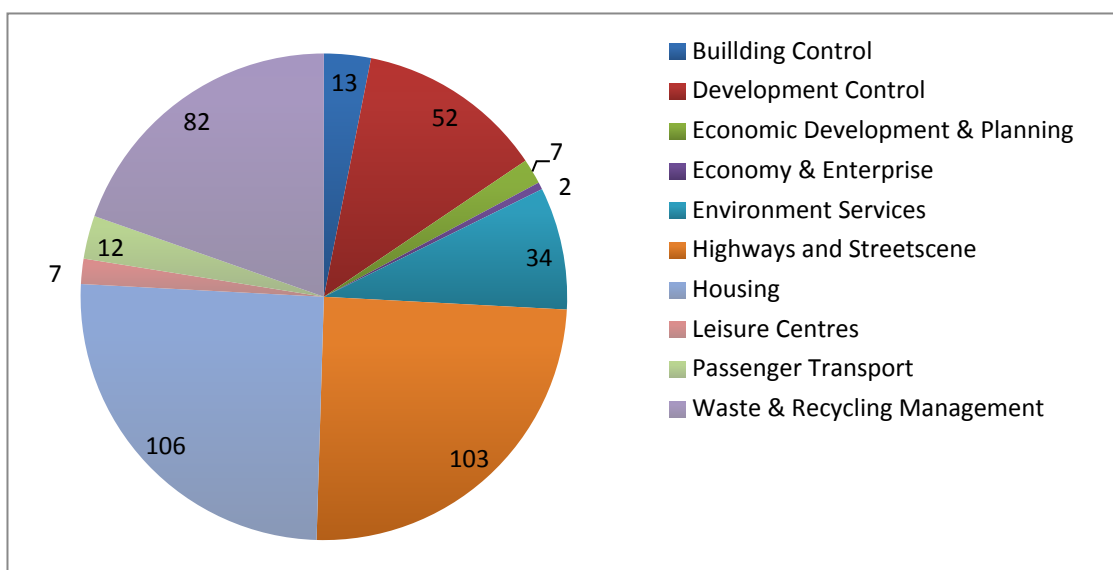
Process for Corporate Procedure

4. The purpose of the complaints procedure is to ensure that:
- The views and experiences of people who use services are heard to ensure the organisation remains focused on the customer.
  - It is a simple and effective way of raising a complaint.
  - The complaint is dealt with fairly and consistently.
  - It encourages an open and transparent environment that people trust and engage with.
  - The complainant receives a comprehensive response within the timescales stated.
  - That services review and reflect on the complaints they receive and, where appropriate avoid a repeat of the issue.

### Numbers of Complaints

5 This chart below highlights complaint numbers. This is a summary of the total number of complaints received by each service for the period 1<sup>st</sup> April 2015 to 31<sup>st</sup> March 2016. The peaks in numbers around Highways, Housing and Waste are not an unusual occurrence and reflect either the challenging nature of the service being delivered where complaints are to be expected because of the decisions being taken. It should also be that that a reduction in budgets or a loss of staff resource does not lower the customer's expectations of having a service that delivers the same as before and complaints have therefore remained consistent.

Total number of Complaints by Service – 1<sup>st</sup> April 2015-31<sup>st</sup> March 2016



## **Data Spreadsheet**

6. The attached spreadsheet shows the complaint numbers broken down by individual service team and by month. It further shows at what stage a complaint was dealt with. Please note that one person may go through several stages of the complaints procedure as they have a right to do. So numbers in each team may reflect the fact that a complaint was made at Stage 1, it progressed to Stage 2 and then it was received as an Ombudsman investigation, rather than it being a individual person for each number.
7. There is no one team that stands out in terms of having a high number of complaints. The team that dealt with the most were Housing repairs but 44 over the period of a year is not a high amount and of those only 2 were referred to the Local Government Ombudsman.
8. The next set of numbers which are very similar are between 22 and 27 complaints. Again whilst these teams peak with regard to complaints received, there is no particularly unusual reasoning for why they should be slightly higher other than the nature of the service along with the Housing repairs teams are historically subject to higher numbers of issues arising that may cause a formal complaint to be made.

## **Nature of complaints**

9. The way complaints are recorded in terms of what they are about can fall under a number of different headings. These headings whilst giving some understanding of what the complaint might be concerning, do not, for the purposes of this report provide any further detail but do provide an overview.

### Those headings are:

Decision making process to deliver service  
Inappropriate action  
Delay in service provision  
Decision making process to deliver service  
Failure to provide service  
Discriminatory behaviour  
Breach of confidentiality  
Lack of communication  
Poor communication  
Incorrect advice/information given  
Refusal to deliver/or pay for a service

10. With 429 complaints recorded, it is impossible to provide specific details and each complaint will differ from another under the same heading. That said, the report author has endeavoured to provide in the following table an example of complaints received under each of the headings above to give the committee the type of issues raised.

Reason for Complaint	Details	Outcome
Decision making process to deliver service	Unhappy with decision to grant planning permission for neighbour's porch	That the decision to grant planning permission was made in a reasonable manner, having properly given consideration to the potential impact upon the amenity.
Inappropriate action	Notice issued about misbehaviour on a school bus	That the letter was issued in accordance with the council's policy and with the rules that both parents and children are made aware of and sign up to when they apply for home-school transport.
Delay in service provision	Made a report of fly tipping but had not been removed	Service team advised and items were removed.
Decision making process to deliver service	How Homes4Wiltshire decided on her banding	The decisions made about the eligibility to join the scheme was taken in conjunction with the requirements of the Homes4Wiltshire Allocations Policy.
Failure to provide service	That Highways failed to complete resurfacing on the A3094	There was a breakdown in communication which the Council apologised for and the road was scheduled at a later date for resurfacing
Discriminatory behaviour	The actions of a parking officer and potential harassment	It was found that all 3 of the PCN notices issued to the individual were done so correctly and there was no evidence of harassment from the Parking Enforcement Officer
Breach of confidentiality	That the Housing team passed on his new address to the police without his permission.	Further investigation established this had not been the case. This was a matter dealt with through ASBRAC

Lack of communication	That there is a lack of response from the Council concerning the damage a refuse lorry did to the customers property	The matter had been raised with the contractor initially but there had been a delay. The Waste team became involved and arrangements were made to talk to the individual and resolve the issue.
Poor communication	Poor communication during repairs done to his house and poor attitude of staff member.	As discussions took place between the tenant and the officers, it was difficult to provide a decision. There was evidence to suggest that the customer had been left misunderstanding the situation and this was reflected and apologised for in the Council's response. The works were undertaken and completed.
Incorrect advice/information given	That although the advertised timetable stated free swimming being available on 2 January, the customer on attending the leisure centre was told this was not the case and had to pay.	The dates were found to be correct as advertised on both the Council's website and the leisure centre. However the Council apologised for any confusion and offered a free swim on the next visit.
Refusal to deliver/or pay for a service	Issues concerning a Disabilities Facilities Grant regarding the individual's husband.	There were some difficulties with communications and some errors in calculations which were been addressed and reimbursed where appropriate.

## **Report Summary**

11. The Complaints Team has not found particular peaks or trends in the areas that the Committee considers. A large proportion of issues and concerns being raised never find their way to the formal complaints process because customers would rather go direct to the service teams and seek a direct and often quicker answer.

12. Complaints continue to be the reality of working in the public sector. At a time when public funding is reduced, difficult decisions have to be taken which continue to be unpopular with the public.
13. Customer expectations have not and will not reduce and rightly so. The Council therefore has to manage those expectations and work within the resources available.
14. How we deal with providing those answers is the difference between a professional, transparent and realistic approach and one where all those concerned become embroiled in a timely, costly and negative process.
15. Wiltshire Council recognises the importance of having an effective and accessible complaints management system, to ensure that complaints and concerns are dealt with as quickly as possible. It is vital that all levels of the council from staff to councillors and Corporate Directors engage with and adopt a consistent approach to handling and resolving complaints.
16. The aim of the central complaints team is to make the process of raising a complaint and the action of investigating it, a positive one. That means that officers within the team need to engage with both the customer making the complaint and the service teams responsible for delivering that service. The key to successful complaints management is having an honest and open conversation with those concerned.
17. Having a transparent and robust approach to dealing with complaints can only contribute to the Council's focus on delivering more for less and keeping the individual at the centre of its priorities.

<b>Ian Gibbons</b> <b>Associate Director, Law and Governance</b>
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Report Author: Sarah Butler, Customer Complaints Manager  
sarah.butler@wiltshire.gov.uk  
Tel: 01225 718446

20 May 2016



## Complaints received by teams by month April 2014-March 2015

	April			May			S1
	S1	S2	Omb	S1	S2	Omb	
Amenities & Leisure - Leisure centres							1
Building Control – East		1					
Building Control – North	1	1		1			
Building Control – South		1					
Building Control – West							1
Development Control	1						
Development Control – East	1						
Development Control - Enforcement	1						
Development Control – North	1	1		1	1		
Development Control – South				1			
Development Control – West	1	1		1			2
Development Control- Technical Support (website, land charges)							
Economic Development and Planning							
Environment services							
Environment services – Enforcement							
Environment services - Fleet							
Environment services – Parking	1			2			
Environment services – Rights of Way and Countryside	1						
Highways and Streetscene	4			2			1
Highways and Streetscene – Asset management and commissioning	2			1			1
Highways and Streetscene – East							1
Highways and Streetscene – North	2	1		2			1
Highways and Streetscene – South	3	1		6	2		6
Highways and Streetscene – Sustainable transport	1						
Highways and Streetscene – Traffic & Network Management	1						
Highways and Streetscene – West				2	2		2
Housing				1			
Housing – Allocations and Options (North)	2				1		
Housing – Allocations and Options (South)	4			2			2
Housing - Improvement				1			
Housing - Management	1			2	1		4
Housing – Mental Health							
Housing – Private Sector (North)							
Housing - Repairs	1			4			4
Housing – Tenant Participation							
Housing- Income							
Libraries							
Passenger Transport							
Waste and Recycling		1		1			
Waste and Recycling Collection – East & North				3			5
Waste and Recycling Collection – South & West	7			3			1
Waste Management (black box collection)							1
<b>TOTALS</b>	<b>36</b>	<b>8</b>	<b>0</b>	<b>36</b>	<b>7</b>	<b>0</b>	<b>33</b>

S1= Corporate Complaint Stage 1

S2= Corporate Complaint Stage 2

Omb= Ombudsman (LGO or Housing Ombudsman)

June		July			August			September			October		
S2	Omb	S1	S2	Omb	S1	S2	Omb	S1	S2	Omb	S1	S2	Omb
		1									1		
		1	1										
									1				
		1			1	1					1		1
			1		1								
1		2	1			2				2	1		
	1					1		1			3	1	1
2		2	1		2	1					1		1
		1						1				1	
			1			1							
2													
								1					
								1					
		1						1			1		
		1			1						1		
		1						2					
2					3	1		1	1				
		1						2					
					2	1		1			1		
		2		1	1			1					
					1								
					1	1		2			1		
					1			1			3		
					2	1		1			1		
		2	1					1			1		
1		1	1		1			2	1			1	
					1						1		
1		3			6			5	2		6	1	
		1											
			1							1			
2		5	1		5			11	1		10		
					1								
		1			1						1	1	
		3			3			2			2	1	
		2			2			2	2		1		
		1						1					
11	1	33	9	1	36	10	0	40	8	3	37	6	3

November			December			January			February			March	
S1	S2	Omb	S1	S2	Omb	S1	S2	Omb	S1	S2	Omb	S1	S2
			1				1						
1													
1							1		2	1			1
		1	1						1			1	1
	4					2			1				1
			1	1		1	1			1	2		
1							1					1	1
												1	
						2	1		1				
												1	
2									2			1	1
			1			1			1				
1									1			2	1
1		1			1	1			2			4	
			1							1			
2			2				1		1			3	
1						1							
1						1			1				
1			1	1		2	1		2			1	1
			1									2	
1	2			1		3						3	
									1				
12	1		10			9	1		4	1		3	1
												1	
									1				
1	1			1		1	1					2	
						1							
2			1			4			1			2	
			6			2			1			1	
									1				
28	8	2	26	4	1	31	9	0	24	4	2	29	8

Omb	TOTALS
	5
	1
	5
	1
	1
	2
	7
	9
	18
1	18
1	23
	3
	6
	2
	2
	1
	10
	4
	11
	18
	7
	16
	33
	4
	6
	20
	8
	11
1	27
	6
1	43
	1
	3
	86
	1
	1
	1
	11
	3
	29
	30
	4
4	498

## Complaints received by teams by month April 2015-March 2016

	April			May			June	
	S1	S2	Omb	S1	S2	Omb	S1	S2
Building Control North	1	1						
Building Control South				2			1	
Building Control West								
Development Control- Central	1		1			3	1	
Development Control- Enforcement					1		1	
Development Control- North	1			1	1		3	1
Development Control- South	2	1						1
Development Control- Technical Support								1
Economic Development and Planning						1	1	
Economy & Enterprise- Spatial Planning					1			
Environment Services- Enforcement							1	
Environment Services- Fleet								
Environment Services- Parking	1		1					
Environment Services- Rights of Way & Countryside	1							
Highways and Streetscene- Asset Management & Commissioni	2			1	1		1	1
Highways and Streetscene- East	2	2			1			
Highways and Streetscene- North	1						3	
Highways and Streetscene- South	1						1	
Highways and Streetscene- Sustainable Transport		1						
Highways and Streetscene- Traffic & Network Management								
Highways and Streetscene- West	1		1	1			1	1
Housing - Private Sector South								
Housing- Allocations & Options North	2			1				
Housing- Allocations & Options South	2	1		1			2	
Housing- Asset Management (Refurbs etc)	1							
Housing- Improvement								1
Housing- Income								
Housing- Management	2	1						1
Housing- Private Sector North	1							
Housing- Repairs	2	1					6	
Housing- Tenant Participation								
Leisure Centres								
Passenger Transport	1			1	1			
Waste & Recycling- East	1			1			3	
Waste & Recycling- North	2						2	
Waste & Recycling- South							3	
Waste & Recycling- West	1						5	
Waste Management (Black Box Collections)							3	
<b>TOTALS</b>	<b>29</b>	<b>8</b>	<b>3</b>	<b>9</b>	<b>6</b>	<b>4</b>	<b>38</b>	<b>7</b>

S1= Corporate Complaint Stage 1

S2= Corporate Complaint Stage 2

Omb= Ombudsman (LGO or Housing Ombudsman)

Omb	July			August			September			October			S1
	S1	S2	Omb	S1	S2	Omb	S1	S2	Omb	S1	S2	Omb	
	1						2						
										1	1		
	2			1				1		1	2	1	
		1			1							1	1
	1	1								1			1
		1							1				1
	2			1	2								
							1						
	1			1			1						
													1
	4			3			1			1			2
	2			2			5			1	2	1	2
				1						1			1
	2	1		2	1						2		1
	2			5			1			1			3
							1						1
	1			1			1		1	2			
	2			1			1		1				1
				1						1			
	2	1		1			3			1			
					1								1
							1	1					1
				1	1		2	1		2			
	1												
1	1			1			3			3	1	1	4
										1			
	1									1			2
				1					1	1			
				2			4	1					
	1			2						7	1		1
	3			2			1			1			1
	7			2			1			1			1
				1									
1	36	5	0	32	6	0	29	4	4	28	9	4	26

November		December			January			February			March		
S2	Omb	S1	S2	Omb	S1	S2	Omb	S1	S2	Omb	S1	S2	Omb
											1		
					1								
												1	
1	1	1			1	1		1			1	1	
1	1	1						1					
										1	1		
		3			1	2					1		
												1	
		2			1				1		1		
		1			1				1				
		2			1	1		1					
					1			1					
	1				1	3		1					
			2					1					
	1	1						1			1	1	
					3			2			1	1	1
			1					1					
						1					1	1	
		1									2		
						1			1			1	
				1	2						3		
		1						1					
			2		2			2			1		1
					1								
1					7			6			5	1	
1													
		1			1						1		
	1	3				1		1					
								1			1		
		3			1			2			2		
1					1						1	1	
1		1			1			1			1	1	
		1											
6	5	22	5	1	27	10	0	24	3	1	25	10	2

TOTALS
6
6
1
22
10
13
14
2
7
2
9
3
8
14
27
11
18
22
3
8
14
1
8
16
9
3
3
19
3
44
2
7
12
14
24
15
24
5
429



**Wiltshire Council**

**Environment Select Committee**

**7 June 2016**

**Cabinet**

**14 June 2016**

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**Subject:** **Wiltshire Local Transport Plan 2011-2026 Public Transport Strategy Review – Results of Supported Bus Service Savings Options Consultation**

**Cabinet Member:** Councillor Philip Whitehead, Cabinet Member for Highways and Transport

**Key Decision:** No

## **Executive Summary**

The current Public Transport Strategy was approved by Cabinet at its meeting on 14 December 2010 and formally adopted by the Council at its meeting on 22 February 2011 as part of the Wiltshire Local Transport Plan (LTP) 2011-2026.

The Public Transport Strategy and its service delivery (i.e. Wiltshire Council supported bus services) are being reviewed as a result of continuing and growing pressures on Council budgets that mean that funding will be under increasing pressure, as we continue to deliver bus services at the level that was envisaged when the LTP was published in 2011.

The review of the LTP Public Transport Strategy is part of a wider review of all areas of Wiltshire Council's passenger transport remit (except rail and taxis). The wider review will include re-examining policy and spending in home-to-school and college transport, SEND transport and social care client transport to make sure that service provision is aligned to priorities and to identify any scope for further savings. Work on this wider review is proceeding in parallel with the Public Transport Strategy review, and if it results in any proposals for changes to policies, they will also be subject to consultation before implementation.

As a first step in the review, a pre-consultation scoping paper, associated documents and questionnaire was developed to provide key stakeholders and partners with an overview of passenger transport, and an opportunity to shape the scope of the review. The paper, associated documents and questionnaire were made available via the Council's consultation portal between 8 July and 31 August 2015. Five workshops were undertaken during the pre-consultation phase with key stakeholder groups, to discuss the scoping paper, and to provide stakeholders with an opportunity to communicate their priorities, ideas, and concerns. Discussions were also held with key Wiltshire Council services and bus operators.

Some 160 questionnaires were returned and a bus survey was provided by Christian Malford Parish Council. Other non-questionnaire responses were also received from various groups. A paper setting out all the questionnaire comments received along with the Council's responses was posted on the Council's LTP3 webpage in October 2015.

In brief summary, the key points that came out of the pre-consultation exercise are as follows:

- The overall feedback highlighted the importance of bus services to users, communities and public sector service providers.
- Community transport will not be able to provide transport alternatives on any significant scale.
- There is little scope to make subsidised bus services commercial.
- There were no new 'big ideas' suggested that would make significant financial savings within the necessary timeframe.
- There is limited potential for further savings in other areas of the Council's public transport budgets.

Based upon the pre-consultation findings and in the context of Wiltshire Council's continuing budget pressures and the experience of other councils, officers developed six savings options for supported bus services that were included in a 'Public Consultation Paper' (which also included information on the national and local policy context, relevant research findings (including the extent of bus service cuts in other local authority areas) and current bus service provision in Wiltshire). Questions on the savings options (and other relevant questions) were also included in an associated questionnaire.

It was highlighted in the consultation paper and questionnaire that the consultation was focused on Wiltshire Council supported bus services and not commercial bus services. It was also highlighted that the consultation was not a detailed consultation on particular routes, timetables or destinations, and as there would be many combinations of possible supported bus service changes, the Council had not yet determined what these changes might be (information on bus services 'at risk' was provided however). Instead, it was made clear that responses to the consultation was an information gathering exercise and would help guide the Council's subsequent decisions on any supported bus service changes.

The full suite of consultation documents was as follows (all of which were made available on the Wiltshire Council Consultation Portal):

- Public Consultation Paper
- Questionnaire
- Frequently Asked Questions paper
- LTP Public Transport Strategy (current version)
- Bus Services that operate with funding from Wiltshire Council (as at December 2015)

- Bus Service Maps
- Equality Evidence Analysis Document
- Strategic Environmental Assessment (SEA)
- Habitat Regulation Assessment.

The public consultation exercise was undertaken from 11 January 2016 to 4 April 2016 (the SEA being available from 15 February 2016 to 4 April 2016). A variety of means were used to inform people of the consultation, which are listed further in this reported

11,093 questionnaires were received, making this the second largest response of any Wiltshire Council consultation. This represents the depth of feeling towards public transport across Wiltshire. Of these 11,093 questionnaires, around 3,000 were completed from a stock that were issued “on bus” by officers and bus drivers. This confirms that the consultation results are representative of bus users in Wiltshire.

There were 5,165 free text comments received, which have all been read. These comments ranged from simple one word answers to multiple pages. The comments have been categorised and sub categorised. A summary of these comments can be found at **Appendix 3**.

Further to the free text comments and outside of the questionnaires, representations were received from 141 individuals, MP’s, community groups, town and parish councils and other bodies. A list of these groups can be found at **Appendix 4**. The full transcript of these responses is not attached as it amounts to over 186 pages, but it can be seen upon request. Those comments that were directly relating to the consultation have been included as part of the free text summary and categorised in **Appendix 3**.

## Proposals

That Environment Select Committee / Cabinet:

- (i) Notes the results of the public consultation on supported bus service savings options as part of the review of the Wiltshire Local Transport Plan (LTP) 2011-2026 Public Transport Strategy review.
- (ii) Notes that a report on a proposed way forward for public transport in Wiltshire will be presented to Cabinet at a future meeting.
- (iii) Notes that over 11,000 individuals and organisations responded to, and took part in, the public consultation.
- (iv) Notes that due to the volume of consultation responses received only the majority or main consultation points have been outlined at this time; the analysis and consideration of more detailed points will be undertaken if and when changes to individual supported bus services are proposed and consulted upon.

**Reason for Proposals**

To provide Environment Select Committee and Cabinet with early visibility of the results of the public consultation on supported bus service savings options. A further paper outlining options will be presented to Cabinet in the future.

**Dr. Carlton Brand**  
**Corporate Director**

## Wiltshire Council

### Environment Select Committee

7 June 2016

### Cabinet

14 June 2016

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**Subject:** Wiltshire Local Transport Plan 2011-2026 Public Transport Strategy Review – Results of Supported Bus Service Savings Options Consultation

**Cabinet Member:** Councillor Philip Whitehead, Cabinet Member for Highways and Transport

**Key Decision:** No

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### Purpose of Report

1. To update members on the results of the public consultation on supported bus service savings options as part of the review of the Wiltshire Local Transport Plan (LTP) 2011-2026 Public Transport Strategy review.

### Relevance to the Council's Business Plan

2. The Wiltshire LTP Public Transport Strategy is relevant to all the Business Plan's outcomes:

*Outcome 1: Wiltshire has a thriving and growing local economy*

The public transport strategy can:

- Support the local economy (e.g. by making it easy for workers, shoppers and visitors to access local centres) and facilitate development growth (e.g. by helping to facilitate the planned housing and employment growth set out in the Wiltshire Core Strategy to 2026).
- Improve journey time reliability for road users (e.g. by removing some car trips from the highway network and therefore reducing congestion and delays).

*Outcome 2: People in Wiltshire work together to solve problems locally and participate in decisions that affect them*

The public transport strategy can:

- Enable local groups to operate community and voluntary transport schemes particularly to provide local access and safety net transport services to meet needs that cannot be effectively provided by other means (e.g. Link schemes).
- Help support community rail partnerships to improve stations and train services (e.g. Trans Wilts Community Rail Partnership).

*Outcome 3: Everyone in Wiltshire lives in a high quality environment*

The public transport strategy can:

- Enhance the built and natural environment (e.g. by removing some car trips from the highway network and therefore reducing greenhouse gas emissions and air quality pollutants).

*Outcome 4: Wiltshire has inclusive communities where everyone can achieve their potential*

The public transport strategy can:

- Provide access to key services and facilities for Protected Characteristics groups (as defined by the Equality Act 2010) (e.g. by providing travel opportunities for younger and older people who often do not have access to a car).

*Outcome 5: People in Wiltshire have healthy, active and high-quality lives*

The public transport strategy can:

- Encourage the use of public transport which typically involves a walking trip at the start and/or end of journeys (e.g. by working with operators to provide frequent, reliable and affordable bus services).

*Outcome 6: People are as protected from harm as possible and feel safe*

The public transport strategy can:

- Help make Wiltshire a safer place (e.g. by ensuring that buses and bus stops are safe to use by all).

## **Main Considerations for the Council**

### Pre-consultation exercise

3. As a first step in the review, a pre-consultation scoping paper, associated documents and questionnaire was developed to provide key stakeholders and partners with an overview of passenger transport, and an opportunity to shape the scope of the review. The paper, associated documents and questionnaire were made available via the Council's consultation portal between 8 July and 31 August 2015. Five workshops were undertaken during the pre-consultation phase with key stakeholder groups, to discuss the scoping paper, and to provide stakeholders with an opportunity to communicate their priorities, ideas, and concerns. Discussions were also held with key Wiltshire Council services and bus operators.
4. Some 160 questionnaires were returned and a bus survey was provided by Christian Malford Parish Council. Other non-questionnaire responses were also received from various groups. A paper setting out all the questionnaire comments received along with the Council's responses was posted on the Council's LTP3 webpage in October 2015.
5. In brief summary, the key points that came out of the pre-consultation exercise are as follows:
  - The overall feedback highlighted the importance of bus services to users, communities and public sector service providers.

- Community transport will not be able to provide transport alternatives on any significant scale.
- There is little scope to make subsidised bus services commercial.
- There were no new 'big ideas' suggested that would make significant financial savings within the necessary timeframe.
- There is limited potential for further savings in other areas of the Council's public transport budgets.

The Passenger Transport Unit has since 2012 reduced expenditure on its budget by around £4 million. This has been achieved through efficiency savings, some limited service reductions and policy changes, such as the revocation of the concessionary fares bus pass before 9.30 am. These savings are however now largely exhausted, but through changes in demography further efficiencies will always be considered.

#### Public consultation exercise

6. Based upon the pre-consultation findings (see 'Background') and in the context of Wiltshire Council's continuing budget pressures and the experience of other councils, officers developed six savings options for supported bus services that were included in a 'Public Consultation Paper' (which also included information on the national and local policy context, relevant research findings (including the extent of bus service cuts in other local authority areas) and current bus service provision in Wiltshire). Questions on the savings options (and other relevant questions) were also included in an associated questionnaire.
7. It was highlighted in the consultation paper and questionnaire that the consultation was focused on Wiltshire Council supported bus services and not commercial bus services. It was also highlighted that the consultation was not a detailed consultation on particular routes, timetables or destinations, and as there would be many combinations of possible supported bus service changes, the council had not yet determined what these changes might be (information on bus services 'at risk' was provided however). Instead, it was made clear that responses to the consultation would improve the council's knowledge and understanding and would help guide the council's subsequent decisions on any supported bus service changes.
8. The full suite of consultation documents was as follows (all of which were made available on the Wiltshire Council Consultation Portal):
  - Public Consultation Paper
  - Questionnaire
  - Frequently Asked Questions paper
  - LTP Public Transport Strategy (current version)
  - Bus Services that operate with funding from Wiltshire Council (as at December 2015)
  - Bus Service Maps
  - Equality Evidence Analysis Document
  - Strategic Environmental Assessment (SEA)
  - Habitat Regulation Assessment.

9. The public consultation exercise was undertaken from 11 January 2016 to 4 April 2016 (the SEA being available from 15 February 2016 to 4 April 2016). A variety of means were used to inform people of the consultation:
- Wiltshire Council Consultation Portal
  - Documents made available in specific libraries, leisure centres and Council offices
  - Questionnaires made available on supported bus services
  - Questionnaires made available through Age UK, Salisbury
  - Press releases
  - Parish newsletters
  - Social media promotion
  - Area Board 'Chairman's Announcements'
  - A featured item on the 'News from Wiltshire' section of the council's website
  - Correspondence with Chambers of Commerce
  - Correspondence with Salisbury and Chippenham Business Improvement Districts
  - Emails sent to some 6,000 Area Board contacts
  - Promotion of the consultation by DEVELOP (which supports voluntary and community organisations) and the Wiltshire Forum of Community Area Partnerships
  - Promotion of the consultation through the Registered Housing providers in Wiltshire
  - Included in the November 2014 business newsletter sent by the Economic Development Team to some 2,000 business contacts
  - Emails sent to Wiltshire 100 business contacts (107 businesses)
  - Emails sent to some 4,000 Leisure Service contacts.
  - Promotion of the consultation through the Apprentice Network (a support network for young apprentices) and also via the Apprenticeship Campaign Group (training providers) and the Gloucestershire and Wiltshire Provider Network.
  - Promotion of the consultation through Wiltshire College with documents and questionnaires made available
  - [Bus Users UK](#), who are a national group championing the rights of bus and coach users, were invited to help promote the consultation in partnership with local bus suppliers, who provided bus's at prominent locations throughout Wiltshire's main towns inviting the public to board the vehicles and complete questionnaires. These events were attended by members and officers of the council to support the public in the completion of the questionnaires
10. A petition was received at Full Council on 10 May 2016 from the Salisbury Journal, who also made a short representation on the importance of buses to facilitate rural communities and improve the economic prospects of the region. The petition secured over 6,000 responses and the basis of the petition can be found at [STOP BUS CUTS](#).

#### Public consultation results



11. There has been significant praise towards Wiltshire Council's approach to the consultation, most notably from Bus Users UK and the bus suppliers themselves. It is recognised that a measured, balanced and transparent approach is being adopted to understand the impact that may arise from any service reduction.
12. A copy of the questionnaire and the associated results is attached as **Appendix 1**.
13. A summary of the results of the questionnaire can be found at **Appendix 2**.
14. 11,093 questionnaires were received, making this the second largest response of any Wiltshire Council consultation. This represents the depth of feeling towards public transport across Wiltshire. Of these 11,093 questionnaires, around 3,000 were completed from a stock that were issued "on bus" by officers and bus drivers. This confirms that the consultation results are representative of bus users in Wiltshire.
15. There were 5,165 free text comments received, which have all been read. These comments ranged from simple one word answers to multiple pages. The comments have been categorised and sub categorised. A summary of these comments can be found at **Appendix 3**.
16. Further to the free text comments and outside of the questionnaires, representations were received from 141 individuals, MP's, community groups, town and parish councils and other bodies. A list of these groups can be found at **Appendix 4**. The full transcript of these responses is not attached as it amounts to over 186 pages, but it can be seen upon request. Those comments that were directly relating to the consultation have been included as part of the free text summary and categorised in **Appendix 3**.
17. In addition to the above, [Wiltshire People First](#) responded as a group representing 14 service users who have a learning disability and or autism. It has not been possible to include this submission as individuals, but the group response can be found at **Appendix 5**.
18. From the 5,335 individual free text comments and representations made 15,294 issues were raised. A selection of the most commonly mentioned is as follows:

*Vulnerable People* – 1,095 comments were made on how any reduction to public transport would adversely impact on this demographic. This supports comments made as part of the pre consultation exercise and is also drawn out elsewhere in the consultation.

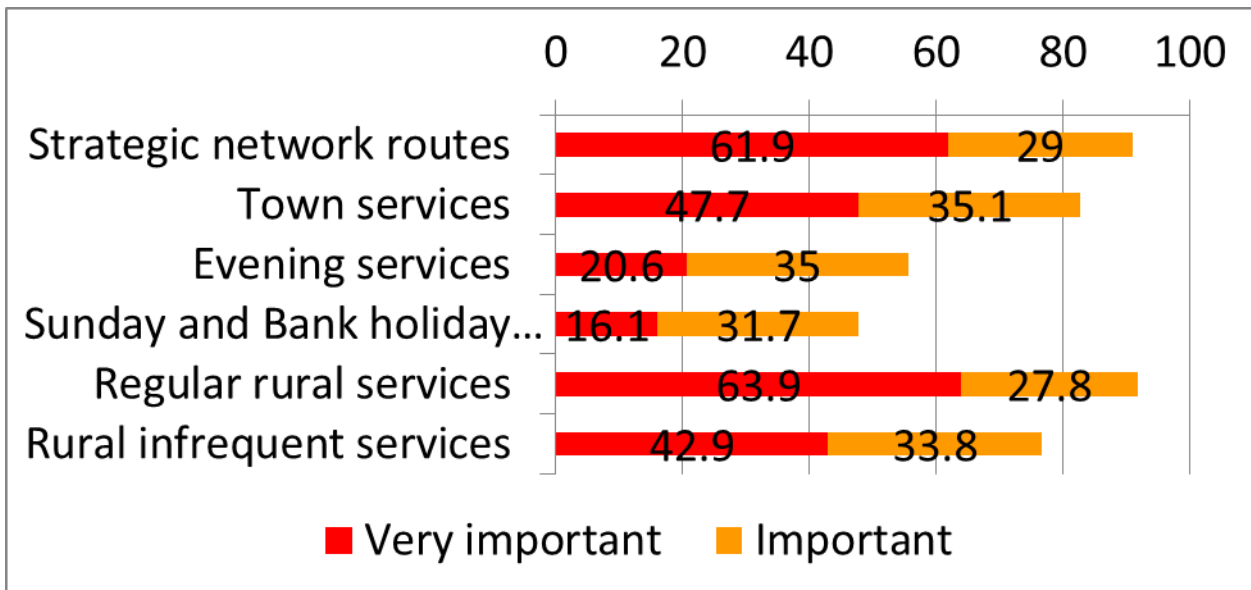
*Concessionary Fares* - 877 comments were made about the use of the concessionary fare pass, ranging from means testing to making a contribution. Under current legislation it is not possible to make a charge for the concessionary pass. However, through devolution bids in other parts of the country it has been suggested that a nominal payment for the concessionary pass may be considered by government.

*Access to essential services* – 1,673 comments were received stating that a reduction in public transport would restrict and in many cases completely deny, them access to essential services such as shopping and medical appointments. They also suggested that a lack of public transport would have an adverse effect upon the economy.

*Quality of life* – Linked to vulnerability, there were a further 1,833 comments made around a reduction to peoples quality of life, due to a lack of independence, but most notably there were 661 comments referring to social isolation.

*Service Type* – There were 3,747 comments made about the type of service whether it be to retain, or reduce a particular type of service. Of these 3,747 comments, 1,302 suggested that the retention of rural services was very important to them, which reaffirms the results of the questionnaire.

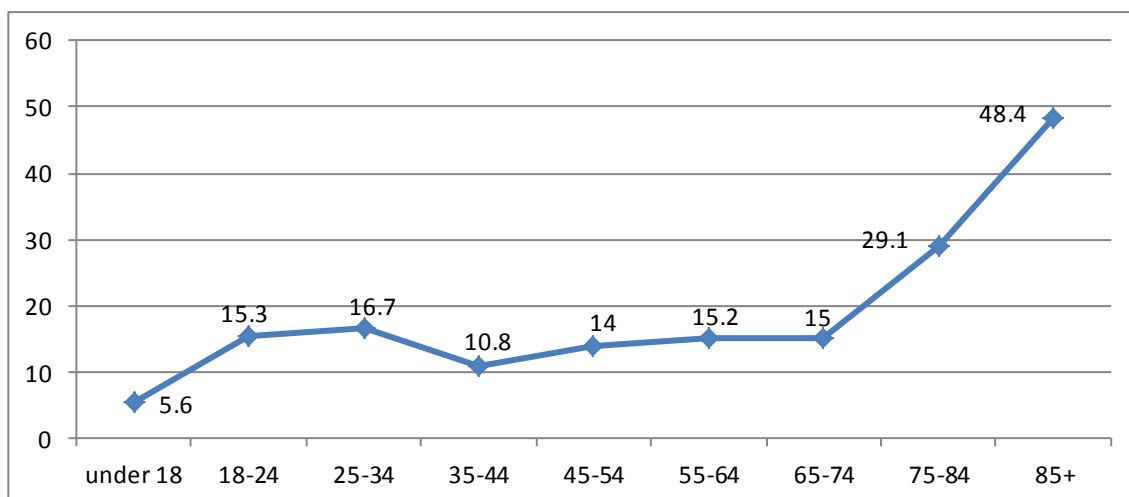
19. The following are some of the more salient points from the overall consultation results and some additional analysis that was felt important to represent the responses fully. This additional analysis was determined by officers and members of the public transport review task group.
20. In general, the demography of the respondents can be categorised as follows:
  - 42% are male 57% female
  - 58% of respondents are over 65 years old (4.3% 85+)
  - 28% of respondents say they have mobility problems
  - 62% of respondents have access to a car but 38% do not
  - 64% have a concessionary bus pass
21. The table below represents the different types of service that was consulted upon and the priority the respondents placed upon each of them.



22. As can be seen there is significant support for regular rural and the strategic network routes and less support for evening, Sunday and Bank holiday services. The impact on the user of these services is drawn out further in the following section.

**Topic 1: Age and disability.**

Q. *How many of the respondents aged over 65 regarded themselves as disabled?*



- A. The above graph represents the percentage of respondents in each age category who consider themselves disabled. It is important to note the significant increase in disability once over the age of 75, but it is also interesting to note that there is generally a high percentage of people who consider themselves disabled who responded. Any reduction in public transport would impact upon this vulnerable group, potentially placing additional cost pressures on other Wiltshire Council services.

**Topic 2: The percentage of people who use concessionary bus passes who consider themselves disabled.**

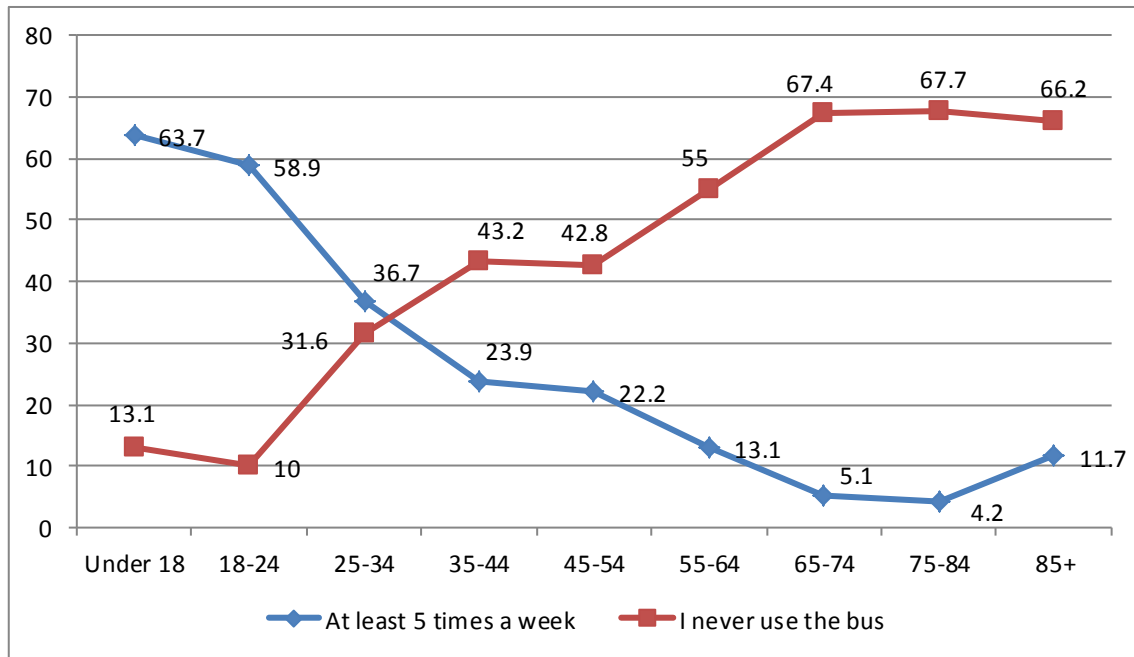
- Q. *How many of those who have concessionary bus passes say they are disabled in any way?*
- A. *There were roughly 64% of respondents who said they used a concessionary bus pass in our survey. Of these some 24% considered themselves disabled, above the average within the whole survey which was 18% but perhaps not markedly so. Conversely, however, 82% of those who did say they were disabled had a concessionary bus pass. Again the steep rise above the ages of 75, seem to account for this.*

**Topic 3: The use of buses by the various age groups.**

- Q. *What was the age breakdown of the various use of buses, was there a particular bus use that was more popular with a particular age group?*

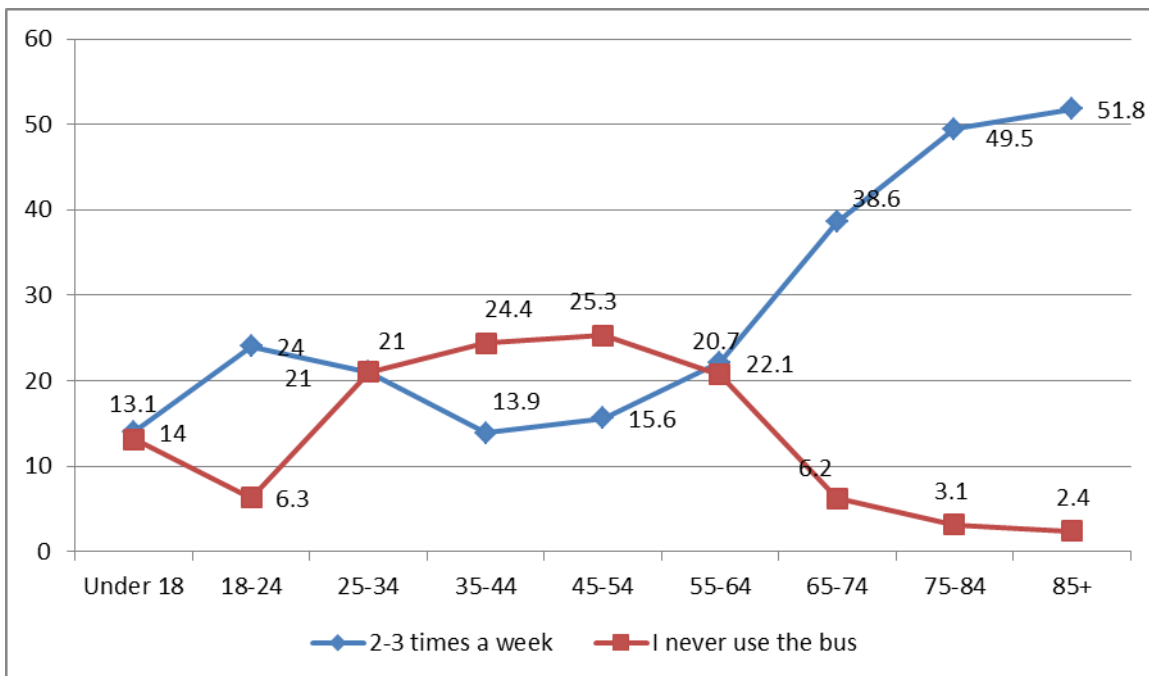
*To get to work  
 To go shopping  
 To visit family and friends  
 To get to a Doctors or medical appointment  
 To get out and about*

**Figure 1 using the bus to get to work by age group**



A. *As can be seen the use of buses to get to work is very much age related as one would expect. This is particularly relevant for those under 24 perhaps without access to a car. It does not represent all under 24 year olds, just those who answered the survey who by its nature would tend to be bus users anyway.*

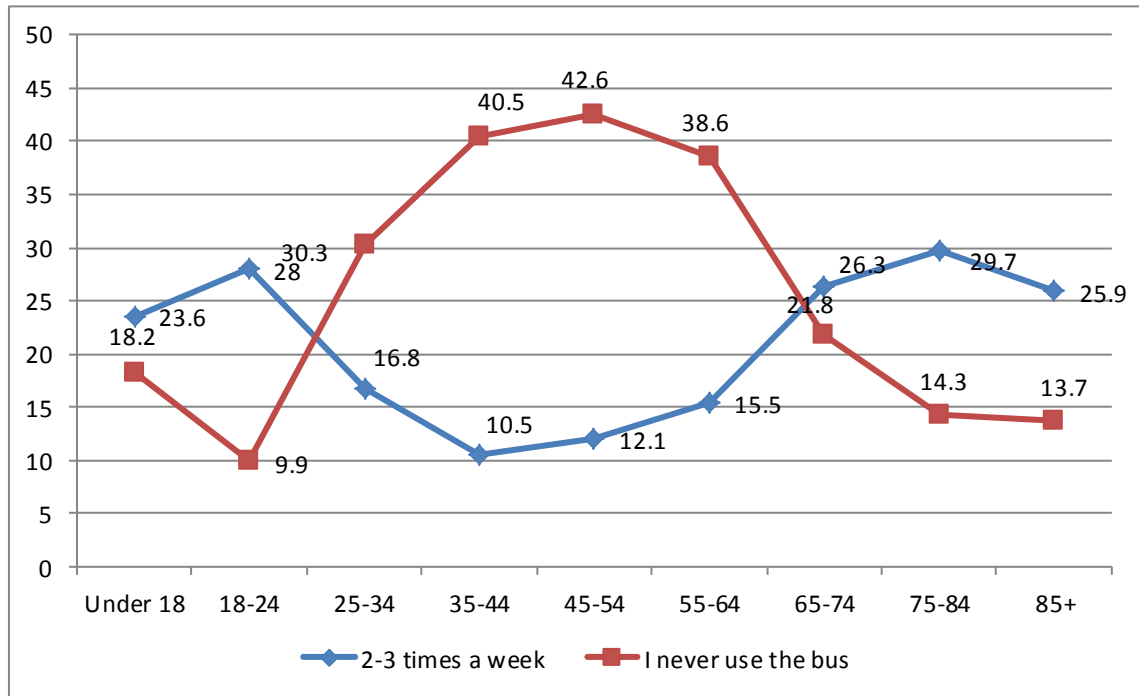
**Figure 2 using the bus to go shopping by age group**



A. *As can be seen the use of buses to go shopping (in this case the most popular aspect – shopping 2-3 times a week) is very much age related as one would expect. This is particularly relevant for those over 75 perhaps without*

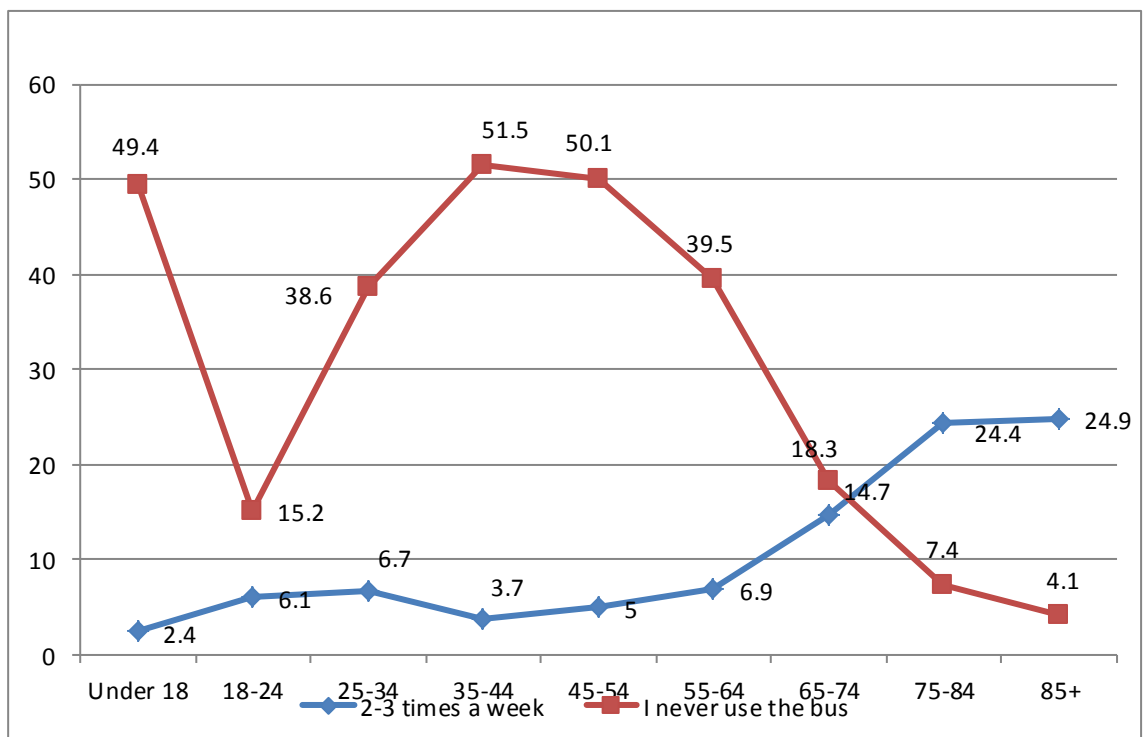
access to a car. It does not represent all over 75 year olds just those who answered the survey who by its nature would tend to be bus users anyway.

**Figure 3 using the bus to visit family and friends**



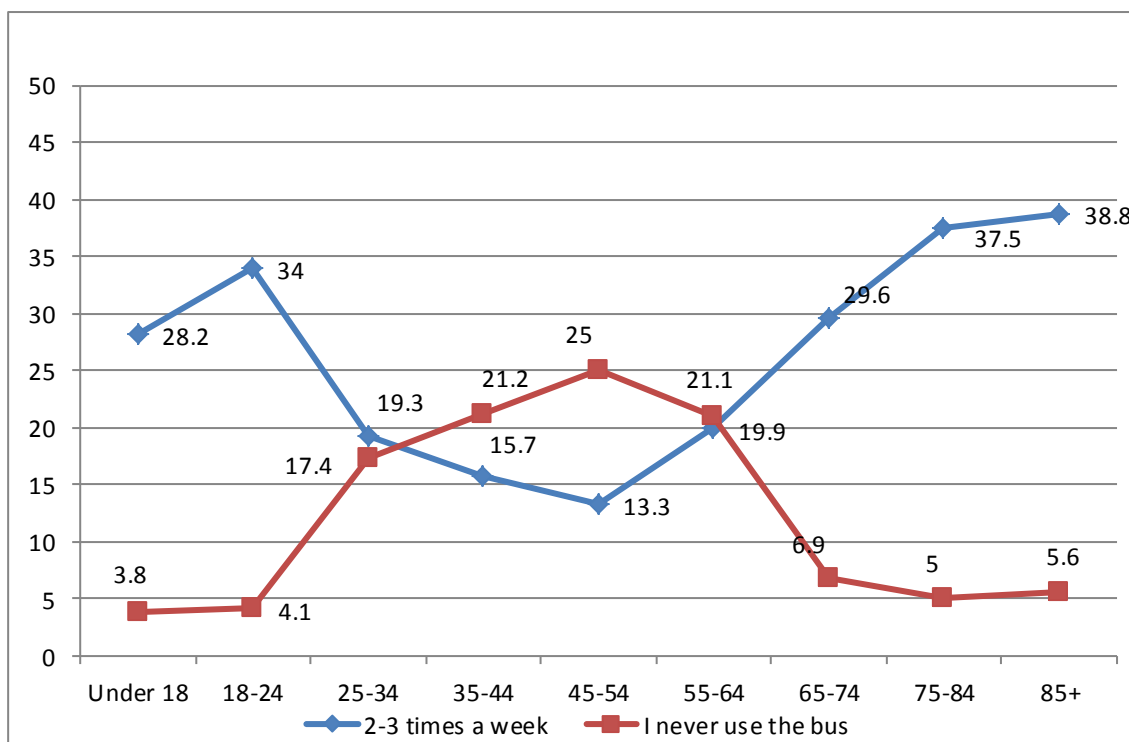
A. The above pattern is perhaps typical with those between 25 and 64 rarely using the bus to visit family and friends. This more important for the younger and older age groups.

**Figure 4 using the bus to get to a Doctors or medical appointment**



A. *Again perhaps a typical distribution with the elderly relying more on the bus to get to medical appointments.*

**Figure 5 using the bus to get out and about**



A. *This pattern shows that for the youngest and eldest age groups those traditionally who may not have access to a car, the bus is important as a social tool to get out and about.*

**Topic 3 the 6 options – Did respondents views vary dependent on age? What was very important or important to respondents?**

Q. *Strategic network routes linking the main towns*

A. *Looking across all the age groups between 87-92% said that these were very important or important – there was no significant variation therefore by specific age groups – all regarded such routes as important.*

Q. *Town services*

A. *Looking across the age ranges it is noticeable that the level of importance (very important and important) climbs gradually as age increases with 68% of under 18's, 71% of 18-24's, 75% of 25-34's all the way to over 90% of respondents aged 55+*

Q. *Evening services*

A. *Looking across the age ranges the pattern is age related with evening services being regarded as very important or important by around two thirds of respondents until they are aged over 65 when the relative importance drops to 50% at 65-74 years old, 41% at 75-84 years old and 36% at 85+.*

Q. *Sunday and Bank holiday services*

A. *Looking across the age ranges the relative importance of the service was greatest amongst the 18-24 age group (70% said it was very important or important, the 25-34 age group (63% said it was very important or important) but tailed off as one got older so that by 75-84 only 41% said it was very important or important and 36% amongst those over 85.*

Q. *Rural regular services*

A. *Looking across the age ranges there was no noticeable difference in the percentage who said it was very important or important with the range spanning 88%-93%.*

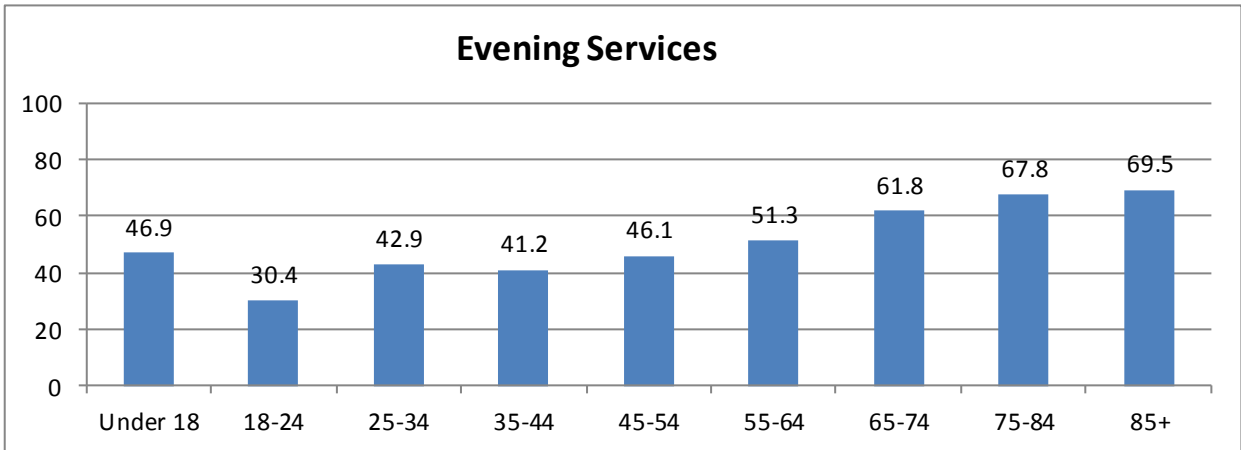
Q. *Rural infrequent services*

A. *Looking across the age ranges there was a slight lowering of relative importance amongst those up to aged 44 with those saying these services were very important or important varying between 63% and 69% whereas in the two age groups 65-74 and 75-84 it was around 80%.*

#### **Topic 4 Looking for savings – Is support for savings dependent on age?**

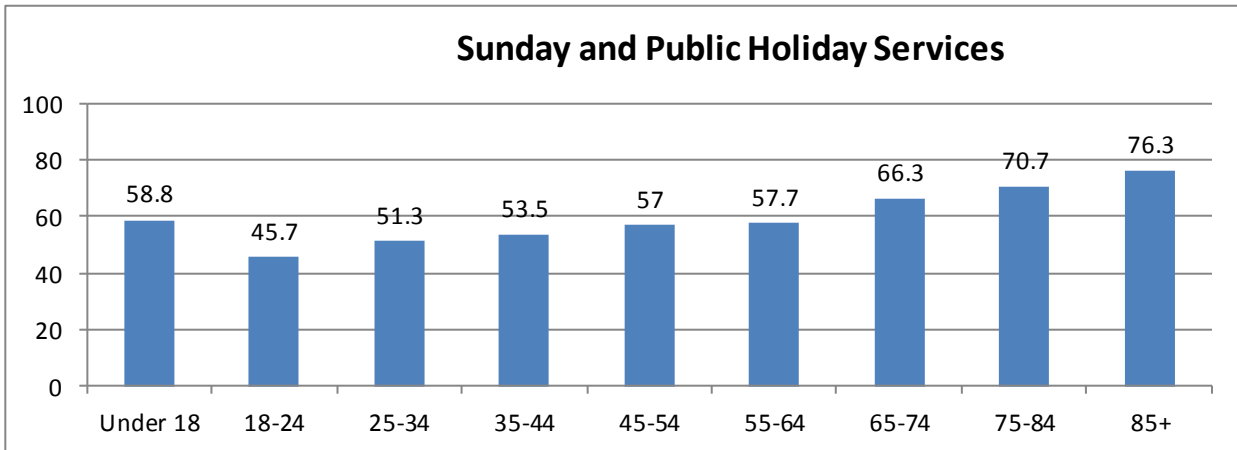
Q. *Do you support the Council looking for savings in this area? Evening services*





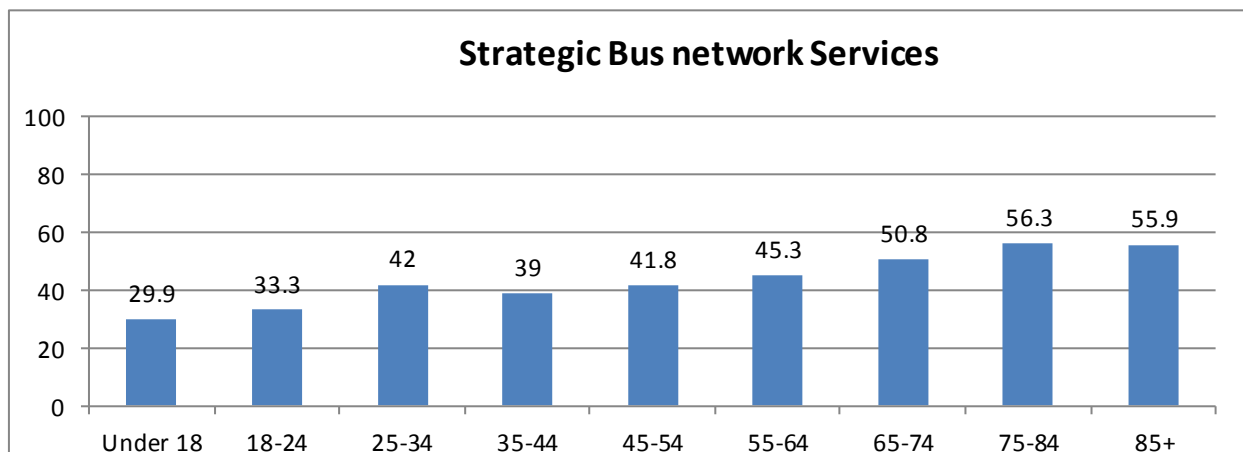
A. *The level of support for saving increases above age 65 not surprising as evening use by older groups is not as important according to our survey responses to question 9.*

Q. *Do you support the Council looking for savings in this area? Sunday and Public holiday Services*



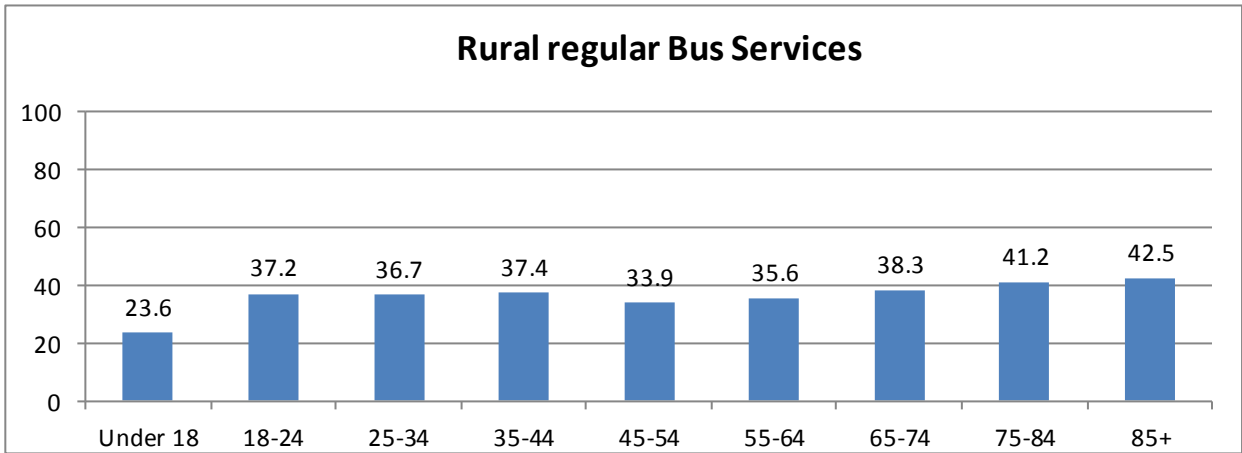
A. *The level of support for savings in this area increases as respondents get older – it is only the 18-24 age group that appear slightly against this proposal overall which may reflect their confidence in using the bus to travel yet at an age where they may not yet own a car.*

Q. *Do you support the Council looking for savings in this area? Strategic Bus network Services*



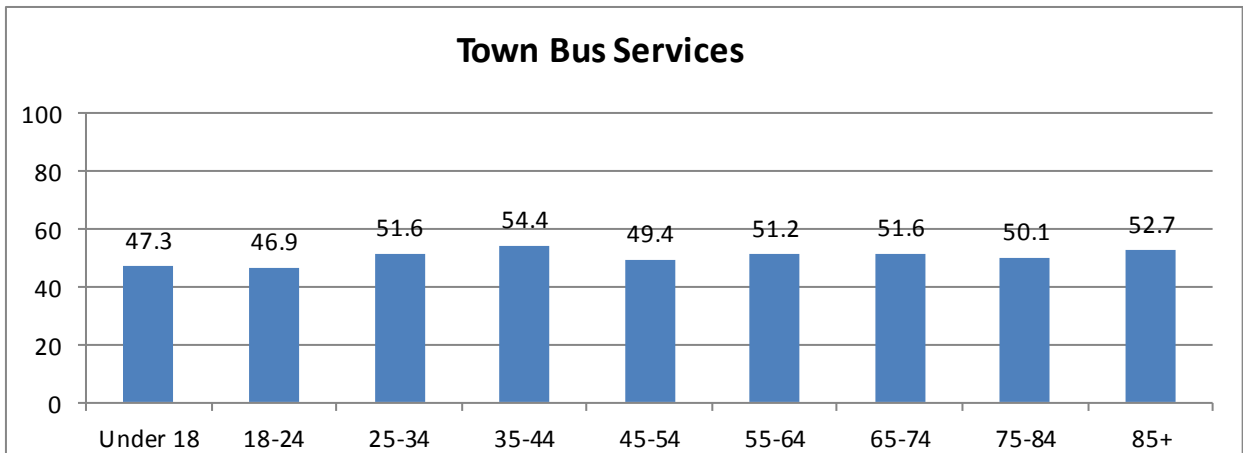
A. *Support for savings in this area rise slowly via the age groups but is in a minority until the ages 65+ which perhaps reflects the shorter journeys that older respondents undertake rather than journeys between major centres.*

Q. Do you support the Council looking for savings in this area? Rural regular Bus Services



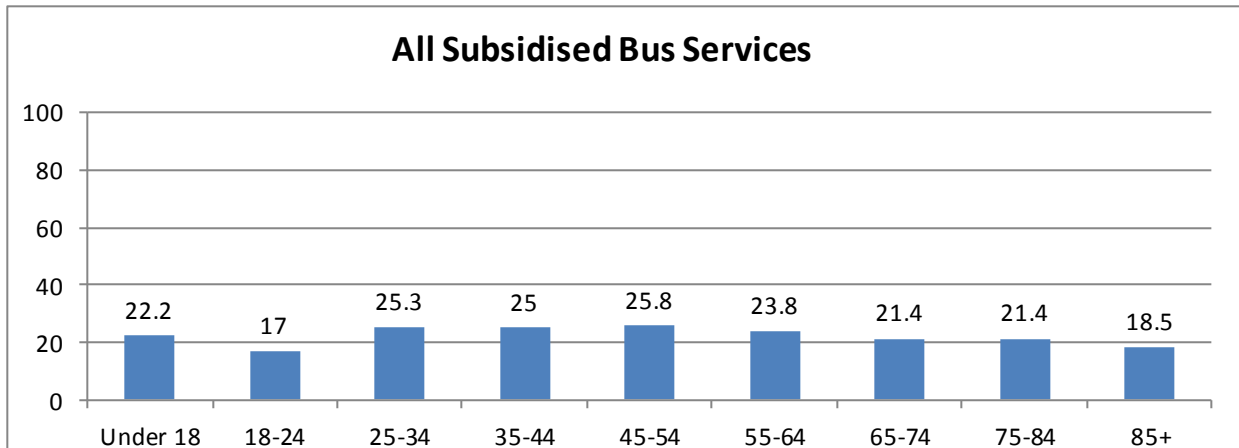
A. Support for savings in this area remain in the minority across all age ranges suggesting it is an area that is seen as essential in what is in effect a rural authority.

Q. Do you support the Council looking for savings in this area? Town Bus Services



A. Support for savings here are very similar across all age ranges with a rough 50/50 split for and against savings to Town Bus Services.

Q. *Do you support the Council looking for savings in this area? All subsidised Bus Services*



A. *Support for savings across all subsidised bus services remains universally low across all age ranges.*

**Topic 5 Looking for savings – is support for savings dependent on access to a car?**

Q. *Across all the options explored looking at savings from Evening services, Sunday and Public Holiday services, Strategic Network services, Town services and then Rural regular and Rural infrequent services, it was noticeable that the greatest impact would without doubt fall on those who do not have access to a car.*

A. *So of those who said that removing the subsidy “wouldn’t affect me at all, as I rarely if ever use such a service” between 69% and 89% said they had access to a car.*

*In contrast between 70% and 78% of people who said such changes “would have a big impact on me personally did not have access to a car.*

Option 24/7

23. Option 24/7 is a community interest group, details of the group can be found at the following link:

<http://option247.uk/index.html>

24. Their proposal is to franchise bus services in Wiltshire, by using revenue generated from the commercial, profitable bus services (not subsidised or managed by Wiltshire Council), to cross subsidise the bus services which Wiltshire Council funds. Powers to achieve this already exist in current legislation, but to date no other local authority in the country, including the large metropolitans, where bus usage and profitability, are significantly higher than in Wiltshire, have achieved this.

25. New legislation in the form of the buses bill will likely receive royal ascent in the spring / summer of 2017, which will make it clearer what franchising and enhanced partnership working with bus suppliers and other key stakeholders might look like. Unfortunately, this does not necessarily tie in with the timescales for this review. However, the Option 24/7 proposal should not be discounted and officers will continue to work with representatives of the group to develop the concept.
26. During the consultation period representatives of 24/7 were keen to promote the concept of franchising and from their website suggested how the public should respond. From the analysis of the free text comments, where all points raised were categorised and then sub categorised (**Appendix 3**), option 24/7 received 158 references out of the 15,294 recorded (around 1%).
27. In summary of the results of the questionnaire, they very much followed the same line as the outcomes from the pre consultation phase, with the main priority being on rural and strategic network services, so that people / communities do not become isolated. There was less of a priority placed upon on evenings and Sunday services. However, a reduction in one type of service category, i.e. evenings and Sundays, would adversely affect younger people and likewise a reduction in rural services would adversely affect the elderly.

## **Background**

28. The current Public Transport Strategy was approved by Cabinet at its meeting on 14 December 2010 and formally adopted by the Council at its meeting on 22 February 2011 as part of the Wiltshire LTP 2011-2026.
29. The Public Transport Strategy and its service delivery (i.e. Wiltshire Council supported bus services) are being reviewed as a result of continuing and growing pressures on Council budgets that mean that funding is no longer available to continue delivering bus services at the level that was envisaged when the LTP was published in 2011.
30. The review of the LTP Public Transport Strategy is part of a wider review of all areas of Wiltshire Council's passenger transport remit (except rail and taxis). The wider review will include re-examining policy and spending in home-to-school and college transport, SEND transport and social care client transport to make sure that service provision is aligned to priorities and to identify any scope for further savings. Work on this wider review is proceeding in parallel with the Public Transport Strategy review, and if it results in any proposals for changes to policies, they will also be subject to consultation before implementation.

## **Overview and Scrutiny Engagement**

31. Councillors (Councillors Peter Evans (Chair), Mollie Groom, Jacqui Lay, Magnus Macdonald and Graham Wright) on the Passenger Transport Review Task Group have been able to scrutinise the review at various stages through meetings held on 10 June 2015, 9 July 2015, 16 September 2015, and 3 December 2015. Task Group members also attended meetings organised as part of the pre-consultation exercise.

In addition, Councillor Peter Evans attended meetings of the Passenger Transport Review Project Board as a representative of the Task Group (the Project Board is chaired by Councillor Philip Whitehead (Cabinet Member for Highways and Transport) and is made up of Councillor Horace Prickett (Portfolio Holder for Passenger Transport), external key partner representatives and senior Wiltshire Council officers).

### **Safeguarding Implications**

32. There are no safeguarding implications as a direct result of this proposal. The pre-consultation exercise included discussions with children's services and adult social care teams in Wiltshire Council. An Equality Evidence Analysis Document formed part of the suite of supporting documents to the public consultation. This will be reviewed as part of a further paper outlining options being presented to Cabinet.

### **Public Health Implications**

33. There are no public health implications as a direct result of this proposal. The pre-consultation exercise included discussions with public health teams in Wiltshire Council. In addition, a Strategic Environmental Assessment (SEA), which includes a topic on 'healthy communities' formed part of the suite of supporting documents to the public consultation. This will be reviewed as part of a further paper outlining options being presented to Cabinet.

### **Procurement Implications**

34. There are no procurement implications as a direct result of this proposal.

### **Equalities Impact of the Proposal**

35. There are no equalities impact implications as a direct result of this proposal. An Equality Evidence Analysis Document formed part of the suite of supporting documents to the public consultation. This will be reviewed as part of a further paper outlining options being presented to Cabinet.

### **Environmental and Climate Change Considerations**

36. There are no environmental and climate change implications as a direct result of this proposal. A Strategic Environmental Assessment (SEA) and Habitats Regulation Assessment (HRA) formed part of the suite of supporting documents to the public consultation. The SEA and HRA will be reviewed as part of a further paper outlining options being presented to Cabinet.

### **Risk Assessment**

37. This section highlights the key risks and proposed management of those risks associated with the proposals in this report.

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

38. None.

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

39. None.

**Financial Implications**

40. There are no financial implications as a direct result of this proposal.

**Legal Implications**

41. There are no legal implications as a direct result of this proposal.

**Options Considered**

42. In advance of any future decision on public transport in Wiltshire, it was decided, that it would be beneficial to provide the Environment Select Committee and Cabinet with early visibility of the consultation results, and to reduce the extent and complexity of the proposed further report to Cabinet.

**Conclusions**

43. For the Environment Select Committee and Cabinet to note the contents of this report in advance of a further paper outlining options being presented to Cabinet in future.

**Parvis Khansari**

Associate Director Highways and Transport

Report Authors:

**Phil Morgan**

Strategic Consultation and Engagement Manager

Tel: 01225 713186

**Robert Murphy**

Principal Transport Planner - Policy

Tel: 01225 713458

**Jason Salter**

Head of Service - Passenger Transport Unit

Tel: 01225 713334

9 May 2016

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**The following unpublished documents have been relied on in the preparation of this Report:**

None

**Appendices:**

Appendix 1 - Final results of questionnaire and the questionnaire

Appendix 2 - Summary of questionnaire responses

Appendix 3 - Summary of free text comments

Appendix 4 – Confirmation of organisations who responded

Appendix 5 – Wiltshire people First submission



Public consultation on the future provision of subsidised bus services in Wiltshire

This survey is part of the Council's Review of Passenger Transport (excluding taxis and trains) which seeks to consult widely on the actions, options, opportunities and developments around bus and community transport. It is not a detailed consultation on particular routes, timetables and destinations. We are keen to hear the views of residents, stakeholders and other interested parties.

Although passenger transport makes a strong contribution to the priorities that underpin Wiltshire Council's Business Plan, a key challenge in recent years has been how the service can continue to achieve these priorities in the face of growing pressures on local authority spending. This review is therefore being undertaken to help identify savings from passenger transport budgets.

Please note this is a consultation only about subsidised bus services, which are those services that are not viable for a bus company to run without Council funding. The majority of bus services that run within Salisbury and between major towns are operated as a commercial venture by the bus companies themselves without Council funding and so are not the subject of this review.

This review will be accompanied by continuing work to identify savings in other areas of the Council's passenger transport spending.

About you?

Any information provided is governed by the Data Protection Act 1998 and will be treated as strictly confidential.

1. Are you?

Male	Female	Prefer not to say
4476 (41.7%)	6124 (57.1%)	126 (1.2%)

2. What is your age range?

216 (2.0%)	under 18
233 (2.1%)	18-24
351 (3.2%)	25-34
640 (5.8%)	35-44
1223 (11.1%)	45-54
1928 (17.5%)	55-64
4005 (36.4%)	65-74
1919 (17.5%)	75-84
474 (4.3%)	85+

3. What is your post code? This will be used to map responses only. Please use capitals and a space such as in BA14 8JN

10289 (100.0%)

**4. Do you consider yourself to be disabled in any way?**

Yes 1987 (18.4%)	No 8806 (81.6%)
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**5. Is your mobility impaired in any way?**

	No	Yes due to a disability	Yes due to my age
Is your mobility impaired in any way?	7590 (71.5%)	1315 (12.4%)	1714 (16.1%)

**6. Do you own or do you have access to drive any car, van or motorcycle**

Yes 6748 (61.8%)	No 4174 (38.2%)
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## Your use of buses in Wiltshire

**7. How would you describe your use of bus services in Wiltshire? Please tick the statements closest to your view.**

	At least 5 days a week	2-3 times a week	Once a week	Once or twice a month	A few times a year	I never use the bus
To get to work	903 (18.8%)	587 (12.2%)	237 (4.9%)	238 (4.9%)	420 (8.7%)	2426 (50.4%)
To go shopping	861 (9.3%)	3082 (33.3%)	1675 (18.1%)	1282 (13.9%)	1275 (13.8%)	1068 (11.6%)
To visit family or friends	500 (7.8%)	1355 (21.3%)	1032 (16.2%)	882 (13.8%)	837 (13.1%)	1770 (27.8%)
To get to a doctors or medical appointments	493 (6.9%)	935 (13.1%)	562 (7.9%)	1480 (20.8%)	1798 (25.2%)	1863 (26.1%)
To get out and about	1040 (11.8%)	2328 (26.5%)	1374 (15.6%)	1388 (15.8%)	1587 (18.0%)	1081 (12.3%)

**8. Do you use a concessionary bus pass? The concessionary fare scheme costs Wiltshire Council around £4.3m per year. Please note Wiltshire Council cannot introduce a small additional charge per journey for concessionary bus pass holders, or an annual administration charge for each pass as this is not allowed by Government legislation.**

6864 (63.9%) Yes  
3877 (36.1%) No

## Bus Services

Last year Wiltshire Council spent £5.1 million on subsidising local bus services.

These are services that could not be operated without a Council subsidy, and account for around half of total bus mileage in the county. The highest proportion is spent on 'regular rural' services. These operate between two market towns, linking several villages along the route. Bus services in towns account for the next highest proportion of expenditure, followed by strategic town to town services, evening services, infrequent shoppers' buses and Sunday services.

9. Bus services are currently grouped into a number of categories. Given the economic, social and environmental role that buses can play but also the Council's need to make substantial cost savings, which of the following categories do you feel it is most important for the Council to support?

	Very important	Important	Neither important nor unimportant	Unimportant	Very unimportant
Strategic network routes linking the main towns within and beyond Wiltshire	6452 (61.9%)	3020 (29.0%)	624 (6.0%)	243 (2.3%)	81 (0.8%)
Town services (running entirely within a town or city linking the main housing areas and the centre)	4862 (47.7%)	3580 (35.1%)	1194 (11.7%)	406 (4.0%)	146 (1.4%)
Evening services (those which operate after 7pm)	2030 (20.6%)	3446 (35.0%)	2832 (28.8%)	1245 (12.7%)	285 (2.9%)
Sunday and Bank holiday services	1493 (16.1%)	2939 (31.7%)	3007 (32.4%)	1439 (15.5%)	394 (4.2%)
Rural regular services (linking smaller towns and rural areas, generally with at least 4 journeys in each direction on 5 days a week)	6768 (63.9%)	2951 (27.8%)	622 (5.9%)	175 (1.7%)	83 (0.8%)
Rural infrequent services that serve rural areas generally on only certain days of the week	4312 (42.9%)	3398 (33.8%)	1535 (15.3%)	551 (5.5%)	252 (2.5%)

## Options for savings

The Council has consulted with stakeholders and partners and used its own experience and that of other councils to develop a number of options to make savings. As there will be many combinations of bus service changes possible the Council has not determined what these may be and is asking for responses to the options below to guide their decisions. You can refer to the map, table and documents on the Council's website showing which routes would be affected.

### Option 1 Withdraw funding for all supported evening services

Most evening buses in Wiltshire (those running after 7.00pm) are currently funded by the Council. 11 routes are supported, with 330,000 passengers journeys a year subsidised by the Council. Withdrawal of funding for these services would save around £639,000 a year.

10. Given the level of subsidy and the numbers who use this service would you support the Council looking at this area to find savings?

Yes	No
6016 (56.6%)	4609 (43.4%)

11. If the Council was to remove the subsidy for evening services which meant that they were not able to continue to operate how would this personally affect you?

5409 (50.3%) It wouldn't affect me at all, as I rarely, if ever use such a service  
 3189 (29.6%) I might be affected but could probably make alternative arrangements  
 1335 (12.4%) I would be affected by this quite a lot  
 827 (7.7%) This would have a big impact on me personally

## Option 2 Withdraw funding for all supported Sunday and public holiday services

Most buses in Wiltshire that run on Sundays and public holidays are currently funded by the Council. 8 routes are supported, with the Council subsidising around 145,000 passenger journeys a year. Withdrawal of funding for these services would save around £165,000 a year.

12. Given the level of subsidy and the numbers who use this service would you support the Council looking at this area to find savings?

Yes	No
6725 (63.0%)	3955 (37.0%)

13. If the Council was to remove the subsidy for Sunday services which meant that they were not able to continue to operate how would this personally affect you?

5525 (51.6%) It wouldn't affect me at all, as I rarely, if ever use such a service  
 3405 (31.8%) I might be affected but could probably make alternative arrangements  
 1169 (10.9%) I would be affected by this quite a lot  
 615 (5.7%) This would have a big impact on me personally

## Option 3 Reduce the hourly services Mon-Fri to a two hourly service on the strategic bus network

The strategic bus network links the small market towns and larger villages in Wiltshire with the nearest large town, with services operating at least every hour on Mondays to Fridays. 10 routes are part-funded, and 3 routes (Malmesbury - Swindon, Malmesbury - Chippenham and Devizes - Salisbury) are entirely funded by the Council. The Council subsidises around 460,000 passenger journeys a year. To reduce the service to a two hourly frequency during the daytime would save around £430,000 a year.

14. Given the level of subsidy and the numbers who use this service would you support the Council looking at this area to find savings?

Yes	No
5186 (48.2%)	5565 (51.8%)

- 15. If the Council was to remove the subsidy for these services which meant that they were not able to continue to operate how would this personally affect you?**
- 3479 (32.2%) It wouldn't affect me at all, as I rarely, if ever use such a service
  - 3381 (31.3%) I might be affected but could probably make alternative arrangements
  - 2474 (22.9%) I would be affected by this quite a lot
  - 1469 (13.6%) This would have a big impact on me personally

## Rural Bus services

The Council currently spends over £2 million a year subsidising services on 57 rural routes. Half of these are regular services providing up to 4 or 5 buses a day in each direction linking the villages to their nearest town, while the remainder are infrequent services usually operating only on certain days of the week to a local market. The Council subsidises around 960,000 passenger journeys a year on rural bus services.

**Option 4 Reduce rural bus services to 2-3 buses a day on regular routes and withdraw most of the infrequent services except those that are the only service to a group of villages.**

As the savings would depend on using one bus and driver to operate two routes, journeys would not necessarily be conveniently timed. This option would save around £1.19 million a year

- 16. Given the level of subsidy and the numbers who use this service would you support the Council looking at this area to find savings?**

Yes	No
4006 (37.5%)	6679 (62.5%)

- 17. If the Council was to reduce the subsidy for rural bus services which meant that they were able to continue to operate but at a much reduced frequency - say only 2 to 3 journeys a day how would this personally affect you?**

- 3495 (32.5%) It wouldn't affect me at all, as I rarely, if ever use such a service
- 3096 (28.8%) I might be affected but could probably make alternative arrangements
- 2621 (24.4%) I would be affected by this quite a lot
- 1546 (14.4%) This would have a big impact on me personally

## Town bus services

The Council currently spends £1.01 million a year to fund the provision of hourly bus services linking the housing estates in Bradford on Avon, Calne, Corsham, Devizes, Melksham, Trowbridge, Westbury and Warminster with the centres of those towns. It also part funds the provision of such services in Salisbury, Chippenham and Marlborough at times when the bus companies would not otherwise run them. Around 650,000 passenger journeys a year are made using these services.

**Option 5 Reduce town bus services to 2-3 buses a day. Existing buses used by pupils within Warminster, Devizes, Bradford on Avon and Melksham would be retained**

As the savings would depend on using one bus and driver to operate two routes, journeys would not necessarily be conveniently timed. However, buses used by pupils living within Warminster, Devizes, Bradford on Avon and Melksham to travel to/from school would be retained.

This option would save around £460,000 a year.

18. Given the level of subsidy and the numbers who use this service would you support the Council looking at this area to find savings?

Yes	No
5306 (51.0%)	5098 (49.0%)

19. If the Council was to reduce the subsidy for town services which meant that they were able to continue to operate but at a much reduced frequency - say only 2 to 3 journeys a day how would this personally affect you?

4913 (46.4%) It wouldn't affect me at all, as I rarely, if ever use such a service  
 2584 (24.4%) I might be affected but could probably make alternative arrangements  
 1977 (18.7%) I would be affected by this quite a lot  
 1109 (10.5%) This would have a big impact on me personally

## Option 6 Withdraw all funding for all Council subsidised services

Around half of all bus services in Wiltshire are subsidised by the Council, and in total these subsidised services carry over 2.5 million passengers a year. Withdrawing all funding for these services would save £5.1 million a year.

20. Given the level of subsidy and the numbers who use this service would you support the Council looking at withdrawing funding to find savings if a small proportion of the savings were reallocated to community transport initiatives, health transport options, etc?

Yes	No
2388 (22.4%)	8260 (77.6%)

21. If the Council was to reduce the subsidy for all services how would this personally affect you?

1558 (14.5%) It wouldn't affect me at all, as I rarely, if ever use such a service  
 2717 (25.2%) I might be affected but could probably make alternative arrangements  
 3588 (33.3%) I would be affected by this quite a lot  
 2899 (26.9%) This would have a big impact on me personally

22. In order to keep as many of the existing subsidised services running as possible Wiltshire Council is investigating if other organisations, individuals and communities might be able to fund, or even operate elements of some bus routes. This might for example include paying for services in villages on routes or helping to fund extra journeys. Given this which of the following statements do you agree with?

Agree	Neither agree nor disagree	Disagree
-------	----------------------------	----------

This is a great idea	3655 (37.8%)	3233 (33.5%)	2776 (28.7%)
If there aren't enough passengers to enable a bus service to run without subsidy then it should go.	1703 (17.8%)	2567 (26.8%)	5293 (55.3%)
I am for protecting these services even if it means I have to pay more through local taxes etc.	6012 (59.0%)	2508 (24.6%)	1674 (16.4%)
The Council and other public bodies should look to reconfigure the services they provide (social care, health, etc) so people don't have to travel.	4189 (43.3%)	3408 (35.2%)	2084 (21.5%)
It's up to local communities to see if they can raise the necessary funds themselves.	917 (9.4%)	2858 (29.4%)	5940 (61.1%)

## Community and Voluntary transport schemes

**In 2014/15 the Council spent £381,000 supporting community and voluntary transport schemes. There are 15 community minibus groups providing services in their area for those who are unable to use ordinary bus services and also over 40 Link schemes which cover 98% of rural households, providing transport in the volunteers' own car. Wiltshire Council works with Community First to administer such schemes is on its behalf. If you are interested in volunteering in any capacity, please contact Community First at [www.communityfirst.org.uk](http://www.communityfirst.org.uk)**

### 23. Have you ever heard of or used a community or voluntary transport scheme in Wiltshire?

Never heard of them	Heard of them but never used them	I have used a scheme
2101 (19.3%)	6872 (63.2%)	1908 (17.5%)

### 24. If you used a scheme what did you think of it?

I would recommend it	OK but no substitute for buses	It wasn't that good	Don't know
1067 (56.8%)	698 (37.1%)	104 (5.5%)	11 (0.6%)

## Finally

- 25.** This is a challenging review against a backdrop of severe financial constraints. Do you have any further comments or suggestions that will help us? Please use this question to provide any further details on how the options would have an impact on you personally.  
6859 (100.0%)

**If you need any further information about the survey, please contact Wiltshire Council's customer services team on 0300 456 0100 or email the Council's passenger transport unit at [passengertransport@wiltshire.gov.uk](mailto:passengertransport@wiltshire.gov.uk)**

**Thank you for taking part in this survey**

**If you are filling out this out by hand then please send your completed survey by post to:**

**Public Transport Survey  
Passenger Transport Unit  
Wiltshire Council  
County Hall  
Bythesea Road  
Trowbridge  
Wiltshire  
BA14 8JN**

**Or return to your local library or main Council office**

**Alternatively if you have access to a computer scanner, please scan all pages of the completed form and email it to us at [passengertransport@wiltshire.gov.uk](mailto:passengertransport@wiltshire.gov.uk)**



# Subsidised bus services - Final survey results

April 2016

## Who is answering the consultation?

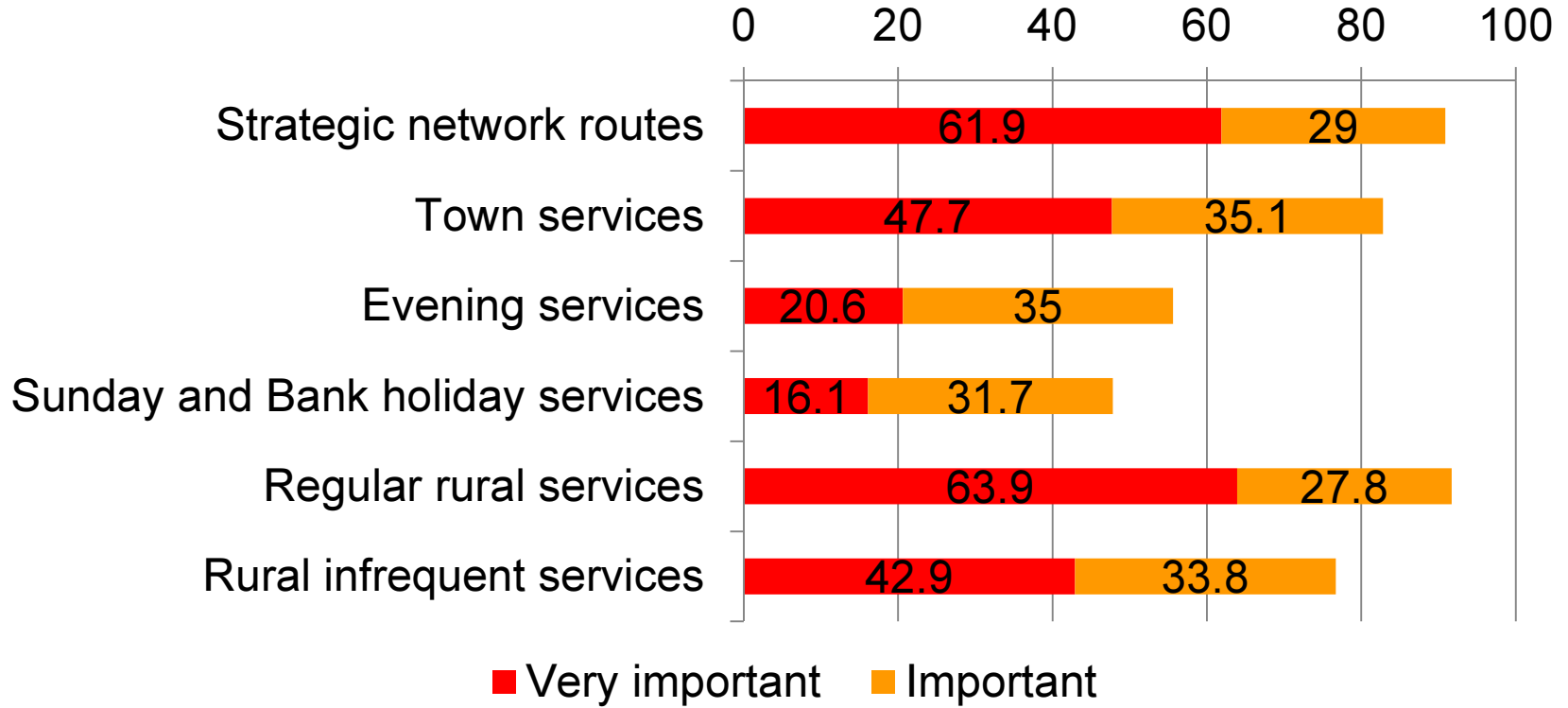
- ✓ We have over 11,000 responses
- ✓ 42% are male 57% female
- ✓ 58% of respondents are over 65 years old
- ✓ 28% of respondents say they have mobility problems
- ✓ 62% of respondents have access to a car etc but 38% do not
- ✓ 64% have a concessionary bus pass

# How do the respondents use buses?

How would you describe your use of bus services in Wiltshire?

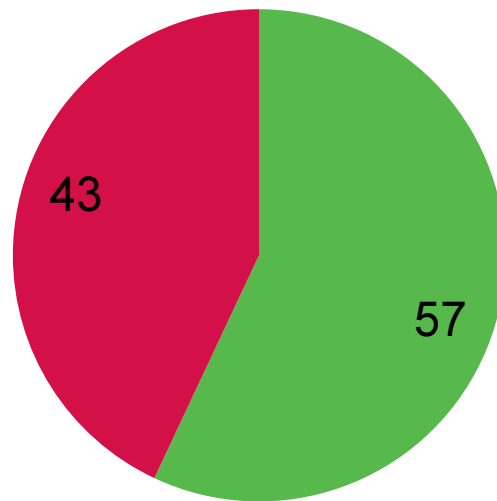
	At least once a week	I never use the bus
To get to work	35.9%	50.4%
To go shopping	60.7%	11.6%
To visit family or friends	46.3%	27.8%
To get to a doctors or medical appointments	27.9%	26.1%
To get out and about	53.9%	12.3%

# What type of service are important?



## Option 1 Withdraw funding for all supported evening services

### Would you support?



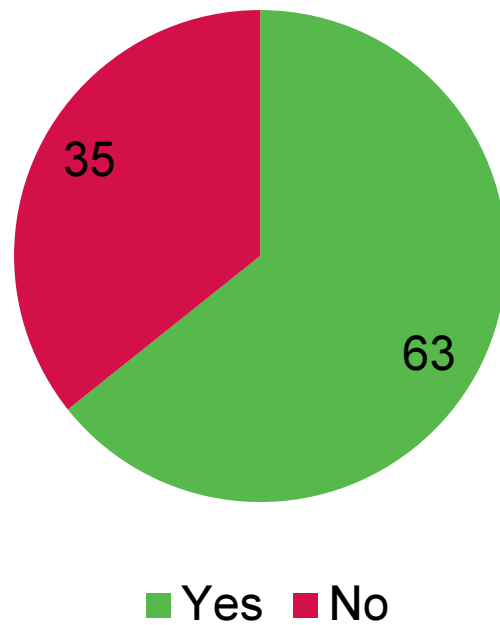
■ Yes ■ No

Would you be affected if the subsidy was removed?

- ❖ 20% yes
- ❖ 30% maybe
- ❖ 50% no not really

## Option 2 Withdraw funding for all supported Sunday and public holiday services

### Would you support?

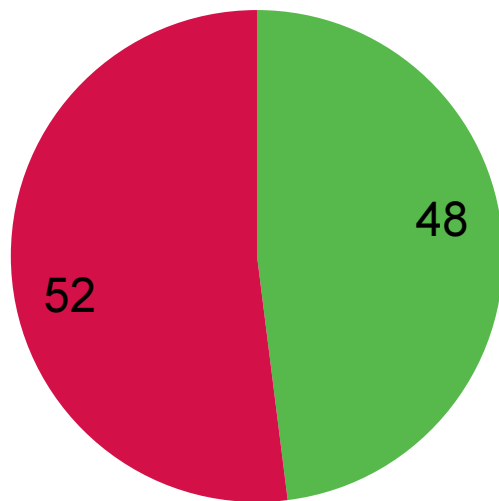


Would you be affected if the subsidy was removed?

- ❖ 17% yes
- ❖ 32% maybe
- ❖ 51% no not really

## Option 3 Reduce the hourly services Mon-Fri to a two hourly service on the strategic bus network

Would you support?



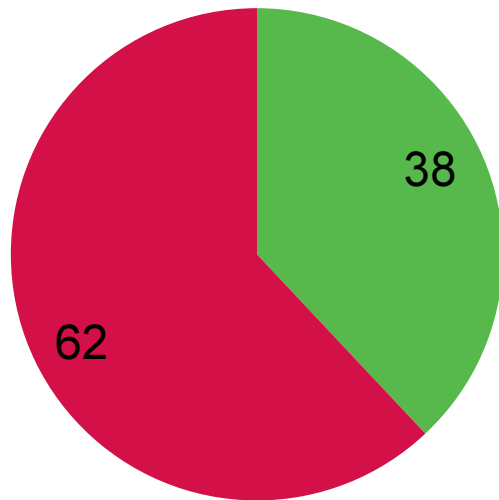
■ Yes ■ No

Would you be affected if the subsidy was removed?

- ❖ 36% yes
- ❖ 31% maybe
- ❖ 33% no not really

## Option 4 Reduce rural bus services to 2-3 buses a day on regular routes and withdraw most of the infrequent services except those that are the only service to a group of villages

Would you support?



■ Yes ■ No

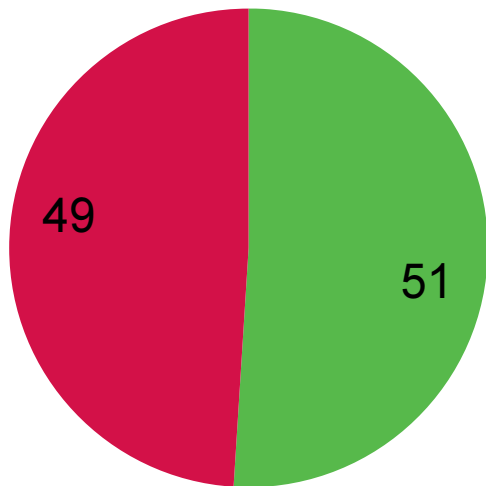
Would you be affected if the subsidy was removed?

- ❖ 39% yes
- ❖ 29% maybe
- ❖ 32% no not really



## Option 5 Reduce town bus services to 2-3 buses a day. Existing buses used by pupils within Warminster, Devizes, Bradford on Avon and Melksham would be retained

### Would you support?



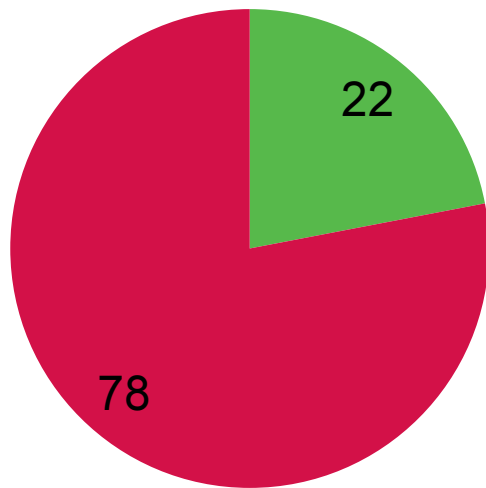
■ Yes ■ No

Would you be affected if the subsidy was removed?

- ❖ 29% yes
- ❖ 24% maybe
- ❖ 47% no not really

## Option 6 Withdraw all funding for all Council subsidised services

### Would you support?

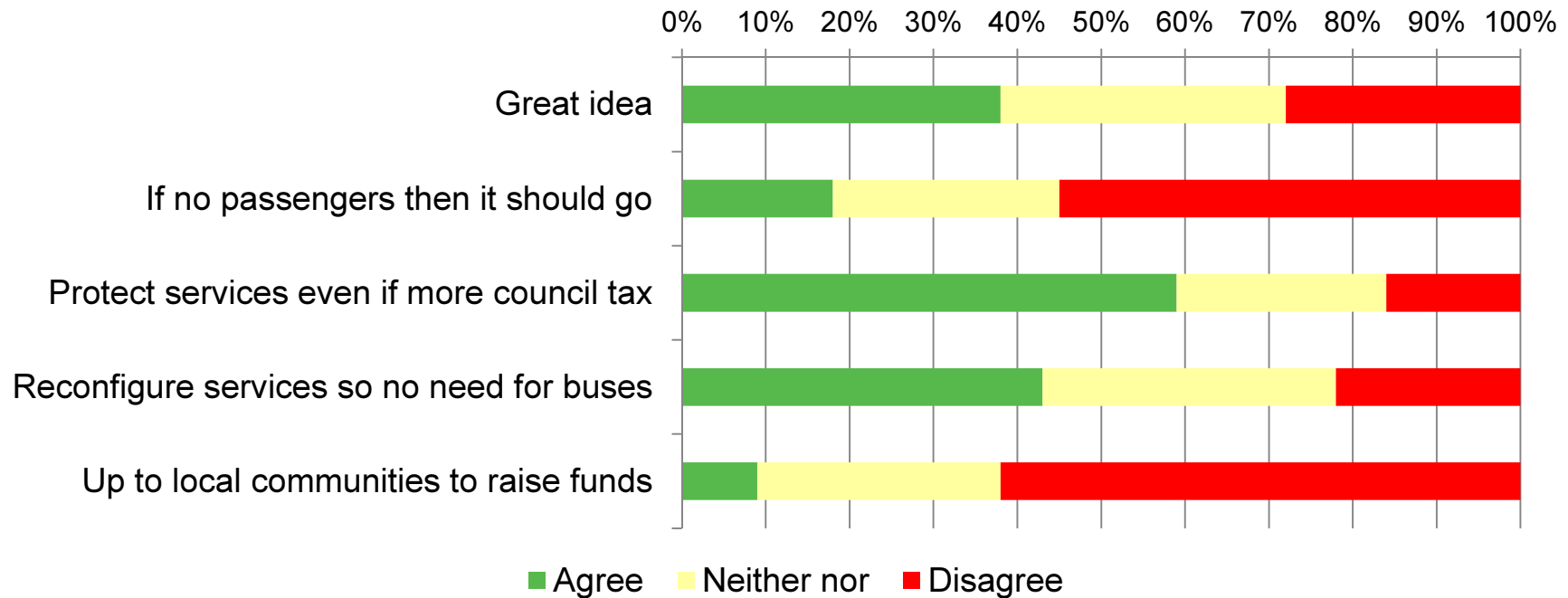


■ Yes ■ No

Would you be affected if the subsidy was removed?

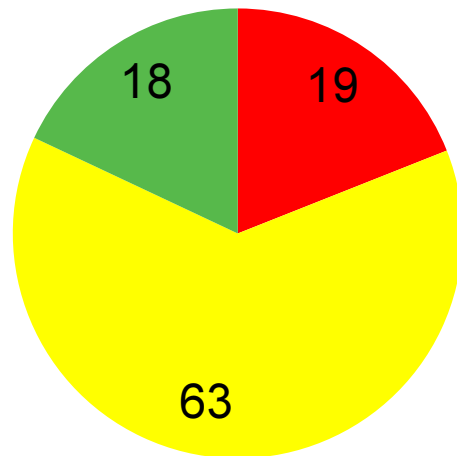
- ❖ 60% yes
- ❖ 25% maybe
- ❖ 15% no not really

## Wiltshire Council is investigating if other organisations, individuals and communities might be able to fund, or even operate elements of some bus routes.



## Community and Voluntary transport schemes

Heard of or used a community transport scheme?



- Never heard of
- Heard but never used
- Have used

If used what did you think?

- ❖ 57% would recommend it
- ❖ 37% Its Ok
- ❖ 6% wasn't good



# Any Questions?

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Topic	Sub-Set	Number
Alternatives	Cut Other Services	201
	Cut Wages / Allowances	141
	Increase Taxes	231
	Other	146
	Other Bodies to Contribute	98
	Political	300
	<b>Total</b>	<b>1117</b>
Concessions	Contribution	462
	Issue Vouchers	13
	Means Test	75
	Other	75
	Pay for Passes	95
	Remove All	36
	<b>Total</b>	<b>877</b>
Education	After School Activities	32
	College / Sixth Form	139
	Other	139
	<b>Total</b>	<b>341</b>
Employment	Obtain	80
	Other	92
	Sustain	483
	<b>Total</b>	<b>671</b>
Environmental	Car Usage	477
	Compliance with Council Policies	88
	Congestion	254
	Other	27
	Pollution	230
	<b>Total</b>	<b>1084</b>
Essential Services	Medical	798
	Other	139
	Shops / Banks / Post Office	722
	<b>Total</b>	<b>1673</b>
Option 24/7	<b>Total</b>	158
Quality of Life	Friends / Relatives	233
	Independence	475
	Isolation	661
	Other	86
	Social Life	359
	<b>Total</b>	<b>1833</b>
Service Alterations	Better Promotion	90
	Change Routes	199
	Coordinate Competitive Services	84
	Increase Fares	58

	Increase Frequency	180
	Link to Rail	166
	Other	118
	Reduce Fares	72
	Reduce Frequency	244
	Use smaller buses	138
	<b>Total</b>	<b>1351</b>
Service Type	Hopper	64
	Link	172
	Other	15
	Park & Ride	83
	Reduce / Stop Evening	63
	Reduce / Stop Rural	68
	Reduce / Stop Strategic	49
	Reduce / Stop Town	152
	Reduce / Stop Weekend	60
	Retain / Improve Evening	393
	Retain / Improve Rural	1302
	Retain / Improve Strategic	522
	Retain / Improve Town	478
	Retain / Improve Weekend	324
	<b>Total</b>	<b>3747</b>
Subsidies	Commercial Routes Only	53
	Cut Low Usage Routes	125
	Other	75
	<b>Total</b>	<b>253</b>
Vulnerable People	Impact on Disabled	425
	Impact on Elderly	1095
	Impact on Low Income People	294
	Impact on Young	358
	Other	7
	<b>Total</b>	<b>2189</b>
<b>TOTAL</b>		<b>15294</b>



## Passenger Transport Subsidised Bus Service Consultation

### Written Comments Received from Public Bodies

1. Michelle Donelan MP
2. Bishopstone Parish Council
3. New Forest National Park Authority
4. Lydiard Tregoz Parish Council
5. Councillor Claire Costello (Froxfield Villagers)
6. Councillor Claire Costello (Froxfield Villagers)
7. Amesbury Town Council
8. Wingfield Parish Council
9. Westwood Parish Council
10. Council of Partners of the North Wessex Downs AONB
11. Dilton Marsh Parish Council
12. Chippenham Health & Social Care Forum
13. Trowbridge Town Council
14. Cricklade Town Council
15. Shrewton Parish Council
16. Ebbesborne Wake Parish Council
17. Devizes Community Area Partnership and Association of Devizes Passengers
18. Bishopstone Parish Council
19. Melksham Without Parish Council
20. Nettleton Parish Council
21. Box Parish Council
22. Chiseldon Parish Council
23. Wiltshire People 1<sup>st</sup>
24. Westbury Town Council
25. Atworth Parish Council
26. Chapmanslade Parish Council
27. Broughton Gifford Parish Council
28. Downton Parish Council
29. Chalke Valley Link Scheme
30. Chippenham Town Council
31. North Wessex Downs AONB Council of Partners
32. Laverstock & Ford Parish Council
33. Freshford Parish Council
34. Limpley Stoke Parish Council
35. Marlborough Town Council
36. Wiltshire Community Minibus and Wiltshire Link Schemes
37. Redlynch Parish Council
38. Devizes Community Area Partnership in association with Devizes Passengers
39. Mere Town Council
40. West Knoyle Parish Council
41. Monkton Farleigh Parish Council
42. Bus Users UK
43. Stonehenge World Heritage Site Committee
44. Devizes Passengers & Devizes Community Area Partnership (Transport Interests)
45. Southwick Parish Council
46. Edington Parish Council
47. Andrew Murrison MD MP
48. Salisbury City Council Planning and Transport Committee

Additionally, Wiltshire Council received 61 comments from individuals and one from an organisation, which have been taken into account in the analysis.

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# **The Future Provision of Subsidised Bus Services Easy Read Summary**

**Report Produced by**



**March 2016**

## **Wiltshire People 1<sup>st</sup> Response to Wiltshire Council Public Transport Consultation**

Wiltshire Council's stated aims for the public consultation were to find ways to spend less money on subsidised public transport.

Currently, the council says it contributes £5 million towards keeping a number of bus services and community transport schemes operating, so people can get around Wiltshire, but it now needs to look at making savings. The Council wanted to hear the people of Wiltshire's ideas on the best way to do this.

The public consultation was via an online survey. This was not accessible to people with learning difficulties so we spent time preparing a simplified easier to understand version.

Wiltshire People 1<sup>st</sup> is the user led self-advocacy organisation promoting the rights and inclusion of people with learning difficulties and other needs in the county, working to enable people to have a voice and be included in their communities.

The following is a summary of how Wiltshire People 1<sup>st</sup> consulted with its members and what we found out.

### **What we did**



Wiltshire People First translated the council survey into easy read to find out what our members thought.



People were given support if needed to fill in the survey and to ask questions.

## Summary of Findings

### Who took part?



14 people with learning difficulties, autism or with other needs took part in the survey.

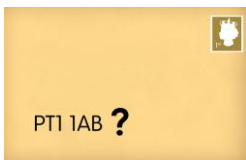


1. 7 Male 7 Female



2. Under 18 3 people 21%  
 18 – 24 3 people 21%  
 25 – 34 2 people 14%  
 35 – 44 1 person 7%  
 45 – 54 3 people 21%  
 55 – 64 1 person 7%  
 65 – 74 1 person 7%

### 3. Which postcodes?



BA12 8SA	BA14
BA14 0BD	BA14 8JN
BA14 8AG	BA12 9BW
BA14 0EW	BA14 9TA
BA14 9ER	SN13 9PZ
SN96JR	BA14



4. All 14 had Learning Difficulties 100%



5. 9 also had mobility impairments 64%



6. No-one was able to drive a car or motorcycle – all were dependent on public transport, taxis or lifts from friends and families to get around.

### 7. People used the bus for the following reasons:



	At least 5 times a week	2-3 times a week	Once a week	Once or twice a month	A few times a year	I never use the bus
To get to work		1				
To go shopping	3		3	1		
To visit family or friends		2		2	1	
To get to a doctors or medical appointment				2	2	
To get out and about		4	2	3		



To get to work

1



To go shopping

3

3

1



To visit family or friends

2

2

1



To get to a doctors or medical appointment

2

2

To get out and about

4

2

3



8. 13 People had a concessionary bus pass

## Bus Services

Last year Wiltshire Council spent £5.1 million on local bus services. Most of this money was spent on services which link towns and villages. Money is also spent on bus services in towns

9. Which of the following services do you think the council should support?

Number of people who felt:

Important

Neither  
important or  
unimportant

Not  
important



Buses which link main towns within and beyond Wiltshire?

11

3

0



Town services

12

2

0



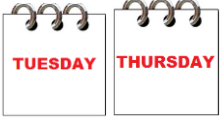


Evening services (those

5

4

4

	→	which operate after 7pm)			
		Sunday and Bank holiday services	6	4	3
		Rural services which run a few times a day	10	3	0
		Rural services which only run a few times a week	7	4	2

### Options for saving

#### Option 1: Stop most evening services in (buses after 7pm)



Agree  
7

Disagree  
7

**10. People who thought buses should be stopped after 7pm**

**11. If evening buses were stopped, how would this affect you?**



7 people (50%) said they wouldn't be affected at all, as they rarely, if ever use such a service



4 people (29%) might be affected, but could probably make other arrangements



2 people (14%) would be affected by this quite a lot





1 person (7%) said this would have a big impact on them personally

## Option 2: Stop Sunday and Bank Holiday Services



**Yes**

**No**

**12. People who thought Sunday and Bank Holiday Services should be stopped**

6 (43%)

8 (57%)

**13. If buses on Sundays and Bank Holidays were stopped, how would this affect you?**



8 people (57%) said it wouldn't affect them as at all, as they rarely, if ever use such a service



4 people (29%) might be affected, but could probably make other arrangements

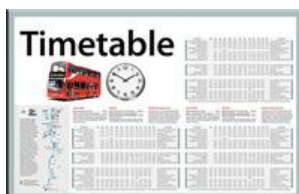


1 person (7%) would be affected by this quite a lot



1 person (7%) said this would have a big impact on them personally

## Option 3: Change the hourly services which run Monday to Friday to a 2 hourly service, to save some money



**Agree**

**Disagree**

**14. Do you agree with hourly services being changed to every 2 hours?**

4 (29%)

10 (71%)

**15. If buses ran every 2 hours instead of every hour, how would this affect you?**



3 people (21%) said it wouldn't affect them as at all, as they rarely, if ever use such a service



2 people (14%) might be affected, but could probably make other arrangements



4 people (29%) would be affected by this quite a lot



5 people (36%) said this would have a big impact on them personally

### Rural bus service

**Option 4: Reduce rural bus services to 2-3 buses a day on regular routes and stopping most rural services.**



**Agree**

**Disagree**

**16. Do you agree with buses between villages and towns being reduced?**

5 (36%)

9 (64%)

**17. If the Council was to reduce rural services, how would this affect you?**



5 people (36%) said it wouldn't affect them as at all, as they rarely, if ever use such a service



3 people (21%) might be affected, but could probably make other arrangements



3 people (21%) would be affected by this quite a lot



3 people (21%) said this would have a big impact on them personally

## Town bus service

**Option 5: Reduce town bus service to 2-3 buses a day. At the moment they run hourly.**



**Agree**

**Disagree**

**18. Do you agree with town bus services being reduced?**

3 (21%)

11 (79%)

**19. If the Council changed the service from running hourly to 2-3 a day, how would this affect you?**



3 people (23%) said it wouldn't affect them as at all, as they rarely, if ever use such a service



1 person (8%) might be affected, but could probably make other arrangements



5 people would be affected by this quite a lot



5 people said this would have a big impact on them personally

**Option 6: Stop all buses that the Council helps to pay for.**

**(If this happened, the Council would still spend some money on paying for community transport, a bus to get to hospital etc)**



**Agree**

**Disagree**

2 (14%)

12 (86%)

**20. Do you agree with the Council stopping funding for all buses?**

**21. If the Council was to stop all services, how would this affect you?**



2 people (15%) said it wouldn't affect them at all, as they rarely, if ever use such a service



1 person (8%) might be affected, but could probably make other arrangements



3 people (23%) would be affected by this quite a lot



7 people (54%) said this would have a big impact on them personally

**22. To keep some services running, the Council is thinking about whether other organisations, individuals or community groups could run some of the services. What do you think about this?**



**Agree**

**Neither agree nor disagree**

**Disagree**



This could be a good idea

7

2

4



If a service doesn't have enough people using it, it should be stopped

5

4

3



The service should be kept even if I have to pay more

7

1

4



If communities want to keep the services, they should raise the money themselves

11

1

0

## Community and voluntary transport schemes

The Council helps pay for community and voluntary transport schemes.

### 23. Have you ever heard of or used a community or voluntary transport scheme in Wiltshire?



8 people (57%) had heard of the services but never used them

2 people (14%) had used a scheme

4 people (29%) had never heard of a scheme



#### Other comments:

- I can't get to meetings if the buses are cut. When I go on days out I would like a frequent bus service to ensure my safety. I do not want less frequent buses because I will be waiting a long time for buses and wide gap in connections. I do not want the buses cut because it would restrict where I could go. It is important the buses run at peak times because that is when the majority of people want to use them.

Everybody has their own reasons to use the buses and they won't manage without them because they may not be able to drive. Some people use evening buses for college.

- I have learning difficulties so changing the bus times would affect me as I would find it difficult to learn new times and I can't read or understand the timetable without help.
- I've got a learning disability and it would affect me as I travel to Melksham to go to football training if no-one can take me to and from. As they've changed the last time of the bus to 6:03pm from 7pm onwards. I think that's a bit confusing for me as I found it difficult to understand. I think changing the times of buses is ridiculous so I would disagree with what they are doing to the bus times.
- Changes to the bus service would affect me because my family would worry about me not being able to travel.
- To use Link scheme you have to be a member. If buses were stopped I wouldn't be able to visit my wife in hospital - taxi and train are too expensive. Why doesn't the Council spend less on taxis and spend more on keeping bus services. Need to get to Salisbury, Westbury and Bath.
- Might be less reliable. People might be put off using them.
- If the buses are cancelled I will have to pay a lot of money to use a taxi service whereas with the bus I have a free bus pass. It will limit my independence.
- If the bus was late I would get anxious and cross
- If buses were changed it would affect the things I can do.
- May have difficulty travelling if some services are reduced. Could be late for certain appointment. I would worry or panic if I was late.



The easy read survey and the results of the consultation with members, was undertaken and written by Wiltshire People 1st.



If you would like more information about this report please contact [admin@wiltshirepeople1st.org.uk](mailto:admin@wiltshirepeople1st.org.uk) or Call us on 01380 879100

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Wiltshire Council

Environment Select Committee

7 June 2016

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## Task group update

### Purpose

1. To provide an update on recent task group activity and propose any decisions requiring Committee approval.
2. Further verbal update will be provided by the Chairmen of the task groups as appropriate.

### Highways and Streetscene task group

#### 3. Membership

Cllr Bob Jones (Chairman)  
Cllr Gordon King  
Cllr Linda Packard  
Cllr Anthony Trotman  
Cllr John Walsh

Scrutiny / support officer: Marie Gondlach

To endorse the appointment of Cllr Magnus Macdonald to the task group.

#### 4. Terms of Reference

To endorse the proposed terms of reference for the task group:

- a. To support the service in developing a framework for the whole service (as per peer review) and ensure that the performance framework includes measures of members of the public's satisfaction / wishes;
- b. To consider the proposed Key Performance Indicators and monitoring of the new contract to ensure that the experience of members of the public is taken into account;
- c. To monitor the implementation of the contract whilst considering how the monitoring of the delivery of the contract should be reported to the Environment Select Committee once the task group has completed its work.

#### 5. Recent activity

The task group met on 25 May 2016 to scope its future work and terms of reference. At that meeting the task group also had the opportunity to be informed about the mobilisation of the new contract from Ringway's perspective and how Ringway are approaching the implementation of the new contract and how they will operate across the county.

## **Public Transport Review task group**

### 6. Membership

Cllr Peter Evans (Chair)  
Cllr Mollie Groom  
Cllr Jacqui Lay  
Cllr Magnus Macdonald  
Cllr Graham Wright

Scrutiny / support officer: Marie Gondlach

### 7. Terms of reference

- a. To scrutinise the pre-consultation(s) and consultation(s) and recommend that the range of transport option(s) offered take into consideration the needs of communities in rural and urban areas.
- b. To scrutinise the pre-consultation(s) and consultation(s) and recommend that the option(s) offered take into account the impact of reducing spending on public transport and that the scope for alternative methods of delivery and / or mitigation of the impacts is adequate.
- c. To scrutinise how the public transport funding is invested and recommend that community priorities are reflected and that investments represents the best value for money whilst supporting the delivery of outcomes related to health and wellbeing, education, economy and employment. To recommend, where appropriate, that consideration is given to an integrated transport strategy.
- d. To scrutinise the decision to be made on the adoption of a new policy / strategy framework, in the light of future budget availability. If applicable, to engage with the development of the policy / strategy framework.
- e. To monitor the implementation of the option(s) selected following the public transport review.

### 8. Recent activity

The task group met on 20 April to review the outcome of the consultation and proposals and on 27 May to consider the report to be presented to this committee and to Cabinet on 14 June.

It is planned for the task group to present its final report to the committee at its October meeting as this will enable the task group to consider the options

proposed to Cabinet and to consult with groups and organisations which have been involved with the consultation.

### **Waste Service Changes task group**

#### 9. Membership

Cllr Jose Green (Chair)  
Cllr Pat Aves  
Cllr Rosemary Brown  
Cllr Peter Evans  
Cllr Mollie Groom  
Cllr Jacqui Lay

Scrutiny / support officer: Adam Brown

#### 10. Terms of reference

- a. To consider the impact of changes to Household Recycling Centre (HRC) locations and opening times on:
  - volume of waste received and recycled
  - incidences of fly-tipping
  - customer experience
- b. To consider the impact of the introduction of fees for garden waste collections on:
  - garden waste recycling rates (including food composters)
  - residual waste volumes
  - incidences of fly-tipping
- c. To monitor implementation of the council's Mobilisation Plans (for lots 2 and 5) preparing for the commencement in August 2017 of new contracts for waste collection and HRCs.

#### 11. Recent activity

The task group met on 04 May and will meet again on 26 May 2016 to discuss the content of their final report. It is planned for the final report to be presented to Committee on 30 August.

On the 26 May the task group will also be meeting with Peter White, Enforcement Manager. The task group will be informed of the Enforcement Team's role in fly-tipping and any issues noted in relation to the changes to HRC's and garden waste collection fees.

### **Proposals**

12. To note the update on task group activity provided.

13. To endorse the appointment of Cllr Magnus Macdonald to the Highways and Streetscene Contract Task Group and the terms of reference for the task group as detailed in paragraph 4.

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Report authors: Marie Gondlach, Senior Scrutiny Officer, 01225 713 597, [marie.gondlach@wiltshire.gov.uk](mailto:marie.gondlach@wiltshire.gov.uk) and Adam Brown, Senior Scrutiny Officer, 01225 718038, [adam.Brown@wiltshire.gov.uk](mailto:adam.Brown@wiltshire.gov.uk) .

## Environment Select Committee FWP - May 2016

Last Updated 23 MAY 2016

Environment Select Committee - Current / Active Task Groups			
Task Group	Details of Task Group	Start Date	Final Report Expected
Highways And Streetscene Contract Task Group	<a href="#">website</a>	10 December 2013	October 2016
Public Transport Review Task Group	<a href="#">website</a>	10 June 2015	October 2016
Waste Service Changes Task Group	<a href="#">website</a>	25 November 2015	August 2016

Environment Select Committee - Rapid Scrutiny		
Topic	Details	Date
<b>Wholly Owned Subsidiary (WOS)</b>	Another rapid scrutiny of the WOS (following meeting on 8 September 2015) to enable scrutiny members to consider the details of the proposed WOS	Date to be confirmed
<b>Housing Bill</b>  NB could be a task group depending on the scale of the work to be undertaken	To consider the impact of the Housing Bill for Wiltshire Council and its residents and housing tenants (to include communication, management of changes and support to tenants).	After publication of the Housing Bill (The provisional date for the first day of remaining stages on the bill is Tuesday 5 January 2016.)

<b>Environment Select Committee FWP - May 2016</b>			Last updated 23 MAY 2016		
<b>Meeting Date</b>	<b>Item</b>	<b>Details / Purpose of Report</b>	<b>Associate Director</b>	<b>Responsible Cabinet Member</b>	<b>Report Author / Lead Officer</b>
7 Jun 2016	Chairman's announcement - Waste storage and collection: guidance for developers (SPD)	<p>The draft Supplementary Planning Document (SPD) sets out technical information to allow developers to make suitable space for waste collection services at new developments and the level of section 106 contributions requested per qualifying new development.</p> <p>The committee will receive information on the consultation.</p>	Tracy Carter	Cllr Toby Sturgis	Gareth Jones
7 Jun 2016	Election of Chairman	To elect a Chairman for the Committee for the forthcoming year.			
7 Jun 2016	Election of Vice-Chairman	To elect a Vice-Chairman for the Committee for the forthcoming year.			
7 Jun 2016	Executive Response to Resident Engagement Task Group Final Report	To provide a formal response to the final report of the Resident Engagement Task Group, received at 12 April ESC.	James Cawley	Cllr Jonathon Seed	Adam Brown

<b>Environment Select Committee FWP - May 2016</b>			Last updated 23 MAY 2016		
<b>Meeting Date</b>	<b>Item</b>	<b>Details / purpose of report</b>	<b>Associate Director</b>	<b>Responsible Cabinet Member</b>	<b>Report Author / Lead Officer</b>
7 Jun 2016	Library Service - Updated Budget 2016/17	An updated breakdown of the 2016/17 budget for the Libraries, Heritage & Arts Service to be provided to the Committee.	Laurie Bell	Cllr Jonathon Seed	Joan Davis
7 Jun 2016	Litter picking	<p>To receive an update on the holistic approach planned by the council (school programme, work with fast food outlets, etc.) – last update received on 1 September 2015.</p> <p>To include the outcome of the “Clean for the Queen” initiatives and information on any future litter picking community projects.</p> <p>Service area to be confirmed.</p>			
7 Jun 2016	Passenger Transport Review	To receive the report on the outcomes of the consultation and proposed actions before it is presented to Cabinet.	Parvis Khansari	Cllr Philip Whitehead	Karen Jones

Environment Select Committee FWP - May 2016			Last updated 23 MAY 2016		
Meeting Date	Item	Details / purpose of report	Associate Director	Responsible Cabinet Member	Report Author / Lead Officer
7 Jun 2016	Review of complaints, compliments and comments	A report indicating the number and nature of complaints, compliments and comments received in the past 12 months for the service areas within the remit of the Environment Select Committee.	Ian Gibbons		Sarah Butler
30 Aug 2016	Housing Allocation Policy	To receive an update on the implementation of the Housing Allocation Policy and the latest housing register figures. Background: it was agreed at the committee meeting on 1 September 2015 that there would be continued monitoring of the Housing Allocation Policy.	James Cawley	Cllr Jonathon Seed	Nicole Smith
30 Aug 2016	Housing Bill	To receive a report highlighting the potential and actual impact of the Housing Bill.	James Cawley	Cllr Jonathon Seed	Nicole Smith
30 Aug 2016	Progress on social housing developments	To receive a report detailing progress on social housing developments.	James Cawley	Cllr Jonathon Seed	
30 Aug 2016	Public Transport Review task group – final report	To receive the final report of the Public Transport Review task group	Parvis Khansari	Cllr Philip Whitehead	Marie Gondlach



<b>Environment Select Committee FWP - May 2016</b>			Last updated 23 MAY 2016		
<b>Meeting Date</b>	<b>Item</b>	<b>Details / purpose of report</b>	<b>Associate Director</b>	<b>Responsible Cabinet Member</b>	<b>Report Author / Lead Officer</b>
30 Aug 2016	Update on the gypsy and traveller's reference group	TBC	Frances Chinemana		Steve Maddern
30 Aug 2016	Waste Task Group Final Report	A final report from the Waste Service Changes Task Group to be received by the Committee.	Tracy Carter	Cllr Toby Sturgis	Adam Brown
30 Aug 2016	Wiltshire Council's Housing Board Annual Report	Wiltshire Council's Housing Board Annual Report as received by Cabinet on 15 March 2016.	James Cawley	Cllr Jonathon Seed	
25 Oct 2016	Annual report - Highways – major maintenance programme	To review the delivery of the planned major maintenance programme for the past year and consider the planned major maintenance for the year ahead. To include the following in the report: data on road collision, road conditions in the county and work carried out in each Area Board	Parvis Khansari	Cllr Philip Whitehead	Peter Binley
25 Oct 2016	Annual Report - Wiltshire Local Flood Risk Management Strategy	To receive an annual report on the Wiltshire Local Flood Risk Management Strategy.	Parvis Khansari	Cllr Jonathon Seed	Peter Binley
25 Oct 2016	Energy Resilience Plan - annual update	As resolved on 27 October 2015 to receive an annual update on the Energy Resilience Plan.	Alistair Cunningham		Louise Woollen

Environment Select Committee FWP - May 2016			Last updated 23 MAY 2016		
Meeting Date	Item	Details / purpose of report	Associate Director	Responsible Cabinet Member	Report Author / Lead Officer
25 Oct 2016	Executive Response to the Waste Task Group's Final Report	The Committee to receive the executive response to the Waste Service Changes Task Group's final report.	Tracy Carter	Cllr Toby Sturgis	Adam Brown
25 Oct 2016	Final report of the Highways and Streetscene task group	To receive the final report of the Highways and Streetscene task group.	Parvis Khansari	Cllr Philip Whitehead	Marie Gondlach
25 Oct 2016	Parking Services update	Report to include: <ul style="list-style-type: none"> <li>• Outcomes of "mi permit" only trials - update requested by Committee (1 September 2015) for 6 months after commencement of trials;</li> <li>• Outcomes of the Car Parking review;</li> <li>• Update on Car Parking strategy;</li> <li>• Update on transfer of car parks.</li> </ul>	Parvis Khansari	Cllr Philip Whitehead	Robert Murphy, Adrian Hampton
25 Oct 2016	Public Transport Review task group – Executive Response	To receive the Executive Response to the final report of the Public Transport Review task group.	Parvis Khansari	Cllr Philip Whitehead	Karen Jones

<b>Environment Select Committee FWP - May 2016</b>			Last updated 23 MAY 2016		
<b>Meeting Date</b>	<b>Item</b>	<b>Details / purpose of report</b>	<b>Associate Director</b>	<b>Responsible Cabinet Member</b>	<b>Report Author / Lead Officer</b>
25 Oct 2016	Waste strategy	An opportunity for the committee to be involved in the review of the waste strategy to reflect recent changes.	Tracy Carter	Cllr Toby Sturgis	
14 Feb 2017	Calne Library Model	An update on the success and progress of the new Calne Library model, including a breakdown of usage for each library in Wiltshire and an update on the review of the Library Service to be provided.	Laurie Bell	Cllr Jonathon Seed	Joan Davis
14 Feb 2017	Resident Engagement Report	A further update and report on resident engagement to be provided.	James Cawley	Cllr Jonathon Seed	Adam Brown, Nicole Smith
14 Feb 2017	Update report from Leisure Services	An update report from Leisure on implementing their vision (Helping people in Wiltshire to live longer, healthier lives, while addressing health inequalities), including statistics on the number of individuals participating in leisure activities within Wiltshire.	Frances Chinemana	Cllr Jonathon Seed	John Goodall, David Redfern

<b>Environment Select Committee FWP - May 2016</b>			Last updated 23 MAY 2016		
<b>Meeting Date</b>	<b>Item</b>	<b>Details / purpose of report</b>	<b>Associate Director</b>	<b>Responsible Cabinet Member</b>	<b>Report Author / Lead Officer</b>
	TBC Gypsy and Traveller Plan	Topic to be considered as the plan becomes available.	Alistair Cunningham	Cllr Toby Sturgis	Carolyn Gibson, Georgina Clampitt-Dix
	TBC - Business Plan	To review any changes for any impact on the areas of the business covered by the Environment Select Committee - currently no date scheduled for Cabinet	Robin Townsend	Cllr Dick Tonge	David Bowater