

## AGENDA

**Meeting:** WESTBURY AREA BOARD  
**Place:** The Laverton, Bratton Road, Westbury BA13 3EN  
**Date:** Thursday 6 October 2016  
**Time:** 7.00 pm

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Including parishes of Bratton, Coulston, Dilton Marsh, Edington, Heywood and Westbury

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

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

**Networking opportunities will be available from 6:30pm.**

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Please direct any enquiries on this Agenda to Roger Bishton (Democratic Services Officer), on 01225 713 035 or email [roger.bishton@wiltshire.gov.uk](mailto:roger.bishton@wiltshire.gov.uk)

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

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### Wiltshire Councillors

Cllr Russell Hawker (Vice-Chairman)	Westbury West	01373 822275	russell.hawker@wiltshire.gov.uk
Cllr David Jenkins	Westbury North	01373 823605 07941 201637	david.jenkins2@wiltshire.gov.uk
Cllr Gordon King	Westbury East	01373 822650 07454 274266	gordon.king@wiltshire.gov.uk
Cllr Jerry Wickham (Chairman)	Ethandune	01380 870476 07980 701617	jerry.wickham@wiltshire.gov.uk

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Items to be considered	Time
1. <b>Chairman's Welcome and Introductions</b>	
2. <b>Apologies for Absence</b>	
3. <b>Minutes</b> ( <i>Pages 1 - 10</i> )  To confirm the minutes of the meeting held on 4 August 2016.	
4. <b>Declarations of Interest</b>  To receive any declarations of disclosable interests or dispensations granted by the Standards Committee.	
5. <b>Chairman's Announcements</b>	
6. <b>Partner and Community Updates</b> ( <i>Pages 11 - 20</i> )  To receive any updates from our partners. Some reports have been received and are included in the pack. <ul style="list-style-type: none"> <li>• Wiltshire Police</li> <li>• Dorset and Wiltshire Fire &amp; Rescue Service</li> <li>• BA13+ Community Area Partnership</li> <li>• Wiltshire Clinical Commissioning Group</li> <li>• Healthwatch Wiltshire</li> <li>• Westbury Town Council</li> </ul>	
7. <b>Community Policing Model</b>  A video recording will be shown introducing the implementation of a new community policing model across the County. Sgt Louis McCoy, Community Policing Team Deputy Sector Head, will be in attendance.	
8. <b>Community Hub Update</b>  A progress update will be provided at the meeting.	
9. <b>Westbury Railway Station Sidings Yard Lane</b>  (1) To note that this lane is blocked at its connection with the footpath leading to both Dilton Marsh (Penleigh) and Oldfield Road. Paul Millard, Senior Rights of Way Warden and Ali Roberts, Rights of Way Officer, will be attending to provide further information.  (2) To receive details about a proposed new cycleway.	
10. <b>Youth Grants</b> ( <i>Pages 21 - 46</i> )  To consider a report from Jan Bowra, Locality Youth Facilitator	

requesting funding for two applications.

11. **Follow on from Healthwatch Meeting** (*Pages 47 - 64*)

A healthwatch report entitled *Health and Care in Westbury* is attached.

12. **Health & Wellbeing Group**

To receive an update from Lorraine Walters, Older People's and Carers' Champion.

13. **Big Pledge, Road to Rio Review 2016** (*Pages 65 - 68*)

The Community Engagement Manager will make a presentation reviewing the 2016 Big Pledge, Road to Rio activity challenge, including a breakdown of the county-wide and local participation. A summary report is attached.

14. **Delegation to Community Engagement Manager** (*Pages 69 - 70*)

A report by Libby Beale, Senior Democratic Services Officer is attached.

15. **Community Area Grants** (*Pages 71 - 74*)

To consider applications for funding from the Community Area Grants Scheme.

16. **Future Meeting Dates, Forward Plan, Evaluation and Close**

The next meeting of the Westbury Area Board will take place on:

**Thursday 8 December 2016 at The Laverton, Westbury, BA13 3EN**

Future Meeting Dates

Thursday 2 February 2017 at The Laverton, Westbury BA13 3EN

Thursday 13 April 2017, venue to be confirmed.

# MINUTES

**Meeting:** WESTBURY AREA BOARD  
**Place:** Hawkeridge and Heywood Village Hall, 5A Church Road, Heywood,  
BA13 4LP  
**Date:** 4 August 2016  
**Start Time:** 7.00 pm  
**Finish Time:** 9.30 pm

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Please direct any enquiries on these minutes to:

Roger Bishton (Democratic Services Officer), Tel: 01225 713 035 or (e-mail)  
[roger.bishton@wiltshire.gov.uk](mailto:roger.bishton@wiltshire.gov.uk)

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## **In Attendance:**

### **Wiltshire Councillors**

Cllr David Jenkins, Cllr Gordon King, Cllr Jerry Wickham (Chairman) and  
Cllr Russell Hawker (Vice Chairman)

### **Wiltshire Council Officers**

Liam Cripps – Community Engagement Manager  
Lorraine Walters – Older People's & Carers' Champion  
Jan Bowra – Locality Youth Facilitator  
Roger Bishton – Senior Democratic Services Officer

### **Town and Parish Councillors**

Westbury Town Council – Cllr Stephen Andrews, Cllr Sue Ezra, Cllr Christine Mitchell,  
Cllr Francis Morland, Cllr David Tout  
Bratton Parish Council  
Coulston Parish Council  
Dilton Marsh Parish Council – Cllr Sonja Harris, Cllr Francis Morland  
Edington Parish Council – Cllr Mike Swabey  
Heywood Parish Council – Cllr Francis Morland

### **Partners**

Wiltshire Police – Inspector James Brain, PC Charly Chilton

Wiltshire Fire and Rescue Service – Station Manager Andy Green  
Wiltshire NHS  
BA13+ Community Area Partnership – Carole King, Phil McMullan.

**Total in attendance: 28**

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<u>Agenda Item No.</u>	<u>Summary of Issues Discussed and Decision</u>
1.	<p><u>Chairman's Welcome and Introductions</u></p> <p>The Chairman welcomed everyone to the meeting of the Westbury Area Board.</p>
2.	<p><u>Apologies for Absence</u></p> <p>Apologies for absence were received from:</p> <p>Cllr Ian Cunningham – Westbury Town Council Deborah Urch - Westbury Town Clerk</p>
3.	<p><u>Minutes</u></p> <p><b>Resolved:</b></p> <p><b>The minutes of the previous meeting were agreed as a correct record and signed by the Chairman, subject to the following amendment:</b></p> <p><b>Minute No. 10 – Community Use of Defibrillators</b></p> <p><b>Second half of second paragraph to read:</b></p> <p><b>“Defibrillators were also available from the Ambulance Trust at a cost of £1,800 plus VAT which could be paid <i>up front</i> to cover a period of four years, but these remained the property of the Trust. It was <i>recommended</i> that all portable defibrillators be registered with the Ambulance Trust and ideally should be checked at least once a week but ideally on a daily basis.”</b></p>
4.	<p><u>Declarations of Interest</u></p> <p>Cllrs Russell Hawker, David Jenkins and Gordon King each declared a non-pecuniary interest regarding the Community Grant applications for £4,195.00 towards the purchase of Christmas lights in Westbury town centre and also for £1,000.00 towards the repair of public toilets in Westbury, in Minute No. 13 below, as they were all members of Westbury Town Council.</p>
5.	<p><u>Chairman's Announcements</u></p> <p>The Chairman made the following announcements:-</p> <ul style="list-style-type: none"> <li>• Wiltshire Online Programme – Extension of the Basic Broadband Commitment Scheme. The Chairman drew attention to the website <a href="http://www.wiltshireonline.org">www.wiltshireonline.org</a> where further information could be obtained about the scheme.</li> </ul>

- Road to Rio – The Chairman was very pleased to announce that the Westbury Community Area had finished second in the County after Melksham in the number of miles recorded by participants. This was really excellent news and further detailed information would be published shortly.
- Campus Update – The Chairman reported that a progress update would be provided at the next meeting.

6. Older People's & Carers' Champion

The Chairman introduced and welcomed Lorraine Walters, the newly appointed Older People's and Carers' Champion. She explained that initially she would be meeting as many interested people as possible in order to find out ascertain the needs of the community.

7. Community Use of Defibrillators

The Chairman drew attention to the lack of defibrillators available for public use in Westbury and a discussion took place concerning their provision particularly in the centre of the town.

During the discussion that took place it became apparent that most people did not know where defibrillators were positioned but David Wilmot, Community Responder Officer for Wiltshire, South Western Ambulance Service advised that this information could easily be obtained in an emergency by phoning 999. It was suggested that this information be obtained and then publicised in *White Horse News*. However, there were some defibrillators which were privately owned and permission would need to be obtained from the owners before their siting could be made generally known.

After further discussion, during which it was reported that a defibrillator was available in the Leigh Park Community Centre during the times when the Centre was open,

**Resolved:**

**To arrange a meeting with Westbury Town Council and the Community Area Partnership to explore ways of providing defibrillators in Westbury town centre and to bring a proposal to the next meeting of this Area Board.**

8. Partner and Community Updates

The Area Board received the following updates from key partners:-

- (a) **Wiltshire Police** Inspector James Brain presented his report and



introduced Police Constable Charly Chilton, Community Crime Coordinator. He explained that this new post had so far been funded for 10 months and with the aim of working with key partners and the community in resolving problems.

He drew attention to Community Messaging and explained that its purpose was to provide daily updates on crime in localised areas. This facility would enable all members of the community to receive daily updates on crime. New crime prevention advice would be imparted this way as well as information about very recent crime incidents. Inspector Brain was pleased to report that some very positive feedback had been received about community messaging.

Inspector Brain provided an update on the Community Policing Pilot Scheme and following its success in the pilot areas, the Chief Constable would be introducing this model throughout the Wiltshire Force. Members enquired about the degree of its success and Inspector Brain reported that a full evaluation was being carried out by a Systems Thinking Project Team.

**Resolved:**

**To request Chris McMullin, Head of Business Improvement, to provide a presentation to the Westbury Area Board on the evaluation of the Community Policing Model.**

- (b) **Dorset and Wiltshire Fire & Rescue Service** Andy Green, Station Manager presented his report from which it was noted that during the period 1 June to 14 July 2016, the crew was mobilised 23 times. There were four fires, including the large incident in Brook Lane, which resulted in the attendance of six fire engines and numerous support appliances. The remaining calls were either false alarms or minor in nature.

In answer to a question, Andy Green reported that the merger of the Dorset and Wiltshire Fire & Rescue Services was progressing well. Procedures were in the process of being rationalised and various risk assessments were being carried out, including the size of fire tenders.

It was noted that there was a shortage of fire fighters in Westbury and arrangements were being made for an Open Day to take place at which interested members of the public would be given the opportunity to be shown around the Fire Station and have their questions answered.

- (c) **BA13+ Community Area Partnership** Carole King presented an update report from which it was noted that the Partnership sought to:

- Help the local community articulate their aspirations, needs and priorities.

- Work together with residents, councils, businesses, voluntary and other organisations in a common effort to achieve these aims.
- Work with partners on projects to make real and sustainable changes to life in and around Westbury.
- Contribute to the effective protection of Westbury's natural and heritage environment.
- Reflect local concerns and ideas by tackling them in the Community Plan.

Concern was expressed at the difficulties being experienced at times in securing appointments at the White Horse Medical Centre. The Chairman reported that there would be a public meeting of Healthwatch Wiltshire on 8 September 2016 in the Laverton, Westbury starting at 6.00pm, when a report would be presented providing a feedback from local people as a result of engagement in the town this summer, together with research and evidence of health and social care issues in Westbury.

(d) **Wiltshire Clinical Commissioning Group** An update report was received and noted.

(e) **Healthwatch Wiltshire** An update report was received and noted.

(f) **Westbury Town Council** An update report was received and noted.

9. Wiltshire Community Land Trust - Helping Wiltshire's Rural Communities to Face their Future

The Chairman introduced and welcomed Trevor Cherrett, Chair of Wiltshire Community Land Trust (WCLT) who was attending to explain how the Trust could help and support local communities who were developing Neighbourhood Plans.

Trevor Cherrett showed a short film which set out the role of the WCLT. He explained that the WCLT had recently won a Big Lottery "Awards for All" grant to provide help and support for local communities embarking on Neighbourhood Plans, focusing on local housing problems and needs and on the mechanisms available to secure delivery. This grant would enable WCLT to offer advice and guidance through one-to-one planning surgeries and workshops.

Following a very successful Wiltshire Neighbourhood Planning Roadshow organised by Community First on 16 March 2016 in Devizes, several parishes had requested advice sessions and the funding would certainly help to extend this advisory work.

Most CLTs, of which there were 175 in the United Kingdom, collaborated with housing associations and it was quite possible that they would also work with

developers in the future. It was noted that so far the WCLT was working in partnership with Wiltshire Council and also Community First. It was pointed out that there were quite significant problems in providing suitable housing for the elderly and although this was generally appreciated, it was a matter that town and parish councils would need to take into account in prioritising their housing needs.

Trevor Cherrett informed the meeting that anyone wishing to receive help and advice on local planning, especially about meeting affordable housing needs, should contact WCLT members as listed below:

Chair, Trevor Cherrett: [tbcherrett@btinternet.com](mailto:tbcherrett@btinternet.com)

Vice-Chair, Philippa Read: [pipanddes@outlook.com](mailto:pipanddes@outlook.com)

WCLT Project Support Officer, Anna Maloney: [anna@wiltshireclt.org.uk](mailto:anna@wiltshireclt.org.uk)

The Chairman thanked Trevor Cherrett for his interesting and thought provoking presentation.

10. Community Engagement Manager 2015/16 Review

Liam Cripps, Community Engagement Manager, provided an update on the successes and priorities over the past 12 months.

With the aid of slides, he set out the successes as follows:-

**Children and Young People**

- Child Poverty Summit
- Youth club to open at Leigh Park Community Centre in September '16
- Bratton Youth club received funding for sessions at Jubilee Hall
- Westbury Leigh Primary School introduce "The Westbury Leigh Mile"
- 430 pupils from Westbury Leigh Primary and 911 pupils from Matravers take part in #BigPledge Road to Rio
- Westbury Junior school create a Spiritual Garden as a school and community project
- All schools enter Tarmac chimney competition
- Westbury Leigh School enter world record reading attempt
- RAPID community group actively fund raising for Dilton Marsh play area
- Local Youth Facilitator takes up new role

**Community Safety**

- Emergency planning workshop
- Through the BA13 Partnership Westbury continues with Safe Places Scheme
- ICE cards and Safer Travel cards available from outlets in town
- Community Speedwatch
- Police community messaging

### **Environment**

- Wiltshire Wildlife recycling programme
- Clean for the Queen
- Westbury Shed allotments
- The Monday Gang
- Increased promotion of walking to school

### **Health and Wellbeing**

- Health and Wellbeing Group formed
- Older People and Carers Champion appointed
- #BigPledge Road to Rio
- Health Walks
- “The Westbury Leigh mile”
- Health Trainers
- Age UK Advice Bus
- Dementia Friends
- Westbury Shed

The Chairman was very pleased to report that the Edington Priory bell ringing team had finished second in a recent change ringing competition.

The Community Engagement Manager reported that a public meeting to discuss priorities for Public Health would be held on Thursday 3 November 2016 at Leigh Park Community Centre, starting at 7.00pm.

### 11. Youth Update

Jan Bowra, Locality Youth Facilitator, presented an update on current activities during which she drew attention to the need to recruit more people to participate in the Local Youth Network.

It was noted that priorities were as follows:-

- Supporting, developing and strengthening the **LYN Management Groups**, making sure young people are properly represented.
- **Mapping community provision** – this is the positive activity ‘offer’ in each area in the form of a directory of services and activities for YP and at the same time it forms the wider LYN
- **Communications** – ensuring that activities are well promoted
- **Safeguarding** – ensuring funding applications meet our requirements and that we respond quickly if any issues are referred
- **Grants** – ensuring applications are dealt with as quickly and as simply as possible and that reports to the LYN MGs and Boards are complete and clear to avoid deferral

The Area Board was informed that the revenue budget allocation for 2016/17 was £16,410 and in addition there was a further roll forward of £3,670.

<p>12.</p>	<p>Jan Bowra also presented for information a report on the process for youth grants application funding and it was noted that there were no applications for consideration at this meeting.</p> <p><u>Community Area Transport Group</u></p> <p>The Area Board received notes of the Westbury Community Area Transport Group (CATG) meeting held on 22 July 2016.</p> <p><b>Resolved:</b></p> <ul style="list-style-type: none"> <li>• <b>To allocate £2,250 to provide a pedestrian crossing at Bratton Road, Westbury.</b></li> <li>• <b>To allocate £1,000 to advertise waiting restrictions (no waiting at any time) at the junction of Eden Vale Road and Matravers Close, Westbury and also an additional 3m near the roundabout at Spur Road, Westbury.</b></li> </ul> <p><b>To allocate £3,000 to provide dropped kerbs on Chantry Lane, Westbury.</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> <b>To allocate £1,500 to renew road edge markings by the duck pond and to install ‘Road Narrows’ warning signs.</b></li> <li><input type="checkbox"/> <b>To note that £10,320 had been allocated to the Westbury CATG from 1 April 2016.</b></li> </ul> <p>10. Westbury Community Area Grants</p>
<p>13.</p>	<p><u>Community Area Grants</u></p> <p>Consideration was given to a report by the Community Engagement Manager in which councillors were asked to consider funding from the 2016/17 Area Grants Budget, all of which met the grants criteria. After receiving brief statements from the applicants giving reasons for the requests,</p> <p><b>Resolved:</b></p> <p><b>(1) Application 1884 – West Wilts Esprit Gymnastics Club</b></p> <p><b>To approve a grant of £1,000 towards the upgrading of changing rooms by installing shower cubicles.</b></p>

15.	<p><b>(2) Application 1971 – Westbury Town Council</b></p> <p>To approve a grant of £4,195.00 towards the provision of Christmas lights in Westbury town centre.</p> <p><b>(3) Application 2033 – Westbury Town Council</b></p> <p>To approve a grant of £1,000 towards the repairs to public toilets in Westbury.</p> <p><b>(4) Application 2024 – Edington Parish Council</b></p> <p>To approve a grant of £3,495.50 towards the provision of additional play equipment for the village playing field.</p> <p><u>Future Meeting Dates</u></p> <p>It was noted that the next meeting of the Westbury Area Board would be held on Thursday 6 October 2016 at The Laverton, Westbury.</p>
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## **Wiltshire Fire & Rescue Service**

### Operational Report for Westbury Fire Station

14<sup>th</sup> July to 22<sup>nd</sup> September 2016.

During this period the crew was mobilised 61 times.

The following is a selection of the incidents attended.

Seven domestic property fires, none were significant. Causes varied but again cooking and washing machines were involved. One is thought to have been caused by a 3D printer.

Three farm related incidents, including a barn, field fire and a baler, the small off road appliance was used to good effect for the field fire.

A car into a building, luckily no one was seriously injured.

Assistance provide to the Ambulance Service to move a vulnerable casualty. This is an area of our work that is increasing and we are providing specialist training and equipment in anticipation of future needs.

A rescue of an injured person from scaffolding.

Derelict Hotel in Stratton St Margaret, Swindon - Westbury formed part of the relief team for this significant fire.

Andy Green  
**Station Manager**





## BA13+ REPORT TO WESTBURY AREA BOARD

The BA13+ Community Area Partnership held its Annual General Meeting on Thursday 18th August 2016 at Leighton Recreation Centre. The theme of the meeting was "Leisure"

Carole King, the outgoing Chair of the Partnership, reported that during the past year we covered the themes of Transport (August 2015) and heard from amongst others the Westbury Wheelers about the six exits from Westbury, though not all of them safe or accessible. We touched on the theme of Health & Well-being in both November 2015 and May 2016. The Alzheimers Support project worker, Area Board community engagement manager and BA13 CAP are working on a project to make Westbury a Dementia Friendly Community. The launch was held in April this year and since then there have been a number of Dementia Friends sessions held in the BA13 area with more to come next month. There is a Dementia Advisor and others who work out of the White Horse Surgery and there are a multitude of activities and support for people with dementia and their carers in our area. In May we heard from the CCG Communications Director about the tensions and conflicts between providing hospital vs at home care for people with long term conditions or short acute illnesses.

BA13 replied to the public conveniences and public transport consultations and encouraged our members to do likewise to all WC's consultations. We raised a Freedom of Information question to WTC about disabled access for children's play areas in the town and learned that the main park, Grassacres, provides access to a swing and roundabout. We wrote to the Editor of the WT to suggest some alternative features on Westbury businesses. Lastly, we sponsored a group to do a 'Clean for the Queen' clear up in the Minehole lanes.

We gave two grants this last year. The first was for the Westbury Area Schools Partnership of £245 for their project to work with the Wilts Wildlife Trust in the woodland at Wellhead Drove, where reps from the local primary schools learned about rights of way and trespass, safety in the countryside, conservation, litter picking and forest activities. The second was for the project Anybody Can Cook which was organised by the White Horse Children's Centre where families were nominated by the local schools. This project enables families to learn about alternative recipes, cook together then eat the results.

Officers were then elected as follows for the coming year: Chair – Carole King. Treasurer: Michael Walter.

Reports were received from partner organisations the Lions, the Health group, the Safety group, Westbury Churches, the Town Council, the Diabetes group and the Area Board. Finally, the charismatic guest speaker Peter Wragg addressed the meeting on the subject of the work undertaken by Visit Wiltshire. Since 2010 tourism has been the fastest growing business sector in the UK in employment terms. Tourism-related employment now accounts for 3.1m jobs in the UK – almost 10% of the entire workforce.

We now welcome over 20 million visitors a year to Wiltshire. One of the big challenges we have is to keep visitors in our county overnight therefore exposing them to more of what we have to offer. 1.4 million people visit Stonehenge, and then most of them drive on to destinations outside the county. We therefore need a second large attraction to encourage them to stay.

With this in mind Visit Wiltshire are working with the Army to help them to build a £36m heritage centre and museum on Salisbury Plain. They are also leading the development of the Great West Way, a tourist trail that will eventually run from London to Bristol, greatly benefitting the communities along the A4 corridor. Another project is the Melksham Link which will consist of a new canal running from the Kennet and Avon near Trowbridge up to Melksham and then eventually on to Swindon. In addition to the canal and associated leisure facilities, there would be a new hotel, a wetlands nature reserve and visitor education centre.

They also recently commissioned an accommodation study for the county which resulted in identifying a need for addition visitor accommodation of all types from large hotels to glamping.

There are a vast variety of attractions in Wiltshire. It's easy to understand why the Ancient Britons believed this place was special, and still today Stonehenge is a magnet for people from all over the world.

They are promoting the fact that in Wiltshire time is slower and more relaxing than in other places and in many respects time just stands still. Wiltshire therefore is the perfect place to visit to totally relax, to wind down, to chill out. Westbury has its own page on their website and there is a link from that page to our visitor centre website.

<http://www.visitwiltshire.co.uk/towns-and-villages/westbury-p476423>

Report: Phil McMullen, BA13 Community Area Partnership coordinator [ba13plus@outlook.com](mailto:ba13plus@outlook.com)



September 2016

## B&NES, Swindon and Wiltshire Sustainability and Transformation Plan

All health and social care organisations are working together across Bath and North East Somerset (B&NES), Swindon and Wiltshire on a five year sustainability and transformation plan (STP) to improve our local population's health and wellbeing, to improve service quality and to deliver financial stability. We are developing a joint approach that will help deliver the aims of the Five Year Forward View and is in line with other important national guidance such as GP Forward View, Mental Health Taskforce Report and National Maternity Review.

### Why do we need an STP?

There are growing pressures on the health and care system, nationally and locally. The proportion of older people is rising and there are more people living with complex conditions. This is contributing to an increased demand for services.

Overall across B&NES, Swindon and Wiltshire the standard of health and care services is very good compared to other areas in England.

But some challenges remain. Our hospital Accident & Emergency (A&E) departments are under pressure, in some areas patients are waiting too long for GP appointments and there are gaps in quality with some parts of our region benefitting from better health and care services than others. Additionally there are increasing financial pressures. Across all our local health organisations there was a collective end of year deficit of £6million for 2015/16 and this will rise to £337million at the end of 2021 across our combined area if we do nothing.

So we are working on a collective plan to drive greater efficiency and improvements in quality across the health and care system. For services to be sustainable, we also need to get better at preventing disease, not just treating it, and encourage everyone to take responsibility to manage their own care.

### Our STP partners

Our plan brings together our three hospitals (Royal United Hospital, Great Western Hospital and Salisbury Foundation Trust), the three Clinical Commissioning Groups (CCGs); B&NES, Swindon and Wiltshire Councils, South West Ambulance Service (SWASFT) and Avon and Wiltshire Mental Health Partnership Trust (AWP). The providers of our community services – Wiltshire Health and Care, Seqol and Sirona as well as the West of England Academic Health and Science Network (WEAHSN) and the Wessex Local Medical Committee (representing GPs from across the BSW area) complete our organisational grouping.

### Working together to transform services

The health and care needs of our local population across B&NES, Swindon and Wiltshire are diverse and we are developing a joint approach that takes this local variation into account. Our joint work will not replace individual organisational plans or our B&NES, Swindon and Wiltshire Health & Wellbeing Strategies. And it will not stop all the great work already going on locally to improve local services.

The emerging STP focuses on shared challenges and opportunities across the wider geographical footprint. This is 'place-based' planning that is not limited by organisational boundaries and covers CCGs, NHS providers, specialised services and primary care. It also includes better integration with local authorities including social care, prevention and self-care. Some of our partner organisations such as AWP, Sirona and SWASFT operate beyond our combined area and so will overlap with other STP footprints.

## **Our emerging priorities**

Based on our knowledge of local need and challenges and in line with national guidance, we have developed three transformational work-streams. Each is led by a CCG Accountable Officer. These are:

- Preventative and proactive care
- Planned care
- Urgent and emergency care

Over the past four months, organisation and service leads have been meeting in work stream groups and together at a number of cross-organisational workshops to explore solutions to the common challenges across B&NES, Swindon and Wiltshire. They have also begun to identify opportunities for innovation that will benefit the local population, agree some collective health outcomes and explore the potential for a standard set of quality and performance measures across the footprint. There are five emerging priorities:

- To provide improved person-centred care by strengthening and integrating the specialist services that support primary care
- To shift the focus of care from treatment to prevention and proactive care
- To redefine the ways we work together as organisations to deliver improved individual/patient care
- To ensure we offer staff an attractive career and build a flexible, sustainable workforce
- To strengthen collaboration across organisations to directly benefit acute and urgent care services.

## **What next and how can I get involved?**

Compared to other STP areas, we do not have an established relationship across all the health and care organisations with the B&NES, Swindon and Wiltshire footprint so we are at an early stage of STP development.

We shared our outline proposals for the next five years with NHS England in June and will submit more detailed plans at the end of October. This will enable us to qualify for additional funding through the Sustainability and Transformation Fund from 2017/18 onwards, to help deliver our plans.

Drawing on the experience and clinical expertise of our workforce and those that use health and care services, as well as their carers, will help us to redesign services and to develop new models of care that are sustainable.

Across our combined area, we already have a wealth of patient insight and useful information from recent consultation and engagement activity. However the STP offers our stakeholders a new opportunity to inform our plans for local health and care services and we are committed to ensuring everyone's views are taken into consideration at all stages of the process. We are working closely with Healthwatch (the consumer champion in health and care) in B&NES, Swindon and Wiltshire to make sure the voice of local people is represented as our plans begin to take shape.

Updates on our STP will be shared at CCG board meetings, AGMs and Council meetings, please check individual organisation websites for details of these. A wider programme of public engagement will commence in the autumn and more information on this will be available here shortly. In the meantime if you have any questions or feedback, please get in touch by email to [ruh-tr.STP-BSW@nhs.net](mailto:ruh-tr.STP-BSW@nhs.net) or contact your local Healthwatch office.



## Area Board Update - September 2016

Healthwatch Wiltshire is a local independent organisation which exists to speak up for people on health and care. If you have used a service recently then we would like to hear from you. We use what people tell us when we meet with the commissioners and providers of services to make sure that they take account of your views and experiences.

### Healthwatch Wiltshire would like to learn more about how well discharge processes are working for you or the person you care for

Hospital discharge is a big topic in the news. We hear nationally about people being discharged from hospital too soon, delays if appropriate care in community settings is not available, and people being discharged without their individual needs and those of their unpaid carers being taken into account.

But what's the Wiltshire story? Healthwatch Wiltshire want to hear the experiences of patients and their unpaid carers when they are transferred between health and care settings (e.g. from an acute hospital to a community hospital bed or a care home, or back to their own home). We want to hear from Wiltshire people who have been discharged from hospital in the last 12 months, or the friends or relatives who care for them. We also want to talk to people who have used intermediate care beds in nursing homes as an alternative to going into hospital or on the way home from hospital.

As well as visiting care locations to talk to people about their discharges being planned, we have produced a questionnaire that can be accessed online or in hard copy. The questionnaire can be found here <https://surveys.wiltshire.gov.uk/snapwebhost/s.asp?k=146712036662> or paper versions can be requested from the Healthwatch Wiltshire office. We are offering one-to-one conversations on the phone or in a person's own home, if they would prefer. Would you be able to share any experiences with us?

### Feedback on Your Care Your Support Wiltshire

This is an information website about Adult Social Care, and a directory of local providers in Wiltshire of services that support local people's health and social care. It is produced in partnership between Wiltshire Council, Wiltshire CCG and Healthwatch Wiltshire, and is also informed by interested stakeholder groups in the voluntary sector.

 **Your care**  
**Your support Wiltshire**  
[www.yourcareyoursupportwiltshire.org.uk](http://www.yourcareyoursupportwiltshire.org.uk)

This month we have been going through the oldest entries in the directory to delete out-of-date or 'uncontactable' entries. If you fund, support or regularly use services in the area, please let us know if we're missing the local group or voluntary sector organisation that you expect to find in the directory. We are also working on printable guides about care and support services in each community area by Area Board. Thanks go to the Partnership for Older People in Pewsey for starting this work in March, which allowed us to develop the idea. New pages include Extra Care Housing, Wiltshire Health & Care, and advice for Veterans. The overview of Adult Social Care page has been updated too.

### Contact us:

Tel 01225 434218

[info@healthwatchwiltshire.co.uk](mailto:info@healthwatchwiltshire.co.uk)

[www.healthwatchwiltshire.co.uk](http://www.healthwatchwiltshire.co.uk)

**healthwatch**  
Wiltshire

### Mental Health & You

1<sup>st</sup> November 2016 at City Hall, Salisbury

**Keynote Speaker: Karen Turner, Director of Mental Health, NHS England**

**Speakers, Q&A session, Exhibition Stands and Workshops**

**Free places must be booked in advance. Contact us or go to our website to register your interest.**



## **Westbury Town Council**

### **Area Board Report**

The biggest and loudest event that has happened since my last report was, of course, the demolition of the chimney at the cement works. It came down, on time, on the morning of 18<sup>th</sup> September. The event drew a huge crowd, many people coming from far afield, to witness it amid mixed emotions. Nine-year old Lily Sargent had the honour of pressing the plunger having won a competition organised by Tarmac.

The Town Council are currently in negotiations with Wiltshire Council to take over responsibility for the ten Children's Play Areas in the town. The alternative would be to see them being closed one by one when Wiltshire Council deemed them unsafe. (Wiltshire Council claim not to have any money for repairs/replacement equipment.)

Westbury Town Council have taken out new 3 year contracts for maintenance of the CCTV cameras in the town and for cleaning of the Public Conveniences recently taken over by the Council. Records show that over 8,000 visits were made to the conveniences in August alone!

The Town Council have received a lot of positive feedback about the activities of Andrew Thomas, our new Town Caretaker. If there are any jobs that you think need doing then please contact the Town Council on 01373 822232.

Finally I would like to remind everyone of Christmas in Westbury which this year starts on Saturday 3<sup>rd</sup> December with a Christmas Fayre starting at 10:00 am and the Lights Switch-on at 6:30 pm.

Stephen Andrews

Mayor of Westbury





WILTSHIRE COUNCIL

WESTBURY AREA BOARD  
6<sup>th</sup> October 2016

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Youth Grants Area Board funding application

1. Purpose of the Report

To ask the Area Board to consider 2 grant applications seeking 2016/17 Youth Grants funding:

Youth Adventure Trust grant requested for the sum of £3024.00 – **Outdoor Activities** (attached)

**Summary of Project**

The Youth Adventure Trust takes disadvantaged young people aged 11-14 from Wiltshire and Swindon on a Youth Adventure Programme over 3 school years and helps them to learn and achieve through a combination of 3 outdoor residential adventure camps 4 day activities and 3 Pathway Days. The 2nd year of the programme when the young people are 13 years old involves them attending a 3 day residential Coastal Camp in May and 3 Activity Days in the winter months. We would like funding for the cost of this year's activities for the 8 young people we work with from Westbury Matravers School at a cost of 378 per child.

Fairfield Farm College grant requested for the sum of £4568.00 – **for floodlights** (attached)

**Summary of Project**

FFC has invested 75000.00 of money raised by students via the student council and from a range of community fundraising including the annual horse and dog show to provide a high standard sports pitch for access by young people of Wiltshire with learning and/or disabilities. To extend the use of the pitch to evenings particularly for the youth club and evening team practices portable flood lights are essential.

The application submitted is available on the following link:

[http://portal.wiltshire.gov.uk/areaboard\\_grants/yp\\_pa\\_grants\\_list.php](http://portal.wiltshire.gov.uk/areaboard_grants/yp_pa_grants_list.php)

## Background

1.1 Area Boards have authority to approve Youth Grants area applications as per the Leaders Guidance for Community Area Grants on positive Activities for Young People, adopted by Westbury Area Board. Area Boards will allocate their dedicated youth funds in accordance with this guidance issued by the Leader, meeting requirements of the Constitution. These decisions will take place at the public meetings to ensure that consideration on how the Youth Grants funding is deployed is open and transparent.

1.2 Area Boards must comply with the statutory equality and safeguarding duties as well as the council's rules on contracts and procurement and the code of conduct, as well as ensuring the Community Youth Grants criteria is met. Area Boards have been delegated the responsibility to ensure positive activities for young people are secured sufficiently to improve their well-being and to ensure support from Wiltshire

Council Children's Services has been received. This support will fundamentally come from the local areas Locality Youth Facilitator so Area Boards need to be sure this resource has been offered and enabled.

1.3 The Locality Youth Facilitator is required to provide recommendations from the Local Youth Network management group through a report submitted to the Area Board. These recommendations will be generated from the Local Youth Network management group through the use of a scoring sheet matrix of each Youth Grant funding application. Community Area Boards must take into account these recommendations, advice and guidance.

1.4 When considering funding applications, the Area Board must ensure there is evidence that young people have participated in the decision making process. This will have been verified by the Locality Youth Facilitator.

1.5 Area Boards must ensure that safeguarding and quality assurance standards have been met and that and must have the necessary policies and procedures in place to meet legal requirements. The Locality Youth Facilitator will have carried out these checks on the group that has submitted an application for funding.

1.6 Applications of up to and including £5000 can be made for a Community Youth Grant and those that have sought match funding will carry more weighting.

1.7 Applications that involve and benefit groups of vulnerable young people will be given extra weighting when coming to a decision.

1.8 Applications must help meet the identified needs, priorities and outcomes for young people in the area that the Local Youth Network has provided through its community needs analysis.

1.9 Applications must be for positive activities for young people aged 13-19 (up to 25 years of age for young people with special additional needs and or disabilities and must be for new projects and or support community projects, not retrospective applications. The Community Youth Grant funding is for revenue based positive activities for young people and is ring-fenced for this purpose.

1.10 Those applying for funds must be a voluntary or community sector organisation or have a sponsor organisation. Applications may be received from a parish/town council or school or other statutory service, providing conditions of application have been met, as per criteria. Groups of young people may apply providing they have the support of a supporting/sponsor organization.

1.11 Area Boards will not consider Community Youth Grant applications from town and parish councils or schools/other statutory bodies for purposes that relate to fund their normal services and or activities.

1.12 The funding is not to replace other local funding which is used to support services and activities for young people and the Area Board is required to ensure the funding enhances and complements local provision/resources.

1.13 The Area Board will ensure that impact assessment will form a condition of any funding decision to enable monitoring of the effectiveness of positive activities. The Locality Youth Facilitator and the Local Youth Network management group will carry this role out. This will include recipients completing and returning evaluation forms and accounts of expenditure.

1.14 The emphasis of this Community Youth Grants funding is to support the ethos of the community-led model for the provision of positive activities for young people, which supports young people and their communities to come together to develop a local response to meet local needs. Therefore, applications that embrace and evidence this

should be encouraged.

1.15 Area Boards will consider funding applications at every meeting whilst there is still funds available.

1.16 The funding criteria and application forms are available on the council's website:  
<http://www.wiltshire.gov.uk/council/areaboards/communityyouthactivitiesgrants.htm>

#### Background documents used in the preparation of this report-

- Leaders guidance for Community Area Boards on Positive Activities for Young People
- Westbury Local Youth Network Management Group notes and actions
- Positive Activities for Young People local Youth Network (LYN) Terms of Reference
- Positive Activities Toolkit for Community Area Boards

## **2. Main Considerations**

2.1. Councilors will need to be satisfied that Youth Grants awarded in the 2015/16 year are made to projects that can realistically proceed within a year of it being awarded.

2.2. Councilors will need to decide and be assured that young people and the community will benefit from the funding being awarded and the project/positive activity proceeding.

2.3. Councilors will need to ensure measures have been taken in relation to safeguarding children and young people.

2.4 Councilors will need to ensure that young people have been central to each stage of this Community Youth Grant funding application.

## **3. Implications**

### **Environmental and community implications**

3.1. Area Board grants contribute to the improvement of positive leisure-time activities for young people throughout their local community and the intention will be for the awarding project to add to this. The specific project will determine the scope of this.

### **Financial implications**

3.2 No specific ones to report.

### **Legal Implications**

3.3 No specific legal implications to report.

### **HR Implications**

3.4 No specific implications to report

### **Equality and Diversity Implications**

3.5 This project is specifically aimed at and therefore open and accessible to all young people aged 13- 19 and up to age 25 for those individuals with special educational needs and or disabilities

#### 4. **Recommendations**

To consider both grants mentioned above for the sum of £3024.00 and £4568.00 totaling **£7,592.00**

The minutes from the Area Board meeting can be found on the Wiltshire Council website  
<http://www.wiltshire.gov.uk/council/areaboards.htm> )

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Report Author: (Jan Bowra-Locality Youth facilitator for Warminster and Westbury  
Community Areas) Tel No: 0774745576  
E-mail: [janette.bowra@wiltshire.gov.uk](mailto:janette.bowra@wiltshire.gov.uk)

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**Started on:** 14/09/2016 11:37:24  
**ID** 338

**Applicant** Mrs Nicola Keys-Toyer  
Youth Adventure Trust  
Charity Number: 1019493  
Windmill Hill Business Park  
Whitehill Way  
Swindon  
SN5 6QR  
07739751593  
[nicola@youthadventuretrust.org.uk](mailto:nicola@youthadventuretrust.org.uk)

**Current Status:** Application Received

**1 Project title? (Max. 8 words Eg. Tinkleton Village Youth Transport Project) \*required field**

Young People Fulfilling Their Potential through Outdoor Activities

**2. Project summary: (100 words) \*required field**

The Youth Adventure Trust takes disadvantaged young people aged 11-14 from Wiltshire and Swindon on a Youth Adventure Programme over 3 school years and helps them to learn and achieve through a combination of 3 outdoor residential adventure camps 4 day activities and 3 Pathway Days. The 2nd year of the programme when the young people are 13 years old involves them attending a 3 day residential Coastal Camp in May and 3 Activity Days in the winter months. We would like funding for the cost of this year's activities for the 8 young people we work with from Westbury Matravers School at a cost of 378 per child.

**3. Amount of funding required: \*required field**

- £0 - £1000  
 £1001 - £5000  
 Over £5000 (Please note - our grants will not normally exceed £5,000)

**4. Which Area Board are you applying to? Not sure? -[check on a map](#) \*required field**

Westbury

**5. What is the Post Code of where the project is taking place?** (If the application is for something that will move around to different locations please insert the post code for where it will be based for the majority of the time.) \*required field

BA13 4EH

**6. Please tell us which theme(s) your project supports: \*required field**

- Informal education
- Youth work/development
- Sport/Leisure
- Residential
- Arts/Culture
- Employment or training
- 1:1/group work
- Community Project
- Community Safety
- Volunteering
- Environment
- Health
- Other

If other (please specify

**7. About your project**

**Please tell us about your project (a strong application will address all of the following): \*required field**

- How does your project support local needs and priorities?
- How have young people been involved in your project so far?
- How many young people do you expect to benefit?
- How will your project be accessible and affordable?
- How will you encourage volunteering and community involvement?
- How will you ensure your project is accessible to everyone (Disabled, low incomes, vulnerable, etc.)
- How will ensure your project is inclusive?
- How will you work with other community partners?



What we do and Why. The Youth Adventure Trust enables 240 disadvantaged young people aged 11-14 from Wiltshire and Swindon to benefit from a life-changing 3 years Youth Adventure Programme. Many are struggling at school aren't able to fit in have no positive role model no aspirations or chaotic and unstable home lives. They could be young carers in foster care or on the brink of exclusion from school. Their circumstances make it all too easy for them to make poor choices that will affect the rest of their lives. We help these children escape this cycle of disadvantage and inspire them to reach their full potential by taking them a key transitional stage of their educational and social development helping them learn and achieve through a combination of outdoor adventure camps and day activities. The programme is designed to build their self-confidence and self-esteem and emphasises the importance of teamwork communication social skills and resilience. These important life skills are the building blocks that help them develop aspiration and grow into individuals who are able to fulfil their potential and make a positive contribution to their local communities and society as a whole. The Activity Days are held in the winter months and crucially provide continuity throughout these months when the camps aren't running. The children catch up with others in their group and it enables the staff and volunteer mentors to re-engage with the children and monitor their development. They continue to complete their Personal Records of Achievement which they fill in throughout the 3 year programme. There are 3 Activity Days for each child we hold 12 in total and the one held in Westbury for example is a Woodland day held at Brokerswood Country Park. They are provided with transport to the venue and have a fully trained activity provider in charge of the day's activity. The Coastal Camp is held on Brownsea Island and is a very demanding camp. We take 2 groups of 40 children on 2 separate camps arranging transport from Wiltshire and providing basic camping on the Island and specialist instruction from qualified instructors from the Harbour Activity Centre. These instructors work alongside our fully trained volunteer mentors and key programme staff. On the Camp the young people learn to windsurf sail kayak and take part in a raft building team challenge. The Coastal Camp is a particularly special experience for the young people who sail to the island on a small ferry a new and exciting experience for most of them. The sailing and windsurfing are really big activities for them very intense and challenging and they promote great responsibility independence and resilience. For example after some initial instruction the young people are sailing the boats themselves in teams of two. Sailing is an expensive part of our programme but it is the biggest step the young people take for gaining confidence and independence. Local Needs Addressed. Significant areas of Wiltshire are in the 5 most deprived LSOAs Lower Super Output Areas according to the Wiltshire Council Indices of Deprivation 2015. Trowbridge Adcroft and Trowbridge Park suffer particular deprivation along with Salisbury Bemerton Devizes North Amesbury East and Chippenham Hardens. The deprivation in urban areas is clearly visible especially in the market towns and this contrast sharply with the hidden deprivation in the county's rural areas where there are high levels of poverty and very limited access to services such as leisure and transport. Disadvantaged young people are at particular risk of becoming NEETS and the employability of young people remains both a local and national priority. In Wiltshire the NEET figure is 4 with 4.9 destinations unknown. The two wards in Trowbridge are known to be areas of highest long term unemployment. Being NEET is associated with negative outcomes later in life including unemployment reduced earnings poor health and depression. These outcomes have a cost for both the individual and the economy. The Princes Trust Macquarie Youth Index shows NEETS are significantly less happy across all areas of their lives with increased mental health problems due to unemployment. The Index reports that 37 of NEETS lack a sense of identity 34 feel isolated all or most of the time and more than 1 in 4 claims they do not have a positive role

model. The Youth Adventure Programme is ideally placed to help deter our young people from becoming NEETS. Long term and early intervention are key to our success. Not only do we increase the young people's confidence and self-esteem and improve their communication and leadership skills but we offer them alternative positive pathways working with positive role models and mentors encouraging resilience and raising their aspiration. In line with substantial bodies of evidence and consultation we offer our young people 3 residential camps alongside multi-day activities and pathway days over a 3 school year period at no cost to them and their families thus delivering a sustained long term impact and early intervention programme. In May 2014 Wiltshire Council cuts its number of youth workers from 144 to 25. This year these are to be cut to just 7 workers and will no longer work directly with young people. Our work and proposed Project Mentor will be one way of plugging this gap in provision. Other local youth provision includes Youth Action Wiltshire day activities for 11-16 yr olds Seeds 4 Success Phoenix Youth Club weekly clubs for disabled young people Youth Service North training for NEETS aged 13-19 and organisations like Scouts which cost 100 per year and extra money for trips and activities. We are the only organisation in the county that offers a FREE programme of support for such a sustained period of time at such a crucial transitional period in Childrens lives. How are the young people involved we regularly review our provision and that of others to meet the changing local picture and we regularly collate feedback from the young people and their families to allow us to make improvements to the service we offer the young people. We meet each young person before during and after each year of the programme to set targets review progress and obtain feedback. In 2011 we undertook a major review consulting with the young people as well as with parent's referral agencies and volunteers. This consultation took the form of questionnaires focus groups and interviews and led to systematic change with the young people helping to design our new 3 year Youth Adventure Programme. This led to the programme being extended from 12 months to 25 months and the introduction of Pathway Days at age 14. As the first cohort of young people to complete the 3 year programme finished in 2014 we gathered valuable feedback from them on the success of the new 3 year programme and suggestions to improve the service such as the Progression Mentor who would keep in touch with them as they move on to other youth services at 14. The programme has been a valuable and extremely positive experience for my son. He has grown in confidence maturity and it has encouraged the emergence of a great team leader. As a result his understanding and patience has vastly improved towards others and himself and he is more able to accept and enjoy his achievements. He is much focused now and strives forwards doing his best in all he does

ParentInclusion. We take children from schools in Wiltshire where there is the highest need for our service. The staff and social workers recommend the children that will benefit the most. We take 8 children from each school every year 80 children per year join the programme. We don't take anymore than this because we want those children to be able to come to us with a clean slate where they are not judged by other children from their school who may know something of their history and problems. The children are mixed up within these groups for the same reason. The Wiltshire Community Foundations 2014 report Wiltshire Uncovered noted in their research that the problems within the county needed Prevention and early intervention the raising of aspirations and narrowing gaps and strongly recommends that Flexible local community responses are the best way of meeting those needs in the communities. How many do we reach We help 240 young people per year and for this programme we are asking for your help to fund the 8 out of the 24 children from Westbury that we help. 8 in each of the 3 years. It costs 378 per child for the 2nd year of the programme. Total cost - 30250. 3025080 young people 378. 378 x 8 Westbury young people 3024. The Blagrave Trusts

2015 reports systematic reviews found that residential and multi-day activities had a stronger effect than shorter ones and concludes that While this is perhaps unsurprising it does offer a challenge for funders since it obviously forces a trade off with the number of participants. In our 2011 consultation we made a conscious decision to move away from a tokenistic programme there for the sake of numbers to a programme with greater long term intervention offering greater value for money and A CHANGE THAT LASTS A LIFETIME. Our programme leads to social capital at the end with less financial intervention and fiscal cost to the state through costs incurred via the police criminal justice system jobseekers benefits and tax implications. So although we cannot help ALL the disadvantaged young people in Wiltshire we are reaching a substantial proportion and providing them with the opportunities and skills they need to become engaged within their communities and society through a more intensive integrated experience as recommended by many highly respected research bodies. Our programme resonates with the Governments priorities to empower communities through the Big Society. Referral agencies tell us that we deliver life-changing results for many children who have not reached their full potential with other forms of intervention and support. Volunteers. We have 180 fully trained volunteers from a range of backgrounds. They are the backbone of our organisation and are the positive role models our young people look up to and learn from. All volunteers undertake the challenging activities alongside the young people sharing experiences such as caving and canoeing. This creates a strong bond and trust. It is the positive support and encouragement of the volunteers that facilitate the changes in our young people. They provide the positive mentorship these disadvantaged young people need. The young people have very positive things to say about the volunteers when asked what was the best thing about the programme the volunteers have been one of the best things. They helped me Making new friends and spending time with the adult leaders having a good time and having a laugh with the leaders Meeting new friends and having the leaders as adult friends. Partnerships we work with a representative from Wiltshire Young Peoples Support Services on an advisory basis and we work with local youth organisations such as Duke of Edinburgh Scheme Cadets Scouts Princes trust etc on our Pathway Days which the young people attend in their final year. We are also in preliminary talks with Youth Action Wiltshire on ways in which we can work together in the future. The Youth Adventure Trust is special because it provides opportunities that are otherwise unavailable. It helps give a boost to those that need an extra hand in life Carer

## **8. Safeguarding**

**Please tell us about how you will protect and safeguard young people in your project (You must address all of the following): \*required field**

- Please evidence your commitment to safeguarding and promoting the welfare of children and young people.
- How do you make sure staff and volunteers understand their safeguarding responsibilities?
- Are staff and volunteers Disclosure and Barring Service (DBS) checked and do you hold a central record of this as well as details of staff references.
- Who in your organisation is ultimately responsible for safeguarding?
- How do you ensure that young people are kept safe online when accessing your services?

Child Protection: We have child protection policy available on request. The volunteers receive Child Protection training on their training weekend and they are all sent an updated safeguarding policy annually. The staffs receive Child Protection training every 2 years and are updated annually. The policies and training are provided by Safe Network safenetwork.org.uk and they keep us up to date with any changes which are then disseminated to staff and volunteers. Safeguarding the Young People: We safeguard them at all times in a variety of ways. For example, they have 2 adults with them at all times there is no solo working at all. Adults are not allowed in tents on camp unaccompanied. Adults do not go in the toilets or showers on camp when the young people are in them. The children apply their own sun cream etc. If we had a child protection concern our Operations Director would refer it to Social Services. Disclosure and Barring Service: Staff and Volunteers DBS checks are repeated every 3 years. We hold a central record. Our Director of Operations Tessa Woodrow is ultimately responsible for all safeguarding. Online Policies Web based technology risks. The Youth Adventure Trust has no Facebook page and we have no forum for the children to communicate online. Staff and volunteers are not permitted to friend the young people on Facebook or other social media and vice versa. No smart phones tablets etc are permitted on camp activity days or pathway days.

## **9. Monitoring your project**

**How will you know if your project has been successful? \*required field**

We meet each young person parent's carers and schools before during and after each year of the Programme to set targets review progress and obtain feedback. Each young person is given a Personal Record of Achievement to complete throughout the programme where they record their personal goals aspirations and achievements. Our fully trained volunteers and staff work with small groups on camps and activity days maintaining a daily record of progress. All the data is assimilated by our Operations Team to measure impact and to help the children plan the next stages of their journey. Since autumn 2015 we have been using NPCs Well-Being Measurement Tool which measures the young people's perspective on various aspects of their lives tracking change in well-being over their time on the programme. The tool allows us to see our results in a national context as it analyses our results within the national baseline. Because we are the only organisation in the area undertaking such an innovative and long term programme it is of value to other youth organisations to learn from our work. The Wiltshire Community Foundation have committed to helping us disseminate any of our key data allowing local groups to learn from us. We also

disseminate our findings to youth providers we work with such as the D of E Scouts Cadets etc. Who will benefit the main group of beneficiaries are the young people with additional benefits also experienced by their family's communities and schools. 1. 240 young people per year benefit with increases in self-confidence and self-esteem improved behaviour at home and school improved engagement at school and increased resilience and aspiration. Specifically 8 Westbury children will benefit from the Activity Days and Coastal Camp project in 2016 and 17. 2. Families benefit with improved communication and better behaviour at home improving family cohesion.3. Schools benefit with improved school work and behaviour. Teachers tell us that the improved behaviour of one participant impacts on their class at school resulting in the behaviour of that whole class improving. It turned Daniel around from a boy at risk of permanent exclusion to a boy thoroughly engaged in his schoolwork who is now a pleasure to teach. Headmaster of Kingsdown School Warminster 4. The lives and environments of local communities benefit as the young people become more engaged and responsible make better friendship choices and become less likely to become involved in petty crime and anti-social behaviour.5. The programme benefits our volunteers who derive satisfaction and personal growth from their time as mentors to the young people.

**10. Finance: \*required field, if you are a new organisation and don't have accounts leave blank and tick box below**

**10a. Your Organisation's Finance:**

**Your latest accounts:**

Month  Year

**Total Income:**

£  Please enter in money format **with pence** but no pound sign or comma or p. Eg 15000.00

**Total Expenditure:**

£

**Surplus/Deficit for the year:**

£

**Free reserves currently held:**

£

**Why can't you fund this project from your reserves:**

The Board of Trustees have agreed that the required level of reserves should equate to the equivalent of 4 months operational expenditure. Considerable progress has been made in this regard and we expect to reach our target by the end of 2016. This is in order to strengthen our financial security and ensure we can continue to provide our valuable service to the young people of Wiltshire.

We are a newly formed group and do not yet have published accounts:

## 10b. Project Finance:

### Part One: \*required

Total Project cost  [help](#) Please enter in money format **with pence** but no pound sign or comma or p. Eg 15000.00

Total required from Area Board

### Part Two: Please itemise your project expenditure and project income \*required

Quick tips:

1. List **ALL** expenditure in a general format eg. Materials 10.00, Tools 5.00
2. List **ALL** income **except the amount required from the Area Board** eg. Donations 20.00 [help](#)
3. Please enter in money format **with pence** but no pound sign or comma or p. Eg 15000.00
4. If your organisation reclaims VAT you should exclude VAT from the expenditure
5. Please ensure you **TOTAL** both columns correctly.
  - Expenditure column should equal Total project cost in Part One.
  - Income column should equal Total project cost **minus** Total required from the Area Board.
6. Here is an example layout, including how to display in kind contributions [help](#)

Breakdown of expenditure and income submitted on separate sheet for clearer reading

**11. Have you or do you intend to apply for a grant for this project from another area board within this financial year? \*required field**

- Yes
- No

**12. Tick all the Area Boards to which you are intending to apply, including this one (You can apply to a maximum of 3 Area Boards for the same project in a financial year) \*required field, if Yes to Q11.**

- Amesbury
- Bradford on Avon
- Calne
- Chippenham
- Corsham
- Devizes
- Malmesbury
- Marlborough
- Melksham
- Pewsey
- Salisbury
- Southern Wiltshire
- South West Wiltshire
- Tidworth
- Trowbridge
- Warminster
- Westbury
- Royal Wootton Bassett & Cricklade

### **13. DECLARATION**

**Supporting information - Please confirm that the following documents will be available to inspect upon request (You DO NOT need to send these documents to us):**

**Do you have the following (please tick any that apply):**

- Child Protection Policy
- Safeguarding Children
- Procedure for dealing with an allegation against a member of staff or a volunteer
- Complaints Procedure

- Public Liability Insurance
- Health & Safety
- Whistle blowing policy
- Internet use policy
- Constitution
- Annual Accounts
- Business/Project Plan (For projects where total project cost is over £50,000)

**Legal declaration \*required field**

- The information on this form is correct, that any award received will be spent on the activities specified.



**Youth Activity  
Adventure**

<b>Itemised Expenditure</b>	<b>£</b>	<b>Itemised Income</b>	
Coastal site & instructors (2 camps)	£11000.00	Zurich Trust grant (activity days)	£3000.00
Coastal Food (2 camps. 80 yp)	£4000.00	Chippenham Local Council grant (activity days)	£1000.00
Coastal Transport 2 camps. 80 yp	£3500.00	Wiltshire Community Foundation (coastal camps)	£5000.00
Volunteer expenses yp t-shirts certificates			
Photos	£1300.00		
Activity Days venue hire & instructors			
(12 days. 80 yp)	£5000.00		
Activity Days Transport mini buses taxis			
12 days	£4000.00		
Activity Days Food (12 days)	£400.00		
Activity Days volunteer & staff expenses			
(12 days)     £	£900.00		
Activity Days YP certificates & photos	£150.00		
<b>Total</b>	<b>£30250.00</b>	<b>Total</b>	<b>£9000.00</b>



**Started on:** 17/07/2016 22:04:39  
**ID** 329

**Applicant** Dr Tina Pagett  
Fairfield Farm College  
Charity Number: 273924  
45 High Street  
Dilton Marsh  
Westbury  
BA13 4DL  
01373823028  
[tina.pagett@ffc.ac.uk](mailto:tina.pagett@ffc.ac.uk)

**Current Status:** Application Received

**1. Project title? (Max. 8 words Eg. Tinkleton Village Youth Transport Project)**  
**\*required field**

Fairfield Farm College FFC Floodlights to extend sports offer

**2. Project summary: (100 words) \*required field**

FFC has invested 75000.00 of money raised by students via the student council and from a range of community fundraising including the annual horse and dog show to provide a high standard sports pitch for access by young people of Wiltshire with learning and/or disabilities. To extend the use of the pitch to evenings particularly for the youth club and evening team practices portable flood lights are essential.

**3. Amount of funding required: \*required field**

- £0 - £1000  
 £1001 - £5000  
 Over £5000 (Please note - our grants will not normally exceed £5,000)

**4. Which Area Board are you applying to? Not sure? -[check on a map](#) \*required field**

Warminster

**5. What is the Post Code of where the project is taking place? (If the application is for something that will move around to different locations please insert the post code for where it will be based for the majority of the time.) \*required field**

BA13 4DL

**6. Please tell us which theme(s) your project supports: \*required field**

- Informal education
- Youth work/development
- Sport/Leisure
- Residential
- Arts/Culture
- Employment or training
- 1:1/group work
- Community Project
- Community Safety
- Volunteering
- Environment
- Health
- Other

If Other (please specify)

**7. About your project**

**Please tell us about your project (a strong application will address all of the following):  
\*required field**

- How does your project support local needs and priorities?
- How have young people been involved in your project so far?
- How many young people do you expect to benefit?
- How will your project be accessible and affordable?
- How will you encourage volunteering and community involvement?
- How will you ensure your project is accessible to everyone (Disabled, low incomes, vulnerable, etc.)
- How will ensure your project is inclusive?
- How will you work with other community partners?

The project targets young people aged 14-25 years with learning and/or disabilities to get involved in sports and leisure activities to keep fit and have fun. This is a particular priority for young people with learning and/or disabilities where they may not access community sports clubs- FFC works with over 100 young people in Wiltshire through the day residential and social care programmes as well as holiday and youth club activities- FFC and the clubs and activities are growing in popularity and should benefit 150 young people in the next year- The MUGA has already been built the floodlights through this grant will extend the use of the MUGA into the evenings during the winter months. - Youth Club and holiday activities carry a small charge for users- The facilities are available daily through FFC programmes accessible to all. Youth and holiday activities have a small charge with the parent support group subsidising those that cannot access them- FFC works with the local schools

volunteers from Matravers and Kingswood schools as well as Warminster school support the youth club and holiday clubs- FFC targets young people across Wiltshire with learning and/or disabilities it is totally inclusive- FFC works with the local school sports clubs and WASP it is hosting the inclusive sports partnership this year and events will take place for young people from across Wiltshire

## 8. Safeguarding

**Please tell us about how you will protect and safeguard young people in your project (You must address all of the following): \*required field**

- Please evidence your commitment to safeguarding and promoting the welfare of children and young people.
- How do you make sure staff and volunteers understand their safeguarding responsibilities?
- Are staff and volunteers Disclosure and Barring Service (DBS) checked and do you hold a central record of this as well as details of staff references.
- Who in your organisation is ultimately responsible for safeguarding?
- How do you ensure that young people are kept safe online when accessing your services?

FFC has a safeguarding children and vulnerable adult's policy this is published on the website. FFC has a safeguarding team 4 designated safeguarding leads DSLs a safeguarding board and regular training. All staff and volunteers are DBS checked and we follow Wiltshire's safer recruitment all records are held centrally. We have 4 DSLs that form a team and board. We have a policy for online use and appropriate restrictions in place for all young people accessing IT equipment and the Internet

## 9. Monitoring your project

**How will you know if your project has been successful? \*required field**

Success of the project will be measured by the numbers of young people accessing the MUGA and taking part in organised sports and activities. The floodlights will enable the MUGA to be used into the evenings essential for youth club during the winter months. It will be used across the entire year with the residential care home operational for 52 weeks with young people accessing the facilities during the day evenings and weekends. The numbers accessing youth and holiday activities will also be measured to ensure there is maximum usage of the facilities.

**10. Finance: \*required field, if you are a new organisation and don't have accounts leave blank and tick box below**

### 10a. Your Organisation's Finance:

**Your latest accounts:**

Month  Year

**Total Income:**

£  Please enter in money format **with pence** but no pound sign or comma or p. Eg 15000.00

**Total Expenditure:**

£

**Surplus/Deficit for the year:**

£

**Free reserves currently held:**

£

**Why can't you fund this project from your reserves:**

The charity commission requires the organisation to hold reserves amounting to 3 months operating costs

We are a newly formed group and do not yet have published accounts:

**10b. Project Finance:**

**Part One: \*required**

Total Project cost £  Please enter in money format **with pence** but no pound sign or comma or p. Eg 15000.00  
[help](#)

Total required from Area Board £

**Part Two: Please itemise your project expenditure and project income \*required**

Quick tips:

1. List **ALL** expenditure in a general format eg. Materials 10.00, Tools 5.00
2. List **ALL** income **except the amount required from the Area Board** eg. Donations 20.00 [help](#)
3. Please enter in money format **with pence** but no pound sign or comma or p. Eg 15000.00
4. If your organisation reclaims VAT you should exclude VAT from the expenditure
5. Please ensure you **TOTAL** both columns correctly.
  - Expenditure column should equal Total project cost in Part One.
  - Income column should equal Total project cost **minus** Total required from the Area Board.
6. Here is an example layout, including how to display in kind contributions [help](#)

Breakdown of expenditure and income submitted on separate sheet for clearer reading

**11. Have you or do you intend to apply for a grant for this project from another area board within this financial year? \*required field**

- Yes
- No

**12. Tick all the Area Boards to which you are intending to apply, including this one (You can apply to a maximum of 3 Area Boards for the same project in a financial year) \*required field, if Yes to Q11.**

- Amesbury
- Bradford on Avon
- Calne
- Chippenham
- Corsham
- Devizes
- Malmesbury
- Marlborough
- Melksham
- Pewsey
- Salisbury
- Southern Wiltshire
- South West Wiltshire
- Tidworth
- Trowbridge
- Warminster
- Westbury
- Royal Wootton Bassett & Cricklade

### 13. DECLARATION

**Supporting information - Please confirm that the following documents will be available to inspect upon request (You DO NOT need to send these documents to us):**

**Do you have the following (please tick any that apply):**

- Child Protection Policy
- Safeguarding Children
- Procedure for dealing with an allegation against a member of staff or a volunteer
- Complaints Procedure
- Public Liability Insurance
- Health & Safety
- Whistle blowing policy
- Internet use policy
- Constitution
- Annual Accounts
- Business/Project Plan (For projects where total project cost is over £50,000)

**Legal declaration \*required field**

- The information on this form is correct, that any award received will be spent on the activities specified.



**FAIRFIELD FARM COLLEGE**

**EXPENDITURE AND INCOME BREAKDOWN**

<b>Itemised Expenditure</b>	<b>£</b>	<b>Itemised Income</b>	<b>£</b>
Freestanding tennis posts and nets	£1651.20		£0.00
Tennis rackets and balls (set of 10)	£179.98		£0.00
Freestanding basketball hoops	£357.60		£0.00
Basket balls 10	£74.99		£0.00
Freestanding weighted pair goals on wheels	£2495.00		£0.00
Footballs 10	£87.50		£0.00
Total	£4846.07		£0.00



# Health and Care in Westbury



An  
independent voice  
for the  
people of Wiltshire

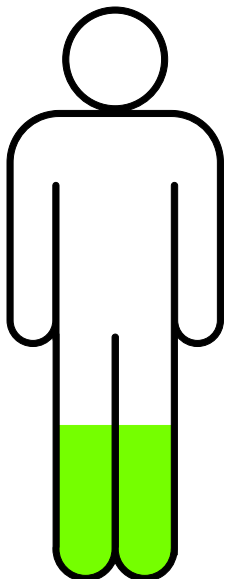
# Health and care in Westbury

This report is about the work which Healthwatch Wiltshire did in Westbury over a 3 month period in 2016. Healthwatch Wiltshire is an independent organisation which exists to support local people to speak up on health and care. We are part of a national network of 148 local Healthwatch. The national umbrella organisation is Healthwatch England.

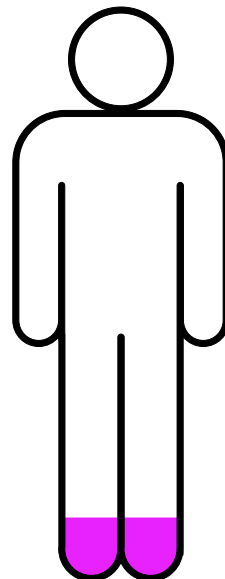
We were approached by Westbury people who were concerned about whether the town has its fair and adequate share of health and care services. They asked us to arrange a public meeting so that local people could talk with those who buy and provide our health and care services (the commissioners and providers). Healthwatch Wiltshire agreed to do this but we thought that it would be of more value to local people if we did some additional work to support the public meeting.

## Population

- Westbury Community Area, at mid-year 2011, had an estimated total population of 19,650 persons making it the 8<sup>th</sup> least populous community area in Wiltshire (out of 19)
- Over the period Census 2001 to mid-year 2011, Westbury Community Area's population growth was 24.1% (3,820 persons), over two and a half times higher than the Wiltshire average of 9.6% (41,350 persons), and the second highest of all Wiltshire's community areas.
- In relation to the other 19 community areas, Westbury Community Area has the 3<sup>rd</sup> highest percentage of its total population under the age of 15 years, the 9<sup>th</sup> highest percentage of its total population being of working age, and the 13<sup>th</sup> highest percentage of its total population being of retirement age and over.



**Westbury's Population Growth**  
24.1% (3,820 persons)



**Wiltshire's Average population growth**  
9.6% (41,350 persons)

## Our aims were to....

- facilitate a productive conversation between local people and commissioners
- carry out engagement in the town to find out what local people think about health and care including their experiences of using services
- find out the facts and provide some good quality information for local people
- provide some suggestions about any next steps

## What did we do?

- arranged two planning meetings which included commissioners and local representatives to agree what we all wanted to get out of a public meeting and to discuss some of the 'hot issues';
- put out our own communications to publicise our work and invite people to get in touch. This was picked up by the White Horse News, through social media, and by BBC Radio Wiltshire;
- carried out engagement with local people in the town over two days in June. We also spoke to people who telephoned us and we accepted feedback by email. Overall we had contact with over 180 people;
- participated in Westbury's first 'health and wellbeing group' which has been set up by Westbury Community Area Board;
- held a stakeholder meeting at The Laverton in July to which we invited representatives from local groups, commissioners, representatives from Wiltshire Council, and the White Horse Health Centre. We shared the results from our engagement and invited those attending the meeting to tell us what we may have missed;
- carried out some 'desk top' research on the issues local people had raised with us;
- met with the White Horse Health Centre Practice Team to explore the issues people had raised with us about the practice;
- prepared and published this report;
- Arranged a public meeting for the 8<sup>th</sup> September 2016 to share this report and provide an opportunity for local people, commissioners and providers to talk together.



## What did we ask people?

1. Have you used any health and social care service over the last year? (this includes doctor, dentist, optician as well as hospitals etc.)
2. What was your experience of using the service?
3. In general, what do you think is good about the health and social care services in Westbury?
4. Do you think there is anything that could be improved?

## What are the results?

We have analysed all the feedback that people gave us and picked out the main themes which are described below along with the outcomes of any further research we did on the themes.

## The GP Practice



Through our engagement with local people in the town we listened to issues raised about the White Horse Health Centre. These included:

- difficulties in accessing GP appointments (in particular, people feeling that they had to wait too long to see a specific doctor)
- an impression that there is a 'high turnover' of staff which can't be a good thing for providing continuity of care
- dissatisfaction about GPs working part time hours and this therefore limiting their availability for appointments with patients
- concerns about whether the Centre will be able to cope with increased population arising from new housing
- difficulties with calling through to the Centre
- dissatisfaction with the triage system - in particular people feeling that it is not appropriate for non-clinical staff to decide whether a patient can see a GP
- people generally reported that the quality of care provided by clinical staff (GPs and nurses) at the Health Centre is good

It is difficult to draw comparisons between practices about accessing GP appointments given that there is no nationally recommended number of GPs per number of patients or guidance on appropriate waiting times for non-emergency appointments.

- 115 people (out of 180) gave feedback about the White Horse Health Centre

**16 People gave positive feedback**

**37 People gave negative feedback**

**62 People gave mixed feedback (both positive and negative)**

We asked if we could meet with staff at the Centre to share the feedback. The Centre was very keen to meet with us and explain what they are doing to respond to the issues. We have set out this information at the end of our report.

*“Local services are under considerable pressure right across the country, including Wiltshire. Together we are doing our best to make sure we can support people, and we are making some great strides to enable us to deal head on with some of the issues we currently face.*

*One of our top priorities is to make sure that older people get the care and treatment they need - either in their own home or as close to home as possible. Using a specially-allocated budget called the Better Care Fund, local GPs have established new ways of supporting people to receive care, stay independent and keep well without having to go into hospital. There are some examples of that work described in this report, so that you can read how we are using the Better Care Fund to support people in Westbury. We mustn't forget about the wider community though, and we are working hard to get the systems in place so that people of all ages receive appropriate quality care as and when they need it.*

*We know that we face a tough road ahead but as well as outlining some of the challenges we face, this report discusses ways they can be overcome. We are confident that by continuing our positive collaboration we and our partners will carve the right path to make sure services are robust and resilient to meet the needs of the Wiltshire population not just now, but long into the future.*

**Wiltshire Council & Wiltshire Clinical Commissioning Group**



# Transport

“The nearest A&E is Frome though not fully operational as such, Bath is next option though no option as I cannot drive due to pain”

People told us that they felt the location of the White Horse Health Centre was not always easy to access by public transport. Also, that health services further afield can be difficult to access by public transport.

We know through our wider engagement work that accessing health and care services can be challenging for people without their own transport and on a low income. The options include non-emergency patient transport (subject to eligibility), public transport, taxis, and community transport (such as LINK).

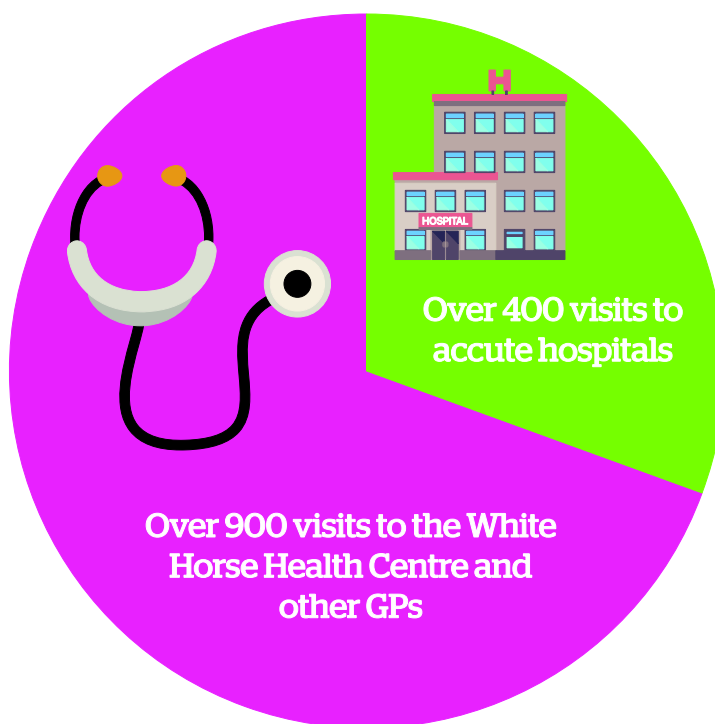
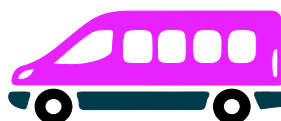
There is a local bus service called the Westbury Weaver. The route was altered when the White Horse Health Centre was opened ‘to assist residents of Westbury who need to get there by bus’. Some people told us that if you live in parts of Westbury then you need to get the bus into the town and

then another out of town to the White Horse Health Centre. Looking at the routes, this seems to be the case.

There are 2 LINK schemes, which are independent charities that cover the Westbury area: Westbury & District Link Scheme and Four Villages Link. Both schemes have between 30 and 40 volunteers at present and the majority of their journeys are health related, either to local hospitals or GP practices. During 2014/2015 the Westbury & District Link Scheme carried out over 900 journeys to the White Horse Medical Centre and other GP surgeries and over 400 journeys to the acute hospitals (principally the RUH and Salisbury). Four Villages Link said that 67% of journeys made are health related and roughly half of these to acute hospitals, and the other half to GP surgeries. Although the Westbury Scheme finds it difficult to recruit volunteers, both LINK schemes said it was very rare that they had to turn people down for transport, and those who were, were usually referred on to non-emergency patient transport (ARRIVA) or the Hopper service for the RUH in the past. Both LINK schemes are advertised locally and through word of mouth.

We were told that it is difficult for people to get to specialist appointments further afield such as Southmead, Bristol and Southampton especially if they are not eligible for non-emergency patient transport.

“The surgery being out of town is difficult, if you don’t drive it is hard to get to”





# New Housing

“We worry that there will be new houses and more people without services”

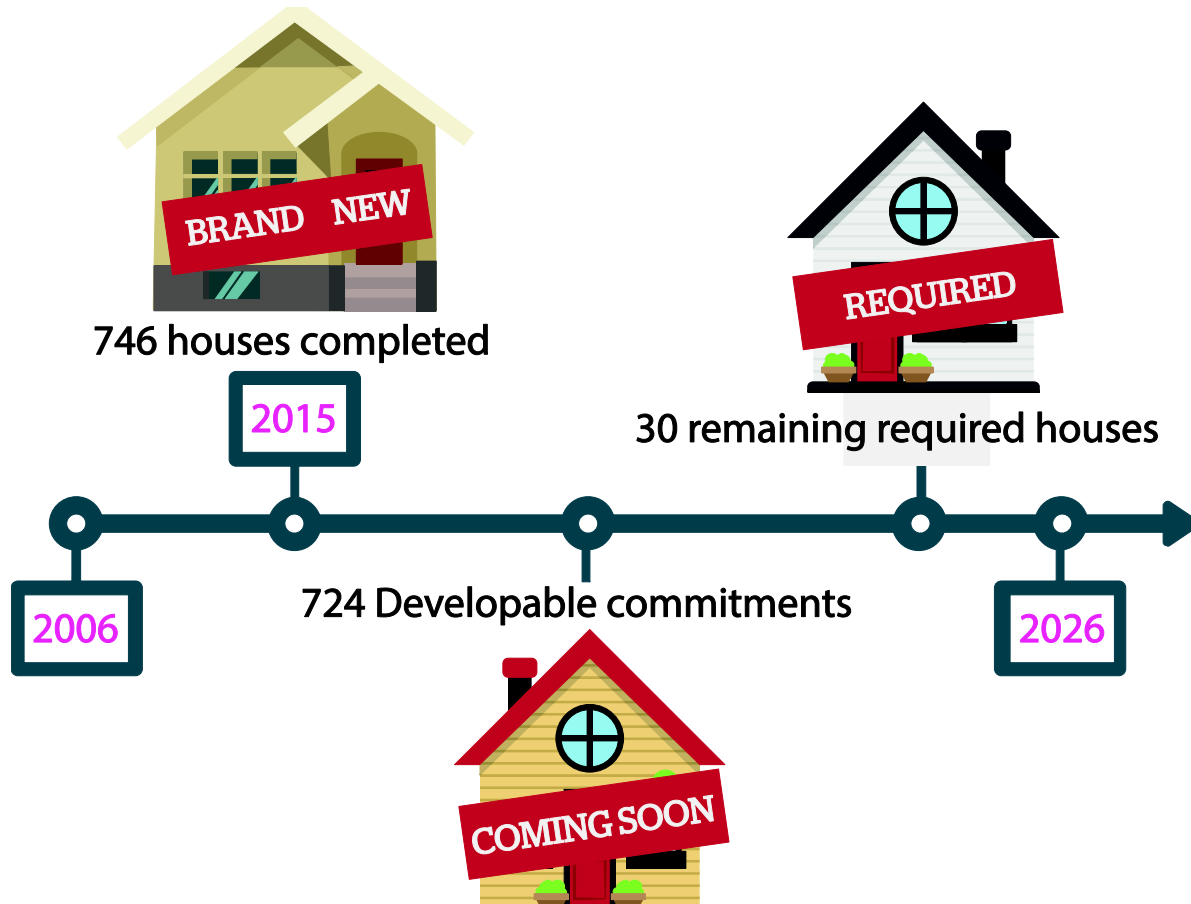
There are concerns about new housing in the town and whether the White Horse Health Centre will have the capacity to cope. People told us that they felt that Westbury was getting more houses than was originally planned. People raised concerns about air pollution which may arise through increased traffic in the town. We asked Wiltshire Council for information about this and it provided us with this:

The Wiltshire Core Strategy, adopted January 2015, sets out indicative housing requirements by Community Area to support a sustainable distribution of housing growth across Wiltshire. The housing requirements are not intended to be prescriptive maxima or minima but instead they are an indication of the general scale of growth appropriate for each area and named settlements during the plan period. For the Westbury Community Area: “Over the Plan period

(2006 to 2026), approximately 1,615 new homes will be provided, of which about 1,500 should occur at Westbury” (Core Policy 35).

Wiltshire Council’s latest published housing monitoring data at 1 April 2015 shows progress against delivery of this requirement:

Area	Indicative requirement 2006-2026	Homes Completed 2006-2015	Developable Commitments	Remaining requirement
Westbury market town	1500	746	724	30



Land supply data is updated annually in order to take into consideration new permissions that have been granted and ones that have expired without implementation. Since 1 April 2015, 300 homes have been granted on appeal at a site known as Bitham Park, Westbury. If this is considered against the above residual requirement for Westbury, this indicates that the indicative requirement would be exceeded by 270 homes or 18%. In terms of significant outstanding planning applications (not yet determined) these relate to 47 dwellings at Bratton Road, Westbury and 58 dwellings on land at the hospital, Westbury.

In assessing any planning proposal, account is taken of the infrastructure requirements arising from proposals consistent with Core Policy 3 'Infrastructure requirements' of the Wiltshire Core Strategy. This recognises that developer contributions may be needed for different types of infrastructure such as school places, open space, play areas, highways improvements and healthcare facilities. These can only be sought where it is necessary to mitigate the direct impact of the development concerned. However, existing capacity issues cannot be addressed through developer contributions. All planning applications are subject to consultation providing the opportunity to raise issues regarding infrastructure capacity, NHS England are directly consulted in appropriate circumstances.

Core Policy 55 'Air Quality' of the Wiltshire Core Strategy seeks to ensure that air quality issues are appropriately assessed as part of any development proposal. This states that *"Development proposals, which by virtue of their scale, nature or location are likely to exacerbate existing areas of poor air quality, will need to demonstrate that measures can be taken to effectively mitigate emission levels in order to protect public health, environmental quality and amenity"*.

## Volunteers and venues for community activities

People told us that there is a shortage of volunteers in the town and it was the 'same people' who volunteer for things. They felt that new housing is likely to be occupied by people who will commute out of the town for work and leisure and may not be available to contribute to the town through volunteering. We spoke to the local Community Engagement Manager about this. He told us that there isn't a single place where people can find out about volunteering but he is publicising opportunities through the Our Community Matters website ([westbury.ourcommunitymatters.org.uk](http://westbury.ourcommunitymatters.org.uk)). The local free newspaper, The White Horse News, also will include articles about volunteering opportunities. Apparently some opportunities have been very appealing with lots of local people coming forward (for example, Clean for the Queen). It would seem therefore that volunteers can be more easily recruited for some kinds of community activity.

Some people told us that they felt the town lacked accessible venues for community activities. The Community Engagement Manager provided us with a list of local venues which included various options in and around Westbury. It would be interesting to find out what specifically people think is missing.

Wiltshire Council provides funding for local voluntary sector organisations which support people in Westbury. These include Age UK Wiltshire, Alzheimer's Support, and Carers Support Wiltshire. The Council also provides funding for the White Horse Day centre which provides lunch, transport, activities and days out. The Westbury League of Friends also provides funding for community activities including for Alzheimer's Support.

- Overall in Westbury, the Council supports 65 people over the age of 55 to access day services
- There are an estimated 1,982 people providing unpaid care in Westbury. In the Westbury Community area 559 carers are registered with local charity Carer Support Wiltshire.



**1982 people in westbury are providing unpaid care.**

# The hospital

Local people regretted the loss of the hospital facility and thought that it would have been a good location for intermediate care, which people felt was lacking in the town.

“the former Westbury Hospital should be used for minor injuries and respite care”

“Why can’t they renovate the hospital and have a surgery there as well (like they had before), so you’ve got a surgery at each end of the town”

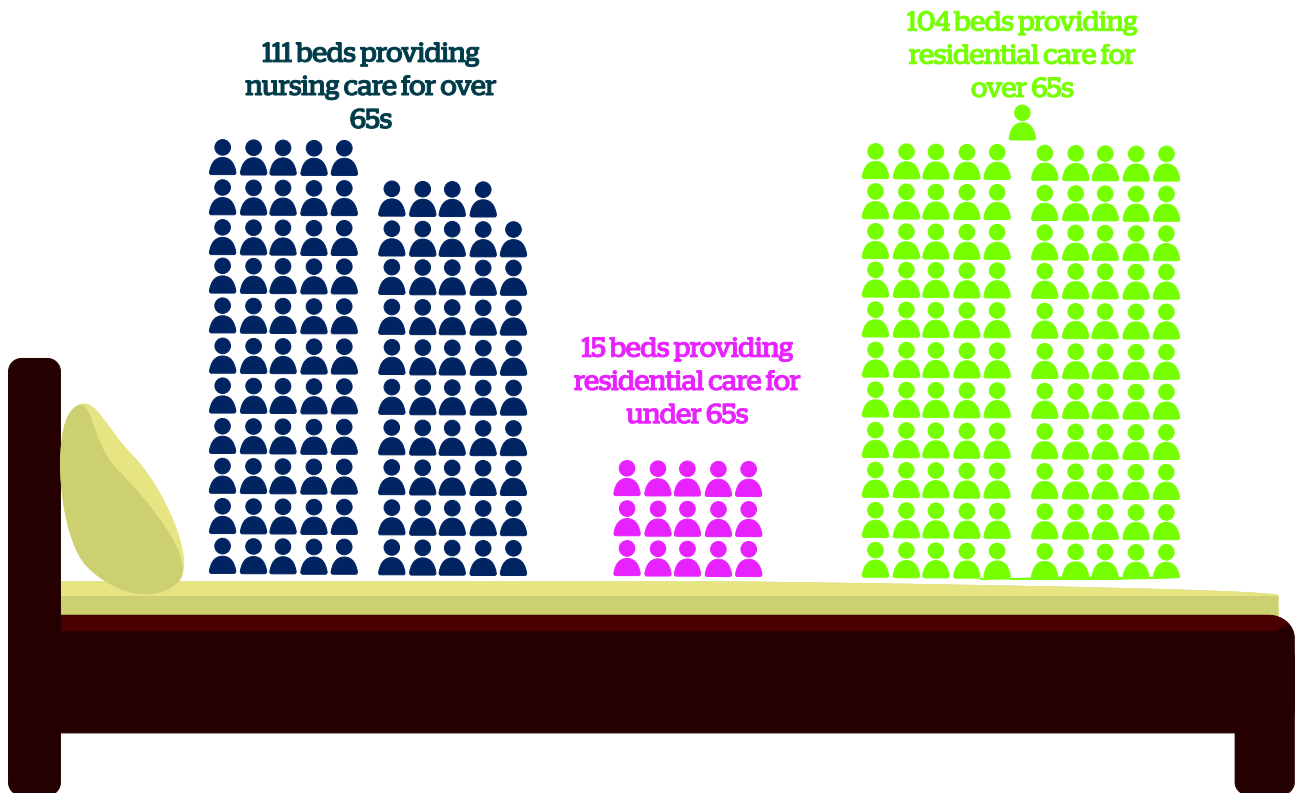
“Hospital gifted to town and taken away. Shouldn’t have happened. Frome and Malmesbury [get] brand new health centres and [they] close our hospital”

We spoke to NHS Wiltshire and Wiltshire Council about this matter. We understand that there are no plans for the hospital to be returned. Targeted short term support is available for people (‘intermediate care’) following discharge from a hospital (such as the RUH in Bath) or to avoid admission to hospital. It is funded by the NHS and provided through local care homes or support at home following a ‘care and support assessment’. Admission to a care home is only considered once all options to support someone at home have been exhausted. People said to us that whilst discharge to home may be appropriate for some patients it is important that it is well managed and safe.

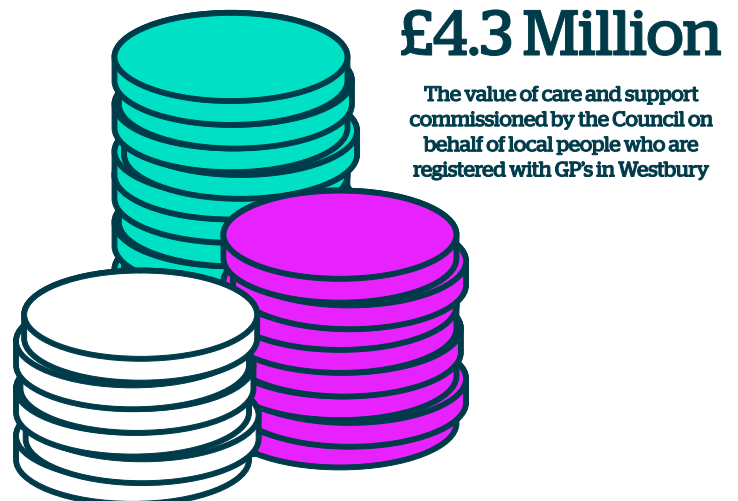
- In the last 12 months 29 people from Westbury have been supported in intermediate care beds. Most of these have been provided in care homes in Westbury, Sutton Veny, or Trowbridge. The average length of stay is 39 days.
- There are between 0 and 3 people from Westbury delayed in hospital in any given week

Only about 10% of people aged over 65 in Westbury are in receipt of funded care services from the Council (about 276 people). This includes funding for a place at a care home or care at home (including equipment). Given that social care is 'means tested' the majority of people will be funding some or all of their own care.

In Westbury there are:



- Overall in Westbury, the Council supports 65 people over the age of 55 to access day services
- The value of care and support commissioned by the Council on behalf of local people who are registered with GPs in Westbury is £4.3 million
- Less than 10% of over 65s living in Westbury are in receipt of care commissioned by the Council



## Dementia service

People told us that there was a dementia club in the town but it had been moved to Trowbridge and they were concerned by what they saw as a local service being relocated. We contacted Alzheimer's Support which is the local charity which ran the club. They told us that the club ran from Grassacres Hall in Westbury every Saturday but was closed almost a year ago and moved to Mill Street in Trowbridge. Mill Street was standing unused on a Saturday and most of the members of the club lived in Trowbridge (two out of the ten members were from Westbury). The charity also felt that the club didn't comply with their quality standards and volunteers were not effectively used. The decision was taken after consultation with the funders (Westbury League of Friends). It was replaced with the ever popular Movement for the Mind at Grassacres Hall which attracts about 30 people every week.

# Deprivation and impact on health

Not only did some local people feel that they were not getting their fair share of Wiltshire's health and care allocation in the town, but having been identified as an area of relative deprivation, they felt that services and funding should be prioritised. For example, we were told that funding for Wiltshire's 19 community areas (to use for projects through the new health and wellbeing groups) had been divided up with no account of deprivation (£6,700 per community area). We understand that if the formula used for Area Board funding had been used then the funding for Westbury would have been reduced (by £2,100) because it takes into account rurality and population (as well as deprivation).

There is a lot of information available from the Westbury Community Area Joint Strategic Assessment (JSA). The data includes an entire section on health and wellbeing ([www.wiltshirejsa.org.uk/issue-location/westbury](http://www.wiltshirejsa.org.uk/issue-location/westbury)). There is a clear gap in healthy life expectancy between the most deprived and least deprived areas of Wiltshire. In Westbury the gap is 14.3 years. A new JSA for Westbury is due to be published later in 2016 along with its presentation at a public meeting (date to be confirmed).

Many (if not most) health and care services are commissioned for a bigger area than Westbury and are available to Westbury people on the basis of need. Whilst some services may be available in the town (such as care to live at home, intermediate care, and primary care services) many others are not (such as A&E, maternity, and specialist dementia beds).



## General feedback

- Our work was focused on the town of Westbury. People said that we ought to have included the villages in the wider community area in our work;
- Local people pointed out to us that we could have reached more people through our engagement if we had gone out at different times of the day and been in different locations (for example, we might have reached commuters at the railway station if we had gone there early or later in the day) and if we had done this we might have had different findings;
- We found that many people tended to think only in terms of their GP when we asked them about health and care services;
- Very little was raised about mental health and mental health services;
- People wanted us to assess whether Westbury is getting its 'fair shares' of services. This is not easy to do because health services are commissioned across a bigger geographic area than Wiltshire's market towns. Also many health and care services are available to people on a needs basis (social care, NHS continuing health care);
- People from other areas have asked if Healthwatch Wiltshire can do a similar piece of work in their area. We are happy to work with the new health and wellbeing groups (which are formed under the Council's Area Boards) as they will be responsible for looking at health and care issues in their areas.



## Suggestions for next steps

1

Many people raised issues about the difficulty in accessing GP appointments.

We feel that it would be beneficial for NHS Wiltshire to put out more information about what people can reasonably expect in terms of accessing their GP and alternative sources of clinical care (for example, nurses and pharmacists).

2

Some local people have taken to writing to local newspapers and social media to express their dissatisfaction with the White Horse Health Centre.

There is a benefit to raising concerns locally with the Centre or its Patient Participation Group and Healthwatch Wiltshire would encourage people to do this also.

3

There is a new 'health and wellbeing group' for Westbury which is hosted by the Area Board.

Healthwatch Wiltshire suggests that it is important for the White Horse Health Centre to be represented on this group. The group will have an important role in agreeing any actions to respond to the evidence in the new Community Area Joint Strategic Assessment when it is published (later in 2016).

4

Given the widespread concern about the impact of new housing and population growth on local health services and community infrastructure in Westbury it is important that NHS Wiltshire and Wiltshire Council demonstrate how they are planning for this.

5

Communicating with local people about the challenges facing the White Horse Health Centre and the steps being taken to address them is important.

We are suggesting that the Centre reviews how it communicates with local people to find effective methods which may include, for example, a regular piece in the local free newspaper.

6

There may be a benefit to there being a local discussion about the issue of promoting volunteering opportunities (at a local level) so that people know what is available and be supported to get involved in activities.

7

The new health and wellbeing group will be well placed to build on the work which Healthwatch Wiltshire has carried out so far and to monitor the issues raised going forward.

# Thank You

Healthwatch Wiltshire would like to thank everyone who participated and supported this process including local charities, the STOP group which initially approached us, NHS Wiltshire Clinical Commissioning Group, and Wiltshire Council. A big ‘thank you’ to all local people who shared their views and experiences with us.

# Notes

The statistical information has been provided by Wiltshire Council and NHS Wiltshire CCG. Some information has come from the Community Area Joint Strategic Assessment <http://www.wiltshirejsa.org.uk/issue-location/westbury/>. This is being updated and will be ready in the winter of 2016.

Please see our website for information about Healthwatch Wiltshire’s methods for evaluation <http://www.healthwatchwiltshire.co.uk/project/rationale-and-explanation-of-methods-used>



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# Information from our meeting with the White Horse Health Centre

The following information has been provided to Healthwatch Wiltshire by the White Horse Health Centre when we met with it to share the feedback we gathered through our engagement in the town.



## Staffing

- The accelerated decision making process and subsequent acquisition of Smallbrook Practice in Warminster in October 2015 had a significant impact on the Centre. There were some human resource issues that had not been anticipated by the Centre. During this period the Centre also had its own human resource issues including staff on long-term sick leave and an ongoing recruitment problem relating to GPs
- A lot of effort has gone into the recruitment process and as a result, the Centre has been successful in recruiting 2 new GP Partners, a salaried GP, a long-term locum GP, Practice Nurse, Nurse Practitioner, and a Chronic Disease Nurse. In addition, a Pharmacist has been recruited to deal specifically with medication issues. Two members of the nursing team are nurse prescribers
- One of the new GP Partners is an education supervisor which means the practice is now a training practice for GPs. Therefore, the Centre will be taking on two high level GP trainees in August 2016
- Once all staff are in place the Centre believe that they will have the resource to manage the current workload and meet the needs of the town going forward (including growth in population).

## Phones

- A new, centralised phone system will come into place in July 2016. Extra staff will be brought in to manage this. There are currently dedicated lines for cancellations (option 1), reception and secretaries. A new full-time dedicated results line is being set up. This should lead to a more efficient system. The new system will have a call recording facility for the purpose of monitoring.

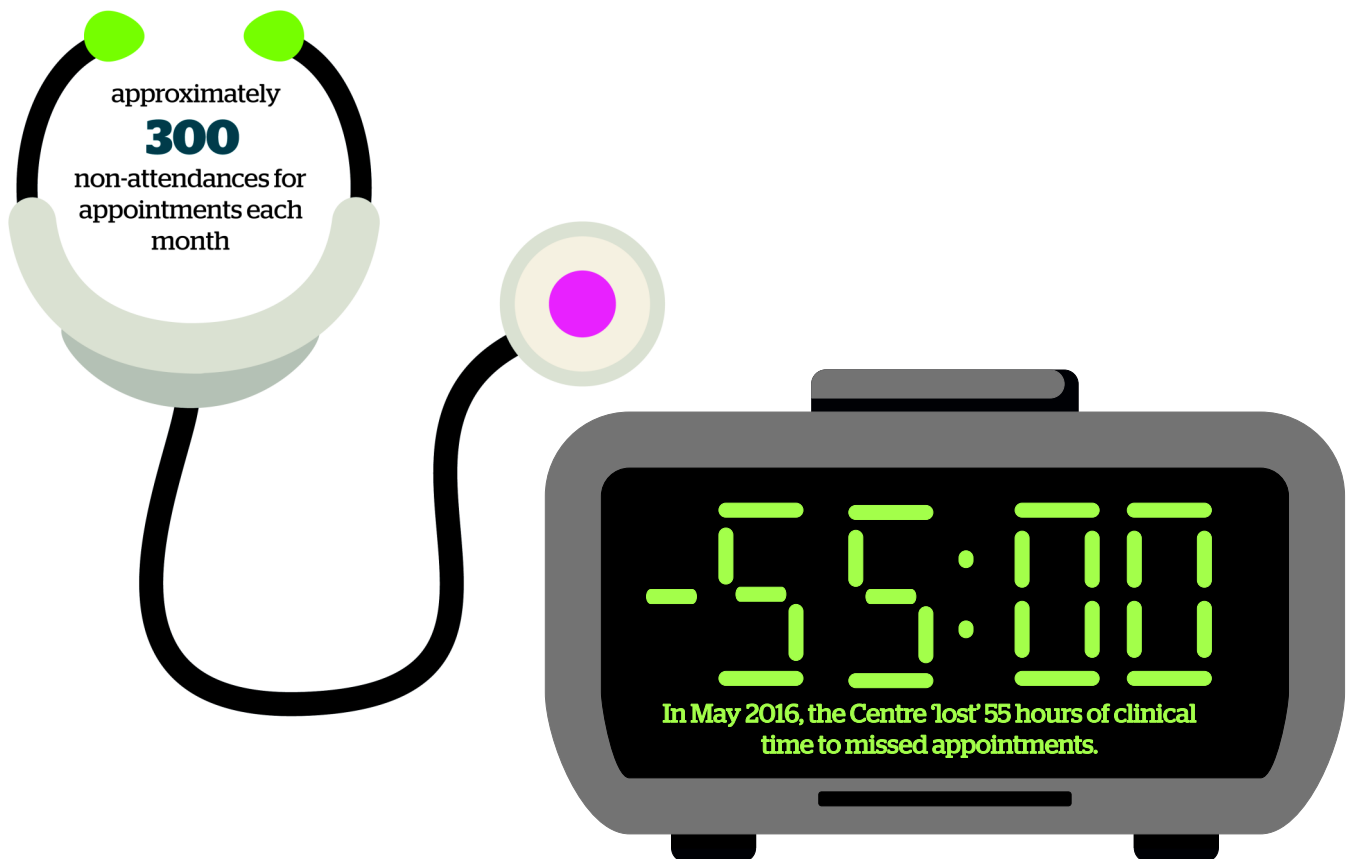
## Reception/Triage

- There are 22 members of reception and admin staff. All reception staff receive 6 weeks of initial training that incorporates triage. This involves shadowing more experienced staff, listening to calls and dealing with calls under supervision.
- Staff have a script that they use as a guide when triaging patients. They are encouraged to consult with more experienced staff or the GPs if they are unsure about a patient.
- A notice is displayed in reception that states that patients should tell the receptionist if their issue is sensitive as a private interview room is available.
- The Centre takes seriously any reported issues relating to the reception team. Processes are in place to deal with staff who the team feel require extra training and support.



## Appointments

- There are 27 duty (on the day) appointments available a.m and p.m. The system can be flexible around certain times of the year such as the week before Christmas and after Easter.
- In August a new system will be trialled whereby patients should not have to wait longer than one week to be seen by an appropriate clinical member of staff (which may not be a GP but a nurse for example)
- There are approximately 300 non-attendances for appointments each month. In May 2016, the Centre 'lost' 55 hours of clinical time to missed appointments. Reminder texts are sent to those patients for whom they have mobile numbers.

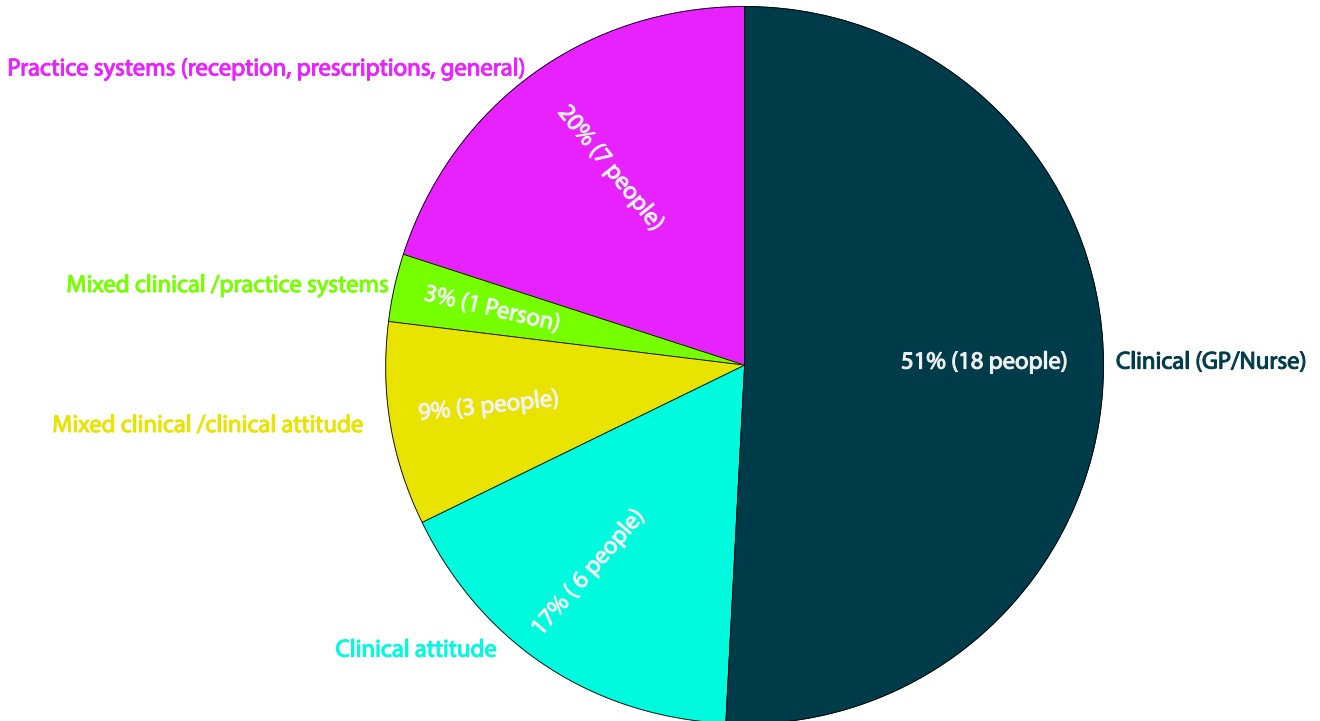


## Communication

- The Centre is currently looking at a new more interactive website that will improve the experience of patients. This will include a new, less complex online booking system. Paper leaflets are available that cover a number of topics.
- The Centre is making efforts to gather more mobile numbers and emails so that they can communicate more widely with patients with news and updates.
- It has a quarterly newsletter that in addition to news about the Centre, contains educational articles and information about specific services.
- It has an active 'patient participation group' and are trying to encourage more people to join so that it can be more representative of the local population.

## Feedback and complaints

- Patients are able to feedback via email or directly to the Centre Team. There is a comments box in reception but this is little used.
- There is a formal complaints process and a yearly meeting is held where learning from complaints is discussed.
- Between April 1<sup>st</sup> 2015 and March 31<sup>st</sup> 2016, a total of 35 formal complaints were received:



- A patient survey was carried out in March 2016. Members of the patient participation group attended the surgery and encouraged and helped patients to complete the survey. A total of 408 people took part.
- Positive feedback included: Feeling listened to, having results explained well, satisfaction with the length of the appointment, opening hours and cleanliness. 78% rated their experience of being dealt with by reception staff as good, very good or excellent.
- Areas where patients were least satisfied included: the ease of getting to speak to preferred GP or nurse; time waiting after arriving for appointment; ease of contacting the practice by telephone; experience of making an appointment. 75% of people rated the care received as good, very good or excellent.
- The team also receive a number of compliments from patients and relatives.

## Why not get involved?

**Visit our website:** [www.healthwatchwiltshire.co.uk](http://www.healthwatchwiltshire.co.uk)

**Follow us on Twitter:** @HWWilts

**Email us:** [info@healthwatchwiltshire.co.uk](mailto:info@healthwatchwiltshire.co.uk)

**Phone us:** 01225 434218

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

September 2016

Healthwatch Wiltshire CIC is a community interest company limited by guarantee and registered in England and Wales with company number 08464602



## Big Pledge 2016 - the 'Road to Rio'

### Summary Report

To celebrate the 2016 Olympics and Paralympics, Wiltshire Council's Big Pledge - 'Road to Rio' invited local residents to get involved in an activity challenge and improve their health and wellbeing.

Between 4 June and 29 July over **18,000** local people took part. In total participants ran, walked, swam or cycled **779,742km** over eight weeks. The challenge gave them the motivation to get moving and the chance to see what a difference exercise can have.



People signed up to take a virtual journey around the world to the 2016 host city of Rio de Janeiro. Individuals, schools and teams completed a 20 stage journey that included stops at previous host cities.

### A medal winning performance

Participants chose to complete a bronze, silver or gold distance:

Challenges	Bronze distance	Silver distance	Gold distance
Road to Rio (team only)	3000km	7000km	9281km
Running Challenge(individual only)	50km	120km	200km
Cycling Challenge (individual only)	200km	400km	600km
Swimming Challenge (individual only)	20km	35km	50km
Walking Challenge (individual only)	150km	250km	350km
Junior Sports Challenge (individual only)	80km	150km	200km
Ultimate Sports Challenge (Individual/Team)	800km	1500km	2016km

40% of the individuals taking part achieved the bronze distance or above, with 65% achieving the gold distance in their chosen challenge.

44% of the teams taking part achieved the bronze distance or above, with 41% achieving the gold distance in their chosen challenge.

31% of the schools taking part achieved the bronze distance or above, with 62% achieving the gold distance.

## Who took part?

**In total 18,211 people across Wiltshire took part**

- 887 people signed up for individual challenges
- Whilst over 1,500 others joined teams to take part:
  - There were 140 Road to Rio challenge teams (1,413 participants)
  - There were 40 Ultimate Sports Team Challenge (197 participants)
- 15,714 pupils at 47 schools took part

## Participants by challenge

Challenge	Number of participants
Cycling	118
Junior Sports challenge	66
Running	176
Swimming	84
Ultimate Sports Individual	52
Walking	391
Ultimate Sports Team	197
Road to Rio Team	1,413
<b>Total</b>	<b>2,497</b>

## Total distances covered

Challenge	Distance covered	Equivalent to (approx.):
Cycling	30,359km	London to Sydney return
Junior Sports challenge	5,978km	London to Moscow return
Running	13,956km	London to Atlanta return
Swimming	1,717km	London to Rome
Ultimate Sports Individual	28,819km	London to Montreal 5 times
Walking	62,463km	London to Rio return 3 times
Ultimate Sports Team	42,981km	Around the world
Road to Rio Team	593,469km	Around the world 15 times
<b>Total distance</b>	<b>779,742km</b>	<b>To the moon and back</b>

### How did our schools get involved?

A total of 47 schools signed up to this year's Road to Rio challenge. The schools undertook a range of activities to complete their 'journey' to Rio including incorporating 'a mile a day' into their school day.

While the programme meant that the schools taking part focussed on increasing physical activity, some also used the programme as part of their wider geography and maths lesson planning.



### What did teachers tell us?

*"We all took part in the Daily Mile- where all children and staff walked briskly/ ran a mile around the school grounds. We held a sports week and the children were able to take part in various activities."*

Churchfields Primary School, Melksham

*"We had regular assemblies to guess where we were in the world and pupils were able to have a guess and talk about the country where we currently were after each week, it also gave them incentive to keep going and reach the goal. The children are a lot more active with many now walking to school."*

Shrewton Primary School, Shrewton

*"It was a good chance to get the whole school active and fitted perfectly with the Olympic values. Pupils took part of their normal school day plus pedometers doing a variety of activities including Fencing, Swimming, Running, Sport Day, PE lessons, Tennis, Netball."*

Pewsey Primary School, Pewsey

*"The pupils have been learning about the Olympics. They have studied the history of the Olympics, the underpinning values & principles and about the different range of competitive sports. They pledged to walk at least 1 km 3 times a week prior to lessons and to undertake additional walks during playtime and lunchtimes. They have enjoyed the time together walking and talking to each other and on some mornings listening and dancing to music as they walk! This time has helped children develop their social and emotional wellbeing as they are learning to socialise in a different way than they would at lunchtime or playtime."*

The Manor School, Melksham

### How did the programme work across our Community Areas?

The Big Pledge team collated data for each community area based on Wiltshire Council's Area Board areas using the postcode of participants.

Area	Number of participants	Distance completed
Amesbury	186	59,025km
Bradford on Avon	101	23,299km
Calne	132	27,510km
Chippenham	109	30,426km
Corsham	59	35,469km
Devizes	134	41,526km
Malmesbury	58	5,646km
Marlborough	32	6,000km
Melksham	273	95,114km
Pewsey	202	75,551km
Salisbury	192	23,130km
South West Wiltshire	35	9,958km
Southern Wiltshire	44	5,713km
Tidworth	143	57,420km
Trowbridge	291	69,656km
Warminster	58	18,405km
Westbury	97	78,669km
Wootton Bassett and Cricklade	83	45,718km

NB: Total number of participants outside of Wiltshire - 274



Wiltshire Council

4 August 2016

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## Delegation to Community Engagement Manager

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### Summary

Wiltshire Area Boards have previously delegated authority to officers to grant funding from their delegated community and youth budgets in respect of urgent matters that may arise between meetings of the Area Board. It is proposed that this delegation is updated and extended to cover health and wellbeing projects.

### Proposal

To consider passing the following resolution:

*In order to expedite the work of the Area Board and to deal with urgent matters that may arise between meetings, the Community Engagement Manager, in consultation with the Chairman (or in their absence, the Vice-Chairman) of the Area Board, may authorise expenditure to support community projects from the delegated community grants budget of up to £5,000 in total, youth projects of up to £5,000 in total, and health and wellbeing projects of up to £1,000 in total, between meetings of the Area Board.*

*Decisions taken between meetings will be reported to the next meeting of the Area Board explaining why the matter was considered urgent or necessary to expedite the work of the Board and the Cabinet Member for Communities, Campuses, Area Boards and Broadband will also be kept informed of any such decisions.*

### Reason for Proposal

In order to expedite the work of the Area Board and to deal with urgent matters that may arise between meetings.

**Libby Beale**

**Senior Democratic Services Officer**

[Elizabeth.beale@wiltshire.gov.uk](mailto:Elizabeth.beale@wiltshire.gov.uk)





<b>Report to</b>	Westbury Area Board
<b>Date of Meeting</b>	06/10/2016
<b>Title of Report</b>	Community Area Grant funding

**Purpose of the report:**

To consider the applications for funding listed below

<b>Applicant</b>	<b>Amount requested</b>
<b>Applicant:</b> Westbury Shed <b>Project Title:</b> Winter Garden Allotment Project  <a href="#">View full application</a>	£984.00
<b>Applicant:</b> Larkrise Riding for Disabled Group <b>Project Title:</b> Larkrise Riding for Disabled Group equine handling area roof construction  <a href="#">View full application</a>	£1500.00
<b>Applicant:</b> Lions Club of Westbury <b>Project Title:</b> Purchase of Gazebo for Lions Fundraising Welfare Projects  <a href="#">View full application</a>	£671.95

**1. Background**

Area Boards have authority to approve Area Grants under powers delegated to them. Under the Scheme of Delegation Area Boards must adhere to the [Area Board Grants Guidance](#)

[The funding criteria and application forms](#) are available on the council's website.

**2. Main Considerations**

2.1. Councillors will need to be satisfied that funding awarded in the 2015/2016 year is made to projects that can realistically proceed within a year of it being awarded.

2.2. Councillors must ensure that the distribution of funding is in accordance with the Scheme of Delegation to Area Boards.

2.3. Councillors will need to be satisfied that the applications meet the Community Area Board grants criteria.

### 3. Environmental & Community Implications

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

### 4. Financial Implications

Financial provision had been made to cover this expenditure.

### 5. Legal Implications

There are no specific legal implications related to this report.

### 6. Human Resources Implications

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

### 7. Equality and Inclusion Implications

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

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

### 8. Safeguarding Implications

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

### 9. Applications for consideration

Application ID	Applicant	Project Proposal	Requested
<a href="#">2101</a>	Westbury Shed	Winter Garden Allotment Project	£984.00
<p><b>Project Description:</b>            Project Winter Garden carries on from the huge success that area board funding helped us to achieve on our allotment site last year. We now face a dilemma in that regular Allotment members who have gained many health benefits from being involved in our outdoor project face the possibility of this tailing off over the winter. We need 984.00 to enable our allotment site to carry on offering twice weekly Winter Garden Allotment sessions throughout the cold season by installing some new infrastructure Westbury Shed want to offer a chance to maximise outdoor activity for existing members and newcomers to the the group thus project winter garden has been conceived</p> <p><b>Input from Community Engagement Manager:</b>            (CEM put your input here)</p>			
<b>Proposal</b>			

That the Area Board determines the application.

Application ID	Applicant	Project Proposal	Requested
<a href="#">2071</a>	Larkrise Riding for Disabled Group	Larkrise Riding for Disabled Group equine handling area roof construction	£1500.00
<p><b>Project Description:</b>            Since its launch in 2012 Larkrise Riding for the Disabled Group has become very popular going from strength to strength thus increasing the need to improve the facilities. The proposed project is to provide cover to the existing horse handling area manege which is currently an open space attached to a barn on the Larkrise Community Farm in Trowbridge. In order to provide riding lessons in all weather conditions to the ever growing numbers of disabled riders there is a need for the horse handling area to be enclosed providing shelter in wet and windy conditions.</p> <p><b>Input from Community Engagement Manager:</b>            (CEM put your input here)</p>			
<p><b>Proposal</b>            That the Area Board determines the application.</p>			

Application ID	Applicant	Project Proposal	Requested
<a href="#">2044</a>	Lions Club of Westbury	Purchase of Gazebo for Lions Fundraising Welfare Projects	£671.95
<p><b>Project Description:</b>            Purchase of a 6m x 3m gazebo including side walls for use in fundraising welfare projects. The gazebo will be made available to other local charities for their events. Westbury Lions Club can only use any monies raised predominately for the good of the local community with a smaller percentage going for national international causes. Fundraising monies cannot be spent on non-charitable purchases.</p> <p><b>Input from Community Engagement Manager:</b>            (CEM put your input here)</p>			
<p><b>Proposal</b>            That the Area Board determines the application.</p>			

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

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