

# AGENDA

**Meeting:** Bradford on Avon Area Board  
**Place:** United Reformed Church Hall, 89 The Street, Holt, BA14 6RS  
**Date:** Wednesday 12 July 2017  
**Time:** 7.00 pm

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Including the Parishes of Limpley Stoke, Winsley, Monkton Farleigh, Bradford-on-Avon, Holt, South Wraxall, Wingfield, Westwood, Staverton

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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.

**Refreshments and networking opportunity from 6:30pm.**

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Please direct any enquiries on this Agenda to Kevin Fielding, on 01249 706612 or email [kevin.fielding@wiltshire.gov.uk](mailto:kevin.fielding@wiltshire.gov.uk)

or Peter Dunford (Bradford on Avon Community Engagement Manager), direct line 01225 713060 or (email) [peter.dunford@wiltshire.gov.uk](mailto:peter.dunford@wiltshire.gov.uk)

All the papers connected with this meeting are available on the Council's website at [www.wiltshire.gov.uk](http://www.wiltshire.gov.uk)

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

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## Wiltshire Councillors

Cllr Jim Lynch, Bradford on Avon North (Chairman)  
Cllr Trevor Carbin, Holt and Staverton (Vice Chairman)  
Cllr Sarah Gibson, Bradford on Avon South  
Cllr Johnny Kidney, Winsley and Westwood

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	<b>Items to be considered</b>	<b>Time</b>
1	<b>Arrival and refreshments: Councillors to network with attendees</b>	<b>6.30pm</b>
2	<b>Welcome from the Chairman</b> Councillor Jim Lynch	<b>7.00pm</b>
3	<b>Apologies for Absence</b>	
4	<b>Declarations of Interest</b>	
5	<b>Minutes for approval</b> ( <i>Pages 1 - 8</i> ) <ul style="list-style-type: none"> <li>• To approve and sign as the correct record the Minutes of the Bradford on Avon Community Area Transport Group meeting held on 19 June 2017.</li> <li>• To approve and sign as the correct record the Minutes of the Bradford on Avon Local Youth Network Management meeting held on 29 June 2017.</li> <li>• To approve and sign as the correct record the Minutes of the Bradford on Avon Health and Wellbeing Group held on 28 June 2017.</li> </ul>	
6	<b>Partner Updates</b> ( <i>Pages 9 - 14</i> ) <ul style="list-style-type: none"> <li>• Wiltshire Police</li> <li>• Wiltshire and Dorset Fire and Rescue</li> <li>• NHS Wiltshire</li> <li>• HealthWatch Wiltshire</li> </ul>	<b>7.10pm</b>
7	<b>Local Youth Network Update</b> Emma Drage - Local Youth Facilitator	<b>7.20pm</b>
8	<b>Community Grant Scheme</b> ( <i>Pages 15 - 18</i> ) <ul style="list-style-type: none"> <li>• Bradford on Avon Music Madness – Lamb Yard Events requesting £1,000 towards a music extravaganza on the August Bank Holiday weekend.</li> <li>• Bradford on Avon FEASTival – Lamb Yard Events requesting</li> </ul>	<b>7.30pm</b>

£1,000 towards a food and drink festival and passport trail in September.

- Holt Village Hall – Village Hall Committee requesting £1,500 towards new cooker.
- River Crossing Feasibility – Councillor Led application from Councillor Gibson for Phase 2 of study.
- Town Centre Benchmarking - Councillor Led application from Councillor Lynch.

9	<b>Focus on Holt</b> Becky Stevens - Holt Parish Council	<b>7.45pm</b>
10	<b>Report on Holt "Age Matters" event</b> ( <i>Pages 19 - 20</i> ) Michael Darlow - Bradford on Avon Seniors Forum	<b>8.15pm</b>
11	<b>Area Board Ways of Working - engagement of "village voices"</b> Roundtable discussions	<b>8.30pm</b>
12	<b>Date of Next Meeting</b> <ul style="list-style-type: none"><li>• Wednesday 13 September 2017 - Westwood Social Club</li></ul>	<b>9.00pm</b>

# Agenda Item 5

## DRAFT MINUTES

Meeting: Bradford on Avon Community Area Transport Group (CATG)  
Place: The Lacock Room - County Hall, Trowbridge BA14 8JN  
Date: Monday 19 June 2017  
Time: 4.00 pm

### 1. Attendees and apologies

Present: Councillor Sarah Gibson (Chair), Councillor Jim Lynch, Councillor Trevor Carbin, Councillor Johny Kidney, Andrew Pearce (Holt PC), Mike Roberts (Bradford on Avon TC), Richard Warren/ John Barnes (Winsley PC), Ruth Fulton (Limpley Stoke PC), Trevor Bedeman (White Stripe), Michael Darlow/Ashley Seath (BoA Seniors Forum), Dave Thomas (Traffic Engineering Manager), Andy Cadwallader (Area Engineer), Peter Dunford (Community Engagement Manager)

Apologies: None

### 2. Notes of last meeting

The minutes of the previous meeting held were circulated.

### 3. Financial Position

See Finance sheet. £13,360 left to spend in 2017/18.

AGREED: All projects will need to be match-funded 50% by parish and town councils for 2017/18, subject to the discretion of the BoA CATG.

## BRADFORD ON AVON COMMUNITY AREA TRANSPORT GROUP ACTION / NOTES LOG

### 4. Top 5 Priority Schemes

#### a) Woolley Area 20mph speed limit

Complete. After speed readings to be done once temporary diversions around B on A removed.

Winsley / Turleigh 20mph speed limit. Complete.

#### b) Monkton Farleigh 20mph speed limit

Complete.

#### c) Limpley Stoke 20mph speed limit

Awaiting site works due 16th June.

#### d) Bradford on Avon 20mph speed limit

Cabinet Member decision on comments made 7th June

Detail design underway. Work order to be issued by end of July.

Implementation end Sept/ early Oct 2017.

#### e) Winsley Road, Bradford on Avon

Preliminary design and cost estimate with Town Council for consideration

#### f) Holt The Elms Drop kerbs. Complete.

#### g) 4696 Winsley Bypass speeding concerns

Safety concerns at various locations along the bypass.

Site visit undertaken with PC. Preliminary designs and cost estimates with PC.

PC to prioritise their list of concerns for future action.

Metrocount results indicate no speeding issues. Possible surface colouring below Avon Park Care Home.  
AGREED: Councillor Kidney to discuss speed limits with Cabinet Member for Highways.  
AGREED: Remarking of Winsley Road/ Bradford Road junction  
AGREED: Assessment of need for signal controlled crossing at junction with Hartley Farm  
(costs paid by Hartley Farm)  
AGREED: Bus stop cage markings and dropped kerb at bus stop by Rugby Club, at a cost of £ 1,361 with 50% parish council funding  
AGREED: New scheme for Dane Rise-Hartley Farm, will require further meeting with Parish Council

h) 4528 Winsley Hill. At Canal Bridge  
Request for pedestrian route over bridge and measures to reduce vehicle speeds.

#### 5. Other Priority schemes

a) Newtown / Mason's Lane junction, Bradford on Avon.  
Proposals for improvements junction to deter HGV movements previously prepared (advisory HGV signs in junction bellmouth).  
AGREED: Advisory HGV sign at junction and possibly at top of Masons Lane.  
Narrow the junction carriageway with ghost markings when resurfacing Market Street  
later this year

b) St Laurence Road, Bradford on Avon  
Damage to roundabout by Town Bus and refuse lorries  
Cost estimates for repair provided previously.  
AGREED: Possible new yellow lining. Speak to Simon White, Passenger Transport

c) Wingfield B3109 Frome Road  
(Not recorded on issues system)  
Request from PC for a footway  
Possible substantive bid for 2017/18.  
Update from PC required.

d) Limpley Stoke Church Lane  
(Not recorded on issues system)  
Measures to reduce vehicle speeds requested by PC.  
Suggestions and cost estimate with PC.  
AGREED: Parish Council not to pursue at this time

e) Turleigh Hill  
(Not recorded on issues system)  
Proposals put forward by Town Council.  
The proposed on carriageway footway along the whole length to Turleigh is not possible. What is possible is enhancement to the existing 30mph speed limit terminal point at the Belcombe end.  
AGREED: Dave Thomas to draft proposals to include new coloured surface and roundels

f) 4919 Smallbrook Gardens to New Terrace, Staverton

Request for new footway. Cost estimate for dropped Kerbs at £1,600 per pair.

AGREED: Parish Council to consider 50% match funding

#### BRADFORD ON AVON COMMUNITY AREA TRANSPORT GROUP ACTION / NOTES LOG

##### 6. New Requests / Issues

a) 5123, 5122, 5048 Leigh Road West

Request for a new footway.

AGREED: Check if there is rear access to the property

b) 5034 Churches, Bradford on Avon

Request for speed bumps

Town Council to provide update.

Possible issue for school Travel Plan

AGREED: Discuss with school

c) 4959 Whitehill, Bradford on Avon

Request for additional measures to prevent unauthorized access.

Closure at top of hill is the ultimate preventative solution

AGREED: Resident action required to enforce

d) 4913 Winsley Hill

Bus shelter concerns at entrance to Avon Park

AGREED: Responsibility lies with the Avon Park Care Home

e) 5135 B3109 Bradford Leigh

Request for new footway.

AGREED: Remove from list.

f) 5185

Lower South Wraxall

Request for 30mph limit in village

AGREED: Parish Council to decide if it will part fund a speed limit assessment at £ 2,500 and will accept signs and repeater signs in the village

g) 5188 Avonfield Holt

Parking causing problems for emergency vehicles

h) 5225 Rushey Lane / Hill

Request for lower speed limit on B3109. Landowner difficult.

AGREED: Andy Cadwallader to authorise cutting back of vegetation on roadside to allow improved access

##### 7. Other items

a) Waiting Restrictions Bradford on Avon Review now off advert. Comments received

so report now being prepared for a Cabinet Member decision.

b) Freight Management Priorities re-iterated as B3105 Staverton and B3109 Leigh Park

Crossroads to Fiveways.

AGREED: Spencer Drinkwater to consult with South Wraxall Parish Council

##### 8. Any Other Business:

#### Pavements

The BoA Seniors Forum presented a feedback report from its members on pedestrian safety and the state of the pavements in the BoA community area. The number of falls per person aged 65+ requiring hospitalisation is 25% higher than for Wiltshire as a whole. Highway reports show it costs significantly more to repair a length of carriageway in BoA than it does anywhere else in Wiltshire, probably due to the historic environment. Key areas of potholes and poor pavements requiring attention are identified in Bradford on Avon, Winsley, Lower Westwood and Holt. Andy Cadwallader commented that the public highway is inspected on a regular basis and defects are repaired. Problems should be reported to the Council through the myWiltshire app. Parish priorities can be addressed by the Parish Stewards. Budgets for pavement repair are severely limited. AGREED: The Area Board/ CATG to consult with parish councils to prioritise the most used and dangerous pavements

#### Disabled Parking

White markings have worn away on disabled parking bay installed for Yvonne Bishop of 11B Priory Close. This means that other vehicles are parking there by mistake. AGREED: Contact Occupational Health service who have the power to request re-instatement of the markings.

#### Woolley Green

Review report circulated to residents and feedback received. Next action is formal advert of speed limit change.

#### Avoncliff Hill

Tarmac not laid to edges of hill, original surface underneath, residents are paying for scalplings to fill in holes. Site meeting has taken place and cost estimate of £ 26,000 given for full surfacing treatment.

Car park charges in private car park at bottom of hill are "extortionate", leading to parking on the hill itself, which is unsafe.

AGREED: Parish Council to refer issue to Parish Steward

AGREED: Meeting with Councillor Kidney and car park landowner

#### Limpley Stoke railway bridge

Poor quality of road surface. On reserve list for maintenance.

#### 9. Date of Next Meeting

Monday 4 September 2017, County Hall at 4pm

Bradford on Avon Community Area Transport Group

Highways Officer - David Thomas



## Local Youth Network Management Group Record Template

Area	Bradford on Avon				
Date	29/06/17	Times	17:00	Venue	Youth and community centre
Present	Peter Dunford, Emma Drage, 1*YP, Bob Crouch, Cllr Trevor Carbin, James Vaughton, Cllr Daniel Taylor				
Apologies	Sally Waymouth				
Agenda Items					
1	Budget position				
2	Grants				
3	Priorities for new financial year budget				
4	Swimming procurement update				
5	Youth café procurement update				
6					
7					
Discussions					
1	There is £11,500 revenue funding £745 still to come out for the secret garden café procurement and £500 to come out for the leisure service procurement resulting in our starting figure being £10,255.				
2	One grant has been submitted £723.80 for Scouts The LYNMG would like to ensure that the funding is being stretched as much as possible by working closely with the applicants, the town council and other funders.				
3	The BOA LYNMG would like to ensure the funding is being distributed to benefit Bradford on Avon and the surrounding villages, including funding for the youth club in Holt and Bradford on Avon prioritised to ensure they both are financially able to run this year so that all fundraising efforts can go to the next financial year for the clubs. The LYNMG would also like to prioritise the organisations that work with the most vulnerable and disadvantaged young people.				
4	Deferred to the next meeting				
5	Deferred to the next meeting				
Note taken by	Emma Drage – local youth facilitator – 07775410523				
Date of next meeting	Tuesday 22 <sup>nd</sup> August				



## **Bradford on Avon Health and Wellbeing Group**

### **Note of meeting on 28 June 2017 at St Margaret's Surgery, Bradford on Avon**

#### **Present:**

Councillor Johnny Kidney (Chairman), Peter Dunford - Wiltshire Council/ Bradford on Avon Area Board

Councillor Jennie Parker, Bradford on Avon Town Council

Helen Henderson – Wiltshire Council, Adult Social Care

Sasho Spirovski, Ruth Randall – Bradford on Avon and Melksham Health Partnership

Pippa Webster, Ginnie Heads - Age UK Wiltshire

Michael Darlow - Bradford on Avon Seniors Forum/ Healthwatch Wiltshire/ RUH Patients Participation Forum

Angie Hulin, SEAP Advocacy

#### **Apologies:**

Amanda Brookes, Bradford on Avon and Melksham Health Partnership

#### 1. Introductions

All introduced themselves. Johnny is the elected member for Winsley and Westwood and Portfolio Holder for Adult Social Care Transformation at Wiltshire Council; Jennie is a former social worker; Sasho and Ruth are part of a new integrated “Transforming Care of Older People” team at the surgery for which Ginnie is the new “Living Well Co-ordinator” for Bradford on Avon; Pippa manages the service at Age UK Wiltshire; Helen manages the social care team for Bradford on Avon and Melksham; Michael chairs the Seniors Forum and represents Healthwatch and RUH patients; Angie is an independent health complaints advocate.

#### 2. Terms of Reference for Health & Wellbeing Group

The Health and Wellbeing Group is a sub group of the Area Board. It represents a wide range of community stakeholders who work in partnership to facilitate well-being across the community area. HWGs will identify local needs, priorities and outcomes and make recommendations to the Area Board on how funding for activities should be deployed.

#### 3. Sustainability and Transformation Plan for the B&NES, Swindon and Wiltshire Area

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 the local population's health and wellbeing, to improve service quality and to deliver financial stability. A joint approach is being

developed 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. Michael reported that consultation on the STP has been delayed since March. The CCG and Wiltshire Council have announced the appointment of a joint head of service.

4. Living Well Project

Pippa and Ginnie introduced the project which is a 2 year pilot in Bradford on Avon, 3-way funded by the Health Partnership, the Area Board and the Town Council. Ginnie works alongside Sasho, the Care Co-ordinator in the TCOP team, visiting the elderly, frail and vulnerable in their homes to conduct “guided conversations” from which unmet health and care needs are recorded. Health issues are referred to the GPs and care issues are referred to volunteers at Age UK Wiltshire and others recruited in the local community. Small interventions can make large quality of life improvements to clients, such as help with dog walking, cleaning, gardening, and referrals are made to services in the community such as luncheon clubs, the Leg Club and Memory Cafe. Age UK Wiltshire provides all safeguarding training and DBS checking at no cost. Ginnie attends the Multi-Disciplinary Team meetings every 2 weeks with the GPs where referrals are made to the Living Well service.

5. Social Care Update

Helen reported that she had recently recruited 2 new social workers to help with a heavy workload in her team. Problems remain with the reliability of some care providers. The integration of health and social care locally is generally working well (although mental health services are still not represented) and information is now pooled in a shared IT database, “Single View”.

6. Report of Seniors Forum “Age Matters” events in Holt and elsewhere

Michael reported on the concerns of older people and carers regarding health and social care, gathered from “Age Matters” events run by the Seniors Forum in Holt, Westwood and the town of Bradford on Avon. An issue of concern is the high level of falls resulting in hospitalisation among people aged 65 and over which is 25% higher than the Wiltshire average. The report cites dangerous and poorly maintained pavements and footpaths and Wiltshire Council figures which show that it costs significantly more to repair any given length of carriageway in the Bradford On Avon Community Area than elsewhere in the county, due to the topography and historic environment. This matter has been raised with highways engineers who point to very limited budgets to be able to improve the situation. Other unmet needs include the facility to pick up prescriptions in the villages without having to go into town. This service is available on demand but there is currently low awareness of it. If prescriptions were available through small pharmacies (or village shops) in Holt and Westwood, for instance, this would be a valuable service. The full report is appended to these minutes. The Chairman responded to say that the Area Board had agreed to survey the parish councils to gather evidence and to map the problems.

Michael also reported that he had been interviewed regarding the non-emergency Patient Ambulance Service, provided by Arriva, and expressed concerns over the

poor contract and poor service being delivered. The interview would be broadcast on BBC radio and television that day.

The Seniors Forum is running training in First Aid and Defibrillator use in August. There is also a session on 6 July at the Mount Pleasant Centre. It was agreed that more of these community training events are needed.

7. Report of Dementia Friendly Steering Group

Peter reported that a Dementia Action Alliance has been set up between Wiltshire Council, Alzheimers Support, the Health Partnership, Dorothy House, Churches Together, the Seniors Forum and others. A successful programme of events was recently sponsored by the Area Board and delivered for Dementia Awareness week, including a dementia play at Dorothy House; a Virtual Dementia Tour at Wiltshire Heights Care Home; a Cake Concert at the Wiltshire Music Centre; and the launch of a new Memory Café at Holy Trinity Church. An ongoing programme of work includes the delivery of Dementia Friends Information Sessions and the recruitment of a network of Dementia Friends Champions. Business engagement is a current focus and a leaflet, a sticker and small grant scheme have been instigated with funding from the Area Board, to encourage shops, cafes and public buildings to become members of a “Dementia Friendly Bradford on Avon” initiative.

8. Mental Health Awareness Workshop

Peter reported that Karen Spence from the Public Health team was offering to co-ordinate a mental health workshop for individual Health and Wellbeing Groups and that this had been delivered with success in other localities. Given the prominence of mental health issues for both old and young in the Joint Strategic Assessment outcomes for the Bradford on Avon community area, it was AGREED to seek more information with a view to running a mental health workshop later this year.

9. Any Other Business

Angie explained that SEAP was an independent advocacy service to help clients through the NHS complaints process.

10. Date of Next Meeting

Wednesday 6 September, The Hub, Church Street, Bradford on Avon at 10am





Hello and welcome to this Community Policing Team report.

Wiltshire Police recently ran a 'tweetathon' from the Crime and Communications Centre (CCC) at Police HQ. The event shared some of the calls received by Wiltshire Police to raise awareness of the breadth of work we deal with and to highlight the sorts of calls that are not emergencies.

This was part of wider reaching work, aimed at improving the service that people receive when they call us. We are aware of the issues that some people have experienced, particularly when using the 101 service.

As part of the Community Policing Model, we aim to deploy resources more efficiently. We look to ensure that the right people with the right training are in the right place and that starts with the CCC.

Wiltshire Police is on a journey of continuous improvement and will always seek to ensure that the service we provide is at the high quality you rightly deserve and expect.

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A letter from Community Policing Team Inspector Andy Fee on the 101 system:

*There has been a significant shift in the way we manage our demand within the Police Service. The Community Policing Model recognises that the Police service is being asked to do more with less and helps to address this fact by resolving the problem at the first point of contact, whilst assessing the Threat, Harm and Risk associated with the contact without necessarily tasking an officer to attend in the first instance. The adage they work to in our Communication Centre is to get it right first time. Consequently, by doing more initially, this has seen an increase in waiting times for people to be answered. There are several factors that need to be considered here.*

*The first point is that under the CPT Model, calls for immediate help have seen an improvement. If calls were answered quicker and pushed through the system, this would not be the case. I hope this point is accepted as being the right stance.*

*The second point is that we have gone through, and continue to go through, a significant recruitment phase for many roles within the CPT. Police Officers, PCSO, Local Crime Investigators and Prisoner Transport Team members have all been recruited. Where do we find people with the right skills to do these roles? One area is our Communication Centre. These are members of Police Staff who have been trained in aspects of law and have good communication skills. It is not surprising that they then wish to use their training and continue to develop. Consequently recruitment and retention of staff is a significant factor, however to reassure you our Communication Centre Leadership team have a well-established rolling recruitment programme in place.*

*We are aware of the issue and exploring solutions including on-line reporting of crime, a more informative website and on-line chat and hope this different access channels will start to be available late summer 2017. We will not solve this issue overnight but are aware of our failings and are working hard to resolve them in order to deliver the best possible service to those who contact us.*

*I hope this helps to put context to the issues we have experienced around the 101 system*

Inspector Andy Fee

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Please follow us on:

Twitter <https://twitter.com/wiltshirepolice>

Facebook <https://www.facebook.com/wiltshirepolice/>

Or sign up to Community Messaging <https://www.wiltsmessaging.co.uk/>

### **COMMUNITY MESSAGING**

Working with our local communities, we have been developing ways to reach out to all our communities and keep everyone up to date with the latest information that matters to you in your area.

Through feedback and working with our local communities, we have developed the use of <https://www.wiltsmessaging.co.uk/> and are now sending out daily updates around crimes that matter to you in your area. This is enabling us to reach as much of our community as possible, as quickly as possible and impart any new crime prevention advice or information about incidents that may affect you in your community that we feel you need to know about.

We have received some very positive feedback around this and encourage you to speak to all members of your community and encourage them to sign up to Wiltshire Messaging. It is free and a very good way of keeping all our communities connected.

<https://www.wiltsmessaging.co.uk/>

### **CONTROL STRATEGY**

Below is our control strategy for your reference. This focuses on where how we conduct our operational Policing based on the Police & Crime Plan. We will continue to align our resources with the threat/harm/risks presented in line with the control strategy.

- Domestic abuse / Cyber Crime / High risk offenders / High risk victims

[feedback@wiltshire.police.uk](mailto:feedback@wiltshire.police.uk)





### CURRENT SECTOR SERIES/ Exceptions

Crime Exceptions are where the volume of crime exceeds the levels we would expect over a specified period. This is based on evaluation of data, over like to like periods historically.

The crime rate for the Bradford on Avon area was exceptionally high this month compared with the average we would expect for June. We recorded 78 crimes and would normally expect 56. In June last year we recorded 60 crimes, so have seen an increase since then. In particular, we saw an exceptionally high proportion of Thefts, of which we recorded 40, which is double the figure for June 2016. There is no single cause for this, though we continue to investigate robustly and gather enough evidence to bring charges against known individuals.

### OTHER INFORMATION

EVENTS... As we start heading in to Spring and Summer, many groups and individuals start to organize various events and gatherings. A toolkit is available from Wiltshire Council which gives fantastic guidance and advice for most types of events, including topics ranging from traffic management to toilets, and gives contact details for which agencies and departments need to be contacted when applying for various licences or road closures.

It can be found at <http://www.wiltshire.gov.uk/public-events-toolkit.pdf>

In essence, all organisers must be responsible for identifying any risks and putting in measures to remove or reduce them.

SPRING IS HERE... As the warmer weather starts to appear it is tempting to throw open the windows and leave doors ajar to allow for the fresh air to flow through, BUT, this is often an open invitation to opportunistic burglars. Please do be mindful about keeping windows closed, many modern windows allow you to lock them whilst slightly ajar and I would urge you to do this if you have the capability to do so. Even if you are only in the back garden having out the washing or mowing the lawn, please ensure that your front door remains locked. Don't give these opportunists any excuse to try their luck at your property.

[feedback@wiltshire.police.uk](mailto:feedback@wiltshire.police.uk)

For a detailed breakdown of the crime in your area visit...  
<https://www.police.uk/wiltshire/>

[feedback@wiltshire.police.uk](mailto:feedback@wiltshire.police.uk)

June 2017

## Overview

NHS Wiltshire Clinical Commissioning Group (CCG) is responsible for commissioning a broad range of healthcare for the population of Wiltshire. We are led by experienced local GPs drawn from across the county, who provide clear clinical leadership to the big decisions affecting the future of healthcare provision in Wiltshire, carefully tailored to meet the differing needs of people locally.

Our vision is to ensure the provision of a health service which is high quality, effective, clinically-led and local. We are committed to delivering healthcare that meets the needs of Wiltshire people, to consult and engage with our population to enable them to be involved in decisions made about health services and to deliver those services to people in their own homes or as close to home as possible.

**The right healthcare, for you, with you, near you**

## Annual General Meeting

Wiltshire Clinical Commissioning Group will be holding its AGM on Tuesday 20 June in the Ceres Hall, Corn Exchange, Market Place, Devizes.

The AGM is from 9.30am until noon and offers you an important opportunity to meet with the CCG to hear about the emerging NHS landscape and our plans in support of these developments.

The AGM will also feature a review of the achievements and the challenges over the past year – if you would like to attend the AGM you can register your attendance by clicking [here](#).

## Mental health for children and young people in Wiltshire

As part of the local drive to transform mental health service provision, Wiltshire CCG and Wiltshire Council are working with other local authorities and Clinical Commissioning Groups in Swindon and Bath and North East Somerset to develop a new Child and Adolescent Mental Health service. This new service will go live on 1 April 2018.

Following a competitive tender process, Oxford Health NHS Foundation Trust has been selected as the preferred provider. Commissioners are now working with the Trust and key stakeholders to shape the service delivery model so that it meets the needs of children, young people and their families.

A series of engagement events are currently underway to give children, young people, parents/carers and adults who work with children the opportunity to determine what the new service should look and feel like. This is about making sure the new service puts children and young people at the heart of everything it does.

## Prescription Ordering Direct (POD)

NHS Wiltshire CCG launched a NHS Prescription Ordering Direct (POD) service on Monday 8 May 2017.

This new service will provide an easy way for people to order their repeat prescription by making a simple phone call from the comfort of their own home – without the need to go into a GP practice or pharmacy.



**NHS**  
Wiltshire  
Clinical Commissioning Group

### Prescription Ordering Direct (POD)

A new and convenient way to order your repeat prescription

**0300 123 6242**

The POD will be staffed by dedicated, experienced and fully trained repeat prescription coordinators and pharmacists from NHS Wiltshire CCG.

When you call the POD telephone line you will talk to a trained coordinator dedicated to taking repeat prescription requests and answering any repeat prescription queries.

They will be able to help you to order only the items that you need, ask you how you are getting on with your medication and alert you if a medicine review is needed.

The POD has been introduced to help reduce the amount of medicine wasted across Wiltshire, as unused prescription medicines cost the NHS in Wiltshire over £2.7million every year. By managing repeat prescriptions orders more efficiently, we can reduce waste and save valuable NHS funds.

The service will also reduce time and workload pressures for GP practices, allowing staff to focus on providing better care to patients.

Don't worry if you already use a repeat prescription service from a pharmacy, you will be able to phone the POD service to order your medicines instead and the POD will arrange for your prescription to be sent electronically to your usual pharmacy and dispensed as normal.

The POD service will be available for patients registered with Lovemead Surgery, Trowbridge from 8 May. Giffords Surgery, Melksham and Castle Surgery, Ludgershall will be joining the scheme in June 2017 and we will keep you updated when more surgeries join.

## Have you consented to have additional information in your Summary Care Record

Summary Care Records is an electronic record of important patient information, created from GP medical records. We are asking patient to improve their patient experience by consenting to have additional information available on their summary care record (SCR).

What is additional information?

Essential details about your healthcare can be very difficult to remember, particularly when you are unwell. Having additional information in your SCR means that when you need healthcare, you will be helped to recall this vital information, this includes:

- Your long term health conditions – such as asthma, diabetes, heart problems or rare medical conditions
- Your relevant medical history – clinical procedures that you have had, why you need a particular medicine, the care you are currently receiving and clinical advice to support your future care
- Your personal preferences – you may have particular communication needs, or may have made legal decisions about your care that you would like to be known
- Immunisations – details of previous vaccinations such as tetanus and routine childhood jabs



## **GPs use your Summary Care Record to share medical information with other healthcare staff treating you**



**We need your permission to add more information to help support your care.**

**Ask reception for a consent form.**

Care professionals in Wiltshire use your Summary Care Record when they are treating you and this currently provides important information about the medicines you are taking, allergies you suffer from and any previous bad reactions to medicines you have experienced.

By consenting to have additional information included in your SCR, means more information will be available to health and care staff when they are treating you and can enhance the care your receive.

**Ask reception for a consent form next time you visit your GP surgery.**





## Cut waiting times for young people accessing mental health services



Health officials in Wiltshire will provide quicker access to mental health services for children and young people - thanks in part to the views of young people in the county.

New plans include earlier intervention through schools, online counselling and improved information and help for parents to reduce referrals to the more specialist counselling services provided through the Child and Adolescent Mental Health Services (CAMHS).

Our 'Young Listeners' spoke to 174 children and young people in the county to find out how they felt about using health and care services. The report with their findings was presented to Wiltshire's Health and Wellbeing Board, a committee which brings together all the leaders of the health and social care system in the county.

### Contact us:

Tel 01225 434218

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

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

A main issue in the report was that many young people thought waiting times for an appointment for CAMHS was too long, with some waiting eight weeks. Now Wiltshire Council and NHS Wiltshire Clinical Commissioning Group (CCG) have announced they are aiming to cut waiting times by bringing more mental health workers to children through selected schools and increasing online support to take the pressure off the more specialist services.

Kerry McKenzie, 18, helped to present the report to the board with Healthwatch Wiltshire Manager Lucie Woodruff. She said: "Before ever carrying out a listening exercise I was sceptical at the impact it would make on people. But then I got into it and realised young people who are talking to someone of a similar age to them open up more than they do to an adult. It's great that we are being heard and can make a difference."

Another Young Listener, 18-year-old Zoe Radford from Calne said: "I have had personal links with people suffering with mental health issues and this made me want to be part of something which looked at how we can make health services better for those who use them. It's great for young people to have a voice on health services they use and we are so pleased we have been listened to and changes are being made."



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.





**Report to** Bradford on Avon Area Board  
**Date of meeting** Wednesday 12<sup>th</sup> July  
**Title of report** Youth Grant Funding

**Purpose of the Report:**

To consider the applications for funding listed below together with the recommendations of the Local Youth Network (LYN) Management Group.

Ratification of the following grants funded through delegated authority.

Applicant	Amount requested	LYN Management Group recommendation
Ratification for the Procurement of the secret garden cafe	£1,490.00	Second Part funding for this financial year = £745
Ratification for the Procurement of the leisure centre	£1000	£500 dedicated for next year

For the Area Board to consider the following application.

applicant	amount	Lynmg recommendation
Scouts cooking equipment	£723.80	To fully fund

**1. Background**

The recommendation from the LYN Management Group has been made in accordance with the following guidelines:

- Leaders guidance for Community Area Boards on Positive Activities for Young People
- Positive Activities for Young People local Youth Network Terms of Reference
- Positive Activities Toolkit for Community Area Boards

Young people have considered this application and identified it as a priority for Area Board funding.

**2. Main Considerations**

- 2.1. Councillors will need to be satisfied that Youth Grant Funding awarded in the 2015/2016 year are made to projects that can realistically proceed within a year of it being awarded.
- 2.2. Councillors 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. The

application should meet the identified needs, priorities and outcomes for young people in the areas, as identified in the LYN Needs Assessment and Strategic Plan.

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

2.4. Councillors will need to ensure that young people have been central to each stage of this Youth Grant Funding application.

**3. Environmental & Community Implications**

Youth 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**

Ensuring that Community Area Boards and LYNs fully consider the equality impacts of their decisions in designing local positive activities for young people is essential to meeting the Council’s Public Sector Equality Duty.

**8. Safeguarding Implications**

The Area Board has ensured that the necessary policies and procedures are in place to safeguard children and young people. The Community Youth Officer has assessed this application agreed it meets safeguarding requirements.

**9. Applications for consideration**

Application ID	Applicant	Project Proposal	Requested
<a href="#">431</a> (hyper link)	Mrs Lisa Smith	Scouts cooking skills	£723.80
<b>Project description</b> The scouts are asking for support for their trips this year and the future by funding their much needed cooking equipment			
<b>Recommendation of the Local Youth Network Management Group</b> The LYN Management Group does support the application and recommends that the Area Board fully fund the amount requested as it has a future benefit also.			

**10. Procurements for consideration**

Procurement purchase ID	Provider	Project Proposal	Requested
Procurement purchase ID number	The secret Garden Café	Youth cafe	£745
<b>Provider (details of the PAYP provider)</b>			
The secret Garden Café			
<b>Positive activity description</b>			
To host a youth café one day a week where young people are accepted, after school with their peers to chill, relax and do homework if they would like. Food and drink will be sold at a cheaper rate to make it more affordable for young people as well. In the needs assessment carried out in 2016 by the Community Youth Officer and Community Engagement Manager this was in the top of the priorities set by young people.			
<b>Recommendation of the Local Youth Network Management Group, with any conditions</b>			
That this procurement purchase of a PAYP meets the youth funding criteria, meets the needs of young people identified in the recent needs assessment, relates directly to the Bradford on Avon strategic plan for young people and was approved for the amount of £745 last financial year and the Area Board are being asked to award the next £745 in this new financial year			

Procurement purchase ID	Provider	Project Proposal	Requested
Procurement purchase ID number	Bradford On Avon Leisure Centre	Subsidized swimming for teenagers	£500
<b>Provider (details of the PAYP provider)</b>			
Bradford on Avon Leisure Centre			
<b>Positive activity description</b>			
To subsidies young people's access to the swimming pool on a Friday and Saturday to encourage young people to get fit and healthy as well as use exercise to support good mental health routinely. In the needs assessment carried out in 2016 by the Local Youth Facilitator and Community Engagement Manager this was in the top of the priorities set by young people.			
<b>Recommendation of the Local Youth Network Management Group, with any conditions</b>			
That this procurement purchase of a PAYP meets the youth funding criteria, meets the needs of young people identified in the recent needs assessment, relates directly to the Bradford on Avon strategic plan for young people and was approved for the amount of £1000, £500 tin the previous financial year and the Area Board are being asked to agree the next £500 in this new financial year subject to funding available and a review of the procurement.			

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

**Report Author**      Emma Drage – Local Youth Facilitator  
[Emma.drage@wiltshire.gov.uk](mailto:Emma.drage@wiltshire.gov.uk)  
07775410523

<b>Report to</b>	Bradford on Avon Area Board
<b>Date of Meeting</b>	12/07/2017
<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> Lamb Yard Events <b>Project Title:</b> Bradford on Avon Music Madness  <a href="#">View full application</a>	£1,000
<b>Applicant:</b> Lamb Yard Events <b>Project Title:</b> BoA FEASTival and Passport Trail  <a href="#">View full application</a>	£1,000
<b>Applicant:</b> Holt PC <b>Project Title:</b> Holt Village Hall kitchen - new cooker  <a href="#">View full application</a>	£1,500

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 2017/2018 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="#">2417</a>	Lamb Yard Events	Bradford on Avon Music Madness	£1,000
<b>Project Description:</b> A music related extravaganza which will start with a two month trail around Bradford on Avon and culminating in a programme of events over the August bank holiday weekend to be held in the centre of the town.			
<b>Input from Community Engagement Manager:</b> The event will contribute to the growing calendar of events and will bring vitality to the town during the peak tourist season. It is likely to attract visitors and spending for goods and services, particularly for local cafes, restaurants and pubs. The event builds on the vibrant music scene locally and is another distinctive reason to celebrate our town.			
Discussion with the applicant has resulted in a request for a reduced grant of £1,000 to reflect the short lead-in time and the reality of a more modest event this year than originally envisaged. Feedback and learning will contribute to a larger event, possibly with the involvement of the Wiltshire Music Centre, in 2018.			
Bradford on Avon Town Council has awarded £ 1,000 to the event on the same basis.			
<b>Proposal</b> That the Area Board determines the application.			

Application ID	Applicant	Project Proposal	Requested
<a href="#">2437</a>	Lamb Yard Events	BoA FEASTival and Passport Trail	£1,000
<p><b>Project Description:</b>  The Bradford on Avon FEASTival will be a celebration of all things food and drink with outlets of all shapes and sizes plus growers makers bakers and outside caterers coming together to show what a delicious and varied offer there is in the town and surrounding area. The main event will be launched on Saturday 9th September and run until 23rd with a Passport Trail of participating food and drink outlets running from July as an early entree into the FEASTival.</p> <p><b>Input from Community Engagement Manager:</b>  The event will celebrate local producers of food and drink, building on the success of the Farmers Market and the Food Assembly in Bradford on Avon and will help to spread the reputation of the town as a growing “foodie” destination. Through the passport trail, visitors will be drawn to the town and the delights of its restaurants, cafes and pubs.</p> <p>Discussion with the applicant has resulted in a request for a reduced grant of £1,000 to reflect the short lead-in time and the reality of a more modest event this year than originally envisaged. Feedback and learning will contribute to a larger event in 2018.</p> <p>Bradford on Avon Town Council has awarded £ 1,000 to the event on the same basis.</p>			
<p><b>Proposal</b>  That the Area Board determines the application.</p>			
Application ID	Applicant	Project Proposal	Requested
<a href="#">2458</a>	Holt PC	Holt village hall kitchen - new cooker	£1500.00
<p><b>Project Description:</b>  The kitchen has an old gas range cooker which is past its best is very difficult to light the oven and has failed altogether several times</p> <p><b>Input from Community Engagement Manager:</b>  The project will benefit members of the Lunch Club and other users of the village hall. Community facilities such as this are vital to sustain a vibrant community life.</p> <p>Match-funding for the project will be fundraised locally.</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.

**Report Author:**

Peter Dunford

Community Engagement Manager

01225 713060

[Peter.Dunford@wiltshire.gov.uk](mailto:Peter.Dunford@wiltshire.gov.uk)



Grant Applications for Bradford on Avon on 12/07/2017

ID	Grant Type	Project Title	Applicant	Amount Required
2417	Community Area Grant	Bradford on Avon Music Madness	Lamb Yard Events	£2255.00
2437	Community Area Grant	BoA FEASTival and Passport Trail	Lamb Yard Events	£1500.00

ID	Grant Type	Project Title	Applicant	Amount Required
2417	Community Area Grant	Bradford on Avon Music Madness	Lamb Yard Events	£2255.00

**Submitted:** 07/05/2017 23:42:32

**ID:** 2417

**Current Status:** Application Appraisal

**To be considered at this meeting:**

tbc contact Community Area Manager

**1. Which type of grant are you applying for?**

Community Area Grant

**2. Amount of funding required?**

£501 - £5000

**3. Are you applying on behalf of a Parish Council?**

No

**4. If yes, please state why this project cannot be funded from the Parish Precept**

**5. Project title?**

Bradford on Avon Music Madness

**6. Project summary:**

A music related extravaganza which will start with a two month trail around Bradford on Avon and culminating in a programme of events over the August bank holiday weekend to be held in the centre of the town.

**7. Which Area Board are you applying to?**

Bradford on Avon

**Electoral Division**

**8. What is the Post Code of where the project is taking place?**

BA15 1FG

**9. Please tell us which theme(s) your project supports:**

Children & Young People

Arts, crafts and culture

Economy, enterprise and jobs

Health, lifestyle and wellbeing

Heritage, history and architecture

Recycling and green initiatives

If Other (please specify)

**10. Finance:**

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

**Your latest accounts:**

**Total Income:**

£

**Total Expenditure:**

£

**Surplus/Deficit for the year:**

£

**Free reserves currently held:**

**(money not committed to other projects/operating costs)**

£

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

We are a small community group and do not have annual accounts or it is our first year: yes

**10b. Project Finance:**

Total Project cost		£4990.00		
Total required from Area Board		£2255.00		
Expenditure		Income	Tick if income	
(Itemised	£	(Itemised	confirmed	£
expenditure)		income)		
Canopies	2250.00	Businesses		300.00

Acts	1200.00	Stalls	180.00
Banners signs	790.00	Town Council	2255.00
Web site	750.00		
<b>Total</b>	<b>£4990</b>		<b>£2735</b>

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

No

**12. If so, which Area Boards?**

Bradford on Avon

**13. Please tell us WHO will benefit and HOW they will benefit from your project benefit your local community?**

Children and families visitors and locals The trail will introduce families to a range of musical instruments to be found around the town. They will have two months in which to complete it. The town in general The trail and the weekend events will draw visitors and local people into the town at different times - to participate and to enjoy. The weekend events will contribute to the perception of Bradford on Avon as a great place for music and to relax and soak up the atmosphere. Local businesses will benefit from the increased number of people in the town they will be encouraged to create their own related offers which will also contribute to the overall marketing. On the Saturday stalls will engage the public in music through demonstrations taster sessions information about how to take up music or progress. Some stalls will also offer second hand instruments and other related products. We hope to include two local instrument makers - an very precise art that people don't often get a chance to see. Across the weekend the event will feature up and coming local musical talents as buskers and headline acts. Poetry will also be part of the mix. The event will also embrace innovation imagination and encourage participation such as making music on unlikely objects. Overall the event will result in enjoyment and relaxation for all.

**14. How will you monitor this?**

The Trail creates physical evidence of the numbers of participants. We will encourage and gather feedback from visitors as well as local businesses for both the trail and the weekend of events. Take up for the repeat event in 2018 will indicate the success and enjoyment of 2017s.

**15. If your project will continue after the Wiltshire Council funding runs out, how will you continue to fund it?**

With more time to prepare we will investigate a range of income streams such as advertising in a programme sponsorship increased stall numbers and pitch fees.

**16. Is there anything else you think we should know about the project?**

17. DECLARATION

**Supporting information - Please confirm that the following documents will be available**

**to inspect upon request:**

**Quotes:**

yes I will make available on request 1 quote for individual project costs over £500 & 2 quotes for project costs over £1000 (Individual project costs are listed in the expenditure section above)

**Constitution:**

yes I will make available on request the organisation's Constitution/Terms of Reference etc.

**Policies and procedures:**

yes I will make available on request the necessary and relevant policies and procedures such as Child Protection, Safeguarding Adults, Public Liability Insurance, Access audit, Health & Safety and Environmental assessments.

**Other supporting information (Tick where appropriate, for some project these will not be applicable):**

**And finally...**

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

2437	Community Area Grant	BoA FEASTival and Passport Trail	Lamb Yard Events	£1500.00
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**Submitted:** 29/05/2017 18:39:56

**ID:** 2437

**Current Status:** Application Appraisal

**To be considered at this meeting:**

tbc contact Community Area Manager

**1. Which type of grant are you applying for?**

Community Area Grant

**2. Amount of funding required?**

£501 - £5000

**3. Are you applying on behalf of a Parish Council?**

No

**4. If yes, please state why this project cannot be funded from the Parish Precept**

**5. Project title?**

BoA FEASTival and Passport Trail

**6. Project summary:**

The Bradford on Avon FEASTival will be a celebration of all things food and drink with outlets of all shapes and sizes plus growers makers bakers and outside caterers coming together to show what a delicious and varied offer there is in the town and surrounding area. The main event will be launched on Saturday 9th September and run until 23rd with a Passport Trail of participating food and drink outlets running from July as an early entree into the FEASTival.

**7. Which Area Board are you applying to?**

Bradford on Avon

**Electoral Division**

**8. What is the Post Code of where the project is taking place?**

BA15 1FG

**9. Please tell us which theme(s) your project supports:**

Arts, crafts and culture

Economy, enterprise and jobs

Festivals, pageants, fetes and fayres

Food, farming and local markets

Health, lifestyle and wellbeing

Inclusion, diversity and community spirit

If Other (please specify)

**10. Finance:**

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

**Your latest accounts:**

**Total Income:**

£

**Total Expenditure:**

£

**Surplus/Deficit for the year:**

£

**Free reserves currently held:**

**(money not committed to other projects/operating costs)**

£

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

We are a small community group and do not have annual accounts or it is our first year: yes

**10b. Project Finance:**

Total Project cost		£5280.00		
Total required from Area Board		£1500.00		
Expenditure (Itemised expenditure)	£		Income (Itemised income)	Tick if income confirmed £
Materials	2700.00		Businesses and advertising	2100.00
Marketing and web site	2580.00		Market	180.00
			Town Council	1500.00
<b>Total</b>	<b>£5280</b>			<b>£3780</b>

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

No

**12. If so, which Area Boards?**

Bradford on Avon

**13. Please tell us WHO will benefit and HOW they will benefit from your project benefit your local community?**

Visitors to the town will enjoy the enhanced hospitality experience with a legacy of spreading the word about the Bradford on Avon areas offer of excellent and varied food and drink. A brochure will be produced which will continue to promote this message. Local people will benefit from the increased vibrancy in and around the area which will also create resilience for the businesses and therefore future employment opportunities and reduce the number of business closures. As well as experiencing the local outlets through participation in the Trail communities will also be encouraged to come together to create their own BoA Feast for the Finale Saturday 23rd.

**14. How will you monitor this?**

Difficult to monitor in the immediate aftermath Businesses will be asked to feedback about the event overall and whether they had more people through their doors especially on the quieter early weekdays. All who participate will be asked for testimonials. In the longer term businesses will feedback about continued improved footfall. How readily people sign up for the 2018 event both outlets and sponsors will be a measure of how successful the 2017 event is.

**15. If your project will continue after the Wiltshire Council funding runs out, how will you continue to fund it?**

Future such events will be self-funding - building on the success of Lamb yard Events overall and this specific event. It is anticipated that the 2018 BOA FEASTival will be held in June. For 2017 planning by another group that didn't come to fruition delayed the start of planning

for this year

**16. Is there anything else you think we should know about the project?**

17. DECLARATION

**Supporting information - Please confirm that the following documents will be available to inspect upon request:**

**Quotes:**

yes I will make available on request 1 quote for individual project costs over £500 & 2 quotes for project costs over £1000 (Individual project costs are listed in the expenditure section above)

**Constitution:**

yes I will make available on request the organisation's Constitution/Terms of Reference etc.

**Policies and procedures:**

yes I will make available on request the necessary and relevant policies and procedures such as Child Protection, Safeguarding Adults, Public Liability Insurance, Access audit, Health & Safety and Environmental assessments.

**Other supporting information (Tick where appropriate, for some project these will not be applicable):**

yes I will make available on request any other form of licence or approval for this project has been received prior to submission of this grant application.

**And finally...**

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





<b>CLIENT:</b> Wiltshire Council	<b>PROJECT:</b> River Crossing
<b>DATE:</b> 7 <sup>th</sup> July 2017	<b>VERSION:</b> 1

### **1. BACKGROUND:**

Wiltshire Area Board has funded a recent and ongoing exhibition to engage the local Community in potential planning of future river crossings in Bradford-on-Avon.

The touring exhibition asked local residents to map where, why and how they currently cross the river, including frequency. Opinion was then gathered through a further interactive map as to where participants would like to cross the river, how, with whom and why.

The map was labelled with various options for crossing, including existing and potential new spots.

Feedback from this exhibition is currently being analysed and further exhibition locations planned.

As part of this engagement exercise and in order to better prepare future river crossing proposals and plans it is important to validate the data collected and to gain a broad representation of quantified feedback, primarily from local residents but also from secondary visitor opinion.

### **2. OBJECTIVES:**

To collect quantitative opinion on current river crossing attitudes and behaviour from a broad, representative number of local residents.

To gain quantitative insight into attitudes towards potential river crossing options and measure level of support for open options.

To validate key insight from the exhibition.

To gain quantitative insight from visitors to the town as to current and potential river crossing attitudes and behaviour (secondary).

### **3. TIMING**

TBC. Anticipated mid August – mid September 2017.

#### **4. METHODOLOGY:**

An online quantitative survey of up to 20 minutes duration, targets primarily local residents. A shorter, stripped back survey of 5-10 minutes targets visitors via the Tourist Information Centre and local hospitality venues.

The survey aims for a quota of up to 1,000 respondents, aligned to the demographic profile of the town. Invitations to participate in the online survey will be despatched through the town council email and social media, BOA Business, local hospitality and retail venues, local community and sports groups, local schools and a broad spectrum of local social media.

There is also a potential to engage local students to conduct the stripped back surveys face to face at The Shambles, Lambs Yard and Sainsburys.

The survey captures and probes:

- Respondent age, gender, household status
- Respondent location
- Current river crossing behaviour – which bridge, start and end journey point, frequency, how crossed (car, foot, cycle), with whom crossed, reason for crossing
- Attitudes towards specific existing crossings – why use/not use
- Potential gaps in river crossing opportunities
- Attitudes towards crossing river by foot/cycle – barriers and opportunities
- Preferred potential river crossing options – using exhibition map
- Attitudes to potential river crossing options
- Reasons behind proposed behaviour change.

Survey comprises closed questions, a mix of multiple choice, ranking and attitudinal agreement/disagreement.

The survey is scripted, hosted and analysed as a full service bespoke survey ensuring quantitative data can be segmented sufficiently to formulate ongoing proposals. All analysis will be segmented by age, gender, mode of crossing and location of crossing.

#### **5. OUTPUTS**

A powerpoint report of analysed data and supporting charts.

Excel tables tabbed and cross tabbed (likely splits – age, gender, mode of crossing)

Total raw data in excel values or SPSS.

## 6. INDICATIVE BUDGET

Scripting. Test, programme, host. Analysis, charts, overview report	n=1,000 maximum	£1,530 + VAT
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### **NB:**

Client to liaise with respondent invitation parties, arrange and co-ordinate student support, print paper and pen questionnaires, manually input paper and pen questionnaires.

Analysis of closed questions only.

Based on assumptions given

All costs quoted are subject to VAT @ 20%

Quote valid for 30 days from date of quotation

A purchase order to be issued prior to commencement of project.

Payment terms 14 days from date of invoice

**Helen Davies**

**Pink Flamingo Shopper Ltd**

**7<sup>th</sup> July 2017**

Valid 30 days from date of quotation





Reference no
Log no
<b>For office use</b>

# Area Board Projects and Councillor Led Initiatives Application Form 2016/2017

**To be completed by the Wiltshire Councillor leading on the project**

Please ensure that you have read the Funding Criteria before completing this form

PLEASE COMPLETE ALL SECTIONS TO ENSURE THAT YOUR APPLICATION CAN BE CONSIDERED

## 1. Contact Details

<b>Area Board Name</b>	Bradford on Avon		
<b>Your Name</b>	Councillor Jim Lynch		
<b>Contact number</b>	07906 796398	<b>e-mail</b>	jim.lynch@wiltshire.gov.uk

## 2. The project

<b>Project Title/Name</b>	Town Centre Benchmarking
<b>Please tell us about the project /activity you want to organise/deliver and why?</b>  <i>Important: This section is limited to 900 characters only (inclusive of spaces).</i>	<p>Town Centre Benchmarking provides a comprehensive portrait of the commercial life of a market town and involves gathering and analysing data on Key Performance Indicators within a designated town centre area.</p> <p>This is a specialist area of work previously provided by the organisation Action for Market Towns, and now continued by People and Places Insight Limited, whose methodology has now been used in 300 locations across the United Kingdom. They are also specialists in providing wayfinding and town centre access reviews</p> <p>The information collated would assist both the Town Council and the business community of Bradford on Avon to gather performance management information prior to developing evidence based action plans for the town.</p> <p>Importantly it has the potential to provide information in the following areas:</p> <ul style="list-style-type: none"> <li>• a review of town centre performance in a specific year</li> <li>• year on year analysis of town centre performance</li> <li>• a tool to identify the strengths, weaknesses and opportunities for improvement in town centres</li> <li>• an evidence base to develop, deliver and evaluate regeneration projects</li> <li>• a review of clusters of towns to ascertain high performers / under achievers</li> <li>• to understand localities in a regional and national context</li> </ul> <p>In February 2017, the Town Council resolved to 50% fund (£1100) of the Town Benchmarking 2017 exercise. At the Area Board meeting on 12<sup>th</sup> July, a presentation will be made by People and Places for the other half of the funding (£1100) to be considered. Should this gain approval, this project work will be undertaken over a 6-8 week period in September and October 2017, with the results being presented back to businesses at an event at 6pm in St Margaret's Hall on Wednesday 1<sup>st</sup> November. <i>(Scope of work attached).</i></p>

<b>Where is this project taking place?</b>	Bradford on Avon and its town centre
<b>When will the project take place?</b>	Autumn 2017

<p><b>What evidence is there that this project/activity needs to take place/be funded by the area board?</b></p>	<p>The project will provide important data to help us understand the dynamics of how the town centre currently functions and will support future efforts to promote the town for business and tourism purposes.</p> <p>The Area Board has committed to supporting the economy and tourism among its key priorities.</p>
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<b>How will the local community benefit?</b>	The community will benefit as, it is hoped that, the town centre will be strengthened by retaining and attracting investment in new jobs, shops and services. Visitor spending on goods and services will enhance the economy and cultural vitality of the town.		
<b>Does this project link to a current Community Issue?</b> (if so, please give reference number as well as a brief description)	This projects supports efforts to promote the town centre, business, tourism and spending in the local economy.		
<b>Does this project link to the Community Plan or local priorities?</b> (if so, please provide details)	This project supports the objectives of the Bradford on Avon Neighbourhood Plan and the priorities for Wiltshire Council emanating from the Joint Strategic Assessment for Bradford on Avon.		
<b>What is the desired outcome/s of this project?</b> A robust database of information to support the monitoring, marketing and promotion of the town.			
<b>Who will be responsible for managing this project?</b> Daryl Jones, Tourism and Events Manager at Bradford on Avon Town Council, with reps from BoA Business.			
<b>3. Funding</b>			
<b>What will be the total cost of the project?</b>	£ 2,200		
<b>How much funding are you applying for?</b>	£ 1,100		
<b>If you are expecting to receive any other funding for your project, please give details</b>	<b>Source of Funding</b>	<b>Amount Applied For</b>	<b>Amount Received</b>
	Bradford on Avon Town Council		1,100
<b>Please give the name of the organisation and bank account name (but not the number) your grant will be paid in to.</b> (N.B. We cannot pay money into an individual's bank account)	People and Places Insight Limited		
<b>4. Declaration – I confirm that...</b>			
<input type="checkbox"/> The information on this form is correct and that any grant received will be spent on the activities specified			
<input type="checkbox"/> Any form of licence, insurance or other approval for this project will be in place before the start of the project outlined in this application			
<b>Name:</b> Jim Lynch		<b>Date:</b> 3 July 2017	
<b>Position in organisation:</b> Chairman, Bradford on Avon Area Board			
<b>Please return your completed application to the appropriate Area Board Locality Team</b> ( <a href="#">see section 3</a> )			



# **TOWN BENCHMARKING 2017**

## **BRADFORD ON AVON**



**February 2017**

**Mike King**

**Director**

**People and Places**

**01908 776940/ 07788 286337**

## BACKGROUND

People and Places Insight Limited is an organization with the objective to help renew and regenerate localities from across United Kingdom and the Republic of Ireland. People and Places Insight work with National Government, Local Authorities, Business Improvement Districts, Town Councils, Chambers of Trade, Community and Town Partnerships, Universities and Retailers on a wide range of projects including;

- ❖ Measuring the economic performance of 400 town centres
- ❖ Visitor Satisfaction Surveys
- ❖ Event Footfall Counts
- ❖ Car Parking Strategies
- ❖ Signage Reviews
- ❖ Disability Access Audits
- ❖ Mystery Shopping/ First Time Visitor Views
- ❖ Establishing Town Forums and Networks
- ❖ Establishing a database of 400 Case Studies of Good Practice in Small Towns
- ❖ Partnership Development and Training
- ❖ Policy and Practice Papers for Government.

Mike King is the Director and offers fourteen years' experience in research and regeneration projects in both the public and private sector. Mike is a specialist in town centre performance management and developing evidence based action plans for localities. People and Places are backed by a nationwide team of trained researchers who work alongside Mike conducting fieldwork.

## BENCHMARKING

One of the main projects delivered by People and Places is the Town Centre Benchmarking System. Town Centre Benchmarking provides a comprehensive portrait of the commercial life of towns and involves gathering and analysing data on Key Performance Indicators (KPI's) within a designated town centre area. Each of the KPI's has been specifically selected by Town Centre Managers and Research Professionals to ensure that the data collected and collated has the maximum relevance and impact.

Each KPI is collected in a standardized manner as highlighted in the Table below.

<b>KEY PERFORMANCE INDICATOR</b>	<b>DATA COLLECTION METHODOLOGY</b>
KPI : Total number of commercial units	Visual Survey of all ground floor businesses
KPI : Retail by Comparison/Convenience	Visual Survey of all ground floor businesses
KPI : Key attractors / multiple trader representation	Visual Survey of all ground floor businesses
KPI : Number of vacant units	Visual Survey of all ground floor businesses
KPI : Number of markets / traders	Visual Survey of number of Market Stall Traders.
KPI : Footfall	Footfall Survey on Market Day and Non Market Day in up to 3 locations to ascertain normal trading conditions and the impact of the Market.
KPI : Car Parking; Availability and Usage	Audit of all available car parking spaces in the town centre. Audit of vacancy rate on Market Day and Non Market Day. Specific questions on car parking provision, policy and pricing in KPI10 (Business Confidence Survey) and KPI11 (Town Centre Users Survey)
KPI : Business Confidence Survey	Postal Survey/ Hand Delivered/ Emailed survey to all businesses in the retail audit. Distribution at relevant local meetings.

KPI : Town Centre Users Survey	Paper Based copies distributed in key locations. Online survey hosted on as many websites as possible for completion by both town centre users and non users. The survey will route respondent's dependant on whether they visit the town centre or not. With the latter the reasons for not visiting will be asked and what projects and developments would entice a visit.
KPI : Shoppers Origin	Shoppers Origin Postcode Survey attached to the Business Confidence Survey, reviewing areas where customers travel from and identifying patterns of non use.
Additional KPIs	Additional KPI's can be built into the study depending on individual localities needs

The system has now been used in over 300 locations across the United Kingdom and Republic of Ireland. The annual reports are used in an array of manners including;

- ❖ a review of town centre performance in a specific year
- ❖ year on year analysis of town centre performance.
- ❖ a tool to identify the strengths, weaknesses and opportunities for improvement in town centres
- ❖ an evidence base to develop, deliver and evaluate regeneration projects
- ❖ a review of clusters of towns to ascertain high performers / under achievers
- ❖ to understand localities in a regional and national context

Recent studies include;

- ❖ Bury St. Edmunds, Suffolk; where the Car Parking, Business Confidence and Town Centre Users Survey created an evidence base for the creation of free parking after 3pm throughout the town centre.
- ❖ Alresford, Hampshire; where the impact of the weekly market on the town centre was reviewed.
- ❖ Southam, Warwickshire; where the benchmarking review created a project plan of regeneration ideas for the newly formulated Town Centre Partnership to deliver.

One of the benefits of the report is that data on each of the KPI's is presented on the individual town and the town versus;

- ❖ other Benchmarking towns in the region
- ❖ all the other Benchmarking towns nationally. (circa 100)
- ❖ all the other Benchmarking towns of a similar typology

## COSTINGS

The following section provides a detailed breakdown of costings for People and Places to conduct the Benchmarking work in Bradford on Avon. Please note that this is a full menu of support where all or a number of the Outputs can be chosen.

<b>BENCHMARKING OUTPUT</b>	
Retail Audit Visual Survey and Data Entry	£200
Footfall and Car Parking Audits and Analysis	£400
Paper Based and Online Town Centre User Surveys	£400
Business Confidence and Shoppers Origin Surveys	£800
Analysis and Report Writing	£400
<b>TOTAL</b>	<b>£2,200</b>

Please note VAT will be added on to the Total

Additional Outputs which incur extra costs include;

<b>BENCHMARKING OUTPUT</b>	
Benchmarking Training Sessions (Open to as many delegates as the client wishes)	£500
Benchmarking Report Dissemination Events (Open to as many delegates as the client wishes)	£200
Additional Footfall Counts- e.g. Saturday, Key Calendar dates such as Events, Festivals, Christmas Holidays, including analysis.	£300

## **BRADFORD ON AVON AREA SENIORS FORUM**

### **REPORT ON HOLT "AGE MATTERS" EVENT**

**Holt Village Hall, 2.30pm Thursday 25th May 2017**

The aim of the Seniors Forum's "Age Matters" events is to give people who live in the Bradford On Avon Community Area, especially those over 60 and carers, the opportunity to meet their Wiltshire Council Community Engagement Manager, Area Board Chairman, councillors and the Seniors Forum, which is the area's official Older People's & Carers' Champion, and find out what people feel about living in the area – the purpose being to give people a greater say in decisions which affect their lives and tell their elected representatives what works where they live and what doesn't.

Twenty to thirty people attended the Holt event, most of them of retirement age or over. After brief introductions by Seniors Forum Chairman Michael Darlow, Wiltshire Council's Community Engagement Manager for the Bradford On Avon Community Area, Peter Dunford, Trevor Carbin, Wiltshire Councillor for Holt and Staverton, Jim Lynch, the newly elected Chairman of the Area Board, and John Kidney, a member of the Area Board and Wiltshire Council's portfolio holder for Adult Social Care Transformation, the main part of the event involved everyone sitting at tables, at each of which was a Forum member to act as facilitator, take notes and ensure that everyone got a say, to discuss life in Holt and people's views about local services.

Generally people seem very happy to live in Holt. There are clearly a lot of positives to life in the village and a vibrant, mutually supportive community spirit. The village's community bus is seen as a great bonus, although it is not clear how much it is actually used. Forum members wondered if it could be used more and, maybe, by people in other villages.

Overwhelmingly the main issues raised related to traffic, pedestrian access and safety. Almost everyone drew attention to the dangerous, poorly maintained state of pavements which over long stretches are dangerously uneven, with many broken paving stones, potholes and other trip hazards. This problem is exacerbated by poorly maintained and over-hanging hedges, wheelie bins put outside houses in places where they block pavements and cars parked on pavements, especially along the main road through the village. As a result pavements are often dangerous or impassable, particularly for people with impaired mobility, balance or eyesight problems, who use wheelchairs or push prams. The Seniors Forum will continue to try to drum into Wiltshire Council that its continued failure to properly maintain and police pavements and pedestrian areas across the entire Bradford On Avon Community Area shows a disregard for people's safety and ought to be a cause of shame to both the Council and its officers – particularly in light of official statistics which show that people aged over 65 living in the Bradford On Avon Community Area suffer a higher rate of falls requiring hospitalisation than anywhere else in Wiltshire.

Difficulties for pedestrians in Holt are further increased, especially at peak times, by the volume and speed of traffic on the B3107 through the village and by the fact that there is only one pedestrian crossing. People felt there should be at least two more pedestrian crossings, with one near the village shop.

Another frequently raised problem was the very narrow section of the B3107 before you enter Bradford On Avon. People suggested that an alternative cycle path is needed.

Another major issue cited by people is the poor bus service – only one or two services each morning to Trowbridge, Melksham and Bradford On Avon and a similar number in the afternoon, made worse by the fact that the "Zig-Zag" service is not scheduled so as to facilitate connections with the 265 First Bus services to Bath and Warminster. People suggested that one of the reasons why cafés in Bradford on Avon seem so well patronised is because many of their customers are Holt residents who have gone into Bradford for a doctor's appointment or to collect a prescription and are waiting for the bus back to Holt.

Collecting doctors' prescriptions is particularly difficult for people without access to a car or who work during the day. Many people seem not to know that some pharmacies will arrange for people who are house-bound to have their prescriptions delivered direct to their homes. Other suggested solutions to the prescription collection problem included opening a small pharmacy in the village or arranging for a weekly delivery of prescriptions to the Village shop.

A number of people called for a small branch GP's surgery in Holt, similar to The Bradford On Avon Health Centre's surgery in Winsley. People also raised the problem of getting a timely GP appointment at the Bradford On Avon GP practice. One lady said that it recently took her two to three weeks to even get a GP to phone her.

People mentioned problems over parking at the RUH and said they have found notices explaining the new parking system confusing. People have also experienced problems with the new car park keyboards and some have found the keyboards difficult to use because the keys are too small. (This issue has since been raised with the R.U.H. and new, clearer notice boards and larger key-pads are to be installed).

Among issues raised that are not specific to Holt were concerns about potential cuts to pensions and pensioner benefits and more horror stories (similar to those reported to the Forum elsewhere) about the non-emergency ambulance service. One lady told of being picked up from home in Holt at 7.00am for a 2pm hospital appointment in Bristol and the ambulance due to take her home after the appointment never turning up at all. Another talked about an ambulance picking her up from home where the driver had been told the wrong hospital to take her to. In another case an ambulance never got to Warminster Hospital to take a patient home because it had broken down. (The Forum has reported this issue to the Wiltshire NHS Clinical Commissioning Group, which commissions non-emergency ambulance services, and been assured that steps are being taken to rectify the problem).

Michael Darlow  
Chairman, Bradford On Avon Area Seniors Forum