

## AGENDA

**Meeting:** TIDWORTH AREA BOARD  
**Place:** Collingbourne Ducis Village Hall, Chicks Lane, Collingbourne Ducis,  
Wiltshire, SN8 3UH  
**Date:** Monday 19 May 2014  
**Time:** 7.00 pm

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Including the Parishes of Chute, Chute Forest, Collingbourne Ducis, Collingbourne Kingston, Enford, Everleigh, Fittleton, Ludgershall, Netheravon, Tidcombe and Fosbury, and Tidworth.

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

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

or Mary Cullen (Tidworth Community Area Manager), 01722 434260 or email [mary.cullen@wiltshire.gov.uk](mailto:mary.cullen@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

Chris Williams (**Chairman**)

Mark Connolly (**Vice Chairman**)

Charles Howard

Ludgershall and Perham Down

Tidworth

The Collingbournes and Netheravon



<b>Items to be considered</b>	<b>Time</b>
<p>1     <b>Appointments</b></p> <p>Election of the Chairman</p> <p>i.To elect a Chairman for the forthcoming year.</p> <p>ii.Election of the Vice Chairman To elect a Vice Chairman for the forthcoming year.</p> <p>iii.Appointments to Outside Bodies and Working Groups. To note that appointments to outside bodies and working groups for the forthcoming year:</p> <ul style="list-style-type: none"> <li>• Community Area Transport Group</li> <li>• Shadow Campus Operations Board</li> <li>• Tidworth Community Area Partnership</li> <li>• Tidworth Leisure Centre Executive Committee</li> <li>• Youth Advisory Group</li> <li>• Wellington Academy Governing Body</li> </ul>	<b>25 mins</b>
<p>2     <b>Chairman's Welcome to WW1 themed meeting, Introductions and Announcements</b> <i>(Pages 1 - 16)</i></p> <p>Chairman's Announcements:</p> <ul style="list-style-type: none"> <li>• Outcomes of the Youth Activity Review.</li> <li>• No Cold Calling Zone Initiative.</li> <li>• Army Rebasing.</li> </ul>	
<p>3     <b>Apologies for Absence</b></p>	
<p>4     <b>Declarations of Interest</b></p> <p>To receive any declarations of disclosable interests or dispensations granted by the Standards Committee.</p>	

5	<p><b>Minutes (Pages 17 - 28)</b></p> <ul style="list-style-type: none"> <li>To confirm the minutes of the meeting held on the 17 March 2014.</li> <li>Matters Arising.</li> </ul>	
6	<p><b>Introducing Wiltshire Soldiers</b></p> <p>To view an exhibition and receive a presentation from Richard Broadhead of Wiltshire Soldiers.</p>	<b>15 mins</b>
7	<p><b>Tidworth Community Area WW1 Commemorations</b></p> <p>Towns and Parishes from across the community area will update the area board and local community on plans and ideas for commemoration of WW1.</p>	<b>40 mins</b>
8	<p><b>Letter from the Front</b></p> <p>Tony Pickernell will read a letter home from the front, from Pickernell family archive materials.</p>	<b>5 mins</b>
9	<p><b>Community Area Transport Group - Update</b></p> <p>Cllr Mark Connolly.</p>	<b>5 mins</b>
10	<p><b>Updates from Town and Parish Councils, the Police, the Army, NHS, TCAP and other Partners</b></p> <p>To receive any updates.</p>	<b>20 mins</b>
11	<p><b>Community Area Grants</b></p> <p>To determine any applications for Community Area Grants.</p> <p>Grant application packs for the Community Area Grants Scheme are available from the Community Area Manager or electronically at:</p> <p><a href="http://www.wiltshire.gov.uk/communityandliving/areaboards/areaboardscommunitygrantsscheme.htm">http://www.wiltshire.gov.uk/communityandliving/areaboards/areaboardscommunitygrantsscheme.htm</a>.</p>	<b>10 mins</b>

12 **Date of Next Meeting**

The next meeting of the Tidworth Area Board will be on 21 July 2014 at Enford Village Hall.

13 **Close**





# Guide/Toolkit No Cold Calling Zones



### **What is cold calling?**

Cold calling is a form of marketing. For the purposes of this guide we are concentrating on those who call unexpectedly, and uninvited at a home with the purpose of selling goods, or offering a service, we refer to them as “doorstep traders”.

There have been some expressions of concern that a NCCZ may deter political or religious canvassers. A zone is not set up with the intention of preventing canvassing or to deter local authority officers and genuine utility providers. Nor is it to stop local agents known to residents such as the Avon lady. It does not prevent mail drops from local businesses provided they do not intend the resident to open the door to them. It is recognized that from time to time genuine callers may have a need to visit a home within a zone, but these occasions will not be regular, and it is hoped that any person making an essential visit within a zone will recognize and respect the special needs of obviously vulnerable residents. A prior appointment is always the preferred method of carrying out a visit within a zone.

Are all cold callers a potential threat?

It must be stressed that many of those who cold call are from legitimate businesses who wish to provide goods or services in accordance with the law. There are however, some businesses that operate in a less than ethical fashion, using “hard sell” tactics to get a sale, and targeting the less able or more vulnerable members in our communities. Often what they offer is completely unnecessary and overpriced. We have had many examples of this in Wiltshire in recent years, including a few rogue companies selling alarm systems, solar panels and home improvements such as roof repairs/coating. Some companies offering these services will be genuine and ethical, but others will be willing to exploit the vulnerable. Add to this, the fact there is a minority of cold callers with the prime objective to commit fraud or theft, and it becomes clear how impossible it is for a vulnerable person to know when a caller is safe to deal with. ID cannot be relied upon, as it is not proof that the caller is genuine, or from an ethical business. For this reason an effective No Cold Calling Zone has to apply restrictions to all doorstep traders who wish to call without appointment.

Cold calling is not illegal, but it can be a problem for many reasons. A lot of people simply believe cold calling is intrusive and annoying, and would like to prevent it, but are perfectly capable of dealing with those callers they do not want on their doorstep. Others find it difficult and even alarming, because of the pressure applied by the caller - they prefer not to be faced with the dilemma of how to deal with the caller.

The main concern for trading standards and the police is that vulnerable older people often tell us how frightening it is for them to have strangers calling at their door. Poor hearing and sight, as well as memory problems or mobility issues make it very difficult. They become confused and can be persuaded to agree to have work carried out on their homes which may be unnecessary and overpriced. They may feel intimidated into paying, even though they are not happy with the work or the amount being demanded. They fear reprisals if they refuse. Traders who successfully victimize an older person will often return, or provide the victim’s details to criminal associates. Repeat victimization of vulnerable elderly people is very much a concern.

Doorstep crime against elderly vulnerable people is difficult to prevent, because to do so relies on a resident’s own awareness of the risks, as well as his or her understanding of what steps to take to avoid becoming a victim. A well set up community no cold calling zone is just one way to reduce the risks.

### **Helping residents to help themselves**

When setting up your zone it is important to identify and build a relationship with those more isolated residents within the zone who may require a little more advice about cold calling. A visit from someone that person knows or will trust, such as, a neighbour, police community support officer, Neighbourhood Watch Co-Ordinator or Parish Councillor can help raise awareness, without raising the fear of crime. A discussion should:

a) Explain simply that Wiltshire is a low crime and safe area but that care needs to be taken when dealing with some callers and explain why. Do not overstate and cause alarm.
b) Emphasize the importance of locking doors even when at home and using door chains when there is someone at the door.
c) Advise of the importance not to offer information to a caller “are you from the council”, “I am a widow” , or “I always go to my daughter on a Wednesday” etc etc.
d) Say it is wise to keep handbags and valuables out of sight of windows and opened doors
e) Advise where a safe key box may be of benefit.
f) Discuss password schemes where this is appropriate.
g) Confirm that it is fine <b>not</b> to answer the door to unexpected callers, and that genuine callers will be happy to put a card through the letterbox for an appointment to be made.
h) Suggest the best way to deal with callers who are expected – checking ID etc.
i) Advise about the Bobby Van and what they can do to help including checking security, fitting key boxes and door chains etc and that this is free for elderly people.
j) Investigate whether there is the need and/or opportunity to tidy up frontage/garden
k) Ensure that the local Neighbourhood Policing Team is aware of any particular vulnerability.
l) Find out whether there are nearby relatives, friends or a reasonable relationship with neighbours.
m) Ask if there are any issues worrying the householder. Offer a contact number for any queries or worries.
n) Finish by reassuring that simple safety measures will ensure that Wiltshire remains a very safe and low crime area

Of course there are some sophisticated measures, such as electronic recorded messaging systems, that can be put in place to remind very vulnerable householders what to do when they get someone at the door. A simple visual reminder is included as part of our door sticker.

This part of our sticker should be placed on the inside of the door at eye level:



What is doorstep crime?

There are two main types of doorstep crime, distraction burglary and rogue trader. Predominantly these crimes are carried out during the daylight hours. Both types of doorstep crime are often carried out by the same criminals, who will seize whatever opportunity presents to them. They can quickly turn from being a rogue trader to a distraction burglar and vice versa depending on what opportunity they have. It is also easier to appear to be a normal trader or caller when working the daylight hours. Homeowners are less wary of callers during daylight than they are of those calling at night.

It must be understood that these criminals see what they do as “their work” and unfortunately they have no compassion for someone old or vulnerable – they are quite simply an “easy target”.

**Distraction burglary** is where the resident is distracted by a caller using a trick such as a false story and/ or false identity, in order to gain entry to a home with the intention to steal.

**Rogue trader crime** is where a caller offers a home maintenance service for which a disproportionate sum of money will be demanded, and poor work carried out. The rogue trader will often quote low to get the work, but later demand more; use scare tactics to get the work; intimidate the householder into paying up. On occasion they will even begin the work without permission, leaving the resident unsure of what to do next.

Both rogue trader crime and distraction burglary cause enormous psychological harm to victims, often resulting in deterioration in health and loss of independence. Rogue trader crime has a great potential for financial harm as the sums involved are often very significant indeed and can mean the loss of life savings.

The most common services offered by rogue traders are:

Gardening, especially cutting shrubs and trees  
Replacing damaged roof tiles.  
Re-pointing of ridge tiles or gable ends  
Applying plastic covering to gable ends  
Moss removal from roof tiles  
Cleaning/applying sealant or “thermal” coating to roof tiles  
Repair of leaking guttering  
New fascia/soffit boards  
New driveway surface  
Cleaning/power washing of driveway

There is no disputing that in some circumstances, the homes of the elderly in particular, do require maintenance work, but allowing a cold caller, who has insufficient skill to work on a home, can result in damage, and end up costing far more than the job was worth. It is very likely that it will also expose a vulnerable person to future exploitation.

Any householder needing to access competent and honest trades people can do so through various schemes.

AgeUK Devizes operates a registered trader scheme. Members are mostly small businesses prepared to do small jobs. They have had their trading history and complaint record checked by trading standards before being included on the register.

Buy with Confidence is a national scheme operated by trading standards and members are thoroughly checked and must have CRB clearance before working with the elderly and vulnerable.

The Federation of Master Builders offers an insurance scheme for those who might require more complex work. Details can be found at:

<http://www.fmbuildassure.co.uk/>

Members of the Federation can be found at

<http://www.fmb.org.uk/>

It is a legal obligation for any person working on gas heating or appliances to be GasSafe registered. The Gas Safe website can be used to check registration:

<http://www.gassaferegister.co.uk/>

Those installing solid fuel stoves must by law be HETAS registered and details can be found on:

<http://www.hetas.co.uk/search/>

For roofing contractors it is important to source the right expertise. Those that specialize in flat roofing may not be the best to do tiling. There are laws relating to trades that have to use ladders for their work and it is especially important to ensure that a reputable business is used to avoid any risk of injury or claims for damages. For details of roofing businesses that belong to the trade association see:

<http://www.nfrc.co.uk/>

<http://www.corc.co.uk/>

Distraction burglary usual takes place after the caller claims to be from the council or gas or electricity provider, a policeman or other official organization, but it can be carried out by simply distracting the householder with stories of a lost pet, lost ball, using the telephone to make an emergency call etc. Sometimes the caller will use a child or female to try to add some legitimacy to their reason for calling.

The activities of cold callers are difficult to control, and therefore any means by which we

can minimize the opportunity for crime is to be welcomed, and reducing the incidence of cold calling on the elderly and vulnerable is one way we can seek to do that.

What makes a good No cold Calling Zone?

A NCCZ is a small defined area, such as a “close” or street or simply a collection of homes that includes a proportion of vulnerable or elderly people who could potentially benefit from the restriction of cold calling. The best zones are small areas with approx thirty homes or so, with a **mix** of elderly residents and young families. The mix of residency is beneficial to a zone because younger families are likely to be at home during the day, out and about their property, and more alert to what is going on around their locality.

Whilst a mix of residency is preferable, any area where vulnerable people could benefit from the introduction of a zone may be suitable.

A zone is officially recognized and supported by the police and trading standards, and many organizations such as utility providers are now bound to recognize the zones and avoid calling within them.

### The Practical Steps

Residents must be consulted about the proposal, given information about how it works and how to react to cold callers. Signs must be erected on the street and stickers displayed on doors to deter cold callers by making it clear that the occupants are not willing to do business on the doorstep and that they will report cold callers who ignore the signs.



A caller who refuses to leave when asked may commit a criminal offence, and therefore making the wishes of the occupant clear is an important aspect of any effective zone. Trading Standards may be able to take action where a business ignores the requests of residents and remains on private property, and so prompt reporting of the name of the business and any vehicle registration details that can be safely and discreetly obtained will be essential.

### Why set up a No Cold Calling Zone – will it really solve the problem of cold calling?

A NCCZ will never completely eradicate cold calling, but it will reduce the incidence. It is just one of the ways in which we can try to protect our most vulnerable from both the nuisance of cold calling and the threat of doorstep crime.

Wiltshire is a low crime area, but Trading Standards and the Police are particularly concerned that a few elderly and vulnerable people are targeted, and often more than once.

Partnership working between the Police and Trading Standards over the past ten years has significantly reduced doorstep crime and detection has improved but we can do more to raise awareness.

Because cold calling is not in itself illegal, it is difficult to determine if a cold caller has criminal intent and therefore a NCCZ will attempt to restrict access to **all** cold callers in that designated area.

Even “legitimate” cold callers can cause considerable disturbance to a disabled or very elderly person and Trading standards want to encourage all businesses to be respectful of the needs of the elderly. Utility companies are on board with our concerns and as mentioned above, now have a Code of Practice which requires they do not call at homes displaying No Caller stickers, and do not enter designated no cold calling zones. Trading Standards are regularly contacted by more ethical businesses who wish to advise of their intention to cold call and to ask which areas they must avoid. Such businesses are always very happy to conform – there are, after all, many doors at which they will be able to call and successfully trade!

### **Will a zone actually help criminals to identify where vulnerable people live?**

The rogue trader or bogus caller needs no help in identifying the home of an elderly or vulnerable person. Grab Rails, ramps or simply a general look of neglect in a garden are all tell tale signs that an elderly or vulnerable person may reside. The look and condition of a property is indeed how the criminal identifies potential victims. Whilst it is often difficult to achieve, keeping front gardens tidy, property well maintained and residents informed, are the best ways to prevent rogue trader crime. The intention of creating a zone is to make it clear to would be callers that residents within it are more informed and will report cold callers to the police. The cold caller with criminal intent seeks to carry out his activity with the least risk of detection. By asking every resident within a zone to display a sticker, there is no additional identification of a particular resident, other than that which would be present anyway, such as grab rails and ramps.

The information pack you send out to those residents within a zone should offer advice and a point of contact to report concerns. The Citizens Advice Consumer Service will offer advice to any resident, record complaints and notify local trading standards departments. You should also include information about legal rights a consumer has if he or she does do business with a trader in the home. This guide gives all the information you will require to fully inform your zone residents. The primary objectives are to reduce cold calling and empower residents.

## **Getting Started with your No Cold Calling Zone (NCCZ)**

### **1. Discuss with Trading Standards**

Contact your local trading standards service by emailing: [tradingstandards@wiltshire.gov.uk](mailto:tradingstandards@wiltshire.gov.uk) or by calling 01225 713248

Most of the information you require to set up your scheme is included in this guidance,

but it may be useful for a full understanding of the scheme, to speak with a Public Protection Officer from Trading Standards who will tell you the basic requirements, how the scheme works and how to make a start on setting it up. If you wish an officer can visit to speak with you or the Parish Council about it and view your proposed area. You may wish to ask an officer to attend any local meeting and an officer will be pleased to attend any public meeting you organize, to answer any questions and talk about doorstep safety generally.

## **2. Consultation**

You must carry out a consultation within the proposed zone area. There are many ways to do this, none of which are right or wrong, but it is important that the residents are involved in the project and that they understand their role and how to deal with uninvited callers. You do need to show that you have contacted each resident in order to establish an official no cold calling zone, as their agreement and co-operation is vital. Consultation can be done by:

Personal visits – these can be very effective, especially when dealing with the harder to reach residents who are unlikely to attend a meeting or respond to letters/leaflets. These visits should be carried out by someone who knows the resident and by appointment.

Group meetings – these are an ideal way of getting the message across, but are difficult to organize, and it can be hard to persuade residents to attend. Make use of existing groups in the area, and ensure that those attending sign a document showing their attendance and agreement to the zone.

Where face to face consultation is not possible, a formal letter is important to show that all residents have been contacted about the proposed scheme and that there is majority agreement. \* You should provide an easy way for any resident to object and opt out of any proposed scheme which could be by way of tear off slip and pre paid envelope, as well as provision of an e-mail address and telephone contact with a designated person. A sample letter is included in this pack.

You should also consult with any existing organization representatives such as Neighbourhood Watch and Good Neighbour Co-ordinators, as well as your Area Board if appropriate.

*\*You must be prepared that, although unlikely, some residents may not want, or will object to a scheme. If this is the case, then you should discuss their objections or problems and ultimately must keep a record of their wish not to be included in the scheme if this is the final outcome. It is important that the majority affected are in agreement with a zone. Street signage is an issue that can be controversial, but street signage is a non negotiable aspect of any scheme, and so its positioning should be appropriate and any objections addressed if a zone is to be effectively enforced.*

## **6. Signage**

**You will need to purchase street signs, and so will have to establish how many each zone will require. If you plan to set up more than one zone then it may be more economical to make an order for a sufficient number within one order. Signs can be heavy duty metal signs with appropriate metal band fixings, or the more popular polycarbonate with appropriate ties. The lighter polycarbonate signs have fewer**

implications for health and safety, and are a lot cheaper to purchase.



Re-produced Courtesy of Nuneaton Signs

If you decide to go ahead with setting up a zone the next step will be to carry out a site survey to establish exactly where the signs will be placed.

You will need to:

- a) **Get permission** from your local Highways Department to attach signs to a suitable point, and at a height of about 2 metres.
- b) **Be aware of any health and safety requirements** relating to the erection and maintenance of signs – a basic sample risk assessment for the use of ladders is included in this pack, but a small platform or “hop-up” will often be most suitable given the relatively low fixing height.
- c) **Demonstrate that the person who will affix these signs is capable of doing so safely.** It is very simple to do this, but it will be your choice as to how this is achieved. You may decide to employ a business to erect signs for you. Whatever decision you make should be included in your own written procedures.
- d) **Place signs at any entrance and exit to the area,** including any footpaths which lead directly to the proposed zone.
- e) **Position signs so as to be visible to any vehicles or pedestrians** entering the area. If signs are not placed at a high enough position, they may be subject to vandalism or removal and so a lamp post is often the most suitable point for fixing, but at a height that allows wording to be legible
- f) **Take note of any existing signs** such as “NHW scheme” and where appropriate position the NCCZ signs close to these.
- g) **Periodically check** the fixing on the signs to ensure it remains effective.

It is preferable for wording on signs to be consistent across the County but it is your scheme and your decision. The example above is the Artwork provided by Nuneaton signs for you to consider, but if you have a Parish logo or something specific to your area that you wish included then you should consult with your preferred supplier and get appropriate quotation. Nuneaton signs <http://www.nuneatonsigns.co.uk/> will produce a minimum 10 signs, but it is important that you do obtain an exact quotation before contracting with them. This guide contains a recent sample quotation as a guide to potential costs but is not an offer to produce at that price. You will need to obtain your own quotation.

Any artwork produced by a supplier will remain their intellectual property and you should not re-produce it yourself or ask any other company to re-produce it without their permission. This is a requirement of Copyright legislation.

## **5. Launching your zone/information pack for residents**

Once your consultation is complete you will need to ensure that you inform trading standards that the scheme will be set up and when that is likely to happen, so that trading standards can monitor any complaints from the zone in the future.

At this point you will need to establish how many homes will be included in the zone. You should decide what you will include in your pack for residents within the zone, and include a door sticker in each (which you can obtain from trading standards).

The pack you provide to each household should include as a minimum:

- a) A letter about the scheme and how it works
- b) A door sticker
- c) Useful local contact numbers - perhaps laminated version to keep by the phone
- d) Advice about buying from sellers at home and the legal provisions relating to cancellation rights
- e) A slip/contact details for those intending to opt out of the scheme. You should keep a note of this.
- f) Any specific information relevant to the locality such as neighbourhood watch schemes, good neighbor co-ordinator etc.
- g) What information to provide when reporting a caller's breach of the zone.
- h) General advice about doorstep safety and home security
- i) Advice on local schemes for obtaining home maintenance services such as the AgeUK registered traders scheme. <http://www.ageuk.org.uk/wiltshire/our-services/traders-list/>

## **7. Maintenance of your zone signage**

Once in place, the signs will need to be checked on a regular basis to ensure they are in place, safely affixed and are still legible. This is more relevant where heavy duty metal signs are used, to address any potential issues relating to injury from falling signs, but also to see that the signs are still there to advise traders. It is a good idea to keep a basic record of when signs are inspected and by whom, to meet any health and safety requirements. Your local health and safety officer will be happy to advise if necessary.

## **8. Publicity**

There are mixed opinions about publicity for zones. Some think it essential and others believe that it gives rise to problems such as ill feeling from those who live in areas not so designated. You should discuss carefully the pros and cons of publicity. Whatever your decision regarding publicity it is important that you notify key organizations in your locality such as Neighbourhood Watch co-ordinators, Good neighbour Co-ordinators etc.

Including local business in your plans is essential, especially if any business premises, community centre, or someone that trades from home is located within a zone, because they will need to make regular callers they have, aware of the zone and its purpose to

avoid confusion. If anyone has any queries relating to your scheme which you cannot answer they should be referred to trading standards. The police are supportive of schemes and will make every effort to assist where necessary.

## **9. Staying in Touch/Evaluation**

You will want to consider how you will stay in touch with your zone members. It may be that you will designate someone as a point of contact who will organize regular contact with residents in zones, or you may wish to prepare a simple periodic newsletter with local news/safety tips etc., to let residents know that you are still interested in them and their zone. Whatever method you choose, regular contact will undoubtedly be appreciated by zone members.

Inviting comment from residents in the zone, asking whether there are any improvements they consider necessary. Involving residents will ensure that the zone remains in focus and that cold calling issues are regularly evaluated. An evaluation form could be included with a newsletter asking residents whether they feel more empowered since the scheme was introduced, or whether cold calling has continued to be a problem. Evaluation may be a condition of any funding application you make from a source such as your Area Board.

## **10. Intelligence reporting.**

Cold caller behavior which gives rise to concern should always be reported for example:

- Remaining within a zone after being asked to leave
- Using aggressive or high pressure sales tactics
- Poor standard of work carried out to a property
- Misleading a resident into buying goods or services by making false claims

Such Incidents should be reported to the Citizens Advice Consumer Service on

**0845 4040506**

Trading Standards will be made aware of all such reports and will take action locally where appropriate.

Any serious incident where a cold caller causes a resident to feel concerned or intimidated should be reported immediately to the police on 999. If it is not an emergency but still of concern then calling either the police number 101 or the Citizens Advice Service on 08454 040506 is appropriate to make the report. Gathering intelligence about cold calling problems is an important aspect of police and trading standards' work and all Wiltshire residents, not only those in zones, should be reassured that in reporting issues of concern they are contributing to the crime detection work of the police and trading standards.

Detailed Below:

1. Sample letter of introduction for residents in proposed zone
2. Sample Q-Card (useful contacts)
3. Information Link for Health and Safety Executive - use of ladders
4. Explanation of Cancellation Regulations applicable to contracts made in a consumers home.

## 5. Sample Quotation from Nuneaton Signs for supply of street signs

### Appendix

#### 1. Sample Letter of introduction for residents in proposed zone

Dear Sir/Madam,

Your local Parish Council is aware that some streets and roads within its locality are subject to cold calling which causes alarm and distress to some residents. To try to help reduce the problem, we are identifying some small areas which could benefit from being part of a nationally recognized initiative known as the "No Cold Calling Zone" Scheme.

Your street/road has been identified as an area which could benefit. We can only set up a zone in your area if the majority of residents are in agreement, and this letter is to ask whether you do agree to be part of a No Cold Calling Zone. Being a member of a zone will mean that you agree to display a sign which will be provided, on your door or window saying you do not want to do business with doorstep callers without appointment.

If you are in agreement you need take no action and will be contacted again when we ascertain majority agreement. If you wish to opt out of any scheme then please complete the attached slip and return it or telephone.....

No Cold Calling Zones are supported by the Wiltshire Trading Standards Department and Wiltshire Police. The majority of residents are perfectly able to deal with callers that are not invited, but a small number of vulnerable and elderly people are targeted by callers who see the opportunity for crime and zones are put in place to protect those vulnerable residents less able to deal with callers. The aim is not only to reduce the number of uninvited callers, but also to empower (assist) residents and to raise awareness of cold caller problems.

There is no cost to residents who agree to this scheme. If you are in agreement, you will be provided with a pack of information giving advice and guidance on the scheme and who to contact in the event of a problem.. Signs will be erected in the immediate area warning would-be callers of the zone and that the police may be called in the event cold callers ignore the signs.

Your local Parish Council believes your area is very suitable for a zone, but if you have any comments or concerns, perhaps you would make these known to your local Parish Council on.....

Yours faithfully,

Tear Off and Return if you DO NOT wish to take part in the scheme

Name.....

Address.....

Date.....

If possible please state reason for opt out.....

Return to.....

## 2. Q-Card with useful numbers:

### Useful Telephone Numbers

Trading Standards via Citizens Advice Service	0845 4040506
Emergency – Police, Fire, Ambulance	999
Wiltshire Police – Non Emergency	101
Wiltshire Council	0300 4560100
Emergency duty service (DACs)	
Age Concern Wiltshire	01380 727767
Wiltshire Blind Association	01454 319777
Royal National Institute of Blind People	0303 1239999
Royal National Institute for Deaf People	0808 8080123
NHS Direct	0845 4647
National Grid – to report gas leak	0800 111999
Wessex Water – to report water leak	0845 6004600
Thames Water – to report water leak	0800 714614
Victim Support	01380 738888
Bobby Van – for security advice	01225 794652

Next of kin/friend .....

Doctor .....

Hospital .....

Other .....



Wiltshire Council  
Where everybody matters

## 3. Erecting Street Signs

Using Ladders or stepladders for access

Information from the Health and Safety Executive

<http://www.hse.gov.uk/work-at-height/wait/index.htm>

### How to manage the risks

**When planning work at height you need to carry out a 'risk assessment'. This should supplement your overall health and safety risk assessment.**

You don't need to overcomplicate the process. The risks for working at height are usually well known and most necessary control measures are easy to apply.

The law does not expect you to eliminate all risk, but you are required to protect people by minimising risk as far as 'reasonably practicable'.

A risk assessment is simply

- a careful examination of the work at height task to identify hazards and
- a consideration of whether the hazards pose a risk that could cause harm to people.

Workers and others have a right to be protected from harm caused by a failure to take reasonable control measures.

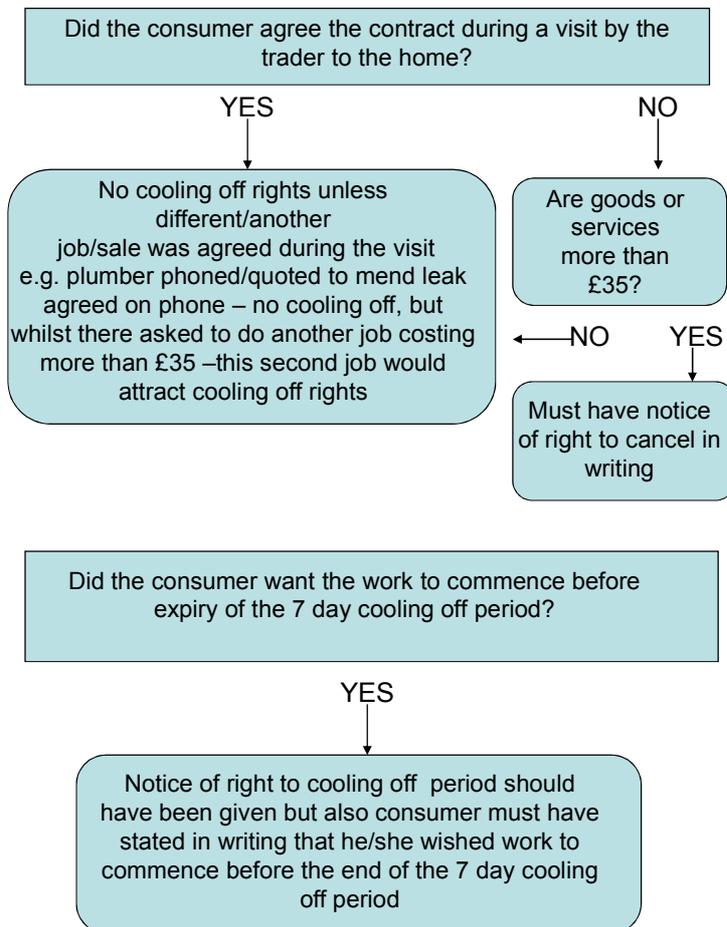
You should always consider whether you have taken enough precautions or should do more to prevent harm. If you have to work at height

- **Use an existing safe place of work to access work at height** - don't cut corners, if there is already a safe means of access such as a permanent stair and guardrail platform use it!
- **Provide or use work equipment to prevent falls**, such as scaffolding, mobile access towers or mobile elevating work platforms (MEWPs) which have guardrails around the working platform.
- **Minimise** distance and consequences of a fall, for example by using a properly set up stepladder or ladder within its limitations for low level, short duration work only.

Please note this toolkit deals with access equipment to help you get to places to carry out work - nets and airbags are not access equipment and are not listed in the access equipment table.

#### 4. Short Guide to Cancellation Rights.\*

##### Short Guide to the Cancellation of Contracts made at Home or Place of Work Regulations



Consumers who enter into a contract, to buy goods or services of more than £35, (£42 from June 2014\*) from a trader who is in their home at the time of the agreement, must be provided with a Right to Cancel Notice.

This notice can be a separate written notice, or it can be incorporated into terms and conditions, by way of a highlighted or boxed section on the contract.

The right to cancel exists for seven days (14 days as from June 2014\*), and the consumer when exercising that right, must communicate this in writing or by e-mail within that time. Any consumer who cancels by way of telephone call should follow up with a written cancellation to confirm and obtain a proof of posting.

Any linked credit agreement signed at the same time for payment of the contract will cease to take effect upon cancellation of the contract for goods and/or services.

Any payments made at the time the contract was entered into must be returned in full to the consumer upon cancellation. This will include any pre payments, or deposits.

In the event the consumer requests work to begin before the end of the cancellation period,

the consumer must provide a signed request for the work to start. The consumer who asks for work to begin within the cancellation period will still be entitled to cancel up to the end of the 7 day period (14 days from June). In the event the consumer does subsequently cancel, there will be a liability to pay the reasonable cost of that work.

It is a criminal offence for any trader who agrees a contract whilst in a consumer's home not to provide the written notice of cancellation rights. A trader who begins work during the cancellation period will have a contract he cannot enforce against a consumer who decides to legally exercise the right to cancel within the period of the cancellation notice.

**The relevant point is that both the consumer and the trader must be in the property together at the time the contract is concluded (agreement reached) for these regulations to apply. They do not apply if the trader visits the home and later supplies a quotation by letter or telephone.**

- **From 13<sup>th</sup> June new regulations will replace the current cancellation provisions and this guide will be updated at that time.**

## 5. Ordering Street Signs

Of course you are at liberty to order signs from any chosen source, but for your information we re-produce the following quotation from Nuneaton Signs to give a guide as to likely cost of signage.

**NB. Should you decide to use this company for supply of signs you should obtain a fresh quotation made out to your Parish, and provide your full details for the order and payment. Prices will be subject to change and you should ensure that the costs quoted to you meet your requirements before order. Any order will be a contract between the Parish Council and Nuneaton Signs, and Wiltshire Council will not be a party to it.**

email: michelle@nuneatonsigns.co.uk

<b>CUSTOMER</b>		<b>Wiltshire Council</b>	
<b>INVOICE ADDRESS</b>		<b>PROD. CODE</b> GX	
<b>DELIVERY ADDRESS</b>		TEL:	
		Mobile:	
		CONTACT	
<b>QUAN</b>	<b>DESCRIPTION</b>	<b>UNIT PRICE</b>	<b>TOTAL</b>
	<b>Supply &amp; delivery of signs as: Wiltshire No Cold Calling</b>		
	5mm foamex complete with drill holes		
	Digitally printed details c/w pof. 10mm rads on corners		
	Size: 200 x 300mm		
10	Signs	£ 10.80	
25	Signs	£ 9.90	
50	Signs	£ 9.30	
100	Signs	£ 9.00	
	Zipties: 2 required per sign	£ 0.25	
		<b>sub</b>	
		<b>Delivery</b>	£ 20.00
		<b>vat @ 20%</b>	
<b>FITTING or SPECIAL DELIVERY INSTRUCTIONS</b>		<b>Total:</b>	
		<b>LEAD TIME</b>	
		<b>DeliveryDate</b>	
Key to Source of enquiry A.referral IB. yellow pages IC.magazines ID.product label E.mailshots IF.telemarketing IG.web site IH. established		<b>PAYMENT TERMS</b>	<b>Account status</b>

<b>DATE</b>	07.01.14
<b>Hard Copy?</b>	
<b>SALES REP</b>	Michelle
<b>source of enq.</b>	
<b>Quote</b>	*
<b>Quote no</b>	
<b>CUST O/No</b>	
<b>PROD. CODE</b>	GX
<b>TEL:</b>	
<b>Mobile:</b>	
<b>CONTACT</b>	
<b>sub</b>	
<b>Delivery</b>	£ 20.00
<b>vat @ 20%</b>	
<b>Total:</b>	
<b>LEAD TIME</b>	
<b>DeliveryDate</b>	

## **Army Basing Briefing for Amesbury, Pewsey, Salisbury, Tidworth and Warminster Area Boards - May 2014**

### **Background**

In March 2013, the government announced its Regular Army rebasing plans. These will see approximately 4,300 extra troops moving to Wiltshire. The troops relocating to Wiltshire will be accompanied by their families, bringing the total number of additional personnel to 7,700. These plans will require additional levels of services and provision of appropriate levels of infrastructure especially in relation to army housing, education provision, leisure facilities, transport and health facilities.

### **May 2014 Update**

- The public consultation run by the Defence Infrastructure Organisation (DIO) ended on April 1. All responses and comments received from stakeholders are being reviewed by DIO and will be taken into consideration in developing the master plan. DIO welcomed the level of interest that has been shown during this consultation and was grateful for all of the comments received.
- Wiltshire Council's response was made taking into account the views and preferences of local members, to ensure community views were reflected, in addition to comments from its various specialist and planning officers. It was keen to ensure that DIO were fully aware of how the plans would affect services and issues such as education, transport, health facilities, sustainability of local settlements, the integration of military and civilian communities, preservation of the environment (including heritage assets) and the opportunity to facilitate economic growth for the area. It also underlined that central government funding would be required to provide additional community facilities if the planning applications were to be approved.
- There have been media reports which raised concerns about development potentially having an impact on views from Stonehenge. It is important to note that there are no proposals to build anywhere that could affect the views of the sunrise from this World Heritage Site.
- The DIO is continuing to carry out studies including transport, infrastructure and ecological assessments. It should have all the information available to complete the master plan in late May. Development options will be narrowed down to specific sites for housing and facilities within its bases. The master plan will be available for the public to consider the refined development proposals and submit comments to DIO. This is planned to run between late May and late June 2014, before being presented to Wiltshire Council's Strategic Planning Committee for consideration in July 2014. It will be accompanied by a Final Statement of Community Involvement which will provide a summary of the representations received, DIO's response to the representations and how the emerging master plan has been able to be amended as a result.
- Prior to DIO producing its master plan it is currently briefing key stakeholders of the changes it intends to make following the public consultation exercise. Such stakeholders include Wiltshire, Hampshire County and Test Valley Borough Council members; town and parish councils; the statutory authorities and Wiltshire Council planning and specialist officers. In addition, a further public meeting will be held in Tidworth on May 28 to outline the latest proposals. More details of the meeting will be available shortly.

- Planning applications are anticipated from September 2014 onwards, with the main construction programme commencing in 2016.
- Wiltshire Council continues to assess the level of services required including school provision, health, leisure, highways, waste and transport services.

# MINUTES

**Meeting:** TIDWORTH AREA BOARD  
**Place:** Garrison Theatre, Lowa Road, Tidworth, SP9 7BT  
**Date:** 17 March 2014  
**Start Time:** 7.00 pm  
**Finish Time:** 9.05 pm

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Please direct any enquiries on these minutes to:

Kevin Fielding (Democratic Services Officer), Tel: 01249 706612 or (e-mail) [kevin.fielding@wiltshire.gov.uk](mailto:kevin.fielding@wiltshire.gov.uk)

Papers available on the Council's website at [www.wiltshire.gov.uk](http://www.wiltshire.gov.uk)

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## **In Attendance:**

### Wiltshire Councillors

Cllr Christopher Williams, Cllr Mark Connolly, Cllr Charles Howard and Cllr Richard Gamble

### Wiltshire Council Officers

Mary Cullen - Community Area Manager (CAM)  
Kevin Fielding – Democratic Services Officer  
Alistair Cunningham – Service Director  
Sue Ellison – Communications Officer

### Town and Parish Councillors

Tidworth Town Council – Humph Jones & Ann Birch  
Ludgershall Town Council – Owen White & Janet White  
Chute & Chute Forest Parish Council – Carolyn Wall  
Enford Parish Council – Anthony D’arcy-Irvine  
Everleigh Parish Council – Denis Bottomley  
Netheravon Parish Council – Ian Blair-Pulling & David Burke

### Partners

Wiltshire Police – Sgt Martin Phipps  
Police & Crime Commissioners Office – Sean Cooper  
Tidworth Garrison – Col James Denny  
Tidworth Community Area Partnership – Tony Pickernell  
Youth Services – Wendy Higginson

Extended Services – Julie Tremlin

**Total in attendance: 55**

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<u>Agenda Item No.</u>	<u>Summary of Issues Discussed and Decision</u>
1	<p><u>Chairman's Welcome, Introductions and Announcements</u></p> <p>The Chairman welcomed everyone to the new Tidworth Garrison Theatre for the meeting of the Tidworth Area Board. He thanked Col Denny for the pre-meeting refreshments of Irish stew and the piper who welcomed attendees into the Pickernell auditorium.</p> <p>Col James Denny welcomed the Area Board to the Garrison theatre.</p> <p>The following Chairman's announcement contained in the agenda pack was noted:</p> <ul style="list-style-type: none"> <li>• Army Rebasing.</li> </ul>
2	<p><u>Apologies for Absence</u></p> <p>Apologies for absence were received from Inspector Christian Lange – Wiltshire Police.</p>
3	<p><u>Declarations of Interest</u></p> <p>Agenda ItemNo.10 (4) Community Area Grant of £298.46 to 1<sup>st</sup> Tidworth Scout Troop for a storage shed. Cllr Corby Kemp, Tidworth Town Council – Chairman of 1<sup>st</sup> Tidworth Scout Troop.</p>
4	<p><u>Minutes</u></p> <p><b>Decision</b></p> <ul style="list-style-type: none"> <li>• <b>To approve and sign as a correct record the minutes of Tidworth Area Board meeting held on Monday 20 January 2014.</b></li> </ul> <p>There were no matters arising.</p>
5	<p><u>Police Update</u></p> <p>Police Update – Sgt Martin Phipps.</p> <p>The written report was noted.</p>

	<p>Points made by Sgt Phipps:</p> <ul style="list-style-type: none"> <li>Local teams have been dealing with Anti-social behaviour in Ludgershall, speeding in Collingbourne Ducis and shed and outbuilding thefts in rural areas.</li> </ul> <p>The Chairman thanked Sgt Phipps for his update.</p>
6	<p><u>Youth Activity Review</u></p> <p>Cllr Richard Gamble – Portfolio Holder for Schools, Skills and Youth, Wiltshire Council gave a presentation which outlined the consultation proposals put forward on the Review of Youth Activity.</p> <p>Points made included:</p> <p>Why do we need a review?</p> <ul style="list-style-type: none"> <li>Statutory duty to secure access to leisure-time activities for young people.</li> <li>Currently, provided through a range of services including open access youth development service across the county - mix of centre and street-based youth work.</li> <li>Department for Education updated statutory guidance;- <ul style="list-style-type: none"> <li>new focus for councils - to enable services, rather than direct provision.</li> <li>enhanced role for voluntary and community sector.</li> </ul> </li> </ul> <p>Consultation – the four options</p> <ol style="list-style-type: none"> <li>Retain the current in-house service but reduce the cost.</li> <li>Outsource the service.</li> <li>Encourage and support staff to form a Public Service Mutual.</li> <li>Develop a community led approach.</li> </ol> <p>The Consultation Process</p> <ul style="list-style-type: none"> <li>Started Friday 31 January – for 10 weeks.</li> <li>Widely publicised;</li> <li>Schools, focus groups, young people’s groups, staff, communities, stakeholders.</li> <li>20,000 text messages to young people linking to survey.</li> <li>Voluntary and community services.</li> <li>Channels include website, Sparksite, facebook, twitter, media.</li> </ul>

	<ul style="list-style-type: none"> <li>• Final report for future provision – cabinet on 22 April</li> </ul> <p>Questions and points raised from the floor included:</p> <p>Young people in the more rural areas can sometimes have problems getting in to towns to use the Youth Club, the lack of late buses in the area makes it difficult for young people to get to the youth club.</p> <p><i>a. A good point which will be noted, this is an ongoing issue across the county. There are the mini buses etc available across the county, but a big shortage of trained drivers to man them in the evenings.</i></p> <p>Where are Wiltshire Council likely to try and make saving in the youth budget?  <i>a. Unable to say at the present time, Wiltshire Council's cabinet have yet to meet to discuss the consultation outcomes.</i></p> <p>Will we be able to keep our youth workers?  <i>a. Yes, Wiltshire Council will try to keep some youth workers. Some youth workers may perhaps be employed through by other organisations.</i></p> <p>How have Wiltshire Council been able to reduce the amount they have to try and save on the youth funding budget?  <i>a. The Council is looking at innovative ways, which include the Councillors no longer receiving paper copy agendas for Council meetings, this will save around £100,000 per year.</i></p> <p>The Chairman thanked the youth group and Cllr Gamble for attending the meeting.</p>
7	<p><u>JSA Event Review</u></p> <p>Mary Cullen – Tidworth Community Area Manager outlined the priorities agreed at the JSA community conference, the meeting was then asked take part in an interactive vote on the projects the Area Board wants take forward.</p> <p>Priorities agreed:</p> <ol style="list-style-type: none"> <li>1. Health &amp; Wellbeing- Encouraging healthy lifestyles for young people, including enabling parents to make positive choices for their children.</li> <li>2. Transport- Maintenance and Condition of Highway infrastructure, frequency of repairs to pot holes and clearance of drainage ditches and</li> <li>3. Economy- Redevelop vacant NAFFI site, attract major retail business</li> <li>4. Community infrastructure to support new housing and rebasing.</li> </ol>

	<p><b>Decision</b></p> <ul style="list-style-type: none"> <li>• <b>That the Tidworth Area Board agrees to take forward the four priorities as voted for at the 17 March 2014 meeting of the Area Board.</b></li> </ul>
8	<p><u>Dementia Strategy Consultation DVD</u></p> <p>The meeting was shown a clip from a DVD film in the Wiltshire Voices series called 'Living with Dementia. .</p> <p>Included in the agenda pack was a short report "Dementia Strategy Consultation" which was noted.</p>
9	<p><u>Campus Update</u></p> <p>Julie Tremlin and Rachel Goff – Campus Delivery Manager, Wiltshire Council outlined the results of the initial phase of consultation about the campus and sought approval of the Area Board to proceed to the next phase of consultation.</p> <p><b>Background</b></p> <p>The Tidworth Shadow COB have been consulting with local people, groups and organisations about what local facilities and services are wanted and needed in the local area.</p> <p>The COB have analysed the detail of the consultation returns and from this information, have developed a working proposal for the Tidworth Community Area.</p> <p><b>What is a community campus</b></p> <ul style="list-style-type: none"> <li>• <i>A campus</i> is a building or buildings in a community area where local people can access services and facilities, either Wiltshire Council or partner services.</li> <li>• The primary focus is services, not buildings, but we can use the campus project to make better use of our community buildings and operate a more sustainable and cost-effective estate in future.</li> <li>• One of the main ideas behind a campus is to create <i>flexible spaces</i> which can be used for a variety of purposes and by a variety of people or organisations.</li> <li>• Core specification for every campus proposal also includes– personal</li> </ul>

	<p>care facilities, clinical space, hot desk space, 1:1 spaces, catering</p> <p><b>The Vision – a campus for the Tidworth community area</b></p> <ul style="list-style-type: none"> <li>• Develop services and facilities for the Tidworth community area.</li> <li>• Rural areas are important – maximise links and opportunities – transport is an important part of this.</li> <li>• Focus on services and developing partnership links – buildings enable this to happen.</li> </ul> <p>The COB are looking at separate provision to meet the needs of communities in Tidworth and Ludgershall.</p> <p>This will include a variety of spaces to support local communities including personal care facilities and other items Included in the core specification for every campus.</p> <p><b>Other areas of work</b></p> <p>Tidworth Mums are working on a project at the moment and consulting on things which will also help us to further refine the campus proposal. The project is an AHRC-funded collaborative research project <i>Unearthing Hidden Assets through Community Co-design and Co-production</i>, with the Open University, The Glass-House Community Led Design and Tidworth Mums.</p> <p><b>Decision</b></p> <ul style="list-style-type: none"> <li>• <b>That the Tidworth Are Board approves the initial phase of campus consultation.</b></li> </ul> <p>The Chairman invited the Community Operations Board representatives to outline a feasibility study at the 21 July 2014 Area Board meeting.</p> <p>The Chairman thanked Julie Tremlin and Rachel Goff for their presentation.</p>
10	<p><u>Updates from Town and Parish Councils, the Police, the Army, NHS, TCAP and other Partners</u></p> <p>Community Area Transport Group Update – Cllr Mark Connolly</p> <p>Points made:</p>

### Speed Limit Reviews

- Bulford Ranges to be assessed.

### 20mph Requests

- Dewey's Lane, Ludgershall – metrocount.
- Fittleton – metrocount.
- Butts Hill, Chute – request for further information.
- Coombe Lane, Enford – speed limit review had already been undertaken and had not been recommended. Suggested, a warning sign, showing a recommended max speed as a more cost effective solution. Site visit will be undertaken to investigate whether a warning sign is appropriate.

### Decision

- **That the Tidworth Area Board agrees the CAT-G recommendations.**

### Tidworth Garrison – Col James Denny

- That the Army was aware of the road issues around Tidworth and the signage issues.

### Tidworth Community Area Partnership – Tony Pickernell

- That Friday 11 April was the deadline for nominations for this year's Area awards.
- That TCAP were happy to give advice to any parishes putting together their neighbourhood parish plans.
- That the recent health fair had been a very successful event.

### Tidworth Town Council – Humph Jones

- That the work on the Tidworth TC office extension was now complete.
- That there would be an artisan farmers market on Friday 4 April 2014.

	<p>Everleigh Parish Council – Denis Bottomley</p> <ul style="list-style-type: none"> <li>• That the Everleigh Summer Fete would be held on Saturday 7 June 2014.</li> </ul> <p>Collingbourne Ducis</p> <ul style="list-style-type: none"> <li>• Residents were planning to plant a WW1 commemoration orchard.</li> <li>• That fund raising was in progress for new play equipment.</li> <li>• That an action group had now been set up to look at the speeding on A338.</li> </ul> <p>Youth Services – Wendy Higginson</p> <ul style="list-style-type: none"> <li>• That the Ludgershall youth group had received lottery funding for a dance project.</li> <li>• That the Ludgershall youth group were in discussions with a graffiti artist to help with street art at the Ludgershall skate park..</li> </ul> <p>Ludgershall Town Council – Owen White</p> <ul style="list-style-type: none"> <li>• That new Town Council offices were open with free wifi access, an official opening would be held on Friday 9 May 2014.</li> </ul> <p>Extended Services – Julie Tremlin</p> <ul style="list-style-type: none"> <li>• That Head Teachers from local schools were meeting to discuss Army Rebasing implications.</li> </ul> <p>The Chairman thanked everybody for their updates.</p>
11	<p><u>Community Area Grants</u></p> <p>The Area Board members were asked to consider the following grant applications:</p> <p><b>Decision</b>  <b>Castledown Radio- upgrade of Playout Equipment awarded £4,200.</b>  <b>Reason</b></p>

***The application demonstrates a link to the Tidworth Community Area Plan 2013 – 2023 under the Communications theme in that it:-***

- promotes communication between across the community area.***
- works towards integration of the military and civilian communities.***
- encourages volunteering and community use of the facility.***

**Decision**

**Chute Parish Council, Chute Cadley Pond reinstatement and repair awarded £2,750.**

**Reason**

***The application demonstrates a link to the Tidworth Community Area Plan 2013 – 2023 under the Countryside and land based theme in that it:***

- promotes managing public open spaces for wildlife and improves access to them.***
- Encourages community involvement, particularly of young people.***

**Decision**

**1<sup>st</sup> Tidworth Scouts, storage shed awarded £298.46 on the condition that the scouts discuss with Col Denny (Tidworth Garrison Commander) the obtaining of a storage cage for the gas bottles to be installed in the shed.**

**Reason**

***The application demonstrates a link to the Tidworth Community Area Plan 2013 – 2023 in that it:***

- encourages positive activities and inspires young people to participate in volunteering opportunities.***

**Decision**

**Castle primary PTA, play equipment awarded £2909.31.**

**Reason**

***The application demonstrates a link to the Tidworth Community Area Plan 2013 – 2023 under the Children and Young people theme, in that it - provides meaningful occupation and activity for young people.***

**Decision**

**Collingbourne Ducis Parish Council- Playground for under 5's awarded £5,000.**

**Reason**

***The application demonstrates a link to the Tidworth Community Area Plan 2013 – 2023 in that it:-***

- Support s services and opportunities for children***
- Encourages positive activities and inspires young people to participate in the community.***
- Contributes to health and wellbeing through promoting physical activity.***

	<p><b>Decision</b>  <b>Collingbourne Scouts awarded £791</b></p> <p><b>Reason</b>  <i>The application demonstrates a link to the Tidworth Community Area Plan 2013 – 2023 in that it:-</i></p> <ul style="list-style-type: none"> <li>- <i>supports services and opportunities which will enable children and young people to become independent.</i></li> <li>- <i>Encourages positive activities and inspire young people to participate</i></li> <li>- <i>improves existing community facilities.</i></li> </ul> <p>To consider two member led applications</p> <p><b>Cllr Chris Williams - Startrack athletics, athletics event awarded £275.</b></p> <p><b>Cllr Mark Connolly - WW1 Commemoration fund awarded £10,000.</b></p>
12	<p><u>Date of Next Meeting, Evaluation and Close</u></p> <p>The next meeting of the Tidworth Area Board will be held on Monday 19 May 2014 at Collingbourne Village Hall.</p>



## Crime and Community Safety Briefing Paper Tidworth Community Area Board May 2014



### 1. Neighbourhood Policing

**Sector Commander** – Inspector Christian Lange

**Team Sgt:** Martin Phipps

#### **Tidworth Town**

Beat Manager – PC David Griffith

PCSO – Aaron Heath

#### **Ludgershall and Rural**

Beat Manager – PC Tim Bunt

PCSO – Maria Downham

PCSO Rosie Smith

### 2. NPTs - Current Priorities & Consultation Opportunities:

Up-to-date details about Neighbourhood Policing Teams including team membership, current priorities and forthcoming community consultation events can be found on our Wiltshire Police Website.

□ Visit the new and improved website at: [www.wiltshire.police.uk](http://www.wiltshire.police.uk)

### 3. Performance and Other Local Issues

The crime figures for the past year can be seen in the tables below. When the figures are broken down into small areas as shown below, small changes appear as large percentages. Whilst the crime rate in the community area is still very low we are seeing an increase in crime in the more rural area of Ludgershall and crime reduction in the Tidworth area.

The overall trend shows a reduction in dwelling burglaries but an increase in non-dwelling burglaries where farm buildings have been broken into. These tend to be easier targets for the criminals. As result of this trend the neighbourhood policing team held another Operation Engage in April where we patrolled rural areas in company with farmers, local councillors, the RMP and the HMRC. The operation involved a total of about 40 people. We are particularly pleased that members of the public are willing to work with us to present crime in rural communities.

Anti-social behaviour continues to reduce in both beat areas and I feel that this is largely due to the work that we are carrying out in partnership with other agencies to get to the route of the problems in order to improve behaviour.

Christian Lange

Sector Commander for Amesbury and Tidworth

**CRIME & DETECTIONS (April 2013 to April 2014 compared to previous year)**

<b>EL11 Tidworth Town</b>	<b>Crime</b>				<b>Detections*</b>	
	12 Months to April 2013	12 Months to April 2014	Volume Change	% Change	12 Months to April 2013	12 Months to April 2014
Victim Based Crime	302	264	-38	-12.6%	33%	18%
Domestic Burglary	9	5	-4	-44.4%	11%	0%
Non Domestic Burglary	11	22	+11	+100.0%	9%	0%
Vehicle Crime	17	18	+1	+5.9%	12%	11%
Criminal Damage & Arson	62	34	-28	-45.2%	26%	12%
Violence Against The Person	120	108	-12	-10.0%	53%	29%
ASB Incidents (YTD)	264	164	-100	-37.9%		

\* Detections include both Sanction Detections and Local Resolutions

<b>EL12 Ludgershall &amp; Rural</b>	<b>Crime</b>				<b>Detections*</b>	
	12 Months to April 2013	12 Months to April 2014	Volume Change	% Change	12 Months to April 2013	12 Months to April 2014
Victim Based Crime	272	334	+62	+22.8%	16%	9%
Domestic Burglary	6	4	-2	-33.3%	0%	25%
Non Domestic Burglary	46	49	+3	+6.5%	0%	0%
Vehicle Crime	29	37	+8	+27.6%	0%	11%
Criminal Damage & Arson	71	68	-3	-4.2%	24%	6%
Violence Against The Person	47	76	+29	+61.7%	43%	16%
ASB Incidents (YTD)	229	169	-60	-26.2%		

<b>Report to</b>	<b>Tidworth Area Board</b>
<b>Date of Meeting</b>	<b>19<sup>th</sup> May 2014</b>
<b>Title of Report</b>	<b>Area Board Funding</b>

**Purpose of Report:**

**To consider three Community Area Grant Applications**

- 1. Phoenix Hall, Netheravon, upgrade of audio-visual equipment - £3,523.50**
- 2. Ludgershall Memorial Hall- CCTV equipment- £1094.50**
- 3. Castledown Bowls Club-Club- shed £950**

**To consider two member led applications**

- 1. Young people's summer activities programme- £1,946**
- 2. TCAP first tranche funding, £3,000**

## 1. Background

- 1.1. Area Boards have authority to approve Area Grants under powers delegated to them by the Cabinet Member. Under the Scheme of Delegation Area Boards must adhere to the Area Board Grants Guidance 2014/2015.
- 1.2. In accordance with the Scheme of Delegation, any decision of an Area Board that is contrary to the funding criteria would need to demonstrate that the application in question has a wider community benefit, and give specific reasons for why this should justify an exception to the criteria.
- 1.3. The Localism agenda supports the ethos of volunteering and community involvement and the nurturing of resilient communities. With this in mind Community Area Grants (CAGs) should be encouraged from and awarded to community and voluntary groups.
- 1.4. The area board may want to link funding to local priorities, including those identified in their Community Plan, Local Area Joint Strategic Assessment and any other community based consultative work.
- 1.5. Tidworth Area Board has been allocated a 2014/15 budget of **£38,300.43 Capital and £6,759 revenue**. In 2014/15 only capital funding is available for community area and digital literacy grants. Community partnership core funding, area board operational funding and some small project support can be paid from the revenue budget as it allows.
- 1.6. In addition to CAGs and digital literacy grants councillors can submit an Area Board/Councillor Led Initiative. This enables area boards to tackle sticky community issues and/or community identified priorities. Cabinet have emphasised that they do not wish these to be used to avoid complying with Community Area Grant criteria or for filling gaps where there are council service shortfalls.
- 1.7. In support of the Olympic and Paralympics legacy, in 2014/15 the Tidworth area board invites applications that encourage young people and people with disabilities to become more actively involved in sports, outdoor activities, recreation, arts and volunteering.
- 1.8. Applications of up to and including £1,000 can be made for a Community Area Grant, which will not require matched funding. Amounts of £1,000 - £5,000 will be required to find matched funding. The area board will rarely award more than £5,000. Grants of up to £500 are available for Digital Literacy projects.
- 1.9. There is a single on-line application process for Community Area Grants (CAG) and Digital Literacy grants, introduced to provide an easy step by step application process. The application process and

funding criteria can be found online on the Wiltshire Council website.

- 1.10. Area boards will not consider CAG applications from town and parish councils for purposes that relate to their statutory duties or powers that should be funded from the local town/parish precept. However this does not preclude bids from town/parish councils, encouraging community projects that provide new opportunities for local people or those functions that are not the sole responsibility of the town/parish council.
- 1.11. The decision to support applications is made by Wiltshire councillors on the area board.
- 1.12. Funding applications will be considered at every Area Board meeting whilst there is money available.
- 1.13. All recipients of area board funding are expected to complete an evaluation form as soon as the project has been completed and provide receipts if requested. Groups are encouraged to up-load information and photographs about their project on to their area board [blog site](#). Failure to evaluate projects will preclude applicants/organisations being considered for future funding.

<b>Background documents used in the preparation of this report</b>	Area Board Criteria and Guidance
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## 2. Main Considerations

Tidworth Area Board has been allocated a 2014/15 budget of **£38,300.43 Capital** that may be allocated through Community Area Grants and Digital Literacy Grants, **£6759 Revenue** that can include core funding for the CAP. There is a further funding for Community Area Transport Group priorities.

- 2.1. Councillors will need to ensure that the distribution of funding is in accordance with the Scheme of Delegation outlined in Section 1 of this report.
- 2.2. Councillors will need to be satisfied that grants awarded in 2014/15 are made to projects that can realistically proceed within a year of the award being made.
- 2.3. There are six funding rounds during 2014/15. Deadlines for receipt of funding applications are **6 weeks before** area boards on

- **21<sup>st</sup> July 2014**
- **22<sup>nd</sup> September 2014**
- **17<sup>th</sup> November 2014**
- **19<sup>th</sup> Jan 2015**

2.4. The Community Area Manager has delegated authority to authorise grant payments up to £500 between area boards where a project needs to be funded urgently. This will be in consultation with and agreement of the Chair and Vice-Chair of the board, all projects must meet the community grants criteria and be ratified at the next meeting of the area board.

### **3. Environmental & Community Implications**

3.1. Area Board Grants contribute to the continuance and/or improvement of cultural, social and community activity and wellbeing in the community area, the extent and specifics of which will be dependent upon the individual project.

### **4. Financial Implications**

4.1. Awards must fall within the Area Boards budget allocated to the Tidworth Area Board.

4.2. If grants are awarded in accordance with officer recommendations at this meeting, Tidworth area board will have a balance of **£32,732.43 Capital and £1,813 Revenue.**

### **5. Legal Implications**

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

### **6. HR Implications**

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

### **7. Equality and Inclusion Implications**

7.1. Community Area Grants and Small 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.

7.2. Implications relating to individual grant applications will be outlined in section 8, "Officer Recommendations" of the funding report.

## 8. Officer Recommendations

### 8.1

Ref	Applicant	Project proposal	Funding requested
C-Tid 14-01	Phoenix Hall Management Committee	The installation of a video and sound system with broadband connection	£3523.50

- 8.1.1 Phoenix Village Hall Management Committee has applied for the sum of £3523.50 towards the installation of a video and sound system, with broadband connection, in Phoenix Hall, Netheravon.
- 8.1.2 This application meets the 2014/15 grant criteria. This is a capital project, the organisation applying is a not for profit community organisation, match funding has been secured and the project will have community benefit.
- 8.1.3 The application demonstrates a link to the Tidworth Community Area Plan 2013 – 2023 under the Housing and Built Environment and Culture and Leisure themes in that it:-
- improves an existing community hall used by most of the local population.
  - encourages community use of the facility
- 8.1.4 The Hall is a charity, managed by a committee under the supervision of trustees for the benefit of the local community.
- 8.1.5 The hall has undergone recent improvements to lighting and acoustics and this application represents the next phase in the planned programme of improvements. The improvements will enable the showing of films, presentations, talks and lectures and provide the ability to play music at events in the hall.
- 8.1.6 The total project cost is £7167.50, the management committee has secured £3523.50, leaving a shortfall of £3523.50 which is the amount applied for to the area board.
- 8.1.7 The applicant holds free reserves of £7500. After a contribution to the project of 25% project costs, the remaining reserve is required for some major refurbishment works and to part fund future projects to improve the hall as a community amenity.

### 8.2

<b>Ref</b>			
<b>C-Tid 14-02</b>	<b>Ludgershall Memorial Hall Management Committee</b>	<b>Installation of CCTV equipment</b>	<b>£1094.50</b>

- 8.2.1 Ludgershall Memorial Hall Management Committee has applied for the sum of £1094.50 towards provision of CCTV cameras for the Memorial Hall.
- 8.2.2 The application meets the 2013/14 grant criteria. This is a capital project, the organisation applying is a not for profit community organisation and match funding is in place.
- 8.2.3 The application demonstrates a link to the Tidworth Community Area Plan 2013 – 2023 under the Housing and Built Environment, Culture and Leisure and Community Safety themes in that it:-
- improves an existing community hall used by most of the local population.
  - encourages community use of the facility
  - works to prevent anti-social behaviour
- 8.2.4 Ludgershall Memorial Hall has been the target of several instances of Anti-Social behaviour in recent months. Groups using the hall have faced disruption and some hall users have felt intimidated and threatened by the behaviour of young people outside the facility.
- 8.2.5 The hall has also suffered from vandalism.
- 8.2.6 The project is to provide for 6 CCTV cameras to be located at the Memorial Hall, one in the entrance hall, one either side of hall at roof level full length, one on the rear door, one on the garden at other side and one covering the car park. The project also includes the provision of monitors, recorders as well as training for staff.
- 8.2.7 The local beat Police officer has been informed and is supportive of the project. It is hoped that evidence gathered may help to identify the culprits of Anti-Social Behaviour and that CCTV will act as a deterrent for others.
- 8.2.8 The CCTV control room will be secured and access will be limited to named members of the committee.
- 8.2.9 The total project cost is £2189.00, the Management Committee are providing £1094.50 from reserves, leaving a shortfall of £1094.50 which is the amount applied for to the area board.

### 8.3

Ref	Applicant	Project proposal	Funding requested
<b>C Tid 14-03</b>	<b>Castledown Bowls Club</b>	<b>Club Shed</b>	<b>£950</b>

8.3.1 Castledown Bowls Club has applied for the sum of £950 for a new club shed.

8.3.2 The application meets the 2014/15 grant criteria. The organisation applying is a not for profit community organisation, this is a capital project, match funding is in place and the project can be seen to have community benefit.

8.3.3 The application demonstrates a link to the Tidworth Community Area Plan 2013 – 2023 in that it:

- improves an existing community facility
- encourages community use of the facility
- contributes to healthier lifestyles through supporting physical activity
- supports military/civilian integration.
- supports intergenerational activity

8.3.4 Castledown Bowls Club, operating at Wellington Academy has membership covering the whole of the community area with members from all the Towns and Parishes. It is the only facility of this kind in the area and is a valued local club.

8.3.5 The club accepts members from age 12 with no upper age limit and encourages intergenerational activity. Members come from military or civilian backgrounds and the club promotes integration of the two communities.

8.3.6 The club has limited resources, subscriptions pay for upkeep of the green and equipment, however members travel to away matches at their own expense.

8.3.7 The project is to replace the existing club shed which has deteriorated over time. The shed is required to store club equipment, refreshments and mowers etc. Without this facility the club would be unable to operate effectively.

8.3.8 The total project cost is £950 which is the amount applied for to the area board. The club has a small operating surplus however this is required for seasonal maintenance of the specialist mover and other routine maintenance of the facility.

Ref	Sponsored	Project proposal	Funding requested
<b>R Tid 14-01</b>	<b>Cllr Chris Williams</b>	<b>Summer activities programme</b>	<b>£1946</b>

- 8.4.1 This is a member project sponsored by Cllr Chris Williams to be allocated from the area board revenue budget.
- 8.4.2 The project is to support TCAP Youth and Young People's Group which is seeking funding of £1946 to enable the development of a summer activity programme for young people across our community area.
- 8.4.3 The project demonstrates a link to the Tidworth Community Area Plan 2013 – 2023 in that it:
- Supports services and opportunities which will enable children and young people to become independent
  - Encourages positive activities and inspire young people to participate
  - Supports integration of military and civilian families and young people.
  - Provides meaningful activities for young people
  - Showcases facilities in Tidworth, Ludgershall and parishes
  - Builds on the Legacy of the Olympic games
  - Promotes health and wellbeing through sport and leisure activities
- 8.4.4 The project is to run a programme of activities from 4<sup>th</sup> August - 29<sup>th</sup> August (4 weeks) which will include Free Running, Art and other activities to be held in parish locations. Sessions will be fun and energetic, providing positive activities for young people during the summer break.
- 8.4.5 The project will support the integration of military and civilian young people and will bring young people from across the community area together.
- 8.4.6 The programme will be managed by Extended Services and Youth Development Services.
- 8.4.7 All necessary policies and procedures as regards child protection and safeguarding are in place.
- 8.4.8 The total project cost is £3580, the youth service and extended services at Wellington Academy are contributing £1634 in staff costs and cost of rooms in kind, leaving a shortfall of £1946 which is the amount applied for to the area board.

8.5

Ref	Applicant	Project proposal	Funding requested
<b>R/tid1 4/02</b>	<b>Cllr Mark Connolly</b>	<b>TCAP first Tranche funding</b>	<b>£3000</b>

8.5.1 This is a member project sponsored by Cllr Mark Connolly, to be allocated from the 2014/15 revenue budget.

8.5.2 The project is to provide Tidworth Community Area Partnership with the first tranche of its funding from the area board for the financial year 2014/15. This will enable TCAP to continue to operate effectively and to support the work of the area board.

8.5.3 The work of the community area partnership is important to the development of the community area. The partnership develops the community plan for the area, engages all local partners, develops community events and activities and supports the work of the area board.

8.5.4 The local community will benefit from TCAP work to deliver actions in the community plan for the area, setting out priorities and targets for action to address local issues. The community will also benefit from partners working together across the community area in TCAP meetings and as part of thematic action groups on a range of topics including, health, housing, education, young people etc. The community will also benefit from the range of events and activities led by or supported by TCAP e.g. annual area awards, annual Christmas concert.

8.5.5 TCAP has submitted a report on its activities over the last year and a plan of activities for the next year in line with the Community Area Partnership Agreement.

8.5.6 The board is asked to support the payment of the first tranche of TCAP funding for the financial year 2014/15 of £3,000.

<b>Appendices</b>	<p><b>Appendix 1- Phoenix Hall, Netheravon, upgrade of audio-visual equipment -£3,523.50</b></p> <p><b>Appendix 2- Ludgershall Memorial Hall- CCTV equipment- £1094.50</b></p> <p><b>Appendix 3- Castledown Bowls Club-Club- shed £950</b></p> <p><b>Member led applications</b></p> <p><b>Appendix 4 -Young people's summer activities programme- £1,946</b></p> <p><b>Appendix 5- TCAP first tranche funding, £3,000</b></p>
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No unpublished documents have been relied upon in the preparation of this report other than those requested in the funding criteria e.g. estimates.

<b>Report Author</b>	Mary Cullen, Community Area Manager Tel: 01722 434260 Mobile: 07709245496 E-mail: mary.cullen@wiltshire.gov.uk
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## Area Board Project/Councillor Initiative

### 1. What is the project?

#### **Tidworth Community Area Summer Programme 2014**

The Summer Programme will be a range of activities taking place across the Tidworth Community area including the parishes, and is aimed at young people 11 – 19 yr olds.

### 2. Where is the project taking place?

Across the Tidworth Community Area including the parishes

### 3. When will the project take place?

4<sup>th</sup> August - 29<sup>th</sup> August (4 weeks)

### 4. Please outline:

- **Community benefits**
- **Evidence of need**
- **Links to Community Plan**
- **Community Issue**

This programme will benefit the community by providing positive activities for young people to participate in during the summer holidays. The programme will include a range of activities to meet young people's interests as identified recently in the campus consultation and the Youth Services consultation, and enable young people to develop a range of skills which could then be utilised when they participate in community events and their school environment.

Providing a range of positive activities will discourage anti social behaviour and contribute to the continuing decline of criminal incidents in the TCAP area.

Some activities will contribute to healthy lifestyles and Every Child Matters – Enjoy & Achieve.

Feedback from last year's Summer Programme indicated that young people need something to do during the summer which will engage them and they are already asking what will be happening this year (the legacy of a good programme). Parents have also enquired as to the continuation of the programme this year therefore the community are feeding back its success.

By providing a much more localised programme this year, this will compliment the schools programmes taking place during the first week of the holidays. We will incorporate activities using local resources and young people will become much more aware of what is available locally and how they can be involved in contributing to the community and its events including volunteering and supporting activities.

Links to the Tidworth Community plan include:

- **Sustainability – improving quality of life and social skills of young people**

# Area Board Project/Councillor Initiative

- Promoting Healthy Life styles
- Seeking the use of community facilities including villages halls and schools as resources
- Contributes to preventing ASB
- Supporting young people to develop a range of skills which raise their abilities and achievements
- Supporting the work of youth organisations
- Improving participation of young people in community life
- Encouraging community involvement and volunteering

## 5. What is the desired outcome/s of this project?

To work collaboratively within the community and with others who can donate time or resources for a range of activities which will provide opportunities for young people to:

- Develop a range of personal skills such as self esteem, resilience, self confidence
- To promote working independently
- To promote working as a team
- To provide opportunities for young people to make new friends and learn about their community
- To provide positive activities for young people to be involved in
- To promote healthy lifestyles through activities and informal conversations
- To provide additional transition activities for students moving from the Tidworth primary cluster to the Academy for those students who are less confident about the move.

## 6. Who will Project Manage this project?

Wendy Higginson & Julie Tremlin

## 7. Please confirm costs and provide quotes

- Total project costs up to and including £5,000 - 1 quote
- Total project costs over £5,000 - 3 quotes

### Activities grouped into:

Free Running	£720
Art	£346
Parish Sessions x 4	£280
Marketing	£150
Refreshments	£100
Printing	£200
Contingency	£150

Total £1946

Staffing costs and some rooms to be offered in kind as match funding £1634

## 8. Additional information in support of the project

In the past we have been able to secure free resources and peoples time to deliver part of this programme and additional activities within this programme, some of this is no longer available.

The Integrated Youth Service and Extended Services will give staff time to support the compilation, co-ordination and delivery of this programme to keep costs to a minimum however this is factored into the match funding along with services and space volunteered.

<b>Area Board Project/Councillor Initiative</b>



## Area Board Projects and Councillor Led Initiatives Application Form 2014/2015

**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>	Tidworth		
<b>Your Name</b>	Cllr Mark Connolly		
<b>Contact number</b>		<b>e-mail</b>	mark.connolly@wiltshire.gov.uk

### 2. The project

<b>Project Title/Name</b>	TCAP first Tranche funding 2014/15		
<b>Please tell us about the project /activity you want to organise/deliver and why?</b>	<p><i>This is a member project sponsored by Cllr Mark Connolly, to be paid from the 2014/15 revenue budget.</i></p> <p><i>The project is to provide Tidworth Community Area Partnership with the first tranche of it's funding from the area board for the financial year 2014/15. This will enable TCAP to continue to operate effectively and to support the work of the area board.</i></p> <p><i>The work of the community area partnership is important to the development of the community area. The partnership develops the community plan for the area, engages all local partners, develops community events and activities and supports the work of the area board.</i></p> <p><i>The local community will benefit from actions taken by the partnership to deliver the community plan for the area.</i></p>		
<b>Where is this project taking place?</b>	Tidworth		
<b>When will the project take place?</b>	2014/15		
<b>What evidence is there that this project/activity needs to take place/be funded by the area board?</b>			

<b>How will the local community benefit?</b>	<p>The local community will benefit from the partnership carrying out actions on agreed priorities ,through it's thematic groups.</p> <p>The local community will benefit by the work of the TCAP co-ordinator, to bring communities together, host events and activities and engag with town and parish council's.</p>		
<b>Does this project link to a current Community Issue?</b> (if so, please give reference number as well as a brief description)	all issues are addressed by the partnership in conjunctionw the area board.		
<b>Does this project link to the Community Plan or local priorities?</b> (if so, please provide details)	Tidworth Community Area Partnership develops the community plan		
<b>What is the desired outcome/s of this project?</b> Delivery of key elements of the communityplan, an engaged community, links with town and parish councils			
<b>Who will be responsible for managing this project?</b> TCAP co-ordinator and TCAP Chairman.			
<b>3. Funding</b>			
<b>What will be the total cost of the project?</b>	£ 6,000		
<b>How much funding are you applying for?</b>	£ 3,000 first tranche		
<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>
<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)	TCAP		
<b>4. Declaration – I confirm that...</b>			
<input checked="" type="checkbox"/> <b>The information on this form is correct and that any grant received will be spent on the activities specified</b>  <input checked="" type="checkbox"/> <b>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>			
<b>Name:</b> Mark Connolly			<b>Date:</b> 17/04/14
<b>Position in organisation:</b> Vice Chairman Tidworth Area Bo			
<b>Please return your completed application to the appropriate Area Board Locality Team <a href="#">(see section 3)</a></b>			