

MINUTES

Meeting: TROWBRIDGE AREA BOARD
Place: The Cotswold Space - County Hall, Trowbridge BA14 8JN
Date: 17 September 2015
Start Time: 7.10 pm
Finish Time: 9.35 pm

Please direct any enquiries on these minutes to:

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

In Attendance:

Wiltshire Councillors

Cllr Nick Blakemore, Cllr Ernie Clark, Cllr Dennis Drewett, Cllr John Knight, Cllr Stephen Oldrieve (Chairman), Cllr Helen Osborn, Cllr Jeff Osborn, Cllr Graham Payne and Cllr Horace Prickett (Vice Chairman)

Cllr Dick Tonge (Cabinet Member for Finance, Performance, Risk, Systems Thinking, Procurement and Welfare Reform)

Wiltshire Council Officers

Mary Cullen (Community Engagement Manager)
Kieran Elliott (Senior Democratic Services Officer)
Blair Keltie (Service Manager Child Sexual Exploitation & Missing Children)
Sarah Holland (Community Youth Officer)
Tim Martiensen (Head of Service, Service Delivery)
Lucy-Anne Bryant (Lead Commissioner, Joint Commissioning)
Debbie Hiron (Project Manager Wiltshire Troubled Families /Childrens Centre Re-design)

Town and Parish Councillors

Trowbridge Town Council - Bob Brice, Peter Fuller, Lance Allan

Partners

Office of the Police and Crime Commissioner - Pam Gough
Trowbridge Community Area Future - Lindsey Millen

Total in attendance: 30

<u>Agenda Item No.</u>	<u>Summary of Issues Discussed and Decision</u>
16	<p><u>Chairman's Welcome and Introductions</u></p> <p>Prior to the start of the meeting presentations were received from previous grant recipients providing updates on the projects that had received monies from the Area Board.</p> <p>The Chairman, Councillor Stephen Oldrieve, then welcomed everyone to the meeting of the Trowbridge Area Board, in particular Councillor Richard Tonge, Cabinet Member for Finance.</p>
17	<p><u>Apologies</u></p> <p>There were no apologies.</p>
18	<p><u>Minutes</u></p> <p>The minutes of the meeting held on 16 July 2015 were presented for consideration, and it was,</p> <p>Resolved: To APPROVE and sign as a true and correct record.</p>
19	<p><u>Declarations of Interest</u></p> <p>Councillor Stephen Oldrieve declared a non-pecuniary interest in Minute Number 24 in relation to the grant application from the Trowbridge Fairtrade Town Group, by virtue of being a member of that group. As a result, Councillor Oldrieve stated he would not participate or vote on the item, and would vacate the Chair and leave the room when it was discussed.</p>
20	<p><u>Chairman's Announcements</u></p> <p>Attention was drawn to the written announcements as detailed in the agenda papers, particularly the School Place Planning Strategy, and further details provided on the petition from pupils at John of Gaunt School on Fair Trade in Trowbridge shops and the Spitfire flypast that had taken place on 15 September.</p> <p>The Chairman also noted the Fire Service were holding a Senior Wellbeing event on 7 October, the Apple Fair was to take place on 10 October in the Town Park, the Carnival was to take place on 24 October, the Remembrance Service on 8 November, and drew attention to flyers distributed at the meeting regarding the upcoming Arts Festival.</p>

Partner Updates

Updates from partners were received as follows:

i. Office of the Police and Crime Commissioner (OPCC)

A presentation as attached to these minutes was provided by Pam Gough of the OPCC on behalf of Commissioner MacPherson, detailing his Annual Report for 2014/15 and Police and Crime Plan for 2015-17.

It was stated a government inspection had rated the service as Good, and Wiltshire remained one of the safest counties in the country, but that the Plan would seek to maintain and improve upon this in the face of continuing financial challenges. It was stated much of the previous Plan had been delivered, with new threats emerging, hence the need for a refresh of the Plan.

It was stated the Plan would make commitments to put neighbourhood teams at the centre of policing, shift resources toward the front line to protect policing, and that any increase in the police element of the council tax would be used to reduce the impact from funding reductions from central government.

The four priorities of the Plan would be to prevent crime and anti-social behaviour, protect the most vulnerable, put victims and witnesses at the heart of the service, and secure high quality, efficient and trusted service.

The Board discussed the update and sought details of custody suites that would be used by the Police and the overall Police estate. It was stated there would be one custody suite in Swindon and another in Wiltshire which would not be in Salisbury, and that Warminster was a location looked at in a feasibility study, with the Melksham site decommissioned. It was also stated the government was again consulting on the location of magistrate courts, in response to a question about possible reuse of the former court in Trowbridge.

In response to queries on the support of victims details were provided of the position of 'named person', wherein every victim and witness would be provided the name of an officer who would be contactable through the criminal justice process to offer advice and assistance. It was stated that all victims would be written to and told who to contact if they wished, while all vulnerable persons affected, and victims of serious crime, would be actively contacted more directly to keep them informed and assured.

The Board also expressed concern about the latest reorganisation of police support teams for the area, and requested this be raised with the relevant Inspector.

	<p>ii. Wiltshire Fire and Rescue Service It was stated the transfer to the new Dorset and Wiltshire Fire Authority was proceeding well, with a number of events planned for further informal local neighbourhoods, with roadshows at the civic centre on 6 October.</p> <p>iii. Trowbridge Community Area Future (TCAF) The written update was noted. Lindsay Millen, TCAF Coordinator, reported that TCAF was currently attempting to focus on local neighbourhood specific issues not just town wide initiatives, and a report was presented, as attached to the minutes, on recent consultations. BA14 Culture was also holding a launch event for the Arts Festival in the Museum on 16 October.</p> <p>There were some concerns raised about raising expectations of residents too high, but it was stated the report was principally to determine what people in each neighbourhood think and then to support specific projects to attempt to assist residents to achieve the things they suggest they wanted, rather than the report being a commitment to achieve everything people might like.</p> <p>iv. Town and Parish Councils The written update from Trowbridge Town Council was noted. It was further stated there was great concern and disappointment within the Town Council on the position of Wiltshire Council regarding the Community Governance Review which would amend the boundaries of Towns and Villages in the community area, and representatives of the Town Council urged everyone present to ask Wiltshire Council's Community Governance Working Group to reconsider its current position.</p> <p>An update was also provided by the Community Engagement Management on reports of problems with Seagulls, noting that a significant issue with them had been seen in Devizes recently, and required costly efforts to resolve. Further investigation would need to take place to determine the extent of the problem.</p>
22	<p><u>Outside Body Updates</u></p> <p>i) Transforming Trowbridge - Councillor Dennis Drewett explained that the group was in the process of being reformed, and was working to build up relationships between commercial bodies in the town and wide district. Further updates would follow as progress was made.</p> <p>ii) Collaborative Schools - Some concern was raised that no update had been provided in some time from the body, and it was noted that the Board had never appointed a representative from among its own members to the body, and that if it did so it might encourage them to</p>

	<p>be more engaged.</p> <p>iii) Shadow Community Operations Board - Colin Kay, Chairman of the SCOB reported on recent meetings with Councillor John Thomson, Deputy Leader of Wiltshire Council and Cabinet Member for Area Boards. He stated he had found it reassuring in some ways, and was pleased that apart from the Resource Centre, the County Hall East Wing site would be cleared by Christmas 2015.</p> <p>He stated that contrary to past indications Councillor Thomson had confirmed some monies raised from the sale of the Bradley Road site might be used to support the Campus development. He had however urge the Area Board to decide how it wished to progress. The Community Engagement Manager would be the conduit for communications moving forward.</p> <p>The Board discussed the update, and some disappointment was expressed the use of the Town Hall as part of a cultural element in a Campus offer had not been taken up by consultants, and there were discussions on how any funding gap would need to be filled.</p> <p>At the end of discussion, it was,</p> <p><u>Resolved:</u></p> <p>To establish a working group of the Area Board to develop a focused approach on Trowbridge Campus proposals.</p>
23	<p><u>Local Youth Network</u></p> <p>The Community Youth Officer presented reports and recommendations made by the Local Youth Network(LYN).</p> <p>There were also updates on networking and engagement events for young people that had taken place, as noted in the reports, though it was noted that meetings arranged at County Hall were not in some ways the most approachable for young people, and approaches had been made by the CYO to engage with young people directly at school fresher fairs and other events.</p> <p>Details were also provided on potential future projects such as youth shelters, temporary ice rinks and others.</p> <p>It was emphasised Trowbridge had had limited engagement with young people for an extended period, and as a result a large pot of money available for future projects, and the Board encouraged all work to do so to better provide for the young people of the community area.</p>

	<p><u>Resolved:</u></p> <p>To approve the recommendations for the award of £310 and £490 as detailed in the reports</p>
24	<p><u>Community Area Grants</u></p> <p>The Area Board considered the following applications e:</p> <p><u>Councillor Led Grant Applications</u></p> <p>Councillor Jeff Osborn - Artificial Grass for Upper Studley Play Group - £10,000 requested.</p> <p>Following discussion of the quotes prepared for the proposed work and quality of materials, it was</p> <p>Resolved: To award £10,000 as requested.</p> <p>Councillor John Knight – Improve Security and Parking at Studley Green Community Centre and Lambrok Sports Pitches - £8646 requested.</p> <p>Following discussion of historical security issues at the site and problems with parking arrangements, it was</p> <p>Resolved: To award £8,646 as requested.</p> <p><u>Community Grants</u></p> <p>1) West Wilts Espirt Gymnastics Club – Fitness Event Seating Project - £3,000 requested</p> <p>Following discussion of the purpose and need for the proposed seating, as well as the level of previous assistance granted by the Board, it was,</p> <p>Resolved: To defer determination on the application at the current time.</p> <p>2) Trustees of North Bradley Progressive Hall - New Chairs and Tables - £858 requested</p> <p>Following discussion of the current state of the furnishings at the Progressive Hall and the level of matched funding, it was,</p> <p>Resolved: To award £858 to the Trustees of North Bradley Progressive Hall.</p>

	<p>3) Neighbourhoods Group – Community Noticeboards for Central Trowbridge Neighbourhoods - £936 requested</p> <p>Following discussion of the need to keep any noticeboards up to date, and for local members to be consulted on their location to ensure they are in the best place, it was,</p> <p>Resolved: To award £936 to the Neighbourhoods Group</p> <p>4) Trowbridge Girl Guiding Hall – Hall upgrade - £3605 requested</p> <p>Following discussion of the wider community use of the hall, it was,</p> <p>Resolved: To award £3605 to the Trowbridge Girl Guiding Hall.</p> <p>5) Trowbridge Fairtrade Town Group – Group marketing capital materials purchase - £955 requested</p> <p>Councillor Oldrieve vacated the Chair and left the room for this item, with Councillor Horace Prickett in the Chair.</p> <p>Following discussion of the resources of the group and use of the materials, it was,</p> <p>Resolved: To award £955 to the Trowbridge Fairtrade Town Group</p>
25	<p><u>Community Area Transport Group (CATG)</u></p> <p>The Area Board received the report from the Community Area Transport Group, with recommendations to award £500 toward a crossing survey at Leap Gate, Paxcroft Mead, and £5000 toward a cycle scheme bid in Lambrook road, subject to construction work actually commencing.</p> <p><u>Resolved</u></p> <p>To award a total of £5500 to the 2 schemes as detailed in the report.</p>
26	<p><u>Trowbridge Open Space Survey</u></p> <p>Lance Allan, Trowbridge Town Council Clerk, updated the Board on the draft report sent to the Town Council as detailed in the agenda papers. Some concerns had been raised about the draft report, but it was stated after receiving further information the Town Council were reasonably satisfied and felt progress was being made in the right direction. Further updates would be provided as</p>

	<p>events progressed.</p> <p><u>Resolved:</u></p> <p>To note the update.</p>
27	<p><u>Child Sexual Exploitation Awareness</u></p> <p>A presentation was provided, as attached to these minutes, by Blair Keltie, Service Manager Child Sexual Exploitation & Missing Children< Wiltshire Council.</p> <p>It was stated that following the designation of Child Sexual Exploitation (CSE) as a national threat by the Prime Minister, it was now considered a required priority for all police services, and joint funding from the council, Home Office and police had been provided to ensure close working to tackle the threat.</p> <p>It was emphasised that CSE does happen in Wiltshire and must be a priority when protecting the most vulnerable, and training was being offered to all councillors or other groups to increase awareness of CSE as a local issue and what monitoring and actions could and should be taken.</p> <p>The Board discussed the presentation in detail, and several councillors who had already attended the workshop training urged as many people and groups as possible contact the council to arrange similar training and awareness sessions.</p> <p><u>Resolved:</u></p> <p>To thank the officer for the update and encourage every effort to increase awareness of the issue among partners and communities.</p>
28	<p><u>Children's Centres</u></p> <p>Lucy-Ann Bryant (Wiltshire Council, Lead Commissioner, Joint Commissioning) and Debbie Hirons (Wiltshire Council, Project Manager Wiltshire Troubled Families /Childrens Centre Re-design) provided an update, as attached to these minutes, on a consultation to be concluded in November on focusing support for vulnerable families and how this will impact existing and future children's centres management and provision.</p> <p>The proposed delivery model would be that from July 2016 Children's Centre Services would be delivered from 15 key buildings in four geographic clusters, with the Studley Green centre being the proposed hub for the services in Trowbridge and the surrounding area. The Bellefield and Longfield centres would no longer be designated children's centres, but services would still be offered at a variety of community buildings in the town and villages of the community area despite this.</p> <p>The Board discussed the proposals and the consultation, with some concern at</p>

	<p>the reduction in dedicated buildings for the services. In response to queries about delivery of the relevant services, it was stated that once the consultation is concluded a specification would be drawn up to go out to tender for who would deliver the services.</p> <p><u>Resolved:</u></p> <p>To thank the officers and note the update.</p>
29	<p><u>Visiting Cabinet Representative</u></p> <p>A presentation had been prepared by the Cabinet Member, as attached to these minutes, explaining his role within the Council, but owing the meeting overrunning and attendees having left, some questions were raised and answered and the Board thanked the Cabinet Member for his attendance and patience.</p>
30	<p><u>Urgent items</u></p> <p>There were no urgent items.</p>
31	<p><u>Close</u></p> <p>The meeting was concluded at 2135.</p>

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Annual Report 2014/15

Police and Crime Plan

2015-17

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Annual Report 2014/15

Achievements: 2014/15

- Neighbourhood policing prioritised
- 2.7% reduction in crimes (885 fewer than last year)
- 4.2% reduction in anti-social behaviour incidents
- Wiltshire Police rated Good by HMIC in PEEL
- 95% of people feel safe during the day

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Annual Report 2014/15

Achievements: 2014/15

- 83% of people have confidence in their local police
 - Horizon Victim and Witness Care
 - Opening a fully refurbished Emergency Communication Centre
- PCC Innovation Fund benefited 24,000 people directly
£5m of savings by increasing efficiency and collaborations

Police and Crime Plan 2015-17

Why update the plan?

- Threats have changed significantly since 2013
- Continuing drive to balance national finances
- Much of previous plan was delivered
- Build on previous successes

Police and Crime Plan 2015-17

Aim: Keep Wiltshire and Swindon as one of the safest places in the country

Three commitments to the public

- Neighbourhood teams are at the centre of policing in Wiltshire
- Neighbourhood policing will be protected by shifting resources to the front line
- Any increase in police element of council tax will be used to reduce the impact of central funding reductions on neighbourhood policing

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Police and Crime Plan 2015-17

Four Priorities

Priority 1: Prevent Crime and anti-social behaviour

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Priority 2: Protecting the most vulnerable in society

Priority 3: Putting victims and witnesses at the heart of everything we do

Priority 4: Secure high quality, efficient and trusted services

Police and Crime Plan 2015-17

Key work to deliver this

- Community Policing pilot to transform local policing
- Achieving at least a 'good' in HMIC inspections
- Keeping victims informed and re-assured
- Positive help through a system that delivers justice
- Open and transparent complaint handling

Police and Crime Plan 2015-17

Key work to deliver this

- Get the best out of Mobile Technology
- Estates and custody efficiencies
- Get value out of every £ spent
- Strategic Alliance with Avon and Somerset
- Deliver £10M savings through efficiencies in 3 years

Contact Us



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WiltshireandswindonPCC

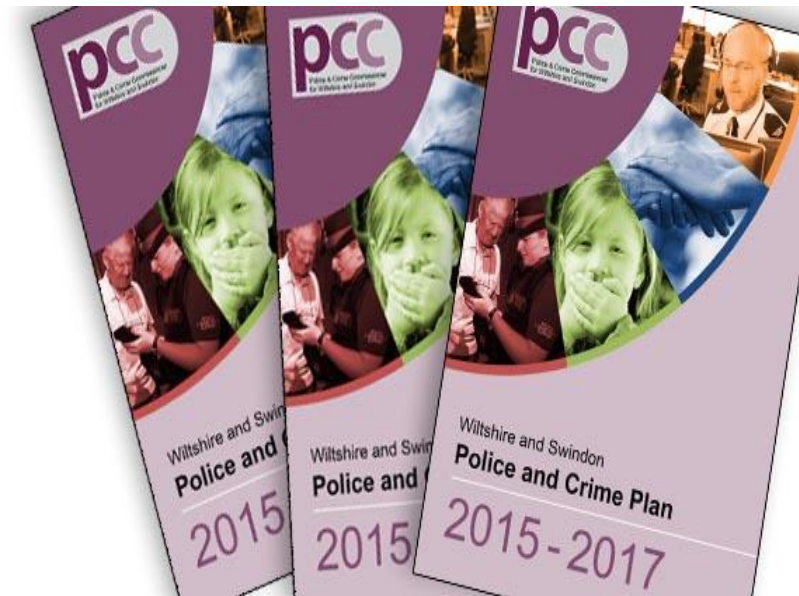


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We're making a difference



Supporting
community
engagement
and action

WELLBEING TROWBRIDGE NEIGHBOURHOODS PROJECT

CONSULTATION REPORT

Report by EnAct on behalf of
Trowbridge Community Area Futures
and the Neighbourhoods Group

Background to the project

The Wellbeing Trowbridge Neighbourhoods Project was set up to help create resilient communities in Trowbridge, with an understanding of each other's key concerns, and to work with statutory, voluntary and community groups to improve the area in which they live.

The project is being led by Trowbridge Community Area Future (TCAF) and the Neighbourhoods Group. The members of this group include representatives from all of the local Residents Associations and other key local stakeholders.

The Wiltshire Uncovered Report 2014 indicated that Trowbridge and three of the communities within it are in the top 5% most deprived in the UK. The Neighbourhoods Group set out to consult local communities to understand where the issues are and how everyone can work together to tackle them. The initial consultation was fairly broad ranging but in particular the Neighbourhoods Group wanted to know:

- the extent to which people know about what facilities and activities are on offer directly in each neighbourhood areas and any gaps in provision;
- the best means to communicate with residents to help inform individuals about what is happening in their neighbourhood;
- issues around crime and people's perception of safety in their neighbourhoods
- residents perception of the local environment and in particular issues like litter, fly tipping and graffiti

Through the consultation, the aim was to find out peoples' views about the above issues but also try to engage them with the project, seeking out and supporting volunteers willing to work together to help to improve each community area.

The consultation

A questionnaire survey was circulated to residents in eight Trowbridge neighbourhoods:

Bradley Gardens	Newtown
College Estate	Paxcroft Mead
Dursley Road	Seymour
Longfield Estate	Studley Green

The survey was circulated by the local Tenants and Residents Associations (TARAs), sent to local schools to be circulated through their networks and placed online. A total of **317 responses** were received with representation from all eight neighbourhoods (see Appendix A for a full breakdown).

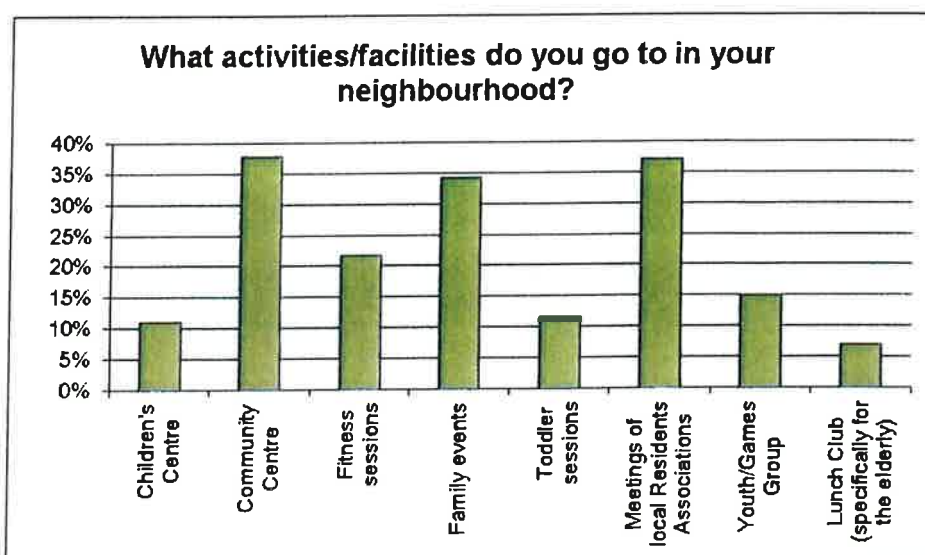
In addition, TCAF commissioned Community First's EnAct Service to carry out a series of "listening" or semi-structured interviews with residents in each area. These were carried out by knocking on doors on a sample of streets in each neighbourhood. The aim of this extra survey was to try to get to harder to reach groups and people who may not have had a chance to fill in the questionnaire survey. **A further 83 responses** were gathered from across all eight neighbourhoods from this second exercise, making an **overall total of 400 responses**.

What did local people tell us?

The following section is a brief overall survey of key issues and findings. You can find more detailed, individual profiles for each neighbourhood below.

Local activities/facilities

Use of local facilities and activities in each neighbourhood varies – in one neighbourhood just 22% of questionnaire respondents said they use local facilities and in another 75% (albeit both from small survey samples). In the majority of neighbourhoods, it is around a half of all survey respondents. The most regular local activities are attending local community centres, meetings of the local Residents Association, family events and fitness sessions.



Demand for additional local neighbourhood activities and facilities are relatively high. The most popular suggestions (in rank order):

- **More activities and facilities for young people** (of all ages) including better play areas, youth groups and clubs and organised activities
- **Activities and facilities that bring the community together** – community centres, halls and hubs, cafes and bars, events and celebrations
- **Sporting and fitness facilities** e.g. swimming pools, fitness facilities and classes and football
- **New leisure facilities and activities** – from ten pin bowling to bingo
- **Clubs and classes** – including gardening, dancing and walking
- **Activities and facilities for older people** including lunch clubs and over 60s groups, exercise sessions and IT training

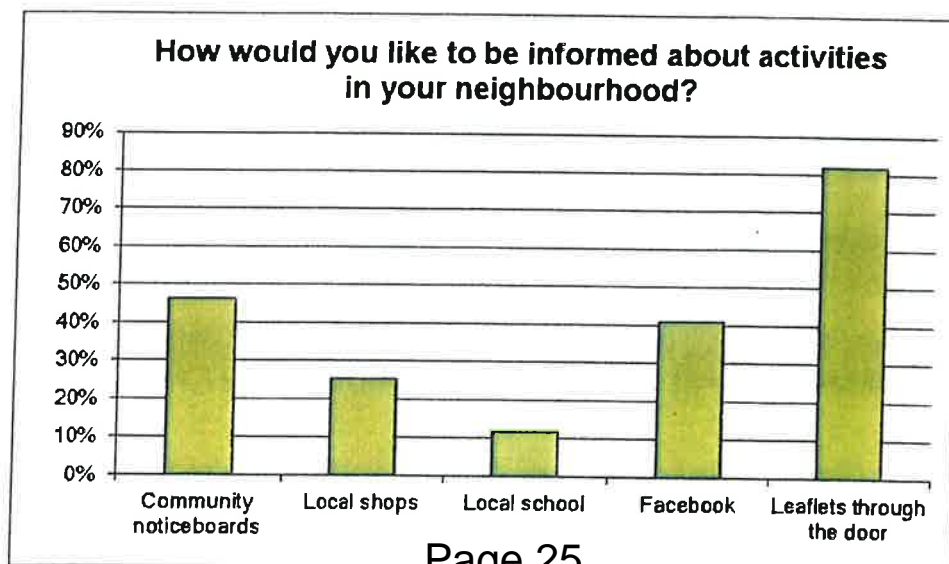
Residents attend a range of activities and facilities outside their area including:

<p>Leisure activities (top 6)</p> <ul style="list-style-type: none"> • Cinema • Eating out • Shopping • Ten pin bowling • Bingo • Pubs/bars 	<p>Sports and fitness (top 4)</p> <ul style="list-style-type: none"> • Swimming • Gym/fitness classes • Football • Zumba
<p>Families (top 3)</p> <ul style="list-style-type: none"> • Parks and playgrounds (in particular Trowbridge Park) • Soft play centres • Toddler groups and activities 	<p>Clubs (top 4)</p> <ul style="list-style-type: none"> • U3A • Womens groups – WI, Towns Women’s Guild, Mothers Union • Social clubs • Walking clubs/groups
<p>Community</p> <ul style="list-style-type: none"> • Community/family events and fun days • Council and community meetings 	<p>Worship</p> <ul style="list-style-type: none"> • Local services and events
<p>Hobbies</p> <ul style="list-style-type: none"> • Arts and crafts, sewing, music and drama 	

Finding out what’s on

Most people (80%) find out what is happening in their neighbourhood via leaflets through the door. Just under 40% use community notice boards and 32% social media (Facebook). Other sources of information include (in rank order): local shops, schools, word of mouth, local newspapers, Residents Associations, internet/email.

When asked how they would like to be kept informed the responses were very similar, although there is more of a demand in future for communications via email:



Crime and safety

Most residents protect themselves and their property from crime by locking windows, doors and cars and padlocking external buildings. Just 13.5% security mark their property and 12.5% use burglar alarms. About a fifth of all respondents attend Residents Association meetings and just 8% (25 people) said they were members of a local Neighbourhood Watch. Other measures include security lighting, cameras/CCTV, guard dogs, fencing and garaging.

The majority of residents (94%) feel safe in their neighbourhoods during the day. This figure drops to 62% after dark. The top four things that would make people feel safer are (in rank order):

- Greater police presence
- Better street lighting (lights to be kept on at night)
- Reducing speeding
- Security cameras/CCTV

8% of residents have been a victim of crime or anti-social behaviour in their neighbourhoods in the last 12 months

16% have been a witness

Environment

61% of respondents to the questionnaire survey feel their neighbourhood is clean and maintained. However, this varied by neighbourhood and most respondents followed this up by listing a range of maintenance and upkeep issues in their area. In the doorstep interviews, maintenance and upkeep of the area were in the top three issues identified by local people in five of the eight neighbourhoods.

Top 6 environmental problems:

- Litter
- Untidy gardens
- Lack of street cleaning
- Fly tipping
- Dog mess
- Graffiti

What would local people change?

Key changes that local people would like to see in their neighbourhood:

Environment

- **Street cleaning** – tidier streets, litter clearance including local litter picks, regular rubbish collections, more bins, control of fly tipping, regular checks and better (quicker) organisational response when an issue arises.
- **Parks and open spaces** – better maintenance of parks and open spaces, more regular grass cutting, cutting back of vegetation, weeding
- **Dog fouling** – clearance of dog mess, more responsible owners, more bins, fines and notices
- **Roads and pavements** – better maintenance, repair of pot holes, clearance of gullies, weeds and overhanging vegetation, dropped kerbs to facilitate access.
- **Gardens** – residents to maintain their gardens

Crime and safety

- **Speeding** – tackle speeding, traffic calming, safe crossing points
- **Parking** – more residents parking, better parking controls, stop drivers blocking drives and alleyways
- **Police** – greater/more visible police presence – on foot where possible
- **Anti-social behaviour (ASB)** – tackle ASB, vandalism, noise and nuisance

Community

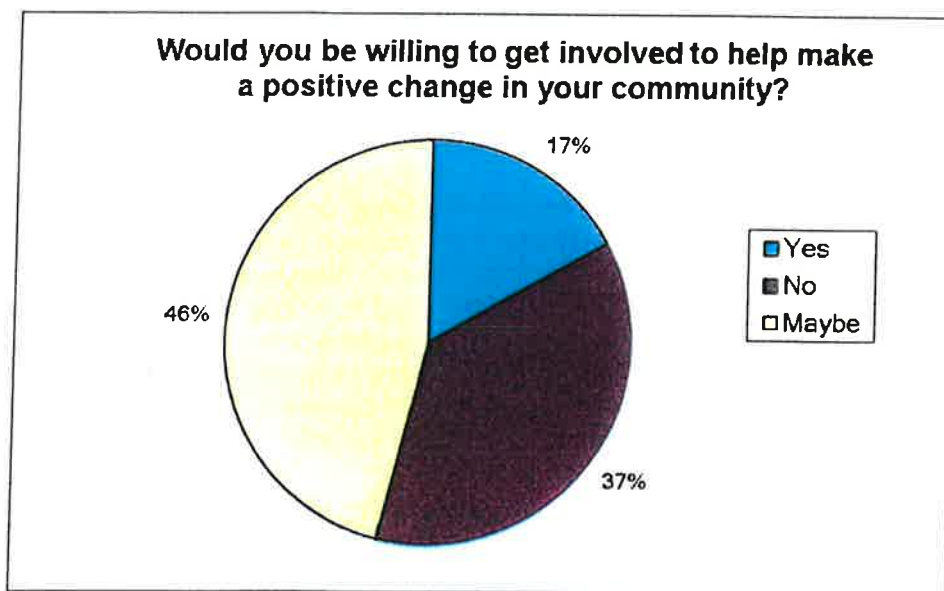
- **Civic pride** – promote pride in community, personal responsibility and better understanding, bring people together at community events and celebrations, encourage communities to work together to tackle some of the above

Young families

- **Young people** – more facilities and activities for young people, better parks, play areas and equipment

Getting involved

Overall, 48 people (17%) who responded to the questionnaire survey said they would be willing to get involved to help make a positive change in their community. A further 46% (132 people) said maybe. In the case of the doorstep interviews, a total of 46 people (55%) shared their contact details and wanted to be kept up to date with further developments and opportunities to get more involved.



Overall reflections and recommendations

Interviews on the doorstep indicated support for Resident’s Associations and local community groups to take a bigger role in local campaigns and provide a route through which local communities could have a bigger voice on key issues.

In general, those we spoke to knew very little about their local Resident’s Associations or community groups. Thirty interviewees were interested in hearing more about their local groups. The majority suggested that the best way that residents groups could publicise their activities and opportunities for people to get involved would be through a regular leaflet or newsletter, with door knocking and local newspapers also cited regularly as good ways of sharing information too.

“If a Residents Association circulation came around more often, I would be more likely to get involved with them”

It was suggested several times that community events such as litter picks could help to build pride in community, build community spirit and open doors for new activities by building better networks of people, keen to get involved. They are tangible and relatively small scale events needing very little preparation – quick wins.

Several people felt that they had had no chance to have a say on issues such as the cuts to lighting and bus services. Ten people were generally quite apathetic and disinterested in getting involved due to poor past experiences or a lack of confidence in their ability to change anything.

People on the whole responded very well to door knocking. It proved to be a great way to meet people and properly engage with the community. It is time intensive. However, it gave us the opportunity to invite people to get involved in local activities and help find solutions to the issues that they raised.

"If politicians took more notice of what people actually wanted, that would be good. Keeping promises would be a good start - making promises you can't deliver is not good."

Another route into the community would be through the network of formal and informal groups that meet regularly across all of the neighbourhoods. One respondent thought it would be good to see more partnership working amongst community groups and local organisations, particularly on campaigns that affect the Trowbridge area as a whole – it was felt that more joined up working between groups with a stake in the issue would provide a bigger voice.

Recommended next steps

- **Check for gaps** – response rates for each neighbourhood varied and in a couple of neighbourhoods the sample was smaller than originally anticipated. Most of the questionnaire responses were from people who described themselves as white and 70% were female (although the gender balance was far more even in the doorstep interviews). Whilst the consultation drew in responses from residents of all ages, the response rate from the 18-24 age band was also fairly low. These results need to be compared against the overall demographic profile of the local population to see whether more efforts need to be made to engage with sections of the community that may be under-represented in the consultation. Feedback from this exercise could be used to stimulate debate and further discussions locally.
- **Feedback** – having taken the time to give views, one of the next steps for the neighbourhood group should be to feedback the results to each community – to show that those views have been listened to and to let people know how they will be taken forward
- **Further engagement** – one of the very positive outcomes of the survey was the number of people who expressed willingness or possible interest in getting more involved in local activities. This presents a real opportunity for new volunteers, social action and community led projects. All of these people need to be followed up and opportunities identified for them to take part.
- **Prioritising action** – in each neighbourhood profile we have identified key issues and the things that local people would like to change – opportunities for action. A key next step is to agree local priorities and to draw up a plan of action for how each will be addressed. Quick wins – small scale projects that can be delivered relatively promptly – can help to build local interest and confidence in the process.

NEIGHBOURHOOD PROFILES

Bradley Gardens

Local people said that Bradley Gardens is generally a quiet community with very mixed age groups. However, it has a lack of meeting space or facilities to bring the community together. Three quarters of the people interviewed on the doorstep cited social factors as the things they love most about the area e.g. people look out for each other and they get on well with their immediate neighbours. More than half cited environmental factors: they like local amenities, proximity to town and lack of traffic.

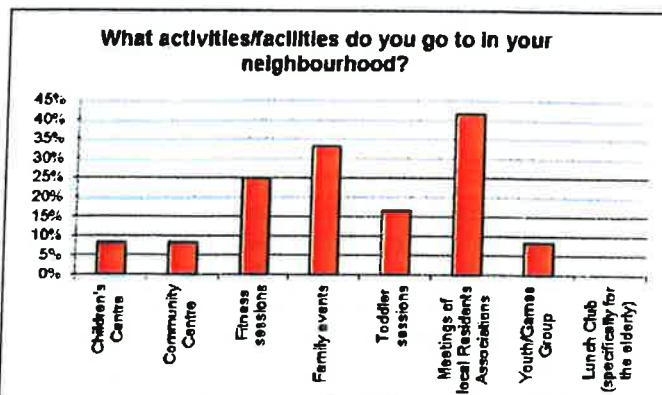
"I have good neighbours. I know everyone in the street by name and we all look out for each other."

Local activities/facilities

Just over 50% of all those who responded to the questionnaire survey told us about activities or facilities that they go to in the Bradley Gardens area. Just over 40% of those said that they attend meetings of their local Residents Association. Family events and fitness sessions are also popular. 10 people said that family or friends also attend local activities in the area.

community events e.g. family events, a lunch club, street parties to mark special occasions, a fete or community fun day, more events at weekends so adults can get involved when they are not working.

"I'm a bit worried some of the local events may stop. The local bonfire night had to be cancelled last year due to a lack of volunteers."



Residents suggested a range of sports and leisure activities/facilities including a fitness club, outside 'boot camp', ten pin bowling alley, ice skating rink and a swimming pool not attached to the school (the respondent wanted a pool with longer public opening hours). Other individual suggestions included a neighbourhood watch scheme, special dog parks and the retention of the T1 bus service. The cut to the T1 bus was the second most common concern in the doorstep interviews.

Respondents want more things for children to do. Ideas include a children's park/playground, a children's centre, toddler sessions and youth/game groups.

"We have a lack of community spirit as people aren't given the opportunity to get to know each other. No central meeting place so very few people know their neighbours."

"The T1 bus should be retained or another one provided as there are many pensioners worried about not being about to get into town."

They want somewhere to bring people together or to hold meetings – a community centre and

Residents told us about the activities/facilities they go to outside the Bradley Gardens area. One of the most popular activities is going to local parks and park events. Trowbridge Park is

very popular but residents also use Southwick Park, local dog parks and Longleat.

Local people attend a wide range of sporting activities including use of Trowbridge sports centre, sporting clubs, running club, fitness/gym sessions, swimming, playing football, tai chi, yoga and Zumba. Young families attend toddler groups, the school fete and visit local play facilities.

The cinema is a fairly popular leisure activity, as well as ice skating and bowling. Five respondents like visiting gardens and/or wildlife sites. Three people like visiting markets or antiques fairs. One resident said they attend church and prayer meetings.

Finding out what's on

The majority of people who responded to the questionnaire survey find out about what is happening locally via community noticeboards or local shops, although 40% use social media or leaflets through the door. Other sources of information include the local school (6 respondents), the local paper (3), via word of mouth (3) and the internet (2).

When asked how they would like to be informed about what's on locally, the response was very similar, although five respondents would prefer to hear via email.

Crime and safety

Most residents protect themselves and their property from crime by locking windows, doors and cars and padlocking external buildings. 35% attend local Resident's Association meetings. Just two residents are members of a local Neighbourhood Watch. Alarms, security marking, lights and dogs were also individually mentioned.

Everyone who responded to the survey feels safe or very safe in the neighbourhood during the day. After dark, this reduces slightly but not significantly. Perhaps unsurprisingly therefore over 80% of respondents said they have neither been a victim nor have they witnessed anti-social behaviour in the neighbourhood in the last 12 months.

The four individuals who have experienced crime or anti-social behaviour reported a range of issues including dogs barking, loud music, disruptive behaviour after a night out, speeding/dangerous driving by young people, a back yard broken into and a scooter stolen.

The single things that would make residents feel safer in their neighbourhood include (in rank order):

- Greater police presence
- Improved street lighting

Other individual ideas include improving community spirit, having a safe place for children to play and a safe crossing point for children to get to school. A suggestion from the doorstep interviews was for a crossing point at the top of Bradley Road, opposite the fast food outlet.

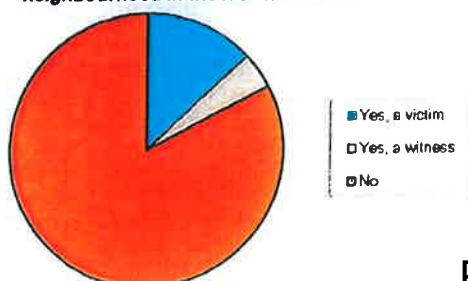
Environment

The majority of people in the questionnaire survey (73%) felt that the Bradley Gardens area is clean and maintained, although the upkeep and maintenance of the area came top of the issues cited in the doorstep interviews. Common problems identified in the survey include (in rank order):

- Litter (80% respondents)
- Untidy gardens
- Dog fouling
- Lack of street cleaning

Parking problems were the third most popular issue raised in the doorstep interviews.

Have you been a victim of - or witnessed - anti-social behaviour (ASB) or crime in your neighbourhood in the last 12 months?



"Lots of greens and pathways which residents and service agencies drive and park on.....in places estate walls have fallen down and the Council has never replaced them."

What would local people change?

Key changes that local people would like to see:

Clear up of dog mess

- more dog bins and fines for owners that don't clear up after their pets.

Better street cleaning

- Litter clearance, more bins, maintenance of verges, gulleys weeded and brushed, footpaths and access roads repaired

Better garden maintenance

Other individual suggestions include somewhere for children to go and play, more advertising of council and community events on the community board - especially things for young people to do, traffic calming and signs to restrict vehicular access onto Summerdown Walk . Another suggestion made in the doorstep interviews was for more cycle paths.

Top 3 issues on the doorstep

The top 3 issues for those we spoke to on the doorstep are:

- Upkeep and maintenance of the area
- Cuts to the T1 bus service
- Parking issues
-

Getting involved

Seven out of a total of 22 survey respondents said they were willing to get involved to help make a positive change in their community. A further ten said "maybe". Of the sixteen people

interviewed on the doorstep, a further seven shared their contact details and wanted to be kept up to date with further developments and opportunities to get more involved.

"I would like to get involved with the local community group if they can use my skills."

"I would like to talk to others about setting up a local rambling group (but I) don't really know where to go to have a say on this."

One respondent suggested that the Residents Association had struggled to continue. They felt that this was due to lack of interest, although perhaps people were not aware of their existence.

Who did we speak to?

This profile is based on responses from 39 local residents from the Bradley Gardens area. Twenty three filled in the questionnaire survey, published by TCAF and circulated by the local Residents Association. One of EnAct's Community Organisers also knocked on 36 doors in selected streets in the neighbourhood and interviewed a further 16 people.

College

Residents describe the College estate as a good neighbourhood, a pleasant area to live, a very safe environment and a desirable area, close to town and lots of local facilities. People love its green spaces and parks. The parks in Hawthorn Grove and Cavel Court were mentioned as particularly nice, well used spaces.

80% of the residents that we spoke to on the doorstep cited social factors as the things they love most about their neighbourhood - social groups and good relationships with immediate neighbours. One survey respondent described the College estate as an estate where "people are still neighbours rather than strangers, people still pull together".

"This is a good community; people look out for each other here. There is a nice community of mothers that meet in the park every weekday for a coffee and a chat."

Local activities/facilities

55% of all those responding to the questionnaire survey told us about the activities and facilities they attend in the College area. Over 70% of them said they attended meetings of the local Residents Association. 25% went to family events locally. Just 5 people said that they attended the nearby children's centre and 4 attended fitness sessions or toddler sessions. 54% said that family or friends also attended local activities and facilities.

Residents would like to see a wide range of other activities or facilities in the College estate area, including more facilities for young people. Youth groups or clubs – both for older youths and the under 13s were a popular idea, as well as soft play facilities. Several respondents wanted improvements to play areas and playing fields, with better equipment for both younger and older children (e.g. basket ball hoops and football posts), youth games and summertime activities for young people in the community centre. Two residents wanted a local toddler group.

"Nothing much for children to do. Needs somewhere for them to go."

"It would be good to have more facilities for teenagers locally; the parks are for little kids. A basketball hoop would be good."

Twelve respondents wanted a community centre or hall. One person wanted to be able to use the centre for dances. At least five residents wanted more use to be made of the field by Trowbridge Town Council. Requests were made for more family or social events e.g. a community barbeque or car boot sale.

"More activities in Chapmans Field."

Residents would like to be able to attend a range of sports and leisure activities locally. Swimming was the most popular fitness activity but individuals also suggested tae kwon do, football, cricket and a cycling club. Popular leisure activities/facilities include (in rank order): ten pin bowling, concerts, cinema and a library.

Residents go out of the College estate area to attend the following activities/facilities:

Leisure (top 4)

- Cinema
- Eating out

- Pubs/bars
- Ten pin bowling

Sport and fitness (top 3)

- Swimming
- Football
- Fishing

Local clubs and organisations

- A wide range including U3A, Bowyers and Southwick social clubs, the Bustard club, military clubs/associations; dance/ballet, slimming clubs etc.

Young families

- Soft play centres
- Youth club

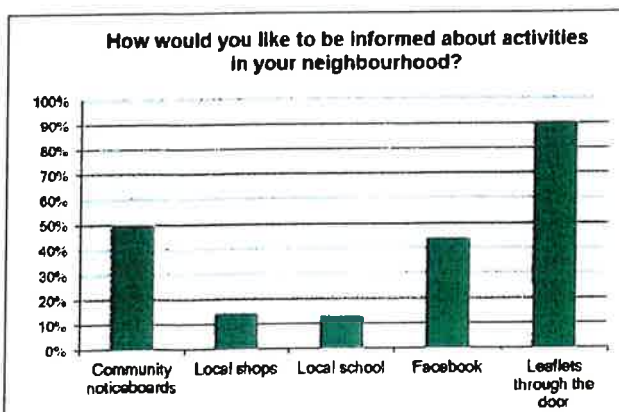
Open spaces

- Trowbridge and other parks and playgrounds

Three residents attend local events such as Armed Forces Day and the Emergency Services show. One felt that local events had become less regular as newer, younger incomers were reluctant to mix with older residents.

Finding out what's on

At present, the majority of respondents (87%) find out what is happening in the neighbourhood via leaflets through the door, although half also make use of community noticeboards. Other lesser used sources of local information include social media, local shops and schools, via word of mouth, local newspapers and community meetings.

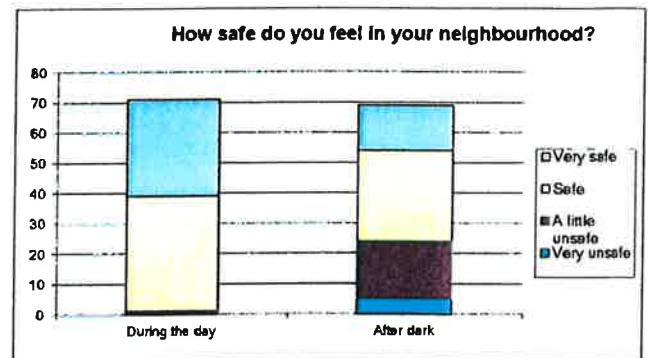


When asked how they would like to be kept informed, 90% still chose leaflets through the door and 50% community notice boards. A

greater number of respondents (44%) would also like to be able to use social media.

Crime and safety

Most residents protect themselves and their property from crime by locking windows, doors and cars and padlocking external buildings. 40% said that they attend their local Residents Association meetings. Just 8 were members of a local Neighbourhood Watch scheme. Other less used forms of protection include security marking, burglar alarms, security cameras/CCTV and lighting, locking vehicles in a garage and neighbours looking out for each other.



99% of respondents feel safe in the neighbourhood during the daytime. This figure falls to 65% at night. Just 5 out of 70 respondents (7%) said that they have been a victim of anti-social behaviour or crime in the neighbourhood in the last 12 months and another 5 say they have been a witness. Activities reported include:

- Assault/intimidation
- Verbal abuse
- Break ins to gardens
- Damage to parks and play equipment
- Speeding and illegal parking
- Littering
- Drinkers in the park

Key things that would make residents feel safer:

- Greater police presence
- Lights to be kept on
- Better response from police when a report is made
- Security cameras/CCTV

"The lighting at the end of the park is really poor, I wouldn't feel comfortable with my children there at night or in winter."

Cavel Court

Other individual suggestions include: speed checks, parking controls e.g. traffic wardens and double yellow lines on narrow streets, corners and dropped kerbs, a safe crossing point on Silver Street at school times and a neighbourhood watch scheme.

Environment

74% of respondents feel that the College estate is clean and maintained. Common problems are (in rank order):

- Litter
- Lack of street cleaning
- Untidy gardens
- Fly tipping
- Dog fouling

Other issues raised by one or two people include: lack of maintenance of parks and communal areas, lack of weeding on paths and pavements, pot holes and damage caused by poor parking.

"Can someone please come and fix this wall, it has been busted for months!" (*Cavel Court*)

What would local people change?

Local people had a range of ideas for change:

Litter

- More bins, litter picks, more regular rubbish collections, an anti-litter campaign, notices, fines and a litter check near the college

Dog fouling

- More dog bins, notices asking owners to clear dog mess, clearance of dog mess from parks and play areas, temporary camera sites in dog mess prone areas and enforcement against those who don't clear up after their pets.

Street cleaning

- More regular street cleaning, removal of fly tipping, roads and pavements repaired and maintained

Parks and open spaces

- Better maintenance of parks and open spaces, more regular grass cutting and weeding

Parking and traffic

- Traffic and speeding was the top issue amongst those we spoke to on the doorstep. Suggestions included more parking for local residents, action on speeding, improved traffic calming and stopping drivers using local roads at a 'rat run' (resident from Hawthorn Grove).

"Parking is a nightmare!!!"

"Something has to be done about car parking"

Other ideas included more police patrols (see crime and safety above), more community events, neater gardens – one resident suggested that people with gardening skills could show others how it is done - more pride in the local area and consideration of others.

Coming in third of all of the issues cited by those we spoke to on the doorstep was the cuts to the T1 bus service.

Top 3 issues on the doorstep

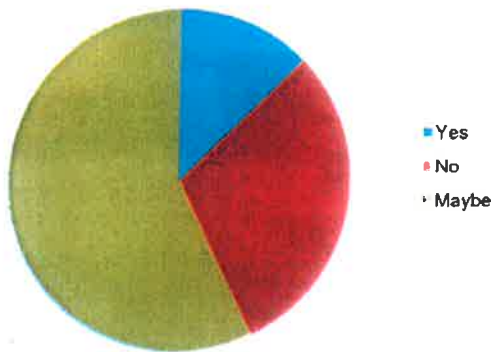
The top 3 issues for those we spoke to on the doorstep are:

- Traffic and speeding
- Lighting
- Cuts to the T1 bus service

Getting involved

Eight out of a total of 63 respondents to the questionnaire survey said they would be willing to get involved to help make a positive change in the community and a further 36 said maybe.

Would you be willing to get involved to help make a positive change in your community?



Of the ten people we spoke with on the doorstep, a further five shared contact details and wanted to be kept up to date with future developments and opportunities to get more involved locally.

A couple of residents praised the local Resident's Association for being hard working and for 'getting things done'. One respondent mentioned that they might be interested in getting involved more with the residents group in the future.

Who did we speak to?

This profile is based on responses from 82 local residents from the College estate. Seventy two filled in the questionnaire survey, published by TCAF and circulated by the local Residents Association. One of EnAct's Community Organisers also knocked on 21 doors in selected streets in the neighbourhood and interviewed a further 10 people.

Dursley Road

The majority of the Dursley Road residents (90%) that we spoke to on the doorstep feel that they have good neighbours and get on well with others in the community.

"We have parties with the neighbours in the street every now and again. We had a street party for the Jubilee a couple of years back; it was really nice to get everyone together."

Local activities/facilities

Just two residents who responded to the questionnaire survey told us about activities/facilities that they go to in the Dursley Road area. Both attend family events locally and one attended Residents Association meetings. One person indicated that family or friends also attend such activities locally.

Five residents told us what other activities/facilities they would like to see in the neighbourhood. These include play facilities, social events for 20-30 year olds, education courses, a knitting group and a walking group.

Residents told us about the activities/facilities they go to outside the neighbourhood. These include:

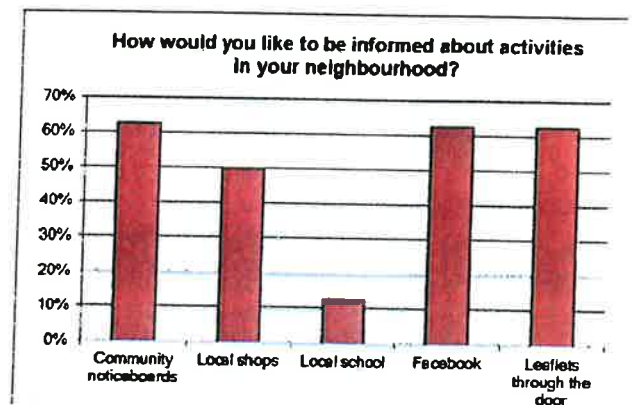
- The library
- Events in Trowbridge Park
- Farmers Market
- Cinema
- Restaurants
- Theatre
- Sports matches
- Walking groups
- Knitting group
- Church events
- Town Council meetings
- Educational courses
- Play facilities

Finding out what's on

The majority of questionnaire survey respondents find out what is happening in the neighbourhood via leaflets through their door. Just over 40% find information in local shops and around 30% via community noticeboards.

Other information sources include social media and the local papers.

Just over 60% would prefer to be informed about local activities via leaflets, social media and noticeboards with local shops not far behind.



Crime and safety

Most residents protect themselves and their property from crime by locking windows, doors and cars and padlocking external buildings. Just three respondents said that they use a burglar alarm and three security mark their property. Two attend meetings of their local Residents Association. One reported they had a guard dog and barbed wire/razor wire.

"I have lived here for 31 years and have never felt safe after dark. However, the footbridge over the railway now also feels risky in daylight at times when people are hanging around there."

Longfield estate

Residents feel in general they have good relationships with their neighbours and they are kept up to date with local activities. The community centre was specifically mentioned as a good local amenity.

Local activities/facilities

Just 46% of respondents to the questionnaire survey told us they attend activities or facilities in the Longfield estate area. The community centre and family events are the most popular, although 40% of all respondents said they attend a local youth/games group and 37% said they attend their local Resident's Association meetings. 45% said that friends or family also attended activities and facilities in the area.

A number of people praised the work of the local Resident's Association e.g.

"The local TARA carried out a range of activities and events at the local community centre. For the work they do they should receive more funding...."

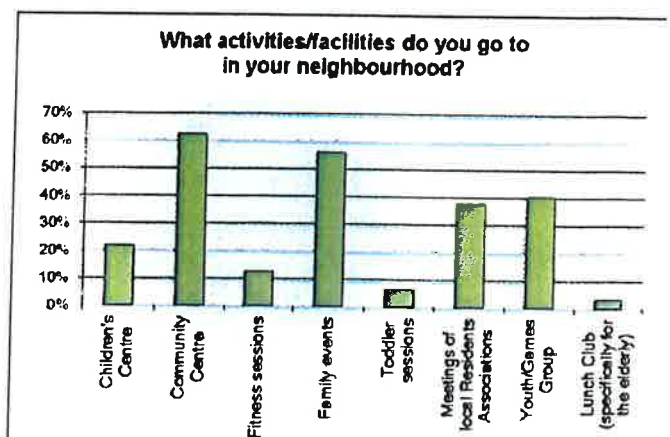
"I fully support the work of the Longfield community centre run by the TARA and believe these are the best people to move us all forward."

Local people would like to see a wide range of other local activities or facilities. A number of suggestions would bring the community together more often – by opening the community centre more regularly, having an open day for all ages to meet, talk, swap skills, gardening, decorating etc., a yearly fete and Christmas fayre, family events, community parties and jumble sales. Other ideas include a bar in the community centre/club (perhaps run by local volunteers), ten pin bowling, skittles, pool and bingo.

Twelve respondents want more local activities and facilities for young people including more play areas/parks, somewhere for young people to play football, a sports day for children, more organised activities and things for 'bored

teenagers' to do. Suggestions for older people include more facilities for active pensioners, fitness sessions, computer skills training and lunch clubs.

Individuals want local places to go to the gym, do Zumba or dance, or attend slimming classes.



Residents go outside the neighbourhood for:

Sport/fitness (top 4 activities)

- Swimming
- Golf
- Gym
- Martial arts

Leisure

- Cinema
- Ten pin bowling
- Car boot sales
- Pubs and restaurants
- Local parks
- Fetes and fun days

Local groups

- Everything from walking and wildlife groups, crafts and computer groups to lunch clubs, the Mothers Union and Towns Women's Guild

Days out

- Visiting friends and relatives
- Bus trips

Worship

- church services

Finding out what's on

At present, 96% of respondents find out what's on in the neighbourhood from leaflets through the door, although 35% use social media and 26% community noticeboards. Other local sources of information include local schools, shops, word of mouth, the local Residents Association, newspapers and newsletters.



In the future residents would like to continue to receive information in the same way – primarily via leaflets through the door, social media or local noticeboards, although there were several suggestions for using email to pass the word around.

Crime and safety

Most residents protect themselves and their property from crime by locking windows, doors and cars and padlocking external buildings. Just 7% were members of a local Neighbourhood Watch scheme.

"I am very lucky as on my part of the street everyone is friendly and looks out for each other."

90% of respondents feel safe in the neighbourhood during the day. This figure reduces after dark to 56%, with 32% feeling a little unsafe and 12% feeling very unsafe at night. However, just 7% have been a victim of

anti-social behaviour or crime in the neighbourhood in the last 12 months, whilst just under a quarter have been a witness. Activities reported include (in rank order):

- anti-social behaviour – drunken behaviour, shouting, swearing etc.
- theft/break ins
- assault/fighting
- noise nuisance
- damage to vehicles

"We need more policing on the streets at weekends due to noise nuisance and drunken behaviour."

Other activities individually reported included damage to property, drug dealing, dangerous driving/speeding e.g. "boy racers" in the supermarket car park and cruelty to an animal.

The key things that would make people feel safer in the neighbourhood are:

- greater police presence (25 respondents or 55%)
- street lighting (staying on a night)
- tackling traffic and speeding
- adequate/considerate parking
- CCTV

"I don't know why they turned off the lights; no-one explained why, they just did it."
Longfield Road resident

Individual suggestions include no longer housing people with ASB or drug problems in the area, fewer gangs of teenagers/young people and someone for older people to call if something happens to them, they are ill and on their own.

Environment

56% of respondents feel that the Longfield area is clean and well maintained. The top four issues of concern are (in rank order):

- Litter (81%)
- Untidy gardens (61%)
- Lack of street cleaning
- Fly tipping

"There is too much broken glass and litter. Weeds growing along wall lines are a real eyesore.....there are still too many inconsiderate dog walkers who do not clean up after their dogs."

Other concerns include dog fouling, lack of general upkeep of the area, maintenance of communal areas and play areas, lack of hedge cutting/clearance of overhanging vegetation, damage to verges by parked vehicles and abandoned shopping trolleys.

One resident suggested that someone should go around the estate on a mobility scooter or with a walking stick to find out what repairs are needed to pavements and potholes.

What would local people change?

Key things that local people would change in the neighbourhood:

Litter/mess

- More bins, regular rubbish collections, more regular street cleaning/tidy ups, regular checks or inspections, and dog owners to be more responsible for clearing up after their dogs.

Gardens

- Residents to maintain their gardens

Open spaces

- Regular grass cutting and maintenance of trees and hedges
- Better use of open space e.g. the land at the end of Longfield Road as community spaces, parks or picnic areas – or even to create more space for parking

Parking and traffic

- More parking facilities for local residents, parking controls
- Tackle speeding

Crime and safety

- Tackle noise nuisance/ASB
- Improvements to street lighting

One suggestion was that one or two lights in each street could be left on each night to make people feel a bit safer.

"People are parking their cars on the estate all day when they off to work at County Hall and other places of work."

One respondent felt that people should take pride in where they live, another felt that parents should take responsibility for children who create a mess locally. Another felt that people with limited finances may find it more difficult to maintain their property or the area in general.

"Traffic calming measures by the school would make me feel better as a parent with children there."

Top 3 issues on the doorstep

The top 3 issues for those we spoke to on the doorstep are:

- Boy racers in Tesco's car park
- Traffic and speeding by school
- Lights go off at night

Getting involved

10 out of 67 survey respondents indicated their willingness to get involved to help make a positive change in the neighbourhood and a further 24 said maybe.

Of the seven people we interviewed on the doorstep, a further three shared contact details and wanted to be kept up to date with future developments and opportunities to get more involved locally.

Who did we speak to?

This profile is based on responses from 77 local residents from the Longfield area. Seventy filled in the questionnaire survey, published by TCAF and circulated by the local Residents Association. One of EnAct's Community Organisers also knocked on 25 doors in selected streets in the neighbourhood and interviewed a further 7 people.

Newtown

Local people told us that Newtown is a friendly community where people generally look out for each other. 64% of the residents that we interviewed on the doorstep cited social reasons for why they loved the area – they had opportunities to get together with their neighbours and to meet each other. They liked the social centre and the area's proximity to town.

"We have a BBQ here every year. There are lots of opportunities for us to meet others in the street and there's some good community spirit." *Avenue Road resident*

Local activities/facilities

Three quarters of those who responded to the questionnaire survey attend at least one activity/facility in their neighbourhood and two thirds have family or friends that go along too. Two thirds go to local fitness sessions and more than half attend family events. 44% of respondents attend meetings of the local Residents Association.

Local people would like to see more community events and opportunities for people to get together as well as a wide range of other activities/facilities in their neighbourhood:

Parking
Neighbourhood Watch
Neighbours visiting elderly
Physical activities Thai chi
Skating Bowling
Gym Exercise classes
Climbing centre
Lunch clubs
Music events Yoga
Sunday assembly
Group tidy ups
Activities in sports centre

Residents go out of the neighbourhood to take part in family gatherings and fun days, fitness classes, swimming, dancing, music and crafts. They enjoy going out to eat and shop. They go to church. They take part in community focussed events. They go to local group meetings.

Finding out what's on

80% of those responding now use social media (Facebook etc.) to find out what is going on

locally, although half still like to be able to read leaflets dropped through their doors.

44% of respondents would like to be able to find information on community noticeboards and in local shops.

Crime and safety

Most residents lock windows and doors to protect themselves and their property from crime and will use a car alarm if they have one. More than 70% use padlocks on external buildings. Just over 27% security mark their property.

4 people attend their local Residents Association and just a couple are a member of their local Neighbourhood Watch.

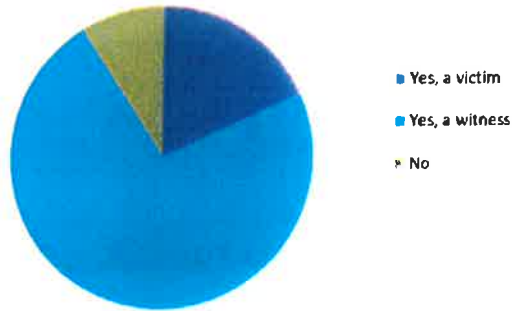
Whilst most feel very safe, or safe in their neighbourhood during the day; after dark 82% feel a little unsafe.

Ten out of the 11 respondents have either been a victim or witness to crime or anti-social behaviour in the last 12 months in their neighbourhood. The main types of activity include (in order of regularity):

- Damage to cars
- Drunken and offensive behaviour
- Violence
- Burglary
- Mugging
- Domestic arguments

Speeding was also a local issue that was mentioned.

Have you been a victim of - or witnessed - anti-social behaviour (ASB) or crime in your neighbourhood in the last 12 months?



The key things that would make residents feel safer in their neighbourhood are (in order of popularity):

- Security cameras/CCTV
- Greater police presence
- More street lighting

"The council turn off the lights at 12pm every night. This means the visibility isn't great and along with the terrible pavements it can be quite difficult if I am coming home

"The alleyway ...feels like a threatening and unsafe space to me.... Heavily littered with rubbish, condoms, dog litter. It is a disgrace."

Environment

63% of respondents feel the neighbourhood is not clean or maintained. Common problems include (in rank order):

- Litter
- Lack of street cleaning
- Untidy gardens
- Fly tipping
- Dog fouling

What would local people change?

Amongst those that we spoke to on the doorstep, lack of residents parking, traffic and better upkeep and maintenance of the area were the top three issues. Key changes that local people survey would like to see:

- Cleaner, tidier streets
- Free local parking/residents parking
- Greater police presence
- Security cameras

Suggestions also include changes to the one-way system on Avenue Road in order to improve the traffic flow and to the yellow lines at the end of Wesley Road.

"We are fed up with the road being used as a rat run...The road is being used by non-residents to park so they can catch the train or walk into town and not pay for parking."

Top 3 issues on the doorstep

The top 3 issues for those we spoke to on the doorstep are:

- Parking
- Traffic hold ups
- Upkeep and maintenance of the area

Getting involved

More than half of the questionnaire survey respondents said that they would be willing to get involved to help make a positive change in their community and a further 18% said "maybe".

"I work for the council and asked someone about the traffic problem in our area. They told me if we got enough people together we may be able to do something about it."

Of the eleven people we interviewed on the doorstep, six shared contact details with us and wanted to be kept up to date with future developments and opportunities to get more involved locally. A couple of residents expressed an interest in getting directly involved with some of the Resident's Association's activities.

Who did we speak to?

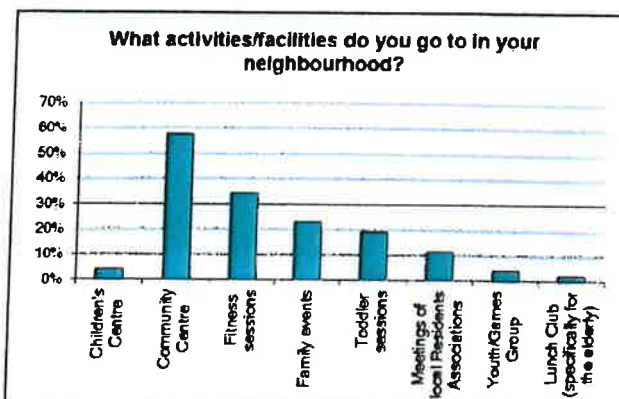
This profile is based on responses from 23 local residents from the Newtown area. Twelve filled in the questionnaire survey, published by TCAF and circulated by the local Residents Association. One of EnAct's Community Organisers also knocked on 39 doors in selected streets in the neighbourhood and interviewed a further 11 people.

Paxcroft Mead

"I love the area. There are lots of open spaces and good parks, it's really friendly."

Local activities/facilities

Fifty two local residents responded to the questionnaire survey to tell us about the activities or facilities that they go to in the Paxcroft Mead area. 58% of respondents use the community centre, with fitness sessions and family events next in popularity. 35 said that friends or family also attend local activities or facilities.



When asked what other facilities/facilities they would like to see locally, 18 comments called for more activities and facilities for young people and families. There were requests for more and better play areas, play facilities for older kids, skate-boarding, an off road cycle track, children's sports on the green and children's clubs.

Several respondents also want more toddler groups. Other individual suggestions include parenting workshops, cooking classes for parents of toddlers and help for parents to return to employment.

Suggestions for activities/facilities for older people include Goldies or sing and smile sessions.

"Lack of facilities especially near Castlemead"

A number of general sports and fitness facilities were proposed, including an outdoor gym, facilities for men's fitness, tennis courts and curling sessions. As for other leisure pursuits, suggestions included a local choir, old time dancing and walks. Three respondents want a local café or coffee shop. One suggested a community garden.

Cuts to the local bus service (the 234) were one of the top three issues identified by residents that we spoke to via the doorstep interviews.

Local people go out of the neighbourhood to take part in a wide range of other activities including:

Sport (top 2 activities)

- Swimming
- Gym

Leisure (top 4)

- Cinema
- Theatre
- Concerts
- Tea dances

Retail

- Restaurants
- Pubs
- Shopping

Clubs and classes (top 3 of a long list)

- U3A
- WI
- Civic Society

Young families

- Soft play areas
- Local park
- Baby/toddler groups

Three respondents go outside the neighbourhood to go to church. Three visit local support groups.

Finding out what's on

The majority of respondents (77%) find out what is happening in the local area via leaflets or fliers through the door. 37% use social media or community noticeboards. Other sources of local information include (in rank order) local shops and schools, email/internet, local papers, word of mouth, play group, church and posters in the street.

Residents would prefer to be kept informed via leaflets through the door or community noticeboards, although just over 30% would like to receive information via social media.

Crime and safety

Most residents protect themselves and their property from crime by locking windows, doors and cars and padlocking external buildings. Just over 30% of the 59 respondents said that they use a burglar alarm. Just 14% security marked their property. Four people said they attended local Resident's Association meetings and five were members of their local Neighbourhood Watch.

"Nice and quiet neighbourhood with support from neighbourhood police".

Almost everyone said they felt safe in Paxcroft Mead during the day, although less so at night with 37% feeling a little unsafe after dark and 2% very unsafe. Just 3 respondents said they had been a victim of anti-social behaviour or crime in the neighbourhood in the last 12 months whilst a further 7 had witnessed such behaviour. Activities included:

- Attempted burglary/break-ins
- Burglary
- Fighting and arguments
- Dangerous driving

- Noise nuisance
- Animal cruelty

The key things that would make local people feel safer are in rank order:

- Greater police presence
- Maintain and improve street lighting
- Neighbourhood watch
- Speed limits

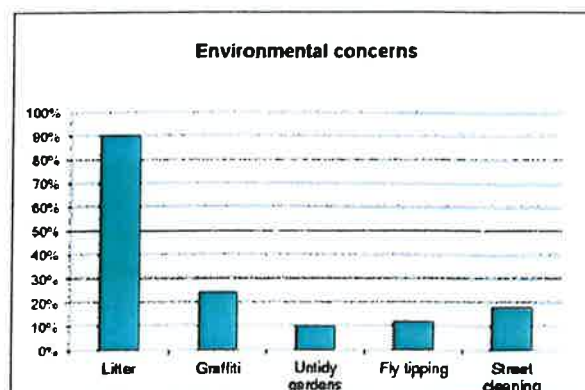
"traffic in road a nightmare - would be good to have traffic calming".

"It would be good to see a path on the main road (Leap Gate). I have to walk the kids to school along that way, with the new speed limit it's going to get dangerous."

Other individual ideas included CCTV, installation of pavements along Leap Gate and having a better understanding of the people in the neighbourhood area – building a sense of community.

Environment

63% of respondents feel that Paxcroft Mead is clean and well maintained. However, 90% of respondents identified litter as a local problem. 24% said that graffiti was a concern, 20% dog fouling and 18% a lack of street cleaning.



Other issues identified include a general lack of upkeep and maintenance - overhanging vegetation, lack of grass cutting and weeds,

lack of maintenance of playgrounds and communal areas and pavement parking.

"The lane out the back of my house is an absolute disgrace. I have complained about it to the local councillor. He keeps saying he will sort out the issue but never does anything about it."

Hulbert Close resident

Public transport

- Regular buses that are on time

"I am reliant on public transport and they are changing the route again, cutting the service back. It is quite frustrating for me, there has been no chance to have a say."

What would local people change?

The key things that local people told us that they would change about their neighbourhood are (in rank order):

Street cleaning/litter

- Regular litter collection or litter picking, more litter bins, checks for fly tipping, clean up of bus shelters, maintenance of lanes/alleyways, signs to deter people from dropping litter and leaving mess, more responsible dog owners

Grounds maintenance

- Hedge cutting and clearance of overhanging vegetation, better maintained parks and streets, garden fences maintained

Speeding/inconsiderate parking

- Tackling speeding and dangerous driving (particularly on Leap Gate), speed limits, traffic calming, bad drivers to be warned, policing of parking within the estate

Community

- More community involvement and civic pride, more opportunities for local events e.g. a community fayre, joint working between community and church

Young people

- More for young people, neighbourhood play area, pub/café with kids area

Top 3 issues on the doorstep

The top 3 issues for those we spoke to on the doorstep are:

- Leap Gate becoming a through road
- Cuts to the 234 bus service
- Lack of sense of community

Getting involved

Eight out of 49 questionnaire survey respondents said they would be willing to get involved to help make a positive change in their community and a further 18 (37%) said maybe.

Of the ten people we interviewed on the doorstep, a further five shared contact details with us and wanted to be kept up to date with future developments and opportunities to get more involved locally.

Who did we speak to?

This profile is based on responses from 70 local residents from the Paxcroft Mead area. Sixty filled in the questionnaire survey, published by TCAF and circulated by the local Residents Association. One of EnAct's Community Organisers also knocked on 27 doors in selected streets in the neighbourhood and interviewed a further 10 people.

Seymour

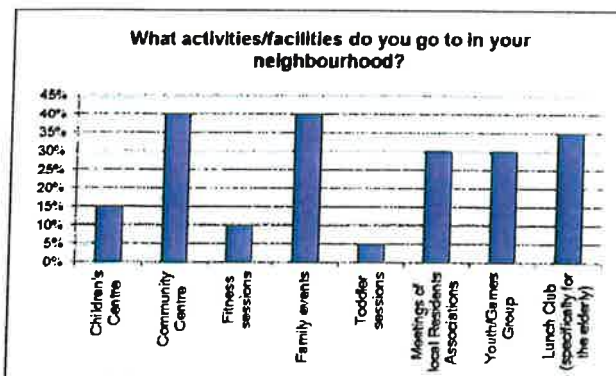
Just over two thirds of the people that we spoke to on the doorstep loved the Seymour area's local amenities, including its green spaces, the hub, access to town and quietness of the neighbourhood.

"Over the past 20 to 30 years we have built up a nice little community here. The Hub is a good place to find out what is going on locally and meet with others."

Local activities/facilities

20 residents (60% of those who took part in the questionnaire survey) told us about activities or facilities that they go to in the Seymour area. 15 residents said that family or friends attend local activities and facilities too.

The most commonly used facility is the community centre, whilst an equal number (40%) go to family events locally. 35% attend a local lunch club (for older people). 30% attend meetings of the local residents association. 30% of respondents also said they attend a youth/games group.



Residents want better local provision for young people. Their ideas include: improvements to the playing field to cater for children of all ages, larger facilities for teenagers/a youth club or hub, a kids club, supervised holiday activities, toddler sessions, a paddling pool and resurfacing of the basketball court. One respondent suggested that it might be good to have lessons on 'growing up' e.g. paying bills, keeping yourself safe, and drug awareness sessions.

"more activities for younger people....they need to be more involved within the community".

For older residents, suggestions include a 60 plus club, lunch club, regular visits from a chiropodist and keep fit for the over 60s.

Several people wanted to be able to go to fitness classes or a gym. Another respondent suggested football clubs, another wanted sports in the park. A range of other leisure activities were proposed including a local gardening club, bingo, dancing, films, ballroom and other dance groups or lessons.

Four respondents suggested facilities and activities to bring the community together. Two suggested a larger community building or hall. A summer fete and regular coffee mornings were also proposed.

Residents go out of the neighbourhood to attend a range of other activities/facilities including:

Fitness/sport (top 6 in popularity)

- Swimming
- Zumba
- Badminton
- Gym
- Fishing
- Dance

Leisure (top 3)

- Cinema
- Darts

- Walking

Young people (top 4)

- Local parks
- Childrens centres
- Youth clubs
- Toddler group

A number of individuals attend day centres, local support groups, lunch clubs, 60 plus club, coffee mornings, gardening or arts and crafts groups etc. Church meetings, council and other governance meetings were also listed.

Finding out what's on

Most people (80%) find out what's on in their neighbourhood via leaflets through the door. Community noticeboards, social media, local shops and schools are less utilised sources of information. Others include (in rank order): word of mouth/friends and neighbours, local papers or via the community hub.

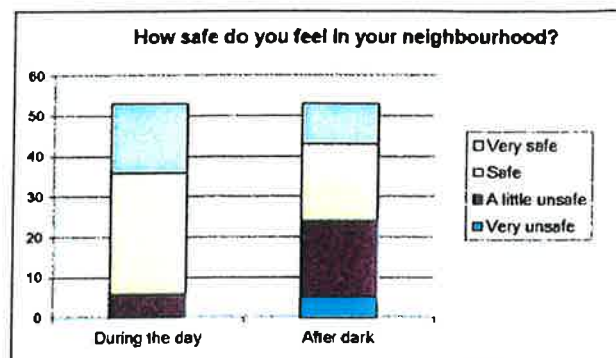
When asked how people would like to be kept informed, the response was relatively similar, with an overall preference for fliers or leaflets through the door.

Crime and safety

Most residents protect themselves and their property from crime by locking windows, doors and cars and padlocking external buildings. Just 5 respondents use a burglar alarm and 6 security mark their property. Eight residents said they attend their local Residents Association meetings and just 2 said they were a member of a Neighbourhood Watch group. Other security measures used included lights, CCTV and dogs.

"Most neighbours are friendly and our road is mostly quiet".

89% of residents felt very safe or safe in the neighbourhood during the day. This reduced to 55% after dark. Just 5 respondents (out of 53) said they had been a victim of anti-social behaviour or crime in the local area in the last 12 months and a further 9 had been a witness.



The types of activity reported included (in rank order):

- Domestic arguments
- Neighbour disputes/verbal abuse
- Dangerous driving
- Theft
- Drunken behaviour

The most commonly identified issue amongst those that we interviewed on the doorstep was noisy neighbours. Racism was also a concern. One victim reported that the police did not follow up a report of crime in their area.

The single things that would make people feel safer include (in rank order):

- Greater police presence (on foot)
- Improved street lighting/on for longer
- Reducing traffic speed

Other individual suggestions included CCTV, safer pedestrian crossings, stopping local drug dealer and for neighbours to look out for each other.

Environment

49% of respondents to the survey felt that the neighbourhood was clean and well maintained although lack of upkeep and maintenance of the area were within the top three issues mentioned by those we interviewed on the doorstep. Key concerns included (in rank order):

- Litter
- Untidy gardens
- Lack of street cleaning
- Dog fouling
- Fly tipping

"In the last 56 years of living here there has been a general decline in its (the area's) appearance".

"privately owned houses are left to deteriorate whilst some of the housing association homes need a facelift".

"The council and housing association don't pay any attention to this area at all. They will look after the posher areas but not the poorer ones. I haven't seen any street cleaners this year."

What would local people change?

Key changes that local people would like to see:

- Street cleaning – a general tidy up of the area.
- Dog mess to be cleaned up
- More activities and facilities for young people
- Control of speeding traffic
- Prevent parked cars from blocking roads and drives. A couple of people mentioned that the area was used for parking by people coming into the town for work or for the local hospital.

One individual wanted more dropped kerbs and level pavements to enable easier access by wheel chairs and mobility scooters. A pedestrian crossing on Seymour Road by the entrance to canal road (by the roundabout) was also proposed.

"If there was a pedestrian crossing on Seymour Road by the roundabout it would make it easier to cross when we are taking the children to school. Sometimes we have to wait 2 or 3 minutes for a break in the traffic."

Two survey respondents wanted to see more involvement by the community – people working together. This was reflected in the doorstep interviews with lack of community spirit/engagement one of the top 3 issues of concern locally. It was suggested that events like litter picks might help people to build some pride in their community, build community spirit and open doors for new activities. Another interviewee wanted more social events or activities.

Top 3 issues on the doorstep

The top 3 issues for those we spoke to on the doorstep are:

- Noisy neighbours
- Upkeep and maintenance of the area
- Lack of community spirit

Getting involved

Seven people (out of 50) questionnaire survey respondents said that they would be willing to get involved in helping to make a positive change in the community. A further 25 said maybe.

Of the nine people we interviewed on the doorstep, six shared contact details and wanted to be kept up to date with future developments and opportunities to get more involved locally. One mentioned that they would like to get more involved with local activities.

Who did we speak to?

This profile is based on responses from 62 local residents from the Seymour area. Fifty-three filled in the questionnaire survey, published by TCAF and circulated by the local Residents Association. One of EnAct's Community Organisers also knocked on 21 doors in selected streets in the neighbourhood and interviewed a further 9 people.

"I don't often see a policeman up here. Haven't seen one for years."

Most people (87%) feel very safe or safe in their neighbourhood during the day, although that figure reduces after dark to (a still very respectable) 75%.

Just 4 out of a total of 16 respondents record being either a victim or witness of crime and anti-social behaviour (ASB) in their neighbourhood in the last 12 months. The crimes/ASB included:

- Theft
- Assault
- Hate crimes against one respondent and their children
- Young people using offensive language.

The things that would make people feel safer in their neighbourhood are (in rank order):

- Greater police presence
- Better street lighting

"The younger kids are intimidated by older kids smoking pot in the parks and parents don't want to let their children out of their eyesight."

Environment

Just over half of all respondents to the survey would describe the neighbourhood as clean and maintained. However, upkeep and maintenance of the area came top of the issues raised by those we spoke to on the doorstep.

Common problems included (in rank order):

- Lack of street cleaning
- Litter
- Untidy gardens
- Pavements in poor condition
- Cars parking on pavements and verges

Other individual concerns included graffiti, fly tipping, lack of maintenance of roads, footpaths and street trees.

"Encourage children to have litter patrols and clean up the area. Schools could help. Perhaps a small reward for the most collected would motivate them."

What would local people change?

Key changes that local people would like to see:

- Cleaner streets/less litter
- Maintenance of roads, paths and verges
- No parking on pavements
- Clear up gardens
- Reduce anti-social behaviour

"It would be nice to see the park fixed. I don't feel comfortable letting my kids play there at the moment; it's full of broken glass and the equipment is broken too."
St. John's Crescent resident

Other individual concerns included vandalism at the park, traffic and speeding, the threat of loss of bus services (cuts to the T1 bus service were within the top three issues identified through the doorstep interviews) and a perceived lack of community spirit.

Positive suggestions from the doorstep interviews included re-opening the community centre, local skills initiatives such as woodwork and crafts to provide training to local residents whilst tackling issues such as upkeep and maintenance of the area.

"I want to see more organisations working in partnership in neighbourhoods, and not just the big ones, the little ones too."

Top 3 issues on the doorstep

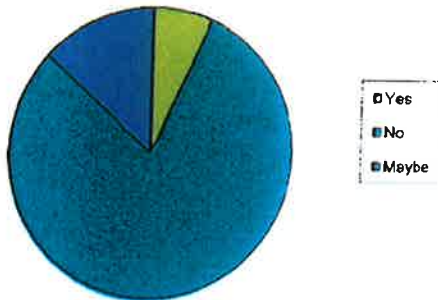
The top 3 issues for those we spoke to on the doorstep are:

- Upkeep and maintenance of the area
- Cuts to the T1 bus service
- Lack of community spirit

"I would love to play a part in helping young mums feel valuable and recognise their own skills locally. I would love to get involved with the local community group."

Getting involved

Would you be willing to get involved to help make a positive change in your community?



Just one individual said that they would be willing to get involved to help make a positive change in their neighbourhood, although two more said that they may be willing to do so.

Of the ten people we spoke with on the doorstep, seven shared contact details with us and wanted to be kept up to date with future developments and opportunities to get more involved locally. Three were keen to get involved with the Resident's Association and their activities.

Who did we speak to?

This profile is based on responses from 26 local residents from the Studley Green area. Sixteen filled in the questionnaire survey, published by TCAF and circulated by the local Residents Association. One of EnAct's Community Organisers also knocked on 17 doors in selected streets in the neighbourhood and interviewed a further 10 people.

APPENDIX A: MONITORING INFORMATION

Who took part in the consultation?

315	Number of people who filled out the questionnaire survey
83	Number of people who took part in 'listenings' (semi-structured interviews)
400	Total number of people who took part

The spread of responses was as follows:

Neighbourhood area	Questionnaire respondents	Doorstep interviews	Total
Bradley Gardens	23	16	39
College Estate	72	10	82
Dursley Road	9	10	19
Longfield Estate	70	7	77
Newtown	12	11	23
Paxcroft Mead	60	10	70
Seymour	53	9	62
Studley Green	16	10	26
No neighbourhood given	2		2
Total no responses	317	83	400

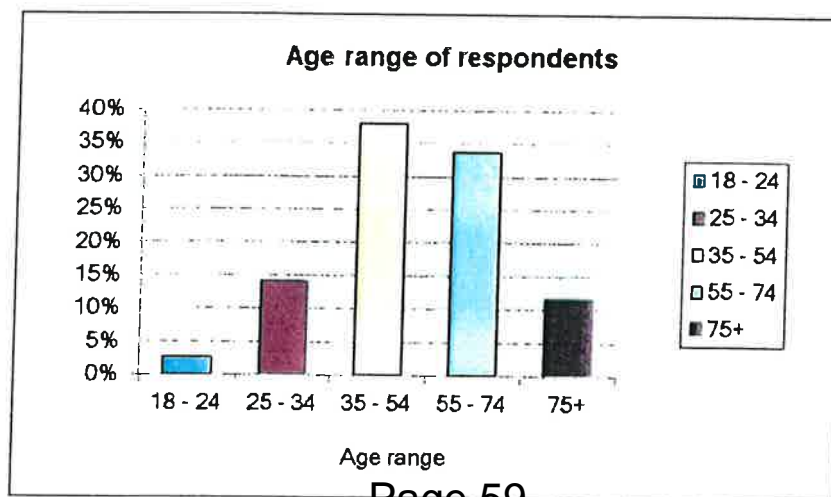
Detailed monitoring information was gathered from all those who undertook the questionnaire survey:

Gender

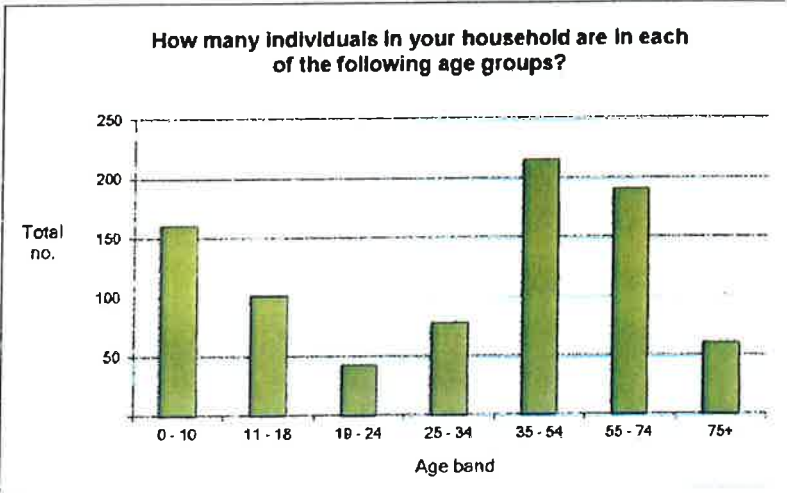
70% of all respondents were female (although 74 people did not respond to this question). In the listenings the results were quite different, with 56% of interviews being conducted with males

Age

38% of questionnaire respondents were aged 35-54 and 34% were aged between 55 and 74.



Respondents to the survey were asked to record the number of individuals in each household in different age brackets. The assumption is that the respondent will reply on behalf of the household as a whole (although this assumption must be treated with care). On this basis, the households who responded to the questionnaire survey contained a total of 848 individuals (see breakdown below).



Ethnicity

99% of all respondents to the questionnaire survey described themselves as white.

Disabilities

21% of all questionnaire survey respondents considered themselves to have a disability.

EnAct is a service provided by:



Neighbourhood Profiles Summary: Top issues and suggestions for the future

N/H	Top 3 issues on the doorstep	Key changes and suggestions from residents
Bradley Gardens	<ul style="list-style-type: none"> Upkeep and maintenance of the area Cuts to the T1 bus service Parking issues 	<ul style="list-style-type: none"> Clear up dog mess: more bins and fines for owners that don't clean up after their pets Better street cleaning: litter clearance, more bins, maintenance of verges, gulleys weeded and brushed, footpaths and access roads repaired Better garden maintenance: people taking more pride in their own gardens
College Estate	<ul style="list-style-type: none"> Traffic and speeding Lighting Cuts to the T1 bus service 	<ul style="list-style-type: none"> Litter: more bins, litter picks, more regular rubbish collections, an anti-litter campaign, notices, fines and a litter check near the college Dog fouling: more dog bins, notices asking owners to clear dog mess, clearance of dog mess from parks and play areas, temporary camera sites in dog mess prone areas and enforcement against those who don't clear up after their pets Street cleaning: more regular street cleaning, removal of fly tipping, roads and pavements repaired and maintained Parks and open spaces: better maintenance of parks and open spaces, more regular grass cutting and weeding Parking and traffic: more parking for local residents, action on speeding, improved traffic calming and stopping drivers using local roads at a 'rat run' (resident from Hawthorn Grove)
Dursley Road	<ul style="list-style-type: none"> Speeding Vandalism Dog fouling and litter 	<ul style="list-style-type: none"> Litter and upkeep: replacement of open litter bins outside shops, more bins, a volunteer to clear litter, regular cleaning of pavements, removal of overhanging vegetation, gardens maintained Traffic: better speed limit enforcement, people parking more sensibly Misc: greater enforcement by local agencies of existing legislation
Longfield estate	<ul style="list-style-type: none"> Boy racers in Tesco's car park Traffic and speeding by school Lights go off at night 	<ul style="list-style-type: none"> Litter/mess: more bins, regular rubbish collections, more regular street cleaning/ tidy ups, regular checks or inspections, dog owners to be more responsible for clearing up after their dogs Open spaces: regular grass cutting and maintenance of trees and hedges, better use of open space e.g. the land at the end of Longfield Road as community spaces, parks or picnic areas – or even to create more space for parking, residents to maintain their gardens Parking and traffic: more parking facilities for local residents, parking controls, tackle speeding Crime and safety: tackle noise nuisance/ASB, improvements to street lighting

Newtown	<ul style="list-style-type: none"> • Parking • Traffic hold ups • Upkeep and maintenance of the area 	<ul style="list-style-type: none"> • Upkeep: cleaner, tidier streets • Crime and safety: greater police presence, security cameras • Traffic and parking: changes to the one-way system on Avenue Road in order to improve the traffic flow and to the yellow lines at the end of Wesley Road, free local parking/residents parking
Paxcroft Mead	<ul style="list-style-type: none"> • Leap Gate becoming a through road • Cuts to the 234 bus service • Lacks a sense of community 	<ul style="list-style-type: none"> • Street cleaning/litter: regular litter collection or litter picking, more litter bins, checks for fly tipping, clean up of bus shelters, maintenance of lanes/alleyways, signs to deter people from dropping litter and leaving mess, more responsible dog owners • Grounds maintenance: hedge cutting and clearance of overhanging vegetation, better maintained parks and streets, garden fences maintained • Speeding/inconsiderate parking: tackling speeding and dangerous driving (particularly on Leap Gate), speed limits, traffic calming, bad drivers to be warned, policing of parking within the estate • Community: more community involvement and civic pride, more opportunities for local events e.g. a community fayre, joint working between community and church • Young people: more for young people, neighbourhood play area, pub/café with kids area • Public transport: regular buses that are on time
Seymour	<ul style="list-style-type: none"> • Noisy neighbours • Upkeep and maintenance of the area • Lack of community spirit 	<ul style="list-style-type: none"> • Street cleaning: a general tidy up of the area, dog mess to be cleaned up • Young people: more activities and facilities for young people • Traffic: control of speeding traffic, prevent parked cars from blocking roads and drives. A couple of people mentioned that the area was used for parking by people coming into the town for work or for the local hospital
Studley Green	<ul style="list-style-type: none"> • Upkeep and maintenance of the area • Cuts to the T1 bus service • Lack of community spirit 	<ul style="list-style-type: none"> • Upkeep and maintenance: cleaner streets/less litter, better maintenance of roads, paths and verges, clear up gardens • Misc: no parking on pavements, reduce anti-social behaviour

For the full neighbourhood profiles, see the **Wellbeing Trowbridge Neighbourhoods Project Consultation Report**, produced by EnAct on behalf of Trowbridge Community Area Futures.



Child Sexual Exploitation (CSE)

Blair Keltie: Service Manager CSE &
Missing Children, Childrens Services,
Wiltshire Council

What is CSE?

Project Phoenix: Children's Society in collaboration with young people

“Someone taking advantage of you sexually, for their own benefit. Through threats, bribes, violence, humiliation, or by telling you that they love you, they will have the power to get you to do sexual things for their own, or other people's benefit or enjoyment (including: touching or kissing private parts, sex, taking sexual photos).”

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Three men jailed after investigations into child sex grooming in Rochdale and Oldham

3:46, 15 AUGUST 2014 UPDATED 10:42, 15 AUGUST 2014 BY NICHOLA JONES

The offences involved two teenage girls and a teenage boy who were all living in independent care homes in Rochdale

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Stal Ahmed, Olan Rasul and Hassan Ali

Three men have been jailed after investigations into child sex grooming in Rochdale and Oldham.

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ROTHERHAM CHILD ABUSE SCANDAL

A shocking report, published in August 2014, revealed 1,400 children were sexually exploited in Rotherham over a 16-year period as authorities failed to tackle the group grooming the vulnerable girls for fear of being labelled racist.

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News Greater Manchester News Wintahill Street Crown Court

Rochdale sex attacks: Men sexually abused teenagers after plying them with booze and drugs

3:03, 17 APRIL 2015 UPDATED 12:08, 17 APRIL 2015 BY NEAL KIBLING

Amjid Khan and Gul Zaman have both been jailed after carrying out a string of sex offences against two teenagers in Rochdale

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News Greater Manchester News Rochdale

Four men charged in connection with child sexual exploitation in Rochdale

3:02, 14 AUGUST 2014 BY JON CROFTON

Defendants from Rochdale and Oldham charged with offences including rape and sexual activity with a child

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Derek Packham jailed for string of child sex abuse offences against children in Corsham

By [Tristan Cork](#) | Posted: September 15, 2015



Derek Packham

Comments (0)

UPDATE: There could be more victims' say detectives - click [HERE](#)

Derek Packham has been jailed for eight and a half years, with another five years on extended licence after he pleaded guilty to a string of sex offences against several children over a number of years.

Swindon Crown Court heard how Packham, now 50 and living in Chippenham, abused a group of young children at parties held at his home in Corsham.

He pleaded guilty to nine counts of sexual assault, nine counts of sexual activity with a child, one count of inciting a child to commit sexual activity of making indecent images of children and one count of having indecent images on his phone.

CSE: It couldn't happen here, could it?

The sexual exploitation of children and young people is a form of sexual abuse. It is not new. What is new is the level of awareness of the extent and scale of the abuse and of the increasingly different ways in which perpetrators sexually exploit children and young people. Ofsted Nov 2014

Grooming

- Grooming refers to actions deliberately aimed at establishing an emotional connection and trust with a child or young person in order to increase the likelihood of them engaging in sexual behaviour or exploitation.

(Disturbing) Signs of Grooming/CSE

- Regularly missing from home or school and staying out all night
- Change in behaviour – becoming aggressive and disruptive or quiet and withdrawn.
- Unexplained gifts or new possessions such as clothes, jewellery, mobile phones or money that can't be accounted for.
- Increase in mobile phone use or secretive use
- Appearing to be under the influence of drugs or alcohol
- Being picked up or dropped off in cars by unknown adults
- A significantly older 'boyfriend' or 'friend' or lots of new friends
- Spending excessive amount of time online and becoming increasingly secretive about time spent online
- Sudden involvement in criminal behaviour or increased offending
- Sexual health problems

CSE Strategy

There are a number of ways in which local authorities, police and other key partners can reduce the prevalence of CSE.

- **Prevent** the abuse from happening;
- **Protect** young people who are victims or at risk of sexual exploitation;
- **Prosecute** offenders wherever possible;
- Publicise this activity, including how people can report Child Sexual Exploitation.

Area boards

- The area boards are a way of working to bring local decision making back into the heart of the community. They are a formal part of Wiltshire Council that try to find solutions for local issues
- By working in partnership with local communities, the council can achieve so much more than it ever could on its own. We hope this will lead to better services, better communities and a better quality of life for everyone in Wiltshire.

Local Government Association (LGA)

All councils should assume that CSE is happening in their area and take proactive action to prevent it. It's not just a job for the lead member for children's services

The pack is aimed at elected members at all levels. We all have a role to play in keeping children safe, and councils cannot stamp out CSE without the help of the wider community.

Councillors have a key role to play in this, and should not be afraid to raise these issues within the communities they represent. –

- [Tackling child sexual exploitation: A Resource Pack for Councils](#)



WSCB Guidance

Wednesday, 16 September 2015

WILTSHIRE SAFEGUARDING CHILDREN BOARD



Home Children & Young People Parents/Carers Professionals Contact Us

Child Sexual Exploitation and Abuse (CSE) information, advice and support

The WSCB CSE Handbook and Toolkit is currently being updated and will be available soon!

[Training](#)

A new 1 day multi-agency training course is now available. The course will provide guidance in use of the new CSE Toolkit.

In addition there is an online CSE module for staff who need a basic awareness of CSE.

For more information about either course and to book on go to www.wiltshirepathways.org

[Barnardo's 'Cut them Free' Campaign](#)

The following leaflets have been produced by Barnardo's on launching its 'Cut them Free' campaign to reduce the number of children experiencing the horror of sexual exploitation in the UK.

Be aware, Stay alert, Keep Safe!

CSE and Missing Children (Emerald)Team

Wiltshire.MCandRMG@wiltshire.gcsx.gov.uk

Blair Keltie: Service Manager CSE & Missing Children

Karen Stokes: Missing Children & WRMG Coordinator

Jackie Young: CSE Social Worker

Sarah Davis-Solan: CSE Team Business Support Officer

Finola Jones: CSE Adolescent Support Worker

If the child is at risk of significant harm do not delay. If you believe that a child or young person has suffered or is at risk of suffering significant harm, then you must follow Child Protection procedures. You should discuss any concerns with your safeguarding lead. You can consult with or refer your concerns to children's social care the Multi-Agency Safeguarding Hub (MASH) on 0300 456 0108 (Wiltshire) Out of hours Emergency Duty Team: 0845 6070 888

Shaping the future of children's centres in Wiltshire: Focusing support towards vulnerable families

Consultation September –November 2015

What are children's centres?

- In line with Government requirements Wiltshire created 30 designated Sure Start children's centres between 2006 – 2011.
- The initial centres were located within areas with the highest levels of deprivation and additional centres were set up in areas with a higher population of children aged under five.

Their Core Purpose was:

- To support good early child development and school readiness.
- To raise parenting aspirations and improve parenting skills.
- To improve child and family health and life chances.

Why are we consulting on the future delivery of children's centre services?

- Wiltshire's children's centre services are delivered by four of voluntary and community sector organisations and these contracts finish in June 2016
- The Council has less funding to deliver these services and so we need to find ways to ensure that the money spent has the greatest positive impact on young children's development.
- Wiltshire Council wants to maximise support for families living in the most deprived areas whilst retaining countywide service coverage.

Consultation to date

- **January 2015** event for children centre providers, parents, health visitors, midwives, family learning and community sector providers.
- **January – March 2015** Annual Conversations held in each Children's Centre cluster to listen to the views of the Advisory Boards.
- **June 2015** event held for all members of Children's Trust Stakeholder Partnership
- **July 2015** event for providers and Early Years Stakeholders
- A survey of parents and early years' providers on awareness and effectiveness of the work of the children's centres.

What have people told us so far?

- Parents value the relationships that they make with the staff and the support that is offered.
- Partnership working makes the most difference to outcomes for young children and their families.
- The clustering of children's centre services would provide more flexibility of staff and efficient use of buildings.
- Children's centre services could be more accessible if they are taken out into community settings - providers are already offering services in other locations that are more convenient to families because some buildings are not situated in the best location.

How can we make this happen?

- Refocus the current resources to deliver more services to the wider community with less emphasis on the buildings they are delivered from.
- The space released by this could be used to provide more childcare places for 3 and 4 year old children of working parents.
- Ensure children's centre staff continue front line delivery of services where it is most needed
- Focus on outcomes, service delivery and partnerships
- Encourage children's centre services to be flexible and innovative

Proposed future delivery model for Wiltshire

From July 2016, it is proposed that children's centre services are delivered from 15 key buildings based in four geographical clusters – North, East, South and West.

The proposals on where children's centre should be located in the future are based on the following factors:

- the level of deprivation in each area
- the number of children aged under five living in the area
- the suitability of current buildings to deliver children's centre services
- the potential to expand childcare provision



Proposed children's centre buildings

- North children's centre buildings:
 - Cricklade; Royal Wootton Bassett; Chippenham (The Rise); Chippenham (Spring Rise); Calne
- South children's centre buildings:
 - Salisbury City; Salisbury (Little Folly); Bulford; Tisbury
- East children's centre buildings:
 - Tidworth (Windmill Hill); Pewsey; Devizes South
- West children's centre buildings:
 - Trowbridge (Studley Green)
 - Westbury (White Horse)
 - Melksham (Canberra)

Proposed children's centre buildings to change their use

- Malmesbury
- Chippenham (Kings Rise)
- Corsham
- Trowbridge (Bellefield)
- Bradford on Avon
- Trowbridge (Longfield)
- Warminster (Happy Feet)
- Melksham (Kings Park)
- Salisbury (Elim)
- Downton (Clearbury)
- Amesbury (Five Wishes)
- Mere
- Wilton
- Marlborough

What do these proposals mean for Trowbridge?

- The Bellefield and Longfield Centres would no longer be designated children's centres
- A single children's centre site would remain at Studley Green as the ' hub ' from which all Trowbridge children's centre services are delivered
- Bellefield Centre is within the school site and the Head teacher is keen to take back the use of this space for delivery of school services
- The Longfield site is within the Oasis Academy and there is a potential for expansion of childcare provision on this site.
- Services in Longfield are already delivered from the Tesco Room (which is on the Longfield side of town) and the town hall.
- There is a range of community buildings from which children's centre services could be delivered including: Longfield Community Centre, Paxcroft Mead Community Centre, West Ashton Village Hall, Steeple Ashton Village Hall, Southwick Village Hall.

Supporting information

- The current three children's centre buildings are in close proximity to each other. Transport within Trowbridge is good to enable families to access services in a range of settings.
- Longfield:
 - Estimated number of children under the age of 5 in the area – 1073
 - Whilst 827 are registered with the children's centre only around 137 (16.5%) families have been seen at the centre for more than 6 sessions in the last year
- Bellefield:
 - Estimated number of children under the age of 5 in the area – 1128
 - Whilst 777 are registered with the children's centre only around 136 (17.5%) families have been seen at the centre for more than 6 sessions in the last year

What do these proposals mean for the delivery of help for families with young children?

- Children's centre staff will continue front line delivery of services and support in a wider range of locations through more use of other community buildings.
- Proposed children's centre buildings will be used as a base for staff in each of these areas
- Families with young children will continue to access support through more increased partnership working with Midwives and Health Visitors.
- Areas with the greatest levels of need and more young children will continue to have access to a designated children's centre building in or very close to their local community.
- There will be greater availability of childcare places in communities where more provision is needed.

Have your Say

- We want to hear what you think of these proposals.
- Please complete the online questionnaire at <http://www.wiltshire.gov.uk/wiltshirechildrenscentressurvey.htm>

Or e-mail: debbie.hirons@wiltshire.gov.uk



Children's centre consultation document
Shaping the future of children's centres in Wiltshire:
Focusing support towards vulnerable families



“The children’s centre has made a great difference to myself and my children. They are supportive in every way possible. They are happy and friendly, and make you feel comfortable so you can talk to them about everything and they are very understanding. They have made me feel more confident in myself. The centres, the staff here are great.”

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1. What are children's centres?

- 1.1 The national programme to develop children's centres started in 2004 with a focus on pre-school children and their families. Services provided through children's centres play a key role in supporting good early child development and school readiness, helping parents in the crucial early years of a child's life, and improving child and family health.
- 1.2 In line with central government requirements, Wiltshire created 30 designated children's centres between 2006 and 2011 with the initial centres located within areas with the highest levels of deprivation and additional centres set up in areas with a higher population of children aged under five.
- 1.3 Nationally, the future of children's centre services is being considered. The Childcare and Education Minister has launched a national consultation.

"This consultation is not just about the bricks and mortar of children's centres – it's about what they provide as part of the integrated services for children and families locally. I want to dig deep to see if we are maximising their impact and really helping the people that need it most"

Sam Gyimah M.P.
Childcare and Education Minister,
July 2015. Launching the national
consultation on children's centres

“The support from (children's centre) outreach has helped me gain the confidence and strength to make mine and my child's life better, it's completely changed my life.”

2. Why are we consulting on the future delivery of children's centre services?

- 2.1 Wiltshire's children's centre services are delivered by a number of voluntary and community sector organisations. The contracts for children's centres finish in June 2016 and the council is looking at how to ensure that the money spent has the greatest positive impact on young children's development before re-tendering the contracts.
- 2.2 There has been significant change in both national and local policy on early years since the children's centres contracts started in 2011. Nationally the Childcare Minister has emphasized the importance of delivering support in the community rather than focusing on the buildings. Locally the use of partnerships with midwifery, health visiting, childcare providers and schools will allow us to deliver effective support to those families that most need it where they are able to access it, ensuring that more children have the best start in life and are ready for school.
- 2.3 The Government's policy on free early education for disadvantaged two year olds and the recent announcement on the increase in free early education for three and four year olds means that the Council needs to look at how to create more childcare places as part of its early years strategy. There is an opportunity to consider this agenda alongside delivery of children's centre services.
- 2.4 Along with other local authorities across the country, Wiltshire Council has significantly less funding available due to reductions in central government funding. We therefore need to find ways to continue to meet the needs of young children and their families through re-shaping service delivery whilst looking at opportunities to save money.

3. Wiltshire's current delivery model

- 3.1 There are currently 30 registered children's centres in Wiltshire delivering services from 28 children's centre buildings (in both Devizes and Salisbury, two registered centres operate from the same building). In each area of the county, some children's centre services are already delivered from other community buildings to provide easier access for families. Some children's centres operate in clusters to provide efficiency in the use of staff and resources.



Information about Wiltshire's children's centres

Geographical area of Wiltshire	Children's centre	No of under fives in the area (ONS mid-year population estimate 2013)	No of under fives registered with a children's centre	Deprivation ranking* (1=highest need)	No of under fives in top 30% of deprivation**
North	Malmesbury	1207	803	30	0
	Cricklade	1574	1118	26	0
	Royal Wootton Bassett			28	95
	Chippenham (The Rise)	2419	1768	27	0
	Chippenham (Kings Rise)			23	0
	Chippenham (Spring Rise)			17	176
	Calne	1371	941	20	107
	Corsham	1487	959	22	0
East	Tidworth (Windmill Hill)	1610	1155	19	0
	Marlborough	1085	736	24	0
	Pewsey	593	546	9	0
	Devizes (South)	1870	1453	18	0
	Devizes (North)			14	
South	Salisbury (City)	2487	1486	6	0
	Salisbury (Elim)			15	196
	Salisbury (Little Folly)			1	294
	Downton (Clearbury)	1215	792	21	0
	Amesbury (Five Wishes)	2567	1663	12	0
	Bulford			25	
	Mere	912	680	4	0
	Tisbury			13	
	Wilton			7	
West	Bradford on Avon	798	643	29	0
	Trowbridge (Bellefield)	3166	2543	2	203
	Trowbridge (Studley Green)			3	152
	Trowbridge (Longfield)			8	165
	Westbury (White Horse)	2672	1992	10	97
	Warminster (Happy Feet)			16	0
	Melksham (Kings Park)	1484	1440	5	205
	Melksham (Canberra)			17	0

* This ranking is based on Wiltshire Public Health data. Calculations include rurality as a key factor

** Top 30% of deprivation means that these are amongst the 30% most deprived areas of the country

4. Proposed future delivery model for Wiltshire

- 4.1 Our proposed future delivery model is based on the view of children's centre staff, early years professionals and parents that it is front line staff and effective partnership working that makes the most difference to families.
- 4.2 From July 2016, it is proposed that children's centre staff are based in 15 key buildings in four geographical clusters – North, East, South and West Wiltshire. The proposals on where children's centre buildings should be located in the future are based on the following factors:
- the level of deprivation in each area
 - the number of children aged under five living in the area
 - the suitability of current buildings to deliver children's centre services
 - the potential to expand childcare provision
- 4.3 Where children's centre buildings are de-registered, services will be delivered by staff in the community through outreach support.
- 4.4 All children's centres will work together to deliver services and some children's centres may deliver more support than they do now.
- 4.5 The proposed future model of delivery is set out in the table overleaf. A number of buildings currently used to deliver children's centre services would change their use so that additional childcare provision or other support for young children can be provided in local communities. It is proposed that the two children's centre buildings in Marlborough and Wilton will no longer be providing services for young children.



“Before I saw my (children's centre) family support worker I was really struggling with everything and I couldn't see a way out. I feel like a huge weight has been lifted off my shoulders and I can finally breathe. I finally feel like I'm a great mum and wouldn't have been able to do any of it without your help.”

Proposed future use of current children's centre buildings

Geographical area of Wiltshire	Children's centre	Proposed future use of building	Closest children's centre which will provide support in the future
North	Cricklade	Remain as a children's centre building	Not applicable
	Royal Wootton Bassett	Remain as a children's centre building	Not applicable
	Chippenham The Rise	Remain as a children's centre building	Not applicable
	Chippenham Spring Rise	Remain as a children's centre building	Not applicable
	Calne	Remain as a children's centre building	Not applicable
	Malmesbury	Malmesbury is the least deprived area in the county and is not a priority area for a children's centre building. Discussion will take place with Malmesbury Primary School about the future use of the building, including potential for the expansion of childcare.	Chippenham The Rise
	Chippenham Kings Rise	This building is not in the most appropriate part of town. There are other buildings in the community that are suitable for the delivery of children's centre services. The current building could be used for the expansion of childcare provision.	Chippenham The Rise
	Corsham	There are other buildings in the community that are suitable for delivery of children's centre services. The current building could be used for the expansion of childcare provision.	Chippenham Spring Rise

Geographical area of Wiltshire	Children's centre	Proposed future use of building	Closest children's centre which will provide support in the future
West	Trowbridge Studley Green	Remain as a children's centre building	Not applicable
	Westbury White Horse	Remain as a children's centre building	Not applicable
	Melksham Canberra	Remain as a children's centre building	Not applicable
	Trowbridge Bellefield	There are two other children's centres located close to Bellefield. This building is not in the most appropriate part of town. There are other buildings in the community that are suitable for the delivery of children's centre services. The current building could be returned to the school.	Trowbridge Studley Green
	Bradford on Avon	This area has a low level of deprivation and so the centre is not in a priority area. There are other buildings in the community that are suitable for delivery of children's centre services. The current building could be used for the expansion of childcare provision.	Trowbridge Studley Green
	Trowbridge Longfield	There are other buildings in the community that are suitable for delivery of children's centre services. Discussion could take place with Oasis Academy about the future use of the building, including potential expansion of childcare provision.	Trowbridge Studley Green
	Warminster Happy Feet	There are other buildings in the community that are suitable for delivery of children's centre services. Discussion could take place with Princecroft Primary School about the future use of the building, including potential expansion of childcare provision.	Westbury White Horse
	Melksham Kings Park	There are other buildings in the community that are suitable for delivery of children's centre services. Discussion could take place with River Mead Academy about the future use of the building, including potential expansion of childcare provision.	Melksham Canberra

Geographical area of Wiltshire	Children's centre	Proposed future use of building	Closest children's centre which will provide support in the future
South	Salisbury City	Remain as a children's centre building.	Not applicable
	Salisbury Little Folly	Remain as a children's centre building.	Not applicable
	Bulford	Remain as a children's centre building.	Not applicable
	Tisbury	Remain as a children's centre building.	Not applicable
	Salisbury Elim	Staff already based in Salisbury City Children's Centre with delivery from community buildings.	Salisbury City
	Downton Clearbury	There are other buildings in the community that are suitable for the delivery of children's centre services. The current building could be used for the expansion of childcare provision.	Salisbury City
	Amesbury Five Wishes	There are other buildings in the community that are suitable for the delivery of children's centre services. The current building could be used for the expansion of childcare provision.	Bulford
	Mere	Whilst Mere is ranked high in public health deprivation rating, this is due in a large part to rurality and access to services. There are other buildings in the community that could potentially increase this access. Discussion could take place with Mere Primary School about the future use of the building, including potential expansion of childcare provision.	Tisbury
	Wilton	There are other buildings in the community that are suitable for delivery of children's centre services.	Salisbury City
East	Tidworth Windmill Hill	Remain as a children's centre building.	Not applicable
	Pewsey	Remain as a children's centre building.	Not applicable
	Devizes South	Remain as a children's centre building.	Not applicable
	Devizes North	Staff already based in Devizes South Children's Centre with delivery in community buildings.	Devizes South
	Marlborough	There are other buildings in the community that are suitable for delivery of children's centre services. The current building could be offered to the community for alternative use.	Pewsey

Proposed children's centre locations from July 2016

Legend

- Children's Centres
- Delivery of Children's Centre Services from Other Buildings in the Community

Clusters

NAME

- EAST
- NORTH
- SOUTH
- WEST



5. What do these proposals mean for the delivery of help for families with young children?

- Available funding will be used to retain children's centre staff to continue front line delivery of services and support.
- Open access services for all families with young children will continue through more use of community buildings and increased partnership working with Midwives and Health Visitors.
- Areas with the greatest levels of need and more young children will continue to have access to a designated children's centre building in or very close to their local community.
- Reducing the number of children's centre buildings and establishing a four-area model will provide an opportunity for more sharing of management and administration costs.
- Children's centre services will be available in a wider range of locations through more use of other community buildings.
- There will be greater availability of childcare places in communities where more provision is needed.

6. What happens next?

- 6.1 The consultation on the future delivery of children's centre services will include presentations at Area Boards, a series of local community meetings and a questionnaire to make sure as many people as possible can let us know what they think about the proposals.
- 6.2 A decision about the future delivery of children's centre services will be taken by Wiltshire Council Cabinet in November 2015 following full consideration of the consultation findings.
- 6.3 The consultation will run through until 6 November 2015. We would very much like to know what you think of these proposals. Please let us know what you think by visiting the website at www.wiltshire.gov.uk/wiltshirechildrenscentressurvey and completing the online questionnaire.

Contact us:

Web:

www.wiltshire.gov.uk/wiltshirechildrenscentressurvey

Email:

Childrenstrust@wiltshire.gov.uk





Children's centre services consultation **questionnaire**

Please complete this questionnaire online at www.wiltshire.gov.uk/wiltshirechildrenscentressurvey or return it to: Debbie Hiron, Children's Services, Wiltshire Council, County Hall, Bythesea Road, Trowbridge, BA14 8JN

1. From which of the following venues do you think children's centre services should be delivered? – please tick the three most important
- Village Halls
 - Schools
 - Community centres
 - Pre-schools/nurseries
 - Online
 - Children's centres
2. Please list any other venues in your local area which you feel children's centre services could be delivered from.
-
3. If less money was available for children's centre services, which of the following would you prefer?
- Keep existing buildings open, but with fewer services available for families in the area
 - Reduce children's centre buildings, but keep existing services available at alternative venues in your local area
- c. Other – please specify
-
4. How much do you agree with the following statement?
"It is important for children's centre buildings to be in areas that have more vulnerable children."
- Strongly agree
 - Agree
 - Disagree
 - Strongly disagree
 - Don't know
5. How much do you agree with the following statement?
"It is important to offer more services to vulnerable children than to all children."
- Strongly agree
 - Agree
 - Disagree
 - Strongly disagree
 - Don't know
6. Do you think that more groups/activities offered by your children's centre could be run by volunteers and/or community groups in your local area?
- Yes
 - No
 - Don't know
7. What is your home postcode? This is really important so that we can analyse the results in your areas.
-
8. Are you a children's centre user?
- Yes
 - No
9. If you have children, **how old is your youngest child?**
- Under 1 years old
 - 1 years old
 - 2 years old
 - 3 years old
 - 4 years old
 - 5 years old or older

10. Are you a:

- Professional
- Parent/carer of a child aged under 5
- Other

11. How old are you –
please select one option below

- 13 or under
- 14-19
- 20-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65 – 74
- 75 or over

12. Are you:

- Male
- Female

13. Do you consider yourself to be a lone
parent?

- Yes
- No

14. Do you consider you have a disability or
long term illness?

- Yes
- No
- Prefer not to say

15. Do you consider yourself to be:

- Heterosexual
- Bi-sexual
- Homosexual
- Transgender
- Prefer not to say

14. What is your ethnic origin?

- White
- Mixed multiple ethnic group
- Asian/Asian British
- Black/African/Caribbean/Black British
- Other ethnic group please say

If other please say

19. What is your view of the proposal for the
model of delivery of future children's centre
services?

20. What issues does the council need to
consider in the new model?

Thank you for taking the time to complete this questionnaire.

Information about Wiltshire Council services can be made available on request in other languages and formats such as large print and audio.

Please contact the council by telephone on **0300 456 0100** or email: customerservices@wiltshire.gov.uk

Trowbridge Area Board Thursday, 17th September

Dick Tonge
Cabinet Member for Finance

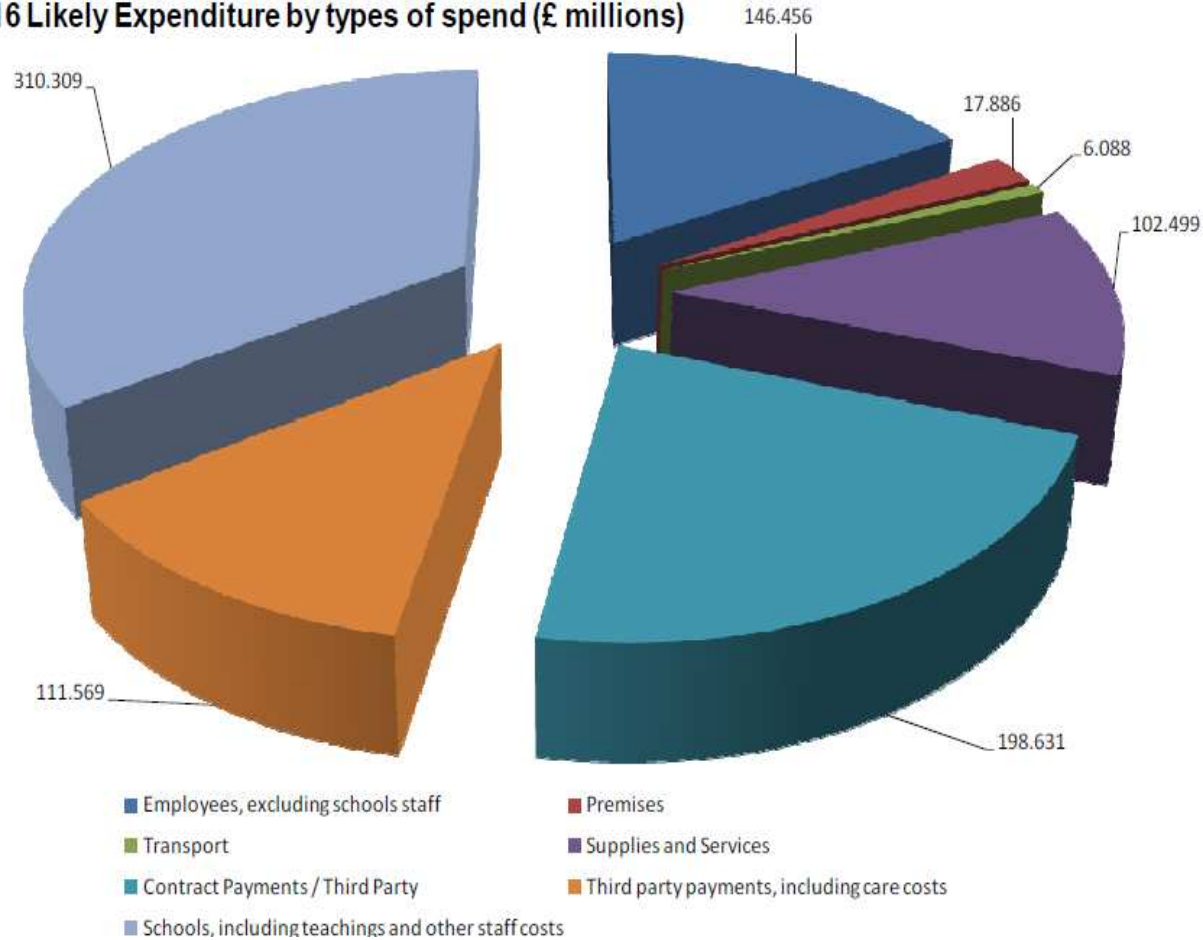
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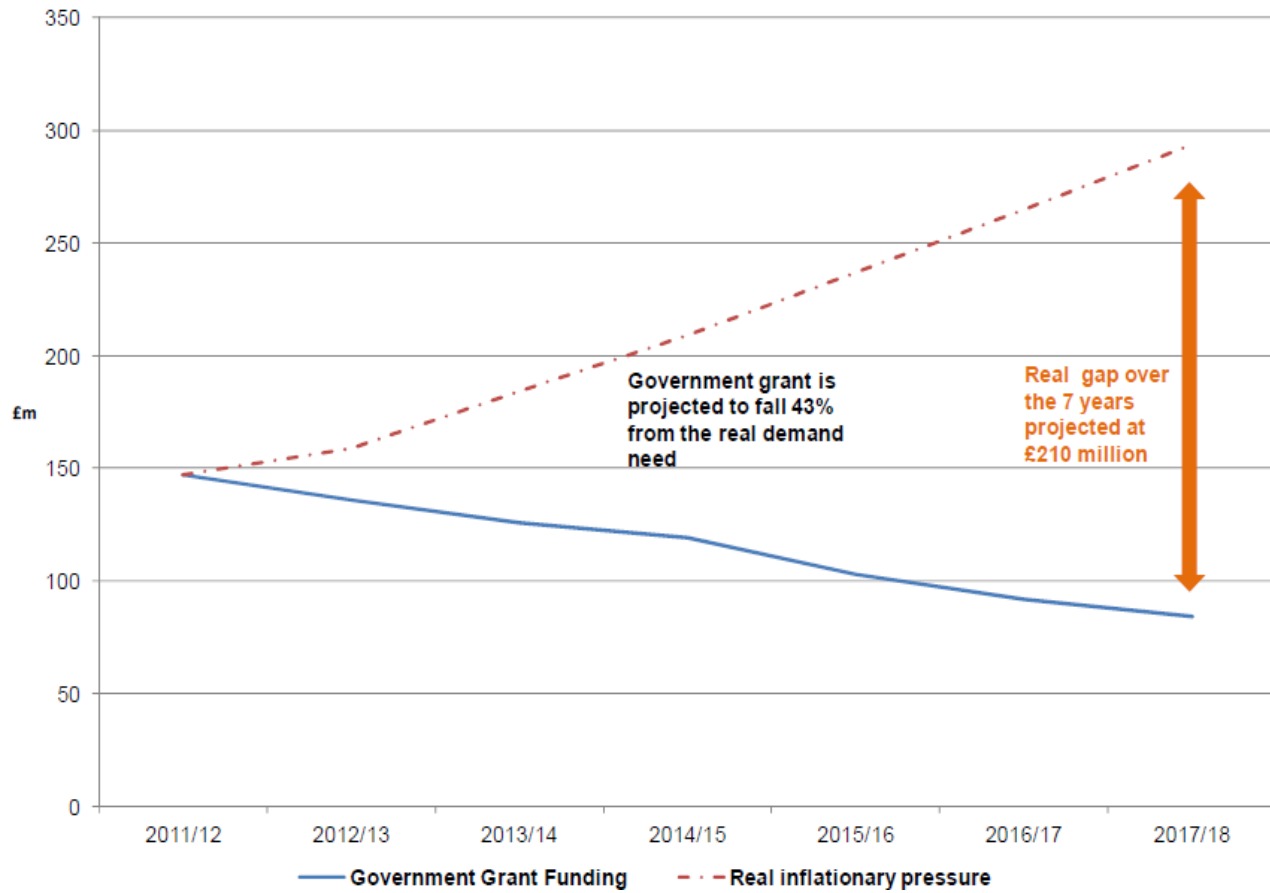
- Finance
- Performance
- Risk
- Systems Thinking
- Procurement
- Welfare Reform

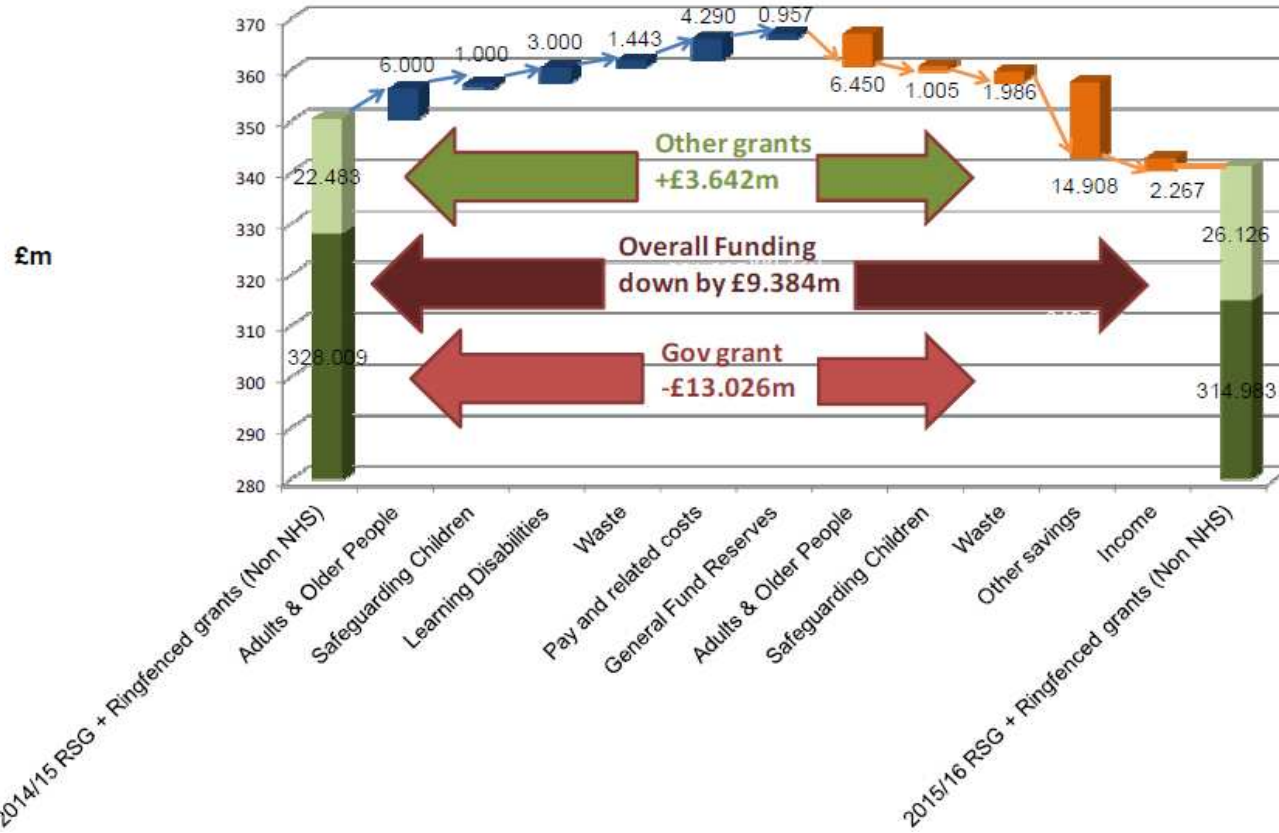
- But 90% of the job is Finance



2015/16 Likely Expenditure by types of spend (£ millions)







The overall position for 2015/16 reflected in this report is therefore:

	<u>£m</u>	<u>£m</u>
2014/15 Revised Base Budget		328.009
Plus		
<i>Medium term financial plan - Net demand and inflation (paras 7.1)</i>	16.690	
		<u>344.699</u>
Less		
<i>Savings & Income (as set out at Section 9):</i>		(29.716)
		<u>314.983</u>
Net budget requirement		
Financed by		
• SFA (paragraphs 6.3 to 6.6) plus 2015/16 Council Tax Freeze Grant		(53.598)
• Baseline Funding Business Rates Retention (paragraphs 6.3 to 6.6)		(52.542)
•		
Amount to be found from the Collection fund through Council Tax		(208.843)

Questions