

# MINUTES

**Meeting:** SOUTH WEST WILTSHIRE AREA BOARD  
**Place:** The New Remembrance Hall, Charlton SP7 0PL  
**Date:** 25 May 2016  
**Start Time:** 6.30 pm  
**Finish Time:** 9.38 pm

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Please direct any enquiries on these minutes to:

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## **In Attendance:**

### **Wiltshire Councillors**

Cllr Tony Deane, Cllr Peter Edge, Cllr George Jeans and Cllr Bridget Wayman

### **Wiltshire Council Officers**

Stephen Harris, Community Engagement Manager

Lisa Moore, Democratic Services Officer

Robin Townsend, Associate Director, Corporate Function, Procurement and Programme Office

### **Town and Parish Council representatives**

### **Partners**

Dorset & Wiltshire Fire and Rescue Service – Jason Moncrieff, District Commander for Warminster

**Total in attendance: 46**

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<u>Agenda Item No.</u>	<u>Summary of Issues Discussed and Decision</u>
1	<p><u>Election of a Chairman 2016/17</u></p> <p>Nominations for Chairman were sought.</p> <p><b><u>Decision</u></b>  <b>Councillor Tony Deane was elected as Chairman of the South West Wiltshire Area Board for 2016/17.</b></p> <p>Cllr Deane in the Chair.</p>
2	<p><u>Election of a Vice Chairman for 2016/17</u></p> <p>Nominations for Vice Chairman were sought.</p> <p><b><u>Decision</u></b>  <b>Councillor Bridget Wayman was elected as Vice Chairman of the South West Wiltshire Area Board for 2016/17.</b></p>
3	<p><u>Chairman's Announcements</u></p> <p>The Chairman gave the following updates:</p> <ul style="list-style-type: none"> <li>• <u>Registering to vote</u>  If not already registered to vote in the EU referendum people could do so by 7<sup>th</sup> June 2016. Leaflets were available for people to take away. Parishes were urged to promote this in their local communities. The referendum itself would take place on 23 June 2016.</li> <li>• The Ambulance Service had been invited to attend this meeting but were not available, so would be coming to the next Area Board. A paper update was circulated at the meeting.</li> <li>• The Area Board had received a letter of thanks from Charlton Village Hall for the grant they received at the last meeting, which had enabled them to carry out the works to the toilets at the hall.</li> <li>• A slide was shown detailing the various budgets available to the Board for 2016/17. Parishes were advised to apply for funding if they had a scheme in mind, the earlier in the financial year the better.</li> <li>- Question: What was the toilets budget of £1,000, for? <b>Answer:</b> This was available through the Area Board to fund one off improvements to encourage businesses, community groups, towns and parish councils to allow the public to use their toilets.</li> </ul>

4	<p><u>Apologies for Absence</u></p> <p>Apologies were received from:</p> <ul style="list-style-type: none"> <li>• Sandra Harry – Donhead St Andrew &amp; Tisbury PC's</li> </ul>
5	<p><u>Declarations of Interest</u></p> <p>There were none.</p>
6	<p><u>Minutes</u></p> <p>The minutes of the previous meeting held on Wednesday 23 March 2016, were agreed as a correct record and signed by the Chairman, subject to the following amendments:</p> <ul style="list-style-type: none"> <li>• Cllr Green had given her apologies and was not in attendance as stated on the front cover.</li> <li>• The fire update stated that the cost of a co-responder call out was £25. For clarity, it was noted that this was the fee paid by the Ambulance Service to the Fire Service each time they were called out in a smaller vehicle, manned by two Fire Fighters. The true cost of this service amounted to more than £25 a time.</li> </ul>
7	<p><u>Representatives to outside bodies</u></p> <p>The Board considered the list of representatives to Outside Bodies and the Terms of Reference of Working Groups as detailed in the papers attached to the agenda.</p> <p><b><u>Decision</u></b>  <b>The South West Wiltshire Area Board approved the list of Outside Bodies representatives and Terms of Reference for working groups.</b></p>
8	<p><u>Safer and Supportive Communities</u></p> <p>Tim Mason, Partnership Manager for the Wiltshire Community Safety Partnership spoke about the initiative to establish Safe Places across Wiltshire which helped to provide a safe environment for people who required some additional support when out and about in the community.</p> <p>Pilot schemes had been started in Salisbury and Devizes, with further rollout across the county now taking place. This simple scheme provides training for participating businesses and community spaces and issues a Safer Places window sticker, which when displayed lets people know that they can go in and get help if they are feeling unsure or scared.</p> <p>The Police and Crime Commissioner had provided funding for a new ICE card which was a credit card size information card, containing personal contact</p>

details, to be used in case of an emergency, when the holder felt confused or vulnerable.

The Dementia Action Alliance also had their own scheme with window stickers. Talks were underway to see if the two schemes could be joined up with one shared window sticker.

The Board discussed setting up a working group to work with parishes and towns to spread this initiative. Tim was available to come and work with that group to help them get started.

Questions and comments included:

- There were 200 people with dementia in Mere and Tisbury.
- Anne Marie ran a memory group, she felt that would be an ideal place to have the scheme.

### **Decision**

**Councillor Jose Green would be the Lead Councillor for the working group in South West Wiltshire.**

Councillor Green added that she would lead on the setting up of the Group and to find a Older Persons Champion to take work forward. An update on progress would be brought back to the next meeting.

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### **A review of 2015/16**

Steve Harris, the Community Engagement Manager gave an overview of some of the outcomes of projects and funding during 2015/16.

- Several events had taken place including Emergency Planning, first aid courses and defibrillator training.
- Funding allocated over the year amounted to £58,476 of capital and £99,080 of revenue.
- With the agreement of the Local Youth Network, the Area Board commissioned Seeds4Success to deliver a 2 year open access youth programme across the area, costing £60,000.
- Other projects included the creation of a Barron and a banner for the Magna Carta celebrations, the Taste the Chase event, Community Litter Picking Scheme as part of the Clean for the Queen initiative, with 20 parishes received equipment and the Community Speed Indicator Device programme, where the Board paid for volunteer insurance.
- £15,000 had been invested in to Rights of Way improvements.
- A total spend of £33,113 was made by the Community Area Transport Group for local improvement schemes.
- The Nadder Centre Board, made up of volunteers had worked with the Board to steer the development of the Nadder Centre.
- Planning permission for two new build Council housing bungalows had

10	<p>been achieved in East Knoyle, with further sites being evaluated.</p> <p>The Barron and the banner could be borrowed for events by contacting Steve, and was kept in the Wilton Community Centre.</p> <p><u>Partner and Community Updates</u></p> <p>The Board noted the written updates attached to the agenda and those circulated at the meeting. Partners present gave the following verbal updates:</p> <p><u>Dorset and Wiltshire Fire Service</u> Jason Moncrieff; District Commander for Warminster introduced himself and circulated a written update at the meeting; a copy is attached to these minutes.</p> <p><u>Ambulance Service</u> Following the Boards request for information, a written update had been provided and circulated at the meeting.</p> <p><u>Carers Support Wiltshire</u> Vince Danaher drew attention to the ‘Carers in Wiltshire: Joint Strategy 2016 – 2020’ information item circulated at the meeting.</p> <p>Wiltshire Council and NHS Wiltshire Clinical Commissioning Group, in consultation with their other strategic partners (especially Carer Support Wiltshire, Wiltshire Parent Carer Council and Spurgeons) and over 50 carers had developed a new strategy for carers. The draft document was now available for the public to view and comment on before being finalised. webpage: <a href="http://consult.wiltshire.gov.uk/portal">http://consult.wiltshire.gov.uk/portal</a></p> <p><u>Age UK – Salisbury District</u> Sue Wight was in attendance to contribute to the discussions on Health &amp; Wellbeing.</p>
11	<p><u>Youth Update and Funding</u></p> <p><u>Youth</u> The Board was asked to consider a bid for £3,000 towards a National Citizens Service (NCS) scheme, which would give year 11 and year 12 pupils the opportunity to take part in two residential projects to tackle local needs.</p> <p><u>Decision</u> <b>The South West Wiltshire Area Board allocated £3,000 of youth funding to the National Citizen Scheme project for 2016/17.</b></p> <p>The Board gave thanks to Jaki Farrell for her hard work and enthusiasm with the young people. Praise from parish councils for the efforts of the young people on the footpath clearance works was also noted.</p>

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### Health and Wellbeing Champion

The Good Neighbour Scheme project had now ended. Each Area Board had been allocated £6,700 to support activities for Older People. Councillor Green would lead on this for 2016/17.

Anyone interested in taking part in this initiative was urged to contact Cllr Green or Steve Harris. It was felt that setting up three separate groups would be too time heavy, and that it would be more productive to get started as soon as possible.

Questions and comments included:

- The Age UK touring advice bus was not due to visit the South West Wiltshire (SWW) community area this year, why was that? Answer: The Advice Bus was set to start its tour in July, the route had already been planned. Sue Wight agreed to find out whether this could be tweaked to include one of the community areas within the SWW.
- What work did Age UK do to enhance the level of funding available to the Board? Answer: We are not available to enhance the service.
- Jaki Farrell noted that SWW lost out in funding for younger people as the division was calculated using the population figures. The population figures for older people were much higher, so SWW should not lose out there as well.
- Area Boards were asked to do more for older people but with less money, this was not possible. The funding formula needed to be changed.
- Ex Good Neighbour; Val O'Keefe was still in a position to advise older people in her capacity as assistant at a day centre in Wilton, improving availability of advice and help in rural areas would be beneficial.

The Board considered the Commissioning agreement attached to the agenda.

### Decision

**The South West Wiltshire Area Board adopted the Commissioning Agreement for Health and Wellbeing Champion as attached to the agenda.**

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### The Nadder Centre Update

The Board noted the minutes of the last meeting held on Monday 25 April. Councillor Tony Deane noted that the Centre would be an asset to the whole of South West Wiltshire, but mainly to Tisbury. The Nadder Board was working on a scheme to promote the Centre locally.

A programme would be drawn up for people interested in having a tour of the site. The official opening was planned for mid 2017, with initial occupancy from July 2016.

14	<p>A number of positions had been advertised on the Wiltshire Council Careers website.</p> <p><u>Child Poverty</u></p> <p>The Board received an update following the workshop held on 11 May 2016. There were 100 young people within the Mere Community Area which fell in to the category of being deprived. The workshop had produced a set of actions which could be taken forward, these were:</p> <ol style="list-style-type: none"> <li>1. <u>Provision of activities:</u> To provide non-competitive/non-club based social physical activity with no charge e.g. outdoor gyms, social sports sessions To provide activities for children/young people that go across the whole area.</li> <li>2. <u>Engagement:</u> To engage Parish Councils – dedicated lead person per parish? To encourage parents to make use of services and opportunities; grants, support groups etc. To encourage outreach services rather than expecting people to come into centres (e.g. SureStart). Clarify the role of health visitors.</li> <li>3. <u>Communication:</u> To publicise local services available (e.g. Homestart) and not just online. To challenge stigma and raise awareness of benefits available to local people. Promote and encourage affordable homes.</li> <li>4. <u>Information gathering:</u> Look into where do year 6/7 children go onto school (no state secondary schools in the area). Also post 16? Form a list of charities etc. that make funds available to local groups/families/individuals. Where were volunteers most needed?</li> </ol> <p>Questions and comments included:</p> <ul style="list-style-type: none"> <li>• Parish councils could not pick this work up, it would need to be driven by the schools. Answer: An audit of the 160 schools across Wiltshire had indicated that there had been a falling in governance. The Board urged parish councils to try and get one parish councillor each on their local School Governors Board.</li> </ul>
15	<p><u>Community Area Transport Group (CATG) Update</u></p> <p>The Chairman of the group; Councillor Tony Deane, gave an update following the last CATG meeting held on 18 May 2016. A copy of the notes and</p>

recommendations for funding arising from that meeting were circulated at the meeting.

**Decision**

The South West Wiltshire Area Board approved the following CATG recommendations for funding for 2016/17.

1. Return £3,763 allocated for salt spreaders to the main funding pot.
2. Submit substantive scheme bid for New Road, Zeals (30mph speed limit) with £10,000 CATG contribution. Total scheme cost = approx £55,000.
3. Submit substantive scheme bid for A30 Brook Hill (Vehicle Activation Signs) with £10,000 CATG contribution. Total scheme cost = £60,000.

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Area Board Funding

Community Area Grants

The Board considered three applications for funding from the Community Area Grant Scheme for 2016/17, as detailed in the report attached to the agenda.

**Decision**

Chalke Valley Sports Centre was awarded £1,647 towards the hall floor refurbishments.

***Reason***

***The application met the Community Area Grant Criteria for 2016/17.***

**Decision**

Wilton & District Business Chamber was awarded £3,750 towards the admin support for the Chambers, with the condition:

1. Wilton Town Council is approached and requested to contribute the remaining £250.

***Reason***

***The application met the Community Area Grant Criteria for 2016/17, however the Board noted that the Business Chambers had been awarded other amounts of funding in the past with the aim of become self funding. The Board noted that it would not be in support of seeing further applications from the applicant in the future.***

**Decision**

The application from Dinton Village Hall for £1080 to purchase a Defibrillator was awarded £50 as seed money.

***Reason***

***The Board felt that Community Money was better spent on supplying community first aid courses than buying defibrillators. It was also noted that several other parishes had raised the money themselves to purchase defibrillators.***



Finger post

The Board considered two bids to the Fingerpost funding scheme for 2016/17, as detailed in the agenda.

**Decision**

**The South West Wiltshire Area Board allocated funding to the following finger post schemes for 2016/17:**

- **Teffont (£400)**
- **West Tisbury x 2 (£800)**  
**NB West Tisbury has previously received £400 for another finger post**

Delegated Decisions

The Board was asked to ratify funding awarded by the Community Engagement Manager, out of the meeting under delegated powers, as detailed in the agenda.

**Decision**

**The South West Wiltshire Area Board approved the funding decisions of the Community Engagement Manager, under delegated powers for the following:**

- **Youth and Community Transport project - £14,835**
- **Events for the Queen - £1,500**

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Close

The Chairman thanked everyone for coming and closed the meeting.

The next meeting of the South west Wiltshire Area Board will be held on Wednesday 27 July 2016, 6.30pm at South Newton and Great Wishford Village Hall.

Attachments: Handouts

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## **SWW Area Board Report, May 25th 2016**

The combination is now complete and Dorset and Wiltshire Fire and Rescue Service now officially exists.

There is still a lot of work to be done to align systems and processes but you should not have noticed any change in response - apart from the different logos on the fire engines.

There have been a number of thatch fires recently with the cold snap that came back to bite us. These types of fire can be particularly devastating to the property owners if the fire takes hold as unless swift action to either stop the fire or save the house contents is made, they can lose everything. There is specific safety advice on our new website for thatch owners - <http://www.dwfire.org.uk/safety/thatched-properties/>

### **Fire Calls for Wilton Mere & Tisbury Fire station;**

I am unable to give the number of turnout times met by the appliances as this information is not yet available. The standards are 5 minutes for On-Call.

For future meetings it is my intention to give;

- Percentage of turnout times met
- Percentage of attendance times met
- Number and type of incidents
- Causes of incidents identifying underlying trends
- Actions to reduce incidents

I would also ask what you would require as reasonable information for future board meetings. It would not be appropriate to supply specific incident details, but information towards, for example local priorities.

March

<b>Category</b>	<b>Wilton</b>	<b>Tisbury</b>	<b>Mere</b>
False Alarm	0	1	0
Fire	3	1	1
Other	5	1	10
Special Service	3	3	1
<b>Total</b>	<b>11</b>	<b>6</b>	<b>12</b>

April

<b>Category</b>	<b>Wilton</b>	<b>Tisbury</b>	<b>Mere</b>
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False Alarm	2	3	2
Fire	2	3	2
Other	6	1	11
Special Service	3	2	
<b>Total</b>	<b>13</b>	<b>9</b>	<b>15</b>

Some of these calls will be duplicate due to appliances attending a call together.

### Availability of RDS appliances;

Quarter	Appliance	Day (06:00 - 18:00)	Night (18:00 - 06:00)	Total
% Available	KT32P1	98.67%	99.54%	99.11%
% Available	KT33P1	47.23%	97.46%	72.34%
% Available	KT34P1	84.87%	98.56%	91.71%

The "Difficult Hours" for On-Call cover tends to be 0700 to 1800hrs weekdays, and weekends from 1800hrs Friday until 1800 hours Sunday. For Tisbury daytime availability is difficult due to staff working or on shift work, and therefore not on call. It may be also due to employers not allowing staff to respond from work due to a financial penalty or drop in output.

Working with the Station Commander I will be starting a proactive recruitment campaign to recruit more staff. Vacancies are currently advertised on the new service website at <http://www.dwfire.org.uk/> however a more focussed local effort will be made.

This will include a radio campaign through Spire FM and active targeting of employers to release staff. I would encourage you all to promote this through whatever contacts you have as a benefit to the employee and their company.

### Community Contact Work

The station continues to attend events and schools to give input, advice and education.

<http://www.dwfire.org.uk/education/youth-engagement-programmes/salamander/>

Full figures should be available for all station activities at the next board meeting once the new reporting software is completed.

A Safe and Well visit is available and is **FREE** and normally last about one hour covering topics such as:



- Using electricity safely
- Cooking safely
- Making an escape plan
- What to do if there is a fire
- Keeping children safe
- Good practice – night time routine and other points relevant to you
- Identifying and discussing any further support you may need if necessary

If you have thatch property, are living alone, have a young family, are over 65 or a smoker please get in contact with us. We want to help make you safer in your own home. If you or someone you know has mobility or sight and hearing impairments please suggest a Safe and Well visit.

Visit <http://www.dwfire.org.uk/news/new-name-new-contact-details-same-service/> to book one.

Jason Moncrieff

District Commander Warminster, Mere & Tisbury

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Louis Minchella

District Commander Salisbury & Wilton

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# South West Wiltshire Area Board Meeting

25 May 2016

<b>Title:</b>	Performance and community response report
<b>Main aim:</b>	To update South West Wiltshire Area Board members on activity and performance within South Western Ambulance Service NHS Foundation Trust and Wiltshire
<b>Recommendations:</b>	To note the contents of the report

## 1. Definitions

- 1.1 The Red1 category refers to those patients who are suffering an immediately life-threatening emergency; cardiac arrest, respiratory arrest, choking. The standard for these calls is to arrive on scene within eight minutes, 75% of the time.
- 1.2 The Red2 category refers to those patients who are suffering a potentially life-threatening emergency; heart attack, severe breathing problems, serious bleeding. The standard for these calls is to arrive on scene within eight minutes, 75% of the time.
- 1.3 The Red19T standard requires the attendance of a vehicle that is suitable to convey the patient, to arrive on scene within 19 minutes, 95% of the time.

## 2. Trust performance

- 2.1 In 2015-16 (1 April 2015 – 31 March 2016), the Trust was been required to manage 18,423 Red1 incidents across and 314,056 Red2 calls across the south west. Combined, this is an increase of almost 3% on the previous year.
- 2.2 For 2015-16, the Trust responded to 73.7% of Red1 calls within eight minutes and was one of the top performing ambulance trusts (third of the 11 English ambulance trusts), with only one trust managing to meet the 75% target. Red2 (63.6%, target 78%) and Red19 (89.4%, target 95%) performance fell short of the required level but this is largely connected with the national trial the Trust was taking part in, dispatch on disposition - where a call was not immediately life-threatening, call-handlers were given extra assessment time, making sure patients got the right care, in the right place, at the right time, first time. This enabled the Trust to provide a more appropriate response and therefore better patient care. More patients have been given advice over the telephone – hear and treat – without the need for an ambulance response.



- 2.3 The Trust is one the best performing English ambulance trust for 999 calls resolved over the telephone. In 2015-16, 11.4% of calls were resolved over the telephone, with the national average being 10.2%.
- 2.4 The Trust continues to be the best performing English ambulance trust for the percentage of patients cared for through alternative healthcare pathways – avoiding unnecessary admissions to hospital emergency departments. In 2015-16, 52.4% of patients were not transported to an emergency department – the national average being 37.9%.
- 2.5 The Trust continues to closely monitor the number of handover delays and the associated time lost. Winter pressures had a huge impact on hospitals and subsequently the emergency departments.

### 3. Performance in Wiltshire

- 3.1 In 2015-16, the Trust was been required to manage 2,566 Red1 incidents across Wiltshire and 45,023 Red2 calls. Combined, this is an increase of almost 8% on the previous year.
- 3.2 For 2015, the Trust responded to 69.60% of the Red1 calls within eight minutes and 63.43% of Red2 incidents within eight minutes.
- 3.3 Red19 performance for 2015-16 was 89.09%.
- 3.4 Again, both the Red2 and Red19 performance were impacted by the Dispatch on Disposition trial.
- 3.5 Whilst we continue to see improvements in our performance across the south west, we are still finding it a challenge to meet response times in our more rural areas, especially parts of Wiltshire. Low number of calls the wide geographical spread of incidents in rural areas means that journey times can exceed the eight minute target. A call to a patient in a rural part of Wiltshire can result in a two-hour round trip. It is also important to note that an ambulance resource remains on scene for an average of two hours, thus temporarily reducing the resources available on the road during the time a patient is being treated. This is why co-responders (fire service) and community responders play such crucial roles in the delivery of timely life-saving interventions in our most rural areas – please see points 4, 5 and 6.

### 4. Community responders and defibrillators

- 4.1 Community first responders (CFRs) are volunteer members of the public who are recruited, carefully vetted and then trained to respond to local emergencies within their communities. There are at least four recruitment opportunities every year in Wiltshire run by the Trust's Responder Department. CFRs can be recruited either by the Trust through NHS Jobs or by St John Ambulance through their own recruitment process.





Since the start of 2015, the Trust has recruited around 60 new CFRs in Wiltshire, approximately 30 are still in the training phase.

- 4.2 The Trust is targeting a number of semi-urban and rural communities in our recruitment, which is focused on areas in and around Pewsey, Westbury, Calne, Amesbury, Warminster, Malmesbury, Tidworth and Melksham.
- 4.3 The number of volunteers attached to each group or call sign varies, from single responders to seven individuals. All CFRs are aligned to a responder liaison officer (RLO). RLOs are local Trust paramedics who support CFRs in their spare time and also run monthly training evenings (they do get paid for these evening events). There are five RLOs in Wiltshire, three based in the south of the county.
- 4.4 The move to a single CAD (computer aided dispatch – the computer system used to log emergency calls and dispatch resources within our control rooms) across the Trust in February 2016 has enabled greater resilience around activation and monitoring from all control rooms in the Trust. This has necessitated upgrading the Tetra Messenger devices so that they are fully compatible with the new CAD.
- 4.5 With reporting tools on activity profiles, the Trust is able to review each group and work towards matching availability to activity levels. This ensures CFRs are available where and when they are needed most.
- 4.6 The Trust has an existing partnership with the Dorset and Wiltshire Fire and Rescue Service (DWFRS) which provides us with seven co-responder fire stations. These stations include Mere, Tisbury, Bradford-upon-Avon and Ludgershall in the southern half of the county.

## 5. Defibrillators

The total number of defibrillators available within Wiltshire communities, registered with the Trust are:

Static sites: 123

Community public access defibrillators (cPADs): 196

## 6. Highlights

- 6.1 The Trust has been concerned about the appropriateness of the referrals from NHS 111 in the north division of SWASFT (Bristol, North Somerset, South Gloucestershire, Wiltshire, Gloucestershire and Bath). Issues are identified through feedback from ambulance crews and patient outcomes – this is then passed to the NHS 111 provider for those areas.
- 6.2 The Trust is now fully engaged with the Wiltshire Area Boards and the Council's community engagement managers.



- 6.3 Working with St John Care Homes across Wiltshire to install nineteen cPAD facilities, many in rural locations.
- 6.4 Continually seeking more defibrillators that we are unaware of through our accreditation scheme.
- 6.5 Working with a number of Parish Councils where they have funded and located community defibrillators. This has also given Parish Councils the opportunity to update their community emergency plans.
- 6.6 New SWASFT Assistant Community Responder Officer (ACRO) has started and is developing new static and cPAD sites in north Wiltshire.
- 6.7 There will be a further three Trust CFR recruitment campaigns in 2016-17 via NHS Jobs.
- 6.8 Development with St John Ambulance for them to provide a sustainable infrastructure of support to responders and the appointment of their new regional CFR lead based in Bristol.
- 6.9 Supporting many organisations that are purchasing their own defibrillators and ensuring they are accredited.

## WC Information

<b>Subject:</b>	<b>Your Care Your Support Wiltshire</b>
<b>Officer Contact Details:</b>	Dr. Sara Nelson Information and Communications Manager Healthwatch Wiltshire <a href="mailto:sara.nelson@healthwatchwiltshire.co.uk">sara.nelson@healthwatchwiltshire.co.uk</a> Olly Spence Wiltshire Council <a href="mailto:olly.spence@wiltshire.gov.uk">olly.spence@wiltshire.gov.uk</a>
<b>Weblink:</b>	<a href="http://www.yourcareyoursupportwiltshire.org.uk/home/">http://www.yourcareyoursupportwiltshire.org.uk/home/</a>

Healthwatch Wiltshire is working in partnership with Wiltshire Council to manage and develop *Your Care Your Support Wiltshire*, the new health and social care information website for the county.

The website contains:-

- Information about different topics such as, dementia, keeping well and paying for care as well as explanations of an overview of how the NHS and social care work in Wiltshire.
- A service directory that provides details of local organisations, clubs, societies, GPs, dentists and care homes.

### **Your Care Your Support Wiltshire's First Birthday**

The site launched on April 1<sup>st</sup> 2015 and so has now been up and running for a year. In this year, it has been viewed 164,669 times and has been visited by 20,669 users. Of those who visited, 67% were new to the site whilst approximately 33% were return users. The most popular pages on the site were:

1. Paying for Care
2. How do I get care and support in Wiltshire?
3. Living with a disability/learning disability

### **Future plans and how you can help.**

Future plans include adding more detailed, localised information on end of life care and mental health services, updating and building on existing information and adding more videos and easy read pages. In addition we will continue to engage with local communities to ensure that the service directory contains all the information they need to access services and groups in their area.

Healthwatch Wiltshire will continue to involve local people in the development of the site so that we can make sure that it meets their needs. We would like to hear your views on the site. You can tell us about groups and clubs in your community or

## ***WC Information***

suggest topics that we can add to the site. This site is for Wiltshire people – make your voice heard!