

# AGENDA

**Meeting:** Devizes Area Board

**Place:** Needham House, Victoria Rd, Devizes, SN10 1FA  
(In the community room, turn right in reception and the room is on your right)

**Date:** Monday 16 September 2024

**Time:** 6.30 pm

---

Including the Parishes of: Bishops Cannings, Bromham, Bulkington, Cheverell Magna, Coulston, Devizes, Easterton, Erlestoke, Etchilhampton, Little Cheverell, Market Lavington, Marston, Potterne, Poulshot, Rowde, Seend, Stert, Urchfont, West Lavington, Worton.

---

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

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

---

Please direct any enquiries on this Agenda to Tara Hunt, direct line 01225 718352 or email [tara.hunt@wiltshire.gov.uk](mailto:tara.hunt@wiltshire.gov.uk)

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

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

---

## Wiltshire Councillors

Cllr Iain Wallis, Devizes North (Chairman)  
Cllr Dominic Muns, The Lavingtons (Vice-Chairman)  
Cllr Simon Jacobs, Devizes South  
Cllr Laura Mayes, Bromham, Rowde and Roundway  
Cllr Kelvin Nash, Devizes East  
Cllr Tamara Reay, Devizes Rural West  
Cllr Philip Whitehead, Urchfont and Bishop Cannings

## **Recording and Broadcasting Information**

Wiltshire Council may record this meeting for live and/or subsequent broadcast. At the start of the meeting, the Chairman will confirm if all or part of the meeting is being recorded. The images and sound recordings may also be used for training purposes within the Council.

By submitting a statement or question for a meeting you are consenting that you may be recorded presenting this and that in any case your name will be made available on the public record. The meeting may also be recorded by the press or members of the public.

Any person or organisation choosing to film, record or broadcast any meeting of the Council, its Cabinet or committees is responsible for any claims or other liability resulting from them so doing and by choosing to film, record or broadcast proceedings they accept that they are required to indemnify the Council, its members and officers in relation to any such claims or liabilities.

Details of the Council's Guidance on the Recording and Webcasting of Meetings is available on request. Our privacy policy can be found [here](#).

## **Parking**

To find car parks by area follow [this link](#).

## **Public Participation**

Please see the agenda list on following pages for details of the items for discussion. The Area Boards welcome public participation and the Chairman will try to ensure that everyone has the opportunity to participate where possible. To discuss matters not on the agenda, please contact the officer named on the front page, ahead of the meeting.

For extended details on meeting procedure, submission and scope of questions and other matters, please consult [Part 4 of the council's constitution](#).

The full constitution can be found at [this link](#).

Our privacy policy is found [here](#).

For assistance on these and other matters please contact the officer named above for details

## **Area Board Officers**

Strategic Engagement & Partnerships Manager (SEPM) –

[richard.rogers@wiltshire.gov.uk](mailto:richard.rogers@wiltshire.gov.uk)

Area Board Delivery Officer – [caroline.lequesne@wiltshire.gov.uk](mailto:caroline.lequesne@wiltshire.gov.uk)

Democratic Services Officer – [tara.hunt@wiltshire.gov.uk](mailto:tara.hunt@wiltshire.gov.uk)

Items to be considered	Time
<b><u>Welcome and Introductions</u></b>	
<p>To welcome attendees to the meeting and for the Area Board councillors to introduce themselves.</p>	<b>6.30pm</b>
<p>1 <b>Apologies for Absence</b></p> <p>To receive any apologies for absence.</p>	
<p>2 <b>Minutes</b> (<i>Pages 1 - 12</i>)</p> <p>To approve and sign as a correct record the minutes of the meeting held on 3 June 2024.</p>	
<p>3 <b>Declarations of Interest</b></p> <p>To receive any declarations of disclosable interests or dispensations granted by the Standards Committee.</p>	
<p>4 <b>Chairman's Updates</b> (<i>Pages 13 - 16</i>)</p> <p>The Chairman will give any updates, including outcomes and actions arising from previous meetings of the Area Board.</p> <ul style="list-style-type: none"> <li>• Consultation on proposed reforms to the National Planning Policy Framework (NPPF), closes 11.45pm on 24 September. For details please see: <a href="http://www.gov.uk">Proposed reforms to the National Planning Policy Framework and other changes to the planning system - GOV.UK (www.gov.uk)</a></li> <li>• National Grid Devizes VIP project</li> <li>• Devizes Public Spaces Protection Order (PSPO)</li> <li>• Stonehenge A303 tunnel project</li> <li>• Roadworks in the Devizes area</li> </ul>	
<p>5 <b>Information Items</b> (<i>Pages 17 - 64</i>)</p> <p>The Area Board is asked to note the following Information items:</p> <ul style="list-style-type: none"> <li>• Community First</li> <li>• Healthwatch Wiltshire</li> <li>• BSW Together (Integrated Care System)</li> <li>• Wiltshire Council Information Items: <ul style="list-style-type: none"> <li>○ Gypsies and Travellers Development Plan consultation (20 August until 5pm on Friday 4 October).</li> <li>○ Wiltshire Council <a href="#">Consultation Portal</a></li> <li>○ Families and Children's Transformation (FACT) Transitional Safeguarding Project</li> <li>○ Families Children's Transformation (FACT) Family Help Project</li> </ul> </li> </ul>	<b>6.45pm</b>

	<ul style="list-style-type: none"> <li>○ Overview of Wiltshire Youth Council</li> </ul>	
6	<p><b>Partner and Community Updates</b> (<i>Pages 65 - 92</i>)</p> <p><u>Verbal Updates</u> To receive any verbal updates from representatives, including:</p> <ul style="list-style-type: none"> <li>• Wiltshire Police – Acting Inspector Chris Wickham, Devizes Neighbourhood Policing Team (NPT)</li> <li>• Wiltshire and Swindon Road Safety Partnership – Perry Payne</li> <li>• OpenDoors (annual update)</li> <li>• Town and Parish Councils</li> </ul>	6.55pm
7	<p><b>Area Board Priorities Updates</b> (<i>Pages 93 - 94</i>)</p> <p>To receive updates on the Area Board priorities:</p> <ul style="list-style-type: none"> <li>• Addressing climate change and protecting the environment (Lead councillor - Cllr Tamara Reay)</li> <li>• Improve opportunities for children and young people (Lead councillor – Cllr Dominic Muns)</li> <li>• Valuing and supporting our vulnerable and older people (Lead councillor – Cllr Simon Jacobs)</li> <li>• Increasing the safety of our community (Lead councillor – Cllr Kelvin Nash)</li> <li>• Support those in greatest need and improve their resilience (Lead councillor – Cllr Iain Wallis)</li> </ul>	7.15pm
8	<p><b>Open Floor</b></p> <p>Residents are invited to ask questions of their Area Board councillors.</p>	7.30pm
9	<p><b>Local Highways and Footpaths Improvements Group (LHFIG)</b> (<i>Pages 95 - 120</i>)</p> <p>To note the minutes and consider any recommendations arising from the last LHFIG meeting held on 23 July 2024, as set out in the attached report.</p> <p><u>Funding Recommendations:</u></p> <ul style="list-style-type: none"> <li>• Seend Cleeve and New Park Rd, Devizes (joint project) Parking restrictions Barge Bridge – £2,625</li> <li>• Seend, SID Posts and sockets - £1,275 (retrospective)</li> <li>• Seend, Bollards at Bell Crossroads - £1,800</li> </ul>	7.40pm
10	<p><b>Air Quality and Sustainable Transport (AQST)</b></p> <p>To receive any updates and consider any recommendations from the Devizes Air Quality and Sustainable Transport Group.</p>	7.50pm

11 **Area Board Funding** (Pages 121 - 124)

8.00pm

To note the remaining budgets and to consider any applications for funding, as detailed in the attached report and summarised below:

**Remaining Budgets:**

Community Area Grant	Older & Vulnerable	Young People
£17,170.59	£7,700	£8,269.35

**Community Area Grants:**

Ref/Link	Grant Details	Amount Requested
<a href="#">ABG1859</a>	Worton and Marston Village Hall – Kitchen refit	£5,000.00
<a href="#">ABG1970</a>	West Lavington Village Hall - radiant heating installation	£3,938.00
<a href="#">ABG1974</a>	The Mind Tree Cafe CIC – kitchen fit	£5,000.00

**Older & Vulnerable Grants:**

Ref/Link	Grant Details	Amount Requested
<a href="#">ABG1962</a>	Sustainable Devizes - The Lovely Lunch Devizes	£500.00

**Delegated Funding**

The Board is asked to note funding awards made under the Delegated Funding Process, by the Strategic Engagement & Partnership Manager, between meetings due to matters of urgency:

- [ABG1920](#) – Devizes Bowls Club – Wheelchair - £500 (Community Area Grant)
- [ABG1915](#) – Devizes Area Board Councillor initiative Cllr Iain Wallis – Devizes Small Community Events - £500 (Youth Grant)

Further information on the Area Board Grant system can be found [here](#).

12 **Urgent items**

Any other items of business which the Chairman agrees to consider as a matter of urgency.

**Close and Future Dates**

Future Meeting Dates (6.30pm – 8.30pm, all at Needham House):

- 18 November 2024
- 17 February 2025

For information on applying for a grant or grant application deadlines for these meetings, contact the Area Board Delivery Officer, [caroline.LeQuesne@wiltshire.gov.uk](mailto:caroline.LeQuesne@wiltshire.gov.uk).

# MINUTES

**Meeting:** Devizes Area Board  
**Place:** Needham House, Victoria Rd, Devizes, SN10 1FA  
**Date:** 3 June 2024  
**Start Time:** 6.30 pm  
**Finish Time:** 8.16 pm

---

Please direct any enquiries on these minutes to:

Matthew Hitch (Tel): 01225 718059 or (e-mail) [matthew.hitch@wiltshire.gov.uk](mailto:matthew.hitch@wiltshire.gov.uk)

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

---

## **In Attendance:**

### **Wiltshire Councillors**

Cllr Iain Wallis (Chairman), Cllr Simon Jacobs, Cllr Laura Mayes, Cllr Kelvin Nash, Cllr Tamara Reay and Cllr Philip Whitehead

### **Wiltshire Council Officers**

Richard Rogers – Strategic Engagement & Partnership Manager  
Caroline LeQuesne – Area Board Delivery Officer  
Dom Argar – Assistant Multimedia Officer  
Matt Hitch – Democratic Services Officer

**Total in attendance: 30**

---

<b><u>Minute No..</u></b>	<b><u>Summary of Issues Discussed and Decision</u></b>
72	<p><u>Election of Chairman 2024/25</u></p> <p>The Democratic Services Officer opened the meeting and called for nominations for the position of Chairman for the forthcoming year.</p> <p>Cllr Simon Jacobs nominated Cllr Iain Wallis for the position of Chairman, which was seconded by Cllr Tamara Reay.</p> <p>There were no further nominations.</p> <p><b>Decision</b></p> <p><b>To elect Cllr Iain Wallis as Chairman for 2024/25.</b></p>
73	<p><u>Election of Vice-Chairman for 2024/25</u></p> <p>The Chairman nominated Cllr Dominic Muns for the position of Vice-Chairman for the forthcoming year, which was seconded by Cllr Kelvin Nash.</p> <p>The Chairman noted that although Cllr Muns was not in attendance, in line with Part 3 of Wiltshire Council's constitution, he had provided written confirmation to Democratic Services that he was happy to accept a nomination for the position.</p> <p>There were no further nominations.</p> <p><b>Decision</b></p> <p><b>To elect Cllr Dominic Muns as Vice-Chairman for 2024/25.</b></p>
74	<p><u>Apologies for Absence</u></p> <p>Apologies for absence were received from:</p> <ul style="list-style-type: none"> <li>• Cllr Dominic Muns</li> </ul>
75	<p><u>Minutes</u></p> <p>On the proposal of the Chairman, seconded by Cllr Kelvin Nash, it was resolved to make the:</p> <p><b>Decision</b></p> <p><b>To approve the minutes of the previous meeting, held on 26 February 2024, as a true and correct record.</b></p>



76	<p><u>Declarations of Interest</u></p> <p>In relation to the grant application from Wiltshire Museum towards Discover Devizes at the Assize Court, under Item 15, Cllr Laura Mayes declared an Other Registerable Interest (ORI) that she was a trustee of Assize Court Trust. As set out in the Code of Conduct, Cllr Mayes made a statement as a member of public, and remained for discussion. She did not take part in the vote on the item.</p>
77	<p><u>Chairman's Updates</u></p> <p>The Chairman encouraged attendees to look at the questions and answers from the Area Board's Highway Matters event that were attached to the agenda.</p>
78	<p><u>Information Items</u></p> <p>The Chairman referred the Area Board to the following items included in the agenda pack:</p> <ul style="list-style-type: none"> <li>• Community First, <b>pg. 83-90</b></li> <li>• Healthwatch Wiltshire, <b>pg. 91</b></li> <li>• Update from BSW Together (Integrated Care System), <b>pg. 93-94</b></li> <li>• Wiltshire Council Information Items: <ul style="list-style-type: none"> <li>➢ Consultation on Statement of Licensing Policy, <b>pg. 95-96</b></li> <li>➢ Local Nature Recovery Strategy Public Engagement, <b>pg. 97</b></li> <li>➢ Multiply – numeracy support for adults, <b>pg. 99</b></li> </ul> </li> </ul>
79	<p><u>Police updates</u></p> <p>Police and Crime Commissioner (PCC) Philip Wilkinson, OBE, MPhil, gave a strategic overview of recent developments within Wiltshire Police, including that that the force had now out of the special measures. Key points included:</p> <ul style="list-style-type: none"> <li>• The PCC congratulated Chief Constable Catherine Roper for leading Wiltshire Police out of special measures.</li> <li>• His Majesty's Inspectorate of Constabulary and Fire &amp; Rescue Services (HMICFRS) had produced a draft report that aligned with the views of the Chief Constable and PCC.</li> <li>• Wiltshire Police was improving at tackling all types of crime and was no longer judged as inadequate by HMICFRS. They were building foundations for continual improvement and getting out of special measures had boosted morale and confidence in the force.</li> <li>• Wiltshire Police could do even better and continue to improve customer service.</li> </ul> <p>The head of the Devizes Neighbourhood Police Team, Inspector Ben Huggins then gave an update about the measures being taken to tackle crime in the local</p>

area. The following points were made:

- All crime types in Devizes between April and May 2024 were lower than the equivalent period in 2023.
- The number of crimes against the person, predominately domestic offences, remained relatively high.
- There had been a series of burglaries in April and May, but three suspects had been identified, one of which had been charged and the other two were on bail.
- A series of preventative checks had been undertaken by cadets to test age verification for the purchase of knives.
- Police Community Support Officers had been in the community tackling anti-social behaviour such as cycling on pavements.
- A number of closure orders had been obtained for premises linked to anti-social behaviour and drug use and Wiltshire Police were working closely with housing services.
- The Roots & Shoots scheme was working with young people to prevent them falling into crime.
- Facebook Live sessions had been run with parish councils and it was planned to repeat these in future.

Cllr Laura Mayes arrived at 6:47pm.

Chief Constable Catherine Roper then updated the Area Board about the plans that she had been implementing to improve service delivery. The following points were raised:

- A three-year strategic plan and series of community commitments had been published online, showing how Wiltshire Police was tackling the crimes that mattered to local communities.
- Proactive work was being carried out alongside partner agencies in Devizes to support young people.
- Wiltshire's Burglary Team was achieving a successful outcome in resolving 20 percent of incidents, which was a threefold improvement on the same period in 2023.
- She met with HMICFRS every six months to review performance and Wiltshire Police had an in-depth inspection every two years.

During the discussion, the following points were made:

- The Area Board thanked PCC Wilkinson, Chief Constable Roper and Inspector Huggins for their updates and welcomed the news that Wiltshire Police had come out of special measures.
- The Chief Constable offered assurances that the Roots & Shoots youth

	<p>initiative would continue in Devizes.</p> <ul style="list-style-type: none"> <li>• The Girl Guide Policing Challenge had just been launched and the Scouting Policing Challenge would also be launched in the near future.</li> <li>• In response to a question from Cllr Simon Jacobs about collaboration with neighbouring forces, it was explained that Wiltshire Police had been working with other forces on Operation Ragwort to simultaneously target one specific element of rural crime. There was also significant collaboration in other areas, such as serious criminal investigation and technology.</li> <li>• Police forces had been working together on Operation Scorpion to tackle County Lines drug activity. All five forces in South West England were in the top 10 forces in the country for Council Line disruptions per head of population and Wiltshire was top.</li> <li>• The PCC was on the board of National Rural Crime Network and also chaired the Wiltshire Criminal Justice Board.</li> <li>• Wiltshire Police were seeing an improvement in the outcomes of their investigations and received support from the criminal justice system. The PCC and Chief Constable confirmed that pressures on the criminal justice system would not change Wiltshire Police's approach to pursuing and arresting criminals.</li> <li>• When asked what more could be done to tackle known and persistent offenders engaging in retail crime, the Chief Constable emphasised the importance of sharing information to build intelligence. She reported that West Midlands Police had been particularly effective at tackling retail crime and that Wiltshire Police would be shadowing their work to pick up best practice.</li> <li>• Inspector Huggins explained that he chaired a fortnightly tasking meeting where they discussed persistent offenders. In addition to stop and search powers, they also had authority to impose orders to stop certain individuals from entering geographical areas, such as Devizes town centre. He praised Devizes ShopWatch for providing intelligence about habitual criminals.</li> <li>• Best wishes and thanks were sent to an officer who was intentionally run over by a driver in a field near Conscience Lane, outside Rowde. The Chief Constable reported that the officer was in a stable condition but that a shocking incident such as that could not be tolerated.</li> <li>• The public were encouraged to participate in consultations about Public Space Protection Orders.</li> </ul>
80	<p><u>Partner and Community Updates</u></p> <p>The following partner provided a verbal update:</p> <p><u>Devizes Fairtrade Group</u></p> <p>Jasper from Devizes Fairtrade Group reminded the Area Board that Devizes had become a fairtrade town in 2006. He reported that Patrick Kaberia, a tea producer from Michimikuru in Kenya, would be visiting Devizes in September to</p>

	<p>talk to schools. He explained at, as climate change was causing increasing problems for farmers in the developing world, working with cooperatives to ensure that they got a fairtrade premium was increasingly important. Mr Kabira had last visited the United Kingdom in 2016 to promote fairtrade and had shared lots of information, including about the work to stabilise the soil on his land. A meeting was being planned for 19 September where the public would be invited along, including local farmers. Fairtrade refreshments would be provided. The Fairtrade representative encouraged elected members to make Wiltshire a fairtrade county.</p> <p>The following partner provided a written update:</p> <p>Devizes and District Foodbank, <b>pg. 123-125</b></p>
81	<p><u>Area Board End of Year Report / JSNA / Area Board Priorities</u></p> <p><u>2023/24 End of Year Report</u></p> <p>Area Board Delivery Officer Caroline LeQuesne referred attendees to the report on pages 127-129 of the agenda pack and gave an overview of some of the Area Board's achievements in 2023/24. Achievements included:</p> <ul style="list-style-type: none"> <li>• Supporting youth activities in Lavington and Bromham.</li> <li>• Helping food banks to buy essential items.</li> <li>• Working with partners on creative projects to combat social isolation.</li> <li>• Supporting Community Speed Watch teams and promoting engagement with the police.</li> <li>• Helping young people to access employment opportunities.</li> <li>• Supporting events such as the Devizes to Westminster International Canoe Race.</li> </ul> <p>She noted that over two thirds of grant funding awarded by the Area Board had been awarded to the areas in the two quintiles in their community area with the highest levels of deprivation.</p> <p><u>Community Area Joint Strategic Needs Assessment (CAJSNA)</u></p> <p>The Strategic Engagement and Partnerships Manager (SEPM), Richard Rogers, gave a summary of the CAJSNA data and outlined how the Area Board could use it to help inform their priorities for the forthcoming year. He reported that 168 people in the Area Board's area had responded to a community survey, 138 of which were aged 45 or older. He then went on to outline the top five priority areas identified by those that had taken part in the survey:</p> <ul style="list-style-type: none"> <li>• Health</li> <li>• The environment</li> <li>• The cost of living</li> <li>• Children and young people</li> </ul>

	<ul style="list-style-type: none"> <li>• Safety</li> </ul> <p>The SEPM also provided data about how the challenges in Devizes Area Board compared to other community areas in Wiltshire:</p> <ul style="list-style-type: none"> <li>• Of the 18 Area Boards in Wiltshire, Devizes that the fifth highest proportion of people that were 65 or older.</li> <li>• It had the third highest number of unpaid carers.</li> <li>• It had a higher rate of youth unemployment, children receiving free school meals and households living in deprivation than the Wiltshire average.</li> <li>• Devizes had the highest level of crime committed by under 18s of any Area Board in Wiltshire, although much work had been undertaken recently to reduce this figure.</li> <li>• Devizes had the second highest percentage of under 18s receiving treatment for substance abuse.</li> </ul> <p><u>Area Board Priorities</u></p> <p>The Area Board were then invited to discuss and approve their priority areas for the forthcoming year. The SEPM emphasised the importance of targeting resources towards areas where the Area Board could have the greatest impact and to align them with community and Wiltshire Council goals.</p> <p>On the proposal of the Chairman, seconded by Cllr Simon Jacobs, it was resolved to make the:</p> <p><b>Decision</b></p> <p><b>To agree, and appoint lead members to, the following priority areas for 2024/25:</b></p> <ul style="list-style-type: none"> <li>• <b>Addressing climate change and protecting the environment (Cllr Tamara Reay)</b></li> <li>• <b>Improve opportunities for children and young people (Cllr Dominic Muns)</b></li> <li>• <b>Valuing and supporting our vulnerable and older people (Cllr Simon Jacobs)</b></li> <li>• <b>Increasing the safety of our community (Cllr Kelvin Nash)</b></li> <li>• <b>Support those in greatest need and improve their resilience (Cllr Iain Wallis)</b></li> </ul>
82	<p><u>Appointments to Outside Bodies and Working Groups</u></p> <p>The Chairman invited the Area Board to appoint representatives to its outside bodies and working groups. He also invited the Area Board to note the terms of reference of the Local Highway and Footway Improvement Group and Air</p>

	<p>Quality and Sustainable Transport Group.</p> <p>It was noted by the Chairman that he was happy to remain appointed to the Devizes Development Partnership and take up a position on Devizes Leisure Centre Group.</p> <p>On the proposal of the Chairman, seconded by Cllr Philip Whitehead, it was resolved to make the:</p> <p><b>Decision</b></p> <p><b>To:</b></p> <ol style="list-style-type: none"> <li><b>1. Appoint Members as Lead representatives to Outside Bodies, any Non-Priority Working Groups and to the Local Highway and Footway Improvement Group (LHFIG), as set out at Appendix A (page 135);</b></li> </ol> <p><b><u>Outside Bodies</u></b></p> <ul style="list-style-type: none"> <li>• <b>Devizes Leisure Centre Group – Cllr Iain Wallis and Cllr Philip Whitehead</b></li> <li>• <b>Devizes Development Partnership – Cllr Iain Wallis</b></li> </ul> <p><b><u>Working Group</u></b></p> <ul style="list-style-type: none"> <li>• <b>Air Quality and Sustainable Transport Group (AQST) – Cllr Tamara Reay</b></li> </ul> <p><b><u>LHFIG</u></b></p> <ul style="list-style-type: none"> <li>• <b>Cllr Kelvin Nash</b></li> </ul> <ol style="list-style-type: none"> <li><b>2. Note the LHFIG Terms of Reference as set out in Appendix B (pages 137 - 140)</b></li> <li><b>3. Note the AQST Terms of Reference as set out in Appendix C (pages 141 – 142)</b></li> </ol>
83	<p><u>Open Floor</u></p> <p>There were no questions from the public.</p>
84	<p><u>Local Highways and Footway Improvement Group (LHFIG)</u></p> <p>Cllr Kelvin Nash introduced the recommendations of the Local Highway and Footway Improvement Group (LHFIG) meeting held on 17 April 2024 and noted that the group was working on no fewer than 16 high priority schemes. He was pleased to report that a number of projects had recently been completed, including bus stop improvements in Easterton and waiting restriction measures</p>

	<p>in West Lavington. He also explained that a project in Great Cheverell would now be taken forward by Wiltshire Council through the safer school journeys initiative rather than the LHFIG.</p> <p>On the proposal of Cllr Nash, seconded by Cllr Philip Whitehead, it was resolved to make the:</p> <p><b>Decision</b></p> <ul style="list-style-type: none"> <li>• <b>To note the discussions from the LHFIG meeting of 17th April 2024</b></li> <li>• <b>To confirm the progress of the high priority schemes agreed by LHFIG.</b></li> <li>• <b>To thank the parish councils that attend the group, bring local residents' concerns to us and engage in interesting and constructive discussion.</b></li> </ul>
85	<p><u>Air Quality and Sustainable Transport (AQST)</u></p> <p>Cllr Tamara Reay gave an update about the recent achievements of the Air Quality and Sustainable Transport Group (AQST). She thanked the AQST, Cycle Friendly Devizes and Wiltshire Council officers for their work in improving air quality measurements in the town. Recent achievements included the adoption of the Devizes Local Cycling and Walking Infrastructure Plan (LCWIP), which had drawn up plans to improve cycling and walking along London Road that were due to start in 2025. In addition, Cllr Reay reported that a recent review of passenger transport had led to a new bus service being introduced at Lay Wood. She praised new initiatives, such as demand responsive transport through the <a href="#">Wiltshire Connect</a> service, introduced in Pewsey Vale and Marlborough, where people could book a bus on an app, or by 'phone. Services only cost £2 and there was an aspiration to introduce the scheme to other areas in the longer term.</p> <p>Cllr Reay also took the opportunity to congratulate Cllr Dominic Muns on his appointment as the Cabinet Member for Waste and Environment at Wiltshire Council. She noted that the next meeting of the AQST group would be online, at 4pm, on 13 September and invited local parishes to come along.</p>
86	<p><u>Area Board Funding</u></p> <p>The Area Board noted the budgets remaining for allocation at the meeting and heard from representatives in attendance, who gave a brief overview of, and answered any questions about, their projects.</p> <p><b>Community Area Grants</b></p> <p><u>Mid Wiltshire Ramblers Requesting £169.60 Towards the Purchase of a Grass Cutter for their Path Maintenance Group</u></p>

On the proposal of Cllr Philip Whitehead, seconded by the Chairman, it was resolved to make the:

**Decision**

**To award Mid Wiltshire Ramblers £169.60 towards the purchase of a grass cutter for their path maintenance group.**

**Reason**

***The application met Community Area Grant criteria 2024/25.***

The Mind Tree Café Community Interest Company Requesting £3,028.81 Towards the Mind Tree Wellbeing Hub Start Up Work and Making the Building and Environment Safe and Secure

On the proposal of Cllr Laura Mayes, seconded by Cllr Whitehead, it was resolved to make the:

**Decision**

**To award the Mind Tree Café Community Interest Company £3,028.81 towards the Mind Tree Wellbeing Hub start up work and for making the building and environment safe and secure.**

**Reason**

***The application met Community Area Grant criteria 2024/25.***

Wiltshire Museum Requesting £5,000 Towards Discover Devizes at the Assize Court

Cllr Mayes did not vote on the item having declared that she was a trustee of Assize Court Trust, an Other Registerable Interest under Wiltshire Council's Code of Conduct.

On the proposal of Cllr Simon Jacobs, seconded by the Chairman, it was resolved to make the:

**Decision**

**To award Wiltshire Museum £5,000 towards Discover Devizes at the Assize Court.**

**Reason**



***The application met Community Area Grant criteria 2024/25.***

## **Young People's Grants**

### 2397 Devizes RAF Squadron Requesting £640.65 Towards an Archery Skills Project

On the proposal of the Chairman, seconded by Cllr Whitehead, it was resolved to make the:

#### **Decision**

**To award 2397 Devizes RAF Squadron £640.65 towards an archery skills project.**

#### **Reason**

***The application met Young People's Grant criteria for 2024/25.***

### West Lavington Youth Club Requesting £2,340 Towards Special Educational Needs Inclusiveness

On the proposal of Cllr Whitehead, seconded by Cllr Jacobs, it was resolved to make the:

#### **Decision**

**To award West Lavington Youth Club £2,340 towards Special Educational Needs inclusiveness.**

#### **Reason**

***The application met Young People's Grant criteria for 2024/25.***

### Market Lavington Parish Council Requesting £5,000 Towards Exercise and Fitness Equipment

On the proposal of the Chairman, seconded by Cllr Mayes, it was resolved to make the:

#### **Decision**

**To awards Market Lavington Parish Council £5,000 towards exercise and**

	<p>fitness equipment.</p> <p><b><u>Reason</u></b>  <b><i>The application met Young People’s Grant criteria for 2024/25.</i></b></p> <p><u>Wiltshire Youth for Christ Requesting £570 Towards a Summer Holidays Pop Up Week on The Green in Devizes</u></p> <p>On the proposal of Cllr Jacobs, seconded by Cllr Whitehead, it was resolved to make the:</p> <p><b>Decision</b></p> <p><b>To award Wiltshire Youth for Christ £570 towards a summer holidays pop up week on the Green in Devizes.</b></p> <p><b><u>Reason</u></b>  <b><i>The application met Young People’s Grant criteria for 2024/25.</i></b></p> <p><u>Devizes Outdoor Celebratory Arts (DOCA) Requesting £5,000 Towards Youth Event Activities Devizes</u></p> <p>As DOCA had been unsuccessful in an application to the Arts Council for their core funding, the Chairman sought clarification about whether it would be necessary to add any qualifications about match funding in any motion were the Area Board minded to award the grant. The Strategic Engagement and Partnerships Manager, Richard Rogers, confirmed that grant funding would only be released after evidence of match funding had been provided, so it would not be necessary to provide additional wording.</p> <p>On the proposal of the Chairman, seconded by Cllr Kelvin Nash, it was resolved to make the:</p> <p><b>Decision</b></p> <p><b>To award DOCA £5,000 towards Youth Event Activities Devizes.</b></p> <p><b><u>Reason</u></b>  <b><i>The application met Young People’s Grant criteria for 2024/25.</i></b></p>
87	<p><u>Urgent items</u></p> <p>There were no urgent items.</p>

### **National Grid – Going underground in the North Wessex Downs:**

#### **North Wessex Downs Visual Impact Provision (VIP) project update**

This note has been prepared for Wiltshire Council's Devizes Area Board to provide a progress update on the construction and community activities for the North Wessex Down VIP project.

To recap, the project will see 13 pylons and approximately 4.6km of existing overhead line removed close to the Millenium White Horse and the site of the Civil War battle of Roundway Down, north of Devizes, and replaced with underground cables.

Once completed, the scheme will transform the skyline and views in this part of the North Wessex Downs National Landscape and enhance the landscape for the many local people and visitors who regularly enjoy it.

The project has been developed over several years in collaboration with stakeholders including the North Wessex Downs National Landscape, Wiltshire Council, local landowners, town and parish councils and local people.

#### **Construction update**

Having received planning approval in autumn 2023, construction work started at the beginning of the year and National Grid's appointed main contractor Balfour Beatty has been continuing to make good progress on the initial phase of activity, which is summarised below:

#### **Archaeological surveys**

- Prior to the start of the construction work, an extensive programme of archaeology surveys was undertaken across the project site which had been agreed having worked closely with technical stakeholders including Wiltshire Council and Historic England.
- Wessex Archaeology were appointed to conduct the surveys, which began in January. Using a 'strip, map, record' method, large open trenches between 2,500m<sup>2</sup> – 30,000m<sup>2</sup> were excavated in seven locations along the length of the route.
- Once the topsoil was removed, expert archaeologists excavated each trench by hand to locate and assess any archaeology present, then fully reinstating each area once the works were complete. Only archaeological remains that would be potentially affected by the project were investigated, with an aim to not disturb any remains unnecessarily.
- The surveys revealed that the North Wessex Downs VIP project site is located in a landscape that is rich in archaeology and indicates:
  - Activity from the Early Neolithic (4000 to 3350 BC) through to the post medieval period (1500 to 1800 AD)
  - A previously unknown Early Iron Age (700 to 400 BC) settlement comprising of up to six roundhouses (to the west of the A361).
  - Settlement activity from the Late Iron Age (100BC to AD 43) and Romano – British period (AD43 to 410) on the western part of the route near Conscience Lane
  - Finds have included a well-preserved skeleton of a large dog from a Romano-British ditch and a bone comb that was most likely used in wool production and slag fragments which suggest metal working activities. Signs of prehistoric activity were uncovered including a series of large postholes that possibly indicate a remnant of a structure. Lead bullets and a 3-inch 4-pound iron cannonball were also found, discovered close to Roundway Hill, thought to date from the Battle of Roundway Down in 1643.
- All finds are being carefully recorded and will be archived at the Wiltshire Museum.

### Enabling work

- A programme of enabling work began in spring, which resulted in the project becoming much more visible in the community. The first phase of activity included vegetation clearance (carefully timed to take place ahead of the bird nesting season) and preparation for the installation of the temporary site compound and project offices in the area adjacent to the Hopton Industrial Estate.
- A key part of the initial work on site has involved the construction of the temporary stone haul road which runs the length of the project route. This has been created to enable the project team to access the site, allowing construction vehicles and HGVs to safely carry out excavation works, move soil to and from storage areas and deliver the cables on large drums along with the sub soil and topsoil mounds. The temporary haul road is due to be completed by the autumn and will ensure that construction traffic will not need to use any local roads including Conscience Lane.
- Construction work has also been ongoing over the last few months to install four new temporary pylons, two each at the western and eastern ends of the route corridor at Rickpiece Plantation and Horton Road respectively. These 'one-armed' pylons have allowed us to divert the existing overhead lines a short distance to provide space for the team to construct the new sealing end compounds (SECs) at either end of the new underground section, while ensuring there is no disruption to the network. The SECs will connect the new underground cables to the remaining existing overhead line on completion of the project.
- Work is also now underway on excavating the trenches and installing the ducting that will house the new underground cables. Three cables are included in each trench, with two trenches either side of the temporary haul road, making a total of 12 cables. The ducts are buried 1m-1.5m below the surface, below deep ploughing depth, and then covered with protective tiles and backfilled with the topsoil reinstated. The first cables are due to be delivered in the early autumn.

### National Grid in the community

- The project team hosted its first **Community Liaison Group (CLG)** meeting in January, where we briefed invited stakeholders about the project and the construction programme. The group has been set up so that local groups and organisations can hear the latest on the project, report any problems and provide feedback. The group provides a forum for discussion and will meet throughout the construction phase. The next meeting is scheduled to take place in October. Members include representatives from local schools, town and parish councils, community and user groups, and wildlife organisations. Meetings are by invitation only.
- In March we arranged and held three **public information events** in Bishops Cannings, Devizes and Rowde. We spoke to more than 200 people over three days, taking the opportunity to explain the construction process, answer questions about the project and advising local people what they can expect to see over the next two years that work is taking place. The events generated a significant amount of positive feedback from the local community, even providing an opportunity to speak to *BBC Radio Wiltshire*.
- In June, members of the project team hosted a group of walkers to learn about project as one of a series of events organised during the popular **North Wessex Downs Walking Festival**. Starting at the Millenium White Horse, the five-mile walk followed the path across Roundway Hill and the site of the Battle of Roundway Down, before joining the Mid Wiltshire Way towards Beacon Hill and Oliver's Castle. 16 walkers attended the event and were able to see the progress being made, learn about the archaeology and understand more about the positive impact the project will have on the landscape.

- We issued the first of a series of community newsletters to local residents during the summer, introducing the project as we move into the first stages of construction and providing an overview of VIP in England and Wales.
- In July, National Grid and Wessex Archaeology organised and hosted two events as part of the **UK's annual Festival of Archaeology**. Local residents and history enthusiasts were invited to a family friendly drop-in event at Devizes Town Hall to learn about what has been discovered and see the finds first-hand, including:
  - A bone comb that was most likely used in wool production and slag fragments which suggest metal working activities.
  - Details about a well-preserved skeleton of a large dog that was recovered in an area of settlement activity dating back to the Romano-British period.
  - Lead bullets and a 3-inch 4-pound iron cannonball, discovered close to Roundway Hill, thought to date from the Battle of Roundway Down in 1643.
- Virtual Reality (VR) headsets enabled people to explore the lives of people living in Iron Age and Romano-British settlements, as well as during the English Civil War, informed by the evidence they've left behind. The project team spoke to approximately 60 people during the day.
- In the evening the team gave a talk about the archaeology that had been discovered at Wiltshire Museum that was attended by over 50 people.
- National Grid's Community Grant Programme is aimed at community organisations and charities in areas where our work impacts local people and supports projects that meet local community needs by providing a range of benefits. As part of our engagement we've been encouraging local organisations to apply and to date funding has been awarded to four local initiatives including:
  - Devizes Outdoor Celebratory Arts – working with 45 young people to develop and deliver their own public outdoor cultural event.
  - Caenhill Countryside Centre – creating a workshop area and outdoor classes where children will learn about their countryside, their local provision of food and more, supported by a dedicated team who can assist and tutor SEND placements.
  - The Mind Tree Café – redecorating the cafe building and revamping outside space to be able to host workshops, provide a space for the community to come together, and sell fruits, vegetables, and flowers at an affordable price for an estimated 500 members of the community.
  - Clean Up Devizes Squad – around 60 people will be replanting both roundabouts in the town with a mix of wildflowers, pollinator friendly plants and bulbs to improve the biodiversity of the area as well as its aesthetic.



## Community First - AGM and Awards Celebration

The Community First Annual General Meeting and Awards Celebration will take place on **Wednesday 9<sup>th</sup> October 2024 (5.30-7.30pm)** at the Town Hall in Devizes. Refreshments will be provided. At the event we will share an overview of our work over the last 12 months and celebrate the achievements individuals involved in our programmes and services.

## Voice It, Hear It - Stakeholder Engagement Registration



Voice It, Hear It is an innovative engagement project dedicated to enhancing health and social care services in Wiltshire. The project, which launched in early 2024, aims to engage residents and workers to co-produce, co-design, and co-develop local health and social care services. The Voice It, Hear It project is delivered by Community First, Wiltshire Service Users' Network, Wessex Community Action, Age UK Wiltshire, Alzheimer's Support and Celebrating Age Wiltshire, with funding from Wiltshire Council and Bath, North East Somerset, Swindon and Wiltshire Integrated Care Board (BSW ICB).

Voice It, Hear It is committed to amplifying the voices of adults with lived experiences, ensuring their insights are heard, shared, and acted upon. The project will collaborate with Wiltshire's health, education, and social care sectors, focusing on those who use these services and their caregivers. The primary aim of the partnership is to engage and seek the views of adults and children with:

- Learning disabilities and difficulties
- Physical impairments
- Sensory impairments
- Mental health needs
- Autism spectrum conditions
- Conditions associated with ageing, such as frailty and cognitive impairment
- Social, emotional, and behavioural needs
- Speech, language, and communication needs
- Substance use disorder
- Other factors impacting a child, adult, or family's ability to achieve positive outcomes (e.g., trauma, domestic abuse, exploitation)

The project seeks to collaborate with extended partners to better understand how and where to engage with the adult organisations you work with. By leveraging existing trusted relationships, the initiative aims to co-host and conduct consultations more effectively, ensuring the voices of these clients are included, valued, and acted upon. Your participation is crucial. By joining this effort, you will help ensure that the experiences of these communities inform new policies, strategies, and services.

To contribute, please register using the online form: <https://survey.zohopublic.eu/zs/7DDXym> and tell us about your organisation, your client organisation and how we might reach out through your networks. We have some funding available to support this work, including running workshops on behalf of Voice It, Hear It. Your involvement will aid in consulting clients and sharing their information as we develop new strategies and services for Wiltshire Council and BSW ICB.

For more information, please visit: [www.communityfirst.org.uk/voice](http://www.communityfirst.org.uk/voice)



## Support for Unpaid Carers (Including Parent Carers) in Wiltshire



Community First is working in partnership with Age UK Wiltshire, Alzheimer's Support, Wiltshire Service Users Network, Citizens Advice Wiltshire and Wessex Community Action, under the umbrella Carers Together Wiltshire. The Carers Together Wiltshire partnership offers tailored support to the thousands of individuals across Wiltshire identified as a carer.

As part of our work with Carers Together Wiltshire, Community First offers support for parent carers who provide additional care to their child who needs more help and support. This includes a support conversation to discuss individual parent carer needs, information/advice and signposting to other support services. We can carry out a Carers Assessment for parent carers caring for a child over the age of 18 if they meet the eligibility criteria for a funded service. For more information about parent carer support through Carers Together Wiltshire, please see the parent carer support pathway included with this briefing pack. An information postcard is also included in the briefing pack.

The Carers Together Wiltshire team held three parent carer drop-in events in Chippenham, Trowbridge and Salisbury over the summer, with further drop-in events planned for the autumn. Please keep an eye on our Facebook page and newsletter (see below) for more information about upcoming drop-in events: [www.facebook.com/communityfirstwiltshire](https://www.facebook.com/communityfirstwiltshire)

### Parent Carers Newsletter

If you are a parent carer and you would like to be kept up to date with information including resources, events, drop-ins and other news, please subscribe to the parent carers newsletter using the sign-up form below. We would be grateful if you would also share this link with other parent carers in your newsletters and on your website: <https://mailchi.mp/93192f1024d4/parent-carers-newsletter>

---

## Wiltshire Community-Led Housing

Community First and Wiltshire Community Land Trust are working in partnership to deliver Wiltshire Community-Led Housing. We believe Community-Led Housing offers an opportunity for local people to come together and provide the kind of homes their communities need for the future. Wiltshire Community-Led Housing is an independent advisory and support service, and we are here to support anyone in Wiltshire and Swindon who is interested in finding out more about Community-Led Housing. This includes town and parish councils, new groups and established groups. If you would like to find out more, please email: [info@wiltshirecommunityledhousing.org.uk](mailto:info@wiltshirecommunityledhousing.org.uk).

## Rural Housing Enabler Project

Community First has been involved with the promotion and support of Community-Led Housing for several years working with Wiltshire Community Land Trust, Wiltshire Council, Swindon Borough Council and local housing associations. Community First has recently secured funding from DEFRA to employ a Rural Housing Enabler (RHE) Consultant and develop an active partnership group to help raise awareness of the lack of affordable housing for local people in rural areas and encouraging and supporting communities to help make provision for new homes. The team is currently responding to initiatives in Holt, Aldbourne and West Lavington. Current funding for this project is for a very limited period, up to the end of March 2025, so any groups and parishes interested in support should contact [info@wiltshirecommunityledhousing.org.uk](mailto:info@wiltshirecommunityledhousing.org.uk) as soon as possible.



## Employability Programmes

The Building Bridges Programme has recently received funding from The Ministry of Housing, Communities and Local Government via Wiltshire Council's Rough Sleeper Initiative's 'Move on and Prevention Funding' to support people in Wiltshire who are accommodated in housing related supported accommodation. If you would like support, please contact the dedicated rough sleeper team by email to [roughsleeperteam@wiltshire.gov.uk](mailto:roughsleeperteam@wiltshire.gov.uk), phone Housing Solutions 0300 456 0106, or speak to your HMO Manager.

---

## Minibus Driver Training (MiDAS)

Community First offers MiDAS Minibus Driver Training, a nationally recognised standard for drivers of minibuses that offers training for members of staff and volunteers to drive minibuses to ensure they transport adults and children safely. MiDAS training offers the following benefits for your organisation:

- The Department of Education and Department for Transport highly recommend that all minibus drivers complete MiDAS training.
- Some insurance companies offer lower premiums on completion of this training.
- Drivers gain more valuable experience and feel more confident in driving minibuses and will become more competent and safer minibus drivers.

Community First is offering the new national MiDAS training programme. The theory module is now completed individually by drivers prior to undertaking a practical assessment. Upon application drivers will be allocated a 'learner pass' to access the Community Transport Association (CTA) learning portal.

Once this module has been completed one of our Driver Assessors will arrange to visit clients to complete a theory follow up followed by the driving assessment. On successful completion of both theory and practical, drivers will be able to log on the CTA portal to print off their personal MiDAS certificates.

Community First employs two highly qualified and experienced MiDAS trainers. Demand for training is high and will increase as we move towards the autumn and start of the new school year. Please book early to ensure your drivers are up to date with their training.

**If you would like any further information on MiDAS training, please contact Martin Carter:**  
[mcarter@communityfirst.org.uk](mailto:mcarter@communityfirst.org.uk).

---

## Youth Action Wiltshire Golf Day

The Youth Action Wiltshire Annual Golf Day will take place on Friday 13th September 2024 at the North Wiltshire Golf Club, near Devizes. Please bring a team.

The funds raised from this event will go directly to our Young Carers and Splash services for exciting and sessions for Wiltshire young carers and young people facing challenges in their lives. These will include sports, music, arts, wildlife and well-being activities.

**For further information contact Becca Worsley via email: [beccaworsley@gmail.com](mailto:beccaworsley@gmail.com)**

## Youth Action Wiltshire Carol Service

The popular Youth Action Wiltshire carol service 'Carols by Candlelight' will take place on Friday 13<sup>th</sup> December 2024 at the usual venue of Malmesbury Abbey. Further details about the event will be released shortly.

For more information or to request tickets, please email Ginnie Keen: [ginniekeen@gmail.com](mailto:ginniekeen@gmail.com).

---

## Alternative Provision at Oxenwood and Linkenholt

Community First has been approved as a provider of alternative provision delivered at our Outdoor Education Centres. Oxenwood and Linkenholt Centres provide a valuable learning experience for vulnerable children and young people. The Centres can support young people who may struggle to access mainstream education, including those who face social and academic exclusion. Under the leadership of our trained and experienced Outdoor Education Instructors, we foster a nurturing and positive environment where young people feel safe, heard and valued. Our Centres offer a place to unwind, connect with nature and experience the many positive benefits of adventure and outdoor education.

Our curriculum focuses on social, emotional, and physical development whilst emphasising the development of essential skills including resilience, motivation, self-control, confidence, and independence. Our commitment to high-quality experiences ensures that schools, clubs, and groups can access our day activities, and we are dedicated to making a positive impact on the lives of young learners. Young people can be referred to us if:

- They lack engagement in school
- Have underdeveloped life-skills
- Have low attendance and attainment
- Experience poor mental well-being and self-esteem issues
- Have anxiety
- Have a pattern of negative relationships with adults and peers
- Lack of pro-social behaviours

For more information please visit: <https://www.oxenwood.org.uk/alternative-provision/>

---

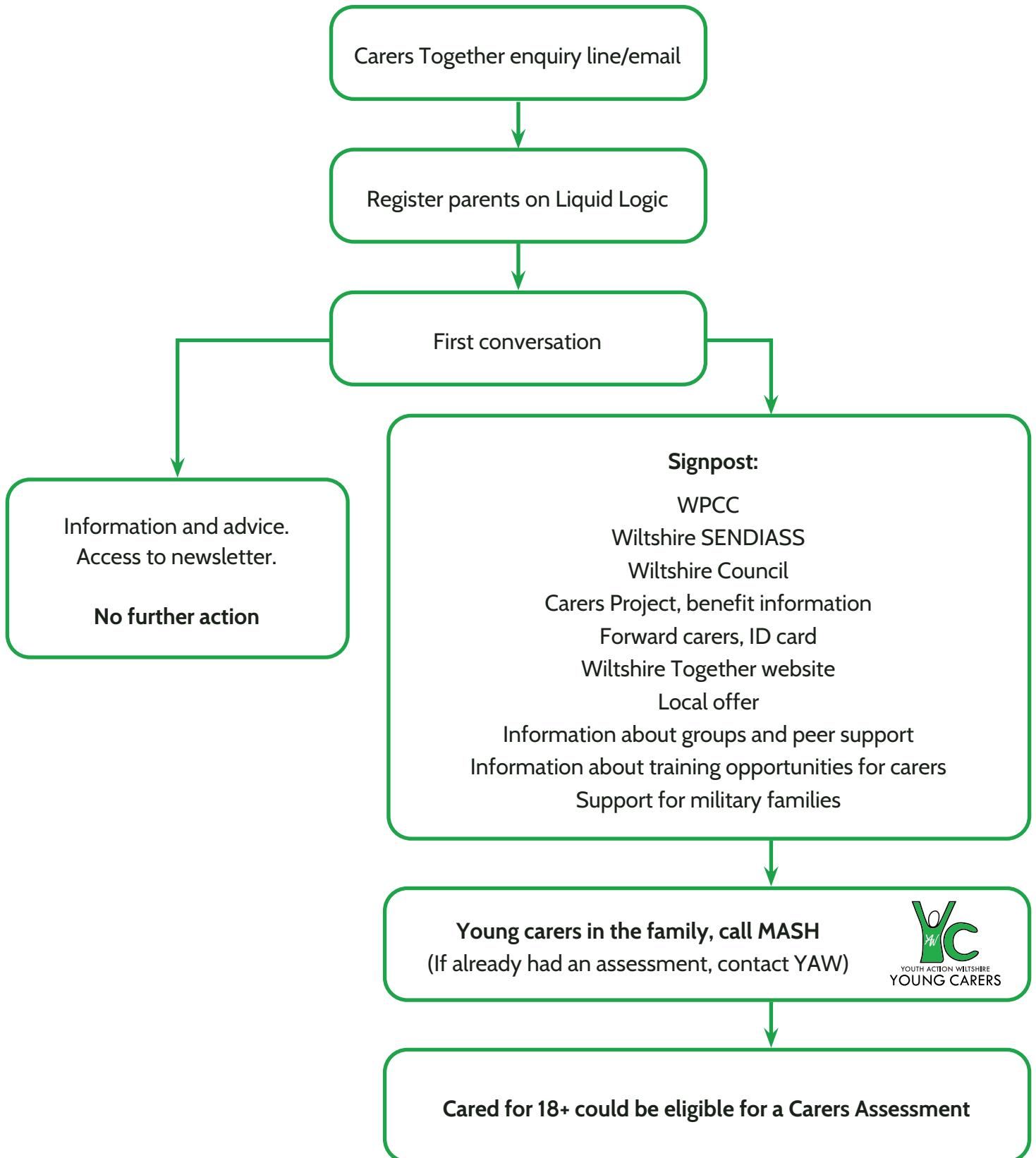
### Briefing prepared by:

Ellie Ewing

Marketing and Communications Manager (Community First)

[eeewing@communityfirst.org.uk](mailto:eeewing@communityfirst.org.uk)

# Parent Carer Support Pathway







**COMMUNITY  
FIRST**



**Carers Together  
Wiltshire**

Page 23



## Help for parent carers in Wiltshire

**Are you a parent carer, providing care to  
your child who needs additional support?**

Community First can offer a range of help  
and support for parent carers through the  
Carers Together Wiltshire partnership.

**01380 710 300**

**[enquiries@carerstogethertwiltshire.org.uk](mailto:enquiries@carerstogethertwiltshire.org.uk)**

**[www.communityfirst.org.uk/carers-  
together-wiltshire](http://www.communityfirst.org.uk/carers-together-wiltshire)**

---

*Community First is a registered charity (288117)*

## Useful contacts for parent carers

### Wiltshire Parent Carer Council

Information, signposting and support for parent carers of children and young people with SEND.

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

01225 764647

### Wiltshire SENDIASS

Support around education for young people and their families.

01225 255266

### Wiltshire Council's Adult Social Care

If your child is over 18

0300 456 0111 (out of hours: 0300 456 0100)

### Integrated Front Door (Children's Services)

If you are worried about a young person under 18.

0300 456 0108 (out of hours: 0300 456 0100)

*If you have a young carer in your family who needs support please refer them through the above telephone number to access our services.*

### Forward Carers

A range of online resources to support you in your caring role, including a benefits calculator. You can register for a Carers ID Card, access online support groups and self-refer for help from local services.

[www.carerfriendlywiltshire.org.uk](http://www.carerfriendlywiltshire.org.uk)

### Turn2Us

National charity that helps people in financial hardship to gain access to welfare benefits, charitable grants and support services.

[www.turn2us.org.uk](http://www.turn2us.org.uk)

Sign up for our newsletter.  
Scan the QR code or visit:  
<https://tinyurl.com/2h2fne5v>



# The value of listening

Healthwatch Wiltshire  
Annual Report 2023-2024



**healthwatch**  
Wiltshire

# Message from Chief Executive Officer

As CEO of TCF I am SO proud that we are now able to deliver Healthwatch Wiltshire as part of our Healthwatch family, more specifically as part of the Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board (ICB) footprint.

Healthwatch Wiltshire has a wonderful history. Our volunteers, staff and stakeholders have worked incredibly hard over the past 12 months, this document goes some way to share the work and passion that they share for Healthwatch.

This year has been a time for reflection and vision planning. There are many good things about how Healthwatch has been delivered in Wiltshire, but I look forward to establishing new approaches to listening, planning and implementing an effective service. I am keen that during the course of the coming year we involve student placements and embed our new governance approach.

Healthwatch Wiltshire is incredibly well respected and comes with a dedicated group of advocates. Ensuring that the people of Wiltshire are heard and informed is key to our continued success. Our focus will remain on a locally delivered service whilst creating regional intelligence. We seek to create cohesion across our projects at a strategic level ensuring that peoples views are always shared locally and when necessary shared as part of a regional approach.

I'd like to place on record my thanks to all involved in the transition period, volunteers, staff and commissioners, and look forward to working alongside you all in the coming year.

Kevin Peltonen-Messenger  
CEO,  
TCF





---

# Contents

---

Message from our CEO	2
Message from the Chair	5
About us	6
Year in review	7
Your voice heard at a wider level	8
Listening to your experiences	10
Ways we're making a difference	14
Hearing from all communities	16
Advice and information	18
Volunteering	20
Finance and future priorities	22
Statutory statements	24



**“Over the last year, local Healthwatch have shown what happens when people speak up about their care, and services listen. They are helping the NHS unlock the power of people’s views and experiences, especially those facing the most serious health inequalities.”**

Louise Ansari, Chief Executive at Healthwatch England





Clockwise from top: Melksham Fete in July 2023; the Healthwatch England Conference in September 2023; welcoming David Croisdale–Appleby, Chair of Healthwatch England, in August 2023; a volunteer day focusing on future project ideas in November 2023; and our Christmas party in December 2023.

---

# Message from our Chair

---

**As your health and social care champion, the Healthwatch Wiltshire team continues to ensure that your voice is heard by local services.**

I hope this report finds you well. This year has had a big focus on reaching out to communities we don't often hear from.

Our work with Wiltshire Council's Ethnic Minority and Traveller Achievement Service (EMTAS) and children's charity Spurgeons has helped us to understand more about the experiences of Afghan refugees, Eastern Europeans and Boaters in how they access services.

We've also heard from autistic people and their carers on what they think of mental health services in Wiltshire and we're keen to see how these services can be developed following the recommendations we've made in our report.

Working closely with our partners across the health and care system has been another key theme this year. We're pleased to have been involved in the development of information and resources to help ease the process of leaving hospital, and be at the heart of the new network of Neighbourhood Collaboratives as they launch across Wiltshire.

And I'm particularly proud that our volunteers have played a pivotal role in the design of a new complaints guide for Salisbury District Hospital. The volunteers' meticulous work to ensure the new guide was patient friendly has meant it's the hospital's first publication to carry the coveted 'patient reviewed' stamp.

I would like to extend a huge thanks to our dedicated staff team and our wonderful volunteers whose hard work and commitment enabled us to achieve so much over the year.

Following a procurement exercise undertaken by Wiltshire Council, Healthwatch Wiltshire moved to a new provider in January 2024.

Thank you to everyone who has shared their views and experiences with us. Sharing your feedback really does make a difference.



**Alan Mitchell**  
Healthwatch Wiltshire Chair



**This year has had a big focus on reaching out to communities we don't often hear from.**

---

# About us

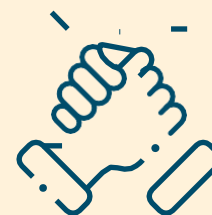
---

## Healthwatch Wiltshire is your local health and social care champion.

We make sure NHS leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.

### Our vision

A world where we can all get the health and care we need.



### Our mission

To make sure people's experiences help make health and care better.



### Our values are:

- **Listening** to people and making sure their voices are heard.
- **Including** everyone in the conversation – especially those who don't always have their voice heard.
- **Analysing** different people's experiences to learn how to improve care.
- **Acting** on feedback and driving change.
- **Partnering** with care providers, Government, and the voluntary sector – serving as the public's independent advocate.



# Year in review

## Reaching out:

**1,142 comments**

from people who shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

**4,397 people**

came to us for clear advice and information about topics such as mental health and registering with a GP.



## Making a difference to care:

We published

**3 reports**

about the improvements people would like to see in health and social care services.

From these we made

**14 recommendations**

for improvement.



## Health and social care that works for you:

We're lucky to have

**15 volunteers**

who gave up **470 hours** to make care better for our community.

We currently employ

**4 staff**

who help us carry out our work.

We're funded by our local authority. In 2023-24 we received

**£165,496**



# Your voice heard at a wider level

We collaborate with other Healthwatch and the Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board (BSWICB) to help influence decisions made about services across the region.



## Developing resources to support hospital discharge

We have been working with staff across the BSW health and care system to develop new leaflets, videos and information resources that help provide extra support for patients, families and carers during their discharge from hospital.

The resources, which also provide information and support for health and care professionals, support a new programme of work called Caring Steps Together, which has been established to improve people's understanding of what can sometimes be the confusing process of leaving hospital and accessing follow-up care.

The new resources, which launched in December 2023, will help support patients, their families and carers to understand the process of leaving hospital and the other services available to provide support in the community. The resources are available digitally and as printed leaflets to download from the [BSW Together website](#).



**“In late 2022, partly through work led by Healthwatch Wiltshire, BSWICB identified a need to significantly change and improve the way we share information about being discharged from hospital if people need support at home or are going into a care home. It took a year to work with partners to truly understand what our population and colleagues needed, how they wanted to access it and even how they wanted it to look.**

**“Caring Steps Together launched in late 2023 and has reached and helped thousands of people to understand what their pathway looks like, what decisions they might want to make and who they can talk to for more support. Healthwatch Wiltshire was a consistent and supportive partner through that process, always advocating for Wiltshire residents at every opportunity and fundamentally helped to shape and deliver on our shared ambitions to help improve people’s experience of our services.”**

Emma Higgins, Associate Director – Wiltshire Integrated Care Alliance Programme and Delivery Lead, BSW ICB



## We join new neighbourhood initiative

In 2023, we were invited to join the Neighbourhood Collaboratives initiative, which aims to reduce health and wellbeing gaps in our local communities.

The collaboratives, which include partners from health and social care, local authorities, the voluntary and community sector and police and fire services, are currently being set up across the region by the BSW Integrated Care Board.

We have joined the steering group of the Wiltshire Collaborative Network, which oversees these Neighbourhood Collaboratives, and brings them together to share information and learning.

As more Neighbourhood Collaboratives become established, we'll be monitoring how they work together to tackle local health and wellbeing challenges.



**“We’re two years into the [Neighbourhood Collaboratives] work to build broad alliances across Wiltshire and in each Primary Care Network neighbourhood, focusing on prevention and reducing health inequalities. Healthwatch Wiltshire has been an integral part of developing this approach and has walked side by side in promoting and supporting it towards sustainability.**

**“Neighbourhood Collaboratives aim to be led by the voice of residents in each area – Heathwatch Wiltshire continue to be a partner and critical friend in building new relationships and connection with our residents to ensure our work is meaningful and focused on things that matter to the community.”**

Emma Higgins, Associate Director – Wiltshire Integrated Care Alliance Programme and Delivery Lead, BSW ICB



## Survey focuses on eating disorders

Working with our Healthwatch colleagues in Swindon and Bath and North East Somerset, a survey was launched in early 2024 which asked for people's views on eating disorders and disordered eating – and if enough support is available in the region. Volunteer Jasmine Fawcus-Smith presented the project at our Mental Health Open Forum in March 2024 and highlighted that a lack of communication between patients and services, a lack of knowledge among healthcare professionals, and delays in accessing support were coming through as key themes. The survey has since closed and we'll be sharing the findings in due course.



## Listening to your experiences

**Services can't make improvements without hearing your views. That's why, over the last year, we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed this back to services and help them improve.**



# Improving mental health services for autistic people

In May 2023 we launched a project to find out what autistic people thought about mental health services in Wiltshire. BSW ICB is now developing an action plan to address the issues we raised in our report.

Working with Wiltshire Service Users Network (WSUN), we developed two surveys – one for autistic people and one for their families and carers. Autistic people told us of their desperation and frustration at not being able to get the support they need for their mental health. They said they felt isolated and misunderstood, falling between the gaps in services which aren't designed to meet their needs and where staff lack training and awareness to support them.

## What did we recommend?

- Deliver autism training for all mental health staff, preferably led by an autistic person or someone with lived experience.
- Provide more staff in Child and Adolescent Mental Health Services (CAMHS) and mental health services who understand autism.
- Create mental health solutions/therapies that are more suited and helpful to autistic people, recognising their neurodivergence.
- Recruit specific professionals to help at times of crisis with respite/practical support/network coordination and support for the carer.
- Recognise that an autistic person may mask their condition – assess them more than once or ask a carer/family member for their input and views.
- Provide options for how people contact a service – offer online/email contact to those who have difficulty making phone calls, and vice versa.
- Provide more face to face contact if it's easier for the autistic person.



**“The findings and outcomes of this report shine a spotlight on the importance of continuing to improve access and service provision for people with autism and their families and carers in Wiltshire.**

**“The views and experiences of people who have accessed services are paramount in guiding service transformation, and this report highlights where people want to see improvement in current service provision.**

**“We will ensure that their recommendations form part of our review of the Wiltshire Autism Strategy as well as the further development and implementation of our BSW ICB Learning Disabilities & Autism, and Mental Health transformation programmes.”**

Gordon Muvuti, Director of Place Swindon and BSW Executive Director for Mental Health, BSW ICB

# Improving a hospital's complaints process

In autumn 2022, we carried out a piece of work to [hear your views on making a complaint at Salisbury District Hospital](#), which made several recommendations to make information about the complaints process easier to understand.

Following on from this work, the hospital has since introduced a new Complaints Handling Policy and created a new Guide to Complaints, Concerns, Comments and Compliments.

The redeveloped leaflet underwent a vigorous review by Healthwatch Wiltshire volunteers and further reviews by the hospital's patient readership groups. See our [You Said, We Did](#) for more.

## What difference did this make?

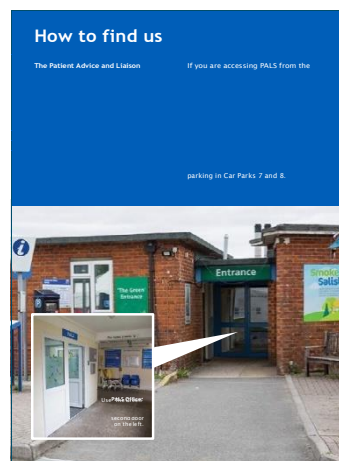
Our volunteers, as well as the hospital's Patient Experience Steering Group, were involved in the development of a new leaflet to ensure that it's patient friendly. Their suggestions included:

- A clear, Plain English guide to the process with a reassuring, friendly tone
- An emphasis on who the Patient Advice and Liaison Service (PALS) team are and what they do
- Map and photos of where the team is

Digital and printed versions of the guide are now available, as well as an accessible version compatible with screen readers, and an Easy Read version.



**The new-look leaflet was launched in October 2023 and is the first publication to carry the hospital's new 'patient reviewed' stamp.**



**“Healthwatch Wiltshire continue to work in collaboration with the Patient Experience team here at Salisbury Hospital. They are a regular and valued presence within our monthly Patient Experience Steering Group (PESG) and continue to support our service improvement plans related to our Complaints process.**

**“I would like to take this opportunity to extend my thanks to our colleagues at Healthwatch Wiltshire who continue to work with us to improve our services for the benefit of our patients.”**

Victoria Aldridge, Head of Patient Experience at Salisbury District Hospital

# Understanding how people order prescriptions

We worked with Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board (BSW ICB) to find out which prescription ordering service people liked to use, how easy they found the process, and how important the service was to them.

We received 380 responses to our short survey, which ran for two weeks in October 2023. As well as an online survey, we took paper copies to several pharmacies across Wiltshire, where we talked to patients as they collected their prescriptions.

## What did people tell us?

- Most people told us they found ordering prescriptions easy, and used a variety of methods including SystmOnline, the NHS App and Prescription Ordering Direct (POD).
- The majority of respondents said being able to order repeat prescriptions was very important to them, but long waits for medication and shortages of preferred brands were among the concerns they raised.
- Other issues included poor internet availability, or a lack of confidence in using online services, as well as a frustration at not being able to get repeat prescriptions for longer than one month, particularly when someone had a long term condition.

We made a number of recommendations based on our findings, which included:

- Improve awareness of the NHS App among patients, as most people only use the system selected by their GP surgery or Primary Care Network.
- Consider increasing the length of timeframe for repeat prescriptions.
- Improve the reliability of collection or delivery dates for prescriptions.
- Address concerns about availability/shortage of medications.
- Consider how changes to brands of medication could be accommodated without needing to revisit a surgery for a new prescription if the prescribed medication is not available.
- Ensure patients are aware that some pharmacists offer a delivery and a postal service.

The feedback we received was welcomed by BSW ICB. With the current winding down of the POD service in Wiltshire, which is due to close in June 2024, we will continue to monitor feedback on prescriptions.



**“We will be reviewing the feedback and using it to help inform our understanding. We recognise not just the different perspectives reflected in the report, but also the differing needs of our population with some patients potentially very well served by digital solutions and others where alternative access routes are more suitable. Should anything need to be undertaken differently we will be clearly communicating in a planned and considered way.”**

Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board

# Ways we're making a difference

Throughout our work we aim to ensure everyone's experiences are heard.

## Key recommendation leads to creation of women's clinic

Our survey asking [which services people would like to see at the Devizes Health Centre](#), which opened in 2022, has led to the creation of a women's health clinic.

More women's services was one of our key recommendations from the survey, which heard from more than 2,500 people. Devizes Primary Care Network (PCN), a collective of four GP surgeries in the town, took this on board:



**“Following a comprehensive survey completed by Healthwatch, we were informed that improved Women's Health Services in our PCN would be welcomed by our patients. We now provide comprehensive women's health services in a dedicated clinic, once a week, between 6.30pm and 8pm. The clinic is staffed by clinicians who are interested and trained in Women's Health, who opt to work in the clinic instead of, or in addition to, their core hours. To date, the clinic has never been short staffed and is proving popular with patients and staff alike.**

**“Patient feedback has been sought after every consultation and has been overwhelmingly positive. Demand is extremely high [and] we have applied for local funding which is aimed at expanding the service. We intend to use the funding to provide some dedicated training to clinicians interested in developing their skills, so we can improve patient access for these appointments, in a sustainable way.”**

Helen Scott, Primary Care Network Manager, Devizes

## School sessions focus on wellbeing

In early December we visited Warminster School to continue to hear the views and experiences of children and young people, particularly around emotional wellbeing.



We shared a wellbeing session with 60 students across Years 10, 11 and Sixth Form followed by a discussion around what wellbeing was to them and what they thought about services.

Key themes that emerged were how aware they are of things that can affect people's wellbeing and also of the warning signs that all is not well. Coping strategies were discussed, both positive and negative, and there was some useful feedback on services in Wiltshire.

## We call on local people to help us set our priorities

In March 2024, we called on local people to tell us [what they thought our priorities should be](#) for 2024-25. We travelled across Wiltshire and hosted an online survey asking people to choose from six potential projects:



- The wellbeing of children and young people
- Pharmacy
- Care at home
- Accessibility of health services
- How the cost of living is affecting our health
- The impact of living in a rural county

We were delighted to receive 211 responses to our short survey, and a wealth of comments and insights. Our work for the year ahead will be driven by what people told us is important to them and we will ensure Wiltshire residents continue to play a key role in helping to shape services.

See [page 23](#) for our new priorities.

## Mental Health Forum helps highlight gaps in services

Our [Mental Health Open Forum](#) is a collaboration between us, services users and mental health provider Avon and Wiltshire Mental Health Partnership NHS Trust (AWP) and provides a unique opportunity for people to speak directly to those who run services.



The online forum has regular guest speakers, which this year covered a wide range of topics including AWP's North Wiltshire Intensive Service, advocacy, domestic abuse, and Survivors of Bereavement by Suicide. It also provided a way for members to hear progress on the Community Mental Health Framework and an update on AWP's Care Quality Commission inspection.

This sharing of information means members are able to get involved in the shaping and development of mental health services in Wiltshire. In 2023-24 members have highlighted where there are gaps in local services for conditions such as Post Traumatic Stress Disorder (PTSD) and that adapting existing services to suit autistic people's needs, such as Talking Therapies, should be considered.



**“As a mental health service provider, the Mental Health Open Forum continues to be an extremely beneficial platform, not just from a client perspective but also from the organisational perspective. The forum provides a great two-way link to the NHS mental health services and strengthens the communication, feedback and learning between the clinical provision (under AWP) and the community provision our charity provides. Most importantly it provides a useful channel for those we are supporting to give their comments on the care they have been receiving, for this to be heard and for actions to be taken – the key element being ‘You Said, We Did’. It also enables great networking and information sharing opportunities, providing the right contacts and an audience where questions can be answered and followed up on efficiently – all aiding our organisations awareness and the cascading of information to those we support.”**

Jonathan Baker, Digital Officer, Rethink



# Hearing from all communities

Over the past year, we have worked hard to make sure we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently to gather their feedback and make sure their voice is heard, and services meet their needs.

**This year we have reached different communities by:**

- Working with Wiltshire Council's Ethnic Minority and Traveller Achievement Service (EMTAS) and children's charity Sprugeons to offer advice and support to minority groups including Eastern Europeans, Afghan refugees and Boaters.
- The project continues in 2024, where we'll be talking to Bangladeshi and Nepali communities, and Travellers.

# Hearing from minority groups

**We're working with Wiltshire Council's Ethnic Minority and Traveller Achievement Service (EMTAS), and children's charity Spurgeons to offer support and advice to minority groups, particularly where English is not their first language.**

This work, funded by NHS Charities Together, aims to signpost key medical services and deliver activities to support families' mental health and wellbeing.

## Supporting the Eastern European community

Sessions in June and July 2023 were held at the Polish Community Centre, Trowbridge, with interpretation provided in Polish, Romanian, and Ukrainian. We were there to provide information and signposting, while Spurgeons ran activities for children and offered practical advice for families. Common themes included:

- Finding support for children with special or additional needs
- Where to get support for domestic abuse
- Dealing with loneliness and isolation
- Accessing GP services.

## Supporting the Boater community

We also held sessions with the Boater community in July 2023, at the Canal Tavern, Bradford on Avon and the Barge Inn, at Honeystreet, near Pewsey. Boaters told us of their difficulty accessing services such as GPs and dentists, and their problems collecting prescriptions, often because they have no fixed address and have to move moorings every two weeks.

Women in the Boater community highlighted their uncertainty around antenatal care and childbirth due to their constant travelling patterns, and were reluctant to engage with health visitors as they didn't seem to understand the Boater lifestyle. A lack of public transport in rural areas also creates difficulties getting to healthcare appointments, as few Boaters have a car. Read more about this work [on our website](#).

## Supporting Afghan refugees

In March 2024, we met around 40 families of Afghan refugees who had helped British forces in Afghanistan and have been settled in army bases across Wiltshire. We visited military bases at Perham Down, Larkhill and Lyneham to find out how these families were accessing health and care, education and early years support, and to hear their experiences of getting the help they needed. Key themes included:

- Lack of ability to speak English makes accessing health and care very difficult particularly as Dari and Pashto interpreters are not always available
- Difficulty/unavailability of accessing public transport and cost of getting to appointments
- Lack of social integration and isolation
- Not knowing where to go to get help or access sports and social activities.

### What happens next?

The final phase of this project, in summer 2024, will see us reach out to Bangladeshi and Nepali communities and Travellers.



## Advice and information

**If you feel lost and don't know where to turn, Healthwatch is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need.**

**This year we've helped people by:**

- Providing up to date information people can trust
- Helping people access the services they need
- Supporting people to look after their health



# Explaining GP access rights to a Boater

James\*, a single older man, had suffered a brain injury after being attacked. He has ongoing medical issues and needs daily medication. He uses the NHS App but, as a Boater, finds it difficult to collect prescriptions as he uses his sister's address and does not have a fixed address. He explained he was not getting the correct dosage of one of his medications and had tried to speak to the GP receptionist to have this corrected. They insisted he needs to see a doctor but that is not possible given his travelling pattern.

We were able to give the man [a card that outlines his rights to access GP services](#) despite having no fixed address. We directed him to a surgery that is accessible given his current cruising pattern and where we know the needs of the Boater community are well understood. The man was grateful for being listened to and thanked us for our support.

---

## Helping to find an NHS dentist

Cynthia\* was pregnant and moved around a lot as her husband was in the military. She needed her teeth looked at as they were sensitive and bled often due to pregnancy. Her midwife advised her that she is entitled to free dental checks as she is pregnant. Cynthia told us she had already contacted NHS England who advised there was nothing they could do to help at the time and advised her to continue to look around.

We suggested she visited the NHS website to find a dentist and organisations who can provide advice online, such as the Oral Health Foundation and eLearning for Healthcare. We also advised her to contact NHS 111 if she experienced any pain or discomfort.

---

### Advice on registering with your GP is most visited page

An article which helps people [understand their rights when registering with a GP](#) has been the most visited page in the advice and information section of our website.

The page provides answers to frequently asked questions such as how do I register? and advice on what to do if you have problems registering. There are links to further information, particularly if you are an asylum seeker, refugee, a homeless patient or an overseas visitor, as well as to the My Right to Healthcare card to help people register.

The page has been visited 619 times this year.

\*Names have been changed.



# Volunteering

**We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.**

**This year our volunteers:**

- Attended events to promote Healthwatch Wiltshire and what we have to offer
- Collected experiences and supported local people to share their views
- Passed on advice and information



**“I decided I’d like to do some volunteering and was introduced to Healthwatch by a friend. With my background as an Occupational Therapist, I have always been interested in health issues. I am particularly interested in improving health care for older people, as after being a carer for my parents for over 10 years, I realised there are often gaps in the care provided. Also, after working in a primary school, I developed an interest in the emotional wellbeing of children and young people. I feel this is an area that needs more research and resources. I have only joined Healthwatch recently and I am planning to help with a Mental Health Awareness Week at local colleges. I have also offered to help with a project looking at how the health and support needs of military personnel and their families are being met in Wiltshire. I look forward to being part of Healthwatch Wiltshire.”**



Alison



**“My background is in care and education working for Social Services in Berkshire and then across the South of England inspecting for Ofsted. I moved to Wiltshire in 2005 and on early retirement I wanted to continue to support families. I firstly volunteered for Homestart before transferring to Healthwatch on its formation in Wiltshire. I have undertaken a range of activities with Healthwatch giving talks, conducting surveys, helping at events, and developing materials, to support our work in Enter and View visits to publicly funded health and care providers. I help to train other volunteers in our role as visitors to the providers and particularly enjoy supporting others in this way. Volunteering is a great way of meeting new people and giving your spare time to supporting improvements for Wiltshire residents.”**



Elizabeth

## Do you feel inspired?



We are always on the lookout for new volunteers, so please get in touch today.

 [healthwatchwiltshire.co.uk/volunteer](https://healthwatchwiltshire.co.uk/volunteer)

 01225 434218

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



## Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

### Our income and expenditure - Help and Care (April-December 2023)

Income		Expenditure	
Funding received from local authority	£119,746	Staff cost	£80,042
Additional income - NHS Charities Together EMTAS project	£600	Operational costs and administration	£16,424
		Support and administration	£45,835
<b>Total income</b>	<b>£120,346</b>	<b>Total expenditure</b>	<b>£142,301</b>

## Our income and expenditure – The Care Forum (January-March 2024)

Income		Expenditure	
Funding received from local authority	£44,250	Staff cost	£32,842
Additional income – NHS Charities Together EMTAS project	£900	Operational costs	£11,938
		Support and administration	£2337
<b>Total income</b>	<b>£45,150</b>	<b>Total expenditure</b>	<b>£47,117</b>
<b>Overall income 2023-24</b>	<b>£165,496</b>	<b>Overall expenditure 2023-24</b>	<b>£187,451</b>

## Next steps

**Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.**

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

**Our top three priorities for the next year are:**

- **Pharmacy** – a review of the Pharmacy First scheme.
- **Living in a rural county** – focusing on the issues people face living in isolated areas and how they access services.
- **Care at home** – hearing the views of people who have an NHS@Home (virtual ward) package to provide care at home and how this is working for them.

New projects for 2023–24 include talking to military personnel and their families about how they access health and care. We'll also be continuing our work with Wiltshire EMTAS to engage with Bangladeshi and Nepali communities, and Travellers.

And we'll follow up on our recommendations from our previous reports to see what impact changes to services have had for local people.



# Statutory statements

**Healthwatch Wiltshire, The Independent Living Centre, St George's Road, Semington, Wiltshire BA14 6JQ.**

**Healthwatch Wiltshire uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.**

The Healthwatch Wiltshire service was transferred to a new provider on 1 January 2024, following a procurement exercise by Wiltshire Council.

For the period 1 April 2023 to 31 December 2023, the Healthwatch Wiltshire contract was provided by **Help & Care**, A49, Aerodrome Studios, Airfield Way, Christchurch, Dorset, BH23 3TS. Registered Company No. 03187574. Registered Charity No. 1055056.

On 1 January 2024, the Healthwatch Wiltshire contract was awarded to **The Care Forum**, The Vassall Centre, Gill Avenue, Fishponds, Bristol BS16 2QQ. Registered Charity No. 1053817 and a Company Limited by Guarantee in England No. 3170666.

**Most of the work featured in this report was carried out under Help and Care, apart from the priority survey and engaging with Afghan refugees, which were between January-March 2024.**

# The way we work

## Involvement of volunteers and lay people in our governance and decision-making

Our Healthwatch Board consists of 4 members who work on a voluntary basis to provide direction, oversight and scrutiny of our activities. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2023/24, the Board met 6 times and made decisions on matters such as partnerships with stakeholders and our contributions to their strategies.

Our wider group of volunteers were involved in a priority setting workshop to decide our projects for the forthcoming year. We ensure wider public involvement in deciding our work priorities.

We are committed to taking additional steps to ensure we obtain the views of people from diverse backgrounds who are often not heard from. This year we have done this by talking to Eastern European, Fijian and Afghan communities and Boaters.

Our work priorities are driven by what people have told us is important to them, through our surveys and feedback forms, information and signposting enquiries, web page views, and our mental health forum. Our survey to hear Wiltshire people's views on possible projects for next year gathered 211 responses.

## Methods and systems used to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services. During 2023/24, we have been available by phone, and email, provided a web form on our website and through social media, as well as attending libraries and community campuses, community groups and forums. We've also heard people's experiences at health and wellbeing fairs, Armed Forces events, Freshers Fairs and at WI meetings.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website and share it with our mailing list subscribers and on our social media channels.

## Responses to recommendations

All providers responded to our requests for information and recommendations. There were no issues or recommendations escalated by us to Healthwatch England Committee, so no resulting reviews or investigations.

## Enter and View and PLACE visits

Healthwatch Wiltshire has a statutory right to carry out Enter and View visits in health and social care premises to observe the nature and quality of services, as set out in the Local Government and Public Involvement in Health Act 2007.

Enter and View visits could be to NHS organisations, GPs, dentists, opticians and community pharmacists. Visits are not inspections but aim to offer a layperson's perspective.

Patient-Led Assessments of the Care Environment (PLACE) assessments look at the care environment of services such as hospitals and day care centres.

We did not carry out any Enter and View or PLACE visits this year but are planning more for 2024/25.

---

## Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insight and experiences that have been shared with us. In our local authority area we take information to a number of committees and forums, including:

- Wiltshire Council's Health and Wellbeing Board and Health Select Committee
- BSW VCSE Alliance (Voluntary Community and Social Enterprise)
- Children and Families Voluntary Sector Forum
- Neighbourhood Collaboratives
- Health and Wellbeing Forums
- Patient experience groups (run by the hospital trusts)
- Wiltshire Integrated Care Alliance Partnership Meeting (NHS, council, VCSE, care homes)
- Wiltshire Youth Partnership

This year we've also shared feedback to inform the Integrated Care Board's work to improve prescription ordering services.

We also take insight and experiences to decision makers in Bath and North East Somerset, Swindon and Wiltshire Integrated Care System, in meetings that include the BSW System Quality Group (NHS providers and local authorities).

We also share our data with Healthwatch England to help address health and care issues at a national level.

## Health and Wellbeing Board

Healthwatch Wiltshire is represented on the Wiltshire Council's Health and Wellbeing Board by Alan Mitchell, Chair of Healthwatch Wiltshire, where we have voting rights.

During 2023/24 our representative has effectively carried out this role by regularly attending meetings and workshops and reminding partner agencies about the importance of involving local people.

## Integrated Care Board


Alan also represents Healthwatch Wiltshire on the Bath and North East Somerset, Swindon and Wiltshire (BSW) Integrated Care Partnership (ICP), and the Wiltshire Integrated Care Alliance (WICA) Partnership Committee.







Healthwatch Wiltshire  
The Independent Living Centre  
St George's Road  
Semington  
Wiltshire BA14 6JQ


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

 01225 434218

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

 HealthwatchWiltshire

 @HWWilts

 healthwatchwiltshire

## ICB updates for Wiltshire Area Board – August 2024

### **New primary care centre in Hindon**

The ICB has approved the funding to enable a new primary care premises to be built in Hindon.

There are still several hurdles to cross before final confirmation that the scheme will be able to proceed including, such as the securing of planning permission.

The fact remains that this is positive news for both the GP partners and the residents of Hindon and the surrounding areas.

This scheme represents the first of several priority estates projects which the ICB is looking to secure certainty on as part of its wider Primary Care Estates Plan.

Further details on this will be shared by Gordon Muvuti, Executive Lead for Primary Care, the coming months.

### **Ongoing work to tackle inequalities in Wiltshire**

Core20PLUS5 is a national NHS England approach to inform action to reduce healthcare inequalities at both national and system level.

The approach defines a target population – the ‘Core20PLUS’ – and identifies five focus clinical areas requiring accelerated improvement.

All ICBs are encouraged to have a focus on the most deprived 20 per cent of the national population (Core2) as identified by the national Index of Multiple Deprivation (IMD).

ICBs can also choose additional population groups (PLUS) which experience poorer than average access, experience and/or outcomes.

PLUS populations have been identified for Bath and North East Somerset, Swindon and Wiltshire respectively, with the specific Wiltshire populations listed below:

- Routine and manual workers
- Gypsy, Roma and Traveler communities, including children
- Rural communities

In Wiltshire, there are several projects already under way which are helping to improve the health and wellbeing of people which make up the groups listed above.

These initiatives, such as tailored support for tobacco dependency, help with managing and reducing levels of obesity and dedicated clinics for proactive hypertension checks, are being led through a collaborative arrangement between colleagues at the ICB and counterparts at Wiltshire Council.

## **Pharmacy provision in Wiltshire**

The Pharmaceutical Needs Assessment (PNA) for Wiltshire is due to be refreshed for September 2025.

The PNA maps current provision, assesses local need and identifies any gaps in provision.

It also is used as a key tool for identifying what is needed at a local level to support the commissioning intentions for pharmaceutical services and other services that could be delivered by community pharmacies and other providers.

Developing a PNA is a significant process, and the ICB has chosen to establish a steering group, made up of key partners, including Wiltshire Council, Healthwatch Wiltshire and Wessex Local Medical Committee, to help ensure its production fully represents the needs of the local communities, especially those that have called for more pharmaceutical services, such as Warminster.

A draft version of the PNA will be brought to the Wiltshire Health and Wellbeing Board ahead of its deadline of March 2025, with the finished article also due to go through the committee for sign off.

## **Bringing health and care services to Wiltshire's farming community**

Through the accelerator vaccine programme and Health Inequalities Funding, the ICB has brought together more than 10 partners to pilot essential health and wellbeing services that are tailored specifically for those in the farming and rural community.

By engaging with farmers and listening to their experiences, the ICB has been able to gain a better understanding of the challenges they face when accessing health and care, such as not being able to attend GP appointments due to surgery car parks being unsuitable for tractors.

This unique insight spearheaded a unique initiative which has seen teams from multiple health and care organisations spend time at Salisbury livestock market to offer attendants a variety of on-the-spot services, such as health checks, including blood pressure and cholesterol monitoring, and mental health advice.

While teams at the market are not yet able to offer clinical interventions, it is hoped this kind of outreach work will continue to grow and develop in a way that ensures those from more isolated communities have the support they need to live healthy, happy lives.

## **Collaborative work to improve children's oral health in Wiltshire**

The ICB and Wiltshire Public Health team have been working collaboratively on three priorities linked to oral health. These priorities can be seen below:

- Improve access of dental care services to the Wiltshire population, considering vulnerable populations who are at risk of poorer oral health outcomes and face barriers in access to dental care and treatment
- Increase the dental workforce within Wiltshire
- Improve oral health outcomes focused on Core20PLUS5 populations, including engagement, and further understanding population needs

In addition, there has been an allocation of £300,000 to fund oral health activities in Wiltshire for 2024/25.

This has been allocated from the dental care underspend, and the Public Health team and ICB are undertaking scoping work to plan how this funding can be used to deliver dental outreach services in Wiltshire for the most vulnerable populations.

Elsewhere, a number of oral health promotion programmes, which aims to prevent tooth decay and the subsequent need for dental treatment, have been under way across Wiltshire.

One such programme is First Dental Steps, which involves all health visitors receiving oral health champion training, and then using their new skills to provide families with expert advice and guidance.

The health visitors also give their families age appropriate oral hygiene packs, which contain toothpaste, a toothbrush and a sippy cup for children.

As part of the programme, children who meet a specific criteria, such as those whose siblings have undergone dental extraction, will have a direct referral to an NHS dentist.



## Gypsies and Travellers Development Plan consultation begins 20 August, with engagement events to start next month

Your communities can now have their say on the Gypsies and Travellers Development Plan Document, as the consultation begins Tuesday 20 August until 5pm on Friday 4 October.

To enable people to find out more about the Development Plan Document and ask questions, we are holding five engagement events at different locations around the county in September where you can drop-in to find out more, and one online engagement event.

People can read the Gypsies and Travellers Development Plan Document and supporting consultation documents on our website and at the main council offices at County Hall, Trowbridge, Monkton Park, Chippenham, and Bourne Hill, Salisbury. The plan will also be available in many Wiltshire Council libraries.

Anyone can share their views through our online portal, and anyone without internet access can visit a library to use the computers, or contact us to get a written copy of the representation form and find out how to view the documents.

Information about what types of issues people can comment on will be available on our website.

The list of engagement events is as follows. People can just turn up at any time during the in-person events, which are drop-in sessions – there is no need to book. However, anyone who wishes to attend the online event must sign up beforehand. Anyone with an interest in the Plan can attend any of the in-person events – they do not need to choose the one nearest to them.

Event	Date	Time	Location
General information webinar	Tuesday 3 September	6pm-7.30pm	Online
Salisbury	Wednesday 4 September	4.30pm-7pm	Five Rivers Health and Wellbeing Centre, Hulse Road, Salisbury SP1 3NR
Devizes	Thursday 5 September	4.30pm-7pm	Devizes Library, Sheep Street, Devizes SN10 1DL
Chippenham	Monday 9 September	4.30pm-7pm	Olympiad Leisure Centre, Sadlers Mead, Chippenham SN15 3PA

Royal Wootton Bassett	Wednesday 11 September	4.30pm- 7pm	Royal Wootton Bassett library, 11 Borough Fields, Royal Wootton Bassett SN4 7AX
Trowbridge	Thursday 12 September	4.30pm- 7pm	Atrium, County Hall, Bythesea Road, Trowbridge BA14 8JN



## Area Board Briefing Note FACT Transitional Safeguarding Project

<b>Service:</b>	<b>Families and Children's Transformation (FACT)</b>
<b>Date prepared:</b>	<b>August 2024</b>
<b>Further enquiries to:</b>	<b>Simon Thomas</b>
<b>Direct contact:</b>	<a href="mailto:Simon.thomas@wiltshire.gov.uk">Simon.thomas@wiltshire.gov.uk</a>

### PROJECT OVERVIEW

Transitional Safeguarding is an “*approach to safeguarding adolescents and young adults fluidly across developmental stages which builds on the best available evidence, learns from both children's and adult safeguarding practice and which prepares young people for their adult lives*” (Chief Social Workers Knowledge Briefing June (2021)).

In response to multiple partners identifying opportunities for improvement in how we support young people who are vulnerable in the context of criminal and/or sexual exploitation as they move between services at age 18, the Families and Children's Transformation (FACT) Partnership is undertaking a specific project to explore how strategic and operational systems and practice can be developed. The project is specifically exploring the concept of achieving better outcomes for this cohort of young people through a programme of culture, practice and system change rather than a structural change model. National evidence tells us that failure to effectively support young people in this transition to adulthood impacts significantly upon their future outcomes as well as increasing the cost of interventions later in life that are felt across a wide range of system partners including Adult Social Care, Housing, Police, Justice System, Health partners and the welfare benefits system.

The multi-agency project has been running for 20 months with an initial focus on seeking to understand the lived experience of the young people and how the whole system works in the context of young people's support arrangements before, at and after the point they turn 18.

### SUMMER 2024 UPDATE

As the project now moves towards closure in April 2025, the focus has shifted to identifying and implementing opportunities for improvement. This phase of activity is informed by case reviews, learning from cases that have been explored at the Creative Solutions Board during the period to date as well as the learning from cases considered within the Early Planning for Transitions activity. There has also been significant insight gained from engagement activity with young people, review of the Transitional Safeguarding mentoring programme and wider dialogue with a range of system partners about their experiences of working with young people in Wiltshire. We are also involved in a number of national networks exploring this issue and seeking to enhance approaches across the country.

The multi-agency activity has identified four key themes going forward.

#### **Theme 1 - How the system can provide effective post-18 support for young people who have received intensive support prior to their 18<sup>th</sup> birthday**

The project is working closely with Adult Social Care to enhance the existing post-18 support arrangements and to ensure that young people who require support from Adult Social Care experience a well-planned and smooth transition that leads to them being able to access appropriate support whilst also ensuring robust safeguarding oversight.

The project is also exploring the commissioning of housing provision with support specifically informed by the needs and vulnerabilities identified within the project.

Implementation of these developments will not just involve Adults Social but will require wider partner engagement and will need to be flexible and responsive to take account of the fluidity in young people's lives.

### **Intended impact**

Success in this theme will mean that more young people are able to access effective post-18 support that enables them to achieve positive outcomes such as engagement in work and learning and reduced homelessness. The need for crisis-related support from across the system will also be reduced.

### **Theme 2 – How the system can best support young people with Special Education Needs/Disability (SEND) who are also vulnerable to exploitation**

The project is facilitating conversation with colleagues from the Council's SEND Services, Social Care and pre/post-16 education providers to explore opportunities to ensure the support for these young people is as joined up and robust as possible taking account of the additional vulnerability and risks.

### **Intended impact**

The key outcomes related to this theme are that fewer young people will drop out of post-16 work and learning and those that do will be picked up and supported to re-engage at an earlier stage.

### **Theme 3 – How the system partners can best work together to share information related to risk and vulnerability so that a shared assessment of risk is in place for each young person**

This strand of work is in its exploratory phase with focussed conversations taking place with Police and Social Care colleagues, utilising case reviews to inform future recommendations and developments.

### **Intended impact**

Improved sharing of information and consistency of assessment of risk will mean that partners will have a shared understanding of our most vulnerable young people and be able to respond more effectively when intervention is required. This will also enable consistency of support and response when young people move across and between services and parts of the system.

### **Theme 4 – How we can ensure that planning for transition from pre-18 to post-18 services is well-planned and effective**

Informed by feedback from professionals and young people as well as case review activity, the project is working closely with Children's Social Care to embed best practice regarding planning for transition where contextual risks are present.

### **Intended impact**

This theme is seeking to ensure that individual young people's needs, risks and vulnerabilities are well understood by relevant pre-18 and post-18 services so that transfer of support is as smooth as possible and that the risk of young people either disengaging from support or 'slipping through the net' are reduced.

## Area Board Briefing Note Update on the FACT Family Help Project

<b>Service:</b>	<b><i>Families and Children's Transformation (FACT)</i></b>
<b>Date prepared:</b>	<b><i>August 2024</i></b>
<b>Further enquiries to:</b>	<b><i>Simon Thomas</i></b>
<b>Direct contact:</b>	<b><i>Simon.thomas@wiltshire.gov.uk</i></b>

### Background

In early 2023, the Wiltshire Families and Children's Transformation (FACT) Partnership launched its Family Help project to enhance the local arrangements for the delivery of early intervention and prevention services for children, young people and families.

### What do we mean by 'Family Help'?

Wiltshire's multi-agency Family Help arrangements enable children, young people and families to access the right help at the right time through a co-ordinated approach to prevention and early intervention through:

- a co-ordinated approach at a whole population/universal level to prevent needs from arising and to build resilience across all residents
- a robust multi-agency approach to identifying any additional needs at the earliest point and providing effective joined-up support that prevents the needs from escalating further

We use the term 'Family Help' to stress that the focus is on working with families and to avoid historical confusion associated with the term 'Early Help'.

### Summer '24 Update

The project is now focussed on understanding the learning from the various strands of work and particularly the locality-based pilot activity in Warminster and Westbury with a view to embedding the successful features into the County-wide model for Family Help.

### The Warminster and Westbury Pilot

#### What we set out to achieve and what we have achieved?

We wanted to develop and test some specific ways of working:

- Wrapping services/groups around local cluster(s) & communities.
- Creating a local case consultation system – Family Help Co-ordinator being local contact for support on case discussions.
- Applying a more flexible/responsive practice model – Localised team that built professional working relationships within the community.
- Creating a local community of practice – Warm hand overs and introductions for families rather than referrals
- Working with sibling groups across phases – bringing schools together to work across the whole family.
- Offering local training & sharing – Offering Peer supervision to the local pastoral care and parenting support staff in local schools, offering coaching and resources to support direct interventions
- Developing local 'voice' activity- Learning from the feedback of families

Over the last 15 months the pilot has been able to work with partners in the Westbury and Warminster area to provide a more individual response to Family Help. We have supported 53 families who under previous models would not have had received direct intervention within the home. We have been using

the Outcomes Star tool to understand impact and progress in families; analysis shows every family worked with has reported and shown positive progress.

In terms of other insights regarding impact of the project, early data analysis suggests specific positive impact in school attendance and school exclusion. There is also evidence that the provision of local advice to schools and other partners reduces unnecessary demand on the Council's 'front door' in terms of queries about support for individual children, young people and families. Work is ongoing to explore both quantitative and qualitative data and Oxford-Brookes University are currently undertaking the final stage of the pilot project evaluation to inform discussions about the future model for Family Help across Wiltshire.

Evaluation will also be completed on the Early Help Mental Health Pilot that has been integrated within the Warminster and Westbury activity; this project is due its national evaluation in September which will inform the future model of early help mental health support across the County.

### **What's next For Westbury and Warminster?**

#### **Family Help Pilot:**

The specific activity of the Family Help Pilot Team ceased at the end of the Summer Term and has been transferred as 'business as usual' activity led by Spurgeons as the new delivery organisation for Family Hubs across Wiltshire (see below). All families that the pilot team are currently working have been introduced to staff from Spurgeons for any ongoing support needs.

#### **Family Hubs:**

The learning from the pilot has already fed into the delivery specification for the Family Hubs. These are the new Wiltshire wide service for families with children aged 0-19 (25 with SEND) delivered by Spurgeons since April 2024.

Family Hubs provide information, advice and support for all families with a mixture of evidence based interventions based on the local need. There are three flagship hubs in County Hall Trowbridge, Monkton Park Chippenham and Five Rivers Salisbury. Alongside this there are Community and Family Navigators based in community buildings such as libraries, leisure centres and community projects to offer support and guidance to families.

Further information can be found here [Family hubs - Wiltshire Together](#)

### **What's next for Wiltshire?**

The county-wide aspects of the FACT Family Help project will continue as planned until April 25:

- Continued promotion of the All Together brand for Family Help

- Maintenance and development of the All Together web platform for families

- [All Together - Wiltshire Together](#)

- Ongoing roll-out of the whole system Family Help Workforce Development offer

- Further development and implementation of the Family Help outcomes framework

During this period the multi-agency partnership group will be reflecting on the learning and feedback from the pilot activity to inform a long-term county wide model.

Please contact [fact@wiltshire.gov.uk](mailto:fact@wiltshire.gov.uk) if you'd like to find out more or get involved.

## Area Board Briefing Note Overview of Wiltshire Youth Council

<b>Service:</b>	<b><i>Voice and Participation Team – Families and Children Services</i></b>
<b>Date prepared:</b>	<b><i>July 2024</i></b>
<b>Further enquiries to:</b>	<b><i>Gary Norton-Sanders, Service Manager - Quality Outcomes</i></b>
<b>Direct contact:</b>	<b><i>gary.norton-sanders@wiltshire.gov.uk</i></b>

### **Introduction**

This briefing note provides an overview of the Youth Council's role and outlines what Councillors can expect from this body. The Youth Council is a crucial initiative aimed at fostering youth engagement in local governance and community development.

This year 13 Youth Council members were elected, and they meet together on a monthly basis; facilitated by the Voice & Participation Team, within Families and Children Services. The council is made up of young people aged 11 to 19 from across Wiltshire.

### **Role of the Youth Council**

Our Youth Council serves as an advisory body, providing valuable insights and recommendations on issues affecting young people in our county. Their unique perspectives can help shape policies and programs that better address youth needs.

The Youth Council ensures that the voices of young people are heard in decision-making processes. It acts as a bridge between the youth community and Wiltshire Council, representing the interests and concerns of young residents.

Through participation in the Youth Council, members gain leadership and advocacy skills. This experience prepares them for future roles in civic and community life.

The Youth Council plans and executes 3 community projects, contributing to local development and addressing specific community needs. These projects can range from environmental initiatives to social programs.

The Youth Council engages with the broader youth population through forums, surveys, and social media. This helps ensure that the council's activities and recommendations are reflective of the wider youth community.

Members participate in national and regional initiatives, such as the British Youth Council and the United Kingdom Youth Parliament.

### **Expectations from the Youth Council**

Councillors can expect termly updates from the Youth Council on their activities, projects, and key issues. This will be in the form of termly newsletter and presentations at council meetings where considered appropriate.

The Youth Council will provide informed recommendations on policies impacting young people. Councillors can expect well-researched and practical suggestions that address the specific needs of the youth demographic.

Youth Council Members will have the opportunity to attend a Council meeting to observe.

The Youth Council may seek to collaborate with councillors on initiatives and projects. This will include co-hosting events or supporting council-led programs aimed at youth development.

Councillors will often seek feedback from the Youth Council; this is most effectively achieved through engagement with the collective Youth Council and not through engagement with individual representatives. Similarly, the Youth Council will seek feedback from councillors on their initiatives and proposals. This two-way communication helps ensure that their activities align with broader county objectives and benefit from the experience of elected officials.

Councillors can expect the Youth Council to actively advocate for youth-related issues within the community. This includes raising awareness about challenges facing young people and promoting positive initiatives.

### **Conclusion**

The Youth Council is a vital asset to our county, bringing fresh perspectives and innovative ideas to the table. As county councillors, your support and engagement with the Youth Council will be instrumental in maximizing its impact. By working together, we can ensure that the voices of our young residents are heard and that their contributions lead to meaningful improvements in our community.

Thank you for your attention and support.



# Area Board Report- Devizes

Neighbourhood Policing Team  
July and August 2024



Agenda Item 6

# Your Neighbourhood Policing Team

**Inspector:** Simon Garrett – Starting October 2024

**Neighbourhood Sergeant:** Sgt Chris Wickham



## Neighbourhood Officers:

- PC Chris Rideout (Devizes Town)
- PC Sarah Hardwidge (Devizes Town)
- PC Jenny Groome (Devizes Rural)
- PC Jason Steele (Marlborough)
- PC Nicky Crabbe (Pewsey)



## PCSOs:

- Amy Jones, Andrew Maclachlan, Debbie Lowe  
Kelly Watts, Paula Yarranton (Devizes Rural)
- Emily Johnson, Melissa Camilleri (Marlborough Rural)
- Mark Braithwaite (Marlborough Town)
- Jonathan Mills (Pewsey)





# Our Community Commitment

## ENGAGE REGULARLY WITH COMMUNITIES BY HOLDING FACE TO FACE EVENTS

- We will hold at least one public meeting / surgery per month, giving you a chance to meet your local team and find out more information on local policing priorities, crime stats and engagement opportunities
- We will advertise our public meetings and surgeries on the **Your Area** section of the Wiltshire Police website, on local Neighbourhood Policing Team social media channels and Community Messaging
- Every engagement opportunity will be recorded so we can ensure we are meeting our commitment to you
- We will hold regular face to face meetings and events with a wide range of community groups such as businesses, faith groups, youth groups and residents' associations
- We will bring policing out to your community, through the proactive use of the Neighbourhood Engagement Vehicles.

## ENGAGE REGULARLY THROUGH ONLINE CHANNELS

- We will actively use local Neighbourhood Policing Team social media channels to engage with our communities
- Every Neighbourhood Policing Team will host quarterly Facebook Live events
- We will exchange information with those signed up to our Community Messaging alert system via email, text or phone and continue to promote this free service to new members.

## INCREASE AND BROADEN OUR ENGAGEMENT ACROSS NEED TO REACH COMMUNITIES

- We will build Community Beat Profiles for each of our Neighbourhood Policing Team to help us better understand the specific communities within our local areas
- We will engage with specific community groups and those living and working in particular geographical areas about those issues that are important or impacts most upon them
- We will work with young people and our partners in education settings to help improve safety, reduce reoffending and, along with relevant other agencies, offer support to those who need it.

## PUBLISH INFORMATION ON YOUR LOCAL TEAM, LOCAL PRIORITIES AND UPDATE ON ACTIVITY

- We will provide you with information so you know who your local Neighbourhood Policing Team is by publishing this on the **Your Area** section of the Wiltshire Police website
- We will publish monthly local priorities on the **Your Area** section of the Wiltshire Police website and, through our regular engagement with you, we will consult you when we are setting them
- We will provide community updates on activity being carried out to help tackle local priorities
- We will ensure intelligence-led visible patrolling in local communities, at least once a week, responding to local policing issues and concerns
- We will publish local policing updates, wherever possible, in community magazines / newsletters or bulletins.

## CONSULT AND ENGAGE WITH COMMUNITIES ON KEY DECISIONS

- We will ask the public to take part in questionnaires and surveys to build information and improve our policing service
- We will provide visibility at Parish Council meetings and, in the absence of physical attendance, will provide a written update. We will also support a programme of additional meeting attendance through Area Boards or Community Safety Groups
- We will action feedback, concerns or complaints – and tell you what action has been taken. If we cannot help, we will help signpost the public to who can
- We will work closely with our partners, such as local authorities and parish and town councils, and community representatives i.e. businesses, faith groups, schools to tackle community issues
- We will work closely alongside local watch schemes to enable strong partnerships between the police and communities
- We will consult regularly with our Independent Advisory Groups (IAGs) to ensure they have a voice as a critical friend to help shape our policing service.

**Our mission:** Keeping Wiltshire Safe

**Our priorities:**

Safer public spaces

Violence

Burglary

# July and August 24 stats- Devizes

	Last Year	Last 2 months
Violence Against The Person	112	137
Theft Offences	61	64
Arson And Criminal Damage	52	27
Public Order Offences	25	28
Miscellaneous Crimes Against So...	14	13
Vehicle Offences	13	19
Burglary	16	12
Drug Offences	6	5
Sexual Offences	16	16
Possession Of Weapons	3	6
Robbery	1	1

Number of Crimes

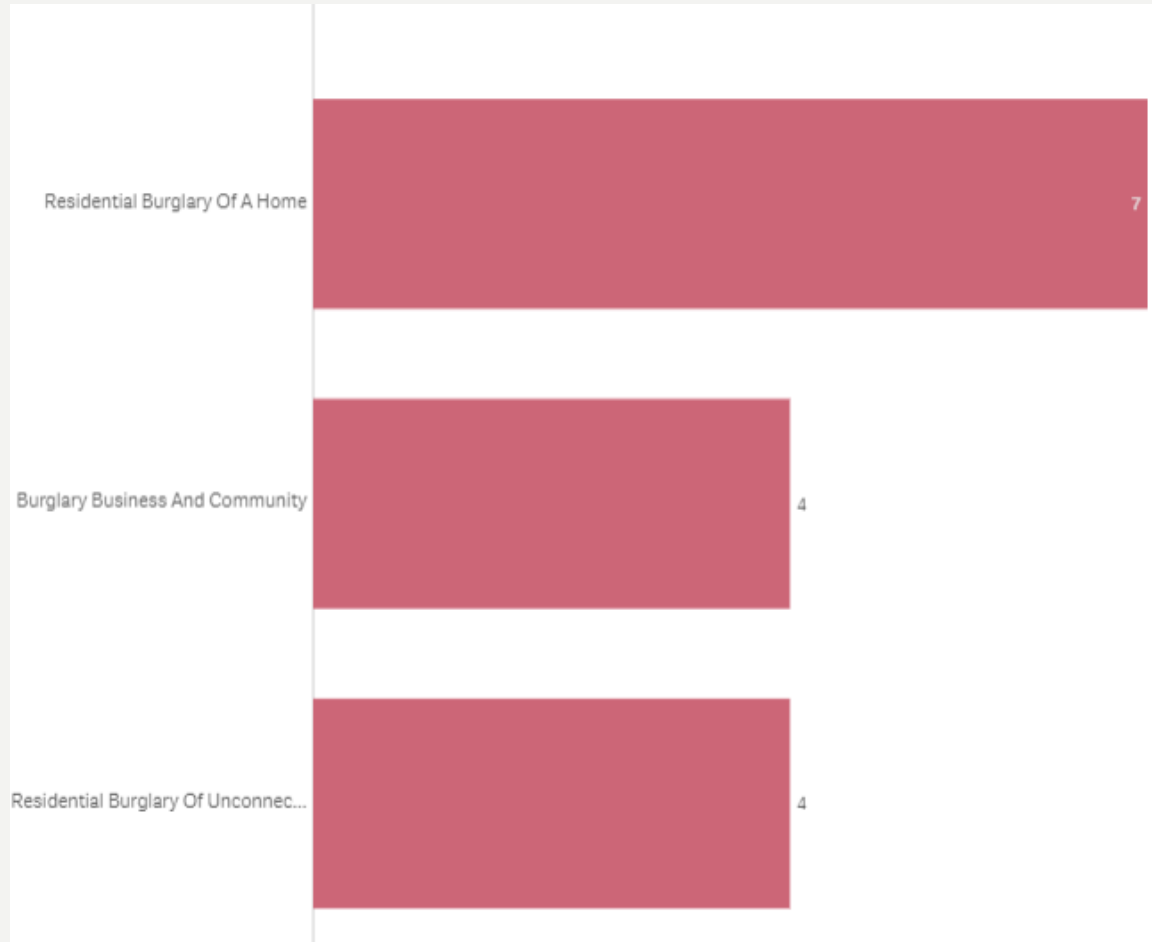
306

Number of Incidents

350

- Crime picture is stable considering data from the last 2 months and same time in 2023.
- Slight drop in theft
- Drop in Sexual offences
- Increase of Drugs offences (mainly possession)
- Slight Increase in possession of weapons

# January and February stats



Number of Crimes

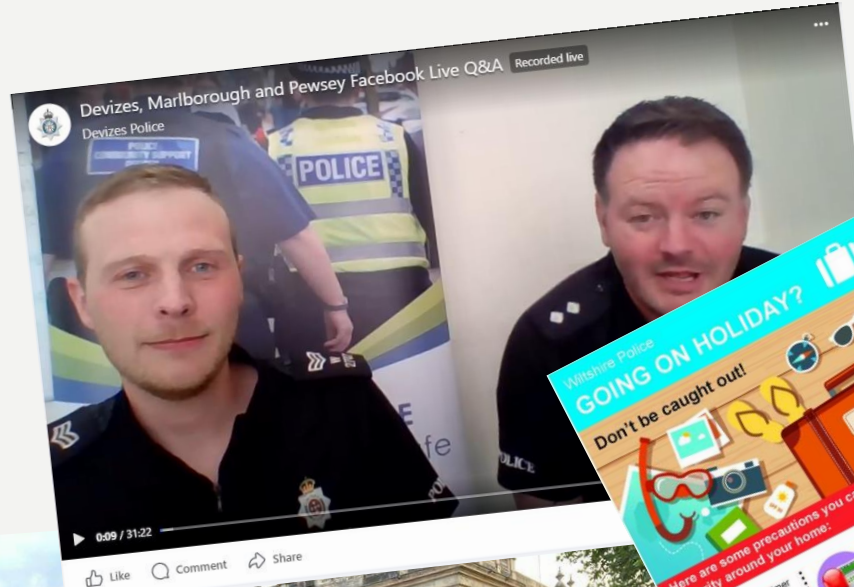
15

- Attendance rate of burglaries at a home 100% in Aug, 99% in July
- FAT rate 8% July, 9.5% Aug. Over the average for similar forces.
- Series of garage breaks in Devizes Town where bikes have been stolen amongst others – Being locally investigated by NPT
- 2 males arrested and charged for a burglary to a Café in August. One of these males also charged for a further Burglary at another small business. Other matters under investigating with a further charge thought to follow.

# Matters of note

- Attempted Murder, Sidmouth Street 29/06
- Murder, Easterton 03/07
- Motorcycle theft series June – August
- Business Crime
- Progress with PSPO

# In the community



# Fantasy 97FM RADIO

- Monthly appearance on Fantasy FM
- Mobile Police Station deployment
- Patrols with Street warden
- Facebook live
- Community consultations across the sector



# Local Priorities & Updates

Priority	Update
Theft/ Burglary offences	From our data burglary remains at reasonably consistent but one burglary is too many so there will be an ongoing focus on patrols within the town, during the hours of darkness both in relation domestic burglaries of garages and houses along with our business premises. This will also serve to keep up the momentum around theft of motorbikes.
Street Drinking and ASB in the Market place	We continue to patrol and make use of powers, where appropriate, to disperse offending individual. Looking forward we are building evidence for the use of civil injunctions in order to deal with unintended consequences of our enforcement work.
Increase In police visibility	A core current priority is to increase police visibility within the community, through both physical and online presence. There has been a real drive and significant focus on high visibility policing in rural villages. Over the last 3 month period response and neighbourhood officers have recorded nearly 100 high visibility patrols in rural villages, including engaging with shops/premises and community events. This will continue
What do you want us to focus on	<a href="mailto:devizesareanpt@wiltshire.police.uk">devizesareanpt@wiltshire.police.uk</a> <b>Subject – Devizes area Priorities.</b>

# Useful Links

For more information on Wiltshire Police's performance please visit:

- PCC's Website - <https://www.wiltshire-pcc.gov.uk/>
- HMICFRS Website - <https://www.justiceinspectorates.gov.uk/hmicfrs/police-forces/wiltshire/>
- For information on what crimes and incidents have been reported in the Devizes Neighbourhood Policing Team area visit <https://www.wiltshire.police.uk/area/your-area/>

# Get Involved

Keep up to date with the latest news and alerts in your area by signing up to our **Community Messaging service** – [www.wiltsmessaging.co.uk](http://www.wiltsmessaging.co.uk)



## Follow your NPT on social media

- [Devizes Police Facebook](#)
- [Devizes Police Twitter](#)
- [Marlborough Police Facebook](#)
- [Marlborough Police Twitter](#)
- [Pewsey Police Facebook](#)
- [Pewsey Police Twitter](#)

Find out more information on your NPT area at:  
[www.wiltshire.police.uk/area/your-area/wiltshire/devizes/](http://www.wiltshire.police.uk/area/your-area/wiltshire/devizes/)



WILTSHIRE POLICE



Page 75

# Road Safety update – Devizes Area Board

16 September 2024



Keeping Wiltshire Safe

[www.wiltshire.police.uk](http://www.wiltshire.police.uk) | [Facebook/wiltshirepolice](https://www.facebook.com/wiltshirepolice) | [Twitter @wiltshirepolice](https://twitter.com/wiltshirepolice) | [LinkedIn/company/wiltshirepolice](https://www.linkedin.com/company/wiltshirepolice)

# • #FATAL5 education



## Not wearing a seat belt

It is a legal requirement in the United Kingdom to wear a seat belt if one is fitted, there are only a [few exemptions](#).

In 2017, 27% - over a quarter - of those who died in cars on the road were not wearing seat belts.

## You can be fined up to £500 for not wearing a seat belt.

Wearing a seat belt not only helps protect your safety, it helps protect the safety of others.

Only one person is allowed in each seat fitted with a seat belt. Never use the same seat belt across two or more passengers.

As a passenger over the age of 14 it's your responsibility to ensure you're wearing a seat belt. Failure to do so could result in a fine.

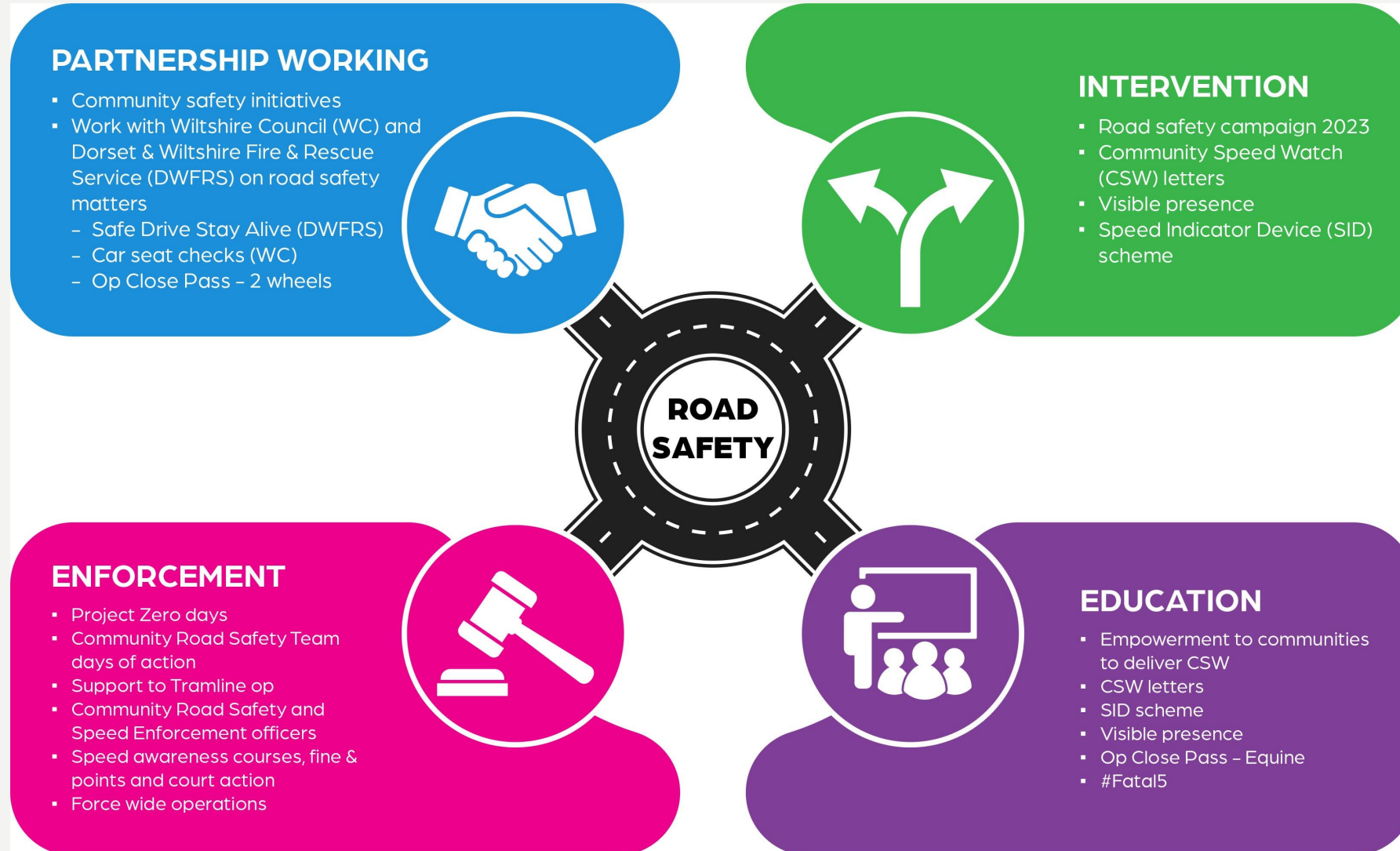
### Child passengers

Children under 135 cm (4'4") tall must be in the correct car seat for their height and weight. You can be fined £500 if a child under 14 years old isn't in the correct car seat, or, if over 135cm tall, wearing a seatbelt whilst you are driving.

Find out car seat requirements and further information by visiting [child car seats: the law](#).



# • Community Road Safety Team; what we do



# Community Speed Watch

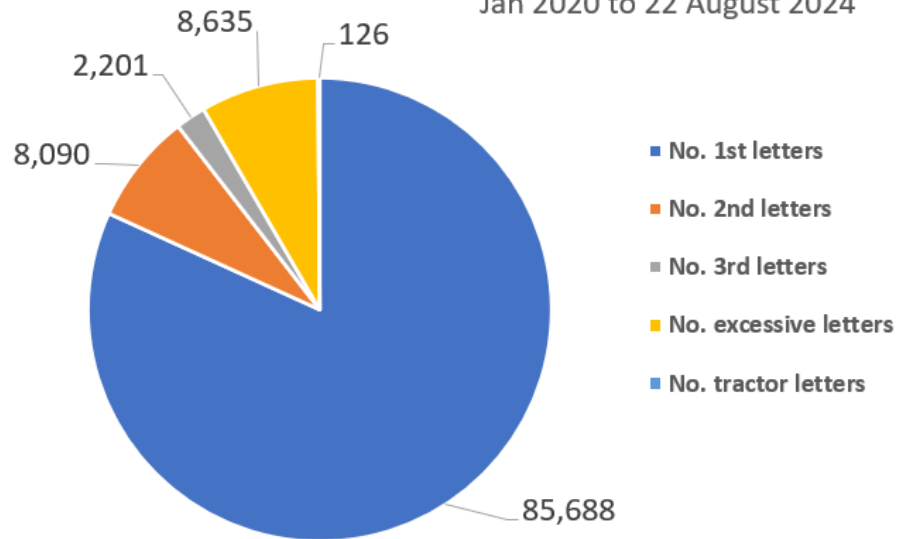
## CSW



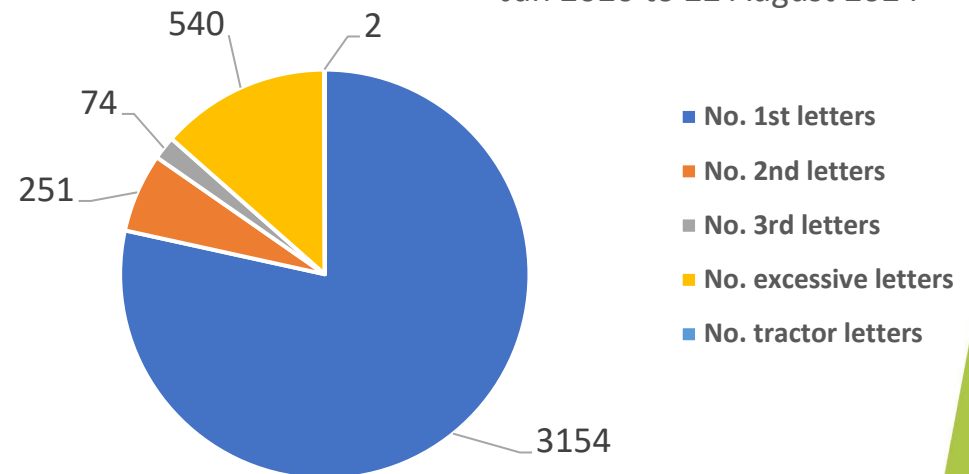
# • CSW Devizes area - Data since July 2020 to 22 August 2024

Team	No. 1st letters	No. 2nd letters	No. 3rd letters	No. excessive letters	No. tractor letters	Total letters	No. of watches	Average speeders %
Devizes - Brickley Lane	47	3	0	12	0	62	11	5.7%
Great Cheverell	851	109	49	471	1	1481	161	8.9%
Market Lavington	52	4	3	2	0	61	20	1.3%
Rowde	343	16	3	11	0	373	47	5.2%
Seend	297	24	6	4	0	331	80	1.0%
Worton	1564	95	13	40	1	1713	450	1.3%
<b>Grand Total</b>	<b>3154</b>	<b>251</b>	<b>74</b>	<b>540</b>	<b>2</b>	<b>4021</b>	<b>769</b>	<b>3.9%</b>

Total of all CSW letters  
Jan 2020 to 22 August 2024



Total of all CSW letters for Devizes  
Jan 2020 to 22 August 2024



# • Traffic surveys – Devizes since January 2022 to July 2024

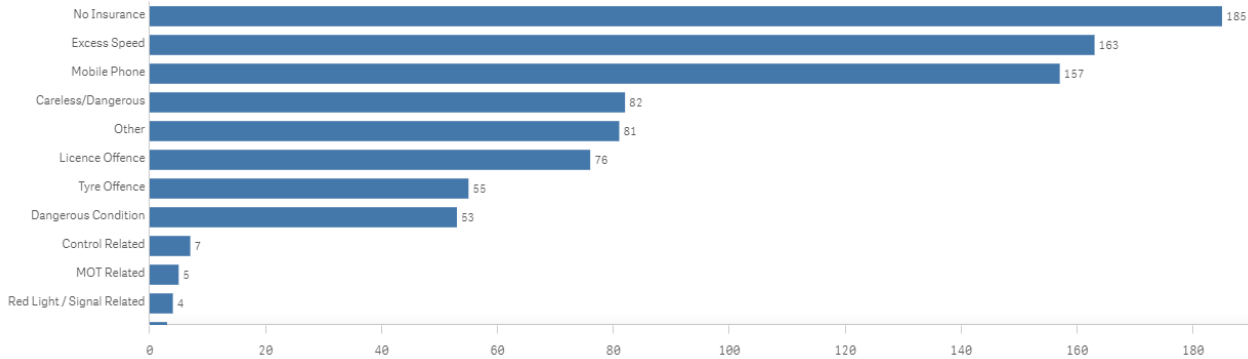
## Wiltshire Council

Title	Result	Survey start date	Speed limit	85th percentile	CPT	Area Board
Bishops Cannings-Chandlers Lane	No further action	15/04/2024	30	29.4	Devizes	Devizes
Bishops Cannings-Chandlers Lane-(nr Oak Close)	No further action	15/04/2024	30	32.8	Devizes	Devizes
Bromham - New Road	No further action	21/11/2022	30	30.4	Devizes	Devizes
Bromham C242 Hawkstreet	No further action	21/06/2023	30	33.6	Devizes	Devizes
Devizes - A342 Dunkirk Hill	No further action	19/02/2024	40	40.4	Devizes	Devizes
Devizes - A342 Nursteed Road (South)	No further action	19/02/2024	30	32.5	Devizes	Devizes
Devizes - A360 Potterne Road	No further action	19/02/2024	30	31	Devizes	Devizes
Devizes - A360 Southbroom Road	No further action	19/02/2024	30	26.8	Devizes	Devizes
Devizes - A361 - Bath Road nr church	No further action	19/02/2024	30	31.1	Devizes	Devizes
Devizes - A361 London Road	No further action	19/02/2024	30	31.6	Devizes	Devizes
Devizes - Bath Road A361 (nr Mayenne Place)	No further action	19/02/2024	30	31.1	Devizes	Devizes
Devizes - Jump Farm Road	No further action	15/04/2024	40	30.4	Devizes	Devizes
Devizes - Windsor Drive	No further action	29/01/2024	40	41.1	Devizes	Devizes
Devizes - Windsor Drive - (south)	No further action	29/01/2024	40	37.4	Devizes	Devizes
Devizes - Windsor Drive(South)	VOID due to siting	19/02/2024	30	37.8	Devizes	Devizes
Devizes - Windsor Road (North)	No further action	19/02/2024	40	39.7	Devizes	Devizes
Devizes -A342 Nursteed Road (North)	No further action	19/02/2024	30	31.6	Devizes	Devizes
Market Lavington - B3098 -Church Street	No further action	29/01/2024	20	23.5	Devizes	Devizes
Market Lavington - Lavington Hill	Speed education	29/01/2024	20	24.8	Devizes	Devizes
Market Lavington - Parsonage Lane	Speed education	29/01/2024	20	29.9	Devizes	Devizes
Rowde - Devizes Road	Speed education	23/01/2022	30	37.41	Devizes	Devizes
Seend, A361 High Street	Speed education	25/04/2022	30	35.24	Trowbridge	Devizes

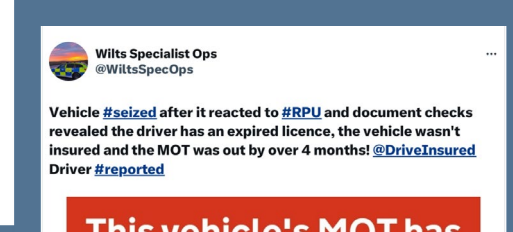
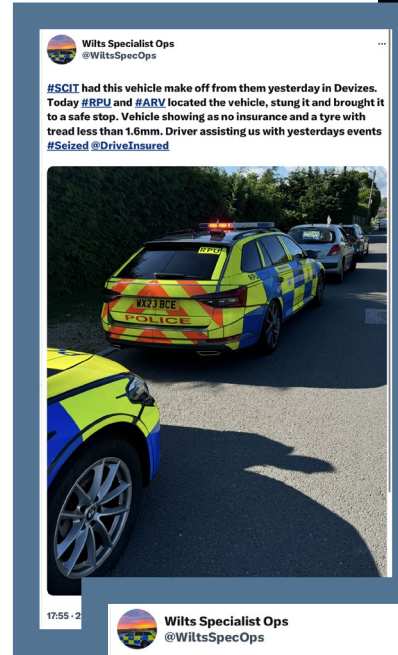
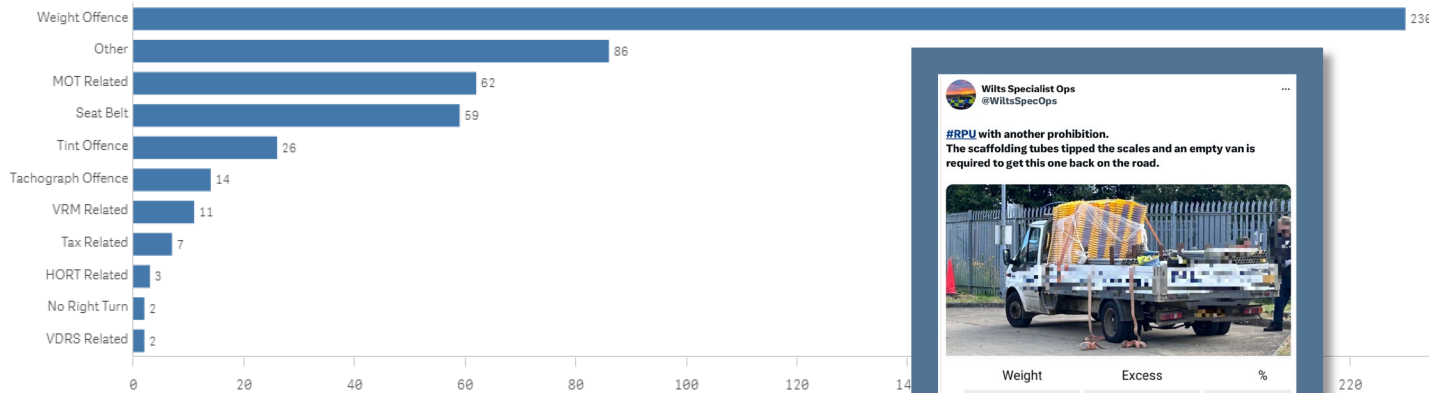
# • Wider work recently

Our Roads Policing Unit (RPU) in the last quarter, covering **May to July** issued over **1551 tickets** to motorists, for numerous road related offences. The most common offences they are coming across are as follows:

Activity - Endorsable offences



Activity - Non-Endorsable Offences

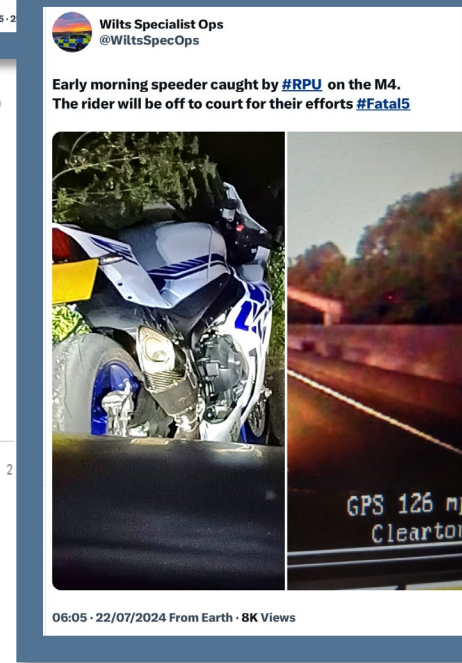
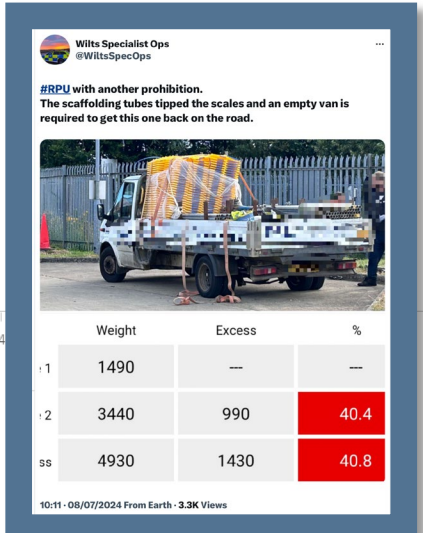


**This vehicle's MOT has expired**



**MOT expired on 19 March 2024**

02:57 · 31/07/2024 From Earth · 2.2K Views



# Community Speed Enforcement Officers

CSEO's





# • CSEO – Dashboard – 1 January 2023 to 22 August 2024

## CSEO Activity Dashboard

Outcomes are dependent on previous convictions and history

13,530.00  
No. Speed awareness co...

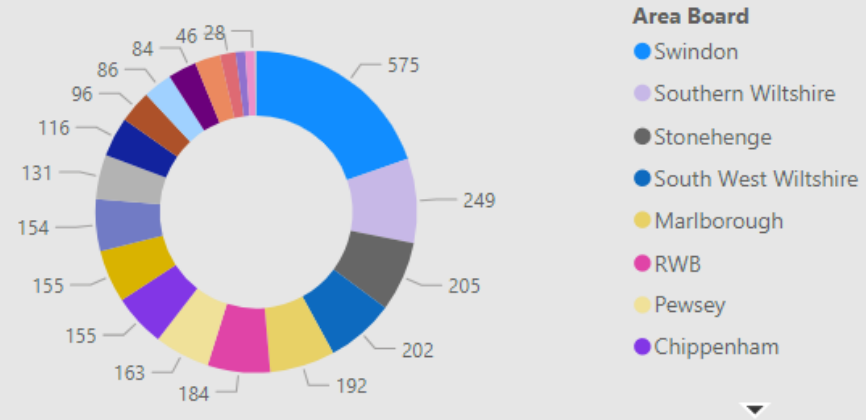
1,803.00  
No. Fine & Points

184.00  
No. Court

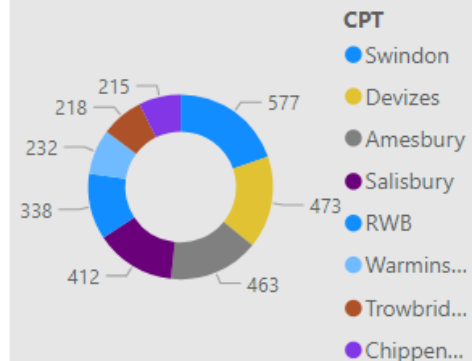
909  
No. of Locations

Location	Year	Month	Speed awareness course	Fine & Points	Court	CPT	Area Board
Swindon - Thamesdown Drive	2023	December	251.00	54.00	0.00	Swindon	Swindon
Swindon Queens Drive adjacent with Cambridge Close	2024	April	151.00	26.00	0.00	Swindon	Swindon
Shaw and Whitley - A365 Folly Lane	2023	November	129.00	15.00	0.00	Trowbridge	Melksham
Swindon - Thamesdown Drive	2024	May	116.00	25.00	1.00	Swindon	Swindon
Swindon Marlborough Road	2024	May	113.00	6.00	1.00	Swindon	Swindon
Wilton - The Avenue	2024	May	112.00	30.00	9.00	Salisbury	South West W
Swindon - Thamesdown Drive	2024	January	103.00	16.00	0.00	Swindon	Swindon
Wilton - The Avenue	2023	August	102.00	31.00	4.00	Salisbury	South West W
Swindon Marlborough Road	2024	June	99.00	12.00	0.00	Swindon	Swindon
Harnham - Lime Kiln Way	2023	November	97.00	11.00	0.00	Salisbury	Salisbury
Cholderton - Church Lane	2023	March	95.00	4.00	1.00	Amesbury	South West W
Swindon - Thamesdown Drive	2024	March	94.00	23.00	0.00	Swindon	Swindon
Swindon Queens Drive (A4259)	2024	June	91.00	15.00	1.00	Swindon	Swindon
Swindon Queens Drive adjacent with	2024	March	90.00	13.00	1.00	Swindon	Swindon
<b>Total</b>			<b>13,530.00</b>	<b>1,803.00</b>	<b>184.00</b>		

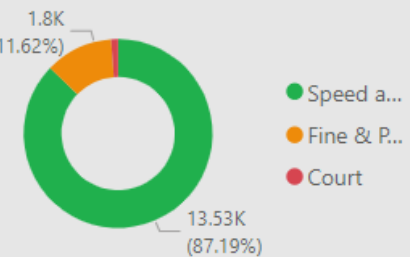
### Activity by Area Board



### Activity by CPT



### Outcomes



# • CSEO – Devizes Area Board - 1 January 2023 to 22 August 2024

## CSEO Activity Dashboard

Outcomes are dependent on previous convictions and history

322.00  
No. Speed awareness co...

33.00  
No. Fine & Points

8.00  
No. Court

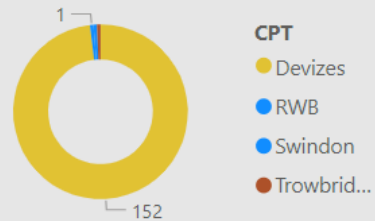
64  
No. of Locations

Location	Year	Month	Speed awareness course	Fine & Points	Court	CPT	Area Board
Avebury Sports and Social Club	2024	February	30.00	5.00	5.00	Devizes	Devizes
Rowde - Outside School	2023	November	21.00	1.00	0.00	Devizes	Devizes
Swindon Queens Drive adjacent with Cambridge Close	2024	June	21.00	5.00	0.00	Swindon	Devizes
Avebury Sports and Social Club	2024	March	19.00	2.00		Devizes	Devizes
Rowde - Outside School	2023	October	16.00	0.00	0.00	Devizes	Devizes
Seend Bus stop opposite the Lye	2024	April	15.00	1.00	0.00	Devizes	Devizes
Rowde High Street Rowde outside Primary School	2024	July	12.00	0.00	0.00	Devizes	Devizes
Seend Bus stop opposite the Lye	2024	July	12.00	0.00	0.00	Devizes	Devizes
Avebury Manor	2024	April	11.00	0.00	0.00	Devizes	Devizes
Avebury Sports and Social Club	2024	May	11.00	2.00	0.00	Devizes	Devizes
Devizes - Brickley Lane Brickley Lane, near Roseland Avenue	2024	March	9.00	0.00	0.00	Devizes	Devizes
Rowde Marsh Lane - southerly limit of village	2024	April	8.00	2.00	0.00	Devizes	Devizes
Seend Highstreet A361 Adjacent to Meadows	2024	August	8.00	2.00	0.00	Devizes	Devizes
<b>Total</b>			<b>322.00</b>	<b>33.00</b>	<b>8.00</b>		

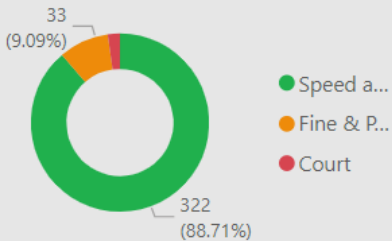
### Activity by Area Board



### Activity by CPT



### Outcomes



# • Your Force | Your Area | Follow us

For information on Road Safety in Wiltshire visit:  
[Road safety campaign | Wiltshire Police](#)

[Road Safety \(wiltshire-pcc.gov.uk\)](http://wiltshire-pcc.gov.uk)



[Devizes Town | Your Area | Wiltshire Police | Wiltshire Police](#)



[Devizes Police | Devizes | Facebook](#)

[Wilts Specialist Ops \(@WiltsSpecOps\) / X \(twitter.com\)](#)

[Wiltshire Specials \(@wiltspolicesc\) / Twitter](#)







Devizes Opendoors supports homeless and vulnerable adults towards safe and settled homes.

## Introduction

At our 4 weekly sessions we offered practical support including hot meals, clothing, showers, bedding, food parcels, PC, internet and phone access, bus fares to appointments and laundry vouchers. Jan to Dec 2023 we had 250 guests, served 3,923 meals, distributed 1005 items of clothing and provided 195 showers. For comparison, in 2022 we had 183 guests.

Enhanced support helps guests address acute issues such as having no place to sleep; no access to benefits; medical, drug and alcohol problems; criminal court proceedings or probation appointments as well as long term issues. Trust and safety are key to creating an environment where long standing issues can be addressed to achieve significant change in a person's life. Because of the geographical isolation and very poor transport links, guests stay with us for approximately two years, giving us a good window of opportunity to help guests address long term issues. We have strong reciprocal referral relationships with 12 specialist agencies including the Rough Sleeper Team (RST), Turning Point, Nelsons Trust, council housing, probation, debts agency, Foodbank, Nationwide and NHS among others, contacting them 674 times in 2023. We offer one night emergency accommodation for in extremis need.

## Guests

We have on average 75 guests per month, (average 51 guests per month in 2022) 78% are on benefits and 44% report poor or very poor health involving mobility issues and 90% have been homeless within the last 5 years (on average 46% of our guests are currently homeless). We are often the lynch pin that ties a multi-agency approach together for a complex individual with multiple issues/needs. Turning Point send a Connect van and two outreach workers to the centre weekly and we have outreach workers from RST for emergency accommodation, Nelsons Trust, as well as Housing First, to secure permanent housing for guest and an outreach worker from Nelsons Trust for vulnerable female guests. Royal Bath Hospital sends a mobile unit on a regular basis for liver screening and general health checks. We attend RST meetings on both a practical weekly level, together with the police and similar organisations and a more strategic leader forum quarterly. We also attend the fortnightly HOPE Public Health meetings involving RST, housing, police, Turning Point, NHS, Nelsons Trust and Wiltshire homeless services like ourselves.

There are other services that we access to meet specific needs e.g. The Dog's Trust HOPE programme offering free vet access for animal companions (including micro chipping and neutering), and Criminal Justice Service referral service for people of no fixed abode to enable communications with probation and the courts and avoid a custodial demand as a result of being homeless - this last is a unique pilot within England organised by our Chair and involving a similar organisation in Chippenham (Doorway) when she became aware that homeless people are adversely impacted by their circumstances within the CJS. In response to a noticeable uptick in Domestic Abuse ("DA") guests and realising Fearless, who hold the council contract for DA in Wiltshire had no representation in Devizes we contacted them. We organised Domestic Abuse Ambassador training with SWA and

DASH referral training through Fearless to enable direct DA referrals to services. Working with the PCC, we intend to develop a more meaningful presence within Devizes for DA.

Over the past year we have seen that guests' accommodation needs are often just one factor in a range of issues they are struggling with that can also include poor educational attainment, family/relationship breakdown, job loss, substance misuse, debt, falling foul of the criminal justice system, domestic abuse and/or physical health issues. The over-arching problem is acute mental health issues, often long term, which, without the proper support, are also the key factor that is holding them back from accessing and engaging with the help they need from agencies to address their issues and achieve long term positive outcomes. In these cases, we are seeing a number of people stay in the stabilisation stage of support.

We have seen a steady increase in demand for our services, not just in absolute numbers, with 53% of our guests homeless in June versus 34% in January (likely SWRP affected) and 46% in February. Session numbers remain steady, average 22, but issues are more complex and/or acute. Turning Point now send a connect van and two outreach workers to the centre but this is for stabilisation work rather than intervention or therapy. Royal Bath hospital sends a regular liver screening and general health mobile unit, which last attend on 15 Nov for flu vaccines, but again this is focused on physical health and prevention with no focus on mental health issues. We have outreach workers from Housing First and the Rough Sleeping team that focus on crisis cases rather than resolution of long term non accommodated and the reasons why. There is little provision for professional mental health workers in the local area.

We are seeing an increase in demand for immediate services, with 270 meals served in January, 357 in June and 324 in October, with 57 items of clothing in January increasing to 100 in June and 71 in October. We are seeing an increase in substance misuse and acute overdose anecdotal evidence, disorderly behaviour and contact with the Criminal Justice System. We have seen an influx of DA victims from the local refuge. There is definitely a clash between mental health driven behaviour i.e. poor anger management, decision making of people and the standards of behaviour demanded by agencies prior to assistance being provided that we are increasingly have to mediate and navigate on behalf of both parties - this includes all agencies i.e. probation, turning point, RST and others. Perhaps as a result of us having our own premises, we are seeing a shift in people's perception who attend the centre that they feel Opendoors is their home which, while it is positive that they trust and feel safe with us, raises questions of dependency.

Often guests present with suspicion and negativity as they have longstanding experience of support services that for one reason or another have failed to make a material difference to their lives. They often have experience of multiple agency intervention and have developed strategies to play one agency off the other as they rarely communicate together. Sometimes, guests just need to talk with someone who will not judge but listen thoughtfully. We often hear guests say that they are not being listened to and that they are being set up to fail. Without a sense of trust and safety it is nearly impossible for people to engage with agency help.

Agency help often has conditions that makes people feel they are being set up to fail, whether physical e.g. a homeless person having to attend Swindon police station as part of a court order (18 miles) at 7pm when there is no return bus available meaning he will be stranded for the night or for counselling or therapy purposes e.g. a single mother who self-soothes with alcohol to manage her travel anxiety induced by the fact of having to travel to Chippenham on the bus in order to attend substance misuse therapy and is summarily refused entry.

Lastly, the increasing digitisation of services access is also impacting already vulnerable and marginalised people, pushing them further to the boundaries of society e.g a homeless guest whose only access to a mobile phone is us and who writes everything on scraps of paper, is really struggling to engage with probation and the requirement for Teams meetings.

## Service Development

During 2023 we made good progress in strengthening our services as well as both expanding services to suit guest need and responding to new services on offer.

Following PCC award of £5k, we have invested in a bespoke version of Inform, the industry gold standard of case management for homeless and/or complex need individuals. This will enable us to provide more robust, consistent support for guest, enable us to mediate and track multiple agency interventions to benefit all parties involved, provide better data gathering for reports for fundraising, networking with stakeholders and lobbying through community activism.

Adult learning - Made contact with Wiltshire Council Adult learning department who offered to send a tutor to run free guest single sessions at Opendoors on Discovering Confidence, Managing worries proactively, balancing your budget and online safety. This was funded by government centrally and came through networking with Doorway.

The tutor had significant experience with our guest profile and the courses could handle ADHD, dyslexia and other learning difficulties. Whilst guest interest was strong, attendance was poor and this initiative will be revisited in 2024 following more foundation work among guests.

Domestic Abuse - following our Domestic Abuse Ambassador training that Doorway also attended, we completed the Fearless DASH referral training and are now able to make direct referrals for both victim, perpetrator and family DA counselling. The only refuge in Devizes closed 14 September with no other provision present. There is no other referral in Devizes and we are now a key partner for Fearless who hold the county contract on this. This represents a new service and potentially new guest group and will require some development. Because of the coercive, controlling factor of DA, face to face contact in a discreet location absolutely key to addressing this. In the future, if sufficient numbers are present, Fearless will run counselling at Opendoors. We recently won funding from National Benevolent to develop this service and intend to do so in 2024.

Probation Pilot - Together with Doorway, we approached the Probation service to offer postal address, phone number and email facilitation as the tendency to remand no fixed address offenders in custody when their offence will not incur a custodial sentence is prevalent and is unfair justice. We have been successful, have already hosted a remote pre-sentence report. Structure of pilot needed firming up before wider use.

## Staff Support

Our two members of staff are vocationally motivated to work within the sector and we look to provide the structure and support to enable them to work to the best of their ability. The adoption of the BSHF programme offering mental health services is a considerable commitment on our part to support them. In addition, we applied for HR expert support as part of the Lloyds Foundation grant relationship. With the arrival of our new (and first) Operations Manager, as well as a change in Trustee responsibilities for HR, we focused firstly on updating our employment contracts for staff. Our first use of our new contract has been successful and landed well with the staff member. We want to expand this to ensure consistency with other staff members.

In addition, we plan to use the remaining budget of time in updating staff policies. This will focus on a few key policies, and we will use it as a stimulus to updating the way we brief and train staff and volunteers on policy changes.

## Premises Development

Following a successful bid to Screwfix, we have built a weatherproof shelter around the picnic table area that will also provide an additional confidential space for guest/supporter interaction. This format will be particularly useful for guests who do not like coming indoors or close proximity to others.

We were successful in our bid to National Lottery to replace the temperamental 35 year old range, the similarly aged dishwasher, extractor and £1k towards our increased food bill. Higos Insurance, a local business, also donated £300 to enable us to replace the standing fridge freezer that was beginning to show signs of failure and would likely mean we would fail a future health and safety inspection.

## Strategic Development

Through additional successful applications to Lloyds Community Foundation, we developed a strategic plan development with an external supplier utilising theory of change. We then activated an additional 6 days with Locality to start part 1 one of its implementation - i.e. local research to produce evidence of need in community. Key findings though are that Devizes has higher than average:

- Disorderly conduct incidents including assaults and sexual offences
- Domestic Abuse
- Poor health (together with Chippenham is a hotspot for poor longevity related to health)
- Debt / Money issues
- Accommodation concerns
- Low employment prospects

We are in the process of expanding this work with Locality to include the development of a single sheet 1 - 5 strategy summary i.e. balanced score card and an activities/impact measurement tool i.e. chain outcome.

We have shared the report with the Foodbank in return for being involved in their commissioned large sample (approximately 250) door to door research project which will include questions on Local Housing Allowance, money concerns and accommodation concerns.

In respect of key outcomes of our strategy plan we have achieved the following:

- Evidence based need for service expansion
- Higher than average DA in Devizes vs Wiltshire generally and no DA agency presence. Our work with the women's refuge and Fearless.
- Money issues - collaboration with St James resulting in one day a week one to one access for our guests to citizens advice bureau.



## Networking

**Homeless Link.** Attended focus group for general election lobbying on theme of homelessness.

**Nationwide.** Presented Opendoors to staff. They are now hosting a bookcase offering secondhand books in premises as well as our leaflets. Likely to send team to sleepout event.

Bank of England Monetary Policy Committee - attended round table discussion hosted by WCF identifying areas of need - highlighted dangers of cashless society and digital banking for marginalised, vulnerable people.

**Foodbank.** Met with Community activist funded by Foodbank to discuss campaign to address the mandatory removal of curtains and carpets of social housing.

## Future Plans

We expect to see the pressure of the cost-of-living crisis to continue which will be reflected in both an increased number of people coming to the centre to access support and also increasing complexity of need.

We expect to see an increase in mental health service support that needs to be provided locally in order to achieve long term positive outcomes. We expect resistance from agencies and their commissioner ie local government, as much of this is centrally located and focused on cost efficiencies rather than individual user outcomes. Currently accessing any substance misuse, DA, probation (anger management, decision making) or DA counselling is either a bus journey away or only accessible via 'smart' technology ie teams.

Following on from above, we expect to see the increasing digitalisation of services to continue to exacerbate already marginalised vulnerable adults positioned on the fringes of society, as many are either do not have digital access or struggle to access services in this way.

We are seeing a decline in volunteer recruitment and retention, likely due to a combination of post Covid compassion fatigue and the impact of the cost-of-living crisis.

Whilst we have been very lucky in securing funding and have spent significant time reviewing all potential funding streams i.e. local, corporate, foundations, government we expect this to be challenge in the new year as the squeeze from the cost-of-living crisis puts increased pressure on charities and in turn funding available to them. This will potentially impact not only our ability to support our guests but is also likely to affect our ability to respond to new needs or expand into new areas as more time will be spent finding the 'bare essentials' funding needed to fund basic operations.

## Financial Update

We had budgeted for a £1,200 deficit but now expect to make a £16,400 surplus. This is largely attributable to us being awarded more grants than we had anticipated, so £48k rather than £29k budgeted. That said, events income was also ahead of forecast by £2,500 and regular giving was about

a third up on budget at £7,900 following a strong push on this to enable us to be more structurally self-sufficient. We let out our premises where possible, more than doubling budgeted income from £1k to £2.6k. We have also enhanced our JustGiving platform during the year which is enabling better analysis and better recovery of Gift Aid. The award of the Lloyds Community Foundation Grant for 2023/24 of £25k is a vital contribution to next year's budget. Other significant grants came from PCC, National Benevolent and the National Lottery.

Our charity holds more than six month's forecast expenditure in cash, as per our Reserves Policy which forms part of our Finance Policy.

On the Expenditure side, wages came in around 10% below budget largely due to changes in staffing in the Summer of 2023. The additional grants enabled us to invest in our Data project and we are rolling out InForm over the next few months which will replace a multiplicity of paper records and standalone PC records, which will greatly improve the quality of our actionable data and make our processes more efficient. We also made much-needed repairs to the structure of our premises. Expenditure on core activities – eg food - was somewhat ahead of forecast but reflective of the overall growth in demand for our services. Laundry, utilities, cleaning and other basic expenditure was on budget and target. We expect a smaller surplus next year given a tightening grants environment but we have built financial resilience and would expect to break even or score a low surplus, as we maintain cost controls.

## In Conclusion

We will continue to operate as we are and look closely at what services are needed when considering expanding our services as we plan to do with DA in 2024, for which we have secured funding. We will continue to work closely with agencies and guests, mediating and lobbying on their behalf to ensure they are able to access the services they need, providing the communications and IT facilities if needed. Academic research and our own data show that people engage best face to face within a safe space i.e. their local community and with the presence of peers or practitioners they trust. We need to lobby decision makers in order to bring services face-to-face to Devizes so that people have the best chance of engagement and completion of counselling/therapy to achieve resolution of issues and long-term positive outcomes. Our experience with the relatively low risk probation pilot took a year to get approved and is still not running properly, which indicates the enormity of this goal.

We are seeing demand from guests to become volunteers at the centre and 'give back'. This is likely a reflection of their emotional attachment to the centre, the fact many of them are local and resident in the area for the majority of their lives and also a mark of the success of the addressing of their issues to achieve long term positive outcomes. Their needs are different to other volunteers, and we intend to put together a strategy and policy to enable guests to transition to volunteers.

All these aims are only made possible by our volunteers and staff and the enormous well of goodwill and affection they hold for Opendoors and its guests, that extends into the community as a whole. We are very thankful and lucky to be in this position and need to work to maintain it. We will continue to run appropriate training to ensure our volunteers are effective and safe within the Opendoors environment and enable them to engage and participate in Opendoors operations through representation on committees e.g. the Operations Committee and various What's Apps groups as well as organise social events twice a year. We will continue to inform the local community of our activities and needs through social media channels and newsletter.

## Community Engagement Report – Devizes Sep 24

The Devizes Area Board in June 24 agreed local priority themes for the year, each of which has one or more specific local actions associated with it. The priorities are:

1. **Addressing Climate change and protecting the environment**
2. **Improve opportunities for children and young people**
3. **Increasing the safety of our communities**
4. **Support those in greatest need and improve their resilience**
5. **Valuing and supporting our vulnerable and older people**



Some of the progress that has been made since the last area board includes:

- Some changes and improvements have been made to the Wiltshire Connect Services and these have taken affect from Sep 1<sup>st</sup>. See [www.connectingwiltshire.co.uk](http://www.connectingwiltshire.co.uk) for details.
- The proposed new cycling and walking route along the London Road is now being developed and taken forward alongside the proposed major maintenance work scheduled for 2025. This has made the project affordable and deliverable.
- The first small community event successfully took place in Waiblingen Way, Devizes and it is hoped to run these in other areas.
- The consultation on whether to introduce a Public Space Protection Order (PSPO) in Devizes ended on 25<sup>th</sup> August and a decision is expected soon on if it will take place
- Support is continuing for foodbanks and other food providers through the award of funding achievable due to the government's Household Support Fund. This will continue into 2025.
- The proposed health and wellbeing network meeting scheduled for the 5<sup>th</sup> September had to be cancelled and a new date is being set, probably in October. Do let us know if you wish to receive an invitation.
- The Neighbourhood collaborative is looking at supporting young people who are at risk of self-harming
- The "Five To Thrive" course was run in Devizes with about 18 people attending to learn and share about how to make every interaction count.
- We are working with the Town Council and continuing to explore how a dedicated youth space may be set up in the town,
- We are keen to work with both providers of youth activities and those groups and organisations that support older and vulnerable people. This includes offering financial support where required.

For more information on any of the above or to discuss any ideas or projects you may have, please contact [Richard.Rogers@wiltshire.gov.uk](mailto:Richard.Rogers@wiltshire.gov.uk) or [Caroline.Lequesne@wiltshire.gov.uk](mailto:Caroline.Lequesne@wiltshire.gov.uk)



**Devizes Area Board LHFIG Project Tracker / Minutes from 23 July 2024**



**Devizes Area Board - LHFIG Project Tracker  
23 July 2024**

**Financial Position**

Budget Available **£ 43,033.54**  
Allocation for 2024/25 **£ 31,968.00**

*\*Order values are subject to change*

Total number of "Live" projects **25**  
Number of "New" projects this month **0**  
Number of "In Progress" projects **10**  
Number of projects "Awaiting Slot" **3**  
Number of projects "Awaiting Update" **11**  
Number of projects to be removed **1**  
Number of projects recently "Completed" **15**

*\*Not including merged projects*

**Live projects by Town/Parish**

*\*Not including merged or completed*

Devizes 5  
Seend 4  
Bulkington 2  
Wedhampton 2  
Worton 2  
Bishops Cannings 1  
Bromham 1  
Great Cheverell 2  
Market Lavington 2  
Poulshot 1  
Urchfont 0  
West Lavington 0  
Easterton 0  
Little Cheverell 0  
Marston 0  
Rowde 0  
Stert 0

**Project Key**

<b>In Progress</b>	The project has been approved by the group, budget contributions agreed and is being actioned
<b>Awaiting Slot</b>	The project has been approved by the group and budget contributions agreed by the town or parish council. The project is awaiting a slot before it can be actioned
<b>Awaiting Update</b>	The project has NOT been approved and the group requires additional information before progressing
<b>Complete</b>	The project has been delivered and is to be removed from the agenda. These tasks will move to the "Completed Projects" tab
<b>Remove</b>	The group has decided that the project cannot be progressed and it is to be removed from the agenda. It may be resurrected in future

Previous Status	Project ID	Town / Parish	Project Title	Project Proposal	Most Recent Actions & Recommendations	New Status	Additional Detail & Comments	First Meeting Date	Seq	Ward	Town / Parish
In Progress	6675	Bromham	Bromham A342 Speed Restriction (Priority No.03)	Bromham Parish Council would like to put in motion a speed restriction on the A342 from South of the Calne A3102 St Edith's Marsh 30 MPH restriction.  This length of the A342 is now a 60MPH road with frequent occurring accidents which can be backed up by local police and a freedom of information request for the crash map information for accidents. This stretch of road starting at the Calne junction has the following: Farm shop, Residential properties, Chittoe junction - poor visibility. The Audi Garage, Residential properties, The A3102 Melksham junction with Collins Veg. Shop - minor accidents happen here on a regular basis not always police recorded- V P Collins Vegetables at 81 Devizes Road can support this. ACCIDENT SPOT; Double bends. ACCIDENT SPOT; New Farm and Digester entrance to A J Butlers Farm -between the double bends. Cross road	<b>GR explained there is a wider speed assessment on the A3102 which could envelope the A342 and this task outside of LHFIG, however, might be 2-3yrs away.</b>  <b>DM suggested this project stays within LHFIG to achieve a faster solution.</b>  <b>Traffic Regulation Orders currently being drafted ahead of formal consultation. JM to advise when we have been given the dates for the advert period.</b>  <b>Update from the TRO team (17/07) the scheme is currently 7th in queue, so would expect consultation in the Autumn.</b>	In Progress	Speed Limit Assessment discussed at Nov 19 Meeting. Bromham PC to consider and advise if the wish to proceed with requesting a speed limit assessment. GR sent further information to PC 17.12.19. Awaiting BPC response on whether to proceed & contribution.  GR confirmed the speed limit review is underway and results will be available later. Once those are back and the assessment carried out, decisions on progressing any recommendations will need to be made. Speed Limit review has been completed. Information has been sent to the Parish Council (04/04). Review has made some recommendation for changes. To be discussed.  BPC have responded and outlined they are not prepared to fund all of the recommendations made by the review. These are to implement 40mph south of Sandy Lane then 50mph to St Edith's Marsh. GR pointed out the need for clear start/stop locations for these changes not just based on parish boundaries. He confirmed these recommendations crossed into another parish within Chippenham CA but did not recommend leaving out this section from any changes.  DM recapped that the recommendation is to treat the whole road as per the report including Sandy Lane, not just the section within Bromham parish. RH will speak with neighbouring parish about contribution towards work. PW advised that just because one PC might wish to support and fund a project, does not mean that another PC feels the same. Bromham should be prepared for the neighbouring PC refuses to offer financial support.  BPC Advised to work on a spit of 2/3's / 1/3 with neighbouring Parish Council in email (Nov 22). Awaiting confirmation from BPC on funding commitment.		4	Bromham, Rowde & Roundway	Bromham
Awaiting Update	06-22-30	Devizes	Devizes Bath Road - Dropped Kerb Request	At a recent meeting of the Town Council's Planning committee, it considered are request for a dropped kerb in Bath Road by the Murco Petrol filling station, following the submission of a Highway Improvement Request Form from a resident of Mayenne Place.  Within the request, the applicant states the pavement outside the petrol station on the A361 had no dropped kerb, so this is a serious problem for wheelchair users, especially because at this location there is no safe option to cross the road. The picture below shows the pavement in question. After considering the request, it was agreed there is an issues in the location that needs to be addressed and therefore the Town Council supports it.	<b>DTC to confirm budget contribution and proposed location.</b>  <b>This fits the LHFIG and wider Council criteria and objectives.</b>  <b>This scheme is in the programme for June 2024.</b>  <b>UPDATE: This has been moved back in the Milestone programme to the end of the calendar year.</b>	In Progress	GR advised a budget of £2,000 for installation of a pair of dropped kerbs.  DTC to confirm contribution approval and rough plan/location description	17/01/23	38	Devizes	Devizes
Awaiting Update	06-22-34	Devizes	Devizes Downlands Rd Request for Dropped Kerbs	Dropped kerbs (pedestrian access). Due to my recent lack of mobility I am in need of dropped kerbs to be able to cross the road and its become apparent that there are none in Downlands road. I believe the council have a responsibility to provide safe access for all residents regardless of physical ability.  Dropped kerbs installed at intervals around Downlands Road to enable freedom of movement.	<b>A full proposal has been developed and forwarded to KN for consideration by DTC. Outline proposal circa £15,000 for all locations (rather than £2k as initially estimated).</b>  <b>Awaiting DTC confirmation of £3,750 contribution (rather than £500 initially outlined)</b>  <b>Complete apart from two sites where the utility info received was incorrect and underground services were too shallow to achieve the required levels for the dropped kerbs.</b>  <b>DTC to confirm whether they want an alternative position or to abandon the remaining locations.</b>	Awaiting Update	GR advised a budget of £2,000 for installation of a pair of dropped kerbs.  DTC to confirm contribution approval and rough plan/location description	17/01/23	42	Devizes	Devizes
In Progress	06-23-05	Devizes	Devizes Wick Lane / Pans Lane Waiting Restriction	Cars are frequently park near the roundabout at the junction of Wick Lane and Pans Lane. At this location, there is an informal crossing point leading to the rear pedestrian entrance to Wansdyke Primary School. Vehicles are often left right up to the crossing point which significantly reduces sight lines and increasing the risk of accident as primary school children and families cross the road to the school gates.  Sometimes vehicles are left across the crossing point making a bad situation significantly worse.  Parking restrictions at this location are required to improve road safety on the school journey, and for general road safety at the junction.	<b>IW had not noticed this problem at weekends. The problem is specifically caused by school parents (as with most other school locations in the country). Drivers must not park next to roundabouts or across dropped kerbs. KN undertaking work on school travel plan with the school who should address the matter with their parents. Project to be removed from October Agenda.</b>  <b>Project will be built into Devizes area TRO. IW and DM requested commitment from the school to help enforce the restrictions.</b>  <b>GR to ensure waiting restrictions are sent to Simon Fisher at DTC</b>  <b>This request was added into the town review, which is due to advertised in April/May 2024.</b>  <b>Consultation ended 3rd June. Objections were received, therefore a Cabinet Report will need to be prepared.</b>	In Progress	Project includes townwide parking restriction changes. Changes need to be made to the bay outside Domino's - loading bay 9am to 4pm			Devizes	Devizes

In Progress	06-22-32	Bulkington	Bulkington	<p>There are slightly dropped kerbs at the end of the road . However these are sometimes obstructed by parked cars. The shaped curbs that do exist are unsuitable for manual wheelchair users.</p> <p>This is the only ramped access to the church (when cars are parked on the road for a service).</p> <p>The slightly dropped kerb to the right of the entrance is facing directly into the street sign – “Chestnut Drive” which makes it very difficult for motorised wheelchair users to negotiate onto the pavement as there is insufficient “turning access”.</p> <ul style="list-style-type: none"> <li>•Dropped kerbs at road height to be fitted at the end of Chestnut Drive.</li> <li>•These dropped kerbs should be indicated as ramp access so that cars are aware that they are disabled access routes. Parking restriction should be in place where there is ramp access</li> <li>•The street sign for Chestnut Drive should be relocated from the slightly dropped kerb</li> </ul>	<p>Order has been placed with contractor. Works require alterations to Utility apparatus (BT Chamber Cover). Milestone are seeking agreement from BT.</p> <p>GR confirmed his team remains in contact with PC over the delay. Traffic Management issues due to the narrow carriageway and shallow depth of underground services in the area to be lowered. Therefore a revised cost estimate is being prepared. GR to liaise with the PC.</p> <p>Revised costs communicated to Parish who have confirmed their wish to proceed... <b>Chestnut Drive - £4,500</b> Parish contribution: £1,125 LHFIG allocation: £3,375</p> <p><b>North Fields - £3500</b> Parish contribution: £875 LHFIG allocation: £2,625</p> <p>At the 17th Apr meeting the group agreed the additional budget allocation and asked for the project to proceed.</p> <p>Currently on the Milestone programme for w/c 4th Nov 2024</p>	In Progress	GR advised a budget of £2,000 for installation of a pair of dropped kerbs. <p>PC to confirm contribution approval and rough plan/location description.</p> <p>DM suggested that this could be combined with other Bulkington dropped-kerb tasks to make efficient use of funds. GR suggested that they might all be delivered for £3,000.</p>	17/01/23	40	Devizes Rural West	Bulkington
New Project	06-22-33	Bulkington	Bulkington	<p>There are no dropped curbs so when walking or wheeling up the high street, you can't get up and down again from the pavements leaving into Northfields. The village has a lot of elderly, young children on scooters, parents with push chairs and wheelchair users. These areas make navigating their village very hard for them.</p> <p>Install a dropped kerb on both sides</p>	<p>PC to confirm budget contribution and proposed location.</p> <p>This fits the LHFIG and wider Council criteria and objectives on accessibility.</p>	In Progress	Linked to task above	17/01/23	41	Devizes Rural West	Bulkington
Awaiting Update	06-23-11	Poulshot	Broadway Lane	<p>Waterlogged byway called Broadway Lane, makes it very difficult for pedestrians and cyclists to navigate in certain places where there is no firm surface.</p> <p>Parish Council would like to investigate funding of an extension to the already cinder tracked part to encompass the entire length of The Broadway or at the very least be able to install a board walk over the areas that get waterlogged.</p>	<p>DM requested more detail on this proposal. What is being sought? Where? How many people will it impact? The group can then take a view.</p> <p>Email from PC on 23/01/24 includes photos but no data. DM has requested the PC undertakes some work to provide the group with an understanding of usage (pedestrian counts, village survey, Facebook poll etc). Task to stay on April agenda.</p> <p>The group suggested that Poulshot PC make contact with an engineer or ROW officer to review the area and potential solutions. This can be brought back to the group for discussion and rough costing.</p>	Awaiting Update				Devizes Rural West	Poulshot
In Progress		Seend	Seend Cleeve	<p>A review of additional parking restrictions in the vicinity of the Barge Bridge, Seend Cleeve (Requested 6th March 2024)</p>	<p>GR to consult Rights of Way officer. The project was not received via a Highways Improvement Request form and therefore no action or budget could be agreed.</p> <p>The group discussed the issue and problems with waiting restrictions and "residents only" parking. GR to take a look at the area and the group will discuss again at the next meeting when the form has been submitted.</p> <p>Appropriate requests received, draft proposals have been prepared and have been considered and supported by Seend PC.</p> <p>The group is happy to proceed with the proposal. Likely cost c£3.5k - Seend PC will contribute 25%</p> <p>Linking with Spout Lane was ruled out, but it may be possible to combine with a project in Devizes.</p> <p>Cost estimate: £3,500 together with proposed restrictions in New Park Road, Devizes (£2,625 LHFIG &amp; £875 contribution (£437.50 Seend PC &amp; £437.50 Devizes TC)</p>	Awaiting Slot				Devizes Rural West	Seend

Awaiting Update	Seend	Sprout Lane, Seend Residents parking	An Investigation into the possibility of providing allocated Residential Parking, Spout Lane Seend (Requested 6th March 2024)	<p>The project was not received via a Highways Improvement Request form and therefore no action or budget could be agreed.</p> <p>The group discussed the issue and problems with waiting restrictions and "residents only" parking. GR to take a look at the area and the group will discuss again at the next meeting when the form has been submitted.</p> <p>Appropriate requests received, draft proposals have been prepared and have been considered by Seend PC. Amendments were requested and further consideration needed by the PC.</p> <p><b>Further consideration is required... a resident's parking scheme can be used also by people living in boats in this location.</b></p>	Awaiting Update	Devizes Rural West	Seend
In Progress	Seend	Seend 4 x SID posts and sockets	The installation of 4 sockets to support the new SID deployment as directed by the the Speedwatch Police Liaison Officer.	<p>The project was not received via a Highways Improvement Request form and therefore no action or budget could be agreed.</p> <p>The PC will send GR and JM locations for the SID sockets so they can be checked. The group will discuss again at the next meeting when the form has been submitted.</p> <p><b>Appropriate requests received and drawings prepared. Works order now with Milestone, installation programmed for August.</b></p> <p><b>Cost estimate: £1,700 (£1,275 LHFIFG &amp; £425 Seend PC)</b></p>	In Progress	Devizes Rural West	Seend
In Progress	Worton	Worton High Street	Addition/reinstatement of two crossings on the high street to allow pedestrians to safely navigate from one end of Worton to the other with a pavement which stops at various points each side of the road.	<p>The group discussed the proposal and in principle it was supported. A raised crossing is unlikely to be supported due to the impact to vehicles and surrounding properties. JM and GR to work-up a plan of the crossing points for the next meeting (the PC to be sent it for comment before the meeting). The group will then discuss.</p> <p>Draft proposals have been prepared and have sent to Worton PC for comment.</p> <p><b>GR to revise proposal to a two priority scheme and liaise with Worton PC.</b></p>	In Progress	Devizes Rural West	Worton
Awaiting Update	Worton	Worton C20 - East of the High Street	This request is for a speed reduction on the C20 from 50mph to 40mph to the east of Worton High Street. The case for this traffic calming measure has been reinforced by the development at Sandlease where work has recently begun. You may recall that Wiltshire Council originally rejected this planning application on road safety grounds (inter-alia), but this was overturned on appeal.	<p>RS made the point that the planning application for new properties at Sandlease received an objection from WC Highways due to safety concerns with the entrance sitting on the bend at the eastern end of the village. RS confirmed that WC refused the application but it was passed by the Planning Inspector at appeal.</p> <p>A review of speeds to either introduce a 40mph zone outside the 30mph limit, or moving the 30mph limit outwards, would be needed. GR stated that it was unlikely to recommend any change. DM confirmed that the survey could be commissioned on the understanding that the PC would pay 100% of the cost. If it came back with a suggested speed limit lowering LHFIFG would pay 75% of the survey cost. This reflects the expert advice the group receives from GR and JM.</p> <p>RS to confirm the PC's desire to continue</p> <p><b>RS stated the PC does not wish to progress, but have asked for 30mph warning signs - however GR stated these can not be provided.</b></p>	Remove	Devizes Rural West	Worton



Awaiting Update	06-22-39	Market Lavington	Market Lavington has grown over the years in a linear fashion placing more and more houses "outside" the village centre with a need for pedestrians to walk along the pavements to access amenities. In the past, these narrow pavements were less used because the bulk of residents lived "inside" the High Street/Church Street area, now the opposite is true. The pavements are extremely narrow at the edges of the village, which places pedestrians in danger of coming into contact with vehicles. Pedestrian flow is also significant going out of the village in each direction and importantly, the majority of this foot traffic is to either the primary or secondary school. This places even more vulnerable pedestrians close to passing traffic. For parents with pushchairs, the pavements east and west in and out of the centre of the village are impassable, meaning pedestrians are often forced into the road. Likewise, wheelchair or mobility scooter users must leave the pavement	<p>The group acknowledged the issue which impacts hundreds of residents. The lack of accessibility for wheelchair / mobility scooter users is a focus for WC.</p> <p>The cost of a substantive bid preparation project is likely to be £10,000-£15,000 which is 30-50% of the group's budget.</p> <p>DM has suggested that the group supports this bid. TR suggested that the AQaST fund might also contribute. DM to provide FD with dates and details of the upcoming AGaST meeting. MLPC to send a representative to pitch the project and try to secure additional funding.</p> <p>MLPC still seeking options to fund a substantive bid (CIL?). Task to remain on agenda.</p>	Awaiting Update	This is a vital project for our community and one that becomes a reality in the next few years. 17/01/23	46	The Market Lavington	
In Progress	06-21-09	Bishops Cannings	<p>The current speed limit between the Cannings Hill roundabout and a point just beyond Marlborough Close, is 50mph. Given the built-up nature of the road at this point, the parish council believes that the road should be restricted to 30mph.</p> <p>The 50-mph restriction in question is approximately 737 metres in length. Along this there are 24 streetlamps more or less evenly spaced, so there is an average of approximately 31 metres between them. s.82 Road Traffic Regulation Act 1984 defines a restricted road as one where "there is provided on it a system of street lighting furnished by means of lamps placed not more than 200 metres apart" and s.81 of the Act states "it shall not be lawful for a person to drive a motor vehicle on a restricted road at speeds exceeding 30-mph."</p> <p>The default position on this stretch of road would therefore be 30-mph, except that Highways have chosen to impose a higher limit.</p>	<p>Draft proposals and Traffic regulations orders are in preparation. These will be forward for consultation in due course.</p> <p>Estimate TRO advert in January. Copies will be sent to the PC as a statutory Consultee.</p> <p>Formal public consultation has recently ended. There was one objection, two support and one requesting more. Therefore a Cabinet Report will be required.</p> <p>PC to submit letter of support</p>	In Progress	<p>The Department of Transport guidance on setting local speed limits states that "the standard speed limit in urban areas is 30-mph" and that roads suitable for 40-mph are generally for urban areas where there is little development. 50-mph should only be used in exceptional circumstances - but this does include roads where there are segregated road junctions for the developed areas.</p> <p>Although the housing along this length of the Horton Road is accessed via segregated junctions and not directly from the C8, there are 76 houses at Ferozeshah Road, 175 houses at the Corn Croft Lane estate and there will be a total of 230 at Laywood. This generates a significant number of vehicle movements onto and off the Horton Road. Additionally, there is substantial pedestrian use of the Horton Road footway to access the bus stops and local shops.</p> <p>Currently the Corn Croft Lane estate has a 20mph limit and it is likely that the Laywood estate when adopted will also be restricted to 20mph. It is not considered desirable to have such a high differential speed limit between the principal feeder road and the subordinate housing estates.</p> <p>DM was happy to promote this scheme as a high priority. GR agreed and will be able to commission a consultant to look at this.</p> <p>Awaiting BCPC decision as to whether proceed.</p>	9	Urchfont & Bishops Cannings	
In Progress	06-21-16	Wedhampton	<p>Very poor visibility when exiting the High Street, Wedhampton from the south east junction with the A342, has resulted in a number of accidents both recently and over the longer term. Traffic travels along the A342 at high speeds, and the bend just north west of the junction obscures any view of oncoming traffic, which makes it an exceptionally dangerous junction, and it is only a matter of time before there is a fatality.</p> <p>I walk from Urchfont across to Wedhampton regularly, and have witnessed the aftermath of two accidents in the last two months.</p> <p>It has been suggested by Wiltshire Councillor Philip Whitehead, that the aforementioned junction should be entrance only into Wedhampton. This can be achieved with One Way signs at the entrance, and corresponding No Entry signs a short way before the current exit from the High Street.</p>	<p>Draft Proposal has been prepared and sent to Parish Council (via PW).</p> <p>Awaiting PC comments / approval of detailed plan before progression of the associated Traffic Regulation Order.</p> <p>PC have confirmed contribution £2,500 - TRO drafted, awaiting submission.</p> <p>The draft schedules and plans are with the TRO Team ahead of the public consultation stage. JM to advise when we have been given the dates for the advert period.</p> <p>TRO is currently on advert closing date 29th July.</p>	In Progress	<p>It should be noted that the north west entrance at Greengate Road has far better visibility, and having spoken to some Wedhampton residents, including an Urchfont Parish Councillor who lives in Wedhampton, the village would be much in favour of such a change.</p> <p>DM asked if the PC had consulted with residents about the proposed changes. PW said they were doing it but was not aware of the result. He will check about this.</p> <p>* Following the meeting PW confirmed Urchfont PC has consulted with residents and they are in favour of making this change.</p> <p>The consultation has been carried out with residents and is in favour of the project. GR said how the budget would mostly be towards the traffic order and signage changes and would be £6-8,000. DM will contact the PC / Philip Whitehead for confirm the contribution.</p>	01/02/22	17	Urchfont & Wedhampton The Cannings
In Progress	06-22-14	Wedhampton	<p>Residents have long complained about speeding through the village, and they request that the current speed limit is reduced from 30mph to 20mph. A recent Metro Count showed that 1.1% exceeded the speed limit on average. The average speed was 17.3mph and the 85th Percentile was 22.8mph.</p>	<p>Draft Proposal has been prepared and sent to Parish Council (via PW).</p> <p>Awaiting PC comments / approval of detailed plan before progression of the associated Traffic Regulation Order.</p> <p>PC have confirmed contribution £2,500. TRO drafted, awaiting submission.</p> <p>The draft schedules and plans are with the TRO Team ahead of the public consultation stage. JM to advise when we have been given the dates for the advert period.</p> <p>TRO is currently on advert closing date 29th July.</p>	In Progress	<p>This issue was discussed at the Urchfont Parish Council meeting on 13th December 2021.</p> <p>There was no one from Urchfont PC present to confirm a contribution (Apr 22)</p> <p>No one from Urchfont PC present. (Jul 22)</p> <p>Next step is a speed assessment at a cost of £2,500. PC to confirm contribution.</p>	12/04/22	23	Urchfont & Wedhampton The Cannings

New Project	6-24-07	Devizes	Pedestrian island (Bollards), Market Place	<p>The Market Place signage is misleading – particularly at night, when the white lines indicate the South facing vehicle direction should be directed toward the central island.</p> <p>Motorists obviously find this confusing, leading to the above incidents. The site should preferably be visited with a view toward nighttime conditions, and uplighters should be considered for this location.</p>	<p><b>DTC to review road markings and if necessary suggest suitable amendments for LHFIFG consideration. Planters solution could be a possibility, however DTC are required to provide a method statement to demonstrate safe working practices in the highway whilst attending to the planters.</b></p>	Awaiting Update
New Project	6-24-08	Devizes	Commuter parking issues, New Park St, from Victoria Road to Quakers Walk gates	<p>Request for parking restrictions. DTC held a site meeting with JM to discuss the issue and look at potential solutions.</p>	<p><b>Draft Proposal has been prepared and has been considered and supported by Devizes TC.</b></p> <p><b>GR stated this project could be linked to waiting restrictions in Seend to achieve economy of scale.</b></p> <p><b>Cost estimate: £3,500 together with proposed restrictions in Seend Cleeve (£2,625 LHFIFG &amp; £875 contribution (£437.50 Seend PC &amp; £437.50 Devizes TC))</b></p>	Awaiting Slot
New Project	6-24-09	Great Cheverell	School Lane which runs down to the B3098, Westbury Road.	<p>B3098 is a significant road used by many vehicles and is often an alternative route from the A360. The pavement has become almost completely overgrown over the last couple of years. It is also regularly used by pedestrians including school children from the nearby school.</p>	<p><b>Bank retention is needed. GR to raise this matter with Andy Cadwallader, Local Highways</b></p>	Awaiting Update
New Project	6-24-10	Great Cheverell	The Bartletts – lane deterioration	<p>This requires a landscape assessment, and if possible reinforcement of the bank in the lane to prevent further deterioration. There may be slippage into the lane causing obstruction if this is not undertaken. The lane belongs to Wiltshire Council highways.</p> <p>Residents have contacted the Parish Council regarding this issue and the Parish Council is supportive of this being taken forward to the LHFIFG for a preliminary investigation with a view to potential resolution. The Parish Council confirmed this at their meeting on 1.7.24.</p>	<p><b>Cause of slippage needs to be established. GR to raise this matter with Andy Cadwallader, Local Highways</b></p>	Awaiting Update
New Project	6-24-11	Seend	Bell Crossroads	<p>Issue 1 – Install two further Bollards on the village side of the A361/Bell Hill Junction to match the two already installed on the Bell Inn Side.</p> <p>Issue 2 – Install four bollards (two either side) on A361/Bollands Hill junction to help pedestrians navigate this dangerous junction safely.</p> <p>Both these improvements will have a significant benefit for pedestrians navigating these two junctions</p>	<p><b>Group agreed to proceed with provision of bollards. PC will contribute 25%</b></p> <p><b>Cost estimate: £2,400 (£1,800 LHFIFG &amp; £600 Seend PC)</b></p>	Awaiting Slot
New Project	6-24-12	Market Lavington	Footpath MLAV2 (part) through Canada Woods	<p>In April following heavy rainfall a section of footpath MLAV2 suddenly slipped away down towards the adjacent river. Footpath MLAV2 runs through Canada Woods, and is the only accessible footpath linking both ends of the woodland.</p> <p>The Parish Council would please like the support of LHFIFG with a contribution of £5,000 to help fund the cost of carrying out the necessary repairs to re-instate the footpath. Due to the proximity of the footpath to the river, there are stringent Environment Agency requirements that need to be complied with, and specialist contractors, experienced in this type of work to carry out the repairs, which all unfortunately adds to the cost of the project.</p>	<p><b>Land ownership needs to be established. GR to consult with Rights of Way officer, Paul Millard</b></p>	Awaiting Update

New Project	6-24-13	Market Lavington and Easterton	Kings Road, Market Lavington and Easterton	Kings Road runs through both the Parishes of Easterton and Market Lavington. Councillors have concerns about the safety of Kings Road users, including pedestrians, horse riders, and other road users. We will be submitting a request for a formal road traffic survey to be undertaken at a suitable point along the road. Both Parishes would please like to request that LHFIG review the safety aspects of Kings Road, and consider a speed limit reduction and signs indicating horses etc.	PC to request Metro Counts and explore the possibility of additional private funding from businesses	Awaiting Update
New Project	6-24-14	Potterne	Reduction of speed limits	Reducing the speed limit through areas of our village. We would like to reduce the speed limit on Whistley Road from the boundary gates as you travel towards Potterne from Caen Hill from 30mph to 20 mph, the distance between 5 Lanes and the boundary gates from 60mph to 30mph and to reduce Potterne High Street from 30mph to 20mph.  The parish council support the request to reduce the speed limit on Whistley Road to 20 mph from the boundary through to the A360. In addition we would like a safe painted pedestrian route along Whistley road through to the path at the village end of Whistley Road	PC to present their case to the group	Awaiting Update
New Project	6-24-15	Potterne	Improve pedestrian route along Potterne Wick Road and reduction of speed limit.	There is no safe pedestrian route along Potterne Wick Road which is a national speed limit. There are a number of blind bends resulting in dangerous encounters for pedestrians with vehicles. Reduction of speed limit to 30 mph from the A360 to the last property along the road. A painted safe pedestrian route from the A360 at the point the path ends through to the Scout centre.  The parish council support the applicants suggestion to reduce the speed limit and the addition of a safe pedestrian route.	PC to present their case to the group	Awaiting Update

# Completed Projects

Previous Status	Project ID	Town / Parish	Project Title	Project Proposal	Most Recent Actions & Recommendations	New Status	Additional Detail & Comments	First Meeting Date	Seq
In Progress	6120	Lydeaway	Lydeaway  Request for speed limit reduction  (Priority No.01)	The speed limit or rather the lack of on the A342 road between Lydeaway and Stert village entrance. When exiting the entrance of The Clock Inn Park the visibility is poor in both directions. Seeing that a lot of money has been spent on the work carried out in recent months on the renovation of the pathway between The Clock Inn Park and the entrance to Stert village which means more of the people from The clock Inn Park are using the pathway some of which have mobility scooters are finding it very difficult in crossing the road because of the speed of traffic which in some cases is in excess of the 60 miles per hour limit. In the last year there has been one accident of a car exiting The Clock Inn Park which in this case no one was hurt the police were not informed but both cars were written off. There are slow signs on the road and also illuminated 'slow down' signs before the 's' bends and the entrance to Stert village these do not seem to be effective.	<b>This task has been completed and will be removed. It will not feature in the agenda for the next meeting.</b>	Complete	Stert PC have confirmed a contribution of £500 to the request.  Atkins have completed the Speed Limit The assessment has concluded that a 50mph restriction can be considered. Indicative cost £8,000  WH stated that the contribution which Stert PC agreed to make is £500 not £1,000 as listed within the budget. DM wanted to push through this project and was happy to accept this level of contribution from Stert PC. GR was happy to go ahead with this level.		3
In Progress	06-21-08	Worton	Worton  SID Posts and Sockets	There is a large volume of traffic exceeding the speed limit driving through Worton. This is confirmed by the Community Speed Watch figures. In just 11 hours monitoring during April – May, they reported 67 motorists to the police for driving 36 mph and over; a further 228 were found to be driving at less than 36 mph but still breaking the speed limit . During May – June in just 12 hours, 79 motorists were reported to the police for driving 36 mph and over; a further 306 were found to be breaking the speed limit.  Worton Parish Council would like permission to install at least two Speed Indicator Devices at locations to be confirmed	<b>All work is complete and PC to be invoiced.</b>  <b>Close and remove issue from next agenda.</b>	Complete	GR referred to SID policy about frequently moving to new locations. CATG can put in sockets for moveable posts at approx. £500 per site. RS thought there were 4-5 sites in Worton and asked about what contribution is expected if the PC already buys the SID. DM felt this should be 25%. RS will confirm this funding with Worton PC.  In progress. Site visit took place in June. Liaison on final site is still ongoing. Awaiting confirmation from PC. Once agreed, order to be issued to contractor.	27/07/21	10
In Progress	06-22-02	Devizes	Devizes  Roundway Park - Request for Street Lighting	The streetlights in Roundway Park are decades old and mounted on quite low columns resulting in the light that is being emitted illuminating very small areas, leaving long tracts of the pavement completely in darkness.  Many of the homes in the residential area of Roundway Park and Gardens are occupied by has a significant number of older single people or older couples. Councillor Oliver has received requests from residents of 24 households seeking improvements to the level of street lighting in the area.  Additional concern is that the pavement in the area is in relatively poor repair, and coupled with poor lighting, the chances of trips and fall is greatly increased. Increasingly, residents will not leave their houses during the hours of darkness as the fear coming home on foot from bus stops or walks may result in a fall.	<b>All works are complete and an invoice is to be raised.</b>  <b>Close and remove issue from next agenda.</b>	Complete	Wiltshire Council's Traffic Engine	01/02/22	14
In Progress	06-22-04	Devizes	Devizes  Opendoors / Southbroom Centre - Request for direction signs	Devizes Opendoors has moved to Southbroom Centre, Victoria Road and, despite clear information on their website and on leaflets, many visitors find the premises difficult to find. Staff from agencies coming from other towns as well as the homeless and vulnerable people we serve, have commented on how difficult it is to find us. Pedestrians need informing that access is not via Southbroom House driveway but via the path that leads from London Road to the end of Victoria. Drivers need reassuring that Southbroom Centre is at the far end of Victoria Road because many think there is nothing beyond the circle of grass surrounded by flats.	<b>All works are complete and an invoice is to be raised.</b>  <b>Close and remove issue from next agenda.</b>	Complete	Supported by Town Council. Response has been previously given outlining a solution is possible. Costs expected to be £2,000. DTC's contribution to the scheme was confirmed. GR was happy to accept this project.  Scheme has been added to programme for 22/23.  Works order has been placed with contractor and awaiting actioning.  All works are complete. Invoice to be raised. Close and remove Issue.	12/04/22	15

In Progress	06-21-13	Devizes	Devizes	The bus stop outside of 49 Eastleigh Road is often blocked by parked cars, particularly at peak times when the chip shop is open. Buses must pull up in alternate locations which causes issues for people with reduced mobility as the door does not then align with the paved surface designed for wheelchair users. There are no road markings to discourage drivers from parking here. The matter is further exasperated given that the lamp standard supporting the bus stop signage has recently been replaced following a collision, and whilst the timetable notice has been replaced, the Bus Stop sign is missing therefore there is nothing at all to indicate to drivers that this is a bus stop. It has been an issue for some time; however, the Town Council is now being lobbied by wheelchair users who find accessing public transport at this location a significant challenge, thus adding additional difficulties to their mobility.	Work has been ordered and is with contractor.  Awaiting amenable weather conditions. <b>COMPLETE</b>	COMPLETE E	The Town Council fully support this request as it believes it is incumbent on all local authorities to manage their facilities and services in a way that make them accessible to all sectors of our community. It would appear that there is a relatively simple solution to problem at the bus stop outside of 49 Eastleigh Road, which will help relieve the considerable problems wheelchair users are having in the Eastleigh Road area accessing public transport. Devizes Town Council is prepared to make a contribution to the cost of this highway improvement.  KN described the situation at this bus stop. There is no longer anything to show to drivers this is a bus stop and to not park there. Parking makes it far harder for disabled passengers to use the bus.  GR gave an approx. cost of £2,000 for marking the bay. He described that autumn / winter is not good weather for lining work and this will need to wait until Spring for any progress	09/11/21	12
In Progress	06-22-03	Devizes	Devizes	Increased traffic from the football academy and Inadequate Road signage on this junction is causing numerous near misses with cars driving straight out of the Green Lane academy and ignoring junction markings on the road.  Give way signs need to be installed to reinforce the junction markings on the road	Scheme has been ordered - Awaiting contractor to implement. <b>COMPLETE</b>	COMPLETE E	Site has been looked at by an Engineer and comments as follows;  I can see why some are confused by this arrangement. I would suggest we provide markings as per the sketch below:  KN confirmed DTC has been discussing this project and will contribute towards it. He asked about changing the priority so that Green Lane traffic goes straight ahead. There was discussion about this versus access for Byron Way. GR advised making Green Lane right of way may bring about issues with speeding.  There was discussion about new signage at the junction and refreshing the current worn markings. GR confirmed both can be done by LHFIFG. GR recommended installing both together with	01/02/22	16
In Progress	06-21-11	Rowde	Rowde	The Parish Council would like to purchase a Speed Indicator Device (S.I.D) for use on the A342. The Parish Council is looking for assistance from CATG with the infrastructure to support a Speed Indicator Device: posts and sockets.	Works have been ordered with contractor and will be implemented by March 23. <b>COMPLETE</b>	COMPLETE E	RJ confirmed there had not been Metrocounts done but that data would be available from their Community Speedwatch group. She asked if a Metrocount would be needed. GR confirmed that the CSW group would have been set up following a Metrocount but if there were other locations in mind for the SID that did not have any data, then a Metrocount would be needed.  DM asked if a new Metrocount is needed here? RJ replied that the Community Speedwatch (CSW) group has data for 3 locations but that a 4th location has had a new Metrocount requested. The PC is awaiting the data from that check.  The required Metrocount data is in. RJ confirmed the PC's contribution. GR gave estimate of £500 per location or £2,000 overall.	09/11/21	18

High Priority	06-22-07	Seend	Seend	Speeding traffic both east and westbound, coupled with safety issues as drivers slow to turn into Seend Cleeve junction and the risk of being rear ended by vehicles behind not slowing down enough. There is also a safety issue for pedestrians crossing to get to the bus stop on the other side of the road. There is a school bus pick up and drop off each day, with children needing to cross this busy road. A metro count was taken in November 2021, the results of which have shown that there is a proven issue of speeding both east and west bound. A copy is attached to this application. There is short section of the road, after you leave Seend High Street and past the Bell crossroads, where it increases from 30mph to 60mph for a couple hundred metres before it reduces to 50mph close to the Seend Cleeve junction and continues at 50mph through the Baldham Bends to just past Littleton (before the Semington roundabout). We believe the reduction to 50mph was introduced by a TRO in 2013. The 30mph was extended further down the A361 by a TRO in Nov 2018 as part of road safety improvements at the Bell crossroads. So it goes from 30 to 60 to 50mph in a fairly short length of road.	Complete - Remove Issue	Complete	The length of A361 between Seend & The Stocks is approximately 900m. Idealised minimum length for speed restriction is 600m Road was reviewed in 2010, and no significant change to environment since. Road is of High Quality, straight and good width, with occasional access. Any review of speed limit is unlikely to recommend alteration.	12/04/22	19	
			A361 - Request speed limit reduction	We would like a speed reduction from						Devizes Rural West
High Priority	06-21-12	Bromham	Bromham	There is no 30MPH signage at the school end of New Road in Bromham. Some drivers get confused and mistake the road for a national speed limit.	Complete - Remove Issue	Complete	I am a Parish councillor and my daughter has been attending the school and nursery for 2 years. There have been three occasions where we have had to jump into the verge to avoid a speeding vehicle in this time. And I don't do the school run on a daily basis. I have had multiple complaints from the residence about the speed of vehicles along this stretch and it is a real safety concern. I feel that some 30 MPH repeater signs and possibly the addition of some school signage would be a step in the right direction for vehicles to follow the speed limit along New Road.	09/11/21		
			New Road - Request for 30mph Repeater signs	Several school children live along the road and walk to school unfortunately there is no pavement present, so they must walk on the road. One of the children that commute to school is also in a wheelchair and there have been multiple issues with cars travelling too fast.						11 Bromham, Rowde & Roundway
Complete	06-22-24	Easterton	Easterton	The bus stop outside Halstead Farmhouse is located on a raised and rounded grassed stream bank. The height of the bank proves difficult for anyone with special access requirements to negotiate safely, especially in wet weather. A] construction of a dedicated alighting platform with an associated drop kerb Or B] Move the bus stop to the other side of the junction with Kings Rd where the existing footway is eminently suitable and has been unofficially used by sympathetic bus drivers considerate for their passengers ability.	PC has confirmed location but needs to confirm budget contribution. PC contribution confirmed Scheme has been added to 23/24 Programme JB to send GR specific location details and photos. GR confirmed this has been allocated to a team member for completion.	Remove	Response from Passenger Transport - I think this is an eminently sensible idea, provided that the PC has discussed it with the owners of the houses outside where the stop will be and got their agreement. All that is needed is ask Area Highway's to remove the existing bus stop sign and band it to the lamp post. If however it cannot go in that location then I would suggest putting a new pole for the bus stop sign somewhere on this paved area but the PC might want to talk to the owner of the bungalow first. Parish council to consult with adjacent homeowners and report back (Oct 22).  Parish Council have feed back an identified locations- Discussion to be held as funding may be needed.	05/07/22	31	The Lavingtons Easterton
			B3098 - Bus Stop Improvements		Works complete - Remove from April agenda					

In Progress	06-23-10	Market Lavington	Church Street / The Spring  Request for SID Infrastructure	Speeding and speed awareness has long been an issue in and around Market Lavington, and is something that local residents feel very strongly about.  There is a large volume of traffic exceeding the speed limit driving through Market Lavington.  We now have an active team of Community SpeedWatch volunteers operating at different locations in the village. Back in 2020 the Parish Council purchased and installed a Speed Indicator Device (SID) which is currently sited on Spin Hill, which has proved very effective as a practical and visible way of highlighting speeds of on-coming vehicles, and prompting drivers to adhere to the speed limit. The Parish Council would now like to focus on using a SID at other locations in the village where speeding has been identified as an issue, starting with Church Street / The Spring, and then possibly considering other locations following receipt of Traffic Survey results requested. Could the Parish Council therefore please request permission to install at least one Speed Indicator Device at the end of Church Street, and at other possible locations to be confirmed with LHFIG. Would the LHFIG committee please fund the supply and installation of the NAL sockets / posts. The Parish Council understands that it may be required to make a contribution towards the cost	FD confirmed that CSW is in operation, site visit completed by GR and location for post and socket approved. FD confirmed MLPC contribution. Project moved to High Priority.  Works complete - remove	Complete				Market Lavi	
In Progress	NA	All Areas	Existing parking and waiting Restrictions which moved to LHFIG upon formation	Prior to the formation of LHFIGs, previously Parking & Waiting Restriction requests were processed centrally. Following Cabinet's approval for the formation of the groups, these requests will be at the discretion of the groups to prioritise.  The group must decide on whether to proceed with progression of these or to abandon.	Draft proposals have been prepared for the known sites.  These will be forwarded to Devises TC shortly for consideration before progressing to advertising TRO's. Wick Lane/Pans Lane to be included.  Awaiting advert date from the Traffic Order team. JM to advise once known.	Complete	GR described how this role has now come into the remit of LHFIGs as part of the increase in duties and budget. This will allow requests to be dealt with more timely and allows more local discretion.  The attached list details all the historic requests for the Devises Community Area.  This list are historic requests from Devises TC. It is up to the group to decide to look at them now or for 2023/24. The group discussed this and understood that it was important from a management, resourcing and budget perspective to group these projects.  PW raised concerns about the complexity that doing so would have on contributions from parish and town councils. The group agreed that contributions would not be sought on the basis that many tasks would be grouped as one and undertaken	NA	1		The Lavingtons
In Progress	06-20-21	Devises	Devises  Request for 20mph Limit - Area 3  (Priority No.04)	Access through this residential area is often used as a rat run, as it bypasses traffic congestion in New Park Street leading to rat run mentality. Commercial Road from the junction at the Sainsbury Mini Roundabout to Rotherstone, the whole of Couch Lane, the whole of New Park Road and the whole of Victoria Road all have high concentrations of pedestrian and frequent parking manoeuvres, therefore a 20mph speed limit would be more appropriate for this area. We would call this Zone Three, 20mph speed limit. See attached plan.  Further zones will be handled at the same time to save money (See rows below)	TRO's have been advertised.  Small level of objection received (3no), majority in Support (16no).  Cabinet Member report has now been approved - sign design and ordering ahead of implementation will now be progressed.  Implementation now complete - remove from tracker.	Complete	KN spoke about how Devises TC had looked at assessing the whole town centre for 20mph and wanted to know that CATG was happy with this and GR is in the conversation. RG asked about a contribution. GR has spoken to Simon Fisher about this and recommended splitting the request into 4, hence the several requests here. RG asked if CATG is happy to put 75% of costs to the assessment for the entire area. KN is happy with this.  KN confirmed the funding from the town council has been agreed.  Draft report has been provided by consultants and will be issued ASAP. All locations will be eligible for 20mph. Delivery of 4 areas separately could cost £36,000 but combining all 4 at once could save £10,000. GR recommended actioning all 4 at once.  KN wanted all 4 areas to be implemented and sensible to go with an economy of scale. DTC confirmed contribution of up to £12,000, circa 50% of the costs.		5	Devises	Devises

NA	06-20-22	Devizes	Devizes - Request for 20mph Limit – Area 1	Long Street, St Johns Street, the Highstreet, Market Place and Station Road are access to the town centre but are often used as a rat run, as it is shorter route to get through the town than preferred arterial route of New Park Street, which in turn leads to a rat run mentally. All these roads have high concentrations of pedestrian and frequent parking manoeuvres, therefore a 20mph speed limit would be more appropriate for this area. We would call this Zone One, 20mph speed limit. See attached plan	Handled as part of task 06-20-21 above	Complete	6		
								Devizes	Devizes
NA	06-20-23	Devizes	Devizes - Request for 20mph Limit – Area 2	The whole of Bridewell Street, the whole of Hare and Hounds Street, the whole of Sheep Street, the whole of Sidmouth Street, the whole of Maryport Street and the whole of Monday Market Street are either within the main shopping area of the town or are the feeder road into this area and as such all have high concentrations of pedestrian and frequent parking manoeuvres and therefore a 20mph speed limit would be more appropriate for this area. We would call this Zone Two, 20mph speed limit. See attached plan	Handled as part of task 06-20-21 above	Complete	7		
								Devizes	Devizes
NA	06-20-24	Devizes	Devizes - Request for 20mph Limit – Area 4	There has been a 20mph zone implemented for the Brickley Lane area for time, however Church Walk was missed off that scheme. It meets all the same criteria as Bickley Lane and is a feeder road into this wider scheme, therefore we believe it should have its speed limit reduced to 20mph. We would call this Zone Four, 20mph speed limit. See attached plan	Handled as part of task 06-20-21 above	Complete	8		
								Devizes	Devizes
<b>New Project</b>	<b>Great Cheverell</b>	Great Cheverell	Traffic and parking at drop-ff and pick-up is a serious concern for the school.  Safety concerns outside the Primary Academy	Since the beginning of term 2023/24 there have been five near misses involving speeding traffic through the crossing patrol.	<b>GR introduced the "Taking Action on School Journeys" initiative which has greater funding than LHFIF. GR said that some of the proposals could be delivered by the fund.</b>  <b>DM to ask Ruth Durrant to contact the school. PS asked that the parish council be included in the discussions.</b>  <b>DM suggests project stays on April agenda to ensure suitable handover from LHFIF to TAoSJ.</b>  <b>Project has been handed over to the TAoSJ group and will be removed.</b>	Remove			The Lavington reat Cheverells



In Progress	06-21-02	West Lavington	West Lavington  Duck Street - Parking restrictions	<p>There have been ongoing parking issues in Duck Street and in particular around Dauntsey's Care Home for a period of time but has become more challenging over the last 6 months. The current inconsiderate parking extends to the end of Duck Street where it meets the main road and therefore at times visibility at the junction is compromised.</p> <p>Relationships between the home and residents has broken down in terms of communication and the impact being that there is inappropriate parking occurring regularly. The parish council receives complaints from residents and also local farmers who are unable to pass through the road to get to their fields. During April a nurse who came to visit the home had her car damaged whilst it was parked in Duck Street.</p>	<p><b>Public consultation complete - 15 Objections, 13 Support, 3 General Comments. GR confirmed this was standard level of response.</b></p> <p><b>Implementation in progress. 2 of 4 sites complete.</b></p> <p><b>Implementation now complete - remove from tracker.</b></p>	Completed	<p>The police have been advised and they have said that they need to see the inconsiderate parking when it is actually happening. Photographs have been sent but again the police advise that they need to be there at the time.</p> <p>A resolution needs to be found for visitors in Duck Street and particularly those visiting Dauntsey's care home and this would be for urgent and short-term parking.</p> <p>The Highway is for passage and repassage of vehicle. Parking on the highway is only tolerated in those scenarios where it does not cause an obstruction. Where an obstruction is caused, or vehicles are ignoring the guidance in the Highway Code (do not park within 10m of a junction) then responsibility lies with the Police. Discussion with the local NPT is recommended if the issue is consistent (Daily) DM described how this creates an obstruction at Duck St, especially for emergency vehicles. He felt that double yellow lines here would help</p>	27/07/21	13	The Lavington /est Lavingtons
In Progress	06-22-19	Urchfont	Urchfont  The Croft - Dropped Kerb	<p>The Croft has a population of largely elderly residents who have difficulty taking wheelbarrows to the Allotments because of their having to mount a kerb. Access is likewise especially hard for those with mobility scooters and others with prams or buggies.</p> <p>We request that a 'drop kerb' is put in place opposite to the path leading in to the allotments.</p>	<p><b>The PC has approved a budget contribution.</b></p> <p><b>Scheme has been added to 23/24</b></p> <p><b>Programme - Awaiting resource</b></p> <p><b>Site has been assessed. PW explained the dropped kerb is to serve the allotments and can sit anywhere close to it. PM joined the meeting later and stated the same.</b></p> <p><b>Programmed for June 2024.</b></p> <p><b>Works completed on 21st June - remove from tracker</b></p>	Completed	<p>GR gave estimate of £1,500.</p> <p>No one from Urchfont PC was present to confirm contribution. (Jul 22)</p> <p>Urchfont PC to confirm their contribution. Group noted that the PC had undertaken preparatory works already. (Oct 22)</p>	05/07/22	29	Urchfont & The Urchfont Cannings

# Removed Projects

Previous Status	Project ID	Town / Parish	Project Title	Project Proposal	Most Recent Actions & Recommendations	New Status	Additional Detail & Comments	First Meeting Date	Seq
Awaiting Update	06-22-22	Little Cheverell	Little Cheverell B3098 - Speed Limit Assessment	<p>We would like to request a speed limit review for the length of the B3098 which runs through the village of Little Cheverell. Approaching from the Westbury direction, the speed limit is 40mph. It decreases to 30 mph at the corner where School Lane joins the road from the left. It stays at 30 mph for the remainder of the road as far as the junction with the A360. Local residents believe that the traffic travels through the village on the B3098 at speeds in excess of the statutory limits for this road. We are requesting metro counts in to ascertain if this perception is correct. The request for a speed limit review has arisen because there are now young families who live in row of houses alongside the B3098 within the 40mph. The speeds of cars as people come out of their homes is making crossing the road hazardous. In addition, there are now children who need to cross the road in the mornings to catch the school bus and in the afternoons, when they are dropped off.</p>	<p><b>PC has agreed to await metrocount results and form a CSW group before applying for LHFIF support for speed related infrastructure.</b></p> <p><b>Task to be removed until results are known when it can be reinstated.</b></p>	Remove	SI had technical issues and could not be heard. (Oct 22).	05/07/22	32
New Project	06-22-27	Devizes	Devizes Waiblingen Way - Parking and Speeding	<p>For a number of years there have been parking issues in this road it has been exacerbate by the selling off garages and parking areas by Aster. We have been informed that cars speed down the main straight part of the street although we have not collected any evidence of this as yet. Cars park opposite one another causing a gap too small for larger vehicles to get through. We have identified areas that if the parking lay-bys were extended it would stop this in some Areas. Note a Waiting Restriction Request Form has also been received</p> <p>A consideration of a reduction in the speed limit from 30mph to 20mph or less this would take away the impression of speeding.</p> <p>A no though road sign at the start of the road would stop large lorries going down the road by mistake. DTC feel that more double yellow lines will make other areas more congested.</p>	<p><b>DTC to discuss a leaflet or poster campaign to draw attention to the problem.</b></p> <p><b>The Group doesn't feel these issues can be resolved through LHFIF.</b></p> <p><b>DM recommended that this task be removed.</b></p>	Remove	<p>The Group felt that the parking situation causing a narrowing of the roadway would help combat speeding and alterations could lead to a worsening of speeding.</p> <p>DM also acknowledged that there was no evidence that speeding was prevelant and that the road was a cul-de-sac. It is likely therefore that the offenders live within the close and therefore a better approach would be to raise awareness of the dangers of speeding at this location and the need to park carefully and considerately.</p>	17/01/23	36

New Project	06-22-29	Bromham	Bromham	<p>I have just moved into our house and to drive out of our driveway onto Westbrook Road is very dangerous. Traffic coming from Melksham drive at such a high speed (particularly motorbikes) that it is impossible to see them as the view is not clear and by the time we have gone out into the road, traffic has suddenly appeared, and a crash is inevitable. I need to find a solution. There are four big houses where we are but the speed limit for Westbrook, is 100 meters further on towards the Westbrook pub. Please can you help.</p>	<p><b>The density of housing does not support a reduction in the speed limit.</b></p> <p><b>DM explained that mirrors and signage could be installed on private land although the parish may feel it impacts the character of the village.</b></p> <p><b>DM recommended that this task be removed.</b></p>	Remove	<p>GR explained that there is specific DfT guidance on property density along a road and how this should impact the speed restrictions used. In this case the stretch does not have the required density to extend the speed limit and doing so would likely result in higher speeds throughout the built up area.</p> <p>DM also stated that in a bid to spread the LHFIFG budget across the year, projects need to be critiqued more closely. In this case it is clear that the request has originated from a single resident who is looking for improvements for</p>	17/01/23	37
New Project	06-22-37	Devizes	Devizes	<p>The Parish Council agree with these concerns and would like action to extend the speed limit, as this can take up to two years plus, the PC request some immediate action warning signs of an entrance, also 'slow' on the road warning and the permission or provision for of a</p> <p>Recently there has been much concern about the inappropriate parking at the corner of Salisbury Street and Beauclerc Street with Avon Road. Cars on all streets park far too close to the junction, making it very difficult to turn safely from one street to another. Salisbury Street, Beauclerc St and the canal side entry to Avon Road have many more cars than those belonging to residence. These are suspected to be commuters who wish to avoid parking charges, or Bath Road residence unable to park safely outside their houses without any off-street parking.</p> <p>In addition a resident recently had a fire in her house, the fire brigade had great difficulty in getting into Avon Road via Salisbury Street because of the parked cars. In the end I believe they entered in from the canal side entry to the road which was also made difficult. On a number of occasions there have been near collisions where cars are unable to exit these streets safely as parked cars remove the line of sight.</p> <p>As previously stated, often</p>	<p><b>DM raised the same concerns as with other tasks discussed - there is little that can be done in signage to stop inconsiderate or dangerous parking.</b></p> <p><b>DM suggested this should be addressed via a DTC awareness campaign. A suggestion was made to create flyers which could be periodically placed on the windscreen of offending vehicles.</b></p>	Remove		17/01/23	45

New Project	06-22-41	Market Lavington	Market Lavington	<p>St Barnabas Primary School on Drove Lane is located on the outskirts of the village, and there are concerns for the safety of parents, carers, and children as they walk to school.</p> <p>Whilst there is a 'School' triangular warning sign with 'flashing' warning lights on the approach to Drove Lane from the centre of the village, there is only a 'School' triangular warning sign on the approach from Easterton. With the speed limit for vehicles being 40mph at the location of this warning sign, it is vitally important that every effort is made to ensure that drivers are aware of the approaching school, and likelihood of increased numbers of parents, carers, and children on the pavements at certain times of the day.</p> <p>Could the Parish Council therefore please request support from the LHFIG committee to install some timed 'flashing' warning lights under the existing school sign on the Easterton approach to the village</p>	<p><b>DM reiterated the need for PCs to prioritise their own tasks so that they are never having to defend against no projects being in progress due to depletion of LHFIG budget. FD felt this was a third priority.</b></p> <p><b>GR explained that if the school has a School Travel Plan they might be able to access seperate funding to acheive this.</b></p> <p><b>MLPC to discuss with the school and Ruth Durrant.</b></p>	Remove	17/01/23	48
Awaiting Update	06-22-35	Bishops Cannings	<p>Bishops Cannings</p> <p>West End Rd - Request for Speed Limit Extension</p>	<p>The West End Road extends from the A361 in the west to the Bishop's Cannings crossroad at its eastern end. The length of this section of road is 725m. At a point immediately west of the entrance to the village car park, the speed limit increases from 30mph to the national speed limit. the section of the West End Road from the speed limit boundary to the A361 junction has 13 properties directly accessing the road. Two development changes are immanent on this section of road, the first is the introduction of a new farm shop at West End Farm, giving rise to additional traffic movements (of all types) onto the West End Road. The second is the proposed expansion in capacity of the village car park, again increasing vehicle movements in the West End Road. The Parish Council believes that traffic leaving the busy A361 and travelling east along West End should be limited to 30mph. Similarly, traffic travelling from the village west, should be restricted to the village speed limit to the point of the junction with the A361. This section of the road is identical in character to the road elsewhere in</p>	<p><b>GR outlined DfT guidance on property density on the edge of settlements and the appropriate application of speed restrictions.</b></p> <p><b>West End Road does not meet the criteria as there are few properties, well spaced. Bringing a 30mph limit to this stretch risks raising speeds through the centre of the village.</b></p> <p><b>DM suggested that the group revisit this task should the carpark project come to fruition and safety be a concern.</b></p> <p><b>This task to be removed and resurrected should the carpark project happen.</b></p>	Remove	17/01/23	43

Awaiting Update	06-22-31	Bulkington	Bulkington Mill Lane end Request for marked On Carriageway Footway	<p>In the absence of a pedestrian area on either end of the village, villagers are walking on the unlit road when going from one end of the village to the other.</p> <p>Councillors feel strongly that a pedestrian pathway marked with white road paint would make cars more vigilant, give a designated space to pedestrians and still allow wide farming vehicles to pass.</p> <p>The PC have discussed further and concluded that cars are likely to park over the lane anyway. DM concerned that it will give pedestrians false sense of security in the road whilst being no more visible than before to traffic.</p>	<p><b>The PC to consider the effectiveness of this if cars will continue to park on the marked ahead.</b></p> <p><b>It was agreed with PC to remove this task</b></p>	Remove	<p>GR advised that the lining might place pedestrians in danger but appreciates in the absence of a pavement they are in the road anyway.</p> <p>GR advised that the pedestrian walkway would not be enforceable and cars would likely park over it making it unusable. This needs some further consideration by the PC.</p> <p>DM asked how many people are likely to benefit from this change. DM also raised a concern with prioritisation with a number of other projects on the table in Bulkington. The Group will</p>	17/01/23	39
Awaiting Update	06-22-16	Devizes	Devizes Southbroom Road - Request for Residents Parking	<p>The residents of Southbroom Road between numbers 73 and 87, have written to Devizes Town Council, requesting that the Council consider supporting their ambition for a resident only parking zone to the front of their properties. The map below shows the proposed extent of the residential parking zone. There are a number of properties within Southbroom Road which have not been included within the request, such as 2 through to 20 to the southwest of the fire station, numbers 33 to 52 opposite the fire station and numbers 89 to 113 near the roundabout with Nursteed Road. It is not clear if there is an intention from those to making the request to include these additional properties.</p> <p>Devizes Town Council supports the broad principle of a residential parking zone in Southbroom Road; and that this request should be submitted to Wiltshire Council asking if this would be suitable for a residential parking scheme and if it is, what would be an appropriate consultation area for seeking residents views who would be affected, including those living</p>	<p><b>DTC has written to residents to canvas opinion. Response expected in October meeting.</b></p> <p><b>LHFIG still awaits update from DTC.</b></p> <p><b>CONSULTATION DIDN'T MEET WC REQUIREMENT FOR SUPPORT</b></p> <p><b>Agreed with TC to remove task</b></p>		Remove	<p>In their communication, the residents are increasingly concerned that there has been a rise in the number of private cars, business vehicles and town commuters now using the limited amount of parking space available to residents during the normal working day, and which stretches throughout the evening, overnight and over the weekend.</p> <p>They believe having residents-only parking will assist the affected residents to carry out any normal daily or weekly tasks that require their vehicles, without the concern that on their return, no space would be available and must therefore find alternative parking which can be</p>	05/07/22

Awaiting Update	09-22-20	Devizes	Devizes The Market Place - Bollard Replacement	<p>The original "Keep Left" signage directing traffic around the central pedestrian refuge outside the Corn Exchange was damaged and removed over recent years, with temporary signs now being used. These temporary signs are out of keeping with the aesthetics of the town and therefore a permanent solution is needed, with advice on a good, enduring and attractive solution being requested from the Highways department.</p> <p>There needs to be a permanent replacement of the temporary signage by the Market Place pedestrian refuge, which reflects the importance of the aesthetic value of having good quality signs in this prominent location.</p> <p>It was discussed that the project had sat in LHFIFG for so long due to a miscommunication between DTC and LHFIFG. The replacement of bollards will match those originally in place and so this project will be Highways Maintenance rather than LHFIFG spend.</p>	<p><b>DTC asked to make a decision on bollard design alongside Matt Perrot and bring the request back to the October meeting.</b></p> <p><b>LHFIFG still awaits update from PC.</b></p> <p><b>Task will be removed and handled as Maintenance</b></p>	Remove	DM asked if this was LHFIFG's or Maintenance's responsibility. GR said that Maintenance would replace with most cost effective solution. If Devizes TC want a more attractive solution, then LHFIFG could do that. KN asked about the new 20mph limit and would the island need any marker and GR said that there does need to be a sign on the island. He gave an estimate of £1-1,200. RO wanted something substantial that would not be knocked down. He was happy with GR's description.	05/07/22	30
Awaiting Update	06-23-36	Devizes	Devizes Various Roads - Request for SID Infrastructure	<p>There has been a steady increase in concern over the issues of speeding over several years, and in some areas the Town Council has already reported these concerns to the LHFIFG</p> <p>At a recent meeting of Devizes Town Council, it was agreed that an investigating into the possibility of installing Speed Indicator in Devizes (SIDs) should be undertaken. As part of that discussion, a number of roads were identified where such devices would potentially be suitable and are listed under the Location of Issue section in this report.</p> <p>Bath Road, London Road, Nursteed Road, Potterne Road, Windsor Drive, Brickley Lane, Dunkirk Hill</p> <p>DM discussed the importance of CSW in the anti-speeding mix and the ineffectiveness of SIDs alone. This project will be removed until CSW is in place and then can be resurrected.</p>	<p><b>DTC to confirm that an active CSW is in place in each area before the project could be supported.</b></p> <p><b>This project will be removed until an active CSW is in place in the target areas.</b></p>	Remove	RO confirmed	17/01/23	44
New Project	06-23-01	Devizes	Couch Lane Request for Dropped Kerbs	<p>Access for our disabled patients is difficult to negotiate if they are wheelchair users or using a mobility scooter.</p> <p>Whilst the Town Council supports the need to have a dropped kerb to help patients access the Hatt Clinic as a basic mobility needs. Given the need is purely for the benefit of that business, it is not something the Town Council will contribute towards. <b>The business owner can commission the work themselves just like any homeowner.</b></p>	<p><b>DTC feel this is not in the community interest and serves just one business. LHFIFG agrees and so this will be removed.</b></p>	Remove			
New Project		Great Cheverell	Damage to roadside properties by LGVs / HGVs	<p>Request a Highways engineer to attend the village and look at possible solutions</p>	<p><b>Discussion focused on what can be done to stop the presence of (and damage from) heavy vehicles. There is nothing that can be done on the highway and focus needs to be on removing the vehicles from the road.</b></p> <p><b>This could become part of a wider PC sponsored FAPM (See 06-22-18 above)</b></p> <p><b>DM to write to PCs</b></p>	Remove			

Awaiting Update	06-22-40	Market Lavington	Market Lavington Church St / The Spring - Request for SID Infrastructure	Speeding and speed awareness has long been an issue in and around Market Lavington, and is something that local residents feel very strongly about. There is an active team of Community SpeedWatch volunteers operating at different locations in the village, and the Parish Council purchased and installed a Speed Indicator Device (SID) which is currently sited on Spin Hill back in 2020, which has proved very effective as a practical and visible way of highlighting speeds of on-coming vehicles, and prompting drivers to adhere to the speed limit. The Parish Council would now like to focus on using a SID at other locations in the village where speeding has been identified as an issue, starting with Church Street / The Spring.  Could the Parish Council therefore please request support from the LHFIG committee for the supply and installation of a NAL socket, and post at this new location.	<b>DM questioned whether the CSW group was active at the current time.</b>  <b>PC agreed to remove this task for the time being.</b>	Remove	17/01/23	47	
New Project	06-22-26	Poulshot	Poulshot Request for White Gates	Speeding through the village, starting from the dual carriageway through to the other side of the village leading to Worton. At present we do not have access to community speed watch and the white lines highlighting the speed limits on the surface of the road have all but faded away. This has been logged separately with my wilts. Cars leave the dual carriageway as speed and do not slow down, until they hit the built up area of the village and even then its not always to 30mph. The road through the village is very straight so there are no natural bends to slow people down.  We would like to investigate putting in white gates at 3 different points in Poulshot, in line with many other villages in the area. This will be the first step in addressing the larger issue of speeding through the village. However we hope this will help to give road-users the message that they are entering into a residential area and should drive with due care and attention and within the designated speed limit.	<b>PC to confirm that an active CSW is in place before the project could be supported.</b>  <b>No representation from PC for several meetings. No confirmation that a CSW group is operating so this will need to be removed and can be resurrected in future if the PC joins.</b>	Remove	DM explained that due to a huge number of projects being put forwards to LHFIG for a share of a very limited budget, tighter scrutiny will need to be applied.  For speed related projects (Speed Limit Reviews, SIDs, White Gates etc) the Group would expect to see a Community Speed Watch group in active service within the area before funding could be approved for other anti-speeding infrastructure.	17/01/23	35

Awaiting Update	06-22-18	Seend	Seend Bollands Hill - HGV Use	<p>The road is increasingly used by large vehicles (Lorry's / Coaches) resulting in confrontation when such vehicles converge on the narrow bends adjacent to this junction. This has led to some altercations and damage to private land</p> <p>Previously WCC Highways (October 2018) provided a written reply explaining why they would not consider diverting large vehicles away from this road (see attached correspondence). One of the reasons given was there had been no recorded damage to private property. As this is no longer the case, Seend Parish council would like to request CATG review the current situation whilst also taking a holistic approach to ongoing issues at the Bell Crossroads at the end of Bollands Hill to reduce the traffic volume attempting to join/cross the A361 at this junction.</p> <p>Since the 2018 report stating no damage to property, TJ stated there has been further damage and increased use by HGVs and larger vehicles. The PC require assistance</p>	<p><b>The PC was conducting an HGV study on the day of the October meeting and confirmed results would be brought to the January meeting.</b></p> <p><b>LHFIG still awaits update from PC.</b></p> <p><b>Due to the freeze on FAPM this might be a project that parish councils embark on together at a cost of £15k-£20k. DM to communicate with all PCs directly.</b></p>	Remove	<p>DM suggested this is built into the site visit at Seend. This can take place at same time as 6-22-07. (Jul 22)</p> <p>TJ confirmed an HGV study was taking place today (04Oct22) and the results would come back to the next LHFIG.</p>	05/07/22	28
Awaiting Update	06-21-15	Marston	Marston Request for Speed Limit Review	<p><b>Issue 1</b> The speed limit through the village is designated 40mph – 30mph - 40mph and the national speed limit. Vehicles travel through the village at higher speed limits on a regular basis and residents are finding it unsafe to come out of their drives onto the highway, especially in the higher speed limit sections.</p> <p>We request an investigation by the highways department in order to find a solution to ensure the safety of all road users in our village. We would hope that such an investigation would lead to a uniform reduction in the speed limit throughout the village from Norney Bridge to the end of the inhabited village on the Coulston Road, rather than 4 different limits within 1 mile. (30 - 40 – 30 - 60mph)</p> <p><b>Issue 2.</b> On Long Street a single-track road, with no passing places, the speed limit is 60mph. The Erlestoke end of Long Street has now been made up with road planings and cars regularly travel down the single-track road at speed, proving a</p>	<p><b>PC were not present at October or January meetings to confirm 100% contribution.</b></p> <p><b>New queries raised requiring PC input.</b></p> <p><b>Discussion took place over the importance of fluctuating limits and how they work. Task will need to be removed as no PC representation.</b></p>	Remove	<p>All the residents exiting their properties along the main road through the village are extremely worried about the speed of vehicles along this road a number have commented, at the meeting and through email, 'That there is an accident waiting to happen'. Although, there is a danger exiting properties throughout the day it is exacerbated at high use times during the work and school runs in the morning and evening.</p> <p>GR said he had looked at this area and does not think a change in the speed limit will change drivers' behaviour. Long St is a straight single-track road and GR felt drivers will go at the speed they think suitable. He does not think LHFIG</p>	01/02/22	25



Awaiting Update	06-22-17	Deviz	Deviz	<p>Currently there is no wheelchair access from the Avon Road side of Bath Road onto the canal. It is impossible for wheelchairs and extremely difficult for bicycles and push chairs to get down onto the relative safety of the canal tow-path to get in to town. Bath Road is a very busy and fast road and the small island crossing close to the Avon Road entrance and near the Prison Bridge end is too narrow to safely cross to the middle with a bicycle or pushchair and stay out of the flow of traffic.</p> <p>This request is about replacing an existing traffic island with a zebra crossing to make it easier for pedestrians to cross. This does have the TC's backing.</p>	<p>DTC was asked to consider the demand for this change and a response was expected in October meeting.</p> <p>LHFIG still awaits update from DTC.</p> <p>Task will remain in tracker for July meeting but will be removed if DTC unable to progress.</p> <p>Location of the crossing makes it unlikely it will benefit a substantial number of people. No further updates from DTC. Task will be removed from the October agenda.</p>	Remove	<p>There is also no cycle path along Bath Road and the pavements are too narrow. There is a ramp that leads under Prison Bridge on the other side of the Bath Road island crossing but there is then no access back to the shop from the canal (unless they use the steep slope outside the Caen Hill café) or stay on this side of Bath Road where there are drop kerbs but then no access across Bath Road further down (there are only steep kerbs on the canal side of Bath Road so there is no easy access the whole way along to and from the shop / petrol station) – wheelchair users are forced to cross the dangerous and fast Bath Road! My two young boys would like to be able to cycle to school but can't physically lift</p>	05/07/22	27			
New Project	06-23-02	Deviz	Hopton Road Hopton Ind Est	<p>Traffic parks on and around the entrances to both sites (Cross Manufacturing) to both sites all day. When staff enter or leave the site they struggle to see to enter or exit the site safely in their cars. Traffic also parks opposite the junction making it difficult when we have lorries delivering and leaving the site.</p> <p>The entrance also gets blocked when waiting for the HRC to open and have been known to queue both sides of the road making it difficult for traffic to flow, also when there are container change overs as the site is shut when this happens.</p> <p>We have an employee crossing the road daily and they must step out between cars to check the if its clear to cross the road.</p> <p>Vehicles park on the bends of vehicle access. DTC Support the request</p>	<p>This can be built into the bulk waiting restrictions task above. KN to ensure this is on the DTC list.</p> <p>Project has been raised by a single company. We need to consider correct use of LHFIG budget for "the greater good". DTC to contact businesses in Hopton and ask them to contribute 100% funding for bulk lining work outside of LHFIG for any Hopton business that wants it (subject to Highways approval). Project to be removed from October Agenda.</p>	Remove					Deviz	Deviz
New Project	06-23-04	Deviz	Deviz Folly Rd	<p>The issue is now parking overnight and over the weekend in Folly Road in front of or opposite Wadworth's new brewery location, and having direct impact on 104-109 &amp; 116 White Horse Way and Folly Cottage.</p> <p>This also causes loss of sight lines entering/exiting the White Horse Way estate as well as travelling along Folly Road itself. Parked lorries force cars already travelling on Folly Road towards Devizes onto one side of the carriageway which is closest to cars turning out of White Horse Way which is increasing the risk of accidents.</p> <p>Lorries sometimes park on the pavement in front of the Wadworth's site, forcing the many people who walk down Folly Road towards the industrial estate into the road. Additionally over the Easter weekend there was a lorry parked outside the car sales/kebab van site. This blocked the pavement, which meant anyone in a wheelchair or using a pushchair was unable to get through (see pictures).</p> <p>The overnight parking issue is also</p>	<p>Impact to residents at end west end of Folly Road understood. The group had concerns about moving HGVs elsewhere with potentially worse impact. IW explained Station Road is perfect for resting HGVs. DTC to speak to householders about implications for them if waiting restrictions implements. DTC to try to make contact with businesses using Folly Road in order to redirect them to Station Road. Project to be removed from October Agenda.</p>	Remove					Deviz	Deviz

Awaiting Update	09-21-01	Poulshot	Poulshot  Townsend - Request for new footway	<p>As an issue of safety it is requested that a pavement be built between the Church and Townsend farmhouse. After a request from several parishioners, the Parish Council discussed the idea of a new pavement because of the safety issue of pedestrians using the roadway between the Church and Townsend Farmhouse. There has been a site meeting with Andy Cadwallader resulting in a preliminary costing of £19,000. The Parish Council has also looked at the costing and other ideas.</p> <p>The following has previously been provided to Issue at Melksham CATG by Highways Officer: Construction length is approximately 75m. New Footway with kerbing costs approximately £265 per metre and therefore a ballpark estimate is £20K. This does not allow for temporary traffic management and establishment of site welfare facilities. A road closure might also be required.</p>	<p><b>Plan of action is needed from the PC.</b></p> <p><b>Is there appetite to continue this project?</b></p> <p><b>This project needs to be on the LHFIF agenda if it is to go for a substantive pot bid. However, there has been no input for several meetings. This is the last warning before removal.</b></p> <p><b>This project has made no progress since 2021. PC rarely present at meetings. TR explained housing development in the area might bring a solution. Project to be removed from October's Agenda.</b></p>	Remove	<p>GR quoted a figure of £265 per metre for 75m of footway. RC had not had feedback during the change from Melksham to Devizes CATG. DM asked if Poulshot PC could contribute the 25% of the £20,000 total cost. RC would need to check and ask the parish council for thoughts on how to move forward. RC confirmed that Poulshot PC will make the 25% contribution of the £20,000 cost. He wanted RD to visit the site to look at any costs savings such as materials or length of footway. GR pointed out that materials would not change as they</p>	21	Devizes Rural West Poulshot
Awaiting Update	06-22-25	Worton	Worton  Various requests	<p>See details in Column G for extensive background.</p> <p>1. Widen the pavements and ensure kerbs are dropped sufficiently – This is technically possible but would require a site survey and careful consideration of the group's budget.</p> <p>2. Put in place a Weight Restriction as is already in place on the C20 towards Market Lavington (7.5 tons except for access) and we note also that something similar is to be put in place in Stowford on the C283. – This is unlikely to happen due to the shift of HGVs to even more unsuitable roads.</p> <p>3. Signage: "Unsuitable for HGVs" or a HGV symbol with a line through, at Seend Crossroads and Black Dog Crossroads – This is technically possible to dissuade HGV drivers, however, is it the right approach given comments above?</p> <p>4. Signage in the village for Horse Riders – This is technically possible although not encouraged within the 30mph restriction.</p> <p>5. Signage "no overtaking" – This isn't appropriate for the village location.</p>	<p><b>PC indicated they would prioritise Task 1.</b></p> <p><b>PC to confirm prioritisation and generate a rough plan / description of the dropped kerb location(s) for April meeting.</b></p> <p><b>No PC representation at the meeting. Prioritisation and location of kerbs will be required in the July meeting or the task will need to be removed.</b></p> <p><b>TR explained the PC is due to meet to prioritise works. Remove this task from October agenda.</b></p>	Remove	<p>The vehicle count through the village can be as high as 500 or 600 vehicles within the space of 45 minutes. The C20 through Worton links 2 major roads, the A361 at Seend and the A360 at Black Dog Crossroads. With most vehicles having Satnav, there is great potential for non-local traffic to be sent through Worton Village High Street. The pavements are narrow and, in some places, run out altogether. Therefore, it is necessary to cross over at least twice if you are walking from one end of the village to the other. Crossing over is particularly</p>	04/10/21 33	Devizes Rural West Worton
New Project	06-23-06	West Lavington	West Lavington  A360  SID Infrastructure	<p>The A360 runs right through the centre of West Lavington and Littleton Panell which has grown along both sides of the road over the last few hundred years. The 30mph limit through the village is often exceeded by vehicles of all types. CSW is in operation in the villages and has a positive impact on speed. Because CSW does not operate 24/7 an additional solution is needed to help slow traffic.</p> <p>The CSW team is active and has four sites already approved for speed monitoring across the area. We would like to utilise two of these locations, which have proved to be speeding hotspots, in order to site SID posts and sockets. We will use one single SID but move it between the locations every few weeks to ensure maximum effectiveness.</p>	<p><b>Group supported the bid for SIDs in two locations now that CSW is running. PW explained that Urchfont had funded their own installation. JF confirmed that the PC was not looking for funding from LHFIF, just authorisation. GR suggested the PC makes contact with MP to organise works.</b></p>	Complete			The Lavingtons West Lavington

New Issue	06-23-09	Market Lavington	The Muddle No Cycling signs	<p>The narrow section of footpath MLAV32 at the end of the Muddle, that runs parallel with the stream has a 'No Cycling' sign at one end, but there is no corresponding sign at the other end.</p> <p>The Parish Council would please like to request permission to install a 'No Cycling' sign at the other end of the narrow section of the footpath. Would the LHFIG committee please fund the supply and installation of the sign. The Parish Council understands that it may be required to make a contribution towards the cost.</p>	<p><b>GR confirmed that this can be picked up by a specific team for implementation with no cost to the LHFIG or MLPC. DM to make contact with Martin Cook and update FD.</b></p>	Remove	Market Lavington	
Remove	06-23-36	Devizes	Devizes Various Roads - Request for SID Infrastructure	<p>There has been a steady increase in concern over the issues of speeding over several years, and in some areas the Town Council has already reported these concerns to the LHFIG</p> <p>At a recent meeting of Devizes Town Council, it was agreed that an investigating into the possibility of installing Speed Indicator in Devizes (SIDs) should be undertaken. As part of that discussion, a number of roads were identified where such devices would potentially be suitable and are listed under the Location of Issue section in this report.</p> <p>Bath Road, London Road, Nursteed Road, Potterne Road, Windsor Drive, Brickley Lane, Dunkirk Hill</p> <p>DM discussed the importance of CSW in the anti-speeding mix and the ineffectiveness of SIDs alone. This project will be removed until CSW is in place and then can be resurrected.</p>	<p><b>DTC to confirm that an active CSW is in place in each area before the project could be supported.</b></p> <p><b>This project will be removed until an active CSW is in place in the target areas.</b></p> <p><b>Active CSW in place in certain areas. KN requested this project be resurrected to enable specific reviews of metrocount requests for London Road, Dunkirk Hill and Southbroom Road. KN to liaise with GR offline to investigate unsuccessful metrocount requests.</b></p>	Awaiting Update	17/01/23	The Lavingtons
New Issue	06-23-07	Devizes	A361 Escourt Street Morrison's Roundabout Access	<p>Drivers trying to overtake on the roundabout outside Morrisons, when you move to the left to allow other drivers to turn right into Morrisons without causing a traffic hold up. This has nearly caused several accidents.</p> <p>At the roundabout it is big enough to do a two lane marking, one on the left to go forward and the other on the right to enable vehicles to drive into Morrisons, this would help ease the traffic hold ups</p>	<p><b>Group decided this was unlikely to alter traffic flow as vehicles naturally doing it. Implementation would be more nuanced than anticipated likely leading to loss of 1-2 parking spaces.</b></p>	Remove	44	Devizes Devizes
Awaiting Update	06-23-08	Devizes	High Lawn Waiting Restrictions	<p>The Town Council has received two Highway Improvement Forms from residents of High Lawns, Devizes expressing concerns that the turning area at the bottom of the road is blocked by visitor parking, which results in delivery vehicle and refuse lorries being unable to turn around.</p> <p>As a consequence, residents advise that these vehicles then have to reverse back up the hill of High Lawns, which is difficult manoeuvre and isn't helped when they get to the top as they then have to get into a position where they can re-enter the Bath Road.</p> <p>As a solution, residents are asking if "No Parking" markings can be placed on the road to help with this problem</p>	<p><b>GR confirmed no internal feedback received from waste team highlighting issue. IW confirmed it was likely to only impact two houses. DM requested this be left until the next meeting to give DTC a chance to provide data to outline extent of issue.</b></p> <p><b>DM suggested this task be removed from April's agenda as no evidence of problem.</b></p>	Remove		Devizes Devizes

Approved - Awaiting High Priority Slot	06-22-08	Seend	Seend	<p>Despite the road safety improvements carried out in 2018 at the Bell Crossroads under the 'Local Road Safety Scheme' by Wiltshire Highways and the additional signage put in place in Bell Hill in Autumn of 2020, the Parish Council is still concerned with the high number of accidents occurring at the Bell crossroads, as some drivers are not stopping at the top of Botlands Hill and Bell Hill.</p> <p>We would like to ask for the support of CATG to look at what else can be done at these crossroads to improve driver awareness of the need to give way at these junctions. Following a useful meeting with Highways, it was suggested that some small scale measures may be possible to improve signage and visibility making drivers more aware of the cross roads and the need to give way. Whilst, we have been told, the cross-roads do not meet the DfT criteria for a Stop sign, we would ask if there is any discretion on this, as many people feel a stop sign and continuous white line would help reduce the number of accidents.</p>	<p><b>The Civils element (dropped kerb) has been completed.</b></p> <p><b>Order for Traffic Sign's and Road markings is with the contractor.</b></p> <p><b>Works complete as per specific LHFIF task although PC very clear that the wider problem/project is NOT complete. PC feels the area is still dangerous and needs wider focus. The group decided this has outgrown LHFIF and needs seperate Highways focus.</b></p> <p><b>PC has met with GR and SH. DM to write to PC, SH and GR in order to transition this project away from LHFIF. Task to be removed on April agenda.</b></p>	Remove	<p>Several suggestions have been put forward in a meeting with the PC and can be considered, However the use of Stop Signs or the associated Road Marking are not an option available.</p> <p>Site Meeting taken place.</p>	12/04/22	22		
	AOB	Bishops Cannings	Pedestrian route improvements between south-western area of parish and Devizes centre.	<p>Guy Lamb-Hughes presented a desire on behalf of the PC to better connect areas of BC with the centre of Devizes for sustainable travel. The PC seeks support to progress this project.</p>	<p><b>The Group welcomed GLH to the meeting.</b></p> <p><b>DM introduced the AQ&amp;ST group and asked TR to speak on it. TR explained that the LCWIP (Local Cycling and Walking Infrastructure Plans) are doing exactly this sort of work across the area. TR explained that the LCWIP is likely working on a sustainable travel route loosely following the London Road which might answer the PCs need.</b></p> <p><b>TR suggested this project is better suited to AQ&amp;ST and so GLH to make contact with the group to explore the project.</b></p>	Remove				Devizes Rural West	Seend
	AOB	Potterne	The parish has numerous objectives it wishes to address to improve road safety and connectivity in the parish.	<p>Nick Bailey presented a desire on behalf of the PC to improve highways and footpaths within the parish. The PC seeks support to progress this projects.</p>	<p><b>The Group welcomed NB to the meeting.</b></p> <p><b>DM explained the process for LHFIF projects starting with the Highways Improvement Request form. DM to send NB a copy of the form. The PC will submit specific requests for future meetings.</b></p>	Remove					

## Meeting Timeslots

Ward	Town / Parish	Estimated Time Slot
All Areas	All Areas	10:00:00
Bromham, Rowde & Roundway	Bromham	10:05:00
Devizes	Devizes	10:11:00
Devizes Rural West	Bulkington	10:38:00
Devizes Rural West	Poulshot	10:41:00
Devizes Rural West	Seend	10:46:00
Devizes Rural West	Worton	10:57:00
The Lavingtons	Easterton	11:02:00
The Lavingtons	Market Lavington	11:05:00
The Lavingtons	West Lavington	11:08:00
Urchfont & The Cannings	Bishops Cannings	11:16:00
Urchfont & The Cannings	Urchfont	11:19:00
Urchfont & The Cannings	Wedhampton	11:22:00



Wiltshire Council

Devizes Area Board

16 September 2024

### Devizes Area Grant Report

#### Purpose of the Report

1. To provide details of the grant applications made to the Devizes Area Board. These could include:
  - community area grants
  - youth grants
  - older and vulnerable people grants
  - area board initiatives
2. To document any recommendations provided through sub groups.

#### Area Board Current Financial Position

	Community Area Grants	Youth Grants	Older and Vulnerable People Grants
Opening Balance For 2024/25	£ 25,869.00	£ 22,320.00	£ 7,700.00
Awarded To Date	£ 8,698.41	£ 14,050.65	£ 0.00
Current Balance	£ 17,170.59	£ 8,269.35	£ 7,700.00
Balance if all grants are agreed based on recommendations	£ 3,232.59	£ 8,269.35	£ 7,200.00

#### Grant Funding Application Summary

Application Reference	Grant Type	Applicant	Project	Total Cost	Requested
<a href="#">ABG1859</a>	Community Area Grant	Worton and Marston Village Hall	Worton and Marston Village Kitchen refit capital upgrade project	£11435.36	£5000.00

**Project Summary:**

We need to refit the Village Hall kitchen with new units to replace the very old units (and in some cases unusable units) to create a safer working space. The refitting of the kitchen is a subset of a larger project to extend and refit the kitchen to make more space and more usable and safer, for which there were 4 tender received. This application is to assist with the phase 3 of this bigger project, and is to complete the kitchen refit. At this stage we do not have sufficient funds to complete the actual kitchen refit. I attach 2 tenders (I wasn't able to upload any additional tenders, as the space is full) for the full project for which the kitchen is a subset. On each tender document I have highlighted the kitchen section in yellow for easy viewing. As yet, we do not have the funds to complete that aspect of the project and would be grateful for any assistance.

[ABG1970](#)Community Area  
GrantWest Lavington  
Village HallWest Lavington Village  
Hall radiant heating  
installation

£7876.00

£3938.00

**Project Summary:**

West Lavington Village Hall was built some 60 years ago. It is currently heated by electric convector heaters and fan heaters. This equipment is old, inefficient, expensive to run and some of the units are not functioning and need replacing. Two issues have been the cause of complaint from those groups who hire the hall - seating comfort and the coldness of the hall. In past we have lost groups and individuals who would not use the hall because of the cold - including a toddlers' group, individual music tuition, an elderly persons's support group and commercial hirers. The Hall Trustees have addressed the seating issue with the acquisition of new, comfortable chairs. We now intend to address the heating issue to ensure we retain hirers and individuals who use of the Hall by installing radiant heating to improve the environment in an effective, manageable and cost-efficient way. We are fortunate to have a Trustee who is an experienced and respected architect. The alternative forms of heating that could be available have been investigated and advice taken from consultants and manufacturers. The choice of radiant heating will mean the heating will be energy efficient through the way it heats the room. In contrast to convector heating, the radiant infra-red heating will warm the 'thermal mass' - the ceiling, walls, furniture and people where the energy is stored and it will then be gradually released back into the room as heat. Installation of the radiant heaters will have minimal disruption to the use of the Hall and when in place will offer effective programmable heating management with smart heating controls off-site. Consideration has also been given to ensure the re-usability of the units should there be any future redevelopment of the Hall.

[ABG1974](#)Community Area  
GrantThe Mind Tree Cafe  
CICThe Mind Tree Cafe  
Kitchen fit

£15000.00

£5000.00

**Project Summary:**

The overall project is providing a community space to access all kinds of well-being activities. We are situated on the site of a disused day centre. We have an Orchard, Poly tunnels, workshop, studios, therapy rooms. We already have many parts of the project up and running and are supporting various other businesses and individuals. The next part is to open the café which is the heart of the centre. This will encourage more people into our wellbeing space and will support the community with providing a place in the village where they can meet and socialise, access other support, provide volunteer opportunities for the supported living residents and other community members who are interested in being part of a supportive community. We will provide spaces for co working and buddy tables, addressing loneliness and isolation. We need to fit a kitchen, we have been working with a local kitchen company in Bowerhill who have recently completed other community projects, also seeking advice from successful local businesses such as Divine on the Green in Calne and Mippo at Lydeaway, both successful cafes.

[ABG1962](#)Older and  
Vulnerable Adults  
Funding

Sustainable Devizes

The Lovely Lunch  
Devizes

£750.00

£500.00



**Project Summary:**

Sustainable Devizes is collaborating with other community organisations to deliver The Lovely Lunch on Saturday 28th September at St Andrews Church. The lunch offers an opportunity for individuals and families to come together to prepare, share and eat food that is local, seasonal and sustainable. The community allotment, Plot 35, is growing a significant proportion of the ingredients for the vegetarian lunch. 80 tickets are being offered for sale; 40 tickets will be offered on a 'pay what you can afford' basis, to groups including Devizes Foodbank, and The Community Living Room.

**Background**

3. Area Boards have authority to approve funding under powers delegated to them. Under the Scheme of Delegation Area Boards must adhere to the Area Board Funding and Grants Criteria. This document is available on the council's website.
4. Three funding streams are available to the Area Board, each with an annually awarded amount. These funding streams are as follows:
  - Community Area Grants (capital)
  - Youth Grants (revenue)
  - Older and Vulnerable People Grants (revenue)
5. The Area Board will be advised of the funding available prior to their first meeting of each financial year.

**Main Considerations**

6. Councillors need to be satisfied that the applications meet the requirements as set out in the Area Board Funding and Grants Criteria and that the health and wellbeing and young persons funding guidelines have been adhered to.
7. Councillors must ensure that the distribution of funding is in accordance with the Scheme of Delegation to Area Boards.
8. Councillors need to consider any recommendations made by sub groups of the Area Boards.

**Safeguarding Implications**

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

**Public Health Implications**

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

**Environmental & Climate Change Implications**

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

**Financial Implications**

12. Councillors must ensure that the Area Board has sufficient funding available to cover the grants awarded.

**Legal Implications**

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

## **Workforce Implications**

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

## **Equalities Implications**

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

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

## **Proposals**

17. To consider and determine the applications for grant funding.

---

### **Report Author**

- Richard Rogers, Strategic Engagement and Partnership Manager, [Richard.Rogers@wiltshire.gov.uk](mailto:Richard.Rogers@wiltshire.gov.uk)

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