

AGENDA SUPPLEMENT (1)

Meeting: Chippenham Area Board
Place: Yatton Keynell Village Hall, Jubilee Field, Biddestone Lane, Yatton
Keynell, SN14 7BD
Date: Monday 5 July 2010
Time: 7.00 pm

Please direct any enquiries on this Agenda to Julia Densham (Senior Democratic Services Officer), of Democratic and Members' Services, County Hall, Bythesea Road, Trowbridge, direct line 01249 706610 or email julia.densham@wiltshire.gov.uk

6. **Town, Parish and Partner Updates** (Pages 1 - 6)

To note the written updates and receive updates from any partners who wish to contribute:

- d. NHS Wiltshire
- e. Chippenham Area Partnership
- h. Children's Parliament

11. **Funding** (Pages 7 - 14)

Performance Reward Grant Scheme – Door Radios
Performance Reward Grant Scheme – Energy Monitors

NHS Update – July 2010

Stakeholder Assembly considers the future of healthcare

Representatives from patient groups, voluntary organisations, NHS providers and the local council met to discuss the future of health care across the county when NHS Wiltshire held its Stakeholder Assembly on Wednesday 26 June.

The Stakeholder Assembly, which is organised and held by NHS Wiltshire twice a year, considered how the NHS can continue to provide high quality care when the country is facing its toughest ever financial climate. Traditionally, the NHS has received increased funding every year, but from 2011 onwards there will be little or no additional funding. As a result, the NHS as a whole needs to save £20 billion per annum.

For the NHS in Wiltshire this means saving £40 million each year. The money won't be taken out of the NHS budget but will be needed to provide care for an ageing population, new technologies and new ways to deliver services to meet the needs of our patients.

The Stakeholder Assembly offered an important opportunity to discuss NHS plans with patients and partners and to think about how local people can be involved as we go forward. There will undoubtedly need to be changes to the way that some services are delivered and the way the works. Together we need to ensure that our residents and patients get real value out of every pound that is spent on health services in Wiltshire.

NHS Wiltshire has started working on a programme called "Delivering Value for Patients", which has already identified core areas where the NHS can work more smartly in order to make the savings needed to fund healthcare for the next three years. Examples of areas that are being looked at include how to look after people with long term conditions such as diabetes to avoid unintended hospital admissions, and working more closely with the Council to improve services for people with a mental health condition.

The Assembly attendees were a presentation by Jeff James about the overall programme, before hearing from local doctors Dr Stuart Henderson and Dr Celia Grummitt about a pilot project that is already running in south Wiltshire to improve the way in which urgent care is delivered. Dr Grummitt, a GP from Amesbury, and Dr Henderson, a consultant from Salisbury Hospital said:

"Improvements in the NHS are about ensuring high quality care but they are also about making best use of the public funding that we receive. Everybody in Wiltshire knows that they have to live within their own personal means and the NHS is no exception to this. If we are going to be able to provide care to our ageing population and fund new ways of delivering that care, then we have to make sure that we spend every pound of funding efficiently. This is the aim of the Delivering Value for Patients programme".

GPs continue above-average service in Wiltshire

Thousands of Wiltshire patients rate the service they receive at their GP surgery higher than the national average, according a survey issued today.

The county's practices bettered the national average in the GP Patient Access Survey with 93% of patients reporting overall satisfaction with the care they get from the GPs and their

teams. The survey combines the quarter results of the 2009/10 GP Patient Survey April 2009 and March 2010 and was conducted by Ipsos MORI.

This is the fourth year that the Department of Health (DH) has conducted the GP Patient Survey in England. In 2009/10, the survey was conducted on a quarterly basis in order to provide more regular feedback on performance, and to give practices and local NHS organisations a clear indication of their patients' views and pinpoint areas where they should consider improvements. Each quarter, a different sample of 1.39 million adults is asked to voluntarily complete a questionnaire.

In Wiltshire, 19,456 patients gave their views on subjects ranging from the reception team and telephone access to their ability to see a nurse quickly and their satisfaction with extended opening hours in the evenings and at weekends.

The survey questions are intended to provide a broad assessment of patients' experiences when they access their GP, and the themes are based on situations which have been confirmed as those which are important to patients and the public.

Results for Wiltshire are as follows:

Question	England Average (%)	Wiltshire Average (%)
Overall level of satisfaction	88	93
The reception team was very helpful	93	95
It is easy to get through on the telephone	68	70
I am able to see a doctor quickly when I need to	80	80
I am able to book ahead	71	75
I am able to see my preferred doctor	62	65
I am satisfied with the opening hours	82	83
I am satisfied with the amount of time I have with the doctor	89	93
My doctor listens to me	88	92
I am able to see a nurse quickly when I need to	91	94
I am satisfied with the amount of time I have with the nurse	84	87
The nurse listens to me	79	81
I am satisfied with the speed of response of the out of hours services	63	67

In Wiltshire, 38,187 patients were sent questionnaires over the year. 19,456 replied, which is a response rate of 51%.

This report is based on combined findings from the four quarterly 2009/10 surveys. The overall national response rate to the survey is 39%, based on 2,169,718 completed responses from four combined quarters.

The next Board meeting will be held on **22 July 2010, in the Conference Room at Southgate House, Devizes**

Papers are published a week before the meeting on www.wiltshire.nhs.uk or on request from Maggie Goodman, NHS Wiltshire (tel: 01380 733827, email: maggie.goodman@wiltshire.nhs.uk). For further information or copies of documents referred to above, please contact Jo Howes, Community Engagement Manager, 01380 733929 or jo.howes@wiltshire.nhs.uk

Update for Chippenham Area Board

Update from	ChAP (Chippenham & Villages Area Partnership)
Date of Area Board Meeting	5th July 2010

Headlines/Key Issues

- ChAP held its AGM on 11th May 2010**
 The main task of last year was the update of the Community Plan. The recruitment of a Project Team Co-ordinator was particularly successful in assisting the work of the project teams.
 The focus this year will be on pursuing the Actions in the Community Plan and developing closer links with the public. This is reflected in the Work Plan submitted with the application for core funding.

Projects

- Market Extension**
 The ChAP Town Centre team helped the Town Council resolve a series of issues to allow the market extension down Chippenham High Street on Saturday.
- Community Shop.**
 Both Emery Gate and Borough Parade have offered vacant premises for community use through ChAP starting on July 12th. ChAP will welcome any community or voluntary activity to take advantage of this although the space will have to be shared fairly. Please apply to ChAP chairman Jane Clark on jane.clark39@btinternet.com.
- Chippenham River Festival 2010 – August 28th and 29th.**
 Plans are going ahead well with many new events this year in addition to the Invensys Rail Raft Race.
 Appreciation is given to the generous sponsorship of the Area Board, Invensys Rail, Chippenham Borough Lands Charity, Chippenham Town Council and the shopping centres of Borough Parade and Emery Gate.
 There is still room for a few more raft race teams and help can be provided with flotation barrels!
- Tourist Brochure.**
 The Pocket Guide for the Chippenham & Villages Area (produced jointly with VisitWiltshire) is now in every TIC in England. ChAP is working with the Town Council to have a joint display with their Town Guide at the Railway Station.

Future Events/Dates for the diary

- Next **Steering Group meeting** - Jubilee Buildings, Chippenham at 2.30 pm, 20th July
- ChAP Public Event** at the River Festival, 28th and 29th August

Signed: Jane Clark, Chairman, 4th July 2010

Update for Chippenham Area Board

Update from	Chippenham Children's Parliament
Date of Area Board Meeting	5 July 2010

Headlines

- Parliament meeting with Duncan Hames and James Gray

- Also, representative from Wiltshire Assembly of Youth

- Partnership working with Wiltshire College under development

Projects

- Road safety campaign

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Future Events/Dates for the diary

- 2 July meeting

- Future meetings – 2 Nov, 3 Feb, 15 June

- Road Safety week: 22-26 November. Campaign Launch

Signed: Judy Edwards

Date: 29th June 2010



Performance Reward Grant Scheme

Expression of Interest Form for Chippenham Area Board

To be returned to:

Victoria Welsh, Chippenham Community Area Manager,

Wiltshire Council, Monkton Park, Chippenham, Wiltshire, SN15 1ER

Email: victoria.welsh@wiltshire.gov.uk

Organisation	<i>Wiltshire Police in support of NTE/ Pubwatch Scheme, Chippenham</i>	
Form submitted by (contact for all queries)	<i>Police Sergeant 1291 GEORGE Chippenham NPT 0845 408 7000 X 7 22 825 Allan.george@wiltshire.pnn.police.uk</i>	
Name of initiative	<i>Pubwatch Radio Scheme</i>	
Brief Description of Initiative	<i>This request is to provide 14 x two way radios to support the Chippenham Night Time Economy/ pubwatch scheme by providing principle licensed premises/ CCTV/ Police with a practical means of communication to assist in the early intervention and identification of drunkenness/ potential offending behaviour. Identical schemes throughout the County have resulted in proven benefits in helping support the Police/ SIA doorstaff in the early and appropriate removal of persons from the town centre before problems occur. At present no efficient means exist to communicate promptly and effectively with and between key premises.</i>	
Please put a cross against the ambition(s) that this initiative will support	Building resilient communities	X
	Improving affordable housing	
	Lives not services	
	Supporting economic growth	
	Safer communities	X
	Protecting the environment	
	Action for Wiltshire – combating the recession	

Amount of funding sought	£1,960.00
What will this money be spent on? (please show split between capital and revenue. For capital expenditure guidance – see Appendix 1 in the Bid Pack)to be spent on 14 x Icom F25SR Licence Free Hand portable Radios – For use by Key premises/ CCTCV/ Police. Quantity allocated provides spare radio and set aside radio for additional premises as required. <i>Costed at £119 + VAT each</i>
Please describe how your initiative will support the ambition(s) indicated above, and summarise the action that will be taken	<i>At present Anti-social behaviour associated with the night time economy is often noted by doorstaff but not effectively acted upon in a timely manner. Previous experience tells us that by communicating this information to partner premises (by radio) can assist in preventing further access to premises and early intervention by Police as required.</i>
What makes this initiative a local priority (eg evidence from research and local support)	<i>Chippenham NTE is identified as an Area Board Priority. It is also a local priority for the Chippenham Town Center NPT area as noted from public consultation.</i>
How will you know you have been successful?	<i>As below</i>
<ul style="list-style-type: none"> How will you measure the impact? (may have more than one measure) 	<i>Via ongoing public consultations/ feedback. Also via Pubwatch referrals and ASB crime statistics/ analysis.</i>
<ul style="list-style-type: none"> What is your improvement target (s), and when do you expect to achieve this/these? 	<i>To reduce alcohol related crime and disorder within Chippenham town and increase public confidence. These measures are taken on a regular basis however i expect meaningful analysis following 6 month period of time – as measured year on year.</i>
<ul style="list-style-type: none"> How will you ensure that the improvement continues after the end of the initiative? 	<i>Via regular monthly pubwatch meetings and NTE group.</i>
Who will benefit from this initiative?	<i>Members of public/ chippenham community including ultimately licensees/ Police and partners such as NHS who all share an interest in seeing Chippenham NTE promoted as a safer environment.</i>

Confirm no unfunded commitments from this initiative	I confirm that there will be no unfunded financial commitments arising from this initiative.
What are the key risks to success and how will these be managed?	<i>The radios need to be issued with appropriate training and understanding of their purpose and appropriate useage.</i>
Who will manage the initiative	<i>CBM PC 2235 JONES via NTE group & Pubwatch scheme.</i>

Signed: Allan GEORGE PS 1291

30/06/10



Performance Reward Grant Scheme
APPLICATION FORM

To be returned to:

wiltshirelaa@wiltshire.gov.uk

Area Board	
Form submitted by (contact for all queries)	Sarah Cosentino Community Climate Change Officer
Name of initiative	FOC Energy Monitors in all Libraries
Brief Description of Initiative	<p>Energy Monitors available for Free Of Charge hire in all libraries across Wiltshire.</p> <p>The energy monitor allows the user to see clearly how much energy their appliances use and how their behaviour within their home impacts on their energy use. The householder/user can then make simple changes to their behaviour to reduce their energy consumption. Reducing energy will save money off their energy bills and of course reduces their carbon footprint.</p> <p>We will provide a full support package with each energy monitor that will include details on how the user can save energy through both changes in their daily life and investing in energy efficiency technologies.</p> <p>The support packs will include –</p> <p>Helpline number and grant/funding information from our Private Sector Housing colleagues Instructions Energy Saving Trust contact information – web links to their website and additional information 'Save Energy Save Money' booklet packed with helpful tips and advice.</p> <p>The packs will be available in both paper and on CD.</p> <p>We plan to launch in January 2011 after Christmas when the weather is often cold and traditionally we are careful with our finances after the Christmas period. Each library will have posters to promote the scheme and access to a display stand for events. We will promote the scheme through the Wiltshire World Changers Network to ensure local environmental community groups are aware of the scheme and can promote the scheme alongside their individual projects.</p>

Please put a cross against the ambition(s) that this initiative will support	Building resilient communities	
	Improving affordable housing	
	Lives not services	
	Supporting economic growth	
	Safer communities	
	Protecting the environment	x
	Action for Wiltshire – combating the recession	
Amount of funding sought	£12,566.00	
What will this money be spent on? (please show split between capital and revenue. For capital expenditure guidance – see Appendix 1 in the Bid Pack)	<p>Capital Expenditure £4,617.00 171 Energy monitors @ £22.00 £3762.00 171 plastic boxes @£5.00 per unit £855.00</p> <p>Revenue £7,949.00</p> <p>1 x promotional stand £1000.00 7500 x Supporting packs (216 monitors (inc existing stock) x 34 issue over 2 years = 7500 potential issues needing support pack) 4000 Paper booklets £1699.00 3500 CD Sleeves £3000.00 A4 Card folders £2000.00 100 x posters £250.00</p>	
Please describe how your initiative will support the ambition(s) indicated above, and summarise the action that will be taken	<p>Protecting the Environment</p> <p>This initiative will help achieve the LAW ambition of reducing Wiltshire's Carbon footprint. The initiative will offer a very practical solution to monitoring and reducing the householder's energy consumption resulting in them saving money. This also means that using less energy reduces their carbon footprint. The initiative is also about creating awareness and facilitating behaviour change.</p> <p>The Energy Saving Trust has calculated both carbon and cost savings from behaviour change are £100 per annum and 0.5 tonnes of carbon.</p>	
What makes this initiative a local priority (eg evidence from research and local support)	<p>Saving money and ensuring householders can afford to heat their homes is always a priority. An energy efficient home will cost less to heat. Climate Change is now a priority for many areas with local community groups focusing on carbon reduction initiatives.</p> <p>There is a very real demand for the energy monitors and the supporting information. We are coming to the end of a very successful pilot. 41 Energy monitors have been available to hire from 6 libraries. The monitors have been continuously on issue and there are 31 customers on the waiting list. Please see supporting document A.</p> <p>We have collected evaluation forms which have been very positive and out of the 42 issues 30 people recorded that the energy monitor had helped them make changes to keep their energy bills down.</p>	

How will you know you have been successful?	<p>Using the specific questions on from the evaluation forms we can calculate the money and carbon saved by the changes the householder has made.</p> <p>Private sector housing can feedback any successful grant awards to install energy efficient technology. We can use this information to calculate money and carbon saved.</p>
<ul style="list-style-type: none"> How will you measure the impact? (may have more than one measure) 	<p>Library service can provide quarterly statistics detailing number of issues, time not on issue and number on waiting list. Continuous issues with minimal time between issues would be a deemed success.</p> <p>With regards information on the support pack the Private Sector Housing Team will ask each caller where they found their details and record any calls they receive about energy efficiency measures and grants/funding resulting form the support pack with the energy monitor.</p> <p>The Energy Saving trust can feedback how many Home Energy Checks accessed via their website that originated from the information included in the support pack using a specific code.</p> <p>Evaluation forms. Energy Monitors have to handed back in person, staff can at this point ask the user if they have already competed the evaluation</p>
<ul style="list-style-type: none"> What is your improvement target (s), and when do you expect to achieve this/these? 	<p>The nature of the initiative means that monitors can be borrowed from day 1 resulting in carbon savings. We will monitor the issue statistics and evaluation responses quarterly to ensure the demand remains.</p>
<ul style="list-style-type: none"> How will you ensure that the improvement continues after the end of the initiative? 	<p>The initiative is very practical but the underlying success is in promoting behavioural change and creating awareness. Any changes the user makes to their lifestyle immediately following the use of the monitor will start saving carbon and as the user see their energy bills reducing has no reason to go back to old ways ensuring long term carbon savings.</p>
Who will benefit from this initiative?	<p>The library service is FOC and available to all Wiltshire residents, currently the library service has 220,416 users.</p> <p>The information and advice from the Energy Saving Trust is Free of Charge and open to everyone.</p> <p>The support pack includes information about grants and funding available to private housing residents in receipt of certain benefits. Current figures confirm there are 12,000 people within Wiltshire that these grants could potentially apply.</p>

Confirm no unfunded commitments from this initiative	Please delete the statement that does not apply: I confirm that there will be no unfunded financial commitments arising from this initiative, or
What are the key risks to success and how will these be managed?	<p>Faulty equipment The pilot did include some comments about equipment not working. We have included 15 spare monitors to replace any broken or damaged during the lifetime of the project.</p> <p>Reduced/over demand We would not want to see the monitors not being continuously borrowed or long waiting lists. Following the pilot and using the Libraries team expertise we have calculated how many monitors each library would need according the size and area of each library. Please see supporting document B.</p>
Who will manage the initiative	Sarah Cosentino Community Climate Change Officer

Signed:

Chairman of Area Board

Dated: