

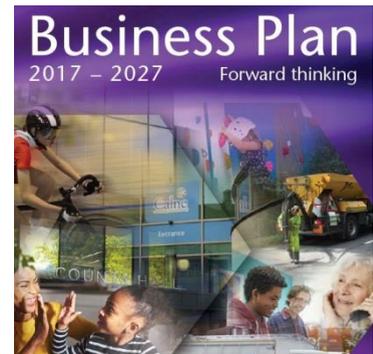
Parish Newsletter – 12 July 2017

Council's 10-year business plan agreed

Our business plan, which outlines an ambitious programme of work to be carried out over the next 10 years, has been agreed at full council.

The plan, which covers the period from 2017 to 2027, sets out our vision to create strong communities, prioritising growing the economy, protecting those who are most vulnerable, and working with partners in an innovative and effective way.

We currently provide more than 300 services and the plan outlines how we intend to achieve our goals and how we will work differently to ensure this happens.



The full plan was agreed at a meeting of full council at County Hall and you can watch a [replay of the meeting](#), which was streamed live.

The business plan can be viewed on [our website](#)

Online consultation and information events give people opportunity to have their say on future housing plans

A series of information events, as part of a consultation on a draft plan which sets out how Wiltshire Council can plan effectively for growth and meet housing needs for the future, are being held across Wiltshire this month.

The information events at Trowbridge, Salisbury, Chippenham and Devizes will focus on the draft Housing Site Allocations Plan which sets out how to meet housing needs in the most sustainable way for the period up to 2026. The consultation will be launched on 14 July and will be available for comment for 10 weeks up to 5pm on 22 September 2017.



Housing growth is a government priority and all local authorities have to prepare plans to identify sites for development. Much of the housing growth for Wiltshire has already been delivered or identified and the proposed plan brings forward further sites, designed to ensure the scale of growth appropriate for Wiltshire as a whole is managed and directed at the most sustainable locations.

The draft plan also reviews existing boundaries around many of Wiltshire's settlements to ensure these are up to date.

The Wiltshire Core Strategy, which was adopted after wide consultation in 2015, sets the framework for the plan.

Toby Sturgis, Wiltshire Council cabinet member for planning said: "I'd encourage people to inspect these draft proposals and share their views by attending an event or filling in the online consultation. I'm looking forward to hearing what people have to say as we work together to ensure Wiltshire has sufficient housing for our local communities into the future."

The draft plan and accompanying documents will be made available for comment on the council's website at the start of the public consultation period from 14 July for 10 weeks. These will also be made available at the council's main offices (Chippenham, Salisbury and Trowbridge) and Wiltshire Council libraries. As part of the consultation there will be four public exhibitions from 12 noon to 7pm on:

- 17 July 2017 – Chippenham Neeld Community and Arts Centre
- 19 July 2017 – Salisbury Guildhall
- 24 July 2017 – Devizes Town Hall
- 26 July 2017 – Trowbridge, County Hall

Once the consultation is complete the feedback will be considered by cabinet and full council before the draft plan is submitted to the Secretary of State for examination by an independent inspector. The inspector will consider the consultation responses as part of the examination and issue a report indicating whether the plan can be adopted.

Changes to opening hours for calls and reception desks

Opening hours for calls to Wiltshire Council and its reception desks will change from Monday 7 August to ensure calls can be answered more efficiently and to direct more resources to the busiest times.

Wiltshire Council's reception desk opening hours and customer service calls will change from 8:30am - 5:30pm to 9am - 5pm.

The 30 minute slots at the start and end of the day are the quieter times and staff will use those times to respond to emails, social media queries and for back office administrative duties. Entrance to the hubs will remain at 8:30am to 5:30pm for those wishing to use the hub facilities.

The changes will free up more time to deal with calls and face to face interactions during the busier times of the day and come as more Wiltshire residents opt to contact the council or find out information 24 hours a day via social media, emails and the My Wiltshire system.

Some services will be unaffected by the changes including libraries, leisure, registration, health and wellbeing centres and community campuses and the Multi Agency Safeguarding Hub (MASH). Details of their opening times are on the [Wiltshire Council website](#).

All calls outside of the core hours will be dealt with by the usual out of hours emergency system.

Also people can use the My Wiltshire service any time of day to report a range of issues including missed bin collection, highways, grass cutting, litter picking, fraud and trading standards. People



can also let the council know of changes affecting their benefits and council tax on the app. The app has proven popular with more than 50,000 registered users.

Those who wish to report concerns online can go to <http://www.wiltshire.gov.uk/mywiltshire-online-reporting>

Online texting service helps children stay healthy

A new text-based advice service will help hundreds of children and young people in Wiltshire with their health needs or issues through one simple text to a school nurse following the launch in Wiltshire Children's Community Services.

The service, run by the School Nursing Service, allows 11 to 19-year-olds to text a concern or question on anything from bullying and sexual health to problems with alcohol and drugs to a school nurse who will then respond.

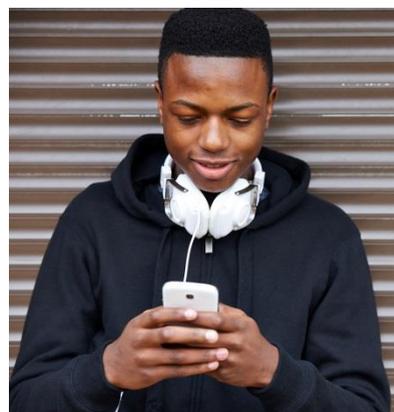
This will support young people to access help, as early as possible, in a way that works for them and offers an alternative to a face to face appointment. The service can be totally anonymous, unless it is thought that the young person is at risk.

Young people can text a text to a school nurse for quick and easy health advice straight to their phone on 07840 635 513 from 9am-5pm Monday to Friday with automatic bounce-backs responding to incoming messages out of hours. A school nurse then responds to their questions and helps them with their needs.

Children and young people from the Wiltshire Assembly of Youth, Children in Care Council and Healthwatch Young Listeners were also involved in designing the tool kit which will be seen and used across Wiltshire in schools, colleges and community centres.

The School Nursing Service is a part of Wiltshire Children's Community Services and Virgin Care has run the services, which are part of the NHS and free at the point of use, since April 2016 introducing new technology and ensuring a consistent service across the county. It took over services from five providers, bringing them together as a Wiltshire-focused service for the first time and is now set about implementing its five year improvement roadmap.

You can listen to Laura Mayes and Wiltshire Assembly of Youth member Bea talk about the new service on [BBC Wiltshire](#) at 2:10:50 into the programme.



Reading Well for long term conditions

People with long term health conditions are being encouraged to go to their local library and borrow books which could help them.

We are supporting the Reading Well for long term conditions scheme this summer, by providing a series of books in libraries around the county. We launched the scheme at Trowbridge Library this morning (5 July).

Since its launch, the Reading Well scheme has reached 635,000 people. It has been endorsed by the public as well as by GPs, mental health professionals and government ministers as a helpful community-based health service. It has also delivered significant patient benefit. In a recent survey 96% of those who have borrowed a book from the mental health list said it has been helpful, while 90% said that the scheme helped them to better understand and manage their condition.

The new booklist of 28 titles provides adults living with long term conditions with advice, information and support including self-help, psycho-education and memoir. The list will cover common symptoms associated with living with a long term condition including:

- Pain
- Fatigue
- Sleeping problems
- Mental health and wellbeing



Reading Well provides accredited and helpful reading to support health and wellbeing. It is delivered by The Reading Agency working in partnership with the Society of Chief Librarians with funding from Arts Council England and the Wellcome Trust.

For more information about the scheme, email readingwell@readingagency.org.uk, or visit the [Reading Well website](#)

Work on Devizes Community Hub and Library nearly complete

The Devizes Community Hub and Library on Sheep Street is continuing its transformation with work on the refurbishment due to be complete by the end of this month (July).

As part of the process the library will be closed from Monday 10 July until Saturday 22 July. The refurbished facility will re-open and all services will be available at normal times from Monday 24 July.



The customer services team will be there to deal with general queries Monday to Friday from 8.30am until 5.30pm and the registrations service Monday and Wednesday, 9.30am to 3.30pm and Friday, 9.30am to 12.30pm. As usual, registrations are available on an appointment only basis.

The new Devizes Community Hub will be the first port of call for local people to access all council services and a range of community groups and activities. A swipe card building access scheme will be implemented over the summer which will enable library customers, community groups and visitors to access the building and its facilities outside of the opening hours of the library.

Unfortunately it is not possible to keep the library open while the final refurbishment work takes place. This also means there will be no public access computers available. For telephone

enquiries during this period, customers are asked to call Chippenham Library on 01249 650536. For details of other library opening hours and to renew loans, people can visit the [Wiltshire Council website](#).

Join the animal agents this summer at Wiltshire libraries

Wiltshire Council libraries are inviting children across the county to sign up and read six books as part of Animal Agents, this year's Summer Reading Challenge.

The Summer Reading Challenge invites 4-11-year-olds to borrow and read any six library books during the summer holiday period.



This year's theme is Animal Agents, a detective agency staffed by clever animals who are out to crack a case at the library with a little help from their friends. Tony Ross, the UK's best-selling children's illustrator and the artist behind Horrid Henry, has created this year's exclusive artwork.

To take part in Animal Agents, children need to do visit their local library, where they will be given a membership card, and then, once they've read their first book, they'll receive a collector folder to keep a record of their reading journey. As children read their selected library books, they can collect stickers that will help them to crack the clues and assist the Animal Agents to crack the case.

Animal Agents launches in libraries across Wiltshire on Saturday 15 July and runs until Saturday 9 September.

Wiltshire Council is hoping to exceed last year's participation, which saw almost 10,000 children sign up for the Big Friendly Read challenge and read 42,110 books.

There will also be a range of children's activities in a number of Wiltshire libraries over the summer to celebrate the Summer Reading Challenge. Bradford on Avon will be holding a Mini Book Festival for children on Saturday 15 July; in Malmesbury the first ever Children and Young People's Book Festival will take place from 1 to 5 August. 200 volunteers will help children taking part in the challenge. For more information please visit [our website](#).

What's on



If you would like to promote an event in your area to staff and the wider public why not use the [events calendar](#) on our website. You can find the link to the calendar on the home page under "What's on".

Check what else is on at Wiltshire Music Centre in Bradford on Avon:

www.wiltshiremusic.org.uk and City Hall in Salisbury: www.cityhallsalisbury.co.uk

Quick links

Area Board information - www.wiltshire.gov.uk/communityandliving/areaboards.htm

All the latest news releases - www.wiltshire.gov.uk/latestnews.htm

A blog for the heritage community of Wiltshire - <https://heritageinwiltshire.wordpress.com>

Community virtual notice boards - www.wiltshire.gov.uk/ourcommunitymattersblogsites.htm

Recycle for Wiltshire - www.recycleforwiltshire.com

Roadworks - www.wiltshire.gov.uk/roadshighwayspavements/roadworks.htm

Tree wardens for Wiltshire - www.wiltshiretreewardens.co.uk

What's on in Wiltshire - www.wiltshire.gov.uk/leisureandrecreation/whatson.htm

What's on at City Hall in Salisbury - www.cityhallsalisbury.co.uk

A blog for Wiltshire's arts community - <http://theartsinwiltshire.wordpress.com>

The latest news from the council is available on the [full newslisting](#) pages of the website