



# Devizes Town Council

[www.devizes-tc.gov.uk](http://www.devizes-tc.gov.uk)

## **Community & Civic Resources Committee**

You are summonsed to attend a meeting of the Community & Civic Resources Committee at the following place, date and time.

Date: Tuesday, 20<sup>th</sup> December 2022

Time: Immediately after the Planning Committee Meeting

Venue: The Assembly Room, Town Hall, St John's Street, Devizes

Enquiries: Town Hall - Tel: 01380 723333

The Town Mayor Councillor Corbett

Chairman: Councillor Nash

Councillors: Bridewell  
Geddes  
Hunter  
Stevens

Burton  
Hopkins  
Oliver

Gay  
Hoult  
Rose

## **AGENDA**

### **1. MINUTES**

To approve as a correct record and authorise the Chairman to sign the minutes of the meeting held on Tuesday, 22<sup>nd</sup> November 2022, which have been circulated alongside the agenda.

### **2. APOLOGIES FOR ABSENCE**

### **3. DISCLOSURE(S) OF INTEREST**

To receive any disclosure(s) of interest by a Councillor or an officer in matters to be considered at this meeting, in accordance with provisions of Sections 94 or 117 of the Local Government Act 1972 or the National Code of Local Government Conduct.

### **4. PUBLIC PARTICIPATION**

At the Chairman's discretion, members of the public attending the meeting will be allowed to ask questions, make a statement, or address the Council upon a matter of concern to that person which is relevant to the Council. A time limit of 5 minutes per person will be permitted, but this may be extended at the Chairman's discretion and a maximum period of 20 minutes has been allocated by the Council for this item of business

**5. REPORT FOR INFORMATION – SCHEDULE OF ACCOUNTS PAID**

A Schedule of Accounts Paid is attached for information ([doc 5/1](#)).

**6. NARRATIVE INCOME, EXPENDITURE ACCOUNT & KEY PERFORMANCE INDICATORS 2022/2023**

Income and expenditure are attached for information ([doc 6/1](#)).

**7. REPORT FOR INFORMATION - REPORTS FROM UNITARY MEMBERS**

An update on Unitary Members is attached for information ([doc7/1](#)).

**8. REPORT FOR INFORMATION – LEISURE CENTRE JOINT MANAGEMENT COMMITTEE**

In October, members of the Town Council met with officers and Councillors from Wiltshire Council to discuss the Leisure Centre Operation. This was the first meeting of the Joint Management Committee since the Covid-19 lockdown. Much of the discussion centred on the impact of Covid-19 on the Centre and plans that are being put in place to bring the centres usage back to pre-Covid levels. Attached ([doc8/1](#)) are the notes from this meeting.

**9. REPORT FOR INFORMATION – SAFER STREETS INITIATIVE**

Attached ([doc9/1](#)) is information relating to Wiltshire Council's successful bid for funding to support a Safer Streets Initiative.

**10. QUESTION TIME**

A short time is allowed at the discretion of the Chairman for councillors to ask questions on matters which are not on the current agenda but which are related to matters which have been previously discussed on an agenda relevant to the committee.

At least 24 hours' notice must be given to officers of the intended question. All other matters should be raised on an agenda and the request should be submitted through the Town Clerk

  
TOWN CLERK

COMMUNITY & CIVIC RESOURCES COMMITTEE  
Tuesday 20<sup>th</sup> December 2022

Doc 5/1

NO	REF NO	COMPANY/PAYEE	DETAILS	VAT	TOTAL	PAYMENT METHOD	PAID
		<b>Direct Debit Payments</b>					
1	POSTED	WILTSHIRE COUNCIL	Non-Domestic Rates - - (2022 / 2023) - (2 Months)		7216.00	D/D	
2	29732-29734	ALLSTAR	Petrol and Diesel for Park Vehicles inch Mowers - (2 Months)	125.59	753.58	D/D	
3	29735	RHM TELECOMMUNICATIONS LTD	Monthly Telephone Call Charges - (1 Month)	53.54	321.22	D/D	
4	29736	RHM TELECOMMUNICATIONS LTD	Park, Venues & Markets Mobile Work Phones - (1 Month)	5.24	31.45	D/D	
5	29737-29740	SSE	Elect Bill - Town Hall, Superloos & Green Toilets - (02/07/2022 - 08/11/2022)	400.53	2629.16	D/D	
6		CROWN GAS & POWER LTD	Gas Bill - Town Hall, C/Ex, Hillworth Park & Superloos -(30/06/2022 - 31/08/2022) - (2 Months)	33.07	694.31	D/D	
7	29741-29742	PEAC (UK) LTD	Telephone Lease Rental & Annual Service Fee - (2 Months)	59.64	237.86	D/D	
8		BNP PARIBAS LEASING SOLUTIONS LTD	Lease of 5 Kubota Vehicles - (1 Month)	415.47	2492.86	D/D	
9	29751-29753	MERCEDES-BENZ FINANCE	Lease of 3 Parks vans - Reg WS190VW & WN200KE & WN70JZT - (1 Month)	268.56	1611.35	D/D	
10	29754-29755	ACCESS UK LTD	Process Payroll on a Monthly Basis (2 Months)	54.15	324.90	D/D	
11		NOVUNA BUSINESS FINANCE	Lease Rental and Document Fee for Electric Vehicle - Parks Dept. - (1 Month)	38.00	228.00	D/D	
12	29756-29757	BARCLAYCARD MERCHANT	Charges for Electronic Pin Machine (Park Café) & (Town Hall) - (1 Month)	11.96	261.20	D/D	
13		CNH INDUSTRIAL CAPITAL	Lease of Amazone Mower - (1 Month)	76.43	458.57	D/D	
14	29591	KINCH FUEL OILS LTD	Gas Oil Tank Re-Filled - Parks	110.49	2320.38	D/D	
		<b>Government Procurement Card Transactions</b>					
15	29715	FASTHOSTS	Charges for 50GB Exchange 2019 Mailbox - café@hillworthpark.org.uk (Monthly)	1.09	6.52	Credit Card	
16	29716	DEVIZES TOWN COUNCIL	Card Machine Testing		0.01	Credit Card	
17	29717	AMAZON	Card Machine Thermal Till Rolls - Café	2.58	15.49	Credit Card	
18	29718	UK WRISTBANDS	Wristbands for Cinema In The Park - Hillworth Park Event	6.66	39.99	Credit Card	
19	29719	FOUR SQUARE HEALTHCARE LTD	Zol Defiibrator Pads	12.49	74.97	Credit Card	
20	29720	POST OFFICE LTD	2nd Class Stamps - Office		40.80	Credit Card	
21	29721	FASTHOSTS	Charges for 100GB Exchange 2019 Mailbox -townclerk@devizes-tc.gov.uk	1.44	8.62	Credit Card	
22	29722	POST OFFICE LTD	2nd Class Stamps - Office		34.00	Credit Card	
23	29723	THE WORKS	Prizes - Devizes In Bloom Event	15.37	92.20	Credit Card	
24	29724	CARD FACTORY	Wrapping Paper etc - Devizes In Bloom Event	1.87	11.22	Credit Card	
25	29725	SAINSBURY	Flowers - Devizes In Bloom Event	1.00	6.00	Credit Card	
26	29726	POST OFFICE LTD	1st & 2nd Class Stamps - Office		53.00	Credit Card	
27	29727	FASTHOSTS	Charges for 50GB Exchange 2019 Mailbox - café@hillworthpark.org.uk (Monthly)	1.09	6.52	Credit Card	
		<b>Cheque &amp; BACS Payments</b>					
28	CB	INLAND REVENUE	PAYE / NI - October 2022		13757.43	CHQ 706445	08/11/2022
29	29594-29596	ROSES	General Stores for Parks & Venues	15.59	93.45	BACS	11/11/2022
30	29599	TH WHITE ILTD	Oil for Sweeper	31.56	189.36	BACS	"
31	29653	AWDRY, BAILEY & DOUGLAS	Legal Fees for 24 Sidmouth Street	550.40	3308.40	BACS	"
32	29654	AWDRY, BAILEY & DOUGLAS	Wansbroughs Legal Fees		960.00	BACS	"
33	29597-29598	MIKE WOOD TYRES LTD	Tyre Repairs for Parks Vehicles	10.22	61.30	BACS	"
34	29605	G & S P SHEPPARD LTD	Refurbish Tail Board on Parks Trailer	49.20	295.20	BACS	"
35	29604	ORCHARD COMPUTERS	Software Licence Renewal	240.00	1440.00	BACS	"
36	29602-29603 / 29655	CMD RECRUITMENT LTD	Temp Venues Assitant & Bookings Admin Staff	516.84	3101.02	BACS	"
37	29601	AMMI FLOWERS LLP	Bouquet for Jan - Get well gift	7.84	47.00	BACS	"
38	29600	ALL IN ONE CATERING AND BARS	Drinks & Wine etc supplied for Event- (Rechargeable)	52.50	315.00	BACS	"
39	29614-29615	SHREWTON LAUNDRY LTD	Cleaning of Dust Mats & Tablecloths- Town Hall & Park/Café	79.63	477.79	BACS	"
40	29611-29613/29656-58	YATE SUPPLIES	Miscellaneous Products - Venues & Parks	172.22	1033.31	BACS	"
41	29610	ORONA LTD	Service to lift in Town Hall	38.21	229.24	BACS	"
42	29609	PEAR TECHNOLOGY SERVICES LTD	Pocket GIS Technical Support until 31/10/2023	22.00	132.00	BACS	"
43	29608	SPRINGFORD & ROSE LTD	Printing Cemetery Receipt Books	29.00	174.00	BACS	"
44	29607	STONEHILL OFFICERIGHT BUS. SOLUTIONS LTD	Stationery - Office	5.27	69.40	BACS	"
45	29606	VAUGHAN'S KITCHEN LTD	Catering for Functions - (Rechargeable)	700.80	4204.80	BACS	"
46	29616-29617	SYDENHAMS LTD	Wood & Scalpings - Avon Road / Shingle - War Memorial	39.29	235.75	BACS	"
47	29618-29621	PHS GROUP	Fresheners, Sanitary etc - Town Hall, Superloos & Hillworth Park	70.32	421.94	BACS	"
48	29624-29625	GRIST ENVIRONMENTAL LTD	Waste & Recycling Collection - Venues & Parks	424.90	2549.21	BACS	"
49	29623	BISHOPS PRINTERS LTD	Printing of Messenger		794.00	BACS	"
50	29622	DOCA	Annual Grant - 3rd quarter 2022/23		2500.00	BACS	"
51	29627	WATERSCAPES LTD	Water feature maintenance contract 2022-23	97.90	587.40	BACS	"
52	29626	CHAPPLE & JENKINS	Stock for parks café (Rechargeable)	15.79	118.63	BACS	"
53	29628	HEN HOUSE HQ LLP	Hire of Black Morning Suits - Remembrance Sunday Macebearers	58.33	350.00	BACS	"
54	29659	DEVIZES PLUMBING AND HEATING - MR R SMART	Repairs to leaking pipes in Town Hall Kitchen		72.59	BACS	"
55	29660-29661	SMART INTEGRATED SOLUTIONS LTD	Annual Support & Maintenance Charge for Circuit TV & LED Lighting	53.80	322.80	BACS	"
56	29629-29630/29662	HUNTS FOODSERVICE	Stock for parks café (Rechargeable)	67.04	556.52	BACS	"
57	29631-29632	HENRICH HARDWARE LTD	Miscellaneous Products - Parks	52.22	313.35	BACS	"
58	29633	ALARMS & ELECTRICAL (DEVIZES) LTD	Repair to Intruder Alarm in Hillworth Park Centre	2.00	12.00	BACS	"

# COMMUNITY & CIVIC RESOURCES COMMITTEE

## Tuesday 20<sup>th</sup> December 2022

NO	REF NO	COMPANY/PAYEE	DETAILS	VAT	TOTAL	PAYMENT METHOD	PAID
59	29634-29635	MOLE COUNTRYSTORES	Safety Shoes - Parks Staff		54.99	BACS	11/11/2022
60	29663	BIOPAK (UK) LTD	Combustible Green cups & sleeves for Hillworth Café	23.31	139.85	BACS	"
61	29664	SAFE FENCE LTD	10 Crowd Barriers - Parks Dept.	85.26	511.55	BACS	"
62	29637	TECHNOLOGY WITHIN	Monthly Broadband for Shambles - October 2022	10.30	61.80	BACS	"
63	29638	WATER2BUSINESS	Water Bill for Standpipe at Windsor Drive Allotments		66.90	BACS	"
64	29636	GRIST ENVIRONMENTAL EVENT SERVICES	Crowd Barriers & Bins for Lantern Parade	35.00	210.00	BACS	"
65	CB	WILTSHIRE PENSION FUND	Superannuation - October 2022		12486.02	BACS	"
66	29639	RYGOR COMMERCIALS LTD	Repairs to WN20 OKE - Parks Vehicle	103.48	620.88	BACS	"
67	29640-29641	CHANDLERS (FARM EQUIPMENT) LTD	Strimmer Cord & Guard for Amazon Pro Cut	47.21	283.27	BACS	"
68	29665	DEVIZES & DISTRICT CONSERVATION CLUB	Room Hire deposit		50.00	BACS	"
69	29642	R HOPKINS ACCOUNTANCY & TAXATION SERVICES LTD	Second Internal Audit Report - 27/07/2022		300.00	BACS	"
70	29666	AZTEC VENUE DECORATIONS	Chair covers & sashes for events - (Rechargeable)		390.00	BACS	"
71	29643-29650	PLANKS DAIRIES	Milk for Hillworth Park Café - Feb - Oct 2022		971.41	BACS	"
72	29651	R B POOLMAN	Gas Safety Check - Town Hall	50.00	300.00	BACS	"
73	CB	MRS J A BURKE T/T BAY DESIGN	Refund of Oct & Nov Rent which was paid in error		1561.00	BACS	"
74	CB	NICK RUSBY	Macebearer for Remembrance Sunday		40.00	CHQ 706446	11/11/2022
75	CB	ANDREW BEWLEY	Macebearer for Remembrance Sunday		40.00	CHQ 706447	22/11/2022
76	CB	POPPY APPEAL (TEA10)	Poppy Wreath for Remembrance Sunday		40.00	CHQ 706448	"
77	CB	WILTSHIRE SIGHT	Community Grant		200.00	CHQ 706449	"
78	CB	AGE UK	Community Grant		200.00	CHQ 706450	23/11/2022
79	29730-29731	BRITISH GAS	Electricity Bills for Pamela House- 16th Sept - 19th Oct 2022	6.47	135.88	BACS	25/11/2022
80	29667	VIKING PAYMENTS	Floor Polisher - Venues	12.90	77.39	BACS	"
81	29668	LISTER WILDER LTD	Repairs to WX19 EPN - Parks Vehicle	104.18	625.03	BACS	"
82	29669	RIALTAS BUSINESS SOLUTIONS LTD	Annual Support & Maintenance Contract for Planning & Allotment Software	134.58	807.49	BACS	"
83	29670	CMD RECRUITMENT LTD	Temp Bookings Admin Staff	417.04	2502.24	BACS	"
84	29671-29673	YATE SUPPLIES	Miscellaneous Products - Venues	76.29	457.74	BACS	"
85	29673	KENNET SIGN & DISPLAY	Slat graphics for Shambles	6.00	36.00	BACS	"
86	29674-29675	AMAC WINDOW CLEANING LTD	Window Cleaning & Bus Shelters / Hillworth Park Centre - November 22	45.52	273.12	BACS	"
87	29676-29677	STONEHILL OFFICERIGHT BUS. SOLUTIONS LTD	Stationery - Office	19.82	118.93	BACS	"
88	29678	SYDENHAMS LTD	Shingle & Sand - War Memorial	5.51	33.07	BACS	"
89	29679	GRIST ENVIRONMENTAL LTD	Skip for Quakers Walk Allotments	51.20	307.20	BACS	"
90	29680-29683	SHIRE GARDEN MACHINES LTD	Miscellaneous Products - Parks	26.17	157.02	BACS	"
91	29684	CLIFTON COFFEE	Coffee & Sugar - Hillworth Park Café (Rechargeable)		55.30	BACS	"
92	29686-29687	HUNT'S FOODSERVICE	Stock for parks café (Rechargeable)	36.41	307.68	BACS	"
93	29688-29689	BWT UK LTD	Rental Charges for Water Machines - Venues (13/10/2022 - 12/11/2022)	23.45	140.69	BACS	"
94	29690	CONSERVATION CONTRACTORS LTD	Remove Willow Tree near Osmund Road	150.00	900.00	BACS	"
95	29691	BIOPAK (UK) LTD	Combustible Green cups for Hillworth Café	23.35	140.08	BACS	"
96	29692	WATER2BUSINESS	Water Bill for Standpipe at Windsor Drive Allotments		61.98	BACS	"
97	29693	DEVIZES MOTOR PANELS	Tyre Inflator - Parks Dept.	5.08	30.50	BACS	"
98	29694	J OSBORNE	Business Christmas Trees & Town Hall	376.30	2257.80	BACS	"
99	29695	LEE'S JEWELLERS LTD	Repair to Link of Mayoral Chain	48.34	290.00	BACS	"
100	29696	MARKET TOWN MEMORIALS	Memorial repair work to damaged headstone in Drews Pond Area		200.00	BACS	"
101	CB	RICHARD HOPKINS	Macebearer for Remembrance Sunday		40.00	BACS	"
102	29697	THE GOURMET BROWNIE KITCHEN LTD	Nursted Birthday Cake - Mayoral Allowance		80.00	BACS	"
103	29698	R B POOLMAN	Supply & Install Float Valve - Town Hall	24.00	144.00	BACS	"
104	29699	ADS SURVEYS LTD	Topographic & Measured Survey to Shambles	622.00	3732.00	BACS	"
105	29700	TFH GAZEBO	50% Payment for New Gazebo	121.63	729.79	BACS	"
106	CB	CAROL BOND	Xmas Wreath Workshop Expenses	4.33	75.98	CHQ 706451	30/11/2022
107	CB	HELEN COOPER	Xmas Wreath Workshop Expenses	25.16	223.64	CHQ 706452	"
108		GAIGER BROTHERS	Water seal brickwork to 27 Sidmouth Street	21.20	127.20	BACS	09/12/2022
109		ROSES	General Stores for Parks & Venues	37.63	225.66	BACS	"
110		T H WHITE INSTALLATION LTD	Fire Alarm call out to Corn Exchange	41.00	246.00	BACS	"
111		MIKE WOOD TYRES LTD	Tyre repairs - Parks Vehicle	3.22	19.30	BACS	"
112		SUPERIOR PLANTS	Removal of Bunting with Cherry Picker	64.00	384.00	BACS	"
113		DEVIZES CATERING COMPANY	Business Lunch for 25 - Meeting in Town Hall		457.50	BACS	"
114		ALL IN ONE CATERING AND BARS	Drinks & Wine etc supplied for Event - (Rechargeable)	4.25	25.50	BACS	"
115		SHREWTON LAUNDRY LTD	Cleaning of Dust Mats & Tablecloths - Town Hall & Park/Café	101.00	605.99	BACS	"
116		YATE SUPPLIES	Miscellaneous Products - Venues	12.91	77.48	BACS	"
117		KENNET SIGN & DISPLAY	Planter Sticker - Market Place	12.00	72.00	BACS	"
118		SIMON CHURCH ELECTRICAL CONTRACTORS LTD	Fuseboard Upgrade - 14/15 Maryport St / Replace damaged swith in Town Hall Toilet		4870.00	BACS	"
119		STONEHILL OFFICERIGHT BUS. SOLUTIONS LTD	Stationery - Office	8.66	51.94	BACS	"
120		SYDENHAMS LTD	Box of screws - Parks Dept	2.15	12.89	BACS	"
121		PHS GROUP	Eco Sheild - Shambles	26.69	160.13	BACS	"
122		JACKSON MCCONNELL LTD	InDesign Training / Design Quakers Walk Board / Warm Spaces Domain / TC Logos	128.00	767.99	BACS	"
123		SLCC	Joining & Membership Fee		487.00	BACS	"
124		KENNET PRINT LTD	Indie Devizes Maps / Market Receipt Pads / Mayors Christmas Cards	99.00	759.00	BACS	"
125		BEAL (UK) LTD	Cable Ties - Parks Dept.	50.43	302.58	BACS	"

COMMUNITY & CIVIC RESOURCES COMMITTEE  
 Tuesday 20<sup>th</sup> December 2022

NO	REF NO	COMPANY/PAYEE	DETAILS	VAT	TOTAL	PAYMENT METHOD	PAID
126		CHLOE'S MOBILE FARM	Final payment for Living Nativity event in Hillworth Park		230.00	BACS	09/12/2022
127		SHIRE GARDEN MACHINES LTD	Cutter Bar Assembly - Parks Dept.	27.90	167.40	BACS	"
128		KINGSDOWN NURSERIES	Trees, stakes, compost etc / Strimmer Guards / Winter Plants - Parks Dept.	269.75	1618.50	BACS	"
129		ALPHA ROD LTD	Clear blocked toilets in Corn Exchange	24.00	144.00	BACS	"
130		CHAPPLE & JENKINS	Stock for parks café (Rechargeable)	9.27	114.97	BACS	"
131		DEVIZES PLUMBING & HEATING	Adjustment to ball valve in ladies toilets - Corn Exchange		68.00	BACS	"
132		GREENFLOW WATER SAVING	Carry out service on Superloo Toilets		106.98	BACS	"
133		VISIT WILTSHIRE LTD	Visit Wiltshire Renewal - 1 Sept 2022- 31 Aug 2023	155.00	930.00	BACS	"
134		HUNT'S FOODSERVICE	Stock for parks café (Rechargeable)	48.62	416.93	BACS	"
135		WGS POWER & LIGHTING LTD	Installation of Festive Christmas Lights	960.00	5760.00	BACS	"
136		HAVEN FIRE & SECURITY CONSULTANTS	Analogue Optical Detector call out - Superloos	9.20	55.20	BACS	"
137		BWT UK LTD	Rental Charges for Water Machines - Venues (14/11/2022 - 13/12/2022)	23.45	140.69	BACS	"
138		CONSERVATION CONTRACTORS LTD	Provide Tree Survey	30.00	180.00	BACS	"
139		OHM CLOTHING LTD	Staff uniforms - Superloos, Market & Office	52.20	313.20	BACS	"
140		ANDREA PELEGRAM LTD	Technical & Professional support for preparation of Neighbourhood Development	146.66	879.96	BACS	"
141		GALILEO CLOTHING LTD	Shirts for Venues Staff	5.00	30.00	BACS	"
142		TECHNOLOGY WITHIN	Monthly Broadband for Shambles - November 2022	10.30	61.80	BACS	"
143		R HOPKINS ACCOUNTANCY & TAXATION SERVICES LTD	Professional Fees - 3, 10, 17 & 24 November 2022		600.00	BACS	"
144		PLANKS DAIRIES	Milk for Hillworth Park Café - November 2022		142.81	BACS	"
145		MAYORS APPEAL NO 3	Donation for Mayors Appeal		10.00	BACS	"
146		WHITEHILL DIRECT LTD	External Post Mounted Noticeboard	143.60	861.64	BACS	"
147		C J ASSOCIATES GEOTECHNICAL LTD	Sample testing Devizes Crammer	598.96	3593.78	BACS	"
148		COLLINGWOOD SERVICES LTD	Medical Team for Lantern Parade	21.80	130.80	BACS	"
149		REAL CHRISTMAS TREES LTD	Christmas Tree for Market Place & Albion Place	312.00	1872.00	BACS	"
150		HAMPSHIRE FLAG COMPANY	Heavy Duty Bunting - Jubilee celebrations	174.30	1045.80	BACS	"
151		APEST SOLUTIONS LTD	Cleaning gullies & roof debris / Three part rodent control program	57.00	342.00	BACS	"
		<b>Salaries by BACS Payment</b>					
		SALARIES	Employees Salaries for November 2022 Wages		69978.16	BACS	
				<b>11510.57</b>	<b>191608.07</b>		

COMMUNITY & CIVIC RESOURCES COMMITTEE  
 Tuesday 20<sup>th</sup> December 2022

Doc 6/1

Income and Expenditure Account for Period to 31 October 2022							
PREV YEAR ACTUAL		YTD ACTUAL	YTD BUDGET	+/- %AGE	YEAR END BUDGET	YEAR END FORECAST	+/- %AGE
	<u>Operating Income</u>						
183,860	MARKETS	116,027	112,581	103%	193,000	191,160	99%
0	TWINNING	0	0	0%	0	0	0%
53	CIVIC & CEREMONIAL	303	0	0%	100	250	250%
1,052,411	CORPORATE MANAGEMENT	1,107,693	1,101,308	101%	1,101,513	1,106,013	100%
0	GRANTS	260	0	0%	0	0	0%
286,951	COMMERCIAL PROPERTIES	155,371	163,195	95%	292,623	285,627	98%
36,942	TOWN HALL	53,065	29,169	182%	50,000	106,130	212%
83,656	CORN EXCHANGE	72,156	35,000	206%	60,000	144,312	241%
50,020	HILLWORTH PARK CAFÉ	50,516	36,930	137%	48,000	70,722	147%
53,585	COMMUNITY SPACES CENTRAL SUPPORT	31,866	29,533	108%	50,630	63,732	126%
8,253	PUBLIC CONVENIENCES	4,281	5,250	82%	9,000	8,562	95%
1,616	CHRISTMAS TREES - BUSINESS	3,075	0	0%	3,200	3,200	100%
893	CHRISTMAS FESTIVAL & LIGHTS	0	0	0%	847	847	100%
53,972	CEMETERY	34,730	38,500	90%	66,000	69,460	105%
0	CAPITAL INCOME	0	0	0%	0	0	0%
1,812,212	Total Income	1,629,343	1,551,466	105%	1,874,913	2,050,015	109%
	<u>Running Costs</u>						
84,856	MARKETS	48,370	42,869	113%	73,489	96,740	132%
38,584	COMMITTEE SERVICES	21,298	19,355	110%	33,180	42,596	128%
24,858	MEMBER SUPPORT	15,320	17,568	87%	30,116	30,640	102%
3,959	TWINNING	1,797	1,873	96%	3,210	3,594	112%
9,767	CIVIC AND CEREMONIAL	9,932	12,799	78%	21,941	19,864	91%
44,620	COMMUNICATIONS	35,691	33,252	107%	57,003	71,382	125%
65,009	CORPORATE MANAGEMENT	38,158	35,930	106%	61,594	76,316	124%
20,300	GRANTS	14,907	12,375	120%	18,500	29,814	161%
60,589	COMMERCIAL PROPERTIES	23,022	45,124	51%	86,499	74,304	86%
20,957	ARTS DEVELOPMENT	22,450	18,871	119%	26,064	25,812	99%
114,979	TOWN HALL	100,527	74,370	135%	127,491	201,054	158%
114,245	CORN EXCHANGE	84,112	77,630	108%	133,080	168,224	126%
72,208	DEVIZES LEISURE CENTRE	60,182	54,993	0%	73,325	73,325	100%
82,691	HILLWORTH PARK CAFÉ	59,531	45,998	129%	78,853	82,640	105%
594,889	COMMUNITY SPACES CENTRAL SUPPORT	362,784	402,187	90%	689,463	673,808	98%
71,726	PUBLIC CONVENIENCES	44,591	41,613	107%	71,336	89,182	125%
5,500	CHRISTMAS TREES - BUSINESS	2,010	3,184	63%	7,459	6,780	91%
19,602	CHRISTMAS FESTIVAL & LIGHTS	1,484	1,991	75%	19,913	18,720	94%
43,972	CEMETERY	23,830	28,261	84%	48,448	47,660	98%
67,126	COMMUNITY SAFETY & T C MANAGEMENT	36,874	43,772	84%	69,238	69,238	100%
0	ADMIN SUPPORT SERVICES	0	0	0%	0	0	0%
50,291	CAPITAL EXPENDITURE	34,149	98,081	35%	144,711	144,711	100%
1,610,728	Total Expenditure	1,041,019	1,112,095	94%	1,874,913	2,046,404	109%
6,830	GREEN LANE INCOME	0	0	0%	0	0	0%
0	GREEN LANE EXPENDITURE	0	0	0%	0	0	0%
					0	3,611	

## Unitary members update to Devizes Town Council 20<sup>th</sup> December 2022

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COMMUNITY & CIVIC RESOURCES COMMITTEE  
 Tuesday 20<sup>th</sup> December 2022

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## Meetings and Committees attended by unitary members since the last report

This is a list of meetings and committees attended by Unitary Members since the last report on 8<sup>th</sup> November. It is not a complete list as may not contain casework or meetings with all partners but will show all committees and scheduled meetings.

Meeting	Date	Councillor	Comment
Overview & Scrutiny Management Committee	15 <sup>th</sup> November	IW	<a href="#">Agenda for Overview and Scrutiny Management Committee on Tuesday 15 November 2022, 10.30 am   Wiltshire Council</a>
Member Customer Experience Focus Group	16 <sup>th</sup> November	IW	A Focus Group to look at how Councillors and the public experience the website and App then suggest improvements
Financial Planning Task Group	25 <sup>th</sup> November	IW – Invited as a member of O&SC	Task Groups are private meetings not open to the public. They produce a regular report to the parent committee
CETG – Forward Work Plan	25 <sup>th</sup> November	IW	Task Groups are private meetings not open to the public. The produce a regular report to the parent committee
Eastern Area Planning Committee	1 <sup>st</sup> December	KN & IW	<a href="#">Agenda for Eastern Area Planning Committee on Thursday 1 December 2022, 3.00 pm   Wiltshire Council</a>
Devizes Area Board	5 <sup>th</sup> December	All	<a href="#">Agenda for Devizes Area Board on Monday 5 December 2022, 6.30 pm   Wiltshire Council</a>

### **Forward work programme (Before next meeting)**

The following meetings are scheduled to take place before the next C&CR meeting on 31<sup>st</sup> January 2023:

<b>Meeting</b>	<b>Date</b>	<b>Councillor</b>
Environment Select Committee	4 <sup>th</sup> January	IW
Children's Select Committee	17 <sup>th</sup> January	KN (IW Substitute)
LHFIG	17 <sup>th</sup> January	All
Overview & Scrutiny Management Meeting	24 <sup>th</sup> January	IW
Standards Committee	25 <sup>th</sup> January	IW
Eastern Area Planning Committee	26 <sup>th</sup> January	KN & IW

## **Items with relevance to Devizes residents**

**31 October 2022**

### **Wiltshire Council successful with dog microchipping prosecution**

A Wiltshire man has been prosecuted by Wiltshire Council for not having an identification tag on a collar or a microchip registered for their dog.

Johnny Rooney Lansdowne of Littleton, Trowbridge, was prosecuted under both the Control of Dogs Order 1992 and the Microchipping of Dogs (England) Regulation 2015.

After a member of the public discovered a stray dog in Seend on 10 January 2022, the owner could not be identified, as the dog didn't have a collar on or an identification tag. The following day the dog was claimed by Johnny Rooney who provided information to confirm ownership of the dog.

The owner was served with a microchip notice that required the dog to be registered within 21 days. Despite being sent repeated reminders, the microchip owner details were not updated on a government approved register, and the decision was made by the council to prosecute.

The case was heard at Salisbury Magistrates court on 11 October 2022. A fine of £60 was issued (reduced to £40 for guilty plea), plus a victim surcharge of £34 and prosecution costs of £145 (reduced for proportionality), meaning a total fine of £219.

Cllr Ian Blair-Pilling, Wiltshire Council Cabinet Member for Public Health and Protection, said: "While we only pursue prosecutions as a last resort, I am pleased with the outcome as our Dog Warden team deal with a large number of stray dogs. The more dogs that have collars and microchip tags, the more that can be reunited quicker and easier with their owners.

"Thankfully most dogs are able to be returned to their owners, however some must be taken to kennels where they are held legally for seven days and if not claimed the Bath Cats and Dogs home rehome them on our behalf.

"The outcome of this case serves as a timely reminder that all dogs legally must be wearing both a collar and tag in public spaces and be microchipped with the details registered to a government approved provider.

"It is in the interest of everyone that dogs have collars and tags so they can be reunited quickly with their owners, and time and money is saved by the council which can be spent on delivery of frontline services."

This fine could have been avoided if the dog was wearing a collar and had a tag identifying the owners contact details. The cost of the fine in this case could have paid for 22 dog collars and tags.

Wiltshire Council Dog Wardens deal with on average 680 stray dogs a year and were recently awarded as Gold PawPrint Award by the RSPCA for their policies and procedures when dealing with stray dogs.

To report a stray dog people should call Wiltshire Council, 24 hrs a day, 0300 4560107.

**2 November 2022**

### **Her Majesty The Queen's legacy lives on in Wiltshire as tree planting ceremony takes place**

The first of three special trees from The Queen's Green Canopy (QGC) Tree of Trees initiative has been presented by the Lord-Lieutenant of Wiltshire in Trowbridge at a special ceremony.

The John of Gaunt School in Trowbridge has been presented with a Betula Pendula tree (weeping birch) which stood tall outside Buckingham Palace on a sculpture by the architect Thomas Heatherwick as a message of hope, regeneration and optimism to the nation and the world as part of the Platinum Jubilee celebrations.

This is one of three trees Wiltshire and Swindon will receive, and they join more than 300 organisations from across the UK who were recently announced by the QGC as recipients in The Queen's name, which are gifted in a pot embossed with Her late Majesty's cypher.

In addition to the John of Gaunt School, other Wiltshire recipients are the volunteers from Swindon's vaccination programme, and The Harnham Water Meadows Trust in Salisbury. Two further ceremonies will take place later this autumn that will see Mrs Sarah Troughton, Lord-Lieutenant of Wiltshire, present them with their trees.

The trees honour Her Late Majesty, joining over a million trees already planted across the UK as part of The Queen's Green Canopy.

Mrs Troughton said: "I am incredibly proud to be part of this project to honour Her Late Majesty in our county. We have three very worthy recipients and I was delighted to present John of Gaunt School with their tree, and I know it will be well looked after and cherished for many years to come by the whole community.

"I look forward to the further planting ceremonies over the coming weeks and am moved by the thought of the lasting living legacy that is being created in Her late Majesty's name in Wiltshire."

**2 November 2022**

## **Wiltshire Council partners with mental health text support service on National Stress Awareness Day**

- **Free text messaging service to provide mental health support to anyone in Wiltshire; text 'WILTS' to 85258**

A new Wiltshire Council-commissioned partnership will provide critical timely support for anyone in Wiltshire struggling with their mental health.

It will be delivered by Mental Health Innovations, the charity that powers the national service called Shout.

The 24/7 text messaging support service will provide free confidential support for anyone in Wiltshire who is struggling with their mental health. As it is free, it will not appear on anyone's phone bill.

Wiltshire Council has commissioned the service locally using money from the Government's Substance Misuse Treatment and Recovery Grant, which can be used for projects that provide a 'better and more integrated response to physical and mental health issues'.

To use the service, people should text the word 'WILTS' to 85258. This will start a text conversation with a trained volunteer who will aim to get the texter to a calm and safe place, with a plan of what they are going to do to support themselves moving forward. This will include providing information about local support services where required.

Wiltshire Council will receive anonymised information about the type of support that is being accessed which will provide valuable insight and help inform how local services are delivered.

The service is available from today (2 November), which is National Stress Awareness Day – a day in the calendar to raise awareness of the effects that stress can have on people in their daily lives.

The national Shout service has had 1.6 million text conversations with children, young people and adults in the UK, averaging approximately 2,000 conversations each day. 86% of Shout service users felt that the conversation was helpful.

Cllr Ian Blair-Pilling, Wiltshire Council Cabinet Member for Public Health, said: "Sometimes people who are struggling with their mental health don't speak out or seek support. Shout provides a support outlet that is completely confidential and discreet, while ensuring the texter gets access to expert local information and guidance.

"As stated in our Business Plan, we want to support people and help them adopt healthy behaviours, with a real focus on mental health. It's a challenging time at the moment for lots of people, particularly with the high cost-of-living, so we hope this

service provides some reassurance that we are ready to help anyone who needs us, so please get in touch.”

**3 November 2022**

### **Wiltshire Council uses government funding to respond to Ukraine housing needs**

Wiltshire Council is using government funding to help secure homes for Ukraine nationals where host families can no longer provide a home for them and all other options have been explored.

The council will use the government funding for Ukraine families to support the initiative to secure homes across the county.

Wiltshire is one of the top authorities in England for taking in Ukraine nationals due to the war.

Currently in Wiltshire, 578 sponsors are matched with 1,369 individuals and there are presently 879 guests are being accommodated in 377 households across Wiltshire.

Under the Homes for Ukraine scheme, hosts need to provide a home for a minimum of six months. The council has asked sponsors to advise whether they can continue to provide a home after that time, and many have already confirmed that they can, so the council can work with families.

In line with the council's general support for homeless families, officers will work on a number of options for Ukraine nationals, including looking for homes in the private sector or temporary accommodation.

For those Ukraine families that need to look for other accommodation, the council already offers a deposit guarantee and a month's rent in advance, as long as it can be confirmed that this would not be affordable for the family and also the property they are moving into is both suitable and affordable for the family afterwards.

The Government funding will then be utilised to enable [Stone Circle Housing Company](#), a wholly owned subsidiary of Wiltshire Council that was set up for the benefit of Wiltshire residents, to purchase homes across Wiltshire. These will become available over a period of time.

Cllr Richard Clewer, Leader of Wiltshire Council, said: “Wiltshire has welcomed many Ukraine guests and they have settled into our county well. Our sponsors under the Homes for Ukraine scheme have been generous in opening up their homes and we thank them for everything they have done, and to those who continue to provide a home. As the six months' minimum time expires however there will be some Ukraine nationals who face an uncertain future, and this is an issue we need to address.

“We are going to use the government funding in an innovative way to purchase homes that can be used for Ukraine nationals now and for wider use into the future. We are still working out the details and this is still early days, but we will keep everyone updated as we move forward. The government has provided all local authorities with funding to support Ukraine guests and we believe this will be an effective way for people to continue to live safely in our county.”

**4 November 2022**

### **Wiltshire Council's Dog Warden service recognised in the annual RSPCA PawPrint Awards**

Wiltshire Council's Dog Warden service has received national recognition from the RSPCA.

The service has been awarded a Gold Stray Dogs award in the annual RSPCA PawPrints Awards 2022.

The annual awards recognise local councils who have clear procedures and protocols in place that ensure the welfare of stray dogs. There are a number of categories in the awards, with bronze, silver and gold standards in each.

It was noted that the work of the team continues to be an inspiration to others, especially during difficult circumstances with a large increase in stray dogs this year.

The work of the team contributes to safe and active communities where people can live well together, all key aspects of the council's business plan.

Cllr Ian Blair-Pilling, Wiltshire Council Cabinet Member for Public Protection, said: "We are extremely proud of our Dog Warden Service and all that they have achieved. This award highlights the hard work that goes into the service and the high standards that we strive to achieve.

"This has been an especially difficult year for the team, with long waiting lists at shelters and a large increase in stray dogs, many of which appear to have been abandoned by their owners. Through all these difficult circumstances the team has maintained and even enhanced the service. I couldn't be prouder of them.

"Congratulations to everyone involved – this award is very well deserved."

RSPCA public affairs manager for local government Lee Gingell said: "We're delighted to recognise Wiltshire Council's stray dog provision with a gold PawPrint.

"From proactive work to encourage responsible pet ownership, to the provision of an out of hours service, this service is vital for animal welfare in Wiltshire.

"The council joins 50 public bodies across England and Wales recognised for going above and beyond for animals.

"Too often, this work is unsung and doesn't get the credit it deserves. PawPrints is all about

shouting from the rooftops - praising those public bodies looking past statutory minimums because it's the right thing to do - for humans and animals.”

If anyone finds a stray dog and cannot contact the owner, it is a legal requirement to report it to Wiltshire Council by calling 0300 4560107.

**8 November 2022**

### **Increased investment in white line painting improves highways throughout Wiltshire**

Wiltshire Council is improving the safety and visual impact of its highways network thanks to increased investment into white line painting on roads throughout the county.

In July, the council's cabinet agreed to invest an extra £200,000 each year for the next three years into white line painting. This funding is being used to boost the £270,000 the council already spends on white line painting each year, with a focus over the three years on renewing give way lines, roundabout markings and stop lines in urban areas and on inter-urban roads.

This financial year, the council's main priority has been painting the markings on high-speed rural sections on A and B roads, as the centre lines on these routes provide the greatest improvements to road safety. Some other routes have also been painted, but the vast majority of the work has been on the A and B class network.

Since April, the council has painted 185,585 metres of white lines throughout the county, with more to come over the next three years, though the work is scaled back over the autumn and winter, as the road surface conditions aren't as favourable for line painting during these months.

Cllr Dr Mark McClelland, Cabinet Member for Transport, said: “We know from speaking to our communities that maintenance such as white line painting really makes a difference to the appearance of our highways, and of course more importantly it improves safety, too.

“We've painted more than 185,000 metres of white lines and markings so far this year, and with our increased investment over the next three years, this number will greatly increase and people will notice a real difference in their communities.

“Our Business Plan sets out our commitment to improving road safety, and our current focus on painting markings on high-speed rural A and B roads will help to keep people safer on our highways network.”

To find out more about white line marking in Wiltshire, people should go to:  
[www.wiltshire.gov.uk/highways-roads-care-cycle-lanes](http://www.wiltshire.gov.uk/highways-roads-care-cycle-lanes)



**8 November 2022**

## Pop-up reuse shop dazzles at Devizes Market Place

Wiltshire Council and its waste and recycling partner FCC Environment teamed up with Sustainable Devizes to bring the reuse revolution to Wiltshire by hosting the first ever pop-up reuse shop at Devizes Market Place recently.

It took place on 29 October and items for sale on the day were donated at the eight recycling centres on behalf of the council by FCC Environment across Wiltshire. There was an array of pre-loved bargains up for grabs including tools, garden items, crockery, toys, sports equipment, and bikes.

The fantastic team of volunteers at Sustainable Devizes supported the pop-up event by hosting a stand showcasing repair demonstrations including free clothes mending, tool sharpening and bike maintenance checks. Sustainable Devizes Zero Waste Coordinator Samantha Drury Shore commented, “It was great to meet so many folks who were interested in learning more about reuse and repair. These two “Rs” can help us reduce waste, live more sustainably, and save money. I think there’s definitely an appetite for more of this in Devizes.”

A local resident who had not got on the saddle for 15 years was excited to purchase a pre-loved bike at the pop-up event. It was then given a full safety check by Sustainable Devizes volunteers before being cycled home by the happy customer. Other strange and wonderful items sold included a set of skis, a fishing tent and a singer sewing machine.

For some time residents have been able to donate paint for reuse at the Amesbury and Salisbury household recycling centres and this service is due to be rolled out across the remaining six sites operated by FCC allowing members of the public to pick up and drop off unwanted paint free of charge. The Reuse Drop Off for bikes, furniture and bric-a-brac is also already live across the HRC sites with bikes going to Erlestoke Prison for maintenance then onto the Sue Ryder Charity. Local charity KFR collects furniture from four of the sites and other items get taken to auction to maximise the volume of materials that are reused. But this was the first event where members of the public could purchase items directly from the recycling centres.

Wiltshire Council Cabinet Member for Waste, Cllr Dr Mark McClelland, came along to the pop-up event to meet the team and peruse the bargains on offer.

Mark commented: “This is a great initiative to encourage reuse in Wiltshire, which is a big commitment in our business plan. It was fantastic to see so many items going to a new home and saved from going to waste and we look forward to putting on more events like this in the future.”

FCC Environment’s Graduate Management Trainee Toby Goodwin who led the pop-up project added, “All of our hard work was worth it. Thank you to Wiltshire Council and Sustainable Devizes for their support to make the pop-up reuse shop such a success. We sold nearly 300 individual items preventing approximately 2.1 tonnes of waste from going to landfill. 13 bikes went to a new home and there was hardly

anything left at the end of the event which is fantastic! It was such a great day; we hope to build on our success by hosting more reuse events next year!”

Residents can donate good quality items for reuse at eight of Wiltshire’s 10 recycling centres (those operated by FCC Environment).

More information about Wiltshire Council’s kerbside recycling and Household Recycling Centres can be found at <https://www.wiltshire.gov.uk/rubbish-and-recycling>.

**8 November 2022**

### **STEAM FAIR 2022 inspires the next generation of innovators, creators and problem solvers**

Primary school children from across the county attended Wiltshire Councils’ Learning Resources Hub STEAM FAIR 2022, an event designed to inspire the next generation of innovators, creators and problem solvers.

The STEAM FAIR held at County Hall on 8 November 2022, was attended by 1,200 pupils and support staff, who enjoyed the opportunity to explore a wide variety of stands and exhibits from external providers and be inspired by curriculum-linked STEAM activities.

The event, organised by Wiltshire Council’s Learning Resources Hub, was supported by Swindon and Wiltshire Careers Hub and The James Dyson Foundation and followed two previous hugely successful STEAM Fairs held in 2018 and 2020.

Cllr Laura Mayes, Cabinet Member for Education and Skills said; “Science, technology, engineering, arts and mathematics (STEAM) influences nearly every part of our daily lives and is an area of industry set to grow rapidly in the future. Within this developing environment, where robotics, artificial intelligence and virtual reality will be the new reality, it is essential that more pupils, from a very young age, engage with and are excited by STEAM.

“This event supports Wiltshire Council’s commitment to ensuring that all young people get the best start in life but also our commitment to ensuring Wiltshire has a thriving local economy supported by a skilled workforce. I hope that the children and the teachers that attended the event had fun and were inspired by the possibilities and opportunities that studying science, technology, engineering, arts and mathematics one up to them.”

The exhibitors at this year’s STEAM event were:

Learning Resource Hub

COMMUNITY & CIVIC RESOURCES COMMITTEE  
Tuesday 20<sup>th</sup> December 2022

Artbytes  
Army  
Discover Materials  
EDF Energy  
Energy Sparks  
Graphic Science  
Immersive Dome Experiences  
National Highways  
Oh Bots Ltd  
PodPad Studios Ltd  
Primary Science Teaching Trust  
QinetiQ  
QuestFriendz  
RAF Brize Norton  
REME Museum  
Roche Court  
Rolls Royce  
SW Regional Crime Unit (Cyber Crime)  
Sirius Astronomy  
Swindon Museum and Art Gallery  
The Arts Society  
The Dyson Foundation  
Wiltshire Air Ambulance

**9 November 2022**

### **Adult maths and numeracy boost for Wiltshire**

Adults across Wiltshire who want to improve their maths skills will be able to benefit from new courses and targeted support thanks to government funding.

Wiltshire Council has been awarded a cash boost of £2.1 million from the government's £2.6 billion [UK Shared Prosperity Fund](#) to offer tailored courses that meet the needs of the local community as part of the rollout of the government's flagship [Multiply](#) programme. Funding has been allocated over a three-year period (22/23 – 24/25).

The Multiply funding will be offered to adults who do not currently have Level 2/GCSE maths at grade 4 (previously known as a C grade) through a variety of schemes and courses which will give learners a chance to develop numeracy skills to be more confident at home and work.

Officers from the council's Employment and Skills team are already working with local organisations and businesses to develop courses and provision using the Multiply funding, which include:

- Wiltshire College offering courses to develop confidence with numeracy

## COMMUNITY & CIVIC RESOURCES COMMITTEE

Tuesday 20<sup>th</sup> December 2022

- Wiltshire Citizens Advice will provide support with money and budgeting to assist with the current cost of living crisis
- Libraries will be offering numeracy courses across Wiltshire

Grant funding of up to £10,000 will also be available to small businesses or organisations who would not normally have the appropriate funds to develop their own initiatives to help upskill their staff and roll out projects.

Businesses can use the grant funding to support employees to become more effective in their roles at no cost to them. This will be through improved maths skills, offering bite-sized courses or interventions directly targeted to support individuals. Businesses that develop their employees' numeracy skills can also boost productivity, increase profits and improve employee retention.

Projects could also target those individuals and communities who have not traditionally engaged with maths skills often because of previous poor experience, lack of confidence, or lack of opportunity

**Cllr Laura Mayes, Cabinet Member for Education & Skills, said,** "Maths and numeracy skills impact on all of our daily lives. Taking small steps towards improving our maths doesn't have to be scary and ultimately it can have a big impact on our work and life prospects.

"Our officers are working with organisations such as Wiltshire College and Citizens Advice to develop and roll out courses and encourage people to take the first steps to develop confidence with numeracy and budgeting, whether this is for work or home. With the current cost of living crisis and the need to balance household budgets, learning new skills has never been more important.

"As part of our business plan, we have committed to ensuring that Wiltshire residents have the right skills to prosper and to support in improving confidence and knowledge. Securing this funding and developing free numeracy courses will be key in meeting in this target. Courses will be tailored to encourage people to take that first step at a pace and level suited to them.

"The additional funding available to businesses will also cater for employees who are looking to upskill and look to further their careers within their current workplace environment. We encourage organisations to come forward with their proposals and take advantage of this great funding opportunity."

**Cllr Kevin Bentley, Chairman of the Local Government Association's People and Places Board, said:** "We are pleased to see the Government working closely

with councils and devolved authorities to get the Multiply programme up and running at speed, as they know how best to deliver this much-needed investment and tailor it to local need.

“They are trusted leaders of place with first-hand experience of delivering adult and community learning, as well as other council services which residents rely on, with the broadest reach into the voluntary, community and training sectors, housing associations and local employers. Local government is best placed to engage residents who would benefit from increasing their numeracy skills to get on in life and work.”

Further information on the Multiply scheme and courses offered, plus guidance for business applications is found [www.wiltshire.gov.uk/multiply-grant-scheme](http://www.wiltshire.gov.uk/multiply-grant-scheme)

Applications for a Wiltshire Council business Multiply grant must be submitted by 5pm on Wednesday 30 November via the online application form. Applications will then be reviewed and assessed by a panel with grants being paid from December onwards.

**10 November 2022**

### **Station Road car park in Devizes to remain closed in the evenings for another three months**

Wiltshire Council has today (10 November) obtained a Closure Order extension for Station Road car park in Devizes, extending the evening closure for another three months to help prevent anti-social behaviour in the area.

The order, which will come into effect from today, will mean the car park is closed between 6pm and 6am every day for a further period of three months.

Cllr Ian Blair-Pilling, Cabinet Member for Public Protection, said: “The council has been working in partnership with Wiltshire Police since the introduction of the first Closure Order in August to monitor both car park usage and anti-social behaviour in the area.

“The Closure Order has had a really positive impact and reduced the anti-social behaviour that residents have experienced. There have been minimal reports to the police of breaches and anyone found to be in the area breaching the closure order has moved on when asked by the police.

“We'll keep this closure under review, but in the meantime, £33,000 of Safer Streets funding from the Home Office has been allocated for CCTV of this car park. It is planned that the CCTV will be in place in the New Year which will act as a deterrent and provide evidence of any issues.”

During the closure period people can still park in any of the other council-owned car parks in the town and season ticket holders, buses, lorries, coaches &

camper vans/mobile homes will still be able to use the car park, but all other vehicles will be prohibited from using the car park after 6pm and before 6am.

The evening closure will be enforceable by the police, who will be regularly patrolling the area to ensure that people are abiding by the Closure Order.

Acting Inspector Luke Atkinson of Wiltshire Police said, “Our officers will be enforcing this closure and working in partnership with Wiltshire Council in support of this measure, which has been put in place in response to reported anti-social behaviour in the Station Road car park area.

“We would urge residents to report antisocial behaviour to us by calling 101 or online. In an emergency always call 999.”

There is an ongoing police investigation following the incident in July 22 when a local resident was seriously injured after being hit by a car in the car park.

To see a list of car parks in Devizes and their opening hours, people should go to: [www.wiltshire.gov.uk/parking-devizes](http://www.wiltshire.gov.uk/parking-devizes)

**11 November 2022**

### **Wiltshire Council shares serious concerns over proposed changes to Bath Clean Air Zone**

Wiltshire Council has expressed its opposition and frustration at Bath & North East Somerset (BANES) Council’s proposals to extend its Clean Air Zone by introducing a charge for Euro VI diesel HGVs exceeding 12 tonnes.

The Leader of Wiltshire Council, Cllr Richard Clewer, has written to his BANES counterpart, Cllr Kevin Guy, to note Wiltshire Council’s strong opposition to the plans because of the potential damaging impact on Westbury, Corsham, Bradford on Avon and other West Wiltshire towns and villages.

The proposal was considered yesterday (Thursday 10 November) at BANES’ Cabinet meeting.

Also concerning Wiltshire Council is the continuation of the 18 tonnes weight limit on Cleveland Bridge on the A36 in Bath, despite repairs to the bridge now being substantially complete.

Cllr Clewer said: “We’re extremely disappointed that BANES is looking to change its Bath Clean Air Zone (CAZ) to introduce a charge for Euro VI diesel HGVs exceeding 12 tonnes. These are the cleanest HGVs currently on the market, so this feels less of a clean air initiative and more of a quest to restrict all HGVs in the city.

“This proposal, along with the now extended temporary 18-tonne weight restriction on Cleveland Bridge, is pushing this traffic issue on to Wiltshire roads and through towns such as Bradford on Avon, Corsham and Westbury, and this is something that we are not prepared to accept.

“We recognise that there are regional issues with traffic congestion, air quality and HGV usage, but these will not be solved by simply pushing the problem from Bath into the towns of West Wiltshire.

“The long-term solution needs to be found by working with neighbouring authorities, National Highways, the Department for Transport (DfT) and Defra, not by BANES acting unilaterally and with little regard for the people of Wiltshire.

“We are strongly opposed to both the continued weight restriction on Cleveland Bridge and the proposed CAZ changes and will be looking at all options to formally resist them and to protect West Wiltshire’s towns and villages.

“We remain open to constructive discussions with BANES and other stakeholders to help resolve this issue in the long-term, and to find a resolution that works for all of our communities.”

**11 November 2022**

### **Young carers taught cooking skills**

Young Wiltshire carers were given the run of the kitchen to serve up tasty, healthy dishes earlier this week.

The young people aged from 17 to 25 attended Wiltshire College and used their kitchens to try out new culinary skills and hear how to create healthy dishes. In situations where young people have caring responsibilities at home, they may have the responsibility to cook up the meal for their families.

Wiltshire Council’s public health team invested in the cooking sessions with Phunky Foods, demonstrating some tasty dishes with tips and advice on how to best serve up a good healthy meal. Phunky Foods, is part of the commissioned community based programmes, which has seen the service support the council’s health improvement programmes including the accessibility Healthy Us programmes, supporting adults with learning disabilities in Wiltshire.

Shannon said: “My dad tried the food and said ‘that was absolutely delicious you can cook that for me again.’”

Joe said his sausage casserole was gratefully received by his grandma who has dementia and receives care. He added some cheese and rice as the ‘carb’ element and cooked it again last night for dinner.

Another young carer Kat said her parents termed her new cooking skills as 'amazing'.

One of the young carers aged 17 said: "I learnt a lot today especially what is a safe temperature for cooking meat"

Another young carer added: 'With a slow cooker we will be able to cook using less energy and be able to save money. Thank you!

Cllr Laura Mayes, Cabinet Member for Children's Services said: "We provide a range of support for our young carers as we know they step up and care for their families when parents are not able to do so. These young people take on adult responsibilities all the time which can include making meals for the family. We held this event to show them how they can cook healthy meals for themselves and, when needed, for their families as well as helping to save money in the cost of living crisis. This will support them to develop the skills to use in their own homes, including safe food preparation, preservation, cost cutting, as well as cooking methods. Some of these young people have been asked to attend by their care co-ordinator as cooking is part of their caring role. We provide support to all our carers and we hope to be rolling this out to more young carers in the future."

Cllr Ian Blair-Pilling, Cabinet Member for Public Health, said: "Having the ability to cook simple healthy meals is a valuable life skill, even more so for young people who have extra responsibilities placed on their shoulders.

"We're pleased to have provided these sessions and equipment and hopefully it's given the young people who took part that little bit of extra confidence and eased the pressure on them a little as they carry out their important role."

The public health team provided slow cookers for the six young people attending the event. The Weinstock Foundation also provided food vouchers for those participating.

**11 November 2022**

### **Wiltshire Council creates interactive directory to help people find local cost-of-living support**

Wiltshire Council has created an online interactive community directory to help people find out what warm spaces and community food providers there are in the county to support them through the cost of living challenges.

The directory has been created using information collected by the council to establish what support is already up and running in the county.



To find out the support that's available on their doorstep and across the county, people just need to visit [Interactive Community Directory - Wiltshire Council](#) and select their postcode area – this will then automatically generate a list of what's available, as well as a host of other useful features.

The directory will be updated regularly and those who have set up warm spaces or community food provider services are invited to fill out a short survey, if they haven't already done so, and their details can be included. The surveys for support organisations can be found in the 'Local practical help' section of the council's cost of living webpages at [www.wiltshire.gov.uk/cost-of-living](http://www.wiltshire.gov.uk/cost-of-living).

For anyone wishing to make donations to the community food providers there are contact and website details included for each with more information to find out how best to do this.

Cllr Richard Clewer, Leader of Wiltshire Council, said: "At this challenging time, people don't need the added stress of not knowing where to go to find support should they need it. Our interactive directory is a simple, user-friendly tool to provide important information quickly to those who need it.

"We once again thank everyone for doing their bit to support residents throughout these ongoing challenges. Quite frankly, that community spirit has been required far too often over the last few difficult years, but it certainly provides comfort and reassurance to people going through a really challenging time.

"We'll continue to do what we can to guide people through these cost of living pressures."

Wiltshire Council has also collated a range of information and guidance on a variety of cost of living related topics such as energy, council tax and benefits, housing information, the support of local partner agencies, and advice on mental health. There is also a section dedicated to support and advice for businesses. The council's cost of living support information can be found at [www.wiltshire.gov.uk/cost-of-living](http://www.wiltshire.gov.uk/cost-of-living) and these pages will be updated regularly.

**15 November 2022**

### **It's a goal! Wiltshire Council joins UK wide campaign to recruit more foster carers during the World Cup**

Wiltshire Council is joining up with local authorities from across the UK to form a new virtual team for the World Cup with the aim of achieving just one goal – to recruit more foster carers.

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Twenty six local authorities from across the UK have joined Local Councils United – a new virtual team – to share clips for each day of the World Cup and unique reasons why people should foster with their local council.

Each day of the football tournament a council shares a video with the message: “Strike now and join our fostering team and help a young person achieve their goal.”

The campaign brings together a united fostering community, to share with everyone why people should foster with your local authority.

Football teams, young people and families are all featured in the clips during the World Cup campaign with the hashtag #FosterForYourCouncil2022

Kicking off the campaign will be Northumberland County Council with Medway Council providing the final video on Day 26.

Wiltshire will be featured on Day 23 of the World Cup Campaign – and will include Rob and his birth daughter Erin, a keen player with Melksham Town Football Club, talking about the benefits of fostering. Rob and his wife Lucy have their own four daughters and have fostered with Wiltshire Council for five years.

Rob said: “Wiltshire Council has been fantastic at looking after us, giving us the suitable training. They’re always at the end of the phone and we have a great relationship with our social workers as well which has been fantastic. We’ve certainly enjoyed our experience and let me tell you it’s not easy all the time, it’s certainly tough but those things in life which can be tough are often the most rewarding.” You can watch Rob and Erin’s clip here - <https://youtu.be/Efwbxa4ilak>

Cllr Laura Mayes Cabinet Member for Children’s Services said: “ We are proud to join forces with local councils across the UK to raise the importance of fostering for your local council. We want to ask people ‘Can you help a child in care to reach their life goals?’ By working together we can make a difference in a child’s life and becoming a foster carer with your local council means you are supported every step of the way and training is always available. Fostering and football brings people and communities together for a common purpose. Local authorities are coming together as a united fostering community, to share why you should foster with your local authority.”

Fostering with your local council means all money is spent on frontline services and the child is more likely to be able to stay close to their school, friends and family networks. Wiltshire council has recently increased its fostering rates which range from £366 to £680 a week depending on people’s skills and experience.

Fostering For Wiltshire Facebook will share the council’s campaigns @fosteringinwiltshire.

You can watch all the videos from the 26 councils by going to [Local Councils United – Foster With Your Council](#)

Foster carers need to be over 21 years of age, have a spare bedroom, time to care for a child and a willingness to care and seek to understand young people who have experienced trauma and loss.

For more information, visit [www.fosteringwiltshire.uk](http://www.fosteringwiltshire.uk) email [fostering@wiltshire.gov.uk](mailto:fostering@wiltshire.gov.uk), call 0800 169 6321 or text the word Foster to 60002.

**15 November 2022**

## **Wiltshire Council triumphs at prestigious awards**

Wiltshire Council has won a prestigious national recruitment award for the positive way it treats its job candidates.

The council won in the Overall Candidate Experience category at the British Recruitment Awards 2022.

The successful award was based on employee feedback shared via New Possible, an employee insight platform.

The awards aim to discover and celebrate the individuals and teams that are passionate about recruitment's role in building a thriving organisation.

This year, more than 130 entries were received from organisations across the UK, with firms taking part ranging from start-up innovators to public sector organisations, tech superstars, global titans and everything in between.

Cllr Ashley O'Neill, Wiltshire Council Cabinet Member for Staffing, said: "Among really tough competition we are absolutely delighted to win this national award. I'm proud to say that Wiltshire Council is an innovative, ambitious and forward-thinking organisation with a can-do culture that enables talented people to thrive.

"This award was decided based upon feedback from actual job candidates, so to get that independent recognition is testament to the work we put in to attract the best and the brightest to the council.

"A key aim in our business plan is for our organisation to be the highest performing council in the country, and this sort of recognition shows we're on the right path, which is all for the benefit of the communities we serve."

For more information on the range of jobs and opportunities at Wiltshire Council, people should visit [Jobs at Wiltshire](#) or follow on social media at [Wiltshire C Careers \(@WiltsC Careers\) / Twitter](#).

**15 November 2022**

## Her Majesty The Queen's legacy lives on as final Tree of Trees is planted in Wiltshire

The final tree from The Queen's Green Canopy (QGC) Tree of Trees initiative has been presented by the Lord-Lieutenant of Wiltshire in Salisbury at a special reception and planting ceremony.

The Harnham Water Meadows Trust has been presented with an *Alnus glutinosa* (alder) which stood tall outside Buckingham Palace on a sculpture by the architect Thomas Heatherwick as a message of hope, regeneration and optimism to the nation and the world as part of the Platinum Jubilee celebrations.

This is one of the three trees that Wiltshire and Swindon have received, with the other two already presented to the John of Gaunt School, and volunteers from Swindon's vaccination programme.

They join more than 300 organisations from across the UK who were recently announced by the QGC as recipients in The Queen's name, which are gifted in a pot embossed with Her late Majesty's cypher.

The trees honour Her late Majesty, joining over a million trees already planted across the UK as part of The Queen's Green Canopy.

The Harnham Water Meadows are 84 acres of beautiful and historic land within the City of Salisbury, with stunning views to Salisbury Cathedral. They are managed by the Harnham Water Meadows Trust, a group of volunteers who maintain and promote the meadows. The meadows are open to the public for pre-arranged guided tours and are a resource for the community. The Tree of Trees will join other trees planted as part of The Queen's Green Canopy.

The Lord-Lieutenant, Mrs Troughton said: "I am incredibly proud to be part of this project to honour Her late Majesty in our county. We have three very worthy recipients, and I was delighted to present the Harnham Water Meadows Trust with their tree, an *Alnus glutinosa* (alder) and I know it will be well looked after and cherished for many years to come. This is a lasting legacy created in Her late Majesty's name in Wiltshire."

The Trustees at Harnham Water Meadows Trust said: "The Trustees of the Harnham Water Meadows Trust are absolutely delighted to have had the honour of being awarded with one of the saplings from the Tree of Trees to celebrate Her late Majesty The Queen's Jubilee. They are so pleased that the Lord-Lieutenant of Wiltshire is coming to do the official planting ceremony."

More information about the Harnham Water Meadows is available at <https://www.salisburywatermeadows.org.uk/>

More information about The Queen's Green Canopy can be found at <https://queensgreencanopy.org/>.

**17 November 2022**

## **Wiltshire Council climate work promoted on global stage at COP27**

Wiltshire Council has featured at the UN Climate Change conference COP27, as part of a campaign that showcases the activities and projects that councils are delivering to tackle this global issue.

The Local Government Association's (LGA) Pass the Planet campaign focuses on the action councils across the country are taking to limit global warming. COP27 is taking place in Egypt and runs until 18 November. Wiltshire Council submitted three case studies to the LGA to showcase at the event with all being used in its 'mitigation', 'finance', and 'collaboration' strands of the campaign.

The case studies include the work the council carried out with stakeholders to put together its Wiltshire Climate Strategy; an innovative project to help Year 7 students learn maths by using real data from the council's climate strategy consultation; and the Salisbury River Park – a partnership project with the Environment Agency which addresses a number of climate change issues. Reducing flood risk for over 350 properties in the city, improving the environment for wildlife and residents with tree planting and habitat creation as well as encouraging greener forms of transport like walking and cycling

The Wiltshire Climate Strategy was approved in February 2022 and since then the council has published its delivery plans, which set out how the organisation will become carbon neutral by 2030, and the actions it can take either on its own or in partnership with others, to lead the transition to a carbon neutral county.

The council recently provided an update on its efforts to tackle the climate emergency locally, with a vast range of projects underway. More information can be found at [www.wiltshire.gov.uk/news/council-continues-to-lead-from-the-front-on-climate-change](http://www.wiltshire.gov.uk/news/council-continues-to-lead-from-the-front-on-climate-change).

Since then, the council has also confirmed:

- Three of its leisure centres are carbon neutral, following the installation of air source heat pumps – one of which is the biggest in the country. More information can be found at [www.wiltshire.gov.uk/news/heat-pumps-at-leisure-centres-helps-council-stay-on-track-to-be-carbon-neutral-by-2030](http://www.wiltshire.gov.uk/news/heat-pumps-at-leisure-centres-helps-council-stay-on-track-to-be-carbon-neutral-by-2030)
- The construction of six zero-carbon affordable homes has also recently been completed using the latest technology in rural location in Semington with no access to domestic gas – more information at [www.wiltshire.gov.uk/news/new-affordable-zero-carbon-homes-reach-completion](http://www.wiltshire.gov.uk/news/new-affordable-zero-carbon-homes-reach-completion)
- That Devizes Library recently partnered with Sustainable Devizes to provide resources and host activities on the theme of climate change, with more information at [www.wiltshire.gov.uk/news/climate-change-halloween-event-climate-lunch-devizes-library](http://www.wiltshire.gov.uk/news/climate-change-halloween-event-climate-lunch-devizes-library)
- A grant scheme for town and parish councils to support the installation of public EV charging infrastructure. More information at [www.wiltshire.gov.uk/green-economy/electric-vehicles](http://www.wiltshire.gov.uk/green-economy/electric-vehicles).

Cllr Richard Clewer, Leader of Wiltshire Council and Cabinet Member for Climate Change, said: “We’re pleased to be part of the Pass the Planet Campaign and we will use any opportunity at our disposal to promote our climate change work, in the hope that it inspires others to do as much as they can to tackle this issue.

“We are a large organisation, and we have an important role to play, but more needs to be done locally, nationally and internationally to make the progress that is required.

“Our business plan and Climate Strategy aims will continue to guide us and we have a number of projects in progress, with more in the pipeline, covering a wide range of different areas to keep up our positive momentum.”

More information about the LGA Pass the Planet campaign can be found at [www.local.gov.uk/our-support/climate-change-hub/pass-planet](http://www.local.gov.uk/our-support/climate-change-hub/pass-planet)

Wiltshire Council’s dedicated climate changes webpages can be found at [www.wiltshire.gov.uk/climate-change](http://www.wiltshire.gov.uk/climate-change). They contain information on what steps businesses, individuals and schools can take to make them more energy efficient.

**18 November 2022**

## **People in Devizes asked for their views on public transport in the town**

Wiltshire Council is asking people in the Devizes area to take part in a survey and share their views on public transport to help shape the future of local bus services in the town.

The council is currently looking at what bus services in the town and its surrounding area may look like in the future, and the feedback from this survey will be used to inform any changes to how public transport might be delivered in the area.

The survey asks people-what they think about the current bus services in the Devizes area, where they could improve and where the services don’t provide what is needed. The council is keen to hear from non-bus users, as well as those who currently use the services in the town.

Any changes to the bus services in Devizes will be delivered with the council’s own public transport budget and Section 106 funding, which is money given to the council by housing developers to make improvements to local infrastructure.

Cllr Dr Mark McClelland, Cabinet Member for Transport, said: “This is a fantastic opportunity for people in Devizes and the surrounding area to have their say on bus services in the town and how they can best meet current and future needs.

“The feedback we receive through this survey will inform us of what people want from public transport in the area and ultimately encourage more bus use.

“In our business plan we set out our commitment to have vibrant, well-connected communities and encourage greater use of public transport, and an improved bus network in Devizes will help us to achieve our ambitions.”

The survey is open from today (Friday 18 November) until 23:59 on Sunday 15 January 2023.

To take the survey, people should go to: [Devizes Survey \(wiltshire.gov.uk\)](https://www.wiltshire.gov.uk/devizes-survey)

Paper copies are available from Devizes Library and Devizes Leisure Centre.

**18 November 2022**

### **Government grant to help people with rising living costs**

Wiltshire Council has received a grant of £2.7m from the Government’s £421 million national Household Support Grant Scheme to help support people in the county that are struggling to cope with the impact of the recent cost of living increases.

The Government’s national Household Support Grant Scheme is designed to support those most in need across England, to help with the significantly rising living costs in the period up to the end of March 2023. The money can be used to support households in the most need who would otherwise struggle with energy bills, food and water bills, particularly those who may not be eligible for the other support that the Government has recently made available but who are nevertheless in need.

The council has been awarded £2,728,656 in total and has worked with partner agencies to allocate the money and ensure it gets to those who need it most. Payments began in October and are continuing to be made. People do not need to apply to Wiltshire Council as those eligible will be identified and contacted.

The money will be used to help as many people as possible, including low-income families with children, low-income working age households, residents who are receiving support from Children’s and Adults’ Social Care Services or the council’s housing department, who are struggling with household bills.

Cllr Richard Clewer, Leader of Wiltshire Council, said: “We are committed to doing all we can to support people in our county at this difficult time and this money will be used to support people of all ages who are struggling due to the increasing cost of living pressures, particularly those who may not have been eligible for the other support that the Government has recently made available but who are nevertheless in need.

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“We’re pleased to be working with partners including the voluntary sector, food banks, churches and projects helping the vulnerable to get this money out as it is vital it gets to the right people as quickly as possible.”

The money will be used for the following initiatives:

- Food payments during school holiday periods, including Easter 2023 for families who are eligible for free school meals/ Better2Gether Funding (free childcare for two-year olds) and Early Years Pupil Premium (EYPP). Payments will be made via schools and settings to all those currently in receipt of payments.
  - Families with school age children who are eligible for free school meals but not currently claiming them can apply directly to Wiltshire Council by using the form at <https://www.wiltshire.gov.uk/schools-learning-free-school-meals>.
  - For families with younger children eligible for [Better2Gether Funding](#) or Early Years Pupil Premium, should contact the child’s setting directly to apply.
  - Families who are already claiming this funding should contact their child’s school or setting if they have a query regarding the additional holiday payments.
- Financial contribution to low-income households with school-age children who are not eligible for the food payments will be made for the winter holiday period with arrangements to be made via schools
- Low-income working age households in receipt of council tax reduction and within a protected group and those households who are wholly or partially reliant on Universal Credit will receive payments directly
- Vouchers for food and utility bills for those in temporary accommodation, supported accommodation or those recently moved into permanent accommodation who require additional support paid via the council’s housing department,
- Vouchers and support will also be made available to residents who are receiving support from Children’s and Adults’ Social Care Services who are struggling with household bills.
- The council’s library service will be providing residents with access to a free warm space to sit, stay and take part in activities. Funding will be used to provide warm drinks where possible and all libraries will be collection points for warm packs for those who would benefit from some free essentials. For more details, email [libraryenquiries@wiltshire.gov.uk](mailto:libraryenquiries@wiltshire.gov.uk) or visit [www.wiltshire.gov.uk/libraries-news](http://www.wiltshire.gov.uk/libraries-news).
- Food banks and linked projects will be funded to ensure they are able to purchase and provide food to those most in need

In addition to this support, Wiltshire Council has also provided funding to Wiltshire Community Foundation and partners to deliver support under the Surviving Winter campaign which provides practical and financial help for people living in fuel poverty. From 1 November, people who are in receipt of means-tested benefit and are aged over 65 or suffer from a long-term health condition,



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may be eligible for assistance including fuel vouchers and a range of advice. For more information about eligibility and the help available contact Warm and Safe Wiltshire on 0800 038 5722 email [warmandsafe@cse.org.uk](mailto:warmandsafe@cse.org.uk)

Funding is also being provided to Age UK Wiltshire for provision and delivery of hot meals to isolated elderly residents who are unable to meet the cost of this service themselves; for further information contact Age UK Community Meals on 01793 279606

The Wiltshire Council website contains further information on support available on its cost-of-living webpages which can be found at [www.wiltshire.gov.uk/cost-of-living](http://www.wiltshire.gov.uk/cost-of-living).

If anyone does not have internet access and have no family member, friend or neighbour that can assist, they can contact the council on 0300 456 0100 and someone will be able to view the information on their behalf.

**18 November 2022**

### **Council supports Wiltshire businesses with free Cost of Doing Business webinars**

Wiltshire Council is supporting businesses in the county with a series of free online webinars to offer help, support and advice to guide businesses through the current economic challenges.

The webinars are hosted by The Enterprise Network (TEN), which was set up by the council in 2012 as a consequence of the 2008 recession to provide flexible, subsidised, start up and incubation space for small business and entrepreneurs in their formative years. TEN also works with a range of partners to deliver and facilitate funded and paid for programmes to support emerging and established businesses.

TEN has partnered with The Federation of Small Businesses (FSB) to create this online webinar series aptly named Take TEN.

The webinars, which are perfect for both business owners and entrepreneurs showcase the range of support available across several themes that may be affecting their business during these challenging times.

The series introduces several organisations and local businesses owners to talk through some of the practical steps that can be taken to ensure the health of businesses, with additional sources of support and the wealth of resource available at FSB to both members and non-members alike.

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The first in this series is Marketing in Tough Times by Padua Communications, which was held on 17 November and can now be viewed on demand. Other videos cover key topics such as cashflow, funding, workplace health and wellbeing, upskilling your team, generating sales leads, and recruitment.

Cllr Richard Clewer, Leader of Wiltshire Council and Cabinet Member for Economic Development, said: “We know how challenging the current financial climate is for all businesses in Wiltshire, and that’s why we’re doing all we can to support them through these troubled times.

“I’d encourage all small businesses and entrepreneurs to attend these webinars or watch the videos afterwards for important tips and tricks that will help them navigate the choppy waters ahead.

“As set out in our business plan, we are committed to supporting Wiltshire businesses, and we have done this over the past few difficult years, most recently through the administration of £183m in COVID grants, plus Future High Street Funds and Welcome Back Funding.

“We’ll continue to do all we can to support Wiltshire’s businesses through these difficult times.”

To find out more about the Take TEN series and to join the webinars or watch videos, people can go to: [www.theenterprisenetwork.co.uk/support/cost-of-doing-business/](http://www.theenterprisenetwork.co.uk/support/cost-of-doing-business/)

The full list of webinars is as follows. All webinars can be watched online after the event.

<b>Date</b>	<b>Organisation</b>	<b>Title</b>
Thursday 17 November	Padua Communications	Marketing in tough times
Thursday 24 November	Serco Skills Support for the workforce	Upskilling your workforce
Thursday 1 December	SWIG Finance	Finance options for small business
Thursday 8 December	Professional in Partnership HR Consultancy	The people perspective
Thursday 15 December	Zest Consultancy	How to get more leads for your business
Thursday 22 December	Confident Cashflow	Getting paid in a contracting economy
Thursday 29 December	Wiltshire Council Public Health	Workplace health and wellbeing

**21 November 2022**

## **Wiltshire Council libraries provide a warm and friendly welcome this winter**

Wiltshire Council libraries will officially become warm spaces for people this winter, providing a warm and friendly welcome to support anyone who needs help through the cost of living crisis.

Of course, Wiltshire libraries are open to the public throughout the year, but now anyone is welcome to drop-in to any library in the county during the usual opening hours to have a sit down, a hot drink where possible, pick up some useful information, take part in activities and enjoy a friendly chat with staff should they need it.

Working with Warm and Safe Wiltshire and The Rural Communities Energy Support Network, the council's friendly library staff will be able to assist residents seeking basic energy advice and make referrals to experienced energy advisors in all but its smallest libraries. All libraries will be able to signpost people to community partners and agencies that can support people through the rising cost of living. Libraries will also be collection points for Warm Packs, which includes a hot water bottle and blanket, for anyone who would benefit from some free essentials. These will be available for collection soon.

All the other usual library facilities will be available too, including free access to books, newspapers, computer facilities, digital support, and tables for anyone who needs to do some quiet work. Libraries are also continuing to provide a home library service for people who are housebound or who struggle to get to the library. If anyone is interested in this service, they should contact their local library.

There is no criteria for anyone who might need to use the library as a warm space, and staff will be friendly and welcoming so that people feel as comfortable as possible.

Cllr Richard Clewer, Leader of Wiltshire Council, said: "Everyone is affected by the cost-of-living crisis and, although we wish it wasn't the case, there will be many people who will be experiencing the same worries during this time. Our libraries are always welcoming spaces for people to visit and use, but our warm spaces will have some additional resources to help people through this time and hopefully ease the pressure.

"Our friendly staff are ready to welcome anyone through the doors who may be struggling, or want tips to help with the rising cost of living.

"As well as council warm spaces, there are many other warm spaces throughout the county that local communities have got up and running themselves. We thank everyone once again for pulling together and looking out for one another."

The council has a range of support and advice on its dedicated cost of living webpages. It contains information on council tax and benefits, energy advice, housing information, mental health support, local practical help, and support

available for businesses. The council's recently launched interactive community directory can also be found there, which contains details of other warm spaces in the county as well as community food providers. It can all be found at [www.wiltshire.gov.uk/cost-of-living](http://www.wiltshire.gov.uk/cost-of-living).

The council is always looking for volunteers to support library services, so if anyone has time to spare and wants to join a friendly team this winter they should email [libraryenquiries@wiltshire.gov.uk](mailto:libraryenquiries@wiltshire.gov.uk) or visit [www.wiltshire.gov.uk/libraries](http://www.wiltshire.gov.uk/libraries)

**21 November 2022**

### **Council launches new fly-tipping campaign to crack down on environmental crime**

Wiltshire Council has today (Monday 21 November) launched a new campaign to combat fly-tipping in the county.

The striking campaign, which builds on the success of the council's hard-hitting We're Targeting Fly-tippers (WTF) branding, focuses on three key areas: warning people of the penalties of fly-tipping including unlimited fines, prosecution and seized vehicles; encouraging residents to report fly-tipping; and educating and informing people about how they can safely and legally dispose of their waste, particularly highlighting the dangers of using 'tip run' style social media advertisements.

The campaign is part of the council's investment of an extra £150,000 each year for the next three years into tackling fly-tipping and environmental crime in the county. The bulk of this funding is being spent on more officers and equipment such as state-of-the-art cameras to catch these environmental criminals in the act.

Cllr Dr Mark McClelland, Cabinet Member for Transport and Waste, said: "We're serious about tackling fly-tipping here in Wiltshire, and that's why we've launched our new We're Targeting Fly-tippers campaign, which builds on the success of this eye-catching brand.

"We have made a significant investment into tackling fly-tipping over the next three years, with most of this funding being used for more officers and equipment to catch offenders in the act.

"Thanks to the hard work of our dedicated enforcement team, we have had some excellent results in catching fly-tippers in Wiltshire during the past year, and this investment will help us to build on that, to prosecute more offenders, to educate people about how to safely and legally dispose of their rubbish, and to ultimately see the blight of fly-tipping decrease in Wiltshire.

"As set out in our business plan, we're committed to tackling fly-tipping and environmental crime in our beautiful county, and our message is clear: We're Targeting Fly-tippers."

To find out more about how to report fly-tipping and how to prevent fly-tipping in Wiltshire, people can go to: [www.wiltshire.gov.uk/fly-tipping](http://www.wiltshire.gov.uk/fly-tipping)

**22 November 2022**

### **Wiltshire Council tenants taking part in budget saving cookery courses**

Wiltshire Council housing tenants in Salisbury have been taking part in cookery classes, with The Pantry Partnership CIC, aimed at giving those involved the skills and confidence to eat healthily and on a budget.

The six-week course, held weekly at St Michaels Community Centre, Bemerton Heath, is aimed at helping families plan low-cost nutritious meals to help with household budgets.

The Pantry Partnership is a social enterprise based in and around Salisbury who work with the local community, providing low cost, nutritious meals from surplus food that normally would go to waste and offering cooking workshops and food related activities that engage people around food and the benefits of low cost and healthy cooking.

Cllr Phil Alford, Wiltshire Council Cabinet Member for Housing, said, "Supporting communities to live safely and healthily is a key priority in our business plan and with the current cost of living crisis, and the ever more important need to save money and budget effectively, we are delighted to team up with The Pantry Partnership to deliver these cookery courses to some of our Salisbury families.

"Participants have benefited from learning knife skills and all about food hygiene and, importantly, are also gaining some great budget advice, healthy recipe ideas, shopping tips and techniques. They also have the added benefit of taking their freshly prepared and healthy meals home to their families after each session. Participants are also provided with aprons and knives to help to get them started back at home.

"Our housing resident engagement officers are always looking to work with residents to provide opportunities to be involved in positive activities that promote skill development, as well helping them to adopt healthy behaviours while keeping costs down.

"We hope to be able to offer more of these courses in the future."

Director of The Pantry Partnership, Fiona Ollerhead, said: "The course has been designed to include both parents and their children, helping families to make

finances stretch to meet smaller budgets as well as aiming to ensure healthy eating is not only experienced but enjoyed by young people.”

“One of the approaches that we aim to instil is a love of food using basic and simple (and often also low cost) ingredients to create delicious food, thus inspiring people to continue to cook easy, yet tasty meals at home, on a budget. We are also keen to save food from going into the bin, so we show people through demos and activities how to make the best of fruit and vegetables, bread and odds and ends and to create healthy meals from them.”

“Session one began with a couple of takes on a healthy ‘left over’ soup and our last session will be all about celebrations; meaning never a party may be missed, just because finances are tight.”

Siobhan, one of the course participants, said: “Thank you so much for such a great start to the cookery course. We love our aprons and knives!”

Information about Wiltshire Council’s cost of living support, including energy cost advice, housing advice and financial support, can be found at [www.wiltshire.gov.uk/cost-of-living](http://www.wiltshire.gov.uk/cost-of-living) and these pages will be updated regularly.

Anyone wishing to get more involved in the community, find volunteering opportunities or help the council improve the services that it offers can contact the Housing Resident Engagement team on 0300 456 0117 option 5 or email at [Tenantparticipation@wiltshire.gov.uk](mailto:Tenantparticipation@wiltshire.gov.uk).

**23 November 2022**

### **Wiltshire Council secure convictions against organised fly-tipping gang after covert camera operation**

An organised fly-tipping gang has recently been convicted for fly-tipping and burning waste at Winchester Crown Court following a three-month covert camera operation and investigation by Wiltshire Council environmental enforcement officers.

The offenders were caught dumping large amounts of green waste, household waste and white goods.

On 18 November 2022 at Winchester Crown Court, fines and costs were handed out to the gang totalling £14,500. Shane Griggs of Bracken Road, North Baddesley, Hampshire; Jason Castle of Wellow Wood Road, West Wellow, Hampshire; and Daniel Whittaker of Magnolia Walk, Abbotswood Hampshire; were convicted of depositing controlled waste (fly-tipping) on land with no environmental permit.

COMMUNITY & CIVIC RESOURCES COMMITTEE  
Tuesday 20<sup>th</sup> December 2022

Also convicted were Luke Edwards of Verwood Road, Wimborne, Dorset; and Michael Whittaker of Meadow Close, West Wellow, Hampshire, who are Directors of Romsey & Chandlers Ford Tree & Landscaping Services. They were convicted of a more serious offence of operating a regulated facility on land without an environmental permit by burning waste, including a fridge. Edwards, Griggs and Michael Whittaker were all residents at the Lode Hill Traveller Site, Downton, Wiltshire at the time of the offences.

All offenders were all part of several different tree and landscaping firms who collected all types of waste as part of their business activity and were filmed over a three-month period on an access road leading to a traveller site at Lode Hill near Downton. The offenders were using the site access road as their own waste dumping ground. Much of the waste was burnt, including green waste, a fridge, carpet and general waste, causing environmental damage to the surrounding area.

Local people alerted the council's enforcement officers that this location was being used as a dumping ground, and so the officers undertook regular monitoring of the area. It became such a hotspot for fly-tipping that Magistrates approved an operation to install covert cameras along the access road in an attempt to catch the offenders.

Once the required evidence was gathered, environmental enforcement officers spent many hours painstakingly going through the footage to catch the fly-tippers in action. Council officers then joined officers from Wiltshire Police to arrest the offenders, who were interviewed under caution.

The judicial process for this large-scale environmental case started in the Magistrates Court but was referred for trial to the Crown Court after the defendants pleaded not guilty to the offences.

Cllr Dr Mark McClelland, Cabinet Member for Waste, said: "This organised fly-tipping gang was prolific in destroying the local environment in this area. Not only were they avoiding lawful disposal costs by dumping this and not using approved waste sites, but they were also damaging the surrounding areas by burning waste including white goods, which gave off poisonous fumes.

"This successful prosecution is the result of many years of painstaking work by our environmental enforcement team. The team was tenacious in its pursuit of this gang, who claimed to have no involvement at the time. However, our ability to apprehend offenders by utilising cameras was key in proving that these people were the culprits in this long-running case.

"As set out in our business plan, we have committed to pursuing further prosecutions on fly-tipping, and to help with this we have invested significant funding into more cameras and more officers to catch these environmental criminals in the act throughout Wiltshire.

"Our message to any potential fly-tippers is clear: We're Targeting Fly-tippers and we will prosecute anyone who thinks it is acceptable to dump their waste in our beautiful county."

To find out more about the council's We're Targeting Fly-tippers (WTF) campaign, and to find out more about how to prevent fly-tipping, people should go to: [www.wiltshire.gov.uk/fly-tipping](http://www.wiltshire.gov.uk/fly-tipping).

**24 November 2022**

## **Wiltshire and Swindon organisations join forces for 16 Days of Action highlighting domestic abuse**

Wiltshire and Swindon organisations are joining forces to highlight what financial abuse can look like in a relationship – and how to get help.

The organisations will be using the national 16 Days of Action for raising awareness of domestic abuse. This year is focussed on improving the understanding of financial and economic abuse, by sharing messages and promoting access to support.

Wiltshire Council, Swindon Borough Council, Wiltshire Police, Office of Police and Crime Commissioner and charities Fearless (previously known as Splitz), Swindon Domestic Abuse Support Service, Nelson Trust, and the hospitals in Swindon and Salisbury are all participating.

Financial abuse is a legally recognised form of domestic abuse and often occurs in the context of intimate partner violence. It involves the control of a partner or ex-partner's money, finances and things that money can buy, such as clothing, transport, food and a place to live. Not having access to your own money, feeling trapped in an abusive relationship but worried how you'll survive financially - can all have a significant impact on individuals and families. The current cost of living crisis can intensify this.

The campaign highlights the different types of financial and economic abuse and where people can find advice and support when leaving an abusive relationship. It also advises how people can help if they suspect a friend, colleague or family member is being abused.

Wiltshire charity Fearless shared an example of how a family escaping domestic abuse worried about the economic impact of leaving. A mum with young children was concerned that reporting her partner for abuse would lead to him no longer paying rent or child maintenance. Fearless worked with her to provide debt advice, arranged police intervention for the fraudulent loans taken out in her name and provided benefits advice. Along with community support Fearless ensured she could enjoy a Christmas with her children.

A Fearless spokesperson said: "Although that Christmas wasn't financially the way it had been before, the client reported back to say that this was one of the best Christmases that they had ever had as they hadn't had to rely on her ex-partner for anything and they had had a peaceful and calm Christmas and New Year spent together without the worry of violence or abuse."



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Suzanne Wigmore CEO Wiltshire Citizens Advice said: "Citizens Advice has a long history of helping people in financial difficulty and with problem debt. Finance related problems are some of the most common reasons people seek advice from us, and indeed these often underpin other related issues they are having such as with their housing or employment. Alongside this, we also see many clients who have experienced domestic abuse. We also know, and research shows that financial abuse is a very common element in abusive relationships. In addition to the use of financial means to exert control within a relationship, financial difficulty can place a significant barrier to leaving an abusive relationship. The soaring cost of living compounds this, making it even harder for people to escape abuse."

Cllr Ian Blair-Pilling, Cabinet Member for Public Health and Public Protection at Wiltshire Council, said: "Domestic abuse can take different forms. It is important to be aware of what financial abuse can look like and where to go for help. We work closely with key organisations and charities to ensure there is plenty of support and advice for you, including financial. Please don't suffer in silence, reach out and let us help. You will not be alone."

Councillor Cathy Martyn, Swindon Borough Council's Cabinet Member for Health Inequalities and Housing, said: "Domestic abuse can happen to anyone at any time. It takes many forms, including financial or economic abuse, it's controlling, and it's done to restrict someone's freedom. If you or someone you know wants or needs to talk, to get advice or support, please reach out to one of the services available across Swindon and Wiltshire – they are there to help."

Detective Superintendent Sarah Robbins from Wiltshire Police said: "This annual campaign highlighting the help available to victims as well as the stark message to abusers is always welcome."

"This year's focus on economic abuse is timely as many families face financial difficulties this winter. In the depths of despair some may feel trapped and that there is nowhere to go, but that's not fact - help is always available. I understand not everyone will want to contact the police but there are other agencies who can help. No one needs to be alone nor helpless. Those partners include Swindon Borough and Wiltshire Councils as well as local charities. Look out for their publicity material from us and others during the 16-days campaign. Help is at hand."

Wiltshire and Swindon's Police and Crime Commissioner Philip Wilkinson said: "This type of abuse deeply affects its victims and can leave a lasting impression for a long time after it has stopped. While it's happening, the perpetrators make sure their victims are dependent on them and it's a cycle of abuse which is difficult to break. To call these people cowards doesn't go anywhere near far enough."

"Whilst it may be difficult to spot the signs of economic abuse when you're on the outside of a relationship looking in, we need to check in on our friends and relatives the moment we suspect something is wrong and let them know there is help available and where they can get it."

People who are experiencing domestic abuse can contact:

**Wiltshire:**

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Weekdays call Fearless 01225 775276  
Out of hours helpline 01225 712880.

**Swindon**

Swindon Domestic Abuse Support Service 24 Hour Helpline 01793 610610

In an emergency dial 999.

**28 November 2022**

**Low income pensioners to receive an additional £70 Energy Rebate from  
Wiltshire Council**

Over 9,000 pensioner households in Wiltshire on low incomes will shortly be receiving an additional Discretionary Energy Rebate payment of £70 directly into their bank accounts.

The payment is the remaining money from the Discretionary Energy Rebate Fund and will be made before the end of November and will appear on bank statement as a credit of £70 from Wiltshire Council. There is nothing for people to do, the money will automatically be paid into the householder's bank account.

Wiltshire Council has made almost 153,000 standard energy rebate payments to households across the county and a further 1,400 discretionary energy rebate payments to low income households.

Take up for the discretionary rebate scheme has not been as high as expected and the council has decided to pay the remaining £667,000 to over 9,000 low income pensioners who were in receipt of council tax reduction on 10 November 2022.

Cllr Richard Clewer, Leader of Wiltshire Council said; "These households are more reliant on warm homes and spend proportionately more of their available income on utility bills than working age households.

"We will not be writing to households to inform them of this payment, it will simply appear on their bank statements as a payment from Wiltshire Council by the end of November. This approach reduces the administrative burden of assessing claims, it also reduces the need to invite applications. It also ensures the most cost-effective methods of payment are used to distribute the remaining funds to those who most need it.

"For those we do not hold bank account details for the payment will be credited to their Council Tax account."

The energy rebate schemes administered by local authorities will end on 30 November 2022.

Wiltshire Council also has a range of advice and support available on its website. The dedicated cost-of-living webpages can be found at [www.wiltshire.gov.uk/cost-of-living](http://www.wiltshire.gov.uk/cost-of-living).

**1 December 2022**

## **Wiltshire Council secures Department for Education funding to create two new community-based children's homes**

Wiltshire Council is taking an innovative approach to helping children and young people in care remain in Wiltshire by creating two new community-based children's homes as part of a larger contract.

The new homes will help to provide places for up to 12 children and young people, helping them to stay in Wiltshire, and near to local schools, friends and support networks.

Wiltshire Council will fund 50% of the cost of purchasing and adapting the two homes, with 50% match funding secured from the Department for Education's (DfE) £19.5m grant programme to buy or refurbish children's residential homes to meet growing demand. The homes will be operated by a private or charitable care provider.

The DfE has recently announced it would provide Wiltshire Council with over £930,000 towards the cost of the homes and any refurbishment costs.

Laura Mayes, Wiltshire Council Cabinet Member for Children's Services, said: "While we always try to place children in care with foster carers, for various reasons this is not always possible. In these situations, a children's home can provide a safe home where young people can feel secure and are close to their education, friends and communities.

"We are pleased to have received the DfE funding to help secure these homes in the county and we will now move forward with the next step in preparing to either bring children currently placed out of county back into Wiltshire or for new children requiring a children's home environment to remain with Wiltshire. These are our young people and we want them to continue to be within their communities in Wiltshire."

Claire Coutinho, The Minister for Children and Families, said: "Every child should have a stable and loving home with a good school, friends and community nearby. I'm over the moon that we've been able to help build two new children's homes in Wiltshire to do just that for local children.

"I want to make sure that every child in England gets the same which is why we are committed to reforming the children's social care system"

**5 December 2022**

## **Drive to raise awareness of private fostering**

Wiltshire Council is asking people to get in touch if they are privately fostering so they can receive help and support.

The call is also going out to local communities to get in touch if they think a child in their community is being cared for by someone not related.

People who are looking after a child who is not a close relative for 28 days or more are deemed to be privately fostering.

The call to action aims to raise awareness and to ensure Wiltshire Council is notified of all children in private fostering arrangements.

People who are looking after young people under 16 may also not realise they are private foster carers and the need to let Wiltshire Council know about the arrangements.

If a child aged 16 or under (or under 18 with disabilities) is cared for by someone other than a close family member (parent, step-parent, grandparent, sibling, aunt or uncle) for 28 days or more, then they are deemed to be in private foster care.

Private foster care can be a very positive experience, but some children may be in a vulnerable position. Private fostering is arranged between parents and the private foster carer, and legally the parent and carer must notify the local authority so they can ensure the child is being properly cared for and can provide support where needed.

There are a number of reasons why children can be privately fostered. They can include teenagers living elsewhere because of a family breakdown, cultural exchange students, a child from overseas living with a host family while attending school, or overseas students at boarding school who stay with host families during the holidays, or any child whose parents have made a private arrangement for them to be cared for by somebody else.

Wiltshire Council offers support through dedicated staff in the Kinship and Fostering Team. A social worker will arrange an initial visit and speak to the carer and members of the household. There will be continuing support for the private foster carers and child and child's parents.

Wiltshire Council is particularly asking people who work with children to be aware of private fostering arrangements among the children and families they work with, and to notify the council - although everybody has a part to play.

Cllr Laura Mayes, Cabinet Member for Children's Services said: "If you are caring for someone else's child for 28 days or more then you need to get in touch with us as there is a legal obligation to let your local authority know. Additionally we will also provide help and advice and support you as you take on this important role of ensuring the child is safe and well cared for. We want families to come forward but

also if you know of a private fostering arrangement, please let us know so we can ensure that support is in place. We all have a role to play in keeping our children safe.”

To notify Wiltshire Council of a private fostering arrangement, contact the Multi Agency Safeguarding Hub (MASH) on 0300 456 0108 who will advise on the support and advice available or email [mash@wiltshire.gov.uk](mailto:mash@wiltshire.gov.uk)

For more information visit: [www.wiltshire.gov.uk/fostering-private-fostering](http://www.wiltshire.gov.uk/fostering-private-fostering)

**6 December 2022**

## **Christmas 2022 opening times for Wiltshire Council services**

Wiltshire Council services and opening times will vary over the Christmas and New Year period.

On Friday 23 December many council services will be closed. All council services and facilities will be closed on Sunday 25 December, Monday 26 December, Tuesday 27 December and Monday 2 January.

### **Customer Services/hub buildings:**

All customer service desks and hub buildings will be closed on Friday 23 December, Monday 26 December, Tuesday 27 December and Monday 2 January.

Opening times for Wednesday 28 December – Friday 30 December will be 9am to 5pm. Although the main reception desks will be staffed during this period, hub staffing is likely to be limited. Opening hours will return to normal from Tuesday 3 January.

### **Waste collections:**

Waste and recycling collections will be delayed by one day over the Christmas period, with waste collection crews not working Monday 26 December. Full details can be found at [www.wiltshire.gov.uk/christmas-waste-and-recycling-collections](http://www.wiltshire.gov.uk/christmas-waste-and-recycling-collections)

Garden waste collections will cease for two weeks over the Christmas period, with last collections taking place on Friday 23 December. Collections will then resume from Monday 9 January 2023.

People who pay to have their garden waste collected can present a real Christmas tree, alongside their garden waste bin, on their first collection in January.

Residents can check their waste, recycling and garden waste collection days online at [Waste collection calendar](#).

### **Household Recycling Centres:**

Household Recycling Centres (HRC) will open as normal on Friday 23 December. Christmas opening hours will apply from Saturday 24 December and these can be viewed at [www.wiltshire.gov.uk/HRC-christmas-opening-times](http://www.wiltshire.gov.uk/HRC-christmas-opening-times).

Normal opening hours will resume from Monday 2 January 2023.

### **Leisure centres:**

All council operated leisure centres will be closed Sunday 25 December to Tuesday 27 December, plus Sunday 1 January 2023 and Monday 2 January.

For opening times for each individual leisure centre over the Christmas period, please visit the centre webpage: [Leisure and sport centres - Wiltshire Council](#). Normal opening times will resume from Tuesday 3 January.

### **Libraries:**

All libraries will close from 1pm Saturday 24 December to Tuesday 27 December, plus Monday 2 January.

Between 28 December – 30 December they will open as normal, with the exception that libraries that would normally be open in the evening will close at 5pm. Information about individual libraries can be found: [Library locations and opening times - Wiltshire Council](#)

All libraries will be open as normal on Saturday 31 December with exception of the Campus libraries at Corsham, Melksham, Tidworth and Tisbury which will close at 1pm.

### **Wiltshire and Swindon History Centre:**

Wiltshire and Swindon History Centre is operating normal hours between 19 December – 2 January, with the exception of Friday 23 December and Tuesday 27 December where it will be closed. Full details and normal operating hours can be found at [www.wshc.org.uk](http://www.wshc.org.uk)

### **Registration offices in Chippenham, Salisbury and Trowbridge:**

Registration offices in Chippenham, Salisbury and Trowbridge will be open on Friday 23 December for ceremonies and by appointment only.

All registration offices will be closed Saturday 24 December to Tuesday 27 December, plus Sunday 1 January 2023 and Monday 2 January.

Between 28 December to 30 December registration offices will be open as normal. No appointments will be available Saturday 31 December, but ceremonies will take place as scheduled.

**Emergency contact numbers:**

If you require urgent support during the Christmas and New Year period, please use our [emergency contact numbers](#).

**6 December 2022**

**Parking restrictions and charges remain in place during strike action from 10 December**

Wiltshire Council is reminding people that all parking restrictions and car parking charges remain in place across the county from 10-17 December, when there is a planned strike by some GMB union members in the parking enforcement team.

Despite the planned industrial action, all parking restrictions remain in place, including car parking charges, and enforcement with the possibility of a penalty charge notice being issued will still continue.

The industrial action relates to proposals to make changes to the council's current unsocial, standby and callout policies. A two-year increment freeze and changes to overtime policies for staff were previously agreed by the unions and their members. The council needs to make changes to some staff policies to ensure they reward staff fairly and consistently for the work they do, while enabling services to work in a more agile and effective way to deliver its Business Plan aims. There are no proposals to cut the base pay of any council staff.

In October, following many months of negotiations, a revised proposal was accepted by UNISON and Unite the Union but rejected by GMB. With the internal process now exhausted, the council will attempt to reach an agreement with GMB by holding ACAS-facilitated conciliation meetings, in line with the council's recognition agreement. The first of those meetings is due to be held later this week.

Terence Herbert, Chief Executive of Wiltshire Council, said: "While the strike is being held, car park users should continue to pay for parking as normal, as all charges and restrictions remain in place and we will have staff monitoring the sites.

"We recognise the rights of GMB members to strike at this time, but do not feel that this action will help to move us forward to a resolution to this matter, as we are continuing to try to find a way forward through the ACAS-facilitated conciliation process.

"It's important to stress that our generous four-year pay protection offer was agreed by UNISON and Unite the Union but rejected by GMB, despite their initial positive reaction to it.

"We hope to resolve this as soon as possible as we know the longer the situation continues, the more impact it will have on the wellbeing of our staff.

“We thank our staff for their continued professionalism.”

**7 December 2022**

## Wiltshire Council gives advice on how to help rough sleepers this winter

What do you do when you see someone sleeping rough?

How can you really help someone when you're not sure the best way to do it?

Wiltshire Council is offering advice to people on what they can do to support anyone they see sleeping rough on the streets. As numbers of rough sleepers have increased nationally and locally, the council wants people to be aware of the best option to provide real support.

If people see someone on the streets they can provide details to [Streetlink](#) which connects rough sleepers with local services that can support them. Streetlink will provide the council with details so officers can talk to the rough sleeper, help them find a warm place to stay and offer ongoing support.

People are also encouraged to donate to local charities in Wiltshire, which directly help those in need. Wiltshire Council will be sharing messages and information on social media throughout December to raise awareness of rough sleeping and what people can do to help.

The council works with rough sleepers throughout the year to help them find a place to stay and support to get back on track. The work is carried out alongside charities, which offer practical support as well as longer-term aid.\*

In October the council supported 40 rough sleepers via early morning outreach – this is where officers go out in pairs to engage with rough sleepers, take hot coffees and see what support can be provided. Officers then arrange a follow up appointment to explore support and accommodation options. The approach aligns with the Wiltshire Council Business Plan to help residents live in warm and safe homes.

Currently more than 25 people are being helped into short-term accommodation in Wiltshire. The council's rough sleeper tenancy officers also continue to support more than 50 rough sleepers into long-term accommodation.

Cllr Phil Alford, Cabinet Member for Housing “It's really hard to see someone sleeping rough. You want to do something to help and often it feels the easiest thing is to give money. We would encourage people instead to contact us via Streetlink as we will quickly act on the information sent to us. People can also donate to local homeless charities where the money is used to provide a range of practical support and advice.

“Some individuals who sleep rough have suffered child or adulthood traumas and sometimes it can take time to build trust and rapport before a rough sleeper will



accept accommodation. Our rough sleeper outreach team will focus on the individual and supporting them into having a warm, safe place to stay.”

Wiltshire Council secured a government £1.5m government rough sleepers’ initiative grant, spread over three years up to 2025. Wiltshire Council has also received an additional £162k winter top up to its grant for this year. The grant helps fund accommodation, officers and programmes.

## **SWEP**

SWEP is currently triggered in Wiltshire. Wiltshire Council triggers it’s Severe Weather Emergency Provision (SWEP) when the Met Office confirms temperatures will reach 0 degrees or below for more than three consecutive nights. During SWEP people can also call our Housing Solutions Service on 0300 456 0106 during office hours and our Emergency Duty Service on 0300 456 0100 thereafter if they are concerned about someone sleeping rough.

\*Details of charities:

- [Doorway](#) – in Chippenham provides support including hot meals, showers, laundry, internet and referrals to physical and mental health services or support with benefits and housing issues.
- [Opendoors](#) in Devizes is another charity providing practical support so people can have a shower, access the kitchen, have space for food and clothing and computer work spaces.
- [Breakthrough](#), in Trowbridge provides ‘first-line’ support in the running of the drop-in centre. It helps those in need to access the services provided by local authorities & support organisations.
- [Encircles](#) – homeless charity in Salisbury
- [Alabare](#)
- [Bradford on Avon Hub](#)
- [Cornerstone Warminster](#)

For any enquiries, please contact the communications team at [communications@wiltshire.gov.uk](mailto:communications@wiltshire.gov.uk)

**8 December 2022**

## **Council secures UK Shared Prosperity Fund investment to help level up Wiltshire**

Wiltshire Council has received the first £700,000 of Government funding to invest in a number of projects in the county. The initial funding is for the first year, which runs until 31 March 2023, and there will be further funding of up to £5m over the next two financial years.

The first year’s funding will focus on helping people who are facing fuel poverty, with plans to expand the existing Warm & Safe Wiltshire programme to give practical advice and support to help more people to be warm in their homes. The programme

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will also link households in fuel poverty with public investment in energy efficient and insulated homes.

Another project that will benefit from funding in the first year is a levelling-up community fund, which will focus on small number of Wiltshire neighbourhoods that have significant levels of social deprivation. The focus of the levelling-up community fund will be to empower local residents to determine how they reshape, improve and create better places to live and a pride in place.

Cllr Richard Clewer, Leader of Wiltshire Council, said: “The UKSPF’s objectives are to increase economic productivity, improve personal wellbeing and bring about a sense of pride in places we live and work – and that’s what we’re focused on here in Wiltshire.

“Our Business Plan sets out our mission to ensure the people of Wiltshire are empowered to live full, healthy and enriched lives; our communities continue to be beautiful and exciting places to live; and our local economy thrives – and that’s why we’ve focused on supporting those most in need during the first year of funding.

“Years two and three of the UKSPF will also look at projects that support local businesses, focus on communities and also improve the skills of people in Wiltshire.

“We’re delighted to receive this funding, which will provide a huge boost for our communities here in Wiltshire.”

Paddy Bradley, CEO of Swindon and Wiltshire Local Enterprise Partnership, said: “We very much welcome the investment into Wiltshire over the next three years through the allocation from the UKSPF.

“The council’s plan to focus efforts to assist businesses, support communities, develop places and help young people to gain from an effective start to their experience of the world of work is a good recipe to address many of the challenges we will be facing over the next three years.

“The first year focus on helping people facing fuel poverty is well-timed and a very relevant initiative.”

The full list of projects and themes that the council will invest in with UKSPF funding includes:

#### Supporting local business

- Business fit for the future: this delivery theme will focus on business growth, including the transition to digital, adaptations to net zero and opening new markets.
- Invest in Wiltshire: this will reduce barriers to investment and growth by working directly with local businesses to support growth through new or expanded premises; invest in carbon reduction; new production lines; research, development and innovation; and providing new workspaces for small businesses to thrive.
- Start-ups: a programme to help people start new businesses.

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- Supporting the local economy: helping small business in small towns and villages to improve the sustainability of these places.

### Community and place

- Improving mobility: encouraging active travel and community transport in harder to reach communities.
- Levelling-up community fund: empowering local residents to determine how they reshape, improve and create better places to live and a pride in place.
- Tackling fuel poverty: expanding the Warm and Safe Wiltshire programme and linking households in fuel poverty with public investment in energy efficient and insulated homes.

### People and skills

- Starting out: helping young adults with basic employment skills, career choices, work experience placements, internships and apprenticeships.
- Promoting social inclusion: helping people by increasing and improving the support available to them, while providing basic skills such as literacy and numeracy, physical and mental health screening, and support on financial literacy.
- Sustaining work: working with smaller employers and providing mental health support to help prevent long-term issues.
- Skills for net zero economy: improve supply-side skills such as working with further education and training providers to offer courses and new learning assets and infrastructure relevant to new and changing jobs.
- 

• **9 December 2022**

### **Wiltshire's Wellbeing Hub is available to help advise people through the cost-of-living crisis**

With local people likely to be worried about the cost-of-living crisis and needing some information and advice, Wiltshire Council's Wiltshire Wellbeing Hub is there for anyone who requires it.

The hub was originally set-up at the start of the pandemic to provide information and advice. Anyone can access the hub and it can provide confidential advice, information, and signposting from the council's friendly team in relation to the current high cost of living.

People can call the hub Monday to Thursday 9am to 5pm and Friday from 9am to 4pm on 0300 003 4576 or email [wellbeinghub@wiltshire.gov.uk](mailto:wellbeinghub@wiltshire.gov.uk). The opening hours will continue to be regularly reviewed depending on what the demand is for the service.

Cllr Richard Clewer, Leader of Wiltshire Council, said: "Just like during the height of the pandemic, the cost-of-living crisis is likely to affect most people one way or another. We really don't want people to suffer in silence so if anyone needs us, please don't hesitate to get in touch. No query is too small, and our dedicated team will do what they can to help and ensure people have the information they need.

“The cost-of-living crisis is likely to affect people who perhaps haven’t required support before, so please don’t hesitate to get in touch.”

“The hub supported thousands of people during the pandemic and our warm and friendly team are standing by and ready to help again.”

People are advised that if they do find themselves in some sort of financial difficulty to seek help as early as possible. Citizen’s Advice Wiltshire also provides lots of advice and support, with more information at <https://www.citizensadvicewiltshire.org.uk/>.

Wiltshire Council also recently set-up an interactive community directory which informs people where their nearest warm space and local community food providers are by just selecting their postcode area. The council also confirmed its libraries are providing people a warm and friendly welcome to those who need it this winter by becoming warm spaces. More information about the directory and the council’s warm spaces service can be found at [www.wiltshire.gov.uk/cost-of-living](http://www.wiltshire.gov.uk/cost-of-living).

The council has also collated a range of information and guidance on a variety of cost-of-living related topics such as energy, council tax and benefits, housing information, the support of local partner agencies, and advice on mental health. There is also a section dedicated to support and advice for businesses. The council’s cost of living support information can be found at [www.wiltshire.gov.uk/cost-of-living](http://www.wiltshire.gov.uk/cost-of-living) and these pages will be updated regularly.

**9 December 2022**

## **Last opportunity for businesses to apply for Multiply grant funding**

Wiltshire Council is reminding businesses in the county that there is still time to apply for Multiply grant funding.

Multiply is a government-funded programme to help adults improve their numeracy skills. The funding is aimed at adults (aged 19 and over) who do not currently have Level 2/GCSE maths at grade 4 (previously known as grade C).

Funding of up to £10,000 is available for small businesses or organisations who would not normally have the appropriate funds to develop their own initiatives to help upskill their staff and roll out projects.

Businesses can use the grant funding to support employees to become more effective in their roles by improving maths skills. Bite-sized courses or interventions will be directly targeted to support individuals. Businesses that invest in employees by developing numeracy skills, could potentially see increased productivity and profits plus improved employee retention.

Funding could also be used to target individuals and communities who have not traditionally engaged with maths skills often because of previous poor experience, lack of confidence, or lack of opportunity.

**Cllr Laura Mayes, Cabinet Member for Education & Skills, said,** “Good numeracy skills could unlock new job opportunities and potentially higher wages for employees. New skills and understanding can also provide benefits at home, helping with budgeting and day-to-day tasks.

“As part of our business plan, we have committed to ensuring that Wiltshire residents have the right skills to prosper and to support in improving confidence and knowledge. We have had a number of applications already but we want to encourage businesses to take advantage of this opportunity, fill in an application at [www.wiltshire.gov.uk/article/6788/Support-for-businesses-and-community-groups](http://www.wiltshire.gov.uk/article/6788/Support-for-businesses-and-community-groups) and invest in their workforces before Sunday 18 December.”

Officers from the council’s Employment and Skills team are also working with local organisations and businesses such as Wiltshire College and Wiltshire Citizens Advice to develop additional Multiply courses across the county.

Further information on the Multiply scheme and courses offered, plus guidance for business applications is found [www.wiltshire.gov.uk/multiply-grant-scheme](http://www.wiltshire.gov.uk/multiply-grant-scheme)

Applications for a Wiltshire Council business Multiply grant must be submitted by 5pm on Sunday 18 December via the online application form. Applications will then be reviewed and assessed by a panel with grants being paid from late December onwards.

**9 December 2022**

### **Council disappointed that ACAS-facilitated talks were unable to move GMB negotiations forward**

Wiltshire Council has today (9 December), attended an ACAS-facilitated meeting with the GMB Union, with the aim of discussing a way forward to ultimately resolve the issue of proposed changes to some employee terms and conditions.

The council entered today’s talks in good faith, as it has done throughout the past year. This is demonstrated by the council making changes to the initial proposals and offering a four-year pay protection. These were accepted by UNISON and Unite the Union but rejected by GMB.

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The council was keen today to listen to proposals from GMB on how this could be moved forward. Disappointingly, GMB came to the talks with no new proposals and continued to reiterate that they will not accept anything less than lifetime protection for current staff.

Given the current dispute and the difficulties in progressing this forward, the council asked GMB to consider arbitration on the pay protection period, which is the next step in the recognition agreement to resolve disputes. Arbitration is when an impartial third party makes a decision on a dispute to resolve it. The arbitrator considers the arguments from both sides of the dispute, and they then make a decision based on the evidence presented, and both parties are bound to abide by it. Unfortunately, GMB rejected this option.

As the talks today have not led to significant progress or a resolution, GMB has confirmed that the planned strike action by some members of the council's parking team will still take place from 10-17 December.

The council has confirmed that it will hold open the date of 16 December for further conciliated talks to take place, should the GMB come up with some reasonable proposals for consideration by the council and the other recognised unions

Terence Herbert, Chief Executive of Wiltshire Council, said: "We are disappointed this strike action will go ahead and that GMB refuses to work in the best interests of its members. By coming into today's talks with no new proposals GMB appears to be happy for its members to lose money by striking next week.

"Civil Enforcement Officers who strike will see an impact in their salaries in January as a direct result of the GMB's refusal to accept a generous four-year pay protection with an agreement to conduct a pay review during that period.

"We entered talks hoping these would avert this strike, but GMB seems unwilling to want to find compromise, despite the other two recognised unions – Unite the Union and UNISON – agreeing to the proposals.

"However, we are well prepared to deal with any potential impact on our parking services as a result of the strike.

"While the strike is being held, car park users should continue to pay for parking as normal, as all charges and restrictions remain in place and we will have trained staff monitoring all sites. Any penalty charge notices (PCNs) issued during the industrial action will be issued by trained staff and will be legally enforceable.

"Although no resolution has been reached today, we have offered to continue talks with the GMB. Strike action will not help move us forward in resolving this matter.

"We need to resolve this as quickly as possible for the sake of our staff, ensuring they are fairly and appropriately rewarded, while agreeing policies that are standardised, fit for purpose, financially viable and support delivery of the council's Business Plan."

**12 December 2022**

## **Topping out ceremony marks key milestone for Silverwood School build**

Silverwood School pupils have signed off a piece of history as the new build at their school reaches a key milestone.

Silverwood is a school operating across three campuses in Chippenham, Trowbridge and Rowde and is for children and young people with special educational needs and/or disabilities.

Young people joined a special “topping out” ceremony to mark the highest point of the build for their new classes and additional facilities at the Rowde campus. The build will extend the existing campus to provide a high quality provision for 350 pupils by Autumn 2023.

Young people joined representatives from the school, Wiltshire Council and developers Willmott Dixon to sign a piece of beam – symbolically marking the highest point of the building.

Wiltshire Council has organised the build to help provide sufficient places into the future. The designs were informed by feedback from a series of workshops and online meetings with the school community, local people, families and staff.

The work will include creating a ‘school within a school’ feel with a community of small teaching clusters that will provide a range of specialist teaching spaces, therapeutic support, and quiet dining. Also planned is a hydrotherapy pool, a new all-weather sport pitch, new playing fields, landscaping, and ecological enhancements. The new facilities create exciting new learning spaces for Early Years/Reception aged children, through to post-16 learners, each with their own designated areas with age appropriate facilities.

Cllr Jane Davies Cabinet Member for SEND said: “We were here for the ground breaking earlier this year and now we are back marking another key milestone. We are committed to providing more SEND places in Wiltshire and this major commitment here at Silverwood shows we are ready to invest and provide places where they are needed. Having the pupils join us was an example of how important it has been for the entire school community to be a part of this development every step of the way.”

Sean McKeown, Executive Headteacher at Silverwood School said: “Silverwood pupils and their families were involved in helping shape this new build which will not only provide additional classrooms but also create an exciting space where our pupils can learn, relax and play and enjoy their time at school. The whole development has helped our pupils understand about using environmentally friendly materials and preserving the nature around the site. We are absolutely delighted we are getting closer to the day when we can start to use this much needed new facility.”

Richard Poulter, Willmott Dixon managing director for the Central South region said: “We are delighted to be marking a key milestone in the project. The new school will provide a building that not only provides those learning within its walls with a state of the art facility but is also a building that adds positively to the surrounding community and environment.

“Sustainability is at the heart of our business and through our 2030 ‘Now or Never’ sustainability strategy, we have pledged that by the end of 2030 all our new buildings and major refurbishments will achieve net zero operational carbon. Through our work at Silverwood School, we are proud to be accelerating our commitment.”

**12 December 2022**

### **Illegal meat trader ordered to pay back over £150K of ill-gotten gains**

A Devizes man, Gent Jakupi formerly of New Park St, Devizes and Andover Road, Ludgershall, was served with a confiscation order under the Proceeds of Crime Act and ordered to pay back over £150K by Swindon Crown Court on Monday 5 December 2022.

In December 2021, Gent Jakupi was given a six month custodial sentence after pleading guilty to 39 food hygiene offences relating to placing unfit meat on the market and other associated hygiene offences.

The initial prosecution of Gent Jakupi followed raids by Wiltshire Council’s Food and Safety Team on his illicit meat butchery and delivery business operating from hand car wash premises in October and November 2020. Working with the Food Standards Agency, a national food alert was issued warning that meat that had already been supplied was unfit for consumption. In addition, a total of 5.1 tonnes of meat was seized from his premises and condemned for destruction.

Following the conviction of Gent Jakupi, a Proceeds of Crime investigation was conducted by the Food Standards Agency’s National Food Crime Unit on behalf of Wiltshire Council. The investigation concluded that he had gained significant financial benefit from his offending and found to have made £154,342.62 from his



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criminal conduct with £3,500 currently available for confiscation. He has been ordered to pay within three months or face a default prison term of three months in addition to his original sentence.

Senior Financial Investigator, Yvonne Barwani, of the National Food Crime unit who conducted the Proceeds of Crime investigation for the Council said “This is a satisfying result and shows that food crime does not pay. This investigation and subsequent prosecution also provide a good example of organisations working closely together to ensure that consumers are protected from illegal activity”

Cllr Ian Blair Pilling, Cabinet Member for Public Protection said; “I am pleased that in addition to the original conviction and custodial sentence, Mr Jakupi has been ordered to pay back his ill-gotten gains.

This was one of the worst cases that our Food and Safety team have dealt with and the defendant put consumers and their families at serious risk. I hope that this will act as a warning to others that this dangerous behaviour will not be tolerated in Wiltshire and that they will not prosper from it.

I would also like to thank our Food and Safety team and the National Food Crime Unit of the Food Standards Agency for their hard work.”

## **WILTSHIRE COUNCIL**

### **DEVIZES LEISURE CENTRE**

#### **Progress Report 31 October 2022**

##### **In Attendance**

Colin Larrigan – Health and Wellbeing Manager, Devizes Leisure Centre

Sarah Pluckrose – Health and Wellbeing Manager at Springfield Campus, Corsham

Justine Foster – Service Manager Leisure Operations

Michelle Murden – Devizes and Corsham Operations Specialist Manager

Simon Fisher – Devizes Town Council Clerk

Cllr. Iain Wallis

Cllr. Sarah Bridewell

Cllr. Philip Whitehead

Cllr. Catherine Brown

##### **Apologies sent**

David Redfern – Area Director Leisure, Culture and Communities

Principal Rachel Harper – Devizes School and Sixth Form College

Cllr. John Stevens CBE

Cllr. Tamara Reay

Cllr. Kelvin Nash

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## **1.0 Purpose of report**

To inform members of the progress being made at Devizes Leisure Centre

## 2.0 Financial update

Devizes Leisure Centre				
	Income		Expenditure	
	21/22	22/23	21/22	22/23
Apr	-6,331	-48,236	51,531	65,975
May	-26,630	-73,192	50,326	64,420
Jun	-62,771	-55,432	54,622	55,595
<b>Qtr 1 Totals</b>	<b>-95,732</b>	<b>-176,860</b>	<b>156,479</b>	<b>185,990</b>
Jul	-63,205	-85,254	54,251	60,129
Aug	-48,532	-56,458	64,353	58,254
Sep	-43,366	-62,135	63,919	72,995
<b>Qtr 2 Totals</b>	<b>-155,103</b>	<b>-203,847</b>	<b>182,523</b>	<b>191,378</b>
Oct	-63,723		53,797	
Nov	-47,558		55,741	
Dec	-49,288		57,118	
<b>Qtr 3 Totals</b>	<b>-160,569</b>	<b>0</b>	<b>166,656</b>	<b>0</b>
Jan	-66,175		56,892	
Feb	-66,183		59,665	
Mar	-80,232		69,670	
<b>Qtr 4 Totals</b>	<b>-212,590</b>	<b>0</b>	<b>186,227</b>	<b>0</b>
<b>Annual Totals</b>	<b>-623,994</b>	<b>-380,707</b>	<b>691,885</b>	<b>377,368</b>
	21/22 Final	22/23 YTD		
<b>Net Position</b>	<b>67,891</b>	<b>-3,339</b>		

- First quarter comparisons based on Covid closures and return of business
- Swim memberships – pre covid 174. Current: 272 Swimming saw a quick return to business after the closure of business for Covid
- Fitness memberships – pre covid 1196. Current: 913 Slow return could be impacted by competition on the local area, digital and home gyms availability, bills and current living costs.
- Swimming Lessons – pre covid 560. Current 598 A quick return and growth on lessons; based on a good competitive price for service offered and also families wanting to

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enable children to learn this life skill after missing out on the opportunity for approx..2 years.

- Casual swimming growth over the Summer holidays – 3k up versus budget in July and 5k up in August. Site is looking at ways we can sustain this interest in term time programmes

### **3.0 Current work area's**

Thank you once again to the Town Council for the grant as this continues to be invaluable and vital to improving the service that we are offering the local community

#### **3.1 Staffing update**

##### **New starters**

Centre / Health and Wellbeing Manager – (secondment)

Duty Manager (FT) x1

Receptionist (FT) x1

Swimming Teachers x2

##### **Leavers**

Centre Manager, over to Springfield Campus, Corsham (secondment)

Duty Manager x1

Lost Customer Service Manager + Aquatics Manager and Health and Fitness Manager within the last year – workloads have been absorbed by remaining team for now

##### **Vacancies**

Recreation Assistants x2 FT

Swimming Teachers

Exercise to music instructors

#### **3.2 Fitness report**

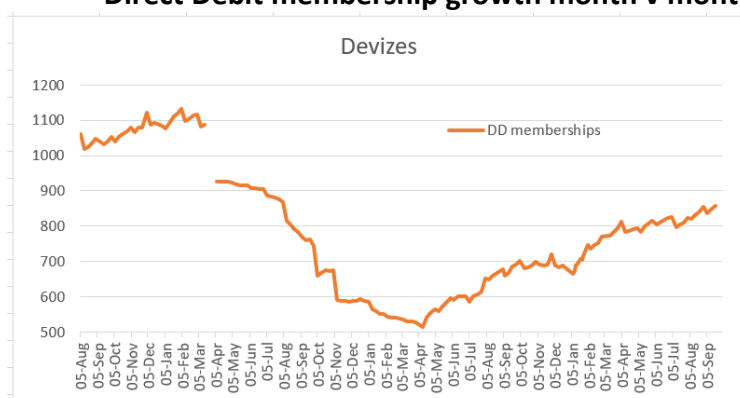
- 851 Live DD Fitness members up from 689 this time last year. An average of 3k – 3.5k attending the gym each month
- 913 total Fitness memberships (including Annual and short-term student)
- The Creche has been removed since the last JCC and the room has been used to host a 'Free weights area' this has been positively received as it separates those who wish to lift weights from those who desire a more CV based workout.
- FOCUS gym journey now in place – provides an improved understanding of the customers requirements on goals they wish to achieve and creates sustainability for our membership line

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- NPS survey which gives the customers who are using the centre (based on previous months tracking) the opportunity to feedback. This is covered in full further on.
- Looking at the Group Exercise Programme to be refreshed for rolling out in January 2023. Looking at increasing Spin, Yoga, Pilates (all above 75% capacity) with classes often fully booked
- There has been an increase in maintenance due to aged/worn equipment in the Fitness Suite approx. 2.5k+ in the front 6 of this FY.
- Previous planned works of the gym area discontinued due to cease of business for Covid and changes of approach in the industry. Current plans are to replace all 37 stations within the gym with renewed equipment via procurement, redecoration for the Fitness Suite and the free weights area, improvements made to the changing rooms for dry side usage.
- This Girl Can's National campaign is based on delivering group exercise classes for ladies only, this concentrates on offering an area where confidence and actions are not a barrier. We have seen a great pickup and we are in the second block of 12 weeks currently with occupancy averaging at 68% (12 attending, most of which are new business rather than existing members)

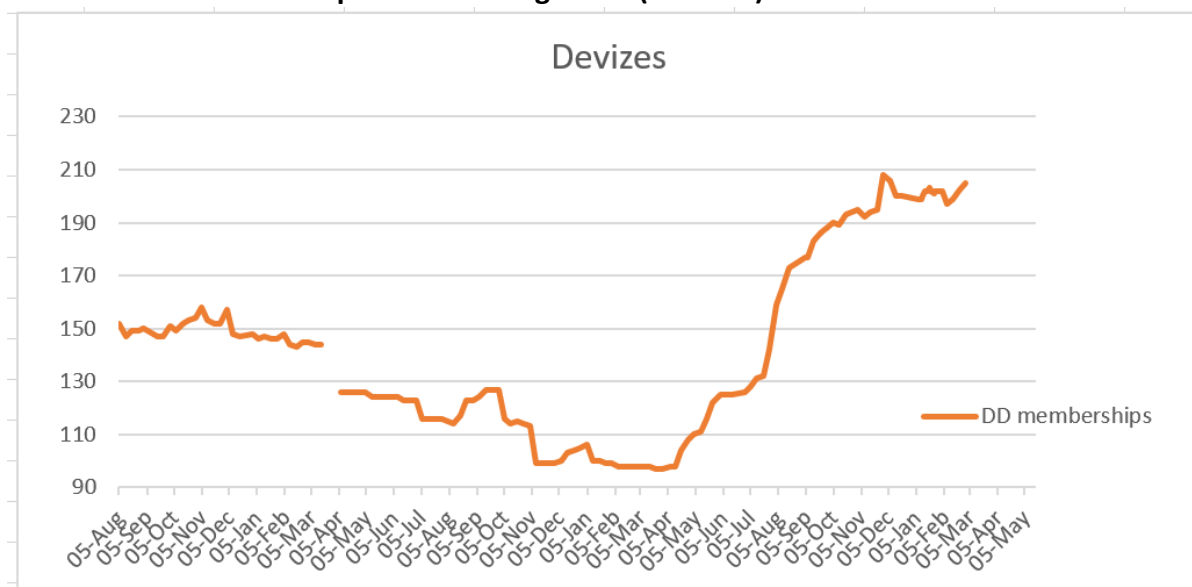
### Direct Debit membership growth month v month (2019-22)



### 3.3 Swimming report

- 84 classes on Swim School
- 598 enrolled giving us an occupancy of 94%
- A few cancellations of lessons recently due to staffing issues. We have an open vacancy which we are looking to recruit to or upskill our current workforce into.
- We hope to return to delivering Swimming Intensive holiday lessons during the February half term, staff permitting.
- 3.5k consistently attending casual swimming each month. (4k in July and 5.3k in August with the Summer holidays)

**Swim Memberships direct debit growth (2019-22)**



### 3.4 Racketsports

- Since the last JCC we have seen the transfer in-house of 10 further sites, from which we have aligned some membership offerings. One of which was the removal of Racketsports usage from our Life Zone DD/Annual memberships. To prevent any fall out with this we have recently introduced a ‘Racketsports membership’ at a competitive price (£33 pm stand-alone / £7.50 bolt on to an existing LZ member).
- There has been an average of 200 visitors to squash per month / 330 to badminton

### 3.5 Centre Report

- Camp Activate, which used to be our internally run holiday programme has been removed and replaced with the FUEL programme. This is accessible for children of low-income families so they can learn about nutrition whilst having fun during holiday times. It also supplies them with healthy foods during the day. This camp runs in the Easter, Summer, and Xmas holidays
- Due to us hosting FUEL during these holidays we no longer have the facilities to host our own holiday camp, there is a suitable alternative at the Braeside in Devizes. We also run a Trampolining club during other holiday periods
- Parties have flown off of the shelves with 40 delivered so far in the year and another 16 booked in for Nov and Dec. 1k income on 21/22. Feedback has identified the pool inflatable and Bouncy Castle availability to be a main source of interest.
- The Yarn disability group continue to be a successful working partner on site, area is also used in the evenings by local charities (Barnado’s in particular)
- Communication with Devizes School on our Dual-use agreement also continues to develop and maintain a great working partnership
- Effect of Green lane / FA Headquarters opening hasn’t been seen on losses to the membership base, but may be the reason for a slow re-growth following Covid of 5-

a-side football. The ATP being out of action also feeds into the belief that the facility has just been replaced like for like.

- A new Snap-Fitness 24-hour gym is being opened in November, located in New Park Street. However, I believe that we have the unique selling points of swimming, aerobic classes and a focus on customer service that enable us to be the main leisure provider in Devizes.
- The Astro Turf pitches (ATP) condemned in 2020 due to the carpet being insufficient for use despite sand being added and patch repairs.

### 3.5 Facility Maintenance / Management

- Pool filter has recently been fixed and the sand compounds within have been replaced, this has greatly improved the amount of sand we were experiencing within the pool
- Pool hoist has been removed and replaced with a new Pool-Pod system, this moves people from the side of the pool into the pool at a click of a button and removes the manual handling element whilst maintaining the dignity of those using it.
- PV/Solar panels have been fitted to the roof of the building to enable us to reduce our Carbon footprint for the local community. This work was completed in July so we are monitoring our energy efficiency and look forward to seeing improvements across the board within Leisure.
- Our current stance on reducing utility consumption has seen a continuous reduction in Gas usage since Apr compared to 21/22 and a fluctuating but sustainable drop in electricity usage:

#### Kilowatt per hour usage (2021 v 2022) month on month variance

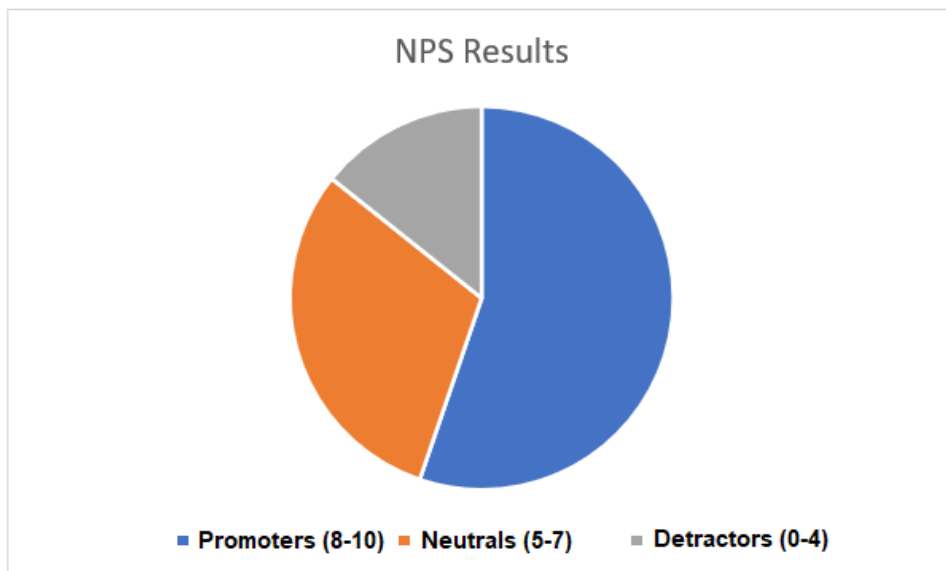
	APR 21 v 22	MAY 21 v 22	JUN 21 v 22
Electricity Kwh	-6937	783	2872

	APR 21 v 22	MAY 21 v 22	JUN 21 v 22
Gas kwh	-1968	-17781	815

- Squash courts closed on Friday 21<sup>st</sup> (torrential rain) due to the ceiling leaking. This is being worked on today and we are happy to announce that squash courts are back in operation from tomorrow (after being passed fit by the electricians and roofers). Remedial measures put into place include extra downpipes to the guttering to control water intake, mesh coverings to prevent leaves blocking and also new seals on the edges of the overflow pipe to prevent water getting inside the building.

### 3.6 Customer Feedback

Introduced in February 2022; NPS (Net promoter Score) survey was completed through October for any customers that used the site in the 3-month prior period. The results were then reviewed as follows:



#### Positive Staff related feedback = 18 comments

##### Few select:

*"I particularly appreciate the swimming pool and the solution in the water - odourless, salty so softer, kinder to skin, hair and eyes. A brilliant all-rounder. Good to see innovation such as this."*

*"Just keep doing what you are doing. Since joining the Leisure Centre, I have always received a warm welcome. I use the gym at least 2x per week and tend to book the spin classes on a Monday and Weds eve. Special comment and thank you to XXX and the gym team inc the spin instructor Bec's. However, I would like to single out the Reception Team inc XXX, XXXX, XXXX and always a warm welcome given. XXXX will say hello and say my name even before I book in for a session. A true star....."*

##### Quick fixes:

- Wrist straps on the lockers to be changed in due course
- Light sensor fitted to the toilet area to ensure lights are on constantly when in use
- Sauna cleaning schedule reviewed

*This has enabled us to assure the customers that they are being listened to and comments acted upon, where possible.*

##### Longer term resolves:

- Improvement of site décor
- Renewal of Fitness equipment



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Both of which are currently being looked into and plans are being prepared for improvements to the Fitness Suite and the Dry-side changing as mentioned previously

## **REPORT FOR INFORMATION – SAFER STREETS INITIATIVE**

Earlier in the year, Wiltshire Council successfully bid for funding to support a Safer Streets Initiative which will develop strategies and projects in town to help combat antisocial behaviour.

The grant has funded officers from Wiltshire Council to lead on the project and ensure that initiatives are progressed. The initiatives that are being developed are as follows;

**CCTV.** One initiative, which will be funded through the Safer Streets Project, is to increase the CCTV coverage in the town centre. Currently, quotes are being sought to provide additional cameras and infrastructure. It is hoped that this work will be undertaken early in the new year.

**Community Mediation Workshops.** This initiative will give members of the community the necessary skills to support those who may be struggling to manage antisocial behaviour and conflict, with a particular emphasis on Family mediation.

**Bystander Intervention training.** This has not progressed very far, but the aim is to train people in the hospitality industry as well as local business to have the confidence and skill to make an early intervention and take the steam out of any potential conflict before potential escalation. This is very much in its early days and a support partner is needed to deliver the training.

**Parental Mentoring.** To develop a team of local people who can support parents that are struggling with raising their children. This team will be able to offer practical advice and talk through issues in a non-judgemental way.

**Pop Up Youth Café.** It is widely recognised that building trusting relationships with young people is the best way to stop them getting into trouble. Working with Steve Dewar from Youth for Christ, the pop-up café is being deployed on Friday nights in order to allow this youth work to proceed.

Generally, over the past few weeks there has been a reduction of antisocial behaviour within the Town Centre, but this in part may be due to falling temperatures and rain.

The funding is quite specific and primarily surrounds early intervention. Therefore, some of the problems that have been seen in the summer are not covered by the funding. Nevertheless, it is recognised that it is having an impact on how people feel about the town, and police are putting in place policing orders to tackle some of the gang-style behaviour that is seen from time to time.