

Annual Town and Parish Council Report – 2018-19

Jane, Baroness Scott of Bybrook OBE, Leader

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Dear All

I have pleasure in presenting the Cabinet Reports for 2018-19. As ever, the delivery of local government services is a continuing challenge due to the reduction in our grant funding from government and increasing demand on our services. We are continuing to prioritise spend in these difficult financial times and our three priorities continue to be:

- to protect the vulnerable/elderly, children and disabled people who require our care
- to boost the economy – ensuring that we have good value jobs and a skilled workforce
- to support communities to be as self-reliant as possible

This has been quite a challenging year for Wiltshire Council particularly due to the Novichok incidents in the City of Salisbury and Amesbury and has continued to take a lot of capacity from the council particularly in the early months of response. The council is in the recovery period with Salisbury and I am pleased that the city is now clean and open for business but the economy, local businesses and the tourist trade are still requiring a lot of support.

We are very much looking forward this year to Armed Forces Day National Event being held in the city of Salisbury from 28 – 30 June. This will be a 3-day event and we are encouraging all town and parish councils across the county to get involved both in the run up to the event and during the event and it would be lovely to see communities from across the county in the city over that weekend. If anybody in your communities wants further details, please contact my office and speak to Wilhelmina 01225 718271 or email wilhelmina.cox@wiltshire.gov.uk.

As always, I hope you find the report interesting and of use to your town and parish councils and to your communities to explain the work of the council over the last year.

If you require any further information on any of the cabinet responsibilities, please get in touch with the Cabinet member directly who will be happy to respond.

Kind Regards

Jane

John Thomson, Cabinet Member for Communications, Leisure & Libraries Campus

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Campus Programme

The campus programme is progressing at a pace since Cabinet approved the budget for Calne, Cricklade and Melksham in December 2017. Construction work completed at the Vale Community Campus, Pewsey with the facility opening its doors to the public on 28th November 2018.

Design work for the refurbishment and improvement of Calne Leisure Centre has been completed and the project is currently out to tender to appoint the contractor. Part of the programme has required a carefully planned phasing plan that will allow the centre to remain operational during construction. It is anticipated that the build will commence in July 2019.

The Design team has successfully worked with Cricklade Town Council and Leisure Centre operator to agree a scheme to refurbish Cricklade Leisure Centre. This programme is also out to tender and a phasing plan will allow the centre to remain operational during construction.

Melksham Campus – key works have already taken place at the Melksham House site, or are underway. In October 2018, the football ground structures were demolished and the proposed site cleared for the new for campus building. Two of the four tennis courts are currently under construction whilst we determine the preferred option for Melksham House. The planning application for the campus has been submitted and the project will be out to tender in mid-April. The campus development is now on track to appoint the preferred contractor at the end of the year, construction due to commence in January 2020, with completion in mid-2021.

Leisure

The free swimming programme continues to be a popular activity during the school holidays for under 16s. Over the course of 2018/19 the eight pools have provided 54,694 free swims. In addition, the Aqualetes swim school provides swimming lessons for 6,206 young people each week.

Places Leisure also deliver the free swimming programme and have provided 16,238 free swims.

We have once again awarded grants to talented athletes from across Wiltshire through our Funding Future Olympians and Paralympians elite and scholarship grant programmes. Since the scheme started we have supported 79 different elite athletes through these programmes and awarded grants totalling £113,000. Our elite presentations took place in March 2019 at the annual Business and Sports Gala Dinner which helped raise a further £52,000 to support future athletes.

Libraries

Since April 2018, there have been more than 1.5 million visits across Wiltshire's 30 public libraries, with people making use of library lending, computers, social space and programmed events.

The libraries have lent over 1.6 million items, over a third of those being children's items, which reflects a growing interest and engagement in young people's learning. This is reflected in the Summer Reading Challenge which encourages children to maintain and improve their literacy during the long summer break. 65% of children completed their six books, an increase on last year, with 40,544 books read as part of the challenge.

The provision of digital services continues to grow and this is an important aspect of the wider library offer. The range of digital services available from home 24/7 has increased with more than 50,000 eBooks, eAudiobooks and eMagazines downloaded. All libraries provide free access to computers, the internet and WiFi. Trained library staff provide assisted digital support to customers who need help to get online to access local and government digital services. This has included Universal Credit applications, Homes 4 Wiltshire, and Visa applications.

Community Area Boards

Over the course of the last year the 18 Wiltshire Council Area Boards have supported over 630 community-led projects that work across themes such as health and wellbeing, positive activities for young people and highway improvements. The value of the projects delivered totals over £5.6m with more than 10,000 volunteers engaged in supporting these projects. In addition, over 5,000 people have attended the 108 Area Board meetings and events held across the county during 2018/19.

The Boards' local Our Community Matters weekly newsletters have been viewed over 112,000 times by Wiltshire residents, with over 20,000 followers engaging with content on Twitter.

Wiltshire Council has devolved over £1.5M of funding to the Area Boards to allocate on local projects during 2019/20.

COMMUNICATIONS, MARKETING AND EVENTS

South Wiltshire recovery and Salisbury regeneration

The South Wiltshire recovery programme has been a major piece of work during the past year, and the team worked through the initial critical stages of recovery, through to the one-year anniversary and the point at which all affected sites in Salisbury and Amesbury have been declared clean. Throughout the programme we have staged several community meetings, and also live streamed them on Facebook to ensure maximum engagement. To aid recovery and attract visitors we look forward to hosting Armed Forces Day in June and have facilitated a number of launch and countdown events in the lead-up to the event, including November and March and the Shine for Salisbury competition. We will now focus our attention on Salisbury moving forwards and an exciting programme of regeneration.

Broadband

Through our Wiltshire Online programme, we are working with BDUK and Openreach to install improved broadband through the County. This project is ongoing with more than 80,000 premises getting access to improved broadband speeds thanks to our programme.

The Wiltshire Online (WOL) programme is designed to provide a fibre broadband service via a variety of technologies including Fibre to the Cabinet (FTTC) and Fibre to the Premises (FTTP). The areas we intervene in is where commercial providers consider the area to be financially non-viable, this is known as the Intervention Area. Without Wiltshire Council's investment, approximately 40% of Wiltshire would not have access to superfast

broadband. The Council's approach is designed to deliver fibre broadband to the greatest number of premises for the budget available. As we continue to deliver the contracts, the overall percentage of coverage increases however, there may be very small pockets of premises possibly unprovided for.

There are currently 4 contracts being managed within the WOL programme:

Contract 1	BT	Build Complete. 80,321 premises reached with FTTC fibre broadband.
Contract 2	BT	In-build State Aid due diligence work ongoing
Contract 3 (Ultrafast South)	BT	In-build State Aid due diligence work ongoing
Contract 3 (Ultrafast North)	Gigaclear	In-build State Aid due diligence work ongoing

Contract 1 was a great success with a take-up of the service of over 55%; this excellent take up rate continues to generate further funds, referred to as Gainshare, into the contract for future investment.

The remaining contracts are in-build and the build is going well.

The announcement of Openreach fibre installation in Salisbury, a major infrastructure project that makes Salisbury the first UK city with universal access to Openreach's future-proof, full fibre broadband technology.

Cllr Philip Whitehead – Cabinet Member for Finance, Procurement, IT & Operational Assets

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I have said in previous years that the key to successful and balanced budget setting in Wiltshire Council is:

- the management of future growth
- maximising the available budget through commercial activity bringing a financial return into Wiltshire
- reducing fixed cost by increasing core service efficiency through digitisation, self-service and automated processes.

Through these mechanisms, even though we are predicting growth in the region of £44.8M in this year alone, we have been able to deliver a balanced budget for 2019-20.

The majority of our funding now comes from Council Tax and business rates with the previous Revenue Support Grant from the government now zero. There are still a few grants that we get from the government, but these are small in comparison to our total budget of £332M. Going forward Wiltshire Council's budget should be relatively stable, increasing by around £10M every year, which is why the focus is on the management of growth rather than directly on the funds we receive.

Council Tax forms the bulk of this £332M and this year we set a balanced budget raising council tax by 2.99%. With wage inflation running at 3.4%, CPI and RPI at 2.5% and 3% this level of increase is sensible, and in line with inflation. Overall, from 2009 we are still below inflation on our council tax rises and Wiltshire sits almost exactly on the midpoint average for council tax in the UK. The increase in council tax nets us about £9M in total, and just for comparison, in adult care alone our growth forecast is £16M, so we have to find additional ways to close the funding gap and we have to manage growth through the transformation of services. Transformation means being able to deliver the same or better services for the same or less cost.

One of those ways is increasing our commercial focus to both provide additional services to the community and bring in additional revenue. We have provided commercial services for many years to both residents (e.g. building regulation management) and businesses (e.g. commercial waste collection) but we will introduce new commercial services including housing development for both sale and rental investment in commercial property where it will provide a good return on investment. This will bring additional monies into the council in future years and help us maintain a balanced budget without relying as much on raising council tax.

A second focus is the introduction of digitisation into how Wiltshire Council does things. We want to allow residents to be able to access Wiltshire Council 24 hours a day, seven days a week, to enquire, update, apply for, and report things. The MyWilts system has enabled this for some parts of the council and we want it to cover every part. In addition, we are introducing robotics to carry out those repetitive tasks that staff have to do currently. These virtual assistants (I prefer to call them robots, sounds much more fun) can work 24 hours a day, work on multiple tasks within that day, and are significantly more productive. This type of automation is commonplace in the retail industry, in parts supply, and in the car industry generally using real robotics, we will introduce it in administration areas to achieve the same efficiencies.

With the combination of sensible financial management, the management of future growth and transformation of services, increased commercial activity providing a positive return Wiltshire Council will continue to deliver a balanced budget and maintain the essential services for Wiltshire residents.

Cllr Richard Clewer – Cabinet Member for Housing, Corporate Services, Arts, Heritage and Tourism

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Corporate Service

Having won agreement to remain at 98 Wiltshire Councillors from the 2021 elections, the Local Government Boundary Commission for England have been carrying out a consultation on new division boundaries. These will be important for our Parish, Town and City Councils as wards for those councils will be re-aligned to new Unitary Divisions. The last stage of the consultation closes on the 15th April and we will know the final recommendations in July.

Rough Sleeping

We have been working hard to improve our severe weather provision for rough sleepers, assisted by extra government funding. We now have winter provision (regardless of the temperature) in Salisbury, Chippenham and Trowbridge. The outreach teams have been working hard to engage with rough sleepers and we have seen a drop in numbers, which

we now need to focus on maintaining. We are putting together a Homelessness Strategy covering both the prevention of people becoming homeless in the first place and support for rough sleepers and this will continue to build on the good work done here. If your residents want to know how they can help those sleeping rough (and it is comforting and amazing how many people do want to provided assistance) please can you encourage them to donate money or time to the charities supporting rough sleepers and not to give them money directly.

Housing

Wiltshire Council has been focused on building new council housing. We are finishing off the first stage of the program this year, with 180 new council homes and stage 2 with a further 49 will be starting shortly. I am looking to ensure that we continue this building program for the next 10 years at least, county wide.

We are also looking at the wider housing picture and have set up a Local Development Company to purchase existing housing which we can then let out at essentially an affordable rent (80% of market rent) to groups of people where we have specific staff shortages or social issues that we want to address. I am keen to support care workers and care leavers in the early stages of this program and it will be interesting to see how it develops.

Finally, on housing we are working with Wiltshire Community Land Trust to look at ways of providing smaller housing developments to meet the needs of our rural communities, in particular.

Arts, Heritage and Tourism

It has been a difficult year for tourism with events in Salisbury and Wiltshire Council has been working closely with Visit Wiltshire and Government to support the city. It is great to see how Salisbury and the organisations inside the city have pulled together to respond positively.

We have been able to keep all our arts and museum grants at the same level as last year and it is very encouraging to see the wide range of events and performances going on at The Pound, Salisbury Playhouse, The Wiltshire Music Centre, Salisbury Arts Centre, Town Hall Arts Trowbridge and in the Salisbury and Devizes Museums. Please encourage your residents to support them.

Bridget Wayman – Cabinet Member for Highways Transport & Waste

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Highways

The revenue budget was £18m, of which £11m was spent on routine highway maintenance, litter picking (£2.5m), grass cutting, safety inspections, and gully emptying, £5m on Streetworks co-ordination, road safety monitoring, road and bridge maintenance, drainage and flooding, £1m on winter and emergencies and £1m on sustainable transport.

With a capital budget for maintenance of £16m, £8.8m was allocated for identified surfacing and surface dressing sites. There were also a substantial number of reactive patching sites, skid resistance sites, patching sites, velocity patcher sites, as well as footways, drainage, lining and signing schemes that were not on the major maintenance list, and pothole expenditure. The council surfaced 146km of road and carried out repairs

totalling over 55,000 square metres at numerous sites to keep the roads safe. We also received £3m for bridge maintenance and £2m for integrated transport (CATGs and all safety schemes).

You will recall the terrible weather we had in March 2018 and the arrival of the Beast from the East. Our gritter drivers were out regularly over the winter and we used virtually all our allocation of salt, about 10,000 tonnes. The bad weather severely damaged the roads and all the parish stewards were diverted from normal work to find and fill potholes for a few weeks.

In 2018, 12,786 potholes were filled at a cost of over £1m, compared with 11,488 in 2017 – also a bad winter, and 5,951 in 2016 – a mild winter.

We then had a long spell of dry weather and there were 58 sites with serious heat damage, many of which had to be treated with sand. 44 of the sites were treated with the velocity patcher and 38 require extensive patching, with 2 requiring resurfacing. It is estimated that over £1m of damage occurred to the roads in the summer.

Over 3.8km of damaged rural road verges were repaired.

Major road marking schemes were carried out on main roads in Chippenham and Salisbury, with a programme of lining renewal at the worst sites across the county.

Late in the year, we also received £7.358m from DfT for local highways maintenance, including the repair of potholes, to keep local bridges and structures open and safe as well as to aid other minor highways works that may be needed. The council added additional funding to top up the fund to £0.5m from 2019/20 budget (subject to approval of the budget) to help improve the cleanliness of the streets, lines and signs etc, all of which is detailed in my decision emailed to all members on 27th February. Work already carried out in January & February can be found at this link <http://www.wiltshire.gov.uk/highways-asset-management> and will continue during 2019/20.

Transport & Parking

We continue to maintain our support for non-commercial bus services to help those 20,000 households with no car, and the 80,000+ households with only one car. This is particularly important for the elderly and for young people, often in rural isolation, who cannot drive. As you are all aware, we use the surplus income from parking charges to fund these bus services, although this only covers about half of the cost, the remainder coming from council funding.

With bus companies under inflationary pressure and increasing their charges to us for the non-commercial routes, we had to raise the parking charges (from 1st February 2018) having not raised them by inflation since 2011. Other charges, including season tickets were increased on 19th November 2018. Season tickets had been offered at 25% of the daily rate and the proposal was to increase them to 50% of the daily rate, which was still a more substantial discount than offered by neighbouring councils. After listening to objections and to try to help ease the burden, I decided to phase the increase over 2 years.

Waste

July 2018 saw the introduction of additional items (plastic pots, tubs and trays, food and drinks cartons) that can be included in the blue lidded bin. As these are very lightweight it

is difficult to see whether this has made much discernible difference in tonnages collected for recycling.

The amount of recycling varies during the year, mainly because the composting element is very heavily weather dependent. We had a prolonged dry spell during the summer which meant that the grass stopped growing and residents were putting less in their green bins or taking less to the Household Recycling Centres. Composting material makes up about 41% of all recycling materials.

We set a target in 2014 of sending only 25% of all waste to landfill. In 2014/15 we achieved the target with 20.28% going to landfill. In 2018/19 it seems likely that the figure will be 16%.

We send 50,000 tonnes of residual waste to the Lakeside Energy from Waste plant in Slough and 60,000 tonnes to the MBT (Mechanical & Biological Treatment) plant in Westbury where it is treated and converted into fuel for export to northern Europe.

Green waste makes up about 8.8% of total fly-tips and I am pleased to report that the cumulative number of fly-tips has reduced compared with the previous year. We have made great efforts to prosecute fly-tippers where we can find the evidence and to publicise this heavily to try to deter offenders.

Over the last year, our Enforcement Team have investigated over 2,500 fly-tipping investigations. Many do not contain evidence due to the type of material, but wherever possible the team will take action, including issuing warning letters, statutory notices, fixed penalty notices and prosecution. The team are also responsible for unlicensed waste carrying, unlicensed scrap metal dealing, and abandoned vehicles.

Toby Sturgis – Cabinet Member for Spatial Planning, Development Management and Property

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Planning Policy

With the changes to the National Planning Policy Framework (NPPF) published last year and the subsequent revised Planning Practice Guidance (PPG) published in February this year there are major changes to the way housing need is assessed in the development of planning policies.

As a result of these changes, Cabinet agreed a revised Local Development Scheme on 26th March, which includes the timetable for the Wiltshire Housing Sites Allocation Plan and the Review of the Core Strategy now called the Local Plan, in accordance with the government's guidance. The examination of the Wiltshire Housing Sites Allocation is currently underway with sittings until 17th April.

The review of the Local Plan (2016 – 2036) for which consultation started in 2017 was put on hold to consider the government's new standard method of assessing housing need set out in the new National Planning Policy Framework and subsequent revision of the Planning Policy Guidance, alongside the consultations already carried out. Cabinet will be considering the effect these changes have on 30th April. These changes require the Local Planning Authority to treat the standard method of assessing housing need as a minimum. The standard method output and methodology will provide new figures before the plan is

submitted for examination, (base line data will be regularly updated by the government) therefore it is necessary to have a range of figures to accommodate likely changes.

On the most recent evidence a local housing need assessment of 45,500 would require sites for 18,000 more dwellings over the period 2016 – 2036. (There are already allocated sites and permissions for 27,500 dwellings for delivery in this period)

Following the Cabinet meeting on the 30th April the Sustainability Appraisal will be completed for emerging strategies and then informal consultation, discussions with service and infrastructure providers along with strategic transport assessment to test inter urban relationships.

The changes also require the Local Planning Authority to allocate housing numbers to Neighbourhood Plans and now to assess viability of allocated sites before submission to examination. At present, there is little, if any, guidance how these changes should be carried out.

Considering the continued updating of national policies Wiltshire Council is one of the leading authorities for made Neighbourhood Plans and has a large number with areas designated to deliver plans in the future. The Local Development Scheme sets out a list of made plans and designated areas.

Development Management

Wiltshire Council, the third largest Local Planning Authority, deals with over 12,000 applications and 1200 enforcement complaints. Last year's Scrutiny Report found Wiltshire Council consistently performed better than the national average in the service performance indicators. As the Cabinet Member responsible for considering their recommendations, I am working with other Cabinet Members to review parts of the constitution, procurement of new IT system, use of Artificial Intelligence to improve the administrative procedures, and with Scrutiny on improvements to all consultations.

It has been a very testing few years since the introduction of the National Planning Policy Framework with its Planning Policy Guidance and all the subsequent changes, legal challenges and decisions from the Planning Inspectorate. This not only means regular changes to policy but also interpretation of policies following appeal decisions, often happening during the decision-making process.

Property

Wiltshire Council continues to rationalise the Property portfolio with sales of surplus properties providing funding for improvements to meet our future needs. Transfers of service led assets to Town and Parish Councils allows local services to be provided locally to match local demand. The Council continues to seek better returns from our retained properties whilst ensuring they are fit for purpose to meet our future needs.

Councillor Pauline Church – Cabinet Member for Economic Development and South Wiltshire Recovery

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Significant headwinds on various fronts have delivered a challenging year for Wiltshire Council's economic development team this year. Economic uncertainty and the nerve agent attacks in south Wiltshire resulted in an unprecedented and unique set of

circumstances within which this Council operated during the last 12 months. It is well documented that £3.2m government funding was used by this council to help keep contaminated sites safe, provide housing and business support together with parking and park and ride concessions to help counteract economic decline and reduced footfall. However, it is true to say the commitment and agility of our officers to effectively deal with an ever changing and not before encountered set of circumstances, has been outstanding. Wiltshire Council's officers across all lines of business were impacted either directly or indirectly and there is pride in their preparedness, without hesitation, to get involved and work 24/7 to keep our communities and businesses safe, well informed and supported.

Economic Development

Wiltshire Council's economic development objective is to encourage inward investment and help retain those businesses who have already made a commitment to do business here. It goes without saying that Wiltshire presents many sustainable opportunities for businesses across all sectors and in conjunction with the Swindon and Wiltshire Local Enterprise Partnership (SWLEP) we constantly engage with our business community to ensure needs are being met. However, as is the nature of running a strategic company business decisions are taken that may not involve Wiltshire; Cooper Tires, Honda and Dyson for example, have all chosen a different business model going forward and throughout the transitional period, where appropriate, Wiltshire Council have ensured businesses, their staff and supply chains are adequately supported. In contrast business expansion brings new opportunities – Good Energy have made a commitment to the Wiltshire economy and are planning to develop, with Wiltshire Council, a new HQ at Sadlers Mead, Chippenham which will include a new multi-level car park to help with the lack of parking in the town. Good Energy employ 300 people in Chippenham meaning they can continue to grow in the town.

Wiltshire Council also welcomes and supports entrepreneurs. The Enterprise Network (TEN) sites in Ludgershall, Royal Wootton Bassett, Salisbury, Trowbridge and Tisbury provide shared business spaces for new start-ups enabling networking opportunities and business support with the availability of flexible grow on space. March 2019 saw the launch of Corsham Digital Mansion, a new TEN location bringing back into use the iconic Corsham Mansion House and leveraging Corsham's growing reputation of digital technologies and communications. In conjunction with SWLEP, September 2018 also saw Wiltshire Council launch Porton Science Park – working at already 80% capacity this site works alongside DSTL, PHE and Porton Biopharma and creates a unique business environment and proposition for companies working in life sciences and in defence and security technology sectors.

Wiltshire is blessed with an array of market towns and high streets with independent retailers but it is recognised the face of the High Street is changing. Shopping habits and online competition means High Streets will no longer play host to a retail only offer. Towns that change to an experienced led provision will thrive leaving behind those that fail to adapt. Restaurants, cafes, maker/creator spaces, fitness studios, visual and performing arts, libraries, cinemas together with health and wellbeing provision will sit alongside traditional retail stores with a view to increasing dwell time and creating spaces for social interaction. At the end of 2018 government announced a fund of £675m called the Future High Streets Fund to help towns and cities who can evidence a regeneration need by producing an Expression of Interest which describes the place, the challenges and strategic ambitions linked with potential projects. Wiltshire is eligible for 3 bids and on 22nd March Wiltshire Council submitted compelling bids for Salisbury, Trowbridge and Chippenham.

South Wiltshire Recovery

Wiltshire Council committed substantial resources to the response phase of the operation after the nerve agent incidents in March and July 2018 impacting directly our Public Health, Housing, Facilities Management, Adult Social Care and Economic Development teams. By March 2019 all contaminated sites were DEFRA cleared and handed back to the appropriate owners. Business support has been provided throughout and is still ongoing where a business can evidence need. At the time of writing parking concessions and free park and ride continue to be in place until 23rd April and various unique events are planned to encourage visitors to the city. Footfall currently remains 11% below the previous year with little sign of sustainable wholesale improvement despite interventions indicating a long-term commitment to the south Wiltshire recovery programme.

Since January 2019 Wiltshire Council has moved into a strategic recovery phase by driving projects and initiatives to help south Wiltshire, and particularly Salisbury, out of economic decline. A new governance structure is in place led by the South Wiltshire Taskforce chaired by John Glen MP, Baroness Scott and Cllr Pauline Church. The Taskforce consists of corporate director Alistair Cunningham SRO of South Wiltshire Operations Board together with Salisbury City Council, Amesbury Town Council, MHCLG, BEIS, SWLEP, Salisbury BID, Visit Wiltshire, Salisbury Cathedral and strategic business partners (e.g. QinetiQ, DTSL). The South Wiltshire Operations Board is the programme group who steer outcomes from the South Wiltshire Taskforce and oversees the delivery of 4 strategic pillars: Economy, Health & Wellbeing, Communications, Tourism & Culture. Objectives are to focus improvements in and drive change in 4 key areas:

High Street

Transformation, revitalisation, business support, events and promotional activity.

Culture

Development of cultural strategy and new attractions in south Wiltshire.

Perception

Brand positioning strategy, marketing, tourism plan.

Growth

Porton and Boscombe Down, housing growth, Army rebasing, transport infrastructure, skills and higher education.

Strategic projects that are currently being worked up and/or are being consulted on:

- High Street transformation
- The Maltings & Central Car Park
- Development of a city wide cultural strategy
- New visitor attraction Illuminate Salisbury
- Fisherton St Gateway
- Infrastructure improvements through city centre A338, A36, Rail
- Amesbury History Centre
- Porton Science Park phase 2

In March it was also announced Openreach will start their roll out of fibre to the premises (FTTP) to over 20,000 premises in Salisbury within a year, making Salisbury the first complete full fibre city in the UK. Wiltshire Council are working alongside Openreach to help facilitate this major infrastructure build with minimum disruption to the road network

and historic fabric of the city. This multi-million pound investment will provide a technological advantage to residents and businesses together with health and education partners encouraging more investment and opportunity into the local economy.

Councillor Laura Mayes – Cabinet Member for Children, Education and Skills

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Families & Children

Following the successful Ofsted/CQC Local Area Special Educational Needs and/or Disabilities (SEN/D) Inspection last year the Department for Education and NHS England SEND advisers visited in February and reported positive progress. Furthermore, Ofsted inspected Canons House, our respite unit for disabled children, and found overall experiences and progress of children and young people, taking into account how well children and young people are helped and protected and the effectiveness of leaders and managers to be “good”. The inspectors reported that “*children receive good-quality care and support from well-trained and committed staff*” and “*staff develop positive and trusted relationships with children*”.

Children in Care numbers have continued to rise, alongside the national trend and demand for children’s social care services. There are currently 468 and coincides with the increase of Unaccompanied Asylum Seekers (42). The overall number of children in care remains lower than our statistical neighbours. We are due to launch our No Wrong Door Service which will work with young people on the edge of care. We continue to focus on increasing our number of in-house foster carers so we are able to offer local placements and bring more children back into Wiltshire in-house foster care, this remains a challenge. The support and safeguarding service is now well established and alongside the statutory interventions is supporting over 500 families requiring support below child in need threshold.

The Families and Children Transformation programme (FACT) has an established partnership board. A Partnership Strategy Co-Production event was held at the end of September and positive feedback has been given on the regular newsletter, website information and engagement sessions. Some examples of achievements include the implementation of a new case management system in November 2018, development and launch of an Early Support Hub, proposals to create a new service to support vulnerable adolescents at risk, a revised 2-year old pathway and work towards developing a whole life pathway for children and adults with disabilities and mental health needs.

Schools

We are proud of the continued commitment and dedication of our schools to providing a high quality of education for the children and young people in Wiltshire. For primary school pupils’ outcomes at the end of the foundation stage have made good improvements and are now above with the national results with 72% of children achieving and Good Level of Development. Outcomes at year 11 continue to be strong with attainment 8 and progress 8 scores both being above the national results.

This year the Wiltshire Education Standards Board (WESB) has continued to develop the partnership between the Local Authority, local schools and strategic partners to produce a framework for school improvement. The Board ensures that all schools are supported and challenged to achieve the best outcomes for all the students in Wiltshire through a joint approach with the Regional Schools Commissioner, Dioceses, Teaching Schools, governors and school leaders.

Cllr Jerry Wickham, Adults Social Care, Public Health & Public Protection

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It is acknowledged that due to a higher than average number of people, aged over 65 years, that this puts pressure on the system. As we age, there are generally more complex issues being faced by individuals which requires more intensive medical interventions and subsequent social care provision within people's homes. Accordingly, a large proportion of the Council's budget is spent in this area of the frail elderly, together with those with either a learning disability or difficulty and those with lower level mental health issues. The Council is obliged under the Care Act 2014 to provide the appropriate level of care after assessing and then recognising the respective eligible needs of individuals. At this present time, about £140m is spent in this area against a total budget of just over £300m.

Key achievements

- ***Delayed transfers of care***

We have had a sustained focus on how we support people to leave our local acute and community hospitals safely and in a timely way. As a result, the figures for delayed transfers of care have been consistently decreasing and despite challenging conditions, we have maintained this downward trajectory. We aim to build on these improvements and ensure that people return home as soon as their health condition allows.

- ***Reablement***

We have a new way of working in the county to deliver intensive, reabling support to our customers that maximises independence and reduces need for ongoing care. Occupational therapists have worked closely with key domiciliary care providers to support people to achieve their outcomes. There have been sustainable successes that have demonstrated the value of this way of working and has informed the wider implementation of the in-house reablement service. This is resulting in significant cost avoidance to the Council.

- ***Accommodation***

Through successful negotiation with our housing department, a number of individuals with learning disabilities successfully moved into their own homes with all local individuals located near to their families.

- ***Residential care***

In 2007 there were over 700 individuals with a learning disability, in residential care. The number in 2018 is around 300, with plans to move more people into accommodation that better suits their needs and promotes independence.

- ***Ongoing support***

This team has overseen the more complex support cases and annual reviews by adopting a strength-based approach – realising wherever possible the resources an individual has available to them and ensuring there are realistic expectations for families and service users.

- ***Co-location of the North Wiltshire Approved Mental Health Professional Service***

Approved Mental Health Professionals (AMHP) were relocated from North Wiltshire to

an office at the Green Lane Hospital site. This decision was taken following a change in the introduction of the Police and Crime Act 2017, which reduced the time a person can be detained for their own safety to receive a formal assessment under the Mental Health Act from 72 hours to 24 hours. At the same time our health partner (Avon & Wiltshire Mental Health Partnership NHS Trust) took the decision to relocate the three Place of Safety (PoS) single bed suites (Swindon, Devizes and Salisbury) to a single location (Green Lane Hospital, Devizes) and open a fourth bed at this suite. The re-location of the duty AMHPs has led to improved inter-agency working, a faster response time for AMHP involvement in the assessment process and more efficiency in how we respond to multiple PoS assessments.

Ongoing Performance

- There were 1,722 individuals in residential and nursing care in Wiltshire at the end of 2018/19. There were 394 new admissions in the same period.
- 811 service users received support via a Direct Payment, 17.6% of all adult social care users in Wiltshire.
- 557 individuals were in Extra Care or Supported Living placements at the end of 2018.
- There were 9,449 requests for adult social care support, of which 5,240 (55%) resulted in no support provided, information and advice or signposting.
- 835 carers' assessments were completed.
- 6,811 individuals received a social care service.

Integration with Health

Wiltshire Council's social care has traditionally operated alongside our local GPs and practices, as well as our acute hospitals at Bath, Salisbury and Swindon. We all believe that it is important to ensure that social care and health are delivered appropriately and effectively to individuals and for this reason, we are looking to integrate our services. This is an innovative move and will be the way in which we can develop far closer working between the staff in the Council, CCG, Acute hospitals and care providers.

Transformation of Adult Social Care

We have a large change programme underway, which in the first phase included how we look after our frail elderly residents but as we move forward now, will examine and change the practices within how people with learning difficulties and disabilities and mental health receive services. The model needs examination to ensure this meets the needs of the modern-day world.

In 2018 we introduced a new Safeguarding Hub which works alongside representatives from the health service, Wiltshire Police and Wiltshire Council staff. This has enabled us to respond to where concerns are raised and investigate these appropriately. This Hub answers to all of the constituent players, but also to the Wiltshire Adults Safeguarding Board.

Public Health and Public Protection

Our Public Health team together with a myriad of other governmental agencies had to respond to the Novichok incidents in Salisbury in March and then June 2018. This put

significant pressure on the team in order to respond and deal with these incidents which attracted worldwide attention. This was unprecedented in some ways, as this was unchartered waters, but this fell to our Director of Public Health and her team to work alongside colleagues in government and the military to resolve this from a public health perspective.

Despite this incident, there are two significant elements to the Council's business with Public Health being responsible for identifying the underlying trends within Wiltshire's population over health matters and then highlighting these but their primary objective is that of *Prevention*. This term is wide and includes the promotion and commissioning of specific work to combat smoking, obesity, alcohol and substance misuse, sexual health matters and this list is not exhaustive. They work across all ages of our population. In the Public Protection department, a range of discrete services are provided to include the monitoring of air quality, licensing of events and premises, major incident planning, pest control and liaison with a large number of local companies and national agencies such as the Environment Agency.