

LYDIARD MILLICENT PARISH COUNCIL MEETING

29 June 2023

held in the All Saints Church Lydiard Millicent
at 7:00pm

Councillors Present:

Cllr S Westwood, Chairman	Cllr S Chalker	Cllr C Hacker	Cllr S Hill-Wheeler
Cllr M Allsop, Vice Chairman	Cllr R Selwood	Cllr M Sharp	Cllr M Suleman

Others in Attendance: Colin Tydeman (Parish Handyman) and 2 Members of the Public.

Meeting Clerk: Tina Jones

Public and Councillor Question Time:

- A Resident asked if the entrance to the Industrial Estate could be tidied up, recently a large lorry had to unload outside the Estate, causing traffic issues. There is ample parking within the Estate, but unit owners do not encourage it. Resident to send further information to the Clerk.
- A Resident asked if the Council knew what was happening with the land by the car sales area, as it has become very overgrown, with some of the trees having low branches that overhang the bus stop. Councillors advised that Hills had made a planning application for the land, which had been refused, however, they were not the landowners. The Clerk was asked to investigate.
- Councillor Allsop asked if the owner of the property on the right of the entrance to the Parish Hall car Park, could be asked to remove the low branches overhanging the footpath too. The Clerk was asked to write to the property owners

MINUTES

23.26 Apologies for Absence

Apologies were received from Wiltshire Councillor Bucknell.

23.27 Declarations of Interest and Dispensation Requests

There were no declarations of interest and no requests for dispensations received.

23.28 Chairman's Announcements

- The Council has vacancies, if anyone is interested to contact the Clerk.
- The Chairman updated those present regarding the May/June issues with the Grounds Maintenance Company (GMC). The standard of work has improved, and the Council is continuing to monitor the situation. Councillor Sharp thanked the Chairman on behalf of residents, who had contacted him following the catch-up work in the Cemetery.
- There have been issues with graffiti on the picnic benches at the Jubilee Club House, as a result the Council may consider purchasing additional CCTV cameras. The picnic benches are made of recycled plastic not wood, the Council is unable to remove the graffiti which has been carved into the plastic. The Council has made a request via social media, asking if anyone knows who is responsible, to ask them to stop. This issue is to be reported to Neighbourhood Watch.
- The new Play Area is almost complete; however, it cannot be opened to the public until an independent health and safety inspection is completed, which should take place in the next 10 days.

23.29 Minutes

Members considered the minutes of the Parish meeting held on 1 June 2023. The minutes of the meetings were ADOPTED as a true record and signed by the Chairman.

23.30 Wiltshire Councillor Report

Members NOTED a report from Councillor Bucknell – Main Points:

Planning: There is no update either on the Restrop Road planning application or on the enforcement case on the adjacent site.

Environmental Forum: Councillors Suleman and Allsop attended the visit to Hills Waste and will, no doubt, report fully on an excellent event. Ahead of the visit we met at Pip's Café in Purton and received a verbal presentation about grants being available for tree planting. There are major grants available, and WC will be circulating information about these later in the year. In the

meantime, LMPC may want to try to identify potential sites for tree planting in order to take advantage of these grants.

Area Board: The LHFIG process is going to change for the coming year – and it is likely that there will be a “once a year” chance to get projects on to the list, with remaining meetings concentrating on getting the chosen works done. Therefore, LMPC may want to ensure that it is in a good position to have its chosen projects ready to discuss, to maximise the chances that its projects are selected. A video presentation regarding the way in which WC fixes potholes. For those who wish to see the presentation it is available at [Pothole webinar - YouTube](https://www.youtube.com/watch?v=h5NOhbFdKSU) <https://www.youtube.com/watch?v=h5NOhbFdKSU>

Parking on The Street: He has been contacted by a resident who expressed concern about inconsiderate parking on The Street, which is preventing them from accessing their drive. Councillor Bucknell will be taking this up with relevant officers, but he would welcome any views and comments from LMPC as to whether there is a desire for parking restrictions, such as yellow lines.

As the parking problems coincides with drop off, pick up times for the school. Members asked the Clerk to remind Wiltshire Councillor Bucknell that he had said he would have a meeting with the school regarding parking issues.

23.31 Clerk's Report – Members NOTED

PQT – 7 April (b) and 22 June 2022 (b)

A resident asked if a footpath could be put at Lydiard Green, drivers are impatient, the resident has been nudged by a car and hit on elbow by a car mirror. UPDATE: The creation of a footpath at this location was originally agreed in 10 phases by CATG. Phases 1 -4 were completed in 2017-2018. The Clerk has contacted WC regarding the instigation of phases 5 – 10, which would connect Lydiard Green to the rest of the village. Further information and details of the scheme to be found, the resident who originally made the request was present and he will look at the information he has. Update: Cllr Hill-Wheeler supplied information from CATG archives and a LMPC report regarding phases 1-4, no information for phases 5-10 has been found. Council minutes of 3 Jan and 4 July 2013 there is mention of the project, further background information is being looked for.

22.41 The Mews and Recreation Field

- Solicitors involved in the process have been instructed to apply for title absolute for the Recreation Field. Land Registry is being chased in respect of the application.
- Councillors Allsop and Westwood have visited the site, feedback received from residents. Further visit to be arranged, notifying residents via Facebook or the visit and inviting them to attend. Councillor Allsop to lead.

22.82 Footpath Working Party

WC has been contacted regarding land management and the sowing of seeds. The Head of WC Natural & Historic Environment Department has given advice to be discussed at WP meeting. Clearer signage and additional signs have been requested – WC to drop off at JCH. Working Party to move forward with information for notice board content, feedback requested from residents on Lydiard Millicent WW2 history.

22.107 Community Emergency Plan

Members agreed to write a new Community Emergency Plan with all Members contributing to the document, Councillor Hill-Wheeler leading on the updating process.

22.211 Jubilee Club House

Members DELEGATED to the Clerk to contact all the users of the building requesting their feedback on the proposals. CLOSED – see Minute Reference 23.45.

23.4 Play Area – Contract signed, installation started on 20 June, completion expected by 28 June. Clerk contacted tower manufacturers, but need to source original play company installers. Enquiries made with local company and a Council re bark. CLOSED – see Minute Reference 23.39.

23.13 Jubilee Club House Utilities

Clerk to obtain more information both from the current supplier, new suppliers and from the supplier for the gas supply. CLOSED – see Minute Reference 23.34.

23.19 Lydiard Green Trees

Quote accepted, Tree Surgeon advised that the removal of the trees should not take place until August, after the trees have been checked for nesting birds. Clerk to liaise with Wiltshire

Council regarding the replacement trees to be planted, replacements for approval by Committee, before the planting season. Meeting Update: Clerk has contacted WC - no response received as at 22 June.
23.23 LHFIFG - The Clerk was requested to contact WC regarding the installation of the poles for the speed indicator device at Greenhill Crossroads and SH regarding the Parochial Parish Council's request for traffic calming. SH and MC emailed.
23.23 Speedwatch and Lorry Watch - Clerk to check metro count situation. Meeting Update: WC confirmed the requests are now in the hands of our contractor, but due to work load they will not be until September. Councillor Sharp to contact PCC regarding the delay.
Parish Steward Requests. The Parish Steward is next due in the Parish w.c. 3 July – three requests have been made: Manor Hill, The Crescent, Common Platt, The Moors, Stone Lane and Greenhill. CLOSED

23.32 **Financial Accounts**

- Members:
- a. NOTED and APPROVED the expenditure report to 28 June 2023
 - b. NOTED and APPROVED the income report to 13 June 2023
 - c. NOTED and RESOLVED not to pay the two invoices (May and June) for grounds maintenance work. Members AGREED to request a meeting with the company to discuss the contract obligations further.

23.33 **Rural Payments Agency**

Members NOTED that the Rural Payments Agency (RPA) has introduced progressive reductions which started in 2021. From 2024, the payments will then be simplified by 'delinked payments' which removes the link between the payments and the land. Delinked payments will be made between 2024 and 2027, but the payment amount will decrease each year as progressive reductions are applied. After 2027, these payments will stop completely. The payment reductions have not yet been confirmed for 2025-2027. The reductions so far have been 5% (2021) 20% (2022) 35% (2023) 50% (2024). It is assumed payments will continue to decrease at the similar rate to 2027 when the last payment is made. Members to discuss the amount of rent received for the land prior to the next precept planning meeting.

23.34 **Jubilee Club House Utilities**

Members NOTED the updated quotes received. Following discussions, Members RESOLVED to accept the British Gas Lite quote for a three-year contract

23.35 **CCTV Policy**

Members NOTED and APPROVED the adoption of a CCTV system policy and Code of Practice.

23.36 **Wiltshire and Swindon Prepared Resilience Event**

Members NOTED the opportunity to attend the event.

23.37 **Community Field Tree**

Members NOTED that there is a dead Elm tree at the rear of the Community Field, and that the Clerk had applied for and been granted permission from Wiltshire Council to remove the tree under the Town and Country Planning Regulations 2012 – application reference number PL/2023/04450. Following discussions, Members ACCEPTED Quote b for £300 (three hundred pounds) costs to be met from EMR Parish Projects.

23.38 **Planning Applications**

Members NOTED the following Wiltshire Council Decisions

Application: PL/2023/03135 - Lawful Development Certificate for a Proposed Use	Applicant Name: Mr & Mrs J Dosanjh
Address: 13 The Beeches, Lydiard Millicent, SN5 3LT	Decision: Withdrawn by Applicant
Proposal: Single storey rear extension & garage	
Application: PL/2023/02933 - Householder Application	Decision: Approved with Conditions
Address: 86, Chestnut Springs, Lydiard Millicent, SN5 3NB	Applicant Name: Mr P Preston
Proposal: Single storey rear extension from existing bedroom, single storey rear flat roof extension from kitchen dining area	
Application: PL/2023/02797 - Householder Application	Decision: Approved with Conditions
Address: 38 Stone Lane, Lydiard Millicent, SN5 3LD	Applicant Name: Mr M Kerslake
Proposal: Proposed solar panels on south elevation of garage	

23.38 **Planning Applications**

Application: PL/2022/08028 - Householder Application Address: 4 Linden Way, SN5 5DE Proposal: Extension to existing driveway.	Decision: Approved with Conditions Applicant Name: Mr J Ramsden
Application: PL/2023/03628 - Proposed Works to Trees in a Conservation Area Address: The Vicarage, The Butts, Lydiard Millicent, SN5 3LR Proposal: T1-T6, Apple, Deadwood, T7, Yew, Reduce by 1-2m in height. T8, Birch, Crownlift to 2.5-3.0m. T9, Bay. Remove T10, Ash, early onset of ADB. Fell, T14, Walnut, growing from old stump. Remove.	

Members RECEIVED a report from Rota Group B regarding the following applications:

Application: PL/2023/04098 - Full planning permission Address: Erection of garden room for use as make up studio Proposal: Mulberry House, Greatfield, SN4 8EQ	Applicant Names: Mr Jones & Ms Romadina
Members RESOLVED to make NO COMMENT	
Application: PL/2023/04253 - Full planning permission Address: Lydiard House Farm, Lydiard Green, SN5 3LW Proposal: Proposed alterations to the external appearance of an agricultural outbuilding.	Applicant Names: Mr Marty & Mr Smith
Members RESOLVED to make NO COMMENT	
Application: PL/2023/04290 - Householder planning permission Applicant Names: NOT AVAILABLE Proposal: Single Storey Rear Extension and Associated Works	Address: 8 Chestnut Springs, SN5 3NA
Members RESOLVED to OBJECT, requesting further information	

23.39 **Play Area Tower**

Members NOTED the report and CONSIDERED the quotes received. Following discussions, Members RESOLVED to accept the quote to purchase bark at a cost of £1428.00 (one thousand, four hundred and twenty-eight pounds) and the quote for £1500 (one thousand, five hundred pounds ex VAT) for the repair of the Play Tower.

23.40 **Wiltshire and Swindon SSEN Resilient Communities Grant**

Members NOTED the report, following discussions, it was suggested that the Parish Hall make an application for generators.

23.41 **RWB&C Environment Group**

Members NOTED the report and RECEIVED a verbal update from Councillor Suleman on the visit to the Hills Site in Purton

23.42 **Correspondence**

Members NOTED the following:

- a. Briefing Note 23-14 - Family Hubs
- b. Briefing Note 23-15 - Five-year Housing Land Supply and Housing Delivery Test
- c. Briefing Note 23-17 - Launch of the second Solar Together scheme in Wiltshire & Swindon
- d. Briefing Note 23-18 Explore Wiltshire Heritage App
- e. GreenSquareAccord letter
- f. PCC Quarterly Performance March – May Newsletter

23.43 **Council and Community Representatives** - Members RECEIVED the following updates:

Area Board - Cllrs Westwood and Allsop – Councillor Westwood reported on the 29 June meeting

• Wiltshire Council is looking for volunteers for its Independent Visitor Scheme, where adult volunteers provide 1-2-1 support for children in care, to visit, advise and befriend them. It is a long-term commitment, you are expected to meet with them once every 3 – 4 weeks. It provides important support for the child and seems to be very rewarding. Training and support are provided and expenses are paid. Link for further informationhttps://www.wiltshire.gov.uk/article/1439/Independent-visitor-scheme • Wiltshire libraries are participating in the National Databank Scheme which provides free mobile SIMs and data allowances for people over 18 from low income families that are struggling to get access to the internet. Link for further information: https://www.wiltshire.gov.uk/article/1439/Independent-visitor-scheme

- Wiltshire Libraries are participating in the National Databank Scheme which provides free mobile SIMs and data allowances for people over 18 from low income families that are struggling to get access to the internet. Link for further information: <https://www.wiltshire.gov.uk/article/1439/Independent-visitor-scheme>
- The Council has launched its second Solar Together scheme whereby residents register if they are interested in getting solar panels and the Council uses this information to go out to auction. There is no commitment as a result of registering, but you get the benefit of a company that has been vetted by the Council. I participated in the first scheme and would be happy to give feedback to anyone that's interested. The link is: <https://solartogether.co.uk/wiltshire/landing>
- There was an interesting update on Lyneham Banks. It highlighted that the area impacted is much larger than just the road itself, and the ground has continued to move since the initial incident which has made it much more complex to address. A number of options have been considered and work has started on the chosen design. Current expectation is that construction will start in Q2 2024 and cost will be in excess of £5m. There is a dedicated website for the project: <https://www.wiltshire.gov.uk/highways-b4069-lyneham-banks>
- The Local Highways Team gave an update. There have been some issues as a result of a change of contractor, but the new contractor, Milestone is now in place and things are progressing more smoothly. Feedback from Councillors indicated that there are still issues though.
- A request to provide funding for Cricklade Youth Football team was approved. The Area Board Chairman highlighted that funding is available for youth groups and suggested that people contact their local Councillor if they are interested. Clerk to advise Lydiard Millicent Junior Football Club.

Community Safety Group – Members NOTED the 9 June meeting notes, next meeting 14 July.

Speed Indication Devices (SIDS), Speedwatch and Lorry Watch - Cllr Sharp reported the SIDS device survey information submitted to the Police Crime Commissioners Office has been added to the database. At the time of the survey, 93 devices in Wiltshire and Swindon. The three most popular devices account for 77% of devices installed. The Lydiard Millicent (LM) devices are the only ones in the area. To upload LM data to the Community Speedwatch Office, the data must comply with the data received from the majority. Councillors Chalker and Sharp, together with a resident involved in the SID work attended a virtual meeting regarding the trial that was carried out and the roll out to other towns and parishes that use SIDS. A meeting is to take place to discuss the Councils devices, and how, or if the data can be supplied. If it is not possible for the LM data to be accepted, then discussions to take place.

Volunteer Footpath Group - Cllr Allsop reported that the Co-ordinator has resigned and therefore the group is now closed.

Two members of the Public left the meeting.

23.44 **Exclusion of the Public and Press**

Members RESOLVED – That the Press and Public be excluded from the meeting during the consideration of the items in Part 2 of the Agenda, this is due to the confidential nature of the items being considered, under the Public Bodies (Admission of Meetings) Act 1960.

23.45 **Land Issues**

Members NOTED that all available data relevant to the Subject Access Request in relation to a boundary dispute have been sent, together with further evidence.

Members NOTED the report, regarding the Jubilee Club House. Following discussions, Members AGREED to wait for the outcome of the enquiry with the Wiltshire Council planning department. Following receipt of the information to proceed on the recommendations, delegating to Officers, Councillor Hacker (as lead Councillor) and Councillors Allsop, Hill-Wheeler, Selwood and Westwood to obtain relevant information and quotes to make internal and external alterations to the Jubilee Club House.

Meeting Closed at 8.41pm

Finance Report 26 July 2023

Item 7

EXPENDITURE

Supplier	Invoice Number	Date	Description	Net	VAT	Total	Paid	Method
All Saints Church	2023 13	01 Jun 23	Hall Hire - 29th June	28.00	0.00	28.00	14 Jul 23	BP
ASF Signs	48588	30 Jun 23	JCH Signage	285.00	57.00	342.00	27 Jul 23	BP
Betterclean	2413	30 Jun 23	JCH Cleaning	390.00	78.00	468.00	14 Jul 23	BP
British Gas - Electricity	5171295	18 Jul 23	11.6.23- 17.7.23	326.00	16.30	342.30	31 Jul 23	DD
British Gas - Electricity	5171295	18 Jul 23	11.3.23 - 11.6.23	164.80	51.60	216.40	01 Jul 23	DD
BOnline	1237989	11 Jul 23	Broadband	24.83	4.97	29.80	21 Jul 23	DD
Business Waste	1168701	01 Jul 23	Cemetery and JCH	72.68	14.54	87.22	15 Jul 23	DD
Castle Water	2396536	n.a	Cemetery Water	5.00	0.00	5.00	28 Jul 23	DD
Castle Water	229492	n.a	JCH Water	5.00	0.00	5.00	28 Jul 23	DD
Corona	17602337	13 Jun 23	May - June	208.62	10.43	219.05	25 Jun 23	BP
CPA Horticulture	102330	17 Jul 23	Play Bark	1,428.00	285.60	1,713.60	28 Jul 23	BP
Creative Play	27324	30 Jun 23	Play Equipment/Surface	20,048.00	4,009.60	24,057.60	14 Jul 23	BP
EE	2126620654	13 Jul 23	July/August Charges	27.79	5.56	33.35	15 Jul 23	DD
Evergreen	39075	26 Jun 23	Secure Bin	34.00	6.80	40.80	04 Jul 23	BP
HMRC	n.a.	05 Jul 23	Tax and NI	424.82	0.00	424.82	19 Jul 23	BP
Inception	3034366	17 Jul 23	June/July Charges	19.25	3.85	23.10	22 Jun 23	BP
J Rouse	278129	30 Jun 23	Repair to picnic bench	2.37	0.48	2.85	27 Jul 23	BP
Lyreco (credit) (Lloyds)	6220225331	21 Jun 23	Stationary Supplies	-7.50	-1.50	-9.00	16 Jun 23	MC
Peninsula	3651972	08 Jul 23	HR	106.64	20.14	126.78	08 Jul 23	DD
Peninsula	3685566	25 Jul 23	H&S	129.47	25.89	155.36	25 Jul 23	DD
Peninsula	3624207	25 Jun 23	H&S	129.47	25.89	155.36	25 Jun 23	DD
Rospa	71884	26 Jun 23	Play Area Inspection Course	295.00	59.00	354.00	04 Jul 23	BP
Staff	n.a	28 Jun 23	Salaries - June	1,759.16	0.00	1,759.16	26 Jun 23	BP
Three Business Services	984842744028	14 Jun 23	March - May (1)	12.50	2.50	15.00	26 Jun 23	BP
Three Business Services	984842744	14 Jun 23	May - June (2)	20.84	4.17	25.01	14 Jul 23	DD
Unity/Lloyds	n.a	10 May 23	MultiCard Charge	21.00	0.00	21.00	30 Jun 23	DD
Wellers Hedleys	820179	30 Jun 23	Legal Fees	1,575.00	315.00	1,890.00	14 Jul 23	BP
Wiltshire Council	n/a	01 Apr 23	Business Rates	99.00	0.00	99.00	01 Jul 23	DD
Expenditure				27,634.74	4,995.82	32,630.56		

Payments for Approval

John O'Conner	97784	16 May 23	May Maintenance	859.15	171.83	1,030.98	On Hold
John O'Conner	CN-99895	25 Jul 23	May Maintenance	-429.58	-85.92	-515.50	On Hold
John O'Conner	98916	22 Jun 23	June Maintenance	859.15	171.83	1,030.98	On Hold
John O'Conner	CN-99896	25 Jul 23	June Maintenance	-429.58	-85.92	-515.50	On Hold
John O'Conner	99897	25 Jul 23	July Maintenance	859.15	171.83	1,030.98	
Marlbough D A	5/2023	20 Jul 23	March Cricket Maintenance	50.00	0.00	50.00	
Marlbough D A	9/2023	20 Jul 23	April Cricket Maintenance	206.88	0.00	206.88	
Marlbough D A	15/2023	20 Jul 23	May Cricket Maintenance	300.00	0.00	300.00	
Microshade	17973	07 Jul 23	Quarterly Hosting Fees	206.31	41.26	247.57	
				2,481.48	384.91	2,866.39	

LMPC Income Summary 2023-2024

Income received as at 27.7.23

Category	Amount
Cemetery Burials	£685.00
Cemetery Memorials	£185.00
Football	£3,365.00
Cricket	£470.00
Field Hire	£160.00
Old Cheques	£490.00
Misc Income	£2,411.02
PSDF Income	£816.44
War Memorial Clock Fund	£2,262.31
Total	£10,844.77
Precept	£29,959.90
Vat Refund 22/23	£9,494.98
Total	£50,299.65

Members are requested to:

- NOTE this report
- CONSIDER the additional payment for the Play Tower repair
- CONSIDER the purchase of post protects
- To RECEIVE a report from Councillor Westwood regarding the Grounds Contract and CONSIDER the way forward

a. Old Cheques

In 2021, a number of uncashed Cemetery cheques were discovered totalling £5,155.

Since this time:

- £375.00 was written off by the Parish Council as the account holders were not contactable.
- £225.00 cancelled as the plot was no longer required

The last payment was received in June of this year, total refunded is £4,555

b. Play Area Tower

At the last meeting, Members approved the removal and replacement of the Tower cross bar Tower at a cost of £1,500, at the time the Council was not made aware of the delivery costs of £300.00 for the 4m cross bar.

Recommendation

Members to APPROVE the additional payment for delivery of the 3m cross bar for the Tower, met from the Play Area Budget

c. New Play Area

Members are requested to CONSIDER the purchase of galvanised brackets to protect the new posts (fitted in the grass) from strimmer damage and some weather damage. Cost of a maximum of £120 (ex VAT). Cost met from the Play Equipment budget.

d. Grounds Contractors

To RECEIVE a verbal update from Councillor Westwood, regarding the recent meetings with the Grounds Contractor, and CONSIDER the way forward.

Summary Income & Expenditure by Budget Heading 30/06/2023

Cost Centre Report

		Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent
101	General Administration						
	Income	33,881	60,581	26,700			55.9%
	Expenditure	11,450	42,878	31,428		31,428	26.7%
	Net Income over Expenditure	<u>22,431</u>	<u>17,703</u>	<u>(4,728)</u>			
	plus Transfer from EMR	0					
	less Transfer to EMR	0					
	Movement to/(from) Gen Reserve	<u>22,431</u>					
102	Grants						
	Expenditure	0	1,000	1,000		1,000	0.0%
201	Cemetery						
	Income	810	3,700	2,890			21.9%
	Expenditure	201	1,107	906		906	18.2%
	Movement to/(from) Gen Reserve	<u>609</u>					
301	Recreation Field & JCH						
	Income	0	1,600	1,600			0.0%
	Expenditure	7,073	20,872	13,799		13,799	33.9%
	Net Income over Expenditure	<u>(7,073)</u>	<u>(19,272)</u>	<u>(12,199)</u>			
	plus Transfer from EMR	0					
	Movement to/(from) Gen Reserve	<u>(7,073)</u>					
303	Play Area						
	Expenditure	23	3,393	3,370		3,370	0.7%
304	Cricket						
	Income	0	3,034	3,034			0.0%
	Expenditure	0	3,118	3,118		3,118	0.0%
	Movement to/(from) Gen Reserve	<u>0</u>					
305	Football						
	Income	1,660	5,500	3,840			30.2%
	Expenditure	0	2,144	2,144		2,144	0.0%
	Movement to/(from) Gen Reserve	<u>1,660</u>					
306	Memorial Clock Fund						
	Income	2,262	0	(2,262)			0.0%
	less Transfer to EMR	2,262					
	Movement to/(from) Gen Reserve	<u>0</u>					
401	Highways & OPEN SPACES						
	Expenditure	591	4,600	4,009		4,009	12.9%
	plus Transfer from EMR	350					
	Movement to/(from) Gen Reserve	<u>(241)</u>					
501	Lydiard Plain						
	Income	0	2,000	2,000			0.0%
	Expenditure	310	350	40		40	88.6%
	Movement to/(from) Gen Reserve	<u>(310)</u>					
Grand Totals:- Income		<u>38,614</u>	<u>76,415</u>	<u>37,801</u>			<u>50.5%</u>
Expenditure		<u>19,649</u>	<u>79,462</u>	<u>59,813</u>	<u>0</u>	<u>59,813</u>	<u>24.7%</u>
Net Income over Expenditure		<u>18,964</u>	<u>(3,047)</u>	<u>(22,011)</u>			
plus Transfer from EMR		350					
less Transfer to EMR		2,262					
Movement to/(from) Gen Reserve		<u>17,052</u>					

28/07/2023

Lydiard Millicent Parish Council

15:57

Receipts and Payments Summary - Cashbook 3

Unity Bank

	<u>Receipt Totals</u>	<u>Payment Totals</u>	
Total Year to Date	48,172.23	22,222.98	
Total Receipts / Payments	48,172.23	22,222.98	Closing Trial Balance
Opening Balance	54,545.53		
Closing Balance		80,494.78	80,494.78
	<u>102,717.76</u>	<u>102,717.76</u>	

28/07/2023

Lydiard Millicent Parish Council

15:57

Receipts and Payments Summary - Cashbook 2

Investment A/C

	<u>Receipt Totals</u>	<u>Payment Totals</u>	
Total Year to Date	816.44	0.00	
Total Receipts / Payments	816.44	0.00	Closing Trial Balance
Opening Balance	77,232.92		
Closing Balance		78,049.36	78,049.36
	<u>78,049.36</u>	<u>78,049.36</u>	

REF: 1256002485

July 2023

398 / 528Y1FYGG00077

Mrs T J Jones
LYDIARD MILLICENT PARISH COUNCIL
Lydiard Millicent Parish Council
Jubilee Club House
Meadow Springs
Lydiard Millicent
Swindon
SN5 3NH



Dear Mrs Jones

I am writing further to my letter in May 2023 about the intended changes to your organisation's accounts with CCLA due to the appointment of FNZ as transfer agent. These were to take effect from 17 July 2023, but will now be delayed until 16 October 2023 to allow for further testing of the new system before implementation.

This means the new fund bank accounts (where these were to be opened) will now be opened to send your money to with effect from 16 October 2023. **Current bank accounts will now be closed after 13 October 2023**, and any payments sent to these accounts from this date will be returned to you in accordance with banking standards. This may take up to 14 days. CCLA is not responsible for the return of monies after the bank accounts have closed nor does it accept liability for any delay in returning monies to you. If you wish to invest on or near the 13 October, please contact us beforehand. Please refer to the booklet that accompanied our letter in May to check which funds will have new bank accounts.

I am so sorry for the inconvenience this may cause but it is of paramount importance to us to ensure the transition is as smooth as possible and that we minimise any impact to the level of service we provide.

When the changes take effect, we will write to you again advising you of your new client and account numbers, and we will be updating the dedicated page on the website outlining these changes. You can visit our website at www.ccla.co.uk.

Please do get in touch with our Client Service team on freephone 0800 022 3505 or email the team at clientservices@ccla.co.uk if you would like to discuss the matter further.

Yours sincerely

Alison Jermey

Head of Client Services

Please note: These changes do not apply to the Catholic Investment Fund, the Diversified Income Fund, or the CCLA Better World Global Equity Fund.

Date of meeting: Wednesday 19th July 2023 via TEAMS.

4. **Update on Priority A Issues:** (Please refer to note tracker – Appendix **B** – for updates.)

11-21-2	09/02/21	Bradenstoke dropped kerbs	Lyneham and Bradenstoke
11-22-16	03/08/22	Chelworth Crossroads Improvements	Cricklade
11-22-10	10/07/22	The Barton, signs and roadmarkings	Clyffe Pypard and Bushton
11-21-8	23/06/21	Manor Hill, speed reduction	Purton

5. **Update on Priority B issues:** (Please refer to note tracker – Appendix **C** – for updates.)

11-21-10	14/08/21	Extension to 50mph limit from Elm Cross to beyond Winterbourne Bassett turning.	Broad Hinton
11-22-01	04/02/22	Greenhill Crossroads speed reduction	Lydiard Millicent
11-20-06	03/03/20	C114 Water Eaton	Latton
11-22-02	04/02/22	The Elms/ Washpool – Speed reduction	Lydiard Millicent
11-22-08	04/04/22	North Wall – damaged verge	Cricklade
11-23-08	14/02/23	Common Platt - safety	Lydiard Millicent
11-21-01	19/02/21	Visibility at Tesco	Lyneham and Bradenstoke
11-23-12	02/09/22	Purton Stoke – speed reduction	Purton
11-22-14	22/08/22	Junction signing- Highden La/ Broad Town Rd	Broad Hinton
11-22-3	09/02/22	Speed limit on approach to Cricklade from the east (on list for monitoring, not LHFIG funding)	Cricklade

6.

Prioritisation of issues

To agree prioritisation of issues below should any priority A/B issues be completed

Priority List by Parish

PARISHES	PRIORITY 1	PRIORITY 2
Broad Town	11-23-4 40mph speed limit request along C415 (Broadacres northwards)	
Clyffe Pypard & Bushton	11-22-15 Youth Hostel to be removed from signs (Area office to undertake) Martin Cook meeting with PC and to report back.	
Cricklade	11-23-14 Review of disabled parking bays	
Latton	11-22-7 traffic calming	
Lydiard Millicent	11-23-09 Speeding outside the Church	
Lydiard Tregoze	11-23-2 Hook, C414/Hook St	11-23-5 Hook, pedestrian safety
Purton	11-21-9 Mustang Way, Moulden View – No waiting	
Royal Wootton Bassett	11-23-6 Speed of vehicles along Whitehill Lane	11-22-13 Community garden nature reserve – ROW issue

Appendix C: Note Tracker – Priority B ISSUES:

Substitute Priorities (B List)				
	11-22-1 Lydiard Millicent Submitted 04/02/22 Greenhill Crossroads speed reduction.	Collision info obtained and initial site visit undertaken. One injury collision within the latest 5-year period. Site meeting undertaken with Parish rep to discuss. Traffic calming features already in place. Investigation for SIDS to be undertaken. Parish Council to confirm commitment to contribution and to request traffic survey metrocount to enable speeds to be monitored before SID installation. SH has identified location of SID and sent to PC for consideration. Not to be within 100m of speed limit terminal point. Installation can be undertaken with assistance from Area office if necessary. Parish Council to request traffic survey metrocount to enable speeds to be monitored before SID installation. The PC have requested a Metro count. SH to establish when the metro count information will be available. Apparently commissioned within a batch of surveys to be undertaken during the Summer.		
	11-22-2 The Elms/ Washpool Submitted 04/02/22	Speed reduction TEAMS meeting undertaken with PC. Issue highlighted and some suggestions made to improve signing and road markings. Scheme design and cost estimate distributed to Parish Council for consideration. Approved by Parish Council 25% contribution. Submitted to Milestone for programming.		
	11-23-08 Lydiard Millicent Common Platt safety Submitted 14/02/23	SH / Mo Suleman. Teams meeting undertaken. SH has carried out site visit. Current speed limit order 30mph. Street lighting not correct spacing. Further discussions required		

Members are requested to NOTE this information from Councillor Suleman following his attendance at the LHFIG meeting held remotely on 19 July.

Main Points

- a. The Chairman opened the meeting by stating that the budget was massively underspent, with approximately £64k still to be committed.
- b. He informed the group that there would need to be a change in how funds would be allocated for next year and that the next meeting would have to have to be a face to face meeting to discuss the new process and priorities.
- c. There was a push to reserve £30k for kerb drops. Apparently, there had been lots of requests for kerb drops, but it was unclear if this was cross all Parishes. The Chairman asked Parishes to assess the demand for kerb drops in their respective parishes.

Lydiard Millicent Issues:

- i) Greenhill Crossroads:
Moved back to Priority 1. No further news on progress with metro counts. However there had been feedback about overgrown foliage and incorrectly placed diversion signs further affecting visibility. Action places on the Parish to write to relevant landowners to cut back foliage.
- ii) The Elms/Washpool:
Steve Hinds reported that this work had been completed. Councillor Suleman challenged as he could not confirm. Post meeting visit appears to suggest no work has actually taken place.
- iii) Common Platt Safety:
Steve Hinds reported that he had undertaken a site visit and discovered further issues with safety around the area, including inappropriate street lighting. He will discuss his findings with the Parish and agree an appropriate way forward to remedy the situation. A sum of £10k was allocated from the budget to undertake potential works.

Highways Improvement Request Form

Contact Details

Name:	Tina Jones	Date:	29/06/2023
Address:	Parish Office, Jubilee Club House, Meadow Springs, Lydiard Millicent. SN5 3NH		
Telephone No:	07999641919		
Email Address:	Clerk@lydiardmillicent-pc.gov.uk		

Issue Details

Location of Issue:	Greatfield - Residential area near the garden centre
Community Area:	Wootton Bassett & Cricklade
Parish or Town Council:	Lydiard Millicent Parish Council
Nature of Issue:	
The residential properties are very close to the road. There is no pavement between the properties and the road. The only separation between the road and the narrow public walkway is a faint white line. The area has a speed limit of 30mph. However, heavy and speeding traffic make this section of the road very dangerous for residents entering and exiting their properties. There have been a number of near misses and at least on incident of a pedestrian being hit by a wing mirror. In addition, motorists have been abusive to pedestrians demanding that they get out of the road, even though they are using the narrow public walkway.	
How long has it been an issue?	For many years and its now made worse by increase in traffic flow and faint white lines and overgrowing foliage
What would you like done to resolve this issue?	
The issue with the faint white lines and overgrowing foliage has already been reported on "MyWilts" App. However, even if this is done there remains the serious issue of dangerously heavy and speeding traffic. There is a requirement to slow the traffic down to about 20mph around the residential area. Consideration should be given to slowing down approaching traffic from the current 60mph to 30mph and installing a 20mph speed restriction along the residential area, In addition, consideration should be given to protecting the residential area further from speeding traffic by the installation of road humps or chicanes.	
Have you been in touch with your local Wiltshire Councillor? (Yes/No)	Yes

***This form needs to be completed and e-mailed or sent to your local Town or Parish Council.
Town and Parish contact details are available via the link below:***

<https://cms.wiltshire.gov.uk/mgParishCouncilDetails.aspx>

Town or Parish Council Comments: (To be completed by Town or Parish Council only)

PQT – 7 April (b) and 22 June 2022 (b)

A resident asked if a footpath could be put at Lydiard Green, drivers are impatient, the resident has been nudged by a car and hit on elbow by a car mirror. UPDATE: The creation of a footpath at this location was originally agreed in 10 phases by CATG. Phases 1 -4 were completed in 2017-2018. The Clerk has contacted WC regarding the instigation of phases 5 – 10, which would connect Lydiard Green to the rest of the village. Further information and details of the scheme to be found, the resident who originally made the request was present and he will look at the information he has. Update: Cllr Hill-Wheeler supplied information from CATG archives and a LMPC report regarding phases 1-4, no information for phases 5-10 has been found. Council minutes of 3 Jan and 4 July 2013 there is mention of the project, further background information is being looked for.

22.41 The Mews and Recreation Field

- Solicitors involved in the process have been instructed to apply for title absolute for the Recreation Field. Land Registry is being chased in respect of the application.
- Councillors Allsop and Westwood have visited the site, feedback received from residents. Further visit to be arranged, notifying residents via Facebook or the visit and inviting them to attend. Councillor Allsop to lead.

22.82 Footpath Working Party

WC has been contacted regarding land management and the sowing of seeds. The Head of WC Natural & Historic Environment Department has given advice to be discussed at WP meeting. Clearer signage and additional signs have been requested – WC to drop off at JCH.

Working Party to move forward with information for notice board content, feedback requested from residents on Lydiard Millicent WW2 history.

22.107 Community Emergency Plan

Members agreed to write a new Community Emergency Plan with all Members contributing to the document, Councillor Hill-Wheeler leading on the updating process.

23.19 Lydiard Green Trees

Quote accepted, Tree Surgeon advised that the removal of the trees should not take place until August, after the trees have been checked for nesting birds. Clerk to liaise with Wiltshire Council regarding the replacement trees to be planted, replacements for approval by Committee, before the planting season. Meeting Update: Clerk has contacted WC, follow up mail sent 21 July.

23.23 LHFIFG - The Clerk was requested to contact WC regarding the installation of the poles for the speed indicator device at Greenhill Crossroads and SH regarding the Parochial Parish Council's request for traffic calming. SH and MC emailed.

23.23 Speedwatch and Lorry Watch - Clerk to check metro count situation. Meeting Update: WC confirmed the requests are now in the hands of our contractor, but due to work load they will not be until September. Councillor Sharp to contact PCC regarding the delay.

29 June – Question Time

- A Resident asked if the entrance to the Industrial Estate could be tidied up, recently a large lorry had to unload outside the Estate, causing traffic issues. There is ample parking within the Estate, but unit owners do not encourage it. Resident to send further information to the Clerk. Information received
- A Resident asked if the Council knew what was happening with the land by the car sales area, as it has become very overgrown, with some of the trees having low branches that overhang the bus stop. The Clerk was asked to investigate - A resident has given the Clerk some information
- Councillor Allsop asked if the owner of the property on the right of the entrance to the Parish Hall car Park, could be asked to remove the low branches overhanging the footpath too. The Clerk was asked to write to the property owners

22.39 Play Area Tower

Members RESOLVED to purchase bark for the Play Area, bark received. To CLOSE.

Members RESOLVED to accept a quote for accept the quote for the repair of the Play Tower. Under Finance Agenda Item. To CLOSE

Members are requested to:

- APPROVE the Grant Guidelines
- NOTE this report and CONSIDER the grant request.

For ease of reference, please find attached the Grant Guidelines (email only)

Email Received from Carer Support Wiltshire

Good afternoon,

My name is Ruth, and I am the Community Fundraising Officer here at Carer Support Wiltshire. As you may be aware CSW is a registered charity helping unpaid carers of all ages in Wiltshire to access services, information, education, training, activities, respite and breaks from their caring role.

We ensure carers have a voice and work with health and social care professionals and employers to raise awareness and endeavour to reduce feelings of isolation and loneliness.

Our Royal Wootton Bassett Carer Support Group is seeking new funding for the financial year. The monthly group held at The Angel Hotel, supports local unpaid carers who are struggling with isolation and loneliness. It is an opportunity to socialise with others in a similar situation to them, to encourage peer to peer support and a chance for them to have a small break away from their caring responsibilities in a warm, friendly environment with light refreshments.

Guest speakers and trained volunteers attend groups so there is always someone there for them to lean on for direct help and advice if they are at crisis point.

Many of our elderly carers are not confident using the internet and find continual online referrals and application forms etc daunting. Guidance navigating information online is a constant request we receive and something we can help them with at these groups.

We often provide extra activities taking the group for Christmas lunch, Easter Egg hunts and other festive activities throughout the year.

The group remains one of the best ways for CSW to stay in touch with carers on a personal level and provides an easy approachable avenue for new carers coming forward who are perhaps reluctant to admit to their circumstances as we so often hear is the case.

The group costs £2061 annually.

We would be thrilled if local councils would consider supporting the continued running of this vital group for local unpaid carers.

If at all in a position to help or if you would like to enquire further, then please do get in touch.

Thank you for your time.

Finance

2023-2024 Grant Allocation is £1,000

Recommendation

Members to CONSIDER the Grant request received.



Carer Support Wiltshire

Annual Report and Accounts 2021-22

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Wiltshire BA14 6JQ
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Working in partnership with

Wiltshire Council

NHS

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



**Dorset
Council**

**NHS
Dorset**

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Introduction from Chair

In our 10th anniversary year, we in Carer Support Wiltshire and Carer Support Dorset have continued our momentum, building on our achievements and the learning forged during the Covid 19 pandemic - always with carers at our heart. As the country made its phased exit from lockdown, we adapted our response to carers who had spent nearly two years in isolation. They had been unable to meet others at our carers' cafés and many experienced mental health issues because of their isolation. Young carers also missed out on much-needed activities and respite from caring. To help all carers overcome these challenges, we rapidly adapted our support by increasing online support, introducing Here to Talk, wellbeing calls, and funded counselling sessions.

As the restrictions eased, we reintroduced face-to-face activities and support, retaining our digital offer, so continuing to reach a broader spectrum of carers. Our volunteers and staff, many of whom have carer experience, have been pivotal to the success of these programmes. Their passion and commitment have been outstanding, earning our sincere thanks.

This has also been an exciting time in which we have also launched new services, partnered with other charities, and expanded our delivery into secondary care. Working with Dorothy House Hospice, we are supporting bereaved carers and with Age UK are providing a home sitting service for elderly carers. In July we launched our new Hospital Liaison Service to work with hospital staff in Wiltshire to consider carers' needs when discharge planning. In Wiltshire, our GP Accreditation Scheme continues to ensure carers are recognised and effectively supported. This scheme focuses on carers' health and wellbeing, so crucial when many face emotional and financial pressures daily. We continue to deliver statutory Care Act assessments. Since Covid, these have been carried out over the phone, with face-to-face assessments taking place when requested by carers.

In Dorset, we achieved a substantial 13% increase in carers registering with us and expanded the team with the introduction of a Young Carer Coordinator and Community Engagement Officer. Twelve mental health resilience workshops were delivered, and attendance reached 113 for the year at the 29 virtual carer groups that we held.

Our Courage to Care programme, which supports military carers, was shortlisted for the NHS Collaboration for Improvement Award in recognition of its work. In particular, this recognised how we collaborate with other organisations and value the lived experiences of military carers. We now have developed very strong relationships with the military welfare agencies and offer a bridge to the local community for military carers who face the unique challenges of Service life.

We also formed our new Carers Advisory Group, a forum for carers to give direct feedback to the Board of Trustees. Key themes the group has identified are difficulties carers face in navigating support pathways, finances, and employment, with rising costs and the need for further recognition in the workplace of the difficulties carers

face.

Although we did not meet our charitable fundraising target, we have taken opportunities to innovate and work differently and ended the year with a solid reserves position. We have reshaped our senior leadership team and undertaken significant internal development, to provide the springboard for future growth, launch new income streams and further embed our contracted services in Wiltshire and Dorset. In the coming year, we will develop our new schools' accreditation scheme in support of young carers and grow our positive relationships with education and school leaders.

Undoubtedly it has been a tough year, but it has been one in which our expert knowledge of caring, collaboration, and creativity have enabled us to find new ways to support carers. We now look forward to embarking on our campaign to create carer-friendly communities in Wiltshire and Dorset where all carers are recognised and supported.

Liz Brown, Chair of Trustees

Who we are

Carer Support Wiltshire is a charity supporting unpaid carers in Wiltshire and, since 2019, in Dorset under the name Carer Support Dorset.

We define an unpaid carer as someone who is giving support to a person who could not manage without that support. Three in five of us will care for someone at some point in our lives. This might be a parent, child, partner, friend, or neighbour who is elderly or has an illness (including mental health), disability, or substance addiction. Carers can offer many forms of help – doing housework, shopping, and cooking, providing personal care, administering medication, and providing emotional support, for example. We support all carers, from the age of five years upwards.

In Wiltshire, typically the carers we are supporting are female (67%); White (English/Welsh/Scottish/Northern Irish/British) (74%), and over 55 years old (62%).

In Dorset, typically the carers we are supporting are female (70%); White (British) 79% and over 60 years old (59%).

Caring for someone can place a huge strain on the carer, as they need to cope with this extra responsibility often alongside their own family and work responsibilities. Research shows that becoming a carer often leads to a decline in health and wellbeing and that their social life, career progression, personal finances, and education can all suffer*.

Carer Support Wiltshire's vision is of a carer-friendly society that understands and supports unpaid carers. This drives our commitment to improve the lives of unpaid carers in Wiltshire and Dorset.

**30% of carers describe their mental health as either bad or very bad, 34% say they often or always feel lonely, only around half (56%) of those providing more than 35 hours of care per week can afford their bills, 40% of working carers have passed on opportunities at work and 25% have moved roles to help them manage. Carers UK*

(2021) 'State of Caring 2021', <https://www.carersuk.org/for-professionals/policy/policy-library/state-of-caring-2021-report>

Main activities

In this section, we report on our activities to meet our three main aims:

- Empower carers to be experts in their own care and live the lives they want to lead
- Enable carers to access support and services to meet their needs at times when they need them
- Create communities and services where carers are treated equally in all aspects of their lives

Although we operate Carer Support Wiltshire and Carer Support Dorset under the same umbrella, there are differences between the two since each runs services that are commissioned and paid for by their respective Council and NHS Integrated Care Boards (formerly CCGs).

Empower – empower carers to be experts in their own care and live the lives they want to lead

In Wiltshire, we run a Carers Emergency Card scheme that is free to all carers registered with us. This gives peace of mind and reassurance that the person they care for will be safe in case of an accident or emergency. It provides a 24/7 call centre contact number and PIN and can be accessed by health and care professionals if needed.

Carer Support Wiltshire also carries out statutory carers' assessments under the 2014 Care Act on behalf of Wiltshire Council. A health and wellbeing assessment is generally carried out prior to the full carers' assessment – both determine how much a person's caring role is negatively impacting on their health and wellbeing. The carers' assessment can result in a carer being awarded funded support, such as paid respite carers to enable carers to take a break. In Dorset, we are not commissioned to carry out carer assessments, but carers calling our helpline can be referred to Dorset Council for an assessment.

We run young and young adult carer services for younger people who are caring for someone. In Wiltshire, we have a team that is entirely focused on the unique challenges that young carers and those approaching adulthood can face, such as continuing in education with caring responsibilities. We run regular groups where young adult carers can meet and have a dedicated schools' worker who works directly with schools and colleges to raise awareness of the young carers within their communities.

Enable – enable carers to access support and services to meet their needs at times when they need them

We operate a helpline that is open Monday-Friday for unpaid carers to call for information, advice, and signposting to support services.

In Wiltshire, we run carer cafés, support groups, and other events, which take place regularly across the county. In Dorset, we hold regular drop-ins where carers can find out information helpful to their caring roles as well as other special events. All our cafés, groups and events are attended by a member of staff or a trained volunteer who facilitates the gathering, welcomes new members, and is on hand to help with any questions. Carers meet people who share similar experiences, which can help to ease the isolation many feel when they are caring for someone.

Our Here to Talk telephone befriending service puts carers in touch with trained volunteers so they can talk regularly, usually fortnightly. Having someone new to talk to who is not a family member or known to the carer can be uplifting and give them much-needed, confidential space to talk about any difficulties they are having in their caring role.

Create – create communities and services where carers are treated equally in all aspects of their lives

In Dorset, the Dorset Carers Card gives carers access to discounts across the county, including cafés, shops, attractions, and professional services, all of which help to make carers feel valued and supported. The reverse of the card also has space for emergency contact numbers in case of an emergency.

In Wiltshire, our Community Engagement Worker team is based in the local community, with team members each covering four areas of the county. Community engagement workers work closely with GP surgeries and other healthcare providers and local groups, organisations, and businesses to make sure carers are being served in their communities and reach carers who might not yet have found support for themselves.

Volunteers are vital to the effective running of our carer support services. They also help us to reach new carers by promoting our services in their own communities to those who might not know there is support for them. Many of those working with us are unpaid carers themselves, past or current. Much of our work over the past year has relied on volunteer support, including the delivery of cafés and groups and our Here to Talk service, which has helped 115 carers feel less isolated during the pandemic. We currently have 105 volunteers working with us and continue to recruit in Wiltshire and Dorset.

Achievements and performance

The following are our key achievements this year in line with our strategy and outcomes framework.

1. Support – We will value and understand carers' needs, enabling them to access appropriate support

A total of 9,363 carers are currently registered with Carer Support Wiltshire and there are 5,361 carers registered with Carer Support Dorset. This year, 1,654 carers were registered in Wiltshire, a 2% increase from the previous year. Numbers of registrations in Wiltshire have continued to increase year-on-year since the start of the Covid pandemic. In Dorset, 1,760 carers were registered, a 13% increase on last year. We took on the Dorset

contract just before Covid and have seen a consistent increase of carers registering with us as we become better known.

When carers register with us, they can access all our services, including telephone helpline support and signposting, carer cafés, groups and other activities, and the Carers Emergency Card (Wiltshire only).

Some 410 carer assessments were submitted to Wiltshire Council, as opposed to 389 the previous year and 209 carer assessment reviews. We are not contracted to deliver carer assessments in Dorset.

Information, advice, and guidance was given 2,023 times in Wiltshire and 1,909 times in Dorset. Signposts to other organisations totaled 4,853 in Wiltshire and 7,374 in Dorset. Health and wellbeing assessments, which are offered to new carers in Wiltshire registering with us, totaled 514. These assessments take a strengths-based approach by identifying appropriate organisations and services for carers, so helping them to navigate their way to support more effectively. The assessments also help to identify if individuals need a full carer assessment.

In-person events were restarted in July 2021 following the pandemic restrictions which lasted several months, during which they were held online. A total of 165 in-person cafés and support groups took place in Wiltshire from Q2 onwards – these include ‘creative carers’ groups based in Salisbury and Chippenham and a parent carer group in Devizes. Total attendance was 1,053 carers. The number of online groups that took place, which includes workshops as well as online cafés, totalled 50 in Wiltshire attended by 264 people. Most of these took place in Q1 when in-person events were not able to open due to pandemic restrictions. However, a fortnightly online group continues to support carers who are unable to come to in-person events because of lack of transport or being unable to leave the person they care for.

In Dorset, we supported groups already in existence and focused on networking events. Being a young service, our focus was to set up carer clinics in GP surgeries.

Our fundraising activity gives us funds we can use in the form of grants for carers. These grants are targeted at helping carers with wellbeing issues. We gave grants totalling £8,002 to carers this year for help with things such as household maintenance, professional counselling, massage, and hairdressing.

2. Collaboration – We will innovate and work in collaboration, so carers get better services

We collaborate with other organisations and services to enable carers to access all that is available to them. Working in this way enables us to reach more people and offer better, more cost-effective services.

Our Courage to Care service was established to support unpaid carers in serving armed forces families in Wiltshire with funding from the Armed Forces Covenant Fund Trust. It ensures that they can access the same services as all other carers, building

a link between armed forces welfare support and community-based support and services. These have included the Army Welfare Service, FANDF (Forces Additional Needs and Disability Forum), unit welfare, the Hive Information Centres, and military medical centres. We are associate members of COBSEO.

The number of carers registered with us who are in a serving armed forces family has increased four-fold since the start of the Courage to Care Service. Over the Covenant funded period, the Courage to Care team engaged with over 200 carers and 1,000 professionals linked to Armed Forces Welfare.

Our work with one Medical Centre resulted in the number of carers they identified increasing from 7 to 50. The work with them served as a platform for working with two further Medical Centres to develop a framework for the Centres to use for developing their own work with carers in the serving Armed Forces community.

570 carers from the armed forces community have been assessed and supported. Around 10% of these are from serving Armed Forces families.

10% of all carers from the armed forces community accessed our volunteer led Here to Talk service and a further 10% were contacted as part of our Covid response wellbeing calls.

Half of all carers of veterans or veterans who are carers were able to access local authority funding to enable them to take a break from their caring role.

Our work with serving Armed Forces carers was included in the Covenant Trust Annual Report as an example of good practice. We were also mentioned in the recent RBL Carers Report.

In May 2022, we were delighted the service was chosen to be shortlisted for the 'Collaboration for Improvement' category at the NHS Big Conversation for Improvement. The Big Conversation for Improvement was all about sharing fresh insights and ideas in the wake of the Covid 19 pandemic to improve health and care for the benefit of everyone. We hope that additional funding will enable us to further develop our work with Medical Centres, develop support for Armed Forces carers preparing for discharge from the armed forces and work more closely with veteran charities and organisations.

Wiltshire's Investors in Carers GP Accreditation Scheme is now in its 10th year. The scheme sets out a number of required standards for GP surgeries in Wiltshire to meet their commitment to unpaid carers. These standards include keeping a carers' register, having a carers' lead at the practice, having a flexible approach to appointments for carers, and offering a 20-minute health check to carers. With these services in place and reviewed annually, unpaid carers across the county receive more consistent care and recognition.

Despite the pressures on GP practices during Covid 19, 40 out of 46 practices

continued to participate in the scheme, and 17 achieved the Platinum level of award.

Building on the success of the GP Accreditation Scheme, Carer Support Wiltshire has worked with hospitals in Wiltshire to develop a similar commitment to unpaid carers in secondary care. Work began this year on a Hospital Ward Accreditation Scheme to help ensure, for instance, that carers are kept informed and consulted while the person they care for is in hospital and when they are discharged. The new 'tool' has now been completed and the first hospital ward signed up to the scheme is the Dorothy House Hospice inpatient unit. We will work to sign more hospital wards up to the scheme in the coming year.

We have formed new partnerships with Aster and Age UK Wiltshire. Aster delivered four mental health resilience workshops in Wiltshire during the year, and five in Dorset.

With Age UK in Bath & NE Somerset and Wiltshire and Bath & NE Somerset Carers Centre, we were successful in a bid to NHS England/Improvement to identify and support carers of patients in the Royal United Hospital, Bath, where many Wiltshire residents go. A joint leaflet and video, which was made with Bath & NE Somerset Carers Centre to show in patient areas around the hospital, were produced and a small 'sitting service' was set up with Age UK Wiltshire to provide company while carers take a break, for delivery in 2022/23. The video is to be adapted for use at other hospitals in the county.

Carer Support Wiltshire continued to work closely with Dorothy House on community bereavement help points, which our two organisations run jointly in several locations to offer support to those who have been bereaved. These are open to all, including carers.

Our existing partnership with Zurich Community Trust has continued this year. We have worked with Zurich for a long time and during this year they donated funds for our Here to Talk service and to supply social and technically isolated carers with iPads and wi-fi dongles. Zurich staff contacted 660 carers for a wellbeing check during the lockdowns and continue to run our fortnightly online carer café.

We continue to work with Youth Action Wiltshire, which delivers a range of activities under sub-contract to us in our delivery of the Wiltshire Council contract. These include mentoring and coaching and other opportunities for young carers aged 18 and under who are registered with Wiltshire Council as young carers.

In Dorset, we continue to work in partnership with Rethink Mental Illness and Dorset Carers Hub, which host our regular drop-ins. We recruited a new role, Community Engagement Officer, which will have a major impact on our ability to support rural communities and make connections with the many existing organisations to help make the carer journey easier.

We hosted online training provided by Rethink Mental Illness, and we are developing links with Help and Kindness, Volunteer Centre Dorset, and Rural Mental Health Matters.

Planning is underway to deliver many more drop-ins in community hubs across the county.

3. Awareness – we will champion the vital contribution made by carers to society

It is estimated that unpaid carers save the economy £132 billion a year, an average of £19,336 per carer. However, 75% of carers think their role is not valued, according to Carers Week 2022 research conducted by Carers UK.

We have continued to champion the work of unpaid carers this year, through our partnership work with businesses and community groups and our media coverage. We use national awareness days, such as Carers Week, Young Carers Action Day and Carers Rights Day, and work with the national organisations, Carers UK and Carers Trust, to promote carers' voices. We, therefore, can ensure a wider reach with local media and ensure carers in Dorset and Wiltshire are included in national campaigns and policy development.

We share the experiences of the carers we work with in the media, on our websites, and on social media. These lived experiences help the wider community, including employers, to see how the lives of carers can look, leading to greater understanding and a willingness to better support those who currently have caring roles. The coverage helps to normalise a role that is often hidden behind closed doors and within families. BBC Radio Wiltshire spoke with five carers during Carers Week 2021 and broadcast interviews from Wellington School near Tidworth for Young Carer Action Day, speaking with Carer Support Wiltshire staff and young carers. In Dorset, Carers Week 2021, we had coverage in New Valley News, Dorset Echo, and Purbeck Coast FM. For Young Carer Action Day 2022 we had coverage on Greatest Hits Radio and BBC Radio Solent.

4. Influence – we will listen to carers and give them a collective voice

Wiltshire Carers Forum, which we support as part of the Wiltshire Council contract, meets regularly to discuss carers' needs and gaps in services provided locally. The forum is more recently beginning to play a key role in the review of the council's Carers Strategy 2017-22.

In addition to this group, a new Carers Advisory Group was set up in September 2021 by one of our trustees, Rosario Waterlow. The purpose of the group is to provide a direct voice between carers and trustees.

The first Dorset Carer Reference Group was set up online in Q2. It continues to grow, and carers offer invaluable feedback to help shape Dorset services and organisations. The group feeds into the Dorset Carer Steering Group, which is updated on the Reference Group activities during each meeting.

In February 2022 Carer Support Wiltshire received funding from the Commitment to Carers Programme, Experience of Care Team, NHS England to carry out a review into how revised ways of working and more virtual approaches in Primary Care have

affected carers. 161 unpaid carers completed the survey. The initial report based on a specific template has been shared with NHS England and the findings will be included in a longer report summarising over 30 community-focussed pandemic legacy projects. In the meantime, this has been placed on the NHS Futures Collaboration platform.

5. Inform – we will provide information to enable carers to make choices about their caring role

It is important that people have access to good-quality information, even before they may have to take on a caring role. Carers who are well informed often feel more empowered in their roles as carers and in situations such as when dealing with healthcare providers.

We provide information through many channels. These include digitally through our websites and social media and physically through posted newsletters and a bi-annual What's On guide, as well as our telephone helpline. Partnerships and good working relationships with other organisations which are in contact with carers also help us to provide information when needed. An updated Carers Guide was published in 2021, which is a booklet containing information for carers, including details of local organisations that can offer support. This is available for free to all carers and a physical copy can be posted or a digital one accessed on the website.

The Hospital Liaison Service is an example of how we have been able to reach carers in an external setting. This service ran as a pilot from the end of January 2021 to 30 April 2021. It put Carer Support Wiltshire staff into the three acute hospitals serving Wiltshire, as well as the community hospitals, helping to improve communication between hospital staff and unpaid carers and facilitate discharge. The service received 57 referrals; was positively received by hospital staff and carers and created partnerships that will have a long-term positive impact on the work of CSW in the hospitals.

In November 2021 funding was agreed by Wiltshire Council to re-introduce the service for a further 12 months. Recruitment challenges meant staff did not join until 2022; service delivery will begin in early September 2022.

In Wiltshire and Dorset, we deliver our Here to Talk befriending service, which puts a trained volunteer and a carer in contact for regular telephone conversations. In Wiltshire, 89 carers accessed this service during the year. In Dorset, the number was 83.

In addition, 141 carers were able to access up to eight sessions of professional counselling this year, thanks to a partnership with mental health tech company Paranimo and funding from the National Lottery.

6. Quality – we will (all staff and volunteers) make the changes that will lead to better outcomes for carers, better services and better development

Working with HR staff from Zurich, we developed and launched our People Plan 2021-23 as the framework to support and develop staff and volunteers, whose support is vital, and foster new ways of working and learning from the pandemic. The plan sets out a range of activities to be taken to the end of March 2023, that will contribute to the

strategy. Our priorities are:

- **Value** - we recognise that staff and volunteers are our biggest asset. Therefore, we will aim to work innovatively and collaboratively to support staff and volunteers to reach their full potential.
- **Ways of working** – simplifying the way we work and recognising positive contributions which will help improve how we work together
- **Our commitment to people** – we aim to develop and offer better employee benefits that focus on development, personal growth, and well-being
- **Together we achieve more** – it is our expectation that all our people will understand and demonstrate our aim to be the leading charity for improving the lives of unpaid carers

Regular staff 'pulse' surveys have helped identify staff issues and the impact of changes made. These include a revision of contracts of employment to include extra paid time off for training and volunteering.

A related development to the People Plan was the adoption of a new, three-year Volunteers Strategy. Our volunteering principles are:

- Connection to the cause
- Clear communication
- Partnership working
- Providing learning opportunities for volunteers
- Recognition

Our key priorities are:

1. Strengthening the volunteer programme.
2. Growing and diversifying the volunteer base.
3. Engaging with corporates and education establishments in individual, group, and professional volunteering opportunities.

A new volunteer handbook was developed. Other planned activities include simplified volunteer recruitment, creating inspiring and creative volunteer roles, and building a strong corporate offer.

It was expected that 2021-22 would be a challenging year for fundraising, and so it proved. Fundraising performance did not meet targets, with progress hindered by the departure of the Head of Business Development. The need for a more mainstream approach to fundraising became evident, with a strong focus on individual giving, legacies, and partnership development. The new Head of Fundraising and Partnerships reviewed and reshaped the team, created, and is now implementing an 18-month fundraising strategy to re-energise effort.

Young and young adult carers

Young carers (defined as those aged 5-15yrs) and young adult carers, aged 16-24 years, face their own unique challenges as they navigate education, fitting in with their peers, finding work, and leaving home.

It can be difficult for a young adult carer to see how, for example, they can go away to university and leave a person they may have been caring for over a large part of their lives. If there are younger siblings, there can be additional guilt that they are leaving others to take on the responsibility.

It is important that young and young adult carers are getting all the support available to them, and we have a dedicated young adult carer team, which includes two members of staff who work with young people aged 16-17yrs and one member of staff who works with schools and colleges, helping them to identify and support young and young adult carers.

In 2021/22 we registered 59 new carers aged 16-24 years. We received 164 referrals for young adult carer support work, highlighting an increase in young adult carers being supported to stay in education and apply for college and university places. Many would not have progressed without the support and hours of form filling that have to be completed.

Our partnership with Wiltshire Community Foundation has grown from strength to strength with 90% of our young adult carers going to university being entitled to the University Grant (£1,600 per year). Those going to college or starting an apprenticeship can apply for the Vocational or Educational Support Grants (up to £1,000) to help pay for IT equipment, clothing, books, stationary etc.

Wiltshire's Young Adult Carers Support Worker continued to attend the Carers Trust young adult carer steering group via Zoom due to Covid. The Inspiring Change programme brought together ideas and thoughts from young carers across the UK. It resulted in funding to set up a Salisbury café, initially online but now in person. This café has become popular with carers who are supporting a sibling. Several of these carers who are now at university studying medicine are on the GP accreditation panel and have attended the GWR hospital carers committee.

Young adult carers also contributed as part of a new steering group to advise and influence the pilot school accreditation scheme being developed by Carer Support Wiltshire. They worked with headteachers, Wiltshire College, Wiltshire Council, and Carer Support Wiltshire.

As a result of Wiltshire College's involvement in the school pilot accreditation scheme, we understand there has been an increase in the identification of young adult carers within the college. Similarly, schools involved in the pilot for the accreditation scheme have also seen a rise in the identification of young carers.

We have improved working relationships with key stakeholders at Wiltshire Council and Youth Action Wiltshire, with the creation of a Young Carer Task and Finish Group and a

subsequent Young Carer Passport subgroup, of which Carer Support Wiltshire are members. These groups are working together to look at ways of improving the young carer journey, including the referral pathway, assessments/reviews, and support, with the aim of introducing a Young Carer Passport.

We have increased support for bereaved young adult carers who have lost a parent and found themselves without money, the threat of homelessness, and struggling to care for siblings. We have also increased support for young adult carers with mental health issues needing access to counselling and other mental health support services.

Using funding gained from Carers Trust funding and working with Wiltshire MIND, we have been able to avert crises in many of our young people. One young adult carer wrote an article for Carers Trust about his journey and how the funding from Carers Trust meant he was able to access counselling. He has succeeded in going to university where he is doing well. Carers Trust shared his story with The Rank Foundation, and they are now using it in their yearly report to raise more money for counselling.

Online cafés were set up when there were Covid restrictions. However, they quickly went back to face-to-face due to popular demand. Young adult carer cafés were set up in Trowbridge and Salisbury and take place bi-monthly. The Chippenham café runs during the school holidays and/or during evenings and weekends.

A young adult carer we support won Radio 1's 'Hero' award for her caring role and for raising awareness of young carers. This young person met Prince William. We have supported her for four years so she could continue at college after her father died and her mum had a life-changing stroke.

The year ahead

Major external events such as the war in Ukraine with its impact on fuel prices and hence on the cost of living are affecting carers, as well as our staff and volunteers. The Board is monitoring the situation closely.

Our organisational objectives for the year ahead include:

- Continuing to champion carers and influence on their behalf by engaging Dorset and Wiltshire in their reviews of carers strategies, to help shape the outcomes for carers, and work with commissioners on strategy implementation.
- Successful tendering for Wiltshire Council and NHS B&NES Swindon & Wiltshire Integrated Care Board's Carer Support contract in Wiltshire. The contract entered its 5th of five years in April 2022, and the tender is due in October 2022.
- A 1-year extension has been granted to the Dorset contract. Following the extension of the Dorset contract, we are significantly reshaping the delivery of the contract in response to the feedback we have received from carers, the Dorset commissioner and stakeholders. Our emphasis will increase on deliverables such as groups, cafes and community-friendly engagement that will establish Carer support Dorset as a leading organisation that represents carers.
- Refreshing the GP Surgeries Accreditation schemes in Wiltshire, and from

September 2022, delivering the Hospital Liaison Service and rolling out the Schools Accreditation scheme in Wiltshire.

- New engagement activities, supported by a new Digital Engagement lead, with events for carers, commissioners, and other providers to promote Carer-friendly communities in Dorset and Wiltshire.
- Setting up new Referrals and Registration and Community Engagement teams to streamline the flow of carers through the Wiltshire service, and the new Business Support Team which works across both services.
- Continued delivery of the People Plan and the Volunteer strategy.
- Introducing Xero to replace the QuickBooks finance system which will improve the efficiency of the Finance Team, redesigning Charitylog, our case management system to support impact reporting.
- We are developing an outcomes framework to more closely link our services and activities with our impact and vision/mission for the organisation.

Structure, governance and management

During 2021-22, the Trustee Board comprised:

Elizabeth Brown	Chair	from May 2020
Chris Meier	Vice Chair	resigned February 2022
Alexander Cheremuhkin		joined May 2021
Sukdave Ghuman		joined May 2021
Rachael Lawes		joined May 2021, resigned September 2021
Ian Baldwin		joined May 2020
Jane Mason		retired September 2021
Donna Moore		joined May 2020
Nigel Sully		joined September 2021
Michelle Tonner		joined May 2021, resigned March 2022
Rosario Waterlow		joined September 2020
Lyndon Baker		joined February 2022
Anne Humphries		joined February 2022
Martin Parker		joined February 2021

Senior Leadership Team

Judy Walker	Chief Executive
Jon Berridge	Head of Fundraising and Partnerships, resigned October 2021
Marco van-Tintelen	Head of Operations, joined July 2021
Leanne Hubbard	Head of Fundraising and Partnerships, joined November 2021
Janet Parker	Head of Finance & Resources, joined December

Auditors

Monahans, Fortescue House, Court Street, Trowbridge, BA14 8FA.

Legal status and governing document

Carer Support Wiltshire is a Registered Charity 1092762 and a Company Limited by Guarantee 04415685 not having share capital. The liability of members is limited to one pound. Its registered office was The Clock Tower, 5 Farleigh Court, Old Weston Road, Flax Bourton, Bristol BS48 1UR until 12 August 2020 and is now The Independent Living Centre, St George's Road, Semington, nr. Trowbridge, Wiltshire BA14 6JQ. The company is governed by Articles of Association as amended in April 2020, extending the area of benefit. It was renamed in 2011 on the merger of the four previous carer support organisations in Wiltshire.

Public benefit

Carer Support Wiltshire's objects are to promote any charitable purpose, for the benefit of the whole community (particularly but not exclusively the community in and around Wiltshire), including the advancement of education, the promotion of health, and the relief of poverty, sickness, and distress in particular but without limitation by supporting carers.

The Trustees' report explains how we have met our objects. The Trustees give careful consideration to the Charity Commission's guidance on public benefit when setting the objectives and planning the work of Carer Support Wiltshire for the year.

Board of Trustees

The Board meets five times a year and has delegated some of its work through four subcommittees: Finance, QCVS (Quality, Compliance and Volunteering), Nominations and Fundraising and Partnerships. The Carers Advisory Forum also meets quarterly. The sub-committees are chaired by trustees and meet quarterly. The day-to-day management is formally delegated to the Chief Executive.

None of our Trustees receive remuneration or other benefits from their work with the charity. The charity keeps a register of Trustees' interests, and the chair reminds Trustees to declare any relationship that could create a conflict of interest at the start of every Board meeting.

Using a skills audit, the Board identified the skills it needs to carry out its work now and, in the future, and recruits accordingly.

In recruiting new Trustees, the specialist recruitment agency REACH has been used, as were a range of local and regional websites and Carer Support Wiltshire's own. Candidates were invited for an informal talk with the Chief Executive and the Chair of Trustees to get a better understanding of the organisation. Those wishing to be considered were asked to complete application forms and were interviewed by a panel comprising the Chair, Chair of the Nominations Committee, and a Trustee with a relevant background. A consistent set of questions was applied to each candidate, all being asked about potential conflicts of interest. Before their appointment was confirmed by the Board,

all the required checks were completed, and they attended a Board meeting.

New Trustees follow an induction programme in the Trustee Handbook, are offered a mentor, and learn more about the work of the organisation through meeting the Chairs of subcommittees and senior managers, and where possible, shadowing staff. The Chair and the Chief Executive are available for support as required. Trustees attend training courses and away days, participate in annual Board effectiveness reviews and join relevant governance support networks.

Statement of Trustees' Responsibilities

The Trustees (who are also directors of Carer Support Wiltshire for the purposes of company law) are responsible for preparing the Trustees' Report and the annual financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). These give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities Statement of Recommended Practice (SORP);
- Make judgments and accounting estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- There is no relevant audit information of which the charitable company's auditor is unaware; and
- They have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Senior Leadership Team

In February 2021, the Board approved a restructure of the Senior Management Team (SMT), on a phased approach, with the aim of supporting the delivery of the Strategy and the business plan for 2021-22. The new structure streamlined the Senior Management Team into a four-person Senior Leadership team, including the CEO. The Head of Operations joined in July 2021, Head of Fundraising and Partnerships

in October 2021 and Head of Finance and Resources in December 2021.

From August to October 2021, we undertook a root and branch review of our Operations team, to get them ready for the challenges ahead and begin longer term operational planning. The review outcomes were endorsed by the Board in November and led to a new Operational Management structure and Business Support Teams being set up, and the new volunteering strategy.

Formal Partnerships

Carer Support Wiltshire is a Network Partner of the Carers Trust, an umbrella organisation that represents carers and their interests on the national stage. It also provides practical support for Network Partners through grants, regional support networks, business advice, training, and mentoring.

From April 2018, Carer Support Wiltshire began providing all-ages carer support services under a contract to Wiltshire Council, sub-contracting young carers' breaks and respite to Youth Action Wiltshire, part of Community First.

The charity runs the carers' hub in the Royal United Hospital Bath in partnership with the hospital, Friends of the RUH and B&NES Carer Centre, and a carer information service and Carers Café at Great Western Hospital and Salisbury District Hospital.

Small Company Provisions

This report has been prepared in accordance with the special provisions for small companies (s419 (2) of the Companies Act 2006).

Added Value

In addition to the skills, knowledge and experience that Trustees bring to their roles, Trustees provided added value in terms of training for staff and carers and providing pro bono legal advice.

Risk Management

The Trustees have a strategy supported by a policy and procedure for managing risks that could potentially prevent the organisation from achieving its aims and objectives for carers. This is championed at Board level by a trustee with a special interest in risk management.

The major strategic risks facing the charity are categorised as:

1. Strategic
2. Reputational
3. Operational
4. Financial
5. People
6. Governance
7. Compliance and regulation.

The risk register and controls mitigating the strategic risks are reviewed by the Quality,

Compliance and Volunteering sub-committee, which reports to each board meeting.

During 2021-22 Senior Managers and the Board monitored the management of the following strategic risks:

- Impact of Covid-19 on carers, and the need to flex and grow services to best meet their needs during the crisis
- Fundraising targets not being met as 'mainstream' resources were diverted to Covid
- Maintaining staff wellbeing during lockdowns
- Too great a dependency on a local authority/CCG funding, and possible changes to those income streams
- Failure to deliver contractual agreements, including Care Act-compliant carers assessments and reviews in Wiltshire, and in Dorset, maintaining the carers register and developing
- A serious safeguarding incident
- Compliance with General Data Protection Regulations

The Chief Executive as Senior Risk Owner and the Senior Leadership Team undertake and review follow-up actions, and the Senior Risk Owner reports to the Board every quarter. The Trustees are indemnified against any negative financial impact resulting from their actions made in good faith.

The risk register was revised during the year to ensure it continues to reflect the business of the charity and the stresses of the external environment.

Fundraising

Carer Support Wiltshire is registered with the Fundraising Regulator and adheres to its Code of Practice and Promise. Our fundraising practices are clearly outlined in our Fundraising Ethics Policy and a copy of our Supporters Charter is available on our website.

We do not use external fundraising suppliers. We received no complaints about our fundraising last year.

Financial review

Carer Support Wiltshire is just over 90% funded (up from 84% in 2021) by income from the Integrated Better Care Fund (IBCF), overseen by Wiltshire Council on behalf of NHS Wiltshire Clinical Commissioning Group, and by Dorset Council on behalf of Dorset Clinical Commissioning Group. Other funds arise from a variety of grants, donations, trading activities and some investment income.

- The total income for the year was £1,694,474 (2021: £1,807,924)
- Deficit across all funds of £17,569 (2021: £58,163 surplus)
- Total funds decreased to £535,105 (2021: £552,674)

Summary of Financial Performance

The Statement of Financial Activities for the year ended 31st March 2022 shows a deficit across all funds of £17,569 (2021: £58,163 surplus), being the difference between total net income and expenditure across individual funds.

Total income decreased by 6% compared with the previous year mainly due to decreased grant income in the year. Our grant income totalled £128,512 (2021: £232,570), a decrease of 45%. Donations in the year were also lower than the previous year at £19,611 (2021: £31,341).

Our expenditure decreased by £37,719 (2%), largely due to continued cost savings from operational changes implemented in response to Covid-19.

Staffing costs decreased by £66,771 (5%) due to temporary reductions in some services and a corresponding fall in headcount.

As at 31 March 2022, the total funds were split as follows:

- Unrestricted General Funds £438,353 (2021: £453,014)
- Restricted Funds £96,752 (2021: £99,660)

The free reserves of charity are defined as unrestricted funds less tangible assets, and as at 31 March 2022 the free reserves of the charity were £430,303 (2021: £439,932).

Reserves Policy

Reserves are made up of Restricted and Unrestricted funds. Restricted Reserves comprise monies received from donor organisations that have been provided for a stipulated purpose; for Carer Support Wiltshire these would include funding from the Carers Trust, the Armed Forces Covenant Trust, etc. Restricted funds are therefore unspent monies on specific defined projects.

Unrestricted Reserves are available for the general expenditure of Carer Support Wiltshire and will allow the charity to deliver its objectives with minimum disruption to users when

faced with a major business interruption. However, the current 5-year Wiltshire Council contract with level funding in each year and the Dorset Council contract must cover additional staff cost increases over the contract period. Additionally, experience is that funds are increasingly required to cover the delays in receipt of incoming funds.

The charity's Reserves policy is to hold free reserves within a range of £350,000 to £400,000 which is sufficient to cover the cessation of operations over a 6-month period and wind up the charity, while meeting all obligations to staff and external creditors.

Going Concern

The Wiltshire Council carers' support services contract from 2018-2021 has been extended to March 2023. The contract is being tendered in October 2022 and the outcome of the tender process will be announced by the end of December 2022.

The Dorset Council carers' contract commenced in 2019 and has been extended for another year until November 2023. There is the possibility of a further extension of up to three years.

A comprehensive method of forecasting expenditure is utilised throughout the organisation, based on a fully costed delivery plan for each element of the service as well as for core infrastructure costs.

While the Trustees are pleased to report that Carer Support Wiltshire has sufficient reserves and income streams to operate in 22/23 and for 12 months after signing this report, the years beyond that will doubtless bring challenges given the macroeconomic and geopolitical considerations in play at the time of writing this report. The Trustees are confident and assured that the current rigour and robustness of risk management allows both for the timely identification of risks and appropriate and effective mitigation actions. In particular, the Charity remains determined that the renewal of the Wiltshire Council carers support contract (which is due to complete in June 2023 if not extended) will allow it to continue achieving its purpose, however the Trustees are closely monitoring the situation and preparing to various alternative scenarios to ensure the organisation remains agile and sustainable in the medium and long term. Given the current level of funding and reserves, the Trustees are confident that there are no material uncertainties that may cast significant doubt over the ability of Carer Support Wiltshire to continue as a going concern.

A new Head of Fundraising and Partnerships was appointed in November 2021, and a new fundraising strategy has been developed and is now being implemented. There are further plans to invest in engagement, to improve the charity's digital offer to increase and diversify fundraising income so that in the next five years it sits around the 60% mark.

Investment Policy

As required in its Articles of Association (paragraph 4.16), in furtherance of its objects, Carer Support Wiltshire has the power to invest monies not immediately required in deposits or such Investments, securities or property as may be thought fit.

Carer Support Wiltshire considers it prudent to hold all surplus funds in interest bearing accounts, to best protect the grants awarded to us for the purposes intended. Surplus funds held outside of the CAF bank accounts in the year have been deposited ensuring that not more than £85,000 is held by a banking corporation. These are under review for return on investment for the charity while not exposing it to any additional risk. At the end of the year Carer Support Wiltshire funds were invested with the following: CAF Bank current and deposit accounts, United Trust Bank, Redwood Bank and Hampshire Building Society, Flagstone Investments comprising Cambridge and Counties Bank, Aldermore Bank Plc and Charter Savings Bank.

Thank you to our funders and supporters

3H

Fund

Abri

Armed Forces Covenant Fund

Trust Arnold Clarke

Astor Foundation

Bradford on Avon Town Council

Carers Trust

Chippenham Borough Lands

Co-op Local Community

Fund Devizes Lions Club

Flurogenics

GreenSquareAccord

Hilperton Parish Council

Keevil Parish Council

Masonic Charitable Foundation (on behalf of Lodge of Good Fellowship,

Pewsey) One Stop Community Partnership

Persimmon

Potterne Parish Council

Rotary Club of Devizes

Royal Wootton Bassett & District Rotary Club

Serco Foundation

Soil Association – Food for Life

Tesco

Veterans Foundation

Waitrose

Chippenham

Waitrose Community Foundation

Waitrose Warminster

Wessex Water

Foundation Westerleigh

Group Ltd Wiltshire

Council

Zurich



On behalf of the Board of Trustees
Elizabeth Brown
Chair

Date 1st November 2022

Report of the Independent Auditors to the Members of
Carer Support Wiltshire

Opinion

We have audited the financial statements of Carer Support Wiltshire (the 'charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Report of the Independent Auditors to the Members of
Carer Support Wiltshire

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Based on our understanding of the charitable company and sector, we identified that the principal risks of non-compliance with laws and regulations related company and charity legislation, and we considered the extent to which non-compliance might have a material effect on the financial statements of the charitable company. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Charities Statement of Recommended Practice and the Companies Act 2006. We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls), and determined that the principal risks were related to potential lack of segregation of duties, bookkeeping errors and management bias in accounting estimates and judgemental areas of the financial statements. Audit procedures performed by the audit engagement team included:

- Enquiry of management and those charged with governance about any known or suspected instances of non-compliance with laws and regulations and fraud;
- Reviewing minutes of meetings of those charged with governance and any correspondence with The Charity Commission;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing analytical procedures to identify any unusual or unexpected relationship that might indicate a risk of material misstatement due to fraud;
- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias.

There are inherent limitations in the audit procedures described above and the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we would become aware of it. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Report of the Independent Auditors to the Members of
Carer Support Wiltshire

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



James Gare (Senior Statutory Auditor)
for and on behalf of Monahans
Statutory Auditor
Chartered Accountants
Fortescue House
Court Street
Trowbridge
Wiltshire
BA14 8FA

Date: 20 December 2022

Carer Support Wiltshire

Statement of Financial Activities
for the Year Ended 31 March 2022

	Notes	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	10,187	9,424	19,611	31,341
Charitable activities	5				
Carer support services & development work		1,531,434	128,512	1,659,946	1,762,993
Other trading activities	3	1,800	-	1,800	2,160
Investment income	4	2,005	-	2,005	4,398
Other income		<u>10,285</u>	<u>827</u>	<u>11,112</u>	<u>7,032</u>
Total		1,555,711	138,763	1,694,474	1,807,924
 EXPENDITURE ON					
Raising funds	6	101,373	-	101,373	90,906
Charitable activities	7				
Carer support services & development work		1,472,705	112,287	1,584,992	1,641,687
Grants for carers		<u>518</u>	<u>25,160</u>	<u>25,678</u>	<u>17,168</u>
Total		1,574,596	137,447	1,712,043	1,749,761
 NET INCOME/(EXPENDITURE)		(18,885)	1,316	(17,569)	58,163
Transfers between funds	19	<u>4,224</u>	<u>(4,224)</u>	<u>-</u>	<u>-</u>
Net movement in funds		(14,661)	(2,908)	(17,569)	58,163
 RECONCILIATION OF FUNDS					
Total funds brought forward		453,014	99,660	552,674	494,511
 TOTAL FUNDS CARRIED FORWARD		<u><u>438,353</u></u>	<u><u>96,752</u></u>	<u><u>535,105</u></u>	<u><u>552,674</u></u>

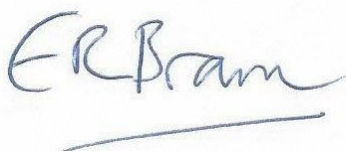
Carer Support Wiltshire

Balance Sheet
31 March 2022

	Notes	2022 £	2021 £
FIXED ASSETS			
Tangible assets	14	8,050	13,082
CURRENT ASSETS			
Debtors	15	577,387	458,632
Cash at bank		<u>650,992</u>	<u>644,064</u>
		1,228,379	1,102,696
CREDITORS			
Amounts falling due within one year	16	(701,324)	(563,104)
NET CURRENT ASSETS		<u>527,055</u>	<u>539,592</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		535,105	552,674
NET ASSETS		<u>535,105</u>	<u>552,674</u>
FUNDS	19		
Unrestricted funds		438,353	453,014
Restricted funds		<u>96,752</u>	<u>99,660</u>
TOTAL FUNDS		<u>535,105</u>	<u>552,674</u>

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies' regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 1st November 2022 and were signed on its behalf by:



.....
E Brown – Chair of Trustees



.....
A Cheremukhin – Trustee

Carer Support Wiltshire

Cash Flow Statement
for the Year Ended 31 March 2022

	Notes	2022 £	2021 £
Cash flows from operating activities			
Cash generated from operations	1	<u>8,882</u>	<u>213,777</u>
Net cash provided by operating activities		<u>8,882</u>	<u>213,777</u>
 Cash flows from investing activities			
Purchase of tangible fixed assets		(3,959)	(13,502)
Interest received		<u>2,005</u>	<u>4,398</u>
Net cash used in investing activities		<u>(1,954)</u>	<u>(9,104)</u>
Change in cash and cash equivalents in the reporting period		6,928	204,673
Cash and cash equivalents at the beginning of the reporting period		<u>644,064</u>	<u>439,391</u>
 Cash and cash equivalents at the end of the reporting period		<u>650,992</u>	<u>644,064</u>

Carer Support Wiltshire

Notes to the Cash Flow Statement
for the Year Ended 31 March 2022

1. RECONCILIATION OF NET (EXPENDITURE)/INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2022 £	2021 £
Net (expenditure)/income for the reporting period (as per the Statement of Financial Activities)	(17,569)	58,163
Adjustments for:		
Depreciation charges	8,991	7,225
Interest received	(2,005)	(4,398)
(Increase)/decrease in debtors	(118,755)	33,632
Increase in creditors	<u>138,220</u>	<u>119,155</u>
Net cash provided by operations	<u><u>8,882</u></u>	<u><u>213,777</u></u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.21 £	Cash flow £	At 31.3.22 £
Net cash			
Cash at bank	<u>644,064</u>	<u>6,928</u>	<u>650,992</u>
	<u>644,064</u>	<u>6,928</u>	<u>650,992</u>
Total	<u><u>644,064</u></u>	<u><u>6,928</u></u>	<u><u>650,992</u></u>

Carer Support Wiltshire

Notes to the Financial Statements **for the Year Ended 31 March 2022**

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Carer Support Wiltshire is an incorporated charity registered in England and Wales. The principal address of charity is given within the reference and administration details on page 6 of these financial statements. The nature of the charity's operations and principal activities are provided in the Report of the Trustees.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest £1.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Going concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Voluntary income is received by way of donations and grants and is recognised in full in the Statement of Financial Activities when they are receivable.

Donated assets are included at the value to the charity where this can be quantified and a third party is bearing the cost. The value of services provided by volunteers has not been included as the value of these services cannot be readily quantified.

Grants are recognised in full in the Statement of Financial Activities in the year in which they are receivable. Grants received in the accounting period in respect of future accounting periods are deferred until those periods. All material grants are disclosed in accordance with the Statement of Recommended Practice.

Contract income is recognised in full in the Statement of Financial Activities in the year in which it is receivable, in line with the service level agreement. Contract income received in the accounting period in respect of future accounting periods is deferred until those later periods.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Resources expended include attributable VAT which cannot be recovered.

Costs of generating funds comprise the costs associated with attracting voluntary income and other activities.

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

1. ACCOUNTING POLICIES - continued

Expenditure

Charitable activities expenditure comprises those costs incurred by the Charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the Charity and include the audit fees and costs linked to strategic management of the charity.

All costs are allocated between the expenditure categories in the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, other costs are apportioned on the basis of estimated aggregated time expended on each activity as set out in note 9 to the accounts.

Tangible fixed assets

Tangible fixed assets are recorded at cost and depreciation is calculated to write off the cost, less estimated residual value over their expected useful lives as follows:

Equipment - 50% (straight line method).

Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Debtors and creditors receivable / payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

2. DONATIONS AND LEGACIES

	2022	2021
	£	£
Donations	<u>19,611</u>	<u>31,341</u>

3. OTHER TRADING ACTIVITIES

	2022	2021
	£	£
Fundraising	<u>1,800</u>	<u>2,160</u>

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

4. INVESTMENT INCOME

	2022	2021
	£	£
Deposit account interest	<u>2,005</u>	<u>4,398</u>

5. INCOME FROM CHARITABLE ACTIVITIES

	2022	2021
	£	£
Grants	<u>1,659,946</u>	<u>1,762,993</u>

Grants and service contracts received, included in the above, are as follows:

	2022	2021
	£	£
Grants		
Appeal 2020-21	-	1,000
Lottery - Update registrations with API to connect CLOG	-	46,700
Zurich Community Trust	-	2,931
BAME Outreach Work (Zurich)	4,486	4,367
NHS Investors in Carers Toolkit	5,500	16,500
Hospital Outreach Work	-	3,000
Talk & Support expansion (Wilts Community Foundation)	-	8,586
Connecting Carer Services (Carers Trust)	19,160	27,569
Armed Forces Covenant Fund	18,324	16,954
Lottery - Covid-19 Counselling Project	2,330	41,320
Dorset Talk & Support - Dorset Community Foundation	-	4,000
Grants for carers from grant making funds	13,813	17,168
Support Work - Young Adult Carer Grants	1,830	21,763
Dorset other grant funding	800	-
Extra counselling grants	1,500	-
Veterans foundation	19,998	-
NHS England - Rapid learning	7,910	-
Courage to Care Small Grants	3,554	-
Other grants for small projects	<u>29,307</u>	<u>20,712</u>
Total grants	128,512	232,570
Service contracts		
Wiltshire Council and NHS Wiltshire Clinical Commissioning Group contract	1,198,388	1,227,790
Dorset Council and NHS Dorset Clinical Commissioning Group contract	<u>333,046</u>	<u>302,633</u>
	<u>1,659,946</u>	<u>1,762,993</u>

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

6. RAISING FUNDS

Other trading activities

	2022 £	2021 £
Fundraising expenses	<u>101,373</u>	<u>90,906</u>

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 8) £	Support costs (see note 9) £	Totals £
Carer support services & development work	1,183,175	401,817	1,584,992
Grants for carers	<u>25,678</u>	<u>-</u>	<u>25,678</u>
	<u>1,208,853</u>	<u>401,817</u>	<u>1,610,670</u>

8. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2022 £	2021 £
Staff costs	983,477	1,025,863
Other costs	<u>225,376</u>	<u>189,984</u>
	<u>1,208,853</u>	<u>1,215,847</u>

9. SUPPORT COSTS

	Management £	Finance £	Governance costs £	Totals £
Carer support services & development work	<u>385,594</u>	<u>101</u>	<u>16,122</u>	<u>401,817</u>

Support costs, included in the above, are as follows:

	2022 Carer support services & development work £	2021 Total activities £
Staff costs	220,019	244,404
Premises	41,445	44,459
Training and recruitment	7,795	3,831
Company expenses	4,913	7,240
Communications	30,958	30,128
General office	71,472	65,616
Miscellaneous expenses	-	4,151
Depreciation of tangible and heritage assets	8,992	7,225
Bank charges	101	93
Trustees' remuneration etc	154	703
Auditors' remuneration	5,800	6,000
Legal and professional fees	<u>10,168</u>	<u>29,158</u>
	<u>401,817</u>	<u>443,008</u>

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

10. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2022	2021
	£	£
Auditors' remuneration	5,800	6,000
Depreciation - owned assets	<u>8,991</u>	<u>7,225</u>

11. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

Trustees' expenses

	2022	2021
	£	£
Trustees' expenses	<u>154</u>	<u>703</u>

12. STAFF COSTS

	2022	2021
	£	£
Wages and salaries	1,103,718	1,140,562
Social security costs	68,570	86,582
Other pension costs	<u>31,208</u>	<u>43,123</u>
	<u>1,203,496</u>	<u>1,270,267</u>

The average monthly number of employees during the year was as follows:

	2022	2021
Carer support & development	43	46
Administration	<u>10</u>	<u>11</u>
	<u>53</u>	<u>57</u>

The average monthly full-time equivalent number of full-time employees during the year was as follows:

	2022	2021
Carer support & development	36	37
Administration	<u>7</u>	<u>6</u>
	<u>43</u>	<u>43</u>

No employees received emoluments in excess of £60,000.

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total compensation paid to key management personnel for services provided to the charity was £201,301 (2021: £292,420).

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	6,304	25,037	31,341
Charitable activities			
Carer support services & development work	1,530,423	232,570	1,762,993
Other trading activities	2,160	-	2,160
Investment income	4,398	-	4,398
Other income	<u>6,946</u>	<u>86</u>	<u>7,032</u>
Total	1,550,231	257,693	1,807,924
 EXPENDITURE ON			
Raising funds	90,906	-	90,906
Charitable activities			
Carer support services & development work	1,444,793	196,894	1,641,687
Grants for carers	<u>17,168</u>	<u>-</u>	<u>17,168</u>
Total	<u>1,552,867</u>	<u>196,894</u>	<u>1,749,761</u>
 NET INCOME/(EXPENDITURE)	(2,636)	60,799	58,163
Transfers between funds	<u>29,965</u>	<u>(29,965)</u>	<u>-</u>
Net movement in funds	27,329	30,834	58,163
 RECONCILIATION OF FUNDS			
Total funds brought forward	<u>425,685</u>	<u>68,826</u>	<u>494,511</u>
 TOTAL FUNDS CARRIED FORWARD	<u><u>453,014</u></u>	<u><u>99,660</u></u>	<u><u>552,674</u></u>

14. TANGIBLE FIXED ASSETS

	Equipment £
COST	
At 1 April 2021	55,998
Additions	<u>3,959</u>
At 31 March 2022	<u>59,957</u>
DEPRECIATION	
At 1 April 2021	42,916
Charge for year	<u>8,991</u>
At 31 March 2022	<u>51,907</u>
NET BOOK VALUE	
At 31 March 2022	<u><u>8,050</u></u>
At 31 March 2021	<u><u>13,082</u></u>

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

15. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Trade debtors	567,155	451,994
Other debtors	3,290	3,290
Prepayments	<u>6,942</u>	<u>3,348</u>
	<u>577,387</u>	<u>458,632</u>

16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Trade creditors	35,145	25,291
Social security and other taxes	26,665	29,251
VAT	106,054	84,107
Other creditors	8,702	7,929
Accruals and deferred income	<u>524,758</u>	<u>416,526</u>
	<u>701,324</u>	<u>563,104</u>

Included in accruals and deferred income is an amount of £491,466 (2021: £385,139) in respect of grant and contract income received at the year-end relating to future accounting periods.

17. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2022	2021
	£	£
Within one year	34,846	55,185
Between one and five years	<u>23,751</u>	<u>63,514</u>
	<u>58,597</u>	<u>118,699</u>

18. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
Fixed assets	8,050	-	8,050	13,082
Current assets	1,131,627	96,752	1,228,379	1,102,696
Current liabilities	<u>(701,324)</u>	<u>-</u>	<u>(701,324)</u>	<u>(563,104)</u>
	<u>438,353</u>	<u>96,752</u>	<u>535,105</u>	<u>552,674</u>

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

19. MOVEMENT IN FUNDS

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
Unrestricted funds				
General fund	453,014	(18,885)	4,224	438,353
Restricted funds				
Income Generation - Time for Carers				
Appeal (2020/21)	21,763	(24,409)	20,834	18,188
Community connectors appeal 2019-20	20,834	-	(20,834)	-
Lottery - update registrations with API to connect CLOG	2,830	(2,824)	(6)	-
LAB Grants for community connector project	4,159	(24)	-	4,135
Other grants for small projects	16,440	16,017	(1,868)	30,589
BAME Outreach work (Zurich)	2,350	1,723	-	4,073
NHS Investors in carers toolkit	5,633	2,608	-	8,241
GWH Carer Hub (Zurich)	6,810	(6,319)	-	491
Hospital Outreach Work	502	(145)	-	357
Connecting carer services (carers trust)	-	14,083	-	14,083
Armed forces covenant fund	-	1,202	-	1,202
Lottery - COVID-19 Counselling project	11,686	(11,686)	-	-
Dorset other grant funding	-	1,450	-	1,450
Young Adult Carer Grants	6,653	264	-	6,917
Courage to Care Military	-	6,001	-	6,001
NHS England - Rapid Learning Covid Project	-	2,660	(2,660)	-
Veteran's Foundation	-	675	-	675
Extra Counselling grants	-	(310)	310	-
Help Point Bereavement project - jointly with Dorothy House	-	350	-	350
	<u>99,660</u>	<u>1,316</u>	<u>(4,224)</u>	<u>96,752</u>
TOTAL FUNDS	<u>552,674</u>	<u>(17,569)</u>	<u>-</u>	<u>535,105</u>

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

19. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,555,711	(1,574,596)	(18,885)
Restricted funds			
Income Generation - Time for Carers			
Appeal (2020/21)	-	(24,409)	(24,409)
Lottery - update registrations with API to connect CLOG	-	(2,824)	(2,824)
LAB Grants for community connector project	-	(24)	(24)
Other grants for small projects	29,307	(13,290)	16,017
BAME Outreach work (Zurich)	5,242	(3,519)	1,723
NHS Investors in carers toolkit	5,500	(2,892)	2,608
GWH Carer Hub (Zurich)	(1)	(6,318)	(6,319)
Hospital Outreach Work	-	(145)	(145)
Connecting carer services (carers trust)	22,539	(8,456)	14,083
Armed forces covenant fund	18,324	(17,122)	1,202
Lottery - COVID-19 Counselling project	3,900	(15,586)	(11,686)
Dorset other grant funding	1,450	-	1,450
Grant Application Processing	13,813	(13,813)	-
Young Adult Carer Grants	2,785	(2,521)	264
Courage to Care Military	6,146	(145)	6,001
NHS England - Rapid Learning Covid Project	7,910	(5,250)	2,660
Veteran's Foundation	19,998	(19,323)	675
Extra Counselling grants	1,500	(1,810)	(310)
Help Point Bereavement project - jointly with Dorothy House	350	-	350
	<u>138,763</u>	<u>(137,447)</u>	<u>1,316</u>
TOTAL FUNDS	<u><u>1,694,474</u></u>	<u><u>(1,712,043)</u></u>	<u><u>(17,569)</u></u>

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

19. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General fund	425,685	27,329	-	453,014
Restricted funds				
Appeal 2020-21	-	21,763	-	21,763
Community connectors appeal 2019-20	25,457	(4,623)	-	20,834
Lottery - update registrations with API to connect CLOG	-	2,830	-	2,830
LA Grant Funding - Make a Friend Be a Friend Project	4,159	-	-	4,159
Other grants for small projects	11,346	5,094	-	16,440
BAME Outreach work (Zurich)	-	2,350	-	2,350
NHS Investors in carers toolkit	-	5,633	-	5,633
GWH Carer Hub (Zurich)	9,584	(2,774)	-	6,810
Hospital Outreach Work	-	502	-	502
Talk & Support expansion (Wilts community foundation)	-	-	-	-
Connecting carer services (carers trust)	-	-	-	-
Armed forces covenant fund	-	-	-	-
Lottery - COVID-19 Counselling project	-	11,686	-	11,686
Young Adult Carers	15,066	(15,066)	-	-
Dorset Talk & Support - Dorset community foundation	-	-	-	-
Grants for carers from grant making funds	(1,587)	-	1,587	-
Support Work - young adult carer grants	4,801	3,439	(1,587)	6,653
	<u>68,826</u>	<u>30,834</u>	<u>-</u>	<u>99,660</u>
TOTAL FUNDS	<u>494,511</u>	<u>58,163</u>	<u>-</u>	<u>552,674</u>

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

19. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,547,515	(1,520,186)	27,329
Restricted funds			
Appeal 2020-21	27,342	(5,579)	21,763
Community connectors appeal 2019-20	1,411	(6,034)	(4,623)
Lottery - update registrations with API to connect CLOG	46,700	(43,870)	2,830
Zurich Community Trust	2,931	(2,931)	-
Other grants for small projects	20,712	(15,618)	5,094
BAME Outreach work (Zurich)	4,663	(2,313)	2,350
NHS Investors in carers toolkit	16,500	(10,867)	5,633
GWH Carer Hub (Zurich)	-	(2,774)	(2,774)
Hospital Outreach Work	3,000	(2,498)	502
Talk & Support expansion (Wilts community foundation)	8,586	(8,586)	-
Connecting carer services (carers trust)	27,569	(27,569)	-
Armed forces covenant fund	16,744	(16,744)	-
Lottery - COVID-19 Counselling project	41,320	(29,634)	11,686
Young Adult Carers	-	(15,066)	(15,066)
Dorset Talk & Support - Dorset community foundation	4,000	(4,000)	-
Grants for carers from grant making funds	17,168	(17,168)	-
Support Work - young adult carer grants	21,763	(18,324)	3,439
	<u>260,409</u>	<u>(229,575)</u>	<u>30,834</u>
TOTAL FUNDS	<u><u>1,807,924</u></u>	<u><u>(1,749,761)</u></u>	<u><u>58,163</u></u>

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

19. MOVEMENT IN FUNDS - continued

General fund	To be applied to the general charitable purposes of the organisation in any way the Trustees see fit.
Income Generation - Appeal (2020/21)	Supports unpaid carers through the provision of replacement care and social activities that enable carers to take a break and reconnect with friends and family.
Income Generation Community Connectors Appeal (2019/20)	Fundraising appeal to enable carers to combat loneliness and reconnect with their community.
LA Grant Funding - Make a Friend Be a Friend Project	Funded by local Health and Wellbeing boards in Melksham, Corsham and Trowbridge, this project aims to connect isolated people with clubs and groups in their communities. CSW led on the project, designing, printing and posting postcards, answer calls and making referrals.
Young Adult Carers	Monies held on behalf of Carers Trust for work with Young Adult Carers, including funding received from Awards For All.
Grant Application Processing	Processing of grant applications to various organisations on behalf of carers.
Zurich - GWH Carers Hub	Funding from Zurich to co-ordinate a ward volunteer service, supervising a team of up to ten volunteers.
Armed Forces Covenant Fund	Project to provide on base support to carers in military families.
Lottery - update registrations with API to connect CLOG	Improved online registration to make forms more user friendly and automatically add data to CLOG (rather than Admin adding manually). Also provides carers with information and links specific to their caring situation.
BAME outreach work (Zurich)	Working with the multi-faith forum to strengthen links and raise awareness of carers within BAME community.
Hospital outreach work	Raising awareness and improving identification of carers in hospitals with posters, leaflets, cards, volunteer uniforms and carer friendly badges for hospital staff.
Talk & support expansion (Wilts Community Foundation)	To expand our existing Talk and Support project in response to Covid-19.
Connecting carer services (carers trust)	Expansion of talk and support and wellbeing calls to clinically vulnerable or isolated. 1150 carers called to date.
Lottery - COVID 19 counselling project	Funding counselling sessions for carers impacted by COVID.
Dorset Talk & Support - Dorset Community Foundation	To launch a Talk and Support service in Dorset, providing befriending calls.
NHS investors in carers toolkit	To develop an Investors in Carers Toolkit.
NHS Covid legacy fund	Evaluation of the impact of virtual ways of working in primary care during the pandemic on adult and younger people carers.
Courage to Care Small Grants	Small grants to support our work with Carers in military families.
Counselling Project	To enable carers to access counselling.
Veterans Foundation Grant	To work with Veteran Carers, to encourage engagement from existing Veteran Carers and new beneficiaries to create a supportive community.
Dorset Others Grants	Small grants to support our work in Dorset.
Help Point Bereavement Support	To help carers come to terms with feelings associated with grief and to improve their mental and emotional health.

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

20. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2022.

Members are requested to:

- NOTE this report
- NOTE the letter from Wiltshire Council (by email only)
- CONSIDER the recommendation

Background

Extract of the 29 June 2023 - Minutes at Minute Reference 23 45

Members NOTED the report, regarding the Jubilee Club House. Following discussions, Members AGREED to wait for the outcome of the enquiry with the Wiltshire Council planning department. Following receipt of the information to proceed on the recommendations, delegating to Officers, Councillor Hacker (as lead Councillor) and Councillors Allsop, Hill-Wheeler, Selwood and Westwood to obtain relevant information and quotes to make internal and external alterations to the Jubilee Club House

Wiltshire Council Letter and Following Actions

Main Points

- Planning permission required for replacement windows, double doors and veranda
- Internal works may require a building regulation application

Actions Taken

- A local Planner has offered his services free of charge – he will draw up plans for the Council to use to look at the best possible use of the space available
- Councillor Hacker has met the Planner and shown him around the building
- On the original plans, the windows in the Main Hall were large windows, these were replaced with the existing windows. If this is the case then planning permission would not be required to change back to large windows. The Clerk has forwarded this information to WC.

Recommendation

Members to APPROVE:

- the services offered by a local Planner
- Officers and Working Group to look at the design options with the Planner

Tina Jones
Parish Clerk
Lydiard Millicent Parish Council

Development Services
Wiltshire Council
Tel: 0300 456 0114
Email: developmentmanagement@wiltshire.gov.uk

11 July 2023

Dear Tina Jones,

Town and Country Planning Act 1990

Application No: ENQ/2023/00912

Proposal: Change two existing high ventilation windows to two larger tilt and turn / add double doors and veranda

Location: JUBILEE CLUB HOUSE, MEADOW SPRINGS, LYDIARD MILLICENT, SWINDON, SN5 3NH

I am writing further to your enquiry in respect of the above proposal, received on 21 June 2023.

From the information you have supplied, it would appear the proposed external alterations (change two existing high ventilation windows to two larger tilt and turn windows, add double doors and build a veranda) are **NOT PERMITTED DEVELOPMENT** under the provisions of the Town & Country Planning (General Permitted Development) Order 2015.

Therefore planning permission **IS** required from this Council.

Details of how to submit a planning application can be found on the following link

<https://www.wiltshire.gov.uk/planning-submit-planning-application>

Regarding the internal alterations proposed, I am of the view that planning permission would not be required as long as the use of the building remains unchanged.

BUILDING CONTROL

These works may require a building regulation application. The Building Regulation process is to ensure your property is safe, well built and energy efficient. We would like to provide this service to you and invite you to access our form and other information online at <https://www.wiltshire.gov.uk/planning-building-control/building-control>. Alternatively, you can make your application by emailing buildingcontrol@wiltshire.gov.uk. You can find the relevant application form at <https://www.wiltshire.gov.uk/planning-building-control-forms>

You should also note that this assessment is an informal officer opinion, it does not constitute a formal decision under Section 192 of the Town and Country Planning Act (as amended), and is not binding on the Council. If you wish to obtain a formal determination you may apply for a 'Certificate of Lawfulness' for which the relevant application forms and scale of fees are available from this office.

Yours sincerely

Kate Bates
Planning Liaison Officer
01249 706679 kate.bates@wiltshire.gov.uk.

Members are requested to NOTE this information and the content of the Guide sent by email and CONSIDER the requests below.

Dear previous participant,

RE: D-DAY 80 - 6TH JUNE 2024,

Due to the fact you played such an important role in our late Queen Elizabeth's Platinum Jubilee Beacons, we have great pleasure in attaching the official Guide To Taking Part in D-Day 80, being organised throughout the United Kingdom, Channel Islands, Isle of Man, UK Overseas Territories and on the five Beaches in Normandy, France, on 6th June next year, in commemoration of the 80th Anniversary of the D-Day landings, and if you go to page **3**, you will see the message from the Prime Minister, encouraging communities to take part, with pages **4** and **5**, providing the Introduction to this important commemorations event, outlining the days various activities, and the reasons for them, along with page **20**, confirming the charities involved too. (The Guide can also be downloaded from our website - www.d-day80beacons.co.uk)

If you do wish to take part, please go to page **31** and **32 - How To Take Part**, providing us with the information requested please, especially confirming whether or not your event will be open to the public.

We do hope that you will take part in this special 80th anniversary event on 6th June next year, and look forward to receiving your registration, enabling us to keep in touch with you over the next months.

My warmest regards, Bruno Peaks

Clerks Comments – main points

- Its is commemoration not celebration
- On pages 9 and 10 of the Guide, it refers to local schools
- The official tribute and lighting of the beacon would take place on Thursday 6th June, beacons to be lit at 9.15pm
- Its officially declared as fish and chip day

Item A

Share your ideas on our new urgent and emergency care development

Recently, construction work has started on our exciting urgent and emergency care development, which will see an expanded Emergency Department, and relocation of a number of other services, including assessment units, to create an improved and more joined-up service.

As part of the design process, we want to collect ideas from patients, families and other local people about how we can make these new service environments better.

We will try to respond directly to the respondents needs, wishes and preferences to ensure the building supports every patient's wellbeing and allows us to provide excellent service delivery.



Please can you share the following survey link with your relevant contacts or public networks. Equally, if you have used the Emergency Department, Same Day Emergency Care, Children's Emergency Department, Acute Medical Unit or Surgical Assessment Unit in the last 12 months, please spare a few minutes to complete the following survey:

https://gwh.formstack.com/forms/uec_services_patient_2023.

If you have any questions, please email gwh.wayforward@nhs.net or visit <https://www.gwh.nhs.uk/wfp/developments/expansion-and-co-location-of-urgent-and-emergency-services/>.

Kind regards,
Communications and Engagement Officer

Item B

Good afternoon

Have you all seen our news item regarding the launch of our new Carers Support Passport – see link below. Please share widely.

[Introducing our Carer Support Passport | Great Western Hospital \(gwh.nhs.uk\)](#)

Please do let me know of any queries regarding our ongoing work to support carers.

Head Of Patient Experience and Engagement

AGE UK WILTSHIRE

News and Views

CEO Message - Sarah Cardy

Welcome to our second issue of our newsletter and thank you for the wonderful feedback from the first issue!

One of our strengths at Age UK Wiltshire is the fantastic team of staff and volunteers, who all bring their skills and passion to the work we do to support older adults in the community.

We recently held a staff and volunteer event which was an opportunity for us to come together as a team, and hear about why people love working and volunteering for Age UK Wiltshire!

"I like to make somebody else's life a little bit better. It makes me feel good as well!"

Bob, volunteer



"I can see and feel the difference Fitness & Friendship Club makes to everyone... and it makes my heart sing!" Helen, F&F volunteer

"It releases endorphins and empowers people to make choices." Kelly, Living Well Senior Project Worker and Brian, volunteer



"I'm learning loads and growing!" Jasmine, Trainee Project Manager



"I know we make a difference." Xanthe, Living Well Senior Project Worker



Newsletter Highlights

CEO Message

Age UK Wiltshire Charity Shops

Organisation News and Updates

Service Spotlight - Meals+

Partnership Working - Health & Social Care

Living Well Service

Join our team - vacancies

Volunteers

Website information

Lets Talk About: A Campaign Win for free prescriptions



Follow us on Facebook



@AgeUKWiltshire

Visit our [website](#)

News and updates

CHARITY SHOPS



You might have heard about our plans to open **three charity retail shops**, which we will use as our hubs across Wiltshire!

Our first shop to open will be in Salisbury but for now, we are currently building up our retail stock. If you have any pre-loved items that you are happy to donate, please drop these off at one of the four local donation drop-off locations. Any donations are gratefully received and will directly impact the services we can provide to older people in our communities.

We have created a leaflet about charity donations, which is attached to this newsletter, for people to print out and distribute as widely as you can!

We'd be really grateful if you could share these on notice boards, with clients, friends, at events and anywhere you think you can spread the word! We will be sharing more on our Facebook page too - if you don't follow us already, please be sure to find us and follow for regular updates.

More information on what items we're looking for, and location details are on our [website](#). Thank you for your generosity!

Organisation News and Updates

Demand for our Information & Advice service is growing and we're keen to expand our services so we can support as many people as possible across Wiltshire and Swindon. You may have seen this survey but if you haven't yet completed it, **we would love to hear your thoughts**.

[Expanding our service questionnaire](#)

The Information & Advice service over the last quarter have seen benefits enquiries exceed 50% of total enquiries, and we saw a significant increase in the number of people supported with Attendance Allowance applications.

"Thank you for your e-mail, good news, I can now arrange to buy an oven and make a roast dinner at last, thank you all so much for your efforts on my behalf."

The Meals+ Service is currently very busy with around 260 clients! See our Service Spotlight below for more about the service.

"We've been knocked out with the quality compared to ready meals and my AA helps cover the cost! I don't have to worry about using the cooker anymore which was difficult with my sight"

We now operate **Living Well services** from 15 GP surgeries across Wiltshire, and are providing a wide range of support to patients. See below for a focus on this special service.

"Thank you for your visit today. I really didn't know all these clubs and activity groups were available to me. I have really enjoyed our chat today and your service is fantastic. Thank you!"

Telephone befriending currently have 17 volunteers calling 100 clients and more telephone befrienders have recently joined the team.

"The calls from J are amazing and I always look forward to them, although I've never met her I feel like I've got to know her and I enjoy the updates about her dogs and garden!"

Fitness & Friendship Clubs are now running in 3 sheltered housing centres, (Swindon, Tisbury and Trowbridge). This is in addition to the popular 15 clubs we already have.

"F&F was hysterical yesterday! A real laugh, everyone had a great time. I will definitely be back."

Our new Melksham Community Support Senior Project Worker has started work on the **Melksham Community Support Project** and we'll share more about this in later issues.

Following the merger with Southampton Age UK, there have been some new developments with the Southampton I&A service moving into the Padwell Road Day Centre so the team can all work alongside each other. Recently, the Day Centre held a fundraising event for Breast Cancer Now with games, cupcakes, a stall for the police and entertainment from Eddie Cole which was a great success.

If you have any questions about our services, please just get in touch.

Sarah Cardy, CEO: sarah.cardy@ageukwiltshire.org.uk

Kate Brooks, Operations Manager: kate.brooks@ageukwiltshire.org.uk

Service spotlight - Meals+ Service

Our Meals+ Service has been expanding with new routes being adopted over the past few months and the number of clients increasing.

Each week, our friendly team deliver around 1,300 hot meals to clients' homes! The menu is varied, and is specifically designed to provide a nutritious meal for older people.

Last month, our Trustees were able to visit Toothill Community Centre to see how the Meals+ service operates and how hard they work!

If you know someone who could benefit from this service, our [website](#) has more information and contact details.



Partnership working

HEALTH AND SOCIAL CARE

At Age UK Wiltshire we work closely with our colleagues in health and social care. As well as delivering services ourselves, we are keen to help to make sure the needs and experiences of older people are taken into account in wider service design and delivery; and to feedback the experiences of the people we support.

Our Chief Executive, Sarah Cardy, is delighted to be the voluntary sector representative on the Wiltshire Health & Wellbeing Board. We are also part of the Neighbourhood Collaborative work in Melksham, around falls prevention.

LIVING WELL SERVICE

One of our flagship services is the Living Well service, with specialist Age UK Wiltshire staff working within 15 GP surgeries across the north and south of Wiltshire.

The Living Well staff work as part of a team of health and social care professionals, offering holistic care and support to older people in those communities. People are referred by GPs for support with a range of issues, including:

- Health – falls, anxiety, confidence, eating/drinking
- Practical help – domestic, gardening, handy person
- Housing – options, equipment, repairs
- Personal care – washing, dressing, hairdresser
- Financial – benefit check, Attendance Allowance application
- Social support – activities, groups, befriending
- Health professional concern

In Q1, the Age UK Wiltshire Living Well team took 135 new referrals, visiting people in their own homes for a conversation about what's important to them, agreeing how we can support them to promote a sense of health and wellbeing, supporting them to overcome any practical difficulties they are experiencing, and helping people to access a range of activities and services that help to maintain their Independence and connections with their local community.

Rather than simply signposting someone to activities or groups in their area, we recognise that for many people having someone alongside them is crucial, so our Living Well team will often go along with someone while they gain confidence.

“Thank you for sitting and listening to me. This is the first time someone has done this where I was able to discuss my struggles. I really appreciate all you are doing for me.”

“Thank you for the time you have spent with me going to the Salvation Army and again today the Hope Centre at St Pauls. I have now got the confidence to go on my own. Your support has been really helpful.”

“Everything was looking so gloomy until you came along, you have inspired me. I can't thank everyone enough for all the help I have been offered over the last couple of weeks.”

Join our team!

We currently have a vacancy for an **Information & Advice Senior Project Worker**, based at Age UK Southampton's Padwell Road Day Centre in **Southampton**.

Salary - £25,568

Hours - 35 hours per week. Monday to Friday

Contract - Permanent

Closing Date - 12 noon Wednesday 19th July 2023

This is a new post within Age UK Southampton, which has recently joined with Age UK Wiltshire.

The purpose of the post is to oversee the information and advice service for older people who are approaching Age UK Southampton, and ensuring they are provided with an appropriate service in-house or are suitably referred on.

This role offers opportunities for innovation, development, and growth of the information and advice service within the charity and involves working alongside counterpart roles in other organisations.

For more information and to apply, please visit our [website](#) or contact Judy Walker, Head of Services on 07714 287 794.

Invaluable Volunteers!

We recently celebrated Volunteers' Week (1st - 7th June) with so much gratitude for all our volunteers.

Our volunteers do amazing work, giving up their time and sharing their skills to support older people.

If you are looking for a volunteering opportunity and want to support a local charity, helping older people in Wiltshire, Swindon and Southampton, then please get in touch via our website and complete a volunteer application form. We would love to have you on board!

Be inspired and listen to two of our volunteers, Michael and Briony, who share about their passion for volunteering:

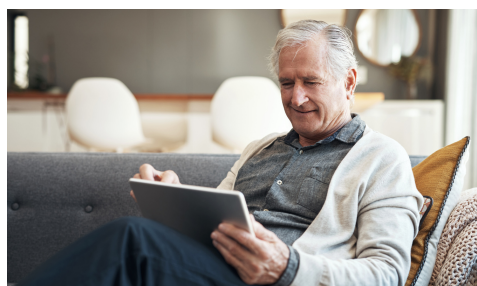
Michael – <https://youtu.be/1Z3-e8teqCO>

Briony – <https://youtu.be/-AEeMyPIKJA>



A great picture drawn by Jeannie, one of our volunteers (and resident artist) at our staff and volunteer day last week!

Website information



Have you visited our [website](#) recently? We have lots of fact sheets and guidance available, as well as Frequently Asked Questions. You can also find out more about all our services.

The latest edition of the [Guide to Later Life in Wiltshire and Swindon](#) is full of useful information, including care provision and finance advice.

Let's talk about: A Campaign Win! Free prescriptions age frozen at 60

In 2021, the Government announced it was consulting on the option to increase the age for free prescriptions from 60 to 66. Age UK were concerned that this was an unnecessary financial burden to place on older people, particularly those older people on modest incomes or managing multiple long-term conditions. If the government made this change, 2.4 million people over 60 would have been affected and forced to consider not taking important medication.

Following hard work across the Age UK Network over recent years, the Government has confirmed that the qualifying age for free prescriptions will remain at 60.

For more information, you can read the Government's announcement on [Gov.uk](https://www.gov.uk)

Wiltshire & Swindon Tree Warden Scheme

Briefing Note No. 23 - 22

Service : Natural and Historic Environment

Further Enquiries to: Paul Robertson email: GAPS@wiltshire.gov.uk

Date Prepared: 20/07/2023

Direct Line: (01225) 718413

Summary of the project

Wiltshire Council's Woodland Grant Application and Planting Support (GAPS) Team, as part of its partnership with Swindon Borough Council's Great Western Community Forest (GWCF), wish to relaunch a Tree Warden Scheme in association with The Tree Council.

The reason for this project

The Wiltshire Council Business Plan states that our mission is 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.
- Our local economy thrives and is supported by a skilled workforce.
- We lead the way in how councils and counties mitigate the climate challenges ahead.

To support this Wiltshire Council has produced a Climate Strategy and a Green and Blue Infrastructure Strategy to help meet these aspirations. A central part of these strategies is to promote the enhancement of existing trees and woodlands as well as facilitating the planting of new trees and woodlands across Wiltshire for the benefit of people, nature and to help mitigate climate change.

As mentioned in the previous Woodland Creation Accelerator Fund (WCAF) Cllr Briefing Note, dated 5/10/2022, as part of our successful £294k bid we stated that we would revive the Tree Warden in Wiltshire. With Woodland Officer recruitment completed and the full GAPS Team in place we are now able to relaunch the Tree Warden Scheme. As the GAPS Team is working in partnership with GWCF we can also support Tree Wardens across the Borough of Swindon as well, something that was also in the bid.

The WCAF bid set challenging tree planting targets for the GAPS Team to achieve between 2023-2025.

- 111ha of planting 2023-24 (25% of annual target required by the Climate Strategy)
- 222ha of planting 2024-25 (50% of annual target required by the Climate Strategy)

Only by fully engaging and encouraging local communities to proactively get involved in tree planting at the Parish and Town Council level can we hope to meet these targets.

What will Tree Wardens do?

The Tree Wardens will be able to assist the GAPS Teams with as many of these roles as they feel able:

- Act as a contact and support for tree related matters in their local area
- Identify areas in the community for local tree and woodland planting.
- Protect trees by reporting early signs of pests, disease and vandalism.
- Gather, survey and record information about trees important for wildlife or heritage.
- Get involved in campaigns to raise awareness about the importance of trees.
- With support from GAPS Officers apply for planting grant funding for community projects.
- Co-ordinate local volunteers to manage community tree and woodland planting.
- Set up tree nurseries using seeds collected locally.
- Work with local groups and schools – support The Tree Council's schools orchard programme and Young Tree Champions.
- Lead guided tree walks and give talks to local groups.
- Spearhead Tree Council initiatives and campaigns throughout the year.
- Work with local landowners to identify areas for tree, woodland or hedgerow planting or assist with laying hedges or tagging hedge trees for protection.

Whilst the Tree Wardens will be working under the auspices of the local Town or Parish Council the GAPS Team will support with training, co-ordination, and advice.

Tree Wardens will not adjudicate in local disputes regarding trees, undertake major tree works use machinery or chemicals, work from height, or make any judgements about tree safety. This remains the remit of professional tree experts. The GAPS Tree Warden Scheme is primarily about the proactive facilitating of tree and woodland planting at the community level to meet Council biodiversity and climate targets. It does not replace any of the existing Council structures for dealing with existing tree issues and these enquiries should still be referred to either the Highways or Estates teams through the appropriate channels.

Next steps

We will undertake a communication campaign over the Summer to start recruiting Tree Wardens with a view to beginning online and / or face to face training in September in time to start helping us with the 2023-24 planting season.

Suggested actions for Councillors

Please could you raise this new initiative with your networks and promote it at the Town and Parish Council level. Our aim is to have a tree Warden in each of our Parishes to help us ensure the right trees are planted in the right places for all our communities.

End

Air Quality Action Plan and Air Quality Supplementary Planning Document (SPD) consultations

Briefing Note No. 23-20

Service :

Further Enquiries to:

Date Prepared:

Public Protection

publicprotectionsouth@wiltshire.gov.uk

20 July 2023

We wanted to update you on an upcoming consultation on the Air Quality Action Plan and Air Quality Supplementary Planning Document – documents that detail how the council plans to help ensure the air quality throughout Wiltshire is safe.

Background

As well as transport contributing over a third of all carbon emissions in Wiltshire, it also releases harmful gases that affect the quality of the air. Wiltshire Council monitors air quality across the county to assess the levels of harmful gases in the local environment. This monitoring has shown that the air quality in Wiltshire is very good but in a few heavily trafficked areas they have identified levels of nitrogen dioxide that are too high. Nitrogen dioxide is a product of combustion and in Wiltshire's case the high levels is being caused by emissions from motor vehicles. The biggest contributors are diesel cars and Air Quality Management Areas (AQMAs) have been declared around Wiltshire where the nitrogen dioxide levels are excessive. The council is required by law to produce an action plan detailing the measures that will be used to reduce levels of nitrogen dioxide in these locations.

We have produced a summary of our Air Quality Action Plan alongside a more detailed plan to help inform you how we plan to ensure the quality of the air the local population breathes is safe. The plan contains a list of proposed actions and measures that we will take to improve air quality, more specifically the reduction in levels of nitrogen dioxide in eight areas in the county where levels have been found to be excessive.

The Air Quality Action Plan is being consulted on at the same time as the draft Air Quality Supplementary Planning Document (SPD). This provides an important mechanism to help us achieve the aims and objectives of the action plan.

Key dates

A statutory consultation on both the Air Quality Action Plan and Air Quality Supplementary Planning Document gets underway on 24 July for six weeks and runs until 4 September.

Who can take part in the consultation?

The consultation is open to everyone. A hard copy of the draft Air Quality Action Plan is available in our libraries in towns where Air Quality Management Areas are located. These are Marlborough, Bradford on Avon, Calne, Westbury, Devizes and Salisbury.

How to take part in the consultations

Feedback is welcomed on all documents and people are encouraged to complete short surveys. All the documents, including the surveys to complete, will be found at via the council's consultation portal from 24 July at:

Air Quality Action Plan Consultation – <https://consult.wiltshire.gov.uk/kse/event/37579>

Air Quality Supplementary Planning Document (SPD) Consultation –
<https://consult.wiltshire.gov.uk/kse/event/37581>

A link to both consultations will also be available from 24 July at
<https://www.wiltshire.gov.uk/air-quality-wiltshire>.

Next steps

A summary of responses will be made following the consultation period. These responses will be fully considered and, if appropriate, changes will be made to the draft action plan to help produce a final version prior to the council considering it for formal adoption.

More information

If anyone has any questions or comments about this consultation they can contact the council at publicprotectionsouth@wiltshire.gov.uk or post them to The Environmental Control and Protection Team, County Hall, Bythesea Road, Trowbridge, Wiltshire, BA14 8JQ.