

MINUTES of the Annual Parish Council of Melksham Without Parish Council held at Melksham Town Hall, Market Place on Monday, 19th March, 2012 at 7.00 pm.

Present: Parish Council: Cllr Mike Mills (Chairman); Cllrs Alan Baines; Elizabeth Bean; Rolf Brindle; Gregory Coombes; Maurice Hubert; John Glover; Pat Nicol and Mike Sankey
Other Community members: Cllr Roy While (Wiltshire Council); Inspector Dave Hobman, PC Barry Dalton; (Wiltshire Constabulary); Ms Lisa Hunt (RUH); Ms Jo Eccleston (Good Neighbour Co-ordinator); Mr Stephen Clark (Melksham Oak); and Mrs Janet Jory (Bowerhill Youth Group).
Residents:- Mr Graham Walker.

Apologies: Cllrs. Richard Wood; Steve Petty; Don Millard; Paul Clark and Wiltshire Cllr. Mark Griffiths. Nerissa Vaughan (RUH); Brenda Chandler (Bowerhill Villager); Anna Mears (Headteacher Forest & Sandridge School)

- 1/ **Welcome:** The Chairman, Cllr. Mike Mills warmly welcomed everyone to the meeting.
- 2/ **Minutes of the Annual Parish Meeting 2011:** Minutes of the last Annual Parish Meeting held on Monday, 21st March, 2011, were confirmed and signed as a true record. There were no matters arising.
- 3/ **Melksham Hospital & Health Services report: Lisa Hunt, Royal United Hospital Bath NHS Trust** Lisa Hunt, Chief Operating Officer and Deputy Chief Executive of the RUH introduced herself. Lisa had been in post for 6 months at the RUH and had recently moved from London. The Royal United Hospital Bath NHS Trust provides acute treatment and care for a catchment population of around 500,000 people in Bath, and the surrounding towns and villages in North East Somerset and Western Wiltshire. The hospital provides healthcare to the population served by three primary care trusts (PCTs) NHS Bath & North East Somerset, NHS Wiltshire and NHS Somerset.

There were still improvements to be made but the Hospital was very different now from what it was 8 years ago when it had become a NHS Trust. The beautiful area in and around Bath helps to attract the best people and the Hospital had very high quality Clinicians. The Dr Foster Guide rated the Hospital's Stroke Service as the best in the country. All outward targets will be delivered in 7 months. The Strategic Health Authority are now saying that the RUH is ready to become a Foundation Trust, this is expected in October as at present they are currently awaiting visits from the Monitoring Authority .

Lisa Hunt explained that it was a huge responsibility to get things right and that £20 billion needed to be found from the Health Service budget. The Government is looking for more cost-efficient care which should be done closer to home. At the moment, they attract too many people, and keep them for too long; which is to the patient's detriment. In the future the units will become smaller and be for more acute services. This does not mean that a lower service will be provided. Patients in Nursing Homes can become dehydrated, and Dementia patients at home can have exhausted carers, but taking the patients out of their home and local environment is when the patients start to go downhill. They should be able to stay at their place of residence or nursing home, which ultimately would also keep the budget down. The RUH is currently working with multiple providers, which is inefficient. They have a responsibility to help the general public, and get the services to where they need to be, if this means by outreach services then that is what will be done. Diagnostic services will be conducted by outreach clinics and telephone advice clinics, so the doctor can have a

discussion, rather than let patients be admitted for further investigation. Integrated care pathways are the way forward.

At present there is was a 10 day delay for Stroke patients waiting for a home care package, as slots were only available at 3 p.m. They were looking for joint members of staff to be involved. If the patient needed to go home, they could send their nurses out at 10 am; working together and not in small compartments. Infection rates at the RUH are better than most, but it still means that long term patients are subject to infection. The strategy moving forward is to ensure waiting times are no longer than should be. At present they are 5 weeks, but the RUH are looking to bring them to within 2 weeks as the sooner they can do assessments, the sooner the patient can be treated otherwise if left too long the condition can deteriorate.

There would be an election of Governors for the new Foundation Trust. All members will have equal autonomy and it will give members in the community a real chance to shape and build services around the needs of local people. Leaflets about the new Governors role were made available.

The Clerk explained that a huge amount of housing was planned in the area and asked how this would affect the budget. Lisa Hunt explained that the £20 Billion cut already takes into account the changing demographics, giving a £34 Million challenge to cope with growth plus cuts. They have to ensure that all waste is out of the system, as there is no more money available.

Wiltshire Cllr. Roy While explained that he had been a good customer of the RUH over recent years and he had definitely noticed that the RUH has got sharper. Cllr While explained that he was the Chair of the Health Overview and Scrutiny Committee over this difficult period, and also Chaired a Task group that looked at alleviating bed blocking at the RUH. Nursing Teams were to take the treatment to the patient's home. Cllr While expressed concern that after 7 years training, GPs were in danger of turning into administrators and accountants and that it was all too much too soon.

Lisa Hunt agreed with Cllr While and explained that it would be a five year plan. The new commissioning process was going to be a huge challenge in-house. There were PCT staff to advise but a lot of good people had already moved on to other jobs; the only consistency was the acute care provider. A new model of care needed to be developed with more services in the community, and more services available in the evenings and at the weekend.

The Chairman asked Lisa Hunt's view on cottage hospitals and if they were a benefit. Lisa replied that they were beneficial but that there was a gap in the market. Acute patients could be looked after in community hospitals, but services were not intense enough. The levels of support in community hospitals has to change and increase and although there were concerns that GPs would have to cover these services, they needed to expand and not contract.

The Chairman and Clerk both expressed concern that GPs would not be equipped enough or have sufficient training. Lisa Hunt explained about the planned use of Virtual Clinics. Rather than investing in diagnostic equipment for every community hospital which would cost millions; the proposal is that the patient would visit the RUH just once for the investigative work but then would not have to return to the RUH for a follow up appointment as this could be done back at the GPs Surgery in the local community. The GP would have a telephone conversation with the Consultant, who would then pass the information onto the patient. A consultant can discuss the information more quickly and efficiently with a GP than a patient, this means the cost to the RUH for the consultant's time could greatly reduce. This has been trialled in Bedford where the cost reduced from £120 to

£20. A resident, Mrs Janet Jory queried whether the Consultants were happy with this change, and Lisa confirmed that they were very much on board with the proposal, which was largely their idea.

Cllr Sankey questioned if patients would be seen closer to their appointment times, there were lots of examples of patients waiting up to 4 hours. Lisa confirmed that this was an issue and that there was a lot of variation in practice. The biggest problem is that appointments are booked every 5 minutes but if an appointment takes longer than that there is a clear knock on effect for the following appointments. A transformation programme needs to take place, and the RUH are looking at changing one Speciality at a time. Cllr Sankey welcomed this, especially as delays for patients also meant increased car parking charges for them.

4/ Jo Eccleston, Wiltshire Good Neighbours: Jo Eccleston, Good Neighbour Co-ordinator introduced herself. Jo had visited a Parish Council meeting in 2011 and explained the service on offer and had come along to the Annual Parish Meeting to provide an update and answer any questions that residents or Councillors may have. The Wiltshire Good Neighbours (WGN) scheme is a relatively new service that is being funded by Wiltshire Council and is provided by Community First in partnership with Age UK Wiltshire. The service is a response to a recognised need that many people living in rural communities are unable to connect with the key services that help maintain well-being and support their quality of life. WGN is primarily aimed at older people living in rural communities who may be vulnerable or at risk of becoming vulnerable. The service seeks to establish a trusted and effective bridge between vulnerable individuals and the statutory services and local voluntary organisations that are able to offer help and support.

The Good Neighbour Co-ordinators (GNCs) are at the heart of this community service. Employed by Community First the GNCs are local people with the local knowledge and networks to connect with those most disadvantaged, vulnerable or isolated living in their community area. By visiting clients the GNCs are able to identify areas of required support that will help improve clients' lives and help to maintain their independent living. Having identified areas of support the GNC will then, through a specially designed web based database, connect with and refer clients to service providers or local support networks to ensure that any issues can be addressed and resolved

Jo explained that since the programme started in July, 11 people in the Parish had been assisted.

A resident Mrs Jory enquired if they could contact Jo if they had concerns or worries about an elderly neighbour. Jo explained that the person needing help was the person that should contact them; they would not make cold calls. PC Barry Dalton explained that the Police make referrals to Jo. Inspector Dave Hobman explained that the Neighbourhood Policing Teams support people who are vulnerable. He was aware that Barry contacted Jo but queried what happened in the rest of Melksham and Wiltshire; he hoped that his colleagues were also making referrals. Jo explained that the GNC's have contact with the Police Teams and GP surgeries, but she was not sure who had overall charge of the teams in entirety. Inspector Hobman was concerned this was not consistent, and could be a postcode lottery. There should be central points of contact as some GPs were difficult to contact, as contact has to be made through the Practice Manager. Jo confirmed that she had only had one GP referral to date.

PC Dalton enquired how far the project had expanded and Jo explained that there were 25 areas across Wiltshire, including Malmesbury to Salisbury as it was aimed at rural areas, but that it covers all of Wiltshire. She hoped Wiltshire Council may give more funding.

5/ Chair's Report: The Chairman, Cllr Mike Mills gave a report of the work of the Council over the year. (*See Appendix attached*).

6/ Wiltshire Councillor Roy While: Cllr While said the Big Society has been around for a long time, but it relied on volunteers and that was certainly something in abundance in the Melksham Without Parish. BRAG (Bowerhill Residents Action Group) was a prime example of this.

Cllr While reported that he had been in discussion with the relevant Cabinet Minister with regards to the ongoing negotiations over the proposed first year's maintenance cost for Bowerhill Sports Field which is to be paid to the Parish Council as part of the Transfer of Asset arrangement. The revised figure will be closer to the Parish Council's figure rather than the original Wiltshire Council offer.

The discussions over the future use of the Local Centre Land at Hornchurch Road were progressing; with Persimmon and some of the Parish Councillors planned to meet with BRAG.

The Campus project had a good team with the SCOB (Shadow Community Operations Board) in place. They were currently in discussions with the users and local organisations.

7/ Wiltshire Councillor Mark Griffiths: The written report was noted.

Cllr Coombes expressed his appreciation to Cllr While for regularly attending all the Parish meetings, and commented that Cllr Griffiths had not attended any of them.

8/ Wiltshire Police: Inspector Dave Hobman: Inspector Hobman explained that lots of changes had taken place, and since last October a new Policing Model had been in place. It was still the same team covering general duties, but there were now four Police hubs. The Response team in Trowbridge is now bigger, but cover a wider area. The reality is that there is great demand for resources, but Melksham came out well with good response times from Trowbridge, than if the Hub had moved to Warminster.

Inspector Hobman explained that it was now much easier to contact them as the new 101 telephone number was a much easier number to remember. 101 was the number to be used for all calls, except emergencies. It was a more efficient system than the old 08 number and subsequent diversions. It was not perfect; but better than it was.

With regards to the Report he had provided, Inspector Hobman was concerned about the high number of thefts from motor vehicles which at 22% was far higher than it should be. A specialist team had not been set up to handle non dwelling burglary, theft from vehicles and theft of vehicles. Previously, these crimes had received a low level response, but now a specialist team has been set up who will see all new reports and ensure a pro-active response. It appears that the same people are carrying out a lot of activity. Inspector Hobman reminded all to think of security and crime prevention. If a vehicle is left insecure, or valuables are left in view then it invites thieves to operate.

Inspector Hobman explained that Inspector Cullop was about to retire, and he was currently providing interim cover. The Chief Constable had also left, and a temporary Chief Constable was

in place as well. There were many changes at Senior Management level, but the Neighbourhood Police Team in the Melksham area remains the same.

The Chairman affirmed that the PCSOs in the Parish were excellent, and had a good rapport with the residents, especially the young people. This was very encouraging, as initial concerns were unfounded. PC Barry Dalton managed the “bobbies on the beat” well and their faces were very well known and recognisable, they were therefore pleased that Barry had not moved on as part of the changes. PC Dalton explained that a huge responsibility now faced the team. The Chairman reiterated the Parish Council’s respect for the Police, and thanked them for coming.

A resident Mr Walker asked if the 101 number was automated. Inspector Hobman explained that the 101 systems allows you to dial an extension number direct if known; and the calls are a fixed rate cost of 15p.

9/ Village Hall Committees and Community Action Groups The Chairman thanked all the Committees and Groups for their excellent work over the year, and the Council noted the following reports. Cllr Bean requested that the reports for the Reading Rooms just say “Whitley Reading Rooms” in the future, as the addition of Shaw in the title confused the Reading Rooms with Shaw Village Hall.” The Clerk agreed to take this up with Bob Brownrigg, Whitley Reading Rooms.

BASRAG /Berryfield and Semington New Village Hall
Bowerhill Village Hall Trust
Shaw & Whitley Reading Rooms
Shaw Village Hall and Playing Field
St Barnabas Church Hall, Beanacre
Bowerhill Residents Action Group (BRAG)
Rachel Fowler Centre

10/ Melksham Area Board The Chairman explained that the Area Board was working well, and there was opportunity for many issues to be discussed openly in the Melksham area. The Partnership Co-ordinator role at the Melksham Community Area Partnership was now being advertised as Miriam Zaccarelli had moved on and was now the Deputy Clerk for Melksham Town Council. Cllr John Glover commented that the positive view of the Area Board had changed from the initial concerns at the beginning.

11/ Schools

Melksham Oak Community School Mr Stephen Clark, Headteacher thanked the Council for inviting him to the meeting. Mr Clark reported that the school has been in the top 25% for progress for the last three years, with only one other school in Wiltshire achieving this as well. MOCS were involved with the setting up of a charitable organisation called “Extended Services” in conjunction with the heads of the Primary Schools in Melksham. This gave them access to funding that was not usually available to schools. The work of the Extended Services was targeted at those vulnerable families with children at primary schools, at Melksham Oak and when they initially leave school; it had a long term plan.

Mr Clark confirmed that there were no plans to turn Melksham Oak into an Academy. The phrase “a great school” had been used in conjunction with the school and Mr Clark was pleased that this was a term heard from within the school rather than an Ofsted phrase.

Cllr Bean queried if the school was big enough. Mr Clark replied that the school was designed for 1,350 students and that they already had 1,200. There is a demographic dip in the current Year 5 group. The school in its current size would not cope with additional children from any planned housing in the area however the design allowed for new building to be accommodated on the end wings.

The Finance Officer, Teresa Strange advised that the launch event for the Melksham Extended Services was on 29th March at 7pm at the Melksham United Church, and that all were welcome to attend.

Cllr Glover asked if the school had changed its view on not wanting a footpath to the back of the school. Mr Clark explained that they had not changed their view at present as the path would be unlit; this was because of a planning issue relating to the affect on the view of the Jacobean Manor next door, which was a listed building. This was a school management issue that would be reviewed when Persimmon had finished building work at the rear of the school. Mr Clark did not want students having to use a pathway in the dark.

Cllr Baines confirmed that the footpath had been mentioned at the CATG (Community Area Transport Group) meeting held earlier in the day. The footpath had been delayed due to the concerns raised by the school and the CATG understood that it would have to be lit. This had been considered too expensive but Cllr Baines thought a solution could be sought using solar powered lights. The reason for the current stance on the footpath being unlit was due to the detail included at the time of the planning application.

Cllr Brindle stated that the Parish Council has always been in support of a rear entrance to the school, to alleviate the difficulties of the children walking next to the main road at the front. Cllr Brindle suggested that the school could be accessed from the bottom of the sports field. Mr Clark explained that the school was a secure site, and at present there was no access to the school buildings from the sports field, there is not a way to walk round and gain access to the main site.

Bowerhill Primary School The Chairman explained he had visited the School Council and talked to pupils about how the community works. He had been amazed at the standard of their questions, the best of which was “Who is responsible for the credit crunch?” A written report from Mr Andrew Matthews, Headteacher was noted.

Forest & Sandridge School The Clerk explained that a report had arrived further to the publication of the Report booklet, which the Council noted.

12/ Bowerhill Villager & Connect The Chairman explained the importance of the village newsletters and how much they do for the community. Their report was noted

13/ Community Speed Watch

Shaw & Whitley Community Speed Watch Cllr. Bean reported on how pleased the members of the Shaw & Whitley community were to see the Community Speed Watch team out and about.

Woodrow Community Speed Watch Cllr Baines reported that the speed watch measurements had indicated traffic through Woodrow Road at 300 per hour at peak times, this was due to cars using Woodrow as a diversion to avoid the roadworks associated with the new Asda store; many were driving too quickly. Cllr Baines also reported that a SID (Speed Indicator Device) was now

installed at Woodrow Road opposite Woodcombe; this had not been on the CATG priority list for SIDS and appeared with no notice or reason given.

Bowerhill Community Speed Watch A complaint had been received from the Bowerhill Speed Watch that they were not aware of what was happening with the device. Cllr Baines explained that the Team Leader simply needs to make a request for the device.

14/ Melksham Charities Cllr Mike Sankey reported that the Melksham Charities were looking for a new Councillor to join them. His written report was noted.

15/ Friends of Melksham Hospital Cllr Coombes reported that there had been a huge amount of clinical visits with some 19,000 taking place alongside 23,000 referrals/interventions. Cllr Coombes felt that with so much going on at Melksham Hospital, that it would be unlikely to close. The Friends were currently working on revamping the RUH Day Room.

16/ Pavilion Youth Club - Mrs Janet Jory explained that she had been involved with running the Youth Club for the last 7 years, despite no longer living in Bowerhill. The club is run for 10 to 14 year olds. The Youth Club had had 24 children in the summer, but it had dwindled in December. Usually the club is for Bowerhill or Berryfield children, they did let other children in when the numbers were dwindling but this caused a bit of a problem. Those who have been there since they were ten were happy with the rules, but the new children did not want to abide the rules. The older boys particularly did not want to adhere to the behaviour rules. Although only one letter was sent home to parents about behaviour issues, it upset the whole club. For four weeks there had been no children attending at all, Janet felt that the children that had been attending had outgrown the club. Janet reported that she had advertised in Bowerhill Primary School, the Bowerhill Villager, Melksham Oak Community School and in the Melksham News; it was hoping that with a new intake the club will re-open after the Easter break.

17/ Melksham Trust – The Clerk reported that a report from Cllr. Richard Wiltshire had been received further to the publication of the Report booklet, the Council noted the report.

18/ Area 32 Committee & Melksham Railway Dev. Group Cllr Baines reported that Area 32 Committee no longer existed and that the CATG (Community Area Transport Group) meeting was now the forum for transport issues. Cllr Brindle reported that they were pushing for more rail services.

19/ Whitley Bus Shelter Survey The Clerk reported the results of the Bus Shelter survey for Whitley, which was held in February. There were 26 responses, 5 made online. Of these 22 were bus users and 4 were not.

EDEN GROVE	PEAR TREE	BOTH SITES	OTHER SITES	NO SITES
5	13	2	4	2

For other sites, there was 1 request for the shelter to be put back at Corsham Road; 1 request for a shelter outside the Methodist Chapel and 2 requests for a shelter at Westhill. A lot of comments were received highlighting the need for safer and cleaner hard standings as well.

The Clerk reported that the Survey results would be an agenda item at the next Full Council meeting on 16th April. A resident, Mr Walker requested that the results be published in the next edition of the Connect magazine.

20/ The Council was pleased to note the following reports:

Wiltshire Association of Local Councils – Cllr Coombes

Whitley Reading Rooms – Cllr Coombes

Community Safety Report & Neighbourhood Police Tasking Group - Cllr Mike Mills

Melksham West Neighbourhood Police Teams – Cllr Elisabethe Bean

Melksham Rural Policing Team – Cllr Mike Mills

Melksham Joint Health Forum – Cllr Paul Clark

CAYPIG -Youth Work Reports – Cllr Elisabethe Bean and Cllr Pat Nicol

Whitley Players – Mr John Hamley

Melksham Community Area Partnership - Miriam Zaccarelli

Wilts & Berks Canal Partnership – Cllr Rolf Brindle

The Chairman thanked the Councillors and all who had submitted reports. He also thanked the Councillors for their hard work during the year, and also those who represented the various organisations and thanked the public for attending.

Meeting closed at 8.55p.m. and everyone adjourned for refreshments.

Chairman, 18th March, 2013