

Area Boards in Wiltshire

SNAPSHOT REPORT

November, 2009

Headlines this Month

- ★ **Nearly 4,000 local people have attended Area Board meetings in Wiltshire and attendances continue to grow.**
- ★ **Over 10,000 local people have now signed up to be involved with the work of the Boards through local community area networks.**
- ★ **Over £200,000 has been awarded to support local community projects.**
- ★ **Police, Fire and Rescue, NHS, MOD fully engaged and attending meetings regularly.**
- ★ **Over 75% of parish and town councils have attended Area Board meetings.**
- ★ **75% satisfaction rating for Area Board meetings maintained and improving in many of the areas surveyed**
- ★ **461 issues logged on the Area Boards Issues System and over a third resolved during the last cycle.**
- ★ **Young people engaged at two thirds of Area Board meetings through the local CAYPIGs (Community Area Young Peoples' Issues Groups).**
- ★ **Improved audio/visual support and loop system now available at all meetings with trained technician.**
- ★ **Community speedwatch bid launched through the Area Boards to deal with widespread local concerns.**

AMESBURY

So far, the Amesbury Area Board has received 25 local issues and 20 have been closed following intervention by the Board. One of the more interesting issues related to the availability and accessibility of local allotments in the Wylve Valley area. The Community Area Manager got in touch with the allotment groups and encouraged the submission of a proposal. At it's

meeting in October, the Amesbury Area Board agreed an award of £5,000 to help with the costs of a project that will improve allotment facilities in Steeple Langford and Hanging Langford. This project will provide much needed disabled access to the allotments, and will facilitate training in organic gardening skills for up to 50 participants per session, increased production of goods so that the excess can be sold at local village halls, and an additional 'community' allotment.

The project will see many volunteers from the local community involved in making the improvements to the allotments, and thereafter will enable local people of all ages, including those with disabilities, to interact together in growing produce and in learning how to cultivate organic goods for sale locally. The project will encourage residents to make healthier lifestyle changes, through the growing and consumption of organic, fresh local produce and in the recycling and composting of any waste generated from these activities. The Area Board and the local radio have expressed a real interest in this project and will be following its progress over the coming year.

Chairman, Councillor Mike Hewitt
Karen Linaker, Community Area Manager

BRADFORD ON AVON

Cheese and wine greeted those who attended the second Area Board meeting in Limpley Stoke (courtesy of the Parish Council and the Chairman) which added to the welcoming and convivial atmosphere! The Board received an update on the 12 issues submitted since the last meeting, of which 8 had been resolved successfully. One pressing issue affecting local walkers was the poor condition of the towpath along the Staverton Canal. By liaising with British Waterways, reinstatement works were brought forward and scheduled for November.

Climate Friendly Bradford on Avon has received a Community Area Grant for £5,000 from the Area Board to add to £140,000 received from the British Gas Green Streets Energy Fund to install 54 solar panels in a local primary school and to have 100 houses fitted with free energy efficiency improvements. The group held a formal signing and launch of the Bradford on Avon Community Area

Carbon Neutral Declaration on 12 December 2009 to coincide with the Climate Change Summit talks held in Copenhagen.

The 'Priority for People' group in Bradford on Avon has, of the back of major programme of public consultation, set up 4 action groups to make sense of and address issues raised by the public. One of these is Historic Core Zone Initiative which addresses the intimidation of pedestrians and cyclists by motor vehicles and promotes the desire to control the volume speed and size of vehicles passing through the town centre by way of traffic calming and pedestrian priority measures. Members of the group presented their concerns and ideas to the Area Board with the result that Highways Officers have agreed to commission a study to investigate the value and advantages of creating an historic core zone for the town and have set up a project board to oversee the project.

The Bradford on Avon Community Area Young Peoples' Issues Group made an excellent presentation to the Area Board on 11 November. Young people, supported by their Youth Worker, recorded and presented a video which discussed youth issues in the area, speaking very eloquently about a range of issues. One of these was the bad attitude of bus drivers who sometimes refuse to pick up groups of young people in the town for fear of bad behaviour on the buses, thereby discriminating against the majority of well-behaved youngsters. This matter is being taken up by the portfolio holder for children's services, Lionel Grundy, who attended the meeting on behalf of the Cabinet.

Chairman, Councillor Malcolm Hewson
Elly Townsend, Community Area Manager

CALNE

The Calne Area Board has received 33 local issues since its first meeting in July 2009. Of these 6 have now been closed and work is underway on the remainder - many of which relate speeding, Abberd Brook and safe parking/transport/travel to, from and around local schools.

Working groups, led by Calne Area Board Councillors have been set up to progress 3 projects aimed at addressing:

- **Abberd Brook**
The improvement and future management of the Abberd Brook (currently an eyesore and source of many complaints) through community engagement linked to programmes to raise awareness of wider social, environmental, health and well being benefits.

- **Community Hub**
The trial of a facility for the Area in a vacant town centre shop unit, providing a venue for wide range of services, groups and organisations to run public surgeries, consultation events and community activities.
- **Participatory Budget Project**
An event that will link into ideas about encouraging safer, more attainable, less congested methods of transport.

One innovative local initiative supported by the Calne Area Board is an intergenerational heritage project focussing upon exploring, recording and sharing experiences and stories from the local area about the 1st world war.

Area Board meetings are being reviewed regularly at the ABC meetings and new techniques are being adopted to respond to feedback received. Public attendance at meetings has been good and, maybe more importantly there has been a positive development in public participation in all elements of the meetings making them more vibrant, friendly and welcoming.

Chairman, Councillor Alan Hill
Jane Vaughan, Community Area Manager

CHIPPENHAM

There has been good support for the first three Area Board meetings and well over 1000 local people have signed up for the Chippenham Area Network. The Board is rotating venues to ensure the rural communities are included - local schools have proved to be very popular venues. The Board has focused on decision making from its very first meeting when it agreed to install traffic calming in Webbington Road to address speeding concerns that has been ongoing for many years.

The Board is currently dealing with an anti-social behaviour problem in Bath Road Car Park and has brought together the Police, Crime and Community Safety Officer, Anti-social Behaviour Reduction Officer, the Council's Car Parking Team, Town Council and local Division Councillor at a series of roundtables. As a result a survey of the car park has been undertaken and a number of options proposed and further meetings are being held to establish the best solution and consider costs. A report will be presented to the next Area Board meeting on 11th January with the outcome.

The Area Grant Scheme has attracted wide interest and attracted a wide range of applications, including:

- Equipment and workshop activities for young people
- Assistance with a village footpath to aid pedestrian safety
- Creation of a Junior Lacrosse Club with huge support from the National Lacrosse Organisation
- MUGA – Multi Use Games Area in a rural village

One of the most innovative applications to receive an award was from CAVE (Chippenham and Villages Environmentalists) a project team of ChAP (Chippenham and Villages Area Partnership). CAVE is going to buy a Thermal Imaging Camera that will enable:

- Householdors will be offered the opportunity to have their property photographed with this special equipment to identify any areas where heat is escaping
- Householdors to consider talking energy efficiency measures to reduce the loss. (Loft insulation cavity wall insulation etc.)
- Householdors to receive independent advice on measures they can take to reduce their energy bills and of course their carbon footprint
- A Local Housing Association to use the equipment to assist with their tenants in Social Housing
- Closer partnership working with Wiltshire Wildlife Trust and the Energy Saving Trust

CAVE has identified 2 pilot areas – one village (Kington St Michael where environmental concerns were identified as a priority in their Parish Plan) and one street in Chippenham. The pilot will be offered free of charge, but in future householdors may be invited to contribute a small fee in order to cover costs.

Chairman, Councillor Desna Allen
Victoria Welsh, Community Area Manager

CORSHAM

The Corsham Area Board has had engaged over 400 people to its first three meetings and has received 18 issues from local people of which 5 have been resolved.

One persistent problem the Board was able to resolve concerned overhanging vegetation in Leafield Road and Moor Barton in Neston. The issue had been reported previously to Wiltshire County Council and North Wiltshire District Council several times and no solution had been found due to arguments about who owned land and who was responsible. Local residents raised this with the Board on 12th October and the remedial works were undertaken to resident's satisfaction within two weeks.

One project that the Board has been able to support is a scheme to use three empty shops in the town as display areas promoting the Town along with display

space for schools and community groups. This will create - quite literally - a 'shop window' for the town. By bringing the units back into use the scheme will also reinvigorate the shopping centre. The displays will also help promote Corsham's unique range of independent shops as well as the programme of Christmas activities. The scheme has received funding from the Wiltshire Assembly's 'Action for Wiltshire' grants scheme and will take place in the run up to Christmas

There has been strong interest locally in proposed traffic management proposals for Basil Hill. In response, the Board has organised two separate exhibitions and the issue has been raised at two Area Board meetings. Around 400 different people have submitted their views on the proposals. As a result the Area Board together with Wiltshire Council Highways have agreed to carry out the traffic movement surveys again during the month of November which will then inform any future decisions.

Chairman, Councillor Dick Tonge
Dave Roberts, Community Area Manager

DEVIZES

Devizes Area Board has got off to a good start with good attendances at its first two meetings. 39 issues have been submitted to the Board of which 9 have been resolved and action is underway on the remainder. In response to concerns about access for the disabled and for mothers using push chairs, the Board was able to approve the installation of 9 dropped kerbs to improve pedestrian access to a busy doctors surgery located in the Town.

There has been very strong demand for the Board's grants budget and 9 applications will be considered at the next meeting. Already, £745 has been awarded to an innovative healthy eating project run by a village youth club. Young people attending the club were provided with crisps, chips, burgers, chocolate bars and confectionary products. The healthy eating project will involve the young people in planning and cooking healthy meals for their peers, and also promote better understanding of dietary issues while improving social skills.

Traffic congestion in Devizes has been a focus of local concerns and the source of long running problems with no clear solution emerging despite repeated attempts by the previous councils. At its next meeting the Board is bringing together officers, stakeholders and the public to discuss the matter at round table sessions in an attempt to identify areas of consensus and a mutually acceptable way forward.

In an attempt to get to grips with some of the more hidden issues in the community, Board members have attended a drop in centre for socially excluded adults (predominantly homeless adults with alcohol and drug dependency). This has provided an insight into the stark challenges the group faces. This contact is to be maintained and developed further in the future.

Chairman, Councillor Laura Mayes
Jon Gale, Community Area Manager

MALMESBURY

The Malmesbury Area Board continues to attract very good attendances – over 80 at the last meeting on 11th November. 79 issues have been submitted to the Board and 8 of those have been resolved so far with good progress on many others.

One issue that has been rumbling for many years is the condition of the public toilets in the Town. Through discussions with the Town Council (via Cllr Simon Killane, who is a Town Councillor as well as a Wiltshire Councillor) the Town Council has agreed that they will allow the public to use the town council toilets when the building is open – which means 9-5 Monday - Saturday, 9-1 on a Sunday and any time the building is open for a function. This is a win/win situation as the Town Hall can now use the old loos site as a place for storage.

The Board considered 11 grant applications at its last meeting, perhaps the most innovative of which was an application from a group called U Too who received a grant of £3,780 towards the cost of providing an accredited Parenting Skills course for young mothers living in the Malmesbury Community Area. The application will provide training for young mothers referred from Connexions, health visitors, the council's Children and Families service and the Malmesbury children's centre. They are likely to be physically isolated, lonely and often suffering from post natal depression. A pilot programme offered earlier this year was considered very successful and referring agencies are keen for it to be repeated. U Too is a not for profit organisation working in partnership with Learning Curve and Malmesbury Children's Centre to deliver this course.

At its meeting on 11th November the Board considered a number of parking restrictions in Malmesbury that had been recommended by the Fire and Rescue service to improve access for fire engines. Local residents were encouraged to participate in the decision making and the Chairman took a public vote on one particularly controversial proposal which the Board subsequently confirmed.

The Board is listening to the views of the public expressed in the meeting evaluations and making

improvements at each meeting. The Board's minutes are now available as a newsletter and are distributed on line, via the CAN and in the local library, town hall and sports centre.

Chairman, Councillor John Thomson
Miranda Gilmour, Community Area Manager

MARLBOROUGH

Marlborough Area Board has been focusing on two priority issues in the area:

- access to activities and facilities by young people and
- access to shops and facilities in Marlborough for those using wheelchairs, scooters or buggies.

At the second meeting, the Board held two participative workshop sessions on these issues which were well attended, lively and productive. Over 20 local young people attended to give their views and in the other group a number of interesting ideas were discussed. As a result of the discussions, it was agreed to set up two task and finish groups to look at each issue and report back to the Board with ideas.

16 issues in total have been submitted to the Board so far and 6 of these issues have been resolved following the last meeting. One of the most interesting issues related to the Savernake Minor Injuries Units, this resulted in the Board convening a public meeting attended by NHS Wiltshire at which local people could raise their concerns and seek information from senior NHS managers. The meeting was very well attended – 99 members of the general public turned up and there was a good response – over 75% of those who attended considered the meeting useful. There was also support for the Area Board organising similar single issue meetings for matters of widespread local concern.

Two grants have been awarded by the Board so far:

- Arts Together:
An award of £930 was made towards the cost of recruiting and training volunteers to support an arts project for older people.
- We Love Marlborough:
An award of £2000 towards the cost of providing a Christmas community event to boost the local economy.

Chairman, Councillor Chris Humphries
Alison Sullivan, Community Area Manager

MELKSHAM

The Melksham Area Board has made very good progress - resolving 24 of the 37 issues it has received so far. In one case, residents were complaining about persistent litter problems in and around McDonalds on Beanacre Road. A meeting was held in September 2009 with local councillors, Wiltshire Council staff and the franchise holder for Melksham, Trowbridge and Chippenham McDonalds' branches. McDonalds agreed to several actions including.

- Letter drop to local residents explaining McDonalds litter policy and strategy to act on any complaints received.
- Signs to be put up in the car park warning customers that antisocial behaviour will be reported to Police/Wiltshire Council.
- Store & Car park banning letters given to persistent offending drivers leaving litter or causing ASB of any sort.
- ASB leaflets to be handed out on the drive thru to warn customers of the consequences.

Since the action taken by the Board, there has been a marked reduction in litter problems, although ongoing monitoring is continuing.

Melksham Area Board has awarded one grant so far, which was for a Speed Indication Device to be shared across several parishes. However, there are eight grant applications going to the next meeting in December.

The use of King Street car park by lorries overnight is causing disturbance and environmental concerns to local residents. Two meetings have taken place so far to look at this issue bringing together officers from transport planning, parking management, Mouchel, environmental health, legal, traffic regulation orders and local members. A number of key actions were agreed to find ways of progressing this issue and Councillors are confident that real progress has been made and that genuine and realistic proposals will be forthcoming to provide both short and long term solutions to the problem.

Mount Pleasant Copse, Atworth is a piece of underused woodland that could be cleaned up for use as a community space for local residents. A meeting has been arranged with residents, council officers from amenities/countryside department, Sovereign Housing, the parish council and local councillors to discuss how to progress this local project. The aim is to approach the Area Board to fund improvements in the environment.

Chairman, Councillor Jonathon Seed
Abbi Gutierrez, Community Area Manager

PEWSEY

Although Pewsey is one of the smaller Area Boards it has received more issues than any other – 61. The issue system has been well received, particularly by parish and town councils. Many of the issues received concern highways issues including speeding in the rural villages. The Council's Cabinet member for Highways attended the Board's meeting and was able to offer assistance with many of the issues. So far 16 of these local issues have been resolved by the Board and many more will be addressed through the Community Speedwatch Programme. At its last meeting the Board was able to prioritise the local speeding issues and the Police will be carrying out initial assessments over the coming weeks. Community speedwatch and speed indicator device (SIDS) will then be deployed depending on the outcome of the assessments.

The Board considered take five grant applications at its meeting on 9th November and all were approved. The schemes included:

- Two applications for play areas, one is a large scheme for 0-8 year olds, and the other is essential repairs to an existing play area to meet health & safety standards.
- A Millennium Book that captures photos and information of a local village and its residents in 1999/2000
- Village Hall improvements
- Volunteer training for involvement of older people in the arts

One other local issue that is under active scrutiny by the Area Board is the rebuilding of Pewsey Library.

The Community Area Manager has built up a good relationship with Parish Councils – who seem to appreciate that there is now a link with the Council. There is also a strong working relationship between the AB and the CAP through weekly informal meetings between the CAM, CAP Chair and AB Chair. People on the network have appreciated being forewarned about the forthcoming cabinet member attendance and have been sending in their questions in advance. The Pewsey Area Network includes a wide range of organisations including members of the public and is building all the time.

Chairman, Councillor Jerry Kunkler
Caroline Brailey, Community Area Manager

SALISBURY

A major success of the Salisbury Area Board has been a Participatory Budgeting project with young disabled people, giving support to a number of initiatives to enhance their life opportunities and help them make the transition to adulthood with greater confidence. This was part of a national pilot project sponsored and evaluated by the Home Office.

The projects emerged from work with young people with, or affected by, a variety of disabilities, ranging from acute physical disability to autism and learning difficulties. The process sought to engage young people in making the decision, particularly those who find it hardest to get their voices heard.

On the 'Big Buy-in Day', groups gave a five minute presentation about their project and were scored from one to five by each project table. Proposals came forward from five or organisations for six projects:

- 'Changes' - around £6,000 for a youth worker to run training sessions linked to Elizabeth House, to help and advise disabled young people on coping strategies where they have experienced abuse and antisocial behaviour from other young people etc
- Scouts - around £8,000 towards a new minibus with a wheelchair facility to enable more disabled/housebound young people to take part
- Club Nights, to be known as "Go Bananas!" – around £3,000 for a bridging project, in partnership with the neighbourhood policing team, to help disabled young people have a safe night out and increase their social skills
- Exeter House Special School – approx £6,000 to refurbish a run-down fourteen year old sensory room facility and replace broken equipment for severely disabled young people
- Café – around £4,000 for disabled young people to open and run a café, one day a week, in partnership with a church, to gain work experience and social skills and so ease their transition to adulthood

A number of these projects are now underway and will update Area Board meetings on their progress. The first update is on 3 December 2009, to tie in with the No Barriers Disability equality events across Wiltshire. It is still early days but four parents of disabled young people have already written to describe the powerful positive impact on their severely disabled children in terms of behaviour and self esteem.

Other Issues which have featured at the area board include the South Wiltshire Core Strategy, and the associated transport model; the provision of facilities for young people, traffic and speeding issues, waste

and recycling issues and the development of academies, which will be on the agenda for the 3rd December meeting.

Chairman, Councillor Mary Douglas
Marianna Dodd, Community Area Manager

SOUTHERN

The Southern Area Board has made a very successful start. The meetings have been well attended by parishes, partners and the general public. 400 local people are now signed up for the community area network and 10 of the 20 issues referred to the Board so far have been resolved.

An issue was raised regarding the lack of physical police presence in Downton. Prior to the area boards, it had taken over 2 years to get the idea of a local police office realised in Downton Library. Arrangements are now in place final details are being concluded that will give permission for the police to use the facility. The board has also awarded £5K to the Brian Whitehead Sports Centre Association. The £5,000 will be used to undertake an options appraisal so that the proposed relocation of Downton Leisure Centre is of benefit to all current users, local sports clubs and the wider community.

It looks very likely that the Southern Wiltshire Area Board will be the leaders in securing a vacant shop at Partridge Way for use as a community resource centre. As well as a grant from the board, this project is likely to draw in cash grants of about £20K from other agencies and will also secure hundreds of hours of volunteer work in one of Wiltshire most deprived areas.

The Southern Wiltshire Community Area is unique in that it does not have a recognised service centre, other than Salisbury, where people go to access services from across the community area. This means that providing activities for young people is a challenging task which can only be done by taking the youth provision to the various settlements dotted around the area. In conjunction with well known local charity called Shine, the board is supporting a project that is looking to secure a community bus which will serve children and families from traveller communities by day and young people by night right across the area.

The board is looking to set a plan of action for the coming year which will see single issue workshops taking place to scope and address specific problems in the area at its meetings with input from officers, experts and specialists in the field.

Chairman, Councillor Richard Britton
Tom Bray, Community Area Manager

SOUTH WEST

Residents of the Tisbury Community area were particularly exercised over the proposed location of the new Sure Start Children's Centre. Originally planned as a new-build costing in excess of £300k, the South West Wiltshire Area Board took control and negotiated the refurbishment of existing Council accommodation in Tisbury – to the satisfaction of the overwhelming majority of parish councils, youth workers and residents consulted. The result has been a much-needed centre, in the right place and for a fraction of the cost.

The subject of Community Speedwatch had been bandied around for a while, getting confused with Speed Indication Devices (SIDs), Vehicle Activated Signs (VASs) and parishes purchasing their own speed 'guns'. The Area Board, through the CAM, got to the heart of the matter with County Highways officers and Wiltshire Police and their efforts contributed to the adoption of a clear, deliverable process for contributing to community safety.

The Youth Development Manager in the Mere and Tisbury was keen to continue offering Leisure Credits (incentives in the form of tickets and vouchers for major leisure activities) for young people to undertake community work. The Area Board applauded the initiative, recognised its direct links to Wiltshire Council's priorities and the Assembly's ambitions, and granted £5,000 for each Area.

The Area Board has put its full weight behind the development of the Community Area Partnership (CAP) in Tisbury and the establishment of CAPs in the Mere and Wilton Community Areas. The Board is convinced of their potential value and, through the CAM, has offered full support. Thanks to the Board's leadership, initiatives and transparent negotiations, TAPCAP is on a firm footing and the other Areas have a core of residents raring to go to establish efficient and effective Partnerships.

Chairman, Councillor Bridget Wayman
Richard Munro, Community Area Manager

TIDWORTH

The first 2 meetings of the Tidworth Area Board were well attended and people commented that they felt engaged and able to give their views. Young people from the local youth group, representatives of all the major agencies and town and parish councils, the Army, Tidworth community Partnership, business representatives and local people have so far attended. The last meeting was held in Netheravon - one of the parishes transferred into the Tidworth Community Area following the Boundary Review - and the Board

was well looked after by the committee of the Phoenix Hall.

One of the 26 issues received by the Tidworth Area Boards involved the recycling facility in Ludgershall car park. This was attracting fly-tipping, noise nuisance anti-social behaviour that was affecting the nearby elderly residents. Ludgershall Town Council had been lobbying Kennet District Council and Sarsen Housing for some time without success. The Council suggested relocating the bins and that Wiltshire Council should collect the fly-tipped rubbish more frequently. A meeting was arranged between Ludgershall Town Council, Wiltshire Council Waste team, Wiltshire Police and Sarsen Housing. An agreement was reached to move the bins further along the car park. This happened within a few days and the Waste department staff cleared the rubbish from the car park.

The improvement of signage for Tidworth on major roads approaching the town was raised with the Board. The Communications Working Group of the Tidworth Community Area Partnership has been working on this together with the Transport working Group. The Chair of the Communications group presented his findings at the September meeting of the Tidworth Area Board and it was agreed that a meeting involving the Highways Team and local people would be convened to identify where changes to signs can be made.

Chairman, Councillor Chris Williams
Val Powley, Community Area Manager

TROWBRIDGE

The Trowbridge Area Board has received 27 issues covering a wide range of subjects. 8 of these issues were resolved during the first cycle. One such issue involved people smoking in children's play areas. At its meeting on 5th November, the Board voted for the Trowbridge Community Area to pilot non enforceable no smoking signage on council owned Children's outdoor play areas. Work now has to be undertaken to see how this can be implemented including paying for the signage.

'Transforming Trowbridge Board' has been re-established following the failure of the Waterside Project to look at ways of regenerating the County Town. The Board is strongly supporting this work.

The Board has provided £1,000 to Trowbridge Neighbourhood Partnership to develop and promote its work. This will increase the partnership's ability to help form new Neighbourhood Groups. The TNP has already had success in encouraging the formation of new Neighbourhood Groups and its

membership has increased from 4 to 11 Tenants and Residents Associations. TNP enables the groups to discuss current issues, give guidance and provide a mechanism for the Board to engage with issues raised by this client group.

Chairman, Councillor Ernie Clark
Rachel Efemey, Community Area Manager

WARMINSTER

Warminster Area Board has received 16 issues from local people, many of which concerned roads, pavements and footpaths that were in need of improvement. By working with the Town Council and highways department, these are being assessed and dealt with as appropriate.

Young people have been involved at all the Area Board meetings in campaigning for improvements to the Skate Park. An application for funding will be brought to the meeting on 26th Nov. The Area Board has supported a total of five projects to date, with a further six to be decided at the November meeting. The first project to get off the ground is that of the Economy and Tourism Group's "Buy Local" leaflet. This was launched on the 10th November and aims to encourage people to buy local produce and support local businesses.

One serious issue resolved by the Area Board involved a section of path at Daniell Crest/Alcock Crest above Forest playing field, which had become eroded and slippery. A local lady had fallen and broken her leg, but complaints had gone unheeded since 2008. Following a site visit, the Board was able to secure immediate repairs to the path. This is a good illustration of how quickly Board can respond to local issues.

Chairman, Councillor Andrew Davis
Kath Dew, Community Area Manager

WESTBURY

Addressing concerns about anti social behaviour and late night drinking has been one of the key areas of work for Westbury area board and has led to some effective partnership working in the form of a task and finish group.

As well as the area board manager and councillors, members include the police, the licensing officer, the local neighbourhood watch, local residents and the community safety officers. As a result the police have stepped up targeted patrols in areas of concern, local landlords have signed up to a new vibrant Pubwatch to work more effectively with the police, and plans are underway to produce a publication aimed at bar staff reminding them of the law surrounding sales to people who are drunk. Concerns about anti social behaviour on a local housing estate have led to the area board

working with Selwood to identify ways to investigate ways to improve and update the lighting system. We are also working to address other practical solutions like better signage and more litter bins.

The Board and Community Area Manager, Sally Hendry are currently working on a wide range of issues from improving heritage awareness to the opening of a job club, from lighting concerns on a Westbury estate to weight limits on the B3098.

The Board has helped with the successful launch of the BA13+ community area partnership and a meeting is planned in the New Year which will include local young people – it is intended to use a graffiti wall to encourage participation.

An issue raised at the first AB was the need for the inquiry office at the local police station. That reopened last month on a part time basis. Public concern voiced at the area board about the need for a crossing on Warminster Road has also been successful – Wiltshire Council officers have this month been carrying out surveys to assess the right location for the agreed crossing.

Only one grant has been given so far (Bratton parish council for Speedwatch) but others have now been received and are being processed.

Good links have been made with the local media and plans are on the way for the CAM to write a regular column about the work of the area board. Publicity in the local paper has helped generate grant applications and issues for the Board to consider.

Chairman, Councillor Russell Hawker
Sally Hendry, Community Area Manager

WOOTTON BASSETT & CRICKLADE

Over half the issues received by the Wootton Bassett and Cricklade area Board have now been resolved, many of which were taken on by Councillors as part of their casework.

One of the more complex issues is the volume of heavy traffic on the B4069 and A3102. Lyneham & Bradenstoke WI undertook a traffic survey and identified that heavy waste lorries use the route as an unofficial short cut from the M4 to the tip at Calne. Reports are awaited on these roads from Transport and once ready the Board will hold a meeting with transport planners and parishes from the four community areas that span these roads (Chippenham, Malmesbury, WB & Cricklade and Calne) to identify possible solutions. This may involve four boards working together.

The Board has awarded one grant so far, for an interpretive panel on a circular canal walk. There are several applications in the pipeline and work is now underway with the Board's Communications officer to promote the grants scheme in new ways, including permanent displays in local libraries and in disused shop fronts.

There are some exciting projects in the pipeline, reaching into parts of the community currently under represented at meetings. The CAM has met with Carers' Support to agree how the voices of carers can be brought forward; as a result of this an issue has been submitted from a young carer with learning disabilities who looks after his mother.

The Board is also making links with officers who work with Gypsy and Traveller communities to look at how we can meet with these communities and hear about their issues. The Board's approach is that not all people will want to come to meetings, so we are considering how we might meet them on their territory.

Work is being done with the CAYPIG and local schools to develop two projects involving young people. One entails young people interviewing a cross section of the community to produce a DVD about local democracy, for next year's Local Democracy Week. The other is a 'mapping and gapping' exercise to identify activities and facilities for young people in the community area and any barriers to accessing them. The outcome will be a directory to promote positive activities, while considering how the area board might help young people overcome barriers to existing provision and fill some of the gaps.

Chairman, Councillor Allison Bucknell
Karen Scott, Community Area Manager

KEY MESSAGES

It is excellent to report that the launch phase of the Area Boards is now coming to a successful conclusion. Many of the concerns about the Area Boards have now been replaced by a pragmatic and practical commitment to work together for the good of the local community. Not everything is perfect and further improvements will continue to be made. The 6 month review of the Board will begin just before the festive period and that will report to the Cabinet in March with recommendations. All councillors, parishes and partners will be involved in that review in due course. The Area Board team is now at full strength and working effectively; the role of the Community Area Manager is now more widely understood by councillors, colleagues and partners and the issue system is up and running with nearly 500 issues referred to the Board since launch in August.

Chief executive, Dr Keith Robinson made a very thought provoking presentation to the recent Wiltshire Assembly meeting at Longleat, drawing on some recent academic work on participation. He challenged the Assembly to deepen its citizen engagement by recognising how and why people choose to get involved – referring to the CLEAR model developed by Professor Gerry Stoker and the work of Matthew Taylor.

The CLEAR Model

Can do	<i>The resources and knowledge to participate</i>
Like to	<i>A sense of attachment that reinforces participation</i>
Enabled to	<i>A set of supporting civic institutions that make participation possible</i>
Asked to	<i>Mobilized by direct invitation</i>
Responded to	<i>Provided with evidence that views make a difference</i>

Stoker, G. (2006) 'Why Politics Matters' Palgrave

Taylor's Motivations of Participation

Individualistic	<i>What is in it for me?</i>
Collective	<i>Together we can</i>
Hierarchical	<i>Who is leading this?</i>
Fatalistic	<i>What is the point?</i>

Dr Robinson indicated that progress is often achieved through smaller local interventions – or in his terms – 'nudging people in the right direction.' This seems to strike a chord with the work of the Boards, where success is often achieved through encouragement, support and help rather than by direction and direct control.

The development of the Area Boards will continue to draw on this work by deepening public engagement and focusing on some of the hidden issues in Wiltshire.

Finally, a word of thanks. A lot of very hard work has gone into ensuring that the Area Boards launched smoothly and successfully and I would like to thank the councillors, partners and the officers involved.

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