

WARMINSTER AREA HEALTH AND WELLBEING FORUM

Notes of Meeting – Wednesday 25 June 2025 Noon

The Thomas Arnold Hall, Warminster School

Present: Speakers have a * against their name.

Deborah Gogarty (DG) – Open Door and Chair	David Reeves (DR) – Secretary and HWB Trustee *
Marion Barton (MB) – Open Door and HWB Trustee	Lisa Cook (LC) – Warminster School
Martin Randall (MR) - Independent	Alan Goldsworthy (AG) – Independent member;
Richard Allen (RA) - Warminster Community Radio	Sarah Burgess (SaB) – Avenue Surgery Social Prescriber
Caroline Pugh (CP) - Friends of Warminster Hospital	Kate Brooks (KB) - Age UK Wiltshire
Jan Billinge (JB) - Independent	Caroline Le Quesne (CL) – Strategic Engagement Support
Janet Marshall (JM) – Warminster and Westbury Visually Impaired Club	Steve Kervell (SK) – Warminster and Westbury Visually Impaired Club
Tanya Ratcliffe (TR) – Wiltshire Council Prevention Officer	Sallie Boyd (SIB) – Adult Community Team West – Wiltshire Council
Holly Pryer (HP) – Wiltshire Council	Laura Gowers (LG) – Wessex Water *
Lucy Steel (LS) – Wiltshire Council *	David Burton (DB) - Alzheimer's Support
Annie Davis (AD) – Warminster Action Group	Maria Morris (MM) - Warminster Action Group
Apologies from: Jenny Crossley (JC) – National Energy Action; Lynda Hancock (LH) – Safe Families; Zanne St John Marchmont (ZM) – We Are Men; Maggie Dee (MD) – Warminster U3A; Pip Ridout (PR) – Independent; Rebecca Seymour (RS) – Celebrating Age Wiltshire; Cathy Lawrence (CL) – Alzheimer's Support; Sheelagh Wurr (SW) - Warminster Churches Together; Hayley Jarvis (HJ) – Living Well Team, Avenue Surgery; Ann Merrills (AM) – Independent Member and Trustee; Anne Trevett (AT) – Safer and Supportive Salisbury; Katrina Watson (KW) – Dorothy House; Lucy Brown (LB) – Wiltshire Sight; Suzanne Bennett (SuB) HCRG Care Group; Liz Lee (LL) – Warminster Town Council; Tina Biggs (TB) – HCRG Care Group.	

1.	<u>Welcome and Introduction</u> After introductions, DG welcomed all members to a revised venue for the quarterly meeting. As there were several new attendees, DG explained the three aims of the Forum - to ensure that local information was visible and accessible to the community; s; to encourage collaborative work between groups in order to meet local health and wellbeing needs; and to campaign on specific health issues in the Warminster area. All three of these regularly feature in the Forum meetings and DG particularly encouraged attendees to use the networking opportunities offered in the coffee break. DG offered the view that the wider uncertainties – locally, in the UK and worldwide – are creating an increased level of community and individual anxiety. This makes the work of members even more important, DG concluded by talking about the variety of organisations and individuals – with vast experience - represented by Forum members.	<u>Action</u>
2.	<u>Actions Arising and other updates– Dave Reeves (DR)</u> DR advised that there were no actions arising from the last meeting and confirmed that the previous officers remain unchanged which provides continuity but can, potentially, miss new ideas, opportunities and angles. He and Debs encouraged members to feed back ideas on the direction and activities of the Forum.	<u>All</u>

DR began updating members on strategic engagement. The Council elections had resulted in two changes on the Warminster Area Board and he and Debs had already made contact with both new Councillors. The next Area Board meeting is on 10 July and both he and Debs will attend. DR told members that Cllr Liz Lee of Warminster Town Council has been appointed as the Forum's primary contact and that he and Debs had met with Liz already. Turning to the media, the Forum already has a good relationship with Warminster Community Radio (WCR) and with the new Warminster Journal. Earlier in the day, DR had heard from Andrea Glennon, formerly a reporter with the old Warminster Journal and now working as a freelancer. Andrea is seeking copy for the New Valley News for both the Forum and its members and you can contact her via andrea@newvalleynews.co.uk or on 07546652297. On funding, DR explained that the Forum had been approached by Warminster Town Council with an offer of a Service Agreement with the Warminster Town Council, similar to that with WCR, which could secure our running costs across the next few years. Historically, the Forum has fiercely protected its independence and the Forum Trustees will be looking at this more closely at their meeting on 17 July. DR believes that the Forum is held in high regard by both the Area Board and by the Town Council and he had submitted equal bids to each to co-fund the 16 May 2026 Health Fair and the production of 1,000 booklets. He was now awaiting the outcome of those bids. This year's focus on volunteering is still in progress and DR will now seek suitable dates from the Town Council (who are hosting) and from Wessex Community Action (who will demonstrate Wiltshire Together). Reiterating DG's earlier point about the breadth of Forum membership, DR referred to the list provided to attendees of members' names and organisations, citing that this was only half of the total membership. DR will endeavour to make this a regular feature for attendees. Since the meeting in March, the application for a temporary pharmacy on Broadway roundabout had been approved, subject to conditions. The application for a permanent pharmacy is still being considered. DR had alerted the applicant (Nikhil) to the vacant shop on Victoria Road (previously Pets for Vets) but DR was not clear on Nik's intentions at this stage. Members' comments suggested that things had eased in terms of pharmacy access (whether due to migration to online solutions or the measures taken by the two pharmacies to address the issues). While this leaves a potential risk if the third pharmacy falls through, DR suggested that there is a huge additional load that will crystallise as the Jubilee Gardens development progresses. Wiltshire Council has a public consultation out on the adequacy of the latest Pharmaceutical Needs Assessment and you can read and respond to it below. DR will review and respond on the Forum's behalf, given the PNA's its importance as a "gateway" to acquiring additional pharmaceutical provision. https://www.wiltshire.gov.uk/article/5659/Pharmaceutical-needs-assessment Post-meeting note: The draft PNA is predicated on a third pharmacy materialising as planned with the Wiltshire HWB accepting that there is still a proven need should the current proposal fall through. The Forum response suggests that the HWB Board needs to better anticipate the increased demand due to ageing as well as increased population, thus allowing limited market entry applications to be considered.	<u>DR</u>
---	-------------------------

3.	<u>Update from Wessex Water – Laura Gowers (LG) - Community Outreach Co-ordinator</u> LG’s presentation covered a wide range of topics and her slides are attached to these notes. Members were surprised to hear that Wessex Water is part YTL, a Malaysian-owned group which has stakes in a variety of industries and locations, including housing developments and hotels. Wessex Water has a proud reputation within the water industry and with its customers and LG described the very high levels of planned investment in nutrient removal, water resilience, capital maintenance and storm overflows like the one in Weymouth Street. On customer service, Wessex Water strives to put the customer first at all times and there is a plethora of schemes to help those struggling to meet their bills as well as access to the Priority Services Register. But Wessex Water also supports charity and community groups via its Foundation as well as encouraging its employees to volunteer one day a week. Wessex Water also focusses on education via schools and colleges and Warminster is aiming to become a Wessex Watermark town through various initiatives. You can get more detail on this from Clare Collier at the Town Council: clare.collier@warminster-tc.gov.uk LG then turned to her main role which is to manage Community Drop-Ins including one in Warminster Library (next one is on 28 July from 10am to 12pm and 1pm to 2pm). You do not have to book – just show up on the day. If you would like to arrange a dedicated time slot, please email community@wessexwater.co.uk More detail here: https://www.wessexwater.co.uk/community-drop-ins LG concluded by thanking the local community for its patience over the storm overflow work in Weymouth Street which had encountered significant water infiltration issues in January that has delayed completion of the work. Suffice to say, the work should ensure that the rivers are protected from overflow and pollution through its installation. LG fielded various questions from attendees. She explained that the overflow will be activated automatically using sensors and the excess discharged as water levels fall. In terms of public water fountains, those wanting more can speak to the Town Council as this can be requested as part of the Watermark town work. The installation of rain gardens - landscaped areas designed to capture and filter rainwater runoff from hard surfaces like roofs and driveways – is encouraged to slow the passage of water into the sewer system. LG cited two factors leading to the pressure on the water system – increased population and the effects of climate change. LG confirmed that the new large reservoir near Cheddar will surely help with future supply while Smart meters are being rolled out elsewhere but they will take some years to be installed in our area. LG said her two main areas of customer concern are billing (understanding and affordability) and environmental (as her area covers the coast). DG thanked LG for her helpful and wide-ranging presentation and invited attendees to view the drone footage of the Warminster work on LG’s laptop in the break.	
4.	<u>Comfort Break</u>	

	Attendees took advantage of the opportunity to network over a coffee break. Attendees offered several examples of helpful conversations including community mental health, food supplies and opportunities to reach a wider population via local community radio.	
5.	<u>Community Catalysts - Lucy Steel (LS) Community Enterprise Catalyst for Wiltshire</u> LS's presentation is attached. She opened by explaining the role of community catalysts in helping to meet community needs by establishing and supporting microbusinesses. This allows greater choice for those needing help as well as affording opportunities for those seeking to offer that help by creating small enterprises. Some of the sample needs are currently met by social care and voluntary organisations LS concluded by showing a video from someone helped to set up a decluttering enterprise which illustrated the potential mutual benefit to both the entrepreneur and to her target population. Responding to members' questions, LS explained that the role in Wiltshire is relatively new but that information of how to access Community Catalysts would be released to the wider public. LS described the comprehensive support given to applicants similar to that given to voluntary groups by Wessex Community Action viz. help with legal and financial structures, planning and tax issues. LS said that most entrepreneurs but not all, would expect to draw a personal income from their enterprise. More details are available in this link: https://www.communitycatalysts.co.uk/our-work/wiltshire/	
6.	<u>Any Other Business and Member Updates</u> <u>Dave Reeves (DR) – Independent and Forum Secretary</u> DR asked all potential Forum attendees to ensure that they have sent him their names to ensure their access to Warminster School. He added his thanks to Lisa Cook for finding yet another room option for this meeting. <u>Marion Barton (MB) – Open Door</u> MB told members that she is exploring options for British Sign Language (BSL) training and will inform members once she has scoped a project. Open Door is looking to hold a public event on prostate cancer later in the year - to raise awareness and lessen the stigma around talking about the cancer. <u>Kate Brooks (KB) – Age UK Wiltshire</u> KB highlighted the importance of those eligible applying for Pension Credit as it not only gives entitlement to Winter Fuel Payment but also passports entitlement to many other benefits. KB reminded members that help can be given on applying for Surviving Winter grants, accessing paid hot meals and via Carers Together Wiltshire, help for carers, as well as the Fitness and Friendship Club operating in Warminster. https://carerstogetherwiltshire.org.uk/ https://www.ageuk.org.uk/wiltshire/our-services/ <u>Tanya Ratcliffe (TR) - Wiltshire Council</u> TR advised that she will open discussions with Codford Surgery re foodbank parcels.	

Annie Davis (AD) – Warminster Action Group (WAG)

Monthly Carer Support Drop-Ins: We are now hosting Carer Money Matters sessions in partnership with Carer Support Wiltshire. These drop-ins offer unpaid carers tailored financial wellbeing advice in an informal setting. They take place once a month on Tuesdays at The WAG House.

WAG House Revamp: We have been giving The WAG House a refresh to make it a more welcoming and functional space for the community. The downstairs area has been opened up for more flexible use, and we are continuing to make improvements to support small groups, drop-ins, and local partnerships.

If you would like to come and have a look around or explore how the space could be used for joint working, feel free to pop in – we would love to show you around.

Caroline LeQuesne (CLeQ) – Wiltshire Council

CLeQ told attendees that she is working on a piece of work on food insecurity in the area including how to access help.

Steve Kervell (SK) and Janet Marshall (JM) - Warminster and Westbury Visually Impaired Club

Blind Club: Declining membership is a concern. SK is also concerned that he struggles with knowing “who does what” when referring people. Several members offered their help and DR encouraged SK to contact him and he will try to find the appropriate contact.

Jan Billinge (JB) – Independent

JB wished the Forum luck in trying to encourage and promote volunteering, offering that personal contacts often work well in increasing numbers. Further, she alerted members to the work of the Ruksak charity in Trowbridge who can often supply used goods that others will not provide.

<https://ruksak45218.org/>

Richard Allen (RA) – Warminster Community Radio

RA invited members to come and speak on WCR and to contact the station to promote events. <https://www.wcrfm.org.uk/>

Alan Goldsworthy (AG) – Independent and Carers Support

Carers Cafes now only at Henford House third Monday of the month 1030-12.

Cathy Lawrence (CL) – Alzheimer’s Support

The new Warminster Memory Group has been running for a month now and already has a good attendance from people in the community living with dementia and their family/carers. The weekly group has a different programme each week alternating Music for the Mind, Memory Cafes with entertainment, speaker or activity, and Movement for the Mind. The group is held in the foyer of Christ Church, Weymouth Street on Tuesday afternoons. We are still looking for volunteers to help with the running of the group. Potential volunteers should email Annie on AnnieC@alzheimerswiltshire.org.uk and anyone interested in coming along to the group should contact Amy or Cathy on 01985 624005 or email cathyl@alzheimerswiltshire.org.uk

	<u>Jenny Crossley (JC) – National Energy Action</u> National Energy Action still have funding for fuel vouchers if those on prepayment meters require them. Referrals can be made online. DG was heartened by the positive comments from attendees and thanked all for attending. Date of next meeting: Wednesday 24th September 2025 1200 hours at Warminster School – additional parking available at Minster Church overflow unless told otherwise	
--	--	--

Dates of future meetings –				
<u>2025</u>	HWB Forum	Trustee Meetings	Area Board	Other
Jul		Thu 17 th * +	Thu 10 th	
Aug				
Sep	Wed 24 th	Thu 18 th * +		
Oct			Thu 9 th	
Nov				
Dec		Thu 11 th * +	Thu 11 th	
<u>2025</u>				
Jan	Wed 7 th			
* To discuss any funding needed by AB; + to discuss and agree content of next Forum event.				