



**Minutes of the Corsham Community Wellbeing Working Group meeting
held on
Tuesday 7 November 2023 via Teams**

Present: Cllr A Brown (Chair)
Cllr T Bush (Vice Chair)
Cllr G McCaffery
Cllr R Williams

In attendance: Hayley Boland - Head of Community Services Wiltshire Carers
Jane Brake - The Porch Surgery, Care Coordinator
Kelly Davies - Age UK - Living Well Team
Vickie Fauset - CTC Community Services Officer (Wellbeing)
Paul Garcia - Souper Friday at The Baptist Church
Sarah Gilmartin - iiD/ Creative Lunch / Studio 64
Jon Goodwin - Corsham Connections
Terri Loxley - Wiltshire Council Prevention and Wellbeing Team
Rebecca Seymour - Celebrating Age Wiltshire
Sharon Thomas - CTC Head of Community Services
Karen Viner - Corsham Community Club
Rhonda Ward - The Porch Surgery, Practice Manager

1. Apologies

Apologies were received from Cllr S Abbott, Dr Caroline Baker - Corsham Connections, Juliet Bonser - Alzheimer's Support Wiltshire, Ros Griffiths (Strategic Engagement and Partnerships Manager, Corsham, Chippenham and Calne) Wiltshire Council, and Colin Whiting - Souper Friday.

2. Introductions

Introductions were made.

Cllr AB introduced the focus of the meeting - Loneliness, older people, and the engagement of the hardest to reach, in and around Corsham with an older person's focus.

Items/questions to be discussed: Provide a brief example of how your organisation engages with members in the community. How do we engage the harder-to-reach members in our community? What has worked to engage harder to reach people? What barriers are there? What extra support do you think would help?

3. Loneliness Map Corsham (VF)

VF shared the data that she had been researching around loneliness and the Age UK heat map. A visual map was shared.

Insights included: Most people experienced loneliness at some point in their lives. For many people it is transitory. For a growing number of older people loneliness defines and devastates their lives. Loneliness is associated with depression, sleep problems, impaired cognitive health, heightened vascular resistance, hypertension, physiological stress and mental health problems.

The Age UK Loneliness Heat Map shows the relative risk of loneliness across neighbourhoods in England. It should be used alongside local knowledge and an understanding of local neighbourhoods; when this happens, it can improve the allocation of limited resources to reduce loneliness across a geographic area and help understand whether existing services are reaching areas of need.

The English Longitudinal Study of Ageing (ELSA) identified six factors as being statistically significantly associated with being lonely: self-reported health status, marital status, household size, housing ownership, activities of daily living (ADLs) and multiple eye conditions. The poorer your health, the smaller your household size (i.e. one-person household), having a mortgage (compared to outright ownership and renting), having difficulty with one or more ADL, and being divorced, separated, or widowed (compared to being married or in a civil partnership) are all associated with an increased risk of being lonely. Gender, household income, employment status, hearing problems and having a pet are not statistically significantly associated with being lonely. The factors used and available in the Census 2011 were self-reported health, marital status, household size and age.

VF highlighted the map for Corsham. There were indicators of a higher risk of loneliness within the Corsham area. Corsham Town and the Katherine Park areas had a low and medium risk rating but a high-risk rating in the area near The Porch Surgery and Beechfield Road. There was a very high-risk rating for the Pickwick area; this included Arnolds Mead, Kings Avenue and Priory Street. Neston was deemed a lower risk area.

The heat map does have limitations, nevertheless it is a useful tool that together with local knowledge and an understanding of local neighbourhoods, can improve the allocation of limited resources across a geographic area and it can help us to understand whether existing services are reaching areas of need. It may highlight some areas which have not previously been considered, which was one of the objectives of the meeting.

Ref: <http://data.ageuk.org.uk/loneliness-maps/england-2016/wiltshire/>

4. The Porch Surgery/The Living Well Team/Age UK (JB/KD)

KD provided an update on the role of the Age UK Living Well project worker, within the Living Well Team. The Living Well Team had recently held an event at Chippenham Library to raise awareness about their social prescribing services. KD worked closely with JB and

The Porch Surgery in Corsham. Many of their referrals came via this route but they also came from other organisations and self-referrals.

The team supported older adults across the Primary Care Network who were struggling with any element in their lives. The team offered help in signposting to local groups and community activities, promoting personal independence, mental health awareness, benefits, and financial liaison, with further help to re-access the community, re-engage with groups to reduce social isolation and manage daily routines as well as many other things. The service could also help people struggling with utility fuel costs (individuals might be entitled to grants). All of this has the aim of enabling people to make informed choices, promote independence and improve the health and wellbeing of clients.

KD was reaching people in the Pickwick areas identified by the Age UK heat map as a very high-risk area, but there was always more work to be done. KD had worked with KV at The Corsham Community Club and expressed what a valuable and amazing group asset this was: 'KV goes above and beyond to support the group'.

KD identified that there was a gap in support for 40–60-year-olds in the community.

Further Information/Contact Details: The Team is based at Hathaway Medical Centre in Chippenham, but supports patients from Box Surgery, Hathaway Medical Centre, Lodge Surgery (Chippenham), The Porch Surgery (Corsham) and Rowden Surgery (Chippenham). Tel: 01249 462775, Option three. Patients can self-refer as well as through a GP or Nurse.

5. Creative Lunch/Hug a Cow (SG)

SG updated the group about the different Corsham projects iiD was currently running. These included the work at Holton House, Studio 64 at The Pound, and Creative Lunch at the Springfield Campus. The cow-hugging sessions had recently taken place at the Neston Estate. The session did go well despite the weather and the rural community was able to come together with the town community, providing some valuable intergenerational work, art, movement, and enjoyment of the locally made ice-cream.

Plans are for Creative Lunch to become a weekly group and to double the number of attendees. Funding is being sought and SG is awaiting confirmation. SG would like to gain some contingency funding so that she is able to work in a more responsive way with people if required. This had been a previous issue with a group who came up with a project, but the funding was unfortunately too late to support it. SG also identified that there was a gap with provision available for 40–60-year-olds.

Further Information/Contact Details: <https://www.iid.org.uk/>

6. Corsham Connections (JG)

JG, a Trustee from Corsham Connections (CC), updated the group. CC was founded by a group of professionals supported by Corsham Town Council, Wiltshire Council, and local health services. CC's aim was to reduce social isolation and loneliness among adults in the local area. JG explained that they gain referrals from several local organisations, with consent. Connectors meet clients within community settings.

They had a growing team of volunteers and once trained and DBS checked they became 'connectors'. CC was also working out of The Dandelion Coffee House and Souper Friday at The Baptist Church. The CC website featured a database of around 500 groups and organisations which the connectors and clients used together. The aim was to get clients an activity they enjoyed. Connectors could attend if extra support was needed. CC would like to reach more members of the community and were publishing their free services in lots of different places, although many referrals came via The Porch as well as self-referrals.

Further Information/Contact Details: <http://corshamconnections.co.uk/>

7. Prevention and Wellbeing Team Wiltshire Council (TL)

TL discussed her role as Prevention and Wellbeing Officer (North Team) at Wiltshire Council, covering Corsham and Chippenham. TL explained that they do not do formal assessments of clients and do not have restricted timescales when they work with people. This offered flexibility and the ability to build positive relationships. Consent was needed if they were referred. The clients had control and choice. TL is currently working with eight clients in the Corsham area. They worked together to create achievable goals. Barriers to engagement included having had a previous negative experience of services, not knowing what to ask for, it not being the right time, having low motivation, literacy skills, confidence, and transport.

Further Information/Contact Details: <https://adults.wiltshire.gov.uk/Services/1918>

8. Souper Friday (PG)

PG updated the group about Souper Friday - A thriving free community café for all ages that runs every Friday at Corsham Baptist Church on Priory Street. They often had over 70 people of all ages using the service. Recent activities included having a large screen to enable attendees to watch the Coronation, Celebrating Age had visited and organised a pianist to perform.

The Debt Support service was operating again and, if required, could be accessed during Souper Friday. The marketplace (offering fresh food) was well used, and the food was generously donated from the local Co-op daily and Sainsbury's and Aldi each week. This was often supplemented with additional funding grants. Those who were unable to attend in person receive a doorstep service with the Souper Friday minibus and volunteers. Many other services ran throughout the week from the Baptist Church.

Further Information/Contact Details: www.corshambaptists.org

9. Corsham Community Club (KV)

KV provided an update on the Corsham Community Club (3Cs) – The Town Council continued to help and support 3Cs with its fortnightly lunch club at Springfield Community Campus. Cllr Brown and VF met with KV and Wiltshire Council Officers to review the way forward for the Club's use of the Campus and its kitchen area. All dates for next year had

been confirmed. The group had grown, and a Christmas trip was being arranged. Future funding was being sought.

Further Information/Contact Details: corshamcommunityclub@talktalk.net

10. Wiltshire Carers (HB)

HB provided an overview to the group about the role of Community Services Manager at Wiltshire Carers and the organisation. WC signposted and worked with a wide range of agencies and organisations in Wiltshire. They supported unpaid carers and conducted formal Carers assessments. They provided various services, including a Carers Café and bereavement help point in Corsham. They also provided a hospital liaison service, providing support and a voice for discharged patients and their carers. They worked closely with the Citizen Advice Bureau to provide financial guidance to carers. WC received referrals from a wide range of referrers and supported clients with wide-ranging needs. HB shared some case studies with the group.

Further Information/Contact Details: <https://carersupportwiltshire.co.uk/>

11. Celebrating Age Wiltshire (RS)

RS updated the group. Celebrating Age provided monthly events in the Corsham area, working with various organisations to signpost people to their events. They tended to work with older people who could get out and about with support or by themselves. They rotated their events around the Corsham area. The December event would be held at the Neston 60+ group and the January 2024 event would be a pantomime at the Corsham Library which would be intergenerational.

Further Information/Contact Details: <https://www.wiltshiremusic.org.uk/take-part/older-people/celebrating-age>

12. Wiltshire Council Area Board Update (VF)

RG was unable to attend the meeting but had sent an update about the Community Area Joint Strategic Needs Assessment (CAJSNA).

The CAJSNA is a strategic document which brings together information from a range of sources to provide useful insight and actionable intelligence about our Community Areas. It provides information on local demographics, needs and strengths and should inform Area Board priority setting during 2024.

The CAJSNA will be published on the Wiltshire Intelligence website - www.wiltshireintelligence.org.uk with the aim of this being available by 1 February 2024.

The three key priorities emerging from the Wiltshire Health and Wellbeing JSNA 2022 will drive the community area data pack summaries. These three priorities are Wiltshire's Ageing Population, Mental and Emotional Wellbeing and Cost of living.

Further Information/Contact Details: Ros.Griffiths@wiltshire.gov.uk

13.AOB

ST updated the group about a suggestion heard at a conference where a local Wildlife Trust had provided bird feeders, bird food and a book about birds for people unable to leave their homes. The Trust helped set everything up and then visited the individuals to discuss what they observed. This was a suggestion to the group, and if anyone was interested, funding from the Town Council might be available. This could help connect with some of the hard-to-reach people in our community, which was one of the meeting's objectives.

ST updated the group about a new initiative called 'Street Tag' which should be coming to Corsham in January 2024. For more information visit <https://streettag.co.uk/>.

VF updated the group about Company for Christmas and a Christmas day lunch for isolated people (information sent).

VF updated the group about Volunteer Responders both as referrers and volunteers (information sent).

AB suggested that anyone who would like more information about the recent Corsham Care Home visits should contact AB or VF.

VF 27.11.23