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Melksham Town Council

Town Hall, Melksham, Wiltshire, SN12 6ES

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Town Clerk and RFO Linda Roberts BA(Hons) PGCAP, FHEA,
FLSCC

To:

Councillor S Crundell (Town Mayor)
Councillor T Price (Deputy Town Mayor)
Councillor P Alford
Councillor P Aves
Councillor G Cooke
Councillor J Crundell
Councillor G Ellis
Councillor C Forgacs
Councillor J Hubbard
Councillor J Oatley
Councillor S Mortimer
Councillor S Rabey
Councillor Stokes
Councillor J Westbrook

15 January 2024

Dear Councillors

Please find attached a supplemental document to agenda item 8 for the meeting on Monday 22 January 2024.

Yours sincerely

Mrs L A Roberts BA(Hons), PGCAP, FHEA, FSLCC
Town Clerk and RFO

8. Melksham Community Support (MCS) Service Project (Pages 1 - 6)

To receive the quarter 3 report and to meet and speak with Kate Brooks of Age UK Wiltshire.

To confirm funding.

Melksham Community Support - example 1

Before

After

Following 6 months of support

"I feel we (husband and wife) need to go out more, but ad-hoc groups so we don't have to commit and go every week."

"I am busy caring for my husband. I have little time for myself."

"We now attend a lunch club together and it's very enjoyable."

"With your encouragement and information I have applied for a Blue Badge."

"I feel so much better now I am in receipt of Direct Payment, and we have a support worker taking my husband out once a week."

"I'm more connected to my friends and I am having more time to myself, so I am feeling better."

"Thank you for your support, now I have more free time to do what I need to do, and I feel so much better."

Melksham Community Support - example 2

Before

“On the whole I am feeling okay. I just need help with my medication as my family doesn’t live locally.”

After

“I have moved pharmacies from Lloyds to Boots. They are now delivering my prescriptions to me for free. This is good! I have been awarded the higher rate of Attendance Allowance. And it was backdated. I didn’t know I was entitled to anything.”

“I now know I can call MCS / Sarah if I need anything. I have put her number in my phone.”

Melksham Community Support - example 3

Before

"I don't feel happy. I am not well. I have no family who live nearby. I can't go out on my own. I feel anxious and worried a lot."

After

"I feel better. You have provided me with a volunteer, and he is walking into town with me. He is very nice. You sorted out my walker when it broke. You helped me with my bins. You have taken me shopping. You did all the hard work, and I am grateful. You have done a lot for me. I feel I can trust you. I feel happy again and confident about the future."

Melksham Community Support - example 4

Before

“If I can get someone to walk my dogs, I think I will feel very positive.”

After

“I feel very positive. My dogs are being walked by the Cinnamon Trust. Thank you to Age UK for the referral and for supporting me with getting this to work.
I am feeling less wobbly on my feet, and I have more confidence to go out on my own.”

Melksham Community Support - example 5

Before

“Things could be better. I need some things sorting out and I wonder if you can help me with them?”

After

“I am in a good place at the moment. With your help I have been able to sort out my cleaning and change my pharmacy and get my prescription delivered for free. My partner is having an operation so once that is done next year, we will be in a very good place. My home is clean and the money I have saved by changing pharmacy for free deliveries can go towards my cleaning bill. Thank you for helping me to get these things sorted and all the support you have given me.”

Melksham Community Support - example 6

Before

"I feel worried about my energy supplier. I am struggling to get them to fit me a new smart meter and I am not sure which plan I should take out."

After

"I feel much happier. I have a new smart meter. I have details of local tradespeople who can help me. Thank you for all your help and support. I was feeling so confused but now am confident the best choice has been made."