



# South West Chilterns Community Board minutes

Minutes of the meeting of the South West Chilterns Community Board held on Wednesday 16 November 2022 in Via MS Teams - commencing at 6.30 pm and concluding at 8.20 pm.

### **BC Councillors present**

D Barnes (Chairman), P Drayton, C Heap, N Marshall (Vice-Chairman), Z Mohammed, J Towns, M Turner, D Watson and S Wilson

### **Town/Parish Councils and other organisations present**

Cllr A Crabtree and Cllr K Acres, Little Marlow Parish Council, Cllr R Scott, Marlow Town Council.

### **Others in attendance**

S Bambrick (Buckinghamshire Council), M Bersh, M Bewley (Arc PCN), H Blatchly (Parkwood Healthcare), S Coles, M Devlin (Buckinghamshire Council), O Elliott (Transition Town Marlow), A Foister (Longridge Activity Centre), M Fraser, J Laker (Marlow Energy Group), L Lorente (Transition Town Marlow), Dr P MacDonald (Arc PCN), H Mee (The Clare Foundation), J Sambrook (Dementia Action Marow), A Simone (Trading Standards), N Surman (Buckinghamshire Council), S Taylor (Buckinghamshire Council) and Dr S Winchester (Buckinghamshire Council).

## Agenda Item

### **1 The Chairman's Welcome**

The Chairman, Councillor Dominic Barnes, welcomed everyone to the meeting and emphasised that the Community Board (CB) was the 'voice' for the area. The Chairman explained that a large amount of work and actions were carried out by the action groups and the community board meetings were held to circulate the outcomes. The meetings were themed; the meeting in July concentrated on the Ukrainian guests in the area and the theme for this meeting was health and wellbeing.

### **2 Apologies for Absence**

Apologies for absence were received from Councillors Alex Collingwood, Jocelyn Towns, David Johncock and Sophie Kayani; Lorna Coldwell, Hambleton Parish Council; Emma Hawkins, Marlow Wombles; Geoff Pegg, Wycombe District Neighbourhood Watch; Jacqueline Ford, Buckinghamshire Council; Annie Roy-Barker; Councillor Sue Wagner, Wooburn Green and Bourne End Parish Council and

Anna Ditta, Buckinghamshire Fire and Rescue Service.

### **3 Declarations of interest**

Councillor Stuart Wilson declared a personal interest as his wife worked for the Arc PCN (Bourne End and Wooburn Green Medical Centre).

### **4 Notes of the last meeting**

**Resolved:** The minutes of the meeting held on 13 July 2022 were **agreed** as an accurate record.

### **5 Buckinghamshire Council Public Health Update**

Cllr Zahir Mohammed, Deputy Cabinet Member for Public Health and Ward Member for Chiltern Villages, stated that, as part of the health agenda, the meeting had a health and wellbeing theme to gain an understanding of what could be carried out to address the health inequalities in the South West Chilterns CB area.

Dr Sarah Winchester, Public Health Consultant, provided a presentation, appended to the minutes. Sarah explained that health was determined by a range of factors and that only approximately 25% was attributed to the NHS/healthcare system. Other things were important e.g., the social and economic environment contributed to approximately 50% of people's wellbeing. Public Health moved from the NHS into the local authority in 2013 but still worked closely with the NHS. There was a [Health and Wellbeing Strategy](#) which had three key themes; obesity and physical activity; cardiovascular disease (CVD) and mental health. The Health and Wellbeing Board (HWB) involved the Council, NHS, Healthwatch and the voluntary sector.

The Director of Health Annual Report 2022 was entitled 'Hearts and Minds' and covered heart disease prevention, stroke and dementia in Buckinghamshire. CVD caused 1 in 5 deaths in Buckinghamshire and most could be prevented.

[Community Board profiles](#), specific to each board, were being refreshed and provided a large amount of local information. Sarah highlighted that the CB profile webpage contained [recommendations](#) for initiatives which could be carried out to address the issues. The meeting attendees were encouraged to be advocates for the recommendations and Sarah emphasised that feedback was welcome. Please visit the [webpage](#) for information on how to become involved.

The number of flu cases was rising and Sarah stressed the importance of having the flu vaccination. Over 177,000 flu vaccinations had been carried out in Buckinghamshire with a good uptake in the over 65s; 2-3 year olds were more vulnerable to flu and an increase in the number of children vaccinated was encouraged.

The number of covid cases was also rising but not translating into hospital admissions. 66% of the population in the SWC CB area had received the seasonal booster which was above the county average. The list of vaccination sites was available [here](#) along with the link to the [national booking system](#).

The Chairman thanked Sarah for attending the meeting.

## **6 An Introduction to Arc PCN and how networking might improve our community's health**

Dr Penny MacDonald, Managing Partner of the Marlow Medical Group; Accountable Clinical Director for Arc Primary Care Network (PCN), GP and Chair of FedBucks, provided a presentation, appended to the minutes. Dr Macdonald explained that Arc Bucks PCN believed that a healthy, thriving community improved health and wellbeing. People that had a connection to their community were often empowered and had more control over their health and lives which built resilience.

The Social Prescribing team were working hard mapping local groups in the community, adding these to the directory of services on their website and actively passing on that knowledge to the local community.

The Social Prescribers ran 10 Talking Cafés a month, including four regular weekly Cafés that were in the heart of the communities they served. These cafés were drop in Cafés that social prescribers referred into and were also open to the wider public. Many things were discussed at the Cafés and friendships formed, often leading to individuals joining other groups together.

Arc Bucks PCN had over 100 Community Connectors including South Bucks Paramedics, local police, nurses, and the general public. The feedback received was “we never knew that there was so much out there”. The community connectors were informed members of the community who could signpost with confidence and knew what assets there were in their local community.

If everyone knew what was out there and worked together it would create a supportive community where everyone was an included valued member, this in turn could lead to volunteering opportunities and peer support.

Arc PNC would be grateful for support in spreading this important message across the constituencies.

**Action: All**

The Arc Bucks PCN ran Community Connector training on a regular basis to spread this message and would be delighted to invite you to join them on their journey to reach as many people as possible. [Community Connector Training - Arc Bucks PCN](#)

Arc PCN were also looking for individuals with knowledge, who may wish to help Map what local offers were available to add to their increasing Directory of services. To find out more, visit their website [Home - Arc Bucks PCN](#), Email; [Communications@ArcBucksPCN.org](mailto:Communications@ArcBucksPCN.org) or Call 01628 405518.

The following key points were raised in discussion:

- Michelle Bewley, Community Development Lead, advised that it was possible to sign up to Community Connector events via '[Event brite](#)'.
- Any suggestions for advertising/attending an event that would attract an audience would be gratefully received.
- The biggest challenge for the PCN was in recruiting and retaining staff, particularly GPs. Dr MacDonald stressed the importance of keeping the directory up to date and having the right people trained to be able to signpost residents and, in turn, reduce the workload on the NHS.
- In response to a question on whether the success of the programme could be measured, Dr MacDonald advised that it was based on a model carried out in Frome which had seen a reduction in non-elective hospital admissions. Dr Winchester added that loneliness levels had increased since the pandemic and that work would be carried out in Buckinghamshire to reduce the levels.
- Michelle confirmed that the PCN was aware of the Bucks Online Directory but the PCN Directory of Services came from a different angle and was a local resource.

The Chairman thanked Penny and Michelle for their contribution to the meeting and the community.

## **7 Live Well, Stay Well**

Hannah Blatchly, Service Manager for Live Well, Stay Well (LWSW), Parkwood Healthcare, provided a presentation, appended to the minutes. Hannah explained that LWSW was a single point of access for healthy lifestyle referrals. Digital support or face to face appointments were available for the many services on offer which included losing weight, getting more active, stopping smoking, healthy eating, alcohol reduction, children's healthy weight etc.

NHS Healthchecks for those aged between 40-74, without an existing health condition, were delivered within GP surgeries. Parkwood Healthcare were commissioned to provide [NHS Healthchecks](#) at outreach locations e.g., libraries, community centres etc. If anyone had other location suggestions for NHS Healthchecks, please contact Hannah - [hannah.blatchly@nhs.net](mailto:hannah.blatchly@nhs.net).

Referrals could be done [online](#) by a professional or a resident could self-refer by clicking on 'register'. Alternatively, phone 01494 490444. Text 'SMOKE' to 60777 for help with stopping smoking, or text 'CHECK' to 60777 for a NHS Healthcheck. Contact would be made within 48 hours.

The Chairman thanked Hannah for her presentation.

## **8 Scam Awareness**

Aldo Simone, Bucks and Surrey Trading Standards, provided a presentation, appended to the minutes. Aldo advised that Trading Standards prevented and safeguarded vulnerable residents from scams and supported scam victims. Trading Standards worked in partnership with several other organisations to raise awareness. Surrey Trading Standards provided an online training programme called

'SCAMChampion training' which trained people to give a presentation to people in their community.

There were many different types of scams which were differentiated by the way in which the criminal contacted the victim. Once the fraudster had had a successful contact, the victim may be repeatedly targeted if the target facilitated the fraud to continue. Several examples of scams were shown and the points to check were highlighted. The main crux of the message was that links in any form of contact e.g., text, email, social media etc should not be clicked on; stop and think before responding to any random contact. The level of sophistication was increasing and emails/messages appeared legitimate but when checking the sender's email address, it was slightly different. Trading Standards had seen a change in the type of scams; moving away from mail and doorstep and moving more to email, text message and social media.

'True call', a call blocking device could be loaned to residents who had been subjected to nuisance phone calls; contact Trading Standards to request one. Video doorbell cameras were available; their presence could often prevent fraudsters approaching. Sticker packs were also available to deter traders; the benefit of a sticker was that it was legally enforceable, whereas 'no doorstep selling' zones did not carry the same legal weight. Aldo stressed that residents should not accept random offers of financial help; they should always go to a bank or the Citizens Advice Bureau for financial advice.

The following key points were raised in discussion:

- The Chairman highlighted that there was a scam circulating regarding registering a credit card to pay for a covid test.
- Contact Makyla Devlin, Senior Community Board Manager, if you would like to receive door stickers.
- In response to a query on whether the door stickers provided enforcement against 'Nottingham Knockers', Aldo explained that anyone going from door to door should have a Pedlar Licence. Any incidences of people door knocking without a licence should be reported to the Police. It had been found that there was sometimes an uptake in the number of burglaries in locations where Nottingham Knockers had been active.
- It was noted that some housing associations/estates did not allow tenants to install video door cameras. Aldo advised that sometimes just a sticker saying that CCTV was in operation was enough of a deterrent.
- Aldo confirmed that one of the main roles of Trading Standards was to provide individual support to victims of fraud. Contact should be made with Aldo or Pei Harper or the Trading Standards Response Team - [trading.standards@surreycc.gov.uk](mailto:trading.standards@surreycc.gov.uk), [aldo.simone@surreycc.gov.uk](mailto:aldo.simone@surreycc.gov.uk), [PeiLing.harper@surreycc.gov.uk](mailto:PeiLing.harper@surreycc.gov.uk)

The Chairman thanked Aldo for attending and invited him back next year.

## 9 Community Matters

**Buckinghamshire Council Update** – Steve Bambrick, Service Director for Planning and Environment and Community Board Champion, highlighted the following:

- The ‘Helping Hand’ team at Buckinghamshire Council were available to provide advice and support to those experiencing financial hardship; contact via the [online contact form](#) or phone 01296 531151. A range of Information was available on the [Council website](#) in relation to the cost of living. Central government was also providing a support package – information available [here](#).
- The Council libraries would be used as a ‘Welcoming Space’ for anyone and would provide a warm, welcoming and supportive space for anyone who needed it. Everyone would be looked after with dignity and respect.
- The new highways maintenance contractor from April 2023 would be Balfour Beatty. 58 projects had been agreed but not completed. 22 were rated as green and should be completed before the handover, 10 were rated as amber and were ready for the new contractor to take forward. 26 projects were rated red and would be reviewed. There were another 55 projects on which a decision needed to be made. All the community boards had been asked to keep schemes on hold until the new contractor was in place and there was more clarity around the new process.
- Support for the Ukrainian guests was ongoing; there were 700 hosts accommodating 1200 Ukrainian guests in Buckinghamshire. Sponsor arrangements were coming to an end and the Council was working closely with the Government to manage the impacts for the Ukrainian guests and the residents. It was likely that the numbers would continue to rise.
- The [Local heritage listings](#) was a new initiative in the Council and a phase one local list would be coming out in December. Anyone could nominate important assets in the county.

The following key points were raised during discussion:

- John Laker, representing Marlow Energy Group’s Solar Together project enquired about future funding. Steve agreed to check and provide a response to John.  
**Action:** Steve Bambrick
- Olwen Elliott enquired about the status of two projects. Steve offered to contact Olwen for the details and to provide a response.  
**Action:** Steve Bambrick
- Makyla Devlin requested that any queries related to the Westhorpe project be directed through Councillor Mark Turner.
- Steve agreed to provide the community board with a list showing the rating of each project.  
**Action:** Steve Bambrick

**Funding Update** - The Chairman advised that £21,469 remained in the CB budget for

2022/23 and requested committee members spread the word that funding was available. Match funding was required for any funding requests and all bids were to be submitted by 31 January 2023.

The **Proud of Bucks** awards highlighted local heroes and the chairman thanked the Clare foundation for sponsoring and supporting the scheme. A similar event would held next year and nominations could be submitted between 9 January and 12 February 2023.

### **Any Other Business**

Makyla advised that the swimming pool at Court Garden Leisure Centre would be closed from 12-18 December 2022 in order to correct an issue with the pool liner.

With reference to the Environment and Climate Change action group report, Councillor Carol Heap confirmed that Sandygate School was in the process of preparing a funding application for a solar system to be installed.

The Chairman thanked all the contributors and wished everyone a happy Christmas.

- 10**     **Date of the next meeting**  
8 February 2023.

This page is intentionally left blank





# SW Chilterns Community Board: Public Health Update

Dr Sarah Winchester  
Consultant in Public Health  
Buckinghamshire Council



# To cover this evening

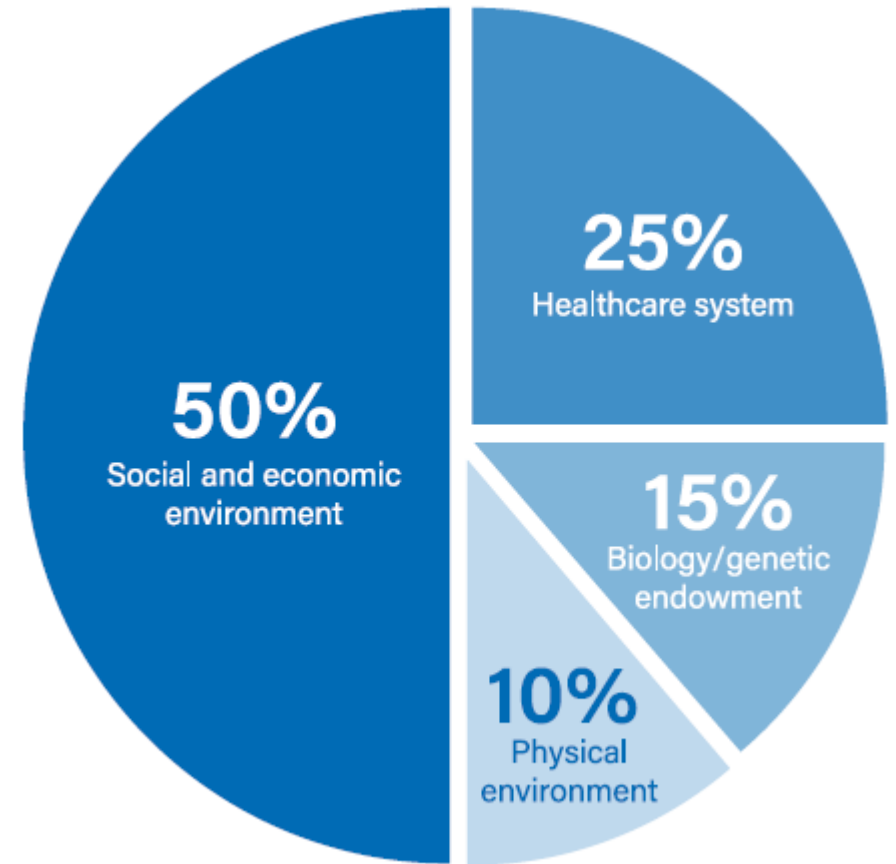
1. What is Public Health?
2. Health and Wellbeing Board Strategy
3. Director of Public Health Annual Report 2022
4. Community Board Profiles
5. Winter illnesses – covid and flu

# What is public health?

Health is determined by a whole range of factors.

Public health is *“the art and science of preventing disease, prolonging life and promoting health through the organized efforts of society”*

Acheson 1988



# Health and Wellbeing Strategy

Start Well

Live Well

Age Well

Page 12

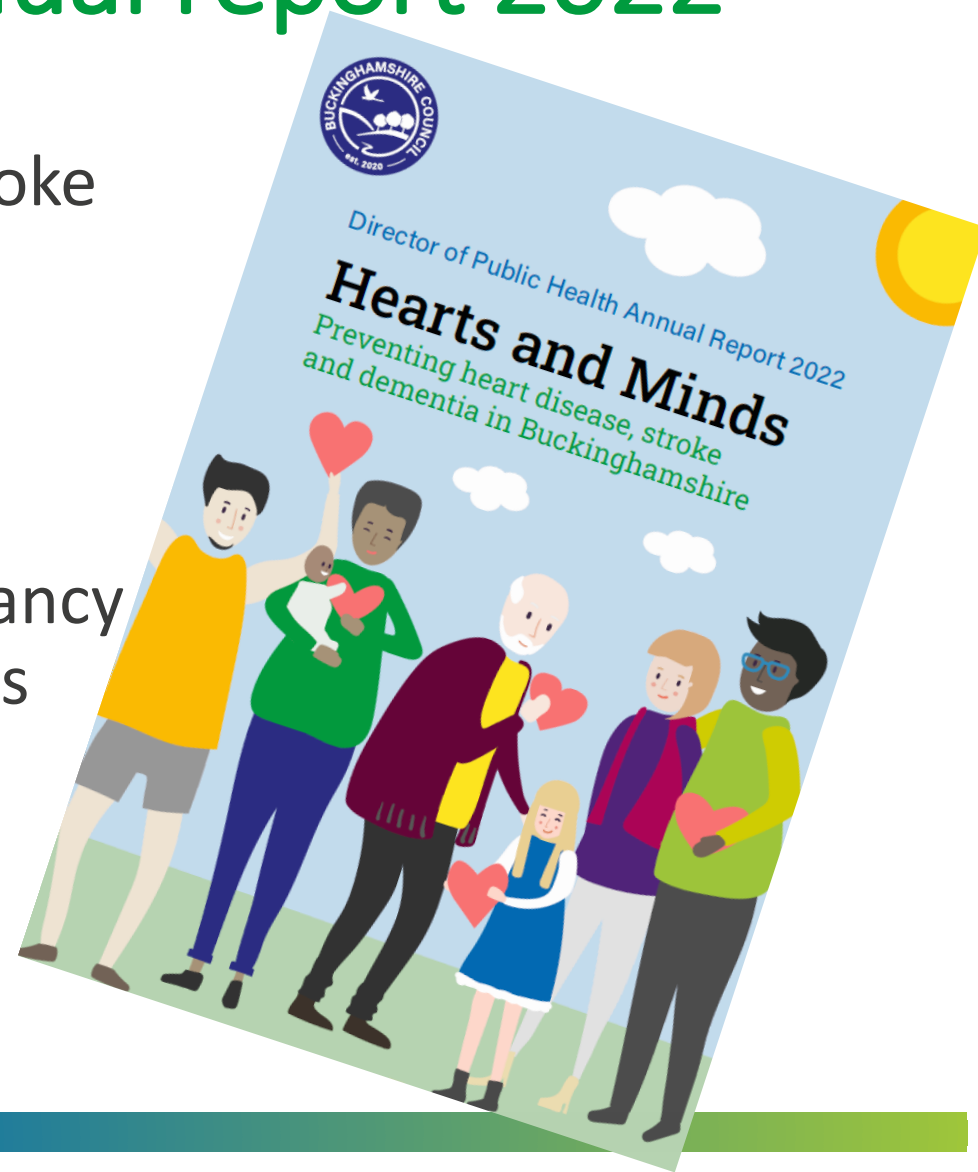
Key themes:

- Obesity and physical activity
- Cardiovascular disease
- Mental health

[Buckinghamshire Joint Local Health and Wellbeing Strategy 2022 to 2025 | Buckinghamshire Council](#)

# Director of Public Health Annual report 2022

- Cardiovascular disease – heart disease, stroke and second commonest type of dementia
- Causes 1 in 5 of all deaths in Bucks
- Major contributor to the gap in life expectancy between our most and least deprived areas
- Most can be prevented



# Community board profiles

## Population



There are 37,508 people living in the South West Chilterns Community Board area

## Health and wellbeing



South West Chilterns Community Board has a higher life expectancy for men (83.5 years) compared to the Buckinghamshire average of 81.8 years (England average 79.8). The life expectancy for women is higher (86.1 years) compared to the Buckinghamshire average of 85.1 years (England average 83.4).

## Vulnerable groups



7.5% of children are living in poverty in the South West Chilterns Community Board area, compared with 9.5% across Buckinghamshire

## Education and skills



15.6% of people have no qualifications in the South West Chilterns Community Board area compared with 16.8% across Buckinghamshire

## Housing



1.4% of households lack central heating in the South West Chilterns Community Board area, compared with 1.4% across Buckinghamshire

## Economy



4.1% of people are in receipt of unemployment benefit (JSA and UC) in the South West Chilterns Community Board area compared with 4.6% across Buckinghamshire

[Local Profiles \(healthandwellbeingbucks.org\)](http://healthandwellbeingbucks.org)



# Local findings



Cancer

4.3%



Coronary Heart Disease

3.3%



Dementia

0.9%



Heart Failure

0.9%



Hypertension

15.8%

Please note GP data not age-standardised –  
older populations will have higher rates of most diseases

All other crime indicators SW Chilterns better than county average

# Winter illnesses – COVID and flu

## Flu:

- Cases of flu are starting to rise across England
- Over 177,000 flu vaccinations have been delivered by end of October in Buckinghamshire
- Good uptake in over 65s, but would like to increase in 2-3 year olds

## COVID:

- 1 in 30 people in South East estimated to have COVID and numbers still rising (mid-Oct)
- Rising cases not translating into hospital admissions as previously – largely due to vaccine
- 57% of residents aged 50+ had their booster by 7<sup>th</sup> November in Buckinghamshire
- SW Chilterns CB has above county-average uptake (61%)

Vaccination sites listed [here](#)

National booking system available [here](#)



# How can the CB help to meet ambitions?



# For more information

- Health and Wellbeing Board Strategy available at:  
[Buckinghamshire Joint Local Health and Wellbeing Strategy 2022 to 2025 | Buckinghamshire Council](#)
- Director of Public Health annual report available at:  
[Director of Public Health Annual Report 2022 \(buckinghamshire-gov-uk.s3.amazonaws.com\)](#)
- Community board profiles are available at:  
[https://www.healthandwellbeingbucks.org/local-profiles](#)
- COVID booster vaccine bookings:  
[Book or manage a coronavirus \(COVID-19\) vaccination - NHS \(www.nhs.uk\)](#)

Please get in touch – our public health community board link is  
[stephanie.Moffat@buckinghamshire.gov.uk](mailto:stephanie.Moffat@buckinghamshire.gov.uk)



Dr Penny Macdonald  
Managing Partner - Marlow Medical Group,  
Accountable Clinical Director - Arc PCN,  
Chair - FedBucks



# What is a PCN?

---

*“PCNs enable greater provision of proactive, personalised, coordinated and more integrated health and social care for people close to home”.*

NHS England



# Arc Bucks Primary Care Network (PCN)

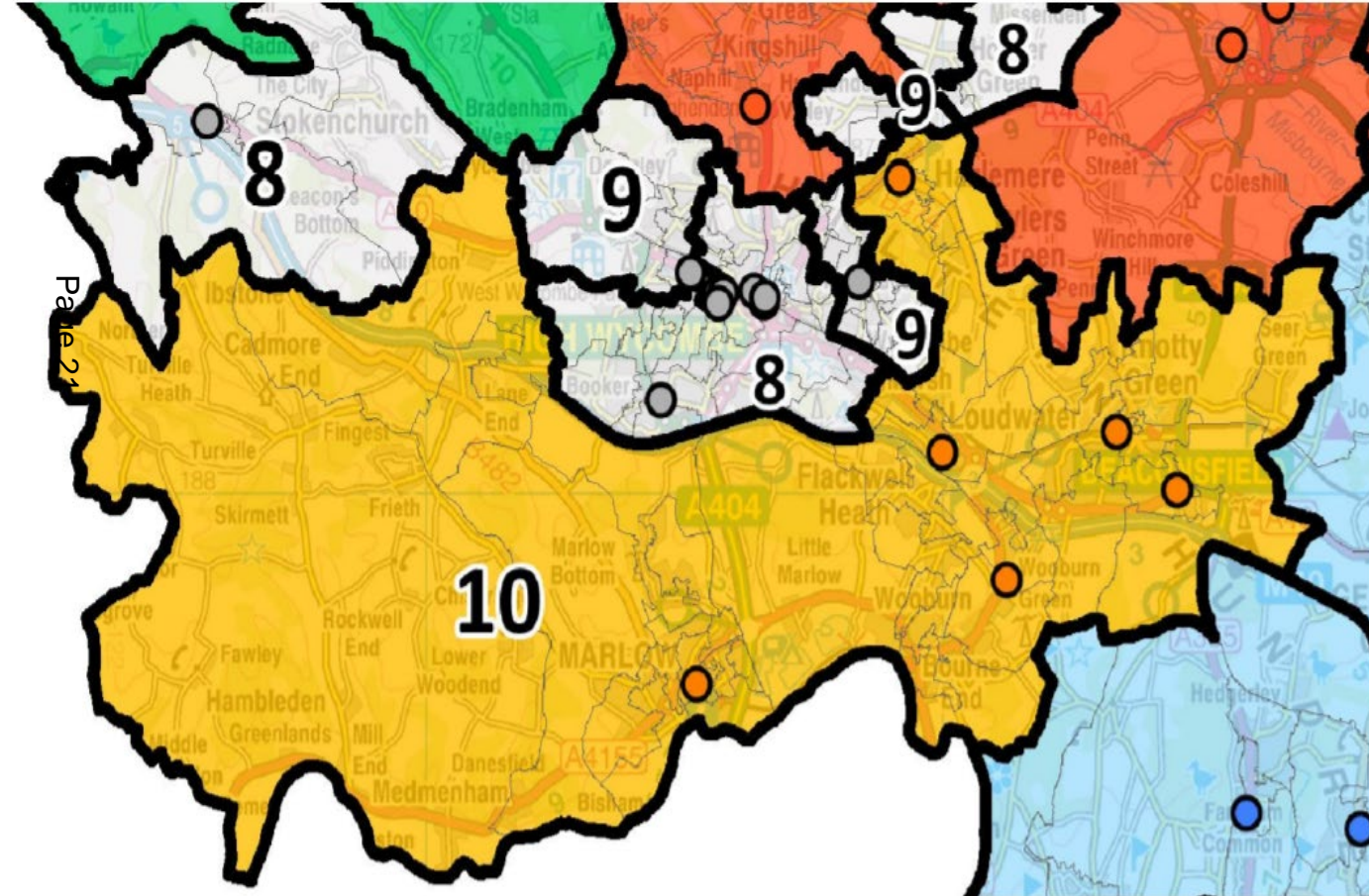


**BAT**

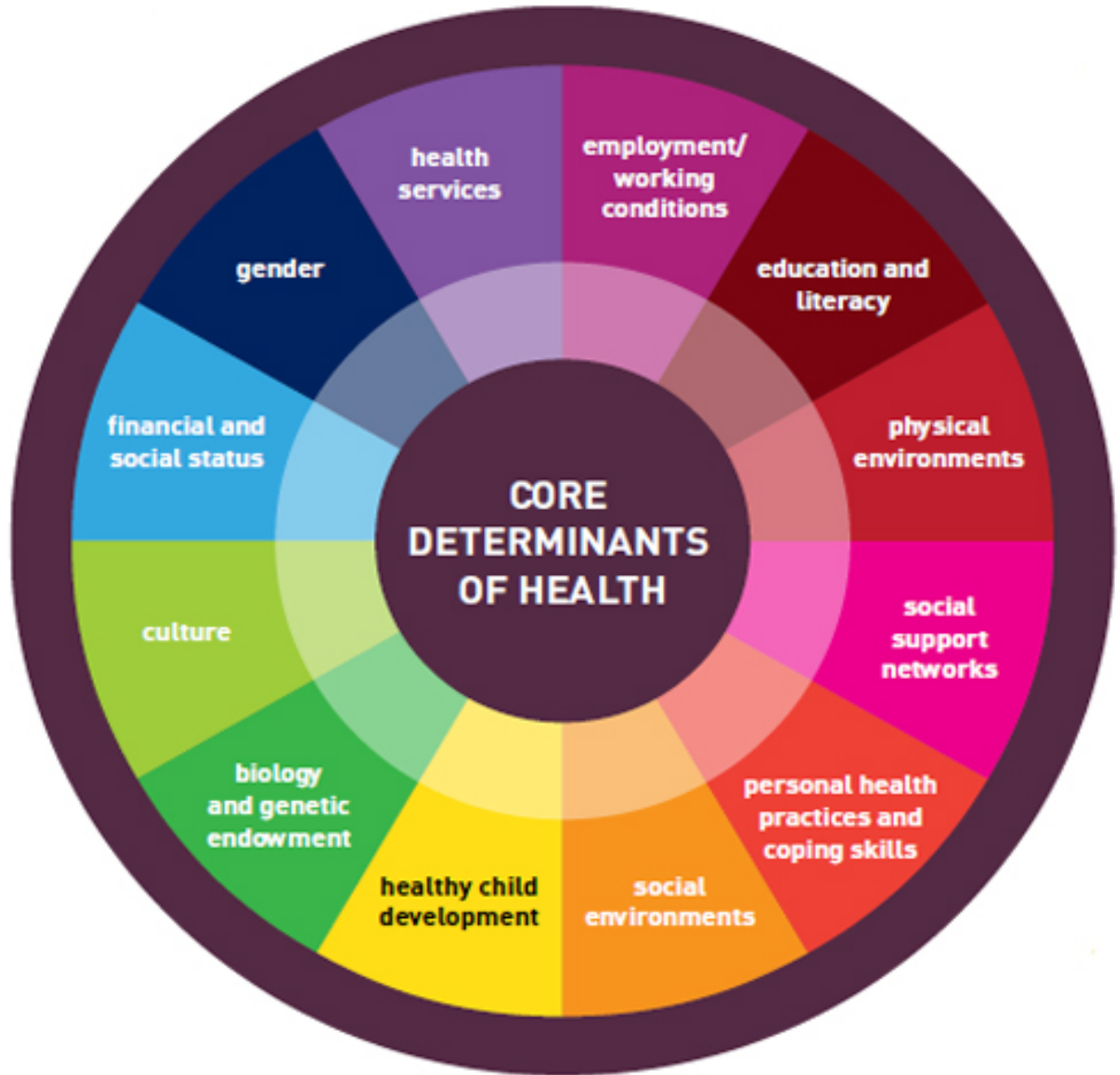
- Bourne End and Wooburn Green Medical Centre
- The Millbarn Surgery
- The Simpson Centre and Penn Surgery

**MAT**

- Cherrymead Surgery
- Highfield Surgery
- Marlow Medical Group



# Core Determinants of Health





COMMUNITY INFORMATION AREA



# Social Prescribing: The Basics



Page 24

## WHAT?

Social prescribing (aka community referral) is a means of enabling health professions to refer people to a range of local, non-clinical services.

## HOW?

It seeks to address peoples needs in a holistic way by recognising that health and wellbeing is determined by socioeconomic and environmental factors.

## WHY?

To improve the mental and physical health and wellbeing of the population.



# Arc Bucks PCN Social Prescribing Team

## Meet the Team

Page 25

Sarah Walker – Senior SP

Rosie Reardon – SP



### Beaconsfield Access Team

The Simpson Centre and Penn Surgery

Milbarn Medical Centre

Bourne End and Wooburn Green Medical Centre

### Marlow Access Team

Marlow Medical Group- Doctors House Surgery

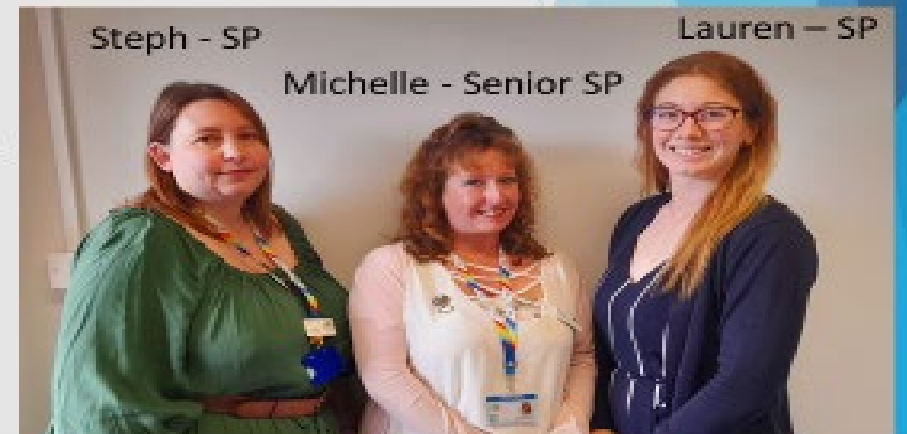
Highfield Surgery

Cherrymead Surgery

Steph - SP

Lauren – SP

Michelle - Senior SP



The slide features a colorful, stylized illustration of a town or village. In the background, there are various buildings including a bridge, a church with a steeple, and a large tower. Winding paths lead through the landscape, which is dotted with trees and flowers. The title 'Community Connectors' is prominently displayed in a large, dark blue font across the top of the illustration.

# Community Connectors

- Trained to identify and then connect people who may need additional support to resources available in the community.
- Arc Bucks PCN Community Connector training makes this process more structured.
- Enabling more people to know which groups and events are available in their neighbourhood and to know where to signpost to help and support.

# Arc PCN Directory of Services

News Cafés - 1st Tuesday of the month 3.30pm - 4.30pm Flackwell Heath Library Carrington Junior School Chapel Road HP10 9AB Talking Cafés - 2nd Thursday of the month



HOME ABOUT US SERVICES SELF-REFERRAL LOCATIONS WHO'S WHO CONTACT US **DIRECTORY**

Do you want to find groups and support in the community that might help you improve your health and wellbeing? You can find lots of local support from charities to social groups in the Arc Bucks PCN Directory.



## Befriending

Print page

Add page to print basket

## Lindengate

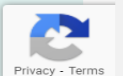
Lindengate is a multi-award winning Nature based Health and Wellbeing Charity based in Wendover, Bucks, at the foot of the Chiltern Hills. Since 2014, and with the support of over 200 volunteers, Lindengate has transformed from a disused allotment site with 2 metre high nettles, to a unique 6 acre secret garden with a Nature Reserve, Ponds, Heritage Orchard, Kitchen Garden and Sensory Garden with sculptures and heritage-based art hidden across the site.

Lindengate@Home (#lindengate@home) is for everyone who might be struggling with their wellbeing and isolation. Our normal structure and balance in life has been seriously disrupted and many of us are having to

### Directory

You can browse our directory by selecting a category from the dropdown box below.

- [A Welcoming Space – Keep Warm.](#)
- [Abuse Domestic Abuse and Safeguarding](#)
- [Abuse of Money](#)
- [Activities](#)
- [Additional Learning](#)
- [Advocacy](#)
- [Arthritis](#)
- [Autism and ADHD](#)
- [Befriending](#)
- [Bereavement](#)
- [Bladder and Bowel conditions](#)



# Talking Cafes

10 regular **Talking Cafes** across our area are available to our residents with 1:1 advice and support.

People can drop in or be signposted to this resource which combats social isolation and provides practical and emotional support resulting in long-lasting benefit.

Page 28



# THANK YOU FOR LISTENING! PLEASE JOIN US!

- Monthly newsletter - sign up to via the website [www.arcbuckspcn.org](http://www.arcbuckspcn.org)
- Check our website for Community Connector training sessions on other topics [www.arcbuckspcn.org](http://www.arcbuckspcn.org)
- Email any questions or updates to [Marlow.AccessTeam@NHS.net](mailto:Marlow.AccessTeam@NHS.net) or [Beaconsfield.AccessTeam@NHS.net](mailto:Beaconsfield.AccessTeam@NHS.net)



This page is intentionally left blank

# Live Well Stay Well

## Buckinghamshire Integrated Lifestyle Service



Losing weight



Reducing alcohol



Getting more active



Stopping smoking



Children's healthy weight



Healthy Eating



Managing your type 2 diabetes



NHS Health Check



Feeling stressed, worried or low



# Who are we?

Single point of access for healthy lifestyle referrals

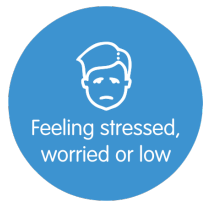
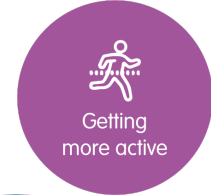
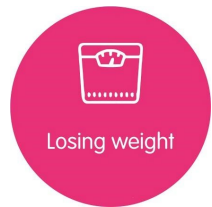
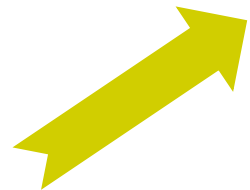
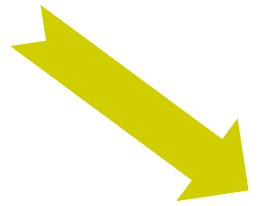
Page 32

Live Well Stay Well has supported **thousands of people** in Buckinghamshire to **lose weight, quit smoking, get more active, feel happier or manage their type 2 diabetes**





# Who are we?





# What we Offer

**ACTIVE COMMUNITIES**  
Every movement matters



Page 34  
Losing weight

Getting more active



Reducing alcohol



Stopping smoking

**Bucks Online Directory** BETA



spark  
Children's healthy weight



Managing your type 2 diabetes

Healthy Eating

**Healthy Minds Bucks**  
The Buckinghamshire IAPT service  
Working together to improve wellbeing



Feeling stressed, worried or low

NHS Health Check



# Outreach NHS Health Checks

Aged between 40-74

Lives or has a GP in Buckinghamshire

Has not had an NHS Health Check in the last 5 years

Does not have any pre-existing medical conditions / is not taking any medication for heart conditions, high blood pressure, cholesterol or diabetes

Page 35



**Workplaces**

**Leisure Centres**

**Libraries**

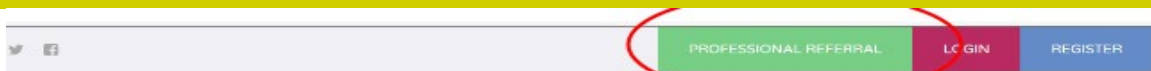
**Community Centres**

**& more**





# How to Refer - Website



Professional Referral

Please enter the details of the person you are referring, in the form below

First Name \*

Surname \*

Date Of Birth \*

Gender \*

Phone \*

Home Postcode \*

Preferred date of contact \*

Preferred time of contact \*

Please select the option(s) below that the person being referred, would like support with

Get Better Sleep

Getting More Active

Healthy Eating

Long Term Condition

Losing Weight

Managing your Type 2 Diabetes



Get Better Sleep

Getting More Active

Healthy Eating

Long Term Condition Support

Losing Weight

Managing your Type 2 Diabetes

NHS Health Check

Reducing Alcohol

Stopping Smoking

Stressed, Worried or Low?

Referrer Name \*

Contact Email \*

Organisation Name \*

Referrer Contact Number

Team / Ward / Department name \*

Any supporting information

Has the client given their consent for you to pass their details onto us? \*

Does the client give their permission for telephone messages to be left?

I'm not a robot

COMPLETE REFERRAL

**Remember to enter which Organisation you are referring from so we can feedback outcome data to you! Any extra information in the supporting information box will help us too.**



# Getting in Touch

01494 490444

[www.PARKWOOD.livewellstaywell@nhs.net](mailto:www.PARKWOOD.livewellstaywell@nhs.net)

[www.livewellstaywellbucks.co.uk](http://www.livewellstaywellbucks.co.uk)

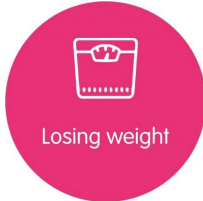
Text 'SMOKE' to 60777

Text 'CHECK' to 60777





Page 38 Thank you! Any questions?  
hannah.blatchly@nhs.net



# Scam Awareness

Aldo Simone

Bucks and Surrey Trading Standards



# What do we do?

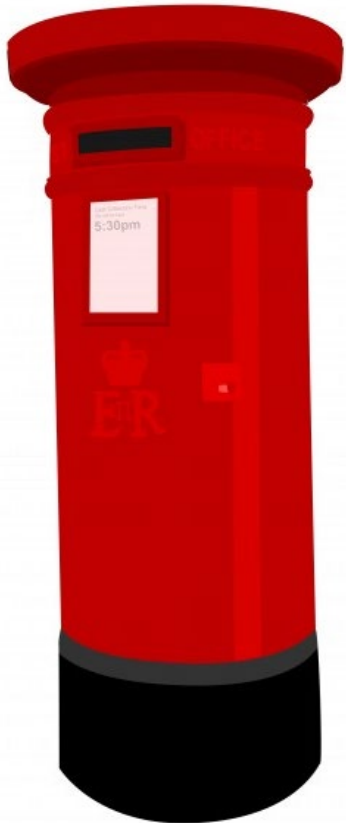
**Buckinghamshire & Surrey**  
trading standards

- Prevent scams by raising awareness
- Safeguard vulnerable residents from scams
- Support scam victims
- Support Trading Standards Investigations Team
- Work in partnership with other organisations e.g. TVP





# Types of scams



Page 41



*#FriendsAgainstScams*  
[www.friendsagainstscams.org.uk](http://www.friendsagainstscams.org.uk)

**NATIONAL  
TRADING  
STANDARDS**  
Scams Team

**From:** TalkTalk Customer Service <email@talkclick.com>  
**Sent:** 15 June 2022 00:04  
**To:** [REDACTED]@talktalk.net  
**Subject:** Your Latest TalkTalk Bill is Here

**TalkTalk**  
For Everyone

Your monthly TalkTalk bill is now ready.

You can view your bill and recent charges by logging in to My Account.

View and pay your bills online

Your monthly bill is here in PDF format.

Hello [REDACTED]@talktalk.net,

You can view your statement and refund as a PDF but it can take up to 48 hours before it's available. If it's not there yet, don't worry; just try again in a couple of days

[Log in to My Account](#)

Why the new look? You told us our bills were too long and too complicated. So we asked customers to describe their ideal bill - and set about designing it.

**Please read:** Failure to login, view and accept the changes, will result in temporary suspension of your service.

We're always working to improve our services to you.

Your TalkTalk team

----- Original message -----

**From:** "FWD: PENDING PAYMENT APPROVAL" <[admin@iafpc.co.in](mailto:admin@iafpc.co.in)>  
**Date:** 07/07/2022 09:57 (GMT+00:00)  
**To:** [REDACTED]  
**Subject:** Re - Today: 7 Jul, 2022 - [Reference 1254458036 - F67443B2]

Important notification from HMRC for [REDACTED]

HMRC (HM Revenue & Customs) wants to notify that you are eligible to claim a tax refund of amount £5719.27

According to calculation of your last year's fiscal activities, we have concluded that you are eligible to claim a tax refund of amount £5719.27.  
You can submit an application to claim your refund by clicking on "Claim Now" below.

[Claim your money today.](#)

You are just a few steps away from claiming your tax refund and get it deposited in your account. You can also get this settled in your next tax return just by ignoring this email .

Crown Copyright

04:22

Texting with 07542 336711 (SMS/MMS)

GOVUK:You are eligible for a discounted energy bill under the Energy Bills Support Scheme.You can apply here: <https://energybillgov-rebate.com>  
/

04:22

# Current Scams

Chartered Trading Standards Institute  
1 Sylvan Court, Sylvan Way  
Southfield's Business Park  
Basilston, Essex, SS16 6TJ  
Telephone: 0800 861 1662

**cts** Chartered Trading Standards Institute

**FAKE**

Date: Tuesday 10 September 2020  
Reference: 122 2A/8

Dear Mr R. Clayton

We write to you today regarding an investment placed into a company currently under investigation. As you are already aware, we have formerly identified and verified you as the sole beneficiary of the diamonds you have purchased.

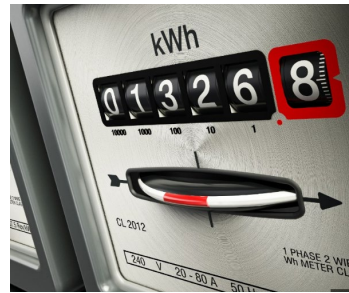
We have attempted to contact you recently to request a return of your proof of creditors debt form, however we have not been able to get in touch with you. Unallocated claims held solely in the proprietor's name will be forfeited if a representation claim is not made within the next 10 working days. As we move to the final stages of our winding up process we advise all clients to lodge a claim via our advisory service prior to the completion of the liquidation process.

If you have been receiving numerous phone calls from third party agents offering their services to help assist in trading your asset out of the market or managing the asset on your behalf. We would ask you to be very careful and take additional care when choosing a company to work with to ensure you are dealing with a credible and reliable company based in the UK.

As our attempts to reach you have been to no avail, may we ask that you contact us immediately on 0800 861 1662 and lodge a claim to enable us to assist you in the recuperation of your funds.

Yours Sincerely,

Page 44



Dylan attempted to deliver your parcel today but no one was home. You can reschedule a new date, via: <https://postoffice-depot.help>

18:29

GOV.UK

HM Revenue & Customs

**ofgem**

**You Are Eligible**

Dear [Name], you are eligible to receive a bill rebate

Starting today the Government has announced an energy bill rebate scheme. This includes:

- A £200 discount on their energy bill this Autumn for domestic electricity customers.
- A £500 non-repayable Council Tax Rebate payment for all households that are liable for Council Tax.

How do I apply for energy bill rebate?  
You can get your rebate via Ofgem portal by clicking the button below:

[Claim your rebate now](#)

How do I apply for energy bill rebate?  
You can get your rebate via Ofgem portal by clicking the button below:

[Claim Bill Rebate Now](#)



# Safeguard against scams

**Buckinghamshire & Surrey**  
trading standards



1 Never disclose  
security details

2 Don't assume  
everyone is genuine

3 Don't be rushed

4 Listen to your instincts

5 Stay in control



# Call blocking

Page 46

- Protect from nuisance and scam calls
- Extra safety for vulnerable users
- Part of phone
- Separate unit



Buckinghamshire & Surrey trading standards

trueCall™  
STOPS NUISANCE CALLS

Are you worried about nuisance phone calls?

Many of these calls are scams that aim to con people out of money. Unfortunately they're on the increase but a trueCall device will block nuisance and unwanted calls



#FriendsAgainstScams  
[www.friendsagainstscams.org.uk](http://www.friendsagainstscams.org.uk)

NATIONAL  
TRADING  
STANDARDS  
Scams Team

# Doorbell camera

- Average loss before camera installed £18,300 (highest loss £234,650)
- Average age recipient 75 years old (youngest 27 yrs, oldest 101 yrs)
- Improvement in wellbeing by 18.3%
- 60% increase in confidence in answering the door



# Sticker packs

**Buckinghamshire & Surrey**  
trading standards

**Scams**  
Trading Standards  
Sticker Pack

**Phone sticker**

Asking for money or bank details? **HANG UP!**  
Trading Standards  
0800 223 1133

**Cheque book sticker**

FOR HELP AND ADVICE on prizes, draws or prizes, call Order Gateway **0800 223 1133**  
**THINK TWICE ASK ADVICE**

**Computer Sticker** - place these stickers on your computer, tablet or mobile phone to remind yourself to Take Five before parting with any personal or bank information.

Trading Standards  
**STOP COLD CALLING**  
Sticker Pack

The Consumer Protection from Unfair Trading Regulations 2008

**WARNING**

We do not deal with uninvited traders

**PLEASE LEAVE AND DO NOT RETURN**

Failure to do so is a criminal offence

Stick this outside your front door





# Illegal Money Lending

- What is a loan shark?
- Where to get help
  - 0300 555 2222
  - [www.stoploansharks.co.uk](http://www.stoploansharks.co.uk)
  - Facebook – stoploansharksproject
  - Reportaloanshark@stoploansharks.gov.uk

**STOPLOANSHARKS**  
Intervention . Support . Education



*#FriendsAgainstScams*  
*www.friendsagainstscams.org.uk*

**Any questions?  
Any help required?  
Can you help us?**



**Funding summary report**  
**South West Chilterns Community Board**  
**16 November 2022**

This paper provides a summary of the funding applications received, considered or in the pipeline for your information

**Community Board Budget Overview**

The table below details the current budget position for the South West Chilterns Community Board.

<b>Community Board Fund 22/23</b>	<b>Spend to date (Nov 2022)</b>	<b>Allocated or potential projects to date (Nov 2022)</b>	<b>Remaining budget as of (16/11/2022)</b>
£122,528	£6,734	£94,325	£21,469



# Proud of Bucks



- Proud of Bucks is back!
- Sponsored and supported once again by The Clare Foundation
- Nominate local people for their outstanding community contributions during 2022
- Nominations to open on 9th January 2023 until 12th February
- Awards to be presented at a local event in Spring
- Get your thinking caps on now for 'Community Champion' nominees in Adult, Young Person and Group categories.



# Categories – 1 winner and 1 highly commended per category

- **Local Community Champion** - For an individual (over age 21) who has made a clear and positive impact in their local community during 2022.
- **Young Community Champion** - For a young person (under age 21) who has made a clear and positive impact in their local community or towards their peers during 2022.
- **Community Group Contribution** - Recognises and celebrates a group in the community board area who has made a clear and positive impact on the community during 2022.

This page is intentionally left blank