



connect

The magazine for the people of Bath and North East Somerset | Summer 2013

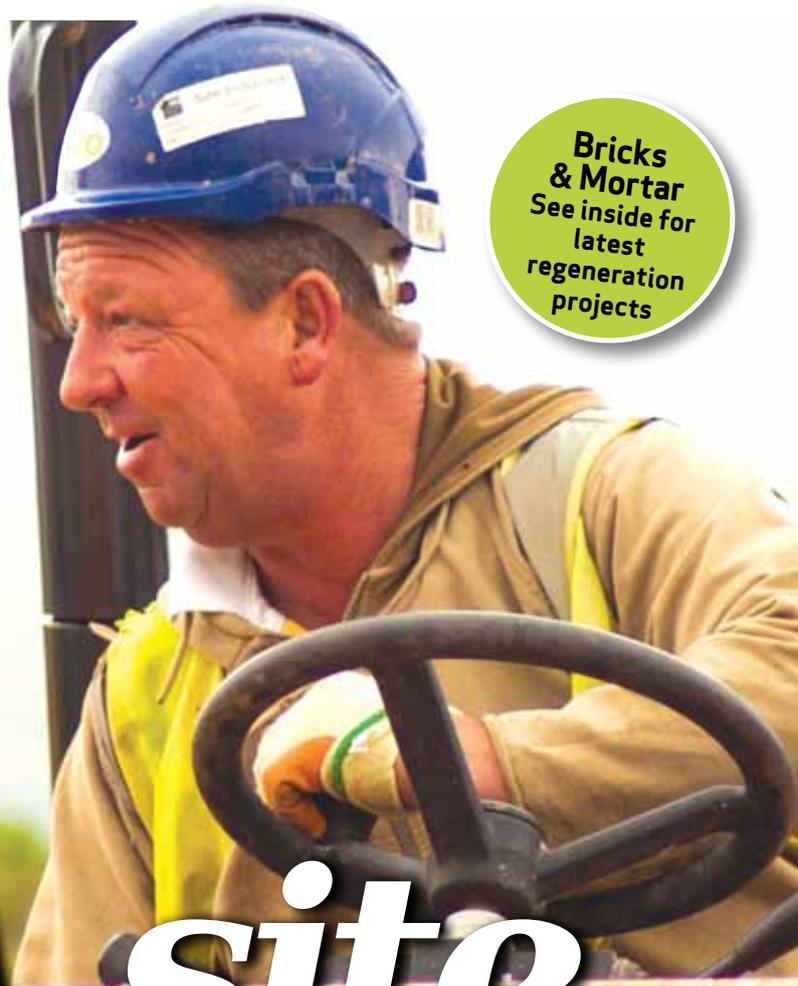
Kids go out to play

Why an element of risk is important



Recycling matters

Behind the scenes at the recycling plant



Bricks & Mortar
See inside for latest regeneration projects

A site to behold

The transformation of Keynsham

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Clinical Commissioning Group



Plus... All the latest news including **Odd Down** cycle track opening and a **£50** photo competition





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*Alcohol and
river water
don't mix*



Plan a safe route home before you go out.
Drinking water between alcoholic drinks will
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PREVENTING PROTECTING RESPONDING

Welcome

Summer 2013

If you have problems reading this magazine, please contact Bath & North East Somerset Council for a braille or larger version on **01225 477495**



Summer will be a really exciting time for our communities. Not only are there so many fantastic events that can be found in the magazine and on our website – www.bathnes.gov.uk/events, but also the prospect of progress on projects that will support new homes, new jobs, and greater opportunities for this generation of local people and the next.

This edition of *Connect* focuses on many of these. For example, the £34 million regeneration of the heart of Keynsham is going according to plan. As well as finding out more on page 10, you can also join us on 26th June at 6.30pm to hear first-hand about progress and take your own once-in-a-lifetime photos some 100 feet above the construction site.

On page 4 you can read that we have now invited developers to build a new supermarket on the site of South Road Car Park, Midsomer Norton – a move

welcomed by traders as a means to draw more people to the High Street and sustain local business.

While in Radstock, we have announced plans to refurbish Victoria Hall to become an arts and activities hub in the town. At the same time, a planning application has been submitted to move forwards the plan for an upgraded road network and new homes on the former railway land. Find out more on page 5.

These are developments that will shape the future of thousands of people in our area for the better, whether they live, work, or visit here.

“Shaping the future of our area for the better”

We are also starting the process of developing a transport plan to better manage traffic in Bath. More information about our plans is on page 14.

This is an exciting time to be a Bath and North East Somerset resident. Let's keep our fingers crossed for a warm (and much drier!) Summer 2013.

*Councillor Paul Crossley,
Leader of Bath & North East
Somerset Council*



Construction worker at the Keynsham redevelopment site

COVER PHOTOGRAPHY: JOE JACKSON
joseph.jackson@bathspa.ac.uk

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connect is brought to you by...

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Newsdesk

Keeping you informed with the latest news from the area

Chamber of Commerce members from
L to R, Danny and Sarah Malik, Jon Plenty,
Jackie Wilcox, and Caroline Burfield



A new development

Supermarket represents part of Midsomer Norton's wider regeneration

The Council has commenced marketing South Road Car Park in Midsomer Norton for use as a food retail store, it will be a big step towards the wider regeneration of the area. It's anticipated that the new 45,000 sq ft supermarket will improve the economic vitality of the town centre by encouraging more people into town to do their shopping. At least the existing number of free parking spaces will be available.

businesses on the High Street and encourage private sector investment to support future regeneration projects. The proposals have been welcomed by shoppers and traders.

"As traders in the town, we are very keen to see a supermarket on South Road as it will help attract more people to come and do their weekly shop", says Jon Plenty, Retail Chamber Director. "We're realists, most people do their weekly shop at supermarkets these days,

This way everyone wins – the customers get a better choice, the independents can continue to offer local employment and the community as a whole has a vibrant High Street at its heart."

The process for finding a developer for the site is well underway; the preferred bidder will be announced later this summer, the selected retailer must provide at least three hours free parking for shoppers.

Whilst the development is taking place, it is proposed to identify other suitable alternative parking for both business users and shoppers. We are liaising with the Town Council and Chamber of Commerce to provide conveniently located sites for those working and shopping in the town centre.

Subject to planning permission being granted, work will commence in autumn 2014 and become operational sometime in 2016. ■

"It's anticipated that the new 45,000 sq ft supermarket will improve the economic vitality of the town centre"

The move by the Council to market the land for development will provide the catalyst for further opportunities in the area; it will increase the opportunities for existing

but if we can get people back into the town we've got far more chance of them buying something from the wide range of independent retailers.

Town plans unveiled

Plans to regenerate Radstock town centre are afoot

Progress is well underway on two key regeneration projects for Radstock town centre. Following consultations with the local community, the Cabinet proposed a £660,000 refurbishment of Victoria Hall. Sue Hill, who runs a successful business from the premises says, "We are committed to making Victoria Hall the very best facility it can be. Our commitment means developing the building to become an art centre, where people can fulfil their potential or simply enjoy events like film evenings."

The second project focuses on regenerating the Former Railway Land, this will improve congestion in the area and

support more homes for local people.

John Wilkinson, Acting Divisional Director for Regeneration, Skills, and Employment, believes these are exciting times for the Radstock community, "The new homes and road network upgrade are urgently required to breathe new life into Radstock city centre. The newly refurbished Victoria Hall will provide events and activities for both present and future residents to take part in."

At the time of going to press, an updated planning application for the road upgrade is currently being reviewed.

To keep up to date with developments, go to www.bathnes.gov.uk/regenradstock



Celebrating news of the refurbishment

News round up

Books on prescription

The Council's Library Service is participating in a new national scheme, which aims to help people suffering from conditions such as depression and anxiety. The Reading Well Books on Prescription scheme is a joint initiative from The Reading Agency and the Society of Chief Librarians; it will enable GP's and other healthcare professionals to recommend self-help titles for patients to read. These will be available for anyone to borrow from local libraries and can be reserved free of charge online at www.librarieswest.org.uk

Shaping the future

Government legislation to promote localism enables local authorities to transfer land and buildings through long-term leases to communities. The first ever Community Asset Transfer by B&NES Council enabled Peasedown Parish Council to assume control of Beacon Hall and Beacon Field. This measure was part of Peasedown's Parish Plan; they intend to engage with local people and volunteers in order to run the facilities. See website for developments www.peasedownstjohnparishcouncil.gov.uk

Running smoothly

Work continues on improving the standard of local highway surfaces – this year, the Council is working on 87 sites; this includes resurfacing 9.4km of highway, surface dressing 27.5km and 10.2km of micro asphaltting. This proactive maintenance improves our road surface standards, reducing the need for costly pothole repairs that occur during inclement weather. This in turn helps reduce pothole insurance claims against the Council. Details can be found at www.bathnes.gov.uk/roadsurfaces

Good neighbours

The Student Community Partnership's (SCP) first Family Fun Day provided an opportunity for students and residents to get to know each other. It was an opportunity for students to give something back to the community. Local schoolchildren Cameron Tilly and Molly Goodman won the 'Being A Good Neighbour' art competition. The SCP Community Fund was also launched. A group of successful students used their funding towards creating DiverCity, a festival that celebrates the culture and diversity in Bath. For enquiries about student related issues please email us at community-liaison@bath.ac.uk



Molly Goodman's entry

Plan to lodge

You can make a real difference

Despite an extremely successful campaign over the last year, there still remains a large waiting list of young people seeking a secure home. Lodgings Provider Jo Emerson hasn't looked back since her decision to help her lodger, Ricky, "Supporting young people like Ricky has only added to my and my children's lives. Watching these teenagers blossom and fulfil their potential is immensely rewarding. Ricky is an integral part of our family now - my girls him their 'borrowed big brother'."

If you have the right skills and qualities you could make an enormous difference to the lives of vulnerable and homeless young people by helping them develop practical skills, instilling confidence and teaching them how to live independently.

Supported Lodgings Social Worker Victoria Miles (left) with Lodgings Provider Jo Emerson and Ricky Turner



If you are interested in becoming a Lodgings Provider or would like more information, call Nicola Robinson on 01225 477802 or email supported_lodgings@bathnes.gov.uk. Alternatively, visit www.bathnes.gov.uk/supportedlodgings

Bath's tunnel vision

The long awaited cycle route is now open

It's taken seven years from concept to completion but the Two Tunnels route is finally open. The opening ceremony was attended by thousands of cyclists and walkers eager to trial the new four-mile route.

A section of the former Somerset and Dorset railway line has been transformed into an accessible shared use path linking Bath and Midford. The route traverses the 1672-metre-long Combe Down Tunnel, the longest cycling

tunnel in the UK, and then passes over the newly renovated Tucking Mill Viaduct. The more adventurous can take a 13-mile largely traffic free circular route out to Dundas Aqueduct, and then back via the canal towpath.

Funding for this project was provided by the collaborative efforts of cycling charity Sustrans, B&NES Council, the Department for Transport and the Two Tunnels Group. Bath's popular public art display, King Bladud's Pigs, which was the brainchild of Gitte Dawson, also raised an astonishing £218,000 at auction for the Two Tunnels project.

Frank Tompson, Chairman of the Two Tunnels Group, believes the route will be very popular, with estimates that up to a million people will use the path each year. Work to complete the final northern section of the route over the disused S&D Railway Bridge and through Linear Park to Bellotts Road is expected to be completed later this year. ■

Two Tunnels: cycle and pedestrian friendly



Advertise with us

The Council are now offering businesses the opportunity to advertise on their website. From as little as £200 per month businesses will be able to reach a highly targeted audience of local residents and consumers seeking specific information and services. With over 140,000 unique website visitors per month it pays to advertise with us.

To make a booking or to find out how MediaClash can help your business, call Joss Phillips on 01225 475870 or email joss.phillips@mediaclash.co.uk ■

EXCLUSIVE OPPORTUNITIES TO TARGET LOCAL CUSTOMERS

Bath & North East Somerset Council

For the first time ever, Bath & North East Somerset Council are offering the opportunity for businesses to advertise on their website.

This offers businesses the opportunity to reach a highly targeted audience of local residents and consumers.

Advertising on our website offers a number of advantages:

- Targeted audience of local residents and consumers
- High traffic volume
- High conversion rate
- High engagement
- High visibility
- High credibility
- High authority
- High trust
- High reputation
- High quality
- High performance
- High results

Investment from just £200 per month

Connect competition

What year was this?

A 'Medieval Week' fundraising event for the church tower repairs in Weston coincided with the opening of the Post Office Tower, the UK's then tallest tower. Image provided by Bath Records Office (www.archives.co.uk).

WIN £50!



HOW TO ENTER

Email: Send your answer to connectmagazine@bathnes.gov.uk
Post: Send your answer to **Connect Competition, Floor 1, Guildhall, Bath BA1 5AW**

LAST ISSUE'S WINNER: Olaf Körner from Bath
TERMS AND CONDITIONS: Competition open to residents of Bath and North East Somerset only. Employees of MediaClash and Bath & North East Somerset Council (or relatives) not eligible to enter. Editor's decision is final.

Pay to park

Use your mobile to pay for parking

Motorists now have the option to pay for their parking in Council car parks using their mobile phones. The new system, MiPermit, ensures you don't need to fumble around for the correct change; you can also extend your parking time without having to return to your car. You can also opt to receive a text message reminder when your parking is due to run out, then if you are delayed or wish to stay longer, you can top up your parking time without having to return. There will be a 10p charge for using the reminder service, but extending your stay does not incur a repeat fee (and the optional reminder text is an additional 10p).

New signs in the car parks provide instructions on how to use the system; you can register via phone, text or online. There will also be a free MiPermit app for smartphone users. The system will soon be rolled out to the on street Pay & Display locations. To find out more about cashless parking or to register for the MiPermit scheme, visit our website at www.bathnes.gov.uk/services/parking or call 0333 123 8008. ■



Bricks and mortar

The latest ongoing projects in your community



Odd Down Cycle Track

A £600,000 investment into local cycling facilities at Odd Down opened end of April. The 1.5 kilometre track is one of seventeen closed road circuits in England.



High Street/Orange Grove improvements

Bath city centre is now a more pedestrian and cyclist friendly location with wider pavements, shared space, and cycle racks now complete. New bus shelters are on their way soon.



Bath Riverside

Planning consent has been granted for the next phase of houses, designed by award winning architect Alison Brooks, and a further 55 affordable homes close to Midland Bridge Road.



St Gregory's Sixth Form Centre

The New Sixth is a collaboration between St Gregory's Catholic Sixth Form College and St Mark's Church of England School. The project is funded and supported by the Council. www.newsixthbath.org.uk

Ralph Allen School

A £2.4 million Applied Learning Centre will specialise in science, technology, and engineering. A new all weather sports pitch is also being laid in time for the September 2013 term.



Summer Fun at Hayesfield 2013



4 Day Summer Workshops 23rd-26th July 2013

Choice of interesting subjects for young people aged 8 to 18

Music, Craft, LEGO, Textiles, Dance
£120 See website for full details

PLUS

Summer Activity Days 5th-30th August 2013

For children aged 7 to 11
£30 per day

See website for full details

Going for Gold ★

www.GoingforGold.org.uk

ALSO . . . Sing, Play, Discover!

Four days of discovering and developing your talents in a fun and relaxed atmosphere from **Tuesday July 23** to **Friday July 26**.

This workshop will be led by talented music students from Bath Spa University. Learn new instruments and explore hidden singing talents.

This workshop is for young people aged 11-18.

Including a grand finale concert on the Friday evening in the Roper Theatre.

Email for details . . . sing@grenvillemusic.co.uk



Hayesfield Girls' School
Achieving Ambitions

Email: information@hayesfield.com



events diary

Summer is here and (hopefully) the sun will be shining for the great selection of outdoor events taking place



A bandstand performance

30th June - 28th September



A mine of information

An eclectic display of vehicles



6th - 7th July



13th July - 26th August

Celebrating Laura Ashley

PHOTOGRAPH: © LAURA ASHLEY LTD

JUNE

Children of the Pits

Until 27 July

This exhibition aims to tell the story of the children who worked in our local mines during the 19th and early 20th centuries. There will be accompanying artwork by Kilmersdon Art Group.

W: www.radstockmuseum.co.uk

Bandstand Performances

30 June – 28 September

Throughout the summer, a number of performances will be taking place at the Keynsham Memorial Park Bandstand. The Bath Spa Band start proceedings with a rousing performance on 30 June. See the website for event details.

W: www.keynsham-tc.gov.uk

JULY

Summer Evenings at the Roman Baths

1 July – 31 August

The Roman Baths will stay open to visitors every evening throughout July and August until 10pm, with last admission at 9pm. Enjoy the unique delights of the Roman Baths by torchlight as the sun goes down.

W: www.romanbaths.co.uk

Keynsham Music Festival

1 July – 7 July

Witness the best-unsigned bands in the region; we will also have jazz, films, opera by candlelight and an abundance of stalls selling fine local food and refreshments. Our new website holds all of the details.

W: www.keynshammusicfestival.co.uk

The Bath Motor Pageant

6 July – 7 July

Organised by the Rotary Club of Bath, this event will be held at Walcot Rugby Ground. Featuring an eclectic display of classic cars and motorcycles.

W: www.bathpageantofmotoring.com

Laura Ashley:

The Romantic Heroine

13 July – 26 August

To celebrate the 60th anniversary of the founding of the Laura Ashley label, the Fashion Museum celebrates the vision of the romantic heroine that Laura Ashley gave to fashion in the 1960s and 1970s.

W: www.fashionmuseum.co.uk

Family Fun and Cycling Day

13 July

The Family Fun Day coincides with the launch of the new Odd Down Cycling Circuit. Bring your bike or hire them on site and test out the track. From 9am to 4pm there will be lots of fun activities for all of the family to enjoy. For updates, follow us on Twitter @OddDownCircuit.

W: www.bathnes.gov.uk/cyclecircuit

Teddy Bears Picnic

14 July

If you go down to the train station today, you're sure of a big surprise. A picnic! There will also be plenty of activities to keep the kids amused. Children who bring a Teddy Bear can travel for free on the steam and diesel trains.

W: www.avonvalleyrailway.org

Bath Guitar Festival

19 July – 25 July

The Bath Guitar Festival will take place at various venues throughout the city. Join hundred's of guitarists and six string fans for a week of concerts, workshops and masterclasses with leading international performers and tutors from around the globe.

AUGUST

Bath Folk Festival

10 August – 18 August

The festival includes concerts and opportunities for you to play some folk music. Internationally acclaimed acts and a wealth of local talent will be performing at various locations throughout the city.

W: www.bathfolkfestival.org

Whitchurch Fete

24 Aug – 26 Aug

The 36th annual Whitchurch Fete is held on the August Bank Holiday weekend. The ever-popular dog, horse and flower shows will feature, as well as a myriad of stalls and sideshows. All profits made are donated to local charities.

W: www.whitchurchparishcouncil.co.uk

4th of July Picnic Night

What better way to celebrate Independence Day than with an evening of 50s and 60s classic

rock 'n' roll and accompanying BBQ! Bring a picnic rug or some chairs and sit back on our lawn and enjoy a great outdoor evening of music, food, and fun with 50s cover band Kabinrock. You can purchase a BBQ, soft drinks and ice cream on site. Admission is free. For more details, please visit our website at www.americanmuseum.org



A celebration of independence

Add an event



Any organisation or member of the public can add an event to our online calendar. All you need to do is register with us via the website. Events will be searchable by date or category.

Visit www.bathnes.gov.uk/events to begin uploading.



A site to behold

The regeneration of Keynsham has been powering ahead for six months and the town is starting to witness its exciting new future

Absolutely fascinating!" These are the words of local resident Sue Tatford on witnessing the contents of a time capsule unearthed by construction workers on the site of the Keynsham city centre redevelopment project. She saw the

finds at a public viewing and was blown away, "It's just so fantastic to see what people at the time thought would be interesting for future residents."

The capsule contained a copy of the Keynsham Chronicle dated 30 August 1963, some aerial photography, a book of stamps

and the fragments of a Roman vase. What's more, this intriguing blast from the past has Keynsham residents looking firmly to the future of their historic town.

Bang on track

The £34 million town centre redevelopment scheme will include shops and restaurants, a library and One Stop Shop for local

Open office

Regular events keep you informed of progress

The next opportunity for Keynsham residents to hear about the progress of the project is at an Open Office event on June 26 at 6.30 pm, Floor Three, Riverside Building. The April event was deemed a great success and those who attend will get a bird's eye view of the project some 100 feet above ground level. Those who attend will also view a short presentation from the construction team, and the chance to see the time capsule.



The time capsule contained a local newspaper dated 30 August 1963



Work completed...

- All main utility services and a large main sewer pipe diverted
- Drainage diversions & foundations for Civic Centre car park
- Demolition works for the Town Hall, One Stop Shop, library and retail units

Work commenced...

- Basement foundations works for the main development on Bath Hill
- Reinforced concrete framework begun on new Council offices
- Foundation works to the new offices and retail area

Milestones...

- Jan-Sept 2013 Multi-storey Civic Centre car park extension
- Mar-Sept 2013; Foundations & podium for north block, south block, and Civic Centre
- Sept 2013; Civic Centre Car Park re-opened
- Jan-June 2014; Fit out the Civic Centre
- Feb-Aug 2014; External works
- Autumn 2014; Completion

services and new environmentally-friendly council offices.

Excellent progress is being made on the construction site. "The redevelopment work is bang on track and we have met all our time and budget targets," says John Broughton, Director of Operations for construction company Willmott Dixon.

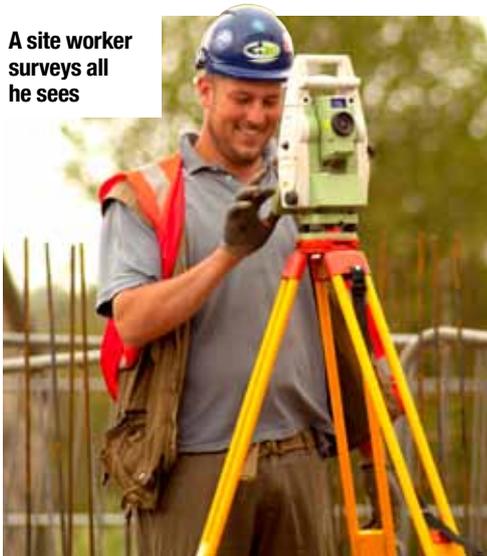
"The Clock Tower has been removed and the community mosaics and memorial bench are being stored safely ready for eventual reinstatement in Keynsham Park in late summer."

Making things easier

Disruption during a project of this size can't be avoided, but an awful lot is being done to make things easier.

This starts with clear communication and Keynsham residents are being updated with news of progress through a number of methods. These include a bi-monthly construction progress newsletter from the Council and Willmott Dixon, as well as regular updates of the Council's website and Twitter (#keynregen). There are also the

A site worker surveys all he sees



Basement foundation works for the main development along Bath Hill are under way

popular Open Office events (see page 10).

The Council is also in regular contact with Keynsham Chamber of Commerce about key issues, and practical initiatives are also in place to help everyday life run smoothly

in the shadow of a major construction site. For instance, there are 33 free parking bays in Ashton Way car park and the Council will provide additional free two-hour parking in the town at Labbott car park for the period of the construction from August.

Signage directing people to Temple Street has been improved and a podium has been set up outside Iceland store reminding people that it's business as usual, and by intentionally having no canteen on the construction site, some 200 construction

"Disruption during a project of this size can't be avoided, but an awful lot is being done to make things easier"

workers will be encouraged to buy locally. "We know that we are pretty much working in people's back yards", said John Boughton, Director of Operations for the region, "and we are doing all we can to minimise our impact including having deliveries to the site at the least disruptive times."

Local opportunities

The project is already creating a host of opportunities for local people, including for work placements, apprenticeships, training and work experience, as well as construction employability workshops. For 18-year old Dominic Rawlings, a chance to spend 10 weeks working in the construction site office was hugely appreciated.

"Getting work experience in Willmott Dixon's office was really helpful and gave me a lot of insight into how things are done," he said. "I want to work in the construction industry and having the company's name on my CV counts for a lot in job applications."

The hoardings around the development will also play a positive community role. To address anti social behaviour, the Community @ 67 graffiti project, jointly funded by Keynsham Business Crime Reduction Partnership and Willmott Dixon, provided local young people with materials for creating a graffiti mural on the hoardings. Willmott Dixon is also playing a role in community life, for example by taking part in a recent litter pick.

What lies beneath

It's not just the time capsule that has revealed the town's past during the excavations. The construction team unearthed some Victorian remains including a brick hearth, a staircase and a basement with a lime kiln.

Archaeological investigations are nearing completion, with work taking place very cautiously around the finds, sometimes even digging with hand tools.

"It's very exciting to uncover pieces of the past," said Derek Hill, Chairman of Keynsham & Saltford Local History Society "and it's wonderful to be able to add to our knowledge of local history." ■

Find out more



The Council website provides the very latest information on the regeneration of Keynsham, including a time-lapse video together with a proposed timeline of events.

For detailed information, go to:
www.bathnes.gov.uk/keynshamregen

Blast from the past

Historic time capsule discovered by the construction team

Much to the fascination of the town's residents, builders working on the demolition of the old town hall in the centre of Keynsham unearthed a time capsule in its foundations dating back to 1963.



The metal box, measuring 2ft (0.6m) by 1ft (0.3m), has been in the ground for over 50 years containing documents and a number of collectables from the town.

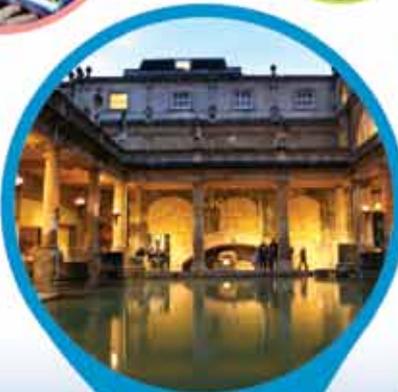
Aerial photograph of KEYNSHAM HIGH STREET with Parish Church in middle background and main Bristol-London railway line in background.



Among the items found in the capsule were a series of aerial photographs of the town shot in black and white. This one depicts the High Street.

You can see the time capsule and its contents at the Open Office event on June 26 6.30 at the Riverside Building
 email: keynsham.site@willmottdixon.co.uk or call 0117 986 8941

Your online guide to **GREAT** days out



Bath & North East Somerset Council

Pay for it Report it Give us feedback on Select Language

Home Events

Events

Filter results by version

Below is a list of upcoming events. You can use the filters on the left of the screen to tailor the list to your requirements. Once you have chosen the filters click the "Apply" button.

Sat 19 Apr 2013

CORSTON VILLAGE HISTORY WEEKEND
CORSTON VILLAGE HALL, BATH
We will be celebrating Corston Village Hall reaching the grand age of 100yrs
With village history in the hall and flowers in the church.
Price: FREE
Website: www.corstonvillagehall.co.uk

B Bath Green Homes - Open Homes Event
Locations across Bath, Trowton Bath, Bath Preservation Trust and Bath & North East Somerset Council have come together with local people, groups and
Price: free
Website: www.bathgreenthomes.co.uk or follow the event on Twitter @bathgreenthomes

Mon 15 Apr 2013
Cast, Web, Cover

Services in Your Area

Post Code / Street Name

Search

Find out information about:

- Your refuse/recycling bin
- Nearest roadworks

Events Listings

April 2013

1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Add an event View all events Council meetings

For upcoming events in the area go to
www.bathnes.gov.uk/events



Getting in gear



An eastbound restriction on Dorchester Street will help stop congestion around the bus and train station

With traffic pressure set to increase, a forward-thinking transport plan is all set to get Bath moving for the future

Businesses want to play their part in creating new jobs for local people and economic prosperity in the area, but Bath needs a transport plan that will support new homes, attract more visitors, and grab the attention of potential employers,” enthuses Ian Bell, Executive Director of Bath Chamber of Commerce.

He is eager to see action on tackling congestion to steer the drivers of some 50,000 cars that enter the city every weekday onto more sustainable forms of transport.

Peter Dawson, Council Group Manager for Transport and Planning, is in charge of developing transport proposals. “Over the next ten years there could be a 15% increase in cars, and over the next 25 years around

13,000 new homes. We are planning and acting now for transport challenges these numbers set,” he explains.

But how is the Council planning to achieve this?

Intercepting cars

Expansion of Park & Ride spaces on the outskirts of the city, encouraging more train and bus use, together with limiting car parking on residential streets close to the city centre through Controlled Parking Zones are crucial to stopping the huge numbers of cars from outside the city clogging-up the roads in the centre.

“The Council wants out-of-town commuters and visitors to use sustainable forms of transport,” says Peter Dawson.

Changing people's travel habits

“Without people thinking more carefully about whether they need to use their car for each journey, it will make it much harder to tackle Bath's transport congestion,” suggests Christine Warren, Council Senior Transportation Planner, who works with local employers to raise awareness and understanding about sustainable travel.

The Council's sustainable travel roadshows visit large employers, like the RUH, and offer a range of supporting incentives. Cycle training, car-sharing matching service, loan bikes and public transport taster tickets to encourage staff to try public transport are all on the menu of options.

Christine explains, “We want to open people's eyes to all the different types of transport available that can get them to and from work, and help them play their part in tackling car use.”

Are you an employer interested in holding a roadshow? It is free and we can fit dates around you. For more information call **01225 477602**.

Measures to tackle congestion in Bath

Happening now...

- 50% expansion of Park & Ride space;
- Upgrades of ten showcase bus routes with better stops and shelters;
- Variable Message Sign system providing traffic and car park information via 14 signs at key locations;
- Improvements to public space, like Orange Grove and High Street;

Coming soon...

- City centre vehicle access restrictions for core streets, like Stall Street, during the busiest times of day;
- Cars not permitted eastbound on Dorchester Street, 10am 6pm to relieve congestion around the bus/ train station;
- More cycle routes, including Batheaston Bridge;

Transport plan...

- Our future strategy to tackle congestion will include:
- Confirmation of the need to continue to expand our Park & Ride capacity, including a Park & Ride to the east
 - Pressing the Highways Agency for a solution to HGV's using Bath as a through route;
 - Tackling air quality, particularly on the London Road;
 - Better co-ordinating coach parking and drop-off.

In addition to the Council's projects, (See box above), "There are also improvements to rail services we can look forward to in the near future with electrification improving distant services to London and the Metro Rail project," he adds.

Importantly for residents, as a result of this approach, those who need to use their car to access the city centre have a better chance of quickly and conveniently find a space because they are not competing for road space/ car park spaces with out of town commuters.

Protecting Bath's centre

Although these measures are helping, there

is still more work to be done around the narrow streets of the historic centre to make them more pedestrian and cyclist friendly, and allow public transport to move. This includes a range of restrictions on busy city centre streets.

Encouraging people who live in Bath to use their bike for short trips is part of the Council's thinking. The Two Tunnels Project and proposals for Batheaston Bridge improve access are just two examples. Half a million pounds is also earmarked for new cycle routes.

Peter Dawson is keen to highlight, "While we can intercept many of the cars coming to the city at Park & Ride sites, there are still

many vehicles to manage for those who have to or wish to drive into the centre."

Moving forwards

There is much to be done to build upon these early initiatives. A new transport plan will co-ordinate these measures together with the steps needed to realise the Council's ambitions for new homes and jobs for local people.

The approach has the support of local residents groups keen to see fewer trucks and cars on Bath's roads. Patrick Rotherham, from the Federation of Bath Residents' Associations, says that traffic and air quality are the top priorities for residents, "We welcome the development of a transport strategy to tackle these problems, as well as supporting the economic wellbeing of the city. This offers a great opportunity to transform Bath into a more attractive, healthier, city worthy of its World Heritage status." ■

"A great opportunity to transform Bath into a more attractive, healthier city worthy of its World Heritage status"



New measures to encourage cycling, like new bike racks, are being carried out

What happens next?

The new transport strategy will involve reviewing existing policies including coach parking, and understanding what the views of local communities are on many key issues before deciding on the best way forward.

The strategy will reflect the challenges the area will face in the future, for example the new homes and new jobs that will be created. There will be extensive consultation and engagement – further details will be in the Autumn edition of *Connect*. Register your interest at transportation@bathnes.gov.uk

All recycling is sorted in May Gurney's Recycling Depot in Keynsham prior to sending on



Recycling matters

We take a look behind the scenes at the Recycling Depot in Keynsham

Just what happens to your recycling when you leave it out for collection? Well, the recycling fairies don't collect it, and despite their tenacious efforts, nor do the gulls – May Gurney are responsible for collecting the green boxes, blue bags and food waste in our area, and contrary to recent national reports, our carefully sorted recycling isn't shipped off to foreign lands and dumped in landfill sites. We ask May Gurney's Contract Manager Monty Meerholz, to give us an insight into the recycling process:

How we work

"May Gurney collects from around 75,000 homes across the area, so as you can expect, our recycling depot in Keynsham is a constant hive of activity. Our main vehicle fleet consists of 23 recycling trucks, which are constantly doing the rounds. We also have smaller collection vehicles for those

hard to access streets in the area. Our trucks are weighed at the depot after each collection has been made – this is usually twice a day. Weighing the trucks enables us to monitor our progress and also to keep track of just how much material our area recycles.

At the depot we process ALL of the recycling materials you leave out for us; we collect 14 different materials from homes – one of the highest from any council – this includes papers, food waste, plastics, metals, textiles, glass and small electrical items. However, we do not collect black plastic food trays, as the technology to sort it from other grades of plastic isn't currently available.

Each month the depot processes around 1,750 tonnes of material; approximately 400 tonnes of this is food waste. The Love Food Hate Waste campaign has made residents much more savvy about food waste. The food waste we collect is composted locally and then distributed for use on farmland.

Behind the scenes

Your chance to see behind the scenes at this depot

As part of the Heritage Open Days we are offering free guided tours around the depot on **Saturday 14 September**. Places are limited and must be booked in advance through Council Connect on 01225 39 40 41 or councilconnect@bathnes.gov.uk. For more info see our website www.bathnes.gov.uk/wasteservices

Rest assured because we sort all our recyclables at the kerbside we can guarantee they all will be actually recycled! After materials have been bulked or bailed they are then sent to the relevant reprocessing factories based in the UK (see map). For instance, last year we collected 5,700 tonnes of paper – this is equivalent to the weight of 52 blue whales – that was sent to Kent and recycled into paper for newspapers. Your cans, which weighed in at 590 tonnes,

"Rest assured because we sort all our recyclables at the kerbside we can guarantee they will all be recycled"

Where does my recycling go?



Other items recycled in the UK

-  **Spectacles:** Locally sorted and some sent to developing countries for reuse
-  **Mobile phones:** Those in good condition are sent for reuse in developing countries, the rest are recycled into raw materials

-  **Garden waste:** Local sites in Wiltshire and Somerset. Composted for use on farms
-  **Small electrical items:** These are sent to Sims Group UK in Newport, to be recycled into new items.

were sent to Warrington; their end uses include car doors, fridge panels, and construction steel.

A great success

We ensure nothing goes to waste – 99.5% of the materials we collect are recycled or distributed for re-use. Such an impressive figure is testament to the dedication of the residents of Bath and North East Somerset, who meticulously separate their waste, and the crews who sort the materials at the kerbside. A member of the kerbside collection team will leave an advice slip in your recycling box should you require any

guidance on how your recycling should be separated. We'd like to say **thank you** to all the residents for their dedication to recycling – we hope it continues." ■

Find out more



For more information about how you can recycle and for your collection days visit

www.bathnes.gov.uk/wasteservices

News round up

Next Give and Take Day

Saturday 27 July, Keynsham Methodist Church, Queen's Road, Keynsham, BS31 2NN **10am – 1pm**. Come along to this event and donate items in good condition that you no longer require and perhaps find something you need for free.

We are organising this event with the help of the Eco Matters group, a green committee of Keynsham Methodist Church. Find out more www.bathnes.gov.uk/wasteservices

Apply for your permit today!

Have you registered for your free electronic permit so that you can use our Recycling Centres? Since the launch of the scheme, the response has been fantastic with over 22,000 residents already registered.

If you haven't already, please apply for an electronic permit in advance of your next visit to the Recycling Centre. Alternatively, you can take a local Resident's Discovery Card to show staff each visit (see page 35). If you have an existing Van Permit you do not need to apply for a Resident's Permit for that vehicle.

The easiest way to apply for a resident's permit is online at www.bathnes.gov.uk/residentpermit. If you don't have access to the internet, Council Connect can help you with your application. Phone Council Connect on 01225 39 40 41 or visit your nearest or most convenient Council Connect centre to use the self-serve computers at:

- Bath One Stop Shop, Manvers St
- The Hollies, Midsomer Norton
- Riverside Keynsham

Alternatively you can apply at your local library by using the 'Free Access' facility available on the computers in all libraries.

Don't forget, if you need to change any details on your electronic permit once registered, please email residentpermits@bathnes.gov.uk or contact Council Connect.



Thousands register for Resident's Permit

Reducing food waste

How packaging can help

New research from the Waste and Resources Action Programme (WRAP) has shown that about 60% of the food we throw away at home is from food 'not used in time'. This shows we are concerned about how long our food will stay fresh for but we don't always read the on pack storage advice. Only 13% of us realise that the packaging our food comes in can help us keep it fresher for longer at home and 61% of us mistakenly think that keeping food

in its original pack will make it sweat and go off quicker.

The Love Food Hate Waste campaign has launched Fresher for Longer; a call to action to keep our food at its best for longer in the home, therefore wasting less and saving money. From zip locks to breathable fruit and veg packs, some modern packaging has been cunningly designed to help keep food at its best. Find out more about the campaign

www.lovefoodhatewaste.com



Garden waste

Why not join over 16,000 of our residents and let us collect your garden waste for recycling?

If you would like to subscribe to our fortnightly garden waste collection service you can hire a wheeled bin for £35.50 per bin, per year (plus initial bin delivery charge of £2.70) or buy Council paper sacks at £2.20 each.

If you already subscribe to this service you should have received your annual payment reminder. Once you have paid, we will send you a purple sticker as proof of payment. Please display it clearly on your wheeled bin. This will prove you are a paid up subscriber until 31 May 2014.

Please contact Council Connect to order a bin or sacks. Alternatively, please see our list of local sack stockists on our website.



Garden waste collection

Fresher for longer prize draw

Enter our prize draw for a chance to win a year's supply of food waste caddy liners

We have 5 rolls to give to 10 winners, just answer the following question... (You can find the answer here <http://england.lovefoodhatewaste.com/content/fresher-longer-0>)

How much longer will a shrink-wrapped cucumber last in comparison to a non-shrink wrapped cucumber?

- Circle one answer
- A. Twice as long
- B. 5 times longer
- C. 7 times longer

Please send your entry to **FREEPOST SWB 1833 Riverside, Temple Street, Keynsham BS31 1ZZ** or email your answer to Council Connect councilconnect@bathnes.gov.uk putting Fresher for longer in the subject box of your email.

Name.....

Address

Postcode.....Phone number (optional).....

Email (optional).....

The closing date for this prize draw is Monday 1 July 2013. No entries will be accepted after this date. The draw will take place on at noon on Wednesday 3 July 2013. The winners will be notified by post, phone or email. The prize draw is open to all Bath & North East Somerset residents, is limited to one entry per household and excludes employees of Bath & North East Somerset Council. The prize draw will be organised by Bath & North East Somerset Council's Waste Campaigns Team and drawn independently. The winners selected will be final. The prizes will be 5 rolls of food waste liners to 10 winners. Personal data provided will be held by the Waste Campaigns Team of Bath & North East Somerset Council and processed in accordance with the Data Protection Act 1998. Information supplied will be used in connection with the 'Fresher for longer' prize draw only and will not be shared unless required to do so by law. The information supplied will be securely held for no longer than 1 month following the closing date. For queries regarding this prize draw please contact Council Connect 01225 39 40 41

Business waste

Waste not - recycle it

Did you know that we now offer competitive and quality waste and recycling collection services to businesses?

Our service is exempt from VAT and you can pay conveniently by monthly direct debit. Our prices ensure it is cheaper for businesses to recycle than just throw waste away. We now collect paper, cardboard, glass, plastic packaging and cans for recycling, as well as non-recyclable waste.

We also operate a Waste Transfer Station next to our Recycling Centre in Bath, where businesses can bring their waste or recycling (separated greenery, timber, rubble and soil,



It's cheaper to recycle

metals and cardboard) to our weighbridge for a charge. It is cheaper to separate what you can for recycling than bring it as non-separated waste. Visit the website for details and costs www.bathnes.gov.uk/businesswaste To arrange a collection or for more info email businesswaste@bathnes.gov.uk or phone us on 01225 39 44 41

A success story

Thank you for using your new weekly recycling collection service for small electrical items – since the collections started in mid-February we have already collected almost 12 tonnes from your homes. These are sent to Sims Group UK in Newport, to be recycled into new items.

Please put your small items into an untied average sized carrier bag, and place next to your green box on your usual collection day. Please don't forget to donate any working electrical items in reusable condition to charity if possible.

Find out more by visiting www.bathnes.gov.uk/electricalcollection



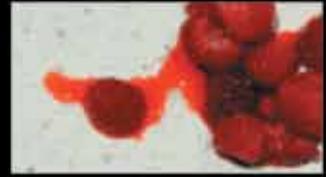
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Healthy donation

Sirona dishes out a sizeable cash donation to Foodbank, an initiative that was launched to help families struggling with financial difficulties



Simon Knighton, chairman of Sirona, right, with Chris Jensen, supplies coordinator for Bath's Foodbank, Pete Cottell, warehouse manager and Paul Solly, Director of the Genesis Trust and a member of the Bath Foodbank's Steering Group

Hundreds of families will be given access to food as a result of a £12,000 donation from Sirona Care & Health.

The social enterprise is a community interest company, which means it returns

“It is our intention to support a charity or community venture each year. This year, we have chosen the Foodbank initiative as we recognise so many families are struggling to make ends meet.”

Janet Rowse, Sirona's chief executive,

“Many of those who have received help are those who also receive care and support from Sirona.”

a portion of its surplus to the community it serves in ways that support the health and wellbeing of local people.

It decided to help the Bath Foodbank and the newly formed Somer Valley Foodbank in Radstock with the cash donation; it plans to support the initiative for the next year.

Simon Knighton, Sirona's chairman said:

said: “A range of professionals, including our own community staff, can give out the vouchers for emergency supplies of food from the Foodbanks.

Many of those who have received help are those who also receive care and support from Sirona. In addition to the cash donation, we are encouraging staff to give

practical support to the Foodbank by either purchasing items to donate, collecting items from the supermarket or volunteering.”

Chris Jensen, Bath Foodbank's supplies coordinator, commented: “We are using around two tonnes of food a month and in the 18 months since we started we have fed just over 3,000 people; between 600 and 700 of those were children.

A donation like this really boosts our work both in what we are able to do and in raising our profile.”

The Foodbank helps those identified as being in immediate need of three days emergency food supply.

Donations of packaged and tinned food can be made at the regular supermarket collections held by volunteers or at the Manvers Street Baptist Church distribution centre in Bath. ■

Free CaSH advice

Young people are now able to get free, friendly and confidential advice on contraception and sexual health (CaSH) at a new clinic in Bath and North East Somerset.

The nurse-led Midsomer Norton CaSH Clinic is held every Tuesday at the Midsomer Norton Children's Centre, Pow's Orchard, offering information and advice on a range of issues as well as providing free supplies of contraception, emergency contraception and sexual health screening.

The service, run by Sirona Care & Health, is open to all, regardless of age or gender, but is particularly aimed at under-25s in the area to help reduce unintended pregnancies and sexually transmitted infections (STIs).

Local support

Steve Maddern, CaSH business manager, said the new clinic was launched after the Council's Public Health commissioners noted a lack of specific sexual health support in the area.

He said: "The service offers people the opportunity to discuss their sexual health and contraceptive needs. It is SAFE (Sexual Health Advice For Everyone) branded, meaning that it is designed specifically to offer help and advice to those under 25 by being free, confidential, accessible and 'young person-friendly'.

Stay informed

"It is a specialist service offering expert advice in contraception and sexual health; it supports people in making positive choices when it comes to controlling their fertility and protecting themselves from common STIs. Overall, the service aims to improve the sexual health and wellbeing of the population it serves."

With chlamydia affecting one in 10 under-25s in the UK and one in 12 in BANES, and the rates of STI infection rising among the over-25s too, the service aims to help people reduce the risk by offering free condoms.

Young people can also register for the C-Card scheme at the clinic, which allows them access to free condoms from more than 90 locations across BANES.

As well as tackling STI rates, the clinic also aims to support the work that has seen the number of teenage pregnancies in BANES fall in recent years, with 16.2 conceptions per 1,000 females aged 15-17 recorded in 2011, the lowest level since 1998.

The latest figures from the Office of National Statistics also reveal that BANES continues to have the lowest teenage pregnancy rate in the South West, with the regional figure at 27.3 conceptions per 1,000 females aged 15-17 and the national figure at 30.7.

"However, it is important not to become complacent and further work is required to ensure that all young people across the area know how to access appropriate sexual health advice, information and treatment to reduce the number of unwanted conceptions that end in abortion. We encourage any young person who may have a sexual health concern to visit the CaSH Clinic for free, impartial and confidential advice and support."

Get in contact

The Midsomer Norton CaSH Clinic is held at the Norton Radstock Children's Centre, Pow's Orchard. It takes place every Tuesday between 4pm and 6pm, and there is no need to book, although appointments can be made by calling 01225 831593 during office hours, or 01225 396858 during clinic times only.

Sirona runs eight CaSH clinics across BANES and Wiltshire, including at the Riverside Health Centre in Bath from Monday to Saturday and Keynsham Health Centre on Wednesday evenings. For more information phone us on 01225 831593. ■



Search for a Sirona star

Do you know someone who works for Sirona Care & Health whose care or work you think should be rewarded?

It could be the nurse who visits you daily, the receptionist who greets you with a smile or the team who has enabled you to be cared for at home rather than hospital.

The annual Sirona Staff Awards are taking place on 1 October – the anniversary of the not-for-profit enterprise's foundation and will include

the "I think they deserve it" award.

Janet Rowse, Sirona's chief executive, said: "The awards are a way of saying thank you to our staff and to recognise the contribution that staff have made to our success and, more importantly, to the lives of those who use our services.

"And who better than you to make a nomination for the "I think they deserve it award"? It is for someone who uses our services and who they believe deserves an award because of the significant contribution they have made to the nominee's care.

"It may be an individual who has demonstrated excellent customer care or who is always there with a smile and/or a cup of tea when you most need it. We all

know someone who makes a difference and we want to hear from you who that person is."

The Sirona Awards for Excellence will be held at Bath's Assembly Rooms and will also be rewarding students, volunteers, managers, teams and new ideas for improving care.

To nominate someone that you think has made a difference, please email glyn.young@sirona-cic.org.uk or write to Glyn at Sirona Care & Health, St Martin's Hospital, Clara Cross Lane, Bath, BA2 5RP, explaining why you think they deserve an award.

The deadline for nominations will be Friday 26 July.



In the heart of your community

Kids go out to play



Although it may lead to the odd bruise or two, an element of risk, we discover, is essential for a child's development through play

Climbing trees, building dens and lookouts, exploring the natural world and scrambling through woods are all the things that childhood is made of. It's a time when kids can freely stretch their imaginations, get all the goodness of fresh air and exercise, and build great friendships. It's also a fantastic opportunity for children to

develop and grow by being adventurous, having a go and challenging themselves, all of which involves a little bit of risk.

A generation ago, the prospect of a child getting the odd grazed knee while playing outside wouldn't have concerned anyone.

But present day worries about health and safety - and fears of being sued - mean that a huge number of children are losing out on the

wonders of being active and creative outdoors. An element of risk in play, though, is an essential part of children's development, with numerous national studies showing the enormous health and wellbeing benefits that they get from being allowed to be a bit daring.

Finding a balance

To help parents, families, organisations and community groups ensure that children can enjoy all the benefits of adventurous play whilst staying safe from serious harm, the Council is promoting a balanced 'Playful Risk' approach. It is working to create superb play spaces using this approach so that children can explore creatively and imaginatively, and has produced a Risk Benefit Toolkit that organisations can use to ensure that children have these essential play opportunities.

"We want to encourage people to look at the benefits, weigh things up and make common sense judgements. It's about allowing children to enjoy exciting play without putting them at risk of serious injury but appreciating that the occasional bruise might happen", says Jeremy Dymond, the Council's Play & Community Development Officer. "Having fun and taking risks is part of growing up, and it's vital that we all get the balance right so that children can thrive within a safe framework that doesn't restrict what comes naturally to them."

The playful risk approach is being adopted by organisations across the area. At Castle Primary School in Keynsham, for example, play opportunities include safety and risk-assessed scrap for children to make things to play with including shelters, assault

Weighing it up

The Council has launched a very useful Risk Benefit Toolkit to support play providers such as local parishes, schools, community groups, organisations and people working with children.

The Toolkit provides guidance on how to go about gauging which risks are acceptable and which are not, pinpointing the various benefits and how great they are, and weighing up the two. It could be used, for example, as a guide for making an assessment of a potential site and for planning play opportunities as well as for showing evidence of how risks and benefits were considered. It also includes examples of risk-benefit checks and plenty of sources for further information.

If your organisation or group would like a presentation or workshop on Playful Risk or you'd like to find out more, call Jeremy Dymond on 01225 396882 or email Jeremy_Dymond@bathnes.gov.uk

A world of adventure

If you are a parent, why not take your children on a play adventure? Get back to the mind-set of your youth and explore places in your local area with your children where you've never thought to play before.

Is there a corner of a park, maybe a few trees, which could become a magical kingdom, or a log, rock, or slope

which could inspire a game? Part of the game could be to spot any serious hazards and find creative ways to play around them safely without losing the fun and excitement.

For some ideas take a look at our 'Places to Play' leaflet with that name on our Playgrounds page of the website www.bathnes.gov.uk/playgrounds



Branching out: children from St Michael's C of E Junior School enjoy the new playful space at Carr's Wood, Twerton

courses, hammocks and rope swings. The children also spend time learning to make campfires with a specially safety-trained member of staff.

"We recognise that for many children playtime is the most important part of their day for them, and because of this we provide

authorities can help set the record straight - making clear that health and safety is about enabling activities like this to take place - not stopping them."

Play England, whose Love Outdoor Play campaign is spurring everyone to take action to make sure that more children can play out

"A little risk-taking lets children test the world around them, find things out for themselves and learn important lessons"

high quality play provision, which lets children be children", said Headteacher Kristian Hancock. "Taking risks and knowing your limits is an important element of play. Through taking playful risk, children have the chance to play in different ways, challenge themselves and build their confidence."

National support

The Council's Toolkit is championed by national organisations including the Health and Safety Executive and Play England. Max Walker, Head of Operations, South West Health and Safety Executive, said: "We have encouraged local authorities in the South West to take a more active role in promoting sensible approaches to health and safety. This is an excellent example of how local

more often is also in favour of the Council's approach. "It is important that parents are supported to strike the balance between risks and benefits so their children can enjoy their childhoods", said Play Development Officer Jane Hembrow. "The policy will help parents to make informed decisions about how to support their children's freedom to play." ■

Find out more



For more information and to download the full Risk Benefit Toolkit go to www.bathnes.gov.uk/playfulrisk.

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Factory Showroom (Off Feeder Rd) 4a Barton Hill Trading Estate, Bristol, BS5 9RD
Showroom open: Mon-Fri 8-4.30pm Closed Weekends & Bank holidays.

Bath Showroom 2 Walcot Buildings, London Road (A4), Bath, BA1 6AD
Showroom open: Tue-Fri 10-5pm Sat 10-4pm
Closed Sundays, Mondays & Bank holidays.
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Thinking about your drinking?

ALCOHOL HARM REDUCTION



Raising awareness
within the community

Reducing your alcohol intake can have many benefits. Advice and support are being offered to increase awareness of sensible drinking.

Every year, around 500 people in Bath and North East Somerset are admitted to hospital through drinking too much alcohol – and the number of us risking harm to our health is on the rise. That is why BANES Clinical Commissioning Group (CCG) is investing in new services at the Royal United Hospital (RUH) and in the community.

Helping to prevent harm caused by alcohol is one of the most important priorities for the new CCG. It is also a significant priority within the new Health and Wellbeing Strategy for BANES, a joint effort between the Council, the CCG and local Health Watch representatives.

Alcohol-related health problems currently cost our NHS £5 million every year in BANES. This means not only liver

disease, but also mouth cancer, high blood pressure, heart problems, road injuries and falls. Hospital admissions linked to people drinking too much alcohol are rising in BANES – by 57% since 2003. Behind this is a huge hidden social cost – to families, partners, carers and to society in general.

Cutting the huge and damaging impact of alcohol to families, communities and to our NHS means we need services to help people when they are drinking too much. Equally important is preventing alcohol-related harm from happening in the first place – by persuading people to think about their drinking before the damage is done.

Prevention

The CCG is working with its partners to encourage everyone to drink sensibly – no more than 2-3 units per day for a woman,

and 3-4 per day for a man. We estimate that a worryingly high number of people in BANES (probably 30,000) regularly drink more than this.

BANES residents who are looking for advice and information, or treatment and support, can call Developing Health and Independence (DHI). By ringing DHI on **01225 329 411**, they can access a confidential service for anyone who is worried about their own drinking – or that of a partner, parent, child or other family member.

Callers are given the advice and support they need – anything from brief advice on cutting down on drinking to referrals to specialist alcohol treatment services such as detoxification (detox).

Services in hospital

Drinking too much can lead to a hospital stay for a number of reasons – from breaking a bone in a fall to developing a long-term, serious illness such as liver cirrhosis. And sadly, one in every five of us who are admitted to hospital with a drink-

How much is too much?

If you drink more than six units a day (for women) or eight (for a man), this is classified as 'higher risk' – putting you at greater risk of a range of diseases including heart disease and stroke, as well as many cancers. Six units is two large glasses of wine or two pints of strong lager. With 70% of all drinking happening at home, it's all too easy to underestimate your measures.

How much is safe?

Recommended safe levels are no more than 3-4 units a day for men, and 2-3 units a day for women. It's also a good idea to have at least two alcohol-free days every week. The Department of Health recommends that pregnant women, or women trying for a baby, should avoid alcohol altogether.

Help and advice

If you are worried that you might be drinking too much, or concerned about a partner or member of your family's drinking habits, call 01225 329 411 for free, confidential advice and support.

Simple steps to sensible drinking

Do not exceed recommended daily limits: 2-3 units per day for women and 3-4 units per day for men.

Keep a drinks diary to track your drinking over a week – you might be surprised how they add up!

You can still enjoy a drink but go for smaller sizes

Choose a lower-strength drink

Love your liver: try for at least two alcohol-free days in a row every week to reduce the impact that alcohol can have on your liver and break the habit of drinking every day.

Stay hydrated: take a break and drink water or soft drinks in between alcoholic beverages.

Eat a decent meal before you drink alcohol.

For more tips visit:

www.nhs.uk/change4life/Pages/alcohol-health-harms.aspx

The price we pay (national figures)

Cost to the NHS:
£2.7 billion per year

Costs of alcohol-related crime:
£9-15 billion per year

Costs of injuries:

35% of all deaths from falls are related to drinking, as are;

38% deaths from drowning; and

45% deaths from fires.

related condition will be admitted again, due to the serious nature of alcohol-related illness and injury.

However, the really good news is that research has shown that talking to people about their drinking habits is very effective and helpful in encouraging them to reduce the amount they drink – and their chances of getting ill or injured. The CCG has invested £153,000 in an enhanced Alcohol Liaison Service for BANES residents, based at the RUH. This investment is not only about reducing the amount of alcohol-related disease, but it is also expected to pay for itself with possible savings of up to £314,000 every year, which can then be used for other important health and social care services.

The service now employs two Alcohol Liaison Nurses and one specialist Alcohol Support Worker who will provide

treatment and advice in hospital for patients whose illness or injury is known to be linked to alcohol. They will talk to patients about their drinking, assess the level of support they need – from advice on drinking safely to a full-scale detox programme – and put a plan in place for them that can continue when they are back home. ■

Find out more



To find out more about BANES CCG please visit www.banescgg.nhs.uk, call 01225 831800 or write to: BaNES CCG, St Martin's Hospital, Bath BA 2 5RP.

Dr Ian Orpen

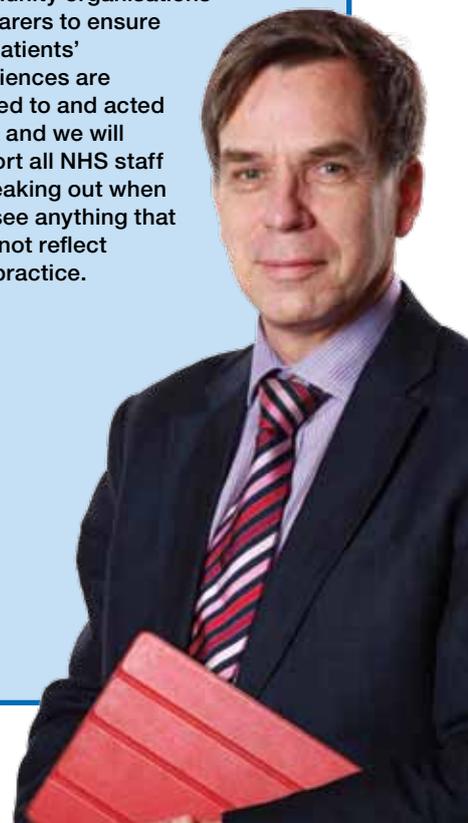
Chair, NHS Bath and North East Somerset Clinical Commissioning Group (BANES CCG)

On April 1, BaNES CCG took over responsibility for planning and buying £210 million-worth of care for local patients. As practicing GPs, my colleagues and I are acutely aware of people's priorities when they use health care and we are committed to providing the best possible care for our patients.

We are working closely with our hospital, GP surgeries and community-based services to ensure that patients receive safe, high-quality treatment and care in an environment that gives them dignity and respect.

These are the values that come naturally to most nurses, doctors and other health professionals. The Francis Report into events at Mid Staffordshire shows us that, sadly, we can't take this for granted.

BANES CCG is taking the lessons from Mid Staffordshire and making sure that all the services we commission have patient quality and care at their heart, in particular our contracts with providers such as hospitals. We will reach out to community organisations and carers to ensure that patients' experiences are listened to and acted upon, and we will support all NHS staff in speaking out when they see anything that does not reflect best practice.



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EXCLUSIVE OPPORTUNITIES TO TARGET **LOCAL** CUSTOMERS

Bath & North East Somerset Council

For the first time ever, Bath & North East Somerset Council are offering the opportunity for businesses to advertise on their website.

This offers businesses the unprecedented opportunity to target a local audience of residents and consumers.

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- Planning & Building Control
- Skills & Local Employment
- Tourism & Heritage

AGENCY

MediaClash can provide a full web design & build as well as email marketing, brand development, SEO & SEM strategy and e-commerce solutions. If you're interested in finding out more about how we can help your business excel in the digital age, just ring us for a chat.

**Media
Clash**

To book your campaign or find out more, contact:

Joss Phillips

T: 01225 475870

E: joss.phillips@mediaclash.co.uk

Direct Payments

Choice and Control

Local residents are experiencing a greater sense of independence by receiving their Personal Budgets as Direct Payments



A Direct Payment can give you the freedom to buy the type of support that will make your life better

What is a Direct Payment?

A Direct Payment allows a person eligible for adult social care services to have greater choice and control over the services they receive to meet their assessed care and support needs. Following an assessment of care and support needs (carried out by Sirona staff) a Personal Budget will be allocated. The Personal Budget can be taken as a cash payment directly to you or your representative – this is called a Direct Payment. You can manage the Direct Payment yourself, or ask Sirona staff to help you access support to manage it. You can employ your own staff using a Direct Payment or purchase services from a range of care and support organisations. If you are required to contribute towards the cost of your care and support, this will be taken off before any money is paid to you.

Having a Direct Payment allows you the opportunity to arrange and manage your own care, giving you choice, flexibility, independence and control.

How does a Personal Budget work?

A Personal Budget can give you the freedom to buy the type of support that will make your life better. Most of us would like more options that fit in with our lifestyle and needs. This can include alternatives to the usual options of daycare or homecare. For example:

- Flexible support to help you manage day to day, by employing a Personal Assistant
- Equipment to help you do things for yourself
- Help for you to take advantage of local community resources, like clubs, training and activities
- Joining up your Personal Budget with other people's to help fund a service that works for all of you. ■

Find out more



You can find out more at
[www.bathnes.gov.uk/
personalbudgetsfaqs](http://www.bathnes.gov.uk/personalbudgetsfaqs)
or by ringing the Sirona

Access team on 01225 396000, option 2.

Mitch Gregory with his manager Jamie Seviour (left) at Frome Community College



Young carers

All the help from the Carers' Centre for the 20,000 adult carers living in our area can now be accessed by young carers aged from 5 to 18

The Centre's Deputy Chief Executive, David Trumper, co-ordinated the funding win from Bath and North East Somerset Council: "We can now help whole families in a caring situation. Together with partners, health teams, schools and the local community, we will make sure young carers are listened to and receive the support they need."



Alice Miller from the Carers' Centre, Jason Thornton from the Bath Phil and Anth Brown, a young carer from Bath at the Holburne

As well as opportunities for young carers to take time out, the Carers' Centre will be using its experience to arrange breaks for families together. "We now have more services than ever before," added David. "Our Freephone helpline offers support and advice and we will be providing expert help on training, university and employment for young adult carers."

Mitch Gregory from Radstock has landed his dream job with help from the Centre. The 21-year-old has a first class degree and now works as an IT Technician.

"After getting help from the Carers' Centre with interview techniques and application forms, I got an interview at Frome Community College. I felt calm, more confident and better prepared and was so pleased when they offered me the post. It's a great job with good prospects and it's exactly right for me."

There are estimated to be 175,000 young carers in the UK, with an average age of 12 years. However, many are as young as 5 are looking after a sick or disabled relative, or someone who has mental health, drug or alcohol problems.

Hitting the right note

Carers aged 14 to 18 are to benefit from a creative project working with some of the

finest and most experienced musicians in the country. Jason Thornton, conductor and amateur from the Bath Philharmonia, will be working with students to create a musical piece evoking experiences and feelings about their daily lives.

"Being musical is not important to taking part," explained Jason. "Expression through music and the arts is incredibly powerful; the audience can expect to be moved by what they hear and see at the Carers Week performance in June."

Bath Philharmonia has teamed up with Bath's Holburne Museum as a venue and to incorporate visual art into the project through an exhibition by award-winning photographer Bettina von Zwehl.

"Life can be tough if you are a young carer and exciting projects like this mean quality time away from the pressures of home," added Sonia Hutchison, Carers' Centre Chief Executive. "We shall continue working with Bath Phil to build on this success and secure more creative funding to help and inspire young carers." ■

Find out more



If you are a carer, contact the Carers Centre for FREE help and support. Free phone: 0800 0388 885

or visit www.banescarerscentre.org.uk

Advocacy services

We are here to listen to you and speak for you in your times of need

Swan offers free advocacy services to vulnerable adults in Bath and North East Somerset (B&NES) and Wiltshire. For 15 years, since being established in 1998, Swan Advocacy has supported thousands of individuals who have experienced difficulties due to age, illness or disability.

Swan Advocacy Network has recently been appointed by Bath & North East Somerset Council to provide mental health advocacy services to residents.



Providing peace of mind

Swan Advocacy provides the following services in BANES:

- Independent Mental Health Advocacy (IMHA), specialist service for those who have a statutory right to advocacy under the Mental Health Act 1983.
- Independent Mental Capacity Advocacy (IMCA), specialist service for those individuals over 16 who lack the capacity to make decisions for themselves and who have no family or friends able or willing to appropriately support and represent them. These individuals have a statutory right to an Independent Mental Capacity Advocate.
- IMCA DoLS, for those who have a statutory right to advocacy under the Mental Capacity Act 2005 Deprivation of Liberty Safeguards.
- Issue-based mental health advocacy, for individuals who need support but who are not requiring or entitled to IMHA, IMCA or DoLS services. This service is aimed at meeting the needs of individuals with significant mental health needs both in hospital and in the community.

What is advocacy?

Independent advocacy is taking action to help people say what they want, secure their rights, represent their interests and obtain services they need. Advocates work in partnership with the people they support and take their side. Advocacy promotes social inclusion, equality and social justice.

How do you make a referral?

Referrals can be made via our central referral line on **03333 44 7926**; by email at **mail@swanadvocacy.org.uk** or by downloading a referral form from our website. ■

Find out more



If you are unsure whether you or your relative might qualify for IMCA, IMHA, DoLS or issue-based mental health advocacy in Bath and North East Somerset please call our Head office on **03333 44 7926 / 01722 341851** or email: **mail@swanadvocacy.org.uk**

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Lisa Kelly
T: 01225 475878
E: lisa.kelly@mediaclash.co.uk

BATH FARMERS MARKET LTD

at Green Park Station, Bath
Every Saturday morning between 9 am – 1.30 pm

At Bath Farmers Market you will find a range of stalls selling, fresh, local, seasonal produce at a fair price including:

- Meat – organic and non-organic
- Charcuterie
- Game and Venison
- Fresh and smoked fish, including an Oyster Bar
- Seasonal organic and non-organic vegetables/fruit including tomatoes, mushrooms, strawberries and organic asparagus
- Various Award winning cheeses – local soft, Cheddar, Goats, Ewes, Guernsey
- Milk, Yogurt, Cream, Butter and fresh farm eggs
- Award winning Jams/ Marmalades/Chutneys
- Various Meat Pie stalls including Quiches, Scotch Eggs
- Breads including speciality breads, cakes, pastries, fruit pies including Gluten Free cakes
- Speciality Cakes and Desserts
- Apple Juice/Cider/Honey
- Specialist Coffees
- Rapeseed Oil & Mayonnaise
- Homemade Pasta
- Vegetarian Stalls
- Organic Soups
- Sushi
- Local Ice Cream
- Local Herbalist
- Herbs & Plants
- Various Speciality stalls including Handmade Chocolates, Falafels, Fudge and Lavender

Most importantly it is the pleasurable experience of shopping at Bath Farmers Market:

- ✓ It is leisurely
- ✓ You can interact with the producer of the product and ask questions
- ✓ Plenty of free tasters
- ✓ GM free
- ✓ No unnecessary packaging



Bath Farmers Market Ltd was the first Farmers' Market in the UK and was established in September 1997. The company was established in response to Local Agenda 21 and one of its aims was to provide a producer-managed marketplace for local producers to sell their own produce to local people.

For more information contact Laura Loxton 0777 969 7278



01225 462234

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Services Directory

Do you need some information about a Council-run service? Help is at hand with this useful guide...

To be put through to someone who can help, call the Council switchboard on **01225 477000** or visit **www.bathnes.gov.uk** for further information

Council Connect

- Bus Passes
- Dog Warden Service
- Fly Tipping
- Garden Waste
- Grass Cutting
- Graffiti Removal
- Gritting of Roads (except motorways)
- Libraries
- Parks and Open Spaces
- Pavements and Road Maintenance
- Planning Enquiries
- Public Toilets
- Public Transport
- Recycling and Waste
- Road Faults and Potholes
- Road Safety
- Street Lighting

For all of the above services, contact Council Connect:

Twitter: @ccbathnes

Telephone: 01225 394041

Email: councilconnect@bathnes.gov.uk

Text: 07797 806545

Monday to Friday 08.00 to 18.00 (except Wednesdays 09.30 to 18.00). Closed Saturdays, Sundays and Bank Holidays. At other times, for emergencies or dangerous incidents only, please phone 01225 477477.

Aa

■ Adoption and Fostering

Placements, recruitment of adopters and support services. The team also provides counselling for adopted adults and support in accessing birth records.

W: www.bathnes.gov.uk/adoption

T: 01225 394949

Google Search: Bathnes Fostering

Bb

■ Benefits: Housing and Council Tax Benefits

Visit Council Connect in Bath, Keynsham or Midsomer Norton, or alternatively, contact a Benefits Officer by phone or email.

W: www.bathnes.gov.uk/benefits

T: 01225 477777 (option 2 for Benefits)

Google Search: Bathnes Benefits

■ Birth Registration

Register a birth, which occurred in the district, at Guildhall, High Street, Bath BA1 5AW or The Hollies, High Street, Midsomer Norton, BA3 2DT.

W: www.bathnes.gov.uk/births

T: 01225 477234

Google Search: Bathnes Births

■ Building Control

Contact Building Control for help and advice about the building regulation process and any proposed building projects you have.

W: www.bathnes.gov.uk/buildingcontrol

T: 01225 477517

Google Search: Bathnes Building Control

Cc

■ Cemeteries and Crematoriums

Find out about Council-administered cemeteries, when organising a funeral.

W: www.bathnes.gov.uk/cemeteries

T: 01225 396020

Google Search: Bathnes Cemeteries

■ Community Meals Service

This service provides hot meals to those who have difficulty cooking for themselves.

W: www.bathnes.gov.uk/mealsonwheels

T: 01225 394350

Google Search: Bathnes Community Meals

■ Council Tax Enquiries

For account queries about your Council Tax bill, ranging from online payments to exemptions.

W: www.bathnes.gov.uk/ctaxguide

T: 01225 477777 (option 1)

Google Search: Bathnes Council Tax

■ Curo

Curo is the largest provider of affordable housing in the area and offers a range of high-quality care and support services. Contact us using the details below.

W: www.curo-group.co.uk

T: 01225 366000

T: 01225 366111 (repairs)

T: 0300 123 2468 (anti-social behaviour)

E: hello@curo-group.co.uk (enquiries)

E: repairs@curo-group.co.uk (repairs)

Dd

■ Death Registration

Register a death, which has occurred in our district, at the Guildhall, High Street, Bath BA1 5AW or at The Hollies High Street, Midsomer Norton, BA3 2DP.

W: www.bathnes.gov.uk/deaths

T: 01225 477234

Google Search: Bathnes Deaths

■ Disabled Car Users (Blue Badges)

The UK-wide Blue Badge scheme provides parking concessions for people with severe mobility problems.

W: www.bathnes.gov.uk/bluebadges

T: 01225 477133 or 01225 477134

Google Search: Bathnes Blue Badges

■ Discovery Card

Discovery Card holders receive discounts or free entry for numerous attractions in the area.

W: www.bathnes.gov.uk/discoverycard

T: 01225 477737

Google Search: Bathnes Discovery Card

Ee

■ Electoral Registration and Elections

For queries on voting rights or other election matters.

W: www.bathnes.gov.uk/elections

T: 01225 477333

Google Search: Bathnes Electoral Registration

Ff

■ Family Information Service

The Service holds up-to-date information about all Ofsted-registered childcare, as well as information about working with children and family support.

W: www.bathnes.gov.uk/fis

T: 0800 073 1214

Google Search: Bathnes Fis

■ Fire Service, Avon

Get updates on the latest news and incidents in your area and view the work we do within the community.

W: www.avonfire.gov.uk

T: 0117 926 2061 (non-emergency)

Hh

■ Housing Services

Support and advice for all of your housing issues.

W: www.bathnes.gov.uk/housing

T: 01225 396296

Google Search: Bathnes Housing



Foreign Languages Centre

COMMUNITY COURSES:
Daytime, Lunchtime and Evening Foreign Language Classes



01225 383991
www.bath.ac.uk/flc



Jj

Jobs with the Council

Up-to-date information about job vacancies, equal opportunities, employment and training initiatives.

W: www.bathnes.gov.uk/jobs

T: 01225 396409 (24 hours)

Google Search: Bathnes Jobs

Ll

Leisure Centres

Bath Leisure Centre, North Parade Rd, Bath BA2 4ET

W: www.bathnes.gov.uk/leisure

T: 01225 486905

Google Search: Bathnes Leisure and Sport

Culverhay Sports Centre, Rush Hill, Bath BA2 2QL

T: 01225 486902 (office hours)

T: 01225 480882 (after 5pm)

Keynsham Leisure Centre, Temple Street, Keynsham

BS31 1HE

T: 01225 395164

South Wansdyke Sports Centre, Rackvernal Rd,

Midsomer Norton BA3 2UG

T: 01761 415522

Licensing

Offers a range of information regarding licensing, including alcohol, cinemas and taxis.

W: www.bathnes.gov.uk/licensing

T: 01225 477531

Google Search: Bathnes Licensing

Mm

MOT Testing

We offer vehicle MOTs to members of the public and trade for cars, taxis, and some coaches. Book today!

W: www.bathnes.gov.uk/bath_mot

T: 01225 477314

Google Search: Bathnes Mot Testing

Museums and Art Galleries

Assembly Rooms and Fashion Museum

W: www.bathnes.gov.uk/museums

T: 01225 477789

Google Search: Bathnes Museums

Roman Baths and Pump Room

T: 01225 477785

Victoria Art Gallery (closed Mondays)

T: 01225 477233

Bath's Historic Buildings (venue hire)

T: 01225 477786 or 01225 477782

Nn

NHS Service, Bath and North East Somerset

Find out how to register with your local GP or NHS dentist, plus information on other key services.

W: www.banes-pct.nhs.uk

T: 01225 831800

Pp

Parking Services

For parking queries, Park & Ride, clamping, fines, permits, Blue Badges, Pay & Display, enforcement of restrictions. Visit the website to download maps.

W: www.bathnes.gov.uk/parking

T: 01225 477133

Google Search: Bathnes Parking

Pest Control

The Council offers a comprehensive pest-control service for residents.

W: www.bathnes.gov.uk/pests

T: 01225 477551

Google Search: Bathnes Pests

Police Service, Avon and Somerset

Stay informed about what is happening in your area, with regular news updates, as well as useful information about crime reduction.

W: www.avonandsomerset.police.uk

T: 101 (non-emergencies)

Rr

Record Office

The office holds a wealth of information and archives.

W: www.bathnes.gov.uk/records

T: 01225 477421 (closed Mondays)

Google Search: Bathnes Records

Ss

School Admissions

We deal with applications and can advise about your right of appeal, as well as home-to-school transport.

W: www.bathnes.gov.uk/admissions

T: 01225 394312

Google Search: Bathnes Schools

Sirona Care & Health

Providing community health and adult social services in Bath and North East Somerset. For detailed information on the services we offer, as well as online contact forms, visit our website.

W: www.sirona-cic.org.uk

T: 01225 831400

Social Services

Visit the Health and Social Care pages on the website for information and advice.

W: www.bathnes.gov.uk/adultcare

T: 01225 477000

T: 01454 615165 (out of hours emergencies about adults or children)

T: 0808 800 4444 (emergency housing advice, contact the Shelter England 24-hour freephone advice line)

T: 0808 800 4444 (emergency housing advice, contact the Shelter England 24-hour freephone advice line)

Google Search: Bathnes Social Services

Tt

Taxis and Private Cars - Complaints

If you have a complaint regarding any licensed vehicle, contact the Council Licensing Enforcement Officer.

W: www.bathnes.gov.uk/taxis

T: 01225 477689

Google Search: Bathnes Taxi Complaints

Trading Standards

The Council is responsible for enforcing a range of consumer legislation including misleading advertisements and counterfeit trademarks.

W: www.bathnes.gov.uk/trading

T: 01225 396753

Google Search: Bathnes Trading

Travel Information (Traveline)

Traveline provides timetables and journey planners for bus, coach and rail services in the South West.

W: www.travelinesw.com

T: 0871 200 2233 (7am to 10pm - Calls cost 10p per minute from landlines)

Google Search: Southwest Traveline

Yy

Youth Services

Working with young people aged 11-25 years.

W: www.bathnes.gov.uk/youthservice

T: 01225 396980

Google Search: Bathnes Youth Services

How to...

Get a Discovery Card

@ You can download the application form for new applications and renewals at www.bathnes.gov.uk/discoverycard

For new applications, you must apply in person, as proof of identity will be required, e.g. photocard driving license, passport or credit card.

You will also need proof that you are living in Bath and North East Somerset, e.g. a recent council tax or utility bill.

Your photograph will also be taken for the card.

When renewing your card, you will only require proof that you are still living in the area.

The Discovery Card is available from the following locations: the Roman Baths main entrance hall; Council Connect One Stop Shop, 3-4 Manvers Street, Riverside in Keynsham and The Hollies in Midsomer Norton.



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**4th ANNUAL
Later Life Show**

21st June 2013

10.00am - 3.30pm at Bath Pavilion, North Parade Road, Bath

If you, a member of your family or friends, are concerned about the issues which come with ageing then this event will be of interest to you.

This event showcases the excellent local services available to older people in Bath & NE Somerset.

It features an interesting and informative selection of presentations on a range of issues specifically relating to older people including health, finance, care and legal issues.

There will also be exhibitors from leading local charities and organisations dedicated to supporting older people who will be pleased to provide advice and information.

For full details please visit

www.stoneking.co.uk/BathLaterLifeShow2013
or telephone 01225 324436

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Whether you've got a dripping tap or need a new roof, start improving your home by chatting to one of our specialist advisors at:

- Bath One Stop Shop**, Manvers Street, every Tuesday 9.30 - 1pm & Thursday 1 - 4pm
- Paulton new Library Hub**, Hillcourt, High Street, on the first Monday of every month 1 - 4pm

Or call 0300 323 0700 / visit www.wecr.org.uk

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Care Workers are employed to visit people in their own homes and can work full or part time hours from 7 am to 10pm with alternate weekends, offering care and support. Applications are welcome from anyone who satisfies the stated requirements. We encourage applications from mature applicants who may be seeking a lifestyle or job change, or people who need to work around family commitments.

We can offer excellent rates of pay with a weekend and NVQ enhancement. We also offer paid holiday and mileage allowance. We offer full training leading to NVQ2 and a full DBS (formerly Criminal Records Bureau) check is required for all successful applicants.

All applicants must have a car and be able to drive.

**If you see yourself as a caring person, then give
Mike a text or call for a chat on 07854 776303/
01761 411199 or email mike@carewatchbath.co.uk**

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Fax: 01225477559

Email: environmental_protection@bathnes.gov.uk

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**Bath & North East
Somerset Council**

Making Bath & North East Somerset
a better place to live, work and visit

Meet the...

Vehicle mechanic

Joe Lewis takes time out from repairing vehicles and changing nappies to highlight the many advantages of using a Council-run MOT test centre



Top fact...

Feedback forms indicate a 99% high satisfaction rate from customers who have used the MOT service

The Council-run MOT test centre at Locksbrook Road in Bath offers a comprehensive range of MOT's from £49 to the public and trade. Because the depot doesn't offer repairs it means that there is no incentive for the mechanics to find faults that don't exist.

The service provided is completely impartial. Should your vehicle fail, you will be told only what is needed to ensure your vehicle will pass any retest. The service also aims to resolve any minor faults on the spot for you (light bulbs, fuses, etc).

Council mechanic Joe Lewis gives us his insight into what goes on behind the scenes while working for Fleet Services.

What does a typical workday consist of?

It usually involves servicing, repairs and fault diagnosis on a variety of vehicles. We get all sorts of vehicles: cars, vans, mopeds, buses, HGVs, ride-on mowers and tractors. I enjoy working on the cars; working with tractors can be particularly challenging.

I carry out MOT tests for the general public and on fleet vehicles. I also inspect Hackney Carriages and Private Hire vehicles.

What types of clients use this Council-run service?

Obviously we service the Council's fleet vehicles, but we also deal with vehicles of local charities, schools and also Essential Car users.

What are the benefits of using this service?

On the Council's fleet vehicles we offer an immediate response thereby reducing the down-time of the vehicles. The general

"As well as an impartial MOT test, customers can expect a polite, friendly and thoroughly professional service"

public are offered an impartial MOT test with professional advice on any issues; minor issues can be fixed on the spot.

How does the Council MOT test differ from other MOT tests?

We do not carry out repairs so there are no vested interests to fail you. We won't find faults that don't exist. We offer a genuine impartial service.

How often are MOTs required?

As a general rule, once a vehicle reaches three years of age it then requires an MOT test annually. In order to prevent an MOT expiring we recommend that the MOT test is carried out up to 28 days before it expires. If this is done, the vehicle will keep its original anniversary.

Any tips for passing first time?

Having the car serviced preferably just before the MOT due date is advisable. Customers can carry out a number of checks to ensure the vehicle passes first time, they should check the condition of their tyres, lights and screen washers.

What can a customer expect from your service?

As well as an impartial service, customers can expect a polite, friendly and thoroughly professional service. They will also be offered a complimentary drink, and an air freshener for their vehicle on completion of the test.

What happens after the MOT has been completed?

Customers are asked to complete a feedback questionnaire as we are constantly striving to improve the services that we offer.

Do you get many customers who return to use your service?

Our feedback forms indicate a 99% high satisfaction rate – we set our targets very high. Our website contains testimonials from lots of satisfied customers.

What has given you the most satisfaction?

Passing my LGV driving test was great, it added another string to my bow. There are many opportunities to learn new skills.

How do you promote your service?

Our website contains all the information you should require, from prices through to testimonials from satisfied customers. We are currently looking at other ways to engage with our existing and potential customer. Money saving expert Martin Lewis also promotes Council-run MOT centres on his website, his mantra is, 'Beat repair costs, use Council MOT tests', we couldn't agree more.

Finally, congratulations on becoming a father. How's it going?

Thank you, it's going well. Much like being a mechanic, it's very hands on. ■

Find out more



For more information on the services we offer, visit our website at www.bathnes.gov.uk/

bath_mot or to book an MOT please contact us on 01225 477314 or email us at mot_bookings@bathnes.gov.uk

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