

**Bath & North East
Somerset Council**

EVENTS DIARY

See inside for your
guide to great days
out in the region



connect

The magazine for the people of Bath and North East Somerset | Spring 2012

CARRYING A TORCH

The Olympics is approaching!
What will you do in 2012?

DEVELOPING KEYNSHAM

All systems go in Keynsham
for ambitious regeneration plans



Putting people *first*

Investing in the future of our communities

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Plus!

Essential contact information
for all your Council services

The Independent Living Service

Do **you** need that extra bit of help...but are keen to stay **living independently** in **your home**?



“ We all value our independence, so a service that can be tailored to give you **the help you need to live independently** in your home sounds perfect. What's more, **it may not cost you anything**. So why not give the Independent Living Service a call? ”

Stephanie Cole, actress

Four out of five people are eligible to get the help they need completely **free**

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HOUSING GROUP

**Bath & North East
Somerset Council**



Call us today for more information or for a first appointment!

01225 366196

www.somer.org.uk/independentliving

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

Spring 2012

Welcome to Connect



Welcome to the Spring edition of Connect Magazine which starts to build-up anticipation for a truly once-in-a-lifetime experience that the whole nation can share in the 2012 Olympic Games.

There are all sorts of ways that the Council are promoting that residents can be part of this global sporting event. Some are highlighted on p.14, including the Gold Challenge which many of your local councillors are taking part in, and the whole community can join the Olympic Torch Relay on 22nd May.

Talking of challenges, setting the Council budget for next year in the national financial climate has been a tough one – and there are tougher times ahead. But because we have consistently balanced the books, reduced our borrowings, and made financial efficiencies, the Council is able to freeze Council Tax, protect priority frontline services, and make sensible investments that put people

first and communities at the heart of everything we do.

On p.26 you will find a round-up of what the budget means for you, as well as updates on some of the key investments we are making district-wide, such as the regeneration of Keynsham town centre on p.8, improving Bath's transport system on p.12, and improving local broadband infrastructure on p.27.

“People can expect an open, inclusive Council that will listen to people's views”

Guiding our spending and investment is a refreshed Vision and Values for the Council that set out what local people should expect from us over the coming years. People can expect an open, inclusive Council that will listen to people's views, empower local communities, and make decisions at the right time and level. You can find out more at www.bathnes.gov.uk/vision2012

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



PHOTOGRAPHY: BATH NEWS & MEDIA GROUP

Bath Riverside residents Hannah and Bella Gordon are this issue's cover stars

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News

KEEPING YOU INFORMED
WITH THE LATEST NEWS
FROM THE DISTRICT

PHOTOGRAPHY: BATH NEWS & MEDIA GROUP



Kathy Tate (Sustainability officer B&NES), Paul Berry, Moira Brennan, Cathy Hough (Transition Bath) & Tristan Dewhurst (Bath Preservation Trust)

ECO EVENTS

28 Mar 7-10pm

Understanding What I Can Do To Reduce Energy Consumption In My Bath Home
RetSE, Friends Meeting House, York St

14 Apr 11am-1pm

Home Energy Maintenance and Improvement Workshop (Booking required)
Green House Project, Friends Meeting House

16 Apr 7.30-9.30pm

Introduction to Passivhaus
Transition Bath, Friends Meeting House,

21 Apr 10.30am-4.30pm

Draught Excluder Making Workshop
Funky Art House, Bath Artists Studios

26 Apr All day

Conference: Is Bath Fit For The Future?
SPD launch event (Booking required)
Countess of Huntingdon's Chapel

For more on these events, visit
www.bathhomesfitforthefuture.co.uk
or phone: **01225 477528**

Fit for the future

A PROGRAMME OF EVENTS PROMOTES ENERGY EFFICIENT HOMES

Saving money, keeping the house warm, and helping the environment at the same time might sound like a challenge, but thanks to Bath Homes Fit for the Future, you can discover how to do this.

The scheme is jointly organised by the Council, Transition Bath and Bath Preservation Trust, and runs throughout March and April, including a programme of events and an open homes weekend. It is hoped it will become an annual event, extending to other areas right across Bath and North East Somerset in future years.

The scheme supports the Council's aim to work with the community to reduce carbon emissions across Bath and North East Somerset by 45% by 2026. Community Sustainability Officer Kathy Tate said: "We have been delighted that so many local people have been involved, coming forward to open their homes, volunteering and

running their own events and workshops."

Central to the programme was 'The Open Homes Weekend' which took place on 17 and 18 March. Hundreds of people visited the twelve locations to see first-hand how others have improved the energy efficiency of their homes. Volunteers Paul Berry and Moira Brennan, who opened their house, said: "We renovated our home to make it more energy efficient as we were worried about rising fuel prices. We found that insulation and generating our own power is really important." There was a broad range of energy efficiency measures on show, from low cost to high-tech, and in buildings ranging from a Georgian terrace to a newly built rental home.

There is still time to get involved in activities such as a practical workshop on how to make home energy improvements, a talk on how to choose which energy saving

things to do first in the home, as well as a craft day to make your own draught excluder. The closing event is an all-day conference looking at the way we can sensitively improve the energy efficiency of the city's buildings. Go to the website above for details.

Advice for your house

The council has developed a user friendly planning guide called the 'Sustainable Construction and Retrofitting Supplementary Planning Document' which explains through diagrams how to reduce the environmental impact of buildings. It contains advice about reducing energy consumption and generating your own renewable energy in new and existing buildings. This document will be open for public consultation until the 6th May 2012.

Go to www.bathnes.gov.uk/greenbuild for more information.

**STAY
INFORMED**

Keep up to date with the very latest Council news by following us on Twitter @bathnes



The wheels on the bus

INCREASED SUPPORT FOR BUS SERVICES

The Council has offered investment for a new hourly bus service running direct from Radstock and Midsomer Norton to Bristol via Westfield, Paulton and Hallatrow.

The new improved 379 service starts on April 2 and will increase the accessibility to the city and for many make travelling for work more convenient. The service will run Monday to Saturday. Full timetable information will be available from mid-March from Traveline on 0871 200 2233, or visit www.traveline.info.

Cross-boundary services

Rural bus services across the area are also being strongly supported to ensure decent public transport for local people. With news that North Somerset Council is reducing support for cross-boundary bus services from April, Bath & North East Somerset Council has vowed to continue to fund those most used by bus commuters.



Ensuring decent public transport for local people

The services supported include those running from Keynsham to Wells (683) and from Bishops Sutton to Weston-Super-Mare (834). Both services allow interchange at Blagdon.

For more information about the Council's ongoing commitment to public transport in the region go to page 12.

News in brief

REPORT ABUSE

Residents across the region are reminded that abuse of vulnerable adults, including mental, physical or financial, should be reported immediately with the distribution of new cards to raise awareness of the Council's ongoing 'stop abuse' campaign. These handy sized cards are hot off the press and can be obtained by emailing Karen_Green@bathnes.gov.uk or Melanie_Hodgson@bathnes.gov.uk



PARTY TIME FOR HONEST BUSINESSES

The Council's Trading Standards team celebrated the 100th trader to join its Buy With Confidence scheme by hosting a champagne event at the Guildhall in Bath in February. The successful scheme which promotes local businesses, has been running in Bath and North East Somerset for five years, and is described as 'A badge of honesty for local tradesman', says Robin Wood, Senior Trading Standards Officer. 'Businesses are audited by us so that local people can rely on their standards of work.'

Agencies celebrating at the event included the Police, Avon Fire and Rescue and Citizen's Advice, and is particularly appropriate for services that the public have to trust in their homes, such as plumbers, builders and repairmen.

To find out how your business can join the scheme, visit the Trading Standards pages at www.bathnes.gov.uk



BOOST FOR CHILDREN IN THE SOMER VALLEY

LOCAL SCHOOL AND CHILDREN'S CENTRE RECEIVE A MAKEOVER

Families in Midsomer Norton and Radstock are enjoying their newly refurbished school and Children's Centre funded by Council initiatives to improve conditions and support local families.

Very poor condition buildings have been updated at Midsomer Norton Primary School after a substantial £2.4 million investment. New facilities include nursery, hall, kitchen and office areas, two new classrooms, outdoor play areas, interactive white boards and an outdoor performance area. Plans also incorporated energy-efficient lighting, enabling the school to become more sustainable.

Head Teacher Damian Knollys said: 'It has given a real boost to the children's learning – they are really proud of their school. The better facilities help our teaching staff to continue providing high standards of education.'

Inspiring new buildings

In Radstock, children and parents are benefitting from the full range of services available at the renovated Children's Centre. Designed to support families, the centre offers play sessions for



The renovated Children's Centre in Radstock in action

children, parent groups, support for families who have children with disabilities, post-natal support and Citizens Advice Bureau information.

Services Manager Heidi Limbert said: 'As well as providing somewhere for children to play and make new friends, the centre offers lots of support to parents and carers too.'

Both improvements are part of an ongoing programme of Council investments to develop inspiring new buildings for playing, teaching and learning. Contact Radstock Children's Centre on 01225 396660.

DON'T FORGET

To see how the Council is supporting the improvements in your local area, visit www.bathnes.gov.uk/vision2012

News in brief

WOODLAND PRESERVATION

Midsomer Norton Scouts and Beavers teamed up with Bath & North East Somerset Council to plant 1,000 trees and shrubs along the Five Arches cycleway.

The youth groups concentrated on coppicing a section of trees near Silver Street to re-invigorate the woodland area, diversify the eco-system and attract birds and wildlife to the area.

Ralph Jefferies, Leader of Midsomer Norton Scouts said 'They found it very rewarding to take part in shaping the future of their community because they are set to be the generation that ultimately benefits from these environmental improvements.'

For more information on 1st Midsomer Norton Scout Group, call Claire Spearman 07967 666982, or visit www.nortonscouts.net



Midsomer Norton Scouts in action

HAVE YOUR SAY

This spring and summer residents are invited to express their views on a range of emerging policy documents including a neighbourhood planning guide for the district, a Sustainable Construction and Retrofitting SPD and the allocation of gypsy and traveller sites. Together with the Core Strategy, these documents will guide how our areas develops over the next 20 years. To find out more visit the Local Development Framework Pages at www.bathnes.gov.uk/LDF, call the Planning Policy Team on 01225 477548 or click on 'Have your say' on the Council's website www.bathnes.gov.uk



Better broadband speeds provide benefits for all

Plans for 100% broadband

A request by the Council to join the Connecting Devon and Somerset Broadband programme has been accepted, which, along with funding from the Government, will boost connection speeds across the local area.

The plan is one of the Council's investment priorities (see p.26) and will dramatically improve broadband access and speeds over the coming years for residents and local businesses.

Play your part

The plan for comprehensive local broadband is already in action. Residents need to demonstrate strong demand for faster broadband and show what current speeds and coverage we have in the area. To do this, simply register your interest at www.connectingdevonandsomerset.co.uk, and complete the simple survey.

Alternatively, call the hotline number, 0844 463 6887. The survey was originally due to close on 29 February but has been extended into April to ensure that residents and businesses have the opportunity to participate.

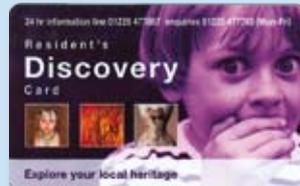
INVESTMENT FOR ROMAN BATHS

Bath's most famous must-see tourist attraction, the Roman Baths, is to benefit from new investment. Following a five-year £5.5 million programme of improvements, the number of visitors to the attraction reached a 25-year peak of 975,000 in 2011, boosted by exceptionally high visitor recommendations. The Council has now secured a £100,000 grant which it plans to use to improve the quality of visitors' experience.

The new work, which begins in February 2013, will help improve the flow of visitors by providing a new route for wheelchair users through the Temple Precinct area and removing six flights of steps. This area, beneath the Pump Room, includes the original remains of the temple steps and the great altar, as well as the life-size gilt-bronze head of the goddess Sulis Minerva. Redecoration will help visitors identify surviving original Roman walls.

The grant is from a £4 million total fund to help improve 36 museums and galleries nationwide jointly funded by the Department for Culture Media and Sport and national charity the Wolfson Foundation.

Residents of Bath and North East Somerset can use their Discovery Card to gain free admission to The Roman Baths and a discount at the restaurant in the Pump Room. Apply for one today, and you'll reap any number of benefits for attractions across our region. Go to www.bathnes.gov.uk/discoverycard for more information.



The Discovery Card is free to local residents

Connect competition

What year is this?

Our photograph, courtesy of the Council's Bath Records Office, shows the Queen Mother in Bath. She was there to open the new City of Bath Domestic Science College, but what year was it?

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: Lisa Crossthwaite from Radstock

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.

STAY INFORMED

For weekly updates of essential news and information subscribe to 'Inform', our free email newsletter. See page 34 for more information.

events diary

With the Olympics and the Diamond Jubilee, 2012 is one of those special years when the celebrations keep on coming



Sport meets fashion in Olympic year

IMAGE COURTESY OF ADIDAS BY STELLA MCCARTNEY. PHOTOGRAPHER: GLEN LUCHFORD
ART PARTNER: LECOMIE AT PREMIER

Bath bandstands

Free concerts

Enjoy free weekly bandstand concerts in Parade Gardens and Royal Victoria Park on Sunday afternoons from May to September. Performers include the popular Bath Spa Band. Early birds can catch Bath Community Big Band and Durrington Walls Wind Band performing sweet brass sounds at Royal Victoria Park on 1st and 2nd April.

IMAGE COURTESY OF BATH SPA BAND



The Bath Spa Band are a joy to hear

Family events

Festival of Music and Sport

The Sulis Sound Track Family Festival at Bath Racecourse combines music and sports activities on Saturday 21 July. There will be two stages featuring established and emerging artists as well as headliners including Jools Holland and his Rhythm and Blues Orchestra. You'll also be able to meet leading sportsmen and women and join the sport activity taster programme. Tickets are now on sale – book early to avoid disappointment! www.bathmusicplus.co.uk



Book now for Jools Holland and his orchestra

APRIL

■ Somerset & Dorset Railway Easter Open Weekend

7 - 8 April Restored Midsomer Norton South Station, signalbox and buildings, buffet coach and brake-van rides. W. www.sdj.co.uk

■ World Heritage Day

22 April Events and activities for all the family, including a Roman encampment on the Royal Crescent lawn and a chance to try stone carving. e. visitbath.co.uk/whats-on/world-heritage-day T. 01225 477584

■ Jambusting Commuter Challenge

Till 27 April Reduce congestion on our roads by trying a more sustainable way to commute, with prizes for individuals and workplaces. Register now! W. www.travelwest.info

■ Patchwork Quilt Exhibition

Till 31 May Radstock Museum hosts a third major exhibition of patchwork and quilting. E. www.radstockmuseum.co.uk T. 01761 437722

MAY

■ Museums at Night

19 May Experience the Roman Baths at their most atmospheric on this evening for the International Museums at Night

event. www.romanbaths.co.uk
T. 01225 477757

■ Olympic Torch Relay

22 May The London 2012 Olympic Torch makes its way through the city of Bath. For route and activity details, visit W. www.bathnes.gov.uk/torch2012

■ Bath Fringe Festival

25 May – 10 June Bath's biggest arts festival promises over 150 events, with a visual arts programme spread across the city, and fringe theatre. W. www.bathfringe.co.uk

■ Bath International Music Festival

30 May – 10 June A dynamic mix of world-class performances taking place throughout the city at various venues. W. www.bathmusicfest.org.uk
T. 01225 463362

JUNE

■ Jubilee in the Park

2 June Celebrate the Queen's Diamond Jubilee in the Memorial Park, Farrington Road, Paulton, 1pm till late. W. www.yourpaulton.org

■ Sky Ride and Family Fun Day

3 June Dig out your bike clips for this mass participation event W. www.leisureandculture/sporthealthfitness

Exhibition

Sport and Fashion

In this Olympic year, this special display at the Fashion Museum, Assembly Rooms, Bath, examines the close connection between active sportswear and fashion by showcasing examples of historic sportswear from the museum collection alongside modern fashions and the very best of today's sportswear.

www.fashionmuseum.co.uk

■ Jubilee Celebrations

3 June Afternoon activities for children and evening family entertainment at West Clewes, Midsomer Norton.

W. www.midsomernorton-tc.gov.uk
T. 01761 418701

■ Peasedown Jubilee

4 June Popular community event with live music, hot food, a look back at Peasedown in the 1950s, a giant family picnic, the Sara Holley Community Award and much more. 12pm to 7pm. W. peasedownpartyinthepark.org

■ Diamond Jubilee Picnic

5 June In Bath's Royal Victoria Park, free family craft and music workshops, plus music from Bath Philharmonia, and ABBA tribute act Bjorn Again. W. www.visitbath.co.uk/whats-on/diamond-jubilee

■ World Heritage Concert

8 June Singer-songwriter Joan Armatrading appears at the Forum, Bath showcasing songs from her new CD. W. www.bathmusicplus.co.uk
T. 01225 463362

■ Olympic Sports For All

19 June – 30 August New exhibition with stories of local sporting heroes plus displays and info from local sports clubs. W. www.radstockmuseum.co.uk

DON'T FORGET

To find out about other exciting festivals and events in the area, visit www.bathnes.gov.uk/events

The view from Temple Street showing shops fronting onto the new market square



It's all systems go

The Council's ambitious regeneration plans for Keynsham are all set to become a reality, with work to deliver a thriving future for the town

Keynsham's future is looking distinctively rosy. Progress on the Council's vision for breathing new, vibrant life into the town has gathered pace and the regeneration scheme is now almost ready to go into action.

Funding for the £34 million scheme is firmly in place and the formal planning application was in the final stages of being prepared as Connect Magazine went to print. A partner to help the Council deliver the project has already been selected. Willmott Dixon Construction will be responsible for the design development, demolition and construction, with economic, environmental and social sustainability underpinning all of their work.

Work is due to commence in August this year, with demolition starting at the end of the summer and new buildings beginning

to go up at the end of the year. The entire project will take around two years to complete, and expectations are that all the work will be finished and the final touches put in place in Summer 2014.

Listening to you

Hundreds of people have viewed the plans for the scheme and given feedback at a wide range of events. They have also seen a fantastic looking computerised fly-through which is still available on the homepage of the Council's website.

Andrew Pate, the Council's Strategic Director for Resources, said, "Comments were invited from everyone, giving local people the opportunity to help shape the proposals and have a real say in the future of their town. Many of these are reflected in the final design plans. The Council is now

Fact File

- £34 million investment
- Pedestrian priority on the high street
- 20,000 sq ft of new retail space
- New One Stop Shop – comprising of library, local services and community space

looking forwards toward delivering this project successfully and improving the heart of the Keynsham community."

A dynamic scheme

The exciting redevelopment of the existing Town Hall site will include 20,000 square feet of new modern retail space, a town square and market area. A new civic building will include a One Stop Shop where people can access Council and other public sector organisation services, a library and a community space designed for host meetings and events including performances and presentations.



The ageing town centre will be regenerated and transformed

The building provides a perfect opportunity to showcase Keynsham’s history, and a Roman mosaic is to be placed into the floor of the library (protected by glass so people can walk over it).

“Our emphasis is not just on delivering a great development but ensuring we genuinely support the local community through our work”

As part of the development, the Council will have replacement, environmentally-friendly offices above the retail space. There will be significant investment in streets and public spaces beyond the new development. In the High Street it will be all change for pedestrians, with wider footways, new planting, new spaces to enjoy and relax in, and plenty of bicycle parking ensuring that they have priority. As we went to print, the Council was analysing feedback from proposals to create a one-way system south bound on the High Street.

Designed for sustainability

New buildings will minimise energy use

One of the key aspects of the new development’s buildings is the minimisation of energy use. As well as making sound environmental sense, this approach will also reduce the amount that the Council spends on annual running and maintenance.

Ensuring outstanding energy efficiency is a priority of the project, which is why the buildings have been designed to achieve the highest ‘A’ rating under the Government’s Energy Performance Certification scheme. This will mean a reduction in the region of 70% on the current Council offices carbon footprint.

The huge saving in energy consumption will be achieved through clever building features, these include:

- Natural ventilation rather than air conditioning, which should significantly reduce the amount of energy used

as well as creating a healthier indoor environment.

- A large amount of glass plus high ceilings to bring in as much natural daylight as possible, minimising the need to switch on artificial lights.
- High levels and standards of insulation to reduce the amount of heating needed, with buildings largely self-heating for most of the year.
- Solar photovoltaic cells mounted on the roof, which will generate around 30% of the buildings’ total energy requirements.
- A timber frame, which will reduce carbon emissions to less than 25% of the considered norm for new buildings. Locally sourced lias stone and brass is being used in the construction.



All the buildings have been designed to minimise energy use

The aerial view from High Street showing the new market square



A new One Stop Shop forms part of the exciting new development



Dr. Peter Roberts, Chairman of the Keynsham Heritage Trust and member of the Community Focus Group which has helped shape the proposals, said, "These plans hold great promise for our town after the blow it received with the closure of the Somerdale factory. They represent an opportunity to create a vibrant, modern town and it is excellent news that the project is moving along so well. The fact that the Council has listened closely to the views of the local community is extremely welcome."

Wider benefits to the town

The increase in retail space in the town centre and beyond will create new jobs for the town and a surge in interest in the area. Council Strategic Director for Major

Projects John Betty explains, "The regeneration of the town centre will make the town centre a more attractive and pleasant place for people. This will help attract private sector investment in the town and help us create new opportunities, jobs, and greater prosperity for residents. It is one part of an overall plan to revive the fortunes of the town."

Keynsham residents will also be seeing further investment and significant benefits in the town.

Cadbury Somerdale: the new owners of the site, Taylor Wimpey, are planning to invest over £50 million in 700 homes, business units and community facilities. The Council will be liaising with the developer to encourage plans that fit in well with its overall vision for Keynsham's regeneration.

Riverside: The Council hopes to work with partners and ensure a development plan for Riverside is created, including for the office space it will be vacating.

New homes, new jobs: A significant growth in the number of people living in and around Keynsham will generate more

business for local traders and service providers. To meet demand for housing, expectations are that some 1,500 new homes will be built across the entire Keynsham area over the next few years.

Less space, more savings

The regeneration also plays a much wider part of the Council's efforts to become even more financially efficient. The organisation is reducing the office space it needs from 12 buildings to 4 to make savings for the local taxpayer.

Plans are to have Council offices on four sites: in Keynsham, Bath – at Lewis House and Northgate House – and Midsomer Norton. Staff at all locations will be organised so that those working at each office will be most relevant for the local area. The reduction in the number of offices will also free up much needed office space for the private sector and will be cheaper and greener.

Andrew Pate, concludes, "The result will be better and more efficient services for the public and considerable savings for local taxpayer. There really is a district wide benefit to the regeneration of Keynsham town centre." ■



The new civic building will include space for events

Find out about the Keynsham Regeneration Project, view a number of visuals and even a 'fly-through' at www.bathnes.gov.uk/keynshamregen



Calling All Schools ...

We want to hear from **ALL SCHOOLS** so we can tell you how you can get involved in our exciting project called **Jubilee Time after Time**. Many of you will already have projects that link you with the elderly in your communities. We would like to talk to you about how you could incorporate **Jubilee Time after Time** in the months ahead or how you might like to consider introducing a project between now and the celebration of the Queen's Jubilee this June.

We welcome your project ideas and there will be **FIVE £500 awards for the most innovative.**

Email our Project Manager Fran Hardwick on fran@jubileetimeaftertime.org.uk and she will contact you

There's a short information film for you to see on ...

www.jubileetimeaftertime.org.uk

*We are celebrating the 60 year
Diamond Jubilee of Her Majesty the Queen*

Jubilee Time after Time is a Golden-Oldies initiative. We are a charity that is based on singing and we have a special song called "Diamond Day" on our website that you can download as lyrics and keyboard score (or as a backing CD) to learn and sing at your school with the elderly. We want you to know however that your project does **not** have to involve singing! Let's celebrate The Diamond Jubilee of Her Majesty The Queen in a very special way here in Bath & North East Somerset!

The Goldies singing groups offer fun sessions where elderly people come together to sing the popular hits of the 50s, 60s and 70s with songs from Sir Cliff Richard (our Patron), Elvis, Dusty Springfield and Tom Jones!

The weekly singing sessions give people something to look forward to and encourage the making of new supportive friendships through having fun together. Goldies CYMRU has recently been launched in South Wales. A recent independent study by the University of Bath concluded that: *"The Golden-Oldies enhances health and well-being and strengthens and stimulates communities."* Dr Barbra Teater



LOTTERY FUNDED



Getting into gear

The revised Bath Transportation Package promises enhanced bus routes, more information for users, and cleaner, less congested streets

After so much preparation and work, it is great news that we can finally put our plans to improve Bath's transport network into action," explains Peter Dawson, Transport and Planning Policy Group Manager for the Council.

As soon as the Government announced that they planned to award the Council with over £30 million to implement the Bath



Real time information screens are to be adopted

Transportation Package (BTP) that will increase the area's Park & Ride capacity, revamp key bus routes, and enhance the city centre environment for pedestrians and cyclists, work started immediately to make the plans a reality.

Already, the Council has consulted with local people on the nine key bus routes about the type of shelters that will be used, and timetables are being drawn-up on when the expansion of the Park & Ride sites at Lansdown, Neubridge, and Odd Down will take place.

Residents will see work beginning on the various elements of the BTP from mid-2012 and this will continue until early 2014.

Many benefits

Residents will see some major changes in how Bath's transport network will work and they will benefit in many ways. Firstly, because Park &

Fact File

- Over £30 million investment in transport
- 870 extra Park & Ride spaces
- 9 showcase bus routes
- 14 bus services to benefit
- 90 new & 90 replacement shelters

Ride capacity is increasing by 50% to 2,860 spaces, they are less likely to be full at key times. Peter Dawson says, "Out-of-town commuters are finding our sites full by midday, meaning they are driving into an already congested city centre to find a car parking space. Expanded sites will make this less likely to happen, meaning that local people will find the city centre less congested and easier to move around."

Secondly, bus passengers on nine key routes, which are served by 14 bus services (1, 2, 4, 5, 6, 7, 10, 12, 13, 14, 17, 18, U18 and SPA1), will benefit from have digital real time information screens (RTI), allowing users to see exactly when their bus is expected. RTI will also be



The Bath Transportation Package (BTP) will encourage carspark outside of the city centre

Greatly expanded Park & Ride capacity will benefit visitors, commuters and shoppers



PHOTOGRAPHY: ANNA BARGLEY AND SAM FARR

The changes will render this a thing of the past



Extra park and ride spaces means that the city centre will be less congested

available via the internet and telephone, allowing bus users to check times even before they leave home.

There will also be more bus shelters and bus priority measures allowing speedier journey times. "Better bus information, improved shelters, and better access from stops will help encourage more people to leave their cars at home and use the bus," said Andy Strong, Council Public Transport Team Leader.

"In addition to extra Park & Ride spaces, nine key bus routes will be upgraded"

Thirdly, permanent variable message signs on seven major routes into the city warning drivers of potential delays, with similar signs in the centre directing motorists to car parks where there are spaces. The signs will provide headline travel information, such as live journey times and the availability of Park & Ride spaces, allowing motorists to make an informed judgement about their onward journey into Bath. Additional work in the city will include timed access restrictions for cars and delivery vehicles on key streets.

Local employer support

The progress on the plans is welcomed by some of the area's biggest employers, like the Royal

United Hospital, Bath. Howard Jones, Director of Estates and Facilities at the Royal United Hospital Bath NHS Trust, said, "The Trust encourages the use of sustainable transport where possible, including the Park & Ride services. As a vital public service and a major employer, we welcome the Council's plans to tackle congestion, create a healthier environment and offer improved opportunities to access Bath."

The BTP also benefits local business as the transformation of the city centre into a more attractive and accessible place, which is likely to attract more visitors and so contribute to the growth of the visitor economy, which will in turn benefit local traders.

Boosting the local economy by encouraging private sector businesses into the area is an important part of the Council's proposals. The plans include developing the required infrastructure to support new businesses, particularly at the emerging Bath Riverside 'City of Ideas' Enterprise Area.

"These proposals not only make good environmental sense and tackle congestion, they also support economic growth of our whole area by encouraging new businesses which will, in turn, create new jobs for local people," concludes Peter Dawson. ■

Transport news

It's electrifying

There is positive news for our area's rail commuters. The Government's £700 million plans for electrification of the Great Western main line between London and Cardiff are to go ahead. Another initiative will see the introduction of a new generation of intercity trains to run on the line. Reports suggest that rail commuters could see their journey time between London and Bath reduced. Work is planned to start in 2014.

Just the ticket

Buses in the area are now being equipped with 'smart' ticket readers, which can read concessionary passes and confirm their validity. We have produced some information for pass holders, which will be displayed in our council connect offices, libraries, on buses and on the Council website at www.bathnes.gov.uk/diamondtravelcard

For more about the plans being put into action go to www.bathnes.gov.uk/bathpackage

A team of local councillors has signed up for the Gold Challenge



What will you do for 2012?

With the Olympic Torch coming through Bath, two community challenges ask 'What will you be inspired to do?' and 'Will you make a local difference?'

With the 2012 Olympic and Paralympic Games drawing closer and the Olympic Torch passing through Bath on Tuesday May 22nd, it's time to plan how you can get involved.

Lynda Deane, the Council's London 2012 Lead Officer, explains: 'The Olympics and Paralympics is an opportunity for everyone to get involved, whether it's planning an event or activity to celebrate the Games, trying a new sport or challenge, organising a themed quiz night or street party in your local community on the Opening Night, or coming out to watch the Torch Relay as it passes through the area.'

'This is a once-in-a-lifetime opportunity, and the Council wants people to get inspired, get excited and get involved!'

The Olympic Torch Relay will wind its way from the University down Bathwick Hill, through the city over Pulteney Bridge, around the Circus and Royal Crescent, before heading towards Bitton. Local groups will be singing, dancing and entertaining spectators while they wait along the route.

For full details of the Torch Relay route plus activities and events planned to celebrate London 2012 in Bath and North East Somerset, visit www.bathnes.gov.uk/torch2012

Taking Part 1: Going for Gold

Inspired by London 2012, a group of Bath and North East Somerset councillors are shedding their suit-and-tie attire in favour of trainers, shorts and pedometers.

Councillors have become some of the first residents in our area to sign up to the national Gold Challenge, which aims to challenge everyone to try an Olympic sport while raising money for charity, under the strap line 'What will you be inspired to do for London 2012?'

Councillors will be running, walking, jogging, swimming and rowing 2,012km during 2012, and aiming to raise £2,012 for their chosen charity Dorothy House.

Human power

'We all agree this is a initiative which benefits the whole community,' says Councillor Martin Veal. 'It is possible to work almost any activity into your challenge. You are only limited by your imagination.' Indeed, Martin and fellow councillor Dave Laming are aiming to include towing Dave's barge along the canal... not by engine or even horse power, but by human

power. 'The planning is still in the embryonic stage... It can't be just me pulling and Dave as captain!' laughs Martin.

While the Gold Challenge is bound to inspire similarly out-of-the-ordinary fundraising activities, the majority of the councillors are planning to build their miles into their daily routine.

'I will continue what I love already, walking and a bit of running to keep fit,' says Councillor John Bull. 'The great thing is, you don't have to be a budding athlete to take part.'

Councillor Nigel Roberts agrees. 'Cycling as part of your normal daily activities can yield much the same improvements in physical performance as specific training programmes.'

Under the banner 'What will you do for 2012?', Bath & North East Somerset Council is asking residents to join the Gold Challenge and try an Olympic sport. The Gold Challenge is one of the official mass participation legacy programmes for London 2012. ■

For more information visit www.goldchallenge.org/bathnes

Taking Part 2: Join the Gold Rush

It is not only world-class athletes who make use of the University of Bath's renowned sports facilities and services – they are also fully open to the public.

Now the University is gearing up for the 2012 Olympic and Paralympic Games with a series of events designed to encourage local people to try a sporting challenge, called the Gold Rush.

The first Gold Rush event took place in January when the University's staff were invited to sample a range of activities for free, including the state-of-the-art fitness suite, the 50-metre pool, fitness classes and even the bobsleigh push-start track.

Paul Reddish, from the Department of Physics, said: 'It was brilliant to be able to have the opportunity to try out so many different sporting activities that are available on campus.

“We hope they will help inspire the whole community to be more active”

I really enjoyed it, especially the X-biking. I'll be doing that at least once a week now!

Next up is the Gold Rush Corporate Charity Challenge on Friday 27th April, when fundraising teams from local businesses have the opportunity to compete in a one-day team

sporting challenge covering a range of activities, including beach volleyball, bobsleigh, goalball, a run/shoot using laser pistols, and a gym challenge. All proceeds will go to the British Paralympic Association. The entry deadline is 6th April and you can download an entry form at www.teambath.com/sport/olympic-paralympic/gold-rush/corporate-charity-challenge

There's also a Gold Rush Open Day scheduled for Saturday 23rd June, when the University of Bath Sports Training Village will be throwing open its doors to give the public

a chance to participate in a wide range of free activities. The day will include the annual Olympic Day Run, which the University hosts on behalf of the British Olympic Association.

Stephen Baddeley, Director of Sport at the University of Bath, said: 'This is a great year



University staff gear up for the games

for our region and the University of Bath. Lots of athletes are currently training at the Sports Training Village. It's terrific to see some local talent aiming for the top.

'We hope they will help inspire the whole community to be more active and join us in celebrating the build-up to the greatest sporting show on earth.'

The University's Gold Rush events are organised in conjunction with the Gold Challenge, the UK's first Olympic and Paralympic sport-based charity challenge and part of the London 2012 legacy programme. ■

For more about the Corporate Charity Challenge and Gold Rush Open Day, visit www.teambath.com/sport/olympic-paralympic/gold-rush

Taking Part 3: Join the Quest – Healthy Living Kids



Billy and Yasmine show support for the Olympic ideals

Walking to school, eating home-grown fruit and veg, exercise, recycling, zero littering... these family lifestyle choices are central to an initiative thought up – not by health professionals – but by local school children as a way to celebrate London 2012.

From 21-25 May, the week the Olympic Torch arrives in Bath, 170 seven to eleven year-old children of Saint Saviour's Primary School are leading all Bath Primary and Infant

Schools on a Healthy Living week challenge, when good food, exercise and eco-awareness will form the core of their activities.

Make a local difference

'It's a great idea. Even better because it was thought up by the children themselves,' says Headmaster, Kevin O'Shea. 'Each day has a theme – healthy eating, exercise, no car day, growing, and litter and recycling.' Indeed, when the pupils presented their idea at the Guildhall last summer at the Council's annual

Children's Parliament, Healthy Living Week was embraced as an idea which could be taken up by other schools, and 62 other schools are being invited to join in. 'A large number of children striving together to achieve for the wider good is a reflection of the Olympic ideals,' says Mr O'Shea.

“Quest for 2012 invites you to make a local difference”

Healthy Living Week is part of 'Quest for 2012', Bath and North East Somerset's response to the Cultural Olympiad. From now until October 2012, the Quest project invites residents to set community challenges that 'make a local difference'. These might include: community clean-ups, sponsored walks, growing food initiatives, or individual projects such as researching a family tree.

Quest invites everyone to help create a 2012 People's Archive – to tell the story of this special year through the eyes of local people. You can send in your photos, films and stories of 2012 to the Quest website. ■

Start now and contact Kate Orchard, Cultural Olympiad Quest Project Manager on **01225 396059**, or email: kate_orchard@bathnes.gov.uk



Centres of excellence

Our Recycling Centres have achieved highest ever levels of recycling

You have probably visited one of our three household Recycling Centres to get rid of something you no longer want, such as an old sofa or fridge. In the past, these centres used to be known as 'the tip' as everything brought here was sent to landfill. But with precious resources running out, the cost of sending our waste to landfill increasing and the pressure on us to reduce our carbon footprint, the role of these centres has radically changed, and we now aim to recycle as much as possible instead.

In October 2011 we recorded our highest ever monthly recycling rate where we recycled 79% of the waste brought into our Recycling Centre at Midsomer Norton. And we predict that between April 2011 and the end of March 2012, we will recycle an average of 74% from the three centres.

The success of the centres is due to both the customers (you, the residents) and our staff. We can now separate around 35 different materials for recycling ranging from furniture to fridges, hairdryers, garden waste and TV monitors. Each material is taken to a specialised factory where it goes through various processes to separate the different materials such as metals or plastic before they are recycled into new products.

The waste that does not get sorted will be sent to landfill and will not get recycled – in

just landfill tax alone from 1 April 2012 this will cost the Council £64 per tonne. From April 2011 to April 2012 we will have sent 6,477 tonnes of waste to landfill from these three centres costing us a total of £449,312.

We provide Recycling Centres free for household waste only, not business waste of any kind. Businesses can pay to get rid of their waste at our Waste Transfer Station. If you are employing a trader to do some work on your home it is their responsibility to take the waste away, so please check with them when getting your quotes for the work.

What's new?

We asked Mark Hambly, the council's Recycling Centre Manager, if there were plans to separate any new materials for recycling. 'We are always looking for opportunities and exploring new markets for materials. We put aside reusable furniture to sell at our council furniture sales. We run the sales in Keynsham when we have enough stock. We know it is better to reuse things than recycle them. My advice would be to try and get rid of things in good condition or pick up things you want for free by using websites such as www.freecycle.org.'

Van permit improvements

One of the problems we get at our Recycling Centres is businesses trying to illegally bring

Proposed changes to opening times

Over the past months we have been looking at ways to reduce costs at our Recycling Centres. We have carried out on-site surveys and traffic counts and have decided to reduce the opening times at all three Recycling Centres starting in April. At time of going to press, the changes were still being confirmed so please see our website or contact Council Connect for latest details before you visit.

in their waste. To help prevent this, residents who currently wish to bring their household waste into the Recycling Centres in a van or trailer have to apply for a free van permit, which allows them 12 visits per year. In April 2012 we are installing an electronic automatic number plate recognition (ANPR) system at all centres. This will electronically capture and record the vehicle registration number of each vehicle that enters the sites.

Once ANPR is fully installed, it will mean we can make some improvements to our van permit scheme. You will still need to apply for a permit but it will be electronic and will automatically record each visit you make to the site. You will be able to apply for it online

Recycling cartons

Tetra Paks can now be added to your blue bags

You can now recycle your food and drink cartons (Tetra Paks) with your cardboard in the blue bag as part of the Council's weekly kerbside recycling collection service.

According to Tetra Pak, UK households consume an estimated 57,000 tonnes of paper-based cartons every year – the equivalent of 331 blue whales. That's 2.3kg per home. In the past, cartons have been difficult to recycle as they are made from a

mixture of 70-90% paperboard, aluminium foil and plastic but with improving technologies they can now be recycled.

Squash your cartons

All sorts of products can be made from recycled drinks cartons including envelopes, plasterboard liner, paper carrier bags, broom handles, roof tiles and even garden furniture.

Lucy Powell, resident of Bath, said, 'I'm really pleased that this new service is available from the Council. My family will definitely be using it because we no longer have to put cartons in the refuse and we are helping to protect the planet for future generations.'

Please empty, wash and squash your cartons and put them with your cardboard in your blue bag – by squashing your cartons, you can fit in three times as many, saving space both in your container and the collection vehicle. One way to squash them is to flatten under your foot. And remember to flatten, fold or cut all cardboard so that it fits into your blue bag. ■



Lucy and son Toby about to fill their blue bag

or in person at Council Connect customer service points. If no further checks are needed, we can issue the permit much more quickly. We will also be able to issue automatic renewal reminders to you.

We have also installed CCTV at all our Recycling Centres to help make them safer for residents and staff and to increase security.

Working at the centre

We talked to Sam MacDonald, one of the six apprentices employed by the council at the Recycling Centres. 'My job is to answer queries and help customers when they need it. I make sure customers put their things in the right containers and take them out if they don't. One of my jobs is to pick through some of the black sacks of rubbish brought in to take out any recycling – some customers put things they can recycle, like cans and bottles in the black sacks and put them in the landfill container – we pick up the bags with a long hook and try to hand

pick items out so we can recycle as much as we can.

To help us I'd ask customers to please sort their recycling before they come and remind them they should only put in their black sacks what they can't recycle. And please ask us if you are not sure where to put stuff.

We get some weird things brought in that we can't accept. We get a lot of knives and sometimes shot guns and ammunition which we take to the Police. Once we got a wooden coffin lined with red velvet – luckily it was empty!

One day a week I go to Norton Radstock College to do an NVQ 2 course. This really helps with my job and I'd recommend the Apprenticeship scheme to others.'

For full details of what you can take to our Recycling Centres please check our website www.bathnes.gov.uk/wasteservices – there are restrictions on some materials such as asbestos, tyres, rubble and soil and demolition waste. ■

Give & Take events

■ **Saturday 12 May 2012**, Saltford Hall, Wedmore Road BS31 3BY
10 am – 2pm

■ **Saturday 22 September 2012**, Conygre Hall, Timsbury, 10am – 2pm

An opportunity for you to pick up a bargain for free – bring things in good condition you no longer need and pick up something you do need.

For more details see the Events section on our website, go to

www.bathnes.gov.uk/wasteservices



Rebecca Minder picks up some bargains for free at Peasedown Give & Take day

New garden waste charges

From 1 April 2012 the collection charges for our fortnightly garden waste collection service will be as follows:

- Wheeled bin 140 or 240 litres £32.60 per bin per year hire, plus initial bin delivery charge of £2.70
- Council paper sacks £1.50 each

Don't forget, you can take your garden waste to our Recycling Centres for free, or why not try home composting? See our compost bin offers at www.getcomposting.com

Visit www.bathnes.gov.uk/wasteservices for more information about your recycling, composting and rubbish collections, or contact Council Connect at councilconnect@bathnes.gov.uk or 01225 39 40 41 or text 07797 806545

There are many reasons to dine at the

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01225 446656 • www.themintroom.co.uk

Delivering care

Sirona Care & Health is dedicated to providing community health and adult social care services with skill, compassion and respect

Message from **Janet Rowse**, chief executive and **Simon Knighton**, chairman

Sirona Care & Health is the new organisation in Bath & North East Somerset providing community health and adult social care services previously provided by the Primary Care Trust and the Council.

Our services have a long history in the local area and have earned a well respected reputation in the communities they serve. Many of them are leading-edge and have received national awards for their innovation and quality.

We pride ourselves on being public servants, committed to excellence in all we do”

Being a Community Interest Company, we are a not-for-profit social enterprise, which means we work purely for the benefit



Customer care is at the heart of what we do



Simon Knighton, Chairman, and Janet Rowse, Chief Executive of Sirona Care & Health

of our service users and communities. Any surplus money we have will be reinvested into the company to ensure we can achieve our aims and objectives – we do not work for shareholders or pay dividends or bonuses.

Care and support

We ask all our staff to provide care and support as they would choose to receive it for themselves or for their loved ones, and to take personal responsibility for the reputation we have and the standards we deliver.

Whenever you come into contact with any of us at Sirona we want you to know that in addition to giving you the care and treatment you need, we will also make sure that you are treated skilfully and with dignity, compassion and respect.

Our services remain publicly funded and we pride ourselves on being public servants, committed to excellence in all we do.

If you want to know more about our services do please visit our website at www.sirona-cic.org.uk or contact our Customer Care Team on 01225 831403. ■



Helping patients get back on their feet

Reablement

One of Sirona’s key objectives is to make sure that people can access the services they need quickly and easily.

One area where this is being achieved is in the new Reablement Service, which has brought together specialist social care and health staff into single teams with bases in Bath, Midsomer Norton and Keynsham.

Their role is to provide short-term help to people recovering from an illness, including assistance with personal care, physiotherapy and occupational therapy.

Caroline Latham, a qualified nurse and social worker, has been spearheading the project and says: ‘Both our previous teams were high performing, but by bringing them together we can improve this further and provide the best experience for service users, reduce bureaucracy and get rid of waiting times.

‘The vision is that everybody receives the right care at the right time and we reduce people’s need for long term care by helping them to reach their own goal and remain in their own homes for as long as possible. We also want to make sure that if they need to go into hospital we help them to return home quickly.’

Lymphoedema care

Sirona Care & Health is at the forefront of lymphoedema care in the South West with a pioneering service spearheaded by specialist nurses Jackie Mackenzie and Paula Byrne.

Lymphoedema is a condition which causes chronic swelling and can affect any part of the body although it is seen most commonly in arms and legs. The common cause is cancer but it can also be caused by obesity, neurological conditions and vein problems.

The build-up of fluid can cause physical

and psychological distress for people and problems include being unable to find clothes or footwear to fit, immobility and functional

“It is really important that care is personalised”

difficulties. It can also affect an individual’s ability to work or care for themselves and maintain independence at home.

The service run by Sirona is having a huge impact on the quality of life for those who use the service.

Tailored treatment

Once referred and diagnosed, Jackie and Paula tailor their treatment to the patient offering advice and a combination of treatments including skin care, exercise, Manual Lymphatic Drainage (MLD) and compression therapy.

Jackie and Paula say: ‘It is really important that care is personalised to suit individual patients who have a variety of needs, wishes and goals’.

“Many patients have already been



Showing we care

treated successfully and in some cases people who have suffered a severe loss of independence are finding a new lease of life.”

Jackie and Paula recently presented their work to the Sirona Care & Health Board of Directors and are pictured here with Simon Knighton, Chairman of Sirona Care & Health receiving the quarterly Quality Award for their work. ■



Jackie and Paula receive a Quality Award for their work

Extra Care changes lives

Ossie Bunn believes life changed for him when he moved to Greenacres Court in Midsomer Norton. The 80-year-old is benefiting from living with Extra Care provided by Sirona Care & Health, which is an alternative to residential care and gives Ossie and dozens like him increased independence.

Ossie had been in a warden controlled flat but it was at the top of a steep hill, so he felt confined and visits from home care and family passed too quickly.

‘I can’t believe how much my life has changed,’ he says. ‘Greenacres Court is well situated and due to my increased confidence I go out on my scooter every day. I have a personalised number plate for it, which I’m very proud of, and feel people in the community recognise me, especially in the local shops and cafes.’

‘There are lots of activities laid on and I participate in all of them. I can

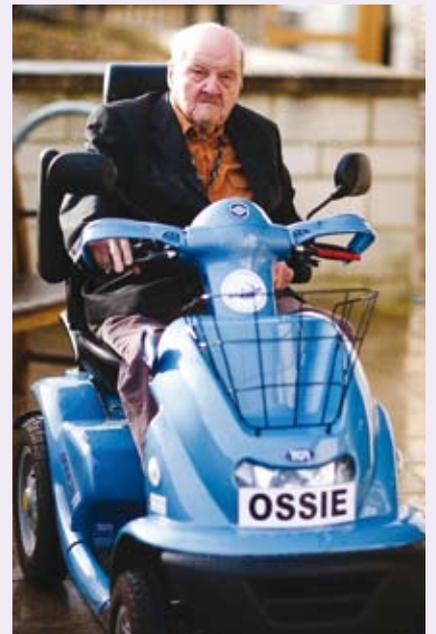
manoeuvre my scooter in and around the complex easily. Being in an Extra Care Housing Scheme has really improved my quality of life; I am so happy and always have a laugh with staff who provide excellent quality of care alongside a feeling of belonging.

‘I would recommend anyone to move into Greenacres Court.’

Sirona Care & Health works with social housing partners to provide Extra Care housing schemes in Midsomer Norton and Bath.

Anne-Marie Stavert is the Registered Manager for the schemes. She says: ‘It is housing with care. It is like home care in the community but sited in a building. People live in their own flats and receive planned visits from the on-site team to support them and to enable them to live as independently as possible.’

For more, visit www.sirona-cic.org.uk



Ossie gets out on his scooter every day



New parents will receive the support they need

Health visitors

Health visitors in Bath and North East Somerset will be leading the country in the way they care for new parents and pregnant women with a new Government initiative launching in March.

The Sirona Care & Health team is one of only two in the South West piloting the scheme, under which more trained staff will be recruited over the next three years.

There are 10,000 children on the books of the team of health visitors, who work in teams in Bath, Keynsham, Paulton and Chew Valley. From March new parents and pregnant women will see a health visitor more, know who their health visitor is and see their health visitor in the community as well as at home.

Coincidentally 2012 also sees the 150th anniversary of health visiting in the UK.

Support and advice

Chrissie Hardman, head of children's health services for Sirona Care & Health, said: 'By having more health visitors and changing the way we work, we will be able to offer more support and advice in the home.'

'Different families need different levels of support, and this system will ensure that each will receive the help and support they need.'

Penny Hazelwood, clinical lead for Health Visiting, said: 'MP Frank Field in his review on poverty argues that by the age of three, a baby's brain is 80% formed, and his or her experiences before then shape the way the brain has grown and developed.'

'That is not to say, of course, it is all over by then, but a child's ability profile at that age is highly predictive of their profile at school

Points to remember

The services provided by Sirona Care & Health remain publicly funded, so healthcare continues to be free at the point of delivery.

Contributions/charging for social care services will continue to be made in line with individual Local Authority Fairer Charging Policies.

As a patient, service user, relative or carer you may sometimes need to turn to someone for on-the-spot help, advice and support. Our Customer Care Service will help you to sort out any concerns you may have about the care we provide and can guide you through the services available from Sirona Care & Health.

entry. And, he argues, children who arrive in the bottom range of ability tend to stay there.

'That's why support in the early years is so crucial. Research shows that children who are nurtured and loved will also have improved emotional development and be equipped to deal with what life throws at them.'

Bath and North East Somerset is one of two areas in the South West, along with Cornwall and the Isles of Scilly, piloting the scheme. To be selected, the team had to demonstrate a high level of care already in place.

Penny adds: 'We want to ensure that we all contribute to the journey from pregnancy through to school entry, in partnership with midwifery and children's centres.' ■

To find out more, call **01225 831403** or visit **www.sirona-cic.org.uk**

News in brief

Can you help?

Volunteers: Volunteers make a huge difference to the patients in our care in Community Hospitals.

Volunteers provide a friendly face and company for those patients whose families are unable to visit.

Volunteers are able to support the patients in many ways from reading to them, playing board games and helping the patients to undertake activities like knitting. Some volunteers undergo training so that they are able to assist patients to eat.

We are always looking for new volunteers and would love to hear from anyone who has a particular skill like playing an instrument or knitting who may like to volunteer to work within the Hospital Wards.

Should you wish to find out more please contact Debbie Nicholson at Paulton Hospital on 01761 408360 or Anita Pope at St Martins Hospital on 01225 831688

Trustees: The Lifetime Children's Trust provides funds for equipment and items to give additional value to families who benefit from the Lifetime Service, which looks after those with life-threatening, life-limiting or complex conditions.

It also holds a party each New Year to give families the chance to meet others in similar situations and provide fun activities for the youngsters.

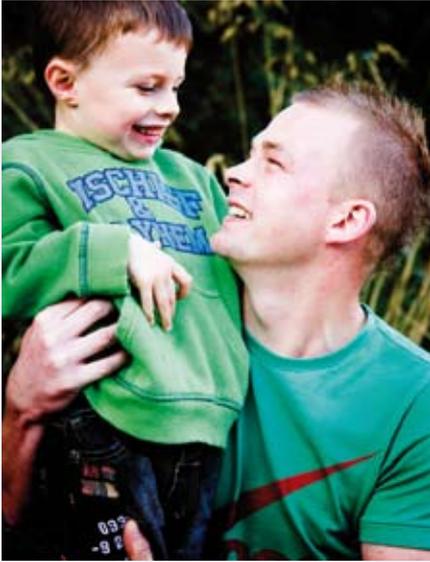
The Lifetime Children's Trust has a fund-raising page at www.justgiving.com/lifetimecic and anyone wanting to be involved as a Trustee should contact Brenda.Yorston@sirona-cic.org.uk or 01225 731624

Presentations

■ Presentation on patient safety: March 8, 1pm, Bishop Sutton Village Hall, Wick Road, Bishop Sutton, Bristol BS39 5XD

■ Presentation on extra care: April 26, 1pm, Wansdyke Room, Saltford Hall, Wedmore Road, Saltford, Bristol BS31 3BY

All welcome! All information is on our website **www.sirona-cic.org.uk**



One number, five choices

Are those New Year's resolutions you made beginning to fade? Do any of the following ring a bell?

- I've decided to stop smoking
- I will lose weight
- I must eat more healthily
- I'm going to be more active...

Have your good intentions started to flag? Maybe you need some support or advice on the next step. How are you going to do it?

That's where we come in!

The Healthy Lifestyle Service is waiting for your call. One number, five choices – which

“Their role is simply to work with you and help match your needs with the right services”

means that you can now reach all of our services by ringing just one number.

So what can we do for you?

We can offer you access to five different services. These include: Stop Smoking, Healthy Eating, Getting Active, working with a Lifestyle Advisor, and Slimming on

Referral (free vouchers for a 12-week course are offered at either Slimming World or WeightWatchers – subject to eligibility).

So, if you would like to lose weight, stop smoking, eat a healthier diet or do more exercise then all you need to do is ring this number: 01225 831 852.

We are here to help you

When you call us our Lifestyle Advisors will have a chat with you about the changes you would like to make. They won't judge you or put pressure on you or tell you what to do. Instead their role is simply to work with you

and help match your needs with the right services. It's what you want that matters and we will be there to support you all the way.

Richard Merrett, Lifestyle Service Manager, said: “The Healthy Lifestyle Service has been up and running for a few months now and we are receiving a lot of referrals. We have made the service as easily accessible

and as user friendly as possible, hence the “one number, five choices” option. If you are concerned about smoking, weight, and/or lack of activity and need support we are here to help. You don't have to be referred by a health professional to access our free service – just give us a call!.”

It couldn't be simpler!

Let's take the first step together and make 2012 the year those resolutions came true! ■

Get in touch

Call us on **01225 831 852** and remember our services are **FREE**

or email: healthylifestyle.service@sirona-cic.org.uk

or visit us online at:
www.sirona-cic.org.uk

Listen out for our radio advert on **Heart FM (Bath)**



Home *truths*

Housing Related Support (HRS) in Bath & North East Somerset has always provided great value for money – now it's official!

Housing Related Support (HRS) services in Bath & North East Somerset provide fantastic value for money, a new research project reports.

HRS services are often described as “preventative”. By working with people on a one-to-one basis, either in their own homes or in specialist accommodation such as a hostel or older persons’ sheltered accommodation, they aim to:

- Stop bad things from happening to vulnerable people (e.g. evictions)
- Stop conditions from getting worse (e.g. mental health problems)
- Help avoid the need for vulnerable people to give up their homes (e.g. to move to a long stay hospital or a care home)
- Make sure that the benefits people have had from other services (e.g. from drug treatment or rehabilitation of offenders) are not lost.

Prevention reduces the need for other, more expensive services, for example, residential

or nursing care or hospital admissions. In particular, HRS demonstrates the importance of a stable home environment to people’s general well-being.

The research, carried out by Sitra, compared how much HRS costs with the likely cost of the other services that would have to be provided if there was no HRS.

“The providers we commission to enable vulnerable people to live more independently are getting great results”

According to national research, every £1 spent on HRS in England as a whole saves £1.79 in public money. In our region, every £1 spent on HRS in B&NES saves £3 in public funds. This amount equates to over £12 million saved per year.

Jane Shayler, Chair of the Supporting



A stable home environment can be important

People & Communities Commissioning Body said ‘This is a fantastic outcome. It is evidence of what the Commissioning Body already thought – that the providers we commission to enable vulnerable people to live more independently are getting great results. The fact that such large savings are also achieved is a real bonus, especially in these financially challenging times.’ ■

If you would like to consider receiving HRS, you can apply to be considered for a service by going to the Supported Housing Gateway www.housingsupportgatewaybathnes.org.uk

A new set of guidelines defining the use of A-boards is being introduced in April



Free-standing advertising boards are great for attracting customers, but new guidelines aim to ensure that they aren't obstructive or hazardous

Most historic city centres have arcades, alleys and passageways which mean that shops and business premises may be off the beaten track. Such businesses naturally wish to let potential customers know where to find

them. Others might want more visibility in high-footfall areas or at a greater distance from the shop frontage. In recent years there's been a significant rise in the use of 'A-boards' – portable free-standing signs – on footways and pavements, and they often become part of the character of a streetscape.

Problems can arise, however, if A-boards are positioned inconsiderately. Pedestrians, particularly the visually impaired, disabled or those with pushchairs, sometimes have difficulty getting around them. In some cases, multiple boards lined up in a row can obstruct the path so much that pedestrians are forced onto the roadway. Just a single A-board's positioning, if it impairs visibility, can become a road safety hazard.

To protect the public and ensure that A-boards are not used irresponsibly, Bath & North East Somerset Council has issued a new set of clear guidelines on the use of A-boards. From April 2nd 2012, all A-boards will need to comply with the guidelines, which are being published as part of the Footway Obstructions Policy adopted by the Council in November 2011.

Common-sense approach
'Bath's retail environment is thriving and we are dedicated to supporting the city's traders,' said Matthew Smith, the Council's Divisional Director of Environmental Services, 'but we clearly have a duty to safeguard shoppers and visitors. Like other local authorities, the Council is taking a sensible, common-sense approach with clear-cut guidelines that strike the right balance between public safety and the need for traders to attract customers.'

The new guidelines were developed after consultation with residents and businesses and



Rows of A-boards can become significant obstructions

The new A-board guidelines in full

- Use no more than one A-board per property frontage.
- Place it against the frontage or property boundary.
- You must leave a minimum of 1.5m width of footway for pedestrians. If this is not possible, then you cannot use an A-board here.
- The A-board must be no bigger than 660mm wide, 1250mm high.
- It must be freestanding and not chained or tied to street furniture.
- It must be stable and not weighed down by sandbags.
- It must not have any sharp edges, and swinging or rotating boards are prohibited.
- It must not carry an offensive or political message.
- It must not obstruct visibility at junctions.
- To assist regular street cleaning, it must not be put out before 9am. It must be removed from the street when the property is closed or when other street cleansing work is taking place.
- It must be covered by the owner's public liability insurance.

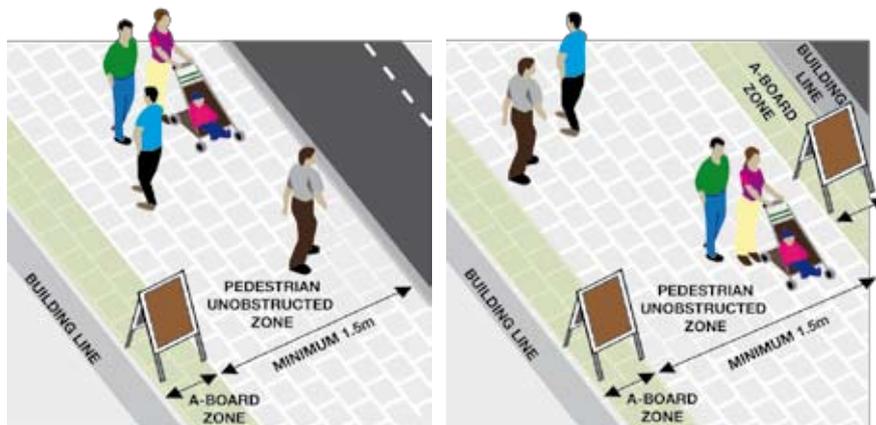


Council officers visit traders with information

were agreed with the support of Bath Chamber of Commerce, Bath Business Improvement District (BID), and Equality B&NES, which speaks for disabled people in the region.

Will Bee, a development worker at Equality

Considerate & correctly positioned A-boards



Single sign against property



Too obstructive

B&NES, agreed. 'We regularly hear from our members and other disabled people visiting Bath about the hazard presented to them by A-boards, particularly for the blind,' he said. 'If they attempt to follow the building line they can be forced out into the middle of the pavement and lose their orientation. Wheelchair users also complain that they have difficulty getting past boards, particularly where the pavement is narrow.'

This isn't a problem unique to Bath, of course, but Will believes it's greater here because of the popularity of the city and

streets easier and more attractive to visit, and we will work closely with businesses to ensure that they understand our expectations.'

Council officers are visiting businesses in Bath and the surrounding areas to offer help and advice before the new guidelines come into force on April 2nd. After this date, businesses will be subject to enforcement action, starting with a verbal notice to remove or reposition a non-compliant board. Businesses that do not comply may have the offending board removed and be charged a

“The idea is to support our businesses by making all our shopping streets easier and more attractive to visit”

its historic character. 'Equality B&NES welcomes the Council's new policy on A-boards,' he said. 'We believe that the policy is a balanced attempt by the Council to resolve these problems.'

Supporting business

Matthew Smith stresses that working together is key to making the new scheme a success: 'We put a lot of effort into finding out what was wanted by residents, visitors and businesses and have introduced these guidelines so everybody is clear what is acceptable. The idea is to support our businesses by making all our shopping

fee of £50 to collect it.

Andrew Cooper, Bath BID Manager, commented: 'Businesses rely on A-boards in Bath's busy commercial environment. Shops are tucked away off the main street and A-boards may be the only way of driving footfall. Having clear, fair guidance rather than going down a route of licensing and charging for A-boards is generally welcomed by businesses.'

The new guidelines balance the needs of traders and the public, and with everyone's co-operation will see Bath and North East Somerset take a step in the right direction. ■

Details of the guidelines can be found at www.bathnes.gov.uk/a-boards If you run a business in Bath and have queries about the new policy, then please contact Council Connect on **01225 39 40 41**

Keep yourself up to date with the very latest Council news by signing up to the Council's Twitter Feed www.twitter.com/bathnes.



As the result of investment into affordable housing, more people like Hannah and Bella will be able to move into a new home



Putting people *first*

Despite a tough national economic situation and cuts to Council's grants from the Government, frontline priority services are being protected

Everyone knows public services are being cut back nationwide by the Government to tackle the financial deficit. But combined with changes in national legislation, inflation, and an increased demand for local services, it has proved a massive challenge for the Council to balance its budget for 2012/13.

Frontline services have been protected because it has lived within its means, consistently delivered balanced budgets, reduced

borrowings, and made significant office savings. In fact, reductions in priority services have been kept to a minimal level of £1 million (less than 0.5% of the Council's current budget). Over 90% of the savings have been made through ways other than service cuts.

As the Council has been financially prudent, it can make investment to create neighbourhoods where people feel proud to live, help build a stronger economy and promote independence and positive lives for everyone.



Extra investment will be provided for the elderly

Supporting older people

We will continue to provide the existing high standards of care for our most vulnerable residents. Over the next three years the age of our local community is expected to increase, particularly in the over 65s and over 85s bracket respectively. The focus of care services must be on promoting independence and ensuring that people stay where possible in the location they want – their own home.

Investing

- An extra £520,000 in 2012/13 to manage the increase in our elderly population to support people to live independently.
- For providers of care packages and placements, we are investing an extra £1.2 million to help combat the effects of inflation and maintain quality of services.

Regenerated communities

Residents from across the area will benefit from economic regeneration projects to support new jobs, new homes, and revamp the communities which they live in. People like Hannah Gordon (pictured above) and her daughter who have moved into an affordable home at Bath Riverside will benefit as more homes for shared ownership and rent are built.

The investment will also help regenerate Keynsham (see page 8), London Road – Bath, overhaul Bath's transport system (see p.12), and improve the street scene in Bath city centre.

Investing

- Over £80 million on regeneration projects
- £4.9 million of this in affordable homes at Bath Riverside.



New, affordable homes at Bath Riverside



A sixth of our roads have been resurfaced

Improving local roads

Maintaining and improving the standards of our area's road surfaces supports the Council's efforts to minimise the number of potholes and reduce more costly repairs in the future. In the past two years, we will have resurfaced 17% of Bath and North East Somerset's entire road network... the equivalent of resurfacing a road all the way from Bath to London.

Investing

- £4.8 million in 2012/13 to maintain or enhance the quality of the highways network in the area.
- £1.8 million to improve the road network at Rossiter Road to reduce traffic congestion and pollution.
- £1.3 million for road safety projects, including £500,000 on implementing more 20mph zones.

Active sport and leisure

To encourage all local residents to enjoy a healthy lifestyle and to help build stronger communities by promoting sport and active leisure opportunities, the Council will use money it secured from the Sainsbury's Odd Down store development agreement to redevelop Odd Down Playing Fields.

Combined with extra funding from partner British Cycling, the money will be used to revamp play and sporting facilities for all ages and interests, following consultation with the local community.

Investing

- Nearly £1.6 million from developer contributions and a cycling grant to overhaul facilities at Odd Down Playing Fields.

Decent affordable homes

To tackle the local housing shortage, investment will be made on supporting work to bring empty homes back into use and increasing the number of affordable homes being built for renting, shared ownership and similar schemes.

Investing

- £1.2 million over the next two years;
- £700,000 per year after that;
- In addition to the investment in Bath Riverside (see left).

Changing our library service

While many councils are closing libraries, all eight of Bath and North East Somerset's local libraries will remain open. What's more, investment will be made in Paulton for improved facilities that will be supported by the local community.

We'll be looking over the next year at how to improve services for rural communities, and particularly those currently served by the Mobile Library. Consideration will be given to extending the current Home Delivery Service in rural villages and working with communities to set up pilot 'Library Links' projects, book collections and related activities in local venues. The Council has listened to the community's views on how much people value the Mobile Library and it will continue while this work takes place.

We are moving with the times and will be using the best of modern technology to bring a 21st century standard library service to our residents both young and old.

Investing

- Over £170,000 in the relocation of Paulton Library.
- Developing the Council and LibrariesWest website to give all residents access to a 24/7 library service, including and e-book and e-audio books lending download service.
- Wifi installed in Bath Central, Keynsham and Midsomer Norton libraries.

Clean streets & open spaces

In our mission to create neighbourhoods where people feel proud to live, and to continue making Bath and North East Somerset attractive to visitors, we have recently invested in more efficient equipment and will be maintaining our £3 million budget for street cleaning.

Investing

- An extra £22,000 for cleaner streets and open spaces, helping increase frontline staffing.



PHOTOGRAPHY:THE WEEK IN

New equipment keeps our streets clean

Freezing Council Tax and transport charges

Because of the national economic downturn, rising inflation, decline in employment and pressure on household incomes, Council Tax will be frozen for a second consecutive year.

Parking charges will be frozen because of the tough trading environment for traders and squeeze on motorists' incomes - free parking is retained in all Council car parks which are currently free. Park & Ride fares are held to encourage greater use of public transport for those working in and visiting Bath city centre.



Car parking charges have been frozen again

A bright future for young people

Enabling our area's most vulnerable young people to live full, active lives, enjoy childhood and prepare for adult life will be the focus of our Children's Services. While continuing to provide existing high standards of services, there will be additional funding for care placements, mainly in foster homes, and those leaving care. One in four young care leavers are currently not in employment, education or training, which is something the Council is determined to address.

The Council's programme of improvements to school buildings will continue, supporting our aim to provide the best learning and teaching environments possible.

Investing

- An extra £200,000 for foster care placements and supporting young care leavers.
- Over £7.5 million to improve our school buildings, in addition to projects already underway.
- Supporting Culverhay to become an Academy, so driving up standards.
- Supporting a new sixth form at St. Gregory's Catholic College.

Better broadband access

By securing an excellent joint deal with other councils in the South West, the total investment will be £2.93 million between the public and private sector.

Investing

- £690,000 of Council investment will unlock this money, with almost nine out of ten individuals and businesses enjoying superfast speeds of up to 24 Mbps.



High standards of infection prevention and control have had a dramatic impact on the number of incidents.

Beating the bugs

High quality care reduces the risk to patients of contracting the superbug

The NHS is beating superbugs making healthcare safer for patients. The most common superbug, called MRSA, has hit its lowest level since records began a decade ago.

Whether receiving nursing care at home, in a hospital or in a nursing home, fewer patients are contracting the infection.

In the early 2000s infection rates peaked nationally at 700 cases per month. Continued improvement over recent years have seen a significant reduction to below 100 cases per month.

In Bath and North East Somerset there have been no MRSA bloodstream infections at St Martin's Hospital or Paulton Memorial

Hospital (run by Sirona Care & Health), and only one case at the Royal United Hospital (RUH). There have only been two further cases reported in the community. These figures relate to April 2011 – January 2012.

High standards of infection control practice have had a dramatic impact on the number of incidents. Measures to prevent infection include:

- Thorough cleaning routines in nursing homes, hospitals and health centres
- Accessible hand wash basins and taps that promotes hand hygiene and reduces the spread of infection
- Patients routinely checked for MRSA as part of admittance procedures
- High level training

■ Regular deep cleaning of ambulances.

The number of Clostridium difficile, or C diff., cases is also on the decrease. Combined there have been 46 reported cases in B&NES against a target of 80.

Mary Monnington, Director of Nursing, NHS B&NES said: "It is important to recognise that in tackling MRSA and C. diff, the NHS and its partner organisations have come a long way in a relatively short period of time.

"We simply couldn't have achieved this without the strategic vision and the collaboration of our care providers. By working closely together we've made significant progress as a health community.

"But we are not being complacent and the public can help us by doing their bit. Thorough and regular hand washing is one of the most effective things you can do to prevent the spread of infections." ■

RUH



Results: April 2011/Jan 2012

One case of MRSA (May 2011). Target: 3.

C. diff: 27 cases. Target: 46.

Inpatient visits: 64,600

St Martin's Hospital



Results: April 2011/Jan 2012

Zero cases of MRSA. Target: 0.

C. diff: 2. Target: Combined with Paulton: 3.

Inpatient visits: 421

Paulton Memorial Hospital



Results: April 2011/Jan 2012

Zero cases of MRSA. Target: 0.

C. diff: 1.

Target: Combined with St Martin's Hospital: 3.

Inpatient visits: 297

■ All targets: April 2011 – March 2012.

■ All MRSA cases relate to bloodstream infections.

MRSA

Is a germ that has developed a resistance to antibiotics which makes it difficult to treat. Some people carry MRSA on their skin without knowing it. People are more vulnerable to contracting MRSA if they have open wounds, invasive treatment and/or a weakened immune system.



C. diff

The C. diff infection is an important cause of hospital-acquired diarrhoea. It can be found naturally in the gut or spores can be ingested.



A joint approach in care environments

The NHS works closely with a wide range of organisations to ensure the care they provide meets high standards of infection prevention and control

in line with its code of practice. Here's how this joint approach is making care environments a safer and cleaner place.

Hospitals

Emergency patients are screened on admission for MRSA and action taken as necessary. Specialist wash basins and taps installed to prevent the spread of infection.



Nursing homes

Staff training to identify and reduce the threat of cross contamination via specialist equipment such as wheelchairs, hoists and blood pressure cuffs.



Home visits

Annual training for district nurses, specialist nurses and other health professionals to maintain standards. Establishment of urinary catheter task force to reduce the amount of catheter infections.



Ambulances

Regular deep cleansing of ambulances, new staff uniforms with special anti-bacterial coating and the installation of specialist hand wash facilities and decontamination area in all ambulances.



Community resource centres

Annual staff training for community resource centre staff. Controls and procedures are in place to manage any infections.



GP surgeries

Full environmental audits to be rolled out across all GP practices shortly. These will focus on decontamination, hand hygiene practices and wash hand basin facilities.



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Sunflow low input heaters allow total control and the ability to heat an individual room to eliminate energy wastage in unused areas.

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All over Europe more people are choosing to heat their homes and offices with this amazing form of electric heating in preference to oil, gas or E7. In our area, more and more people are making that same decision and when you see this incredible heating for yourself you could be next!

Although relatively new in the U.K. these premium, low input, electric heaters have been used in Germany and Austria for a very long time. Being able to control individual rooms means you can put the heat exactly where you need it. Our heaters are slim, quality built (heaters shown are only 80mm wide) and can be on feet, castors or wall mounted.

You can use them with existing heating or as a complete solution. They require no special wiring (they simply plug in). Already on electric? See for yourself how amazing these low input heaters are. Whether you have a cold spot, cold rooms or a cold house - it is time to look at Sunflow to create your own warm and cosy home.

Get your FREE brochure by calling our **24hr Brochure Line on: 0800 158 8270** or email: info@sunflowltd.co.uk

Questions?

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0800 158 8272



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Working with children

Want a flexible career, earning money from home? Childminding might be ideal for you

Have you ever considered childminding? There's a real need for more childminders in Bath and North East Somerset, and it can be a very rewarding career.

There are opportunities whether you want to look after just one child or more, depending on space at home and your family commitments. It's at pre-school age that parents usually need support, but before and after school times can be a challenge for families too.

Advice and support

Bath & North East Somerset Council can provide information, advice and ongoing support to anyone interested in a career in childminding. The Council can also help fund some childminding courses.

'There are lots of people who could make very good childminders,' says Jackie Fielder from the Council's Family Information Service, 'and we want to encourage them to consider it as a professional career.'

'Many people have transferable skills and, with some extra training, would make excellent childminders; for example those who have worked with the elderly or young adults, teachers or nurses.'

'It can be a rewarding career if you enjoy working with children,' Jackie concludes, 'but it's worth bearing in mind that you do need to be very flexible to support parents who may have odd shift patterns or work at

weekends. It's certainly not a 9 to 5 job.'

The Council has organised a series of information workshops for people who would like to find out more about training as a childminder, or are interested in working

"There are opportunities whether you want to look after one child or more"

or volunteering to work with children more generally in group settings, e.g. play workers, early years workers or pre-school assistants. Those already working as childminders who are keen to gain more qualifications are also invited along to the drop-in sessions, as are people interested in fostering.

The Working with Children information sessions will run as follows:

- Tuesday April 17th, 12.30 – 2pm: **Radstock Children's Centre.**
- Wednesday April 18th, 9.30 – 11am: **Parkside Children's Centre, Bath.**
- Tuesday April 24th, 9.30 – 11am: **Chew Valley Children's Centre, Chew Magna.**
- Thursday April 26th, 9.30 – 11am: **Keynsham Children's Centre.**

For more information about these sessions or working with children please contact Family Information Service on **0800 0731214** or email fis@bathnes.gov.uk

Case Study: Kate Kay

Kate Kay changed career from bank manager to childminder 10 years ago. 'I'd worked in the bank for over 20 years but stopped when I had children,' she says. 'But I needed an income so when my friend asked me to look after her children for a few hours a week, I decided to look at childminding.'

'I took an initial eight-week training course, which covered child development and first aid, as well as running your own business.'

'I started off looking after my friend's two children alongside my own, but more and more parents approached me and my business has really grown.'

Kate studied childcare qualifications over the years, recently completing her Early Years Professional Status course, and has benefited from Council funding for some of her training.

'It's a flexible and rewarding career,' Kate adds. 'It's a great way for me to do something I really enjoy and earn money working from home, whilst being there for my own daughters, now 11 and 12.'



It's lovely seeing them grow up, Kate says

PHOTOGRAPHY: OLIVER EDWARDS

Could you consider fostering? We need carers for various types of fostering

local families for local children

Could you foster a young person from the Bath and North East Somerset area?

We are looking for people with child care experience, the ability to work in partnership with others and plenty of time and energy, to become foster carers.

Regular respite care

We are looking for people able to care for young people for weekend breaks (perhaps every 4-6 weeks), plus three weeks during the year; to give their long term carers a break. We are especially keen to hear from people able to offer respite care for brothers and sisters, family groups like brothers, Stephen, Tim and Oliver, and also individual children like Linda.

Stephen is fifteen; he has a strong sense of humour and enjoys spending time with his girlfriend, playing on the computer and is interested in mechanics. Like many teenagers he would like increasing amounts of independence and often tests the boundaries, however, he can also be sensible and thoughtful.

Tim is a chatty and charming three year old, who loves Thomas the tank engine books, DVDs and singing. He is a very lively child with lots of energy and vivacity. Tim is also sociable and has a good sense of humour. Oliver is an intelligent twelve year old, who enjoys sports, being outdoors and helping in the garden. Oliver can be very reserved and anxious, and is distracted easily. Oliver

is also good at problem solving and working as part of a team.

Linda is fourteen and is chatty and bright; she enjoys spending time with her friends and going on the computer. Linda can become involved in risky behaviour which makes her very vulnerable. Linda is doing well in school and joins in with after school activities.

Carers receive an excellent support and training package, as well as a competitive allowance.

"Becoming a foster carer has been a huge challenge but is immensely rewarding and satisfying in ways that I hadn't anticipated"



If you are interested in finding out more about Fostering or Adoption please contact the Family Placement Team on: **01225 394949**. Or you can e-mail us: fpt_duty@bathnes.gov.uk

Any abuse is wrong

- Everybody has the right to live their life free from violence, fear and abuse.
- Everybody has the right to live in safety.

If you suspect abuse is occurring please contact the Access Team on

01225 396000

or Access_team@bathnes.gov.uk

www.bathnes.gov.uk/safeguardingadults





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Care at home: The way forward

It is often assumed that once care or support is required the only option is to move into a Residential or Nursing home. **Well this is not the case.**

Way Ahead Care is a family run business providing homecare and support to adults of all ages and disabilities within the comfort and security of their own home.

The need, or realisation, that a helping hand or some assistance with day to day tasks often arises unexpectedly creating any number of anxieties for you or a loved one.

Regardless of how much or how little care and support is required Way Ahead Care can tailor a package to suit the individual needs. This can be anything from regular "pop in" visits to more specialised 24 hour care if and when required.

Living independently is not always easy and can sometimes be a real challenge. Way Ahead Care offers a wide range of services to those wishing to retain their independence and remain in their own home.

These services can be conventional care and support along with a number of other services which can make all the difference.



What happens next?

If you feel that you could benefit from some extra help from Way Ahead Care all you have to do is:

1

Phone our Freephone number and talk to us about what you are looking for in the way of care and support

08081 261525

Alternatively you can email us direct on:
info@wayaheadcare.co.uk

2

We will arrange to visit you in your home to discuss specifically what is required.

Our staff will produce a Care & Support Plan to ensure everything is in place before the start of the service.

3

We will confirm the package of care and support we have agreed.

We will introduce the staff that will be involved, and ensure they know exactly what you require and when.

www.wayaheadcare.co.uk

Way Ahead Care, Chameleon Court, Lower Bristol Road, Bath, BA2 9ES

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Do you need some information about a Council-run service? Help is at hand with this comprehensive 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
- Development Control: Planning Enquiries
- 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 Applications
- Public Transport
- Recycling and Waste
- Road Faults and Potholes
- Road Safety
- Street Lighting
- Toilets

For all of the above services, contact Council Connect:

Tel: **01225 39 40 41**

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, call **01225 477 477**.

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.
T: **01225 394949**
E: **fpt_duty@bathnes.gov.uk**

Bb

■ Benefits: Housing Benefit and Council Tax

Visit our local Council Connect Offices or contact a Benefits Officer by phone or email.
T: **01225 477777**
E: **benefits@bathnes.gov.uk**

■ 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.
T: **01225 477234**
E: **register_office@bathnes.gov.uk**

Cc

■ Cemeteries and Crematoriums

Find out about Council-administered cemeteries when organising a funeral.
T: **01225 396020**
E: **cemeteries_crematorium@bathnes.gov.uk**

■ Community Meals Service

This service provides hot meals to those who have difficulty cooking for themselves.
T: **01225 396292**
E: **access_team@bathnes.gov.uk**

■ Council Connect

T: **01225 394041**
Text: **07797 806545**
E: **councilconnect@bathnes.gov.uk**

■ Council Tax Enquiries

For account queries about your Council Tax bill, ranging from online payments to exemptions.
T: **01225 477777**
E: **counciltax@bathnes.gov.uk**

Dd

■ Death Registration

Register a death that has occurred in our district at the Guildhall, High Street, Bath BA1 5AW or at The Hollies High Street, Midsomer Norton BA3 2DP.
T: **01225 477234**
E: **register_office@bathnes.gov.uk**

■ Disabled Car Users (Blue Badges)

The UK-wide Blue Badge scheme provides parking concessions for people with severe mobility problems.
T: **01225 477133** or **01225 477134**
E: **parking@bathnes.gov.uk**

■ Discovery Card

Discovery Card holders receive discounts or free entry for numerous attractions in the area.
T: **01225 477737**
E: **discovery_card@bathnes.gov.uk**

Ee

■ Electoral Registration and Elections

For queries on voting rights, or other election matters.
T: **01225 477333**
E: **elections@bathnes.gov.uk**

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. Contact this service to find your local Children's Centre, of which there are eleven in Bath and North East Somerset, or visit the Children's Centre pages of the **www.bathnes.gov.uk** website.
T: **0800 073 1214**
E: **fis@bathnes.gov.uk**

Hh

■ Housing Services

T: **01225 396296**

Jj

■ Jobs with the Council

Up-to-date information about job vacancies, equal opportunities, employment and training initiatives. Visit **www.bathnes.gov.uk/jobs** for info on vacancies.
T: **01225 396409** (24hrs)
E: **people_services@bathnes.gov.uk**



Foreign Languages Centre

COMMUNITY COURSES:
Daytime, Lunchtime and Evening Foreign Language Classes



01225 383991
www.bath.ac.uk/flc



Ll

Leisure Centres

Bath Leisure Centre, North Parade Rd, Bath BA2 4ET
T: 01225 486905
Memberships: 01225 486914

Culverhay Sports Centre, Rush Hill, Bath BA2 2QL
T: 01225 486902 (office hours)
T: 01225 480882 (other hours)

Keynsham Leisure Centre, Temple Street,
Keynsham BS31 1HE
T: 01225 395164

South Wansdyke Sports Centre, Rackvernal Road,
Midsomer Norton BA3 2UG
T: 01761 415522

Licensing

Offers a range of information regarding licensing including alcohol, cinemas and taxis.
T: 01225 477531
E: licensing@bathnes.gov.uk

Mm

Museums and Art Galleries

Assembly Rooms and Fashion Museum
T: 01225 477173
E: fashion_bookings@bathnes.gov.uk

Roman Baths and Pump Room
T: 01225 477785
E: romanbaths_bookings@bathnes.gov.uk

Victoria Art Gallery (closed Mondays)
T: 01225 477233
E: victoria_enquiries@bathnes.gov.uk

Bath's Historic Buildings (venue hire)
T: 01225 477786 or 01225 477782
E: fashion_bookings@bathnes.gov.uk

Pp

Parking Services

For parking queries, Park and Ride, clamping, fines, permits, Blue Badges, Pay and Display, enforcement of restrictions. Visit the website to download maps.
T: 01225 477133
E: parking@bathnes.gov.uk

Pest Control

The Council offers a comprehensive pest-control service for residents.
T: 01225 477563
E: environmental_protection@bathnes.gov.uk

Premises, Licensing of

For application forms, fees and charges, guidance, contact details of solicitors and consultants who can help, visit the Premises Licenses page of the website.
T: 01225 477531
E: licensing@bathnes.gov.uk

Rr

Record Office

The office holds a wealth of information and archives.
T: 01225 477421 (closed Mondays)
E: archives@bathnes.gov.uk

Ss

School Admissions

We deal with applications and can advise about your right of appeal, as well as home-to-school transport.
T: 01225 394312
E: admissions_transport@bathnes.gov.uk

Social Services

Visit the Health and Social Care pages on the website for information and advice.
T: 01225 396000 (for adults over 18 during the day)
T: 01225 477000 (for children)
T: 01225 396000 T: 01454 615165 (out of hours emergencies about adults or children)
T: 0800 800 4444 (emergency housing advice, contact the Shelter England 24-hour freephone advice line)
E: access_team@bathnes.gov.uk (adults)
E: children_family@bathnes.gov.uk (children and families)
E: housing@bathnes.gov.uk (housing)

Student Action Line

T: 01225 396996
W: www.townandgown.org.uk

Tt

Taxis and Private Cars – complaints

If you have a complaint regarding any licensed vehicle contact the Council Licensing Enforcement Officer.
T: 01225 477689
E: licensing@bathnes.gov.uk

Trading Standards

The Council is responsible for enforcing a range of consumer legislation including misleading advertisements and counterfeit trademarks.
T: 08454 040506 (Consumer Direct)
T: 07977 228138 (out-of-hours emergency number for petroleum and animal health issues)
E: trading_standards@bathnes.gov.uk

Travel Information (Traveline)

Traveline provides timetables and journey planners for bus, coach and rail services in the South West.
T: 0871 200 2233 (7am to 10pm. Calls cost 10p per minute from landlines.)

Yy

Youth Services

Working with young people aged 11-25 years.
T: 01225 396980
E: youth_service@bathnes.gov.uk

How fo...

Renew your library books online

@ You'll need your membership number and your PIN (a personal four digit number you can obtain from your local library or by ringing Council Connect.)

- You then need to log into the LibrariesWest website: <https://www.librarieswest.org.uk>
- Click 'Log in here' at the top-right and enter your membership number and PIN
- Check the boxes next to the titles you wish to renew
- Then click the 'Renew Selected' button.

Things to remember when renewing items:

- If nobody else has requested the item you can renew it for another loan period.
- If someone has requested the item you have then your loan will only renew for three days and this cannot be amended.
- If you paid to hire the item you're renewing, another hire fee will be due the next time you visit the library.
- You can renew your items 20 times, then you will need to return the book back to the library for us to see it. You can then have it issued again.

Check your waste collection days

@ You can check your property's refuse, recycling and garden waste collection online by going to our public website's front page: <http://www.bathnes.gov.uk>

- Simply enter your post code in the field below 'Your Information' and click 'Search'.
- You'll then be routed to our "My House" page.
- Click on your address and your waste collection days will appear below.

Recycling, rubbish and garden waste are generally all collected on the same day. Both recycling and rubbish are weekly collections. Garden waste is an additional, fortnightly, paid-for collection. For details, go to: <http://www.bathnes.gov.uk/environmentandplanning/recyclingandwaste/gardenwaste>

Your waste needs to be put at the front edge of your property ready for collection by 7am on your day of collection.

On the "My House" page you can also check and access a number of other helpful bits of information, e.g. nearby roadworks, local schools, your nearest libraries etc.

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
- Fresh and Smoked Fish
- Seasonal organic and non organic vegetables/fruit including a mushroom stall
- A specialist vegetarian/vegan stall
- Various Award Winning Cheeses - local soft, Cheddar, Goats, Ewes, Guernsey
- Apple Juice/Cider/Honey
- Butter, Cream, Milk and fresh farm eggs
- Jams/Chutneys/Marmalades
- Chocolate Patisserie, Hand made chocolates
- Various Meat Pie Stalls
- Bread, cakes, pastries, fruit pies including Gluten Free
- Various home-made speciality cakes and desserts
- Rapeseed oil and mayonnaise
- Various Delicatessen stalls
- Soups
- Charcuterie
- Homemade Pasta
- Quiches & Meat Pies
- Local Award Winning Wines
- Local Herbalist
- Specialist stalls which include a Sushi stall/Noodle stall/ Specialist Greek food/British Biltong/ Hand-made Dog Biscuits!!



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 product direct to local people.

For more information contact Laura Loxton 0777 969 7278

Bath & North East
Somerset Council

Looking for a
business
you can trust ...

and that cares
about its
customers?

Ask for our
directory at any
council office or library



To find local businesses
approved by Trading Standards visit
www.buywithconfidence.gov.uk

For further information on the scheme
Contact Bath & North East Somerset
Trading Standards on 01225 396753



NO USE
EMPTY

West of England Empty Property Initiative



Empty Properties

Information and advice for owners

- Options for buying and selling
- Case studies to help you decide the best thing to do
- Getting help to make much needed improvements
- Keeping your property safe while it's empty
- What you can do with an inherited property during probate
- What becoming a landlord involves
- The risks of leaving your property empty
- Legal action your local authority can take in relation to long term empty properties
- Our team can also meet you to discuss your specific property



www.no-use-emptywest.co.uk

PEST CONTROL SERVICE

Fast, reliable and efficient pest control at competitive prices

- RATS
- MICE
- FLEAS
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- AND MANY OTHERS

All treated by
fully trained
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Officers

Contracts also undertaken
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Call: 01225 477551

Fax: 01225477559

Email: environmental_protection@bathnes.gov.uk

www.bathnes.gov.uk

**Bath & North East
Somerset Council**

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

Roller Skating

@
Bath
Pavilion



Mondays

Family 4.30pm - 7pm £5/£4.80 members

All ages welcome. Unaccompanied non skating children will be charged the entry fee.

Adults 7.30pm - 10pm £7/£5 students

Tuesdays

Juniors 4.30pm - 7pm £5/£4.80 members

11 years and under only. Accompanying parents may skate when paying the entry fee.

Thursdays

Adults 7.30pm - 10pm £7/£5 students

starts 16 Feb
2012

Safety advice: for your safety whilst skating we advise the use of helmets, wrist guards and knee and elbow pads. These items can be hired or purchased from the Skate Shop in the foyer and are available in adult and child sizes.

Supervised skating sessions operating with stewards,
marshals and speed limits. Free skate hire.

Bath & North East
Somerset Council

CLS
CATERING LEISURE SERVICES

aqua terra
leisure



Bath City Farm

Did you know there was a working farm on your doorstep, open to visitors **free of charge**, with a wide range of activities and events? We have 37 acres of green space, fabulous fresh air and glorious views of Bath. There are chickens, sheep, goats, pigs, ducks and our new pony Muffin, who is available for young children to ride on a lead rein. We also have an interactive nature trail and a natural play space for young children, with a slide, climbing wall and water cascade.

Other attractions: ★ 'The Trough' café kiosk
★ Farm produce stall ★ Birthday party room hire
★ 'The Crater', a unique outdoor performance space

We look forward to seeing you!



www.bathcityfarm.org.uk

Tel: 01225 481269

Kelston View, Bath, BA2 1NW



**GREEN
PARK
STATION**

IN PARTNERSHIP WITH
ethical
PROPERTY

SATURDAY MARKET, SHOPS

BATH VINTAGE & ANTIQUES MARKET

BATH FARMERS' MARKET.....AND MORE



FIND US..

Our front entrance is on Charles Street. Or
our back entrance is through Sainsbury's

Green Park Road, Bath, BA1 1JB

w | www.greenparkstation.com p | 01225 787910

Meet the...

Registrar

Every day is different for busy Registrar of Births, Deaths and Marriages **Anna Fussell**, but being helpful and supportive is always the priority, whatever service she's providing

The services we provide are an important anchor for people. They are significant for everyone and it's a real honour to be able to connect with real events in people's lives – people from every part of society and of all ages. This makes my job as Registrar very fulfilling.

I joined the Bath & North East Somerset Registration Service in 2005, and after several years as Deputy Registrar, last November I was absolutely thrilled to be appointed Registrar of births, deaths, marriages and civil partnerships.

We have five Registrars in the area and each of us has our own private office. We all start by collecting our appointments for the day then I prepare the relevant paperwork ready for completing with the clients that I'll be seeing. I know – and so does everyone here – that some people feel anxious about coming into a public building, so we all try to make people feel welcome and make the service as accessible as possible.

Variety of tasks

My work is always varied and no two days are ever the same. Depending on what I'm scheduled to do, on any given day I might

be conducting a marriage ceremony, checking through details with clients, recording information in official registers, producing birth and death certificates, or conducting a celebratory service, such as a renewal of wedding vows or a commitment ceremony.

Another task that I might be doing is checking applications as part of our Nationality Checking Service and Settlement Checking Service for people

“It's a real honour to be able to connect with real events in people's lives. It makes my job very fulfilling”

applying for British Citizenship or permission to remain in the UK.

We also conduct a monthly British Citizenship Ceremony in the Guildhall in Bath. There are usually between 15 and 25 people at each ceremony, and it can often be a very emotional event.

Support for all life events

My role is a very rewarding one in lots of different ways. During citizenship ceremonies, for example, I often see people who I helped at the application stage, and it's a really nice feeling knowing that I was with them at the beginning of their journey.

The job also has its challenges, as you'd expect. As well as ensuring everything is legal and correct, in the course of a day I could be helping people with a happy occasion one moment and a very sad and traumatic one the next, which can be quite



hard to cope with sometimes.

Being responsive to people and their situation and respecting their feelings is very important to me, and it's a huge part of what I do. When people come in to register a death, for example, I do all I can to be as kind and understanding as possible. It makes my job all the more worthwhile if I can give them a quiet and supportive experience during such a distressing time.

Crying babies

It can also be quite challenging during weddings when young children and babies can understandably get overexcited or tearful. Part and parcel of my work is staying calm, doing a professional job whatever the situation and making a very special occasion as enjoyable and memorable as I can. ■

There are two Register Offices in the Bath and North East Somerset area – one in Bath and one in Midsomer Norton. For more about the Registration Service, visit www.bathnes.gov.uk/communityandliving

Factfile

- 32 venues in the region are licenced for marriages and civil partnerships
- 976 marriage or civil partnership ceremonies were conducted in 2011
- About 4500 births and 2500 deaths are registered each year
- Plans are underway to marry 10 couples at the same time in an Olympic Wedding Event this summer – a first for the UK!

STAY INFORMED

For more information, go to www.bathnes.gov.uk/communityandliving

Want to work for the Council?

To view employment opportunities with the Council please visit our Jobs & Careers homepage at: jobs.bathnes.gov.uk/

Click on the link to find out more about employment and training initiatives

GO THERE -
GET THE EDUCATION!



Thinking About Higher Education?

It's cheaper to learn locally!

We have an exciting range of HND and Foundation Degrees, including:

- Business
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- ICT
- Photography
- Public Services

B&NES Jobmother

B&NES Jobmother is here to provide FREE information and advice and help you with the skills needed to find a job or career:

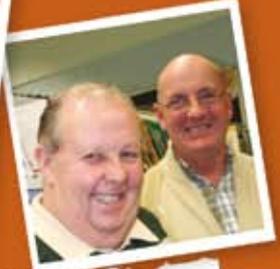
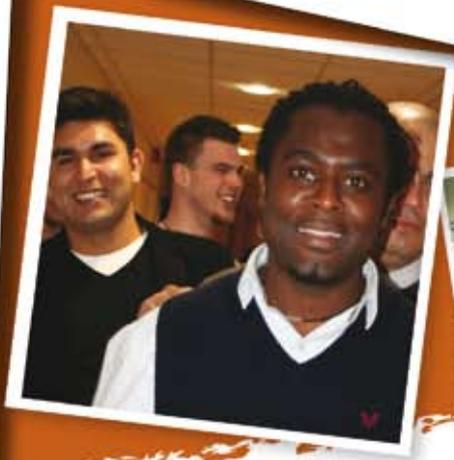
Radstock Youth Centre
Mondays, 12noon-2pm

Community@67, Keynsham
Mondays, 1pm-3pm

Southside Youth Hub
Thursdays, 1pm-3pm

Bath Jobcentre Plus
Wednesdays, 2pm-4pm

For more details:
www.nortcoll.ac.uk/jobmother



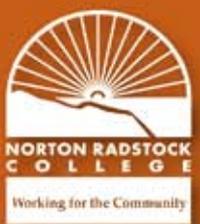
UNEMPLOYED?

If you're on JSA or ESA, we can offer FREE courses to help you learn new skills without affecting your benefits.

Radstock Skills Centre
2 Wells Road, Radstock BA3 3RN
T: 01761 420786
E: rsc@nortcoll.ac.uk

NEW

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Out in May



Norton Radstock College

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01761 433161

Got a smart phone?
Scan here for more info.



Where in Bath...

can you nip to the shops,
jump on the train,
walk to the office,
live on the riverside?

BATH RIVERSIDE

LIBERTY GARDENS
APARTMENTS



Show Apartments Now Open

Liberty Gardens at Bath Riverside is a collection of apartments and penthouses. Situated across the River Avon from the expansive green space of Royal Victoria Park and the Georgian beauty of Queen Square, it is just a short level walk from the fantastic mix of historic buildings, shops and restaurants in Bath's city centre. Bath Spa train station is within walking distance and it's only 90 minutes to London Paddington.

Come along to the Sales and Marketing Suite where our sales advisors will be happy to guide you through the range of properties available and escort you to the beautifully furnished show apartments.

Choose your studio, one, two or three bedroom apartment or penthouse.

Prices from £150,000* - Part exchange available**

Sales and Marketing Suite:

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Typical Crest Nicholson interior. *Price correct at time of going to press. **Subject to Crest Nicholson's terms and conditions and on selected homes only.

