

**Bath & North East  
Somerset Council**

**EVENTS DIARY**

Look inside for  
your guide to great  
days out this Spring



# connect

The magazine for the people of Bath and North East Somerset | Spring 2011

## Fully booked

How to get the most  
from our libraries



### NEW BEGINNINGS

Discover how our care teams help to  
get vulnerable people back to daily life

### LET'S GET TOGETHER

The best ways for you to  
connect with the Council

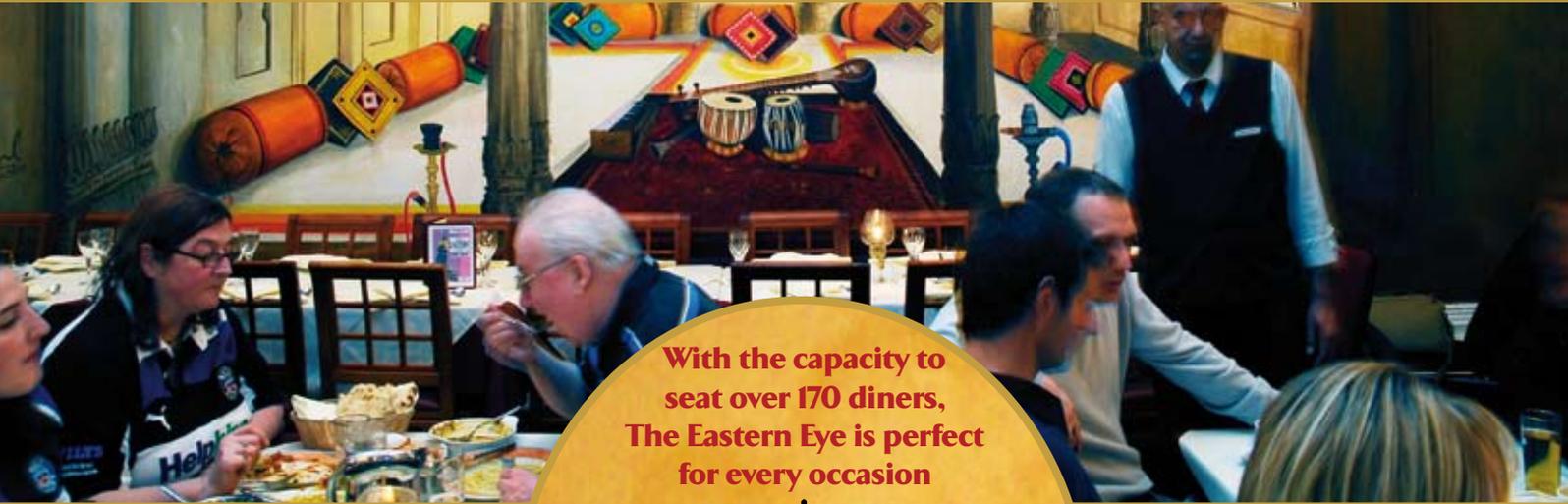
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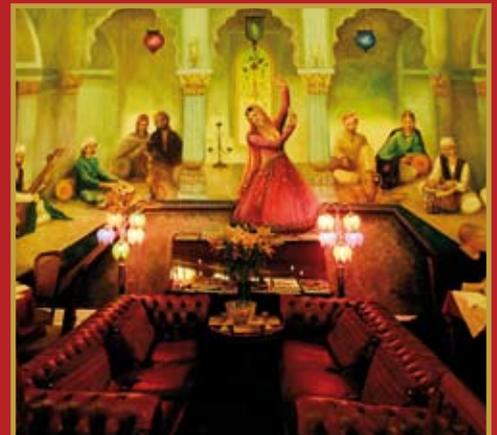
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- 'A' Listed UK Restaurant and BEST IN THE SOUTH WEST 2007/08/09/10 awarded by Pat Chapman's CURRY CLUB and GOOD CURRY GUIDE
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- Top 30 by The British Curry Awards
- AA Rosette Award
- Les Routiers
- Top UK Restaurant by Harden's
- The Times Knowledge Magazine Top 10 UK Indian Restaurants
- Top 100 Restaurant of Excellence Award UK - Asian Women

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Mr A.H.Choudhury Managing Director (LEFT) with Mr S Choudhury, Manager received the awards on the inauguration of the British Curry Awards 2005. Winner of the British Curry Awards: Top 5 in the South West region and Top 30 UK restaurants

"A" Listed UK Restaurant

and BEST IN THE SOUTH WEST 2007/08/09/10 Awarded by Pat Chapman's CURRY CLUB and GOOD CURRY GUIDE



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

Spring 2011

# Welcome to Connect



**W**elcome to the Spring edition of *Connect Magazine*. With the Easter holidays not far away, there is plenty to do in the area as you will see in our Events diary over on page 7; also, on page 8, find out what's on offer at your local library.

The range of services available at the library are truly surprising – no longer are they all about books. A library is one of the hubs of the local community with learning groups for young and old, as well as DVDs, CDs, and audiobooks amongst many other things – I hope people can tune into our YouTube channel to view a short video telling you how to get the most from your local library.

Whether we are looking at libraries, waste collections, or highways maintenance, the Council is constantly striving to enhance our day-to-day services to the public. This includes improving our

customer service when residents contact us to pay a bill, find out about their benefits, or report a pothole. Our feature on page 18 shows you the most convenient ways that you can get in contact with us.

**“Services available at the library are surprising – no longer are they all about books”**

Every week, we are contacted with many questions about our food waste collection service that was introduced last year to increase local recycling rates. We receive many queries about lining kitchen caddies, so over on page 16 you can find a quick guide that will help you.

Thank you for reading *Connect Magazine* and please feel free to get in contact with any comments about the magazine or articles.

John Everitt  
Chief Executive

*The Leader of Council will return next edition when pre-election publicity restrictions are lifted on local councils.*



COVER PHOTOGRAPHY: PAUL O'CONNOR

**A regular visitor to Bath Central Library chooses her next read**

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Environmental health officer Diarmid Henry

## connect was brought to you by...

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# News

KEEPING YOU INFORMED  
WITH THE LATEST NEWS  
FROM THE DISTRICT

**Below: The Children's Centre in Chew Valley Right: Pupils in Midsomer Norton inspect the building of their new school block**



**Improving school buildings**



PHOTOGRAPHY: THE RADSTOCK & DISTRICT JOURNAL

## Onwards and upwards

THE BUILDING OF NEW PRIMARY AND PRE-SCHOOL FACILITIES GETS SEAL OF APPROVAL FROM PUPILS IN THE DISTRICT

**N**ow is an exciting time for children across the district. As not only are improvements to local Primary Schools are progressing in leaps and bounds, but children and families from the Chew Valley area are settling into their new Children's Centre.

Building projects at Batheaston, Midsomer Norton, and Weston All Saints Primary Schools are taking shape. Steel frames are now complete at all three locations and as constructors push on with external walls and roofing, pupils and teachers are getting an idea of what their new facilities will look like.

Along with improvements completed at Bathford Primary School, the Council are investing substantially in the developments, which include new assembly halls and replacement classrooms at all sites.

"The pupils and teachers are looking forward to using the new classrooms," said Damian Knollys, Head teacher of Midsomer Norton Primary. "These improvements will support our staff in continuing to provide high standards of education."

The work is part of the Council's ongoing commitment to giving children the best primary education. "The Council has an excellent track record of improving school buildings and will be investing further to do even more," says Ashley Ayre, Strategic Director for Children's Services.

### The under-fives

So it's full steam ahead with primary schools but the Council hasn't forgotten about the under-fives in the district. For instance, a new Children's Centre has opened in the

grounds of Chew Valley School in Chew Magna and is already proving popular with families. The day facility offers a range of early education, family support and health services under one roof. These include ante- and post-natal support, stay-and-play sessions and advice on everything from breastfeeding to baby massage.

Ashley Ayre highly praised the new venture saying, "The Council's Children's Centre services are doing a great job to promote the health and wellbeing of children across our local communities to help give them the best possible chances in life."

Nearly 3,000 families in our area already use local Children's Centres. To discover more about the benefits and services they offer go to [www.bathnes.gov.uk/childrenscentre](http://www.bathnes.gov.uk/childrenscentre)

**STAY  
INFORMED**

Keep up to date with the very latest Council news by following us on Twitter at [www.twitter.com/bathnes](http://www.twitter.com/bathnes)

## Local Government funding

# Balanced budgets

## YOUR COUNCIL PUTS FUNDS BACK WHERE THEY'RE NEEDED

Levels of Council Tax are frozen and priority frontline public services are protected as part of the Council's budget for 2011/12 that was agreed recently.

This has been achieved through the consistent delivery of balanced budgets, significant efficiency savings of £17.8 million over recent years, and developing a strong financial reserves position. Substantially reduced grants from the Government were received by the Council as part of the strategy to address the national financial deficit. In addition to cuts during 2010/11 of £3.6 million, the Government has reduced the level of grant to the Council by 16% in 2011/12 and a further 8% in 2012/13 resulting in a total loss of £13.9 million per year in funding by 2013.

Cuts in government grant of this scale have been planned for over some time and, as a result, it has been possible to protect priority frontline services and make additional investment into local communities.

### Delivering local priorities

The Council is able to continue improving people's lives and target its resources so that greater investment can be made into high quality day-to-day services.

For example, with NHS Bath & North East Somerset an extra £3.5 million is being provided to

tackle the challenge of promoting the independence of a growing elderly population.

To support communities, a £1.9 million Community Empowerment Fund will be available for local people and voluntary groups, including Parish Councils, to fund their ideas to offer constructive activities for young people, support disadvantaged communities, help regeneration, and deliver local projects.

### Investing for the future

An investment package worth more than £200 million over five years to improve the lives of local people and help economic regeneration, radically improve the public realm and local infrastructure, and further enhance school buildings and leisure facilities for local communities.

For instance, in Keynsham, £33 million is earmarked to regenerate the town centre with new retail units, an innovative one stop shop and library for people to access local services, and new and improved public space.

The Council continues to be committed to ensuring that Bath Rugby remains in Bath and that quality leisure facilities will be available to residents. £10 million has been agreed towards the provision of a new leisure centre in Bath in support of the overall resolution to Recreation Ground issues.

£5 million is planned for this year to help improve the standard of local road surfaces and reduce potholes.

Visit [www.bathnes.gov.uk/budgetupdate2011](http://www.bathnes.gov.uk/budgetupdate2011) for more details.

## News in brief

### GOING UNDERCOVER

The Council are looking for 'undercover agents' to help enforce laws on the sale of age restricted goods such as cigarettes and alcohol. Mike Reed, Trading Standards Officer says: "We need volunteers aged 14-16 to go into shops and see if they get served." All children are fully trained and supervised. If you are interested in volunteering your child contact Trading Standards on **01225 396753** or [mike\\_reed@bathnes.gov.uk](mailto:mike_reed@bathnes.gov.uk)

### MAPS GO DIGITAL

Get a glimpse of 19th-century Bath from the comfort of your computer. For the first time historic maps of the city, including Cotterell's Map of Bath drawn in 1852, are available to buy on CD from the Council's Bath Record Office.

These digital versions are expected to be hugely popular with people researching their ancestors and the history of their house and community.

Each disk contains at least four maps and costs only £8. Sets are available at special discounted prices. For full details or to place an order visit [www.batharchives.co.uk](http://www.batharchives.co.uk)

## CELEBRATE WITH A STREET PARTY!

The Royal Wedding is just weeks away but there's still time to plan your own celebration to mark Prince William and Kate Middleton's big day. The Council have put together some guidelines for residents interested in organising a street party on April 29th or over the long bank holiday weekend.

It is free to apply for a road closure to hold a street party; further help and advice is available for this as well as other aspects such as licenses, risk assessment and entertainment ideas. To contact the relevant Council departments visit [www.bathnes.gov.uk](http://www.bathnes.gov.uk) and search for "Royal Wedding".

### Wedding wear

The Council's Fashion Museum is commemorating the Royal Wedding with a special exhibition called "What will she wear?" More than 30 exquisite dresses are now on display along with previously unseen photographs of couture wedding dresses from the 1930s.

The exhibition is open to visitors until 8 January 2012. Find out more at [www.fashionmuseum.co.uk](http://www.fashionmuseum.co.uk)



### BENEFITS CHANGE

From 1st April 2011, the government will be changing the way Housing Benefit is calculated for people who rent from a private landlord.

If you're already claiming, we will contact you directly if you are likely to be affected by these changes. For background information, visit [www.bathnes.gov.uk](http://www.bathnes.gov.uk) and go to the Advice and Benefits section.

**DON'T FORGET**

To see how the Council changes the lives of thousands of people for the better every day, visit [www.bathnes.gov.uk/changinglives](http://www.bathnes.gov.uk/changinglives)

## Building stronger communities

# Call for carers

## NEW SUPPORT FOR ADULTS WITH LEARNING DIFFICULTIES

**C**ould you help care for someone with a learning disability? The Council are looking for carers to join the Adult Family Link scheme. This innovative programme supports adults with learning difficulties by offering tailored care, support and accommodation services.

No prior experience is necessary and all applicants will be given full training before being

carefully matched to a placement. Carers can choose how much work they want to do and are paid a small allowance and expenses.

“This scheme makes a real difference to people with a learning difficulty,” says Ruth Rowsell, Registered Manager of the project. “People benefiting from the scheme receive tailored support from their carer, which could range from you taking them to a community activity for an afternoon, to them living in your home long term as one of the family.”

If you want to learn more about becoming a carer contact the Adult Family Link Scheme on **01225 396277**.



The Adult Family Link scheme can make a huge difference where it's needed most

PHOTOGRAPHY: BATH NEWS & MEDIA GROUP

## OLYMPIC SUCCESS

The countdown to London 2012 is under way and all eyes are poolside after the Council won an award for their Aquatics Programme. This scheme aims to help young swimmers reach their potential – from early water-confidence lessons to supporting the Aquae Sulis Performance Swimming Club.

The programme was awarded the 'London 2012 Inspire' mark, in recognition of being an exceptional project. It has also been praised by Seb Coe, Chair of the London Organising Committee. “We want to use the power of the Games to inspire change,” he said. “I congratulate everyone involved in the Aquatics Programme and wish them every success.”

To get in touch phone Bath & North East Somerset Council's Sport and Active Lifestyles Team on **01225 396429** or email them on [getactive@bathnes.gov.uk](mailto:getactive@bathnes.gov.uk)



## Don't miss the vote

### MAKING SURE THE AREA'S RESIDENTS HAVE THEIR SAY AT MAY'S LOCAL COUNCIL ELECTIONS



Don't miss the chance to have your say in the Local Government Elections. Every four years residents can vote for the councillors they want to run their local services. The next council elections are scheduled for 5th May.

As required by law, you will only be able to vote if you are over 18 and your name is included on the Register of Electors. If your name isn't on the Register, don't worry, as you will have until 14th April to register to vote. You can do this by calling Electoral Services on **01225 477333** or emailing the team on [elections@bathnes.gov.uk](mailto:elections@bathnes.gov.uk).

A UK-wide referendum on the voting system for the UK Parliament is also proposed for the same day.

Polling stations will be open from 7am to 10pm on Election Day. Details of your nearest station will be provided on your poll card. If you are unable to visit in person, it is possible to vote by post or proxy.

Visit [www.bathnes.gov.uk/elections](http://www.bathnes.gov.uk/elections) for further assistance and downloadable forms for voter registration and postal and proxy vote applications. The Electoral Commission has even more info at [www.aboutmyvote.co.uk](http://www.aboutmyvote.co.uk).

## Connect competition

### How many people a year are supported through the Council's Home Care Team Re-enablement service?

Your answers: choose from a, b or c

**a. 250   b. 25   c. 50**

#### HOW TO ENTER

**Online:** Fill in the entry form at [www.bathnes.gov.uk/livescompo](http://www.bathnes.gov.uk/livescompo) **Post:** Send your answer to **Connect Competition, Floor 1, Guildhall, Bath BA1 5AW**

**LAST ISSUE'S WINNER:** Mrs Whittaker from Salford.

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

## Changing Lives



The clue: Make sure you look out for the Changing Lives fact boxes

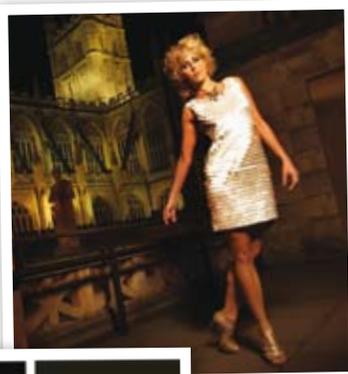
**WIN £50!**

## STAY INFORMED

For weekly updates of essential news and information subscribe to 'Inform', our free email newsletter. See page 25 for more information.

# events diary

This Spring we are buzzing with coffee, comedy and creativity. There's certainly plenty to do!

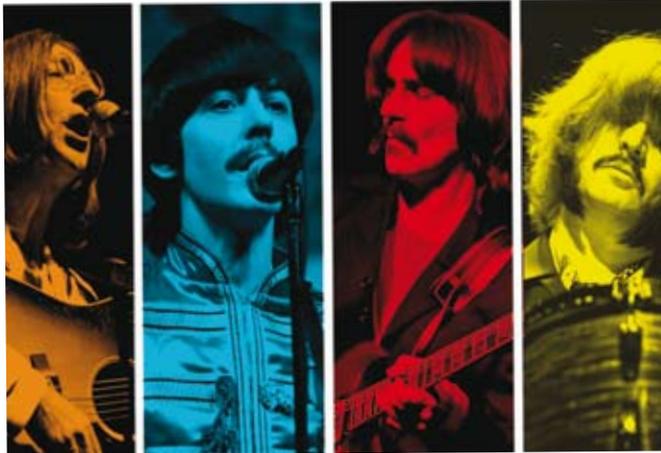


Left: The city becomes a catwalk as Bath in Fashion hits the streets in style

## Keynsham YOUTH FEST 2011

Join in with the antics on 15 May as Keynsham's many youth groups come together to show off their skills and talents on this fun day out for all the family.

On the day, there will be a full programme including dance and musical performances on the bandstand. A selection of the area's sporting organisations will also be giving displays, and there will be a variety of stalls to visit with the youngsters promoting their organisations.  
W: [www.keynsham-tc.gov.uk](http://www.keynsham-tc.gov.uk)



As good as the real thing... The Bootleg Beatles come to Bath for the day

## MARCH

■ **Bath in Fashion**  
**23 – 27 March** There will be fantastic fashion events all across the city in dramatic and unique locations, with talks and shows. There's lots for fashionistas to get giddy about!  
W: [www.bathinfashion.co.uk](http://www.bathinfashion.co.uk)

## APRIL

- **Arthritis Research Spring Book Sale**  
**1 April** Join the bookworms at Chew Valley Fruit Farm in Bonhill, Bishop Sutton, to help raise funds for this important cause. 9am – 4pm.  
W: [blagdon.org](http://blagdon.org)
- **Bath Comedy Festival**  
**1 – 10 April** April Fools' Day kicks off the laughs for Bath's funniest festival with big-name acts and new talent alike.  
W: [www.bathcomedy.com](http://www.bathcomedy.com)
- **Pete Brown: Bath Between Snows**  
**9 April – 2 June** Bath's favourite artist 'Pete the Street' makes a welcome return to the Victoria Art Gallery for his latest exhibition of last winter's scenes in the city.  
W: [www.victoriagal.org.uk](http://www.victoriagal.org.uk)
- **World Heritage Day trail**  
**17 April** Get walking around Bath with this fun day out including talks, activities and refreshments. 12pm – 3pm.  
W: [www.bathnes.gov.uk/heritageevents](http://www.bathnes.gov.uk/heritageevents)

## ■ Picnic in the Park

**29 April** To celebrate the Royal Wedding, the Bootleg Beatles and local bands will be playing at a free picnic party in Bath's Royal Victoria Park. The wedding ceremony will be broadcast on giant outdoor screens from 11am.

## MAY

- **'Antiques Roadshow' charity event**  
**7 May** Thomas Plant of *Flog It!* and *Bargain Hunt* fame comes to the Old Schoolroom in Chew Magna, for this charity event in aid of the RNLI. Refreshments available. 10am – 4pm.
- **Peter Blake exhibition**  
**14 May** After three years under renovation, Bath's Holburne Museum re-opens to the public. They are celebrating with an exhibition by Peter Blake featuring his own work as well as a collection of various ephemera.  
W: [www.holburne.org](http://www.holburne.org)
- **Bath Coffee Festival**  
**21 – 22 May** Feel the buzz as coffee comes to Bath Rec with stalls and a number of live demonstrations.  
T: [www.bathcoffeefestival.co.uk](http://www.bathcoffeefestival.co.uk)
- **Bath Fringe Festival**  
**27 May – 13 June** There's even more entertainment in the city as theatre, art, music and comedy run alongside the main Music Festival. W: [www.bathfringe.co.uk](http://www.bathfringe.co.uk)

## Sounds fantastic

## International music festival

Bath's well-established event has an international reputation. This year the festival runs from 25 May – 5 June with an impressive programme including orchestral, chamber and contemporary classical music, contemporary jazz, world and folk music. The programme takes place mainly in city venues and also includes free outdoor events.

W: [www.bathmusicfest.org.uk](http://www.bathmusicfest.org.uk)  
T: 01225 462231

## Exhibition in Radstock

## From the imagination

An exhibition of **Innovation, Invention & Discovery** is at Radstock Museum until 2 May.

This exhibition celebrates all the weird and wonderful products of the scientific imagination with a local connection. Find out about the first television to be built in Midsomer Norton and Radstock. Discover the history of the area's very own Yellow Submarine. See how a distinguished radio ham helped win World War I.  
T: [www.radstockmuseum.co.uk](http://www.radstockmuseum.co.uk)



## Marilyn Monroe exhibition

## HOLLYWOOD ICON IN BATH

A fantastic exhibition, **Marilyn: Hollywood Icon** is now at the American Museum, Claverton, until 31st October

Fans of the actress will flock from all over to see her dresses, jewellery and other personal possessions on display – some of which have never been seen before in the UK.

Highlights include Monroe's red sequin dress from *Gentleman Prefer Blondes*, as well as the bikini she wore in *The Misfits*, her last film.  
W: [www.americanmuseum.org](http://www.americanmuseum.org)



Hollywood glamour comes to the American Museum in Claverton

**DON'T FORGET**

To find out about other exciting festivals and events in the area, visit [www.bathnes.gov.uk/events](http://www.bathnes.gov.uk/events)



Improving the life chances of young people

# Fully booked

Our local libraries offer so much more than books, they're a place to socialise, to discover new ideas and for young people to get a good start in life...

**F**riday morning at Bath Central Library sees a group of excited toddlers singing along to *The Wheels on the Bus*, while parents and childminders bounce babies in time with the music. This is a Bookstart Baby Bounce and Rhymetime, which runs regularly in libraries across the area.

At these free events the accent is firmly on fun and there is definitely no 'shushing'. Adults and children are encouraged to make as much noise as possible and friendships form as everyone stays behind to chat and choose books.

This is just one of the many activities that happen in our libraries and makes them more than simply a place to borrow books. "Libraries are very much a hub of the community," says Peter Moth, the Council's

Libraries Customer Services Manager. "As well as books, they have DVDs and music. We have activities and services that appeal to all generations. We look to improve the community by improving the life chances of young people with a variety of educational opportunities. While at the same time providing activities for older people.

At any one time in one of our libraries you could find a librarian advising on how to trace your family history, or a computer expert running an IT course.

Internet access to information and news sites is free. If you want to look at your emails you can for a small payment and if you're on a low income, aged under 16, or a student you can get one hour's free access per day."

Many libraries have taken on initiatives to instill a love of reading and learning in

children from the earliest age, as Julia Burton, Bath and North East Somerset Library Development Manager, explains: "We base a lot of activity around Bookstart, a national programme that gives children free books at key stages in their early years – at six months, 18 months and at three to four years. We follow up the gift of the Bookstart packs with activities in places such as pre-schools and children's centres, as well as libraries, at which we encourage parents and carers to understand the importance of reading."

## Holiday reading

Older children can take part in storytimes or all year round activities. The Summer Reading Challenge is held from July to September, encouraging children to continue visiting the library throughout the holidays.

At Bath Library, the Chatterbooks Reading group gives children aged seven to 13 a chance to talk about books, do quizzes, find out more about different authors and learn about new books.

Bath resident Hannah Sackett, regularly visits the library with her son: "Josh enjoys

**Left: Library staff are always on hand with advice. Below: Storytimes and Rhymetimes are always a big hit with younger readers**



# Six things you never knew about libraries

Want to volunteer, download an audiobook or go back in history? Look no further than the library

- 1** Library members can now download digital audiobooks for free from [librarieswest.org.uk](http://librarieswest.org.uk). Choose from more than 600 titles, including Bram Stoker's *Dracula*, Jane Austen's *Emma* and contemporary titles such as the popular *The Girl Who Kicked the Hornets' Nest* by Stieg Larsson. Anyone who downloads an audiobook before the end of April will be entered for a free prize draw and could win £100-worth of iTunes vouchers.
- 2** If you think you can't get to a library, think again. You may be in reach of the mobile library service, which visits 66 villages in the Bath area, and goes as far as the Chew Valley in the west and Bathford in the east. Check destinations and timetables at [www.bathnes.gov.uk/mobilelibraries](http://www.bathnes.gov.uk/mobilelibraries)
- 3** Libraries have computers and internet access for adults and children to use.
- 4** Young adult books, including graphic novels, horror, science fiction, romance and manga are available from our libraries.
- 5** Bath Central Library is home to the Bath and North East Somerset Volunteer Centre, where you can get involved in your community through volunteering.
- 6** Libraries work in partnership with Bath In Time ([www.bathintime.co.uk](http://www.bathintime.co.uk)) where you can view and purchase copies of thousands of historic images depicting Bath and the local area.

going the Chatterbooks group. He gets to talk to other children his own age about books. The high point of last year was when the group read 'Cosmic' and had their books signed by the author, Frank Cottrell Boyce."

**"Libraries instill a love of reading and learning in children from the earliest age"**

Libraries are also reaching out into the community, bringing services to remote villages via mobile libraries, and by working with community groups on special projects.

One initiative is the 'not in education, employment or training' (NEETs) group, which helps people aged 16 to 24. June Wentland, Libraries Reader Development Officer, runs projects with the youth centre NEETs group in Radstock and sees the value they offer. "It's a sociable occasion. We cook lunch and eat it together, then offer courses such as creative writing.



Joining the library is free. It only takes a few minutes and then you can take out books straightaway.

Anybody can join the library and the staff are always keen to help you find what you want. Keynsham resident Mr Jones regularly visits his local library, he says: "I used the Enquiry Centre to track down a radio programme to find the details of a book they were reviewing, which I've now reserved." ■

## NOW ON FILM!

If you want to discover more about libraries, then pay a quick visit to [www.bathnes.gov.uk/libraryvideo](http://www.bathnes.gov.uk/libraryvideo)

## Find out more

To find out more about local library services, visit [www.librarieswest.org.uk](http://www.librarieswest.org.uk), or call 01225 39 40 41. Joining a library is easy. You can join online at [www.librariesawest.org.uk](http://www.librariesawest.org.uk) and then visit your local library to collect your card. Or, just pop into your local library and sign up there and then or call 01225 394041.

PHOTOGRAPHY: PAUL O'CONNOR



Improving transport & public spaces

# The future of HGVs on our roads

To reduce the number of heavy goods vehicles in and around Bath a plan is needed, and this ingenious new scheme could be just the thing

**H**eavy Goods Vehicles (HGVs), whether travelling through or to the city, have never been popular. They contribute to congestion, are responsible for emitting nitrous oxides and can cause serious damage to our roads. But, as Peter Dawson, Group Manager Transport and Planning Policy explains, “HGVs are a vital part of our economy and enable us to maintain our standard of living”. We need these vehicles to deliver goods, stock up our shops, transport building or manufacturing materials and to remove waste.

A recent survey has indicated that approximately 41% of HGVs travelling across Cleveland Bridge have business in Bath,

while others are using the city as a through route. Although the Council has the power to restrict HGVs, it also has a duty to maintain access to property, so the Council has come up with new initiatives to tackle this problem.

The Consolidation Centre is being delivered through the EU-funded CIVITAS Renaissance project, which aims to achieve more sustainable, clean and energy-efficient transport systems, and reduce the number of vehicles travelling to Bath.

Participating city centre businesses have their goods dropped off by their delivery vehicles at a depot at Avonmouth, Bristol. All the goods from those businesses are then transported by an environmentally friendly

electric vehicle into Bath. This will reduce the number of heavy vehicles driving on Bath’s narrow, congested streets and improve the quality of air that local people breathe.

A similar scheme in Bristol, launched in 2004, has seen strong results with improvements in air quality and an impressive 76% reduction in delivery trips for participating businesses.

The initiative is seen as the way forward by Lush Cosmetics. Steve Miles, Lush Distribution Manager, said “Lush has used the Bristol service for a number of years, so when the chance came along to get involved in Bath we were very keen to take part. Environmental issues are at the heart of the way Lush operates, and the Freight Transhipment service helps to support the green aspects of our business.”

Jointly with DHL, the operators of the depot, the Council is now encouraging other businesses to take part. Colin Rees, from the Council’s CIVITAS Team, explained,

**Left: The environmentally-friendly vehicles are looking to reduce goods vehicle trips in and around Bath city centre**

“We’ve had excellent feedback from the businesses who have signed up to the scheme and we are now actively encouraging more to take part.”

For those lorries who have no choice but to come to Bath, the Council is keen to ensure they abide by the rules. As part of

## “This will reduce the number of heavy vehicles driving on Bath’s streets”

CIVITAS Renaissance in the city, a demonstration project will take place on Upper Bristol Road to raise awareness of existing weight restrictions which are currently breached.

The Council also recognises HGVs using Bath as a through route is a problem. This is complicated by the fact many measures need agreement from other local councils where they could have an impact.

However, the Council is looking at innovative methods to tackle this problem, such as working with the sat-nav industry to improve navigation information and considering restrictions to limit the ability of lorries to use the city as a through route.

For more information visit [www.bathnes.gov.uk/transportandstreets](http://www.bathnes.gov.uk/transportandstreets) ■

### What’s on your roads?

- So far, **5** businesses have signed up to the depot covering **8** stores.
- Letters have been sent out to **275** businesses encouraging them to sign-up.
- In 2010, **1,900** HGVs over 3.5 tonnes drove into Bath between 7am and 7pm on a weekday, while **600** drove into the city centre (bounded by the River Avon and Julian Road).
- In 2010, **5.6%** of London Road traffic was HGVs; this figure was **5.1%** for the Lower Bristol Road and **3.7%** for Wellsway.
- If the Bath Freight Consolidation Centre is as successful as the Bristol model, then deliveries into the city could reduce by up to **75%** for participating businesses.

# Focus on road safety

## Cracking advice on in-car child car seats

Drivers should check their in-car child seats are fitted correctly – according to the Good Egg guide, backed by the Council. A national campaign, run by Road Safety GB, Good Egg aims to ensure all babies and children are safe and secure while travelling.

The Council with NHS Bath & North East Somerset are supporting the campaign. Good Egg guides are now given to new parents at their first baby check, and have also been distributed to childminders and foster carers. The Council also plans to run clinics at supermarkets later this year.

Jeff Mills of child-seat supplier Baby & Co in Keynsham, said: “It’s important parents are aware of the correct way safety seats should be used. The safe fitting and checks of these devices can make a big difference. Baby & Co is pleased to be playing a part to raise awareness alongside other retailers.”

Find out more about the Good Egg Guide and how to fit your child’s seat properly at



The Good Egg guide will ensure children travel safely

[www.protectchildgb.org.uk](http://www.protectchildgb.org.uk). Good Egg is also an accreditation scheme for retailers who provide the best information on fitting and buying a child car seat. Bath & North East Somerset Council is the only authority in the South West that has retailers signed up for this. These are Baby and Co, Keynsham; The Golden Cot, Bath; Halfords, Bath and Midsomer Norton.

## Plans for potholes

The Council has been ranked number one by the National Cyclists’ Organisation for filling in potholes. Bath & North East Somerset topped the league of 212 local authorities, and there’s plenty more improvements in the pipeline.

Following the coldest December in decades, plans are afoot for a further £5m capital investment for highways maintenance. Last year more than 4,500 potholes were repaired, and by April 2012 proactive surfacing improvements will stretch to 17% of district-wide roads. That’s equivalent to resurfacing from Bath to London.

“The improvements will protect the public purse,” explains Kelvin Packer, Highways Parking Service Manager, “because planned maintenance

reduces the number of potholes that occur during bad weather and minimises the need for reactive works.”

The planned investment will also enable essential improvements to a number of highway structures, footway resurfacing, drainage systems and the ongoing replacement of aged street lighting.

The quickest way for residents to report significant concerns about roads and pavements is to go to [www.bathnes.gov.uk/reportit](http://www.bathnes.gov.uk/reportit)



Visit [www.bathnes.gov.uk/transportandstreets](http://www.bathnes.gov.uk/transportandstreets) for more information about your roads and local transport services, or contact Council Connect at [councilconnect@bathnes.gov.uk](mailto:councilconnect@bathnes.gov.uk)



Promoting the independence of older people

# New beginnings

Giving support when it is most needed, the Home Care Re-enablement Team helps people get back to daily life after losing their confidence

Life was great for Mavis Godsell, aged 80, of Farmborough. She had a full social calendar of coffee mornings and lunches with her friends. However, all that suddenly ended when she had a fall in her home last year, and had to spend almost a month in hospital. “When I finally came out I was very shaken up and afraid of my own self,” Mavis explains. “In hospital, I’d heard about a home-care plan and I agreed to it because I really wanted to put myself back on the road to recovery. It was the daily jobs that were difficult, such as being able to dress myself and make breakfast. A team of helpers came in daily and we went through life

gradually, eliminating jobs as I proved to myself that I could do them.”

The Council and NHS B&NES work together to provide care services that support older or disabled people to be independent at home. Mavis was supported by one of those services – the Home Care Re-enablement Service that supports around 250 people per year across the area following illness or a stay in hospital. The service is free to over-18s.

## Building up confidence

Dawn Cronin, of the Home Care Re-enablement Team, explains how it works: “People tell us they want to be helped to regain their independence in their own

home. They don’t want to stay in hospital more than they have to.”

People are referred to the team following a community care assessment and receive a short-term service to help get them back on their feet. After a spell in hospital, a fall or another traumatic event, some people can lose their confidence and motivation to get out of bed in the morning, go to the bathroom, or wash and dress themselves. The fully trained support workers visit the person, and helps draw up a support plan, asking them what they’d like to achieve.

“The outlook is positive from the very beginning,” Dawn emphasises. “We help people regain their confidence so they can manage their daily tasks as soon as possible. This could be something as simple as going down to the local shop. If the person has had a fall, however, it may have shaken them up to the point where they don’t feel capable of doing something that was once part of their routine. We build them up slowly to achieve



**Main picture: Mavis chats about her daily short-term goals with Cherry Wiltshire, her carer Above: Mavis is now able to cope with simple everyday tasks, such as making tea**

the confidence and independence they need to get life back to normal.”

Dawn and her team work predominantly with elderly people but they also help young people with disabilities and those who have suffered sensory loss or a serious head injury. “It’s very individual and everyone has different goals to reach.”

### In good hands

Re-enablement workers all have experience providing domiciliary services in people’s homes and NVQ Level 2 in Health and Social Care. They also have various qualifications including nutrition, dementia awareness and mental health and continually work to develop their knowledge.

Some people may only need help for a couple of weeks, others may require ongoing care and the team works with social services to coordinate this. The team will also identify any further needs and what level of support people need to keep them at home, beyond the care that is provided.

The most rewarding aspect of the job comes from boosting people’s health and wellbeing and helping them to keep control of their lives by staying in their own homes. “People really value their independence and our service is dedicated to that. We get

positive feedback from the people we’ve helped and some have even written poems about their support workers!” says Cherry Wiltshire, Mavis’ carer.

**“A rewarding part of the job is boosting people’s health”**

Mavis was delighted with the service and has only praise for the team: “I worried at first about whether I would like them, but the group of girls who came to help me were all absolutely wonderful.” ■

### Find out more

The Intake & Re-enablement Service for people in the area is based at The Bath Community Resource Centre, opening hours: Mon-Thu 8.30am–5.00pm & Fri 8.30am–4.30pm.

To get in touch, phone **01225 396000** or email **Intake\_Re-enablement** [homecare@bathnes.gov.uk](mailto:homecare@bathnes.gov.uk)

## A brand-new independent living service

**More help and support to keep over-50s happy, healthy and living freely**

Building upon the success of existing care services that are provided by the Council and local NHS, a new scheme is helping people over 50 to live independently in their own homes, offering ongoing support to keep them healthy and active. This has been launched by Somer Community Housing Trust and the Council. “The service helps to reduce the number of people going into residential care before they need to,” says coordinator Harriet Bosnell. “We offer daily wellbeing phone calls, a falls pick-up service, home visits and help at the push of a button, 24 hours a day.”

After two hip replacements and a fall, Norma Jenkins feared she’d have to move into sheltered housing but this has been prevented by the independent living project. She is supported by Amanda, who arranges hospital visits, physiotherapy sessions and has had grab rails installed outside the house. “The independent living service is the best thing to happen to me,” says Norma. “Knowing that Amanda is on hand to help takes all the worry away.”

For more information, call **01225 366196** or visit [www.somer.org.uk/independentliving](http://www.somer.org.uk/independentliving)

### NOW ON FILM!

If you want to hear Mavis’ story for yourself, then pay a quick visit to [www.bathnes.gov.uk/changinglives](http://www.bathnes.gov.uk/changinglives)

**Changing Lives**

**More than 250 people a year are supported through Bath & North East Somerset’s Home Care Team Re-enablement service.**

# Family Information Service



This accredited information service for families with children and young people is always on hand with local knowledge

The Council's Family Information Service (FIS) provides a free information service for all families, professionals and young people in the Bath and North East Somerset area. All enquiries are dealt with in confidence.

We offer up-to-date, impartial information and advice covering many topics including:

- Leisure and play activities for children and young people
- Choosing appropriate childcare
- Parent and family support services
- Working with children
- Children's centres and out-of-school activities
- Teenage information and lifestyle choices
- Benefits and how to pay for childcare

## The Information Team

The Information Team answers the helpline and emails and keep information on registered childcare, such as nurseries, childminders and out-of-school clubs.

They also have lists of local Parent and Toddler groups, after-school activities, and details of leisure activities and support groups for families. There are plenty of leaflets and booklets available.

If you want to work with young people and children you can book an informal chat with one of the team to discuss training options and working in the sector. For those moving into the area, or for new parents, call the helpline for an information pack.

## The Outreach Team

The Outreach Team promotes the work of the FIS across the Bath and North

East Somerset area and can be seen regularly at the area's children's centres, schools and community groups.

**“We can meet up with families to discuss options and give information”**

They visit organisations that work with families, go along to parenting and play events, post-natal groups, toddler groups and fun days. If finding childcare or a family support service is a problem the Outreach Team can meet up with families to discuss options and give impartial information.

## Worker for disabled children

This worker for families with a disabled child or young person has access to a variety of information concerning disability needs, special educational needs or any other additional requirements.

This member of the Team can suggest helplines and support groups, leisure activities, holiday playschemes and after-school clubs, transport, benefits and community organisations and services.

## Information and advice

In conjunction with First Steps (Bath) Children's Centre and Radstock Children's Centre, we are running an information and advice service for families in the local area.

We offer one-to-one sessions if you need help. Ring FIS for more information.

## The Choice Adviser

The Choice Adviser can help if you have difficulty in selecting the right secondary school for your child. You will receive all the information to make the right choice.

The Choice Adviser can also help if you find the admissions process difficult to understand, are unable to complete the forms, are new to the area, or if English is not your first language.

Finally as a team we work on a regular basis with other Council services, statutory and voluntary agencies and services supporting local families. We have a rolling programme of community outreach that engages with schools, children's centres, libraries, health centres and voluntary organisations. If you are planning an event and would like us to attend then please give us a call. ■

## Find out more

To get in touch phone **0800 073 1214** (freephone) Mon-Thu 8:45am-4:45pm, Fri 8:30am-4:30pm. You can also text on **07980 998 906**.

Alternatively, email [fis@bathnes.gov.uk](mailto:fis@bathnes.gov.uk) or come and see FIS at a local children's centre – call for details of where your local centres are.

Feel free to contact the Family Information Service by telephone **0800 073 1214**, by text **07980 998 906** or by email [fis@bathnes.gov.uk](mailto:fis@bathnes.gov.uk)



## CARE VISITS AT HOME

*We care passionately*

A comprehensive care at home service

Call our professional team on 01730 260026

### Our staff

Our staff are caring, trained to give medication and police checked.

### Contact us

Visit us online at [www.bluebirdcare.com](http://www.bluebirdcare.com)  
Call our professional team on 01730 260026

### Alternative

Bluebird Care offers a realistic cost effective alternative to residential care. With familiar friends, relatives and possessions around, Bluebird Care 'just happens'.

### What we offer

We offer everything from personal care to shopping, cleaning or social visits. In fact everything you need to stay in the comfort of your own home.

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

# Adult abuse - it's everybody's business

- 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](mailto:Access_team@bathnes.gov.uk)

[www.bathnes.gov.uk/safeguardingadults](http://www.bathnes.gov.uk/safeguardingadults)





Tackling the causes and effects of climate change

# How to line your caddy

Run out of caddy liners? There are now plenty of places to get more, or you could make your own

Last October we provided free compostable caddy liners with the first delivery of food waste containers. If you need more, most larger supermarkets stock them, plus there is a list of other smaller local stockists to be found at [www.bathnes.gov.uk/foodwaste](http://www.bathnes.gov.uk/foodwaste). You can also buy online or by phoning the numbers as listed on the website above. If you buy in bulk this will often work out cheaper.

Local outlets stocking the bags often have a sticker displayed on their shopfront (see right for an example of the sticker).

However, if you don't wish to buy liners you can use newspaper instead. Or you can wrap your food waste fish-and-chips style in newspaper and put it into your caddy.

Please do not use plastic bags even if they say they're recyclable or biodegradable, as these contaminate the composting process.

If you empty the small caddy into the outside one we recommend lining the latter too, as well as regularly rinsing out both to keep them clean.



Here's just one example of how to line your caddy...

1



Start by folding a sheet of newspaper to line the bottom of your food waste caddy.

2



Fold another piece of to match the height of the caddy and line the side.

3



Repeat with another piece on the other side so the caddy is now fully lined.

4



Ready for use! When not too full, empty straight into your outside food waste bin.

**NOW ON FILM!**

For a demonstration and tips on using your food waste containers, visit [www.bathnes.gov.uk/foodwaste](http://www.bathnes.gov.uk/foodwaste)

# Waste services news round-up

Our services are constantly developing and evolving. Here is our latest news

## Bank holiday collections

Recycling and waste collections will run as normal on all bank holidays including the special bank holiday on April 29, for the Royal Wedding. However, if a street party is taking place in your road, there may be some changes to collections. For more information, go to our website and search for 'Royal Wedding'.

## Recycling on the go

Recycling doesn't have to stop when you leave home – you can now recycle when you're out and about too.

The 'Recycle on the Go' scheme involves putting recycling bins in public places, such as bus stops and shopping areas, so you can recycle rubbish that would otherwise go into litter bins and end up in a landfill.

The first sets of bins are on Bathwick Hill, Bath, for paper, cans and plastic bottles. The bins are usually sited in busy areas where there are already litter bins. They are clearly labelled using the Recycle Now national signage so that it's easy for everyone to identify them.



The recycling bins on Bathwick Hill are proving to be a huge hit.

There are plans to install more recycling bins in Foxhill, Combe Down village, Southdown and the city centre. The first set of bins have been funded through the Ward Councillors Initiative fund, but all ideas for funding more sets, across the district, perhaps through local businesses, are welcome.

## Give & take day

There are plans to trial a reuse event at Bishop Sutton Village Hall on Saturday 7 May 2011.

On the day, residents will be able to donate items that are fit for reuse, such as kitchenware, toys, books, tools and small items of furniture, as well as DVDs, CDs and clothes and reusable linen, and then take any items for free that they find useful. For everybody's convenience, the items would need to fit easily into a car.

You are more than welcome to come along even if you don't have anything to donate. Where possible, anything left over will be donated to charities or recycled. Our roadshow van will be on hand to offer advice on recycling, home composting, using real nappies and reducing waste.



Competition winner Richard Swannick shows off his prize.

PHOTOGRAPHY: BATH NEWS & MEDIA GROUP

We are looking for volunteers to help us run this event on the day – if you are interested please contact Council Connect on 01225 39 40 41.

Look out for further details on our website and in the local press nearer the time.

## WEEE competition winner

To encourage residents to recycle their small Waste Electrical and Electronic Equipment items (WEEE) we ran a competition in conjunction with REPIC in 2010. Hundreds of residents entered when they took WEEE items to one of the Council's Recycling Centres.

The winner, Richard Swannick, from Whiteway won an iPod nano. He said "Everyone doing their bit to recycle is important to support a cleaner, greener planet. I was delighted to win an iPod for playing my part. Once I have finished using it I will be return it to my local Recycling Centre to recycle!" Following the success of last year's competition, this year we will encourage younger residents to recycle by taking a competition into our primary schools.

## Win a nappy starter kit!

Did you know that using real nappies can save you up to £500 per child and help save the planet? To celebrate National Real Nappy Week (16–22 May), and as part of our campaign to reduce landfill waste, we are running a free prize draw from May 1–31 to win a nappy starter kit and accessories worth more than £80. The prize draw is open to all families in the district.

Get more info at [www.bathnes.gov.uk/reusableenappies](http://www.bathnes.gov.uk/reusableenappies) or at one of the



events or community venues (including Council Connect contact centres and libraries). During Real Nappy Week, the Council Waste Team's nappy advisor will be at various venues with advice about using real nappies; venues include the Parkside Children's Centre, Bath and The Green Shop, Midsomer Norton – see website for details.

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



Improving customer services

# Let's get toge

Introducing a whole new way of customer service from Bath and North East Somerset Council that will help save time and money, online, in person or on the phone...

**T**he Council has improved their customer services so dealing with them is now even more convenient and efficient for residents. And while saving money, there will also be quicker and easier access to services in a way that most suits your lifestyle, whether you're a busy mum or only have your lunch hour free to deal with Council issues.

In order to improve customer service, the Council have looked at the way they work, in order to avoid any unnecessary activity or admin. They can then spend more time dealing with queries.

This more efficient way of working could save around £1m a year. In fact, the Council

have saved £200,000 to date on Housing Benefit processing costs since using these new ways of working last July.

## Get in touch

There are many ways to contact the Council, the quickest and easiest being online. The website can be accessed 24 hours a day and your query will be dealt with by the relevant Council teams, as soon as possible. You can even make payments online, from your Council Tax to garden waste charges, wherever you are in the world...

"It's fantastic!" said one satisfied customer. "I made a payment from outback Australia with no problems. I forgot the amount, but this came up when I put in my details." You

can find quick links for payments from the Council homepage at [www.bathnes.gov.uk](http://www.bathnes.gov.uk).

However, if you would prefer to speak to someone face to face or by telephone then those options are also available.

Benefits Officer Elaine Riddle explains why claims for Housing and Council Tax Benefit, specifically, are better made in person, "Before, when people applied for benefits they had to fill out a big form, which we posted for them to send back to us. Now if they come along with the right information, we can talk through their claim, to find out if they qualify for benefits and how much.

"It also lets us understand people's circumstances better and help them more." ■

**Important benefits changes start in April. If you're already claiming, see page 5.**

**NOW ON FILM!** 

To see for yourself how Council Connect can work for you, please visit [www.bathnes.gov.uk/contactus](http://www.bathnes.gov.uk/contactus)



## In numbers...

**1** is the average number of times a customer needs to contact the Council to sort out a Benefits application or Council Tax query (down from 7).

**26p** is the rough cost per online transaction (the cost is £7 for face to face and just under £3 by phone).

**74%** is the proportion of Council Tax payments made by Direct Debit.

**95,000** is the number of online payments completed last year. Almost £8m in total.

**147,377** is the number of face-to-face visits at Council Connect offices in the last year.

## contact us online



### Report it

[www.bathnes.gov.uk/reportit](http://www.bathnes.gov.uk/reportit)

The Council actively encourages people who visit, live and work in the district to leave their feedback using the online forms.

Roy Cafferky, Senior Customer Services Officer explains: "With the online form residents can fill in specific details, depending on what they're trying to report."

Data is logged and requests are sent to the relevant team for action. "The form makes it quicker for everybody as we don't have to chase for more information," he concludes.



Forget opening hours. Now you can get in touch with the Council at any time, day or night, whether you want to make a payment or just leave a comment.

If you want to make a routine payment at a time that suits you, take advantage of the Council website's secure online payment system. In the first year alone, 50% of garden-waste bills were paid online.

■ Get online at [www.bathnes.gov.uk](http://www.bathnes.gov.uk)

■ Make a payment at [www.bathnes.gov.uk/pay](http://www.bathnes.gov.uk/pay)

## contact us by phone



Sometimes getting in touch by telephone is more appropriate or convenient. Many find this is the case with planning applications, for example, and it's advised you call to discuss your requirements before setting wheels in motion.

Our customer service team are on hand throughout the weekdays to answer your queries or point you in the right direction.

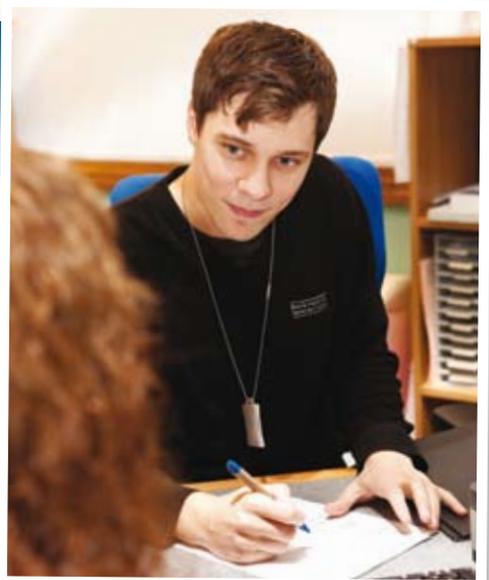
■ Call Council Connect on **01225 39 40 41**. Our opening hours are: Mon – Tue, Thu – Fri, 8am – 6pm; and Wed 9.30 – 6pm.

## contact us face to face



Visit one of Council Connect's offices located in Bath (Guildhall), Keynsham (Riverside) or Midsomer Norton (The Hollies). Staff are on hand to talk you through more complex enquiries such as benefit claims. These one-stop shops are convenient and can save you time, as they offer many services under one roof. Services include Diamond Travelcard applications (which can be issued on the spot), together with dedicated information and self-service areas.

■ Council Connect offices are open Mon – Fri. Visit [www.bathnes.gov.uk/contactus/CouncilOffices](http://www.bathnes.gov.uk/contactus/CouncilOffices) for your local opening times.  
 ■ HM Revenues & Customs are moving to the Guildhall office on 16th March.



# Stay safe at home

If you are elderly and your home is in need of repair or needs work to make it safe, then the Council's Housing Services could help...

The Council's Housing Services is available to people who own their home, as well as to people who rent; whether from a private landlord or a Housing Association.

An Officer from the Housing Standards and Improvement Team or from Bath and North East Somerset Care and Repair (a Council-commissioned service) can visit and see if we are able to help. We are able to:

- Offer advice and financial assistance for people to carry out repairs in their homes and to make their houses safer. This help is for elderly residents on low incomes
- Provide assistance for disabled people, such as stairlifts and walk-in showers
- Provide help with keeping your house warm
- Work with your landlord, if required, to ensure repairs are done and that your home is made safe

In addition, Housing Services are also able to offer a range of other services to help people who have housing problems. This includes: help and advice for people facing homelessness; access to social housing; advice on fire safety; advice for landlords and tenants on renting and good housing standards.

## Get in touch

To find out more telephone us on **01225 396444** or visit the Council's website at [www.bathnes.gov.uk](http://www.bathnes.gov.uk) and go to the Housing pages. You can also call Bath and North East Somerset Care and Repair (for elderly and vulnerable people) on **01749 345379**.



**Bath & North East  
Somerset Council**

## more choice

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Wherever you've come from, whatever your lifestyle, whatever you believe in, you'll enjoy true equality of opportunity here.

Find out about exciting opportunities at Bath & North East Somerset Council.



Visit [www.bathnes.gov.uk/jobs](http://www.bathnes.gov.uk/jobs)



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### ADVERTISEMENT FEATURE

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In Germany and Austria it can get as low as -20, even -30°C and a single snowfall can be as much as 3ft or more overnight. To deal with this severe cold they need powerful heating able to cope with sub zero temperatures and sudden climate change. They need excellent control and above all - low running costs without the need for constant servicing and replacement parts.



BATH, 2010

The solution, incredibly... is electric! This incredible heating could be the answer to help beat ever increasing energy costs and amazingly, it is not gas or oil, or solid fuel - but clean electric! All you need is standard supply and NO special tariff like economy 7.

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

The heating looks just like conventional radiators, but STOP! it is very different! Put simply, that clunky central heating boiler needing constant servicing and replacement parts isn't the only choice anymore!

Now you can heat your homes, offices, extensions or conservatories with these incredible heaters providing individual control over every room without the need for a central control or wasted boiler space. This incredible German heating simply plugs in! Job Done! You can do just one room or the whole house! This heating, whilst quite NEW in the UK has been mainstream for a very long time in Germany and Austria.

Sunflow Ltd. offer a complete solution which can include disposing of your old central heating system, even oil tanks! Discover for yourself this incredible German heating.

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



Replacement Service

Sunflow can take the worry out of disposing of old central heating systems. We have a package price that includes the safe and certificated removal of oil, lpg and gas systems, even old oil tanks! Questions? Call Suzanne on 0800 158 8272

**A REAL ALTERNATIVE TO OIL/GAS HEATING - ASK ABOUT OUR REPLACEMENT SERVICE**

## working together for health & wellbeing

### Right Care Best Value

The way that health and care services are delivered in Bath and North East Somerset are changing to fit around people's needs



Mrs Norman with nurse Karen Hunt, physiotherapist Emma Caleb and occupational therapist Andy Griffin

Mrs Norman said: "I was worried about what my stroke would actually mean in terms of my mobility and future health.

"My nurse Karen arrived at my house within hours of me being discharged. Both her and the team have been brilliant. They drew up a programme of exercises, which has allowed me to recover stage by stage. I'm now walking with a frame and I have walking sticks as well, which I'm progressing onto."

**"The best part has been the attitude of the staff – I cannot praise them highly enough..."**

Mrs Norman's husband, Philip, said the emotional support and caring attitude showed by the team made life easier.

"The care element has been so impressive. For me the best part has been the attitude of the staff. They are able to listen and explain in a way that is really caring, personal and sincere. I can't praise them highly enough."

Carrie Wedgwood, Head of Specialist Rehabilitation Services at B&NES Community Health & Social Care Services, said: "The community stroke service allows patients to be discharged from hospital back into their own homes where they receive a high level of specialist support.

"We know that patients would rather be at home and evidence shows that by providing rapid and specialist treatment patients have a much better chance of regaining independence."

## Hospital at home

### Bath and North East Somerset's community stroke services rated among the country's best

When Mrs Joan Norman had a stroke just one week before Christmas, she realised that her life would change. However, her recovery has been beyond even the most optimistic of expectations.

In part that's because Mrs Norman, from Bath, has received some of the very best community stroke care in the country. After she was discharged from hospital following a brain-stem stroke, a specialist nurse from the community stroke service arrived at Mrs Norman's home the same day, in order to provide support and care.

The specialist team members that comprise of nurse Karen Hunt, occupational therapist Andy Griffin and physiotherapist Emma Caleb drew up a special rehabilitation programme, which would soon see Mrs Norman regaining much of her previous independence.

As health care is changing, more services are now being provided in the community and at home. The Care Quality Commission, the independent regulator of health and social care in England, has reviewed stroke services in B&NES and found them to be some of the best in the country.

### Feedback from Care Quality Commission review

#### Key points

The Care Quality Commission praised in particular:

- The support offered to help patients return home sooner
- The smooth transition from hospital to home
- Reviews of patients

#### Noticeable results

The community stroke service has made a huge difference since its launch in August 2009. 147 stroke patients have come home from hospital early thanks to the support and care of the dedicated team.



# People power

## NHS B&NES talks to people about Right Care, Best Value



NHS B&NES has consulted with the public for 'Right Care Best Value', a plan to make sure local health services best meet people's needs, as well as being cost-effective.

We received lots of feedback, largely from public meetings, which can be summarised as:

- Service quality and user experience must be preserved and protected
- Support for care closer to home but assurances that services are there when needed
- Support for hospitals becoming smaller to focus on more complex care

- Efforts to reduce waste and duplication supported
- Call for services to be flexible
- Call to communicate changes well
- Recognition and support for carers

### The NHS needs to change the way it delivers care as:

- Costs/demands are rising
- Resources are stretched

### What the NHS needs to do:

- Maintain quality
- Improve people's experiences
- Be more resourceful
- Deliver care differently
- Bring costs down

## Norovirus awareness

Three short films warning people about bringing norovirus into hospitals, GP surgeries and health centres have been launched.

The films inform the public how the virus is spread. They are being shown in GP surgeries, within civic buildings and on YouTube.

Elizabeth Hersch, Midsomer Norton GP says: "Most people recover without treatment, but we

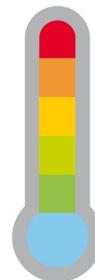
want to ensure people know how to avoid passing the infection on."

If you have vomiting or diarrhoea ring your GP surgery, who will tell you if you need to be seen. Or contact NHS Direct on **0845 4647**.



# Choose Well

Know your health services and get the right treatment, at the right time, in the right place



### Emergency or 999

Choking. Blacking out. Chest pain. Blood loss.

If you are seriously ill or injured you should go to or be taken to the Emergency Department. You should dial **999** only if it is an emergency.

### NHS walk-in centre

Cuts. Strains. Rashes. Sprains.

Bath NHS Healthcare Centre, James St West is open every day between 8am and 8pm. The Minor Injuries Unit at Paulton is open 24 hours a day.

### GP

Constant aches and pains. Lumps and bumps.

Make an appointment to see your local GP when you have an illness or injury that will not go away. Many surgeries open on weekends and evenings.

### Pharmacist

Back ache. Runny nose. Painful cough. Headache.

Visit your pharmacist when you need advice and medicines for allergies, colds, headaches or flu. Many are open at weekends and on Bank Holidays.

### NHS Direct

Unwell. Vomiting. Diarrhoea. Need help?

NHS Direct offers confidential health advice 24 hours a day. Phone for help, and to find out about local healthcare services. **0845 4647**

### Self-care

Grazed knee. Sore throat. Cough.

Self-care is the best choice to treat minor illnesses and injuries. Keep a well-stocked medicine cabinet.

"If you choose the right NHS service you'll get the right care at the right time. You'll be seen quicker and will ease pressure on other NHS services."

Elizabeth Hersch, Midsomer Norton GP





01225 462234

capture that "decisive moment"  
londoncameraexchange



## 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

### 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](mailto:fpt_duty@bathnes.gov.uk)

#### ■ Allotments

No garden? Put your name on the allotment waiting list.  
T: 01225 396906  
E: [parks\\_greenspacesadmin@bathnes.gov.uk](mailto:parks_greenspacesadmin@bathnes.gov.uk)

#### ■ Arts and Entertainment

The Arts Development Team supports provision of and participation in the arts in the local area.  
T: 01225 396432  
E: [peter\\_salt@bathnes.gov.uk](mailto:peter_salt@bathnes.gov.uk)

### Bb

#### ■ Benefits: Housing Benefit and Council Tax

Call the 24-hour automated helpline on 01225 394959, speak to a Benefits Officer, or visit our offices.  
T: 01225 477777  
E: [revenues\\_benefits@bathnes.gov.uk](mailto:revenues_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](mailto:register_office@bathnes.gov.uk)

#### ■ Bonfires

Visit the Bonfires page for information on burning considerably.  
T: 01225 477551  
E: [environmental\\_protection@bathnes.gov.uk](mailto:environmental_protection@bathnes.gov.uk)

#### ■ Building Control

From small extensions to million-pound developments, get in touch with queries about building regulations.  
T: 01225 477517  
E: [building\\_control@bathnes.gov.uk](mailto:building_control@bathnes.gov.uk)

#### ■ Bus Passes

The Diamond Travelcard enables free bus travel for residents aged 60 and older, as well as for residents with disabilities.  
T: 01225 394041  
E: [councilconnect@bathnes.gov.uk](mailto:councilconnect@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](mailto:cemeteries_crematorium@bathnes.gov.uk)

#### ■ Child Employment

For info on the type of work school-aged children can do, and how to register if you are an employer.  
T: 01225 394228  
E: [CMES@bathnes.gov.uk](mailto:CMES@bathnes.gov.uk)

#### ■ Children and Family Care

A range of services and resources are available to support parents and carers in the district to give our young people the best start in life.  
T: 01225 395343  
E: [fis@bathnes.gov.uk](mailto:fis@bathnes.gov.uk)

#### ■ Children Missing Education Service

Providing a wide range of services to schools, children, parents and families, particularly regarding school attendance.  
T: 01225 394241  
E: [CMES@bathnes.gov.uk](mailto:CMES@bathnes.gov.uk)

#### ■ Children who Perform

For information on how and when to obtain a licence to allow a child to perform.  
T: 01225 394167  
E: [CMES@bathnes.gov.uk](mailto:CMES@bathnes.gov.uk)

#### ■ Community Learning Service

This service works to improve learning opportunities, by bringing together residents, community-based organisations and learning providers.  
T: 01225 396450  
E: [community\\_learning@bathnes.gov.uk](mailto:community_learning@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](mailto:access_team@bathnes.gov.uk)

#### ■ Council Complaints and Compliments

For suggestions, complaints or compliments about Council services visit the Council and Democracy section at [www.bathnes.gov.uk](http://www.bathnes.gov.uk)  
T: 01225 477000  
E: [councilconnect@bathnes.gov.uk](mailto:councilconnect@bathnes.gov.uk)

#### ■ Council Connect

To report potholes, missed rubbish collections and other general queries, contact Council Connect by phone, text or email.  
T: 01225 394041  
Text: 07797 806545  
E: [councilconnect@bathnes.gov.uk](mailto: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: [revenues\\_benefits@bathnes.gov.uk](mailto:revenues_benefits@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 2DT.  
T: 01225 477234  
E: [register\\_office@bathnes.gov.uk](mailto:register_office@bathnes.gov.uk)

#### ■ Development Control – Planning Enquiries

View and comment on planning applications, find out if you need to apply, and request forms and checklists.  
T: 01225 394041  
E: [development\\_control@bathnes.gov.uk](mailto:development_control@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](mailto: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](mailto:discovery_card@bathnes.gov.uk)

#### ■ Dog Warden Service

Contact the service for information about responsible dog ownership and to report dog fouling.  
T: 01225 394041  
E: [dog\\_warden@bathnes.gov.uk](mailto:dog_warden@bathnes.gov.uk)

#### ■ Drains and Private Sewers

Public sewers are maintained by Wessex Water Services plc. Private sewers are the responsibility of property owners.  
E: [environmental\\_protection@bathnes.gov.uk](mailto:environmental_protection@bathnes.gov.uk)

### Ee

#### ■ Educational Psychology

Providing a range of training for teachers, learning support assistants, parents and others.  
T: 01225 394901  
E: [psychology\\_service@bathnes.gov.uk](mailto:psychology_service@bathnes.gov.uk)

#### ■ Electoral Registration and Elections

For queries on voting rights, or other election matters.  
T: 01225 477333  
E: [elections@bathnes.gov.uk](mailto:elections@bathnes.gov.uk)

#### ■ Energy Efficiency for the Home

Free advice and information about improving the energy efficiency of your home.  
T: Energy Saving Trust 0800 512012  
E: [housing\\_regeneration@bathnes.gov.uk](mailto:housing_regeneration@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 nine in Bath and North East



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Somerset, or visit the Children's Centre pages of the [www.bathnes.gov.uk](http://www.bathnes.gov.uk) website.

T: 0800 073 1214

E: [ffs@bathnes.gov.uk](mailto:ffs@bathnes.gov.uk)

#### ■ Fly Tipping

Find out about fly tipping and how to report it.

T: 01225 394041

E: [councilconnect@bathnes.gov.uk](mailto:councilconnect@bathnes.gov.uk)

#### ■ Food Safety

The Food and Trading Standards ensures food and drink is safe to consume. Visit [www.food.gov.uk](http://www.food.gov.uk).

T: 01225 477508

E: [public\\_protection@bathnes.gov.uk](mailto:public_protection@bathnes.gov.uk)

#### ■ Footpaths and Bridleways

Report damages and enquire about gritting.

T: 01225 477532

E: [proaw@bathnes.gov.uk](mailto:proaw@bathnes.gov.uk)

## Gg

#### ■ Garden Waste

Details of garden-waste collection days and charges.

T: 01225 394041

E: [councilconnect@bathnes.gov.uk](mailto:councilconnect@bathnes.gov.uk)

#### ■ Grass Cutting

Contact the Parks and Open Spaces team for queries about the maintenance of open spaces and verges.

T: 01225 394041

E: [councilconnect@bathnes.gov.uk](mailto:councilconnect@bathnes.gov.uk)

#### ■ Graffiti Removal

Contact the Council should you need graffiti removed.

T: 01225 394041

E: [councilconnect@bathnes.gov.uk](mailto:councilconnect@bathnes.gov.uk)

#### ■ Gritting of Roads (except motorways)

Report urgent gritting queries to Council Connect.

T: 01225 394041

E: [councilconnect@bathnes.gov.uk](mailto:councilconnect@bathnes.gov.uk)

## Hh

#### ■ High Hedges

The Council can only intervene as a last resort after neighbours have failed to solve problems themselves.

T: 01225 394041

E: [high\\_hedges@bathnes.gov.uk](mailto:high_hedges@bathnes.gov.uk)

#### ■ Housing Services

**Housing Options and Homelessness Team**

T: 01225 396296

**Homesearch Team**

T: 01225 396118

**Housing Standards Team**

T: 01225 396444

**Housing Improvements Team**

T: 01225 396444

## Ii

#### ■ Information

To be put through to someone who can help, call the Council's switchboard.

T: 01225 477000

#### ■ Inform – the Council's free weekly newsletter

Exclusive local news stories and practical information.

W: [www.bathnes.gov.uk](http://www.bathnes.gov.uk)

## Jj

#### ■ Jobs with the Council

Up-to-date information about job vacancies, equal opportunities, employment and training initiatives. Visit [jobs.bathnes.gov.uk/jobs](http://jobs.bathnes.gov.uk/jobs) for info on vacancies.

T: 01225 396409 (24hrs)

E: [people\\_services@bathnes.gov.uk](mailto:people_services@bathnes.gov.uk)

## Kk

#### ■ Kennels, Catteries and Stables

For details of licensed animal boarding establishments.

T: 01225 477531

E: [licensing@bathnes.gov.uk](mailto:licensing@bathnes.gov.uk)

#### ■ Kerbs, Dropped

Dropped kerbs must be built to specific standards.

T: 01225 394041

E: [councilconnect@bathnes.gov.uk](mailto:councilconnect@bathnes.gov.uk)

## Ll

#### ■ Leisure Centres

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

T: 01225 486905

Memberships: 01225 486914

**Culverham Sports Centre**, Rush Hill, Bath BA2 2QL

T: 01225 486902 (office hours)

T: 01225 480882 (opening 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

#### ■ Libraries

Locations, opening times and all library services.

T: 01225 394041

E: [councilconnect@bathnes.gov.uk](mailto:councilconnect@bathnes.gov.uk)

#### ■ Licensing

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

T: 01225 477531

E: [licensing@bathnes.gov.uk](mailto:licensing@bathnes.gov.uk)

#### ■ Listed Building and Conservation Area

The Historic Environment Team provides advice on the care and management of historic buildings.

T: 01225 477000

E: [historic\\_environment@bathnes.gov.uk](mailto:historic_environment@bathnes.gov.uk)

#### ■ Local Plans

The Local Plan is the primary basis for deciding planning applications and setting out policies.

T: 01225 477548

E: [planning\\_policy@bathnes.gov.uk](mailto:planning_policy@bathnes.gov.uk)

#### ■ Local Land Charges

If you are moving house find out more about carrying out a local authority search.

T: 01225 477432

E: [land\\_charges@bathnes.gov.uk](mailto:land_charges@bathnes.gov.uk)

### Term dates

## School days

To help organise your time, here are the term dates for schools in the area:

#### Academic year 2010/2011

##### Term 4

Start: Monday 28 February 2011

End: Friday 8 April 2011

##### Term 5

Start: Tuesday 26 April 2011

End: Friday 27 May 2011

##### Term 6

Start: Monday 6 June 2011

End: Friday 22 July 2011

#### Academic year 2011/2012

##### Term 1

Start: Thursday 1 September 2011

End: Friday 21 October 2011

##### Term 2

Start: Monday 31 October 2011

End: Friday 16 December 2011

For more info or to have your

say on future dates, visit

[www.bathnes.gov.uk/schooldates](http://www.bathnes.gov.uk/schooldates)



### Shopmobility

## Get out and about

Shopmobility, based in Bath, is a service for anybody with limited mobility. For a small charge you can choose a wheelchair or electric scooter to use around Bath city centre, whether you're shopping or on business.

Proof of identity will be required when hiring vehicles. The small charges are as follows:

#### Electric scooters & powered wheelchairs

£1.50 for the first two hours and 75p for each additional hour (or part of).

#### Manual chairs

75p for the first two hours and 35p for each additional hour (or part of).

You will be shown how to operate the vehicle and have a practice before going into the city. Booking in advance is recommended.

There is also an escort service, if you

prefer a companion on your trip. This is open to people with a sensory or mobility impairment.

Find Shopmobility at:

**7-9 Lower Borough**

**Walls, Bath BA1 1QS**

T: 01225 481744

E: [shop\\_mobility@bathnes.gov.uk](mailto:shop_mobility@bathnes.gov.uk)





# 46 46 46

# 24 Hour Taxi Service

## Local Sports

We have details of 300 clubs and more than 20 sports.  
 T: 01225 396429  
 E: [getactive@bathnes.gov.uk](mailto:getactive@bathnes.gov.uk)

## Mm

### Markets and Street Trading

You will need permission to trade from any street or highway within the area.  
 T: 01225 477531  
 E: [licensing@bathnes.gov.uk](mailto:licensing@bathnes.gov.uk)

### Museums and Art Galleries

Assembly Rooms and Fashion Museum  
 T: 01225 477173  
 E: [fashion\\_bookings@bathnes.gov.uk](mailto:fashion_bookings@bathnes.gov.uk)  
 Roman Baths and Pump Room  
 T: 01225 477785  
 E: [romanbaths\\_bookings@bathnes.gov.uk](mailto:romanbaths_bookings@bathnes.gov.uk)

Victoria Art Gallery  
 T: 01225 477244  
 E: [Victoria\\_enquiries@bathnes.gov.uk](mailto:Victoria_enquiries@bathnes.gov.uk)

Bath's Historic Buildings (venue hire)  
 T: 01225 477786 or 01225 477782  
 E: [fashion\\_bookings@bathnes.gov.uk](mailto:fashion_bookings@bathnes.gov.uk)

## Nn

### Noise Control

The Council investigates complaints about noise from commercial and domestic sources.  
 T: 01225 477551  
 E: [environmental\\_protection@bathnes.gov.uk](mailto:environmental_protection@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](mailto:parking@bathnes.gov.uk)

### Parks and Open Spaces

The Council maintains public open space, sports grounds and some highway verges, including floral displays, allotments, play areas and woodland.  
 T: 01225 394041  
 E: [councilconnect@bathnes.gov.uk](mailto:councilconnect@bathnes.gov.uk)

### Pavements and Road Maintenance

Contact us if you spot a problem with potholes, broken slabs, kerbs, bollards, street signs and manholes.  
 T: 01225 394041  
 E: [councilconnect@bathnes.gov.uk](mailto:councilconnect@bathnes.gov.uk)

### Pest Control

The Council offers a comprehensive pest-control service for residents.  
 T: 01225 477563  
 E: [environmental\\_protection@bathnes.gov.uk](mailto:environmental_protection@bathnes.gov.uk)

### Planning Applications

To apply for planning permission, view applications, and receive email alerts of applications in your area.  
 T: 01225 394041  
 E: [development\\_control@bathnes.gov.uk](mailto:development_control@bathnes.gov.uk)

## Pollution

Visit the Pollution page of the website for extensive advice and help on all areas of pollution, including noise, air quality, asbestos and slurry spreading.  
 T: 01225 477551  
 E: [environmental\\_protection@bathnes.gov.uk](mailto: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](mailto:licensing@bathnes.gov.uk)

## Public Transport

For queries and complaints, contact Council Connect. For info about fares, season tickets, routes and lost property, visit the transport providers or contact Traveline (0871 200 22 33).  
 T: 01225 394041  
 E: [councilconnect@bathnes.gov.uk](mailto:councilconnect@bathnes.gov.uk)

## Rr

### Record Office

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

### Recycling and Waste

We currently recycle almost 43 per cent of our waste.  
 T: 01225 394041  
 E: [councilconnect@bathnes.gov.uk](mailto:councilconnect@bathnes.gov.uk)

### Register Offices

Info about approved premises and legal preliminaries.  
 T: 01225 477234  
 E: [register\\_office@bathnes.gov.uk](mailto:register_office@bathnes.gov.uk)

### Road Faults and Potholes

Please report urgent complaints regarding road faults, potholes and road drains immediately.  
 T: 01225 394041  
 E: [councilconnect@bathnes.gov.uk](mailto:councilconnect@bathnes.gov.uk)

### Road Safety

For information about road education, speed checks, road safety plans and school crossing patrols.  
 T: 01225 394041  
 E: [transportation@bathnes.gov.uk](mailto:transportation@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](mailto:admissions_transport@bathnes.gov.uk)

### Shopmobility

Provides manual and electric wheelchairs, scooters and other services to people with limited mobility.  
 T: 01225 481744  
 E: [shop\\_mobility@bathnes.gov.uk](mailto:shop_mobility@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: 0808 800 4444 (emergency housing advice, contact

the Shelter England 24-hour freephone advice line)

E: [access\\_team@bathnes.gov.uk](mailto:access_team@bathnes.gov.uk) (adults)

E: [children\\_family@bathnes.gov.uk](mailto:children_family@bathnes.gov.uk) (children and families)

E: [housing@bathnes.gov.uk](mailto:housing@bathnes.gov.uk) (housing)

Alternatively, visit us at Council Connect: The Guildhall, High Street, Bath BA1 5AW  
 Riverside, Temple Street, Keynsham BS31 1LA  
 The Hollies, Midsomer Norton BA3 2DP

### Street Cleaning

The Council is responsible for cleaning streets, litter bins, car parks, public toilets and street furniture.  
 T: 01225 394041  
 E: [councilconnect@bathnes.gov.uk](mailto:councilconnect@bathnes.gov.uk)

### Street Lighting

Southern Electric Contracting maintains the area's 16,000 street lights and 2,000 illuminated traffic signs.  
 T: 01225 394041  
 E: [councilconnect@bathnes.gov.uk](mailto:councilconnect@bathnes.gov.uk)

### Student Action Line

T: 01225 396996  
 W: [www.townandgown.org.uk](http://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](mailto:licensing@bathnes.gov.uk)

### Toilets

For a list of public conveniences, see the website.  
 T: 01225 394041  
 E: [councilconnect@bathnes.gov.uk](mailto:councilconnect@bathnes.gov.uk)

### Tourist Information

Find out more about things to see and do in the area.  
 T: 0906 7112000 (calls cost 50p per min, UK calls only)  
 E: [tourism@bathtourism.co.uk](mailto:tourism@bathtourism.co.uk)

### Trading Standards

The Council is responsible for enforcing a range of consumer legislation including misleading advertisements and counterfeit trademarks.  
 T: 01225 396755 (consumer advice)  
 T: 01225 396753 (general enquiries)  
 T: 07977 228138 (out-of-hours emergency number for petroleum and animal health issues)  
 E: [trading\\_standards@bathnes.gov.uk](mailto: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.)

### Twitter

Keep up-to-date with the latest Council information on  
 W: [twitter.com/bathnes](http://twitter.com/bathnes)

## Yy

### Youth Services

Working with young people aged 11-25 years.  
 T: 01225 396980  
 E: [youth\\_service@bathnes.gov.uk](mailto:youth_service@bathnes.gov.uk)

### You Tube

Visit the Council's You Tube channel at  
 W: [www.youtube.com/bathnescouncil](http://www.youtube.com/bathnescouncil)



## ABOUT US

Impress Media is a Bath-based marketing agency situated in Queen Square.

We specialise in designing and building exceptional websites and producing inspiring print, advertising and online platforms.

Our clients range from multi-million turnover companies to start-up businesses, who regard Impress as their 'outsourced marketing department'.

We are actively looking for more Bath-based clients and invite you to contact us for a free consultation.

- Marketing Strategy
- Website Design
- Graphic Design
- Print Management
- Advertising & PR
- Search Engine Optimisation

## WEBSITE CASE STUDY

Bath Area  
Network  
for Artists **bana**  
connecting creativity

Bath Area Network of Artists (BANA) commissioned Impress to design and build their new website which was duly finalised in February.

The site serves as an interactive portal for artists to showcase their work, promote exhibitions and manage their BANA membership online.

Elegantly designed, the site's real value lies in the 'back office suite' which incorporates an artist login area enabling them to update their profiles, add new work, events and news items themselves.

BANA administrators also benefit from the system which automatically manages both members subscriptions and a 'members only jobs board', saving the organisation both time and money.

Impress is delighted to have built this site which is raising the profile of this admirable artist association.

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

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- Butter, Cream, Milk and fresh farm eggs
- Jams/Chutneys/Marmalades
- Chocolate Patisserie, Hand made chocolates
- Roasted Coffees and Speciality Teas
- Breads, cakes, pasties and fruit pies
- Various home-made speciality cakes
- Rapeseed oil and mayonnaise
- Various Delicatessen stalls
- Soups
- Charcuterie
- Homemade Pasta
- Quiches & Meat Pies
- Local Award Winning Wines
- Local Honey & beeswax products



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

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Pavilion

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**Family**  
Mondays 4.30 - 7pm  
£4.70 per skater

For times and skating safety advice visit  
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Meet the...

# environmental health officer

**Diarmid Henry** dispels a few myths to explain why his job isn't just a life of grime, and how troubleshooting and diplomacy are also a part of cleaning up other people's mess...



**W**hen I was a teenager, I used to watch *A Life of Grime* and soon became fascinated with the work of environmental health officers – much to my teachers' amazement. I then went on to spend a day's work experience with the council and saw how varied, demanding and helpful the work was. So, when choosing what I wanted to do for a living, it was a total no-brainer for me, which is why I applied for a job at the Council.

## The real life of grime

Generally, most people's perception of what we do is not actually that accurate. They think we spend the majority of our time clearing out houses where people have kept animals inside and the mess has got really unbearable, or they've hoarded piles of rubbish and you can't get through the door. There are elements of that, but there's so much more to what we do.

It's our job to investigate complaints of nuisance and that can be anything from noisy neighbours, loud music coming from a shop or pub, alarms that keep going off and problems with dust, building work and smoke. However, the majority of the complaints that we deal with are usually to do with neighbours playing loud music and barking dogs.

Initially, we write to the person being complained about to let them know an issue has been raised with the council. Often we ask the complainant to keep a diary noting times and how they're disturbed. They give the diary to us and if the problem continues, we install recording equipment in their

home. If the noise carries on we serve an abatement notice, which requires them to stop; that normally sorts it out. If it doesn't, we can apply to a magistrate to gain a warrant to enter the premises and seize any noise-making devices, such as hi-fi equipment, amplifiers, CD players and TVs.

Likewise with barking dogs, people may try to use us to get one up on their neighbours. Some people wind up the dog to exacerbate the problem and we are then involved in what is really a neighbour dispute. You need a lot of diplomacy in this job.

**"It's great when you can help people by sorting out nuisances... and it's brilliant when they say thank you"**

Dog barking is notoriously difficult to sort out. People get very emotionally attached to their dogs and can start to take things personally. Often we work in partnership with the dog warden to offer the owners tips on behaviour, exercise and other steps they can take to prevent barking. We always encourage people to speak to their neighbours and usually this will resolve a problem in an amicable way.

## Preventing problems

Planning applications are another important part of our job and we work to try and minimise the impact of the noise or smell

from building works. If it was a new restaurant, for instance, we would offer advice on the installation of kitchen extractor fans to keep food smells away from neighbouring properties. Our team works with a range of businesses, from small restaurants to new supermarkets.

## At the end of the day...

If we get complaints about smells or rubbish that relate to a particular house, then we will go out to visit it, in order to assess how the situation can be resolved. With some cases, as soon as you open the front door it can be a little bit horrific. It's not like that all the time though, and generally things can get sorted out pretty easily.

It's really great when you can make a difference by sorting out the nuisances in people's lives. And it's always brilliant when people say thank you. Someone I helped out with a particularly tricky complaint baked me a cake, which was such a kind gesture. ■

*If you would like to get in contact with the Environmental Protection Team, then please contact Council Connect on 01225 394041.*

**Want to work for the Council?**

To view employment opportunities with the Council please visit our Jobs & Careers homepage at: [www.bathnes.gov.uk/jobs](http://www.bathnes.gov.uk/jobs)

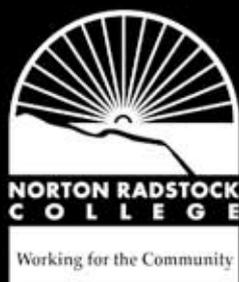
Click on the link to find out more about employment and training initiatives.

**STAY INFORMED**

For more information visit [www.bathnes.gov.uk/environmentandplanning](http://www.bathnes.gov.uk/environmentandplanning)



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