

BATH & NORTH EAST SOMERSET COUNCIL PARISH INFORMATION PACK APRIL 2025

*Information to support working in partnership with
Bath & North East Somerset Council*

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Introduction

We recognise the important role that Parishes play as providers of local services; signposting and offering an access point to services; and representing the views of local residents.

As part of our commitment we have developed together a Parish Charter. The Parish Charter provides a framework for how we work together, maintain good working relationships and develop an effective partnership to improve the economic, social and environmental well-being of the area. The Parish Charter was first adopted in 1999; and updated in 2006 and 2018. It is currently in the process of being reviewed and, as part of this, some of the practical information it contained has been moved to this document.

We continue to build on our longstanding working relationships with Parishes and are keen to continue to improve how we work with you. We have created this information pack to assist you in your daily activities. We have identified a number of key service areas where Parishes have said they would like more information. We hope it will help you have a better understanding about our service standards, processes and procedures. This should assist you in your working relationship with us and when answering residents' queries.

We will ensure this pack is updated and reviewed regularly to ensure the information is accurate and up to date as possible. We welcome any comments and suggestions you may have to improve the document and our working relationship with you. Contact the Corporate Engagement Team connecting_communities@bathnes.gov.uk

Councillor Karen Walker
Chair of Bath & North East Somerset 2024/25

Mandy Bishop
Bath & North East Somerset Council
Chief Operating Officer

April 2025

1: How the Council works

Enquiry Type	Democratic Process – BANES Council Meetings/calendars/agendas & papers
What advice should I give my resident?	<p>Residents are encouraged to engage with the democratic process by accessing online agendas to see what each meeting will be discussing. Also, attending and speaking at the various meetings that are open to the public. All details are available here: https://democracy.bathnes.gov.uk/uuCoverPage.aspx?bcr=1</p> <p>This links to information about Councillors, Cabinet, Committees, Scrutiny and a wide range of information about the democratic process. It also has information and deadlines for registering to speak at a meeting.</p> <p>Residents can subscribe for alerts about any meetings they are interested in, via the link from the Panel on the left of the above page.</p> <p>The Council's organisational chart can be found here, July 2021 https://beta.bathnes.gov.uk/sites/default/files/Council%20Organisational%20Structure%20Chart%20-%202021.pdf</p>
What happens next?	If your resident needs further information after checking the links above, further information and support is available by contacting Democratic_services@bathnes.gov.uk
What are the service standards and what can my resident expect	Your resident can expect their email or phone call to be acknowledged within a couple of days, and usually a response is given on the same day.
How do I keep updated?	Once you have referred your resident to Democratic Services, there is no need for you to remain updated as the team will advise the resident accordingly.
What is my role as a parish council	To signpost to the above resources.
Any further information that may be of assistance to parish councils	<p>To find your:</p> <ul style="list-style-type: none"> Local Ward Councillors: https://democracy.bathnes.gov.uk/mgMemberIndex.aspx?bcr=1 Parish council contacts on the Council's website. https://democracy.bathnes.gov.uk/mgParishCouncilDetails.aspx?LS=17&SLS=3&bcr=1

	To amend your parish contact details contact Democratic_services@bathnes.gov.uk Or Corporate Engagement connecting_communities@bathnes.gov.uk
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2: Council Tax

Enquiry Type	Queries concerning Council Tax
What advice should I give my resident?	<p>In the first instance, please refer resident to https://www.bathnes.gov.uk/council-tax where most queries can be resolved. Should their query remain unresolved, contact the Council Tax team at: counciltax@bathnes.gov.uk</p> <p>The easiest and quickest method of resolving the majority of enquiries is for residents to manage their own Council Tax account online; registering at online https://www.bathnes.gov.uk/manage-your-council-tax-online</p>
What happens next?	<p>Autoresponder will acknowledge receipt and give expected reply time, dependent on time of year and service demand.</p> <p>Revenue (billing, collection and recovery team for Council Tax and Business Rates) staff member will respond directly, requesting any further information where applicable.</p>
What are the service standards and what can my resident expect	<p>Normally residents will be contacted within 30 days. However, during certain periods of heavy demand, reply times maybe extended but we always update our autoresponder to set expectations.</p> <p>If the resident is not happy with the response, they can request their query to be reviewed by a Revenue Team Leader and, if they remain dissatisfied, log a complaint through the council's online form https://www.bathnes.gov.uk/make-complaint-about-other-council-services</p> <p>Council Tax is defined in law so there are limited opportunities for staff to use their discretion. However, if someone has difficulty in paying, it is best to tell the Council Tax team as early as possible.</p> <p>Where payment is not made in accordance with the latest Council Tax bill, or a satisfactory payment</p>

	arrangement not agreed, recovery action will be taken incurring costs. We have a duty to collect the tax and keep the cost of collection as low as possible for residents who pay on time. Costs will only be waived where a mistake has been made.
How do I keep updated?	<p>Wait until the 30-day contact time (or other notified time) has passed. Repeat chasing just adds to the work demand of the Council Tax Team and further delays responses.</p> <p>If residents register to manage their own Council Tax account online, they will receive updates on any service changes requested through the customer portal.</p>
What is my role as a parish council	To signpost residents as in the advice provided in section 1. It is important to note that Council Tax is heavily regulated through longstanding legislation tested through the courts. Please be aware that the Revenue Team deal with contentious situations daily so check with them first before passing comment on a resident's interpretation of a perceived issue.
Any further information that may be of assistance to parish councils	In exceptional cases where a resident wants to complain about the service, direct them in the first instance to our complaints process https://www.bathnes.gov.uk/make-complaint-about-other-council-services . These are monitored by the head of service and keep every complaint in one place in case escalation is required.

3: Planning Enquiries

Enquiry Type	New application for planning permission
What advice should I give my resident?	<p>If your resident is the applicant then you can, if you wish to, write in support of their application. If your resident is a neighbour or another party with particular views about the proposal then you can, if you wish to, write in support of those views - be it an objection or support. All comments are published on the website https://www.bathnes.gov.uk/webforms/planning/</p> <p>Planning decisions can only be made on the basis of 'material considerations'. For something to be a 'material consideration' it must relate to land use issues and must be in the public interest. If your residents' concerns relate to purely private matters (loss of private property value for example) or relate to non-land use issues (motivation of the applicant for example) then the concerns will not be material</p>

	<p>and the Planning team will not be able to take them into account.</p> <p>NOTE: See example checklists and sample material consideration responses that have been developed locally by parishes and an FAQ produced by BANES (pages 44- 50).</p> <p>For further information on commenting on applications see https://www.bathnes.gov.uk/view-and-comment-current-planning-applications</p> <p>If a resident is considering making a planning application, we strongly recommend using our Pre-Application advice service before submission so they understand the potential constraints and put together a good application with a good chance of getting permission. We also recommend talking to neighbours and others beforehand to iron out any possible issues. https://www.bathnes.gov.uk/get-expert-advice</p>
What happens next?	<p>New applications will be checked by the Development Management (DM) Support team and when they are correct will be allocated to a Planning case officer usually within a week. At around the same time various third parties will be consulted including any immediately adjoining neighbours. In some cases, a site notice may be displayed on or near the site on a lamppost or similar.</p>
What are the service standards and what can my resident expect	<p>Planning applications have to meet the national and local requirements to be registered, allocated to an officer and loaded onto the website. For information on these requirements, drawing standards and support available to applicants please visit https://www.bathnes.gov.uk/apply-planning-permission</p> <p>The period for making contributions is published on the application. Late comments may be accepted as applications are rarely determined as soon as the consultation period closes and you can email the case officer directly to ask if a late comment can be accepted.</p> <p>All comments and contributors' names will be published on the council's public website until the application is decided. See the Planning Privacy Notice for information on what we do with your data https://www.bathnes.gov.uk/council-privacy-notice/planning-privacy-notice</p> <p>Members of the public and Parish Councils have 21 days to respond with their views from the date that they are notified, or if there is a site notice, within 21 days of the date printed on that notice. If an application is appealed comments will then be republished online. Appeals are dealt by the Planning</p>

	<p>Inspectorate (PINS).</p> <p>The Development Management team aim to determine applications within 8 weeks of submission (13 weeks for major applications). These target dates are often exceeded however if it is necessary for the application to go to the Planning Committee.</p> <p>Only Ward members can request an application to be referred to the Planning Committee but the decision whether it goes to committee lies with the Planning Committee Chair and Vice Chair https://democracy.bathnes.gov.uk/ieListMeetings.aspx?CommitteeId=638</p>
How do I keep updated?	<p>We strongly recommend signing up for email updates on application in your Parish https://www.bathnes.gov.uk/sign-planning-application-updates. This way you need never miss an application.</p> <p>There is a comprehensive map facility online where you can find all planning applications back to 2006 as well as layers for listed buildings, tree preservation orders, flood zones etc https://www.bathnes.gov.uk/webforms/maps/.</p> <p>Specific queries should be directed to the Planning case officer directly via phone or email.</p> <p>For general enquiries email development_management@bathnes.gov.uk or ring 01225 394041 option 6.</p>
What is my role as a parish council	<p>To represent the views of your local residents in respect of planning applications and similar. It is also helpful if you are familiar with the B&NES Planning website https://www.bathnes.gov.uk/planning to direct resident queries and understand the starting point for planning decision making is the Local Development Plan https://www.bathnes.gov.uk/development-plan</p>
Any further information that may be of assistance to parish councils	<p>Weekly Planning List - The Council produces a weekly list of all Planning application across the authority area. You can use the online planning register to view the weekly list https://www.bathnes.gov.uk/webforms/planning/#weeklyList</p> <p>Street Naming and Numbering - The Council is responsible for registered addresses whether commercial or residential. https://www.bathnes.gov.uk/apply-name-or-number-street-or-property</p>

Building Control - For advice about the building regulation process <https://buildingcontrol.bathnes.gov.uk/>, email: building_control@bathnes.gov.uk Tel: 01225 477571.

Other useful contacts:

- Planning Aid for Planning Advice - <https://www.rtpi.org.uk/planning-advice>.
- A Plain English Guide to the planning system - <https://www.gov.uk/government/publications/plain-english-guide-to-the-planning-system>
- Planning Practice Guidance web-based resource including National planning policy framework and guidance - <https://www.gov.uk/government/collections/planning-practice-guidance>.
- Material Consideration examples can be viewed on the Planning Portal - <https://www.planningportal.co.uk/services/help/faq/planning/about-the-planning-system/what-are-material-considerations>.
- Use Classes - all the definitions in the Use Classes Order - <https://www.planningportal.co.uk/permission/common-projects/change-of-use/use-classes>.

Officers from Planning Teams offer regular training sessions to Parishes which you are encouraged to attend.

4: Listed Building Consent

Enquiry Type:	Listed Building Consent
What advice should I give my resident?	<p>The Planning (Listed Buildings and Conservation Areas) Act 1990 requires that any works for the alteration or extension of a listed building in any manner which would affect its character as a building of special architectural or historic interest require listed building consent.</p> <p>The Council has a statutory duty through that Act, when considering whether to grant listed building consent for any works, to have special regard to the desirability of preserving the building or its setting or any features of special architectural or historic interest which it possesses.</p> <p>The Council will seek to take enforcement action where works are carried out without the appropriate</p>

	<p>consent.</p> <p>Also, the Council seeks to support and assist listed building owners through its planning advice / pre-application advice service. Preapplication advice is a chargeable discretionary service with fees based on the category of the proposal https://www.bathnes.gov.uk/get-expert-advice</p>
What happens next?	Preapplication will be provided to the resident directly.
What are the service standards and what can my resident expect	Preapplication advice will usually be provided within 20 working days. An email will be responded to in line with corporate policy (10 working days).
How do I keep updated?	You may request that your resident keep you updated on their enquiry or you can email conservation_andplanning@bathnes.gov.uk if you wish to find out if we have heard from your resident and what action we have taken.
What is my role as a parish council	Encourage developers and residents to liaise with the Council at early stages in the planning process.
Any further information that may be of assistance to parish councils	Officers from Planning Teams offer regular training sessions to Parishes which you are encouraged to attend.

5: Planning Enforcement Enquiry

Enquiry Type	Planning Enforcement enquiry
What advice should I give my resident?	<p>The best starting point is the council website https://www.bathnes.gov.uk/report-something-planning-enforcement</p> <p>Here you will find information and guidance on planning enforcement matters, including our Local Enforcement Plan and how to make a complaint about a possible breach of planning control. The webpage also helpfully explains what a breach of planning control is and identifies some frequently raised issues which do not fall within our control.</p>
What happens next?	All new cases will be given a reference number, which you will be advised of in the acknowledgment letter (please reference this in all subsequent correspondence). Cases will then be investigated in

	<p>accordance with the Local Enforcement Plan, which can be viewed here: https://beta.bathnes.gov.uk/sites/default/files/E3431%20-%20Appendix%201%20-%20BNES%20Local%20Enforcement%20Plan%202022.pdf.</p> <p>In the event that the service has a backlog of cases and yours is not in the high priority category (as set out in the Local Enforcement Plan) you will be advised that the case is on hold pending allocation to an officer.</p>
What are the service standards and what can my resident expect	The Local Enforcement Plan sets out in detail the service aims, how complaints are prioritised, and expected timeframes.
How do I keep updated?	You will be kept updated by the case officer on cases in your name whenever there are significant developments in the progress of the case. You can also contact the case officer to discuss the case at any time. If there is an existing case where someone else has already reported the breach, you can ask to be added as an additional complainant. If your case has not yet been allocated you can contact the team mailbox for an update at: planning_enforcement@bathnes.gov.uk
What is my role as a parish council	No formal role, but you can make planning enforcement complaints on behalf of your Parish Council or parishioners.
Any further information that may be of assistance to parish councils	It is important to remember that the purpose of planning enforcement is resolve breaches of planning control in the public interest and in accordance with planning legislation and policy. Government policy and guidance has always been clear that is not intended to be punitive (other than as a last resort means of compelling compliance) and as local planning authority the council has an obligation to treat all parties fairly and consistently in navigating a course to resolve any breach of planning control, including providing advice and support as appropriate to all parties.

6: Request for Traffic Management Intervention

Enquiry Type	Request for Traffic Management Intervention – Speeding, HGV,s Crossings, Signs and new footway
What advice should I give my resident?	If your resident has a traffic management issue such as the need for speed reduction measures or a new pedestrian crossing – please email: Traffic_ManagementTeam@bathnes.gov.uk The team will need to know the exact location, the issue and any suggested improvement.

	<p>In the next few months, we will be launching a new web form, which will enable people to submit these types of requests via the council website. We will advise you when this has been set up. There is some existing information and forms on the website. https://www.bathnes.gov.uk/roads-travel-and-transport</p>
What happens next?	<p>The team will respond to your resident within 20 working days. They will consider whether the request is feasible and advise on the likelihood of it happening. The team receives hundreds of requests for various highway improvements every year ranging from speed limits and parking restrictions to new crossings, traffic calming and shelters for bus stops.</p> <p>An initial assessment of the request is made and if it is deemed to be feasible and potentially affordable in a future programme of work, the request is added to a list and later in the year it is scored along with all the other requests received. The scoring enables a prioritised list to be put forward to the Cabinet Member for Transport for consideration within the following year's Transport Improvement Programme. The number of requests far exceeds the amount of funding available in the programme, which is why they have to be prioritised.</p> <p>Schemes that are likely to score well include those which improve access to public transport, those which enable people to make journeys on foot, by bike or by wheeling, and those which benefit as many people as possible. As an example, a new footway which can be built on highway verge linking a reasonable number of residential properties to local shops could score well. A new footway that requires use of private land and would only benefit a handful of people would not score as well.</p>
What are the service standards and what can my resident expect	<p>An initial response within 20 working days. Requests for these types of measures often require some investigation, which is why it is not always possible to reply more quickly.</p>
How do I keep updated?	<p>Please contact the Traffic Management Team, email: Traffic_ManagementTeam@bathnes.gov.uk</p>
What is my role as a parish council	<p>If a resident makes a request directly to the Parish Council, please ask them to email: Traffic_ManagementTeam@bathnes.gov.uk Similarly, if the request is being made by a Parish Council, please also use this email address. If the request has been put forward by the Parish Council, it is helpful if the request can state this and be submitted by the Clerk.</p> <p>It is helpful to know if the request is supported by the local B&NES Ward Councillor and also whether it</p>

	is supported by the community.
Any further information that may be of assistance to parish councils	The team receives a high volume of enquiries about highway improvements and we ask that follow-up enquiries wait until 20 working days has passed following the initial submission of the request if no response has been sent by this time. The Traffic.ManagementTeam@bathnes.gov.uk email account will automatically send a response advising of the 20-working day response time.

7: Highway Drainage

Enquiry Type	Highway Drainage
What advice should I give my resident?	<p>We clean gullies to prevent flooding, maintain our drainage network and keep it running efficiently. Gullies and their immediate pipe connection are emptied and cleansed as part of an annual proactive maintenance programme.</p> <p>There are 31,000 drainage gullies across BANES and we operate a scheduled highways drainage cleansing regime.</p> <p>The Highway Gullies are available as a map layer on the Council's website.</p> <p>Details of the frequency and an interactive map can be found on our website: https://www.bathnes.gov.uk/highway-drainage-cleaning</p> <p>Special attention gullies (SAGs) are cleaned four times per year. These are gullies that are in areas with a higher risk of flooding or are blocked by silt and detritus on a regular basis.</p> <p>You can report problems with drains or flooding on our website: https://www.bathnes.gov.uk/report-problems-drains-or-flooding. This links to the BANES FixMyStreet https://fix.bathnes.gov.uk/</p>
What happens next?	An inspector will assess the report filed via FixMyStreet https://fix.bathnes.gov.uk/ and decide whether a reactive intervention is required (for highway safety or flood risk reasons) or if the asset will be attended to during the routine cyclic maintenance program.

	<ul style="list-style-type: none"> • An Inspector will attend and make a judgement whether the defect meets intervention level. • If they decide that action is required, based on their professional assessment an order will be raised/action will be taken.
What are the service standards and what can my resident expect	<p>Gully Cleaning Frequency timetable is as follows:-</p> <ul style="list-style-type: none"> • Rural areas – Once per year • Urban Areas – Biennial (every other year) • High Speed Dual Carriageways – Twice per year • Special Attention Gullies – Four times per year
How do I keep updated?	Updates from inspectors will be visible on FixMyStreet https://fix.bathnes.gov.uk/ .
What is my role as a parish council	To provide general information on the process and advise/support your resident on how to report issues and update on what will happen next.
Any further information that may be of assistance to parish councils	How we manage weather warnings: We closely monitor detailed weather forecasts to determine whether reactive gully cleans are needed, and co-ordinate with cleansing teams to clear any surface detritus from areas at a higher risk of flooding.

8: Highway Winter Gritting Routes and Bins

Enquiry Type	Highway Winter Gritting Routes/Bins
What advice should I give my resident?	<p>We receive detailed weather information from a variety of sources including MetDesk and our own road weather station. We use this information to decide when to grit our priority routes and identify the most effective time to grit. It's important to note we monitor the road surface temperature, not air temperature.</p> <p>You can view our priority gritting routes and grit bin locations on our website: https://www.bathnes.gov.uk/find-out-where-we-grit-winter</p>

	<p>If you have spotted an issue with a grit bin, such as a bin getting low or damaged, you can report it online. https://www.bathnes.gov.uk/report-grit-bin-issue</p>
What happens next?	<p>The Duty Officer will receive detailed weather forecasts and finalise a winter treatment decision. If this decision concludes action is needed, a gritting run is organised for a given time and co-ordinated from the Council's Clutton depot.</p> <p>Grit Bin Reported Issues: An inspector will assess the report filed via Fix My Street https://fix.bathnes.gov.uk/ and decide whether an immediate visit is required (safety reasons) or undertaken within a given timeframe.</p> <ul style="list-style-type: none"> • An inspector will attend and make a judgement whether the defect meets intervention level. • If they decide that action is required, an order will be raised/action will be taken.
What are the service standards and what can my resident expect	<p>Bath and North East Somerset Council's operate a Winter Service Policy https://www.bathnes.gov.uk/sites/default/files/jsna/Winter%20Service%20Policy.pdf which is designed to meet the Council's statutory obligations and will provide a consistent approach to the management of the network during the winter season.</p> <p>There is minimal scope for change to this policy unless the network itself changes.</p>
How do I keep updated?	<p>Updates from inspectors will be visible on Fix My Street https://fix.bathnes.gov.uk/.</p>
What is my role as a parish council	<p>To provide general information on the process and advise/support your resident on how to report issues and update on what will happen next.</p>
Any further information that may be of assistance to parish councils	<p>Information on our winter gritting routes and bins can be seen on our website: https://www.bathnes.gov.uk/find-out-where-we-grit-winter</p> <p>We give priority to all A and B classification roads and other strategic C and unclassified roads based upon the recommendations contained in the National Code of Practice. A map of gritting routes can be found on our website in the Highways and Travel map layer.</p> <p>We are not responsible for gritting the following roads, which are outside the city of Bath limits:</p>

- A36 Warminster Road (from Trossachs Drive junction to authority boundary)
- A46 Gloucester Road (from A4 London Road junction to authority boundary)
- A4 Batheaston Bypass

9: Request for Parking Restrictions

Enquiry Type	Request for Parking Restrictions
What advice should I give my resident?	<p>If your resident is asking for a new parking restriction or changes to existing parking restrictions please email: Traffic.ManagementTeam@bathnes.gov.uk The team will need to know the exact location and the reasons why the change is needed.</p> <p>In the next few months, we will be launching a new web form, which will enable people to submit these types of requests via the council website. We will advise you when this has been set up.</p>
What happens next?	<p>The Team will consider whether the request is feasible and necessary for traffic management purposes. There is high demand, they will aim to respond within 20 working days, if the changes are deemed necessary, they will be added to list of parking restriction changes.</p> <p>Parking restrictions require a Traffic Regulation Order which is a Legal Order that has to follow a prescribed process including consultation, advertising, a formal decision report and subject to approval the legal making of the order.</p> <p>To manage the large demand the authority is divided into 7 areas and all the parking restrictions in the area are implemented in one TRO. There is a rolling programme with each area TRO being amended every 12 months to 24 months. This timeline is dependent on the agreed programme of works.</p> <p>The seven areas are: Central Bath, South East Bath, North East Bath, South West Bath, North West Bath, North East Somerset, Keynsham and Saltford.</p>
What are the service standards and what can my resident expect	An initial response within 20 working days. Requests for these types of measures often require some investigation, which is why it is not always possible to reply more quickly.

How do I keep updated?	Please contact the Traffic Management Team, email: Traffic_ManagementTeam@bathnes.gov.uk
What is my role as a parish council	<p>If a resident makes a request directly to the Parish Council, please ask them to email: Traffic_ManagementTeam@bathnes.gov.uk</p> <p>Similarly, if the request is being made by a Parish Council, please also use this email address. If the request has been put forward by the Parish Council, it is helpful if the request can state this and be submitted by the Clerk.</p> <p>It is helpful to know if the request is supported by the local B&NES Ward Councillor and also whether it is supported by the community.</p>
Any further information that may be of assistance to parish councils	The team receives a high volume of enquiries about highway improvements, and we ask that follow-up enquiries wait until 20 working days has passed following the initial submission of the request if no response has been sent by this time. The Traffic_ManagementTeam@bathnes.gov.uk email account will automatically send a response advising of the 20-working day response time.

10: Electric Vehicle Charging Points

Enquiry Type	Request for EV Charge Points
What advice should I give my resident?	<p>Electric Vehicle (EV) charging can take place both at home and at public locations. Different rules apply to the installation and operation of each type.</p> <p>Home EV charge point – residents have permitted development rights to instal an EV charger on their property if they have off-street parking and meet other specific requirements highlighted on our website (section EVCI/Planning Advice):</p> <p>https://www.bathnes.gov.uk/energy-efficiency-retrofitting-and-sustainable-construction-supplementary-planning-document-6</p> <p>The Office of Zero Emission Vehicles (OZEV) oversees EV associated legislation and grants. There is further information on the Government website: https://www.gov.uk/guidance/electric-vehicle-chargepoint-and-infrastructure-grant-guidance-for-installers#ev-chargepoint-grant</p>

A list of accredited charger installers, one of whom must be used when seeking grant funding.
<https://www.gov.uk/government/publications/residential-chargepoints-authorised-installers>

National Grid is the Distribution Network Operator (DNO) for the BANES district and will need to check that enough capacity is available in the local grid to support a new home charger. They provide an online guide to working with them to ensure a successful charger installation.
<https://connections.nationalgrid.co.uk/electric-vehicle-charging-point>

Residents who have on-street parking only are currently unable to access charging from their home energy supply. EV charging via power cables across a footway in the adopted highway is prohibited in BANES district. The Council has a legal duty to ensure the safety of the public highway and laying electric cables across the footway surface creates both a trip hazard and electrical hazard and is not permitted. Cable guards are also unacceptable as they introduce accessibility issues, especially for vulnerable and less able footpath users, made worse in the dark when most EV charging takes place. Importantly, should an accident occur, the homeowner will be liable to any claim on injuries.

Following a review into on-street home charging technologies, systems providing cable channels sunk into the footway were identified as the favoured option. B&NES has been trialling different cable channel products with residents in to identify an approved future offer. A public report on the cable channel trial proposal is available on our website:
<https://democracy.bathnes.gov.uk/mglIssueHistoryHome.aspx?IId=36528&PlanId=882&RPID=47462562>

Public EV charge points – across BANES, there is a network of publicly accessible charge points is operated by a range of regional and national Charge Point Operators (CPO's).

To support the development of public charging in the West of England the local authorities have built and operate the Revive charging network. This network has placed chargers with expert knowledge and resident feedback. It aims for socially equitable charging provision, whilst maintaining the most affordable tariff, with any operating profit used to maintain and grow the network. Revive currently offers 208 operational charging bays in the West of England, across Bristol City, South Gloucestershire, North Somerset and BANES.
<https://travelwest.info/electric-vehicles/revive-charging-network/>

The best way for anyone to understand where EV charging is available in their area is to access Zap-Map. They provide a phone App and website which gather the most up to date information on chargers across the UK, detailing location, type, connectors, network and more. Their website also provides good beginners guides to EV charging and

	<p>associated technology. https://www.zap-map.com/</p>
What happens next?	<p>Two near future projects offer potential to fund EV charge points in BANES parished areas. Both are funded from OZEV, through WECA, with exact charger locations still to be defined:</p> <ul style="list-style-type: none"> • The Green Recovery Fund (GRF) project will build community hubs in rural areas. If B&NES car parks are unavailable, we will work with Parish Councils to find suitable locations in their area to host public off-street EV chargers, on the Revive network, providing 24-hour public access. • The Local Electric Vehicle Infrastructure (LEVI) project will see B&NES enter a concession with a CPO for the largescale deployment of public on-street charge points, focused on providing EV charging for residents with no off-street parking. <p>B&NES officers will contact Parish Councils covering the potentially benefiting areas to work together in delivering practical, equitable and successful EV charge points. This process is already taking place for the GRF project and planned for the LEVI project.</p> <p>Residents can suggest locations for public charging points via the Travelwest website. This data is used by the local authorities and Revive network to plan future charge point network expansion. https://travelwest.info/electric-vehicles/charging-points/</p>
What are the service standards and what can my resident expect?	<p>Infrastructure to provide EV charging is a new emerging innovation space. Legislation that impacts the technology deployed and the service standards provided is only just emerging from Government. Residents can expect that B&NES will continue to grow EV charging infrastructure in the district, through both public funding and private commercial developments, while ensuring that the latest service standards are adhered to.</p>
How do I keep updated?	<p>B&NES EV website content is being updated to provide more relevant and accessible information.</p>
What is my role as a parish council?	<ul style="list-style-type: none"> • Support residents installing home EV chargers, through signposting and advice. • Ensure on-street EV home charging using cables trailing across the footway does not become a problem by reporting repeat offenders to Highways: https://fix.bathnes.gov.uk/ • Work with B&NES to develop grant funded public EV charging infrastructure in your community. • Where necessary, investigate the possibilities for self-funded community EV charging points.

Any further information that may be of assistance to parish councils	<p>Parish Councils can install public EV charge points on their land and/or work with local organisations to do so for their community. Notably this has been done in Farmborough at their village community shop. We are in discussions to capture lessons learnt from their journey and share across the district.</p> <p>The Energy Saving Trust provide a wide range of reliable and accessible guides relating to electric vehicles and charging: https://energysavingtrust.org.uk/advice/electric-vehicles/</p>
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11: Highways

Enquiry Type	Highway (inc. pavements and road markings) problem/defect.
What advice should I give my resident?	<p>Please report your enquiry to BANES FixMyStreet on line: https://fix.bathnes.gov.uk/</p> <p>Reporting the problem online enables the resident to pinpoint the defect and upload photos. Following the report, a unique reference will be issued.</p>
What happens next?	<ul style="list-style-type: none"> • The issue will be allocated to one of our area-based highway inspectors. • Our inspectors spend most of their time out on site. • The report will go direct to the inspectors' mobile tablet – this is the quickest way to ensure that the enquiry gets to the correct person.
What are the service standards and what can my resident expect	<p>The inspector will assess the report and decide whether an immediate visit is required (safety reasons) or undertaken within a specified number of days.</p> <p>When the highway inspector visits site, they will make a judgement whether the defect meets intervention. If they decide that action is required, a job will be raised with our contractor (Volker Highways) to fix the road/pavement as an emergency, within 1 working day, 7 working days or even longer.</p> <p>If the inspector decides no action is required, they will monitor the defect as part of their</p>

	<p>programmed inspection regime.</p> <p>If your report relates to road markings these are batched together and the works ordered through a specialist resource every quarter. The works are weather dependant and can be delayed during the winter months.</p>
How do I keep updated?	The highway inspector will update the notes on the enquiry and updates will be issued through 'Fix My Street.' You can search this for updates by using the unique reference or by viewing the map. The map will also show if the report has already been logged by someone else.
What is my role as a parish council	To advise and support your resident on how to report the issue and update on what will happen next.
Any further information that may be of assistance to the parish councils.	<p>A range of issues can be reported online, please see web page below:</p> <p>https://www.bathnes.gov.uk/report-problem-highway-or-public-space-0</p> <p>For more information about how we manage the highway network contact Craig Jackson, Highways Maintenance and Drainage Manager.</p> <p>For information about our planned highway maintenance work this year please see web links below:</p> <p>https://www.bathnes.gov.uk/find-planned-street-works</p> <p>and for our local transport work in communities (pelican crossings, 20 MPH zones etc), see below:</p> <p>https://democracy.bathnes.gov.uk/documents/s75865/E3432%20-%20Annex%205iii%20-%20Transport%20Improvement%20Programme.pdf</p> <p>Potholes are filled year around by our reactive maintenance crews as we become aware of them through routine safety inspections or customer reports https://fix.bathnes.gov.uk/</p>

Highway licences and permits: hoardings, skips and scaffolds, temporary traffic control, cherry picker licences, banners across highway, drop kerbs.

<https://www.bathnes.gov.uk/apply-highways-licence>

Temporary Traffic Regulation Orders (TTROs)

A Temporary Traffic Regulation Order (TTRO) is made by the Council when it is necessary to temporarily prohibit or control vehicle or pedestrian movements. They can be applied to roads, footways or public rights of way and used for both planned situations such as events or in an emergency. Up to date lists are available on the Council's website:

https://www.bathnes.gov.uk/traffic-regulation-orders?combine=&field_category_target_id=2778

One.Network

One Network is a website that shows UK wide road closures, diversion routes, public events and incidents – anything that has the potential to cause disruption to the road network. You can also look ahead to see what is coming up. <https://one.network/>

If you sign in, you can request alerts for a particular area, which you can draw on a map. You can also set how often you receive these.

A weekly list of street works taking place in Bath and North East Somerset is sent to all Parishes by Highways. If you are not receiving this, email: street_works@bathnes.gov.uk

Traffic Signals faults

Faults with permanent traffic signals should be reported directly to our contractor via their 24 hour helpline 0800 854229. Other queries about traffic signals can be reported to Traffic_Signals@bathnes.gov.uk (emails are only monitored during office hours).

Faulty temporary traffic signals should be reported directly to the company undertaking the road works. Companies working on the highway must place an information board on their site

	<p>with contact information. Alternatively, the one.network website gives details of who is responsible for the road works in question.</p> <p>If signs or barriers have been left after a company has finished their road works, please report these to Street.Works@bathnes.gov.uk or report via FixMyStreet https://fix.bathnes.gov.uk/</p>
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12: Noise and Nuisance

Enquiry Type	How to Report Noise and Nuisance
What advice should I give my resident?	<p>If your resident is reluctant to speak to their neighbour or, your resident has already done so and the noise problem has not been resolved, your resident can make a complaint to us.</p> <p>Please email environmental_protection@bathnes.gov.uk or your resident can leave a voicemail on 01225 477551 and an officer will get back to them. If your resident prefers to log the call at the time of the incident, then they may call: Out of hours logging service - Tel 01225 477477. (Please note, we do not offer a reactive service to noise happening out of office hours. This is a logging service only).</p> <p>Calls logged will be passed to the Environmental Protection Team the next working day. They will then contact your resident within 2 working days.</p> <p>When making a complaint, your resident must include:</p> <ul style="list-style-type: none"> • Their name, address and if possible contact telephone number(s) and an email address • The address your resident is complaining about and the type of nuisance (eg loud music, a barking dog, an extractor fan etc.) • When and for how long the nuisance normally occurs • The way the nuisance affects them (eg prevents sleep) <p>Anonymous complaints will not be investigated</p> <p>As evidence needs to be gathered from the perspective of person(s) being affected, the Council needs</p>

	<p>to have the address of who is reporting the concern prior to starting an investigation. A complainant's details will never be disclosed to the person(s) responsible for the issue, but this limits us to taking informal action only. If the Council were to gather evidence that required more formal action against the person(s) responsible (ie enforcement notices), complainants are likely to be asked to be a witness in court and their identity is likely to be made known. Our officers will always consult with the complainant before progressing to this stage of the investigation.</p>
What happens next?	<p>How we investigate a complaint</p> <p>The Environmental Protection Team has a duty to investigate and take action where a complaint of noise disturbance amounts to a Statutory Nuisance. While the term "Statutory Nuisance" is not precisely defined in law, it generally means that the noise must unreasonably interfere with the use and enjoyment of property, as assessed by a reasonable person.</p> <p>When assessing if an alleged nuisance is a Statutory Nuisance, an Environmental Health Officer will make an assessment based on these points.</p> <ol style="list-style-type: none"> 1. The time(s) at which it happens 2. How often it happens 3. How long it lasts 4. The volume or intensity of the alleged nuisance 5. The location and characteristics of the area where the alleged nuisance takes place <p>Our normal response to a noise complaint is, in the first instance, to send a letter to the person who the complainant believes to be making the noise with the aim of resolving the matter informally. The letter to the alleged person(s) responsible, does not state who has made the complaint. If the matter persists, we will also ask the complainant to complete a noise diary of any further incidents on log sheets that are provided.</p> <p>If a completed noise diary is submitted, we will assess the log and, if we consider there is a justified complaint, we may install noise monitoring equipment or make a visit to determine whether the noise amounts to a statutory nuisance. If we witness the noise and decide it is a statutory nuisance, then we will serve a noise abatement notice on the person responsible, requiring abatement of the nuisance.</p>

	If a person fails to comply with a noise abatement notice, then we can consider seizing and confiscation any audio equipment and prosecuting offenders in the magistrates' court.
What are the service standards and what can my resident expect	Member of the public can expect a response within 48hrs to a contact made to the Environmental Protection Team, either by email or telephone.
How do I keep updated?	If you make the officer aware that you wish to be kept updated (as opposed to referring the matter to us and then handing it off for the resident to lead for themselves), they will do so.
What is my role as a parish council	From time to time, complaints stem from neighbour disputes and sometimes, complainants can be overly sensitive and are unreasonable in their expectations. It is important therefore that residents engage with our process and that they do so consistently. Everyone is innocent until evidence is gathered to the contrary.
Any further information that may be of assistance to parish councils	Dog Wardens provide a service that informs dog owners of their responsibilities and support compliance of the law and protect members of the public from issues arising from irresponsible dog ownership such as straying dogs. For more information visit the website: https://www.bathnes.gov.uk/services/environment/dog-warden-service . There is also some useful information about Dangerous dogs on the Council's website https://www.bathnes.gov.uk/services/environment/dog-warden-service/dangerous-dogs .

13: Parking, Bus Lanes and CAZ fines

Enquiry Type	How to Pay Parking; Bus Lane & Clean Air Zone Fines
What advice should I give my resident?	<p>The options available to a recipient of a Penalty Charge Notice (PCN) are detailed on the reverse of the PCN (where served to the vehicle) or within the document (where served by post).</p> <p>The recipient should be encouraged to visit the following page where they can either pay their PCN or submit an appeal: https://parking.bathnes.gov.uk</p> <p>They may also write to the Council at the address provided. The council is not able to accept appeals over the telephone or by email.</p>

	<p>The Department for Transport, Traffic Management Act 2004, The Secretary of State's Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions states:-</p> <p>"Elected Members and unauthorised staff should not, under any circumstances, play a part in deciding the outcome of individual challenges or representations. This is to ensure that only fully trained staff make decisions on the facts presented".</p>
What happens next?	<p>As soon as the appeal has been submitted the case will be automatically placed on hold until a member of either Parking Services, or the CAZ team, has considered their appeal.</p> <p>Once an outcome has been made, the Council will write to the recipient to confirm the decision and advise on the options available to them if the appeal has not been successful.</p>
What are the service standards and what can my resident expect	<p>The procedure for the enforcement of Penalty Charge Notices (PCNs) is dictated by the Traffic Management Act 2004 and the Council is not at liberty to deviate from this process.</p> <p>As a statutory process is in place, the corporate response standards do not apply; however, the Council aims to respond to all appeals in a timely manner (and in the order of date received); however, this may be impacted by period of high demand.</p> <p>If no response had been provided within 17 days the Council will automatically provide an acknowledge letter to reassure the recipient that the case remains on hold pending an outcome.</p> <p>Once an appeal has been received the case is place on hold and will not progress until an outcome is made on the basis of all the facts and evidence available to the council, including any mitigating circumstances provided by the PCN recipient. The Secretary of State requires that officers do not fetter their discretion when considering an appeal.</p> <p>The Council must respond to all representations (an appeal submitted in response to a Notice to Owner sent by post) within 56 days. If no outcome is made and sent to the recipient within this time (which includes two days for postage) the PCN must be cancelled.</p>
How do I keep updated?	<p>For data protection reasons the Council is only able to discuss details of a case with the liable party.</p>

What is my role as a parish council	To advise and support your resident on how to report the issue and update on what will happen next.
Any further information that may be of assistance to parish councils	Further information is available on the council's website at https://www.bathnes.gov.uk/parking-and-travel/enforcement-and-fines

14: Waste Issues – Bins and Fly Tipping

Enquiry Type	Waste Issues: Bins and Fly tipping
What advice should I give my resident?	<p>Household collections - before reporting, please check our current service disruptions page on the website to check if we are already aware of a problem in your area https://www.bathnes.gov.uk/view-current-waste-collection-problems-0</p> <p>If your address isn't listed, please use the on-line form on the following webpage https://www.bathnes.gov.uk/report-missed-bin-collection and report your missed collection.</p> <p>To report a problem with a public litter bin, or report a fly-tipping incident, please use our Report It page: https://www.bathnes.gov.uk/report-problem-rubbish-or-environment</p>
What happens next?	Successful reports are sent directly to depots to be allocated for a return collection, or for missed refuse where we don't return, to automatically notify the crew on the next collection.
What are the service standards and what can my resident expect	<p>We do not return to missed refuse collections unless a whole street has been missed or a resident has applied for help putting their bins out (an assisted collection).</p> <p>We do not return for sharps collections - the resident needs to re-book this on-line. https://www.bathnes.gov.uk/clinical-or-sharps-waste</p> <p>Missed collections for all other services are returned for when it is operationally possible.</p>
How do I keep updated?	We are unable to provide updates as to when we will return for the collection if we have not returned before the next collection additional waste or recycling will be collected.

What is my role as a parish council	Direct residents to report through the online forms https://www.bathnes.gov.uk/report-missed-bin-collection or via Council Connect on 01225 394041 if they do not have internet access, so we are able to build up information of any repeat problems being experienced at a property and resolve the cause.
Any further information that may be of assistance to parish councils	<p>The Council has a network of litter bins across the district, but some litter bins are also provided on private managed land (eg Curo Housing) and some Parishes arrange for their own litter bins to be emptied.</p> <p>Our business waste team can assist with queries for potential extra wheelie bin recycling services via email to businesswaste@bathnes.gov.uk; Tel: 01225 394041; website: https://www.bathnes.gov.uk/business-waste-and-recycling</p> <p>Ordering a new container https://www.bathnes.gov.uk/order-box-bag-or-bin</p> <p>Arrange an assisted collection for residents that need help with putting their waste & recycling out on collection day https://www.bathnes.gov.uk/request-help-putting-your-rubbish-or-recycling-out</p> <p>Litter Picks - Bath and North East Somerset Council is working with #NoPlaceForLitter to provide everything you need to organise your own community litter pick https://www.bathnes.gov.uk/services/streets-and-highway-maintenance/litter-street-care-and-cleaning/organising-litter-pick</p>

15: Grass cutting

Enquiry Type	Grass cutting queries - Parks and Greenspaces
What advice should I give my resident?	<p>If query is about when will vegetation be next cut or frequency of cut direct to B&NES public web site, to Interactive Maps https://www.bathnes.gov.uk/webforms/maps/ - Use the Local Information drop down – it is under vegetation cutting regimes.</p> <p>Grass cutting is generally undertaken from April to the end of October but can be influenced by the season ie warm</p>

	<p>spring and autumn. Hedge cutting is generally undertaken from November to the end of February which is outside of bird nesting season.</p> <p>Leaf fall in Parks & Open Spaces is generally collected in October - December.</p> <p>There are also webpages that residents can be directed to for more information about how we deal with vegetation - https://www.bathnes.gov.uk/parks-maintenance</p> <p>If there is overgrown vegetation that is causing an issue then we would encourage that this is reported via our website on - Fix My Street via the Report It webpage: https://www.bathnes.gov.uk/report-overgrown-public-spaces-and-parks</p> <p>Reporting the problem on-line enables the resident to pinpoint the location of the issue, describe the problem and upload photos.</p>
What happens next?	<p>If a report is raised on Fix My Street, the enquiry will be allocated to one of our parks officers who will investigate and decide what needs doing, or if it is a quick fix, will sort it out while on site.</p> <p>If the work requires specialist input or machinery then the work will be logged and added to the team schedule of works.</p> <p>This is the quickest way to ensure that the enquiry gets to the correct person.</p>
What are the service standards and what can my resident expect	<p>Grass cutting timetable</p> <p>Type of area and typical mowing frequency</p> <ul style="list-style-type: none"> • Parks, playing fields, green spaces and allotments - Every 2 weeks to 6 weeks from April to October • Parks, playing fields, green spaces and allotments (with reduced cutting frequency) - 1 or 2 cuts per year between August and October • Golf courses - Every week from April to October • Roadside verges - Every 4 to 6 weeks from April to October • Roadside verges (with reduced cutting frequency) - 1 or 2 cuts per year between August and October • Wildflower meadows - 1 cut per year between August and October

	<p>Cutting hedges and shrubs at the right time</p> <p>It is best to cut hedges and shrubs in late Autumn or Winter after they have flowered and produced berries. This also reduces the likelihood of disturbing the site of a nesting bird.</p> <p>Bird nesting season is from 1 March to 31 August. Under the Wildlife and Countryside Act 1981, it is illegal to disturb the site of a nesting bird.</p>
How do I keep updated?	The Parks Officer will update the notes on Fix My Street and the individual who reported the issue will be notified. You can search fix my streets for updates by Map (location/ area); by Issue Reported; or by Most Recent.
What is my role as a parish council	To advise and support your resident on how to gather information about a service and if need to support them to report the issue.
Any further information that may be of assistance to parish councils	<p>At times there may be delays in resolving reports due to land ownership/responsibility queries eg the report could be due to an issue on Curo land, as well as private land or land where it is difficult to ascertain ownership or responsibility.</p> <p>For Curo land issues residents can notify Curo direct - https://www.curo-group.co.uk/contact-us/report-it/ and they can also access Curo maps, which shows areas of responsibility - https://curo.maps.arcgis.com/apps/webappviewer/index.html?id=1871376202214fe1bcd4fe7bf21f4ce9</p> <p>Some reports may therefore be closed as not responsible or no further action.</p>

16: Trees and Vegetation

Enquiry Type	Parks Team involvement in Trees or Vegetation Blocking Road or Visibility of Road Signage - In a Residential Area (outside residential areas the responsibility is taken on by the Highways Team)
What advice should I give my resident?	If query is about trees or vegetation blocking roads or interfering with the visibility of highway signage or at road junctions within 30mph residential areas (and thereby causing a safety issue), then report this via our website on -

	<p>Fix My Street via the Report It webpage: https://www.bathnes.gov.uk/report-overgrown-public-spaces-and-parks</p> <p>Reporting the problem on-line enables the resident to pinpoint the location of the issue, describe the problem and upload photos.</p>
What happens next?	<p>If a report is raised on Fix My Street, the enquiry will be allocated to one of our parks officers who will investigate and decide what needs doing, or if it is a quick fix, will sort it out while on site.</p> <p>If the work requires specialist input or machinery then the work will be logged and added to the team schedule of works.</p> <p>This is the quickest way to ensure that the enquiry gets to the correct person.</p>
What are the service standards and what can my resident expect	<p>A response team will deal with this as soon as possible once checks have been done to see if the tree/ overgrown vegetation is on council land. We are unable to give defined response time for general vegetation enquiries.</p> <p>If a tree related report is identified as an emergency (defined as a significant risk to life or property), regardless of communication route, it will be directed to the appropriate tree officer as quickly as possible. It will then be urgently assessed by the Parks Tree Team and appropriate action taken to maintain public safety.</p> <p>If on assessment, it is found to be from private land a certain amount of discretion is used ie the response team may cut back vegetation from private land to improve visibility if it the assessment shows an immediate risk to the public. Depending on the scenario, Parks may pass to Highways so that they can issue a Section 154 of the Highways Act 1980 notice which places a statutory obligation on landowners/occupiers to maintain their boundary to ensure that their garden vegetation does not obstruct highway users nor obstruct visibility.</p>
How do I keep updated?	<p>The parks officer will update the notes on Fix My Street and the individual who reported the issue will be notified. You can search fix my street for updates by Map (location/ area); by Issue Reported; or by Most Recent.</p>
What is my role as a parish council	<p>To advise and support your resident on how to gather information (eg to find out of the overgrown vegetation is from private land or property) about a service and if need to support them to report the issue.</p>
Any further information that may be of assistance to	<p>At times there may be delays in resolving reports due to land ownership/responsibility queries e.g. the report could be due to an issue on Curo land, as well as private land or land where it is difficult to ascertain ownership or</p>

parish councils	<p>responsibility.</p> <p>For Curo land issues residents can be direct to notify Curo - https://www.curo-group.co.uk/contact-us/report-it/ and they can also access Curo maps which shows areas of responsibility - https://curo.maps.arcgis.com/apps/webappviewer/index.html?id=1871376202214fe1bcd4fe7bf21f4ce9</p> <p>Some reports may therefore be closed, as not responsible or no further action if they are not deemed to be a safety issue.</p> <p>Section 154 of the Highways Act 1980 allows a competent authority to serve notice on any private landowner from whose property any vegetation may be overhanging the highway, we opt for a 21 day informal letter to try and encourage a quick intervention by the landowner before going down a more formal 14 day notice. Unless the 14 day process is correctly followed it is unlikely the authority could recover any costs should we need to intervene and undertake any works to resolve.</p>
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17: Clean and Green Initiative

Enquiry Type	Clean and Green: Investment project to provide increased street cleansing, graffiti removal and maintenance of local neighbourhoods
What advice should I give my resident?	<p>The Council has invested additional £1M in neighbourhood services to enhance work to keep public spaces clean and green.</p> <p>For full details on the project, please visit https://www.bathnes.gov.uk/clean-and-green-bath-north-east-somerset</p> <p>To report a highway or cleansing issue in your neighbourhood Fix My Street via the Report It webpage - https://www.bathnes.gov.uk/report-problem-highway-or-public-space-0</p> <p>It's important to ensure you have the exact location and can provide detailed information and supporting imagery where available.</p>
What happens next?	Once a report is raised on Fix My Street, our Clean and Green Team will investigate and decide what needs doing, and schedule this work.

What are the service standards and what can my resident expect	<p>The Clean and Green Team aim to respond to all enquiries within 10 working days. If this is not possible, the team will get in touch with the individual who has raised the report to advise when a response will be possible.</p> <p>The team will review priority areas to ensure they are able to support more promptly. This includes carrying out necessary checks ie safety, land ownership etc.</p> <p>Once work is complete, the team will send before and after photos. You may wish to share some of these images with residents who initially reported the priority areas.</p>
How do I keep updated?	<p>The Clean and Green Team will provide regular updates to specific tasks raised on FixMyStreet and the individual who reported the issue will be notified automatically. The team also email Ward and Parish Councillors with before and after images of work completed in their area.</p> <p>The Clean and Green Team will be transparent regarding delays or why work was not completed during the Action Weeks eg, the priority issue is on private land and will keep all interested parties fully informed.</p>
What is my role as a parish council	<p>To advise and support residents to use the Report it page of the Council's website to inform of highway or public priorities in your area.</p> <p>Liaise with residents and the Clean and Green team regarding cleansing and parks related issues when you're notified of upcoming action weeks in your area.</p>
Any further information that may be of assistance to parish councils	<p>The Clean and Green team follow an Action Week schedule. Each ward is visited at least twice during this timeline.</p> <p>The Clean and Green team will contact Ward and Parish Councillors at least 3-4 weeks in advance to request priorities. To prepare, Parishes may wish to keep a log of cleansing issues raised by residents and liaise with their Ward Councillor/s. The team will also keep a status log of ward priorities eg complete or remain outstanding. Any outstanding priorities will be included as tasks for the next planned Action Week in that area or scheduled sooner where capacity allows.</p> <p>At times there may be delays in resolving reports due to land ownership or responsibility of areas eg the reported area could be on Curo land or private land or land where it is difficult to ascertain ownership or responsibility.</p>

	<p>For Curo land issues residents can directly notify Curo - https://www.curo-group.co.uk/contact-us/report-it/ and they can also access Curo maps which shows areas of responsibility https://curo.maps.arcgis.com/apps/webappviewer/index.html?id=1871376202214fe1bcd4fe7bf21f4ce9</p> <p>Some reports may therefore be closed, as not responsible or no further action if they are not deemed to be safe. For any further information, please email Clean and Green: CleanAndGreen@bathnes.gov.uk</p>
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18: Events

Enquiry	Events and Trading Licences
What advice should I give my resident?	<p>Contact the Events Office by email Event@bathnes.gov.uk or telephone 01225 396056 or make an enquiry through the online form here https://beta.bathnes.gov.uk/form/make-an-enquiry-about-an-outdoor</p> <p>Licences are needed for a range of activities such as street trading, charitable collections, animals, raffles, street trading and taxis. Contact Licensing@BATHNES.GOV.UK or telephone 01225 477531. https://www.bathnes.gov.uk/licences</p> <p>Events Advice and Support - help for organisers to plan safe and successful events whether on private land, the highway or B&NES green spaces. https://www.bathnes.gov.uk/plan-your-outdoor-event</p>
What happens next?	<p>If an event is deemed large enough to need an application this can be made via the Council's online event application system EventApp. https://app.apply4.com/eventapp/uk/bath</p> <p>Full documentation, including Event Management Plan, Risk Assessments, Public Liability Insurance, Site Plan and other relevant documents, must be submitted to the Events Office via EventApp a minimum of 8 weeks in advance of the event set up date.</p> <p>Large scale or new events will be required to attend a Safety Advisory Group for Events (SAGE) meeting - this is usually held by an online Teams meeting. The SAGE team includes</p>

	representatives from the Emergency Services as well as Managers from within B&NES Council.
What are the service standards and what can my resident expect?	<p>The Events Office is a one-point of contact within the B&NES Council and they will guide, advise and support organisers throughout the application process.</p> <p>The usual response time is seven days but if your query is urgent, please call 01225 396056.</p>
How do I keep updated?	The Events Office Team will update the organiser and guide them through the event application process. Communications can be either via telephone, email or if an application has been sent through EventApp, then they will correspond through this channel.
What is my role as a parish council?	To advise and support residents and guide them to the Events Office as this can serve as the one-point contact into the B&NES Council or follow the necessary procedures if you are organising your own event.
Any further information that may be of assistance to parish councils	<p>If you have an emergency, please see contact details via this link https://www.bathnes.gov.uk/report-emergency</p> <p>Emergency Out of Hours Number 01225 477 477.</p> <p>The B&NES Events Office has created a Toolkit specifically for Parishes to provide advice and information on planning and delivering events. It is available on the Council's website. https://www.bathnes.gov.uk/tools-parishes</p>

19: Safeguarding and Wellbeing Support

Enquiry	Community Wellbeing Support and reporting safeguarding concerns: adults, children and young people (CYP)
What advice should I give my resident?	Safeguarding Concerns: Encourage people to report their concerns about the adult or

	<p>child/young person.</p> <p>You, or you resident should tell us <u>immediately</u> if you consider that:</p> <ul style="list-style-type: none"> • A child is suffering significant harm • You want to protect a child from abuse or serious neglect • You feel the child requires urgent or short-term care (acute services) <p>Call our Children's Social Work Services on 01225 396111 or 01225 477929 (weekdays, 8.30am to 5pm, except Fridays when we're closed from 4.30pm). Out of hours, if you think a child is in immediate danger, please call our Emergency Duty Team on 01454 615165 or 999.</p> <p>Further information about how to report concerns about a child can be found on our website. https://www.bathnes.gov.uk/report-concern-about-child</p> <p>For concerns about a vulnerable adult:</p> <p>https://www.bathnes.gov.uk/tell-us-about-adult-being-abused-or-neglected</p> <p>If you consider that someone is in <u>immediate</u> danger call 999.</p> <p>If you suspect an adult is being abused or neglected (this could be you or someone you know), call us on 01225 394200 (our phone lines are open Monday to Thursday, 8.30am to 5pm, and Fridays, 8.30am to 4.30pm), or call our Emergency Duty Social Work team on 01454 615165 (evenings, weekends and bank holidays).</p>
What happens next?	Our social care colleagues and partners will assess the information provided and take appropriate action to support the safety and wellbeing of individuals.
What are the service standards and what can my resident expect?	<p>Further information on our work with CYP and families can be found on a dedicated website, along with details of policies and procedures in different cases:</p> <p>https://bcssp.org.uk/</p>

How do I keep updated?	Please be assured that the appropriate interventions will be put in place to support vulnerable CYP, adults and their support networks. Feedback will be limited on such personal and confidential matters.
What is my role as a parish council?	<p>To encourage your resident to report concerns, ensure an urgent referral for any CYP or adult in immediate danger. Provide information to your resident on our early help, LiveWell and Community Wellbeing Hub services below.</p> <p>Reassure your resident that their referral will be treated as confidential.</p>
Any further information that may be of assistance to parish councils	<p>Early help services for CYP/families</p> <p>B&NES early help services work with young people and their families to identify emerging needs and any inequalities at the earliest opportunity https://www.bathnes.gov.uk/get-early-help</p> <p>Livewell Databases</p> <p>Whether you are looking for local childcare, a toddler group, some parenting support; information and resources to support your role as a parent carer with a child with a disability or additional need; or signposting to resources for an adult needing care or support; https://livewell.bathnes.gov.uk/ provides this.</p> <p>Community Wellbeing Hub</p> <p>https://communitywellbeinghub.co.uk/</p> <p>The Community Wellbeing Hub provides a central place for you to access a range of services to improve health and wellbeing. (NB, the Hub is not a signposting service but a partnership between B&NES, healthcare providers and commissioned services with the aim that enquirers tell their story once to access the support they need, even if this needs to come from different services).</p>

	<ul style="list-style-type: none"> • Debt, money advice and benefits support • Short term financial help in a crisis • Housing advice • Access to low cost food • Practical support to improve your mental health • Finding employment • Advice on employment issues • Keeping active and healthy • Achieving a healthy weight for the whole family • Improving your cooking skills on a budget • Managing type 2 Diabetes • Stopping smoking • Practical and emotional support to help you build confidence, independence and connecting you to your local community <p>Telephone: 0300 247 0050 and they will be happy to help you. If you have consent, you can make a referral via the online form here: https://communitywellbeinghub.co.uk/for-professionals.</p>
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20. Keeping Up to Date

Staying informed	<p>Bath & North East Somerset delivers regular e-bulletins to Parish Councils covering learning and development; funding opportunities; events and other up to date information: Interagency Bulletin.</p> <p>All Parishes should receive the press releases that the Council sends out. If not, please contact our Communications and Marketing Team. Press releases can also be found on the Council's Newsroom.</p> <p>Parishes are encouraged to use their local newsletters and websites to disseminate information to local communities. Also to let Bath & North East Somerset Council know of any good practice or successes we could highlight through meetings or publications.</p> <p>Newsroom</p>
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	<p>Find all our news releases on Newsroom where you can search for stories under policies, for example tackling the climate and nature emergency and giving people a bigger say.</p> <p>Weekly updates through e-connect</p> <p>e-connect is our weekly email newsletter to residents. It goes out every Thursday. You can find previous editions on our newsroom and if you want to receive e-connect you can sign up online.</p> <p>Follow our social media accounts to see what we are currently sharing:</p> <p>https://x.com/bathnes https://www.facebook.com/bathnes https://www.instagram.com/bathnescouncil https://bsky.app/profile/bathnes.bsky.social https://www.youtube.com/@BathnesCouncil</p> <p>(Text to embed if wished: You can follow B&NES on Nextdoor, X, Facebook, Instagram and Bluesky; subscribe to us on YouTube and read the latest releases on our Newsroom)</p> <p>Further information:</p> <p>Sign up to e-connect - https://us4.list-manage.com/subscribe?u=d4b66021dfe971c98d4145331&id=fb2e3530f2</p> <p>Council's newsroom - https://newsroom.bathnes.gov.uk/news</p>
Engagement Meetings	<p>Bath & North East Somerset Council provides the framework for Parish Liaison and the Area Forums. Parishes are encouraged to attend these meetings to stay informed and have their say. Parish Liaison takes place three times a year and Area Forums four times per year each.</p>

21: Other Useful Information to support how we work together

Point of Contact at Bath & North East Somerset Council for Parishes	Parish Councils have requested a point of contact and if they need advice may contact the Corporate Engagement Team as to the best route to follow to get things done. Email: connecting_communities@bathnes.gov.uk
Parish Contact Information	<p>The Clerk will be recognised as the primary point of contact for communications from B&NES and will signpost within their organisation as appropriate</p> <p>Parishes will inform B&NES Council's Democratic Services and Corporate Engagement Teams of changes to Clerks, Councillors and other contact details.</p>
Parish Councils' registers of members' interests	Parishes are required to publish these on their websites. If they do not have one, Bath & North East Somerset Council will publish them on their behalf. This can be done via Democratic Services.
Complaints about a Councillor	<p>Residents have the right to complain about the conduct of any elected Councillor within the area of Bath and North East Somerset, including Parish Councillors. If it is believed that the behaviour of a Councillor has breached the Code of Conduct in Part 4 of the Constitution, a complaint can be made to the Monitoring Officer – Michael Hewitt. https://www.bathnes.gov.uk/make-complaint-about-councillor</p> <p>Complaints may involve the Standards Committee. Parish Councils are expected to assist the Monitoring Officer in promoting high standards of behaviour and the assessment of any complaints.</p>
Consultations	<p>As per the Parish Charter, Bath & North East Somerset Council will consult Parishes when a planned decision would have a specific and direct or significant impact on them; their areas or residents. We will also provide adequate time to respond. If the consultation is due to close before a Parish Council has time to make a collective response based on their meeting pattern, they should contact the officer running the consultation to explain this. It may be possible to allow more time. In terms of Planning Applications, Parishes may contact the relevant Planning Officer to request an extension to the statutory four week consultation period if it falls outside their usual meeting schedule.</p> <p>Parishes are expected to respond to consultations to reflect the view of local people.</p> <p>Bath & North East Somerset Council publishes details of its consultations on its website:</p>

	https://www.bathnes.gov.uk/current-consultations
Bath & North East Somerset Council webpages about and for Parishes	<p>The landing page for Parishes can be found here: https://www.bathnes.gov.uk/parish-councils</p> <p>The Parish Charter page is: https://www.bathnes.gov.uk/document-and-policy-library/parish-charter.</p> <p>Information about the role of Parish Councils is here: https://www.bathnes.gov.uk/role-parish-councils</p> <p>A map of Parishes in Bath and North East Somerset can be found here: https://www.bathnes.gov.uk/find-or-contact-your-parish-council</p> <p>A contact list of Parishes can be found here: https://democracy.bathnes.gov.uk/mgParishCouncilDetails.aspx?LS=17&SLS=3&bcr=1</p> <p>Tools and information for Parishes can be found here: https://www.bathnes.gov.uk/tools-parishes</p> <p>Information on Parish Elections can be found here: https://www.bathnes.gov.uk/town-and-parish-council-elections</p> <p>Information about standing as a candidate at a Parish Election can be found here: https://www.bathnes.gov.uk/stand-candidate-town-or-parish-council</p> <p>To amend any of the information, contact the Corporate Engagement Team connecting_communities@bathnes.gov.uk</p> <p>Tip for finding information on the Council's website: When seeking information, it is often easier to use a search engine. Type in what you are looking for information about and add B&NES. Using the search function within the site does not always generate all the information available. If you need assistance, please contact the Corporate Engagement Team connecting_communities@bathnes.gov.uk</p>
Training for Parishes	<p>Bath & North East Somerset Council regularly offers training to Parishes on topics such as Planning; Community Infrastructure Levy (CIL) / Section 106; Parish Online; Emergency Planning; Events etc</p> <p>All Parish Clerks are encouraged to become qualified and Parishes to work towards the Local Council</p>

	<p>Award Scheme.</p> <p>Information about Parish Councils will be included in Bath & North East Somerset's staff and Ward Councillor induction. Ward Councillors will be actively encouraged to work with their Parish Councils.</p> <p>Bath & North East Somerset Council provides access to its e-learning pool for external partners. Parishes can create an account for free on Learning Pool and sign in to browse courses and any available eLearning.</p>
Volunteering	<p>If Parishes are seeking volunteers for community projects, or wish to advertise for volunteers, there is a Community Volunteer Service. Their website is being updated at present and we will add a link as soon as it is available. In the meantime, contact the Corporate Engagement Team email: connecting_communities@bathnes.gov.uk</p>
Parish Online	<p>Parish On-Line is an on-line mapping tool for local authorities, town and parish councils. All Parish and Town Councils have free access to this site. For more information and usernames and passwords, contact the GIS Team by email to GIS_Team@bathnes.gov.uk or Tel: 01225 394427. The Council's GIS team also organises regular training for parishes – do contact them to find out more.</p>
Emergency Planning	<p>Parishes are encouraged to prepare an Emergency Plan for their communities and keep Bath & North East Somerset Council's Emergency Planning Team informed of key contacts in communities, places of safety and key holders for these. Email: EmergencyPlanning@bathnes.gov.uk</p> <p>Incidents of Flooding</p> <p>Ward and Parish Councillors, residents and volunteers are urged not to put themselves or others at risk during incidents of flooding.</p> <p>It is not legal for volunteers to close a road.</p> <p>The Council does not expect volunteers to try to manage traffic during an incident of flooding, nor to try and direct traffic to an alternative route.</p> <p>It is not safe to drive or walk through floodwater and Parishes are encouraged to share this message.</p>

	<p>Flood water may contain sewage and hide rubbish, wreckage, uneven roads and pavements or broken drain and manhole covers.</p> <p>During incidents of flooding, Parishes with social media may wish to share the information that is provided by the Council and other public services.</p> <p>The Environment Agency operates a flood warning system, providing information to the public, media, emergency services and local authorities. The Environment Agency also provides the Floodline Service (0345 988 1188). You can listen to recorded flood warning information or speak to an operator for general information and advice 24 hours a day. The Government also provides advice for individuals and communities on preparing for flooding.</p> <p>Parishes may use their free access to Parish Online, provided by B&NES, to map areas of regular flooding. If Parishes need to refresh their log in details, they can contact the Council's GIS Team by email to GIS_Team@bathnes.gov.uk</p> <p>If communities want to take part in an 'adopt a drain' initiative to help keep drains clear, this should be on low-speed roads and agreed with B&NES beforehand (email: drainage_flooding@bathnes.gov.uk). A risk assessment needs to be submitted. Actions should not extend beyond sweeping away leaves while standing on the pavement. Volunteers should not lift drain covers under any circumstances</p>
Climate and Nature Emergency	<p>The Council has declared a Climate Emergency and has committed to provide leadership to enable carbon neutrality by 2030 https://beta.bathnes.gov.uk/climate-and-ecological-emergencies. There are also a number of useful guides published including:</p> <ul style="list-style-type: none"> • BANES guide - https://beta.bathnes.gov.uk/what-you-can-do-address-climate-emergency • National Association of Local Councils (NALC) - https://www.nalc.gov.uk/our-work/climate-change • Friends of the Earth - Actions for Parish and Town Councils https://policy.friendsoftheearth.uk/reports/20-actions-parish-and-town-councils-can-take-climate-and-nature-emergency
Avon Local Councils Association (ALCA)	<p>ALCA is a not for profit membership organisation representing, supporting, training and advising Parish and Town Councils (Local Councils) across the West of England area https://www.avonlca.org.uk/.</p>

	There is a Bath and North East Somerset Branch and the Chair of this is currently Richard Maccabee your local ALCA representative. Contact details to clerk@batheaston-pc.gov.uk
B&NES Invoices to Parishes	If you receive an invoice from B&NES with a 2 week payment deadline but cannot meet this because of your Parishes financial procedures, you can contact us to let us know and we will put a hold on reminders. Send an email to sundrydebt@bathnes.gov.uk and explain the situation. By doing this, there will be an audit trail and record of the action.

Planning checklist SAMPLE

(This checklist has been developed by Dunkerton and Tunley Parish Council and updated by Keynsham Town Council)

Application: /...../.....

Location/Address:

.....

Policy Ref	Issue	Assessment		
		Yes	No	Comments
	Have councillors visited the site? How many?			
	Is the application for permitted development?			
	Is the site in the Green Belt?			
	Is it in a conservation area?			
	Is it a listed building?			
GB1	Will there be an adverse visual impact on the Green Belt?			
	Are there any “very special circumstances” that outweigh the harm to the Green Belt? **			
	Is the proposal visible from public footpaths?			
	Have we received neighbours’ support? How many?			
	Have we received neighbours’ objections? How many?			
D6	Is the amenity of neighbours’ (light, access, noise) significantly affected?			
	Will there be any changes to external lighting/light pollution?			
	Is there any expected impact on the local natural environment (flora, fauna?)			
ST7	Are the traffic and highway safety implications acceptable?			

ST7	Are parking arrangements satisfactory?			
	<p>Is the effect of cumulative extensions/development in the neighbourhood acceptable?</p> <p><i>Consider:</i></p> <p>a) "Does the development provide for a variety of housing types and size?"</p> <p>b) "Will the development constitute overdevelopment?"</p>			
	Are the materials and design satisfactory?			
	Is the scale, height and degree of extension/development acceptable?			
D1b	Does the development contribute to distinctiveness, identity or history?			
	Are the drainage arrangements (foul and storm water) satisfactory?			
	Is the proposal for a gypsy or traveller site?			
	Does it meet the criteria in the gypsy and traveller Policy CP11?			

Further issues not considered above:

Planning response **SAMPLE**

Examples of material considerations made to planning applications

(Details supplied by Keynsham Town Council)

SUPPORT - APPLICATIONS

1. Materials (Compliance) – Example 54 LockingWell

All external walling and roofing materials to be used shall match those of the existing building in respect of type, size, colour, pointing, coursing, jointing, profile and texture.

Reason: In the interests of the appearance of the development and the surrounding area in accordance with Policies D.2 and D.4 of the Bath and North East Somerset Local Plan and Policy CP6 of the Bath and North East Somerset Core Strategy.

OBJECTION – APPLICATIONS

1. The proposed development by way of its appearance and siting would have an adverse effect on the character and appearance of the area. The proposal is therefore contrary to Core Strategy policy CP.6, policy D.4 of the current Local Plan, and Plan making policies D.1 and D.2 – **Example General**
2. The proposed development by reason of its siting scale and design will fail to respect the context of the surrounding street scene and spatial characteristics of the area. The development is therefore contrary to policy CP6 of the Core Strategy, adopted 2014, and policies D.2 and D.4 of the Bath and North East Local Plan, including minerals and waste policies, adopted October 2007 – **Example 44 St. Clements**
3. The proposed development will result in substantial reconstruction and extension of the existing building and the construction of a detached garage. The provision of the conversion and extension is considered to harm the openness of the surrounding green belt and no very special circumstances have been put forward to justify development in the green belt. The development is therefore contrary to policy ET.9 and GB.2 of the Bath and North East Local Plan, including minerals and waste policies, adopted October 2007, policy RE6 of the emerging placemaking plan and paragraphs 89 and 90 of the National planning policy framework.
4. The proposed extension to the stone barn by reason of its siting, scale and design will fail to respect and complement the appearance of the host building. The development is therefore construct to policies D.2 and D.4 of the Bath and North East Local Plan, including minerals and waste policies and policies D2 and D5 of the emerging placemaking plan. – **Example Barn Cottage, Old Bristol Road**
5. The proposed dwelling would be located outside of the housing development boundary. The development is therefore contrary to policy HG.10 Bath and

North East Local Plan, including minerals and waste policies and policy RE4 of the emerging placemaking plan. **Example Barn Cottage, Old Bristol Road**

6. **DRIVEWAY** - The submitted plans do not demonstrate a visibility splay of an adequate width to allow sufficient visibility to vehicles exiting the site onto the highway. The development is therefore contrary to policy T.24 of the Bath and North East Local Plan, including minerals and waste policies and policy ST.7 of the emerging placemaking plan **Example Barn Cottage, Old Bristol Road**

Planning Frequently Asked Questions

Parish and Town Council - Planning frequently asked questions

- *Understanding decisions (delegated and committee)*

The first thing to do is look on the planning website at the case officer's report which led to the recommendation. This should include your comments and how they were addressed. Also then, if the application goes to planning committee you can review the minutes of the committee.

<https://www.bathnes.gov.uk/webforms/planning/search.html>

<https://democracy.bathnes.gov.uk/ieListMeetings.aspx?Committeed=638>

- *Renewable energy and listed buildings (and other buildings)*

See the Council's Supplementary Planning Document and about our Green Heritage Homes project

<https://beta.bathnes.gov.uk/sustainable-construction-and-retrofitting-supplementary-planning-document>

<https://beta.bathnes.gov.uk/green-heritage-homes>

- *Does registering an enforcement case 'stop the clock' for immunity?*

No, only the taking of formal enforcement action by B&NES as the Local Planning Authority can stop the clock on the accrual of immunity from enforcement action. Formal enforcement action can take the form of issuing an Enforcement Notice or a Breach of Condition Notice.

- *How are enforcement cases prioritised?*

All new enforcement cases are prioritised in accordance with the council's adopted Local Enforcement Plan – the table below is taken from the plan:

Priority Level	Description
High Priority	Ongoing unauthorised demolition or a significant alteration of a Listed Building, unauthorised works to protected trees or other breaches causing either a risk to public safety or substantial harm to amenity.
Medium Priority	Unauthorised developments or uses where there is the potential to cause an unacceptable level of harm.
Low Priority	Technical or trivial breaches where planning permission would likely to have been granted had it been sought, or where the development is marginally beyond the parameters of Permitted Development or an approved development.

- *Quality of drawings for projecting at parish meetings*

Plans and drawings will in most cases be necessary to describe the proposed development, as required by the legislation (see article 7(1)(c)(ii) of the Town and Country Planning (Development Management Procedure (England) (Order) 2015). Plans or drawings must be drawn to an identified scale, and in the case of plans, must show the direction of north. Some applications like Certificate of Lawful use only require a site location plan to scale, but nothing else. B&NES will ensure that drawings meet the minimum national legislation to that type of application. Unfortunately we cannot guarantee the quality in terms of projecting at meetings

Extract from above:

‘(i)a plan which identifies the land to which the application relates;

(ii)any other plans, drawings and information necessary to describe the development which is the subject of the application;’

- *Redacted or missing information on applications*

Personal details are redacted in line with GDPR legislation, some of this is done through the Planning Portal and some manually by us.

- *Non notification of non-material changes*

Legislation does not require us to notify anyone about NMAs nor to invite comments on these types application. However you can be notified about every type of application in your parish by signing up for email notifications here <https://beta.bathnes.gov.uk/sign-planning-application-updates>.

- *Residents’ comments/objections disappearing*

This shouldn’t happen. All comments are published providing they meet the standards, until the application is determined at which point they disappear and only reappear if the decision is appealed. Any issues with comments please contact us on dm@bathnes.gov.uk or on 01225 394041 option 6

- *Elevations not always easy to understand*

Refer to point above. In an attempt to encourage good drawings and plans we have published Drawing Standards guidance for applicants <https://beta.bathnes.gov.uk/sites/default/files/Best%20Practice%20Guide%20-%20Drawing%20Standards%20-%2018%20January%202023.pdf>, but this is not enforceable and drawings will not be rejected if they comply with national requirements and the requirements of the Local List of PAR. If you find drawings that you do not understand, please contact us on dm@bathnes.gov.uk or on 01225 394041 option 6 or ring the case officer

- *Not sent applications to consider*

This shouldn't happen. The Support Team set up the PC consultation where it is required by the legislation for that type of application. Any issues contact us on dm@bathnes.gov.uk or on 01225 394041 option. You can ensure you never miss an application by registering for emailed application notifications in your parish <https://beta.bathnes.gov.uk/sign-planning-application-updates>

- *Lack of response when trying to contact officers*

Officers are very busy with high caseloads, if you can't get through to them direct by phone or email please contact us on dm@bathnes.gov.uk or on 01225 394041 option 6 and we'll see what we can do

- *Suggested update 2 or 3 times a year to explain why certain applications were successful and others refused*

BathNES training would need to be a funded service.

Talk to ALCA <https://www.avonlca.org.uk/> about what support they can provide

Ask about one-off cases...officers and managers will aim to make time to talk to or email you.

- *The Local Plan is being updated, how should the update of neighbourhood plans relate to this?*

Twin track your review of your neighbourhood plan to run just behind the local plan. Further advice will be issued by the Planning Policy Team and you can also contact the team directly via Planning_Policy@bathnes.gov.uk

- *How are Neighbourhood Plans considered in the planning application process and how do I know our plan has been considered?*

The case officer must always review an application in relation to any Neighbourhood Plan and their consideration of it will be set out in their case report. Only a made Neighbourhood Plan is part of the statutory Development Plan and carries full weight (the case officer will determine how much weight to give an emerging Neighbourhood Plan).

- *Our area is in need of smaller dwellings; how can we influence this.*

Through your neighbourhood plan / Housing Needs Survey.