



connect

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

10 THINGS TO DO THIS XMAS

Let your Discovery Card get
you into the festive spirit

MAKE A DIFFERENCE

Help to provide a stable home
for vulnerable young adults



**Waste
Collection**
See inside
for Christmas
arrangements

TRUE GRIT

Keeping our roads safe this winter

The MAHAL of exquisite indian cuisine with one of the city's most impressive georgian interiors. Internationally renowned for excellence

Take Away Service available at 20% discount



The Eastern Eye also has received English Curry Awards 2011, Restaurant of the year South West Region 2011.

With the capacity to seat over 170 diners, The Eastern Eye is perfect for every occasion

THE EASTERN EYE

Established 1984



INDIAN 3 DOME RESTAURANT

"This is the place to visit... outstanding Indian"

{VOGUE}

"...Set in the Georgian building with an incredible triple-domed ceiling...the food far surpasses your average curry-house fare. plaudits from celebrity customers..."

[The Sunday Times]

"Designer Curry House... prices are reasonable... food is well prepared and staff friendly and efficient... you get your money's worth..."

[The Observer]



LES ROUTIERS PROUD TO PRESENT THE RESTAURANT OF THE YEAR 2011

THE EASTERN EYE

Established 1984

Bath Somerset

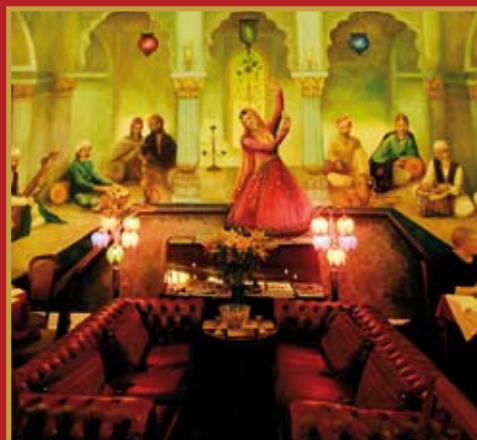
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- AA Rosette Award
- Les Routiers
- Top UK Restaurant by Hardens
- The Times Knowledge Magazine Top 10 UK Indian Restaurants
- Top 100 Restaurant of Excellence Award UK - Asian Women

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

"A" Listed UK Restaurant

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



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

Winter 2011

Welcome to Connect



Welcome to the Winter edition of Connect Magazine and early season's greetings from everyone at the Council. There are many exciting local events this Christmas. They give every reason for residents to stay local and encourage visitors to come here providing a much needed economic boost during tough financial times.

On page 4 there is a round-up of events in Bath, Keynsham, Midsomer Norton, and local villages as well as the What's On listings on page 6. We have compiled a list on page 14 of things to do at places where you can use your Discovery Card.

The onset of Winter means that local councils nationwide are making plans on how to cope with severe weather conditions. Our preparations are well underway with thousands of tonnes of salt at the ready to grit the roads (see page 8) and we explain plans for waste collection should the worst

strike on p.17. We are also delighted to be working with local people to tackle winter challenges by launching a Snow Warden Scheme.

The needs of vulnerable people are also at the forefront of our mind – for example, you can see how our Meals on Wheels service offer a lifeline for older people every day on page 38.

“The needs of vulnerable people are at the forefront of our mind.”

You can also play your part in supporting vulnerable people during Winter and, indeed, all year round. We need to find supported lodgings providers for young people aged 16-18 – this is a rewarding opportunity to help a young person take the first steps towards living independently. I hope our feature on page 26 encourages you to find out more.

Have a great Christmas and a happy New Year.

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



Kelvin Packer and his team pictured inside the salt barn at Clutton

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connect was brought to you by...

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News

KEEPING YOU INFORMED
WITH THE LATEST NEWS
FROM THE DISTRICT



Bath Christmas market (24 Nov to 11 Dec) is one of many festive events in the region

'Tis the season

WE ARE SPOILT FOR CHOICE WHEN IT COMES TO XMAS CELEBRATIONS

There are a host of events about to take place across the region meaning you can enjoy all the sights, sounds, sparkle and magic of Christmas and the festive season close to home.

For starters, **Bath** will be getting Christmas underway with a fantastic event in Milsom Street on Thursday 17th November. Kicking off at 5.00 pm, there will be performances by an impressive line up of local talent, with Bath resident John Cleese turning on the Christmas lights at 6.30 pm. The special programme includes X Factor contestant Lascal Wood, Gabrielle Aplin, Tallis Morris, Hugh Cornwell of Stranglers fame.

The ever-popular Bath Christmas Market will take place over 18 days from 24th November to 11th December in Bath city centre. With more than 130 stalls, it's a Christmas event you won't want to miss.

On Thursday evenings from the 17th of

November until Christmas, Bath's Natural Theatre Company will be putting on promenade performances in and around Stall Street and Union Street to entertain late night shoppers. Expect to bump into gentlemen with twinkling Christmas trees for heads, hilarious housewife shopaholics, naughty gnomes and even nasty old Scrooges.

Meanwhile **Keynsham's** Victorian Evening takes place on Friday 25th November in the town centre. A procession through town starts at 6.15 pm and ending at the High Street where the Christmas lights will be switched on. Shop for gifts and produce at stalls in the street and at Fear Hall, with fairground rides, stage performances and activities in the local churches adding to the fun. Many shops will stay open for the evening with staff in Victorian costume.

Not to be left out, **Midsomer Norton's** Christmas Lantern Fayre takes place in the

town centre in the evening of Friday 2nd December. This year goes back to the traditional Christmas message and will include an enchanting lantern procession with the lanterns made by local children, Mary on a donkey led by Joseph, a nativity scene and carols. Shops will stay open late too. Check www.midsomernorton-tc.gov.uk during November for the start time.

Also getting in on the celebrations, **Peasedown St John** will be holding another magical Christmas in the Park. Starting at 7.00 pm on Wednesday 21st December at Beacon Hall and Lawn, join in the fun with Santa, mulled wine, mince pies and music by the Bath Spa Brass Band.

Finally, **Chew Valley** celebrations include a Christmas market at East Harptree Primary School on Tuesday 29th November, together with a Christmas fayre at Temple Cloud Village Hall on 3rd December.

**STAY
INFORMED**

Keep up to date with the very latest Council news by following us on Twitter at www.twitter.com/bathnes



Refurbished Radstock

CHILDREN'S CENTRE OFFICIALLY OPENS ITS DOORS

Radstock's newly refurbished Children's Centre is now officially open, with local children and families taking full advantage of the wide range of services on offer.

The Centre marks our commitment to improving services for young people and providing high quality children's centres across the district. Designed to support all families and help ensure that children get a good early start in life, the extensive services include play sessions for children, parent groups, support for families who have children with disabilities, post-natal support and Citizens Advice Bureaux advice.

"Hundreds of children and their parents are already using our services," said Heidi Limbert, Radstock Children's Centre Services Manager "but this formal launch of our newly refurbished building is an opportunity to tell more people about what's on offer for parents and children locally and how they can benefit from our services.

As well as providing somewhere for children to play and make new friends, the centre offers lots of support to parents and carers too." **Contact Radstock Children's Centre on 01225 396660**



The opening will benefit families in Radstock

PHOTOGRAPHY: SOMERSET GUARDIAN

News in brief

SOUTH WEST IN BLOOM AWARDS

Local neighbourhoods and towns across the district did exceptionally well in the 2011 South West in Bloom Awards. The Council, volunteers from Bath in Bloom and Bath and North East Somerset in Bloom committees, local neighbourhood volunteers and communities throughout the area all worked closely together, with their hard work achieving superb results.

Many congratulations to everyone who won an award or took part in this year's competition. You can find out how your local area got on at www.bathnes.gov.uk/inbloom2011



PLANNING INFORMATION MADE EASY

The Council's Planning Services has recently launched an improved on-line self-service facility for viewing and commenting on planning applications. Features now include options to search planning applications by reference, partial address, ward and parish, an advanced search facility, a weekly list of new or decided planning applications, map searches for applications on a property and planning applications of particular interest to the public. Links to the new search facility are on the Planning Applications web page at www.bathnes.gov.uk/planningapplications.

KEYNSHAM REGENERATION EXHIBITION ATTRACTS HUGE INTEREST

A recent exhibition showcasing Bath and North East Somerset Council's proposals for a redevelopment of the existing Town Hall site in Keynsham attracted over 1,000 people. The exhibition was an opportunity for people to see what the public spaces and buildings will look like and how the development fits within the

wider context of Keynsham.

Getting feedback from the local community on the proposals is part and parcel of the Council's commitment to regeneration in the town. Visitors were asked to note their views on all aspects of the plans, including building design and materials, new streets and spaces, the mix of uses, and traffic and parking. The exhibition was also taken to TimeOut, Keynsham's youth drop-in centre, to get feedback from young people. The Council is now analysing the responses and will be holding a further public event to show how the design has progressed before submitting a planning application.

The Regeneration Project aims to revitalise Keynsham by making the town centre more appealing. This will attract private investment, generate new and better opportunities for retailers, and create more jobs and greater prosperity for local people. The proposals for the site include new retail space, an innovative one stop shop and library where people can access local services, new and improved public spaces, and highway improvements.

You can view the proposals online at www.bathnes.gov.uk/keynshamregen



Residents in Keynsham were asked for their feedback

DON'T FORGET

To see how the Council changes the lives of thousands of people for the better every day, visit www.bathnes.gov.uk/changinglives

News in brief

GOOD NEIGHBOURS

Students moving into private accommodation have been sent this year's 'Being a Good Neighbour' booklet. As well as encouraging students to meet their neighbours, it advises on issues such as noise levels, waste collections, and how to get involved with the local community. Local Council, Student Union and community representatives have also been door knocking for the first time in Oldfield Park, promoting the messages to new student residents. For student-related issues in the community call **01225 396996** or access www.townandgown.org.uk.

CULVERHAY UPDATE

Culverhay School's future is now secure following Government approval for it to become a Sponsored Academy. With Cabot Learning Federation as the Academy's sponsor, it is set for transformation over the coming years into a highly successful co-educational school that will change the lives of young people for the better.

The Federation is working in close collaboration with the Council on a full action plan for converting the school to a co-educational Academy and transforming educational standards. See www.bathnes.gov.uk/culverhayquestions

IN MEMORIAM

It is with sadness we mark the passing of Charles Breslin, a miner involved in the recent Gleision pit disaster in Swansea. Mr Breslin worked on the Combe Down Stone Mines project for four years and his contribution was invaluable. The Council's condolences have been passed on to his family.

Bath Riverside's first residents are set to move in

HOUSING DEVELOPMENT HELPS TO BOOST LOCAL ECONOMY, WITH FAMILY HOMES FOR SALE

The ambitious £400 million regeneration project for the Riverside area of Bath will shortly see the first residents move into affordable new homes. As part of Phase 1 of the project, the first three buildings have been completed including 48 affordable homes available at a discounted rent or on a shared ownership basis. Marketing is also underway for the first of the private homes - 11 townhouses and three buildings with a mix of studio, 1, 2 and 3 bedroom apartments and penthouses, and communal gardens.

The private and public sector partnership between developer Crest Nicholson, the Homes and Communities Agency, social landlord Somer Housing and Bath & North East Somerset Council will deliver over 2,000 new homes for the Bath Riverside area, including a substantial proportion of affordable housing. As well as meeting the local housing shortage and making the entire area attractive and inviting, the project will also help attract private investment into the city, creating new jobs and business opportunities. Since construction began in the spring this year, some 200 local jobs have been created. Bath & North East Somerset's Learning and Skills Partnership, Bath City College

and Crest Nicholson have also been working together to develop an apprenticeship scheme and provide new skills training for employees. To date four local apprentices have been taken on and an on-site training centre has opened.



The development helps to address local housing shortages

Connect competition

Where is this?

The impressive lump of stone on the right has been in the news lately. But do you know where it is located? If you already know then enter our competition now. If you want to discover where, then here are three clues to help you out:

1. It dates broadly to the late Neolithic and early Bronze age (about 3000-2000 BC).
2. It is close to the beer garden of a pub called the Druid's Arms.
3. Enter 'Stone Circle' into the Search facility on the www.bathnes.gov.uk website and see where it takes you.

HOW TO ENTER

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



WIN £30!

LAST ISSUE'S WINNER: William Hills from Bath

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

STAY INFORMED

For weekly updates of essential news and information subscribe to 'Inform', our free email newsletter. See page 30 for more information.

events diary

Mummers, flower decorators, cinema-goers and lovers of Mozart are all in for a treat over the next three months



The Pump Room opens its doors this Xmas

Radstock exhibition

Women in...

A major exhibition put together by volunteers from the Radstock museum reflects the role of women in various fields of activity including education, industry, crime, medicine and more highlighting the significant contributions of local women in these areas. The must-not-miss exhibition runs until 30th November. See www.radstockmuseum.co.uk

Street entertainment

Mummer's the word

The Mummer's UnConvention is a world-first gathering of mummers taking place in Bath. Mummings is an old form of street pantomime. The UnConvention will feature groups from across the UK and the world (USA and Spain) coming to perform, and to take part in talks, workshops and masterclasses. The main action takes place in Widcombe and the city centre. It is sure to be a sight to see. www.mummersunconvention.com



Unconventional behaviour in Bath



NOVEMBER

■ Bath Firework Display

5 Nov The biggest public firework display in the heart of Bath at the Recreation Ground.

■ Flower Decoration

7 Nov Chew Valley Flower Decoration Society Open Demonstration by Pam Lewis at the Bishop Sutton Village Hall, 7.30pm.

■ Bath Preservation Trust Autumn Lecture

10 Nov TV presenter Dan Cruickshank answers questions about life in a Georgian Townhouse at St Michael's Church, 7pm to 8pm. www.bath-preservation-trust.org.uk

■ Bath Film Festival

10-19 Nov The ever popular festival celebrates its 21st birthday with a myriad of must-see movies www.bathfilmfestival.org.uk

■ Bath Mozart Festival

11-19 Nov Nine days of concerts in some of the city's most historic and atmospheric buildings. www.bathmozartfest.co.uk t. 01225 463362 (box office)

■ Craft fair

19 Nov Clutton Village Hall plays host to the Clutton Playgroup Craft Fair, various craft stalls plus refreshments (11am to 4pm)

■ Jane Austen's

Regency Christmas

26 Nov - 31 Dec Illustrating how the festive time of year was celebrated in the early 1800s. The event is to be hosted at Jane's Austens House. www.janeausten.co.uk

DECEMBER

■ Christmas Bingo

1 Dec Eyes down at 6.45pm for festive bingo at the Chew Valley School.

■ Christmas Fayre

3 Dec The Cameley School Christmas Fayre is to be held at Temple Cloud Village Hall, 10am to 1pm. t. 07761 810224

■ Omens and Inspirations

Until 11 Dec Your last chance to see an exhibition celebrating the anniversary of the Great Comet of 1811 at the Herschel Museum of Astronomy. www.bath-preservation-trust.org.uk/museums/herschel/

■ Dick Whittington

15 Dec - 22 Jan A traditional pantomime at the Theatre Royal is the ideal treat for all the family. Oh yes it is. 01225 448844 www.theatreroyal.org.uk

■ Somerset and Dorset Railway Heritage Trust

17 - 18 Dec Featuring Santa's Grotto and the Mendip Brass Band. What more could you want? www.sdjr.co.uk t. 01761 411221

JANUARY

■ Half marathon course

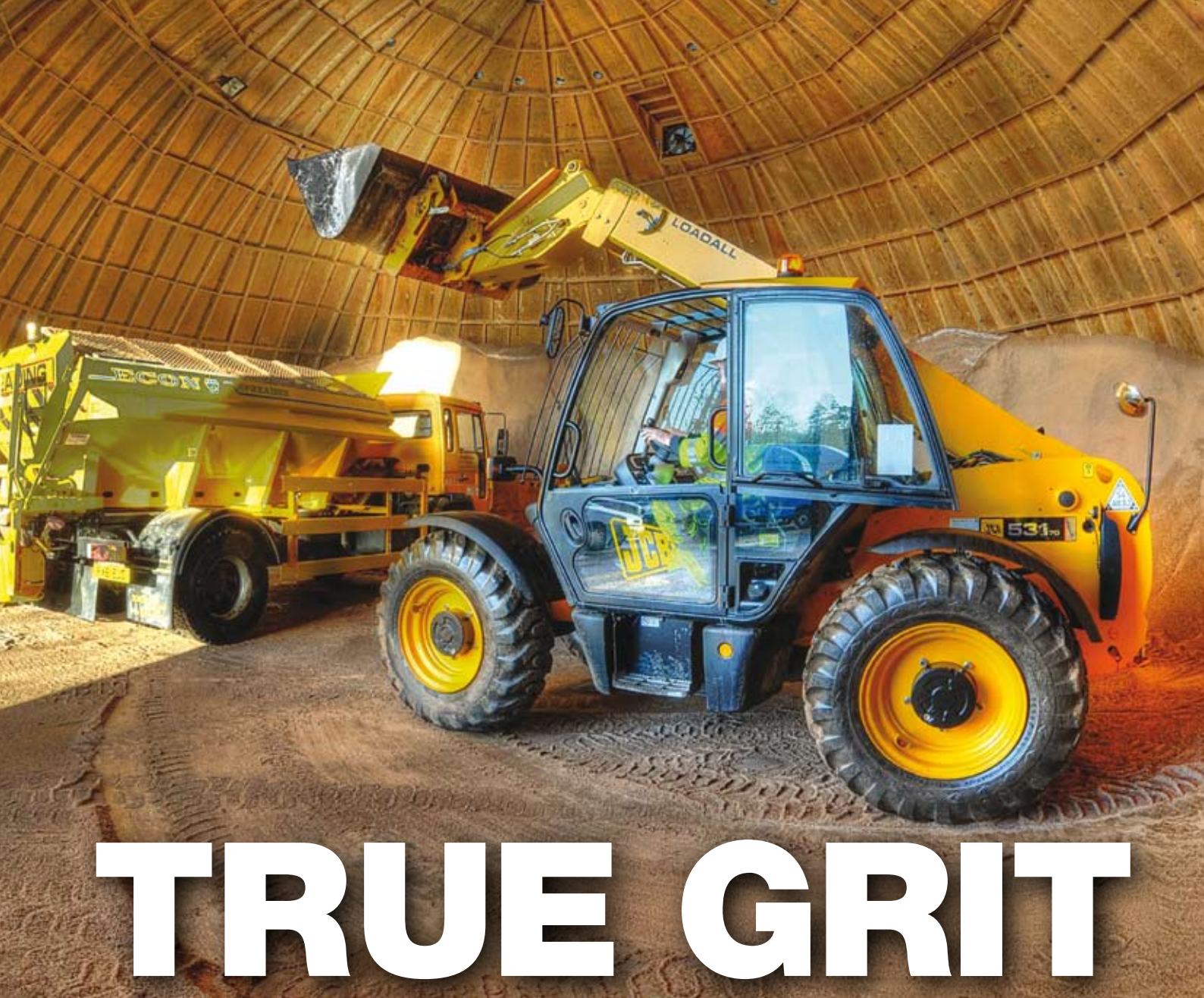
8 Jan 2012 Get in shape for the Bath half marathon in the nine weeks leading up to it. Meet at the South Wansdyke Sport Centre in Midsomer Norton at 9am. e: getactive@bathnes.gov.uk t. 01225 396429

■ Ballroom and Latin night

Starts 12 Jan Cha cha cha away those Christmas pounds at the Guildhall, Bath. e. us@jameandjoanna.com t. 01225 339342

DON'T FORGET

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



TRUE GRIT

As winter weather approaches the Highways team are already underway with their plans to keep the roads safe for residents

It's late October – and as the final load of some 1,300 tonnes of salt is delivered to Clutton Salt Barn, Bath & North East Somerset Council staff cast an eye over the latest Met Office forecast to decide whether its fleet of nine state-of-the-art gritters will need to hit the roads soon.

“Not this time,” decides Craig Jackson, the Council’s 24-hours-a-day Duty Engineer, “But before long, we’ll be busy salting around the clock if the long-term forecast is right.”

The region’s roads team routinely salt 38% of the road network, which is 8% higher than the national average, and they used more than 8,000 tonnes of salt over the last two winters to reduce the impact of the severe weather on the travel needs of local people.

Connect asked Kelvin Packer, Service Manager for Highways, to answer some questions about the winter preparations...

Why can't you salt every road?

We simply don't have the storage space for the salt or the manpower to treat every road. We must prioritise the routes on the network that are gritted. Priority is given to all the main roads, bus routes and other important roads, such as those leading to hospitals. Our winter gritting is based upon the recommendations contained in a National Code of Practice – this comes to 261 miles of



The teams are set to work around the clock

the network. If we gritted all roads there would not be enough for priority routes and people would not be able to travel safely on our key routes.

If the road has been gritted, why does snow still sit on the surface?

Getting salt down on the road surface in advance of snowfall is critical. Snow will settle on top of the salt. The action of passing traffic mixes the salt in with the snow and starts to turn it to a slush that passes through the highway drainage.

Can we have a grit bin in our street?

There are more than 400 grit bins across the district in known troublespots. Anyone can request a bin, but this will be judged against criteria, including the gradient of the location and the potential danger at road junctions. Grit bins are inspected at the start of winter and topped up when necessary.

What is the best way to spread the salt from the bins?

Spread the salt as thinly as possible. Many people waste significant amounts of salt by



Kelvin Packer,
Services Manager
for Highways



Storage capacity has increased by 1000 tonnes



We salt 38% of the road network, which is 8% above the average

PHOTOGRAPHY: PAUL O'CONNOR

over spreading. Under normal winter conditions a tablespoon of salt should treat one square metre. Always clear the snow from the path or road before you spread salt.

Do you grit pavements?

In very severe weather conditions consideration is given to the treatment of pedestrian routes. These would be confined to more urban areas where there is high pedestrian usage, such as shopping areas, and will only be considered if snow or ice is likely to remain for several days.

Will you run out of salt if the severe weather is worse than 2010?

During times of heavy snowfall salt stocks across the country can diminish extremely quickly. All Councils are highly dependent on the national supply chain – and only about four companies in the UK can meet the demands of local authorities. The Council has contingency plans to further prioritise salt stocks. We have created a 1000-tonne emergency reserve stock of salt and also developed arrangements with neighbouring Councils to help each other through mutual aid.

What about my bin collection?

Although salting is helpful to improve the conditions for waste and recycling collections, individual decisions about whether a road or series of roads are safe enough to collect waste is left to the driver of the waste vehicle concerned because we cannot salt every road. (More details on waste collections during winter weather can be found on page 16.)

“Getting salt down on the road surface in advance of snowfall is critical”

Why can't you get other Council staff to help clear away ice?

We redeploy staff from other teams, such as our Parks Team, to snow-clearing duties. We also have a network of farmers who we pay to help clear snow from roads. This is particularly helpful in rural communities. The Council also provides a small plough that the farmer can fix to the tractor. ■

A helping hand

There are plenty of things you can do during severe winter weather

Clear snow and ice outside your home

- There is no law stopping you from clearing snow and ice on the pavement outside your home or from public spaces. See www.bathnes.gov.uk/clearingsnow for more detail.
- Pay attention to steps and steep pathways, spread salt thinly to prevent refreezing
- Clear early in the day. Fresh snow is easier to move and any sunshine during the day will help melt the ice beneath. Add salt in the evening to prevent refreezing overnight
- Use salt or sand – not water, which can refreeze and turn to black ice
- Use ordinary table or dishwasher salt, sand or ash
- Offer to clear neighbours' paths if they can't do it themselves

Snow warden scheme

As the Council only has limited resources to clear the roads and pavements of snow and ice in severe winter weather, there is an initiative to get community-minded residents, who are good with a shovel, involved. If your area is covered by the Snow Warden trial, you can volunteer to help clear snow and ice at locations that the Council can't get to. Go to www.bathnes.gov.uk for details of your local Snow Warden and the areas covered by the trial.

Report it!

Let us know about any road or service problems, which you encounter

- Report it on the Council's website at www.bathnes.gov.uk/reportit
- Email councilconnect@bathnes.gov.uk
- Text **07797 806545**
- Call **01225 394041** during working hours

In an emergency call **01225 477477**

The quickest way to find out what's happening on the roads during severe winter weather is to sign up to the Council's Twitter Feed www.twitter.com/bathnes.





Get on your bike

Sustrans Bike It is an exciting initiative that sees the region's kids getting fitter, having fun and saving the planet. All on two wheels.

Nobody enjoys the early morning school run. But, after figures released by the UK charity Sustrans suggesting young people travelling to school by bicycle has quadrupled, that battle to drop off the kids could be a thing of the past.

The boost in young people choosing such a sustainable form of transport is due to one of the UK charity Sustrans' key initiatives called Sustrans Bike It, which is funded locally by the Council and NHS B&NES.

The project works with children from reception class to Year Nine, and their teachers and parents, and looks at ways of educating and inspiring bike travel. As part of the project there have been events such as Bike Breakfasts and Bike Buses, bike and scooter skills training, maintenance sessions and even Bling your Bike competitions at the 22 schools across the region that are signed up.

At the 22 participating schools, Sustrans Bike It officer Jim Imeson has seen the uptake of pupils travelling by bike rise from an average of 7% to 28% over the last three years, all thanks to his team's hard work.

Flexible approach

"We know from surveys undertaken by Sustrans that half of all school children would like to cycle to school yet only 2% actually do. My job is to work with pupils, staff and parents and to identify and then remove the barriers that stop young people from cycling to school. Part of the success of Bike It is recognising that the project needs to be flexible as each school will have a different set of barriers from busy local road conditions to lack of safe dry storage or issues with poor bike maintenance."

One school it has worked particularly well for is Paulton Junior School, which in just

two years has seen a rise from 6% to 50% of school children biking to school.

"Young people are very aware of the environmental challenges facing their generation. Also, many ride a bike because it is non-polluting and carbon neutral as well as cheap, quick and reliable," continues Jim.

"Young people need to learn the skills to make more sustainable choices, in order to minimise the impact of climate change and help us transition as a community toward a low-carbon economy."

"Bike It works with children from reception class to Year Nine"

Contributing to these skills are other successful initiatives that the Council has co-ordinated, such as Healthy Schools Plus, Safer Routes to School, Wheels for All and big family events such as the Bath Sky Ride – all of which help promote healthy and active lifestyles for young people.



The children at Paulton Junior School get involved in the festive Bling Your Bike competition, as does a pupil from St Martin's Garden Primary

Bikeability training, working with the Council and Cycling Instructor Ltd, was also made free to local school children (Years Five, Six and Seven) this September. This scheme was designed to give bike users the confidence and skills to get out onto the roads. Nick Jeanes, of the Council's Traffic and Safety team, said: "The Council is committed to encouraging a shift from private cars to sustainable modes."

Leave the car at home

Walking and cycling are more sociable ways to travel, plus they're fun and involve regular exercise. For the parent, it's also cheaper and avoids parking problems at the school gate. Leaving the car at home is a no-brainer." ■

Staff, parents and teachers who are interested in promoting cycling and walking in their school are encouraged to call Sustrans on 0117 926 8893 for information and advice.

Getting out and about this Christmas

Plan your Christmas shopping, make the most of the Christmas market, and get around safely this festive period with the Council's top tips on sustainable travel

Park and Ride it

Park and Ride buses will run an extra hour until 9.30pm on the following dates:

- **Every Thursday from 17 November until Christmas**
- **25th and 26th November**
- **2nd, 3rd, 9th, 10th, 16th and 17th December**
- **12th-17th, 19th-23rd December**

Extra Sunday Park and Ride services:

- **Every Sunday from 13th November until Christmas, plus 27th December 9.30am to 6pm**

For the most up-to-date service information visit www.bathnes.gov.uk/parkandride or www.traveline.info or call 0871 200 2233

Dial a ride

If conventional public transport isn't for you there is also a Dial A Ride service that will take you door to door, whether it be to the shops, doctors or dentists. To see if you are eligible call the individual areas in which the services run; **Keynsham 01225 395321, Midsomer Norton and Radstock 01761 417504, and Bath 01225 335019.**

Shed the festive pounds

If you're after the most sustainable option when travelling this winter be sure to walk or cycle. The OutdoorsWest (www.outdoorswest.org.uk) is crammed with information on where to go and what to do on the paths in the West of England, whether you want to walk, run, go cycling or even ride a horse.

And if Santa doesn't leave a two-wheeler under the Christmas tree come 25 December there are still no excuses thanks to Bike in Bath – the public cycle hire

service in the city centre. There are docking stations next to the Guildhall, Bath Spa Station, outside Green Park Station and the Holburne Museum. The first 30 minutes are even free of charge. Visit www.bikeinbath.com for more information.

Parking

Bath and North East Somerset has a total of 11 car parks with more than 2,100 spaces. According to Chris Major, the Council's Head of Parking Services, the best places to park during the busy Christmas shopping period are Charlotte Street and Avon Street, which are the two largest Council-owned, long-stay car parks in the city.

For those with disabilities, disabled bays are available in all of the Council car parks. Manvers Street car park is closest for the Christmas market but spaces are limited. Similarly, demand for car parking spaces in Keynsham and Midsomer Norton increases over the festive season. If you need more information contact the Council parking services team direct on 01225 477133 or visit www.bathnes.gov.uk.



The Dial a ride service is on hand to help

For more information visit www.cyclinginstructor.com or call 0845 652 0421; www.sustrans.org.uk/what-we-do/bike-it; and www.bathnes.gov.uk



Support grows for NHS Foundation Trust

More than two thousand people have signed up to have their say on local healthcare

Patients, visitors and local communities have been supporting the Royal United Hospital's (RUH) bid to become an NHS Foundation Trust in 2012, by joining as prospective members.

Local people, such as Frank and Hazel Dineen, are keen to be on board. Mrs Dineen said: "We are happy to support the RUH. Becoming NHS Foundation Trust members will help us keep in touch with what's happening at the hospital and will give us a voice, which is important to us."



NHS Foundation Trust recruitment teams, dressed in purple uniforms, have been working across the RUH site, walk-in centres, GP surgeries, supermarkets and in town centres across the region, encouraging people to fill in membership forms.

Becoming an NHS Foundation Trust member has so many benefits. You will receive all the latest news about the RUH, as well as local health events. You'll be offered the opportunity to take part in consultations, surveys or volunteering. And you'll be entitled to join the 'NHS Discounts'

"Becoming a member has so many benefits"

Above: NHS Foundation Trust recruitment 'team purple' members Katy Hulin and Marla Cattelona assist Frank and Hazel Dineen from Radstock, with their membership forms.

scheme, which offers exclusive discounts with high-street outlets, supermarkets, travel firms, take-outs and restaurants.

A strong membership base is vital to the success of the hospital, and our application to become an NHS Foundation Trust.

Hospitals which operate as NHS Foundation Trusts are more responsive to local health needs and local people, as members have a say in how their hospital is run and the services it offers.

More than 2,000 people have already signed up for membership, but the RUH wants many more to ensure the Trust goes from strength to strength. Membership is open to anyone aged over 16.

It's so simple, and it's free, so please join us and sign up today. ■

Membership is free, and it's quick and easy to join. You can either call the Foundation Trust Membership Office on **01225 821299**, or write to **FREEPOST RSLZ-GHKG-UKKL, Foundation Trust Membership Office, Department C28, Royal United Hospital Bath NHS Trust, Combe Park, Bath, BA1 3NG**, or pick up a leaflet from the hospital. Alternatively, you can sign up online at www.ruh.nhs.uk/foundationtrust

BATH FORUM • SOUTHGATE

X-FACTOR STAR

RHYDIAN ROBERTS



RHYDIAN ROBERTS at the Bath Forum is promoted by **GRENVILLE JONES** who leads a number of music projects and choirs in and around the Bath area. Grenville has appeared on TV and radio himself around the world. He is also the founder of the **Golden-Oldies** charity that brings music singing and smiling to hundreds of elderly people across the west. Sir Cliff Richard is Patron of the Goldies, as it has become fondly known.

Rhydian is a classically trained Welsh singer who first came to the public's attention through his spellbinding performances on X Factor. His first album, entitled 'Rhydian', went double platinum and his second, 'O Fortuna', was nominated in the Classical BRITS for Best Album of the Year 2010. He has become known for the power and sensitivity of his voice, for passion which captivates and for performances so exhilarating they leave his audience entranced. He is one of the most exciting live stage performers in the World.

Grenville will be on stage at the Christmas Lights Switch on in Bath on Thursday November 17th. The following day he will be conducting the BBC West of England Children's Choir at Weston-super-Mare for Children in Need, linking with Gareth Malone in London.

As founder conductor of the **Bath Male Choir** Grenville was seen on the BBC Last Choir Standing series. The "boys from Bath" reached the final stages and attracted huge support. The series has since been shown around the world.

His other projects include the Monday evening auditioned **Bath Chorus**, which is fast becoming one of the leading choirs in the region, and the Wednesday evening **Welcome Choir** which is a non-auditioned mixed choir rehearsing at Culverhay School. The **fabulous Stockingtops** are an all-group of ladies who like some swing with their sing!

The **Good Afternoon Choir** project was started by Grenville 3 years ago. The Bath group is conducted by Francis Faux. It has 100 members who meet every Thursday between 2pm and 4pm at Argyle Hall in the Centre of Bath. A **new Devizes Good Afternoon Choir** started in June on Friday afternoons. The sessions at Devizes are taken by Grenville.

Choirskool is Grenville's junior choir for 8-16 year olds, everyone is welcome – for details of his music projects see, www.grenvillejones.biz



SATURDAY DEC 10th

with **THE Bath Chorus** and the *fabulous* **Stockingtops**

7.30pm

TELEPHONE: BATH BOX OFFICE
01225 463362

Tickets
£10
to
£35

Join the **CHRISTMAS** Market Carollers

Everyone welcome – bring all the family to the Guildhall on **SATURDAY DECEMBER 3rd!** Grenville Jones will conduct the singers in a rehearsal from 12noon to 1.15pm, the the carollers will sing in Abbey Churchyard as part of the Christmas Market entertainment - *see you there, it's free.*

Calling all Schools

Funded by the National Lottery through the Big Lottery Fund, **Jubilee Time after Time** is an intergenerational project led by the Golden-Oldies Charity. Schools can celebrate the Diamond Jubilee of Her Majesty the Queen by opening their doors to the elderly in their communities and running memory-based and singing projects.

Full details on...
www.jubileetimeaftertime.org.uk
or call 01761 470006

Jubilee
A GOLDEN-OLDIES PROJECT
TIME AFTER TIME

Hurry ticket numbers limited

Saturday December 17th
Chapel Arts Centre
Lower Borough Walls

A fabulous night of Christmas fun with the **Stockingtops** – the sensational **ELECTRA** Jazz violin duo – dance to **LE FUNK** and carol sing with Mr Jones and Mrs Paget on the organ.

Tickets online
www.chapelarts.org

Last Minute Shopping?

On Christmas Eve, in the afternoon, please come along and join Grenville's choirs singing carols at the Southgate Centre and at St Michael's Church, opposite Waitrose.

Get Singing! www.grenvillejones.biz



Christmas with your Discovery Card



The Royal Crescent hosts a number of Xmas activities. See nos. 2 and 7

As an alternative to Christmas shopping there are a host of activities with a festive flavour over the coming months and many of them are free!

1 Create a mosaic gift
Calendars make a lovely present or the perfect addition to your home. Look ahead to the New Year by designing your own mosaic calendar and learn a handy craft that can be applied to other creations. 'A Marvellous Mosaic' will be held at the Roman Baths on Saturday 10 December, from 10am to 1pm and 2pm to 4pm. These drop-in sessions are free to Discovery Card holders.
www.romanbaths.co.uk

2 Entertain in style
Be inspired with ideas for elegant decorations and delicious party food at the Festive Entertaining Workshop, held at the Royal Crescent Hotel on Monday 21 November. You can find out how to create a beautiful floral centrepiece or door garland, as well as Christmas crackers and table decorations. Enjoy a canapé and cocktail-making demonstration before tucking into a tasty two-course lunch with a glass of wine. www.royalcrescent.org

4 Follow a lantern procession
What could be more Christmassy and atmospheric than a lantern procession along Great Pulteney Street to Bath Abbey for carols? The Holburne Museum is organising this very event and it starts at 5pm on Thursday 8 December, under the Museum Portico.

You can also take part in free art workshops at Bath's Christmas markets, provided by the Holburne Team at Friends Meeting House, York Street. Families may enjoy a creative bresssak from Christmas Shopping at the market and children can make a lantern to carry at the parade. For more details, please visit the website. www.holburne.org

3 Be inspired by a Georgian Christmas
Celebrate the festive season in style by enjoying the atmosphere of Number One, Royal Crescent when it's traditionally decorated for Christmas. Each room is an exquisite example of Georgian interior design and, for two weeks, the house will be dressed with holly, wreaths and an array of inspiring floral displays. The event takes place from Tuesday 29 November to Sunday 11 December, and the house is open from 10:30am to 4pm (closed on Mondays). Discovery Card holders enter free on Fridays (2 & 9 December).
www.bath-preservation-trust.org.uk



5 Sing-a-long at HorseWorld

Help to raise funds for animals in need by taking part in a Carol Service and Christmas Procession at HorseWorld, near Whitchurch. This charity rescues and rehomes horses, ponies and donkeys that have been abandoned or ill-treated. Put a date in your diary for Sunday 4 December when you can take part in Community Singing at 2pm, visit Santa's Grotto or buy stocking fillers at the Craft Village stalls. On Tuesday 20 December, don't miss the Christmas procession that will feature a Christmas float decked with fairy lights. It's free to take part in both events.

www.horseworld.org.uk



Raise money for charity

6 Shop till you drop at a Christmas Fayre

Stock up on handmade gifts and tasty treats at Radstock Museum's Christmas Fair on 10 December. With tempting festive aromas in the air, you'll certainly get into the spirit of Christmas. It's also the perfect opportunity to enjoy a major exhibition put together by the museum volunteers reflecting the important role of women in education, industry, medicine and crime. There is a 50p discount on entry to the museum for Discovery Card holders. The fayre opens at 10am and closes at 5.30pm and the tearoom will be open for refreshments.

www.radstockmuseum.co.uk

7 Get crafty at Christmas

Enjoy the festive spirit by taking part in craft activities at the Victoria Art Gallery. The Young @ Art Club hosts **Seasons Greetings** on Saturday 3 December where kids can make cards, tags and decorations using techniques such as printing and collage. The session costs £3.75 per child

and runs from 10.30am to midday; children aged 3-11 are welcome with an adult. Please book in advance on 01225 477244.

www.victoriagal.org.uk



8 Climb aboard the Santa Special

Get into the festive mood by joining the Santa Steam train at the Avon Valley Railway in Bitton. Father Christmas will 'yo-ho-ho' his way along the train, handing out presents to the children and mince pies to parents. Sit back and enjoy the hour-long journey in an old-fashioned carriage from the days when steam was king. Santa Steam Specials run every weekend in December, including Christmas Eve, also Sunday 27 November, Monday 5 and Friday 23 December. Visit www.avonvalleyrailway.org for times and prices. Discovery Card holders receive discounts off rides at other times of year. Call 0117 932 5538 for details.



Kids will love the Santa Special

Join the Discovery

You can join the 24,500 people already using their Discovery Card at dozens of venues across Bath and North East Somerset. It's really simple to apply for one – any adult or child over the age of 14 who lives in the district is eligible; just bring two forms of ID that prove who you are and that you live in B&NES to staff at the Roman Baths, The Hollies (Midsomer Norton), or Riverside (Keynsham). We'll take a photo of you instantly and you can use the Discovery Card right away. Stephen Bird, Head of Heritage Services, said, "There are a fantastic range of local attractions and this Card gives all sorts of discounts and concessions for individuals and families, including getting into Council attractions for free."

Win Today!

The 25,000th person to take out a Discovery Card will win **£30** in High Street shopping vouchers.

Get yours today!



9 Celebrate Stateside

Visit the American Museum at Claverton and discover how early American settlers prepared for yuletide. Watch as the owner of a Baltimore home puts the finishing touches to a swan mask before a ball, and in a Massachusetts tavern, Mrs Conkey prepares a feast of partridge and pear pies for her guests. On Sunday 18 December, Father Christmas will visit accompanied by music and fireworks, marking the culmination of festive events that run from 25 November. One person can go for free if a couple or family use their Discovery Card.

www.americanmuseum.org

10 Enjoy festive sparkle

Create unique and beautiful Christmas cards and decorations at the 'Festive Sparkle' event at the Fashion Museum. Entry to this drop-in activity is free for Discovery Card holders and National Trust members. The fun takes place from 10.30am to 12.30pm on Sunday 4 December.

www.fashionmuseum.co.uk

Find out where you can use your Card at www.bathnes.gov.uk/discoverycard or call **01225 477785** for more details.



Your guide to a waste-free Christmas

Many dream of a white Christmas, but here's how to make yours green

Recycling centres: closures

Over the holiday period our Recycling Centres at Bath, Keynsham and Old Welton will be closed on Christmas Day, Boxing Day and New Year's Day.

Our usual opening times are:

Monday to Friday: 8am – 4.15pm
Weekends and bank holidays: 8am – 3.45pm

Bad weather updates

There is no telling what the weather may have in store for us. So, please check on our website www.bathnes.gov.uk and local radio stations for updates on waste and recycling collection information if we suffer extreme bad weather again this year.

Free Christmas tree collection

Throughout January, we will collect your real Christmas tree for free, for composting on our garden waste collection round.

If it is more than 4ft tall, please cut it up so we can fit it into our vehicle. Also ensure you take off any decorations, including the pot, and leave it out at the edge of your property, so our crews can see it on your garden waste collection day. To check your garden waste collection day contact Council Connect or go to our website and enter your post code. ■

Christmas waste collection changes

We try to keep disruption of our waste and recycling services to a minimum over the festive period. There are **no collections on Monday 26 and Tuesday 27 December 2011**, so if your usual collection day is a Monday or Tuesday then these changes will affect you. Everyone else will have collections on their usual day.

Waste and recycling collections

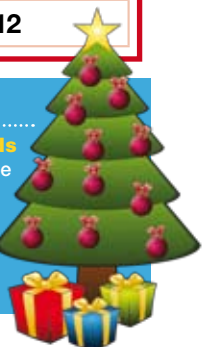
Usual collection day	Next collection day
Monday 26 December	Monday 2 January 2012
Tuesday 27 December	Tuesday 3 January 2012

Garden waste and Christmas tree collection (usually Week A)

Usual collection day	Next collection day
Monday 26 December	Monday 9 January 2012
Tuesday 27 December	Tuesday 10 January 2012

Christmas recycling reminder: For your green box

* **Wrapping paper** white backed only (not the shiny foil type) * **Greetings cards**
 * **Glass** all bottles and jars such as cranberry sauce and mincemeat * **Foil** mince pie and quiche cases, takeaway trays * **Cans** aerosols, biscuit and sweet tins
 * **Household batteries** all, including rechargeable ones * **Plastic household packaging** all plastic bottles, cream pots, brandy butter tubs, fruit trays
 (no black plastic, plastic film or polystyrene) * **Please recycle cardboard and brown paper in your blue bag and recycle any food waste in your black food-waste bin.**



Winter waste safety

Keeping rubbish collections on time safely

Adverse weather conditions mean hazardous road conditions for everybody, and this includes the region's waste vehicle drivers. When conditions are icy and treacherous it is unsafe for the waste collection crew to drive their lorries (which can weigh up to 20 tonnes) down the region's streets.

However, in order to help keep this winter's collections running on time measures have been made. Bath and North East Somerset Council are giving crampons to their waste collectors in Bath to keep them more stable on icy surfaces. And the waste collection vehicles will be fitted with removable tyre socks where practical to help stop them slipping and spinning in the snow. These measures will help make the essential job of picking up bin bags much safer for the collectors.

Because conditions can vary during the day, if no collection has been made at the

expected time, the staff will do their best to return later to pick up any residual waste, but in most cases residents will need to wait until their next collection day.

Recycling vehicles are much lighter than most waste collection lorries and can be easier to manoeuvre. This means while the waste collection might be delayed, recycling collections could still get picked up. Carol Maclellan, Council Waste Services Manager, says: "Individual decisions about whether a road or series of roads are safe enough to collect waste is left to the judgement of the driver of the vehicle concerned. All drivers are given extensive safety training so residents, fellow waste collectors and property remain safe during collections. The Council trusts the judgement of our professional drivers to make the appropriate decision on the day, but please be assured that we will do our very best to pick up waste where we can do so safely."



Bread toasts really well straight from the freezer

Love Food Hate Waste

Make your freezer your festive friend

The Christmas period is the perfect time to think about making the most of the food we buy.

We generally keep our freshest food in the fridge, so keep an eye out on use-by dates and freeze things if you're not going to eat in time. You can freeze most foods – even cheese.

Pop left-over party food in a container in the fridge or freezer and eat at a later date. Bread also keeps well in the freezer ready for when you need it; use it a slice at a time.

To find out more tips about the best ways to store food, as well as tasty recipes visit www.lovefoodhatewaste.com



Tyre socks make the waste collection vehicles more stable



The collectors will receive crampons

PHOTOGRAPHY: BATH NEWS & MEDIA GROUP

Next Give and Take day

Our next Give and Take day will be on Saturday 21 January at the Beacon Hall, Peasedown St John from 10am to 2pm.

Perhaps you have some Christmas presents you don't need or are having a clear out at home. If so, just bring along your unwanted items and someone else may make use of them.

Everything is **FREE** but we will only accept items that other people can reuse and are small enough to fit inside a family sized car.

You are more than welcome to drop off items from 9am, and throughout the event, but last donations accepted are at 1pm. We can't accept electrical, hazardous or broken items.

By reusing things it reduces the amount of natural resources such as oil, minerals, water and wood we use. It also reduces the amount of waste that has to be taken to landfill.

Visit www.bathnes.gov.uk/wasteservices or contact Council Connect to find out more.

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



One number *five choices*

Sirona Care and Health's Healthy Lifestyle Service is making some exciting changes, which means you can now reach all of our services by ringing just one number. It couldn't be simpler!

"It's what you want that matters and we will be there to support you all the way"



Quit smoking with the help of our advisors.

So what happens when you call us? We can offer you access to five different services. These include: Stop Smoking, Healthy Eating, Slimming on Referral, (free vouchers for a 12-week course are offered at either Slimming World or WeightWatchers – subject to eligibility), Getting Active and working with a Lifestyle Advisor.

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

We are here to help you

When you call us our Lifestyle Advisors will have a chat with you about the changes you would like to make. They won't judge you or put pressure on you, instead their role is simply to work with you and help match your needs with the right services. It's what you want that matters and we will be there to support you all the way.

Sarah Button and Richard Merrett, the Lifestyle Service Managers, who lead the service said: "We hope this quick and easy way of accessing our services will be a real benefit to our service users. They make the choice not us but we will support them until they reach their goal!" ■



The service is offered to people of all ages.

Get in touch

You can phone the Healthy Lifestyle Service on **01225 831 852**

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

At Last! A NEW FORM OF HEATING FROM GERMANY

Simple to install, Powerful, and no more servicing - EVER! Autumn Offers NOW ON

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



BATH, 2010

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

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

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

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

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

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



Replacement Service

Sunflow can take the worry out of disposing of old central heating systems. We have a package price that includes the safe and certificated removal of oil, lpg and gas systems, even old oil tanks!

Questions? Call Suzanne on 0800 158 8272

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



AVON
FIRE & RESCUE

www.avonfire.gov.uk

Keep warm, keep safe

Saving money on household heating is probably your priority this winter. Here is our advice to help you keep warm and keep safe on a budget.



21

18

Keep warm

- Close curtains at dusk.
- Heat the main room to no higher than 21 degrees and all other rooms to 18 degrees.



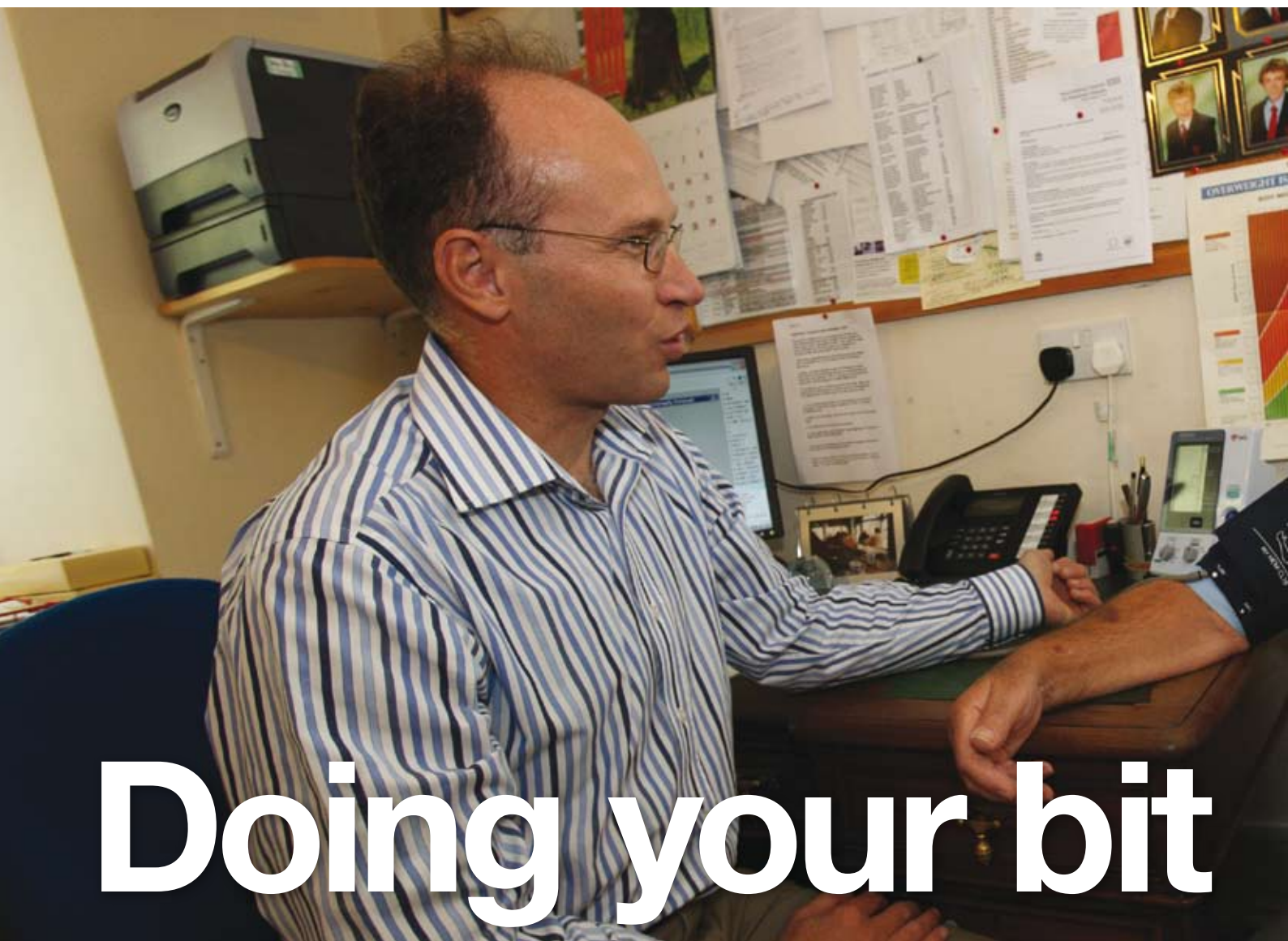
Keep safe

- Have your chimney swept regularly to avoid a build up of soot which could catch fire.
- Make sure furnishings are kept well away from all heaters and fires.



For more information call us on 0117 926 2061 or visit www.avonfire.gov.uk

PREVENTING PROTECTING RESPONDING



John Appleton from Midsomer Norton is a great example of how taking responsibility of your own fitness can help with the recovery process

Midsomer Norton resident John Appleton knew he had to do something if his hip operation was going to be a success.

The keen golfer couldn't bare the thought of not swinging his beloved clubs again.

"My right leg was about 1¼ inches shorter than my left," John said. "In hospital we discovered that my hip socket had gone – it had been completely worn down. As you can imagine I was in quite a lot of pain. But I was very determined not only to have the hip operation but to return to the golf course."

Before John went for surgery his GP, Dr Simon Douglass, discussed at length with him his weight. John was also a frequent

smoker but gave up after earlier health scares. Even so being overweight and relatively unfit posed a real risk to the success of his surgery and his recovery rate.

"I started going to the gym three times a week before my operation," John added. "I lost more than a stone and the fitness training meant that when I was discharged from hospital my recovery was much better."

These are the kind of conversations that GPs are having with thousands of patients across our region. They are an example of how health services are changing.

Patients are encouraged to work with their GPs to improve their general health, including their lifestyle. Anaesthetists at the Royal United Hospital also advise patients

having surgery, about how they can improve their health. This is because anaesthetists often meet patients whose health needs to improve before they can have surgery and they then support a patient through their procedure. This allows patients to do better and recover more quickly from their surgery.

Dr Simon Douglass is the Accountable GP (designate) B&NES Clinical Commissioning Group, the new organisation being established to commission health and social care services in the area. He is also a practising GP at Hope House Surgery, Radstock. He added: "By taking charge of your own health you improve your life chances quite drastically."

John said: "Some people think modern medicine and doctors can cure everything. But as a patient you have to do your bit. I was walking within six weeks without the aid of sticks. Now I swing my clubs and play golf regularly without even knowing I've had a hip replacement." ■



Dr Simon Douglass consulted John at length about his fitness before his hip operation

Help your recovery

- ↳ Do exercise
- ↳ Stop smoking
- ↳ Lose weight
- ↳ Eat healthily
- ↳ Visit www.banes.nhs.uk/healthy

Choose Well

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



Emergency or 999

Choking. Blacking out. Chest pain. Blood loss.

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

NHS walk-in centre

Cuts. Strains. Rashes. Sprains.

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

GP

Constant aches and pains. Lumps and bumps.

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

Pharmacist

Back ache. Runny nose. Painful cough. Headache.

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

NHS Direct

Unwell. Vomiting. Diarrhoea. Need help?

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

Self-care

Hangover. Grazed knee. Sore throat. Cough.

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

It's your NHS

How changes will ensure a stronger NHS in the future



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

- People live longer
- Costs/demands are rising
- Resources are stretched

What the NHS needs to do:

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

"Winter is coming and it is the busiest time of the year for the NHS. Help prevent the spread of winter infections by having your seasonal flu jab, and if you are ill with sickness or diarrhoea try and stay at home. If you need advice: **A. Contact your GP by phone B. If out of hours call 03000 339933 C. Visit nhsdirect.nhs.uk**"

Dr Ruth Grabham is Clinical Director of B&NES Clinical Commissioning Group and a practising GP at Newbridge Surgery, Bath





It's time to apply for schools

Will your child have their fourth birthday during this school year?

If your child was born between 1st September 2007 and 31st August 2008 they can start school in September 2012. The closing date for applications is the **15th January 2012**.

You can apply online at www.bathnes.gov.uk and click on the Schools and Colleges link followed by school admissions.

For further information contact the Admissions & Transport Unit on **01225 394312** or email admissions_transport@bathnes.gov.uk



Parents of children with additional needs are able to access support from Bath & North East Somerset Council's Parent Partnership Service.

The Parent Partnership Service (PPS) is impartial and confidential, and aims to help parents make informed decisions about their child's education and to have the confidence to work with a range of professionals who provide support for their child.

PPS offers impartial information, advice and ongoing support to parents whose children are aged between 0-20 years. PPS can provide you with support on a one-to-one basis or you may wish to attend one of the Parents Forum Meetings.

The Parents' Forum always has a guest speaker on a relevant topic of interest and provides a useful opportunity for you to network with other parents; occasionally you may also be consulted on your views to inform local policy and procedures.

To find out more information, you can phone 01225 394382 or visit the bathnes.gov.uk and go to the Parent Partnership pages using the A-Z guide.



About the Family Information Service (FIS)

FIS supports local families by providing up-to-date information on a range of family-related issues, including registered childcare, children with additional needs, out of school activities, leisure activities, Children's Centre services and play.

The Information Team receives calls to the helpline as well as email requests and texts for information. They possess a wealth of information; from lists of local baby and toddler groups to leaflets about parenting support and safe lifestyle choices for teenagers.

The Outreach Team promotes the work of the FIS and regularly visit Children's Centres, Schools and other places where families meet.

For further information call **FIS FREE** on **0800 073 1214** between 8.45am and 4.45pm Mon to Thur and 8.30am to 4.30pm Friday. You can email fis@bathnes.gov.uk or text **07980 998906**



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 bench joinery
 creative writing
 bookbinding
 baking
 Thai massage
 song writing
 photography
 woodwork
 hairdressing
 fashion
 plumbing
 whiskey tasting
 computer skills
 air cabin crew
 floristry

What will you do?...

For more information or to sign up for a course call **01225 312191**, visit www.citybathcoll.ac.uk or visit the Student Advice Centre, Westgate Buildings



Bath & North East Somerset Council

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

local families for local children

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

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

Regular respite care

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

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

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

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

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

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

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



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

The Independent Living Service

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

Alarm available



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

Stephanie Cole, actress

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



**Bath & North East
Somerset Council**



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

01225 366196

www.somer.org.uk/independentliving



Thinking of moving?

Having to leave your home because of life changes or health problems? Unhappy with where you are living now?

If you value your independence and privacy and want control and choice in your life, why not think about moving to an Extra Care Housing Scheme? Extra Care Housing could be that positive choice you are looking for.



Extra Care Housing offers control and choice

What exactly is Extra Care Housing?

Extra Care Housing is sometimes called sheltered housing or very sheltered housing. Whatever term is used to describe it, it's simply a new and exciting way of supporting older people to continue to live independently for as long as possible.

What do existing residents think?

Below are testimonials from a number of people already living within the Extra Care Schemes there are in Bath & North East Somerset. So, if you want to stay in control of your life, have privacy and independence but need some help with day-to-day living, then an Extra Care Housing Scheme could be exactly what you are looking for. ■

www.bathnes.gov.uk/extracarehousing

People who live in such schemes have several things in common:

- Your own front door and complete control over who comes in; you are not in 'a home'
- Couples and friends can remain living together
- There will be a mix of people living in the same complex – some will be more able and some less able
- 24-hour care services are available on site, if needed, 7 days a week
- You receive the right level of support to keep you independent
- Control over your own finances
- You can join in planned social activities, or, if you prefer, remain totally private
- Security – the aim of the scheme is to provide a home for life



For further information contact the Community and Health Access team on **01225 396830** or email anne-marie.stavert@sirona-cic.org.uk

“To say our lives have changed for the better would be an understatement. It is good to have the friendship of other people living in the same building, while at the same time being able to live our own lives in our own flat.” Mrs Irene May, Keynsham

“It is an experience that I never thought would happen but should have been done years ago. I am now enjoying my life and feel in control and very independent.”

Diana, Bath



A chance to make a **difference**

Providing vulnerable young people with a home and the skills to live independently is a hugely rewarding experience. Yet more help is needed

Over the last seven years, people living across the Bath & North East Somerset Council district have been making an enormous difference to the lives of vulnerable and homeless young people. Some 25 Lodgings Providers have

welcomed young people, between the ages of 16 and 18, into their households through the Council's Supported Lodgings Scheme, giving them the guidance they need to develop the practical skills and confidence to live independently. However, more Lodging Providers are needed to cut the waiting list of young people seeking places.

Positive influence

Accommodation Manager Nicola Robinson, who has been running the scheme for four years, explains. "The scheme gives young people an opportunity to live with positive role models and gives Lodgings Providers an opportunity to provide a secure home to a young person in need."



Above (left to right): Nicola Robinson, Mary Tootill and Judith Harding

They are welcomed into the household and learn a variety of independent skills with the help of the Lodging Provider. During this time the young person prepares to live in social housing, private accommodation or shared housing.

In return, the Council provides weekly payments to the Lodgings Provider, and the young person makes a financial contribution.

All the young people are either in full-time education or employment, so they are already motivated to achieve. For Lodgings Providers, this makes the experience a very enriching and rewarding one. They work as a team with Nicola, a social worker and the young person, with everyone involved in decision-making and planning.

Judith Harding and her daughter Charlotte have been Lodgings Providers for six years and have supported many young people in their home. For Judith, it is about wanting to make a positive difference to a young person's life and supporting someone on their way to becoming an adult, as she has done with her own children.

"Providing help with things such as

cooking, budgeting, life skills and emotional support builds the confidence of a young person so that one day they can live independently," she says.

"The guidance and training given by the Council enables all providers to offer a caring, stable environment. I enjoy being a Lodgings Provider and hope other people will offer to do the same."

In 2009, Mary Tootill became homeless and Nicola found her a place with a Lodgings Provider. Mary, was studying for A Levels at St Brendans Sixth Form College. Her Supported Lodgings Placement allowed her to maintain her education – so much so that she was able to apply for a teaching course at Brighton University. Mary has now become the first young person on the scheme to go on to higher education.

“They are in full-time education or employment, and motivated to achieve”

Mary said, "Living in Supported Lodgings gave me the confidence to learn the basics of living independently." She continues: "Going to university after receiving A Level grades that surpassed my expectations is partly down to the stability offered by the project. If I hadn't been offered this placement I don't know what would have happened to me. I'd like everyone who can to consider putting themselves forward to become a Lodgings Provider, in order to help a young person such as myself."

Make a difference

The waiting list for places is still a long one, the need for more Lodgings Providers is greater than ever. "We need people from all walks of life and cultural and ethnic backgrounds, whether families, single people or couples," said Nicola. "Primarily young people need a safe, stable and caring environment to live in. Being estranged from family members can be difficult for anyone. This time of year is critical for young people to have stability as they need to establish their college course."

Christmas is the time when members of the community can consider opening their home up to a young person who needs to live in an environment where they can learn and be supported at the same time. We hope that by reading this story you will come forward and be part of the Supported Lodgings scheme. ■

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

Helping you through the winter

The winter months can be a struggle, especially if you are on a low income or vulnerable in any way. If you're finding it hard to keep your home warm, safe or you're having problems finding accommodation, Housing Services at Bath & North East Somerset Council may have the answers.

■ Essential repairs

If you are a tenant who is having problems getting your landlord to carry out repairs, we may be able to work with them to get things fixed.

If you are on a low income, have very little savings, and are over 60, disabled, or vulnerable, we may be able to help with essential repairs including leaking roofs, dangerous chimneys, broken windows and faulty heating.

For help and advice, please call the Housing Standards and Improvement Team on 01225 396444

■ Affordable warmth

The Warm Streets scheme provides free loft and cavity wall insulation for people over 70. It could also be free or discounted by up to 50% for others. **For more details, call Warm Streets free on 0800 512012**

Access Housing Advice

If you require any housing advice about your existing accommodation or are having problems finding somewhere to live, the Housing Options and Homelessness Team can help, either at face-to-face drop-in sessions or by telephone.

■ Drop-in sessions

These are held regularly at The Guildhall in Bath, The Hollies in Midsomer Norton and Keynsham Town Council offices. Please call first to check when sessions are running.

■ Telephone discussions

Call to arrange a suitable telephone appointment time and we'll call you back and go through your options.

For details of the drop-in sessions or to arrange a telephone appointment please call 01225 396296



Care at home: The way forward

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

It is often assumed that once care or support is required the only option is to move into a Residential or Nursing home. **Well this is not the case**, and there are a variety of options available through homecare services.

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

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

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

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



What happens next?

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

1

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

08081 261525

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

2

We will arrange to visit you in your home to discuss specifically what is required. Our staff will produce a Care & Support Plan to ensure everything is in place before the start of the service.

3

We will confirm the package of care and support we have agreed. We will introduce the Care & Support staff that will be involved, and ensure they know exactly what you require and when.

www.wayaheadcare.co.uk

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

Way Ahead Community Services Ltd is registered with the Care Quality Commission
Way Ahead Community Services Ltd, Registered in England - 3116636

wayaheadcare
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Before & After

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We offer hassle-free kitchen makeovers at a fraction of the cost of a new kitchen.

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Dream Doors Bath, 132 Walcot Street, Bath BA1 5BG.

Phone: 01225 484501 E-mail: ba@dreamdoorsltd.co.uk www.dreamdoorsltd.co.uk

Housing Support Gateway opens for Business

A new online service that provides improved housing support for the region's residents

Supporting People and Communities launched the Housing Support Gateway with the intention of making it easier for local people to apply for and access housing-related support services. These services are aimed at increasing independence, preventing homelessness and the need to move into residential care.



The Gateway offers plenty of information

The Gateway is a secure web-based system developed by Abris. By completing one online form, applicants are considered for 28 different services delivered by 15 independent providers. Many of the services are specialists in supporting applicants with issues, such as mental health problems, learning difficulties, problems with substance misuse, homelessness, physical or sensory impairments, or younger people at risk.

The website includes information about the services offered and includes the facility to match a person's need to a particular service. Chris Ashmore, Scheme Manager at Solon South West Housing Association

was very positive, "It has broken down barriers between provider agencies so that we are able to offer a more streamlined service for our clients."

Supporting People and Communities Manager, Rebecca Potter has been leading the project, working closely with the independent providers whose services are included. She said: "It's an exciting project that will allow vulnerable people to access services more easily."

The Gateway is proving popular with local people and around 100 had active applications on the system at the end of September, and another 96 had been placed in services via the Gateway.

Rebecca went on to say: "We will be able to monitor demand more accurately and this will help us make best use of services."

For more information contact Rebecca on 01225 477972, and see the Housing Support Gateway website: www.housingsupportgatewaybathnes.org.uk

What is dementia?

Local services to help create a stimulating friendly environment for people with dementia

Dementia is a term used to describe various brain disorders that include a loss of brain function, which is usually progressive and eventually severe. There are many types of dementia.

What services are available in Bath & North East Somerset?

■ **Hazelmear Day Centre in Twerton** covers Bath and surrounding areas. It is open **Monday, Tuesday, Thursday and Friday**.

■ **Pinelea Day Centre in Midsomer Norton** covers Keynsham, Midsomer Norton and surrounding areas. Pinelea is open **Monday, Wednesday, Thursday and Friday**.

Our services are for residents over the age of 65 who have moderate to severe dementia. At our day centres we provide transport (in certain areas) with an escort. The centres are open 10am-3.30pm.

What is the aim of the services?

We aim to provide a friendly, stimulating and constructive environment where people with dementia are encouraged to retain their individuality and take part in purposeful activities. Our trained staff arrange activities to meet the individuals needs and help maintain their social skills. Activities are based on individual abilities and includes music therapy, arts and crafts, exercise and reminiscence therapy.

We also offer personal care and can arrange hairdressing. Refreshments are offered throughout the day and a two-course meal is served at lunchtime.

For more information ring 01225 396741

We also offer a **Home Support Service** to give respite to carers of people living with dementia. This also includes activities for individual needs and assist with maintaining social skills. The activities may include music therapy, arts and crafts, going out for walks, simple cookery and trips to local places of interest.



For further information about the Home Support Service please ring Charmaine Woodward on 01225 396426



Individuals can partake in social activities.

Alzheimers Society
www.alzheimers.org.uk

To find local services on the Alzheimer's Society website go to 'Local Information' then click on 'South West Area', then go to page marked 'Services in Bath and North East Somerset.'



01225 462234

capture that "decisive moment"
londoncameraexchange



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

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

Aa

■ Adoption and Fostering

Placements, recruitment of adopters and support services. The team also provides counselling for adopted adults and support in accessing birth records.
T: 01225 394949
E: fpt_duty@bathnes.gov.uk

■ Allotments

No garden? Put your name on the allotment waiting list.
T: 01225 396906
E: parks_greenspacesadmin@bathnes.gov.uk

■ Arts and Entertainment

The Arts Development Team supports provision of and participation in the arts in the local area.
T: 01225 396432
E: peter_salt@bathnes.gov.uk

Bb

■ Benefits: Housing Benefit and Council Tax

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

■ Birth Registration

Register a birth, which occurred in the district, at Guildhall, High Street, Bath BA1 5AW or The Hollies, High Street, Midsomer Norton BA3 2DT.
T: 01225 477234
E: register_office@bathnes.gov.uk

■ Bonfires

Visit the Bonfires page for information on burning considerably.
T: 01225 477551
E: environmental_protection@bathnes.gov.uk

■ Building Control

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

■ Bus Passes

The Diamond Travelcard enables free bus travel for residents of a pensionable age, as well as for residents with qualifying disabilities.
T: 01225 394041
E: councilconnect@bathnes.gov.uk

Cc

■ Cemeteries and Crematoriums

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

■ Child Employment

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

■ Children and Family Care

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

■ Children Missing Education Service

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

■ Children who Perform

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

■ Community Learning Service

This service works to improve learning opportunities, by bringing together residents, community-based organisations and learning providers.
T: 01225 477000

■ Community Meals Service

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

■ Council Complaints and Compliments

For suggestions, complaints or compliments about Council services visit the Council and Democracy section at www.bathnes.gov.uk
T: 01225 394041 E: councilconnect@bathnes.gov.uk

■ Council Connect

To report potholes, missed rubbish collections and other general queries, contact Council Connect by phone, text or email.
T: 01225 394041
Text: 07797 806545
E: councilconnect@bathnes.gov.uk

■ Council Tax Enquiries

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

Dd

■ Death Registration

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

■ Development Control – Planning Enquiries

View and comment on planning applications, find out if you need to apply, and request forms and checklists.
T: 01225 394041
E: development_control@bathnes.gov.uk

■ Disabled Car Users (Blue Badges)

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

■ Discovery Card

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

■ Dog Warden Service

Contact the service for information about responsible dog ownership and to report dog fouling.
T: 01225 394041
E: dog_warden@bathnes.gov.uk

■ Drains and Private Sewers

Public sewers are maintained by Wessex Water Services plc. Private sewers are the responsibility of property owners.
E: environmental_protection@bathnes.gov.uk

Ee

■ Educational Psychology

Providing a range of training for teachers, learning support assistants, parents and others.
T: 01225 394901
E: psychology_service@bathnes.gov.uk

■ Electoral Registration and Elections

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

■ Energy Efficiency for the Home

Free advice and information about improving the energy efficiency of your home.
T: Energy Saving Trust 0800 512012
E: housing_regeneration@bathnes.gov.uk

Ff

■ Family Information Service

The Service holds up-to-date information about all Ofsted-registered childcare, as well as information about working with children and family support. Contact this service to find your local Children's Centre, of which there are nine in Bath and North East



01225 462234

capture that "decisive moment"
londoncameraexchangeSomerset, or visit the Children's Centre pages of the www.bathnes.gov.uk website.

T: 0800 073 1214

E: ffs@bathnes.gov.uk**■ Fly Tipping**

Find out about fly tipping and how to report it.

T: 01225 394041

E: councilconnect@bathnes.gov.uk**■ Food Safety**The Food and Trading Standards ensures food and drink is safe to consume. Visit www.food.gov.uk.

T: 01225 477508

E: public_protection@bathnes.gov.uk**■ Footpaths and Bridleways**

Report damages and enquire about gritting.

T: 01225 477532

E: pro@bathnes.gov.uk

Gg

■ Garden Waste

Details of garden-waste collection days and charges.

T: 01225 394041

E: councilconnect@bathnes.gov.uk**■ Grass Cutting**

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

T: 01225 394041

E: councilconnect@bathnes.gov.uk**■ Graffiti Removal**

Contact the Council should you need graffiti removed.

T: 01225 394041

E: councilconnect@bathnes.gov.uk**■ Gritting of Roads (except motorways)**

Report urgent gritting queries to Council Connect.

T: 01225 394041

E: councilconnect@bathnes.gov.uk

Hh

■ High Hedges

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

T: 01225 394041

E: high_hedges@bathnes.gov.uk**■ Housing Services****Housing Options and Homelessness Team**

T: 01225 396296

Homeseach Team

T: 01225 396118

Housing Standards Team

T: 01225 396444

Housing Improvements Team

T: 01225 396444

Ii

■ Information

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

T: 01225 477000

■ Inform – the Council's free weekly newsletter

Exclusive local news stories and practical information.

W: www.bathnes.gov.uk

Jj

■ Jobs with the CouncilUp-to-date information about job vacancies, equal opportunities, employment and training initiatives. Visit jobs.bathnes.gov.uk/jobs for info on vacancies.

T: 01225 396409 (24hrs)

E: people_services@bathnes.gov.uk

Kk

■ Kennels, Catteries and Stables

For details of licensed animal boarding establishments.

T: 01225 477531

E: licensing@bathnes.gov.uk**■ Kerbs, Dropped**

Dropped kerbs must be built to specific standards.

T: 01225 394041

E: councilconnect@bathnes.gov.uk

Ll

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

T: 01225 486905

Memberships: 01225 486914

Culverhay Sports Centre, Rush Hill, Bath BA2 2QL

T: 01225 486902 (office hours)

T: 01225 480882 (opening hours)

Keynsham Leisure Centre, Temple Street,

Keynsham BS31 1HE

T: 01225 395164

South Wansdyke Sports Centre, Rackvernal Road,

Midsomer Norton BA3 2UG

T: 01761 415522

■ Libraries

Locations, opening times and all library services.

T: 01225 394041

E: councilconnect@bathnes.gov.uk**■ Licensing**

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

T: 01225 477531

E: licensing@bathnes.gov.uk**■ Listed Building and Conservation Area**

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

T: 01225 477000

E: historic_environment@bathnes.gov.uk**■ Local Plans**

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

T: 01225 477548

E: planning_policy@bathnes.gov.uk**■ Local Land Charges**


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

T: 01225 477432

E: land_charges@bathnes.gov.uk

How fo...

Report a pothole


 Potholes in roads or on pavements should be reported to Council Connect. You can do this quickly and easily at any time using our online Report It form.Visit the Council's website at www.bathnes.gov.uk/reportit

The severity of a pothole is determined by the risk it poses to road users. This is difficult to judge since all potholes present some risk, so we need to know exactly where the pothole is and its approximate size. The details are passed to the Highways team by the end of the next working day and an Inspector will visit the site within 28 days.

If you feel that the pothole poses a risk to road users and needs urgent attention, please phone instead.

Call Council Connect on **01225 39 40 41** - Monday to Friday 08.00 to 18.00 (except Wednesdays 09.30 to 18.00 and Bank Holidays) or the out of hours / emergency number **01225 47 74 77** at any other time.

Claim Housing or Council Tax Benefit

 The best way to make a claim for Housing or Council Tax Benefit is to visit one of our Council Connect Offices:**Bath:** Guildhall (entrance furthest from the Abbey), High Street, Bath, BA1 5AW**Keynsham:** Riverside, Temple Street, Keynsham, Bristol, BS31 1LA**Midsomer Norton:** The Hollies, High Street, Midsomer Norton, BA3 2DP

In order to verify your claim, we'll need details of who lives in your home, how much income and savings you have, and how much rent you pay. Provided you bring evidence to support your claim with you, we'll be able to process your claim straight away in most cases.

If you're already claiming and need to tell us about a change in your circumstances, again it's best to come in and see us. However you can report some changes by phone or email.

Not sure if you're eligible for Benefits or can't get to an office? Phone a Benefits Officer during office hours on **01225 47 77 77** (press option 2), email benefits@bathnes.gov.uk or visit the Advice & Benefits section at www.bathnes.gov.uk for more advice.



Foreign Languages Centre

COMMUNITY COURSES:
Daytime, Lunchtime and Evening Foreign Language Classes



01225 383991
www.bath.ac.uk/flc



Local Sports

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

Mm

Markets and Street Trading

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

Museums and Art Galleries

Assembly Rooms and Fashion Museum
T: 01225 477173
E: fashion_bookings@bathnes.gov.uk
Roman Baths and Pump Room
T: 01225 477785
E: romanbaths_bookings@bathnes.gov.uk

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

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

Nn

Noise Control

The Council investigates complaints about noise from commercial and domestic sources.
T: 01225 477551
E: environmental_protection@bathnes.gov.uk

Pp

Parking Services

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

Parks and Open Spaces

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

Pavements and Road Maintenance

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

Pest Control

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

Planning Applications

To apply for planning permission, view applications, and receive email alerts of applications in your area.
T: 01225 394041
E: development_control@bathnes.gov.uk

Pollution

Visit the Pollution page of the website for extensive advice and help on all areas of pollution, including noise, air quality, asbestos and slurry spreading.
T: 01225 477551
E: environmental_protection@bathnes.gov.uk

Premises, Licensing of

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

Public Transport

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

Rr

Record Office

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

Recycling and Waste

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

Register Offices

Info about approved premises and legal preliminaries.
T: 01225 477234
E: register_office@bathnes.gov.uk

Road Faults and Potholes

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

Road Safety

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

Ss

School Admissions

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

Shopmobility

Provides manual and electric wheelchairs, scooters and other services to people with limited mobility.
T: 01225 481744
E: shop_mobility@bathnes.gov.uk

Social Services

Visit the Health and Social Care pages on the website for information and advice.
T: 01225 396000 (for adults over 18 during the day)
T: 01225 477000 (for children)
T: 01225 396000 T: 01454 615165 (out of hours emergencies about adults or children)
T: 0800 800 4444 (emergency housing advice, contact

the Shelter England 24-hour freephone advice line)

E: access_team@bathnes.gov.uk (adults)

E: children_family@bathnes.gov.uk (children and families)

E: housing@bathnes.gov.uk (housing)

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

Street Cleaning

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

Street Lighting

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

Student Action Line

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

Tt

Taxis and Private Cars – complaints

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

Toilets

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

Tourist Information

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

Trading Standards

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

Travel Information (Traveline)

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

Twitter

Keep up-to-date with the latest Council information on
W: twitter.com/bathnes

Yy

Youth Services

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

You Tube

Visit the Council's You Tube channel at
W: www.youtube.com/bathnescouncil



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Volunteer with us!



"I enjoy helping others, it's nice to feel part of the community"

Volunteers are used throughout the Bath and North East Somerset area to help support our work with children (0-11 years) and families. We are always looking for more help either directly with children and families, or behind the scenes.

By giving just a little of your time you could make a big difference to the lives of children and families in this area.

Benefits of Volunteering

- Training and support
- Increased confidence
- Rewarding
- Expenses paid
- Develop skills for employment
- Sense of achievement

Interested? Please contact us:

Keynsham —Chris
01225 395400

Bath East — Peter
01225 396034

Radstock and Paulton - Karen
01225 396660

Bath West—Anjula
01225 314111

Midsomer Norton - Jo
01761 410413



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Somerset Council**

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Information and advice for owners

- Options for buying and selling
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- Getting help to make much needed improvements
- Keeping your property safe while it's empty
- What you can do with an inherited property during probate
- What becoming a landlord involves
- The risks of leaving your property empty
- Legal action your local authority can take in relation to long term empty properties
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- A specialist vegetarian stall
- Various cheeses – local soft, Cheddar, Goats & Ewes
- Apple Juice
- Butter, Cream, Milk and fresh farm eggs
- Jams/Chutneys/Marmalades
- Chocolate Patisserie, Hand made chocolates
- Roasted Coffees and Speciality Teas
- Breads, cakes, pasties and fruit pies
- Various home-made speciality cakes
- Rapeseed oil and mayonnaise
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- Soups
- Charcuterie
- Homemade Pasta
- Quiches & Meat Pies
- Local Award Winning Wines
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Most importantly it is the pleasurable experience of shopping at Bath Farmers Market:

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

Bath Farmers Market Ltd was the first Farmers' Market in the UK and was established in September 1997. The company was established in response to Local Agenda 21 and one of its aims was to provide a producer-managed marketplace for local producers to sell their own product direct to local people. For more information contact Laura Loxton 0777 969 7278

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Somerset Council



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★ **Bath Cider Festival** ★
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Mobile: 07837 268443

Email: bath@aspray.com

Web: www.aspray.com

When your bathroom is flooded due to a leaking bath, or the tumble dryer self ignites life is turned upside down. Making insurance claims, getting quotes and organizing repairs are complex and time consuming. Fortunately Bath area residents can now rest easy.

Bath Company, PM Property Services (Wessex) Ltd. have been appointed local representatives for nationwide company Aspray; a Buildings Insurance Claims Management and Repair service. 'We act on behalf of the policyholder; managing claims from dealing with the Insurance company and agreeing the scope and cost of work to organising the repair' explained Co-director Richard Mills.

Available to domestic and commercial policyholders, Aspray bill the insurance company, so (subject to detailed policy conditions) there is no charge to the policyholder.

Richard's fellow director, Jane Pinna stated 'Particularly for householders, the consequence of damage can be very distressing, and repairs often prove surprisingly complex. We use carefully selected sub contractors, ensuring just the right person is used for the job, whether for their skills or just their personality.'

Richard and Jane offer a seven day per week service, visiting you at your home or business.



www.aspray.com

Meet the...

Community meals helper & driver

Delivering dinner to clients is hungry work for 'Meals on Wheels' driver **James Smith**, but there's always time to stop for a chat



I've been delivering Meals on Wheels to residents of Lansdown, Camden and Weston for 18 months now and I've got to know many of our clients. A couple of them are 100 years old and it's really great that the service enables them to stay in their own homes and enjoy their own independence. Meals on Wheels are available to any resident of Bath and North East Somerset and you don't need to have a Community Care Assessment in order to qualify for them.

I pick up the meals from the kitchens in Larkhall and sandwiches for evening meals from St Saviour's Primary School. The delivery round starts at 11.15am and I have around 30 clients at the moment. In the whole of the region there are approx. 200 clients and 17,500 meals cooked every year.

What's for dinner?

The meals consist of two hot courses. The main course can be either meat or fish with vegetables, and the dessert may be hot or cold. A sample menu for one day could be

roast beef or fish with parsley sauce, potato and carrots followed by Bakewell tart with custard. We also offer a range of cold desserts, such as trifle or mousse, milk puddings and cheese and biscuits. Our

"All of our meals are nutritionally balanced and we cater for special dietary requirements"

clients seem to really enjoy the meals. We never have any complaints, anyway!

Each course is delivered in an aluminium foil container. This means you can eat the meal from the container or transfer it to a warmed plate. Meals on Wheels is a Monday to Friday service but, if our clients need it, we can provide frozen meals for weekends and bank holidays. I generally deliver these at the same time as the hot meals.

For all tastes

All of our meals are nutritionally balanced and we can cater for special dietary requirements, such as diabetic, gluten free, low fat and soft food. We also have a wide range of vegetarian meals for our clients, as well as kosher or halal options.

I get a lot of satisfaction out of knowing that I am helping people in the region. Most of my clients are well into their 80s or

90s and can be quite vulnerable. They rely on us to deliver food and without us, some of them would have to be taken into residential care.

They like having our companionship, too. Often I am the only person that they see from one day to the next, and knowing that we are going to pop in is reassuring. We always have a chat and I make sure they're okay or if I can help with any problems. One day a chap asked me to tune in his TV for him and I was happy to help.

We're another set of eyes and ears for social services, so if a client is encountering any problems we can report back to them. This support is crucial for elderly people.

Some of our clients seem a little embarrassed that they have this service, but there's no need for them to feel that way. I tell them that it is part of the care that we owe them and should be a part of civilised city life. ■

For more about Meals on Wheels, visit www.bathnes.gov.uk/mobilemeals

Factfile

- Clients pay a charge of only £4.10 a day for a hot meal
- Meals are delivered between the hours of 11.15am and 1.30pm
- All staff wear an identification badge and uniform when they are working

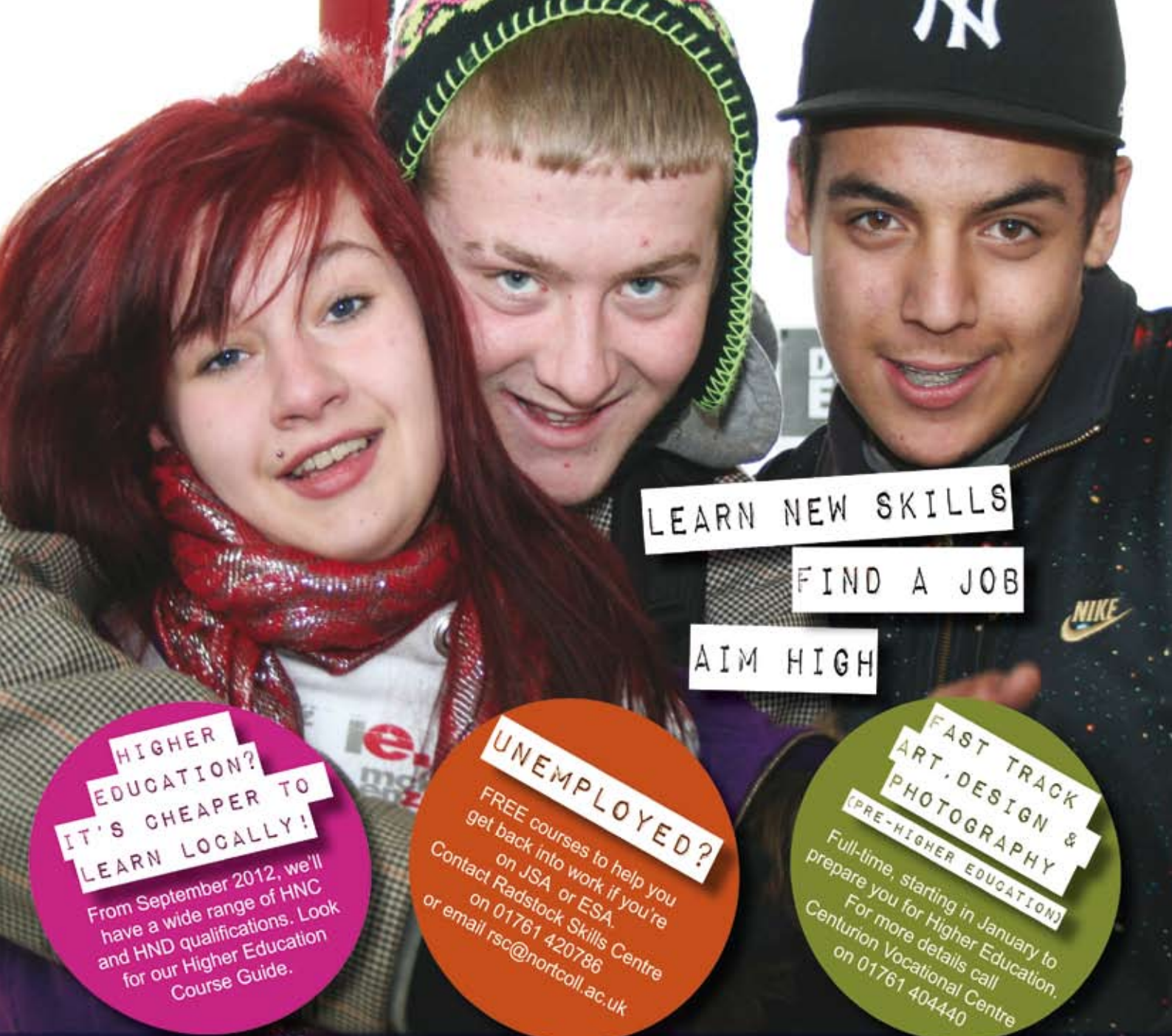
STAY INFORMED

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

Want to work for the Council?

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

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



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