

**Bath & North East  
Somerset Council**

**EVENTS DIARY**

Look inside for your  
guide to great days  
out this Autumn



# connect

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

## CHANGE FOR RADSTOCK

Next steps for regeneration  
project explained

## SAVE YOUR ENERGY

Fresh initiatives launched  
to slash carbon emissions

# Creating a splash

Activities for all abilities in our pools

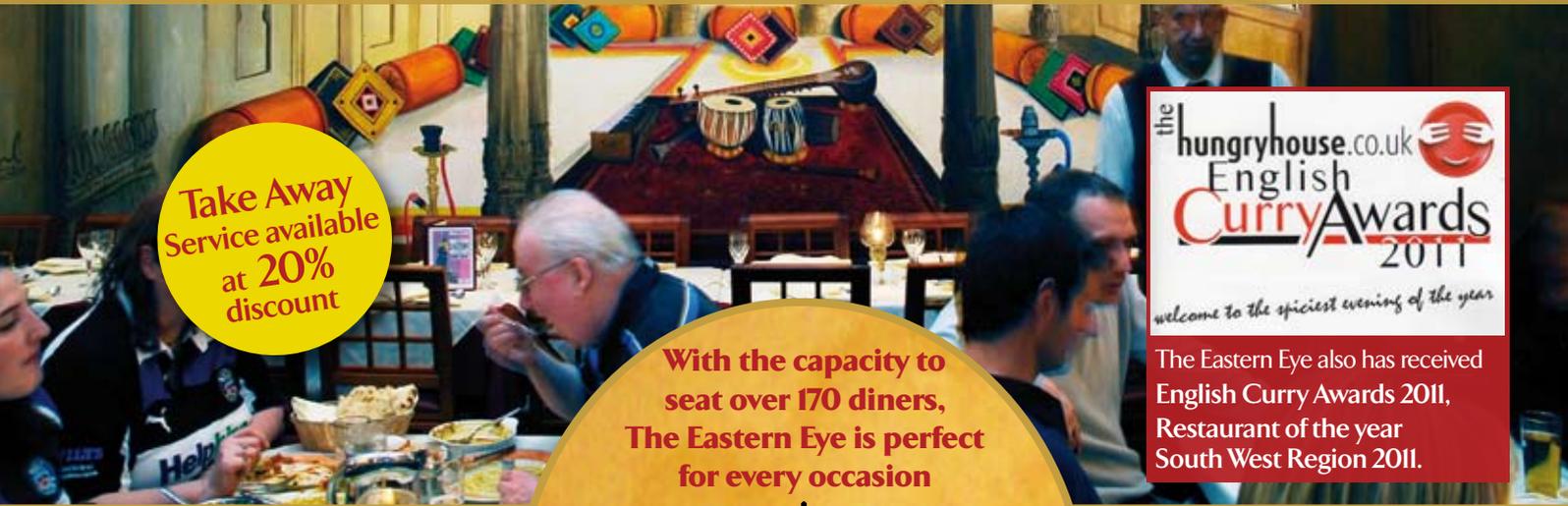
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LES ROUTIERS PROUD TO PRESENT THE RESTAURANT OF THE YEAR 2011

# THE EASTERN EYE

Established 1984  
Bath Somerset

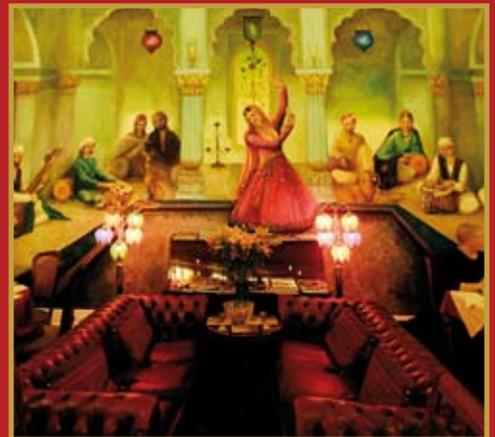
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Mr A.H.Choudhury Managing Director (LEFT) with Mr S Choudhury, Manager received the awards on the inauguration of the British Curry Awards 2005. Winner of the British Curry Awards: Top 5 in the South West region and Top 30 UK restaurants

"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**

Autumn 2011

# Welcome to Connect



**W**elcome to the Autumn edition of *Connect Magazine* which is the first printed since the new Liberal Democrat administration took over running the Council following May's local elections – we pledge to be open, transparent, and we will listen carefully to what local people have to say about all issues. Contact details of the councillors in the Cabinet are found on page 6.

We have hit the ground the running to make major decisions on issues that local people have told us are important – many of which you can read about in this edition.

Excellent progress is being made towards our aim of making Culverhary School a co-educational school that will offer choice for parents. The Bath Transportation Package has been revised. If our bid to Government is successful it will not result in a Park and Ride on Bathampton Meadows or

a segregated bus route being built.

Creating new jobs and homes for people near where they work is a key priority. The work to regenerate Keynsham continues as we believe it is crucial to support the town following the closure Somerdale last year. There are similar aspirations in Radstock where we will soon be improving local infrastructure to support new homes, new jobs, and new shops.

**“We will listen to what local people have to say about all issues”**

Although it's been a hectic first few months as Council Leader, I have found time to join the Council's online Environmental Sustainability Network which helps local people to cut their carbon footprint by exchanging ideas, and discovering ways to get involved in an interactive way – I hope you read the feature on page 26 and can join me.

Yours sincerely

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



COVER PHOTOGRAPHY: PAUL O'CONNOR

**Flo Legg of the Aquae Sulis Club's elite squad training at one of our local pools**

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## connect was brought to you by...

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MediaClash,  
Circus Mews House,  
Circus Mews,  
Bath BA1 2PW  
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W: [www.mediaclash.co.uk](http://www.mediaclash.co.uk)



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# News

KEEPING YOU INFORMED  
WITH THE LATEST NEWS  
FROM THE DISTRICT



The Chairman launches the 2011 Awards along with staff members and students

Building stronger communities

## Thanks, you're a hero!

IT'S TIME TO VOTE FOR YOUR LOCAL VOLUNTEER HERO

**D**o you know someone who's befriended an elderly neighbour? Or who's always happy to help at the playgroup? Or is the driving force behind a local litter picking group?

Bath and North East Somerset can proudly boast a fantastic 20,000 strong band of helpful individuals who regularly donate their own time and skills to improve life for others. Now you have the opportunity to thank them by nominating your own local hero for a Chairman's Award.

"The Awards give us chance to say thanks," says David Trethewey, Divisional Director for Policy & Partnerships. "These volunteers enhance the quality of life of local people. We hope that through the Awards, more people will be inspired to follow their example."

The Council's annual Chairman's Community Awards were set up to recognise

the achievements of local people who have made an exceptional contribution to the local community. There are six categories and twelve awards to be won (see panel).

Bath and North East Somerset's volunteers contribute an estimated five million hours of their time each year, a donation of help that is valued at £29 million.

The Council values volunteering highly in its plans for sustainable communities. "We want to recognise not only those who volunteer through a club or organisation, but individuals who do not even see themselves as volunteers but put the needs of others before themselves," says Marion Cooper of the Volunteer Centre.

The Chairman's Community Awards are organised in partnership with Somer Community Housing Trust, the Student Community Partnership and Bath & North East Somerset's Volunteer Centre.

### Vote for your hero

There are six categories and twelve awards to be won, including:

- Volunteer of Year and Young Volunteer of Year
- Volunteer Leader of Year and Young Volunteer Leader of Year
- Volunteer Team of Year and Young Volunteer Team of Year
- Good Neighbour of Year; Young Neighbour of Year; Student Neighbour of Year; and Somer Resident of Year
- Lifetime Achievements Award
- The Chairman's Special Award

Download a nomination form at [www.bathnes.gov.uk/chairawards](http://www.bathnes.gov.uk/chairawards) or email [Sara\\_Dixon@bathnes.gov.uk](mailto:Sara_Dixon@bathnes.gov.uk)

STAY  
INFORMED

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

Communities & volunteering

# Join the Quest

## COMMUNITY GROUPS WANTED TO JOIN CELEBRATIONS

All residents are invited to celebrate the Olympic year by taking part in the Quest Community Challenge. Over the next year the Quest project invites groups and individuals to become part of a 'living map' project to record what makes the people and places of our area unique:

"Do you belong to a community group? Is your village or neighbourhood up for a challenge? Fancy stretching yourself and doing something new and challenging? We are keen to support what you already do as part of the community," says Kate Orchard, Project Manager "Everyone is welcome, from the local museum to school groups and sports clubs, all ages can take part."

Funding is available to support some groups, in the form of £500 micro grants ([www.bathnes.gov.uk/artsprojectfunding](http://www.bathnes.gov.uk/artsprojectfunding)). The Quest project is Bath and North East Somerset's response to the



Cultural Olympiad, the UK's national cultural programme running alongside the 2012 Olympic Games in London.

"This is designed to give everyone in the UK a chance to be part of London 2012 and inspire creativity across all forms of cultural life, especially for young people," explains Ann Cullis, Senior Arts Development Officer.

The culmination of the Cultural Olympiad will be the London 2012 Festival. Desperate Men and Cirque Bijou (see picture above) are leading the south west's opening ceremony in a three-day, outdoor community performance in Weymouth on the last weekend of July 2012, part of the South West region's giant Quest journey to Weymouth, in 2012.

Want to be involved? Email **Kate Orchard** at [kate\\_orchard@bathnes.gov.uk](mailto:kate_orchard@bathnes.gov.uk) or you can ring her on **01225 396 059**

## News in brief

### NEW STREET CLEANING EQUIPMENT

Eleven new street cleaning machines will be empowering the Council's Neighbourhood Teams in their constant battle against street grime this Autumn, following a £220,000 Council investment.

The new machines include: six pedestrian powered sweepers; four electric powered pedestrian vacuums; and one power tipper for bin emptying. The investment is in addition to the £2.5 million per year spent on street cleaning. Visit [www.bathnes.gov.uk/transportandstreets](http://www.bathnes.gov.uk/transportandstreets)

### GREAT NIGHT OUT AWARD FOR BATH

Bath has cemented its reputation as one of the UK's best nightspots with the award of a prestigious Purple Flag. The award is presented by the Association of Town Centre Management and is testament to the work the Council has done alongside Avon & Somerset police and the Bath Business Improvement District to ensure the city is welcoming for visitors. A short video of this work can be found at: <http://youtu.be/VIUZhTfbOV8>

### PEASEDOWN FAMILIES 'COOK IT'

Young parents living in Peasedown can learn how to cook quick and easy family-friendly meals, thanks to a new course from the Council and NHS B&NES. The free 'Cook It' will run for six weeks starting in September. For more information email [rob\\_rumming-pain@bathnes.gov.uk](mailto:rob_rumming-pain@bathnes.gov.uk)

## CULVERHAY TO BECOME CO-ED

Culverhay School – which spent the first half of 2011 under threat of closure – is now looking forward to a brand new future as a co-educational school. This will increase the variety and choice for local parents and young people.

The decision to revoke the school's closure followed the results of an independent assessment, requested by the Council, which suggested a small secondary school in that south west Bath location would be sustainable.

Don Wallace, a governor at Culverhay, said: "Now we have a once in a lifetime opportunity to transform education at Culverhay."

The Council will provide the £700,000 investment required to make the necessary adaptations for Culverhay to become a co-educational school in a similar way to which it supported Oldfield School.

A planned reduced admission will reduce the number of surplus desks at the school over time, making the new plans financially viable.



Bristol-based Cabot Learning Federation (CLF) has been selected by the Governing Body as the academy sponsor. CLF has a successful local network of academies in Bristol, North Somerset, and South Gloucestershire. Culverhay could be paired with one of the Federation's schools rated 'Outstanding' by OFSTED.

The Council has produced a set of questions and answers for parents and guardians affected by the decision, which can be found at [www.bathnes.gov.uk/culverhayquestions](http://www.bathnes.gov.uk/culverhayquestions)

As Connect Magazine was going to print an application for a Free School was also being considered by the Government.

PHOTOGRAPHY: BATH NEWS & MEDIA GROUP

## DON'T FORGET

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

## News in brief

### GREEN FLAG FIRST FOR MSN

Midsomer Norton's Silver Street Local Nature Reserve is the latest local green space to win Green Flag status. Local volunteers, supported by the Council, helped achieve the Green Flag standard by picking litter and doing clearing tasks.

Green Flags were also awarded to Kensington Meadows, Springfield Park, Haycombe Cemetery, Royal Victoria Park and Keynsham Memorial Park. To find out more about the parks that the Council maintains go to [www.bathnes.gov.uk/parks](http://www.bathnes.gov.uk/parks)

### PLANS FOR KEYNSHAM

Plans to regenerate the Keynsham Town Hall site will go on show to the local community at an exhibition launched on Monday 26th September 2011. The exhibition will be open at various times until Saturday 1st October 2011 and will be held at one of the vacant shop units near the Clock Tower.

The Council investment earmarked for Keynsham will mostly be for significant new retail space, an innovative one stop shop and library for people to access local services, new and improved public space, and new Council offices.

Residents are being invited to give their views about all elements of the scheme.

Dr. Peter Roberts, Chairman of the Keynsham Heritage Trust and member of the Community Focus Group providing input to the scheme, said, "I hope as many people as possible can attend the exhibition to give their view at this stage. There is a great opportunity here to put the heart back into Keynsham and create a vibrant, modern town." For more info visit [www.bathnes.gov.uk/keynshamregen](http://www.bathnes.gov.uk/keynshamregen)

## Meet the new cabinet

### LIBERAL DEMOCRATS FORM COUNCIL CABINET FOLLOWING RECENT LOCAL ELECTION

It's been a busy few months for the councillors from the Liberal Democrat group appointed to the Council Cabinet to make decisions about your local day-to-day services following May's local election.

There are eight Cabinet Members with responsibility for running the Council's 800 or so services – however, there will be no increase in cost to the local taxpayer as the current allowances for the previous six cabinet members will be shared among the new eight.

Some of the key decisions the new Cabinet has taken are detailed on the news pages and elsewhere in *Connect*. Among other decisions taken, primary school meals have been frozen, there will be improved bus services for residents in Fairfield Park and Larkhall, and extra funds for youth and play schemes.

To follow all the latest news about the decisions made by the Cabinet sign-up to Twitter today using [@bathnes tag](https://twitter.com/bathnes).



**Councillor Paul Crossley** – Southdown Leader of Council.

T: 01225 312487 M: 0753 026 3316  
E: [paul\\_crossley@bathnes.gov.uk](mailto:paul_crossley@bathnes.gov.uk)



**Councillor Nathan Hartley** – Peasedown Cabinet Member for Early Years, Children, and Youth and Deputy Leader of Council.

M: 07737 192156 E: [nathan\\_hartley@msn.com](mailto:nathan_hartley@msn.com)



**Councillor Simon Allen** – Radstock Cabinet Member for Wellbeing.

M: 07540 059188  
E: [simon.neslibdems@btinternet.com](mailto:simon.neslibdems@btinternet.com)



**Councillor Tim Ball** – Twerton Cabinet Member for Homes and Planning.

T: 01225 400834 M: 07970 461674  
E: [timball1@virginmedia.com](mailto:timball1@virginmedia.com)



**Councillor Cherry Beath** – Combe Down Cabinet Member for Sustainable Development.

T: 01225 833767  
E: [cherry\\_beath@bathnes.gov.uk](mailto:cherry_beath@bathnes.gov.uk)



**Councillor David Bellotti** – Lyncombe Cabinet Member for Community Resources.

M: 07527 169915  
E: [dbellotti@btinternet.com](mailto:dbellotti@btinternet.com)



**Councillor David Dixon** – Oldfield Cabinet Member for Neighbourhoods

T: 01225 462590 M: 07900 974975  
E: [david\\_dixon@bathnes.gov.uk](mailto:david_dixon@bathnes.gov.uk)



**Councillor Roger Symonds** – Combe Down Cabinet Member for Transport.

T: 01225 832144  
E: [rogersymonds@me.com](mailto:rogersymonds@me.com)



## Connect competition

### Tweet your pics!

Were you one of the hundreds celebrating Royal Wedding day at Victoria Park? Or do you have a favourite picnic spot, or tree under which to watch the world pass by?

To celebrate our area's fantastic green spaces, we want to see your park snaps and hear what you like best about our local parks. You can send them to us via Twitter or email. The person sending in the best amateur photo and most interesting reason will win £50. The best of the rest will be uploaded onto the Parks pages of our website.

#### HOW TO ENTER

Send in your pictures and reason by **23 September 2011**.

Send via **Twitter** using [@bathnes tag](https://twitter.com/bathnes) or email [connectmagazine@bathnes.gov.uk](mailto:connectmagazine@bathnes.gov.uk)



LAST ISSUE'S WINNER: Tim Hill 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

Books, music, art and fresh air fun... there's plenty to do at a place near you this Autumn



Left: You get all sorts at Heritage Open Week

## Music and arts

### Priston Festival

Music and free family activities all weekend at the fourth Priston village music and arts festival (16 to 18 September). Activities take over the heart of the village with concerts in the village hall, Norman church, pub and village green stage. The programme also includes singing and Sea Shanty workshops, a book talk, free-to-enter children's art project; street dance workshop and Morris dancing. Visitors welcome, but no camping.  
W: [www.priston.org.uk/festival](http://www.priston.org.uk/festival)



Priston is the place to be in mid-September for a spot of music and arts

## Eat well, buy locally

### KEYNSHAM FOOD FESTIVAL

The first of what is hoped to be an annual event (9th & 10th Sept) celebrating the town's range of specialist food outlets. The fun starts on Friday, 10am, at the Fear Institute with demos and street entertainers. Visitors are invited to follow a trail of participating businesses with the chance of winning a tasty prize. Continues on Saturday with an extended Farmers Market and local chef demos.  
W: [www.keynsham.co.uk](http://www.keynsham.co.uk)



## SEPTEMBER

### Talent for Textiles

**1 September** This popular sale of vintage textiles and quilts returns to the American Museum. Free admission with Museum entry. 12noon – 5pm.  
W: [www.americanmuseum.org](http://www.americanmuseum.org)

### National Gardening Show

**2 – 4 September** An ideal day out for gardening fans and families. Royal Bath & West Showground, Shepton Mallet  
T: 01749 82220

### Bath Cats and Dogs Home Open Day, Claverton Down

**4 September** Family fun fundraiser including animal shows, stalls, kids zone, and barbecue. 11am – 4pm  
T: 01225 787334

### Annual Miners' Reunion

**5 September** All ex-Somerset mineworkers welcome for light lunch. From 12 noon, Radstock Museum.  
W: [www.radstockmuseum.co.uk](http://www.radstockmuseum.co.uk)

### Horse and Pony Show, Horseworld, Whitchurch

**10 September** Family fundraising day with horses, stalls and inflatable fun.  
W: [www.horseworld.org.uk](http://www.horseworld.org.uk)

### Roundabout Art Trail

**10 – 11 September** Artists in Saltford, Keynsham and surrounding villages throw open their studios. 11am – 6pm. Visit the website for a trail map.  
W: [www.roundaboutarttrail.co.uk](http://www.roundaboutarttrail.co.uk)

### Women In...

**13 Sept – 30 November** A major exhibition highlighting the significant contributions of local women in education, industry, medicine and more.  
W: [www.radstockmuseum.co.uk](http://www.radstockmuseum.co.uk)

### Jane Austen Festival

**16 – 24 September** A week of 18th century inspired cultural events, beginning with the Regency Costumed Promenade through the streets of Bath.  
W: [www.janeausten.co.uk](http://www.janeausten.co.uk)

### Orchid Project Open Day

**17 September** Chance to view the impressive Writhlington School orchid collection, 10am – 4pm.  
W: [www.wsbeorchids.org.uk](http://www.wsbeorchids.org.uk)

### Circuit of Bath walk 2011

**25 September** Walk two miles up to 20, thanks to the shuttle bus service. Fundraising for Julian House.  
W: [www.julianhouse.org.uk](http://www.julianhouse.org.uk)

## OCTOBER

### Bath Antiquarian Book Fair

**15 October 2011** 90 booksellers selling thousands of rare, old and second hand books. Assembly Rooms.  
W: [www.bathbookfair.com](http://www.bathbookfair.com)

### Fine Cheese Co Festival

**29 October** Tasters and talks by 20 British artisan cheese makers. Milsom Place, Bath. 10am – 5pm.

## Heritage Open Week

### Local treasures

Heritage Open Week (22 to 30 October) celebrates the amazing range of collections and activities in the area, with free special events and talks held at various venues including Council-run museums and galleries. Last year's family fun included gazing at the stars with Herschel Museum of Astronomy and collecting fossils with the Radstock Museum. Details available from Council offices and participating venues.  
W: [www.bathnes.gov.uk/heritageevents](http://www.bathnes.gov.uk/heritageevents)

## Celebrating early reading

### KIDS FESTIVAL OF LITERATURE

The Daily Telegraph Bath Festival of Children's Literature is the UK's largest festival celebrating children's books and reading. It takes place on 23 September through to October 2. Roddy Doyle, Jeremy Strong, Judith Kerr, Cressida Cowell, Andy Stanton, David McKee and Bath-born Jacquelin Wilson are just a few of the authors taking part in 90 events in a variety of venues around the city.  
W: [www.bathboxoffice.org.uk](http://www.bathboxoffice.org.uk)  
T: 01225 463362



**DON'T FORGET**

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



Improving the life chances of young people

# Creating a splash

Forget up-and-down swimming. Water polo, Aqua Zumba® and inflatable fun are just some of the activities at our area's four pools

**T**welve golds, six silvers, 12 bronzes, top personal times... Bath and North East Somerset's best young swimmers scored a major success at the South West Regional Swimming Championships this summer.

Aquae Sulis Performance Swimming Club was formed last year to provide training to high performance swimmers in the Council area, ensuring that local talented young swimmers can access essential training which will lead to medals and glory. This was their first appearance at the Championships making their haul of 38 new club records and

seven new national qualifying times even more impressive.

Martin Mosey, their coach and Performance Swimming Programme Director for Bath & North East Somerset Council, said afterwards: "The swimmers rose to the challenge of competing against the best of the South West and have put Aquae Sulis very much on the area's swimming map. They are now looking forward to the national championships in Sheffield and Swansea."

Flo Legg, 14, from Fairfield Park in Bath, joined Aquae Sulis when the club formed in

September 2010. Her potential was spotted by her coach at Bradford on Avon pool and she was invited to be one of the Elite squad. This enables Flo to train eight times a week using our area's pools and fitness facilities, including Bath University's Sports Training Village pool. Through her dedication – and support from Aquae Sulis – she gained her first national time this year, allowing her to compete nationally. "It's a big part of my life," she says. "But I love it. Thanks to Aquae Sulis this is a fantastic opportunity for me to do the best I possibly can, maybe even swimming for Great Britain."

## Fitness and fun for all

Flo is just one of hundreds of people of all ages taking part in dozens of courses and activities in our area's pools. Happily for most of us, there's no need to show Olympic potential to join in.

**Main picture: Aquae Sulis Elite swimmer Flo Legg. Below: Over 50s fitness is popular. Far below: Expert help is always on hand.**



## Make the most of your pool

There's a swim activity for everyone... read on to be inspired, then make your choice

### Warm water sessions

On Thursdays the water in Keynsham and Bath's pools is heated to 30 degrees for sociable casual swimming sessions. Warm water lessons just for the 50-plus run during term time.

### Swimming for the disabled

Culverhay runs lessons and coaching for people with disabilities every Thursday, with instructors in the water on a 1:2 or 1:3 basis. The pool has a hoist for easy access.

### Aquasplash extreme course

A week long course which runs during school holidays for energetic children (seven plus) to try water polo, flip 'n' fun, synchronized swimming and life saving. Try Flip 'n' Fun and Mini Polo too.

### Aqua Zumba®

The latest aquatic fitness exercise class combines high-intensity Zumba dance

moves to Latin music with gentle water support. Combines learning to swim with fitness.

### Pre-school learn to swim

Swimming for pre-school age children includes casual and structured lessons starting at four months, all with confidence-boosting songs and games.

Visit [www.aquaterra.org](http://www.aquaterra.org) for details. To find out more about our area's three swimming clubs visit: [www.nrsc.info](http://www.nrsc.info) [www.bathdolphin.co.uk](http://www.bathdolphin.co.uk) and [www.keynshamswimmingclub.co.uk](http://www.keynshamswimmingclub.co.uk)



Up-to-date full timetables of all swim sessions can be viewed at [www.aquaterra.org](http://www.aquaterra.org) or call your local pool to find out about activities to suit you:

- Bath Sports & Leisure Centre  
T: 01225 486905
- Keynsham Leisure Centre  
T: 01225 395164
- South Wansdyke Sports Centre  
T: 01761 415522
- Culverhay Sports Centre  
T: 01225 480882 (eves and weekends)

"Swimming isn't just about going up and down or having lessons," says Jane Lawrence, Community Swimming Programme Director for the Council. "Our programme offers something for everyone, from babies to 90-year-olds. Water activities can give huge health benefits even for non-swimmers and can be achieved by all abilities, all year round."

The region's four swimming pools hold dozens of courses, events and clubs to enable local people to make the most of the facilities. These initiatives include friendly fun swims exclusive to families with a disabled family member to water polo and other activities for energetic teens. There are lessons in being a lifeguard, playing water polo and synchronised swimming.

Aquaterra, the charity leisure trust that manages the pools in partnership with the Council, also helps organise twilight swimming sessions, inflatable sessions and

swimming teacher training. Aqua Aerobics, Aqua Zumba® and Aqua Fit sessions are all open to non-swimmers and Aquacise combines fitness with learning to swim.

One of the most popular courses is for nervous adults who want to learn to swim. The lessons start fully clothed on dry land in the reception area and cover how to use the changing room and locker facilities. "Then they start off getting in the leisure pool which is a bit warmer," explains Jane. "These lessons are very popular and even some of the most terrified end up going down the slides."

### Looking to the future

Promoting use of its four swimming pools is key to the Council's mission to promote healthier communities and improve the life chances of young people, as Lynda Deane, Active Lifestyles Manager, explains:

"Supporting children to learn to swim is a

vital life skill and though its schools programme Bath & North East Somerset Council aims to ensure that every child, by the time they leave primary school, can swim at least 25m.

"But additionally, if we can ensure that these opportunities are accessible to all, so that young people can continue swimming into adulthood, whether recreationally, in a club or at high performance level, we will be encouraging future generations to recognise the importance of remaining active all their lives." ■

**"Even the most terrified swimmers end up going down the slides"**

PHOTOGRAPHY: PAUL O'CONNOR / AQUATERRA



Improving transport & public spaces

# Walk this way

It's never been easier to embrace the great outdoors, thanks to a new website on our local network of car-free routes

**P**lanning a regular summer evening stroll? Or perhaps you need to find a traffic-free cycle route to work? Information on Bath and North East Somerset's 578 miles of Public Rights of Way (PROW) is now accessible on one website, making it easy for residents and visitors to find all the information they need for the best local walking, cycling and horse riding paths.

The [www.outdoorswest.org.uk](http://www.outdoorswest.org.uk) website has been developed by Bath & North East Somerset Council in partnership with Bristol City and South Gloucestershire Councils to ensure that local people can access information about paths in the whole area. OutdoorsWest extends beyond our Council

area and includes parts of the Mendip Hills, the Cotswolds and all the towns and countryside between. That all adds up to an impressive 1,370 miles of footpaths, cycle paths and bridleways.

"This new website is a great starting point for local people wanting to use the Public Rights of Way network to bring some fresh air into their lives and get fitter," said Ray Newbiggin, the chairman of the Joint Local Access Forum (JLAF).

"Our paths network is a fantastic resource for cyclists, walkers, joggers and horse riders, and this website will enable more of us to make the most of it. Now it will be much easier for families and individuals to change their regular commuting habits, improve

health and overall fitness, and ease traffic congestion and air pollution. Wherever you live in Bath and North East Somerset, one of the paths will be right on your doorstep."

The website gives information about suitability of the paths for various uses, as well as providing a series of downloadable walks and rides and regular seasonal updates. Local landowners will find information on landowner rights, altering the path of a public right of way, and maintenance requirements.

## Maintaining high standards

To support this new resource, the Council's Public Rights of Way team is continuing its ongoing maintenance work of the paths including surface works, bridge repairs and ensuring that the network is signposted throughout. Stiles are also being replaced by more easily accessible kissing gates.

Chris Hogg, the Council's Outdoors Access Improvement Officer, says: "We know

# Final BTP bid on its way

## Council agrees £34.3m bid to government

An ambitious scheme to help tackle Bath's traffic and congestion problems and support the regeneration of the city will be shortly submitted to the Government.

The Council's final bid for the Bath Transportation Package (BTP) is substantially reduced from the original £58.8 million to £34.4 million in line with the Government's request to cut costs in light of the national economic situation.

The BTP will help tackle traffic congestion by increasing the number of Park and Ride car park spaces at Lansdown, Newbridge, and Odd Down by 890, upgrading bus routes with real time passenger information, and restricting access to the city centre at certain

times of day. Improved public transport for new residents and businesses at the ongoing Bath Riverside development is also included in the plans.

The Bus Rapid Transit segregated route and A4 Eastern Park and Ride were amongst the elements removed from the bid. Ongoing plans will encourage more rail use, consider removing HGV's from London Road, and improve the cycle network.

No Compulsory Purchase Orders or public inquiries are needed to implement the BTP should the Council be successful in attracting Government funding.

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



**Main picture and above: Local Public Rights of Way are well-signposted and well maintained, making them accessible to as many people as possible**

that Bath and North East Somerset is an amazing place to explore and we want other people to discover it too. This new website helps you do that, and gives information on what you can do and where you can go, whether walking, cycling or horse riding."

"Paths across the whole OutdoorsWest area stretch the same distance as Bath to Casablanca in Morocco... that's a lot to explore!" adds Ray Newbiggin. ■

For more info [www.outdoorswest.org.uk](http://www.outdoorswest.org.uk)

**"Our paths network is a fantastic resource for cyclists, walkers and riders"**

## Boost for greener travel

Residents in Bathampton and Batheaston will be able to walk, jog and cycle more easily into Bath city centre, thanks to improved pathways.

The new route will allow people to travel to and beyond the existing footpath leading from Grosvenor Bridge East, and will also connect to National Cycle Route 4 (NCN4).

It will include a bridge across the River Avon and then a path which will follow the river across Council-owned fields to Mill Lane, Bathampton, to join the NCN4 on the Kennet and Avon towpath.

The project will be funded using money recently awarded to the Council through the Government's Sustainable Transport fund. It is a step towards the Council's aim to encourage more residents to use sustainable forms of transport.

Adrian Clarke, Transportation Policy Manager at the Council, explains: "Sustainable transport use is essential to support new homes and new jobs planned for the area, while also tackling congestion and the impact of transport on the environment.

"Growth in sustainable transport will provide further opportunities for local investment in homes, jobs and reducing CO2 emissions."

There will also be a greater push for use of key cycle routes along Bristol, Bath, Batheaston, Midsomer Norton and Radstock commuter belts, enhanced cycle parking and the use of powered bicycles on Bath's hilly roads.

The Council is seeking support from local businesses to help provide adequate cycle parking, showers, lockers and pool cars.

For more information on this subject you can visit [www.travelplus.org.uk](http://www.travelplus.org.uk)



**Cycling along a traffic-free greenway, National Route 4, The Bristol & Bath Railway Path**

PHOTOGRAPHY: J BEWLEYS/STURANS

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

# Local health care for local communities

Why not sign up to be a member of the RUH as it becomes an NHS Foundation Trust?

A remarkable and moving insight into what it is like to live with dementia took place at the Royal United Hospital (RUH) recently. Called 'Seeing it My Way - Living With Dementia' the event heard 86-year-old Alan Ruttlely, from Bath, describe what everyday life was like for him.

He said: "I have no discomfort and there are no obvious signs that I have this condition, and yet I live with the consequences every day. I love travelling by car or by train. Sadly both pleasures have been affected by my illness. I can get very resentful."

Alan talked to over 120 staff at the RUH to give them a deeper understanding of the needs of those living with the condition. The event was part of an ongoing pledge by the RUH to build closer relationships with its patients and local communities. It's an ethos which also underpins the hospital's plans to become an NHS Foundation Trust (FT) in the spring of 2012.

## A strong position

NHS Foundation Trusts are based on the concept of mutual organisations or cooperative societies, formed to run in the public interest, and have members from the local community and staff. Those members can directly influence the types of care and services the hospital provides and have a say in the decision-making processes.

The RUH has substantially improved

**"The RUH is building closer relationships with its patients and local communities."**



**Above:** From left to right, Theresa Hegarty, head of patient experience, Alan Ruttlely, Alan's partner Lyn Jufferholz

standards of care during the past five years. It has dramatically reduced healthcare associated infections such as MRSA and Clostridium difficile. It's in the best 10% of hospital trusts in England and Wales for stroke care. It continues to improve the high standards of clinical patient care, and a five year £40m hospital refurbishment programme is well underway. So it's in a strong position to become an NHS Foundation Trust hospital.

## Sign up for membership

Membership is free and it's simple and easy to apply. Over 800 people have already signed up for membership. But the RUH wants many more, to ensure the ethos of shared decision-making and listening to patients and public (as with events like 'Seeing it My Way'), goes from strength to strength. ■



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 by visiting **[www.ruh.nhs.uk/foundationtrust](http://www.ruh.nhs.uk/foundationtrust)**

# BATH RIVERSIDE



## *Marketing Suite Now Open*

Exclusive 3 and 4 bedroom townhouses in a riverside location



Bath Riverside is a new development of apartments, penthouses and townhouses in the heart of historic Bath.

Just eleven exclusive houses are the first properties to be released and benefit from high specification including bespoke Poggenpohl kitchens and private parking.

Visit our Sales and Marketing Suite open daily 10am - 5pm. Late night Thursdays open until 7pm. Located off the Pines Way roundabout, Lower Bristol Road, Bath.

Contact us now to make an appointment to view the new showhouse.

0845 8945 888 [www.bathriverside.co.uk](http://www.bathriverside.co.uk)

## BUILDING HISTORY





Regenerating the Local Economy

# A new vision for Radstock

The creation of new homes and the development of the existing road network are crucial steps in the plan to kick start the regeneration of Radstock

**T**here is a feeling our town needs new opportunities and some improvements to try and boost our local economy," believes Shirley Arayan, Principal and Chief Executive at Norton-Radstock College.

Although she points out that Radstock's residents take great pride in their town's heritage, Shirley feels that people are as keen to look towards the future,

"They know things have stagnated in the town over recent years and are worried about the future."

This is backed-up by statistics, including the fact the unemployment rate in Radstock among 18-24 year olds is higher than average in the West of England.

However, plans led by Bath & North East Somerset Council and supported by a range of partner organisations are set to improve prospects for Radstock's people and businesses. John Betty, the Council's Strategic Director for Development and

Major Projects, explains, "We are working with the community to regenerate Radstock. It's crucial to increase the number of people coming into the town to live, work and shop and improve the opportunities, especially for existing residents and traders."

The Council is working with the Somer Valley Partnership, Radstock Town Council, Westfield Parish Council, and major businesses in the area to draw-up the Economic Development Action Plan which will set how the area's businesses can become more competitive creating more jobs, while also improving the skills of residents.

## New places to live

But the most significant development opportunity is the Former Railway Land. This can deliver 210 new homes available for local people – nearly 60 will be affordable homes, providing younger couples and families the opportunity to live and potentially work in the town. It will also help to reduce unemployment providing

employment and training opportunities.

Simon Gait from Linden Homes says they are firmly committed to developing them, "The development will support the regeneration of the town and provide new, high quality homes which is something local people tell us are really needed." An announcement on the next steps for the new homes is expected by the autumn.

With the creation of new homes, more people will come to the town who will need jobs and, of course, new shops for them to buy things in. "We want to support people to start and grow their businesses in Radstock," John Betty says. "Extra space for new shops and offices that will provide the opportunity for new jobs."

As part of the development of the Former Railway Land a new area of the town centre will be opened up north of The Street with smart, new public space for people to shop in and enjoy. This will help boost trade for existing businesses as more people visit a revamped, busy town centre.

The overall development will support more than 40 new jobs and will generate an estimated £1.6 million in the Somer Valley area.

Norton-Radstock Regeneration (NRR) Company has been working with local partners for ten years and welcomes the recent

## How the plans currently look



❶ New mini roundabout replaces the existing double mini roundabouts ❷ New mini roundabout at Wells Road / The Street junction ❸ The Street converted to two-way traffic ❹ Frome Road diverted to link to The Street ❺ Direction of traffic reversed on Fortescue Road ❻ Junction of Church Street / The Street / Fortescue Road, with left turn only out of Church Street ❼ New signalised junction with pedestrian crossings ❽ Delivery bays and parking on The Street ❾ Frome Road converted to access bus and cycles only

progress. “We understand the challenges of regeneration and look forward to a working closely with the Council,” said Cate LeGrice Mack, NRR chairwoman. “The end result will be a viable and vibrant new heart for Radstock, for living, working and retail.”

**“We want to support people to start and grow their business in Radstock.”**

### Improved infrastructure

First, Radstock’s infrastructure needs improving. This will help people to move around the town and pave the way for the additional homes and shops. Currently, the current road network doesn’t support the development of the railway land (see Road to Recovery panel).

Shirley Arayan is convinced that with the Economic Development Action Plan, the

proposed new homes, shops and offices, and improved public infrastructure taking shape there is reason for young people to have more life chances open to them and to look forward to the future in Radstock.

“This is a major opportunity for the town that when complete will make residents even prouder of their area.” ■

## Find out more

A plan of the works is available on the Council website with answers to concerns expressed by some local people to the changes. Visit [www.bathnes.gov.uk/regenradstock](http://www.bathnes.gov.uk/regenradstock) to find this information. If you have any further questions please email: [regen\\_radstock@bathnes.gov.uk](mailto:regen_radstock@bathnes.gov.uk)

# Road to recovery

## Improvements to the current road network are vital to plans

Put simply, the current road network doesn’t support the regeneration of the town. Making improvements is seen as a priority. The Council and Homes and Communities Agency (HCA) are investing a combined total of £1.2 million to help manage traffic more effectively and provide the access to new homes and business space.

“The existing highway infrastructure in Radstock has adversely impacted on the town centre for some time. It impedes access to employment, retail and other facilities which can have an adverse impact on the local economy,” says Jay Lambe, HCA investment and regeneration manager.

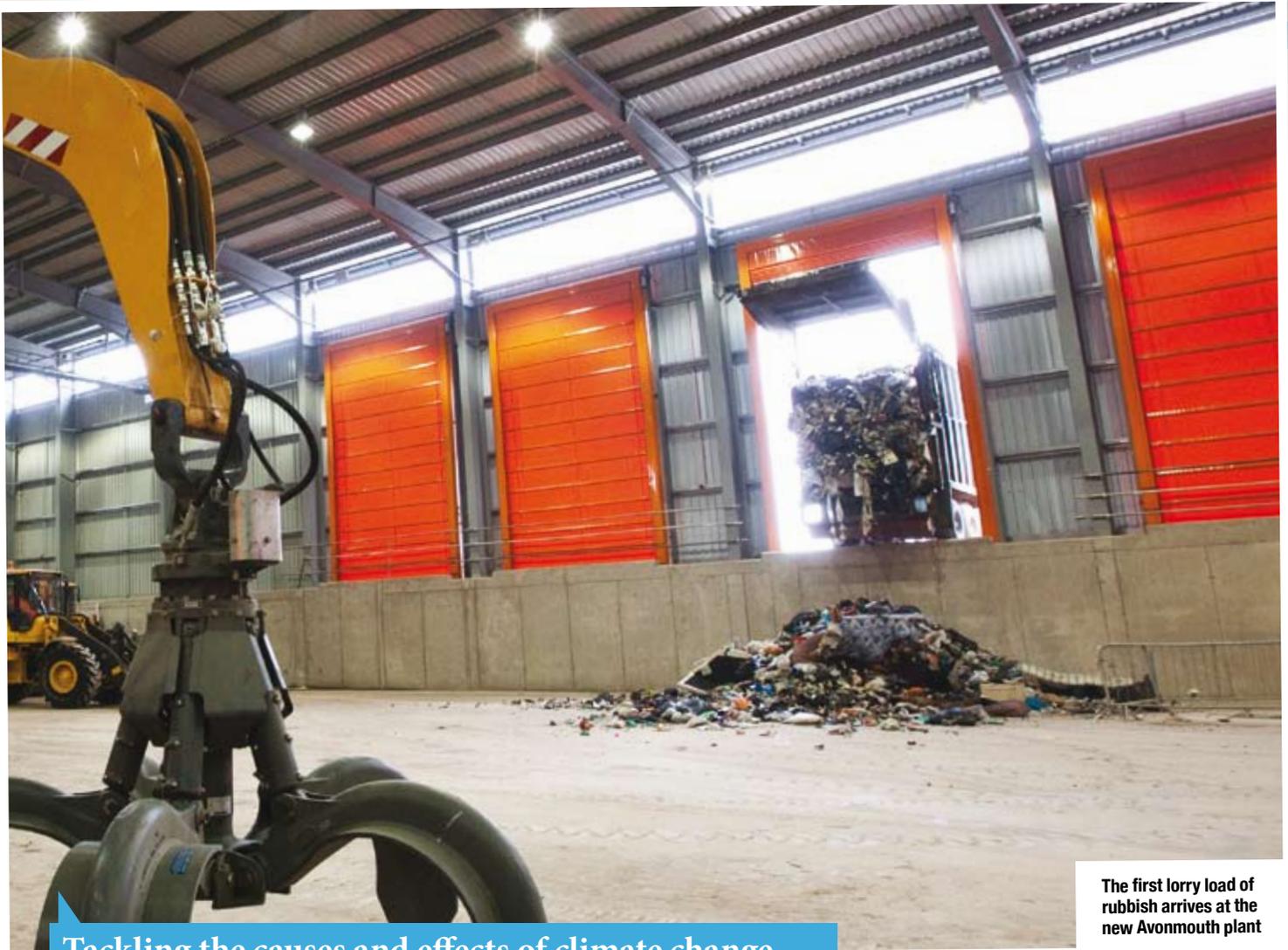
The improvements include allowing two-way traffic on The Street, and creating a new link from The Street to Frome Road. The changes will reduce traffic through the centre of the town on The Street and minimise traffic around the perimeter of the area. Work will start in September 2011 and take around six months.

The Council has reassured traders that everything possible will be done to make sure the town is open for business during the works. There will be a break during Christmas and work will be phased to minimise disruption.

Keith Pate, Chair of the Radstock Town Traders, is enthused, “We’ve been waiting a long time, but we’re excited that things are finally about to start. The Council is working with us to make sure our customers can continue to shop in Radstock and support local businesses while the improvements take place.

In the longer term we are looking forward to inviting the new residents of Radstock to be our new customers.”

Based upon observations from local people, final checks to the proposed layout were being made by road engineers as Connect Magazine was going to print.



Tackling the causes and effects of climate change

The first lorry load of rubbish arrives at the new Avonmouth plant

# Plant recycles more

Local Councils to save millions in landfill tax by using new recycling plant

**M**ore than a third of our black sack rubbish is now being sent to the brand new mechanical biological treatment (MBT) plant in Avonmouth, as part of the four West of England Councils' plan to save millions of pounds in landfill tax.

As it becomes increasingly expensive to send waste to landfill, Bath & North East Somerset Council has been working with neighbouring West of England councils (Bristol, South Gloucestershire and North Somerset) to find alternatives.

In addition to expanding our recycling service and introducing food waste recycling collections, we have begun to send around 9,100 tonnes of the black sack rubbish collected from residents to this plant each year.

Lots of you are recycling and composting as much as you can using the green box, blue bag and food waste collection which is great. But most of the waste still left in your black bags is organic and can be composted further.

## How does it work?

The new treatment includes a mechanical sorting process which sorts out much of the rubbish that can't be composted when it arrives at the site. Organic or biodegradable material is then moved into a sealed building where the environment is controlled so that it composts down in about six weeks.

**"It is still very important we all recycle as much as we can"**

During this process the air inside the building is controlled to stop smells escaping and is passed through a bio-filter of bark chippings before being released as clean air.

The result is a compost-like product which is used as a soil conditioner to improve land on old industrial sites to make them suitable for development. It is unsuitable for agricultural land.

## Can we lighten the load?

It is still really important that we still recycle as much as we can before it reaches this plant and reduce even further the amount of black bag waste in the first place.

Generally, we are good at remembering to recycle things we use frequently such as paper, bottles and cans but some of the things we still throw away in our rubbish are small electrical goods, like kettles, hairdryers and batteries.

It's much better for electrical and electronic equipment to be separated for recycling before it goes in your black bags, as that means much more of the high value metals can be made into new things, and any harmful wastes they contain can be dealt with in better ways.

These electricals can be recycled at local Recycling Centres, donated to some charity shops (if re-usable), can be sold or swapped online or some electrical shops will take them back for recycling. For more information on electrical recycling please visit [www.recyclenow.com](http://www.recyclenow.com)

# Waste services news round-up

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



One man's rubbish is another's treasure... bag a Give and Take bargain

## Give & Take day success

The first trial Give and Take day in Bishop Sutton was so successful that more of these events are planned across Bath and North East Somerset.

Give and Take days are a simple way for people to give away items they no longer need or take things that they do need, all for **FREE!** Nearly 240 people attended the event in May, and over four and a half tonnes of items were passed on. Donations ranged from a book to a children's playhouse.

Give and Take days benefit the environment by reducing the amount of natural resources used to create new products, and reducing the amount sent to landfill. Many people picked up real bargains and made financial savings.

The next Give and Take day will be on **Saturday 17 September 2011** at Bath City Football Club, Twerton from 10am to 2pm. Bring along unwanted unbroken items that other people can **reuse** and are small enough to fit inside an average family sized car.

### What can you donate?

- Toys, bicycles and books
- Small furniture (must fit into a car)
- Clothes and reusable linen eg sheets
- DVDs and CDs
- Gardenware and tools
- Bric-a-Brac

### We can't accept the following:

- Hazardous or toxic items eg paint
- Foam furniture eg sofas, duvets
- Gas appliances
- Broken or damaged electrical items
- Tools requiring safety equipment
- Bulky items eg. wardrobes
- Videos

See our website or contact Council Connect to find out more.

## Recycling Depot open day

Ever fancied seeing what happens to your recycling after we have collected it?

As part of the national Heritage Open Days, residents have a chance to see behind the scenes at the May Gurney Recycling Depot in Keynsham during the morning of **Saturday 10 September 2011**. The May Gurney depot is where weekly recycling is taken to be 'bulked up' before being sent to various places across the UK to be recycled into new products. Contact Council Connect to book a place.

## Second hand furniture sale

Waste Services is organising another second hand furniture sale on **Saturday 15 October 2011**, 10am to 12 noon at the old MOD building (next to the Recycling Centre) at Pixash Lane, Keynsham.

There will be a variety of furniture, all of which has been brought to our Recycling Centres and is in good enough condition for reuse. So, instead of these items being recycled or sent to landfill, we will offer them first to residents.

A selection of furniture such as sofas, coffee tables, cupboards, dining tables and chairs, and chests of drawers will be on sale (cash only) at reasonable prices. A donation will be given to the Chairman of the Council's chosen charities.

See our website or contact Council Connect to find out more.



Buy second hand furniture at great prices at the Keynsham sale

## Bank Holiday reminder

Remember we collect all waste and recycling as usual over all bank holidays except over the Christmas and New Year holidays.



## More batteries please

We still only recycle three per cent of the batteries we buy, yet they contain dangerous metals such as cadmium and mercury which will harm the environment if they're not recycled properly.

Remember that all portable batteries, including the tiny ones used for watches, can be recycled using your green box collection. Place them in a small bag at the top of your green box so our crews can easily see them. We recently had a fire in a recycling collection lorry caused by loose batteries mixed with plastic packaging. Fortunately, it was spotted, the fire brigade was called and no one was hurt, but the lorry was damaged.

Many shops, including supermarkets, also have battery recycling collection containers.



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

## working together for health & wellbeing



# Scott & Beth have gone smokefree so can you!

Last year our specialist and community advisers helped 1,200 people to quit smoking. The help is free and ongoing, why not help yourself and take advantage of it?

The Stop Smoking Service ran a radio campaign from the end of August 2010 till the end of March 2011. A series of adverts ran on Heart FM to promote the Tuesday evening session (6pm – 7.30pm) and the Saturday morning drop-in (10am – 12noon) both at St Martin's Hospital, Bath.

The adverts featured two characters called Scott and Beth. Listeners were able to follow both characters that had recently stopped smoking as they separately told how they were finding life now they were smokefree. Each month there was a different message with a seasonal flavour from Scott and Beth.

Richard Merrett, Manager of the Stop Smoking Service, said: "Rather than just run a number of adverts to promote the group session and drop-in, we wanted to tell a story as well and although the characters were fictional the issues and pressures they faced to remain smoke free were very real.

As a continuation of this radio campaign the Stop Smoking Service developed a poster campaign that commenced in March 2011 for a limited period that featured either Scott or Beth. Posters were strategically placed across Bath and North East Somerset on billboards, bus shelters, talk boxes and on some buses. The posters encouraged smokers to follow the example Scott and Beth and go smokefree.

### I have seen the advert so what can the Stop Smoking Service do for me?

We can offer you FREE advice and support to suit your needs. We will see you individually, in couples or if you prefer you can attend a group session where other people will be on the same journey to becoming smokefree. It's up to you!

Whatever option you choose our service is local so that you don't have to travel far to receive the support you require.

### But I could get my patches from a pharmacy so why should I come to you?

Yes that is true but we offer more than just patches. If you choose to see a specialist advisor then we will support you for at least six to eight weeks depending on your needs.

On the first meeting, the advisor will talk to you about your reasons for stopping smoking and how we can support you to stop. The options of treatment which includes Nicotine Replacement Therapy (NRT) and drugs such as varenicline which are available on prescription, will be discussed so that you can make an informed choice on the way

ahead. You will decide when to stop smoking and we will arrange to see you each week, answer your questions and help you stay stopped.

We are a team of expert NHS professionals who will give you all the support you need. Last year, our specialist and community advisers helped 1,200 people to quit smoking. That's a really good result. ■



## Get in touch

So what are you waiting for! You know you want to quit. Why not contact us today?

Remember! It's never too late to quit and you are up to four times more likely to stop smoking with NHS support.

For more information on making your home smokefree, or quitting smoking altogether give us a call on **01225 831852**, or why not e-mail us at: **healthylifestyleservice@banes-pct.nhs.uk**

# Argentine Tango

Tuesday evenings from 13th Sept  
(Not first Tuesdays in the month)  
Claverton Community Hall, Bath

7.30pm NEW Beginners  
8.30pm Improvers  
9.30pm Practice until 10pm

£6.00 Per Class Members\*  
£8.50 Per Class Non-members  
\*£7.00 Annual Membership

Beginners special Pre-pay  
offer £55 for 10 weeks of  
Beginners Classes includes  
free Annual Membership  
worth £7!!



# Ballroom & Latin Night

Starts 5th Sept - Launch Night

Mondays 7pm-10.45pm

The Guildhall, Bath  
PROFESSIONAL TEACHERS  
THREE CLASSES  
HUGE FLOOR  
GOOD MUSIC

£8 All night Members\*  
£11 All night Non-members  
£4 After 9.30pm  
£3 Students after 9.30pm  
\*£7 Annual Membership



## Assembly Room Dances

Learn to dance, then go and enjoy an afternoon in the Assembly Rooms 3pm-5pm

25<sup>th</sup> Sep 2011  
23<sup>rd</sup> Oct 2011  
20<sup>th</sup> Nov 2011  
18<sup>th</sup> Dec 2011

[www.jamesandjoanna.com](http://www.jamesandjoanna.com)

01225 339342



low-carbon



landfill  
diversion



resource  
recovery

newEARTH  
SOLUTIONS

effective,  
flexible  
solutions

New Earth provides a range of waste management services, including residual waste treatment and food waste composting, which help Bath and North East Somerset Council meet recycling and landfill diversion targets. Using our proven technology we give your everyday waste a "second-chance" to be recycled or composted. Renewable energy generation, using refuse-derived fuels, completes the picture of leading-edge, sustainable resource management at its most adaptable. These processes help minimise the carbon impact our society's modern lifestyle has on our environment.

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



Right care best value

# Easy does it

**A new patient pathway in Bath and North East Somerset will allow for easier diagnosis of heart failure, saving patients stress and NHS money**

**R**adstock resident Doris Smalley didn't know she had heart failure until a community matron detected symptoms during a routine home visit.

"I was breathless and had swelling from my ankles up to my knees, but I didn't know why," says Doris. To have her symptoms diagnosed, she had to travel for an appointment before being seen by a specialist nurse at Paulton Memorial Hospital. It was an anxious time.

"At my age I would rather not have to travel to a clinic and would have preferred home visits," she admits.

Happily, from Autumn 2011 patients such as Doris will no longer have to wait for an ultra sound scan of the heart to diagnose

whether they have heart failure. Instead a new patient pathway in Bath and North East Somerset developed by GPs will mean that patients will receive a simple blood test at home or in a GP surgery and will be informed of the results within 48 hours. Only if the sample is positive will patients have to travel to a clinic for an ultra sound scan.

It is estimated that this new pathway will benefit hundreds of patients a year by allowing them a quicker and easier diagnosis, and save the health system up to £60,000 a year through better use of its resources.

## **Less stress and money**

This is the kind of change to the health system that successive governments have championed through clinical

commissioning. By giving frontline nurses, GPs and specialist doctors more freedom to plan local health and care services, patients can benefit from better services and improved outcomes.

Dr Ruth Grabham, a GP at Newbridge Surgery, Bath, is a member of the new clinical commissioning group being established in Bath and North East Somerset.

"We want to continue improving services for patients," said Dr Grabham.

"In redesigning this pathway we will significantly reduce anxiety for a lot of patients who would otherwise experience uncertainty while they wait for an ultra sound scan when they might not have needed one in the first place." ■

**"This pathway will significantly reduce anxiety for a lot of patients"**



## Improved heart care pathway

- ↳ Patient has suspected heart failure
- ↳ Symptoms are diagnosed in primary care
- ↳ The patient receives prompt on-the-spot blood test
- ↳ Test results returned within 48 hours
- ↳ Only if positive will the patient receive an ultra sound scan of the heart

**Above (left to right):** Suspected heart failure patient Doris Smalley is reassured by community matron Annette Hubbard, Dr Ruth Grabham and heart specialist nurse Christine Bevan

## 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



## Meet the team

In Autumn 2011 local GPs will play a more prominent role in the way health and social care services are planned and delivered to patients in Bath and North East Somerset. The GP team involved in leading this change are:



**Rachel Eade** Practice Manager,  
Grosvenor GP Practice, Bath



**Dr Ruth Grabham**  
Newbridge Surgery, Bath



**Dr Simon Douglass**  
Hope House Surgery, Radstock



**Dr Ian Orpen**  
St James's Surgery, Bath



**Dr Elizabeth Hersch**  
St Chad's Surgery, Midsomer Norton



**Dr Jim Hampton**  
St Michael's Surgery, Bath



**Dr Shan Mantri**  
Sulis Doc

# Taking time out for yourself



## Local scheme recognises the role played by carers and offers them a menu of activities

The 'Give Us A Break' service aims to help unpaid carers by giving them a short break and enjoy something of interest to them. Breaks include fitness, leisure and learning opportunities such as art classes, developing your DIY or computer skills or even pig rearing!

Gareth Williams, 'Give Us A Break' manager says: "We want to make contact with as many carers as possible. Many people don't recognise themselves as carers, but if you give unpaid help to another adult with tasks like washing, cooking, feeding, dressing, housework, shopping and giving emotional support, then you are a carer."

Carers are able to choose what fits with their interests and time. All of the activities provided by the service are free and help with the cost of replacement care or transport can also be made available if these are barriers to carers enjoying the opportunities available. Carers can also choose to attend with the person they care for if they wish.

The service is open to anyone over 19 who lives in Bath & North East Somerset

**"We want to make contact with as many carers as possible."**

and provides regular unpaid care to another adult such as a family member, friend or a neighbour who also lives in Bath & North East Somerset – even if the person being cared for is not currently receiving support from Social Services, or is paying for their care themselves.

"We want more people to recognise the important role they play and benefit from the opportunities that the 'Give Us A Break' scheme can offer," continues Gareth. "It really is such a good scheme and we'd love to see it grow well beyond the current 438 members!"

For more details contact 0800 0739980 or email [giveusabreak@bathnes.gov.uk](mailto:giveusabreak@bathnes.gov.uk) or visit our website at [www.bathnes.gov.uk/giveusabreak](http://www.bathnes.gov.uk/giveusabreak)

# Adult abuse - it's everybody's business

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

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

**01225 396000**

or [Access\\_team@bathnes.gov.uk](mailto:Access_team@bathnes.gov.uk)

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



# CROSS ROADS CARE

Wessex

## PROVIDING QUALITY CARE AND SUPPORT AT HOME

Our professional and committed staff are all trained to give personal care. They are able to administer medication and will help in any way to assist the independence of carers and people who need support to remain in the comfort of their own home.

With the highest Care Quality Commission rating of any homecare agency in Bath you can be sure that you're getting a great quality service and, because Crossroads are a not for profit organisation, we offer real value for money.

Find out how we could help you by calling our friendly team and asking about our services and new, lower hourly rate.

### Tel: 01761 436673

[www.crossroadscarewessex.org.uk](http://www.crossroadscarewessex.org.uk) [enquiries@crossroadscarebathnes.org.uk](mailto:enquiries@crossroadscarebathnes.org.uk)

ASK ABOUT  
OUR NEW LOW  
HOURLY RATE

SAME RATE  
WHATEVER  
YOU NEED AND  
WHENEVER YOU  
NEED US!



# 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](mailto: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](http://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**  
Individual care for individual people

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



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

- Regular visits each week
- Day and night alarm response at the push of a button
- Money advice
- Help with organising repairs, shopping and so much more...



**Bath & North East  
Somerset Council**

Available  
whether you  
own or rent  
your home.

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

**01225 366196**

[www.somer.org.uk/independentliving](http://www.somer.org.uk/independentliving)

\*Somer is a not-for-profit organisation, funded by the local authority to provide this service.

# It's time to apply for schools

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

■ Is your child in Year 6?

If the answer to either of these questions is yes, it's time to start thinking about applying for school places for 2012 for your child.

Children born between 1st September 2007 and 31st August 2008 can start school in September 2012. The closing date for these applications is the 15th January 2012. Children born between 1st September 2000 and 31st August 2001, that is, those in Year 6, can transfer to secondary school in September 2012. The closing date for secondary applications is the 31st October 2011.

For both age groups, apply on line at [www.bathnes.gov.uk](http://www.bathnes.gov.uk) and click on the Schools and Colleges link followed by school admissions. Further information is available from the Admissions & Transport Unit. Phone **01225 394312** or email [admissions\\_transport@bathnes.gov.uk](mailto:admissions_transport@bathnes.gov.uk)

■ Need help to choose?

If you think you may need support to help you make your secondary school application, or to choose the right secondary school for your child, our Choice Adviser may be able to help, depending on your circumstances.

For further info call **Family Information Service** on **0800 073 1214**. You can email [fis@bathnes.gov.uk](mailto:fis@bathnes.gov.uk) or text **07980 998906**



## Extra Help

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

The Parent Partnership Service 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.

**“We help parents make informed decisions about their child's education.”**

We offer impartial information, advice and support to parents whose children are aged between 0-20 years. We can also provide you with support at workshops, our Parents' Forum or on a one-to-one basis if you prefer.

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

To find out more, phone 01225 394294 or 01225 394382 or visit the [www.bathnes.gov.uk](http://www.bathnes.gov.uk) and go to the Parent Partnership pages

## 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 parents 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](mailto:fis@bathnes.gov.uk) or text **07980 998906**



Tackling the causes and effects of climate change

# Save your energy

It is a case of getting everybody actively involved as community projects to promote environmental sustainability are encouraged across our region

**R**etired hotelier David Lambert loves doing his bit to help tackle climate change. He grows his own vegetables and is giving his Keynsham home an impressive eco-makeover, including removing his chimney to eliminate draughts, fitting special taps to reduce the amount of water he uses and using rainwater for domestic cleaning jobs.

“It’s something I feel very passionately about,” he says. “If everyone changed their habits just a little, the wider impact for our community would be great.”

David and his like-minded friends from the Transition Keynsham Group, which tackles wider sustainability projects in the community, created a Sustainable Energy Plan for Keynsham. Earlier this year they became one of eight pioneering ‘Local Energy Champion’ groups supported by Bath & North East Somerset Council.

Across the region, the eight Energy Champion groups have worked with local residents on activities which illustrate how easy it is for friends and neighbours to save

energy and reduce their household bills.

The Local Energy Champions project is one of the Council’s initiatives to support local communities to reduce their carbon footprint. Micaela Basford, Sustainability Officer for the Council, says: “The Council has made excellent progress cutting its own carbon footprint through our staff taking greater responsibility for energy efficiency. We now want to widen our efforts to the whole community.

“The aim is to cut Bath and North East Somerset’s carbon emissions by 45 per cent by 2026 and the only way this can be achieved is by local people of all ages taking on this responsibility.”

To support the community the Council has launched a range of exciting projects. The latest is a special new website, the B&NES Environmental Sustainability Network ([www.sustainabilitynetwork.co.uk](http://www.sustainabilitynetwork.co.uk)), which is open to every single resident to join for free.

It was launched in July 2011 as a way of enabling local people to share ideas, news, and photos, and to discuss topics related

to environmental sustainability across our area. It is already a useful source of information, with active users being able to post their own material related to environmental activities.

“I think the Forum is a great idea,” enthuses David. “It’s great that my Local Energy Champions group – and every resident across the area – can have a presence on it so that local people can log on and find out what we are doing, offer suggestions, ask questions. It’s like a community ideas box, and I think to make a difference we all need to support each other and share our ideas.”

## Making a good start

Over 100 people joined the Environmental Sustainability Network in the first few weeks of it launching. Feedback has been extremely positive. As an added incentive, new members who join before 24th September will be entered into a free prize draw to win a bottle of champagne or a box of Fairtrade chocolates.

The new online Network is just one part of a major campaign by Bath and North East



**Main:** Local interest at Transition Keynsham Energy Group's open day **Below:** David Lambert shares energy-saving ideas **Far below:** Council staff show off the home electricity monitors available for free loan



Somerset Council to battle against the causes and effects of climate change.

The Council is leading from the front and working hard at cutting its own carbon footprint. For example, its 262 drivers have been trained to drive more efficiently, reducing the Council's fuel bill by 10 per cent, with a similar cut in emissions.

**“I think we all need to support each other and share our ideas”**

Historic buildings have been fitted with draught-proofing, new energy-efficient toilets and modernised heating systems. New lighting systems at the Roman Baths reduced energy consumption by 50 per cent, and a trial of the latest street lighting technology has just completed. These changes have made a savings to the Council's carbon emissions, yet the biggest difference will be made by local residents. That's why the Council is encouraging communities to take the lead in cutting their carbon footprints, reduce costs and, ultimately, reduce the effects of climate change for future generations.

The Council's Greener Living website pages suggest many ways residents can make changes. Many people have already used the home electricity monitors which are available to borrow from the area's libraries. Over the three-week loan period residents can see how much energy they are using at home, helping them to cut their energy bills.

“Change made by individuals at home all helps the bigger picture,” says David. ■

## Join today

Bath and North East Somerset  
Environmental Sustainability Network  
[www.sustainabilitynetwork.co.uk](http://www.sustainabilitynetwork.co.uk)

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

## Easy ways to make a start

### Make significant reductions to your energy consumption

■ **Learn from your children.** Local families have been discovering ways they can cut carbon emissions at home, thanks to the Council's Eco-Schools programme. Thirty families were challenged by their children to use an electricity monitor to see how they could make changes.

Year five Chandag Junior School pupil Luke Bishop, whose parents cut their energy consumption by 20 per cent, said: “You could see when people switched things on and what used lots of energy, such as the kettle. I've stopped my brother leaving his radio on when he isn't listening to it!”

Over 70 per cent of our area's schools are signed up to the Eco-schools programme, which aims to make our children more environmentally conscious.

■ **Borrowing a home electricity monitor.** These simple-to-use gadgets are available for loan free of charge from local libraries. They give a real-time read-out of electricity use and cost, allowing householders to see their energy use rise and fall as lights and appliances are switched on and off. Available from Bath Central, Keynsham and Midsomer Norton libraries for three week loans.

■ Did you know that the average household could save up to £250 a year on fuel bills with simple energy saving measures such as turning down the thermostat, closing curtains at dusk and not leaving televisions on standby? **Visit the Council website's Energy at Home page for more simple-to-achieve ideas.**

■ **Bookmark Bath and North East Somerset's brand new Environmental Sustainability Network**, a friendly online forum where local people can share their ideas, news, events and photos, and discuss topics related to environmental sustainability across our community. [www.sustainabilitynetwork.co.uk](http://www.sustainabilitynetwork.co.uk)

# 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. Carers receive an excellent support and training package, as well as a competitive allowance. We are particularly looking for people interested in caring for the following:

### Young people aged 11 and over

Short or longer term full time placements are needed. Those caring for older teenagers are likely to receive up to £400 per week.

### 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 groups of brothers and sisters.



### Brothers and sisters

We are also recruiting people able to care full time for brothers and sisters who need to be kept together. This could be either on a short or long term basis.

### Parent and child foster carers

We are looking for carers to provide specialist foster placements for parents and children. You will need an ability to work in partnership with other people; have strong observation and communication skills and be able to advise, support and assist parents to provide safe care.

Carers receive an excellent support and training package, as well as a competitive allowance of £550 per week.



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



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# Party perfection

BUBBLE CHRISTMAS PARTIES ARE EXCITED TO ANNOUNCE THAT THEY ARE RUNNING THEIR AWARD-NOMINATED 'CHRISTMAS AT THE WINTER PALACE' EVENTS AT BATH RACECOURSE ONCE AGAIN THIS DECEMBER

**T**his year, guests can expect a spectacular and lavish venue filled with truly stunning décor, fabulous food and a massive variety of superb entertainment and activities.

#### This year's entertainment includes:

- Great live band
- Dj and disco
- Karaoke room
- Reindeer bucking bronco
- Fun casino
- Fancy dress photobooth
- Revitalising oxygen bar
- Glitter make-up artist
- Face painting artist
- Head and shoulder massages
- The magic mirror
- Attractive and charming costumed hosts and hostesses
- Dancing Christmas characters

All of these entertainments and activities are included in the ticket price which makes a Bubble Christmas party a great value night filled with lots of fun.

"Despite the terrible weather last year, our seven sell-out nights went off without a hitch and were even more successful than in 2009," says Bubble managing director, Richard Norris.

"The feedback from our guests has been fantastic, but we are still constantly looking to improve our parties even further, so you can rest assured that this year's events will be even more fun than last years," he adds.

Regardless of the size of your group (from 6 to 600 guests) The Winter Palace is the place to enjoy your best Christmas party ever.



"The whole evening was fantastic from the minute we walked through the doors," commented one party-goer. "The atmosphere, music and setting was lovely, and we loved that there was so much to do. The entertainment was great, the staff were friendly and the meal was excellent. It was well worth the money and was so much fun."

Winter Palace 2010 places booked up very quickly, and with last year's events being such a success, tickets are sure to sell out even faster this year, so be sure to book your places soon.

Contact Bubble: **0845 3670020**  
info@bubblechristmasparties.co.uk

**BUBBLE**  
Christmas Parties

www.bubblechristmasparties.co.uk

T - 0845 3670020

## BOOKING NOW

- EARLY BOOKING DISCOUNTS AVAILABLE -

**BATH**  
RACING & EVENTS

Christmas at the Winter Palace  
December 2011

Be Part of the South West's  
Ultimate Christmas  
Party Experience



Bath's Most Stunning Venue  
Quality Entertainment  
Great Party Atmosphere  
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4 Courses of Fine Dining  
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Fun Casino Tables

Revitalizing Oxygen Bar  
Head and Shoulder Massages  
Face Painting & Glitter Makeup

Fancy Dress PhotoBooth  
Karaoke Room  
Dancing Christmas Characters



01225 462234

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

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

### Aa

#### ■ Adoption and Fostering

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

E: [fpt\\_duty@bathnes.gov.uk](mailto:fpt_duty@bathnes.gov.uk)

#### ■ Allotments

No garden? Put your name on the allotment waiting list.  
T: 01225 396906

E: [parks\\_greenspacesadmin@bathnes.gov.uk](mailto:parks_greenspacesadmin@bathnes.gov.uk)

#### ■ Arts and Entertainment

The Arts Development Team supports provision of and participation in the arts in the local area.  
T: 01225 396432

E: [peter\\_salt@bathnes.gov.uk](mailto:peter_salt@bathnes.gov.uk)

### Bb

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

Call the 24-hour automated helpline on 01225 394959, speak to a Benefits Officer, or visit our offices.  
T: 01225 477777

E: [revenues\\_benefits@bathnes.gov.uk](mailto:revenues_benefits@bathnes.gov.uk)

#### ■ Birth Registration

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

E: [register\\_office@bathnes.gov.uk](mailto:register_office@bathnes.gov.uk)

#### ■ Bonfires

Visit the Bonfires page for information on burning considerably.

T: 01225 477551

E: [environmental\\_protection@bathnes.gov.uk](mailto:environmental_protection@bathnes.gov.uk)

#### ■ Building Control

From small extensions to million-pound developments, get in touch with queries about building regulations.  
T: 01225 477517

E: [building\\_control@bathnes.gov.uk](mailto:building_control@bathnes.gov.uk)

#### ■ Bus Passes

The Diamond Travelcard enables free bus travel for residents aged 60 and older, as well as for residents with disabilities.

T: 01225 394041

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

### Cc

#### ■ Cemeteries and Crematoriums

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

T: 01225 396020

E: [cemeteries\\_crematorium@bathnes.gov.uk](mailto:cemeteries_crematorium@bathnes.gov.uk)

#### ■ Child Employment

For info on the type of work school-aged children can do, and how to register if you are an employer.

T: 01225 394228

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

#### ■ Children and Family Care

A range of services and resources are available to support parents and carers in the district to give our young people the best start in life.

T: 01225 395343

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

#### ■ Children Missing Education Service

Providing a wide range of services to schools, children, parents and families, particularly regarding school attendance.

T: 01225 394241

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

#### ■ Children who Perform

For information on how and when to obtain a licence to allow a child to perform.

T: 01225 394167

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

#### ■ Community Learning Service

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

T: 01225 477000

E: [community\\_learning@bathnes.gov.uk](mailto:community_learning@bathnes.gov.uk)

#### ■ Community Meals Service

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

T: 01225 396292

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

#### ■ Council Complaints and Compliments

For suggestions, complaints or compliments about Council services visit the Council and Democracy section at [www.bathnes.gov.uk](http://www.bathnes.gov.uk)

T: 01225 477000

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

#### ■ Council Connect

To report potholes, missed rubbish collections and other general queries, contact Council Connect by phone, text or email.

T: 01225 394041

Text: 07797 806545

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

#### ■ Council Tax Enquiries

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

T: 01225 477777

E: [revenues\\_benefits@bathnes.gov.uk](mailto:revenues_benefits@bathnes.gov.uk)

### Dd

#### ■ Death Registration

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

T: 01225 477234

E: [register\\_office@bathnes.gov.uk](mailto:register_office@bathnes.gov.uk)

#### ■ Development Control – Planning Enquiries

View and comment on planning applications, find out if you need to apply, and request forms and checklists.

T: 01225 394041

E: [development\\_control@bathnes.gov.uk](mailto:development_control@bathnes.gov.uk)

#### ■ Disabled Car Users (Blue Badges)

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

T: 01225 477133 or 01225 477134

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

#### ■ Discovery Card

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

T: 01225 477737

E: [discovery\\_card@bathnes.gov.uk](mailto:discovery_card@bathnes.gov.uk)

#### ■ Dog Warden Service

Contact the service for information about responsible dog ownership and to report dog fouling.

T: 01225 394041

E: [dog\\_warden@bathnes.gov.uk](mailto:dog_warden@bathnes.gov.uk)

#### ■ Drains and Private Sewers

Public sewers are maintained by Wessex Water Services plc. Private sewers are the responsibility of property owners.

E: [environmental\\_protection@bathnes.gov.uk](mailto:environmental_protection@bathnes.gov.uk)

### Ee

#### ■ Educational Psychology

Providing a range of training for teachers, learning support assistants, parents and others.

T: 01225 394901

E: [psychology\\_service@bathnes.gov.uk](mailto:psychology_service@bathnes.gov.uk)

#### ■ Electoral Registration and Elections

For queries on voting rights, or other election matters.

T: 01225 477333

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

#### ■ Energy Efficiency for the Home

Free advice and information about improving the energy efficiency of your home.

T: Energy Saving Trust 0800 512012

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

### Ff

#### ■ Family Information Service

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



01225 462234

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

T: 0800 073 1214

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

#### ■ Fly Tipping

Find out about fly tipping and how to report it.

T: 01225 394041

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

#### ■ Food Safety

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

T: 01225 477508

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

#### ■ Footpaths and Bridleways

Report damages and enquire about gritting.

T: 01225 477532

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

## Gg

#### ■ Garden Waste

Details of garden-waste collection days and charges.

T: 01225 394041

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

#### ■ Grass Cutting

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

T: 01225 394041

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

#### ■ Graffiti Removal

Contact the Council should you need graffiti removed.

T: 01225 394041

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

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

Report urgent gritting queries to Council Connect.

T: 01225 394041

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

## Hh

#### ■ High Hedges

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

T: 01225 394041

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

#### ■ Housing Services

**Housing Options and Homelessness Team**

T: 01225 396296

**Homesearch Team**

T: 01225 396118

**Housing Standards Team**

T: 01225 396444

**Housing Improvements Team**

T: 01225 396444

## Ii

#### ■ Information

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

T: 01225 477000

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

Exclusive local news stories and practical information.

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

## Jj

#### ■ Jobs with the Council

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

T: 01225 396409 (24hrs)

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

## Kk

#### ■ Kennels, Catteries and Stables

For details of licensed animal boarding establishments.

T: 01225 477531

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

#### ■ Kerbs, Dropped

Dropped kerbs must be built to specific standards.

T: 01225 394041

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

## Ll

#### ■ Leisure Centres

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

T: 01225 486905

Memberships: 01225 486914

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

T: 01225 486902 (office hours)

T: 01225 480882 (opening hours)

**Keynsham Leisure Centre**, Temple Street,

Keynsham BS31 1HE

T: 01225 395164

**South Wansdyke Sports Centre**, Rackvernal Road,

Midsomer Norton BA3 2UG

T: 01761 415522

#### ■ Libraries

Locations, opening times and all library services.

T: 01225 394041

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

#### ■ Licensing

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

T: 01225 477531

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

#### ■ Listed Building and Conservation Area

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

T: 01225 477000

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

#### ■ Local Plans

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

T: 01225 477548

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

#### ■ Local Land Charges

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

T: 01225 477432

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

## Bath Record Office

### Family histories

Were your family from Bath? If you are inspired by the BBC's *Who Do You Think You Are?* to find out more about your family history, start at Bath Record Office. This Guildhall-based service collects local historical records which are free to view by the public. A massive three kilometres of shelving are filled with records dating from the 12th century to the present day. Bring your family documents and the recollections of relatives, and the Record Office can help you complete the jigsaw. Parish registers of baptisms, marriages and burials date back to the 16th century. Wills, Voter's Lists, street directories, registers of schools, trades, Poor Relief; and court and police records also hold vital information.

If it all sounds too overwhelming, the Record Office staff are happy to advise anyone wanting to use the documents. For opening times and contact details visit [www.batharchives.co.uk](http://www.batharchives.co.uk)



## Council Connect

### HMRC at the Guildhall

HMRC (HM Revenue & Customs) public enquiry centre is now available at the Council Connect Offices at The Guildhall, Bath.

The centre provides free help and advice to individuals and businesses on a range of services including: income tax; national insurance; tax credits; the Business Payment Support Service; VAT; pensions and self assessment, along with many other topics. It also offers support on how to complete forms, and help with accessing online services.

The move, from Royal Mead, Place, Bath, earlier this year, increases the services offered at Council Connect offices, which include Social and Housing Services and Planning Services, making it easier for residents to get more information or multiple services all in one place.

HMRC opening hours are: 9.30am to 4pm on Mondays, Wednesdays and Fridays. To pre-book an appointment call the Taxes Helpline on 0845 300 0627.

enquirycentre



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**Local Sports**

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

**Mm**

**Markets and Street Trading**

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

**Museums and Art Galleries**

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

Victoria Art Gallery (closed Mondays)  
 T: 01225 4772422  
 E: [Victoria\\_enquiries@bathnes.gov.uk](mailto:Victoria_enquiries@bathnes.gov.uk)

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

**Nn**

**Noise Control**

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

**Pp**

**Parking Services**

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

**Parks and Open Spaces**

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

**Pavements and Road Maintenance**

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

**Pest Control**

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

**Planning Applications**

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

**Pollution**

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

**Premises, Licensing of**

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

**Public Transport**

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

**Rr**

**Record Office**

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

**Recycling and Waste**

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

**Register Offices**

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

**Road Faults and Potholes**

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

**Road Safety**

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

**Ss**

**School Admissions**

We deal with applications and can advise about your right of appeal, as well as home-to-school transport.  
 T: 01225 394312  
 E: [admissions\\_transport@bathnes.gov.uk](mailto:admissions_transport@bathnes.gov.uk)

**Shopmobility**

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

**Social Services**

Visit the Health and Social Care pages on the website for information and advice.  
 T: 01225 396000 (for adults over 18 during the day)  
 T: 01225 477000 (for children)  
 T: 01225 396000 T: 01454 615165 (out of hours emergencies about adults or children)  
 T: 0808 800 4444 (emergency housing advice, contact

the Shelter England 24-hour freephone advice line)

E: [access\\_team@bathnes.gov.uk](mailto:access_team@bathnes.gov.uk) (adults)  
 E: [children\\_family@bathnes.gov.uk](mailto:children_family@bathnes.gov.uk) (children and families)  
 E: [housing@bathnes.gov.uk](mailto:housing@bathnes.gov.uk) (housing)  
 Alternatively, visit us at Council Connect:  
 The Guildhall, High Street, Bath BA1 5AW  
 Riverside, Temple Street, Keynsham BS31 1LA  
 The Hollies, Midsomer Norton BA3 2DP

**Street Cleaning**

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

**Street Lighting**

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

**Student Action Line**

T: 01225 396996  
 W: [www.townandgown.org.uk](http://www.townandgown.org.uk)

**Tt**

**Taxis and Private Cars – complaints**

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

**Toilets**

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

**Tourist Information**

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

**Trading Standards**

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

**Travel Information (Traveline)**

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

**Twitter**

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

**Yy**

**Youth Services**

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

**You Tube**

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



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## GREAT EVENTS REGULAR MARKETS UNIQUE SHOPS

- Saturday Market & Farmers' Market
- Monthly Vintage & Antiques Market - Last Sunday of the month



w [greenparkstation.com](http://greenparkstation.com) e [gps@ethicalproperty.co.uk](mailto:gps@ethicalproperty.co.uk)  
p: 01225 787910 a: Green Park Road, Bath, BA1 1JB

**Bath & North East Somerset Council**



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BATH, 2010

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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!

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

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



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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

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

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- ✓ Plenty of free tasters
- ✓ GM free
- ✓ No unnecessary packaging

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



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Our new café 'The Trough' serves teas, coffees, soft drinks, ice creams, snacks and cakes. Fair trade options are available. We have free-range meat and eggs, vegetables and soft fruits on sale (when in season), plus some pocket-money priced souvenirs to take home. You can hire children's activity back packs (small charge) with information, games, a bug hunt and orienteering exercises. Our new natural play-space opens at the end of August.



Tel: 01225 481269

[www.bathcityfarm.org.uk](http://www.bathcityfarm.org.uk)

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Contact: **Lisa Kelly**  
t. 01225 475800  
e. [lisa.kelly@mediaclash.co.uk](mailto:lisa.kelly@mediaclash.co.uk)



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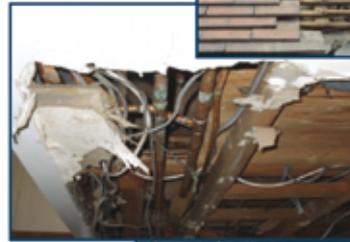
When your bathroom is flooded due to a leaking bath, or the tumble dryer self ignites life is turned upside down. Making insurance claims, getting quotes and organizing repairs are complex and time consuming. Fortunately Bath area residents can now rest easy.

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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.'

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Meet the...

# bereavement services manager

Supporting those in grief, keeping 32 acres in pristine order, and choosing just the right funeral music is all part of **Tracey Mock's** day



**W**orking at a local cemetery means that we meet bereaved people every day. Grief encompasses a wide range of feelings...

including shock, pain, anger, guilt and longing. Some people come in crying, others shouting. It's our job to always be compassionate and professional.

Of course, not everyone we meet is tearful. Many visitors come to Haycombe Cemetery and Crematorium to enjoy the peace and serenity. Haycombe is beautiful. It is four times winner of the national Green Flag Award which honours the best open spaces in the country.

## A perfect ending

As Bereavement Services Manager, I work closely with a team of 18, based at Haycombe. Our job is to ensure the smooth running of both Haycombe Cemetery and Crematorium, together with 31 closed cemeteries and churchyards in the area ('closed' meaning that no new graves are available there).

We hold around 1900 cremations and 500 interments a year, and usually carry out over 10 services every day, plus maintaining over 32 acres. Four grounds staff based at Haycombe Cemetery do the grave digging, weeding and pruning in the gardens. Another team of four do a tremendous amount of grass cutting in the closed cemeteries and churchyards.

The funeral service is a very important part of the grieving process. It is the last thing that anyone can do for their loved one and, although tears are shed, many people find it a positive step towards healing.

We work with ministers and funeral directors. We play appropriate music and ensure everyone is seated, then it's our job to retire out of the way; almost invisible but there to help if required.

**"We are extending the grounds into another field, expanding the cemetery by at least a third"**

People ask how I cope with the sadness of my job. We empathise with grieving families but try not to be caught up in their grief because we need to remain professional. Services for babies can be very emotive. In one service, a mother read out a letter that she had written to her baby which was so touching that a tear fell down my cheek. I had to move away for a few moments to compose myself.

## Looking to the future

We are extending the grounds at Haycombe into another field, expanding the cemetery by at least a third. Since opening in 1937, it has had over 22,600 interments. The

expansion should provide space for an estimated 50 further years.

We are already preparing the ground: cutting the grass which is long and wild; removing railings so the old cemetery flows seamlessly into the new. New trees will be planted later this year, which will be available for sponsorship. It will be officially opened for use in March next year.

To bring our cemetery into people's everyday lives, I'm keen to organise a 'Friends of Haycombe' group. This would enable people to help at organised events, or perhaps run a wildlife tour. We would welcome volunteers to get in touch.

Despite the sometimes gloomy nature of our job, I thoroughly enjoy it. It's satisfying to help people when they may need it most. ■

**If you would like advice on the services we provide or are interested in volunteering, please call 01225 396020; or email [cemeteries\\_crematorium@bathnes.gov.uk](mailto:cemeteries_crematorium@bathnes.gov.uk)**

**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](http://www.bathnes.gov.uk/jobsandcareers)

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

**STAY INFORMED**

For more information, visit go to [www.bathnes.gov.uk/cemeteries](http://www.bathnes.gov.uk/cemeteries)

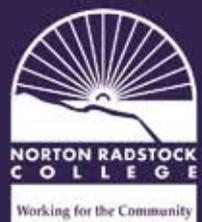


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Newbridge, BA1 3HF

Sales **01225 339622**

9 Wellsway,  
Bear Flat, BA2 4QL

Sales **01225 310570**

10 Temple Street,  
Keynsham, BS31 1EG

Sales **0117 986 9000**

Lettings **0117 986 4293**



## SERVICES

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