

# Bath and North East Somerset

**Registration Service**

**Service Delivery Plan**

**April 2018**



Here to mark the important events in your life.

## CONTENTS

**Registration District of Bath and North East Somerset**

**Service Provision**

**Introduction and Background**

**Service Delivery**

**The Registration Services Team**

**Team members**

**Customer Service**

**Suggestions and Complaints Procedure**

**Performance Monitoring and Service Standards**

**Staff development and Training**

**Operational Targets for the Year**

**Accounting and Stock Control**

**Equality Issues EIA’s**

**Risk Assessments**

**Business Continuity Plan**

**Bath and North East Somerset Council**

Registration District of Bath and North East Somerset

Service Provision

The Register Office and administrative centre for the Service is located at The Guildhall, Bath. There are three outstations located at Midsomer Norton, Keynsham and the Royal United Hospital, Bath. An appointment system is in operation at all offices

### Marriages and Civil Partnerships

To give notice of marriage or civil partnership consult the Superintendent Registrar.

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| District | **Registration Service Manager and Superintendent Registrar** | Register Office | Attendance |
| Bath and North East Somerset | The Superintendent Registrar | The Guildhall  High Street  Bath  BA1 5AW  Tel: 01225 477234 | Monday, Tuesday, Wednesday and Friday 09:00 to 16:30  Thursday 09:30 to 16:30  By appointment only |

## Registration of Births, Deaths and Still-Births

To register a birth or death consult the Registrar for the sub-district in which the birth, death, and still-births occurred.

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| Sub-District |  | Offices | Attendance |
| Bath and North East Somerset | District Registrar and Registration Team Leader  Registration Team Leaders  Senior Registration Officers, Deputy Superintendent Registrars and Deputy Registrars  Registration Officers, Deputy Superintendent Registrars and Deputy Registrars  Team of Registration and Ceremonies officers | The Guildhall  High Street  Bath  BA1 5AW  Tel: 01225 477234  Keynsham  Civic Centre  Market Walk  Keynsham  BS31 1FS  Tel: 01225 477831  The Hollies  High Street  Midsomer Norton  Tel: 01225 396545  Royal United Hospital  St Martins Road  Bath  Tel: 01225 821593 | Monday, Tuesday, Wednesday and Friday 09:00 to 16:30  Thursday 09:30 to 16:30  Tuesday 09:00 to 16:30  Thursday 09:00 to 16:30  Wednesday and Friday  09:30 to 16:30  Monday, Wednesday and Friday 09:00-16:30  Thursday 13:45-16:30  All offices by appointment only |

If more convenient particulars of a birth or death may be given to any registrar at any office location throughout England and Wales who will pass this information on to the registrar for the sub-district in which the birth or death occurred. It is the responsibility if the district where the birth or death occurred to issue the certificate.

Certificates of Birth, Deaths, Marriages and Civil Partnerships

To obtain a certificate of a birth, death, marriage or civil partnership that occurred in Bath and North East Somerset please telephone 01225 477234 or attend in person at the Guildhall.

The repository is located in the Guildhall Bath and a dedicated team produces copy certificates and carries out related historical searched.

To obtain a certificate of a birth, death, marriage or civil partnership that occurred elsewhere in England and Wales please contact the Register Office in the district where the event occurred or the General Register Office for England and Wales on 0330 123 1837.

**Introduction and Background**

1. The Registration Service in Bath and North East Somerset is delivered by Bath and North East Somerset Council in partnership with the General Register Office. The council is legally obliged to provide for:-

* The registration of births, deaths and still-births.
* The attesting of the legal notices of marriage and civil partnership.
* The registering of marriages and civil partnerships and conversions.
* The custody of historic registers for births, deaths and marriages.
* The issue of copy certificates from these registers.
* Citizenship ceremonies.

The Registration Service provides discretionary services including:-

* Naming Ceremonies.
* Renewal of Vows Ceremonies.
* Nationality Document Return Service – NDRS
* Joint Citizenship Passport Application Process - JCAP

1. Tell Us Once’ (TUO) continues to be a valued service to our customers. The principle behind TUO is to provide an easily accessible service developed to allow informants to notify numerous departments both nationally and within the council about the death or birth. This has proved extremely popular and successful for informants attending a registration. Tell Us Once not only saves time and effort for our customers but also potentially saves the council thousands of pounds per annum in administration costs.
2. The Registration Service embraces the ‘Good Practice Guide’ and the Public Protection and Counter Fraud – PPCF – guidance which contain directives and standards laid down by the General Register Office to put the customer first as the key component of the service. Measuring achievement against these directives provide an excellent way of understanding service delivery and achieving continuous improvements.
3. Under the arrangements for local governance of the Registration Service, the Council has made a commitment to deliver the service to reflect the needs and expectations of customers and the rights of the general public, in line with the national standards set out in the Code of Practice and the Good Practice Guide and within statutory time limits.
4. The Director for Customer Services holds the statutory post of Proper Officer for the Registration District of Bath and North East Somerset. The Proper Officer is appointed by the council (under the provisions of the Local Government Act 1972) to manage the Registration Service and has the overall responsibility for the delivery of the service.
5. The Proper Officer and Senior Statutory Officers of the Registration Service work in partnership with the General Register Office Account Manager to ensure the highest standard of registration practice and service are achieved.
6. The Registration Service is committed to the One Council Strategy, and is part of the Customer Services Directorate which is key to delivering greater communication between all services available to our customers.

The Register Office will champion Bath and North East Somerset 2020 vision:-

**‘Bath and North East Somerset will be internationally renowned as a beautifully inventive and entrepreneurial 21st century place with a strong social purpose and a spirit of wellbeing, where everyone is invited to think big – a ‘connected’ area ready to create an extraordinary legacy for future generations’ (2020 vision)**

We will do this by putting residents at the heart of everything we do; only promising what we can deliver, being creative and innovative and aiming for excellent at everything we do.

The Registration Service will achieve this by:-

* Delivering registration services at four delivery points to achieve high levels of customer satisfaction and legal compliance.
* Promoting ceremonies and Bath and North East Somerset venues as venues of choice, expanding income opportunities and boosting the local economy.
* Working with the community to ensure services are accessible including the introduction of online appointment booking and other online services, and implementing new discretionary services in partnership with GRO or other partners such as the Nationality Document Return Service- NDRS and the Joint Citizenship application process - JCAP.

**Service Delivery**

Bath and North East Somerset is a unitary authority with a population of approximately 200,000. The population is predicted to grow significantly up to 2025 as the Council has been tasked with providing a further 18,500 homes by that date. This growth in population will impact on the Registration Service in terms of an increase in service demand estimated to be in the region of 10% during the same period.

Throughout the last 12 months the Registration Service has worked to implement and develop systems and procedures to ensure consistently high standards and a professional service to our customers and partners. The Registration Service is committed to continue this process to raise standards of delivery. New flexible ways of working embedded since the service review in 2016 has meant that all Registration Officers can register from every office and are trained in all aspects of registration to provide service excellence for the customer and more flexibility and resilience across the Service.

A rolling training programme and e-learning via the GRO site and corporate learning ensures statutory standards are met. Annual professional development interviews and technical assessments will be conducted for all registration officers and ceremony officers. The training and assessment programmes will ensure that officers are fully flexible, able to deliver the same standard of excellence throughout the district and ensure that the needs of the customer are met.

**The Guildhall**

Monday, Tuesday, Wednesday and Friday – 09.00 to 16:30, Thursday 09:30 to 16:30

The accommodation within the Guildhall comprises of, 4 dedicated offices to register births, deaths, still-births, notices of marriage and civil partnership and other registration duties. The repository is situated in the basement area of the Guildhall. There are 3 ceremony rooms and the statutory Register Office for ceremonies. The Russell Room is licenced for ceremonies of 14 people, the Abbey View Room for 25 people and the Alkmaar Room for 120 people. The reception area in the foyer of the Guildhall is shared with the Guildhall management team and there is the General Office which is our administration centre. There are two adequate waiting areas and access to a baby changing area, restrooms and a disabled restroom.

**The Hollies**

Wednesday and Friday 09:00 – 16:30

The Registrar’s Office is situated on the lower ground floor with staircase and lift access for customers within the Hollies, Midsomer Norton one stop shop. There is access to public amenities, restrooms and baby changing facilities.

**Keynsham Civic Centre**

Tuesday 09:00 to 16:30

Thursday 09:00 – 16:30

The Registrar’s office is situated on the ground floor within the Library one stop shop and has access to refreshment facilities and restrooms.

**RUH, Bath**

Monday, Wednesday and Friday 09:00 – 16:30

Thursday 13:50– 16:30

The Registrar’s office is situated on the ground floor of Bath and Wessex House next to the hospital bereavement office, and we work closely with the bereavement staff to support informants and ensure high standards of registrations.

1. An appointment system is operated for all offices, although there is the facility to see walk in customers every day at the Guildhall.
2. Customers make appointments to visit the office of their choice at their convenience during opening times, to register events, to give notice of marriage or civil partnership and other related registrations services. Customers can book marriages, civil partnership conversion ceremonies, and discretionary ceremonies of naming and renewal of vows.
3. We have three ceremony rooms in The Guildhall which are managed by the Registration Service.
4. The Statutory Ceremony Rooms are available for marriages Tuesday and Wednesday mornings. This ceremony is offered for a couple and two witnesses.
5. The Russell Room offers ceremonies Monday to Thursday 10:00 – 16:30. This facility allows for a couple and 12 guests.
6. The Abbey View Room offers ceremonies Monday to Saturday 09:00 – 17:00. This facility allows for a couple and 23 guests
7. The Alkmaar Room offers ceremonies Monday to Saturday 09:00 – 17:00. This facility allows a couple and 118 guests.
8. Citizenship Ceremonies are held in the Alkmaar Room the third Wednesday of every month. The Chair of the Council attends and gives each new British Citizen their Naturalisation Certificate and a gift from the Council. Private Citizenship Ceremonies are available for individuals or family groups upon request and The Chair of the Council attends whenever possible.
9. The District currently has 36 Approved Venues licensed for marriages and civil partnerships and we are continually working to increase this number. Over the last 12 months we have increased our visits to developed strong working relationships with our venues to ensure excellence at our ceremonies.
10. The Council website provides further information for the public on emergency registration requirements as well as general information regarding the services provided during normal working hours. It also contains a comprehensive list of all approved premises with links to their websites and there is a web virtual tour of the Guildhall ceremony rooms.
11. The offices are fully computerised and networked with each registration officer having their own computer, printer and telephone connection. The General Office has individual workstations for registration officers and staff in the General Office access two printer stations and a networked printer and photocopier.

**The Registration Services Team**

1. Registration Services Manager and Superintendent Registrar reports directly to the Proper Officer and is responsible for strategic planning. She leads the Service, identifies and develops co-operation and collaboration with other key stakeholders and departments across the Council and the wider community. She has control of the budget and promotes joined up efficient customer focused services to the highest standard of excellence. She measures Key Performance Targets against the Good Practice Guide produced by the General Register Office, identifies risks to the service and develops opportunities to help generate income. She also undertakes the statutory responsibilities of the post and provides leadership, guidance and direction to achieve the highest standards of registration practice across the Service.
2. The District Registrar for Births, Deaths and Marriages and Registration team leader undertakes the statutory responsibilities for the district and provides leadership, guidance and direction to achieve high standards of excellence across the district. She holds statutory responsibility for all current registers and secure stock.
3. The Registration Team Leaders are multi-skilled officers who provide leadership and manage the Service and staff. They are responsible for ensuring the full range of statutory and discretionary registration services are undertaken within the statutory timeframes and that staffing levels and training are reviewed and developed to meet demand and expectation.
4. The Senior Registration Officers are multi-skilled officers, carrying out all registrations, attesting notices, conducting statutory and discretionary ceremonies, issuing copy certificates, undertaking corrections and all other related statutory registration tasks. They deliver the Tell Us Once service. SRO’s engage with and support the development of the Service to achieve excellence, and contribute to the PPCF, Customer Service Strategy and KPT’s.
5. The Registration Officers are multi-skilled officers who support the Senior Registration Officers. They deliver the Tell Us Once service and carry out general core administration tasks in the general office. They deliver the NDRS and JCAP service along with the Registration Team Leaders
6. Our Ceremonies Registration Officers deliver and register marriages and civil partnership ceremonies throughout the district. They record and check registration of marriages and civil partnerships on RON. They also deliver the discretionary ceremonies.

**Customer Service**

1. The Registration Service continues to deliver a service of excellence and has the Customer as the focus of all we do. The Service is part of the Customers Services Directorate and continues to develop more efficient ways of ensuring Customer Service Excellence. The Customer Service Directorate holds the Customer Service Standards Award. The Customer Service Excellence Award is given to an organisation recognised as achieving Customer Service Excellence against proven criterion; the organisation must be successfully assessed and certified against the required standards.
2. Customer book birth and death appointments via specially trained customer service officers within Council Connect. A high percentage of birth and death calls are now answered and resolved immediately, ensuring a much improved service for the customer. Customers can also book these appointments online via the Council website.
3. Other appointments, ceremonies bookings and other enquires are answered by our the Registration Officers, although giving of notice appointments, booking ceremonies and payments for ceremonies will be available online in 2018.
4. NDRS and JCAP appointments are available in the Guildhall daily. This may be extended to other service points in 2018-2019

1. Each main office continues to have a direct line used mainly for non-customer calls.
2. The Service has retained a customer facing presence in the reception of The Guildhall to ensure all customers, those with and those without appointments are seen by a Registration Officer at the first point of contact.
3. Appointment times have always been set to provide the best service to customers within the current financial constraints. With our new on line booking system, all appointments are being streamlined to 40 minutes per appointment with the exception of NDRS and JCAP appointments which are 30 minutes and 15 minutes respectively. The Guildhall office is now open during the lunchtime period providing a continuous and more professional service to the customer. The number of appointments at each office has either remained the same or increased in line with customer demand. The Service will continue to monitor and evaluate the delivery of the Service and adapt to customer need and expectation, and we have increased the provision at Keynsham due to the temporary relocation of the Bristol hospice in Keynsham.
4. The Service has a very good working relationship with the Coroner, his office team and the coroner’s officers to ensure the best customer service possible. Relationships with other key stakeholders including hospital bereavement unit, hospices, undertakers and approved venues are positive and well maintained
5. The Service has developed a strong working relationship with the surrounding district to share good practice and address any issues to provide wider consistency for the customer. There are regular meetings between the districts.
6. The service provides ceremonies outside of the traditional times with ceremonies available from 07:30 to 23:00.

**Suggestions and Complaints Procedures**

Bath and North East Somerset Council has a corporate policy on both feedback and complaints which can be found on the Council website.

1. When a complaint is received into the service it will initially be investigated and responded to by the Registration Service Manager or the Registration Team leaders. If the complainant is unhappy with the outcome, the Proper Officer will review and respond – stage 2. If the complainant is still dissatisfied this can be taken to Stage 3 of the formal complaints procedure and finally an appeal can be made to the Local Government Ombudsman.
2. Suggestions are welcomed in the Registration Service and customer comment cards are available within the Register Office for anyone wishing to comment on any aspect of the service they have received. All comments are reviewed by the Service Management Team and acted upon where appropriate. In addition to this the Service runs customer satisfaction surveys on the website and manually at point of service three times a year. Results of this survey are made available in the annual report. There is also the facility for feedback on our webpages.
3. Letters and cards of thanks are kept in a plaudits file and some are displayed on our notice board in the waiting area along with the KPT’s.
4. Our Registration Officers will coordinate our customer feedback in line with the Council’s corporate Customer First programme.

**Performance Monitoring and Service Standards**

1. The Council actively seeks to provide a customer focused and cost effective service which meets statutory requirements and the standards within the Good Practice Guide.
2. The Registration Service submits Section 24 reports in relation to suspicious marriages. A record is kept of the number of Section 24 reports submitted and included in the monthly statistics.
3. The Certificate team are confident in the use of the GRO Guide to Reporting Suspicious Applications for Birth Certificates. Birth certificate applications are checked against the guide and those, for which they have suspicions, are reported. A record is kept of the number of suspicious applications reported and included in the monthly statistics.
4. A rolling training programme has been set up for all staff and all staff are required to complete the e-learning programme on a two year basis.
5. The Bath and North East Somerset Registration Service Team meets all Local Authority and GRO legal responsibilities and obligations in respect of the security and sharing of data, including ensuring the integrity and security of the RON system.

1. A robust system is in place to manage the licensing of Approved Venues for marriage and civil partnership. Controls are in place to manage the expiry and renewal process for re-licensing.
2. A thorough, well documented system is in place for reminders to register outstanding births after 28 days with a second reminder before a requisition is issued after 42 days.
3. The District Registrar monitors and manages the re-registrations and corrections in the district.

The Registration Service will:-

* Continually strive to improve services as a result of self-assessment compared to the national criteria outlined in the Good Practice Guide.
* Continue to provide a value-for-money, prompt and efficient service of excellence.
* Listen, value and use customer feedback, both positive and negative, to identify good service and practice, monitor performance, make continuous improvements to service standards and increase customer satisfaction.
* Continue to signpost services for the people of Bath and North East Somerset

* Ensure that we are able to communicate with all people wishing to use the service in the community by providing information in languages other than English where requested.
* The Registration Management Team will continue to ensure the service responds promptly to legislative and technical changes, ensuring guidance, updating procedures and provide training.
* The Registration Service has formally adopted the National Technical Standards as the standards against which assessments will be made. Work is under way to review guidance documents, procedures and training, to ensure full compliance with the standards. Any areas for improvement will be highlighted and addressed by the management team and support and training provided if required.
* The Registration Service Manager will ensure that registration standards of professional practice are achieved through quarterly copy checking, monitoring corrections and assessments. Spot checks are undertaken to monitor and ensure that accurate and timely cashbook entries are completed in line with current financial procedures.
* The Registration Service Manager will monitor the key performance targets required by the Registrar General and Bath and North East Somerset Council on a monthly basis and discussed with the Proper Officer. The results are on view to the public on the notice board in the foyer of the Guildhall. Any areas for concern are addressed.
* Monthly check are undertaken to identify any errors in the collection of statistics or other issues requiring action.
* The Annual Performance Report, Service Delivery Plan and Customer Survey Summary will be displayed on the Council website.

**Staff Development and Training**

1. Staff development and training will continue to be given a high priority to ensure that the best registration practice and customer service is provided throughout the Registration Service in Bath and North East Somerset.
2. All registration staff receives an annual appraisal as set out by the Council which includes the Council’s behaviours framework. Appraisal objectives are linked to the Service Delivery Plan and the personal and technical development of the individual training needs are identified. Staff have regular one-to-one’s with their line managers.
3. The Registration Service’s priority is to provide high quality training and support for newly appointed officers.
4. Training and development will be provided to meet the needs of established personnel and respond to changes in legislation and new initiatives. This training will be organised in the most cost efficient manner.
5. General Register Office training tools are used for training delivery and assessment of Registration Officers. Staff are encouraged to use the new e-learning modules as part of their continued professional development. Staff also have access and attend many of the wider training modules and sessions provided by the Council to broaden their knowledge and engagement.
6. We will continue to develop, review and revise the training and development programme, the format for induction, the content of standard courses for newly appointed officers and the range of other training and development opportunities to meet the needs of staff.
7. Staff undertake the Council’s mandatory training programmes such as Information Governance and Project Griffin and we provide group training for the entire team where required to influence change and provide continuous improvement.
8. The Bath and north East Somerset Registration Service will continue to be well represented on the South West Group for Registration and at the GRO user group.
9. The Bath and north East Somerset Registration Service engages with the National Accredited Programme and has both a verifier and an assessor within the Service that supports 3 candidates from the registration team in Bath and North East Somerset and also assessors and candidates from other districts.

**Operational Targets for the Year**

The Registration Service is committed to providing the highest standards of technical registration and customer service as set out by statute and in the Good Practice Guide, responding to the changing needs of the customer within the tight financial constraints faced by the Council.

The key targets for the year are:

1. To develop a Registration Service of Excellence.
2. To continue to develop the skills, competence and confidence of all staff employed within the registration service to enable them to carry out their duties using an individual rolling training programme.
3. To develop the online booking of appointments for notices of marriage and civil partnership.
4. To introduce online certificate applications and online payments and bookings of ceremonies.
5. To produce birth and death registration procedures to ensure there is consistent practice across the service in line with the technical standards.
6. To introduce a programme of assessment of registration officers using the GRO assessments for all registrations and giving of notices.
7. To introduce the assessment of registration officers and ceremony officers registering marriage and civil partnership registrations and conducting ceremonies.
8. To ensure all registration officers are confident with identifying potential sham marriage or civil partnerships and completing section 24 reports and provide refresher training as required.
9. To review customer satisfaction surveys to ensure they meet the key performance target requirements and revise as necessary, and use the information collated from customer satisfaction surveys, customer demand, market research, complaints and comments to improve, develop and market the registration service.
10. To incorporate improved promotional materials and evaluate and improve website information.
11. To work together with other council services to promote ceremonies within our public buildings across the district.
12. To enable all registration officers to promote and market discretionary ceremonies which provide more choice to customers and generate valuable income for the service.
13. To continue to monitor and evaluate IT provision and the Stopford booking system, to improve efficiency and help to streamline processes and procedures.
14. To increasing our income through licensing new Approved Venus and increasing the number of ceremonies.
15. To monitor the income and expenditure closely in order to manage the service within a reduced budget and increase income targets during the coming year and to continue to be proactive in seeking income generating opportunities.
16. To offer full support of the NAP qualification through candidates, assessors and Internal Verifier support from within then Bath and North East Somerset Service.
17. To support the well-being of the staff in the Service by offering direct coaching and health and well-being support in line with Bath and North East Somerset Council policies.

**Accounting and Stock Control**

Bath and North East Somerset Registration Service has one Strong Room located in the basement of The Guildhall with individual fire proof cabinets situated in each office. Current stock which is in use is held within the fireproof cabinet s within the general registration office and the ceremonies office. These cabinets are kept locked at all times and there is restricted access to the cabinets and the individual offices. Access to each registration office can only be achieved by a punch code or swipe entry system.

Registrars transfer completed register pages into their registers at the completion of each registration.

Bath and North East Somerset Registration Service was reviewed in 2017 and within the scope of the review, the GRO Compliance and Performance Unit team concluded that overall the Bath North East Somerset registration service has now achieved high security in relation to the arrangements around the receipt, storage and use of the secure certificate stock and registration records held as assessed against the criteria. This is the highest award that can be achieved.

Disposal certificates are clearly annotated as to the address the Part C should be returned to and each registrar holds and checks their own counterfoils.

The District Registrar is accountable for the secure stock and keeps records of all stock up to date on Excel spread sheets. Stock is recorded on the system on receipt, ensuring all certificates ordered have been received, checking serial numbers of each pack of certificates, and there is an individual certificate checks when the book of certificates is taken into use. Spot checks are conducted to ensure all stock held in the Strong Room has been accounted for.

Electronic cash books are maintained using the current GRO cashbook as a model. This is completed at the end of each working day. All monies are banked as per the current Council system.

In addition a record is maintained for the receipt of fees regarding Marriages and Civil Partnerships, Conversions, Change of Name and other non-statutory services electronically and via the Council’s core payment system, Civica.

All monies received by the Registration Service are credited to separate ledger accounts which can then be used to balance and monitoring of the budget.

An annual return is made to GRO to monitor the secure stock issued and retained and this remains part of standard procedure.

All other financial arrangements, cash handling, banking and monitoring procedures have been audited by the Council Audit Section in 2017 and found to be in line with all Council and audit requirements. The audit ensures standards are met and protocols adhered to.

**Equality Issues – Equality Impact Assessments**

All equality issues have been assessed and Impact statements entered on to the Council’s corporate EIA register.

**Risk Assessments**

All risks are re-assessed quarterly on Council’s corporate Risk Assessment Register.

**Business and Service Continuity Plan**

The Service has an overarching business continuity plan which links into the Council’s main business continuity plan. Copies are held by the Proper Officer, Council Emergency Department, The Superintendent Registrar, the Registrar based at The Hollies in Midsomer Norton, Keynsham, RUH and by the Property Services Manager for the Guildhall. This is reviewed regularly and was updated April 2018.

**Annex A**

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| * Bath * Bathampton * Batheaston * Bathford * Bathwick * Bishop Sutton * Burnett * Cameley * Camerton * Carlingcott * Charlcombe * Chelwood * Chew Magna * Chew Stoke * Chewton Keynsham * Claverton * Claverton Down * Clutton * Combe Down * Combe Hay * Compton Dando * Compton Martin * Corston * Dunkerton * East Harptree * Englishcombe * Fairfield Park * Farmborough * Farrington Gurney * Freshford | * Hallatrow * High Littleton * Hinton Blewett * Hinton Charterhouse * Hunstrete * Inglesbatch * Kelston * Keynsham * Kingsmead * Kingsway * Lambridge * Langridge * Lansdown * Lower Swainswick * Lyncombe Vale * Marksbury * Midford * Midsomer Norton * Monkton Combe * Nempnett Thrubwell * Newbridge * Newton St Loe * North Stoke * Norton Maireward * Odd Down * Oldfield Park * Paulton * Peasedown St John * Priston * Poblow | * Radstock * St Catherine * Saltford * Shoscombe * South Stoke * Southdown * Stanton Drew * Stanton Prior * Stony Littleton * Stowey * Stowey Sutton * Swainswick * Temple Cloud * Timsbury * Tunley * Twerton * Ubley * Upper Swainswick * Walcot * Warleigh * Wellow * West Harptree * Westmoreland * Weston, Bath * Whitchurch * Whiteway * Widcombe * Woollard * Woolley |