

Bath & North East Somerset Council

This issue...

Your guide to **Winter** days out in the area



connect

The magazine for the people of Bath and North East Somerset | Winter 2013



Get connected
Community transport pull-out guide & map

Win £50
in our photo competition on page 6

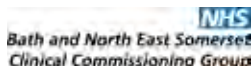


City vision
Plans for Bath's Enterprise Area

'Tis the season

Festive events in our area

Brought to you in partnership with:



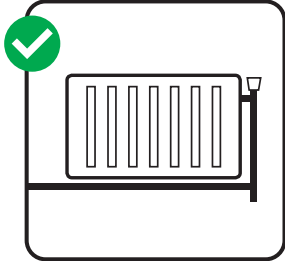
Plus... All the latest news including **waste collection times over Christmas** and **Keynsham's regeneration**



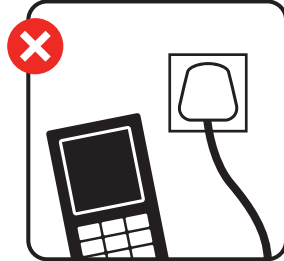


KEEP WARM

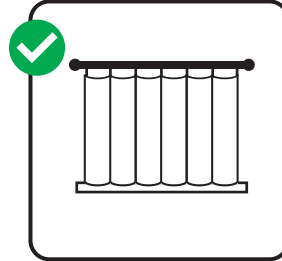
TOP TIPS



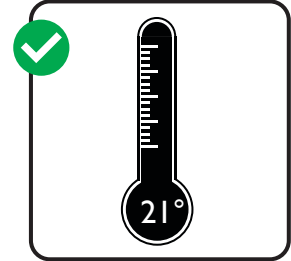
Put reflective panels or foil behind radiators



Switch off mobile phones and other appliances not in use



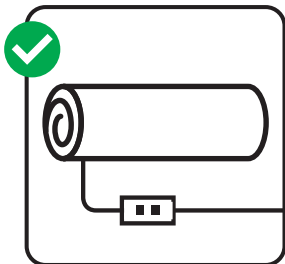
Close curtains at dusk



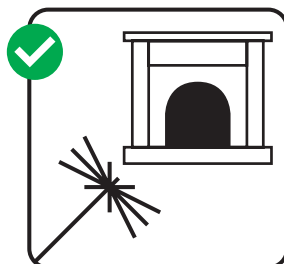
Maintain living room temperature at 21°, and 18° in other rooms

KEEP SAFE

TOP TIPS



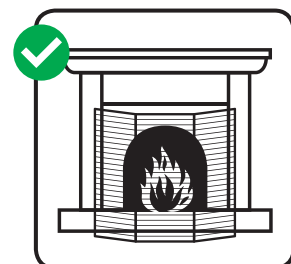
If your electric blanket is more than three years old, make sure it is tested every year



Have your chimney swept regularly to avoid a build-up of soot, which could catch fire



Make sure furnishings are kept well away from all heaters and fires



Use a fire guard on open fires

As well as festive celebrations, the winter also brings many extra costs, such as heating and lighting. Add to this the difficult economic times and this could mean many people struggle to heat their homes.

The Home Energy Team offer free, impartial, local advice about understanding your energy bills, using your heating system including night storage heaters, making your home warmer in winter and cooler in summer. They can advise you on everything from simple no cost/low cost tips through to financing large scale energy saving improvements.

Phone **FREE** on **0800 082 2234** or Email home.energy@cse.org.uk

Avon Fire & Rescue Service provides Home Fire Safety Visits, which include practical help and advice to reduce the risk of a fire starting in your home. FREE smoke alarms will also be fitted if required.

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



Welcome

Winter 2013

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



I'd like to wish you and your family early season's greetings on behalf of all staff and councillors at Bath & North East Somerset Council. There are a huge number of seasonal events going on in the next six weeks – our feature on page 8 covers the main attractions.

Looking ahead to next year, 2014 will be exciting for many communities. In Keynsham, the £34 million regeneration of the town centre will be finished with excellent new facilities for residents, including a new library. We have started planning for the time capsule to be buried next spring (see page 5).

In Bath, work to deliver thousands of new homes and new jobs will begin in earnest as the Bath City Enterprise Area takes starts to take shape. More information is on page 11.

From previous editions of Connect, you will remember plans for a new supermarket at South Road car park in Midsomer Norton that was warmly

welcomed by the business community and new homes in Radstock on the Former Railway Land – we look forward to these projects moving ahead.

In short, we are a place which is making positive things happen with an increasing reputation for being a hotspot for hi-tech, digital and computer technology industries as featured recently by the BBC.

“In short, Bath is a place which is making positive things happen”

In the centre pages, there is a pull-out that anyone with an elderly or disabled friend or relative might find useful; a map detailing some of the Community Transport Services across the area. Winter can be a difficult time of year to get around – so these services could provide a vital lifeline for someone you know.

Remember to follow me via Twitter **@BathnesLeader** to get the latest on my Council Leader activities.

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



The Bath Christmas market is a must-visit

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COVER PHOTOGRAPHY: BATH TOURISM PLUS

Newsdesk

Keeping you informed with the latest news from the area

Protect yourself from illness with a preventative flu jab

Use your jabs

For some, flu can be a very serious illness. If you are at risk, now's the time to get your free vaccination to make sure that you are protected all winter

Getting a flu jab every year is vital. This highly contagious disease can make those at risk ill for weeks, lead to serious complications and hospitalisation, and in some cases even death, so don't take chances. As the vaccine changes each year to fight the latest flu strains, you'll need to be vaccinated this year to be sure of protection, even if you had one last winter or if you've recently had flu. It's quick, safe, including during pregnancy, and can't give you the flu. Flu jabs are free for:

- **All those aged 65 and over**
- **Pregnant women:** If you are pregnant, a flu jab is safe for both you and the baby at any stage – from conception onwards. It can protect your baby for the first few months of life and protect you against the complications that flu can lead to during pregnancy, which could also affect your baby.
- **Those under 65 with health conditions, including young children, such as chest or heart complaints, diabetes and severe asthma, or weakened immune systems:** If you live with someone who has a weakened immune system, speak to your GP as it might be best if you are vaccinated as well.
- **All children aged between two and three:** For the first time this year, a nasal spray flu vaccine is being offered to all children in the

area aged between two and three years old as part of their childhood vaccination programme. Older children will be offered the vaccine in the near future.

■ **Carers looking after an older or disabled person, people working in care homes and nursing homes, and health care and social care workers**

Are you up-to-date with your other vaccinations?

The NHS routinely offers a range of free vaccinations against infectious diseases for children aged between two months and 18 years, and adults aged 65 and over. Vaccinations are also available for certain people at risk from childhood upwards.

As of this year, the NHS has introduced additional support to help protect people.

■ **Shingles:** A free vaccination against shingles is now being offered to all those aged 70 and 79 at GP surgeries.

■ **Measles, Mumps and Rubella (MMR):** A one-off campaign is being run to encourage teenagers to have their second MMR vaccination.

■ **Meningitis C:** The third teenage booster vaccination is now being delivered in schools for those aged 13-15. This can be given at the same time as the 3-in-1 tetanus, diphtheria and polio booster. ■

Find out more



Call your GP surgery to book an appointment for a flu jab. If you have any concerns your GP, surgery nurse, midwife or school nurse will be happy to advise.

For details of all recommended vaccinations for adults and children, and when they should be done go to: www.nhs.uk/Conditions/vaccinations/Pages/vaccination-schedule-age-checklist.aspx



Keynsham's time capsule

Local people are being encouraged to put their ideas forward for what should go into the 2014 Keynsham time capsule celebrating the regeneration of the town centre. Suggestions so far have included newspapers, CD's and coins – but the Council wants to hear even more ideas from the town community.

The capsule will be buried in a prominent location in the regeneration site in spring 2014 along with the capsule from 1964 that was unearthed in March this year.

At the Victorian Evening on 29th November from 6pm – 9pm, Key Centre people will be able to put forward their ideas for the new capsule, as well as view the contents and take photos of the old one. Ideas can also be emailed to regenkeynsham@bathnes.gov.uk



Burying our past - and present



View from Bath Hill

'Excellent progress'

Meanwhile, excellent progress is being made on the £34 million regeneration with the new shops, community space, library and one stop shop on-time and on-budget. Parts of the Civic Centre car park are already open for use with a much bigger capacity once the project is complete in autumn 2014.

People can watch an exciting short video of the latest progress on-site at www.bathnes.gov.uk/keynshamregen or view pictures and updates on Twitter with #keynregen via @bathnes

News round-up

Electoral registration

The Council will be sending out reminders on 15 November to those properties that haven't responded to their annual electoral registration form. It benefits everybody to respond promptly; failure to reply will result in a canvasser being sent in December to the properties concerned. In 2012, the Council had to spend over £16,000 on canvassers' visits. You are required by law to provide the information requested on your canvass form.



Don't delay - register today!

New cycle route for Bath

Work has started on a new route to improve access from Bathampton and Batheaston to the city centre for walkers and cyclists. It will also provide an alternative to those who have to traverse the busy London Road. The new route will allow people to travel to and beyond the existing footpath, which currently leads from the A46 to Grosvenor Bridge East. It will also be connected to National Cycle Route 3. Most of the work will be completed this year, with the remainder completed in early 2014. The £910,000 investment reinforces the Council's commitment to increasing sustainable transport use across the area.

Gull conference

The Council is inviting local residents, business owners and visitors to come together in order to tackle the urban gull population in the city. The scrutiny inquiry day will be held in the Guildhall at 9:30am on Wednesday 27 November. The day aims to encourage everybody who works, lives or spends time in our area to take responsibility for the issues and causes and ultimately come up with a set of practical recommendations. For further information please contact scrutiny@bathnes.gov.uk or call 01225 396053.



Chairman's Sports Award 2014

A dedication to local sports



The Chairman's Sports Awards, which is now in its ninth year, recognises the achievements and dedication of local sports people, volunteers and coaches who are either residents or are active in sports within our area. Those who have been inspired by the devotion of others towards sporting activities in their community are encouraged to make nominations in the following categories:

- Young Volunteer in Sport
- Volunteer in Sport
- Young Achiever in Sport (12-18 years)
- Achiever in Sport with a learning/ physical disability

- Contribution to Inclusive Sport
- Participation Coach of the Year
- O2 Creation Performance Coach of the Year
- Official of the Year
- Sports Club of the Year
- Contribution to Sport in Education
- Sirona Healthy Lifestyles Award
- Chairman's Special Award

The deadline for nominations is 12:00pm on 28 February.

All nominees will be invited to a civic reception and presentation ceremony on Tuesday 25 March. The finalists will receive a certificate and photograph, while the winner in each category will be presented with a trophy and offered a free one-year Platinum membership to Aquaterra-run facilities.

To make a nomination or for more information visit: www.bathnes.gov.uk/CSA2014 Alternatively, call 01225 396429 or email getactive@bathnes.gov.uk

Keynsham Dial-a-ride

Celebrating 10 years serving the community

Keynsham & District Dial-a-Ride reached a milestone in October as they celebrated their 10-year anniversary. The organisation has gone from strength to strength since its conception in 2003. In 2011-12 they won the Chairman's Business Award (Not for Profit) and recently they notched up their 1000th Dial-a-Ride member.

Last year alone almost 20,000 passengers used the door-to-door service; it's proved vital



Celebrating a decade

for local residents who struggle to use conventional public transport. A lot of members rely on this service for essential journeys and days out, which they would otherwise have not been able to make. Journeys to Bath and High Littleton's chip shop have been popular with members. The success of this community scheme is testament to the dedication of all the workers and volunteers who have helped provide a link between the members and the community. The Council spends £280,767 on support for local community transport services each year. Guidance is also provided to the groups by its Public Transport Team. Full details of the schemes running in your area can be found on pages 20 & 21.

To register for Dial-a-Ride or to find out more details phone 01225 395321 or visit www.bathnes.gov.uk/comtransport

Energy@home

The Energy@Home Starter project, which is a collaborative scheme run by the Council, Scottish and Southern Energy and the Centre for Sustainable Energy (CSE), aims to make households more familiar with Green Deal and Energy Company Obligation (ECO) processes. It can also help homeowners and private tenants make their home warmer and save money by reducing energy bills.

The project provides grants for home energy efficiency improvements including: home energy assessments, loft insulation, cavity wall insulation, solid wall insulation, and boiler upgrades. In some cases funding may be available for works with no upfront cost, however, grants are always subject to survey.

For more information about this scheme contact the Home Energy team on 0800 0822234, email home.energy@cse.org.uk or visit www.cse.org.uk/energy-at-home

Connect competition

Name the location?

The weather defeats the gritters on this occasion during the winter of 1963. Can you guess which area lies underneath this blanket of snow? Photograph was taken by John Stamp and provided by Bath Records Office (www.archives.co.uk).

WIN £50!



HOW TO ENTER

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

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

Gritting operations

The Council's Highways team, with its fleet of state-of-the-art gritters, is ready and waiting as winter's inclement weather approaches. The team routinely salt 38% of our road network – 8% above the national average. Priority will be given to all main roads, bus routes and other important roads such as those leading to hospitals.

Over 400 grit bins across the area, which are located in known trouble spots, are inspected at the start of winter and refilled with salt and grit as and when required.

The successful Snow Warden scheme will also be running again this year to ensure locations that the Council can't get to remain free from snow and ice. Details of the areas covered by the Snow Warden scheme can be found on our website at www.bathnes.gov.uk/snow-wardens

For more information about our gritting operations visit www.bathnes.gov.uk/wintergritting The quickest way to find out what's happening on the roads is to sign up to the Council's Twitter Feed www.twitter.com/bathnes Any problems can be reported on www.bathnes.gov.uk/reportit email councilconnect@bathnes.gov.uk or call 01225 394041 during office hours or 01225 477477 in an emergency.



Ready to tackle adverse weather conditions

Getting around this Christmas

Additional measures have been put in place to help you plan ahead and negotiate this often chaotic season

■ Extra Park & Ride services

Thursday late night shopping
Every Thursday evening from 14 November until Christmas, buses from the city centre to all three Park & Ride sites will operate for an additional 90 minutes, with the last bus leaving at 10pm.

■ Bath Christmas Lights

Buses from the city centre will operate until 10pm to aid those attending the Switch On.

■ Bath Christmas Market

All three sites will run buses for an extra 90 minutes in the evening on the Fridays and Saturdays of the Christmas Market. Last buses will leave the city centre at 10pm.

■ Two weeks before Christmas

From 9 Dec until 21 Dec (excluding Sundays) all three sites will run buses 90 minutes later every evening, with the last bus leaving the city centre at 10pm. Sunday services will operate as normal.

As well as the timings there is a lot of extra resource going into making sure that there is enough capacity.

✳ Extra services will operate on Saturdays at Newbridge from 26 October to 4 January (10-minute frequency increased from 15-minute)

✳ Extra services will operate on Christmas Market Saturdays at Lansdown and Odd Down from 30 November to 14 December (9-minute frequency increased from 12-minute)

✳ On 27, 30 and 31 December a Saturday service operates instead of Monday to Friday (21 runs every 10 minutes: 31 & 41 every 12 minutes during the day) - a higher frequency during the peak sales shopping days.

There will be **NO** service on 25 December and 26 December or 1 January.



Extra Park & Ride services are provided over the festive season

To stay up-to-date with all of the latest information visit www.bathnes.gov.uk/parkandride

■ On the roads:

Up to the minute information

Message signs on all the approach roads into Bath will display live traffic and car park information, including car park capacity and available spaces.

■ Road works on hold

All planned road works for Bath, Keynsham, Midsomer Norton and Radstock town centres will be held off until the New Year.

■ Bath City Centre

If traffic gets heavy, flow will be improved by:

- ✳ Preventing a right turn out of North Parade on to Pulteney Road (A36)
- ✳ Continual monitoring and adjustments to traffic light timings

In addition, access restrictions into Avon Street will be lifted throughout the festive period, and there will be extra parking restrictions on the A4 London Rd, Morrisons junction, to help ease congestion at the traffic lights. ■

New leisure facilities for Midsomer Norton

Work is well underway on the Council's £100,000 refurbishment of South Wansdyke Sports Centre. It's anticipated that the work will be completed by early January – just in time for those people looking to get active in the New Year.

Due to increased demand, two squash courts will be converted into one large exercise studio complete with new equipment including treadmills, exercise bikes, cross trainers, rowers, steppers, and light-resistance machines. The one remaining squash court should be sufficient

to cope with current demand. The current fitness suite will house Somer Health and Strength Club's resistance and strength equipment. Access for disabled people will also be improved.

Jason Curtis, Head of Operations at Aquaterra, said, "We're delighted to be partnering the Council to deliver this extensive upgrade to facilities. The improvements will bring a much enhanced sports and leisure offer to this popular community facility and we look forward to welcoming a host of new customers."

The increased revenue from this

refurbishment will help the Council achieve its priorities of protecting services to the public, freezing council tax, and investing in homes and jobs for local people. ■



Facilities will be upgraded



events diary

Immerse yourself in festive cheer this winter. It's not as though you aren't spoiled for choice!

Experience the award-winning Christmas Market



28 Nov to 15 Dec



25 Nov



28 Nov to 22 Dec



Have yourself an innovative Christmas

A once in a lifetime event

Create your own lantern

28 Nov

NOVEMBER

Talk on Submarines

19 November

This informative talk about submarines is part of the Science in Radstock series of talks. Starts 7.30pm at the Radstock Methodist Church. Tickets priced at £3. www.radstockmuseum.co.uk 01761 437722

The Last Art Film

20 November

Jake Auerbach presents a screening of The Last Art Film, a film about art; what starts artists off and what keeps them going. Features Michael Landy, Tracey Emin and many others. Voiced by Jim Broadbent, Ian Holm, Lizzy McInnerny and Tim McInnerny. 7.30pm. Tickets £8. www.holburne.org 01225 388569

Bath and the Great Western Railway Exhibition

23 November – 2 February

This exhibition at the Victoria Art Gallery looks at the GWR's engineering marvels and its impact on Bath. A must-see for railway enthusiasts and lovers of Bath alike, it features 19th-century views of the railway in Bath and a stunning array of railway posters.

www.victoriagal.org.uk 01225 477233

The Passion of Joan of Arc

25 November

As part of the Bath Film Festival Adrien Utey and Will Gregory (of Portishead & Goldfrapp) plus 22 other musicians play a specially composed soundtrack to this film live in the Abbey. 9pm. www.bathfilmfestival.org 01225 463458

Bath Christmas Market

28 November – 15 December

More than 150 traditional wooden chalets adorn the streets and square around Bath Abbey and the Roman

Midsummer Norton

Palladium at the Town Hall

Midsummer Norton's new local cinema will be featuring family favourite Ice Age 4 (4pm) followed by Song for Marion (7.30pm) as part of the Saturday Showcase on

23 November. Also, get into the festive spirit with the ultimate Christmas classic It's a Wonderful Life (2pm) on 20 December. Tickets cost just £5 for adults, £3 for children, and family tickets are available for £12. www.midsummernortoncommunitytrust.co.uk/cinema 01761 419133



You can't beat a good movie

Keynsham

Victorian Evening

29 November

The event starts at 6.15pm with the Town Crier leading a procession through the town with Santa following on a sleigh. The winner of the Council's children's colouring competition will switch on the Christmas lights at 7pm. There will be rides, stalls and live music, plus a craft fair, donkeys and Punch and Judy. Town centre roads will be closed from 3.30pm to 10pm. www.keynsham-tc.gov.uk 0117 986 8683



This year's theme is Christmas Bells

Baths, each one offering unique, handmade and unusual gifts, decorations and wonderful food. Open Monday to Wednesday - 10am to 7pm, Thursday to Saturday - 10am to 8pm, Sunday - 10am to 6pm. www.bathchristmasmarket.co.uk tourism@bathtourism.co.uk

Christmas at the American Museum

28 November – 22 December
There's so much to see and do at the American Museum this Christmas. This year's festive theme celebrates ingenious inventions throughout history. Local crafts people will be selling their unique handmade gifts at the Christmas Craft Fair from 13 – 15 December. View the magnificent 17-foot Christmas tree

during the late opening on 6 December, from 6pm. Father Christmas will also be visiting the Museum on 22 December. www.americanmuseum.org 01225 460503

The Holburne Lantern Procession

28 November
The procession sets off from the Museum at 5pm. You can join in or watch hundreds of hand-made withy and tissue lanterns being carried through the streets of Bath to the sound of a world music beat. Make your own lantern at one of the Museum's Lantern Workshops in the week leading up to the procession. www.holburne.org 01225 388569

DECEMBER

■ Christmas at the Pump Room and Roman Baths Throughout December

There will be events aplenty taking place throughout December. There will be a themed 60's & 70's Shared Christmas Party Night in the Roman Baths on 11 December followed by an 80's & 90's night on 12 December. This includes three-course dinner on the Terrace or in the Reception Hall, a casino, and lots of great music. Tickets cost £48.50. On 20 December, it's a black tie jazzy event. Tickets are £55. Why not try our Christmas lunch, dinner or Champagne tea at the Pump Room Restaurant - book today!
bath.christmas@searcys.co.uk
01225 444477

■ Holburne Winter Light Installation: Light to Light 4 December – 5 January

The Museum garden will host highly acclaimed lighting designer Patrick Woodroffe's spectacular light display. LED lights of varying brightness and colour create a rich and layered bed of light that ripples and dances to a sound track (compiled and created by English composer Matt Clifford). Put on your headphones and immerse yourself in a performance of colour, light and sound.
www.holburne.org
01225 388569

■ Peter Pan

12 December – 12 January

Tick tock – Get your tickets early for this year's unmissable Christmas production. Peter Pan promises to be a swash-buckling treat that's got everything - with flying, CGI special effects and all the traditional ingredients that make Bath pantomimes so special. Tickets available from £14.
www.theatreroyal.org.uk
01225 448844

■ Radstock Museum Christmas Fayre

14 December

This very popular traditional Christmas Fayre returns to Radstock Museum. Featuring stalls, crafts and entertainment. From 10am – 4pm.
www.radstockmuseum.co.uk
01761 437722

■ RBLWS Christmas Show

14 December

The Ladies of the Royal British Legion in Keynsham present a 'cracker' of a show at the British Legion Club. Light supper will be provided. The event runs from 8pm to 11pm. Tickets cost £5.
0117 9868868

■ Carols by Candlelight

18 December – 20 December

The City of Bath Bach Choir will bring the magic of Christmas alive in Bath with three consecutive nights of carols and Christmas music, performed at the candlelit Pump Room. This is one of the most popular events in Bath's Christmas celebrations.
www.bathboxoffice.org.uk
01225 463362

■ Christmas in the Park, Peasedown St John

19 December

Visit Santa's grotto and sing along to carols at Beacon Hall. Bath Spa Brass Band will provide the entertainment, while members of the Methodist Church perform the Nativity complete with real donkey. Visitors can enjoy hot food and drink, including mulled wine.
www.peasedownpartyinthepark.org.uk
07737 192156

■ Sherry & Mince pies

Avon Valley Railway

26, 28, 29 December & 1 January

After the indulgences of Christmas why not take a relaxing trip on a steam train? The popular Sherry and Mince Pie

'The big switch on'

■ Christmas lights across our area:

- ❖ Bath – 12/11 from 6.30pm. Mary Berry will illuminate the city.
- ❖ Moorland Road – 23/11 from 3pm. Family-friendly events.
- ❖ Keynsham – See Keynsham boxout for details.
- ❖ Widcombe – 29/11 from 6pm. Late shopping, carols, mulled wine, jazz and of course, all those twinkling Christmas trees.
- ❖ Radstock – 30/11 from 5.30pm. Entertainment by The Midsomer Norton & Radstock Silver Band and Midsomer Valley Singers.
- ❖ Midsomer Norton – 6/12 - Coincides with Christmas Fayre.



The icing on the cake - Mary Berry

Specials will be running on the following dates: 26, 28, 29 December and 1 January 2014. Trains will depart Bitton at 11am, 12.15pm, 1.30pm and 2.45pm.
www.avonvalleyrailway.org
0117 932 5538

■ New Year's Eve 2013

31 December

Celebrate in style at the Roman Baths and Pump Room. This black-tie event features; sparkling cocktail reception, five-course dinner with half a bottle of wine, casino and Champagne bar, and entertainment provided throughout the evening. 7.45pm arrival with carriages at 1.30am. Tickets from £90 per person.
emma.gerrett@searcys.co.uk
01225 444477

JANUARY

■ New Year in Vienna - Forum

1 January

The London Gala Orchestra brings an exciting new show to the Forum in 2014. Recreating all the magic and excitement of New Year's Day in Vienna. Packed full of classics from the Strauss family plus all time greats from Lehar and Kalman, you will be whisked away into

a world of toe tapping waltzes, whirling ball gowns, intrigue and romance.
www.londongalaorchestra.co.uk
01225 463362

■ From Classicism to Romanticism

6 January

Robert Gillan provides an insightful lecture entitled 'From Classicism to Romanticism' at the Guildhall. It starts at 1.40pm and guest tickets cost £8.
www.bathdfas.com
b.l.gordon@btinternet.com

Add an event



Any organisation or member of the public can add an event to our online calendar. All you need to do is register with us via the website. Events will be searchable by date or category.

Visit www.bathnes.gov.uk/events to begin uploading.



BFF will captivate audiences

Bath

■ Bath Film Festival

28 November – 8 December
This year's Bath Film Festival promises to be a celebration of great cinema, with screenings and events taking place across the city. There'll be an

eclectic mix of specialist films, loads of previews, international features, feature documentaries, shorts, and retrospective films as well as competitions and awards. Venues include: Little Theatre Cinema, Little@Komedia, Chapel Arts and The Masonic Hall. Keep up-to-date with developments by following us on Twitter @BathFilm
www.bathfilmfestival.org.uk
01225 463458

■ Bath on Ice

22 November – 5 January

Bath's magical winter ice rink returns this year and it's bigger and better than ever. Take to the ice from 10am to 9pm in the spectacular surroundings of Royal Victoria Park. Festive treats such as mulled wine, mince pies, roasted chestnuts and hot dogs will be available from the new Christmas Avenue. Stay informed by following @BathOnIce on Twitter.
www.bathonice.com
07583 258688



Get your skates on!

Get SINGING & join a CHOIR



バス 男性合唱団

JAPAN TOUR 2014

Bath Male Choir visits Japan next November, 2014. Whilst in Kyoto the choir will be guests of the Japan Male Choir Federation singing at the Bacchus Festival on Japan's National Culture Day. Travel by Shinkansen to Tokyo for performances which includes singing at the prestigious British Chamber of Commerce in Japan Annual Awards Ceremony.

www.bathmalechoir.org

Join the Choir, join the tour of a Lifetime



The Welcome Choir is Grenville's Wednesday night, NO AUDITION choir, meeting at the former Culverhay School top hall from 7.45-9.30pm. There are over 90 singers of all ages doing 4 part harmonies. Come along and join us on our 2014 Amsterdam weekend. www.welcomechoir.org



The Good Afternoon Choir rehearse every Thursday afternoon in the centre of Bath. NO AUDITIONS - fun through singing with over 100 members. Grenville puts the accent on enjoyment. Upper Room, Argyle Church (side glass entrance). Thursday 2.00pm-4.00pm. www.goodafternoonchoir.org

There is also the Devizes Good Afternoon Choir on Fridays



The Bath Chorus is Grenville's auditioned mixed choir of 80 voices who rehearse on Monday evenings at St Barts Church in Oldfield Park from 7.45-9.30pm. This year the Choir has performed in Bath Abbey on a number of occasions and a tour to Warwickshire included a performance in Coventry Cathedral. Discover more about the areas leading mixed-voice choir. www.thebathchorus.org.uk

THURSDAY NOV 21st, 7PM

Bath Male Choir and Bath Chorus sing at BATH ABBEY for the National Osteoporosis

CHRISTMAS CONCERT

Tickets from Bath Box Office

01225 463362



Grenville Jones

is one of the UK's best respected choir leaders. He has worked with many of the top names in choral music including Gareth Malone, Katherine Jenkins, Hayley Westenra and Aled Jones. He is also founder of the Golden-Oldies Charity, Sir Cliff Richard is patron.

Are you looking for a choir to sing at a special event?

... contact Grenville

Pictured right, a smaller group singing at St John's Smith Square, London for the Prostate Cancer UK Charity.

**01761
472468**



www.grenvillejones.biz



The regeneration of the River Avon is a crucial part of the Council's plans

A city of enterprise

Pioneering work to use land along the River Avon for new homes and jobs for local people are taking shape

It is time to send a clear message that not only is this beautifully inventive city open for business, but local firms, the Council, both Universities and the City of Bath college have a clear vision for the future in order to attract the investment needed to further revitalise our economy," explains Steve Fuller, Creative Head at The House, a brand agency that builds business.

His enthusiasm for the success of the Bath business scene is one of the ingredients needed if local people are to enjoy new homes and private sector jobs that the Council intends to create in the Bath Enterprise Area.

The plan is simple; along the River Avon some 650,000 square feet of new workspace will be created to generate around 9,000 new private sector jobs. About 2,500 homes for local people will be provided – all complete in 15 years.

John Wilkinson, Council Acting Divisional Director for Regeneration, Skills, and

Employment, thinks Bath can take advantage of its international reputation for excellence in ICT, digital, and knowledge industries for the benefit of local residents.

"Bath is already a great place to live, work, learn, play and do business. At the heart of our ambition is a plan to provide even more opportunities for today's residents and future generations to enable them to meet their full potential," he says.

"We have excellent schools and Universities. Those students and graduates should have the private sector jobs available to help support their aspirations, stay close to their family and friends, and live happy, prosperous lives here."

Massive draw worldwide

The Bath Enterprise Area is split into four distinctive areas. First, is the Commercial Quarter where Bath Innovation Quay will be the flagship comprising of Newark Works, Avon Street Car Park and Coach Park.

Hi-tech businesses, University research facilities, and places for people to live will combine with the buzz of the city and World Heritage Site. Steve Fuller thinks, "This quarter has massive potential to become a hive of invention and creativity. It will prove a major draw for future-thinking businesses both regionally and internationally."

"This quarter has massive potential to become a hive of invention and creativity"

Predicted to generate a £100 million boost to the local economy, the Council has already attracted £7.6 million to tackle flood mitigation, highways works, and new footbridge over the river connecting North and South Quays to turn this part of the plan into reality.

Second, is the City Gateway. This includes Bath Riverside East and Green Park Station and offers the opportunity for a flagship retail store as well as room for office, creative and bar/restaurant space.

Homes for local people

With construction continuing at Bath Western Riverside, attention is now turning to the next stage of creating new places for people to live. The residential quarter will offer thousands of homes and more commercial space, combined with pleasant green space.

Crest Nicholson, the Homes and Communities Agency, and Curo Group are working together to draw-up a plan that contains a range of homes, including affordable properties. John Wilkinson says, "An increase of jobs means making sure people can find a home close-by to live in, whether they are on their own, in a couple or have a large family."

Completing the four quarters, the Production Quarter further up the River Avon will remain the key location for light manufacturing and industry.

Getting people around quickly and conveniently is crucial. While the Park & Ride expansion, improved showcase bus routes, and variable message signage directing traffic to less congested parts of the city is part of the plan, there are still measures that must be taken so that Bath is geared-up for economic growth. A Transport Strategy will be developed to tackle this. Electrification of the railway improving services between London and Bath will increase capacity and reliability of services to the Enterprise Area.

Truly Uni-que

A major selling point of the Enterprise Area will be the presence of the Bath University Innovation Centre next to the high tech businesses that will use the expertise of researchers and technologists.

Dr Rob Head, Director of Research Development and Support at the University, says, "Our strong and successful programmes convinced us of the potential to build on these achievements and establish what we have termed our Innovation Campus."

The Centre, was recently voted best business incubation organisation in Europe and fourth in the world – a great foundation upon which to build Bath's reputation as a creative industry hotspot.

John Wilkinson asserts, "Bath will be internationally renowned as a beautifully inventive and entrepreneurial 21st century city with a strong social purpose and a spirit of wellbeing, where everyone is invited to think big – a city ready to create an extraordinary legacy for future generations." ■

Find out more



For more about the Enterprise Area call 01225 396553 and speak to the Regeneration, Skills and Employment Team



Production Quarter




(Newbridge and Twerton Riverside) larger scale production uses, building on the significant role of the area in Bath's industrial history. Involving the creative re-use of existing buildings, and significantly enhancing the quality of the riverside environment as a key green infrastructure corridor.

Supporting Infrastructure

Plans are being carried out to improve access to high speed broadband, electrify the rail line to London and create a transport system that supports the conditions for new homes and jobs.

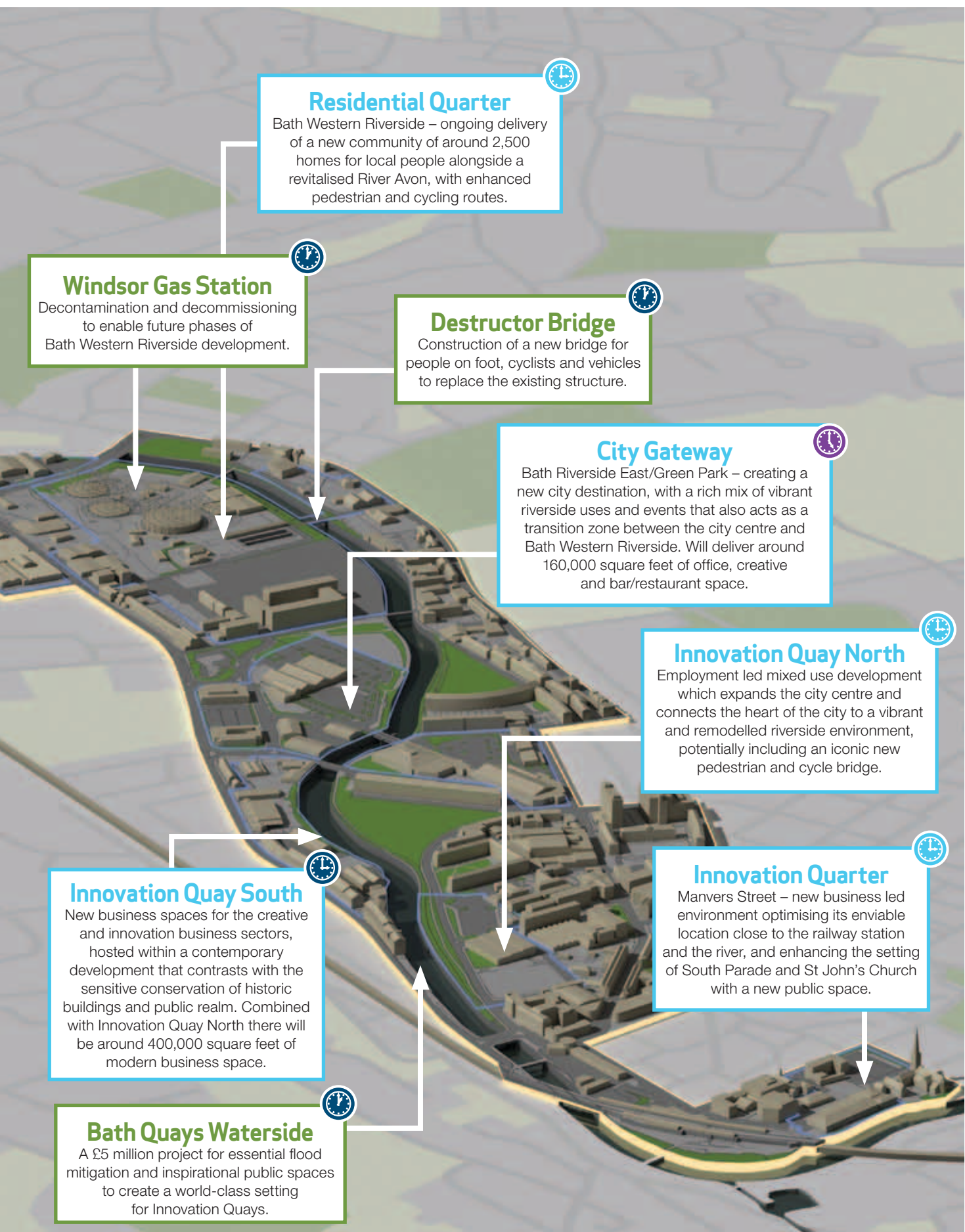
KEY

- Development Potential
- Key Infrastructure Investment

-  Ongoing or 1-5 years
-  6-10 years
-  10 years +

Guide: 78,000 sq ft is equivalent to the size of a full-size football pitch

A beautifully inventive city is emerging...



Residential Quarter
Bath Western Riverside – ongoing delivery of a new community of around 2,500 homes for local people alongside a revitalised River Avon, with enhanced pedestrian and cycling routes.

Windsor Gas Station
Decontamination and decommissioning to enable future phases of Bath Western Riverside development.

Destructor Bridge
Construction of a new bridge for people on foot, cyclists and vehicles to replace the existing structure.

City Gateway
Bath Riverside East/Green Park – creating a new city destination, with a rich mix of vibrant riverside uses and events that also acts as a transition zone between the city centre and Bath Western Riverside. Will deliver around 160,000 square feet of office, creative and bar/restaurant space.

Innovation Quay North
Employment led mixed use development which expands the city centre and connects the heart of the city to a vibrant and remodelled riverside environment, potentially including an iconic new pedestrian and cycle bridge.

Innovation Quay South
New business spaces for the creative and innovation business sectors, hosted within a contemporary development that contrasts with the sensitive conservation of historic buildings and public realm. Combined with Innovation Quay North there will be around 400,000 square feet of modern business space.

Bath Quays Waterside
A £5 million project for essential flood mitigation and inspirational public spaces to create a world-class setting for Innovation Quays.

Innovation Quarter
Manvers Street – new business led environment optimising its enviable location close to the railway station and the river, and enhancing the setting of South Parade and St John's Church with a new public space.

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750,000 page impressions per month

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Bath & North East Somerset Council For the first time ever, Bath & North East Somerset Council are offering the opportunity for businesses to advertise on their website.

This offers businesses the unprecedented opportunity to target a local audience of residents and consumers.

Focusing on specific channels within the site offers advertisers a highly targeted audience of residents seeking specific information and services.

Advertise for as little as **£200** per month!



THERE ARE **20** CHANNELS AVAILABLE TO TARGET, INCLUDING:

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- Bins, Recycling & Rubbish
- Planning & Building Control
- Skills & Local Employment
- Tourism & Heritage

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Joss Phillips

T: 01225 475870

E: joss.phillips@mediaclash.co.uk

* Google Analytics 17th March-17th April 2013

Cause to celebrate

Sirona's annual Awards for Excellence recognise the care and compassion of its team. And this year's winners are...



District nurse Stella Wainwright scooped the top prize at the Sirona Awards for Excellence 2013 for her care of a family at the end of a loved one's life.

Sister Wainwright, a Sirona care & health district nurse based in Batheaston, was nominated by John Richards, a grandfather who lives in the village for the 'immense contribution' she made to him and his wife, Hal, who died at home from cancer earlier this year.

professionalism but also with her kindness and her support which did not end with my wife's death.

"She took a personal interest in the person. Hal took a lot of reassurance from the fact that Stella was looking after her."

Sister Wainwright said: "I was absolutely stunned because I know it sounds like a cliché but I was only doing my job. Every patient is special. I was trying to do for this family what I do for all my patients. As a district nurse, it is not just the patient we care



Stella Wainwright and her award

Simon, chairman of Sirona care & health, said: "It's sometimes hard to believe that it is two years since Sirona was founded and 1 October also marks another leap forward for us as we welcome our new colleagues from the specialist services for people with Learning Difficulties in South Gloucestershire.

"All of what we do as Sirona is because of our fantastic staff – not just you who are here tonight but every single one of our 1,800 strong workforce who through daily hard work, commitment and dedication to high quality care delivered in a compassionate and professional way have given Sirona a well-deserved reputation for excellence."

Janet added: "I feel very proud and privileged to be leading such a first class organisation. My goal has always been to ensure that everyone in Sirona provides care in a way that they would want it for their own family and loved ones. The stories we have heard from across a wide range of services has demonstrated how this is becoming a reality within Sirona. ■

"Every patient is special. I was trying to do for this family what I do for all my patients"

She was one of 10 winners at the annual event held on the anniversary of the social enterprise's foundation at the Assembly Rooms in Bath.

Mr Richards said in his nomination: "I am recommending this district nurse for an award for the immense contribution she made to both of us during the last few weeks of my wife's life.

"Throughout our short acquaintance, both of us were impressed not only with her

for but the whole family."

Sister Wainwright won not only the 'I Think They Deserve It' award, which saw nominations from people across Bath and North East Somerset who have used Sirona services, but also the overall award for excellence.

The judges were Sirona's chairman Simon Knighton, chief executive Janet Rowse and editor of the Bath Chronicle and Somerset Guardian Lynne Fernquest.

Working Together Award



Winner: The Orchard Extra Care Staff Team
Highly Commended: Avondown House

Community Volunteer of the Year



Winner: Pippa Hawkins
Highly Commended: Kathy Matthews



**Janet Rowse, Vicki Massey,
Simon Knighton and Louise Lees**



The pre-award reception

Award for Outstanding Service Delivery: Individual



Individual Winner: Nelly Targett
Highly Commended: Mary Chivers

Award for Outstanding Service Delivery: Team



Team Winner: Baby Feeding Support for Young Parents Team, Jo Webb and Catherine Henaghan
Highly Commended: Switchboard Team, St Martin's Hospital, Bath

Chairman's Award for Innovation



Winner: Louise Lees

Student or Apprentice of the Year



Winner: Zoe Ware
Highly Commended: Georgia Westlake

Manager of the Year



Winner: Lee Tippett
Highly Commended: Helen Rugg

*I think they
deserve it
Award*



Winner: Stella Wainwright
Highly Commended: Lisa Higgins
and Sarah Walker

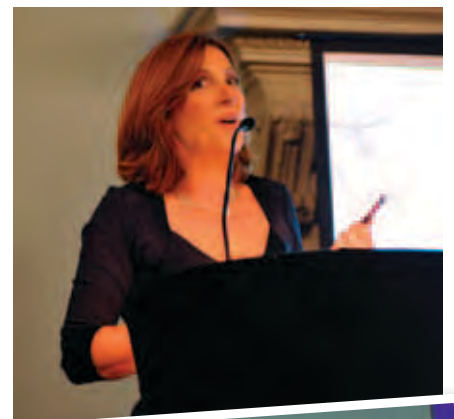
*Chief Executive's Award
for Taking It Personally*



Winner: Vicki Massey



Simon Knighton, centre, thanks Glyn Young
and Louise Robertson from the Business
Development Team, which organised the night



The winners with Ali Vowles, Lynne
Fernquest, Janet Rowse and Simon Knighton



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Connecting Community Transport

Community transport is organised by the community for the community. Here is your at-a-glance reference guide and pullout map

The Community Transport schemes in our area provide fully accessible transport for local residents who are unable to use conventional public transport because of disability, age or remoteness from bus routes.

The role of the Council

Overcoming social exclusion is at the heart of what community transport is all about. To this end, the Council is committed to supporting local community-based initiatives in the area. This support may take the form of advice on operational matters, or in terms of providing funding.

Our map provides an overview of the current subsidised community transport schemes currently operating in our area.

If you want to become part of one of these schemes by volunteering your time (possibly as a driver) then please contact the groups directly. ■

KEYNSHAM

Keynsham & District Dial-a-Ride

Description: Door-to-door fully accessible minibus service

Who and Where? Primarily for older or disabled people or any resident who cannot use public transport services.

T: 01225 395321

CHEW MAGNA

Chew Valley Community Transport

Description: Car Scheme

Who and Where? Available to residents of the Chew Valley to get to medical appointments.

T: 01275 333430

Combe Hay, Shoscombe, South Stoke & Wellow Area Fare Car

Description: Safe & Friendly shared taxi service. Operating Monday, Tuesday, Thursday & Friday (not Public Holidays)

Who and Where? Available to residents of the Combe Hay, Shoscombe, South Stoke and Wellow area.

T: 01225 447777

Midsomer Norton & Radstock Dial-a-Ride

Description: Door-to-door fully accessible minibus service

Who and Where? Primarily for older or disabled people or any resident who cannot use public transport services.

T: 01761 417504 (bookings)
T: 01761 418097 (enquiries)



Community transport schemes help residents who are unable to use conventional public transport

Batheaston Neighbourhood Group

Description: Car Scheme

Who and Where? Transport for older and disabled people to the Medical Centre, RUH, and other medical trips as well as shopping trips for the housebound.

T: 01225 859843

BATHEASTON

Bath Community Transport

Description: Minibus Service

Who and Where? A wide range of welfare organisations augment service for the elderly, the disadvantaged and those with impaired mobility.

T: 01225 832317

SWAN Volunteer Transport Scheme

Description: Car Scheme

Who and Where? Transport for older people, disabled people and youth organisations to social and community centres and lunch clubs increasing their independence and confidence.

T: 01761 439548

BATH

Age UK

Description: Minibus Service

Who and Where? Transport for older and disabled people to enable them to use community social groups and other activities.

T: 01225 466135

St Philip's Community Minibus

Description: Minibus Service

Who and Where? Transport for older and disabled people, as well as ethnic minorities in top ten multiple deprivation wards in BANES.

T: 01225 832838

Bath Dial-a-Ride

Description: Door-to-door fully accessible minibus service

Who and Where? Primarily for older or disabled people or any resident who cannot use public transport services.

T: 01225 335019

Midsomer Norton Community Vehicle Trust

Description: Minibus Service

Who and Where? Provide group transport to older and disabled people increasing their independence and confidence.

T: 01761 413975

WELLOW

Wellow Community Minibus Trust

Description: Minibus Service

Who and Where? Available to residents of Wellow.

T: 07854 414084

Langridge and North- end Area Fare Car

Description: Safe & Friendly shared taxi service. Operating Wednesday & Friday (not Public Holidays)

Who and Where? Available to residents of the Langridge and Northend area.

T: 01225 447777

MIDSOMER NORTON

Personal Training at Team Bath

Team Bath offers highly qualified personal trainers for those seeking an individually tailored fitness package. Our group of experts are available for personal consultations at our world leading sports facility, the Sports Training Village at the University of Bath.

They can tell you how and when to exercise as well as providing guidance on weight management, nutrition, motivation, goal setting and performance, as well as comprehensive wellness and lifestyle programmes.

Time spent with our experts will pay dividends...

"The results I've seen are proof of what can be achieved when you've got a great trainer giving you top class individual training in great facilities. Thank you so much for changing my life!"

Deborah Walker

Contact our Personal Training Coordinator [Chris Burgess](#) to book a personal training session today or to discuss your Personal Training requirements. Email: C.Burgess@bath.ac.uk or call: 01225 385378

www.teambath.com



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You can have your say on
Core Strategy proposals



Core Strategy; what happens next?

The public examination of proposals for new homes across the district has restarted. We answer some the questions asked by the public about the process

What is the current situation?

All the proposals for new homes and development in the Core Strategy are currently being reviewed in public by an independent Planning Inspector to determine whether the right numbers of proposed homes are in the right places to meet housing need, promote economic growth and ensure sustainability.

What is the Placemaking Plan?

A Placemaking Plan focusing on brown field land is also being developed by the Council which goes into more detail about how the Core Strategy will be implemented, for example, how new streets and spaces should be connected to existing ones and how to ensure low carbon development. There will be opportunities for people to have their say on this in the future.

Are you proposing to allocate sites on Green Belt land?

In response to a request by the Inspector and to meet the area's high need for new housing, the Council previously identified five locations where land is proposed to be released from the Green Belt for development. These locations are:

- Odd Down, Bath
- North of Weston, Bath
- East of Keynsham
- South west of Keynsham
- Whitchurch

The Council is now doing more detailed work on the precise location of these sites and will publish these proposals for consultation on 11 November 2013 for a six-week period until 20 December to enable residents and others to comment.

How do I have my say on these proposals?

Anyone can make comments on these proposals and if they object, they will have the opportunity to express the views at the forthcoming examination hearings. These are due to be held in March 2014.

During the six-week consultation period, the Council will hold a series of exhibitions in Bath, Keynsham and at Whitchurch. Anyone

can attend these. If you want to be notified of the times, dates and locations of these exhibitions, or any other information on the Core Strategy, email planning_policy@bathnes.gov.uk or call 01225 477548.

Is building on Green Belt a done deal?

No. The Inspector will hear all the views presented to him and come to a conclusion on whether these proposals should be implemented or changed. He will set his conclusions out in a report to the Council, which will probably be in the summer of 2014.

Can I still have my say on the Core Strategy proposals?

If you previously objected to the Core Strategy then you can pursue this at the hearings. Otherwise you can only comment on the changes being proposed in November 2013; no other aspect of the Core Strategy is being consulted upon. ■



Have your say about your area

Find out more



Go to www.bathnes.gov.uk/corestrategy or www.bathnes.gov.uk/placemaking for the latest news and information.

Don't forget to check your revised collection arrangements over the festive period



Christmas collections

Recycling, garden waste and rubbish collections

We try to keep disruption of our recycling and rubbish collections to a minimum over the Christmas and New Year period. If your usual collection day is Wednesday or Thursday then these changes will affect you. There are **NO** collections on these bank holidays:

- Christmas Day (Wednesday 25 December)
- Boxing Day (Thursday 26 December)
- New Year's Day (Wednesday 1 January)



Christmas tree collections are free

Christmas tree collections

Throughout January we will collect your real Christmas tree for **free** for composting on our fortnightly garden waste collection service.

Please cut up your tree if it is more than 1.2 metres tall so that it will fit into our vehicle. Please remove any decorations first including the pot. Put it out for collection at the edge of your property so our crews can easily see it on your garden waste collection day – to check your collection day visit our website at www.bathnes.gov.uk and enter your postcode or contact Council Connect.

Adverse weather

Please check our website and local radio stations for updates to collections if we experience extreme bad weather this winter.

Recycling and rubbish collections

Usual collection day	Revised collection day
Wednesday 25 December	→ Saturday 28 December
Thursday 26 December	→ Thursday 2 January
Wednesday 1 January	→ Saturday 4 January

Garden waste and Christmas tree collections

There are no garden waste and Christmas tree collections for two weeks from Monday 23 December. Normal collections will begin from Monday 6 January.

Recycling Centre changes

Christmas Day	Closed
Boxing Day	Closed
New Year's Day	Closed

Winter opening times from November to the end of March are:

Monday to Friday 8am – 4.15pm
 Saturday 9am – 3.45pm
 Sunday 9am – 1pm

❄️

Don't forget to recycle greeting cards, wrapping paper (white backed non-foil types) and gift tags in your green box.

❄️

There are no garden waste and Christmas tree collections for two weeks between 23 December and 6 January 2014.

Recycling Centre Resident's Permit

Don't forget that you need a free Recycling Centre Resident's Permit to use our centres. Please register for an electronic permit before you visit. Online is easiest at this web address www.bathnes.gov.uk/residentpermit

If you don't have access to the internet Council Connect can help you with your application on 01225 394041 or visit your nearest Council Connect centre or library to use the self-serve computers at:

- Bath One Stop Shop, Manvers Street, Bath
- The Hollies, Midsomer Norton
- Riverside, Keynsham

Full details can be found on our website. Once registered please email us if you need to change any details residentspermits@bathnes.gov.uk

Students do not need to apply for a permit but you do need to take a valid student ID/college card each time you visit.

Save money and reduce your food waste at Christmas



One in three of us think we waste more food at Christmas than at any other time. The Love Food Hate Waste campaign can help make sure you buy just the right amount and all your festive food gets eaten. Buying good food and drink that is then thrown straight in the bin currently costs



Get creative with leftover food

a typical household £480 a year, rising to £680 for a family. Don't let it hit you in the pocket – especially at Christmas, an expensive time for all of us.

Love Food Hate Waste has all the information and tools you need to make sure you're making the most of all your festive foods. Check out the advent calendar on www.lovefoodhatewaste.com for the ultimate selection of festive food waste-busting tips from 1 December.

Freeze - save it for later!

Did you know you can freeze all of these?

- **Potatoes and root vegetables** – just blanch in boiling water for a few minutes, cool, and freeze in bags or tubs.
- **Hard cheeses** – cheddar and parmesan can be grated and stilton crumbled before popping in the freezer – then add straight into soups, pasta, lasagne, gratin, etc.
- **Fresh herbs** – add them to oil or butter then freeze to use again another time.

Perfect portions

If you're not sure how much food to buy, check out the Love Food Hate Waste portion calculator – it helps work out how many sprouts, roasties and turkey you might need by simply entering the number of people that will be around the festive table.

Get creative!

Christmas can generate some delicious leftovers, which can be turned into tasty new dishes. If you come up with a new creation, take a photo and post it on our Facebook page www.facebook.com/recycleforbathnes Alternatively, you can contact the website www.lovefoodhatewaste.com

Food waste collection

However much we plan there is usually some food left to be thrown away, especially non-edible waste such as bones, peelings, tea bags and egg shells. Make sure you use your weekly collection for all food waste so that we can recycle it into compost. If you need a new food waste container or want further information on how to take part then please contact us. ■

Find out more



If you are confused about anything you have read in this article then our website has loads of

info about recycling, go to www.bathnes.gov.uk/wasteservices

For a host of good ideas and tips on how to recycle more you can look on our Facebook page at www.facebook.com/recycleforbathnes

News round up

Recycling Rewards for Schools

Nearly 60 primary pupils and staff from the top performing primary schools attended a special awards ceremony at Bath Rugby Club to celebrate the efforts they made to encourage their families and friends to recycle more.

52 schools took part in the scheme and in total they encouraged 6,264 households to pledge to recycle more. David Flatman, ex Bath rugby player presented the awards to schools and top performing individual pupils as follows:

Schools with the most pledges:

- Weston All Saints Primary (565 pledges)
- Westfield Primary (477 pledges)



The winners - All Saints Primary

Pupils gaining most pledges:

- Holly Brewer – Chandag Infants (49 pledges)
- Joe Sobey – Pensford Primary (43 pledges)
- Cameron Tilly - Oldfield Park Infants (39 pledges)

Pupils asked friends and family to make a pledge to recycle more of their rubbish each week. The more pledges a school collected, the more points they were awarded, which could be put towards a variety of prizes such as computers, musical instruments and sports equipment. And the more that people recycled, the more points the schools collected. Westfield Primary had already spent some of their points on five digital cameras by the time they attended the ceremony.

January Furniture Sale

Come along and buy good quality second hand furniture at bargain prices. All items have been brought to our Recycling Centres by residents and saved for reuse. The next sale will be on **Saturday 18 January 2014** from 10am – 12pm, next to Keynsham Recycling Centre, Pixash Lane, BS31 1TP.

Electric Heating from Sunflow

Now is a great time to scrap old and inefficient heating systems.

Amazingly efficient, fully controllable, slim & attractive.

Heating For a Lifetime

Brilliantly engineered with a 10 year guarantee (yes even on the controls) our heaters are built to last - 40 years plus! No need for any servicing so no waiting in for a plumber. Just think of the time you'll save and the elimination of the yearly cost of servicing or insurance.

Our incredible design saves a tremendous amount of space so you don't have to fill your walls with conventional radiators. With no pipes required, Sunflow heaters offer great flexibility for positioning

and they look superb, excellently finished in the colour of your choice. We can alter power ratings and sizing to suit virtually any room.

Take Control

Knowing that each room can be individually time and temperature controlled means peace of mind for those of us managing energy on a budget. In the depths of winter, unused rooms can have radiators turned off or just ticking over at whatever temperature you want. They can be timed to come on or go off at the precise times you specify. Remember, every degree less can produce substantial savings on energy bills.

"I have just had my electricity usage statement for the year and it has gone from an average of 18.91 kW a day to 7.02 kW which is pretty spectacular. I'm very pleased." J.S. - Somerset



Well Designed - Beautifully Finished

Our heaters are excellent replacements for gas, oil and economy 7 heating systems. They will work alongside economy 7 and economy 10 - see our brochure for more information. Sunflow has fully qualified Gas Safe engineers and electricians with a great deal of experience in replacing old systems. We renew water

heating and have a range of options.

Sunflow is a family business and we care about our customers. We undertake quality assessments and can provide free quotes for any requirement - whether you require one heater or want to examine options for the whole house.



For your FREE brochure call our 24hr Brochure Line on: 0800 158 8270 Questions? Call Suzanne on 0800 158 8272

Reg. No.528940

If marketing your business is a conversation, then you need to make it interesting.

MediaClash Agency knows how to talk to your clients.

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CARE VISITS AT HOME

We care passionately



Call our professional team on 01225 445225

Our staff

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

Alternative

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

What we offer

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

Contact us

Visit us online at
www.bluebirdcare.co.uk
Call our professional
team on 01225 445225

Bluebird Care, Kingston House, Tel 01225 445225 www.bluebirdcare.co.uk
Pierrepont Street, Bath, BA1 1LA Fax 01225 442214 bath@bluebirdcare.co.uk



All change for early years

From April 2015, some early years services for children 0-11 may change. We answer your most important questions about a suggested approach

The Council currently provides a range of services for families with children in the 0-11 age range. In February 2013, as part of a package of measures to deliver a balanced budget, the Council decided to provisionally set the overall budget it spends on early years 0-11 services at £2.6 million from April 2015; a reduction of £2.3 million. This budget is subject to final agreement in future meetings.

In light of this, the Council has developed a suggested approach for the service that will be subject to extensive consultation and decision by the Cabinet.

Why are you making these reductions?

Local authorities have faced public spending cuts almost unprecedented since the Second World War. The Council continues to maintain its sound financial position and balance its budget.

Despite limiting reductions (to about 1.3% of our total budget for each of the next three years) we have made clear that some difficult decisions need to be made including reviewing the levels of service we provide and to whom. This includes the

services we provide for children, young people and families.

What services are affected?

These proposals should not affect all the services provided by Children's Services. For example, social work is not affected. The services where the public may see an impact are:

- Children's Centres in the voluntary and statutory sectors;
- Support to early years and childcare settings from the Early Years Foundation Stage Team;
- Voluntary sector services for Play and specialist Family Support;
- Parent Support Advisers for targeted primary schools;
- Some commissioned health services.

What will happen to my Children's Centre?

From April 2015 all eleven Children's Centre buildings would be kept, although the services provided from them may change.

The plan is that three full-time Centre 'hubs' would be provided at Bath (Parkside or Twerton), Keynsham/ Chew Valley (Keynsham Children's Centre), and the

Somer Valley (Radstock Children's Centre). These would act as central bases for staff, Health Visitors, other partners and volunteers to deliver a full range of Children's Centre services as well as locations for funded targeted sessions and volunteer Stay and Play activities.

The remaining Centres would be run by local partners, such as schools, Early Years nurseries and the voluntary sector. Part-time groups run by volunteers and staff would still



operate on a reduced timetable. They could also be used by a variety of organisations, including the Council for its targeted sessions.

What changes at the Centres?

All sessions funded by the Council at Children's Centres would be targeted at providing services for the most vulnerable children and families. These services include parenting programmes, healthy eating programmes, postnatal support and teenage mothers support. An Outreach Team who would go into the community to visit vulnerable families in their homes would also be maintained albeit at a reduced level.

The aim is to deliver services for the most vulnerable families with children under 11 years, which supports parents to have positive parenting aspirations and parenting skills, and supports children to develop well and be ready for school.

If agreed, the full proposals would not be carried out until April 2015

What about everyone else who isn't vulnerable?

Health Visitors for all families will continue to be provided as well as free nursery provision for targeted two year olds and all three and four year olds.

There is already an excellent network of around 40+ volunteers providing many sessions at some of our Children's Centres. We intend to build upon this work using these sessions as an example to help recruit, train and support volunteers to provide more services in the future, such as Stay and Play. Through training and support, these voluntary sessions would be delivered to the standards anticipated by both the Council and Ofsted. The buildings would also be available for existing services to run sessions as before; for example, the Citizens Advice Bureau, Job Centre Plus, Health Clinics, Child minder groups and nurseries.

What happens next?

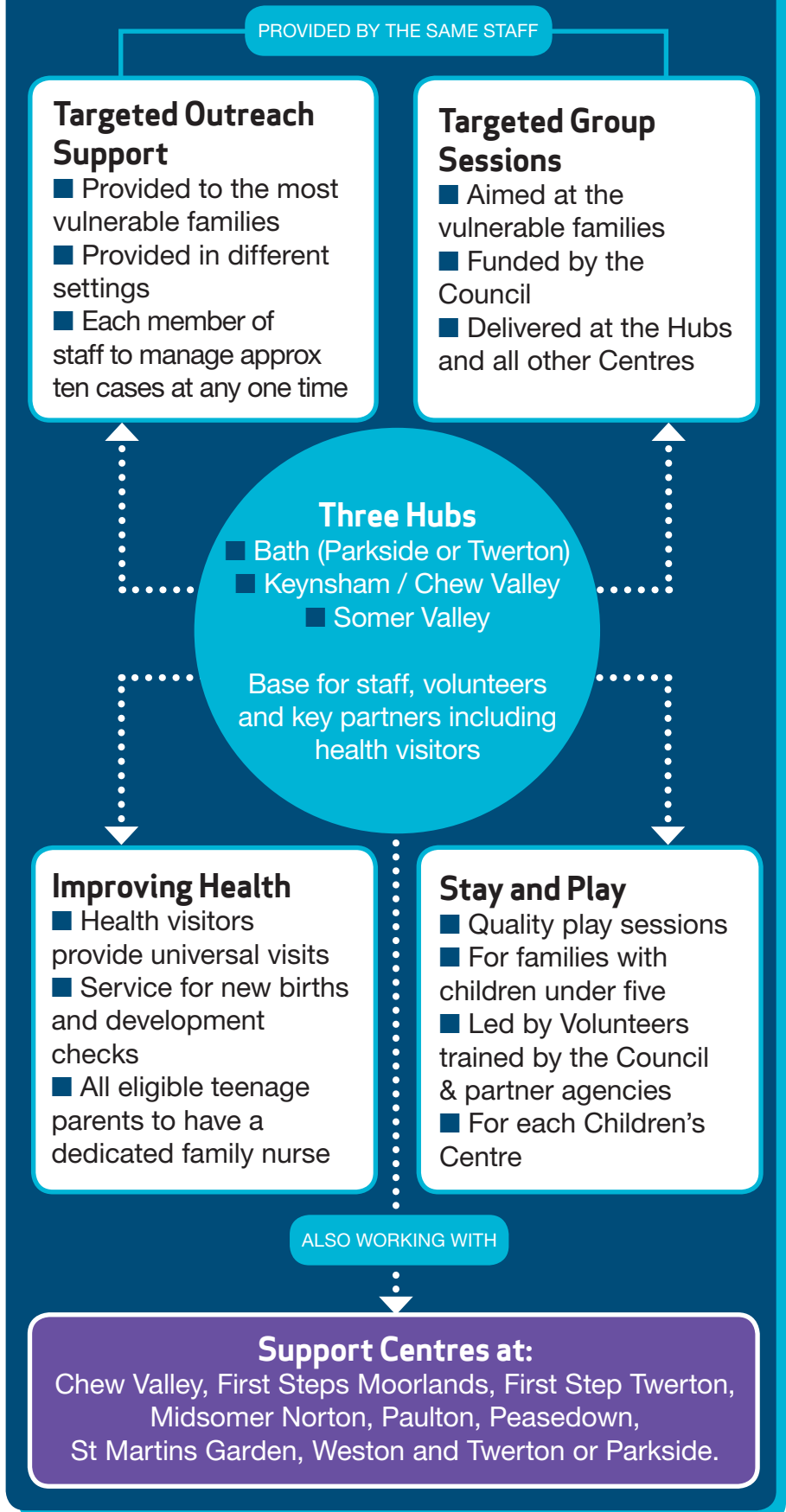
On 13 November 2013, the Cabinet will consider these proposals. Whatever they decide will be subject to full public consultation and local people will have the chance to have their say on all the services affected. The full proposals will not be carried out until April 2015. ■

Find out more



More information is online at www.bathnes.gov.uk/earlyyears

Proposed model of Early Years Services





YOUR TRUSTED LOCAL GAS & RENEWABLE ENERGY COMPANY



We issue 8,000 gas & electrical certificates annually.

7 & 10 year warranties on selected Worcester boilers

We install over 1,000 boilers every year.

"Punctual, professional and polite and the work completed to a high standard. Thank you."
Mr N Russell, Bath

We're working with the CSE on the B&NES Energy@Home Starter project which can provide grants for boiler upgrades*

Call us on **01225 738 397** or visit www.gregorheating.co.uk



*Subject to available funding, eligibility and home assessment www.cse.org.uk/energyhome-starter

BATH HALF MARATHON

Sunday 2 March 2014

Join the Parkinson's UK team and you'll get a free running vest and fundraising pack. Plus we'll be there to cheer for you on the day!

Help us find a cure and improve life for everyone affected by Parkinson's.

020 7932 1356
events@parkinsons.org.uk
parkinsons.org.uk/bathhalf



PARKINSON'S^{UK} CHANGE ATTITUDES. FIND A CURE. JOIN US.



It's time to apply for schools

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

If your child was born between 1 September 2009 and 31 August 2010, they can start school in September 2014. The closing date for applications is **15 January 2014**.

Apply online at www.bathnes.gov.uk and click on the Schools, Colleges and Learning link followed by Admissions to Schools.

If you think you may need support to help you make your school application, or to choose the right school for your child, we may be able to help.

Call Family Information Service on Freephone **0800 0731214** or local number **01225 395343** for more info. You can also email fis@bathnes.gov.uk or text **07980 998906**. Alternatively, you can find us on Facebook at www.facebook.com/bathnesfis

Admissions

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

Parent Partnership Service

Impartial and confidential advice

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

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

PPS offers impartial information, advice and ongoing support to parents, whose children are aged between 0-20 years. PPS can provide you with support on a one-to-one basis or you may wish to attend one of the Parents' Forum Meetings. The Parents' Forum always has a guest speaker on a relevant topic of interest and provides a useful opportunity for you to network with other parents; occasionally you may also be consulted on your views to inform local policy and procedures.

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



About the Family Information Service (FIS)

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

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

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

For further info call **FIS FREE** on **0800 0731214** or local number **01225 395343** between 8.45am and 4.45pm, Monday to Thursday, and 8.30am to 4.30pm, Friday. You can email fis@bathnes.gov.uk or text **07980 998906** See Facebook at www.facebook.com/bathnesfis




GIVE UP!


Warning: Giving up smoking can seriously improve your health.

Contact us now for our FREE service!

 Healthy Lifestyle Service

 @SironaLifestyle

 01225 831852

 healthylifestyleservice@sirona-cic.org.uk



**LIFT Psychology - provider of talking therapy services -
has arrived in Bath and North East Somerset!**

**Are you feeling anxious? Depressed?
Feel like you're not coping? Or need to talk to someone?
Would you like to find out more about how
to manage your feelings and move forward?**

LIFT talking therapy services can help.
We can work with you to help you recover.
Find out more by making an appointment to talk to us.
Call the LIFT Psychology office on **01225 650150**.

Appointments to see a LIFT Practitioner are available
in your own GP surgery, as well as other venues.
Our Practitioners will help you to focus on your individual needs.

**We also offer free courses
which you may find helpful.**

We have courses that cover topics
like depression, anxiety and relaxation.

**Visit our website to find out what is
available in the area that may help you**
<http://lift.awp.nhs.uk/banes>

*"I feel much more positive
now and I've put a lot of
techniques into practice
already. I hope I can
hold onto these positive
feelings and remember the
techniques when under
pressure."
LIFT Psychology service user*

LIFT Psychology Practitioners are here to help!

Commissioned by the BANES Clinical Commissioning Group



01225 462234

capture that "decisive moment"
londoncameraexchange

Nikon

Services Directory

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

Council Connect

- Bus Passes
- Dog Warden Service
- Fly Tipping
- Garden Waste
- Grass Cutting
- Graffiti Removal
- Gritting of Roads (except motorways)
- Libraries
- Parks and Open Spaces
- Pavements and Road Maintenance
- Planning Enquiries
- Public Toilets
- Public Transport
- Recycling and Waste
- Road Faults and Potholes
- Road Safety
- Street Lighting

For all of the above services, contact Council Connect:

Twitter: @ccbathnes

Telephone: 01225 394041

Email: councilconnect@bathnes.gov.uk

Text: 07797 806545

Monday to Friday 08.00 to 18.00 (except Wednesdays 09.30 to 18.00). Closed Saturdays, Sundays and Bank Holidays. At other times, for emergencies or dangerous incidents only, please phone 01225 477477.

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.

W: www.bathnes.gov.uk/adoption

T: 01225 394949

Google Search: Bathnes Fostering

Bb

■ Benefits: Housing and Council Tax Support

Visit Council Connect in Bath, Keynsham or Midsomer Norton, or alternatively, contact a Benefits Officer by phone or email.

W: www.bathnes.gov.uk/benefits

T: 01225 477777

Google Search: Bathnes Benefits

■ Birth Registration

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

W: www.bathnes.gov.uk/births

T: 01225 477234

Google Search: Bathnes Births

■ Building Control

Contact Building Control for help and advice about the building regulation process and any proposed building projects you have.

W: www.bathnes.gov.uk/buildingcontrol

T: 01225 477517

Google Search: Bathnes Building Control

Cc

■ Cemeteries and Crematoriums

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

W: www.bathnes.gov.uk/cemeteries

T: 01225 396020

Google Search: Bathnes Cemeteries

■ Children's Centre 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.

W: www.bathnes.gov.uk/fis

T: 0800 073 1214

Google Search: Bathnes Fis

■ Community Meals Service

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

W: www.bathnes.gov.uk/mealsonwheels

T: 01225 394350

Google Search: Bathnes Community Meals

■ Council Tax Enquiries

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

W: www.bathnes.gov.uk/counciltax

T: 01225 477777

Google Search: Bathnes Council Tax

■ Curo

Curo is the largest provider of affordable housing in the area and offers a range of high-quality care and support services. Contact us using the details below.

W: www.curo-group.co.uk

T: 01225 366000

T: 01225 366111 (repairs)

T: 0300 123 2468 (anti-social behaviour)

E: hello@curo-group.co.uk (enquiries)

E: repairs@curo-group.co.uk (repairs)

Dd

■ Death Registration

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

W: www.bathnes.gov.uk/deaths

T: 01225 477234

Google Search: Bathnes Deaths

■ Disabled Car Users (Blue Badges)

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

W: www.bathnes.gov.uk/bluebadges

T: 01225 477133 or 01225 477134

Google Search: Bathnes Blue Badges

■ Discovery Card

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

W: www.bathnes.gov.uk/discoverycard

T: 01225 477737

Google Search: Bathnes Discovery Card

Ee

■ Electoral Registration and Elections

For queries on voting rights or other election matters.

W: www.bathnes.gov.uk/elections

T: 01225 477333

Google Search: Bathnes Electoral Registration

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.

W: www.bathnes.gov.uk/fis

T: 0800 073 1214

Google Search: Bathnes Fis

■ Fire Service, Avon

Get updates on the latest news and incidents in your area and view the work we do within the community.

W: www.avonfire.gov.uk

T: 0117 926 2061 (non-emergency)



Foreign Languages Centre

COMMUNITY COURSES:
Daytime, Lunchtime and Evening Foreign Language Classes

01225 383991
www.bath.ac.uk/flc



Hh

■ Housing Services

Support and advice for all of your housing issues.

W: www.bathnes.gov.uk/housing

T: 01225 396296

Google Search: Bathnes Housing

Jj

■ Jobs with the Council

Up-to-date information about job vacancies, equal opportunities, employment and training initiatives.

W: www.bathnes.gov.uk/jobs

T: 01225 396409 (24 hours)

Google Search: Bathnes Jobs

Ll

■ Leisure Centres

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

W: www.bathnes.gov.uk/leisure

T: 01225 486905

Google Search: Bathnes Leisure and Sport

Culverhay Sports Centre, Rush Hill, Bath BA2 2QL

T: 01225 486902 (office hours)

T: 01225 480882 (after 5pm)

Keynsham Leisure Centre, Temple Street, Keynsham

BS31 1HE

T: 01225 395164

South Wansdyke Sports Centre, Rackvernal Rd,

Midsomer Norton BA3 2UG

T: 01761 415522

■ Licensing

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

W: www.bathnes.gov.uk/licensing

T: 01225 477531

Google Search: Bathnes Licensing

Mm

■ MOT Testing

We offer vehicle MOTs to members of the public and trade for cars, taxis, and some coaches. Book today!

W: www.bathnes.gov.uk/bath_mot

T: 01225 477314

Google Search: Bathnes MOT Testing

■ Museums and Art Galleries

Assembly Rooms and Fashion Museum

W: www.bathnes.gov.uk/museums

T: 01225 477789

Google Search: Bathnes Museums

Roman Baths and Pump Room

T: : 01225 477785

Victoria Art Gallery (closed Mondays)

T: : 01225 477233

Bath's Historic Buildings (venue hire)

T: : 01225 477786 or 01225 477782

Nn

■ NHS Service, BANES

Find out how to register with your local GP or NHS dentist, plus information on other key services.

W: www.banes-pct.nhs.uk

T: 01225 831800

Pp

■ Parking Services

For parking queries, Park & Ride, clamping, fines, permits, Blue Badges, Pay & Display, enforcement of restrictions. Visit the website to download maps.

W: www.bathnes.gov.uk/parking

T: 01225 477133

Google Search: Bathnes Parking

■ Pest Control

The Council offers a comprehensive pest-control service for residents.

W: www.bathnes.gov.uk/pests

T: 01225 477551

Google Search: Bathnes Pests

■ Police Service, Avon and Somerset

Stay informed about what is happening in your area, with regular news updates, as well as useful information about crime reduction.

W: www.avonandsomerset.police.uk

T: 101 (non-emergencies)

Rr

■ Record Office

The office holds a wealth of information and archives.

W: www.bathnes.gov.uk/records

T: 01225 477421 (closed Mondays)

Google Search: Bathnes Records

Ss

■ School Admissions

We deal with applications and can advise about your right of appeal, as well as home-to-school transport.

W: www.bathnes.gov.uk/admissions

T: 01225 394312

Google Search: Bathnes Schools

■ Sirona Care & Health

Providing community health and adult social services in Bath and North East Somerset. For detailed information on the services we offer, as well as online contact forms, visit our website.

W: www.sirona-cic.org.uk

T: 01225 831400

■ Social Services

Visit the Health and Social Care pages on the website for information and advice.

W: www.bathnes.gov.uk/adultcare

T: 01225 477000

T: 01454 615165 (out of hours emergencies about adults or children)

T: 0800 800 4444 (emergency housing advice, contact the Shelter England 24-hour freephone advice line)

Google Search: Bathnes Social Services

Tt

■ Taxi and Private Hire Cars - Complaints

If you have a complaint regarding any licensed vehicle, contact the Council Licensing Enforcement Officer.

W: www.bathnes.gov.uk/taxis

T: 01225 477689

Google Search: Bathnes Taxi Complaints

■ Trading Standards

The Council is responsible for enforcing a range of consumer legislation including misleading advertisements and counterfeit trademarks.

W: www.bathnes.gov.uk/trading

T: 01225 396753

Google Search: Bathnes Trading

■ Travel Information (Traveline)

Traveline provides timetables and journey planners for bus, coach and rail services in the South West.

W: www.travelinesw.com

T: 0871 200 2233 (7am to 10pm - Calls cost 10p per minute from landlines)

Google Search: Southwest Traveline

Yy

■ Youth Services

Working with young people aged 11-25 years.

W: www.bathnes.gov.uk/youthservice

T: 01225 396980

Google Search: Bathnes Youth Services

How to...

Report a pothole

@ Potholes in roads or on pavements should be reported to Council Connect. You can do this quickly and easily at any time using our online Report It form.

Visit the Council's website at www.bathnes.gov.uk/reportit

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

Call Council Connect on **01225 394041** - Monday to Friday 08.00 to 18.00 (except Wednesdays 09.30 to 18.00 and Bank Holidays) or the out of hours / emergency number **01225 477477** at any other time.



BATH FARMERS MARKET LTD

at Green Park Station, Bath
Every Saturday morning between 9 am – 1.30 pm

At Bath Farmers Market you will find a range of stalls selling, fresh, local, seasonal produce at a fair price including:

- Meat – organic and non-organic
- Charcuterie
- Game and Venison
- Fresh and smoked fish, including an Oyster Bar
- Seasonal organic and non-organic vegetables/fruit including tomatoes, mushrooms, strawberries and organic asparagus
- Various Award winning cheeses – local soft, Cheddar, Goats, Ewes, Guernsey
- Milk, Yogurt, Cream, Butter and fresh farm eggs
- Award winning Jams/ Marmalades/Chutneys
- Various Meat Pie stalls including Quiches, Scotch Eggs
- Breads including specially breads, cakes, pastries, fruit pies including Gluten Free cakes
- Speciality Cakes and Desserts
- Apple Juice/Cider/Honey
- Specialist Coffees
- Rapeseed Oil & Mayonnaise
- Homemade Pasta
- Vegetarian Stalls
- Organic Soups
- Sushi
- Local Ice Cream
- Local Herbalist
- Herbs & Plants
- Various Speciality stalls including Handmade Chocolates, Falafels, Fudge and Lavender



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

- ✔ It is healthy
- ✔ You can interact with the producers of the product and ask questions
- ✔ Plenty of free parking
- ✔ QM stalls
- ✔ 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 produce to local people.

For more information contact Laura Loxton 0777 969 7278

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Media
Clash

To book your campaign or find out more, contact:

Lisa Rodd
T: 01225 475878
E: lisa.Rodd@mediaclash.co.uk

Public Protection Team

How can you be sure you won't be ripped off?



Look for our free directory at any council office or library



For years Trading Standards Services across the country have been unable to tell the public who to avoid, and who they should go to when buying goods or services. For this reason, Bath and North East Somerset Trading Standards are running 'Buy With Confidence – Trading Standards Approved' as their good trader scheme.

Trading Standards undertake thorough vetting and background checks of all the businesses and visit every business as part of their application. Only if businesses pass the stringent checks can they display the Buy With Confidence logo.

So if you are looking to employ a trade or service, an approved 'Buy With Confidence' member is a good place to start, visit www.buywithconfidence.gov.uk or call 08454 040506.

The Bath and North East Somerset Council Buy With Confidence scheme was launched in 2007 to promote and support the good, reliable tradesmen and retailers of the area. If you are a trader who would like to become a BWC member please contact Trading Standards on 01225 396753, or email trading_standards@bathnes.gov.uk

Bath & North East
Somerset Council

To find a local business approved by Trading Standards visit
www.buywithconfidence.co.uk

Need help with home repairs or housing advice?
Over 60 or disabled and own your own home?



Whether you've got a dripping tap or need a new roof, start improving your home by chatting to one of our specialist advisors at:

- Bath One Stop Shop, Manvers Street, every Tuesday 9.30 - 1pm & Thursday 1 - 4pm
- Paulton new Library Hub, Hillcourt, High Street, on the first Monday of every month 1 - 4pm

Or call 0300 323 0700 / visit www.wecr.org.uk

Do you Need Home Help/ Personal Carer?



For Live in Care, Companionship, Homesitters, Respite, Palliative, Spinal Injury Care and Complex, Specialist Care. Either on a long or short term basis

We have Fully trained, CRB Checked experienced and friendly Staff



Whether you need someone for an overnight, weekend break, weeks, months or maybe you are the sole carer and need short relief or continuous care. There is no minimum contract required. We have experienced live in carers / home helps / house keepers who will help with piece of mind independent living or for outdoor activities, wedding helpers, shopping trips and going to Church. We will match you with someone with similar likes or hobbies as our staff have genuine care and concern and you will never feel lonely. Call us today!

We look after:

- Elderly and Frail
- Elderly with Dementia or alzheimers
- Physical/Mental Disabilities
- Cancer Patients or other Termilly ill

Other Specialist and Complex Care
Or any type of Care

We supply daily care products:

- Incontinence Pads
 - Disposable Gloves, All ranges
 - Hand Soap, Gel, Sanitiser
 - Disposable Aprons, All ranges
 - Bed Protections, disposable or washable
 - Cleansing Wipes, etc
- Please call for a full list and to place an order.

We can offer:

- 24 Hr Personal & Practical Care
- Living-in Carers
- Events Helpers for Weddings, Shopping Trips, Holidays, etc.
- In home Respite Care
- In home Palliative care
- Post Hospital Discharge Care at Home
- Stroke/Terminal ill care
- Acquired brain injury care staff
- Sleep In and Sit In Services
- Mental health Support workers

for more information Call Healthcare Assist

Tel: 01582 580 242 / 01604 877255 or 0740 1840 957

Email: admin@healthcareassist.co.uk Our website: www.healthcareassist.co.uk



Time to explore your retirement living options?

The St Monica Trust holds regular open days at our award-winning Sandford Station retirement village where you will be escorted on a guided tour by one of our residents.

Alternatively, if you have a more immediate desire to move sooner, we do have retirement properties currently available for sale, for rent, or that can be purchased on a part rent, part buy basis.

Sandford Station offers a range of facilities including the Pullman restaurant, pool and gym, indoor and all-weather outdoor bowls, as well as a variety of leisure activities and social events. For those with care needs, 24-hour care and support is available, as well as specialist nursing and dementia care.

Call 0117 949 4004 for more information. Why not join our re-sales mailing list and we will keep you informed when re-sale properties become available.

www.stmonicastrust.org.uk
info@stmonicastrust.org.uk



Delivering well-being

St Monica Trust

Registered Charity 202151

A panto awash with swash and buckle!

With the production of **CLIFF PARISI** and **PETER PAN** featuring **CHRIS HARRIS** as GOVERNOR GERTIE, **JON MONIE** as SMILE, **JESSICA PUNCH** as PETER PAN, **JOANNA AMANA FOREST JONES** as WENDY, **THE NETWITS** as THE PIRATE CREW, **BACK BY POPULAR DEMAND!** featuring **THE DOROTHY COLEBORN SCHOOL OF DANCE**.

From **ITV WEST**

CLIFF PARISI
CAPTAIN JACK

PETER PAN

Thu 12th Dec '13 to Sun 12th Jan '14

Box Office: 01225 448844 | www.theatreroyal.org.uk

Chronicle

Customer Services Team

We look at how three different teams within the Council work together seamlessly to provide an effective and efficient service for the public

Kirsty Jones



Top fact...

On average, a Customer Service Officer will speak to 100 people per day, and respond to 25-30 emails.

Bev Corbett



Top fact...

The Contact Centre and switchboard receive over 200,000 calls and approximately 15,000 emails per year.

The Council's customer service department is about so much more than the face-to-face dealings that many of us experience. We take a look behind the scenes at how just three teams work seamlessly together to provide the eyes, ears and voice of the Council. **Bev Corbett** has been manning the switchboard for over 10 years; **Chris** (who can't be photographed for obvious reasons) has been keeping a watchful eye over our city in the CCTV department, and **Kirsty Jones** is the fountain of all council knowledge in the Contact Centre.

What does a typical workday consist of?

Bev Corbett: We don't have a typical working day, apart from our working hours. It's a very diverse role.

Chris: Working with the police to provide footage they have requested. Also ensuring public safety throughout the area.

Kirsty Jones: Our day typically consists of determining which council department – if any – a query needs to go to. It's not always straightforward – a lot of people still think we are their landlords, but it is normally Curo, or another housing association.

What aspect of your job do you enjoy most?

BC: Every working day brings new challenges, even after 10 years in the role. I am still learning things every day. I really enjoy the variety and the people that I work with.

C: When we get a result: for example, helping the police find a missing person – that is very rewarding, particularly if it is a child we've helped find.

KJ: Speaking with such a wide variety of people. You never know what you will be asked – it's great being able to do some investigation and help someone out with a tricky enquiry and make their day just that little bit better.

What type of enquiries do you usually receive?

BC: Practically the A – Z of calls for the Council: from adult literacy to welfare support.

C: Mostly requests to view footage from the police or insurance companies. We also assist the Business Improvement District and the Bath Crime Reduction Partnership with radio checks and monitoring in the city centre and other areas.

What's the most unusual enquiry you've received?

BC: One call that stands out is a builder who was working on a property and came across a human skeleton! He wanted to know what to do so we pointed him towards the police.

C: We were once asked to monitor a pigeon. I don't know if you've ever tried to film one particular pigeon in a flock. It's quite hard! We're not sure exactly why...

KJ: I was once asked if we could arrange for an autopsy on an otter found at the side of the road!

What is the most effective way to contact the Council?

BC/C/KJ: The best way to contact us is whatever is convenient for you. But our guidance would be: quick, simple queries: twitter or email. Anything complex that might require a discussion is best dealt with over the phone. See Find out more for details.

How do you collaborate with other Council departments?

BC/C/KJ: We have all started working together much more closely recently, providing a much tighter service. For example, the CCTV team can let the Contact Centre know about incidents that may affect people's journey home. The Contact Centre can then tweet about it and, hopefully, help people get home faster by avoiding any road closures. We recently did this when there was an awful incident on Orange Grove, which cut down on the number of people travelling that way at rush hour. It was our most re-tweeted tweet!

Have you witnessed a positive response from your work?

BC: Callers are always pleased to speak to a person rather than a machine. This gives a welcoming and positive impression of the Council.

C: We recently had a letter from a chief superintendent who was very impressed with how we had assisted the tracking of three suspects through the city centre. It was very gratifying to hear from someone in such a high position acknowledging and praising our work.

KJ: Definitely, the service areas we work with are under less pressure and can concentrate on delivering their services. We also get a lot of positive feedback from people who have contacted us and have been impressed with our attitude and willingness to help. ■

Find out more



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