

Distinctive



BE:

Better for Everyone

Inclusive



Safe



Sustainable



The Community Strategy for
Bath and North East Somerset,
2004 and beyond

Creative



BE:

The Community Strategy for
Bath and North East Somerset,
2004 and beyond

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Councillor Paul Crossley
Chair, Bath and North
East Somerset Local
Strategic Partnership



Liz McIntyre
Vice Chair, Bath and North
East Somerset Local
Strategic Partnership

This document is about maintaining and improving the things that make our communities better places to live in (such as clean streets, safe neighbourhoods and a green environment).

We are a group of organisations working together as the Bath and North East Somerset Local Strategic Partnership (LSP). We want our community to be better for those who live in, work in and visit our area. We aim to achieve this by setting out clear ambitions, providing a framework for linking them together, and monitoring our performance.

This is the first time that there has been a framework for the long-term economic, social and environmental wellbeing of the area as a whole. We have used feedback we received on the draft strategy to improve our focus on local people's priorities. Above all, this is intended to be a useful document that promotes working together, provides a framework for judging future plans and policies, and allows local communities to see what they can expect from their local public services over the next 10 years. We welcome your comments and will use them to improve and develop the strategy still further.

Our ambitions

This community strategy contains five shared ambitions setting out how we plan to work together. These shared ambitions will be built into all our work and the six improvement ambitions contained in the strategy. All these ambitions are set out below.

Shared ambitions

BE: distinctive

Promoting a 'sense of place' so people identify with and take pride in our communities

BE: inclusive

Celebrating the contributions people from different backgrounds and with different experiences can make, and promoting equality of opportunity

BE: creative

Sharing resources, working together, and finding new ways of doing things

BE: safe

Building communities where people feel safe and secure

BE: sustainable

Taking responsibility for our environment and natural resources, now and over the long term

Improvement ambitions

BE: there on time

Improving our local transport

BE: better off

Improving our local economy

BE: green

Improving our local environment

BE: at home

Improving our housing situation for local people

BE: inspired

Improving local opportunities for learning and gaining skills

BE: assured

Improving our local health and social care

This strategy is divided into sections covering each ambition. The final section contains ways of checking whether we are achieving the ambitions and for taking action if we are not. For each ambition, there is a description of:

- why we believe the ambition is important;
- the things we are focusing on to meet the ambition;
- actions we have identified to make improvements;
- links to other partners we will work with to meet the ambition; and
- references to other plans and strategies this community strategy is designed to link with and influence.

To meet the ambitions set out in this strategy we will work closely with a wide range of organisations and make links with their plans.

These include:

- Town and parish councils.
- Residents' and tenants' groups.
- Voluntary organisations and community groups.
- Neighbouring Local Strategic Partnerships.
- Schools and further- and higher-education institutions.
- Businesses and organisations working with businesses.
- Sub-regional partnerships from the area covered by the four councils of Bristol, North Somerset, Bath and North East Somerset and South Gloucestershire.
- Our members and the organisations they represent.
(A list of organisations represented on the LSP can be found at the end of this strategy).

Some of the particular organisations we will work with to meet the ambitions are named in each section.

Under each improvement ambition, there are indicators that we will use to measure our progress in meeting the ambition. For each indicator, the strategy sets out the current situation so that we can measure improvements over time and report on progress. The figures we use are generally based on the latest published information for a full year available at the start of 2004. This means that many of the indicators cover 2002-2003 and may have changed since. Please contact us if you have any questions about any of these indicators, or wish to find out the most up-to-date situation.

BE



distinctive

Promoting a 'sense of place' so people identify with and take pride in our communities

- In the South West, the development of the Western Riverside area of Bath is one of the largest projects to regenerate brownfield sites. (A brownfield site is one that has been built on before).
- The United Nations Educational, Scientific and Cultural Organisation has designated Bath as a World Heritage Site (that is, a place of outstanding natural and cultural importance).
- According to the draft Local Plan, over 90% of Bath and North East Somerset is classified as rural, and almost a third lies within Areas of Outstanding Natural Beauty (attractive and unspoilt areas that must be protected).

Why this ambition is important for Bath and North East Somerset

This strategy provides an opportunity to focus on what makes Bath and North East Somerset a distinctive place. It also helps us to focus on local priorities.

For example, in Bath and North East Somerset there is a strong desire to make sure the design of future developments is of high quality, reflects our distinctive built and natural features, and improves people's lives now and in the future. Our consultation on this

strategy has also identified specific local needs relating to housing, transport, learning and health services.

The strategy also allows us to reflect the different people and places making up our communities. Around half of Bath and North East Somerset's 170,000 residents live in the City of Bath. The other main centres of population are Keynsham, Midsomer Norton and Radstock. There are also many villages and hamlets spread across 47 rural parishes.

All these places lie within varied landscapes, some where town and city meets the country. Our area is also fortunate in the range and quality of its public parks and open spaces. The Botanical Gardens in Bath's Royal Victoria Park were chosen as 'UK's best park' in the 2003 Britain in Bloom awards.

The distinctive nature of the area is reflected in the wide range of partnership working that exists. For example, Keynsham has a Town Plan process with a vision to be 'a thriving, sustainable and safe market town'. This has resulted in a suggested Keynsham Action Plan. Norton Radstock has a not-for-profit 'regeneration company' set up to improve the area. The company owns the vacant former railway and neighbouring land in the centre of the town and is working with the local community to help improve the heart of Radstock. There is now also a draft Community Action Plan for Midsomer Norton, Radstock and surrounding communities. This identifies 13 themes including transport, town and village centres, the environment, and housing. This has been developed through the Market and Coastal Towns Initiative, a scheme designed to encourage communities to get involved in improving such areas. Work is now underway to finalise this plan and develop working arrangements for making things happen.

A proposal to improve life in rural communities has also been developed. This stresses the relationship

between towns and rural areas within the West of England. The proposal focuses on learning and skills, tourism, local food and promoting local facilities that can be used for a number of activities. In 2001-2002, local volunteers received training to gather the view of their communities in Queen's Road, Keynsham and Snow Hill, Bath. These volunteers then consulted local people on what was needed in their areas. The Chew Valley also has a broad range of active local community groups, including the Chew Valley Community Action Group, which have completed a number of successful projects.

These projects reflect the pride and sense of identity felt in our local communities.

Some areas within Bath and North East Somerset look to Bristol, Wiltshire or Somerset for transport, leisure and educational links, as well as for employment. However, a large part of the population still looks to Bath for access to a wide range of facilities. The City of Bath was designated a World Heritage Site by UNESCO in 1987. Bath & North East Somerset Council has worked with English Heritage to produce a management plan for Bath to make sure our heritage is protected for future generations. That plan's vision is for Bath to be a centre of excellence for managing the heritage of accessible, thriving, living cities.



The Bath Communities Partnership has a role across all Bath communities and also manages specific schemes and initiatives. There are also a number of other local initiatives including one in the Oldfield Park area.

A high local priority is affordable housing. House prices in the area are high, even when compared to the national average, and many first-time buyers are effectively locked out of the housing market. This means more commuting, often from areas with poor public transport links and makes it difficult for public-service providers to recruit staff and improve services. Our community strategy focuses on improvements in areas such as housing, transport and skills. It will

be important to make sure these priorities are linked to each other (for example, that new housing has access to good public transport), as well as to local, regional and national strategies.

The government is increasingly looking to Regional Assemblies to bring together the wide range of strategies and issues in a region. The South West Regional Assembly is developing a regional strategy to identify and tackle the issues facing the South West. We welcome these developments and have provided feedback based on the ambitions contained in this community strategy. We will continue to work so that our area's needs are taken into account in the emerging regional strategy.

What we will focus on to achieve this ambition

- Encouraging major development projects to deliver benefits linked to the community strategy's ambitions, including adopting a 'good neighbour' approach during building work and maintaining high standards of design.
- Encouraging investment that maintains environmental and heritage facilities.
- Improving access to the services and facilities available to local communities.
- Continuing to support plans to improve towns and villages and other local community planning and partnership initiatives.
- Sharing good practice with partners, communities and agencies.
- Examining the potential effect developments in tourist and retail centres will have on the local economy.
- Helping to shape regional policies through the Regional Development Agency (RDA), the Government Office for the South West (GOSW) and the Regional Assembly.
- Insisting on the highest possible standards of design, for example in areas the public have access to.
- Promoting strong communities where people from all backgrounds mix well at work, at school and in their neighbourhoods.
- Working with older people so their priorities are reflected in our ambitions.
- Promoting Bath and North East Somerset's culture, including the arts, archaeology, design, parks and recreation.
- Promoting the benefits of sport.
- Recognising play as a crucial part of children's lives.
- Making our communities better places to live by doing the small things well.
- Supporting the particular needs of carers across a wide range of services.
- Working with the Children and Young People's Strategic Partnership (a partnership that brings together a wide range of agencies to focus on the needs of children and young people) to make sure the five national outcomes identified in 'Every Child Matters: next steps' are reflected locally. An extract from 'Every Child Matters: Next Steps' is given on the next page.



“Every Child Matters: Next Steps - the five things children and young people care about most

- **Be healthy:** enjoying good physical and mental health and living a healthy lifestyle.
- **Stay safe:** being protected from harm and neglect and growing up able to look after themselves.
- **Enjoy and achieve:** getting the most out of life and developing broad skills for adulthood.
- **Make a positive contribution:** contributing to the community and to society and not taking part in antisocial or criminal behaviour.
- **Achieve economic well-being.”**

What we will do to progress this ambition

1. Hold a conference for Bath and North East Somerset's communities to promote partnership working and community planning.
2. Examine Town and Parish Plans (plans for villages and towns) to see where we can help.
3. Review the arrangements partnerships have to make sure they can deliver the ambitions set out in this community strategy.
4. Work to set up an effective transport partnership in Bath and North East Somerset.
5. Set up a partnership for culture to bring together a wide range of issues and services – including heritage, libraries, community, environment, sports, leisure, arts and the design of towns and villages.
6. Work with the Countryside Agency and others to examine how public bodies can make sure their policies better reflect the needs of rural communities.
7. Identify issues where we can achieve specific benefits for communities by making a clear case for change.
8. Learn about where the new framework for planning land use works well and put this into practice locally.
9. Develop our successful Citizenship in Action project to encourage young people to become involved in their communities.
10. Support the development of a strategy for improving our green spaces such as parks.
11. Work to make sure the needs of Bath and North East Somerset are incorporated into the Integrated Regional Strategy (a plan designed to identify and tackle the most important issues facing the South West).



Other partners we will work with to achieve this ambition

Sport England	The Children and Young People's Strategic Partnership	Democratic Action for Bath and North East Somerset Youth
Sport and active leisure organisations	Action for Pensioners	The Countryside Agency
Sure Start	Bath Communities Partnership, Norton - Radstock Regeneration Company, and other regeneration partnerships	English Heritage
Sports South West	Play Development Advisory Group	

Other plans we will make links with to achieve this ambition

The Local Plan	Bath & North East Somerset Council Corporate Plan	Bath World Heritage Site Management Plan
Children and Young People's Services Plan	Public Realm Strategy	Social Inclusion Pilot Action Plans, Queen's Road Keynsham and Snow Hill, Bath
Oldfield Outlook Action Plan	Cultural Strategy	Integrated Regional Strategy for the South West
Bath & North East Somerset Council Play Policy	Green Spaces Strategy	Keynsham Action Plan, other Town and Parish Plans, Design Statements and town centre plans
Get Active: A Plan for Sport and Active Leisure	West of England Rural Strategy	Midsomer Norton, Radstock and Surrounding Communities Community Action Plan
Bath Communities Partnership Delivery Plan	Local Preventative Strategy	

BE



inclusive

Celebrating the contributions people from different backgrounds and with different experiences can make, and promoting equality of opportunity

According to the Centre for Sustainable Energy, out of 1147 wards in the South West, Bath's Abbey Ward is ranked 17th in terms of households suffering from fuel poverty. (Fuel poverty is where a household needs to spend a high proportion of its income on heating and lighting).

Why this ambition is important for Bath and North East Somerset

Bath and North East Somerset's relative prosperity masks inequalities. We recognise that disadvantage, discrimination and deprivation exist in our communities. We must work together to tackle these issues, improving access to opportunities and to services.

We have prepared an assessment of the effect this community strategy will have on communities that face discrimination and disadvantage. We are committed to promoting equality of opportunity (sometimes called equal opportunities) through our activities. We welcome the duty public bodies have under the Race Relations (Amendment) Act 2000 to promote racial equality.

What we will focus on to achieve this ambition

- Designing local institutions in a way that removes discrimination.
- Viewing racial equality as part of our partners' roles and using the Race Relations (Amendment) Act as a positive management tool.
- Meeting our responsibilities under the Sex Discrimination Act, the Human Rights Act and the Disability Discrimination Act.
- Working with disabled people and their representatives to make sure local services, including transport, are accessible.
- Promoting the rights, independence and choices of everyone living in our communities.
- Focusing on equality as part of our work with our main partnerships, paying particular attention to meeting the needs of children and young people.

- Recognising the role that advice and representation play in helping everyone to take part in their communities.

What we will do to progress this ambition

1. Make services more accessible to disabled people.
2. Make more information available in other languages and provide better translation and interpretation services.
3. Examine barriers to services and try to remove them.
4. Promote and share best practice in promoting equality of opportunity.
5. Use the equality standard as a tool to build equality issues into our policies and practices at all levels.

Other partners we will work with to achieve this ambition

Partnership for Racial Identity of Diverse Ethnicities (PRIDE)	Corporate Equalities Group	Disability Equality Forum
Community Development Forum	Sure Start	South West Regional Development Agency
Community Legal Service Partnership	Disability Equalities Action Group	Advocacy and advice groups
Race Equality Action Development Group	Bath Communities Partnership, Norton-Radstock Regeneration Company, and other regeneration partnerships	



Good practice we will build on to achieve this ambition

The PRIDE (Partnership for Racial Identity of Diverse Ethnicities) steering group has recently played a significant role in a research project exploring the needs of black and other ethnic-minority people in the Norton Radstock area. The aims of the research were to identify local experiences and to consult local agencies about the priority given to racial equality when delivering services. The PRIDE steering group is made up of representatives from the Norton Radstock Regeneration Partnership, Bath and North East Somerset Racial Equality Council, Avon and Somerset Police and Bath & North East Somerset Council. PRIDE holds a regular racial discrimination advice surgery in Midsomer Norton.

Other plans we will make links with to achieve this ambition

Race Equality Schemes	Disability Discrimination Act Implementation Plans	Children and Young People's Services Plan
Local Preventative Strategy		

BE



creative

Sharing resources, working together, and finding new ways of doing things

The Government's Plan Rationalisation Study Report in November 2002 identified 66 separate plans and strategies local councils such as Bath and North East Somerset had to produce, not counting plans from other agencies such as the police and health services.

Why this ambition is important for Bath and North East Somerset

This ambition is about partners working together to improve local services and plan for the future, and about valuing creativity. Working together is sometimes difficult, as not all agencies in Bath and North East Somerset have a common boundary. Organisational barriers can also prevent effective joint working.

However, people expect service providers to work together to develop solutions to local issues and problems. They also expect high standards of customer service and value for money from local services.

One of the ways we can achieve the ambitions set out in this strategy is by thinking creatively and finding new ways of working together. Improvements occur when we build upon the creativity of our local communities. An example of local creativity is a project called 'Just Art'. This uses arts to encourage young offenders to become more aware of the effect crime has on victims.

What we will focus on to achieve this ambition

- Looking for solutions to local concerns.
- Supporting communities to take responsibility for and tackle issues in their neighbourhoods.
- Looking for opportunities to work together to apply for funding.
- Providing customer-focused services, delivered more closely to the communities we serve (for example, through on-line services and one-stop shops).
- Encouraging partnership working that improves services for children and young people.
- Supporting joint working at local level.
- Valuing staff and volunteers in all our organisations, and listening to and acting on their views to improve services.

What we will do to progress this ambition

1. Develop a 'liveability scorecard' which sets out the costs and service standards of our local public services.
2. Work together to improve the information we give the public on local services.
3. Find ways to help those who provide public services to recruit and keep staff.
4. Support Bath & North East Somerset Council's Public Service Agreement (PSA) and encourage our main partnerships to help with improvements. Targets set out in the PSA are shown in the relevant sections of this strategy.
5. Work with others to make sure voluntary organisations and community groups can comment effectively on the Local Strategic Partnership.
6. Support Somer Community Housing Trust's proposed Somer Community Action in Neighbourhood (SCAN) projects in Peasedown St John and Radstock.

Other partners we will work with to achieve this ambition

Wide range of local service providers for example, Trades Unions, Jobcentre Plus



Good practice we will build on to achieve this ambition

First Steps Nursery has become a Centre for Excellence through partnership working and responding to the community's needs. Based in the heart of Twerton, First Steps has made a huge difference to the quality of life of many people in the area. Starting out as a day nursery, staff soon responded to local issues, including providing family support and information about benefits, as well as enrolling people on adult education courses. The nursery will also become one of the first 'Sure Start Children Centres' when it moves into its new building.

Other plans we will make links with to achieve this ambition

Bath & North East Somerset
Council's Customer
Access Strategy

Bath & North East Somerset
Council Implementing
Electronic Government
Statement

Bath & North East Somerset
Council Human Resources
Strategy

The Jobcentre Plus
Business Plan

A man with glasses and a dark jacket is carrying a young boy on his shoulders. The boy is wearing a red jacket and looking upwards with an open mouth, pointing his right hand towards the sky. The background is a blurred outdoor setting with green foliage and other people. Large white text 'BE' is overlaid on the right side of the image.

BE

safe

Building communities where people feel safe and secure

According to an audit carried out by the Bath and North East Somerset Community Safety Partnership, it is the oldest age group which has the highest fear of crime, especially after dark. Yet it is younger people who are most at risk from crime in Bath and North East Somerset.

Why this ambition is important for Bath and North East Somerset

Our Citizens' Panel (local residents who are regularly surveyed) has identified a low level of crime as the most important thing which makes somewhere a good place to live. Bath & North East Somerset Council set up a Community Safety Partnership in 1997, ahead of many other areas. The Community Safety Strategy 2002-2005 aims to:

- reduce the amount of crime committed by the most persistent offenders;
- reduce crime and disorder related to alcohol and drug use;
- reduce the number of young people who commit crime, or are victims of crime;

- provide support for vulnerable communities;
- reassure our communities and reduce the fear of crime; and
- promote local action to make communities safer.

The Community Safety Partnership co-ordinates the work of the Partnership Against Racial Harassment and the Partnership Against Domestic Violence, as well as working closely with the Drug Action Team (DAT). The DAT, which works to put the national anti-drug strategy into action, is currently working to increase the number of people receiving prompt and effective treatment for drug and alcohol problems.

Community safety action groups are being set up around the area. They aim to identify local problems and find solutions. In some neighbourhoods, community safety walkabouts are taking place to identify improvements needed to reduce crime and fear of crime. Local communities have identified the need to tackle antisocial behaviour, support victims, and work to make local neighbourhoods better places to live. There are also concerns about making sure nightlife (such as pubs and clubs), which contributes to the area's economy, is managed effectively and the effect it has on local residents is kept to a minimum. The Bath Bar Charter, a partnership between licensees, residents, the police, the council and others, aims to improve the situation.

The Community Safety Partnership will take the lead in developing and promoting initiatives to reduce crime and the fear of crime. However, to succeed it will need our partners to promote safety issues in their work.

What we will focus on to achieve this ambition

- Supporting the Community Safety Partnership's work and encouraging our main partnerships to build community safety into their action plans (for example, by tackling safety issues relating to transport).
- Taking a wide view of how to build safer communities, including road safety, home safety and fire safety.

- Recognising that strong communities where people from different backgrounds mix well lie at the heart of what makes safe and strong neighbourhoods, and that local people play an important role in working with the police and others to create safer neighbourhoods.
- Continuing to tackle vehicle crime and burglaries.
- Tackling antisocial behaviour and improving the appearance of streets to reduce the fear of crime.
- Making sure that environmental improvements and projects are also safe for people and property.
- Working positively and in a preventative way with young people to avoid their involvement in youth crime and disorder.

What we will do to progress this ambition

1. Encourage partnerships to work together to make neighbourhoods better places to live (for example, by dealing with litter, graffiti and antisocial behaviour).
2. Help the 'extended police family' (for example, community wardens and Police Community Support Officers) to increase public confidence.
3. Encourage the work of the support service for children (and their families) who are at risk of becoming involved in crime or antisocial behaviour.
4. Make sure actions to promote community safety are built into the plans of our partners.



Good practice we will build on to achieve this ambition

The Elder Aware project aims to reduce older people's fear of crime and provide practical advice on crime prevention. The Elder Aware pack contains useful crime-prevention tools (like timer switches and personal alarms) as well as contact numbers for services that support older people in their homes. The scheme involves a range of partners, and events are organised with local community groups.

Other partners we will work with to achieve this ambition

Community Safety Partnership	Community safety action groups
Avon Fire Brigade	Youth Offending Team

Other plans we will make links with to achieve this ambition

Community Safety Strategy 2002-2005	Community Safety Action Plan
Youth Justice Plan	

BE



sustainable

Taking responsibility for our environment and natural resources, now and over the long term

According to Best Value Performance Indicators, in only one other area of the South West do residents recycle a higher proportion of their waste than in Bath and North East Somerset.

Why this ambition is important for Bath and North East Somerset

Under the Local Government Act 2000, councils have a duty to promote sustainable development (that is, development that can be maintained without damaging the environment or using up natural resources) in their areas.

We are committed to building the principles of sustainability into our actions. The sustainability principles identified in Bath and North East Somerset are:

- using land wisely;
- building communities that care;
- access and mobility for all;
- using the earth's resources sensibly;

- education for life;
- local work in a strong local economy; and
- measuring 'quality of life'.

The Local Plan plays an important part in putting these sustainability principles into practice, and targets set in the Local Plan are referred to in the relevant sections of this strategy. For example, new developments will have to be accessible by different forms of transport, and should be in locations which reduce the need to travel. They should also conserve natural resources, especially those which cannot be renewed.

Bath and North East Somerset has well-developed partnership working in the field of sustainability and protecting the range of plants and wildlife. For example, the Wild Things partnership has identified species that need protecting. Wessex Water has produced its own Biodiversity Action Plan. Bath and North East Somerset was also at the forefront of development of local food, with its Farmers' Market (where farmers sell their produce) established as long ago as 1997. The London Road Food Co-operative and the Southside Food Co-operative are good examples of the social economy supporting sustainability in our area. (Food co-operatives sell local produce at wholesale prices).

We have identified the changing climate as a particular long-term problem for Bath and North East Somerset and for the South West, given the risk of flooding in the region. So it is important for both current and future generations that local energy use reflects international agreements concerning climate change.

What we will focus on to achieve this ambition

- Promoting care for the environment, considering the long-term implications of decisions taken today and being clear about the trade-offs they may involve.
- Making sure lasting systems are in place to measure the effect services and activities have on the environment.
- Promoting the emerging centre of excellence within Bath and North East Somerset on sustainability and environmental issues.
- Promoting accessible local services and local food production.

What we will do to progress this ambition

1. Review sustainability practices and systems, particularly relating to local food.
2. Work to get a better understanding of the role the Local Plan plays in promoting sustainable development.
3. Develop an indicator of the effects our activities (including use of energy) have on the world's resources.

Other partners we will work with to achieve this ambition

Change 21 Partnership

Environment Agency

Avon Wildlife Trust

Wild Things

Centre for Sustainable Energy

Sustainability South West

Somer Residents Sustainability Forum

Future West

Energy providers

Home Energy Conservation Act Forum



Good practice we will build on to achieve this ambition

The St Stephen's Millennium Green in Bath is held in trust as a permanent resource for the local community. Millennium Greens are new areas of public open space close to people's homes that can be enjoyed by the local community. In 2003 the project received a cash boost designed to improve the water supply to allotments and provide better composting facilities.

Other plans we will make links with to achieve this ambition

Local Plan

Management Plans for Mendip and Cotswold Areas of Outstanding Natural Beauty

Biodiversity Action Plan

Sustainable Farming and Food Strategy: An Action Plan for the South West

Local Transport Plan

Towards 2013:
A Sustainable Economic Development Framework

BE



there on time

Improving our local transport

A single bus ticket from Keynsham to Bath, a seven-mile trip, costs £2.90. In London, a seven-mile trip costs £1.



Why this ambition is important for Bath and North East Somerset

Transport consistently comes in the top three priorities of local people. The area's transport problems clearly harm our local environment. However, traffic issues can also harm our economy. Some of these issues can be addressed only at regional and national levels.

Bath sits at the junction of the A4 Great West Road, the A36 to the South Coast and the A46 northwards. Major highways are carrying too much traffic. This overloads local roads in towns, villages and residential areas. The reliability of bus services also suffers as a result. This and the high cost of bus travel in the area are significant barriers to promoting the use of public transport.

The council is promoting a long-term transport vision for the area. Local people have been consulted on this. The Initiative for Bath and North East Somerset has produced a detailed response to the council's vision, supporting a long-term approach to identifying key improvements such as increasing the pedestrian area in Bath City Centre. The council is also working with transport operators through its quality bus partnership and holds regular bus surgeries.

What we will focus on to achieve this ambition

- Supporting Bath & North East Somerset Council's approach to developing a transport vision in order to attract significant extra investment and meet local transport needs.
- Concentrating on improving travel for all users, and improving the quality and accessibility of public transport, car parking, cycling and pedestrian facilities.
- Working with local communities to develop solutions to traffic and transport issues.
- Promoting environmentally-friendly travel solutions with schools, employers and other organisations.
- Maintaining existing roads, bridges, cycleways, footpaths and car parks.
- Making sure the effect of proposed transport measures are taken into account when making decisions.

Indicators we will use to help measure our success in meeting this ambition

Indicator	Latest figure
Percentage of main roads that need repairing	22%
Percentage of households within a 13-minute walk of at least an hourly bus service	90.5% (all areas) 58.7% (rural areas)
Percentage of the population satisfied with bus services	43%



Indicators we will use to help measure our success in meeting the shared ambitions relating to transport

Shared ambition	Indicator	Latest figure
BE: safe	Numbers of thefts of, and thefts from, motor vehicles (PSA target)	21.11 out of every 1000 people
	Number of people killed or seriously injured in road accidents	35 out of every 100,000 people
BE: inclusive	Percentage of bus stops with raised kerbs for low-floor buses	5.2%
BE: sustainable	Percentage of new homes on large sites to be built within 400m of a bus stop with 'reasonable service'. ('Reasonable service' means four buses an hour in Bath, two an hour in Keynsham and Norton Radstock, and one an hour elsewhere)	No figure - local plan target of 80%
BE: creative	Percentage of bus stops with shelters	17%

What we will do to progress this ambition

1. Work to set up an effective transport partnership in Bath and North East Somerset.
2. Encourage all our members to have travel plans in place to encourage people to walk, cycle or use public transport.

Other partners we will work with to achieve this ambition

Joint Strategic Planning and Transportation Unit	Transport operators and regulators	Businesses
Regional Development Agency	Government Office for the South West	Joint Access Local Forum for Bath and North East Somerset, Bristol City and South Gloucestershire.
Royal United Hospital (RUH) and other health providers	Bath Employers' Travel Forum	Community Action
Bath and North East Somerset and North Somerset Rural Transport Partnership		

Other plans we will make links with to achieve this ambition

Local Transport Plan	Local Plan	Bus Information Strategy
Taxi Strategy	Local Air Quality Strategy	Business plans of transport operators and regulators
Bus Strategy produced by Joint Strategic Planning and Transportation Unit		



Good practice we will build on to achieve this ambition

Working together has led to an increase in travel plans in the area. A travel plan can reduce the number of people travelling alone in a car by 15% to 30%. This leads to less congestion and lower travel costs. Wessex Water and the University of Bath have both received Avon Area Travel Plan Awards for the progress they have made. The university's award also recognises progress in managing parking, running bus services, providing cycle facilities and communicating with staff, students and neighbours.

BE



at home

Improving our housing situation for local people



According to the 'West of England Sub-Regional Housing Study', households in Bath and North East Somerset need an income of about £35,700 to be able to buy their own home. The starting salary for a newly-qualified nurse is approximately £17,000.

Why this ambition is important for Bath and North East Somerset

Affordable housing is local residents' second priority after tackling crime. The 2000 Housing Survey clearly identified the problems, which are likely to have worsened as house prices have risen. Many people are put off moving to Bath and North East Somerset because of the high cost of housing. This is leading to recruitment difficulties and skill shortages which could have a knock-on effect on the local economy. Public services such as health services are particularly hard hit by the effect of high house prices compared to wage levels.

The South West Housing Body (SWHB) has recognised the increasing gap between house prices and incomes and has emphasised the effect this has on balanced communities over the long-term. These pressures are increasingly being felt across the area. It is common for young people to be forced to leave villages because of rising house prices and lack of affordable homes. The South West Regional Assembly has identified the need to provide access to affordable housing in the South West.

Following the transfer of Bath & North East Somerset Council's housing stock to Somer Community Housing Trust in 1999, a programme to deliver 600 new affordable homes by March 2005 was introduced. An innovative new Housing Strategy, which links directly to our "BE: at home" ambition for housing, will look beyond this programme and make sure all potential sources of affordable housing are explored.

Bath & North East Somerset Council is also developing a Rural Housing Strategy with North Somerset and South Gloucestershire Councils.

What we will focus on to achieve this ambition

- Examining the issues relating to affordable housing in Bath and North East Somerset.
- Making sure that local needs for affordable housing are properly understood at national and regional levels.
- Making the most of opportunities to provide new affordable housing.
- Applying, at regional level, for funding for affordable housing.
- Recognising the different needs of villages, market towns and larger towns when planning to meet both the need and demand for housing.
- Using the Local Plan and suitable development sites to provide affordable housing.
- Making sure the housing needs of 'key' workers (such as police officers, nurses and Social Services staff) are properly understood and met.
- Working with higher- and further-education providers to meet the housing needs of students.
- Making best use of existing resources, including empty or under-used housing and other property, paying particular attention to the potential for bringing together land that could be used for housing.
- Applying high standards of design and environmental quality to housing developments, including following the Secure by Design standards to prevent crime.
- Promoting and enforcing good standards in private-sector housing.
- Supporting older and vulnerable people in their own homes and promoting independent living.
- Promoting and maintaining balanced communities through neighbourhoods where there is a mixture of privately owned, rented and shared-ownership homes.
- Encouraging and supporting residents and communities to become more actively involved in making their communities nice places to live.
- Preventing homelessness by providing good standards of temporary accommodation and support to help people find and keep permanent homes.

Indicators we will use to measure our success in meeting this ambition

Indicator	Latest figure
Number of affordable homes built through Social Housing Grant	366 between 1999 and 2003
Total nights homeless households spent in bed and breakfast accommodation (PSA target)	12,295
Number of new homes provided for 'key' workers	15

Indicators we will use to help measure our success in meeting the shared ambitions relating to housing

Shared ambition	Indicator	Latest figure
BE: safe	Number of domestic burglaries	16.82 out of every 1000 people
	Number of deaths and injuries arising from accidental fire in homes (PSA target)	17.4 out of every 100,000 people
BE: inclusive	Percentage of new registered social landlord homes with design features flexible enough to meet whatever comes along in life	54%
BE: sustainable	Percentage of new homes built on previously developed (brownfield) land	78%
	Percentage of new homes on large sites built within 600m of a food shop and primary school	No figure - local plan target of 80%
BE: creative	Density of homes	No figure - local plan target of at least 30 for every hectare

What we will do to progress this ambition

1. Use the Health Key Workers Housing Partnership to examine and bring forward opportunities to meet the immediate pressures for providing housing for 'key' workers in the area.
2. Support the National Housing Federation campaign for extra funding for affordable housing in the South West.
3. Work to reduce antisocial behaviour which prevents people from enjoying their homes and communities in peace.

Other partners we will work with to achieve this ambition

Housing Partnership	Housing Corporation
South West Regional Housing Body	Care and support organisations
National Housing Federation	Tenants' and residents' associations
Advice and Advocacy groups	Registered Social Landlords (councils and housing associations)
Architects, surveyors, agents, landowners and developers	

Other plans we will make links with to achieve this ambition

Housing Strategy	Housing Survey
Parish Needs Surveys	Homelessness Strategy
South West Regional Housing Strategy	Local Plan
Supporting People Strategy	Housing associations' business plans and strategies



Good practice we will build on to achieve this ambition

A successful bid to the South West Key Worker Challenge Fund will mean an extra £1.3m to help provide 60 new homes for essential workers in Bath. The scheme, developed by a partnership between Somer Housing Group, local health trusts and Bath & North East Somerset Council, will provide housing for 'key' workers to rent or partly own through shared ownership.

BE



inspired

Improving local opportunities for learning and gaining skills

According to the West of England Learning and Skills Council's Community Profile, Bath and North East Somerset residents are largely well-qualified, with 73% of working adults qualified to NVQ 2 and above. Yet over a fifth of adults have low levels of basic skills such as reading, writing and maths.



Why this ambition is important for Bath and North East Somerset

Students in Bath and North East Somerset perform well in examinations, especially at GCSE level. It is important to continue to drive up standards across the board and also focus on those young people who, for whatever reason, leave school with few or no qualifications.

The percentage of young people in further and higher education in Bath and North East Somerset is above the national average, but the percentage in trade-based training is low. In 2001, a survey of employers listed basic computer and customer service skills as being essential.

So, we support the Learning and Skills Council's approach to improving the skills of local workers and people's basic skills. We also want to make sure that all residents can play a full role in social, economic and cultural life by developing and using their skills. This means developing community education, and meeting changing local needs for involvement in educational and cultural activities, for example, to meet the needs of the increasing numbers of older people in our community.

What we will focus on to achieve this ambition

- Aiming to keep the council in the top 25% for school examination results.
- Asking employers about the skills they need from workers.
- Improving work-based skills of 16- to 19-year-olds.
- Keeping up to date on future demands for technical skills.
- Trying to maintain and improve intellectual and cultural life in Bath and North East Somerset.
- Supporting proposals to improve the learning environment, including schemes such as Building Schools for the Future, a national scheme to modernise schools.
- Increasing community-based learning opportunities, increasing the demand for learning, and meeting the needs of hard-to-reach learners.
- Continuing to explore new opportunities for adult learners and for raising achievement in basic skills.
- Identifying training opportunities for members of the community who are less likely to get involved in training (including ex-offenders and people with drug and alcohol problems).
- Developing new approaches to working together.
- Developing our network of local libraries to promote lifelong learning and access to a wide range of services.
- Supporting work that helps vulnerable young people who have been excluded from school, or who are at risk of being excluded, stay in education, training and employment.

Indicators we will use to help measure our success in meeting this ambition

Indicator	Latest figure
The percentage of adults aged 16 to 74 whose highest qualifications attained are at NVQ 2 or the equivalent	19.4%
The percentage of year 11 learners who go into work-based learning (for example, Modern Apprenticeships)	6%
Number of books and 'spoken word items' (such as books on tape) issued in libraries (PSA target)	972,842



Indicators we will use to help measure our success in meeting the shared ambitions relating to learning and gaining skills

Shared ambition	Indicator	Latest figure
BE: safe	Number of 'safer routes to school' projects in place	39
BE: inclusive	The percentage of children looked after who are in education, training or employed at the age of 19	30%
BE: sustainable	Number of effective school travel plans in place	6
BE: creative	The percentage of 3-year-olds with access to a good-quality, free, early-years education place	84.6%

What we will do to progress this ambition

1. Work with the Older Learners' Forum (which offers educational, social and recreational opportunities to people over 50) and others to find ways of sharing skills and knowledge across the generations.
2. Provide help to schools and other partners who want to expand education that helps people play an active role in their communities.
3. Work with specialist organisations to increase the range of learning activities helping people get out of crime and drug or alcohol misuse.

Other partners we will work with to achieve this ambition

Businesses	Learning and Skills Council
Education and training providers	University of the Third Age
West of England Community Learning Partnership	Bath and North East Somerset Adult and Community Education Service
Connexions West of England	Youth Offending Team
Older Learners' Forum	Bath and North East Somerset Sports Forum

Other plans we will make links with to achieve this ambition

Education Development Plan	Connexions West of England Business Plan
Learning Partnership Plan	Learning and Skills Council (LSC) West of England Local Strategic Plan
Inclusion Strategy	Early Years and Childcare Partnership Delivery Plan



Good practice we will build on to achieve this ambition

The Community Learning Development project is funded by the Learning and Skills Council and the European Social Fund. It speaks to people returning to learning to identify the training and activities they want. In Batheaston, for example, opportunities developed by the scheme include computer skills and language courses for members of the community.

BE



better off

Improving our local economy



Bristol scores higher than Bath in Cardiff University's Index of Knowledge-Based Economies

Why this ambition is important for Bath and North East Somerset

Bath and North East Somerset's economy is strong, with unemployment low compared with national figures. However, the area's wealth is not being shared equally between our communities, with one ward in the top 20% of areas facing social deprivation. Many communities that have faced discrimination in the labour market, such as black and other ethnic minority communities and disabled people, are still disadvantaged. We need to prepare our economy for the future. Our town centres face increasing competition from other retail developments. It is important that we work to promote our town centres and encourage people to feel safe and secure in them (for example, through our street wardens and our closed-circuit television system, the first in the country to be awarded the Charter Mark award for public service excellence).

'Towards 2013: a Sustainable Economic Development Framework' brings these issues together in a vision of a 'thriving, sustainable economy'. The strategy contains clear action plans to meet four key building blocks that will achieve this vision. The building blocks are:

- business creation and growth;
- community regeneration;
- environment and infrastructure; and
- skills and training.

Local businesses have worked with other partners to make sure that issues relating to how businesses can improve their work in the community have a high profile. We will continue to develop this work.

What we will focus on to achieve this ambition

- Bringing together employers and learning providers so the skills people need can be identified.
- Responding to competition from other retail and tourist destinations, and thinking ahead to take advantage of new trends.
- Recognising the contribution older people make to the economy.
- Managing the effect of growing activities, such as the contribution nightlife makes to the economy.
- Tackling discrimination, disadvantage and inequality in the labour market.
- Working with local communities, the Bath Communities Partnership and the South West Regional Development Agency to improve quality employment opportunities in South West Bath and to get funding to meet local needs.
- Making the most of the strong reputations of Bath and Somerset, and working with Bath Tourism Plus to expand the benefits of tourism and related activities throughout Bath and North East Somerset.
- Promoting employment opportunities for vulnerable members of the community.
- Working with businesses to prevent crime and reduce the effect crime has on the local economy.

Indicators we will use to help measure our success in meeting this ambition

Indicator	Latest figure
Index of Retail Vitality (a way of comparing retail centres)	In 2004, Bath ranked fifth in the region and 38th in the UK
Percentage of new businesses that trade for at least two years	78.3%

Indicators we will use to help measure our success in meeting the shared ambitions relating to the local economy

Shared ambition	Indicator	Latest figure
BE: safe	Percentage of people who feel very safe during the day in town and city centres	76%
	Percentage of people who feel very safe during the evening in town and city centres	22%
BE: inclusive	Percentage of the population of Bath and North East Somerset who live in wards that rank within the most deprived 20% of wards in the country	3%
	Number of disabled people the Council has helped into long-term employment (PSA target)	7
BE: sustainable	Number of employers who hold the 'Positive about disabled people' award given by Jobcentre Plus (PSA target)	7
	Number of major employers with effective travel plans	8
BE: creative	Number of businesses actively involved in a scheme to reduce waste	111
	Score in Cardiff University Index of Knowledge Based Businesses	102 (lower than the regional average but higher than the UK average)

What we will do to progress this ambition

1. Support the Bath Bar Charter (the partnership between licensees, the police, the council, local residents and others) and examine ways of extending successful initiatives to manage the economy from nightlife throughout Bath and North East Somerset.
2. Work with a wide range of partners to promote Working Tax Credit, Child Tax Credit, Disabled Person's Tax Credit and Pension Credit in Bath and North East Somerset.

Other partners we will work with to achieve this ambition

Economic Development Partnership	Chambers of Commerce
Federation of Small Businesses	South West Regional Development Agency
Business sector organisations	Learning and Skills Council West of England
National Farmers' Union	Trades unions
Citizens' Advice and others who provide advice	The Pension Service
Community Legal Service Partnership	

Other plans we will make links with to achieve this ambition

Towards 2013: A Sustainable Economic Development Framework	The Local Plan
Tourism Strategy	South West Regional Economic Strategy



Good practice we will build on to achieve this ambition

The 'Front-Line' project - funded by a local trust - provides specialist benefits advice at three doctor's surgeries in Bath. In just six months, clients were helped to claim £50,000 in benefits and grants.

BE



green

Improving our local environment

According to Best Value Performance Indicators, last year half a tonne of waste was collected for every resident of Bath and North East Somerset.

Why this ambition is important for Bath and North East Somerset

We have already set out how important it is to maintain and improve our natural and built features and heritage in Bath and North East Somerset. We have also set out our commitment to looking after the environment over the long term. This ambition emphasises practical improvements to local environments and neighbourhoods, including issues such as litter and graffiti, managing waste and making neighbourhoods better places to live.

In general, Bath and North East Somerset enjoys a high-quality environment. Bath & North East Somerset Council is a national leader in the field of waste recycling. Over the long term they aim to meet a vision of producing “zero waste”.

Despite these efforts, improving our local environment produced the most comments when we consulted residents. The comments covered a wide range of concerns, including emptying rainwater gullies, drainage, the condition of pavements and footpaths, and protecting green spaces. It is clear that partners must come together to offer a ‘joined up’ approach to improving local neighbourhoods and meeting these local concerns.



What we will focus on to achieve this ambition

- Protecting and improving Bath and North East Somerset's built and natural heritage.
- Helping people to live comfortably without damaging the environment of their surroundings.
- Celebrating what makes our local area distinctive.
- Continuing to lead the way in managing the environment, including using new technology.
- Making sure new developments contribute to high-quality public areas.
- Working closely with the Community Safety Partnership and using local community safety 'walkabouts' to identify improvements that can be made in our streets.
- Supporting the Biodiversity Action Plan through the Wild Things partnership.
- Working with communities for cleaner and greener streets and environments.
- 'Doing the small things well', such as street cleaning, tackling street clutter, emptying rainwater gullies, unblocking drains and removing graffiti.
- Making sure environmental improvements reduce crime.
- Maintaining essential networks and systems, such as roads and communication systems.

Indicators we will use to help measure our success in meeting this ambition

Indicator	Latest figure
Hectares of Bath and North East Somerset managed as conservation area	2167
Number of residents for each hectare of local nature reserve	21,000
Percentage of applications relating to work on trees for which there is a Tree Preservation Order decided within eight weeks	88%
Percentage of residents satisfied with street cleanliness	71%



Indicators we will use to help measure our success in meeting the shared ambitions relating to the local environment

Shared ambition	Indicator	Latest figure
BE: safe	Number of problems relating to issues such as graffiti, vandalism and abandoned vehicles identified and reported	New indicator—no figures
	Percentage of graffiti cleared from public buildings within two days of being reported (PSA target)	30%
BE: inclusive	Number of toilets offering both disabled access and baby-changing facilities	8 (out of 31)
BE: sustainable	Percentage of household waste recycled	26%
	Number of Countryside Stewardship agreements in Bath and North East Somerset	145
BE: creative	Number of listed buildings identified as being 'at risk' through neglect and decay	164

What we will do to progress this ambition

1. Make sure all partners are involved in work relating to this ambition.
2. Make sure our work focuses on joint working to make local neighbourhoods better places to live.
3. Create close links with community safety issues.

Other partners we will work with to achieve this ambition

Change 21 Partnership

Wild Things Partnership

English Heritage

The Countryside Agency

Other plans we will make links with to achieve this ambition

The Local Plan

World Heritage Management Plan

Forest of Avon Plan

Biodiversity Action Plan

Zero Waste Strategy

Community Safety Strategy

Area of Outstanding Natural Beauty management plans

Green Space Strategy



Good practice we will build on to achieve this ambition

Community wardens work in Bath City Centre and in Keynsham. They work with businesses and residents to respond to local concerns, such as tackling graffiti and vandalism in order to reduce the fear of crime. Community Wardens settle 97.5% of all enquiries and requests they receive. Police Community Support Officers (PCSOs) provide a civilian, uniformed service and are increasingly being recruited to serve the public in Bath and North East Somerset.

BE

Bath NHS Walk-in Centre



assured

Improving our local health and social care

According to a recent Government white paper on tobacco, smoking kills over 120,000 people in the UK a year - more than 13 people an hour.

Why this ambition is important for Bath and North East Somerset

People in Bath and North East Somerset strongly value their local health services. Many local people contributed their views to a consultation carried out by the Bath and North East Somerset Primary Care Trust (PCT). However, local health services are under pressure. Difficulties in recruiting and keeping staff, especially nurses, have led to high costs of hiring staff from agencies. These costs have contributed to difficulties in meeting local expectations for health care over recent years.

There are also significant inequalities in health across Bath and North East Somerset's communities.

The Local Delivery Plan sets out a clear approach to tackling these inequalities. For example, the PCT is planning to improve the way it meets the health needs of people from black and other ethnic-minority communities. Local health providers will also continue to promote healthy lifestyles, reduce waiting times and improve the quality of services. For example, the Bath Royal United Hospital has significantly reduced waiting times in A&E since the Commission for Health Improvement published its last report on the hospital.



What we will focus on to achieve this ambition

- Supporting the council's approach to developing 'Community Resource Centres' for older people.
- Helping health services to recruit and keep skilled health professionals by working on improvements to transport, housing and training.
- Breaking the cycle of health inequality by investing in preventing health problems and in transport, leisure and other services.
- Investing in the health and wellbeing of young people (for example, through promoting sport and other activities).
- Working to improve mental-health services.
- Building on current arrangements to share training and facilities.

Indicators we will use to help measure our success in meeting this ambition

Indicator	Latest figure
Percentage of patients at Bath Royal United Hospital who rate their care as good or better	89%
Percentage of patients who trust and have confidence in their local doctor	89%
Percentage of those visiting A&E at the Bath Royal United Hospital who are dealt with within four hours	71%
Percentage of patients with heart disease who receive preventive treatment	45%

Indicators we will use to help measure our success in meeting the shared ambitions related to health and social care

Shared ambition	Indicator	Latest figure
BE: safe	Number of 'problem' drug users aged 15 to 44 in treatment	New indicator- no figures
BE: inclusive	Difference in the life expectancy between the fifth most well-off and the fifth least well off areas	Men – 4.8 years, women – 2.2 years
	Deaths from cancer and circulatory disease in people under 75	Cancer – 103.62, circulatory disease – 89.21 (out of every 100,000 people)
	Households receiving intensive home care (PSA target)	4.9 out of every 1,000 people aged 65 or over
	Percentage of patients at the Bath Royal United Hospital seen within two weeks of an urgent GP referral for suspected cancer	98%
BE: sustainable	Number of visits to sports centres (PSA target)	6,423 for every 1,000 people
BE: creative	Vacancy rate of nurses in the health service	12%

What we will do to progress this ambition

1. Provide help and support to Bath and North East Somerset Primary Care Trust and other local health providers in their drive to improve local services.

Other partners we will work with to achieve this ambition

Health Improvement and Modernisation Partnership	Local health providers
Drug Action Team	Care Forum
Health forums	

Other plans we will make links with to achieve this ambition

Local Delivery Plan



Good practice we will build on to achieve this ambition

Bath & North East Somerset Council is working with Bath and North East Somerset Primary Care Trust (PCT), the local mental health care trust and Somer Community Housing Trust to transform services for older people. It is replacing its seven existing care homes for the elderly with three new 'Community Resource Centres'. These will provide care for people with high-level needs and dementia, and flats for older people who are more independent but still need daily care. A new 24-hour, mobile, rapid-response team will provide nursing care. Working together has attracted over £1.5 million of extra money to help pay for these new services.

How we will monitor and review this strategy

Local people want real progress on the issues that matter to them. So we should explain exactly how we will contribute to such improvements. This Community Strategy has set out a clear approach to partnership working, including ways of measuring improvement.

However, our partners have to meet any relevant laws and regulations. These sometimes restrict what can be achieved. In many cases, solutions will only be achieved on a regional (or even a national) basis. If we identify obstacles to improvements, we can persuade others (for example, the Government) to help.

Each of our partners will have its own way of taking account of the ambitions in this strategy when setting its future plans. For example, Bath & North East Somerset Council's Corporate Plan sets out priorities for improvement to 2007. The plan has been shaped by a number of factors, including the council's contribution to this strategy.

Bath and North East Somerset is fortunate in having a wide range of partners working together. Our main partnerships will be responsible for achieving improvement ambitions. The appropriate member of the main partnership will report on the progress they are making against the indicators set out for each ambition. Each main partnership must develop a way of monitoring the actions needed to achieve the ambition. We will provide support where necessary. The action that needs to be taken, as set out for each ambition, will be assigned to our members. We will compare our activities against other similar local strategic partnerships and learn from good practice elsewhere.

We expect this Community Strategy to last for 10 years. Each year, we will produce an annual report setting out the progress we have made and any significant emerging trends. We will make this report widely available to our local community. We will review this strategy in the light of national priorities, as well as changing local and regional issues. We will respond to any future changes affecting this strategy.

Members of the Bath and North East Somerset Local Strategic Partnership

Organisation

Avon and Somerset Constabulary

Bath and North East Somerset Primary Care Trust

West of England Coalition of Disabled People

Somer Housing Group

Business West

Involve

Bath and North East Somerset Group of the Avon Local Councils' Association

The Federation of Bath Residents' Associations

Bath & North East Somerset CVS

Bath and North East Somerset Racial Equality Council

Bath & North East Somerset Council (the leader of the council is the chair of the Local Strategic Partnership)

Bath and North East Somerset Learning Partnership

Bath & North East Somerset Council's Transport and Highways Executive Member (interim)

Bath & North East Somerset Council's Tourism, Leisure and Culture Executive Member (interim)

Bath & North East Somerset Council Student Liaison Committee

BE:

Better for Everyone

We can provide this document about making Bath and North East Somerset 'Better for Everyone' in a range of languages and formats, including in large print, in Braille, on tape and on our website.

You can contact us in the following ways:

Telephone hotline: 01225 395050

E-mail: info@beintouch.org.uk

Website: www.beintouch.org.uk

Fax: 01225 395241

Text message: text 'LSP' to 07797 806 545

On I-Plus kiosks in Bath, Keynsham and Midsomer Norton

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這份有關「把巴斯及東北索麻市搞得更好」的文件，有一系列不同語言版本，大號字印刷，盲人摸字，錄音帶，電子及易得到的形式可供索備。請致電「搞得更好」熱線電話01225 395050與我們聯絡，傳真：01225 395241，或電子郵遞info@beintouch.org.uk。

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Bath and North East Somerset NHS
Primary Care Trust

West of England Coalition
of Disabled People



Bath and North East Somerset
Group of the Avon Local Councils' Association

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Bath and North East Somerset
Learning Partnership

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