

BATH & NORTH EAST SOMERSET COUNCIL
PARISH 'INFORMATION PACK'
SEPTEMBER 2023

Information on how to deal with the most common enquiries

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Introduction

We recognise the important role that parish and town councils play; as providers of local services; signposting and offering an access point to services; and representing the views of local residents.

As part of our commitment we have developed together a Parish Charter. The Parish Charter provides a framework for how we work together, maintain good working relationships and develop an effective partnership to improve the economic, social and environmental well-being of the area. The Parish Charter was first adopted in 1999; and updated in 2006 and 2018. It is currently in the process of being reviewed and updated.

We continue to build on our longstanding working relationships with parish and town councils and are keen to continue to improve how we work with you. We have created this information pack to assist you in your daily activities. We have identified a number of key service areas where parish councils have said they would like more information. We hope it will help you have a better understanding about our service standards, processes and procedures in place and to assist you in answering resident's queries.

We will ensure this pack is updated and reviewed regularly to ensure the information is accurate and update to date as possible. We welcome any comments and suggestions you may have to improve the document and our working relationship with you,

Councillor Sarah Moore
Chair of Bath & North East Somerset 2023/24

Mandy Bishop
Bath & North East Somerset Council
Chief Operating officer

September 2023

1: How the Council works

Enquiry Type	DEMOCRATIC PROCESS – BANES Council Meetings/calendars/agendas & papers
What advice should I give my resident?	<p>Residents are encouraged to engage with the democratic process by accessing online agendas to see what each meeting will be discussing, and attending and speaking at the various meetings that are open to the public. All details are available here: https://democracy.bathnes.gov.uk/uuCoverPage.aspx?bcr=1. This links to information about Councillors, Cabinet, Committees, Scrutiny and a wide range of information about the democratic process. It also has information and deadlines for registering to speak at a meeting.</p> <p>The Council's organisational chart can be found here, July 2021 https://beta.bathnes.gov.uk/sites/default/files/Council%20Organisational%20Structure%20Chart%20-%202021.pdf</p> <p>Residents can subscribe for alerts about any meetings they are interested in, via the link from the Panel on the left of the above page.</p>
What happens next?	If your resident needs further information after checking the links above, further information and support is available by contacting Democratic_services@bathnes.gov.uk
What are the service standards and what can my resident expect	Your resident can expect their email or phone call to be acknowledged within a couple of days, and usually a response is given on the same day.
How do I keep updated?	Once you have referred your resident to Democratic Services, there is no need for you to remain updated as the team will advise the resident accordingly.
What is my role as a parish council	To signpost to the above resources.
Any further information that may be of assistance to parish councils	<p>To find your:</p> <ul style="list-style-type: none"> • Local ward Councillors: https://democracy.bathnes.gov.uk/mgMemberIndex.aspx?bcr=1 • Parish council contacts on the Council's website. https://democracy.bathnes.gov.uk/mgParishCouncilDetails.aspx?LS=17&SLS=3&bcr=1 <p>To amend your parish contact details contact Democratic_services@bathnes.gov.uk</p>

2: Council Tax

Enquiry Type	Queries concerning Council Tax
What advice should I give my resident?	<p>In the first instance, please refer resident to beta.bathnes.gov.uk/council-tax where most queries can be resolved. Should their query remain unresolved, contact the Council Tax team at: counciltax@bathnes.gov.uk.</p> <p>The easiest and quickest method of resolving the majority of enquiries is for residents to manage their own Council Tax account online; registering at online https://beta.bathnes.gov.uk/manage-your-council-tax-online.</p>
What happens next?	<p>Autoresponder will acknowledge receipt and give expected reply time, dependant on time of year and service demand.</p> <p>Revenue (billing, collection and recovery team for Council Tax and Business Rates) staff member will respond directly, requesting any further information where applicable.</p>
What are the service standards and what can my resident expect	<p>Normally residents will be contacted back within 30 days. However, during certain periods of heavy demand, reply times maybe extended but we always update our autoresponder to set expectations.</p> <p>If the resident is not happy with the response, they can request their query to be reviewed by a Revenue Team Leader and, if they remain dissatisfied, log a complaint through the council's online form https://beta.bathnes.gov.uk/make-complaint-about-other-council-services.</p> <p>Council Tax is defined in law so discretion is limited to what staff can do. If someone has difficulty in paying, it is best to tell Council Tax as early as possible.</p> <p>Where payment is not made in accordance with the latest Council Tax bill, or a satisfactory payment arrangement not agreed, recovery action will be taken incurring costs as we have a duty to collect the tax and keep the cost of collection as low as possible for residents who pay on time. Costs will only be waived where a mistake has been made.</p>
How do I keep updated?	<p>Wait until the 30-day contact time (or other notified time) has passed. Repeat chasing just adds to the work demand of the Council Tax Team and further delays responses.</p>

	Registering to manage their own Council Tax account online will provide updates on those service changes requested through the customer portal.
What is my role as a parish council	To signpost residents as in the advice provided in section 1. It is important to note Council Tax is a local tax which is heavily regulated through longstanding legislation, pre-dating Council Tax, tested through the courts. Please be aware the Revenue Team deal with contentious situations daily so check with us first before passing comment on a resident's interpretation of a perceived issue.
Any further information that may be of assistance to parish councils	In exceptional cases where a resident wants to complain about the service, direct them in the first instance to our complaints process https://beta.bathnes.gov.uk/make-complaint-about-other-council-services . These are monitored by the head of service and keep every complaint in one place in case escalation is required.

3: Planning Enquiries

Enquiry Type	New application for planning permission
What advice should I give my resident?	<p>If your resident is the applicant then you can, if you wish to, write in support of their application. If your resident is a neighbour or another party with particular views about the proposal then you can, if you wish to, write in support of those views - be it an objection or support. All comments are published on the https://www.bathnes.gov.uk/webforms/planning/</p> <p>Planning decisions can only be made on the basis of 'material considerations'. For something to be a 'material consideration' it must relate to land use issues and must be in the public interest. If your residents' concerns relate to purely private matters (loss of private property value for example) or relate to non-land use issues (motivation of the applicant for example) then the concerns will not be material and the Planning team will not be able to take them into account.</p> <p>NOTE: See example checklists and sample material consideration responses (pages 38 – 40) that have been developed locally by parishes including a FAQ produced by BANES (pages 41- 42).</p> <p>For further information on commenting on applications see https://beta.bathnes.gov.uk/view-and-comment-current-planning-applications</p> <p>If a resident is considering making an application we strongly recommend using our Pre-</p>

	<p>Application advice service before submission so they understand the potential constraints and put together a good application with a good chance of getting permission. We also recommend talking to neighbours and others beforehand to iron out any possible issues.</p> <p>https://beta.bathnes.gov.uk/get-expert-advice</p>
What happens next?	<p>New applications will be checked by the Development Management (DM) Support team and when they are correct will be allocated to a Planning case officer usually within a week. At around the same time various third parties will be consulted including any immediately adjoining neighbours. In some cases, a site notice may be displayed on or near the site on a lamppost or similar.</p>
What are the service standards and what can my resident expect	<p>Planning applications have to meet the national and local requirements to be registered, allocated to an officer and loaded onto the website. For information on these requirements, drawing standards and support available to applicants please visit https://beta.bathnes.gov.uk/apply-planning-permission.</p> <p>The period for making contributions is published on the application. Late comments may be accepted as applications are rarely determined as soon as the consultation period closes and you can email the case officer directly to ask if a late comment can be accepted</p> <p>All comments and contributors name will be published on the council's public website until the application is decided See the Planning Privacy Notice for information on what we do with your data https://beta.bathnes.gov.uk/council-privacy-notice/planning-privacy-notice</p> <p>Members of the public and Parish Councils have 21 days to respond with their views from the date that they are notified, or if there is a site notice, within 21 days of the date printed on that notice. If an application is appealed comments will then be republished online. Appeals are dealt by the Planning Inspectorate (PINS).</p> <p>The Development Management team aim to determine applications within 8 weeks of submission (13 weeks for major applications). These target dates are often exceeded however if it is necessary for the application to go to the Planning Committee</p> <p>Only Ward members can request an application to be referred to the Planning Committee but the decision whether it goes to committee lies with the Planning Committee Chair & Vice Chair</p>
How do I keep updated?	<p>We strongly recommend signing up for email updates on application in your Parish https://beta.bathnes.gov.uk/sign-planning-application-updates. This way you need never miss an application</p>

	<p>There is a comprehensive map facility online where you can find all planning applications back to 2006 as well as layers for listed buildings, tree preservation orders, flood zones etc https://www.bathnes.gov.uk/webforms/maps/.</p> <p>Specific queries should be directed to the Planning case officer directly via phone or email.</p> <p>For general enquiries email dm@bathnes.gov.uk or ring 01225394041 option 6.</p>
<p>What is my role as a parish council</p>	<p>To represent the views of your local residents in respect of planning applications and similar. It is also helpful if you are familiar with the B&NES Planning website https://beta.bathnes.gov.uk/planning to direct resident queries and understand the starting point for planning decision making is the Local Development Plan https://beta.bathnes.gov.uk/development-plan</p>
<p>Any further information that may be of assistance to parish councils</p>	<p>Weekly Planning List - The Council produces a weekly list of all Planning application across the authority area. You can use the online planning register to view the weekly list https://www.bathnes.gov.uk/webforms/planning/search.html#weeklyList</p> <p>Street Naming and Numbering - The Council is responsible for registered addresses whether commercial or residential. https://beta.bathnes.gov.uk/apply-name-or-number-street-or-property</p> <p>Building Control - For advice about the building regulation process https://buildingcontrol.bathnes.gov.uk/, email: building_control@bathnes.gov.uk tel: 01225 477571.</p> <p>Other useful contacts:</p> <ul style="list-style-type: none"> • Planning Aid for Planning Advice - https://www.rtpi.org.uk/planning-advice. • A Plain English Guide to the planning system - https://www.gov.uk/government/publications/plain-english-guide-to-the-planning-system • Planning Practice Guidance web-based resource including National planning policy framework and guidance - https://www.gov.uk/government/collections/planning-practice-guidance. • Material Consideration examples can be viewed on the Planning Portal - https://www.planningportal.co.uk/services/help/faq/planning/about-the-planning-system/what-are-material-considerations.

	<ul style="list-style-type: none"> • Use Classes - all the definitions in the Use Classes Order - https://www.planningportal.co.uk/permission/common-projects/change-of-use/use-classes. <p>Development Management will be offering training sessions for all parish councils. You are encouraged to attend this.</p>
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4: Listed Building Consent

Enquiry Type:	Listed Building Consent
What advice should I give my resident?	<p>The Planning (Listed Buildings and Conservation Areas) Act 1990 requires that any works for the alteration or extension of a listed building in any manner which would affect its character as a building of special architectural or historic interest require listed building consent.</p> <p>The Council has a statutory duty through that Act, when considering whether to grant listed building consent for any works, to have special regard to the desirability of preserving the building or its setting or any features of special architectural or historic interest which it possesses.</p> <p>The Council will seek to take enforcement action where works are carried out without the appropriate consent.</p> <p>Also the Council seeks to support and assist listed building owners through its planning advice / pre-application advice service. Preapplication advice is a chargeable discretionary service with fees based on the category of the proposal https://beta.bathnes.gov.uk/get-expert-advice.</p>
What happens next?	Preapplication will be provided to your resident direct.
What are the service standards and what can my resident expect	Preapplication advice will usually be provided within 20 working days. An email will be responded to in line with corporate policy (10 working days)
How do I keep updated?	You may request your resident to keep you updated on their enquiry or you can email conservation_andplanning@bathnes.gov.uk if you wish to find out if we have heard from your resident and what action we have taken.
What is my role as a parish council	Encourage developers and residents to liaise with the Council at early stages in the planning process.

Any further information that may be of assistance to parish councils	Development Management will be offering training sessions for all parish councils. You are encouraged to attend this.
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5: Planning Enforcement enquiry

Enquiry Type	Planning Enforcement enquiry
What advice should I give my resident?	<p>The best starting point is the council website, https://beta.bathnes.gov.uk/report-something-planning-enforcement</p> <p>Here you will find information and guidance on planning enforcement matters, including our Local Enforcement Plan and how to make a complaint about a possible breach of planning control. The webpage also helpfully explains what a breach of planning control is and identifies some frequently raised issues which do not fall within our control.</p>
What happens next?	<p>All new cases will be given a reference number, which you will be advised of in the acknowledgment letter (please reference this in all subsequent correspondence). Cases will then be investigated in accordance with the Local Enforcement Plan, which can be viewed here: https://beta.bathnes.gov.uk/sites/default/files/E3431%20-%20Appendix%201%20-%20BNES%20Local%20Enforcement%20Plan%202022.pdf.</p> <p>In the event that the service has a backlog of cases and yours is not in the high priority category (as set out in the Local Enforcement Plan) you will be advised that the case is on hold pending allocation to an officer.</p>
What are the service standards and what can my resident expect	The Local Enforcement Plan sets out in detail the service aims, how complaints are prioritised, and expected timeframes.
How do I keep updated?	<p>You will be kept updated by the case officer on cases in your name whenever there are significant developments in the progress of the case. You can also contact the case officer to discuss the case at any time. If there is an existing case where someone else has already reported the breach, you can ask to be added as an additional complainant. If your case has not yet been allocated you can contact the team mailbox for an update at: planning_Enforcement@bathnes.gov.uk</p>

What is my role as a parish council	No formal role, but you can make planning enforcement complaints on behalf of the council or parishioners.
Any further information that may be of assistance to parish councils	It is important to remember that the purpose of planning enforcement is resolve breaches of planning control in the public interest and in accordance with planning legislation and policy. Government policy and guidance has always been clear that is not intended to be punitive (other than as a last resort means of compelling compliance) and as local planning authority the council has an obligation to treat all parties fairly and consistently in navigating a course to resolve any breach of planning control, including providing advice and support as appropriate to all parties.

6: Request for Traffic Management Intervention

Enquiry Type	Request for Traffic Management Intervention – Speeding, HGV,s Crossings, Signs and new footway
What advice should I give my resident?	<p>If your resident has a traffic management issue such as the need for speed reduction measures or a new pedestrian crossing – please email: Traffic_ManagementTeam@bathnes.gov.uk The team will need to know the exact location, the issue and any suggested improvement.</p> <p>In the next few months, we will be launching a new web form, which will enable people to submit these types of requests via the council website. We will advise you when this has been set up.</p>
What happens next?	<p>The team will respond to your resident within 20 working days. They will consider whether the request is feasible and advise on the likelihood of it happening. The team receives hundreds of requests for various highway improvements every year, ranging from speed limits and parking restrictions to new crossings, traffic calming and shelters for bus stops.</p> <p>An initial assessment of the request is made and if it is deemed to be feasible and potentially affordable in a future programme of work, the request is added to a list and later in the year it is scored along with all the other requests received. The scoring enables a prioritised list to be put forward to the Cabinet Member for Transport for consideration within the following year's Transport Improvement Programme. The number of requests far exceeds the amount of funding available in the programme, which is why they have to be prioritised.</p> <p>Schemes that are likely to score well include those which improve access to public transport, those which enable people to make journeys on foot, by bike or by wheeling, and those which benefit as many people as possible. As an example, a new footway which can be built on highway</p>

	verge linking a reasonable number of residential properties to local shops could score well. A new footway that requires use of private land and would only benefit a handful of people would not score as well.
What are the service standards and what can my resident expect	An initial response within 20 working days. Requests for these types of measures often require some investigation, which is why it is not always possible to reply more quickly.
How do I keep updated?	Please contact the Traffic Management Team, email: Traffic_ManagementTeam@bathnes.gov.uk
What is my role as a parish council	<p>If a resident makes a request directly to the parish council, please ask them to email: Traffic_ManagementTeam@bathnes.gov.uk. Similarly, if the request is being made by a parish council, please also use this email address. If the request has been put forward by the parish council, it is helpful if the request can state this and be submitted by the clerk.</p> <p>It is helpful to know if the request is supported by the local B&NES ward councillor and also whether it is supported by the community.</p>
Any further information that may be of assistance to parish councils	The team receives a high volume of enquiries about highway improvements, and we ask that follow-up enquiries wait until 20 working days has passed following the initial submission of the request if no response has been sent by this time. The Traffic_ManagementTeam@bathnes.gov.uk email account will automatically send a response advising of the 20-working day response time.

7: Highway Drainage

Enquiry Type	Highway Drainage
What advice should I give my resident?	<p>We clean gullies to prevent flooding, maintain our drainage network, and keep it running efficiently. Gullies and their immediate pipe connection are emptied and cleansed as part of an annual proactive maintenance programme.</p> <p>There are 31,000 drainage gullies across B&NES and we operate a scheduled highways drainage cleansing regime.</p> <p>In the next few months a web page will be created indicating when we carry out cleansing activities on an interactive map.</p>

	<p>Special attention gullies (SAGs) are cleaned four times per year. These are gullies that are in areas with a higher risk of flooding or are blocked by silt and detritus on a regular basis.</p> <p>You can report problems with drains or flooding on our website: https://beta.bathnes.gov.uk/report-problems-drains-or-flooding</p>
What happens next?	<p>An inspector will assess the report filed via FixMyStreet https://fix.bathnes.gov.uk/ and decide whether an immediate visit is required (safety reasons) or undertaken within a given timeframe.</p> <ul style="list-style-type: none"> • An Inspector will attend and make a judgement whether the defect meets intervention level. • If they decide that action is required, based on their professional assessment an order will be raised/action will be taken.
What are the service standards and what can my resident expect	<p>Gully Cleaning Frequency timetable is as follows:-</p> <ul style="list-style-type: none"> • Rural areas – Once per year • Urban Areas – Biennial (every other year) • High Speed Dual Carriageways – Twice per year • Special Attention Gullies – Four times per year
How do I keep updated?	<p>Updates from inspectors will be visible on FixMyStreet https://fix.bathnes.gov.uk/.</p>
What is my role as a parish council	<p>To provide general information on the process and advise/support your resident on how to report issues and update on what will happen next.</p>
Any further information that may be of assistance to parish councils	<p><u>How we manage weather warnings:</u></p> <p>We closely monitor detailed weather forecasts to determine whether reactive gully cleans are needed, and co-ordinate with cleansing teams to clear any surface detritus from areas at a higher risk of flooding.</p>

8: Highway Winter Gritting Routes and Bins

Enquiry Type	Highway Winter Gritting Routes/Bins
<p>What advice should I give my resident?</p>	<p>We receive detailed weather information from a variety of sources including MetDesk and our own road weather station. We use this information to decide when to grit our priority routes and identify the most effective time to grit. It's important to note we monitor the road surface temperature, not air temperature.</p> <p>You can view our priority gritting routes and grit bin locations on our website: https://beta.bathnes.gov.uk/find-out-where-we-grit-winter</p> <p>If you have spotted an issue with a grit bin, such as a bin getting low or damaged, you can https://beta.bathnes.gov.uk/report-grit-bin-issue online.</p>
<p>What happens next?</p>	<p>The Duty Officer will receive detailed weather forecasts and finalise a winter treatment decision. If this decision concludes action is needed, a gritting run is organised for a given time and co-ordinated from the Council's Clutton depot.</p> <p><u>Grit Bin Reported Issues</u></p> <p>An inspector will assess the report filed via Fix My Street https://fix.bathnes.gov.uk/ and decide whether an immediate visit is required (safety reasons) or undertaken within a given timeframe.</p> <ul style="list-style-type: none"> • An Inspector will attend and make a judgement whether the defect meets intervention level. • If they decide that action is required, based on their professional assessment an order will be raised/action will be taken.
<p>What are the service standards and what can my resident expect</p>	<p>Bath and North East Somerset Council's operate a Winter Service Policy https://beta.bathnes.gov.uk/sites/default/files/jsna/Winter%20Service%20Policy.pdf, which is designed to meet the Council's statutory obligations and will provide a consistent approach to the management of the network during the winter season.</p> <p>There is minimal scope for change to this policy unless the network itself changes.</p>

How do I keep updated?	Updates from inspectors will be visible on Fix My Street https://fix.bathnes.gov.uk/ .
What is my role as a parish council	To provide general information on the process and advise/support your resident on how to report issues and update on what will happen next.
Any further information that may be of assistance to parish councils	<p>Information on our winter gritting routes and bins can be seen on our website: https://beta.bathnes.gov.uk/find-out-where-we-grit-winter</p> <p>Priority gritting routes can be seen on our https://www.bathnes.gov.uk/webforms/maps/.</p> <p>We are not responsible for gritting the following roads, which are outside the city of Bath limits:</p> <ul style="list-style-type: none"> • A36 Warminster Road (from Trossachs Drive junction to authority boundary) • A46 Gloucester Road (from A4 London Road junction to authority boundary) • A4 Batheaston Bypass

9: Request for Parking Restrictions

Enquiry Type	Request for Parking Restrictions
What advice should I give my resident?	<p>If your resident is asking for new parking restriction or changes to existing parking restrictions please email: Traffic_ManagementTeam@bathnes.gov.uk The team will need to know the exact location and the reasons why the change is needed.</p> <p>In the next few months, we will be launching a new web form, which will enable people to submit these types of requests via the council website. We will advise you when this has been set up.</p>
What happens next?	<p>The Team will consider whether the request is feasible and necessary for traffic management purposes. There is high demand, they will aim to respond within 20 working days, if the changes are deemed necessary, they will be added to list of parking restriction changes.</p> <p>Parking restrictions require a Traffic Regulation Order which is a Legal Order that has to follow a prescribed process including consultation, advertising, a formal decision report and subject to approval the legal making of the order.</p> <p>To manage the large demand the authority is divided into 7 areas and all the parking restrictions in</p>

	<p>the area are implemented in one TRO. There is a rolling programme with each area TRO being amended every 12 months to 24 months. This timeline is dependent on the agreed programme of works.</p> <p>The seven areas are Central Bath, Southeast Bath, North East Bath, South West Bath, North West Bath, North East Somerset, Keynsham & Saltford.</p>
What are the service standards and what can my resident expect	An initial response within 20 working days. Requests for these types of measures often require some investigation, which is why it is not always possible to reply more quickly.
How do I keep updated?	Please contact the Traffic Management Team, email: Traffic_ManagementTeam@bathnes.gov.uk
What is my role as a parish council	<p>If a resident makes a request directly to the parish council, please ask them to email: Traffic_ManagementTeam@bathnes.gov.uk. Similarly, if the request is being made by a parish council, please also use this email address. If the request has been put forward by the parish council, it is helpful if the request can state this and be submitted by the clerk.</p> <p>It is helpful to know if the request is supported by the local B&NES ward councillor and also whether it is supported by the community.</p>
Any further information that may be of assistance to parish councils	The team receives a high volume of enquiries about highway improvements, and we ask that follow-up enquiries wait until 20 working days has passed following the initial submission of the request if no response has been sent by this time. The Traffic_ManagementTeam@bathnes.gov.uk email account will automatically send a response advising of the 20-working day response time.

10: Electric Charging points

Enquiry Type	Request for EV Charge Points
What advice should I give my resident?	<p>Electric Vehicle (EV) charging can take place both at home and at public locations. Different rules apply to the installation and operation of each type.</p> <p>Home EV charge point – residents have permitted development rights to instal an EV charger on their property if they have off-street parking and meet other specific requirements highlighted on our website (section EVCI/Planning Advice): https://beta.bathnes.gov.uk/energy-efficiency-retrofitting-and-sustainable-construction-supplementary-</p>

[planning-document-6](#)

The Office of Zero Emission Vehicles (OZEV) oversees EV associated legislation and grants. OZEV offers the following in support for home EV charging:

- The EV charge point grant is available for rented residential properties and flats, contributing up to 70% (£350 max) of the charge point installation costs.
<https://www.gov.uk/government/collections/government-grants-for-low-emission-vehicles#ev-chargepoint-grant>
- A 7kW smart home charger unit is recommended for home charging. 7 kW is a good overnight charge rate and being 'smart' will allow communication with energy providers and access to special EV energy tariffs. Estimate £750 – 1000 for such a charger, although the civils work and cabling to charge point location can significantly increase this cost.
- A list of accredited charger installers, one of whom must be used when seeking grant funding.
<https://www.gov.uk/government/publications/residential-chargepoints-authorised-installers>

National Grid is the Distribution Network Operator (DNO) for the B&NES district and will need to check that enough capacity is available in the local grid to support a new home charger. They provide an online guide to working with them to ensure a successful charger instal.

<https://connections.nationalgrid.co.uk/get-connected/electrical-vehicle-charging-point/domestic-ev/>

Residents who have on-street parking only are currently unable to access charging from their home energy supply. EV charging via power cables across a footway in the adopted highway is prohibited in B&NES district. The council has a legal duty to ensure the safety of the public highway and laying electric cables across the footway surface creates both a trip hazard and electrical hazard and is not permitted. Cable guards are also unacceptable as they introduce accessibility issues, especially for vulnerable and less able footpath users, made worse in the dark when most EV charging takes place. Importantly, should an accident occur, the homeowner will be liable to any claim on injuries.

Following a review into on-street home charging technologies, systems providing cable channels sunk into the footway were identified as the favoured option. B&NES will be trialling different cable channel products with residents in 2023/24 to identify an approved future offer. A public report on the cable channel trial proposal is available on our website:

<https://democracy.bathnes.gov.uk/mgIssueHistoryHome.aspx?IId=36528&PlanId=882&RPID=47462562>

Public EV charge points – across B&NES a network of publicly accessible charge points is operated by a range of regional and national Charge Point Operators (CPO's). In June 2023 these provided 56.6 chargers per 100k population (DfT metric), falling short of the national local authority mean ave. 79.2.

	<p>To support the development of public charging in the West of England the local authorities have built and operate the Revive charging network. This network has placed chargers with expert knowledge and resident feedback. It aims for socially equitable charging provision, whilst maintaining the most affordable tariff, with any operating profit used to maintain and grow the network. Revive currently offers 208 operational charging bays in the West of England, across Bristol City, South Gloucestershire, North Somerset and B&NES.</p> <p>https://travelwest.info/electric-vehicles/revive-charging-network/</p> <p>The best way for anyone to understand what EV charging is available in their area is to access Zap-Map. They provide a phone App and website which gather the most up to date information on chargers across the UK, detailing location, type, connectors, network and more. Their website also provides good beginners guides to EV charging and associated technology.</p> <p>https://www.zap-map.com/</p>
<p>What happens next?</p>	<p>Two near future projects offer potential to fund EV charge points in B&NES parishes. Both are funded from OZEV, through WECA, with exact charger locations still to be defined:</p> <ul style="list-style-type: none"> • The Green Recovery Fund (GRF) project will build community hubs in rural areas. If B&NES car parks are unavailable, we will work with parish councils to find suitable locations in their area to host public off-street EV chargers, on the Revive network, providing 24-hour public access. • The Local Electric Vehicle Infrastructure (LEVI) project will see B&NES enter a concession with a CPO for the largescale deployment of public on-street charge points, focused on providing EV charging for residents with no off-street parking. <p>B&NES officers will contact parish councils covering the potentially benefiting areas to work together in delivering practical, equitable and successful EV charge points. This process is already taking place for the GRF project and planned for the LEVI project in FY23/24.</p> <p>Residents can suggest locations for public charging points via the Travelwest website. This data is used by the local authorities and Revive network to plan future charge point network expansion.</p> <p>https://travelwest.info/electric-vehicles/charging-points/</p>
<p>What are the service standards and what can my resident expect?</p>	<p>Infrastructure to provide EV charging is a new emerging innovation space. Legislation that impacts the technology deployed and the service standards provided is only just emerging from government. Residents can expect that B&NES will continue to grow EV charging infrastructure in the district, through both public funding and private commercial developments, while ensuring that the latest service standards are adhered to.</p>

How do I keep updated?	B&NES EV website content is being updated over Autumn, to provide more relevant and accessible information. You can also contact the B&NES EV Infrastructure Lead officer direct: Dr. Alex Rowbotham Tel: 01225 394421 Email: alex_rowbotham@bathnes.gov.uk
What is my role as a parish council?	<ul style="list-style-type: none"> • Support residents installing home EV chargers, through signposting and advice. • Ensure on-street EV home charging using cables trailing across the footway does not become a problem, by reporting repeat offenders to Highways: https://fix.bathnes.gov.uk/ • Work with B&NES to develop grant funded public EV charging infrastructure in your community through the GRF and LEVI projects, detailed above. • Where necessary investigate the possibilities for self-funded community EV charging points, see below.
Any further information that may be of assistance to parish councils	<p>Parish councils can install public EV charge points on their land and/or work with local organisations to do so for their community. Notably this has been done in Farmborough at their village community shop. We are in discussions to capture lessons learnt from their journey and share across the district.</p> <p>The workplace charging scheme from OZEV provides a grant for businesses (inc. parish councils) to contribute to the installation of EV charge points. The grant covers up to 70% (£350 max) of costs for charger point instals, up to a max of 40 sockets/business. Requirements apply in the use of approved installers and charge points. https://www.gov.uk/guidance/workplace-charging-scheme-guidance-for-applicants</p> <p>The Energy Saving Trust provide a wide range of reliable and accessible guides relating to electric vehicles and charging: https://energysavingtrust.org.uk/advice/electric-vehicles/</p>

11: Highways

Enquiry Type	Highway (inc. pavements and road markings) problem/defect.
What advice should I give my resident?	Please report your enquiry on line: https://fix.bathnes.gov.uk/ Reporting the problem online enables the resident to pinpoint the defect and upload photos, following

	the report a unique reference will be issued.
What happens next?	<ul style="list-style-type: none"> • The issue will be allocated to one of our area-based highway inspectors. • Our inspectors spend most of their time out on site. • The report will go direct to the inspectors' mobile tablet – this is the quickest way to ensure that the enquiry gets to the correct person.
What are the service standards and what can my resident expect	<p>The inspector will assess the report and decide whether an immediate visit is required (safety reasons) or undertaken within a specified number of days.</p> <p>When the highway inspector visits site, they will make a judgement whether the defect meets intervention.</p> <p>If they decide that action is required, based on their professional assessment a job will be raised with our contractor (Volker highways) to fix the road/pavement as an emergency, within 1 working day, 7 working days or even longer.</p> <p>If the inspector decides no action is required, they will monitor the defect as part of their programmed inspection regime.</p> <p>If your report relates to road markings these are batched together and the works ordered through a specialist resource every quarter. The works are weather dependant and can be delayed during the winter months.</p>
How do I keep updated?	The highway inspector will update the notes on the enquiry and updates will be issued through 'fix my street.' You can search fix my streets for updates by using the unique reference or by viewing the map. The map will also show if the report has already been logged by someone else.
What is my role as a parish council	To advise and support your resident on how to report the issue and update on what will happen next.
Any further information that may be of assistance to the parish councils.	<p>A range of issues can be reported online, please see web page below:</p> <p>https://beta.bathnes.gov.uk/report-problem-highway-or-public-space-0</p> <p>For more information about how we manage the highway network contact Craig Jackson, Highways Maintenance and Drainage Manager.</p>

For information about our planned highway maintenance work this year please see web links below:

<https://beta.bathnes.gov.uk/report-problem-highway-or-public-space-0>

and for our local transport work in communities (pelican crossings, 20 MPH zones etc), see below:

<https://democracy.bathnes.gov.uk/documents/s75865/E3432%20-%20Annex%20iii%20-%20Transport%20Improvement%20Programme.pdf>

Potholes are filled year around by our reactive maintenance crews as we become aware of them through routine safety inspections or customer reports <https://fix.bathnes.gov.uk/>

Highway licences and permits: hoardings, skips and scaffolds, temporary traffic control, cherry picker licences, banners across highway, drop kerbs. <https://beta.bathnes.gov.uk/apply-highways-licence>

Temporary Traffic Regulation Orders (TTROs)

A Temporary Traffic Regulation Order (TTRO) is made by the Council when it is necessary to temporarily prohibit or control vehicle or pedestrian movements. They can be applied to roads, footways or public rights of way and used for both planned situations such as events or in an emergency. Up to date lists are available on the Council's website

<https://www.bathnes.gov.uk/services/streets-and-highway-maintenance/roadworks/temporary-traffic-regulation-order-notice>

One.Network

One Network is a website that shows UK wide road closures, diversion routes, public events and incidents – anything that has the potential to cause disruption to the road network. You can also look ahead to see what is coming up. <https://one.network/>

If you sign in, you can request alerts for a particular area, which you can draw on a map. You can also set how often you receive these.

A weekly list of street works taking place in Bath and North East Somerset is sent to all Parishes by Highways. If you are not receiving this, email: street_works@bathnes.gov.uk

Traffic Signals faults

	<p>Faults with permanent traffic signals should be reported directly to our contractor via their 24 hour helpline 0800 854229. Other queries about traffic signals can be reported to Traffic_Signals@bathnes.gov.uk (emails only monitored during office hours).</p> <p>Faulty temporary traffic signals should be reported directly to the company undertaking the road works. Companies working on the highway must place an information board on their site with contact information. Alternatively, the one.network website gives details of who is responsible for the road works in question.</p> <p>If signs or barriers have been left after a company has finished their road works, please report these to Street_Works@bathnes.gov.uk or report via https://fix.bathnes.gov.uk/</p>
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12: Noise and Nuisance

Enquiry Type	How to Report Noise and Nuisance
What advice should I give my resident?	<p>If your resident is reluctant to speak to their neighbour or your resident has already done so and the noise problem has not been resolved your resident can make a complaint to us.</p> <p>Please email environmental_protection@bathnes.gov.uk or your resident can leave a voicemail on 01225 477551 and an officer will get back to them. If your resident prefers to log the call at the time of the incident, then they may call: Out of hours logging service - Tel 01225 477477.</p> <p>Please note, we do not offer a reactive service to noise happening out of office hours. This is a logging service only.</p> <p>Calls logged will be passed to the Environmental Protection Team the next working day. They will then contact your resident within 2 working days.</p> <p>When making a complaint, your resident must include:</p> <ul style="list-style-type: none"> • Your residents name, address and if possible contact telephone number(s) and your residents email • The address your resident is complaining about and the type of nuisance (e.g. loud music, a barking dog, an extractor fan etc.) • When and for how long the nuisance normally occurs

	<ul style="list-style-type: none"> • The way the nuisance affects them e.g. prevents sleep <p>Anonymous complaints will not be investigated</p> <p>As evidence needs to be gathered from the perspective of person(s) being affected, the Council needs to have the address of who is reporting the concern prior to starting an investigation. Your residents details will never be disclosed to the person(s) responsible for the issue, but this limits us to taking informal action only. If the Council were to gather evidence that required more formal action against the person(s) responsible (i.e. enforcement notices), your residents are likely to be asked to be a witness in court, and their identity as the complainant is likely to be made known. Our officers will always consult with your resident before progressing to this stage of the investigation.</p>
<p>What happens next?</p>	<p>How we investigate a complaint</p> <p>The Environmental Protection Team has a duty to investigate and take action where a complaint of noise disturbance amounts to a Statutory Nuisance. While the term “Statutory Nuisance” is not precisely defined in law, it generally means that the noise must unreasonably interfere with the use and enjoyment of property, as assessed by a reasonable person.</p> <p>When assessing if an alleged nuisance is a Statutory Nuisance, an Environmental Health Officer will make an assessment based on these points.</p> <ol style="list-style-type: none"> 1. The time(s) at which it happens 2. How often it happens 3. How long it lasts 4. The volume or intensity of the alleged nuisance 5. The location and Characteristics of the area where the alleged nuisance takes place <p>Our normal response to a noise complaint is, in the first instance, to send a letter to the person who your resident believes to be making the noise, with the aim of resolving the matter informally. The letter to the alleged person(s) responsible, does not state who has made the complaint. If the matter persists, we will also ask your resident to complete a noise diary, of any further incidents on log sheets that are provided.</p> <p>If your resident submits a completed noise diary, we will assess the log, and if we consider there is a justified complaint, we may install noise monitoring equipment or make a visit to determine whether the noise amounts to a statutory nuisance. If we witness the noise and decide it is a statutory nuisance, then we will serve a noise abatement notice on the person responsible,</p>

	<p>requiring abatement of the nuisance.</p> <p>If a person fails to comply with a noise abatement notice, then we can consider seizing and confiscation any audio equipment and prosecuting offenders in the magistrates' court.</p>
What are the service standards and what can my resident expect	Member of the public can expect a response within 48hrs to a contact made to the Environmental Protection Team, either by email or telephone.
How do I keep updated?	If you make the officer aware that you wish to be kept updated (as opposed to referring the matter to us and then handing it off for the resident to lead for themselves), they will do so.
What is my role as a parish council	From time to time, complaints stem from neighbour disputes, and sometimes, complainants can be overly sensitive and are unreasonable in their expectations. It is important therefore that residents engage with our process, and that they do so consistently. Everyone is innocent until evidence is gathered to the contrary.
Any further information that may be of assistance to parish councils	<p>Dog Wardens provide a service that informs dog owners of their responsibilities and support compliance of the law and protect members of the public from issues arising from irresponsible dog ownership such as straying dogs. For more information visit the website: https://www.bathnes.gov.uk/services/environment/dog-warden-service. There is also some useful information about Dangerous dogs on the Council's website https://www.bathnes.gov.uk/services/environment/dog-warden-service/dangerous-dogs.</p>

13: Parking, Bus Lanes and CAZ fines

Enquiry Type	How to Pay Parking; Bus Lane & Clean Air Zone Fines
What advice should I give my resident?	<p>The options available to a recipient of a Penalty Charge Notice (PCN) are detailed on the revers of the PCN (where served to the vehicle) or within the document (where served by post).</p> <p>The recipient should be encouraged to visit the following page where they can either pay their PCN or submit an appeal:</p> <ul style="list-style-type: none"> • Parking/Bus Lane PCNs – https://parking.bathnes.gov.uk • CAZ PCNs - https://caz.bathnes.gov.uk <p>They may also write to the council at the address provided. The council is not able to accept</p>

	<p>appeals over the telephone or by email.</p> <p>The Department for Transport, Traffic Management Act 2004, The Secretary of State's Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions states:-</p> <p>"Elected Members and unauthorised staff should not, under any circumstances, play a part in deciding the outcome of individual challenges or representations. This is to ensure that only fully trained staff make decisions on the facts presented".</p>
What happens next?	<p>As soon as the appeal has been submitted the case will be automatically placed on hold until a member of either Parking Services, or the CAZ team, has considered their appeal.</p> <p>Once an outcome has been made, the council will write to the recipient to confirm the decision and advise on the options available to them if the appeal has not been successful.</p>
What are the service standards and what can my resident expect	<p>The procedure for the enforcement of Penalty Charge Notices (PCNs) is dictated by the Traffic Management Act 2004 and the Council is not at liberty to deviate from this process.</p> <p>As a statutory process is in place the corporate response standards do not apply; however, the council aims to respond to all appeals in a timely manner (and in the order of date received); however, this may be impacted by period of high demand.</p> <p>If no response had been provided within 17 days the council will automatically provide an acknowledge letter to reassure the recipient that the case remains on hold pending an outcome.</p> <p>Once an appeal has been received the case is place on hold and will not progress until an outcome is made on the basis of all the facts and evidence available to the council, including any mitigating circumstances provided by the PCN recipient. The Secretary of State requires that officers do not fetter their discretion when considering an appeal.</p> <p>The council must respond to all representations (an appeal submitted in response to a Notice to Owner sent by post) within 56 days. If no outcome is made and sent to the recipient within this time (which includes two days for postage) the PCN must be cancelled.</p>
How do I keep updated?	<p>For data protection reasons the council is only able to discuss details of a case with the liable party.</p>
What is my role as a parish council	<p>To advise and support your resident on how to report the issue and update on what will happen</p>

	next.
Any further information that may be of assistance to parish councils	Further information is available on the council's website at https://beta.bathnes.gov.uk/parking-and-travel/enforcement-and-fines

14: Waste Issues

Enquiry Type	Waste Issues: Bins and Fly tipping
What advice should I give my resident?	Household collections - Before reporting, please check our current service disruptions page on the website to check if we are already aware of a problem in your area https://beta.bathnes.gov.uk/waste-disruptions . If your address isn't listed, please use the on-line form on the following webpage https://beta.bathnes.gov.uk/report-missed-bin-collection , and report your missed collection. To report a problem with a public litter bin, or report a fly-tipping incident, please use our Report It page: https://beta.bathnes.gov.uk/report-problem-rubbish-or-environment
What happens next?	Successful reports are sent directly to depots to be allocated for a return collection, or for missed refuse where we don't return, to automatically notify the crew on the next collection.
What are the service standards and what can my resident expect	We do not return to missed refuse collections unless a whole street has been missed or a resident has applied for help putting their bins out (an assisted collection). We do not return for sharps collections the resident needs to re-book this on-line. Missed collections for all other services are returned for when it is operationally possible.
How do I keep updated?	We are unable to provide updates as to when we will return for the collection if we have not returned before the next collection additional waste or recycling will be collected.
What is my role as a parish council	Direct residents to report through the online forms https://beta.bathnes.gov.uk/report-missed-bin-collection or via Council Connect on 01225 394041 if they do not have internet access, so we are able to build up information of any repeat problems being experienced at a property and resolve the cause.

<p>Any further information that may be of assistance to parish councils</p>	<p>The Council has a network of litter bins across the district, but some litter bins are also provided on private managed land (e.g. Curo Housing) and some parish arrange for their own litter bins to be emptied.</p> <p>Our business waste team can assist with queries for potential extra wheelie bin recycling services via email to businesswaste@bathnes.gov.uk; telephone: 01225 39 40 41; website: https://beta.bathnes.gov.uk/business-waste-and-recycling-0</p> <p>Ordering a new container https://beta.bathnes.gov.uk/order-box-bag-or-bin</p> <p>Arrange an assisted collection for residents that need help with putting their waste & recycling out on collection day https://beta.bathnes.gov.uk/request-help-putting-your-rubbish-or-recycling-out</p> <p>Litter Picks - Bath and North East Somerset Council is working with #NoPlaceForLitter to provide everything you need to organise your own community litter pick https://www.bathnes.gov.uk/services/streets-and-highway-maintenance/litter-street-care-and-cleaning/organising-litter-pick</p>
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15: Grass cutting

Enquiry Type	Grass cutting queries - Parks and Greenspaces
<p>What advice should I give my resident?</p>	<p>If query is about when will vegetation be next cut or frequency of cut direct to B&NES public web site, to Interactive Maps https://www.bathnes.gov.uk/webforms/maps/ - Use the Local Information drop down and make relevant selection.</p> <p>Grass cutting is generally undertaken from April to the end of Oct but can be influenced by the season i.e. warm spring and autumn. Hedge cutting is generally undertaken from Nov to end of Feb which is outside of bird nesting season.</p> <p>Leaf fall in Parks & Open Spaces is generally collected in Oct-Dec.</p> <p>There are also webpages that residents can be directed to for more information about how we deal with vegetation - https://beta.bathnes.gov.uk/parks-maintenance</p>

	<p>If there is overgrown vegetation that is causing an issue then we would encourage that this is reported via our website on - Fix My Street via the Report It webpage: https://beta.bathnes.gov.uk/report-overgrown-public-spaces-and-parks</p> <p>Reporting the problem on-line enables the resident to pin point the location of the issue, describe the problem and upload photos.</p>
<p>What happens next?</p>	<p>If a report is raised on Fix My Street, the enquiry will be allocated to one of our parks officers who will investigate and decide what needs doing, or if it is a quick fix, will sort it out while on site.</p> <p>If the work requires specialist input or machinery then the work will be logged and added to the team schedule of works.</p> <p>This is the quickest way to ensure that the enquiry gets to the correct person.</p>
<p>What are the service standards and what can my resident expect</p>	<p>Grass cutting timetable</p> <p><u>Type of area and typical mowing frequency</u></p> <ul style="list-style-type: none"> • Parks, playing fields, green spaces and allotments - Every 2 weeks to 6 weeks from April to October • Parks, playing fields, green spaces and allotments (with reduced cutting frequency) - 1 or 2 cuts per year between August and October • Golf courses - Every week from April to October • Roadside verges - Every 4 to 6 weeks from April to October • Roadside verges (with reduced cutting frequency) - 1 or 2 cuts per year between August and October • Wildflower meadows - 1 cut per year between August and October <p><u>Cutting hedges and shrubs at the right time</u></p> <p>It is best to cut hedges and shrubs in late Autumn or Winter after they have flowered and produced berries. This also reduces the likelihood of disturbing the site of a nesting bird.</p> <p>Bird nesting season is from 1 March to 31 August. Under the Wildlife and Countryside Act 1981, it is illegal to disturb the site of a nesting bird.</p>

How do I keep updated?	The Parks Officer will update the notes on Fix My Street and the individual who reported the issue will be notified. You can search fix my streets for updates by Map (location/ area); by Issue Reported; or by Most Recent.
What is my role as a parish council	To advise and support your resident on how to gather information about a service and if need to support them to report the issue.
Any further information that may be of assistance to parish councils	<p>At times there may be delays in resolving reports due to land ownership/responsibility queries e.g. the report could be due to an issue on Curo land, as well as private land or land where it is difficult to ascertain ownership or responsibility.</p> <p>For Curo land issues residents can notify Curo direct - https://www.curo-group.co.uk/contact-us/report-it/ and they can also access Curo maps, which shows areas of responsibility - https://curo.maps.arcgis.com/apps/webappviewer/index.html?id=1871376202214fe1bcd4fe7bf21f4ce9</p> <p>Some reports may therefore be closed as not responsible or no further action.</p>

16: Trees and Vegetation

Enquiry Type	Parks Team involvement in Trees or Vegetation Blocking Road or Visibility of Road Signage - In a Residential Area (outside residential areas the responsibility is taken on by the Highways Team)
What advice should I give my resident?	<p>If query is about Trees or vegetation blocking roads or interfering with the visibility of highway signage or at road junctions within 30mph residential areas (and thereby causing a safety issue), then report this via our website on - Fix My Street via the Report It webpage: https://beta.bathnes.gov.uk/report-overgrown-public-spaces-and-parks</p> <p>Reporting the problem on-line enables the resident to pin point the location of the issue, describe the problem and upload photos.</p>
What happens next?	<p>If a report is raised on Fix My Street, the enquiry will be allocated to one of our parks officers who will investigate and decide what needs doing, or if it is a quick fix, will sort it out while on site.</p> <p>If the work requires specialist input or machinery then the work will be logged and added to the team</p>

	<p>schedule of works.</p> <p>This is the quickest way to ensure that the enquiry gets to the correct person.</p>
What are the service standards and what can my resident expect	<p>A response team will deal with this as soon as possible once checks have been done to see if the tree/ overgrown vegetation is on council land. We are unable to give defined response time for general vegetation enquiries.</p> <p>If a tree related report is identified as an emergency [defined as a significant risk to life or property], regardless of communication route, it will be directed to the appropriate tree officer as quickly as possible. It will then be urgently assessed by the Parks Tree Team and appropriate action taken to maintain public safety.</p> <p>If on assessment, it is found to be from private land a certain amount of discretion is used i.e. the response team may cut back vegetation from private land to improve visibility if it the assessment shows an immediate risk to the public. Depending on the scenario, Parks may pass to Highways so that they can issue a Section 154 of the Highways Act 1980 notice which places a statutory obligation on landowners/occupiers to maintain their boundary to ensure that their garden vegetation does not obstruct highway users nor obstruct visibility.</p>
How do I keep updated?	<p>The parks officer will update the notes on Fix My Street and the individual who reported the issue will be notified. You can search fix my streets for updates by Map (location/ area); by Issue Reported; or by Most Recent.</p>
What is my role as a parish council	<p>To advise and support your resident on how to gather information (e.g. to find out of the overgrown vegetation is from private land or property) about a service and if need to support them to report the issue.</p>
Any further information that may be of assistance to parish councils	<p>At times there may be delays in resolving reports due to land ownership/responsibility queries e.g. the report could be due to an issue on Curo land, as well as private land or land where it is difficult to ascertain ownership or responsibility.</p> <p>For Curo land issues residents can be direct to notify Curo - https://www.curo-group.co.uk/contact-us/report-it/ and they can also access Curo maps which shows areas of responsibility - https://curo.maps.arcgis.com/apps/webappviewer/index.html?id=1871376202214fe1bcd4fe7bf21f4ce9</p> <p>Some reports may therefore be closed, as not responsible or no further action if they are not deemed to be a safety issue.</p>

	<p>Section 154 of the Highways Act 1980 allows a competent authority to serve notice on any private landowner from whose property any vegetation may be overhanging the highway, we opt for a 21 day informal letter to try and encourage a quick intervention by the landowner before going down a more formal 14 day notice. Unless the 14 day process is correctly followed it is unlikely the authority could recover any costs should we need to intervene and undertake any works to resolve.</p>
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17: Clean and Green Initiative

Enquiry Type	Clean and Green: Investment project to provide increased street cleansing, graffiti removal and maintenance of local neighbourhoods
<p>What advice should I give my resident?</p>	<p>The Council has invested additional £1M in neighbourhood services to enhance work to keep public spaces clean and green.</p> <p>For full details on the project, please visit www.bathnes.gov.uk/cleanandgreen.</p> <p>To report a highway or cleansing issue in your neighbourhood Fix My Street via the Report It webpage - https://beta.bathnes.gov.uk/report-problem-highway-or-public-space-0</p> <p>It's important to ensure you have the exact location and can provide detailed information and supporting imagery where available.</p>
<p>What happens next?</p>	<p>Once a report is raised on Fix My Street, our Clean and Green team will investigate and decide what needs doing, and schedule this work.</p>
<p>What are the service standards and what can my resident expect</p>	<p>The Clean and Green team aim to respond to all enquiries within 10 working days. If this is not possible, the team will get in touch with the individual who has raised the report to advise when a response will be possible.</p> <p>The team will review priority areas to ensure they are able to support more promptly. This includes carrying out necessary checks i.e., safety, land ownership etc.</p>

	<p>Once work is complete, the team will send before and after photos to councillors. Councillors may wish to share some of these images with residents who initially reported the priority areas.</p>
How do I keep updated?	<p>The Clean and Green team will provide regular updates to specific tasks raised on FixMyStreet and the individual who reported the issue will be notified automatically. The team also email ward and parish councillors with before and after images of work completed in their area.</p> <p>The Clean and Green team will be transparent regarding delays or why work was not completed during the Action Weeks e.g., the priority issue is on private land and will keep all interested parties fully informed.</p>
What is my role as a parish council	<p>To advise and support residents to use the Report it page of the Council's website to inform of highway or public priorities in your area.</p> <p>Liaise with residents and the Clean and Green team regarding cleansing and parks related issues when you're notified of upcoming action weeks in your area.</p>
Any further information that may be of assistance to parish councils	<p>The Clean and Green team follow an Action Week schedule, visiting cluster wards each week throughout 2023/34. Each ward is visited at least twice during this timeline, allowing councillors the opportunity to advise multiple priorities or reoccurring cleansing issues in their area.</p> <p>The Clean and Green team will contact ward and parish councillors at least 3-4 weeks in advance to request priorities. To prepare, councillors may wish to keep a log of cleansing issues raised from residents. The team will also keep a status log of ward priorities e.g., complete or remain outstanding. Any outstanding priorities will be included as tasks for the next planned Action Week in that area or scheduled sooner where capacity allows.</p> <p>At times there may be delays in resolving reports due to land ownership or responsibility of areas e.g., the reported area could be on Curo land or private land or land where it is difficult to ascertain ownership or responsibility.</p> <p>For Curo land issues residents can directly notify Curo - https://www.curo-group.co.uk/contact-us/report-it/ and they can also access Curo maps which shows areas of responsibility - https://curo.maps.arcgis.com/apps/webappviewer/index.html?id=1871376202214fe1bcd4fe7bf21f4ce9</p> <p>Some reports may therefore be closed, as not responsible or no further action if they are not deemed to be safe. For any further information, please email Clean and Green: CleanAndGreen@bathnes.gov.uk</p>

18: Events

Enquiry	Events and trading licences
<p>What advice should I give my resident?</p>	<p>Contact the Events Office by email Event@bathnes.gov.uk or telephone 01225 396 056 or make an enquiry through the online form here https://beta.bathnes.gov.uk/form/make-an-enquiry-about-an-outdoor</p> <p>The Event Toolkit was created for the Diamond Jubilee of Queen Elizabeth II and the Coronation of King Charles III and will be updated for other significant national events, which Parishes may wish to organise to celebrate within their communities. https://us6.campaign-archive.com/?u=aaac7864bba59ea322ceb662d&id=3bdf0b5b94</p> <p>The B&NES Events Office is working with the Communities Team to update the Toolkit, which offers Parishes advice and information for planning and delivering events.</p> <p>Licences are needed for a range of activities such as street trading, charitable collections, animals, raffles, street trading and taxis. Contact Licensing@BATHNES.GOV.UK or telephone 01225 477531. https://beta.bathnes.gov.uk/licences.</p> <p>Events Advice and Support - help for organisers to plan safe and successful events whether on private land, the highway or B&NES green spaces. https://beta.bathnes.gov.uk/book-outdoor-event</p>
<p>What happens next?</p>	<p>If your event is deemed large enough to need an application this can be made via the Council's online event application system EventApp. https://app.apply4.com/eventapp/uk/bath</p> <p>Full documentation, including Event Management Plan, Risk Assessments, Public Liability Insurance, Site Plan, and other relevant documents, must be submitted to the Events Office via EventApp a minimum of 8 weeks in advance of the event set up date.</p> <p>Large scale or new events will be required to attend a Safety Advisory Group for Events (SAGE) meeting - this is usually held by an online Teams meeting. The SAGE team includes representatives from the Emergency Services as well as Managers from within B&NES Council.</p>
<p>What are the service standards and what can my resident expect?</p>	<p>The Events Office is a one-point of contact within the B&NES Council and we will guide, advise and support you throughout the application process.</p>

	Our usual response time is seven days but if your query is urgent, please call us on our main Event Number on 01225 396 056.
How do I keep updated?	The Events Office Team will update the organiser and guide them through the event application process. Communications can be either via telephone, email or if an application has been sent through EventApp, then we will correspond through this channel.
What is my role as a parish council?	To advise and support your resident and guide them to the Events Office as this can serve as the one-point contact into the B&NES Council.
Any further information that may be of assistance to parish councils	If you have an emergency, please see contact details via this link https://beta.bathnes.gov.uk/report-emergency . Emergency Out of Hours Number 01225 477 477.

19: Safeguarding and wellbeing support

Enquiry	Community Wellbeing Support and reporting safeguarding concerns: adults, children and young people (CYP)
What advice should I give my resident?	<p><u>Safeguarding Concerns:</u> Encourage people to report their concerns about the adult or child/young person.</p> <p><u>For CYP concerns:</u> You, or you resident should tell us <u>immediately</u> if you consider that:</p> <ul style="list-style-type: none"> • A child is suffering significant harm • You want to protect a child from abuse or serious neglect • You feel the child requires urgent or short-term care (acute services) <p>Call our Children's Social Work Services on 01225 396111 or 01225 477929 (weekdays, 8.30am to 5pm, except Fridays when we're closed from 4.30pm). Out of hours, if you think a child is in immediate danger, please call our Emergency Duty Team on 01454 615165 or 999.</p> <p>Further information about how to report concerns about a child can be found on our website. https://beta.bathnes.gov.uk/report-concern-about-child</p> <p><u>For concerns about a vulnerable adult:</u> https://beta.bathnes.gov.uk/tell-us-about-adult-being-abused-or-neglected</p>

	<p>If you consider that someone is in <u>immediate</u> danger call 999.</p> <p>If you suspect an adult is being abused or neglected (this could be you or someone you know), call us on 01225 394200 (our phone lines are open Monday to Thursday, 8.30am to 5pm, and Fridays, 8.30am to 4.30pm), or call our Emergency Duty Social Work team on 01454 615165 (evenings, weekends and bank holidays).</p>
What happens next?	Our social care colleagues and partners will assess the information provided and take appropriate action to support the safety and wellbeing of individuals.
What are the service standards and what can my resident expect?	Further information on our work with CYP and families can be found in our guide to thresholds in BANES: https://bcssp.bathnes.gov.uk/sites/default/files/2023-01/BNES_threshold_of_needs_matrix_Jan_23.pdf
How do I keep updated?	Please be assured that the appropriate interventions will be put in place to support vulnerable CYP, adults and their support networks. Feedback will be limited on such personal and confidential matters.
What is my role as a parish council?	<p>To encourage your resident to report concerns, ensure an urgent referral for any CYP or adult in immediate danger. Provide information to your resident on our early help, LiveWell and community wellbeing hub services below.</p> <p>Reassure your resident that their referral will be treated as confidential.</p>
Any further information that may be of assistance to parish councils	<p><u>Early help services for CYP/families</u> BANES early help services work with young people and their families to identify emerging needs and any inequalities at the earliest opportunity https://beta.bathnes.gov.uk/get-early-help</p> <p><u>Livewell BANES:</u> Whether you are looking for local childcare, a toddler group, some parenting support; information and resources to support your role as a parent carer with a child with a disability or additional need; or signposting to resources for an adult needing care or support; https://livewell.bathnes.gov.uk/ all provides this.</p> <p><u>Community Wellbeing Hub:</u> https://communitywellbeinghub.co.uk/</p> <p>The Community Wellbeing Hub provides a central place for you to access a range of services to improve</p>

	<p>health and wellbeing. The Hub offers a range of services:-</p> <ul style="list-style-type: none"> • Debt, money advice and benefits support • Short term financial help in a crisis • Housing advice • Access to low cost food • Practical support to improve your mental health • Finding employment • Advice on employment issues • Keeping active and healthy • Achieving a healthy weight for the whole family • Improving your cooking skills on a budget • Managing type 2 Diabetes • Stopping smoking • Practical and emotional support to help you build confidence, independence and connecting you to your local community <p>Telephone: 0300 247 0050 and they will be happy to help you. If you have consent, you can make a referral via the online form here: https://communitywellbeinghub.co.uk/for-professionals.</p>
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20: Keep up to date with council news

Newsroom

Find all our news releases on Newsroom where you can search for stories under policies, for example tackling the climate and nature emergency and giving people a bigger say.

Weekly updates through e-connect

e-connect is our weekly email newsletter to residents. It goes out every Thursday. You can find previous editions on our newsroom and if you want to receive e-connect you can sign up online.

Follow our social media accounts to see what we are currently sharing:

- twitter.com/bathnes
- www.facebook.com/bathnes
- www.instagram.com/bathnescouncil
- www.youtube.com/c/BathnesCouncil

Further information:

Sign up to e-connect - <https://us4.list-manage.com/subscribe?u=d4b66021dfe971c98d4145331&id=fb2e3530f2>

Council's newsroom - <https://newsroom.bathnes.gov.uk/news>

21: Other useful information

Local Engagement - A Parish Charter has been agreed that sets out the key principles through which the Council and parishes will work together <https://www.bathnes.gov.uk/services/neighbourhoods-and-community-safety/working-partnership/working-parish-councils> . This is supported by the Parish Liaison meeting which is held three times a year <https://democracy.bathnes.gov.uk/ieListMeetings.aspx?CIId=254&Year=0>.

Parish councils are encouraged to attend their Connecting Communities Forums which aim to bring together local stakeholders to resolve local issues <https://www.bathnes.gov.uk/services/neighbourhoods-and-community-safety/localism-and-community-planning>.

A summary of the roles of the Forums and Parish Liaison meeting can be found here

https://www.bathnes.gov.uk/sites/default/files/joint_working_between_parish_liaison_and_connecting_communities_forums_0.pdf.

On-line Mapping tool - Parish On-Line is an on-line mapping tool for local authorities, town and parish councils. All Parish and Town Councils have free access to this site. For more information and usernames and passwords, contact the GIS Team by email or tel: 01225 394427. The Council's GIS team also organises regular training for parishes – do contact them to find out more.

Climate and Nature Emergency - The Council has declared a Climate Emergency and has committed to provide leadership to enable carbon neutrality by 2030 <https://beta.bathnes.gov.uk/climate-and-ecological-emergencies>. There are also a number of useful guides published including:

- BANES guide - <https://beta.bathnes.gov.uk/what-you-can-do-address-climate-emergency>
- National Association of Local Councils (NALC) - <https://www.nalc.gov.uk/our-work/climate-change>
- Friends of the Earth - Actions for Parish and Town Councils <https://policy.friendsoftheearth.uk/reports/20-actions-parish-and-town-councils-can-take-climate-and-nature-emergency>

Avon Local Council Association (ALCA) is a not for profit membership organisation representing, supporting, training and advising Parish and Town Councils (Local Councils) across the West of England area <https://www.avonlca.org.uk/>. There is a Bath and North East Somerset Branch and the Chair of this is currently Richard Maccabee your local ALCA representative. Contact details to clerk@batheaston-pc.gov.uk.

Training Via BANES E-learning pool – the council provides access to its e-learning pool for external partners. Parishes can create an account for free on [Learning Pool](#) and sign in to browse courses and any available eLearning.

Planning checklist SAMPLE

(This checklist has been developed by Dunkerton and Tunley Parish Council and updated by Keynsham Town Council)

Application: /...../.....

Location/Address:

Policy Ref	Issue	Assessment		
		Yes	No	Comments
	Have councillors visited the site? How many?			
	Is the application for permitted development?			
	Is the site in the Green Belt?			
	Is it in a conservation area?			
	Is it a listed building?			
GB1	Will there be an adverse visual impact on the Green Belt?			
	Are there any “very special circumstances” that outweigh the harm to the Green Belt? **			
	Is the proposal visible from public footpaths?			
	Have we received neighbours’ support? How many?			
	Have we received neighbours’ objections? How many?			
D6	Is the amenity of neighbours’ (light, access, noise) significantly affected?			
	Will there be any changes to external lighting/light pollution?			
	Is there any expected impact on the local natural environment (flora, fauna?)			
ST7	Are the traffic and highway safety implications acceptable?			
ST7	Are parking arrangements satisfactory?			
	Is the effect of cumulative extensions/development in the neighbourhood acceptable? <i>Consider:</i> a) “Does the development provide for a variety of housing types and size?” b) “Will the development constitute			

	overdevelopment?"			
	Are the materials and design satisfactory?			
	Is the scale, height and degree of extension/development acceptable?			
D1b	Does the development contribute to distinctiveness, identity or history?			
	Are the drainage arrangements (foul and storm water) satisfactory?			
	Is the proposal for a gypsy or traveller site?			
	Does it meet the criteria in the gypsy and traveller Policy CP11?			

Further issues not considered above:

Planning responses **SAMPLE**

Examples of material considerations made to planning applications

(Details supplied by Keynsham Town Council)

SUPPORT - APPLICATIONS

1. Materials (Compliance) – Example 54 LockingWell

All external walling and roofing materials to be used shall match those of the existing building in respect of type, size, colour, pointing, coursing, jointing, profile and texture.

Reason: In the interests of the appearance of the development and the surrounding area in accordance with Policies D.2 and D.4 of the Bath and North East Somerset Local Plan and Policy CP6 of the Bath and North East Somerset Core Strategy.

OBJECTION – APPLICATIONS

1. The proposed development by way of its appearance and siting would have an adverse effect on the character and appearance of the area. The proposal is therefore contrary to Core Strategy policy CP.6, policy D.4 of the current Local Plan, and Plan making policies D.1 and D.2 – **Example General**
2. The proposed development by reason of its siting scale and design will fail to respect the context of the surrounding street scene and spatial characteristics of the area. The development is therefore contrary to policy CP6 of the Core Strategy, adopted 2014, and policies D.2 and D.4 of the Bath and North East Local Plan, including minerals and waste policies, adopted October 2007 – **Example 44 St. Clements**
3. The proposed development will result in substantial reconstruction and extension of the existing building and the construction of a detached garage. The provision of the conversion and extension is considered to harm the openness of the surrounding green belt and no very special circumstances have been put forward to justify development in the green belt. The development is therefore contrary to policy ET.9 and GB.2 of the Bath and North East Local Plan, including minerals and waste policies, adopted October 2007, policy RE6 of the emerging placemaking plan and paragraphs 89 and 90 of the National planning policy framework.
4. The proposed extension to the stone barn by reason of its siting, scale and design will fail to respect and complement the appearance of the host building. The development is therefore construct to policies D.2 and D.4 of the Bath and North East Local Plan, including minerals and waste policies and policies D2 and D5 of the emerging placemaking plan. – **Example Barn Cottage, Old Bristol Road**
5. The proposed dwelling would be located outside of the housing development boundary. The development is therefore contrary to policy HG.10 Bath and North East Local Plan, including minerals and waste policies and policy RE4 of the emerging placemaking plan. **Example Barn Cottage, Old Bristol Road**
6. **DRIVEWAY** - The submitted plans do not demonstrate a visibility splay of an adequate width to allow sufficient visibility to vehicles exiting the site onto the highway. The development is therefore contrary to policy T.24 of the Bath and North East Local Plan, including minerals and waste policies and policy ST.7 of the emerging placemaking plan **Example Barn Cottage, Old Bristol Road**

Planning Frequently Asked Questions

Quality of drawings for projecting at parish meetings.

Plans and drawings will in most cases be necessary to describe the proposed development, as required by the legislation (see article 7(1)(c)(ii) of the Town and Country Planning (Development Management Procedure (England) (Order) 2015). Plans or drawings must be drawn to an identified scale, and in the case of plans, must show the direction of north.

Some applications like Certificate of Lawful use only require a site location plan to scale, but nothing else. B&NES will ensure that drawings meet the minimum national legislation to that type of application. Unfortunately we cannot guarantee the quality in terms of projecting at meetings.

Extract from above:

- (i) a plan which identifies the land to which the application relates;
- (ii) any other plans, drawings and information necessary to describe the development which is the subject of the application;'

Redacted or missing information on applications.

Personal details are redacted in line with GDPR legislation, some of this is done through the Planning Portal and some manually by us.

Non notification of non-material changes.

Legislation does not require us to notify anyone about NMAs nor to invite comments on these types application. However you can be notified about every type of application in your parish by signing up for email notifications here <https://beta.bathnes.gov.uk/sign-planning-application-updates>.

Residents' comments/objections disappearing.

This shouldn't happen. All comments are published providing they meet the standards, until the application is determined at which point they disappear and only reappear if the decision is appealed. Any issues with comments please contact us on dm@bathnes.gov.uk or on 01225 394041 option 6

Elevations not always easy to understand.

Refer to point above. In an attempt to encourage good drawings and plans we have published Drawing Standards guidance for applicants <https://beta.bathnes.gov.uk/sites/default/files/Best%20Practice%20Guide%20-%20Drawing%20Standards%20-%2018%20January%202023.pdf>, but this is not enforceable and drawings will not be rejected if they comply with national requirements and the requirements of the Local List of PAR. If you find drawings that you do not understand, please contact us on dm@bathnes.gov.uk or on 01225 394041 option 6 or ring the case officer

Not sent applications to consider.

This shouldn't happen. The Support Team set up the PC consultation where it is required by the legislation for that type of application. Any issues contact us on dm@bathnes.gov.uk or on 01225 394041 option. You can ensure you never miss an application by registering for emailed application notifications in your parish <https://beta.bathnes.gov.uk/sign-planning-application-updates>

Lack of response when trying to contact officers.

Officers are very busy with high caseloads, if you can't get through to them direct by phone or email please contact us on dm@bathnes.gov.uk or on 01225 394041 option 6 and we'll see what we can do

Suggested update 2 or 3 times a year to explain why certain applications were successful and others refused.

BathNES training would need to be a funded service.

Talk to ALCA <https://www.avonlca.org.uk/> about what support they can provide

Ask about one-off cases...officers and managers will aim to make time to talk to or email you.

The Local Plan is being updated, how should the update of neighbourhood plans relate to this?

Twin track your review of your neighbourhood plan to run just behind the local plan. Further advice will be issued by the Planning Policy Team and you can also contact the team directly via [Planning_Policy @bathnes.gov.uk](mailto:Planning_Policy@bathnes.gov.uk)

How are Neighbourhood Plans considered in the planning application process and how do I know our plan has been considered?

The case officer must always review an application in relation to any Neighbourhood Plan and their consideration of it will be set out in their case report. Only a made Neighbourhood Plan is part of the statutory Development Plan and carries full weight (the case officer will determine how much weight to give an emerging Neighbourhood Plan).

Our area is in need of smaller dwellings; how can we influence this?

Through your neighbourhood plan / Housing Needs Survey.