Connecting Communities -
Keynsham Area Forum – Report of the Facilitated Workshop
Tuesday Monday 28th July 2015

Attendees

- Cllr Tim Warren, Leader Bath & North East Somerset Council
- Cllr Martin Veal, Cabinet Member for Community Services Bath & North East Somerset Council
- Cllr Tony Crouch, Chair and Keynsham Town Council
- Adrian Inker, Vice Chair and Community @ 67
- Cllr Clive Fricker, Keynsham Town Council
- Gill Hellier, Local resident
- Cllr Sally Davis, B&NES Councillor
- Cllr Emma Dixon, B&NES Councillor
- Cllr Charles Gerrish, B&NES Councillor
- Cllr Alan Hale, B&NES Councillor
- Cllr Brian Simmons, B&NES Councillor
- Cllr Ray Jenkins, Whitchurch Parish Council
- Cllr Duncan Hounsell, Saltford Parish Council
- Elaine Weightman, Marksbury and Newton St Loe Parish Clerk
- Cllr Sally Collins, Marksbury Parish Council
- Jo Swift, Clerk Keynsham Town Council
- Cllr Philippa Paget, Compton Dando Parish Council
- John Paget, Keynsham Chamber of Commerce
- Chris Hounsell, Saltford Business Network
- Aubrey Matthews, resident
- PC Kerry Grace, Avon and Somerset Police
- Cllr Malcolm McDowall, Corston Parish Council
- Cllr John Twist, Corston Parish Council
- Cllr Lyn Alvis, Monkton Combe Parish Council
- Cllr Dawn Drury, Compton Dando Parish Council
- Roger Busby, Keynsham Civic Society
- Margaret Wilson, Keynsham and Saltford Churches Together
- Brian Wilson, Resident
- Cllr Carolyn Beecroft, Chelwood Parish Council
- Louise Fradd, B&NES Strategic Director for Place
- Andy Thomas, B&NES Strategic Manager- Communities
- Sara Dixon, B&NES Stronger Communities Team
- Alison Wells, B&NES Stronger Communities Team
- Dave Dixon, B&NES Stronger Communities Team
- Mark Hayward, B&NES Strategy & Performance
- Independent facilitators, Rowena Harris and Diana Godwin

Executive Summary followed by detailed notes

1. Introductions and welcome

- Welcome from Cllr Tony Crouch, Chair of the Forum
- Setting the scene - background & context from Cllr Tim Warren Leader of the Council and Cabinet Member for Communities and Cllr Martin Veal, Cabinet Member for Community Services Bath & North East Somerset Council
- Video about Connecting Communities – the importance of local engagement.

2. Introduction to the Facilitated Workshop – Rowena Harris

Purpose – the Forums have been designed to provide a stronger voice for the community and help improve engagement with the public sector partners. The workshop aimed to help the Forums consider different ways of working together on specific ideas, gain a better understanding of what partners can offer and review the influence and effectiveness of the Forums for the future.

a. What's already happening? The Forums could provide ways of exchanging information: people were asked to bring posters or a pre-written postcard/notes to tell other people in the area about things planned or underway to improve things in their community.

b. What issues concern you NOW and what ideas do you have to make a change? People were encouraged to write on post it notes under the following headings:

1. Health & Wellbeing
2. Transport
3. New housing and infrastructure developments
4. Environmental Sustainability & Climate Change
5. Skills and Jobs
6. Stronger and Safer Communities
7. Education
8. Young people
9. Older People

These post it notes were typed up and are included in the next section of this report.

c. Action Planning : the attendees were asked to propose what they wanted to discuss further in small groups. Five themes were suggested and a lead was nominated for each to ensure action is taken forward:

- **Alternatives to the Parish Ranger Scheme: leads Carolyn Beecroft (Chelwood PC) and John Twist (Corston PC)**
- **Improving the cascade of information from Police to residents: lead PC Kerry Grace, Avon and Somerset Police**
- **Lack of communication between services: lead Louise Fradd, B&NES Strategy Director for Place and Keynsham Area Forum Sponsor**
- **Improve communication between B & NES & Parish & Town Clerks; lead Jo Swift with Andy Thomas**
- **Improving how the Forum works: leads Tony Crouch and Sara Dixon**

Detailed notes and actions agreed in each discussion are included in the next section of this report. The 'Lead' will report back on progress at the next Forum meeting.

3. Closing words

- Cllr Tony Crouch thanked everyone for their contributions
- the next meeting of the Forum is the AGM on 30th September

What's already happening in Keynsham and wider area?

What issues concern you most at the moment and what ideas do you have to make a change?

Post - it notes as follows

- **Health & Wellbeing**
    - *lack of drivers to help people get to medical appointments 'Friends in Need' need more volunteers*
    - *is there a timescale for when leisure centre will be closed and a new one at Ashton Way opened?*
    - *more funding for Child and Adolescent Mental Health Service (CAMHS)*
    - *lack of funding for mental health care*
    - *concern re social & primary care boundaries e.g. Whitchurch*
    - *clarity of thought on cross boundary health support B & NES/Bristol in Whitchurch village area*
    - *ensure Whitchurch is served by B & NES NHS provision (not Bristol)*
    - *information sharing between B & NES & boundaries - data, service provision*
    - *improved liaison between Adult Mental Health Services and Children's Services*

- *improved services for children who are struggling at school and need emotional and social support - Children's centres can offer 'playbuds' to address this but it costs - happy to be commissioned!*
- *lack of NHS dentists*
- *concern re: population growth & number of GP's*
- *more satellite health services to save travel*
- *sharing of information between health and social care providers - ageing population*
- *more support for post natal depression*

- **Transport**
  - *bigger strategic review - take bordering Authorities transport strategies into account - not just Keynsham, Whitchurch & surrounding villages - join up*
  - *communication about highways issues*
  - *ensure parishes surrounding Keynsham have opportunity to input into Keynsham transport strategy*
  - *consideration for majority who need to drive*
  - *most people don't and won't cycle - provide for cyclists but not the only solution*
  - *pedestrian crossing to connect communities - young and old divided by A39, vital for rural communities*
  - *park & ride on A37 to support A37 towns & villages (Whitchurch), link with Chew Valley transport*
  - *park & ride for people who work in town*

- *recognise commuters park in town - need a separate provision, need to keep current levels of car parking*
- *parking charges that encourage people to Keynsham - free parking for 1 1/2 hours before a charge - increase turnover of people*
- *free car parking in Keynsham*
- *pedestrianise Keynsham High Street*
- *weight controls on lorries in Keynsham*
- *why 20 mph limits on main roads - no one sticks to them - are they needed in all places?*
- *enforce 20mph limits in villages*
- *reduce rat runs through villages - for safety & enjoyment of residents and visitors(walkers and cyclists)*
- *speeding in residential areas - speed watch*
- *with new 'white' street lights there is now a problem in fog: white lines hard to see, if they are missing due to wear driving is very difficult*
- *businesses/employees would welcome the Greater Bristol Metro - timescale?*
- *use school transport to get older students to Keynsham to connect to services to Bristol*
- *do not waste money on Saltford railway station*
- *move forward asap on reopening Saltford Station, top priority for Saltford PC, existing site is already at Grip2 (Network Rail), benefit/cost ratio of 2+ to 1 & 'passive provision by Network Rail metro services in 2019*
- *positioning of new bus stop (Somerdale) not appropriate*
- *bus stop in Corston allowing residents to get to Bath & Bristol*
- *Circular bus service around Keynsham linking railway, Somerdale East & West, section 22 stop & halt*
- *circular bus will support the High Street and local businesses*
- *more support for community transport to allow people to live in their homes for longer*
- *fair funding formula for community transport providers in B & NES*
- *bus fares compared to train fares not equal*
- *cheaper bus fares*
- *review bus services to run when people need them*
- *bus service from Keynsham direct to RUH*
- *bus from Newbridge Park & Ride to RUH*
- *free bus travel for everyone under 21 - would make roads safer, better for environment, get the public transport habit*
- *access to bus, no transport to Bath & colleges*
- *electrical powered buses*
- *use Radio Bristol to advertise new bus services*

- **New housing and infrastructure developments**
  - *infrastructure before new housing*
  - *no knee jerk thinking - more vision*
  - *are roads going to be widened/improved to cope with the masses of new houses which are being built in the town?*
  - *are there still plans to build new houses near the new fire station at Hick's Gate?*
  - *enforcement, enforcement, enforcement!*
  - *more affordable start up homes*
  - *rentable social housing before so called affordable housing*
  - *is there a time restriction on 'affordable housing' remaining affordable?*
  - *affordable housing - should it be restricted to a local population & work force?*

- *what does affordable mean? Mix of tenure. Lack of facilities.*
- *ensure green buffer/landscaping/trees & hedge planting, allotments on edge of all new developments to protect the green belt*
- *if you want small communities to agree to some housing don't overload them with a large estate*
- *poor design of new housing developments - cheap low cost, out of keeping with local character*
- *consider positioning of new developments & visual impact on neighbouring areas which may not be close neighbours but are what residents look at*
- *we do not wish to provide space to solve Bristol's housing need*
- *avoid rat runs though villages close to Keynsham with better infrastructure before developments are completed*
- *all housing to be CPRE planning policy statement 4 – planning for sustainable economic growth*

- **Environmental Sustainability & Climate Change**
  - *Keynsham Community Energy - PV/hydroelectricity scheme on Avon & possibly the Chew*
  - *make use of the river Avon for power generation - fastest flowing river in UK*
  - *encourage innovative energy saving projects e.g. solar panels on school roofs, wind turbines e.g. Chew Valley School*
  - *use building roofs/car parks for solar panels*
  - *build a park & ride for Keynsham*
  - *free bus passes for young people - encourage public transport habit*
  - *Somerdale - TW - nature reserve, planning conditions*
  - *green belt issues*
  - *flooding risks?*
  - *air quality measurements/transport strategy*
  - *which local businesses have a focus on environment/sustainability? Has anyone asked?*
  - *recycle more - encourage and feedback on what is being achieved*
  - *use electric powered buses in Keynsham for town only services*
  - *warm homes/fuel poverty*
  - *management of verges - all roads, lanes to major roads. Verges are potentially very important for local ecology and visually pleasing*
  - *need to encourage people to use litter bins or take rubbish home - 'Wombles' (Transition Keynsham) do a great job but can't be everywhere.*
  - *we need to take pride in Keynsham and its appearance.*

- **Skills and Jobs**
  - *could Job Centre get involved with the Forum?*
  - *can colleges get involved with the Forum?*
  - *any links to Business West?*
  - *businesses of all sizes need people with the proper skills*
  - *encourage & support local businesses to offer volunteer & apprentice opportunities*
  - *what planning has been carried out to identify the skills needs of local businesses?*
  - *form stronger and more structured links with our 4 universities - a vast resource of innovation & ideas that could drive on the silicon valley west in B & NES to Bristol*
  - *more support for parents to return to work*
  - *Green belt - attract businesses, premises, ensure better transport links*

- *'upvalue' jobs, don't focus on depressing house prices*
- *easier access to Job Centre plus*
- *improve support for vulnerable families to get skills for employment, more joined up working*
- *local jobs for local people*
- *jobs before housing*
- *careers advice for people over 25 - where?*
- *when are employers due to move into new units by Sainsbury's on Market Walk?*
- *increase and promote apprenticeship opportunities in local area*
- *4 out of 6 wards in Keynsham area have higher proportion with no qualifications than B & NES average due to history of vocational training e.g. Frys*
- *B & NES to bring forward employment land adjacent to Pixash lane*
- *which industries are earmarked to replace Cadbury/Fry's site?*
- *make sure trust new owners of factory building at Fry's*
- *provide proper jobs as required by Core Strategy*

- **Stronger and Safer Communities**
  - *how are crime statistics and trends being communicated without PACT meetings?*
  - *combine Police Beat surgeries with Ward Councillor surgeries*
  - *have stronger links between councillors and police to implement ideas and policies in local areas - needs formalising at senior level*
  - *more Police to attend PC meetings - once a year?*
  - *effective communication: not everyone has internet or a mobile phone*
  - *lack of police communication re meetings they are involved in, in Parishes & rural areas*
  - *better communication regarding crimes in particular areas that could have an implication for residents*
  - *make everyone aware of who the Neighbourhood Watch Coordinator is*
  - *lack of police attention to areas used for drugs & substance abuse*
  - *safer car parking around schools*
  - *bench mark with the best of W. Europe or North America to set high standards*
  -
- **Education**
  - *better joined up working between schools and other support services to support vulnerable families*
  - *hot off the press! Children's Centres are playing a part in virtual employment and training support to disadvantaged families and NEETs and offer venues*
  - *more careers & budget advice for vulnerable families & children NEETs*
  - *use the vast reservoir of expertise in mature people to help the development of young people, otherwise a wasted opportunity*
  - *extra housing means crowded classrooms*
  - *suitable space for increased size of classes*
  - *K2 Project will bring masses of new houses- are there any provisions for building new primary schools to replace now closed Temple and Bath Hill schools?*
  - *transport a problem from villages to some schools*
  - *has a decision been made on Broadlands School?*
  - *schools teach little on mortgages, day to day banking*
  - *do all schools provide enough careers guidance?*

- *schools should work with industry*
- *increase work experience opportunities*
- *do young people know about the local opportunities for employment in small businesses?*
- *Children's Centres would like to offer placements to Secondary school pupils*
- *transition payments pre-school, promoting choice*
- *more education on local history*
- *include in syllabus a subject similar to 'Civics' - introduce younger generation to responsibility for their community - reduce anti-social behaviour*

- **Young people**
  - *transport into college from villages - if you want youngsters to stay in education until 18, why can't they use school transport into Keynsham for access to bus/train?*
  - *improve intergenerational links: mutual respect, reduce isolation*
  - *seek young people's ideas of what they would like to improve their lot*
  - *teach children about the importance of disposing of litter in bins to establish good habits early via schools, parents?*
  - *any plans for places for young people to meet on Somerdale development*
  - *better evening facilities/drop ins/workshops on parishes*
  - *better use of facilities already here in Keynsham*
  - *children's centres are developing a trading arm to respond to the B & NES cuts to services for families and young people*
  - *increase Parish support for delivery of services to vulnerable young people*
  - *Parish Councillors need to recognise the value of early intervention for vulnerable families*
  - *Information Sharing Agreements arrangements need sorting between B & NES & Bristol, N Somerset, Somerset, S Gloucestershire: data sharing, service provision etc*
  - *formalise links between Forums and Youth Councils operating in Keynsham*

- **Older People**
  - *publicity for monthly lunches for elderly and frail run by churches - more volunteers needed*
  - *better use of community transport to enable more people to live in their own homes longer*
  - *will living wage price care out of reach for many?*
  - *available & cost of residential care, support for carers, flexible provision*
  - *blue sky thinking - national reform with more care given in the home*
  - *single point of contact for elderly to get advice*
  - *have clear targets for reducing loneliness*
  - *improve intergenerational links e.g. learning about cooking, reduce isolation*
  - *make more use of the skills and knowledge of older generation*
  - *health centre support with new housing growth*
  - *remember older people may not have internet*
  - *facilities for older people - any chance of a hot pool for people with arthritis?*

- **Other**
  - *B&NES/PC interface to encourage efficiency - can PC clerks have a list of Key officers at B & NES & a framework of how B & NES is organised*
  - *extend budget fair to include community forums*
  - *lower shop rents to attract small traders in Keynsham*

- *Children's Centres are developing a communications strategy to include Facebook & survey monkey*
- *Children's Centres are required to have an advisory board with representatives from the community - how can these Forums work together to better support the needs of each?*
- *this meeting should not be seen as purely for Keynsham*
- *remember there is life beyond Keynsham*
- *Forum agenda needs to reflect groups asked to attend - villages are not felt important to general discussion, cluster group arrangement more useful for parishes*
- *lists of groups run by churches for local community e.g. toddlers, lunch groups, coffee/tea facilities, opportunities for volunteers to visit isolated people*
- *distribution list for posters for local notice boards for people who do not have access to internet*
- *time bank to support community peer support & community cohesion*
- *joined up volunteer recruitment across Council, Services and other Agencies*
- *very nice to see business & church community here*
- *resist a mayor for B & NES*
- *always keep a physical gap from Bristol*
- *do B & NES really want to work with town & parish councils? Sometimes it doesn't feel like it.*

The issues raised on the post it notes could be reviewed at a future meeting of the Forum.

Action Planning - notes from small group discussions

1. Alternatives to the Parish Ranger Scheme
What benefit will this idea bring to the community? • *Parishes working together, sharing resources and ideas* • *best value for money*
What needs to happen first and by when? • *understand insurance issues for volunteers* • *develop a list of common tasks* • *audit available resources* • *look at running training for volunteers* • *consider implications and costs of buying in services (pay on precept?)*
Who will lead? *Carolyn Beecroft (Chelwood PC) and John Twist (Corston PC)*
Who else needs to be involved (or wants to be involved)? *Ward councillors* *Parish Councils in the Forum*
What help we would like? *ongoing support from Bath & North East Somerset Council to help with looking at resources across the Parishes: Dave Dixon can help dave_dixon@bathnes.gov.uk*
Further comments:

- *overheads - administration in each PC rather than in B & NES*
- *rather than pay B&NES, the council give PC's a budget to use when tasking B & NES to undertake work - no double taxation*
- *B & NES has a reduced budget, PC's need to become more self reliant & link with each other*
- *B & NES can work with parishes to reduce 'red tape'*
- *potential problem of lack of continuity/sustainability if relying on volunteers*
- *volunteers need to be acknowledged and appreciated, also well managed*
- *there are examples of successful volunteer schemes: Dial a Ride, Keynsham Wombles*

2. Better Communication between the Police and local residents

What benefit will this idea bring to the community?

- *greater awareness of issues*
- *residents aware of meetings/surgeries*
- *communities feel safer*

What needs to happen first and by when?

- *stop using social media as only form of communication*
- *make better use of free media i.e. Keynsham Voice/Week & Parish Magazines, community radio*
- *a regular column is planned for Keynsham Voice*

- **Who will lead?** *PC Kerry Grace, Avon and Somerset Police (new to role, keen to improve and take on board all comments)*

Who else needs to be involved?

Parish Councils, local media

Other comments:

- *please take note that social media only reaches a few sections of the community*
- *display notices - ask local volunteers to help*
- *old style PACT meetings had more posters & opportunity for face to face discussion*
- *e-mail is more direct and personal than social media*

3. Improve communication between Utilities, Highways and the community

What benefit will this idea bring to the community?

- *less disruption and inconvenience to local residents and businesses*

What needs to happen first and by when?

- *invite public utilities(e.g. Wessex Water, Bristol Water)to attend Forum meetings (forum agenda planning - Sara Dixon B & NES & Chair)*
- *disseminate works being done/planned by public utilities to Parish Councils, provide contact details for utilities and for relevant officers at B & NES*
- *parish councils take initiative and contact utilities to ask for better coordination*

on their local patch, also night working which causes problems • *add PC to 'street life ' distribution list*
• **Who will lead?** *Louise Fradd, B&NES Strategic Director for Place and Keynsham Area Forum Sponsor*
Who else needs to be involved? *Parish & Town Councillors & clerks*

4. Improve communication and support between B & NES & Parish & Town Council Clerks
What benefit will this idea bring to the community? • *quicker action/response, less frustration, more information flow* • *easier communication*
What needs to happen first and by when? • *organise a meeting to discuss issues and programme of support*
Who will lead? *Jo Swift & Andy Thomas*
Who else needs to be involved (or wants to be involved)? *Parish & Town Clerks*
What help we would like? *clear explanation of structure of B & NES, who to contact on particular issues*
Further comments: • *link to discussion at Bathavon Forum with David Trethewey* • *Explore options for better communication, buddying scheme for PC, training opportunities and sharing information and good practice.*

5. Improving and developing the Forum
What benefit will this idea bring to the community? • *Better engagement* • *Better informed* • *Influence decision makers*
What needs to happen first and by when? • *Need pre-planned agendas/work programme – (NOTE) as result of workshop the prioritise will help inform an action plan and work programme.* • *Review meeting venues.* • *Discussion at next meeting should explore future theme open public sessions.*
Who will lead? (contact details please) *Sara Dixon (B & NES) will ensure the work programme and further discussion about informal public sessions go on the agenda for the next meeting*
Who else needs to be involved (or wants to be involved)? *Sub group: - Tony Crouch Chair of Forum and Dawn Drury (Deputy Clerk, Keynsham Town*

Council and Chair of Compton Dando PC) • *All Forum members* • *Need senior officers and elected members involvement in the Forums*
What help we would like? *ongoing support from Bath & North East Somerset Council* *All members of the forum need to promote the meetings.*
Further comments: • *Need to review the way meetings are run.* • *Opportunity to open up the public session (ASK the Forum) to include organisations who wish to promote their services. This could be a themed event to get more members of the public along and seek their views. This could be a one off event similar to the Bath City Conference or held before each meeting. Needs further discussion.* • *Opportunity to invite more people along to the meetings particularly on topical issues rather than just the core meeting.* • *It's important to get the right people to the meeting.* • *Forums need to evolve and develop over time.* • *Opportunity to webcast the meetings to attract more people.* • *Meetings currently feel like they are driven by B&NES, Forum members need to be more in control of the agenda.* • *Need to improve communication with members of the public.* • *Must not forget the rural communities – the Forum should not be based around Keynsham.* • *rotate venues for meetings outside Keynsham.* • *the Forum members should take more responsibility for setting agenda items.*

Feedback on the Workshop (23 forms were completed, all comments typed up)

1. On which sections would you have liked to have spent more or less time this evening?

More time on…

- *skills and jobs*
- *education*
- *possible actions related to yellow stickers*
- *future of funding for B & NES and how it affects local communities*
- *transport*
- *discussion on a named theme*
- *our objectives*
- *economy - jobs & revenue*
- *feedback*

Less time on…

- *opening/introduction*
- *preamble*
- *post it notes*

What was about right?

- *discussion work was good and also good to ensure ideas will be taken forward*
- *the whole meeting*
- *length of time on each topic*
- *duration and use of time*
- *most of the discussion*
- *wide ranging discussions*
- *everything*
- *all about right, good to have someone timing feedback. This could be done at future Forum meetings to encourage us to be more efficient*
- *evening flowed well, all fine*
- *well balanced & controlled*
- *all about right*
- *whole meeting was run well for an inaugural event - as time goes by meetings will be more meaningful*
- *happy with it all*
- *fine*
- *time constraints on discussions & feedback*

3. Please give one example of something you will do as a result of tonight's discussions, no matter how small.

- *ensure communication is good and information is cascaded well*
- *fix the obvious problem with lack of communication*
- *make sure more people attend the Communities transport and Environment Scrutiny on transport*
- *try to get initiatives off the ground*
- *make contact with other clerks*
- *ask Parish Councils for comments on Parish Ranger alternatives*
- *support actions that come from the meeting*
- *consult with Ward Councillors about cross boundary to support common tasks*
- *be able to offer more explanation when people complain about lack of coordination between utilities*
- *think more about meeting structures*
- *will try to encourage more participation in these meetings*

- *liaise with Sara on developing future forums pre-sessions*
- *make other organisations such as Keynsham Community Energy know about the Forum*
- *contact Sara and Andy at B & NES to get insight on contact points within B &NES*
- *improve communication with staff & families about the issues discussed at the Forum*
- *broaden ways the PC communicates with the public*
- *communicate back to PC*
- *take matters back to PC*
- *volunteer more 'wombling' in Keynsham*
- *watch actions and feedback after the meeting*
- *pass on information*

4. Any thoughts about the frequency, format and venue for future Community Forum meetings?

- *venue great, frequency OK, format may need looking at*
- *to be decided by the Forum*
- *quarterly*
- *4 per annum*
- *about right*
- *quarterly*
- *about every 8 weeks*
- *4 a year, start with public attendance hour*
- *3 monthly, move about the area*
- *core meetings in Keynsham but also to nearby villages*
- *as now*
- *quarterly*
- *ideas for the agenda - each key agenda item on a flip chart, discussion to be time tabled throughout the year to dictate pre-meeting invites*
- *venue fine, danger of meetings becoming over long*
- *quarterly, same venue*
- *move venue around, timing of meetings*

5. Any other comments?

- *must be interesting to the public*
- *good ideas generated*
- *what is the collective noun for a gathering of clerks?*
- *good to see such enthusiasm in our community*