



**Note of the meeting of the Keynsham Area Forum  
held on Wednesday, 28th September, 2016  
in Community Space, Keynsham - Market Walk, Keynsham**

**1. Notes of the Keynsham Forum 28.09.16**

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Draft Notes of the  
**Keynsham Area Forum**  
 Wednesday 28<sup>th</sup> September 2016 at 6pm  
 Community Space, Civic Centre, Market Walk, Keynsham

**Present**

<b>Name</b>	<b>Organisation Represented</b>
Cllr Alan Hale	B&NES Ward Councillor, Chair of the Forum
Micaela Basford	Corporate Sustainability Officer, B&NES
Ashton Broad	Whitchurch Parish Council
Roger Busby	Keynsham Civic Society
Helen Chamberlain	Customer Services Team Leader, B&NES
Lorraine Corbishley	Senior Customer Services Officer, B&NES
Sheila Crocombe	Keynsham Action Network
Cllr Sally Davis	B&NES Ward Councillor, Farmborough
Cllr Dawn Drury	Chair, Compton Dando Parish Council
Cllr Emma Dixon	B&NES Ward Councillor, Saltford
Sara Dixon	Locality Manager, B&NES
Alison Farrar	West of England Rural Network
Louise Fradd	Strategic Director – Place, B&NES
Cllr Charles Gerrish (part)	B&NES Ward Councillor, Keynsham North
Michael Hammond	Resident
Chris Hounsell	Saltford Business Network
Duncan Hounsell	Saltford Parish Council
Pam Jones (part)	Waste Services Programme Manager, B&NES
Sam Keyser (part)	Avon and Somerset Police
Hazel Mitchell	Resident
Tony Mitchell	Transition Keynsham
Philippa Paget	Compton Dando Parish Council
Barrie Parker (part)	Resident
Cllr Liz Richardson (part)	B&NES Ward Councillor, Chew Valley North
Ian Savigar (part)	Divisional Director - Customer Services, Revenues & Benefits, B&NES
Dr Cheryl Scott	Town Clerk – Keynsham Town Council
Cllr Bryan Simmons (part)	B&NES Ward Councillor, Keynsham North
John Twist	Corston Parish Council
Andy Wait	Keynsham Now
Jenny Ward	Friends of Saltford Library
Ken Webb (part)	West of England Rural Network
Alison Wells	Community Projects Officer, B&NES
Suzanne Wenczek	System Thinking Practitioner, Customer Services Change B&NES
Margaret Wilson	Churches Together in Keynsham and Saltford
Group	Friends of Saltford Library

**Apologies**

<b>Name</b>	<b>Organisation Represented</b>
Gill Hellier	Resident
Adrian Inker	Community@67
Robin Moss	@One
Cllr Lisa O'Brien	Keynsham Town Council (or did she come in??)
Cllr Martin Veal	Cabinet Member for ...

## Informal Open Public Session

		Action
<b>1.</b>	<b>Welcome from the Chair of the Forum</b>	
1.1	AH welcomed those present and gave a safety notice. Apologies as above.	
<b>2.</b>	<b>Updates</b>	
2.1	AH said there is a number of interesting and inspiring items this evening. If any organisation would like to present at a future meeting, let us know. The point of the Forum is to keep you in touch with what is happening locally and provide an opportunity to raise issues which can be taken back to the Council and its partners.	ALL
2.2	AH announced that a series of restructures had taken place within the Council's Strategy and Performance service. As a result, Dave Dixon is now the Community Engagement Manager for a re-named Community Engagement Team with responsibility across the whole district. Sara Dixon is now Locality Manager for Somer Valley; Keynsham Area and Chew Valley. Alison Wells is Community Projects Officer supporting Sara in these areas.	
	<u>Local Police Matters</u>	
2.3	Sam Keyser gave an update on recent policing issues. These included the issue of misuse of drugs warrants. There have been issues with speeding on 20 and 30 mph roads in Keynsham and Saltford. The Police's resources are limited so support from Community Speedwatch groups would be appreciated. There have also been issues of anti-social behaviour in Tintagel; Queen's Road and the Park.	
2.4	The way the Police record crime statistics has changed so comparisons are not easy but dwelling burglaries have increased – the Police have a plan in place around this.	
2.5	There was also a robbery in Keynsham. No weapons were seen but one was alluded to. The offender got away with money but the Police do have someone in custody and hope they are linked with the crime.	
2.6	RB said there has been speeding in the 20 mph zone in Temple Street. SK said the Police are visiting and taking averages. She said setting up a Community Speedwatch requires a group of around 6 – 8 people. They can go out with a speed gun and while they are unable to prosecute, letters will be sent to offenders. It helps with education and does lead to improvements.	ALL
2.7	AH said Cllr Gerrish had reported an incident to the Police where a resident was intimidated by a group of young people.	
2.8	RB said there has been anti-social behaviour in the park with benches smashed. He asked whether the Police were aware. SK said no and asked when this had occurred. RB said it is recent. DD said a bin had been burned out again in the last week. SK said she would follow up.	Police
2.9	RB asked what youth workers are doing. DD said Keynsham Town Council has been recruiting and a new youth leader is now in place along with a new assistant. They will provide a service <del>page 4</del> 5 days per week. They have been going into the park to meet local young people.	

2.10	AH said that the Police desk in the One Stop/Library will be moving to the custody suite. The reason is that footfall is low at the One Stop but members of the public have been visiting the custody suite thinking it is a Police Station.	
2.11	DH said he is anxious that the Police do not spend time on minor crimes when there are major crimes in the area such as modern slavery. He asked whether there are on-going investigations into this. SK said yes – the Police are sent to relevant establishments to check all is in order and there was a high profile case in Bishop Sutton. AH said that at the last Full Council meeting a motion was passed in relation to modern slavery. Sam Jones from the Equalities Team presented to Overview and Scrutiny on this as well. It is happening B&NES but being addressed.	
2.12	JT said a wood carving was stolen from the playing field recently. He will send an image from CCTV. SK said this would be helpful.	JT
2.13	PP said there has been regular speeding by motorbikes on the B3116 at Burnett. SK said they will get the CCTV van there as it is too dangerous for a speed gun. DD said it is at its height on Sundays.	Police
2.14	AH said there is a need to have a realistic understanding of police cover. In terms of road policing B&NES is now in a tri-force area (Wiltshire/Avon and South Gloucestershire). There are 100 officers covering an area the size of Belgium. There are only 3 motorbike units and response is limited. AH said he has discussed concerns about staffing levels with the Chief Constable. Local police are being drawn in to cover issues in Bristol as well. He suggested the Forum write to the MP as these cuts are coming from central Government. He urged people to write individually as well.	ALL
2.15	RB asked whether anyone could tell him whether there are solar panels on the top of the custody suite. S&P to follow up.  <u>Avon Fire and Rescue</u>	
2.16	AH introduced Darren Staples, the Crew Manager for the Hick's Gate Fire Station. He said they had welcomed His Royal Highness, the Duke of Gloucester, for its official opening on Friday 9 September. He unveiled a plaque and was given a tour of the new station where he had the opportunity to see the life-saving equipment based at the site and meet the fire crews who work there.	
2.17	DS also reported that a successful open day was held on 16 <sup>th</sup> July which attracted over 1,500 local residents to find out more about the Fire, Police and Ambulance services.	
2.18	The statistics for the Keynsham area with regards to fire calls compared to the previous year are as follows:-  Accidental Dwelling Fires (often due to electrical appliances) has reduced by over 50% Deliberate outdoor fires (grassland, loose refuse) has reduced by 25% Road Traffic Accidents have reduced by 20% Special Service Calls (animal rescues, water rescues, flood) remains the same. Deliberate car fires has increased by 75%	
2.19	DS said to help prevent and reduce the risk to the public, the Fire Service use	

	local statistics to highlight areas where incidents occur. They then provide information to these areas in the form of leaflet drops, promotion of home fire safety visits, visits to local schools/community centres and attendance at open days. They also promote services to vulnerable people including the elderly, lone parent families, the disabled and young people. As a service, they also inspect local businesses and residential homes to ensure fire standards are met.	
2.20	RB said some Fire crews work closely with the Police and Ambulance crews and can be first responders. DO said the crew is trained for this but it is not set in stone at present. The response time is 5 minutes for a first truck; within 8 minutes for the second and 10 minutes for a third. The location of the new station means they can be at an incident in Keynsham in 5 minutes unless they have been called away.	
2.21	There were questions from the floor as follows:-  Q: Can Fire crews resuscitate if an ambulance is not available? A: not yet but improvements are being looked at.  Q: Are car fires are on the increase? A: The price of scrap metal has gone down so vehicles are being abandoned and set on fire. This has happened at Durley Lane but Police are putting barriers up here.  Q: The Sirona Healthy Lifestyles Service have been working with the fire service in Bath on smoke free homes – is this something they could also do in Keynsham? A: Yes.  <u>Briefing on Changes to Waste and Recycling Service</u>	
2.22	A presentation was given by Pam Jones, Waste Services Programme Manager followed by a question and answer session. For full details see Appendix 1.	
<b>3.</b>	<b>Community Showcase – Village Agents</b>	
3.1	AH welcomed Ken Webb and Alison Farrar from the West of England Rural Network to talk about their work. For full details see Appendix 2	
<b>4.</b>	<b>Any Other Issues</b>	
4.1	There was none.	

## Ordinary Meeting

		Action
<b>5.</b>	<b>Notes of the Previous Meeting (30<sup>th</sup> June 2016)</b>	
5.1	The notes were agreed as a true record.	
<b>6.</b>	<b>Matters Arising</b>	
6.1	SD said the Forum had been asked whether it should meet at different venues in the Keynsham Area or stay in one place. Only seven responses had been received and five stated a preference for meeting in one location. They cited parking and acoustics as issues to consider. SD asked whether the Forum had any objection to remaining at the Civic Centre for its meetings. There was no	

	objection. She said if anyone does have any alternative suggestions, to let her know.	ALL
<b>7.</b>	<b>Managing Flood: Jim McEwen from B&amp;NES Drainage and Flooding Team and representatives from the Environment Agency.</b>	
7.1	A presentation was given with a question and answer session. For full details see Appendix 3	
<b>8.</b>	<b>Libraries Future – Ian Savigar and Suzanne Wenczek, B&amp;NES Customer Services.</b>	
8.1	A presentation was given with a question and answer session. For full details, see Appendix 4	
<b>8.</b>	<b>Any Other Business</b>	
9.1	There was none. LR thanked everyone for attending.	
<b>10.</b>	<b>Dates of Next Meetings</b>	
10.1	Tuesday 22 <sup>nd</sup> November (AGM and Budget Meeting), Keynsham Community Space	

## Actions

	<b>Responsible</b>
Organisations to let Sara or Alison know if they wish to present to the Forum or have an idea for an agenda item	ALL
Consider setting up Community Speedwatch groups in Keynsham and Saltford	ALL
Follow up on anti-social behaviour in the Park	Police
John Twist to send CCTV image to Police	JT
CCTV van to Burnett	Police
Chair of the Forum to write to the MP re cuts in policing. Others to write individually if wished.	AH/ALL
Feedback to Sara or Alison if you have suggestions for venues where the Forum might meet	ALL

**Briefing on Changes to Waste and Recycling Service**  
**Pam Jones – Waste Services Programme Manager, B&NES**

- The changes will take place in late Autumn 2017. Most residents will receive a black wheeled bin.
- The refuse will be collected every other week. The Council recognises that one size does not fit all so will be providing a larger bin if required or a gull-proof sack. This is weighted at the bottom and will hold around 3 bags of refuse.
- Your collection day may change as well
- Food waste and recycling will continue to be collected each week.
- It is important to increase the level of recycling, particularly for food waste.
- It costs £100 per tonne to dispose of waste to land-fill but the Council receives £20 - £25 per tonne for food waste, which also generates energy. People are being urged to increase recycling now to prepare. Food waste still accounts for 30% of refuse.
- Garden waste will still be collected from the same size bin and fortnightly as usual.
- The reason for the change is to keep the streets cleaner and to encourage more recycling. 17 different items can now be recycled which should equate to around 75% of household waste.
- The other reason for the change is to save money – every lorry load of waste costs £1,000 but each lorry of recycling generates £100.
- The Council will be writing to all residents soon advising them whether they will be getting a bin or a gull proof sack. There will be further engagement in Spring. An information pack will accompany the bin or sack in the Autumn. There will also be reminders by text.

**Questions and Answers**

**Q1: What if you have no option but to keep the bin at the front of the house and do not want to do this? For smaller households it could take months to fill a bin.**

**A1:** You can have a gull proof sack as an alternative. It is acknowledged that a bin does not suit everyone.

**Q2: Did you say only 30% of rubbish is recycled?**

**A2:** No – 30% of refuse is food waste and could have been recycled. The recycling rate is around 53% which is not bad but more could be done.

**Q3: What do you do with the rubbish?**

**A3:** Waste goes to Avonmouth. The recycling gets removed but the rest goes to Europe to power homes.



Q4: **Does the bin need to have a bag inside it?**

A4: We would suggest putting your refuse into a bag and then putting the tied bag in the bin. This will keep the bin cleaner but we are speaking with bin cleaning companies about the possibility of offering a low rate to residents.

Q5: **I have recently moved to B&NES and was disappointed to find that my guinea pig waste can't go into the green waste bin but it can be accepted at the recycling centres – why is this?**

A5: I will take this question back to the team to ask.

Q6: **Where I lived before, black plastic could be recycled. Why do B&NES not accept this? It accounts for a high percentage of my waste.**

A6: When black plastic is on the conveyor belt the optical sensor can't see it. There is also only one company that can process it at present and it is expensive to transport this waste to them. We are trying to put pressure on supermarkets to stop using black plastic instead.

Q7: **Can't we use our waste to generate energy in the UK?**

A7: There are no plants set up in the UK for this. Europe use it to produce power for under-floor heating. It is starting to be introduced in new developments but is expensive to retrofit. Also, this system means that waste must be generated to feed power stations and there is an argument around reducing waste rather than producing it for this purpose. Countries are now having to buy in waste as they cannot produce enough themselves.

Q8: **I have two cats and two dogs but cannot recycle their food bags.**

A8: We are working with supermarkets to try and encourage recyclable pet food packaging. Taking the packaging back to them may help persuade them.

Comment 1: **I appreciate that gulls are causing mess but it is galling to watch the refuse crews also doing this. They drop litter and do not pick it up. They should have a broom and shovel with them. Residents try to be tidy but why should they when the crews make such a mess. Comment: The previous crew used to clear up but this one doesn't.**

Response 1: The current contract will be coming to an end soon

Comment 2: **We would be unable to put a bin out where we live as there is only a steep bank and no pavement.**

Response 2: If you let me have your address, we will look into this. We are looking at the different circumstances across the district.

Comment 3: **I separate my waste into carrier bags, which the teams used to return. They no longer do this and we now have to pay for carrier bags.**

Response 3: I will take this back to the team.

Comment 4: **The current system is very efficient with most waste collected before 9am. This is only a small change – let's get on with it.**

## **Community Showcase: Village Agents**

The Chair welcomed Ken Webb and Alison Farrar from the West of England Rural Network to talk about their work.

- The aim of the Village Agents scheme is to make contact with people, particularly in rural areas, to provide them with information and advice. In the main, these are elderly people who rely on the Village Agents to visit as they are isolated with no family nearby. However, a confidential service is available to everyone.
- To reach the people that may need their services, the Agents attend coffee mornings, lunch clubs etc. They also get referrals via organisations such as the Carers Centre and Age UK.
- The Village Agents can offer home assessments to identify need. They are DBS checked and first aid trained.
- For older people, accessing the help and support they need can be difficult. They may find it difficult to hear advice given by telephone, or may be referred to services on-line when they have no access to, or /confidence to use, a computer.
- The Agents are able to help access funds to support those in financial hardship and help get equipment so that people can continue to live as independently as possible.
- The Village Agents run regular 'roadshows' which bring those they support together for a social event, entertainment and activities. Various organisations and agencies are invited to have stands, so they can pass on information and advice directly. Dial-a-Ride assists in transporting people to the venues.

KW handed over to Alison Farrar to talk about Rural Hidden Heroes

- AF said the Rural Hidden Heroes Project sits alongside the work of the Village Agents. It is linked to the Community Covenant with the Armed Forces and has received funding from their national grants programme to run this project in B&NES and North Somerset.
- Part of the project is to map the number and location of veterans in the area. There are no definite figures on this and the Royal British Legion is campaigning to get a question on this in the next Census. Having just 2 days paid service will allow veterans and their families to access a range of support and funding. National Service also counts.
- There are also Admiral Nurses (specialist dementia nurses) working in the B&NES area now and the Agents can make referrals to them.
- Social Events are being planned to bring those with military service together to reminisce, share photos and war diaries. They are also encouraging the establishment of friendship groups to help address isolation.

## **Questions and Answers**

**Q1: Loneliness seems to be on the increase.**

**A1:** It is. Contact the Elderly is a 50 year old Charity that works to address this.

**Managing Flood: Jim McEwen and Simon Morrissey from the B&NES Flooding and Drainage Team and Jody Grabham from the Environment Agency.**

Jim thanked the Forum for allowing them to present on this complicated topic. He introduced members of the team which is based in Keynsham.

**B&NES Flood Team Presentation**

<b>Slide</b>	<b>Comment</b>
Slides 2, 3, 4, 5 and 6	The Drainage and Flooding Team carry out most of the duties of the lead local flood authority. Their work is governed by legislation. The 2010 Flood and Water Management Act means they also need to look at possible sources of flooding.
Slide 5	There are five organisations that look after different elements of flood risk management. Householders and landowners also have responsibilities. The Council does not have responsibility to maintain – this is the responsibility of the landowner.
Slide 6	On the map of Keynsham, the blue denotes high risk flood area. Purple is surface water flood risk. Rivers are highlighted as well.
Slide 7	<p>The team will investigate sites, prioritise risk and make improvements. If a report of flooding is received, they will note where and what it has affected (eg road, drive, shed, house).</p> <p>The team has a finite budget. They are a statutory consultee on major planning applications. Developments should not increase the risk of flooding. If you know of a site with the potential to flood, please tell the team.</p>
Slides 8, 9, 10, 11, 12, 13, 14, 15	Images of Queen's Park in Keynsham were shown. In 2012, there were reports of a flood here in flats. The soil is clay so when it rains, there is run off. The team investigated and found that 6 homes were affected. They were allocated funds to create a ditch (a swale) to enable future rain fall to run off away from the properties.
Slide 16	If there is a risk to homes and/or life, the team will step in but need local knowledge to help.
Slide 17, 18, 19, 20	The team has local, volunteer flood reps to assist with their work. 50% of Parishes in B&NES have one. They send in information on issues such as blocked watercourse or property floods. The team also assists with community flood plans.
Slide 21	The team is seeking flood reps for Compton Dando; Marksbury and Farmborough.
Slide 22	If there are blocked gullies, these are to be reported to Council Connect.
Slide 23	The team has access to a range of information on weather warnings and gauging stations on rivers. All this information is publicly available – anyone

	<p>can access it.</p> <p>A poster has been produced with information on how to report issues – please take copies of this away.</p>
Slide 24	<p>Please use the map on the walls to add information on post its to help inform our work.</p> <p>If you want to discuss anything you have heard today, contact the flood team via e-mail <a href="mailto:Drainage&amp;flooding@bathnes.gov.uk">Drainage&amp;flooding@bathnes.gov.uk</a></p>

## Environment Agency Presentation – Jody Grabham

Slide	Comment
3, 4, 5, 6 - Flood Risk and images of historic and recent floods in Keynsham	<p>The Environment Agency deals with main river floods.</p> <p>There are two duty officers working 24/7</p> <p>There is a national stock of temporary defences</p> <p>There is a network of river gauges in place generating data that can be accessed on-line.</p> <p>It is also possible to have</p>
7 – What we do when it floods	
8 – Flood Warnings	There is a 5 day forecast of flood warnings but not many reach the severe rating
9 – www.gov.uk	There is information on the <a href="http://www.gov.uk/prepare-for-flooding">www.gov.uk/prepare-for-flooding</a> website
10 – how to register	and you can register your property if you feel it is at risk
11 – community flood plan	It is possible to have a community flood plan. There is one in place for Chew Magna but it would be good to have them for Keynsham and Saltford
12 – Flood Wardens	Flood wardens are key as they know the local area, the river and where vulnerable people are

## Questions and Answers

Comment 1: **There were Withy Beds at Queen's Park – it was always a wet area**

Comment 2: **Compton Dando has two flood reps**

Comment 3: **Are you sure the area is Queen's Park as the Town Council have been referring to it as Kelston Park, although it is on Queen's Road.**

- Q1: **Is it possible to let the local Town/Parish Council know when any action has been taken?**
- A1: If you have a flood rep, they can be used to relay messages.
- Q2: **Who can be a flood rep?**
- A2: Anyone but we do like local Town or Parish Councils to approve them. We also don't expect them to go into flood situations.
- Q3: **How much of your thinking is influenced by climate change? Aren't there new ways of handling the water course higher up?**
- A3: When new development takes place, climate change is factored in. The Environment Agency and Defra are looking at steps to hold the flow but it's not always popular with landowners.
- Q4: **Do rivers function better when there are no obstructions? Between Avon Country Park and the Boat Building Yard, there is a sunken barge which has been there for 18 months. Who should remove this?**
- A4: The Canal and Rivers Trust will remove it if it is causing an obstruction but the owner of the barge is ultimately responsible. It's possibly dangerous but not a flood risk. However, if it moved to block a bridge, this would present a flood risk.
- Q5: **Does the Environment Agency make checks, or wait to be contacted? It is not proactive to wait for a problem to occur and landowners will not always undertake maintenance.**
- A5: 90% of the time it is the landowners responsibility to make checks and undertake maintenance. The EA does inspect but in rural areas this may be once every 5 years. Bath and Keynsham are monitored every 6 months. Parish Councils have an important role to play in helping to identify who local landowners are.
- Comment 4: **On the River Chew, a number of trees have fallen and can be walked across in places. This stops the water flowing efficiently. There are 8 – 10 between Keynsham and Compton Dando.**
- Response 4: If there is a risk to property the EA will remove. However, they can be beneficial and hold water back. The EA is also concerned with creating and protecting habitat so will not remove all fallen trees.

**Libraries Future – Ian Savigar and Suzanne Wenczek, B&NES Customer Services**

Ian Savigar thanked the Forum for the opportunity of presenting to them. He explained that this is the early stages of consultation and that he would be attending all the Forum meetings.

**Presentation**

<b>Slide</b>	<b>Comment</b>
1 – Facing the Challenge, Shaping the Future.	<p>Everyone is aware of the financial challenges the Council is facing. However, there are also opportunities to develop services, albeit with less cash. The Library Service is staff heavy - £1.2m of the £1.9m budget is staffing costs.</p> <p>The way people use libraries has changed across the UK. Book usage is changing and library facilities are being used in a different way. The numbers coming into the libraries has not changed and in some cases has increased but many are coming in to use computers; printers and free wi-fi.</p>
2 – Digital Society, Volunteers	<p>The Government's use of digital technology for benefits is key to how we deliver services in future. Staff can spend a great deal of time supporting the less able and vulnerable with on-line claims, although some customers need less time as they can do it themselves at home.</p> <p>The Council is a member of Libraries West which gives access to millions of books – more than can be put out in a traditional library. It is possible browse digitally and arrange quick delivery.</p> <p>Volunteers are also key to what could be delivered in future. There is a concern that they should not replace staff but Paulton Hub is a great example of how this model can work in communities.</p>
3 – Where We Are Now	There are a number of examples of community libraries in B&NES – one in a church and another in a pub. The Council can provide support to get these up and running.
4 – Where we are now in Keynsham	The chart shows how customers are accessing the services available in this area.
5, 6 – Mobile Library Routes – Keynsham Area and Marksbury, Farmborough and Priston	We need to look at how we deliver a mobile service in future – is there something we could do in your community instead?
7 – What Next?	<p>People – how do we deliver services to the most vulnerable members of the community? We can't be everything to everyone but can we make better use of our main buildings? There is also the skills agenda to consider and the link with welfare support.</p> <p>Places – what resources do we have and how can we use them differently? We don't want to give you a plan – we want to design something together.</p>

8, 9 – What are we already doing in B&NES and What are other communities doing?	<p>There are lots of examples across the country. Cornwall voted on whether to privatise libraries or work with Parishes. The officer recommended privatisation, members decided the opposite. Truro City Council now runs their Library and raised the precept to do so.</p> <p>In Warwickshire there is a main One Stop Shop and Library as in Keynsham but in a smaller, rural location there is a community run hub. They have access to the Council's books and systems and applied for funding to help set up a café, which now helps to fund the service. They also keep any fines or fees to help with running costs</p>
10 – What could we do in the Keynsham?	<p>And the surrounding area. In Bath we have been talking to the Universities on how they might get involved.</p> <p>The Forum meetings have already led to suggestions from local communities.</p> <p>We are upskilling existing staff so that they can deal with One Stop and Library queries and making the best use of emerging technologies.</p> <p>Do get in touch if you are interested in discussing possibilities further.</p>

### Questions and Answers

Comment 1: **I'm struck by how little is spent on Libraries. Saltford pays £4m in Council Tax alone. B&NES are looking for a way out of making cuts in this service.**

Comment 2: **Earlier in the meeting, the Village Agents spoke about how important face to face contact is for elderly and vulnerable residents. You can't expect to go down the road of computers/self service with no detriment to a high number of people.**

Q1: **You spoke about buildings – is there any intention to close Saltford Library?**

A1: The intention is to work with the community. Closure of Saltford Library is not impossible if a solution cannot be found.

Q2: **Could the Library perhaps look at lending things other than books eg equipment etc?**

A2: Yes – staff have suggested this but we need to look at what is affordable and what people want.

Q3: **With regard to the possible closure of Saltford Library – what is the process?**

A3: We have spoken with the Chair of the Parish Council and there is a Friends Group in place. The Warwickshire (Harbury) model may be of interest if these groups are willing to explore it.

Comment 3: **We need a clear view of the process and parameters of what is possible and what is not.**

Response 3: It is a blank sheet. We can't afford to continue delivering services in the way that we have but are coming to the community to see what ideas and potential there might be. A group of Parish Councils working together may be able to support a

service. The model in Larkhall is working well. The building in Saltford is available and there are no plans to dispose of this at present.

Comment 4: **The Friends of Saltford Library and the Parish Council would like B&NES to come up with some specific proposals. Saltford wants the service to continue and even be enhanced but not to get B&NES out of a financial hole.**

Response 4: You will need to go back to Cabinet about this. If there are no groups willing to work in partnership with B&NES, the Council will make its own decision.