

Improving People's Lives

# Corporate Policy Development and Scrutiny Panel

Date: Monday, 29th November, 2021

Time: 4.00 pm

Venue: Council Chamber - Guildhall, Bath

**Councillors:** Karen Warrington, Winston Duguid, Mark Elliott, Andrew Furse, Lucy Hodge, Shaun Hughes, Hal MacFie, Alastair Singleton and Sally Davis

Panel members – there will be a pre-meeting in the Kaposvar Room at 3.30pm



#### NOTES:

1. **Inspection of Papers:** Papers are available for inspection as follows:

Council's website: https://democracy.bathnes.gov.uk/ieDocHome.aspx?bcr=1

2. **Details of decisions taken at this meeting** can be found in the minutes which will be circulated with the agenda for the next meeting. In the meantime, details can be obtained by contacting as above.

#### 3. Recording at Meetings:-

The Openness of Local Government Bodies Regulations 2014 now allows filming and recording by anyone attending a meeting. This is not within the Council's control.

Some of our meetings are webcast. At the start of the meeting, the Chair will confirm if all or part of the meeting is to be filmed. If you would prefer not to be filmed for the webcast, please make yourself known to the camera operators.

To comply with the Data Protection Act 1998, we require the consent of parents or guardians before filming children or young people. For more information, please speak to the camera operator.

The Council will broadcast the images and sound live via the internet <a href="https://www.bathnes.gov.uk/webcast">www.bathnes.gov.uk/webcast</a> An archived recording of the proceedings will also be available for viewing after the meeting. The Council may also use the images/sound recordings on its social media site or share with other organisations, such as broadcasters.

#### 4. Public Speaking at Meetings

The Council has a scheme to encourage the public to make their views known at meetings. They may make a statement relevant to what the meeting has power to do. They may also present a petition or a deputation on behalf of a group.

Advance notice is required not less than two full working days before the meeting. This means that for meetings held on Thursdays notice must be received in Democratic Services by 5.00pm the previous Monday.

Further details of the scheme can be found at:

https://democracy.bathnes.gov.uk/ecCatDisplay.aspx?sch=doc&cat=12942

#### 5. Emergency Evacuation Procedure

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#### 6. Supplementary information for meetings

Additional information and Protocols and procedures relating to meetings

https://democracy.bathnes.gov.uk/ecCatDisplay.aspx?sch=doc&cat=13505

#### Corporate Policy Development and Scrutiny Panel - Monday, 29th November, 2021

#### at 4.00 pm in the Council Chamber - Guildhall, Bath

#### AGENDA

- WELCOME AND INTRODUCTIONS
- 2. EMERGENCY EVACUATION PROCEDURE

The Chair will draw attention to the emergency evacuation procedure as set out under Note 6.

- APOLOGIES FOR ABSENCE AND SUBSTITUTIONS
- 4. DECLARATIONS OF INTEREST

At this point in the meeting declarations of interest are received from Members in any of the agenda items under consideration at the meeting. Members are asked to indicate:

- (a) The agenda item number in which they have an interest to declare.
- (b) The nature of their interest.
- (c) Whether their interest is a disclosable pecuniary interest <u>or</u> an other interest, (as defined in Part 2, A and B of the Code of Conduct and Rules for Registration of Interests)

Any Member who needs to clarify any matters relating to the declaration of interests is recommended to seek advice from the Council's Monitoring Officer or a member of his staff before the meeting to expedite dealing with the item during the meeting.

- 5. TO ANNOUNCE ANY URGENT BUSINESS AGREED BY THE CHAIRMAN
- 6. ITEMS FROM THE PUBLIC OR COUNCILLORS TO RECEIVE DEPUTATIONS, STATEMENTS, PETITIONS OR QUESTIONS RELATING TO THE BUSINESS OF THIS MEETING

At the time of publication no notifications had been received.

- 7. MINUTES (Pages 7 12)
- 8. CABINET MEMBER UPDATE

The Cabinet Member will update the Panel on any relevant issues. Panel members may ask questions on the update provided.

- 9. DRAFT BUDGET ASSUMPTIONS (Pages 13 16)
- 10. ECONOMIC DEVELOPMENT (Pages 17 36)

#### 11. PANEL WORKPLAN (Pages 37 - 40)

This report presents the latest workplan for the Panel. Any suggestions for further items or amendments to the current programme will be logged and scheduled in consultation with the Panel's Chair and supporting officers.

The Committee Administrator for this meeting is Michaela Gay who can be contacted on michaela\_gay@bathnes.gov.uk, 01225 394411.

#### BATH AND NORTH EAST SOMERSET

#### MINUTES OF CORPORATE POLICY DEVELOPMENT AND SCRUTINY PANEL MEETING

Monday, 27th September, 2021

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Present:- **Councillors** Karen Warrington, Winston Duguid, Mark Elliott, Andrew Furse, Lucy Hodge, Shaun Hughes, Hal MacFie, Alastair Singleton and Sally Davis

#### WELCOME AND INTRODUCTIONS

The Chair welcomed everyone to the meeting.

#### EMERGENCY EVACUATION PROCEDURE

The Chair drew attention to the emergency evacuation procedure.

#### APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

There were none.

#### **DECLARATIONS OF INTEREST**

There were none.

#### TO ANNOUNCE ANY URGENT BUSINESS AGREED BY THE CHAIRMAN

There was none.

### ITEMS FROM THE PUBLIC OR COUNCILLORS - TO RECEIVE DEPUTATIONS, STATEMENTS, PETITIONS OR QUESTIONS RELATING TO THE BUSINESS OF THIS MEETING

There were none.

#### 38 MINUTES

The Panel confirmed the minutes of the previous meeting as a correct record with the following addition to minute number 28 'Preparing for the Future':

'The officer explained that **yes** staff can come into the office ....'

#### 39 CABINET MEMBER UPDATE

The Panel received an update from Councillor Richard Samuel, Cabinet Member for Economic Development and Resources:

Finance -

- The Government have made some announcements on the future of funding in Adult Social Care, we are still awaiting the details on this.
- The National Insurance changes made by the Government will increase the Council's pay bill significantly. We are yet to hear if there will be any Government compensation.
- There have been changes in Government regarding the 'levelling up' agenda no announcements have been made yet.
- Planning changes have been put on hold but will be looked at again by Michael Gove.
- There will be more information on finance at Item 11 on the agenda for this meeting.

#### **Economic Development**

- There has been a meeting, including local members, of the Somer Valley Forum regarding the Local Development Order for the Enterprise Zone. This is currently being considered.
- Regarding the Radstock Regeneration Company there have been some legacy issues which will be reported at a later date.
- Bath Quays/Western Riverside we are expecting a planning application shortly this will represent the first stage of the North Quays development. Regarding Bath South Quays – tenants are currently being sought. This development has the largest array of solar panels in Bath. Argyle Works (Bath Quays South) – good progress is being made although some property conditions are poorer than expected.
- Stephen Bird steps down as Head of Heritage on 30<sup>th</sup> September 2021. He will be a hard act to follow. A successor has been appointed.

#### **Property**

• Members received a briefing on this earlier today. The Milsom Quarter work is close to fruition although there are a few issues to resolve such as transport movement in the area.

#### Bath Riverline Project

Work is progressing well. We visited this recently (by boat). The team are working on the
design of an outline route from Pulteney Bridge to Batheason. There has been a public
webinar.

#### PLANNING GAIN

Richard Stott, Team Manager – Planning and Enforcement, introduced the item.

Panel Members raised the following points and asked the following questions

Councillor Elliott asked how the Council monitors 106 agreements to check payments and that works are carried out as promised.

The officer explained that previously, case officers would check in on progress. There is now a database that monitors progress as soon as a planning application is granted – there are a series of flags alerting officers to carry out checks. Service areas report back to us on an annual basis and a report is published in December each year. Regarding a crossing referred to by Councillor Elliott, the officer explained that if this resulted from a 106 agreement and the money has been paid to the Council, it is up to the service area to update our department – the service area will have a programme of projects.

Councillor Elliott asked if the database was in use 7 years ago. The officer explained that projects were migrated over (the line was drawn at 1990). Most projects have a pay back clause of 5-10 years. Occasionally a 106 agreement slips the net, but this is rare and we would follow it up.

Councillor Furse thanked officers for enforcement work that is carried out. He asked about a development gain for Western Riverside – pedestrian access to Victoria Park. He asked why this has not been delivered when the money has been paid. The officer stated that he would double check on this but explained that project delivery is the responsibility of the service area. He also thought that the trigger may not have been reached.

Councillor Furse referred to Hope House, he explained that there was a planning gain for community benefit. He explained that land gets moved over from developer to developer, each take their profit and there is no money left for community benefit, they fail to deliver on their social responsibility. He stated that any enforcement that could be brought would be welcome. He added that sometimes planning gain can come out of change of use but local residents don't seem to benefit.

Councillor MacFie asked about the input Parish and Town Councils have in 106 and CIL matters. The officer explained that regarding CIL – local areas get a portion, 15% to Town Councils and 25% if their have a neighbourhood plan. Regarding 106, he explained that there is not so much scope for Parish and Town Councils to have a say. He explained that this issue could be further explained at a Parish Liaison meeting.

Councillor Warrington asked if there is any mechanism to report back to Parish and Town Councils on how much money is left in the pot and also, is there a crib sheet with examples of community projects. The officer explained that a head figure could be provided but it would be up to the PC and TC to keep a record and report back (hyperlink in the report). Regarding the crib sheet, the officer stated that this does not exist at the moment but FAQs are being produced and he would speak to his team about developing a crib sheet.

Councillor Samuel (Cabinet Member for Economic Development and Resources) informed the Panel the WECA had invited the Council to bid for the City Region Transport Settlement which has £500-£800million to invest in transport. The Government expect that the Council would contribute £42million over 5 years. Officers will be putting together a report on how the Council could fund that contribution. This will have implications on current CIL and 106 arrangements. This Panel should receive a report on this when we know more. The officer stated that he did not know the details of this yet but added that the Government have lifted the restriction on pooling money regarding CIL and 106.

Councillor Samuel explained that, in making up the £42million, there may be new areas of assumption that were not part of planning decision previously. He also informed the Panel that the WECA Mayor is keen to update key transport corridors in the WECA region.

Councillor Hughes asked about the affordable housing obligation and stated that a lot of medium/large developments are not complying with our policy. The officer explained that negotiation on affordable housing happens during the planning application phase, sometimes there is off site delivery. 106 is a legal agreement but it does not determine the percentage of affordable housing.

Councillor MacFie asked how the Planning Committee could affect the affordable housing agreement with developers. The officer explained that each case is different and the report recommendation will be based on many competing priorities. If the Committee are unhappy at the percentage of affordable housing, it is in their gift to refuse the application.

#### INTEGRATED PERFORMANCE FRAMEWORK MEASURES

Steve Harman, Head of Corporate Governance and Business Insight introduced the report. He explained that an ambition of the current administration is to be more open and transparent. He further explained that this is an in-house system, developed internally and based around interactive dashboards. The officer gave the Panel a live demonstration of the Integrated Reporting Framework (IRF) system.

#### Panel Members raised the following points and asked the following

Councillor Singleton thanked the officers for the huge amount of work in developing this system. He expressed concern that the Panel had asked for the opportunity to input/scrutinize the system at the time of development. The officer stated that this is the start of the journey and this item could be brought back to the Panel at a later date.

Following a request from Councillor Warrington that the Panel have input into KPI's, the officer agreed there would be input.

Councillor Elliott stated that he also had reservations around the Panel's input. He stated that the technical work was good but stated that it is hard to assess how useful KPIs are without knowing how they are used. He added that he is keen to hear the KPIs for directors as it shows how departments are driven. The officer stated that he could bring this back to the Panel for their input.

Councillor Warrington asked if the system is automatically updated. The officer explained that information is dragged in on a regular basis. Councillor Warrington stated that 22 KPIs have been chosen out of 200 and asked for a list of the 22, the criteria and also how they fit with Corporate Priorities.

Councillor Duguid asked about benchmarking with other authorities. Andy Rothery, Chief Finance Officer (151 officer), explained that, he has spoken to other 151 officers about local meaningful data in order to compare like with like. Councillor Samuel added that this system had moved on from quarterly performance reports and was a big step. He explained that Cabinet Members need to be accountable for figures published. He added that it would be useful to be able to publish a set of indicators alongside a budget papers which gives the Panel opportunity for involvement. He explained that it will take time to properly embed this system and that by February the system will be set up.

Councillor Duguid asked if other UA's of a similar size have similar systems. The officer explained that it is mixed. He explained that the Council has 800 services which are diverse and it is hard to capture everything.

#### The Panel **RESOLVED** that:

 Information on the 22 KPI's (criteria and how they fit with Corporate Priorities) be requested. Panel can see what Cabinet Member bring back in each of their areas in terms of KPIs.

- This item come back to Panel as the system develops.
- Information on who has access ward members and PDS Panel members?

#### MEDIUM TERM FINANCIAL STRATEGY

Andy Rothery, Chief Financial Officer (S151 Officer) and Councillor Richard Samuel, Cabinet Member for Economic Development and Resources, introduced the report.

Councillor Samuel stated that the information in the report has been adopted by the Cabinet. He stated that the following year would be tough as the safety net provided by the Government regarding Covid is taken away.

Panel Members raised the following points and asked the following

In response to a question from Councillor Duguid, the officer explained that Covid support from the Government ended after Quarter 1.

Councillor Duguid asked if the Covid restrictions around the Roman Baths were too robust considering that the Government has lifted restrictions. The officer explained that this is a fine line and restrictions must be frequently reviewed. Councillor Hughes asked if more visitors could be accommodated in the Roman Baths if restrictions were eased. The officer explained that this was difficult to answer as it depends on demand. We could look at the bookings system.

Councillor Samuel stated that there is an employment shortfall, wages are likely to drift up. There are heavy pressures on the economy.

#### PANEL WORKPLAN

The Panel noted their future workplan with the following notes and suggestions for items:

- Councillor Duguid to liaise with Councillor Samuel around the future item on Economic Development in order to tighten the brief and have an objective for the item.
- Corporate Risk Register (new item suggestion)
- Civic Centre (new item suggestion) ways of working/travel/journeys/expenses/does everyone get a desk in their preferred place if they request it.
- KPIs update (new item arising from report on the Integrated Reporting Framework)
- Complaints (9<sup>th</sup> May) to include how many from various streams and how it informs the policy.

Prepared by Democratic Services
Date Confirmed and Signed
Chair(person)
The meeting ended at 5.52 pm

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Bath & North East Somerset Council					
MEETING:	Corporate Policy Development & Scrutiny Panel				
MEETING:	29 <sup>th</sup> November 2021				
TITLE:	2022/23 Draft Budget Assumptions				
WARD:	AII				
	AN OPEN PUBLIC ITEM				

#### List of attachments to this report:

Appendix 1: 2022/23 Budget Planning Update presentation (to follow)

#### 1 THE ISSUE

1.1 The Medium Term Financial Strategy was considered by the Cabinet at their 9<sup>th</sup> September 2021 meeting. It presents the future years Medium Term Financial Strategy that sets how the Council will need to respond to the budgetary impacts of Covid over the next 5 years.

#### 2 RECOMMENDATION

The Panel is asked to;

2.1 Note and discuss the update to the Medium Term Financial Strategy budget assumptions.

#### 3 THE REPORT

- 3.1 The Medium Term Financial Strategy 2022/23 2026/27 Cabinet report and supporting detailed appendices were reviewed and discussed at the Corporate Panel on the 27<sup>th</sup> September 2021.
- 3.2 Appendix 1 of this report sets out the Councils current financial position incorporating the draft budget assumptions following the announcement of the Spending Review plans that will be published in more detail through the provisional settlement to Councils during December.
- 3.3 In readiness for the provisional settlement and finalisation of the Council's 2022/23 budget proposals we have:
  - Developed proposals to address the budget gap
  - Reviewed and refreshed the budget requirement in line with current financial forecasts and performance.

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- Identified areas of risk and new funding requirements
- Completed budget assurance meetings to test the appropriateness and robustness of new budget items.
- Reviewed and updated budget funding assumptions following the Spending Review headlines.
- 3.4 We are now developing the detailed content for wider budget engagement that will need to be informed by the 2022/23 provisional settlement from Government to Councils. Whilst we are expecting this detail in December the Council is developing new savings proposals to address the £13.1m 2022/23 funding gap identified in the MTFS.

There are assumptions built into our current projections that will require engagement and consultation these include:

- We will need to make reductions in cost to enable us to live within our means, whilst continuing to deliver frontline services that support residents such as Adult and Childrens Social Care.
- We will need to increase Council tax to enable the Council to fund inflationary pressures, increases in service demand and ensure a fixed income stream into the Council.
- We will need to think and invest in services differently ensuring capital investment addresses Council priorities.
- 3.5 We will be making more information available on our MTFS for stakeholder through the Budget Engagement meeting on the 14<sup>th</sup> December.

#### 4 STATUTORY CONSIDERATIONS

4.1 The annual Medium Term Financial Strategy and planning process allocates resources across services with alignment of these resources towards the Council's corporate priorities.

#### 5 RESOURCE IMPLICATIONS (FINANCE, PROPERTY, PEOPLE)

5.1 These are contained throughout the attached report and appendices.

#### **6 RISK MANAGEMENT**

6.1 A risk assessment related to the issue and recommendations will be undertaken, in compliance with the Council's decision making risk management guidance.

#### 7 CLIMATE CHANGE

7.1 This is an information only report about the Council's Medium Term Financial Strategy, it therefore does not include any decisions that have a direct impact on Climate Change.

#### 8 OTHER OPTIONS CONSIDERED

8.1 None

#### 9 CONSULTATION

9.1 The Cabinet Member for Resources and Economic Development (Deputy Leader) has been consulted on the drafting of this report as well as the Chief Executive and Monitoring Officer.

Contact person	Andy Rothery, Chief Financial Officer (S151 Officer) (01225 477103)				
Background	2021/22 Revenue and Capital Budget Setting reports,				
papers	2020/21 Revenue and Capital Outturn Report,				
	2021/22 Quarter 2 Revenue and Capital Budget Monitoring.				
Places contact the report author if you peed to access this report in an					

Please contact the report author if you need to access this report in an alternative format

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Bath & North East Somerset Council					
MEETING/ DECISION MAKER:	DECISION   Corporate Policy Development & Scrutiny Panel				
MEETING/ DECISION DATE:	29 November 2021	E 9999			
TITLE:	Business and Skills Department				
WARD:	All				
	AN OPEN PUBLIC ITEM				
List of attachments to this report:					
Appendix 1: Corporate Panel Economic Strategy Background Note					

#### 1 THE ISSUE

1.1 Panel members requested an update on the economic development function performed by the Business & Skills team which sits within the Sustainable Communities Directorate. The report provides an overview of the work undertaken by the team to support local businesses and residents throughout Bath & North East Somerset (B&NES).

#### 2 RECOMMENDATION

#### The Panel is asked to:

2.1 Note the work of the Business & Skills Team in delivering our economic development agenda and its attempts to promote inclusive economic growth throughout the district

#### 3 THE REPORT

- 3.1 The Business & Skills Team have a core function to deliver sustainable inclusive growth to the district's economy. We aim to enable both residents and business to meet their full economic potential, increasing productivity, incomes, business rates and improving health and wellbeing outcomes.
- 3.2 The Business & Skills Team is relatively small, comprising eight core-funded posts (one is not yet recruited) and eight externally funded posts (the Future

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Bright team and Employment and Skills Pod). Approximately 8,500 businesses are located in Bath & North East Somerset, hence the team will welcome support from our councillors in promoting the initiatives that are available to our business community as well as residents. We would also gladly attend events in order to promote our services where deemed appropriate.

- 3.3 Business and Skills Team continue to undertake a large number of projects to support residents and businesses within the B&NES region especially through these difficult times. We have worked effectively, efficiently and had to react to change with a focus on priority needs such as covid grants, digital exclusion, retraining and identifying skills gaps, establishing funding routes that would allow us to stretch our service of support further and in collaboration with partners.
- 3.4 Our Invest in B&NES team focuses on business, innovation and inward investment services, worked restlessly providing 1:2:1 support to individual businesses and guiding them through grant application processes. They acted the first point of call and are continuing to offer aftercare to businesses along with signposting on to other support services.
- 3.5 The team's other two main brands focus on skills, comprising Achieve B&NES (skills and employability support to businesses and residents, ie; Employment and Skills Pod) and Future Bright (an in-work progression project funded externally).
- 3.6 The team also leads on a number of digital projects such as Connecting Devon & Somerset Broadband, targeted recruitment and training through planning obligations (S106) and the economic development input into planning policy development and development management functions.
- 3.7 The Invest in Bath is being rebranded to Invest in B&NES to work alongside the support we offer outside of the city, as previously explained it was developed in parallel to Invest Bristol & Bath, the West of England Combined Authority (WECA)'s inward investment service. The brand is outward-looking and aims to harness Bath's global reach to promote Bath & North East Somerset as an outstanding location to do business in. Our services are primarily focussed on businesses and people of B&NES as a whole, regardless of their location within the district.
- 3.8 The principle functions supporting businesses and residents have been;

#### **Business Support Services and Grants**

- Through the first 18 months of Universal Business Support programme, provide 473 local SMEs or start-ups with at least 3+ hours of dedicated support, support 43 new enterprises to start and create 72 new FTE jobs
- Provided COVID grants and support to many thousands of local businesses
- Secured funding for a further two years of our core business support service

#### (2) Skills and Employment

- Achieve in B&NES delivers projects, initiatives and events focussed on improving the employability and long-term employment outcomes for target resident groups.
- The Employment and Skills Pod, a newly launched community service to support residents seeking work and training (based in Peasedown St John) started in June this year and have engaged with 70 residents to date
- Future Bright, a free service offering coaching and assisting to residents in receipt of in-work benefits to enable them to progress with their skills, income and career path. This year the team have supported 81 eligible residents, 16% of those increased wages, 45% helped and guided into training. On top of this they have supported an additional 114 who weren't eligible but offered a 1:2:1 coaching service and then sign posted to other local provision.
- We have also been able to get funding through DWP and WECA to support some small pilot projects and push for an extension on programmes supporting NEETs and Care Leavers

#### (3) Inward Investment

Working with local commercial agents, developers and businesses to bring forward, market and fill new commercial workspace.

- Providing strategic input into planning in order to secure sufficient employment space to meet our growth needs in the district and protect our existing stock
- Promoting the area as a location of inward investment in collaboration with Invest in Bristol & Bath, offering tailored site searches, business support and finance, recruitment assistance as well as ongoing aftercare.

#### (4) Communications & Networks

- Name change to Invest in B&NES following previous Corporate Panel session on Invest in Bath service. Invest in B&NES newsletter now reaches circa 3,000 subscribers
- Achieve in B&NES sending out fortnightly newsletters and we have now built a network of around 300 including residents, providers and businesses in B&NES
- Working much closely with TechSPARK, local networks and The Initiative, a strategic group managed by Business West and the Bath Chamber of Commerce
- Help support Bath Unlimited, a promotional brand which is also recruiting companies outside of the city
- Surveying businesses in different areas of B&NES with aim to developing new networks, products and services in response to their needs

#### (5) Strategic Work

- Appendix 1 provides a thorough review of the main economic issues faced by B&NES and the approach we will be taking in developing a new Economic Strategy for the district

#### 4 STATUTORY CONSIDERATIONS

4.1 There are no statutory considerations associated with this report.

#### 5 RESOURCE IMPLICATIONS (FINANCE, PROPERTY, PEOPLE)

5.1 There are no resource implications associated with this report.

#### **6 RISK MANAGEMENT**

6.1 A risk assessment related to the issue and recommendations has been undertaken, in compliance with the Council's decision-making risk management guidance.

#### 7 EQUALITIES

7.1 A full equalities impact assessment of the service has not been carried out with respect to this report. The team's ethos is to promote sustainable inclusive growth and improve the lives of residents and business owners that access our services. Our individual programmes have dedicated equalities targets and several of our key initiatives target equalities groups, such as lone parents, residents on in-work benefits. We ensure our services are accessible for all, for example our women into work programme, based in Odd Down and supported lone parents, survivors of domestic abuse and returners to work.

#### 8 CLIMATE CHANGE

- 8.1 There are key elements to the Business & Skills Team's work that goes towards addressing the climate emergency. Our Universal Business Support programme includes webinars dedicated to sustainable business practice, and we are actively supporting partners such as the University of Bath's Sustainable Technologies Business Acceleration Hub, and the WECA's Green Business Grants programme.
- 8.2 The new Bath & North East Somerset Economic Strategy will respond to the One Shared Vision and our climate and ecological emergencies. Industry accounts for approximately one third of all emissions in B&NES this presents both challenges and opportunities for our local business base to adapt and respond to climate change. We are working with our sustainability team and local partners such as The Future Economy Network to rise to these challenges together.

#### 9 OTHER OPTIONS CONSIDERED

9.1 None

#### 10 CONSULTATION

10.1 None

Contact person	Claire Lynch			
Background papers	An accompanying Powerpoint presentation to be given			
Please contact the report author if you need to access this report in an alternative format				

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#### Introduction

Bath & North East Somerset's (B&NES) last Economic Strategy was published in 2014, since then the B&NES economy has changed and the working environment has changed beyond recognition since COVID 19 hit. While B&NES has many advantages and economic strengths it also has an imbalance between high and low paying jobs, an ever-decreasing amount of industrial space and pockets of severe economic deprivation.

The COVID 19 pandemic has exposed the over-reliance within the B&NES economy on retail and hospitality jobs and the geographic and social inequalities with the authority area.

This note will outline the key challenges which the new economic strategy will seek to explore and propose project solutions to which we have been doing through various boards and panels where we have discussed and agreed direction on.

There have been many successes from the 2014 Economic Strategy. This strategy aims to build on those successes and address the continuing issues. This is a development and evolution from the previous strategy.

This paper aims to set out the key constraints to the B&NES economy, in a series of challenge questions which need to be addressed.

#### **SWOT Analysis**

	Ctrongths		Wooknooo
	Strengths		Weaknesses
-	High resident qualification rate	-	Covid has highlighted the disparities within the
-	High level of employment in in		authority area and the vulnerability that sectoral
	high skilled occupation		concentration brings
-	Two universities and a strong FE	-	Depletion industrial space to residential uses -
	presence		limiting growth and economic health of area
-	Strong tech and creative sector	-	Older population - increasing need for care with
-	Strong partnerships between local		associate cost
	organisations	-	Disconnect between local skills base and jobs
-	Attractive place to live and study	-	Concentration of employment within 3 main sectors
-	High business survival rate	-	Uneven job and business distribution throughout
-	High level of disposable income		BaNES – urban/rural dynamic
-	Attractive investment location	-	Pockets of sever deprivation within authority area
	Opportunities		Threats
-	Bath Quays developments	-	Brexit
	opening will help alleviate the	-	Economic impact of Covid is still unknown could be
	current chronic lack of supply of A		further impacts once furlough ends
	Grade office space	-	Continuing loss of businesses to surrounding areas
-	BaNES focus on sustainability		due to lack of available employment space
	provides employment and	-	Hollowing out of the labour market could limit
	investment opportunities		opportunities for career progression

Partnership working with other anchor institutions could move the needle on issues
 Covid has enabled the reimagining of lifestyles
 Digital access and inclusion limiting employment and businesses opportunities/growth
 Lack of business investment in skills/training
 Aging population – need to retrain a large proportion of the workforce

#### Economic data

#### Residential and workplace employment sectors

Employment sector of Bath & North East Somerset residents					
Data set: Annual Population Survey:					
	Jul 2019-Jun 2020				
Sector	number	percent	confidence interval		
Energy and Water	2,200	2.2%	1.1		
Manufacturing	5,700	5.6%	1.7		
Construction	6,800	6.8%	1.9		
Retail, distribution, hotels and restaurants	17,000	16.8%	2.8		
Transport and Communications	7,900	7.8%	2.0		
Business services, finance and insurance	18,400	18.2%	2.9		
Public admin, education and health	37,800	37.5%	3.7		
Other services	4,400	4.4%	1.5		
TOTAL	100,900	100%	-		

The latest Annual Population Survey results show a total of 100,900 B&NES residents in employment (either as employees or self-employed).

The public sector is clearly the largest employment sector for B&NES residents, followed by banking, finance and insurance and retail, hotels and restaurants. 72.5% of B&NES residents in employment work in one of these three sectors.

Please note that the above data set includes circa 18,000 self-employed residents in its analysis and it isn't possible to exclude them from the sector breakdown below. This data set isn't overly reliable at local authority level either, due to it being a national survey with relatively small sample sizes at smaller geographies. Confidence intervals have been included for this reason.

Employee jobs within Bath & North East Somerse	:t			
Data set - Inter-Departmental Business Register. All data rounded to nearest 100.				
		20	19	
Sector	number	percent	RD adjusted figures	
Energy and Water	2,300	2.6%	2,718	
Manufacturing	4,000	4.5%	4,727	
Construction	4,500	5.1%	5,318	
Retail, distribution, hotels and restaurants	23,000	26.1%	27,182	
Transportation and Storage	5,500	6.2%	6,500	
Business services, finance and insurance	18,750	21.3%	22,159	
Public admin, education and health	26,250	29.8%	31,023	
Other services	4,000	4.6%	4727	
TOTAL	88,000	100%	104,000	

The Annual Population Survey does not include workplace jobs, hence the need to use the government's Inter-Departmental Business Register. Unfortunately, the data only captures employees and not all employment (including self-employed). The data set shows a total of 88,000 employees working in B&NES. Given that the ONS provides a total jobs figure of 104,000 for the authority area, I have adjusted total jobs for each sector in B&NES upwards assuming that self-employment sector split will be largely the same. The data in blue are therefore estimates.

There are more jobs in public admin, education and health than any other sector within B&NES, with retail & hospitality and finance & insurance sectors again comprising the top three. However, these sectors are more evenly distributed in terms of B&NES workplace jobs compared with B&NES residential jobs.

#### Disconnect between local skills base and jobs

Comparing residential employment with B&NES jobs it can be seen that B&NES relies on **in-commuting** to fill jobs in the following sectors (sectors ordered by size of differential): -

Retail, Distribution, Hotels and Restaurants, Business Services, Finance and Insurance, Energy and Water, Other Services.

Conversely, our residents are more likely to need to out-commute for work in the following sectors (sectors ordered by size of differential): -

Public admin, education and health, Construction, Transportation and Storage, Manufacturing

A key strand of further research and analysis as part of this economic strategy will be to assess spatial differences between employees and employment in more detail.

#### **B&NES Enterprises**

Year	Number	Annual %
		Change
2015	7,825	
2016	8,065	3.1%
2017	8,210	1.8%

C					
2020	8,495	0.7%			
2019	8,440	2.4%			
2018	8,240	0.4%			

Source: Inter-departmental Business Register

The stock of enterprises within B&NES has steadily increased over the past 5 years. The impact of COVID on our business stock will not be fully known until 2022 when government support measures have ended and more recent data is made available.

88.8% of our enterprises are micro businesses (0-9 employees), broadly in line with regional and national averages. B&NES has a slightly larger proportion of larger enterprises than the regional and national rates, leaving the local economy more susceptible to employment shocks as result of individual corporate decision-making.

#### **Economic Impact of COVID**

At a national level, the Bank of England Monetary Policy Committee has reported fast vaccinations and easing of restrictions is expected to lead to strong growth in the current quarter, and a return to 2019 levels of GDP by the end of the year is now forecast. This is a faster recovery than the Bank forecasted in February.

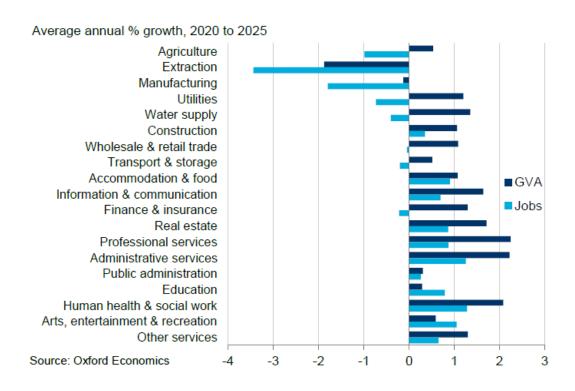
Unemployment is forecast to peak at 5.5% in Q3 2021 then fall, a smaller rise than previously expected due to the extension of the furlough scheme and faster recovery

For B&NES, the Oxford Economics Report commissioned last year also forecast a return to pre-COVID GVA levels in 2021 and employment levels by 2022. A total reduction of 3,400 jobs was predicted for B&NES in 2020 (based on ONS BRES data), however there are vast sectoral differences in where this impact is likely to be felt. Over 2,000 jobs were forecast to have be lost within accommodation & food and arts, entertainment and recreation alone.

Dotte 9 North Foot Company	Jobs (000s)				
Bath & North East Somerset	2019	2020	Change	Change %	
Human health & social work	17.0	17.4	0.4	2.4	
Public administration	2.4	2.4	0.0	1.1	
Education	13.0	13.2	0.1	1.0	
Real estate	2.4	2.4	0.0	0.2	
Water supply	2.6	2.6	0.0	0.2	
Information & communication	5.2	5.1	0.0	-0.8	
Utilities	0.2	0.2	0.0	-1.1	
Administrative services	4.5	4.4	-0.1	-1.6	
Professional services	11.2	11.0	-0.2	-1.9	
Finance & insurance	2.2	2.2	0.0	-2.1	
Other services	3.4	3.3	-0.1	-2.5	
Agriculture	0.6	0.5	0.0	-3.1	
Extraction	0.0	0.0	0.0	-3.3	
Transport & storage	2.1	2.0	-0.1	-4.3	
Construction	6.7	6.4	-0.3	-4.7	
Wholesale & retail trade	13.3	12.5	-0.8	-5.8	
Manufacturing	4.6	4.3	-0.3	-6.5	
Accommodation & food	10.2	8.8	-1.5	-14.3	
Arts, entertainment & recreation	3.8	3.3	-0.6	-14.6	
Total	105.4	102.0	-3.4	-3.2	

Source: Oxford Economics

The recovery will also vary by sector. Oxford Economics states that B&NES has a number of resilient economic sectors set to drive employment growth as we move to recovery. These include professional services and health.



#### Home working

A recent statistical release from the ONS showed a that B&NES has a significantly higher proportion of residents either mainly or sometimes working from home, compared with the national and regional rates. The same data set included demographic splits at a national level, showing home-working levels increase with age. Men were more likely to home-work compared with women, and white, mixed and Chinese ethnic groups were also more likely to work from home.

	Mainly work at their own home	the same grounds,	somewhere separate from	home in the	Ever work at home	
UK	8.5%	8.9%	82.4%	25.9%	36.5%	
South West	8.5%	11.8%	79.5%	26.1%	39.3%	
B&NES	13.0%	12.5%	74.4%	36.5%	50.8%	
Source: Annual Population Survey, Jan-Dec 2020 (ONS)						

#### Challenge questions

#### Aging Population – Increasing Care Need

There is projected to be a large increase in the number of older people in B&NES, for example, between 2016 and 2029 the number of people aged 75 and over in the local population is projected to increase by 36% (from 16,600 to 22,600 respectively). The number of 90 years and over in the local population is projected to increase from 2,000 to 2,500 during the same period.  $\underline{3}$  These increases will mean that services for older people are likely to experience further increases in demand.

Table 1: Demonstrates the projected overall changes for key older population groups in B&NES between 2016 and 2029.

	2016	2022	2029	2016-2029	Change 2016 - 2029
75+	16,600	19,300	22,600	6,000	36%
85+	5,300	5,500	6,700	1,400	26%
90+	2,000	2,100	2,500	500	25%

<sup>\*</sup>ONS will be creating a 2021 dataset in September which can then supersede this data

Note—It is known that there is an increasing care need and that with B&NES being an attractive place to retire to which will potentially exasperate this issue going forward. More up-to-date data will soon be available on the extent of the future need from the Care Commissioning team who will shortly be releasing a report.

This issue results in a huge cost to council resources. The procurement team is developing a Care Commissioning Strategy as there will be a medium-term change from residential to home care. This change presents both issues in terms of commissioning and business models but also opportunities in terms of retraining and upskilling the workforce and the development of innovative solutions are increasing the use of technological solutions.

An example of solution development as the University of Bath has recently partnered with Guild Living to develop a diverse range of academic research focused on healthy, independent living for older people and intergenerational living. Topics of research will include how we tackle the multiple aspects of loneliness in older people, as well as combining cross-cultural studies to better understand and develop solutions to the challenge.

Although there is an issue within the care sector in terms of career development a recent survey showed that 1/3 of adult social care workers are debating quitting their jobs in the next five years amid concerns about poor pay and a lack of career progression<sup>1</sup>. This is an issue which will need to be explored from both employment and skills angles. There needs to be a skills solution in terms of

 $<sup>^1\</sup> https://www.nursingtimes.net/news/research-and-innovation/one-three-social-carers-plan-leave-sector-next-five-years-warns-survey-17-09-2019/$ 

innovation and progression within the employment. As an increasing amount of employment within this sector then there will be an increasing need for this innovation.

Our Joint Strategic Needs Assessment (JSNA) suggests continued change with a 12% rise in the population by 2037 to 199,100. The number of over 75's in B&NES is set to increase by 75% in that time.

2014 estimates suggest that there are 11,807 people aged 65+ in B&NES unable to manage at least one self-care activity on their own. This is expected to increase to 16,408 (39%) by 2030 and is likely to have significant impact on carers and care services, as well as the expected numbers of older residents living in care homes<sup>2</sup>.

#### Critical low levels of Industrial stock, shifts in demand for office and retail premises

Since 2011 B&NES has lost over 91,435sqm net of industrial space<sup>3</sup>, plus an additional 15,648 sqm is expected to be lost through the Placemaking Plan allocations. The total loss of industrial floorspace is therefore nearly 100,000 sqm. Bath has lost 45,092sqm of industrial space significantly in excess of the 40,000 sqm loss for Bath of managed reduction by 2029 set out in Policy B1.

Due to the relative inexpensiveness of industrial space within Bath it has been especially vulnerable to redevelopment into higher value uses — especially Purpose-Built Student Accommodation. In the last Placemaking Plan it was acknowledged that there would be a managed reduction of space but the volume of space lost has far exceeded this. Despite the Planning Policy and Economic Development teams fighting against planning applications for change of use to residential, huge amounts of space have been lost during the past 10 years. As the 2020 Employment Land Review notes that there is 'a critical lack of supply in the Bath City area'.

This issue is a significant one. Without new space coming forward in the same area Bath risks its economic ecosystem suffering completely. Without space opportunities manufacturing, engineering and other businesses requiring industrial space will be lost to Bath.

This is also a significant issue if the Council's aspiration to develop more sustainable and green jobs is to be realised. This is because it will be industrial space needed for the manufacturing and research and development elements of clean energy and retrofitting enterprises.

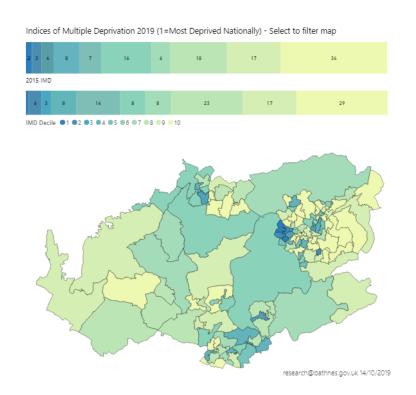
This strategy is focusing on industrial stock as opposed to retail and office stock due to the huge difference in levels of supply and demand between the different sectors. Covid has increased the push to online shopping which has exasperated the already present declining level of retail requirements. Equally the shift to online working for a section of the workforce has resulted in declining use of the office. There is not the data to support whether this move will continue past the full reopening of the economy in June 2021. There will also be introduction of a large amount of Grade A office space onto the market when the Bath Quays development is completed.

<sup>&</sup>lt;sup>2</sup> https://beta.bathnes.gov.uk/sites/default/files/2020-05/adults\_market\_position\_statement.pdf

<sup>&</sup>lt;sup>3</sup> https://beta.bathnes.gov.uk/sites/default/files/2021-04/Industrial%20dashboard%202020.pdf

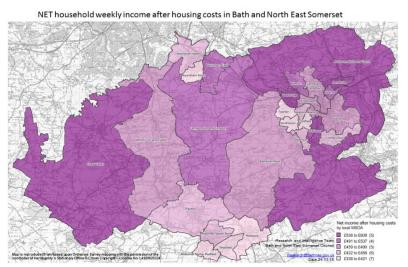
#### Pockets of severe deprivation – difficult to reach and address

As a whole, B&NES remains one of the least deprived local authorities in the country and continues to become relatively less deprived over time. The presence of deprived wards within B&NES shows the there are issues within the authority.



Source: 2019 IMD (ONS) / B&NES Research Team

Although the 2019 Indices of Multiple Deprivation show that nearly 30% of small areas in B&NES are within the 10% least deprived areas nationally. However, two areas, Twerton West and Whiteway/Southdown, are within the most deprived 10% in the country and three further areas are within the most deprived 20% of the country; Whiteway West/Twerton, Twerton Village and Fox Hill North.



Source: B&NES Research Team

The above graphic demonstrates the comparative differences in weekly household net income, after housing costs. It highlights comparatively lower levels of net income in parts of Bath, South Keynsham and parts of the Somer Valley.

Approximately 12% of children in B&NES were living in poverty in 2017/18, increasing to approximately 19% when housing costs had been considered.

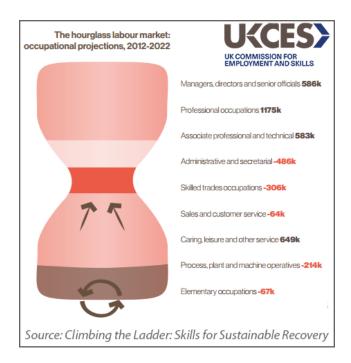
The Social Mobility Commission (SMC) monitors progress towards improving social mobility in the UK, and promotes social mobility in England. Overall, B&NES ranks 162 of 324 Local Authorities for social mobility, ranking highly on indicators for early years and adulthood but lower for school and youth. In the South West, B&NES ranks 13th of 36, behind North Somerset and South Gloucestershire but above Bristol, Swindon and Wiltshire.

The Covid pandemic has shown that the severe negative impact that economic and digital exclusion can have on areas. And also that these factors have a significant effect in terms of equality of opportunity within the authority area.

For such a wealthy authority area to have such severe pockets of deprivation is shameful and something that should be addressed in an economic sense as well as through public health and social measures.

The Economic Strategy will seek to address inequality and deprivation through focused interventions on inclusive growth and social value. Place specific interventions will be explored within the Economic Recovery & Implementation Plan.

Shape of economy – imbalance between high and low paying jobs



Research from Oxford University suggests the hourglass shape of the economy in the UK may be even more pronounced than in other European countries, many of which are facing similar problems. According to analysis of jobs created between 1996 and 2008, Britain's economy has shifted more towards low-skilled jobs and less towards high-skilled ones than other European nations.

The Resolution Foundation has found that this "hollowing out of the middle" has contributed to rising wage inequality – as the middle rungs on the ladder vanish, it's harder for people to move up. This has led to a rise in flexibility, self-employment (not always by choice) and the growth of "non-standard contracts", such as zero-hour contracts.

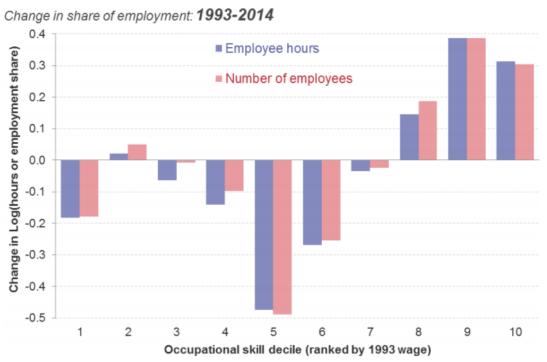
This issue is pronounced in B&NES with a significant number of highly skilled professional and educational employment sectors coupled with a larger amount of employment within the hospitality, retail and care sectors. This effect of imbalance has been shown with the economic disruption of the COVID 19 pandemic on some areas of employment far more significantly than others.

Note – this issue in particular will be re-examined following the ending of the furlough scheme in September 2021.

Previous B&NES Economic Strategies have focussed on high-value economic sectors such as digital technologies and advanced engineering, while our sectoral analysis identifies over two-thirds of local residents work in the public, retail & hospitality and financial & business service sectors.

The council will need to explore the development of skills laddering programmes and skills retraining. This will likely involve a partnership working with local training and business support organisations. There needs to be investment in upskilling the workforce in more future proof employment and creating a better match between employer needs and the resident population - reducing out and in commuting and with-it carbon emissions.

There also needs to be development of projects to aid the modernisation of certain employment sectors and to create progression opportunities within the workforce.



Notes: The final quarter of 2014 is not included because data was not available at the time of analysis. See annex for other methodological details. Source: Resolution Foundation analysis of Labour Force Survey, ONS

#### Sustainability and the zero-carbon approach

#### <u>One Shared Vision – Framework for Action</u>

The One Shared Vision has set out an Initial Ground-Up Framework for Action. This aims to guide the development of sustainable, inclusive, smart and economically productive places. This matrix approach groups actions under the headline themes of Fair, Green, Creative and Connected and also as to whether they relate to individual actions (People), geography (Place) or the processes and behaviours that link the two (Systems).

Those elements with are most pertinent to the Economic Strategy are:

#### Fair and People:

- Build a pathway for transition to a digital economy with a major focus on skills
- Develop skills and decent green jobs in local neighbourhoods (e.g. renewable energy, food growing)

#### Green and Places:

- Move away from mass tourism, encourage fewer/longer stays
- Set targets for sustainable tourism how big/small should the footprint be?

#### Places and Connected:

• Use digital services to reduce the need to travel and innovative sustainable transport solutions for commuting needs

#### Green and Systems:

• Be driven by economy, environment and equality

#### Creative and Systems:

• Bring together technology and the arts – square the circle between heritage and culture

#### Potential economic impacts

Since the council declared a climate emergency in March 2019 there has been a focus on zero carbon and sustainability across the council's work in order to achieve its ambition to become net zero carbon by 2030. The work the council has done on the COVID 19 recovery plan aims to develop a green recovery, and an initial report into net zero environment initiatives in B&NES has forecast the following potential direct economic impacts in the years from 2021-2030: -

Measure	GVA Impact	Employment Impact
Energy efficient housing retrofit/new build	£292 million	992 jobs
Green energy investment (construction and maintenance)	£311 million	1,000 construction and installation jobs 300 maintenance jobs
Vehicle charging infrastructure investment	£145 million	297 jobs

Additional indirect and induced economic and employment impacts from the above interventions will benefit the wider B&NES economy. Furthermore, the above three projects only demonstrate a small element of the entire low carbon economy; local food systems and growing local supply chains also present opportunities for growth in our district.

Further exploratory work will also be undertaken to evaluate the economic impact of B&NES responding to the ecological emergency.

The emerging opportunities also present a challenge for B&NES – to ensure our local residents and businesses maximise benefit of the transition to net zero (rather than competitors) for this there needs to be a focus on developing suitable commercial space and upskilling the resident population to be able to access these employment opportunities. Ensuring employment opportunities are available within localities is another priority, and where this isn't possible, investing in green transport solutions and digital infrastructure are other key considerations.

#### Spatial Approach

B&NES also has an urban/rural dynamic. This creates disparities in terms of infrastructure, housing, education and digital opportunities. Opportunities have been identified in terms of food production and energy to work towards a zero-carbon future within the rural area, however digital exclusion is a key concern giving the rise in remote working.

The rise of remote working has negatively impacted the City of Bath, with footfall in the city centre having decreased by circa 90% at peak lockdown and in the past two months footfall levels in the city centre have remained down between 20% and 40% compared with equivalent weeks in 2019 (source: Bath Business Improvement District footfall counters). As previously noted, office requirements are changing although it is difficult to measure what the long impact will be.

Separately, the market towns of Keynsham, Midsomer Norton and Radstock have faced different challenges and opportunities in recent years, population increases and ensuing pressures on infrastructure and services. High streets within our market towns displayed relative resilience to COVID 19, aided by lower fixed costs, government support and increased demand from local residents.

All four of our key spatial areas face different challenges and opportunities: City of Bath, Keynsham, Somer Valley and Rural. For these geographically focussed issues to be addressed there needs to be longer term physical, enterprise and skills-based projects put in place which might not have an impact in the immediate term but will make longer term deeper impacts.

### Bath & North East Somerset Council

### CORPORATE POLICY DEVELOPMENT AND SCRUTINY PANEL

This Forward Plan lists all the items coming to the Panel over the next few months.

Inevitably, some of the published information may change; Government guidance recognises that the plan is a best assessment, at the time of publication, of anticipated decision making. The online Forward Plan is updated regularly and can be seen on the Council's website at:

http://democracy.bathnes.gov.uk/mgPlansHome.aspx?bcr=1

The Forward Plan demonstrates the Council's commitment to openness and participation in decision making. It assists the Panel in planning their input to policy formulation and development, and in reviewing the work of the Cabinet.

Should you wish to make representations, please contact the report author or, Democratic Services. A formal agenda will be issued 5 clear working days before the meeting.

Agenda papers can be inspected on the Council's website.

Ref Date	Decision Maker/s	Title	Report Author Contact	Director Lead	
29TH NOVEMBER 2021					
29 Nov 2021	Corporate Policy Development and Scrutiny Panel	Draft Budget Assumptions	Andy Rothery Tel: 01225 477103	Chief Finance Officer (S151)	
29 Nov 2021	Corporate Policy Development and Scrutiny Panel	Economic Development	Councillor Richard Samuel	Chief Finance Officer (S151)	
10TH JANUARY 20	)22				
യ്ക്ക് 10 Jan 2022 ങ	Corporate Policy Development and Scrutiny Panel	Draft Budget (verbal update)	Andy Rothery Tel: 01225 477103	Chief Finance Officer (S151)	
10 Jan 2022	Corporate Policy Development and Scrutiny Panel	Community Contribution Fund Progress Report	Andy Rothery Tel: 01225 477103	Chief Finance Officer (S151)	
31ST JANUARY 2022					
31 Jan 2022	Corporate Policy Development and Scrutiny Panel	Council Budget	Andy Rothery Tel: 01225 477103	Chief Finance Officer (S151)	

<b>Ref</b> Date	Decision Maker/s	Title	Report Author Contact	Director Lead		
28TH MARCH 2022						
28 Mar 2022	Corporate Policy Development and Scrutiny Panel	Preparing for the Future	Amanda George	Director of People and Policy		
28 Mar 2022	Corporate Policy Development and Scrutiny Panel	People Strategy Update	Cherry Bennett, Amanda George Tel: 01225 47 7203,	Director of People and Policy		
Page 37	Corporate Policy Development and Scrutiny Panel	Corporate Risk Register	Mandy Bishop Tel: 01225 39 4019	Chief Executive		
9TH MAY 2022						
11TH JULY 2022						
11 Jul 2022	Corporate Policy Development and Scrutiny Panel	Emerging Digital Data	Jeff Wring Tel: 01225 477323	Chief Operating Officer		
11 Jul 2022	Corporate Policy Development and Scrutiny Panel	Procurement Policy Annual Update	Richard Howroyd Tel: 01225 477334	Chief Finance Officer (S151)		

Ref Date	Decision Maker/s	Title	Report Author Contact	Director Lead		
26TH SEPTEMBER 2022						
ITEMS TO BE SCHI	ITEMS TO BE SCHEDULED					
	Corporate Policy Development and Scrutiny Panel	Management of the Property Estate	Andy Rothery Tel: 01225 477103	Chief Operating Officer		
T	Corporate Policy Development and Scrutiny Panel	Parental Leave Policy	Jo Morrison Tel: 01225 394358	Monitoring Officer		
Page 38	Corporate Policy Development and Scrutiny Panel	Parish Charter	Dave Dixon	Chief Operating Officer		

The Forward Plan is administered by **DEMOCRATIC SERVICES**: Democratic\_Services@bathnes.gov.uk