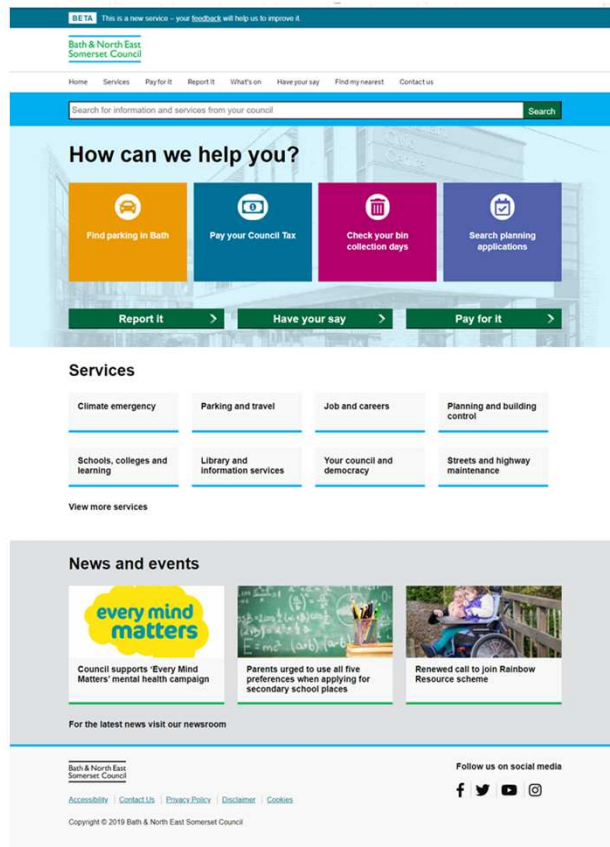


Parish Liaison Meeting

30th October 2019



We are changing our website!

Bath & North East Somerset - *The place to live, work and visit*

Why are we doing this?

- Current website has 1000's of pages added by over a hundred different officers, meaning quality of content is variable, look and feel is inconsistent
- Some content is very out of date and even contradictory and content is duplicated across our own site and other sites
- It is not fully mobile compatible and doesn't meet accessibility legislation
- Feedback from users is that the current site is confusing
- Not enough of our customers interact with us online

What are we doing?

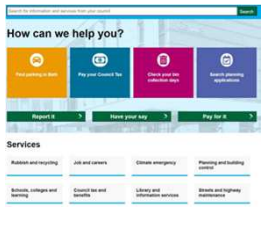


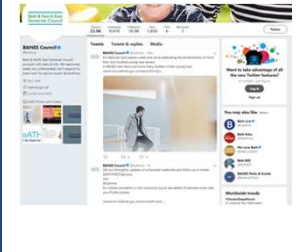
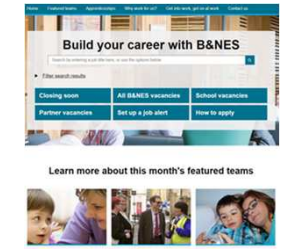
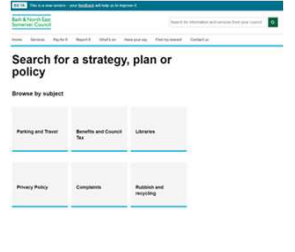
- Using data and analytics to understand the current site and prioritise work
- Conducting user research and testing our redesigned pages with users, changing them if needed
- Replacing existing PDF and Word forms with true online versions (where appropriate), and improving governance of website to ensure consistency and quality
- Using a toolkit (based on Government Digital Services) to provide a consistent look and feel

What are the benefits?

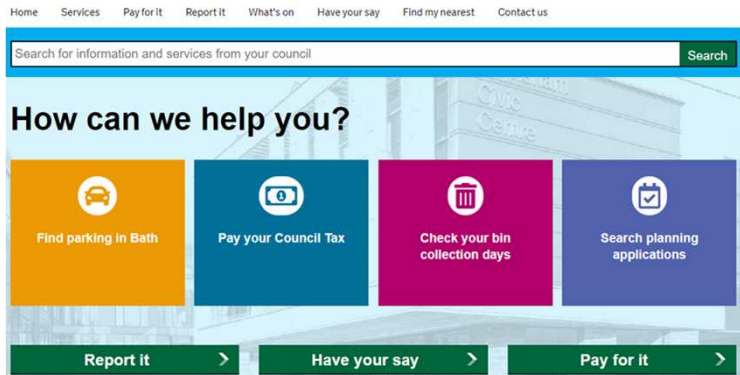
- 24/7 options for customers to interact with council and a reduction in telephone / letter / email contacts (all more expensive)
- More accurate information for users and to service teams
- Improved news/consultation/planning services
- Website will be easier to maintain in future, with reduced duplication as we get people to the right help sooner

Project is an enabler for wider digital transformation

Structure of new website

Transactional	Commercial	Newsroom	Social media	Job site	Policy and strategy
					
<p>Pay for it; Book it; Report it; Apply for it; Signposting to other [external] websites.</p>	<p>Pages and sites with a marketing and branding focus.</p>	<p>Council and partner news, Leader's Blog</p>	<p>Communicate fast moving issues; Complement core transactional site.</p>	<p>Jobs site with consistent branding.</p>	<p>Policies and strategies that we need to publish but distract from core site</p>

Transactional



Top tasks more prominent

Report it, Pay for it, Have your say grouped together and easier to find

Services

Climate emergency	Parking and travel	Job and careers	Planning and building control
Schools, colleges and learning	Library and information services	Your council and democracy	Streets and highway maintenance

[View more services](#)

Most visited services on the home page

Will adjust dynamically according to user needs

Transactional

Find a Library or One Stop Shop

Libraries and One Stop Shops

[See all council-run libraries on a map >](#)

Library and Information Centres

[Bath Central Library](#)
[Keynsham Library and Information Centre](#)
[Midsomer Norton Library and Information Centre](#)
[Paulton Library @ The Hub](#)

One Stop Shops

[Bath One Stop Shop](#)
[Keynsham One Stop Shop](#)
[Midsomer Norton One Stop Shop](#)

Mobile library

[Mobile library service](#)

More on libraries

[Search for, reserve or renew library items](#)

[Children and young people's library services](#)

[Digital facilities and resources](#)

[Mobile Library Service](#)

[Volunteer at a library](#)

Information services

[BANES Citizens Advice](#)

[The Money Advice Service](#)

Offering or finding community support

[Neighbourhoods and communities](#)

[Community transport](#)

[Community volunteering](#)

Leisure resources

On-street parking in Bath

Bath offers a large number of on-street bays for short stay parking. Select a tab below to view a street map or a street list with locations, pricing and payment options for on-street parking.

Street map Street list

William Street
Bath, BA2 4DS
17 parking spaces
5 disabled spaces
Location number: 751060

Monday to Saturday, 8am to 7pm
Up to 1 hour £2.00
Up to 2 hours £3.00
Up to 3 hours £4.50
Up to 18:00 £5.00
Concessions/Bank Holidays
All day Free

[See the latest prices](#)

Paying for parking

[Download the MiPermit iOS app](#)

[Download the MiPermit Android app](#)

[Pay using MiPermit](#)

[Buy a season parking permit](#)

More on parking in Bath

[Find parking in Bath](#)

Want to avoid the traffic?

[Park & Ride](#)

[Plan a journey on public transport](#)

[Travel by bike](#)

If you are having problems paying your Council Tax

We understand that some people struggle to pay their Council Tax. Please get in touch if this applies to you. We are always willing to listen once we know that there is a problem, and we will do our best to help you. This page outlines some help we can offer, independent sources of support, and the steps we may have to take to recover the amount you owe, if you fail to pay your bill.

Help to manage your bill

It may help you to meet your Council Tax payments if you ensure that you are paying your bill in instalments at regular intervals. We can also support you to find out if you are eligible for a discount, exemption, or Council Tax Support to reduce the size of your bill.

[Set up a Direct Debit](#) +

[Spread your instalments over twelve months instead of ten](#) +

[Get extra help if you are on a low income](#) +

[Check if you can get a Council Tax discount or exemption](#) +

More on Council Tax

[What is Council Tax, and what does it pay for?](#)

[Paying your Council Tax bill \(including Direct Debit sign-up\)](#)

[Council Tax support](#)

Other benefits and support

[Find out about other benefits you may be able to apply for](#)

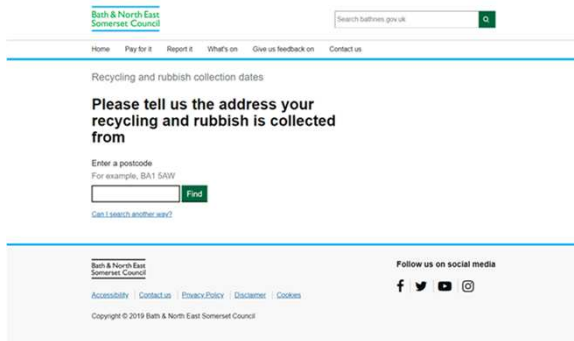
[Citizens Advice](#)

[Step Change Debt Charity](#)

[Talking Money \(formerly Bristol Debt Advice Centre\)](#)

Information on pages is laid out in a much more user friendly way, which helps meet new accessibility legislation.

Transactional



Submit your comments about application 19/03234/CONDLB

Use this service to:

- Inform the Authority that you object to the application.
- Inform the Authority that you support the application.
- Just provide the Authority with comments on the application.

[Start now >](#)

Before you start

- You must base your comments on planning matters, eg highway safety or road access. Concerns around individual property values, or moral objections, are not considered planning matters.
- We advise you not to include any personal information about yourself or others.
- We will delete comments that are offensive, abusive, or malicious.

19/03234/CONDLB

Shockernick House, Shockernick Farm Lane, Bathford, Bath, Bath And North East Somerset, BA1 7LL

Discharge of conditions 2, 3, 4, 5, 6, 7, 8 and 9 of application 18/05657L/DA. (External & internal alterations to orangery including installation of two doors & ramp & associated works following removal of window.)

Benefits: Tell us about a change in circumstances

Tell us about yourself

Full name

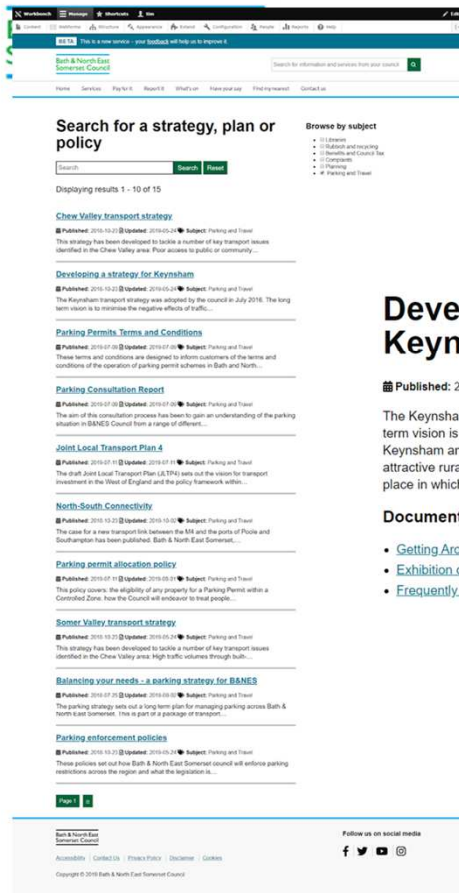
Contact email address

Contact telephone number

[Continue](#)

Replacing Word and PDF forms with online versions, using data we hold more effectively, and redesigning key online services such as viewing/commenting on planning applications

Bath & North East Somerset - *The place to live, work and visit*



A new approach for policy and strategy documents...

Developing a strategy for Keynsham

Published: 2018-10-23 Updated: 2019-05-24 Subject: Parking and Travel

The Keynsham transport strategy was adopted by the council in July 2016. The long term vision is to minimise the negative effects of traffic congestion in and around Keynsham and ensuring it retains its independence and its separate identity within an attractive rural setting by becoming a more sustainable, desirable and well-connected place in which to live and work.

Documents

- [Getting Around Keynsham transport strategy](#)
- [Exhibition display boards](#)
- [Frequently asked questions](#)

and improving the way we communicate about consultations.

Care and Support Charging and Financial Assessment Framework

What are we proposing to do?

Bath & North East Somerset Council is proposing to introduce a Care and Support Charging and Financial Assessment Framework. This will change some of the ways in which we allocate our resources and calculate the charge you will pay.

The council faces continued financial pressures due to the increase in the demand for its services at the same time as managing the reduction in funding that it receives from central government. The increase in demand is as a result of an increase in our older population, improvements to healthcare services and people living longer, some of whom have complex needs and need care for longer.

We want to ensure that we continue to protect the most vulnerable people in our community and by implementing the Care and Support Charging and Financial Assessment Framework we will allocate funding to meet people's needs.

We currently support around 2,100 people who are in need of adult services both in care homes and at home. Care and support services and there are clear guidelines for all councils which are set out in it about how this should be carried out. However some charging decisions of the council for example, Disability Related Expenditure

We have used the guidelines from the National Association of Financial Officers (NAFAO) to assist in drafting the Framework as well as review practice from other local authorities.

Our aim is to:

Downloads

- [Consultation document](#)
- [Consultation questionnaire](#)
- [Direct Payment Policy](#)
- [Disability related expenditure factsheet](#)
- [Draft Care and Support Financial Framework](#)
- [Frequently asked questions](#)

Easy Read versions

- [Easy Read consultation document](#)
- [Easy Read consultation questionnaire](#)
- [Easy Read Direct Payment Policy](#)
- [Easy Read draft Care and Support Financial Framework](#)

Why are we consulting?

Before the Framework is agreed, we want to find out what people think about the proposals and we will ensure that your views are taken into account before a final decision is made.

Who are we consulting?

We want to hear from as many people as possible, including individuals with care needs, carers and their families, agencies, social workers and anyone who has an interest in adult social care across Bath and North East Somerset.

What are the proposals?

We want your views on the following proposals:

- Individuals will be required to respond within two weeks of being contacted by a care finance officer to arrange a meeting to discuss the financial assessment. If no contact is made within this period, they will be deemed as self-funding.
- The Council will take into account Pension Guaranteed Credit and Employment and Support Allowance benefit that a service user would have an automatic entitlement to, if an application were made.
- A new 'third party Top Up Agreement' will be implemented for families /friends/ organisations who wish to make a top up payment on behalf of an individual. Example a larger room in a care home.
- There will be an improved procedure for setting up a Deferred Payment Agreement (DPA) and an increase in the fees charged for setting up a DPA.
- A new Interim Funding Policy (dependent upon criteria) is proposed for those people who have unregistered properties and for those who are waiting to obtain deputyship to allow them to act on the individual's behalf.

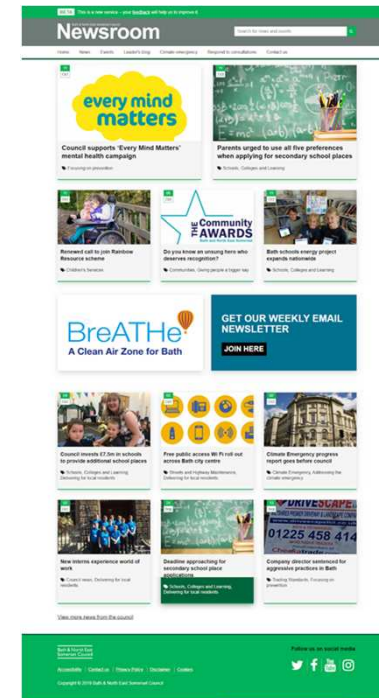


Sites with a commercial/branding focus such as Building Control,
<https://buildingcontrol.bathnes.gov.uk/>

a refreshed jobs and careers site,
<https://jobsandcareers.bathnes.gov.uk/>



and a new Newsroom site
<https://newsroom.bathnes.gov.uk/>



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