

## Issues log – for Parish Charter Refresh 2022

Service area	Issue	Raised at..	Response / Action
General	WECA consultation and engagement	Lack of consultation with parishes/communities.  Lack of understanding of their role v B&NES on strategy/plans.	Parish Liaison meeting 13.7.22  <b>Action:</b> Parish Charter update to include engagement with partners.
General	Compliments	A number of compliments were received from Parishes regarding staff working in Planning, Highways and Waste services.	Parish Liaison meeting 13.7.22  <b>Action:</b> Parish Charter – working together - explore how we can share good practice across other service areas and teams to improve customer service.
General	Reporting processes are often not clear	A number of questions were raised regarding reporting regular maintenance work, issues / problems. Parishes unsure of reporting process for maintenance works such as yellow lining.	Parish Liaison meeting 13.7.22  <b>Action:</b> Parish Charter update – decision and reporting process required.
Highways	Reported highway maintenance work and updates on Fix My Street	Lack of communication in relation to notification about outstanding jobs and feedback.  Improvements needed to feedback on Fix My Street – information is not always accurate about progress of jobs.  Sometimes difficult to find a postcode in rural areas.	Parish Liaison meeting 13.7.22  Improvements to Fix My Street are underway. Opportunity for parishes to work with design team to make improvements.  <b>Action:</b> parish rep user group to be set up and work with team.

## Issues log – for Parish Charter Refresh 2022

Service area	Issue		Raised at..	Response / Action
Highways	Street furniture and clutter	Street signage has disappeared, redundant poles, cleansing of signs. Communication regarding jobs taking longer eg requesting new signage.	Parish Liaison meeting 13.7.22	Funding has been allocated within 2022/23 budget for Community Action days – cleaning of signs, removing redundant poles, litter picking.  <b>Action:</b> to update parishes on programme of Community Action days and reporting of issues.
Highways	Programming and Planning of maintenance work	Frustrations around the length of time it takes to carry out routine jobs (eg pot holes).  Traffic lights and diversions are often left out on the highway after jobs completed.  Maintenance work is sometimes carried out unnecessarily - involve the parishes in the programme eg white line painting.	Parish Liaison meeting 13.7.22	<b>Action:</b> Parish Charter update – decision and reporting process required.
Highways	Ownership of Assets	Historic ownership of street lighting assets needs to be reviewed.	Parish Liaison meeting 13.7.22	<b>Action:</b> Need to investigate with parishes.
Planning	Strategic development sites and planning uses.	Various issues were raised about future development and planning uses.	Parish Liaison meeting 13.7.22	This will need to be addressed through the Local Plan Partial Update.

## Issues log – for Parish Charter Refresh 2022

Service area	Issue	Raised at..	Response / Action	
Planning	Improvements needed – how information is shared and remain available for planning applications	<p>Quality of drawings for projecting at Parish Meetings</p> <p>Redacted or missing information on Applications</p> <p>Non notification of non-material changes</p> <p>Residents' comments/objections disappearing</p> <p>Elevations not always easy to understand</p>	Parish Liaison meeting 13.7.22	<p><b>Action:</b> explore opportunity for parish working group to work alongside council and identify areas for improvements.</p>
Planning	Lack of communication on planning applications and update from officers.	<p>Not sent applications to consider.</p> <p>Lack of response when trying to contact officers.</p> <p>Suggested an update 2 or 3 times a year to explain why certain applications are successful and others refused.</p> <p>Need training for councillors on planning applications.</p>	Parish Liaison meeting 13.7.22	<p>Parishes need to report issues directly to the Planning team as they arise.</p> <p><b>Action:</b> Parish Charter update – decision and reporting process required.</p> <p>Explore opportunities to develop a planning training programme for parish councillors.</p>
Planning	Lack of enforcement and	Suggestion of breaches during Covid in particular and lack of	Parish Liaison meeting 13.7.22	Local knowledge on what is taking place is key, as is alerting the enforcement team.

## Issues log – for Parish Charter Refresh 2022

Service area	Issue	Raised at..	Response / Action
	communication	resource in Enforcement leading to delays.	There has been a high turnover of staff in the enforcement team and it is under resourced at present.
Waste and Cleansing	Debris left after recycling collections	<p>In some areas the recycling teams leave debris after their collections.</p> <p><i>This was not the experience of all as some parishes were complimentary of the teams who said they cleared up any debris.</i></p>	Parishes should report any issues via Fix My Street.
Waste and Cleansing	Information about recycling stats and data	Parishes were interested in information and data about recycling usage. Keen to assist promoting messages in their areas.	<b>Action:</b> to share data and key messages and any articles for wider distribution in local areas.
Waste and Cleansing	Litter including collection and	<p>Difficulty in getting rubbish bags from the Council for community litter pickers.</p> <p>Some litter bins are overlooked and some are being used by commercial companies to dispose of waste.</p> <p>Leaves are a big problem in certain areas.</p>	<p>Parishes should report any issue via Fix My Street.</p> <p>Community Green bins can be requested for dealing with leaves that cause problems.</p> <p><b>Action:</b> Parish Charter update – decision and reporting process required.</p>

## Issues log – for Parish Charter Refresh 2022

Service area	Issue		Raised at..	Response / Action
Waste and Cleansing	Street Cleansing	Parishes not sure of the cleansing programme and how to request the mechanical sweeper.	Parish Liaison meeting 13.7.22	<b>Action:</b> Parish Charter update – decision and reporting process required. Look at ways to share programme. To assist clerks in responding to complaints need to consider how best to share the information to manage residents' expectations.
Parks	Verge and general grass cutting programmes	Parishes have many complaints about grass cutting. There was a number of frustrations around the grass cutting programme – sometimes it's not done enough, other times it is carried out unnecessarily or without the knowledge of the parish council.	Parish Liaison meeting 13.7.22	<b>Action:</b> Parish Charter update – decision and reporting process required. Look at ways to share programme. The programme changes due to unforeseen issues. To assist clerks in responding to complaints, need to consider how best to share the information to manage residents' expectations.
Parks	Nature reserve and tree planting	Unaware of new initiatives (nature reserve and parish tree planting) and how to get involved.  Trees available to local residents – does the council provide information about appropriateness  Are we about to give trees to the Council to relocate?	Parish Liaison meeting 13.7.22	<b>Action:</b> to update parishes on the programme
Cemetery	Sharing of resources	Would parishes be able to borrow equipment from B&NES, particularly in relation to	Parish Liaison meeting 13.7.22	<i>Note - whilst this request related specifically to one area, there is opportunity to explore further what could</i>

## Issues log – for Parish Charter Refresh 2022

Service area	Issue	Raised at..	Response / Action
		cemeteries.	<p><i>be made available to parishes.</i></p> <p><b>Action:</b> Parish Charter Update - to agree resources that can be shared and a process for this.</p>