

## Update following July Parish Liaison

Here are just some of the actions being taken or planned as a result of Parish feedback:

<b>You Said</b>	<b>We Did</b>
<p>There need to be improvements to feedback given on Fix My Street. The information is not always accurate about the progress of jobs.</p>	<p>We have been working with Parish representatives to make improvements to Fix My Street.</p> <p>All parishes were contacted in October and invited to take part in user testing. Three parish representatives came forward and had a one to one session with the team to give their views. Their feedback will help to shape improvements.</p> <p>There is also a BANES Fix My Street user guide on YouTube which will be added to Parish Toolkit.</p> <p><a href="https://www.youtube.com/watch?v=i5iDW_Ndu1E">https://www.youtube.com/watch?v=i5iDW_Ndu1E</a></p>
<p>There is too much street clutter, dirty signs, redundant poles.</p>	<p>Funding has been allocated within the 2022/23 budget for Community Action days. All parishes have been contacted and are putting forward their suggestions for jobs to be tackled on signage and more.</p>
<p>The process for highways maintenance works is not clear. It can take some time for requested work to take place and, there are issues around a lack of coordination of streetworks.</p>	<p>The decision and reporting processes for Highways will be clarified as part of the Parish Charter refresh. This will also be done for other key services such as Planning and Waste.</p> <p>The Highways Programme of Works will be circulated to Parishes when it is available – likely to be February 2023.</p>
<p>Improvements are needed to the online planning system eg poor quality drawings, elevations not easy to understand etc.</p>	<p>Parishes will be invited to discuss these in more detail with Planning. If you want to be part of this meeting, do let the Community Engagement Team know.</p>
<p>Various issues relating to strategic development sites and planning uses.</p>	<p>The Local Plan Engagement will commence with parishes in January 2023.</p>
<p>You are keen to have news and data relating to your areas – eg recycling levels.</p>	<p>Parishes now receive the Clean and Green e-newsletters. An e-newsletter aimed at parishes will be trialled. Parishes will also receive updates by Ward.</p>