WELLS CITY COUNCIL

NOTICE IS HEREBY GIVEN THAT A MEETING OF WELLS CITY COUNCIL, WHICH MEMBERS ARE SUMMONED TO ATTEND, WILL BE HELD IN WELLS TOWN HALL ON THURSDAY 26TH NOVEMBER 2026, 7PM

Haylee Wilkins
Town Clerk

19th November 2026

Town Hall, Market Place
Wells
BA5 2RB
01749 673091
e-mail: townclerk@wells.gov.uk

Committee Members:
Cllrs: L Agabani, J Browne, T Butt Philip, S Cursley, D Denis (Mayor), S Eden, J Edmonds, G Folkard, K Kinshaw, T Kolizeras, D Orrett, S Powell, G Robbins, H Siggs, I Von Mensenkampff, P Welch

AGENDA

The Council has declared a Climate Emergency. All reports should include climate implications alongside financial, legal, and community impacts to support informed decision-making and minimise adverse effects.

Members are asked to consider whether recommendations align with the Council's corporate priorities, climate emergency declaration, resource constraints, and financial implications.

Please note this meeting will be recorded for the purpose of minute-taking.

1 APOLOGIES FOR ABSENCE FROM COMMITTEE MEMBERS
To receive any apologies for absence.

2 DECLARATIONS OF INTEREST
To receive Councillors' Declarations of Interests, made under the Council's Code of Conduct as adopted 12th May 2022.

3 MINUTES FROM THE WELLS CITY COUNCIL MEETING HELD ON 22ND OCTOBER 2026
To be confirmed as a true record and signed by the Chair (attached).

4 ACTIONS FROM THE WELLS CITY COUNCIL MEETING HELD ON 22ND OCTOBER 2026

Open actions not on the agenda are listed below:

Date Raised	Description of Action
21.05.2026	26/96/C – Consideration of small sweeper with Somerset Council
24.09.2026	26/157/C - The Mayor asked for regular updates for the Councils letter to the Church Commissioner associated with Palace Fields parking provision
24.09.2026	26/158/C – Response to Mr Simons from the Town Clerk required
24.09.2026	26/169/C HERITAGE TOURISM - The Town Clerk was asked to present a future paper on the expectations for the City Council to allow consideration, costing and decision.
24.09.26	26/171/C – Lets Celebrate Towns Bid 2026 – The Town Clerk was asked to prepare a bid on behalf of the City
24.09.26	26/179/C – Car Parking – Cllr K Kinshaw proposed the Council explore parking solutions within its boundary and surrounding area.
24.09.26	26/179/C – Town Clerk to provide feedback on traffic management during Pride event, following a meeting with Somerset.
24.09.26	26/179/C – Cllr D Orrett asked how to become informed better as a Councillor on changes within the commerce sector in Wells. The Town Clerk to provide feedback following a meeting with the Chamber of Commerce

5 MEETING OPEN TO THE PUBLIC

Public speaking time is normally restricted to 15 minutes in total, at the discretion of the Chair.

If you wish to speak at the meeting, you are encouraged to contact reception@wells.gov.uk to advise in advance, to aid the management of time

6 MAYOR'S ANNOUNCEMENTS

12th & 13th Dec Wells Extended Christmas Market
10th Jan Bishop Bekynton Service, Wells Cathedral, more detail to follow

Mayor's Diary

28th Nov Catholic Christmas Bazaar, Wells Town Hall
28th Nov Wedding for Rev Edward Day and Natalie Manning, Wells Cathedral
3rd Dec Deans Networking Breakfast, Wells Cathedral
6th Dec Installation of Rev Joanna Stobart, Archdeacon of Wells, Wells Cathedral
6th Dec Advent Carol Service, Wells Cathedral School
7th Dec Somerset Music's Christmas Celebration Concert, Wells Cathedral
8th Dec Christmas Celebration for the Wells Cathedral Prep School, Wells Cathedral
8th Dec Good Afternoon Choir Christmas Concert, St Thomas Church
9th Dec Age UK Somerset's Christmas Carol Service, Wells Cathedral
9th Dec St John Ambulance Presentation Evening, Wells Town Hall
9th Dec WI Carol Festival, Wells Cathedral
12th Dec Official opening of the Wells Christmas Market
12th Dec 'A Feast of Angels', St Cuthbert's Church
12th Dec 'One Voice' Wells Oratorio Society Choir, Wells Cathedral
13th Dec Wells City Band Christmas Concert, Cedars Hall

7 OUTSIDE SPACES COMMITTEE
To receive the minutes of the meeting held on 5th November 2026 (attached).

8 FINANCE COMMITTEE
To receive the minutes of the meeting held on 12th November 2026 (attached).

9 CIVIC & ARCHIVES COMMITTEE
To receive the minutes of the meeting held on 19th November (to follow).

10 PLANNING ADVISORY COMMITTEE
To receive the minutes of the delegated meeting held on 6th November (attached) and 19th November 2026 (to follow).

11 AVON AND SOMERSET CONSTABULARY
To welcome PC Jason Wyatt to discuss any crime/disorder concerns from members.

12 WELLS ROTARY – EVAG UPDATE
To welcome Wells Rotary to discuss their proposal in support for the Councils Community Resilience Plan.

13 NALC CARER REQUEST
To receive proposal from the Town Clerk for consideration (attached).

14 COMMUNITY FRIDGE MOTION
To receive a motion to Council from Cllr G Robbins:

In keeping with councils commitment to the community and the Councils commitment to the climate emergency, I wish to table a motion for the creation of a Community Fridge, supported by the City Council.

This motion looks to recognising the success of such schemes in other local areas, with significant reduction in food waste.

The City of Wells has a unique community, and through its advanced networks, it is felt could support an offering of this nature.

I would like to request that the City Council:

1. *Supports the scoping of the project, offering the Town Clerk to support the design and principles of running the scheme, with me acting as a sponsor.*
2. *Offering financial support for the purchase and ongoing maintenance and support of fridges and freezers (to be defined as part of the project scope)*
3. *Offer options of Council owned land or asset for the housing of the community project.*

15 PARKING REVIEW
To receive a verbal update from the Town Clerk on progress to date.

16 20 MPH SURVEY FEEDBACK AND SCHEME REFINEMENT
To receive feedback from the Town Clerk regarding survey outcomes and any requirement for scheme refinement (attached).

17 CUSTOMER JOURNEY

To receive report from the Town Clerk, with consideration of noted recommendations and decisions (attached).

18 LEISURE STRATEGY & PLAY PROJECT UPDATE

To receive report from the Town Clerk, with consideration of noted recommendations and decisions (attached).

19 STRAWBERRY LINE PROPOSALS

To consider the proposal documents (attached).

20 CORPORATE RISK REGISTER

To receive a noted increase in risk WCC043 (attached by email).

21 TO RECEIVE REPORTS FROM COUNCILLORS/TRUSTEES ON OUTSIDE BODIES

To receive Wells & Rural LCN Highways Meeting notes from 29th October and Accessible Wells Bus Stop Survey 2026 (attached).

22 TO RECEIVE ANY WRITTEN REPORTS FROM SOMERSET COUNCILLORS

To receive any associated reports.

23 FORWARD PLAN

Full City Council Forward Plan	
Item	**Proposed date for consideration**
Adoption of Statutory Annual Policy i. Standing Orders ii. Financial Regulations iii. Scheme of Delegation	December 2026
Adoption of 2026-27 Budget	December 2026
Leisure Strategy & Play Project Update	December 2026
Events on council land policy adoption	December 2026
Devolution Sign off	December 2026
Pilot Monthly Market feedback	December 2026
Skate Park Project Management Proposal	December 2026
Car Park Review	December 2026
Corporate Risk Register	January 2027
Adoption of 2026-27 Budget (if required)	January 2027
Leisure Strategy & Play Project Update	January 2027
Corporate Risk Register & Annual Risk Profile and Assessment	March 2027
Calendar of Public Meetings	March 2027

Priorities & Project Planning	April 2027
General Power of Competency	Every political cycle

24 ANY MATTERS OF URGENT REPORT

25 DATE OF NEXT MEETING: Thursday 17th December 2026 at 7pm, Wells Town Hall

EXCLUDE THE PRESS AND PUBLIC STATEMENT

Note: If it is necessary for matters to be considered in confidence it will be proposed by the Chair that a resolution be passed under the provisions of the Public Bodies (Admission to Meetings) Act 1960 as amended, excluding the press and public, in order that confidential items can be discussed. In that instance the following statement is relevant:

Exclusion of Press and Public

The committee are required to consider passing a resolution under Section 1(2) of the Public Bodies (Admission to Meetings) Act 1960 and pursuant to Section 100A (4) of the Local Government Act 1972, that the press and public be excluded from the meeting for the following item(s) of business on the grounds that they involve the likely disclosure of exempt information. (Note the agenda item number and name). Where possible, reference the specific paragraph from Schedule 12A:

Personal information - This report contains information relating to an individual and is therefore exempt by virtue of Paragraph 1 of Schedule 12A of the Local Government Act 1972.

Financial/business affairs (individuals) - This report contains information relating to the financial or business affairs of an individual and is therefore exempt by virtue of Paragraph 2 of Schedule 12A of the Local Government Act 1972.

Commercially sensitive information - This report contains information relating to the financial or business affairs of a particular person (including the authority holding that information) and is therefore exempt by virtue of Paragraph 3 of Schedule 12A of the Local Government Act 1972.

WELLS CITY COUNCIL

MINUTES OF THE WELLS CITY COUNCIL MEETING HELD ON THURSDAY 22nd OCTOBER 2026 AT 7.00PM

Written reports can be viewed on agendas: Wells City Council website

COUNCILLORS PRESENT: Cllrs: L Agabani, J Browne, S Cursley, D Denis (Mayor), S Eden, J Edmonds, G Folkard, K Kinshaw, G Robbins H Siggs, P Welch

IN ATTENDANCE: Town Clerk: H Wilkins
RFO: C Woodland
Estates Manager: L Wassell
Mace Bearer: C Price
WCC Staff: C Hobbs, M Groom
Somerset Cllr for Wells and MP for Wells and Mendip Hills: T Munt
7 members of the public

The Mayor spoke briefly of it being National Kindness week between 9th and 16th November. The Mayor quoted Mother Teresa "Not all of us can do great things but we can do small things with great love" The Wells Ukrainian Welcome Hub will be hosting an interactive wellbeing session focussed on kindness to themselves, family and community. WCC will host a special Friday Coffee Morning at the Portway Annexe with support from MIND and Citizen's Advice.

26/181/C APOLOGIES FOR ABSENCE
Cllrs: T Butt Philip, T Kolizeras, D Orrett, S Powell, I Von Mensenkampff

26/182/C DECLARATIONS OF INTERESTS
None received.

26/183/C MINUTES FROM THE WELLS CITY COUNCIL MEETING HELD ON 24TH SEPTEMBER 2026
Minutes of the previous meeting were confirmed as a true record and signed by the Mayor.

Cllr D Denis asked for information regarding the Film Centre Lease and was informed by the Town Clerk that she had been in contact with the Film Centre.
Cllr D Denis asked if a response had gone to Mrs Montague regarding her comments regarding access on pavements with pavement licences.
The Town Clerk assured her that this will be done.

The Mayor reminded all at the meeting that the public consultations are live on the website so that residents can give their opinions on parking and 20 mile and hour limits.

The Mayor asked the Town Clerk about the "Let's celebrate Towns" bid. The Town Clerk reported that the bid has been submitted.
The Mayor conveyed thanks that had been received from the Deputy Lieutenant Mary Ellis for the support Wells City Council gave to the organisers of the Moat Race. The event was deemed a great success.

26/184/C ACTIONS FROM THE WELLS CITY COUNCIL MEETING HELD ON 24TH SEPTEMBER 2026

Open actions not on the agenda are listed below:

Date Raised	Description of Action
21.05.2026	26/96/C – Consideration of small sweeper with Somerset Council
25.06.2026	26/111/C – Request to consider quoracy of council meetings within standing orders and best practice.
24.09.2026	26/157/C - The Mayor asked for regular updates for the Councils letter to the Church Commissioner associated with Palace Fields parking provision
24.09.2026	26/158/C – Response to Mr Simons from the Town Clerk required
24.09.2026	26/169/C HERITAGE TOURISM - The Town Clerk was asked to present a future paper on the expectations for the City Council to allow consideration, costing and decision.

The Town Clerk gave the following updates:

26/96/C - The Town Clerk has emailed Cllr T Butt Philip and MP for Wells and Mendip Hills, T Munt to seek support.

26/111/C - The request for quoracy will be part of a document presented to Council in December.

26/157/C – An additional response has been received and circulated to Councillors

26/158/C – A response has been provided to C Simons.

24.09.2026 - The Heritage and Tourism paper is due to be included on the next Full Council Meeting agenda.

26/185/C **MEETING OPEN TO THE PUBLIC**.

Carolyn Robinson spoke to the meeting about a planned weekend event 9th to 11th April 2027, which she hopes will raise money and awareness for Accessible Wells.

A friend of Carolyn's, Keith Jansz is a quadriplegic, well-known mouth artist and recently appointed Director of The Mouth and Foot Painting Association (MFPA). He would like to support the event by holding an exhibition of his works. Another artist will join Keith to demonstrate skills with 15% of proceeds going to Accessible Wells. The weekend plans will include an auction, a secret art sale. The finer details require confirming, there is a good amount of support and Wells Town Hall as a location would be ideal. Carolyn asked Wells City Council Councillors to waive the room hire fee in order that the event be a success. This will send a clear message that disabled residents and visitors are valued.

The Mayor thanked Carolyn Robinson for her presentation. The Mayor sought guidance from the Town Clerk regarding the process.

The Town Clerk reminded the Council that as there is a Memorandum of Understanding that it could be either deferred to the next Finance meeting or the Town Clerk to investigate where the request sits within the MOU.

Cllr P Welch offered assistance with publicising the event.

Cllr S Eden, The Mayor, Cllr J Browne spoke of their support for the event although a proposal at this meeting was not appropriate.

26/186/C MAYOR'S ANNOUNCEMENTS

- Sunday 8th November, 9:45am, Civic Remembrance Service and Parade, St Cuthbert's Church
- Wednesday 11th November, 11am, Armistice Day
- Saturday 14th November, 7pm, Mayor's Charity Event Comedy Supper, Swan Hotel
- Thursday 19th & Friday 20th November, Fair in the Market Place
- Friday 20th November, Wells Carnival

Mayor's Diary

i. 23rd Oct University Centre Somerset Graduation 2026, Wells Cathedral
ii. 24th Oct Tortoise & Hare Presentation Evening, White Hart Pub in Sadler Street
iii. 25th Oct Tom Winter's 'Light Lines' Exhibition, The Bishop's Palace
iv. 5th Nov Founders Day Service, Almshouses
v. 7th Nov HMS Somerset Open Day, Avonmouth
vi. 12th Nov Brittaines Charity Meeting of the Trustees, Chubb Bullied Solicitors
vii. 13th Nov Meeting the new Headmaster of Wells Cathedral
viii. 14th Nov Mayor's Charity Event, Comedy Supper, Swan Hotel
ix. 20th Nov Wells Carnival
x. 21st Nov Wells SOUP, Wells Cathedral

26/187/C WELLS RECREATION GROUND TRUST (WRGT)

Cllr L Agabani presented the minutes of the meeting held on 1st October 2026

K Kinshaw asked that the Minutes be amended to include her apology for the WRGT Meeting as it had not been documented.

The Mayor asked about the consultation process and whether it would be in place prior to the WRGT meeting in March 2027
Cllr L Agabani responded that the working group have a number of things to consider which require prioritising before the consultation commences.

Cllr J Browne left the meeting at 19.32 hrs

26/188/C ESTATES COMMITTEE

Cllr H Siggs presented the minutes of the meeting held on 1st October 2026
No questions received

26/189/C FINANCE COMMITTEE

Cllr G Folkard presented the minutes of the meeting held on 8th October 2026 and advised Councillors of the Budget setting meeting scheduled for 23rd October.
No questions received

26/190/C PLANNING ADVISORY COMMITTEE

Cllr L Agabani presented the minutes of the delegated meeting held on 5th October and 22nd October 2026 (to follow)
No questions received

26/191/C INTRODUCTION TO MAYORS CADET

The Mayor introduced Air Cadet Francesca Nicodemi from 1955 (City of Wells) Squadron.

Francesca spoke about her time at the 1955 (City of Wells) Squadron and explained that the Air Cadets is an International organisation with which she has had involvement since she was 12. Francesca is now 17 and has gained flying and gliding experience and learned navigation skills during that time. The squadron parades on Thursday nights and attend the Remembrance parade as well as other events such as the Battle of Britain celebrations. Francesca encouraged anyone between the ages of 12 and 18 to consider joining the squadron.

26/192/C ACT TO ADAPT – ONE YEAR ON

The Mayor gave a Power-point presentation which detailed the history of Act to Adapt. An emergency Climate motion was declared in 2019. The WCC Sustainability Officer helped set up the Wells Environment Network (WEN) in partnership with 20 committed organisations, businesses, individuals in Wells. After the Sustainability Officer left WCC, the work was continued by Cllrs: D Denis, G Folkard and, D Orrett, S Powell as well as people in the community, who created a working party. WCC prepared the information for the Neighbourhood plan which is valid until 2029.

Following a conference, WCC were asked to take part in a pilot project. They set up a consultation process and collated the information into a plan.

The plan is available online on the Somerset Wildlife Trust website and the Wells City Council Website. The plan comprises of four sections. Improving green spaces, Flood prevention, Community Involvement and Co-ordination of emergency planning.

The Mayor spoke about work on the various green spaces that have been developed in Wells as well as the tree survey that has taken place. Since then WCC has developed and approved policies and procedures such as EVAG.

She also spoke about the work done with St Cuthbert Out Parish Council and nearby landowners to slow the flow of water to prevent flooding in the Torr Lane area.

A group called EVAG will visit residents to advise them on what can be done to talk to residents about what they can do to improve their situation.

The Mayor praised the various groups working together for the benefit of the environment, such as the W.I and Brownies who took part in weeding the Portway annexe and planting pollenating and drought resistant plants respectively.

The Mayor spoke of the necessity to work together for the benefit of the environment and educate ourselves regarding the emergency actions required

Cllr K Kinshaw asked how the public can become better educated on the actions that they may require to do.

The Town Clerk reassured that this is a work in process and will be issued in the next few months.

Cllr L Agabani spoke of his concerns to not cause fears to vulnerable residents regarding aspects of the emergency plan. Following the Government's statement today to be prepared and stock 3 days of rations for unknown emergency events.

26/193/C PUBLIC SPACE PROTECTION ORDER CONSULTATION

The Town Clerk informed the meeting of the Public Space Protection Order (PSPO) and the associated consultation and potential for local impact. There

is already a PSPO in place, adopted in 2025 for the Mendip area. The new PSPO will be Somerset wide.
There have been areas that have been highlighted by members of the public regarding Cathedral Green and the multi-use games areas (MUGA) regarding dogs being required to be on leads at those locations. Information is required by 23rd October 2026 should there be any areas that councillors feel needs including in the PSPO.
Cllr G Robbins asked how this will be enforced, with the Bishop's Palace using signs for dogs to be on a lead along Moat Walk, with the request being largely ignored and that acting by example being important.
The Town Clerk spoke of the importance of enforcement and stressed that WCC has a god relationship with the enforcement officer for the area.
The Mayor spoke of her concerns for health/hygiene in areas used to walk dogs used by people sitting on grass eating food.

The Mayor invited councillors to vote for either
Option 1: Do nothing
Option 2: Seek to add locations to PSPO for dogs on leads – specifically look to request the addition of the noted spaces of Cathedral Green and MUGA locations throughout the city and complete associated comms campaigns to support the change locally.

Cllr H Siggs made a proposal for Option 2. Seconded by Cllr G Robbins. Councillors voted unanimously for the proposal.

26/194/C SOMERSET RIVERS AUTHORITY BID

The Town Clerk gave an update on the Knap Hill catchment project and asked that WCC seek support from Somerset Rivers Authority to bid for the sum of £20k for the next stage of the project to allow topographical surveys, so that works can be completed by the Golf Club.
The Mayor proposed that the bid be submitted and ask for custodial status as WCC to hold/ring-fence any received funds.
Seconded by Cllr S Eden. Cllrs voted that the bid be submitted with 1 abstention.

26/195/C ST CUTHBERT OUT PARISH COUNCIL PARK WOOD ENGAGEMENT

The Town Clerk spoke about the associated consultation with the Church Commissioners from St Cuthbert Our Parish Council, and sought Councils endorsement to support the communications and proposed next steps.
A discussion took place about the problems caused by litter at this location as wells as the problems of litter generally.
Cllr K Kinshaw proposed to endorse the communications. Seconded by Cllr G Robbins.
Councillors voted unanimously to the proposal.

26/196/C LEISURE STRATEGY & PLAY PROJECT UPDATE

The Town Clerk updated councillors on the draft policy, consultation and next steps. The Town Clerk provided a hard copy of the timeline and explained that the timeline has been extended by approximately three weeks.

26/197/C CORPORATE RISK REGISTER

The Town Clerk gave an update for Q2 following endorsement from Finance Committee. There are no new risks in this quarter but a slight increase in risk

in WCC/016 and 8 risks have reduced in their tolerance levels and 2 risks requiring closure.
The Mayor asked for a proposal to accept the changes on the Risk register, listed by the Town Clerk.
Cllr G Folkard made the proposal which was seconded by Cllr J Edmonds.
Councillors voted unanimously to adopt the changes to the Risk Register.

26/198/C TO RECEIVE REPORTS FROM COUNCILLORS/TRUSTEES ON OUTSIDE BODIES

The Mayor informed the meeting that the Wells Bus User group had reported that the 173 shuttle bus, serving "The Horringtons" to manage the diversions at Whitnall corner will continue to Christmas and has worked well. There are serious problems at the Wells depot with buses running at 71% efficiency affecting buses 174 to Bath, 373 to Street, 374 to Taunton/Bristol, 375 Bridgwater/Bristol, 376 Bristol/Taunton. Rosa Kell the WBUG Lead has taken the matter to the highest level, the Bus Advisory board and Somerset Council. First Bus have promised new buses have been promised soon. At the last AGM in May, Rosa Kell was elected Treasurer of Somerset Partnership and Richard Northey as Chair. Peter Travis has stepped back from leading but remains involved.
Cllr G Robbins spoke of her admiration and gratitude for the hard work of Rosa Kell in her campaigning for better buses for Wells.
The Mayor promised to pass her comment to Rosa.

26/199/C TO RECEIVE ANY WRITTEN REPORTS FROM SOMERSET COUNCILLORS

No report received.
Cllr H Siggs asked Somerset Cllr for Wells and MP for Wells and Mendip Hills: T Munt for a definitive statement regarding the access to a road sweeper.
Somerset Cllr for Wells and MP for Wells and Mendip Hills: T Munt reported that she would chase this up on 23rd October 2026

26/200/C

Full City Council Forward Plan	
Item	**Proposed date for consideration**
Avon & Somerset Police Update	November 2026
Customer Charter & Customer Journey	November 2026
Leisure Strategy & Play Project Update	November 2026
WRGT Update	November 2026
City Wide WIFI	November 2026
Parking Project Update	November 2026
Community Fridge Proposal	November 2026
Wells Rotary – EVAG Update	November 2026
Adoption of Statutory Annual Policy i. Standing Orders ii. Financial Regulations iii. Scheme of Delegation	December 2026
Adoption of 2026-27 Budget	December 2026
Leisure Strategy & Play Project Update	December 2026
Events on council land policy adoption	December 2026
Devolution Sign off	December 2026
Pilot Monthly Market feedback	December 2026
Skate Park Project Management Proposal	December 2026
Corporate Risk Register	January 2027

Adoption of 2026-27 Budget (if required)	January 2027
Leisure Strategy & Play Project Update	January 2027
Corporate Risk Register & Annual Risk Profile and Assessment	March 2027
Calendar of Public Meetings	March 2027
Priorities & Project Planning	April 2027
General Power of Competency	Every political cycle

26/201/C ANY OTHER URGENT MATTERS OF REPORT

The Mayor informed the meeting of the resignation of Graham Woodland from the position of Serjeant at Mace due to ongoing mobility problems following a knee injury The Mayor conveyed thanks to Graham for his years of service. The role will be advertised at the earliest opportunity.

The Town Clerk informed the meeting that due to a high profile Coroner's Court case over three and a half weeks in January 2027, there have arisen some difficulties with accommodating their needs, due to established Town Hall bookings. There are 23 businesses which would be displaced with significant income reduced. The Town Clerk informed the meeting that there may be the requirement to inform the Coroner's Office that we would be not be able to accommodate them on this occasion.

26/202/C DATE OF NEXT MEETING: Thursday 26th November 2026 at 7pm, Wells Town Hall

Minutes signed by The Mayor……..Date ……

WELLS CITY COUNCIL

MINUTES OF THE MEETING OF THE OUTSIDE SPACES COMMITTEE HELD ON THURSDAY 5TH NOVEMBER 2026 AT 7:00PM IN WELLS TOWN HALL

PRESENT: Cllrs: D Denis, K Kinshaw, T Kolizeras, D Orrett (Chair), S Powell

IN ATTENDANCE: Town Clerk: H Wilkins
WCC Staff: J Nogan
1 member of the public

26/98/OS APOLOGIES FOR ABSENCE FROM COMMITTEE MEMBERS
Cllrs: T Butt Philip, J Edmonds, G Robbins
Outside Spaces Manager: Matt Johnson

26/99/OS DECLARATIONS OF INTEREST
Cllr D Denis declared an interest in item 26/104/OS as a member of the Strawberry Line Association.

26/100/OS MINUTES FROM THE OUTSIDE SPACES COMMITTEE MEETING HELD ON 3RD SEPTEMBER 2026
Cllr D Denis requested that the response to Shirley Garner within item 26/78/OS needs to be amended, to reflect that Wells City Council has an informal policy to not utilise pesticides, and this policy was in place at the time of the last meeting.

26/101/OS ACTIONS FROM THE OUTSIDE SPACES COMMITTEE MEETING HELD ON 3RD SEPTEMBER 2026

Date Raised	Description of Action
30.04.2026	**26/81/OS** - To provide details of pollinators within the 2027 planting of the city.
03.09.2026	**26/78/OS** - Town Clerk to provide update associated with WIFI connectivity within the City
03.09.2026	**26/87/OS** - Cllr Powell asked the Town Clerk for an update on any works to benches on Moat Walk and associated notification to the Church Commissioners
	26/87/OS – OS Officer to provide confirmation to Cllr Powell of cutting regime for St Cuthberts Church yard

26/81/OS remains on the list of actions to ensure it remains an item of focus. Item 26/78/OS is due to be an item on the next Full Council agenda. The Town Clerk has spoken to the Church Commissioner's agent regarding the benches, and regarding a tender exercise. The Church Commissioners have confirmed that bids are going to be considered over the next two to three weeks, and the response should be expected in mid-November.

Cllr S Powell asked, in regards to the cutting regime for St Cuthbert's churchyard, if some areas could be left to grow.
A discussion took place regarding the cutting of St Cuthbert's churchyard.
The Town Clerk has agreed to look into this.

Cllr D Denis inquired about the Town Clerk's response to June Hodgson's

enquiry regarding the plane trees needing to be surveyed.
The Town Clerk confirmed that she had committed to a call to June Hodgson regarding the matter.
Cllr T Kolizeras asked if the concerns June Hodgson expressed fell under Wells City Council's jurisdiction.
The Town Clerk clarified that June Hodgson's concerns were in relation to the limb of a tree overhanging a public bench, that a survey was to be completed, and only tree works that are deemed necessary would be completed.

Cllr D Orrett raised that Malcom Burton had enquired about the recorded accident statistics on Ash Lane, Kennion Road and Milton Lane, and asked how many accidents would be prevented by the new 20mph speed limit.
The Town Clerk agreed to pass this information on to Malcom Burton.

Cllr D Orrett asked if Cllr T Butt Philip had met with Liz Pedley and Liz O Sullivan, which the Town Clerk stated he hadn't yet and this would be an action carried forward.

26/102/OS MEETING OPEN TO THE PUBLIC

Chris Sharpe raised concerns regarding the resident parking at the courtyard just off Union Street, stating that blue badge holders park on double yellow lines around the exit to the resident parking area, leaving residents unable to leave their spots. He has previously suggested bollards be placed, which has been put into effect and has been effective in reducing parking, however the issue still remains. He suggested marking the kerb with blue dashes to make it clear the road would be blocked by parking beyond this point.
Cllr S Powell has had discussions with the Town Clerk, and agrees that a more permanent solution is needed and suggested raising this to Somerset Council.
The Town Clerk directed Chris Sharpe to complete Wells City Council's traffic consultation survey so that this can be added to the upcoming consultation.
Cllr D Orrett asked if it was the same offenders each time, to which Chris Sharpe responded that it varies enormously.
The Town Clerk suggested asking for signage to delineate what is a car park and what is roadway.
Cllr D Orrett stated that the obstruction of the car park is a serious concern in case of an emergency.

26/103/OS REPORT FROM OUTSIDE SPACES MANAGER

The Town Clerk offered a synopsis of the report in the absence of the Outside Spaces Manager.
The repainting of the bandstand is an added value job, and the discovery of the structural issues listed in the report have led to a survey being requested by the Town Clerk. There's a high likelihood that significant work will be needed.
The model being used to manage this year's Christmas Markets may be used to inform future reporting of monthly market management.
Discussions have taken place with Rugbytots regarding their use of the space. Given they use the space on a commercial basis, they may be charged for the use of the space.

Cllr D Denis enquired about placing signage around the bandstand to demarcate the bandstand until these structural issues are resolved.
The Town Clerk clarified that the area has been taped off accordingly.

Cllr T Kolizeras stated that while there is a low chance of risk, the risk is still present and the work should be completed as soon as possible.
The Town Clerk clarified that expenses are less of an issue, that the risk assessment had been completed and that adequate management was in place. Further measures will come in response to the survey.
Cllr K Kinshaw commented that this gives the Council the opportunity to look into the general communications regarding the recreation ground.
Cllr S Powell enquired about other structures that may need to be surveyed.
The Town Clerk stated that the Planned Preventative Maintenance (PPM) has been corrected to include the recreation ground, and is looking into whether surveys may be necessary at other locations.
Cllr T Kolizeras asked if the bandstand is insured.
The Town Clerk responded that it is, however the asset was taken without a survey and was not managed under the PPM.
Cllr S Powell reiterated the need to signage to reduce liability.
The Town Clerk will reassess the risk assessment regarding this.

Cllr T Kolizeras stated it was a good thing to have the space be paid for
The Town Clerk stated there was a commercial difference between the users of the space, with the consideration of community use compared to commercial use of the space.

Cllr D Orrett enquired about complaints that had been received regarding the market taking place on Remembrance Sunday.
The Town Clerk stated there were comments both agreeing and disagreeing with the date, and that a response to the public made it clear that Wells City Council was working with the Royal British Legion. Wells City Band have been offered space to play at the Town Hall in support of the event. The Royal British Legion agree that the market will bring attention to the remembrance day parade.

26/104/OS TO RECEIVE UPDATE FROM THE STRAWBERRY LINE SOCIETY ON ACTIONS DELIVERED AND FUTURE PROPOSALS WITHIN THE CITY

Tony Hathaway was not present at the meeting to present the report, this item has been deferred until the next meeting.

26/105/OS UPDATE OF CONSIDERATION OF PROPOSED TRAFFIC SCHEME

The Town Clerk confirmed there had been 252 responses to the proposed scheme so far. The general feedback is in support of the scheme. There are some suggestions regarding other locations and some queries regarding using a new mph limit as opposed to other traffic calming measures. The feedback must be added to the proposal of the scheme, then the updated proposal brought to Full Council before being submitted.

Cllr D Orrett asked when the results could be seen.
The Town Clerk has agreed to send an email to all Councillors once the survey is complete.

Cllr D Denis raised some concerns on behalf of a resident. The cobblestones through the Market Place make it difficult to navigate a wheelchair or pushchair, with the suggestion of a track through the cobblestones for these users of the space. The resident also raised the lack of disabled parking for visitors, and enquired about more disabled parking being made available through the high street.

The Town Clerk asked if this was in relation to the limited wait bays alterations. Cllr D Denis confirmed this, and stated the parking issue was going to be made worse from the changes to these loading bays.
Cllr D Orrett asked if other towns have similar restrictions.
The Town Clerk confirmed that they do, and these actions are to bring us in line with surrounding areas.
Cllr K Kinshaw asked if this could be captured in the traffic survey, which Cllr D Denis confirmed.

26/106/OS POLICE AND CRIME UPDATES

The Town Clerk passed on apologies from Rachel Clark for being unable to attend. Glastonbury is trialling pub and shop watch programs. Avon and Somerset police are considering rolling this out at other locations. The Town Clerk stated that schemes like this have been stopped in the past from lack of funding, and that a shop watch scheme is most likely to be agreed to in Wells. The Town Clerk will be meeting with police officers and scheme runners, and any data risks will be managed by these schemes. There will be further reports in due course.

26/107/OS RECREATION GROUND TRUST (WRGT)

The Town Clerk raised that a date for the WRGT Working Group to meet needed to be arranged.
A discussion took place regarding the organisation of a meeting of the WRGT before the Annual General Meeting.

26/108/OS CHRISTMAS LIGHT UPDATE

The Town Clerk stated that two locations in Queen Street are a slight risk, with two electric boxes requiring testing. The first is being completed this week. The second agreed to testing, however the shop did not wish to absorb the electric costs associated with the Christmas lighting. The Christmas lighting down Queen Street may look slightly more sparse this year, however this may change following further discussions and consideration.

26/109/OS KNAPP HILL CATCHMENT UPDATE & BID CONSIDERATION

The Town Clerk stated that the bid has progressed and an update will be provided after future correspondence.

26/110/OS MENDIP HOSPITAL CEMETERY WATER PROVISION

The Town Clerk stated that the Cemetery have requested connections to mains water for sanitation and watering. The cost will be roughly £12,000 which Wells City Council does not currently have the funding for. The Town Clerk has offered the Mendip Hospital Cemetery support towards grants and funding for the requested provisions.
Cllr T Kolizeras suggested they get water butts.
The Town Clerk also raised the consideration for ongoing costs associated with sustaining this water provision.

26/111/OS PLAY STRATEGY UPDATE

The Town Clerk will raise an updated timeline at Full Council, and a consultation for this will happen over the next few weeks.

26/112/OS MARKETS SURVEY FEEDBACK & NEXT ACTIONS

The Town Clerk commented that there had been significant positive interactions from the survey, with the main concerns raised being holiday

entitlement, lack of Wi-Fi connectivity, signage and public toilet cleanliness, the last of which is currently being addressed. There was positive feedback regarding the difference between market days though mixed feedback regarding the variety at the markets. Variety can be introduced through offering vacant spaces, for example from a trader taking holiday, to new traders. Holiday entitlement will be reviewed as a priority.

Cllr D Orrett enquired about the waiting list for the markets.
The Town Clerk confirmed there is a large stallholder waiting list.

Cllr S Powell raised the issue of parking for traders with the lack of parking at Palace Fields.
The Town Clerk stated that this lack of parking may be affecting other parking areas nearby.

26/113/OS DOG FOULING AND DOGS ON LEADS PSPO UPDATE

The Town Clerk stated that feedback has been offered to Somerset Council as part of the consultation, and that a Licencing officer has questioned the justification of dog presence on the Cathedral Green.
Cllr D Denis commented on the use of the Cathedral Green by children in the summer.
The Town Clerk agreed, adding the risk of unruly dogs present on the Green.

26/114/OS EVENTS ON COUNCIL LAND POLICY

This item has been deferred to the next meeting.

26/115/OS FORWARD PLAN

Topic	Month
Police and Crime Updates	Every Month
Traffic Updates	Every Month
Recreation Ground Trust (WRGT)	Every Month

No updates.

26/116/OS ANY MATTERS OF URGENT REPORT

Cllr S Powell asked about the play area in the recreation ground.
The Town Clerk stated that equipment pricing quotes had been received. Some equipment has been returned to suppliers in Germany. The Town Clerk suggested looking at local suppliers for the play strategy, and stated that details are being finalised with a local supplier regarding accessible play equipment.

Cllr D Orrett asked how often Open Spaces officers litter-pick the recreation ground's play area.
The Town Clerk responded that daily checks include litter picking.

Cllr D Orrett commented that there are currently a large number of diversion signs, and asked if Somerset Council Diversion Department could be contacted to reduce this.
The Town Clerk stated that these signs are necessary for diversion routes, of which there tend to be a lot this time of year.
The Town Clerk raised the closing dates for markets over the Christmas period. The final market before Christmas will be on Wednesday 23rd December 2026, with the reopening of the markets on Wednesday 6th January 2027.

Cllr D Orrett asked if traders needed to take holiday leave for this closure. The Town Clerk confirmed they would not.

26/117/OS **DATE OF NEXT MEETING: Thursday 7th January 2027 at 7pm, Wells Town Hall**

EXCLUDE THE PRESS AND PUBLIC

Note: If it is necessary for matters to be considered in confidence it will be proposed by the Chairman that a resolution be passed under the provisions of the Public Bodies (Admission to Meetings) Act 1960 as amended, excluding the press and public, in order that confidential items can be discussed.

Minutes signed by The Chair: …… Date: ……..……

WELLS CITY COUNCIL

MINUTES OF THE MEETING OF THE FINANCE COMMITTEE HELD ON THURSDAY 12TH NOVEMBER 2026 AT 7PM IN WELLS TOWN HALL

COMMITTEE MEMBERS PRESENT: Cllrs: L Agabani, S Cursley, G Folkard (Chair), S Powell, H Siggs

IN ATTENDANCE: RFO: C Woodland
WCC Staff: S Glendinning
Mayor of Wells: Cllr D Denis
1 member of the public

26/126/F APOLOGIES FOR ABSENCE FROM COMMITTEE MEMBERS

Cllrs: T Butt Philip, S Eden, I Von Mensenkampff

Town Clerk: H Wilkins

26/127/F DECLARATIONS OF INTEREST

To receive Councillors' Declarations of Interests, made under the Council's Code of Conduct adopted 12th May 2022.

There were no declarations of interest.

26/128/F MINUTES FROM THE FINANCE MEETING HELD ON 8th OCTOBER 2026

26/113/F The Mayor asked if the YMCA was subject to VAT and does the Elim Centre charge for the youth club. The RFO agreed to report back to the committee.

The minutes for the previous meeting were signed as a true record by the Chair.

26/129/F ACTIONS FROM THE FINANCE MEETING HELD ON 8th OCTOBER 2026

Open actions not on the agenda are listed below:

Date Raised	Description of Action
May 2026	Explore graphical reports to aid understanding of information, for both cashbook, forecasting. *The RFO advised these will be presented in the December meeting.*
July 2026	**Consideration for future growth and savings** Following verbal request from Chair of Committee for any known/expected in year growths or savings to inform forecasting. *The RFO advised these will be presented in the December meeting*

September 2026	The Town Clerk to provide verbal update regarding Market VAT and HMRC. *The RFO advised clarity is still being sought.*

26/130/F MEETING OPEN TO THE PUBLIC

Mr Chris Simons raised the following:

When looking at VAT for markets, the labour costs of putting up the market should be separated. The RFO agreed to review.

He also queried why minutes were discussed and agreed before the public session. This means the public aren't able to raise/correct anything. It was pointed out that this would be a meeting procedure change and as such should be taken to Full Council.

The wages figure has increased during August. The RFO explained this was due to a one off back dated payment of the delayed salary annual increase.

The pavement licence for business in the Market Place does not provide the right to trade on market days, Weds and Sat between 9am – 4pm. Mr Simons suggested charging businesses who open on these days as they benefit from the extra footfall. Cllr Agabani explained he paid for two pitches every Weds and Sat, when he was running a business in the Market Place. It was agreed to raise this with the Town Clerk.

The Portway Annexe is showing a £150k loss/subsidy. Is this sustainable?

26/131/F FINANCE REPORTING AND VARIANCES FOR WELLS CITY COUNCIL

The RFO presented the report for October and answered questions from the committee.

The RFO pointed out the move of funds into reserves and that the skatepark has had the extra £35k.

Cllr Cursley questioned why there were no fixed assets on the balance sheet. The RFO will report back.

Cllr Agabani asked what amount does the auditor recommend we hold in reserves. The RFO advised it should be made up of three month's salary i.e £300k. Cllr Siggs pointed out this should be three months running costs inclusive of salary. The RFO agreed to review.

The forecast is showing that we are in line with the budget.

The RFO explained general reserves have been placed into a higher earning interest account. Interest rate was 0.7% now 2.45% which is still instant access. Cllr Agabani questioned the rate, as it was stated as 1.5% on another document. The RFO will confirm. Cllr Siggs questioned whether additional funds should be placed in the higher rate account. It was agreed the Chair and RFO would refer to the Town Clerk.

£714 has been paid to maintain the Portway car park barrier. Cllr Siggs questioned whether the matter was now concluded? The RFO agreed to advise.

A payment of £462.24 was paid out for an alarm call out. Cllr Siggs questioned what this was for? The RFO agreed to report back.

The Mayor questioned the audit fees at £3,024. The RFO explained the auditor is the nominated auditor for the local area, which is not under our control.

Cllr Siggs stated that we need to look at how much we are subsidising the Cemetery, Portway Annexe and Town Hall. The Chair advised they are looking at setting up a process for an in depth review of individual cost centres in time for the 2028/29 budget. Cllr Agabani stated he was uncomfortable to wait another year before looking at the Portway Annexe budget. It was agreed to make the Annexe a priority for next month. Cllr Siggs felt the Town Hall should also be included next month, but it was felt the Annexe should take priority. Cllr Agabani asked the RFO to provide a forecast budget for the Annexe for Apr 27 – Mar 28 by next month's meeting.

Mr Simons stated that the council need to define what the objectives are for the Annexe. Cllr Cursley reminded the committee that the Annexe was originally purchased to support the community.

The Mayor suggested producing a visual chart to show which community groups are using and benefiting from the Annexe.

Cllr Siggs questioned the underspend on the Play Parks budget, considering the play parks were taken on from Somerset in a poor condition. The RFO advised there were plans in place to utilise in next few months to improve the play areas. Cllr Agabani questioned whether the spend should come from the Open Spaces budget or capital spend from the Recreation Ground. The RFO agreed to seek further clarification.

The Mayor asked for this committee to strongly encourage the Outside Spaces Committee together with the Town Clerk to upgrade and develop the play areas. This was agreed.

26/132/F FINANCE REPORTING AND VARIANCES FOR WELLS RECREATION GROUND TRUST

The RFO presented the report for October.

Cllr Siggs questioned where the funds were being invested and at what rate. The RFO confirmed they were currently in an instant access account at 0.7%. It was requested to investigate if this can be improved and report back to this meeting next month.

A tender document has been circulated for the coffee offering in the Recreation Ground, currently offered by Valentines coffee.

26/133/F MARKET FEES

The RFO presented her revised report. The pitch costs have had a 3.4% increase in line with inflation. The rates are halved during January to March. Benchmarking has been carried out to inform the events rates.

The Mayor questioned why we have pence within the rates and stated it would make more sense to round up the figures. £34.20 to £35, £68.20 to £70. For events £68.20 to £69, Double Pitch £116.40 to £117. This was agreed by all present.

26/134/F SECTION 106 EXPRESSION OF INTEREST

The RFO explained an expression of interest was submitted for the Section 106 money attributed to the West Street development. A bid has been put in for accessible play equipment for the Recreation Ground. A reply is awaited.

26/135/F 2027-28 DRAFT BUDGET

The Chair explained the 2027-28 budget is presented for the second time having been through a working group since the last Finance meeting. Some amendments have been made. He explained the budget is the plan, throughout the year we will continue to look for efficiencies and make adjustments throughout the year.

The RFO talked through her report circulated with the agenda and explained the amendments.

No further changes to the budget were requested by the committee at the meeting. The final sign off for the budget will be at the December meeting.

26/136/F FORWARD PLAN

Topic	Month
RFO Budget Report and Variances	RFO Budget Report and Variances
Budget – Final Draft	November 2026
Budget – Sign off	December 2026

26/137/F ANY MATTERS OF URGENT REPORT

There were no matters of urgent report.

26/138/F DATE OF NEXT MEETING: Thursday 10th December 2026, 7pm, Wells Town Hall

EXCLUDE THE PRESS AND PUBLIC

Note: It is necessary for matters to be considered in confidence, it was proposed by the Chair that a resolution be passed under the provisions of the Public Bodies (Admission to Meetings) Act 1960 as amended to allow a private report.

Minutes signed by The Chair: ……..……

Date: ……..……

WELLS CITY COUNCIL

MINUTES OF THE MEETING OF THE PLANNING ADVISORY COMMITTEE HELD UNDER DELEGATED AUTHORITY ON 6TH NOVEMBER 2026 AT 9.00AM AT WELLS TOWN HALL

MEMBERS PRESENT: Cllrs: L Agabani, D Orrett, S Powell (Chair)

IN ATTENDANCE: Town Clerk: H Wilkins

26/120/P DECLARATIONS OF INTEREST
Cllr D Orrett declared a non-pecuniary interest in application 2026/2020/HSE

26/121/P PLANNING APPLICATIONS RECEIVED FOR CONSIDERATION
All planning applications can be viewed in detail on https://www.somerset.gov.uk/planning-buildings-and-land/ Members of the Public are welcome to express their views at the Parish Council Planning Advisory Committee as well as direct to Somerset Council. Click on planning application reference numbers to link to Somerset website for further details or comments.

1 2026/1987/FUL
Repainting of render, remove existing black paint back to original stonework, repainting/repair of existing windows/door, new timber door/windows, erection of low stone wall and metal railings/gate. Change of use from office to dwelling.
Location: St Lawrence Lodge 37 Chamberlain Street Wells Somerset BA5 2PQ
Recommendation: Support

2 2026/2020/HSE
Dropped Kerb to front on Ash Lane
Location: 55 Ash Lane Wells Somerset BA5 2LW
Comments are welcome by 12th November 2026
Recommendation: Support

3 2026/2064/HSE
Single storey extension to rear of property.
Location: Sycamore House 2 Mountery Close Wells Somerset BA5 2QW
Comments are welcome by 18th November 2026
Recommendation: Support

26/122/P ANY OTHER MATTERS OF URGENT REPORT
None received.

26/123/P DATE OF NEXT MEETING: Thursday 19th November 2026, 7pm

Minutes Signed by the Chair ……Date ……..……..

Item 13 WELLS CITY COUNCIL

Author	Haylee Wilkins
Subject	NALC Carer Request
Date of Committee:	26.11.2026
Committee:	Full City Council

Background & Context

Weymouth Town Council has confirmed that it will be requesting re-submission of an amended Dependants' Carers' Allowance proposal to the Government in the next few months.

Currently principal authorities have the right to make payments using this allowance to their councillors to assist them to part pay for childcare and dependants' care while those councillors attend council business such as council meetings. This same right is not currently given to parish and town councils.

Back in August Weymouth Town Council (WTC) spoke to the NALC Policy Committee who were incredibly supportive and NALC Officers have advised us and guided us on the way forward. On 2nd September this year Weymouth Town Council formally agreed to appeal the government's decision (from April 2026) that this right should not be granted to parish and town councils) and the council is grateful for NALC's backing in supporting it in that.

WTC is currently surveying its residents and NALC have recently surveyed all councils. The results from the WTC survey will form part of the submission from Weymouth Town Council to NALC, with a view to NALC resubmitting the proposal in December 2026. This report looks to request consideration of Wells City Council and if, it wishes to support the proposal of Weymouth Town Council, operating on behalf of Local Parish Councils in the area.

The letter noted within Appendix A has been drafted, and if agreed, will be issued to our MP to further highlight this issue and offer the City Councils support to the forthcoming appeal.

Links to Council Corporate Priorities

Please specify which of the councils' corporate priorities are supported within this decision.

Priority	Tick as Appropriate
1 – Financial Sustainability and Good Governance	X
2 – Climate Change, Accessibility & Asset Stewardship	
3 – Securing the Future of Council Services	
4 – Community Services, Inclusivity & Wellbeing	
5 – Economic Growth and Tourism in a heritage context	
6 – Heritage, History and Civic responsibility	

Financial Implications

Climate, Sustainability Implications

The Council has declared a Climate Emergency. All reports should include climate implications alongside financial, legal, and community impacts to support informed decision-making and minimise adverse effects.

There are not considered to be any direct climate implications to this report.

Legal Implications

There are no direct legal implications at this time. However, if successful, legal implications are expected to be managed centrally through Central Government administration of any scheme agreed.

Community Implications

There are some community implications associated with the cost of delivery of any scheme in the future and also, expected widening of accessibility of Councillors roles to the public.

Recommendations

Committee is asked to:

1. Note the content of reasoning for support offered by Weymouth Town Council.
2. Agree the letter to be issued to MP Tessa Munt in Appendix A

Appendices:

- Appendix A: Draft letter to MP

APPENDIX A – Draft letter to MP

Dear Tessa Munt MP

I am writing on behalf of Wells City Council, to ask you to support an important matter being raised by Parish and Town Councils in England.

Back in 2019 Weymouth Town Council submitted a challenge to the government under the Sustainable Communities Act 2007 regarding the ability of Parish and Town Councils in England to be able to pay dependents care expenses for Councillors when attending Council meetings.

Currently principal authorities have the right to make payments using this allowance to their Councillors to assist them to part pay for childcare and dependent's care while those Councillors carry out official council business such as council meetings. This same right is not currently given to parish and town councils in England, although it is in Wales.

Earlier this year the government responded to Weymouth Town Council saying that MHCLG had decided not to take forward changes to right this inequality.

Weymouth Town Council will be appealing this decision and will be requesting re-submission of an amended Dependents' Carers' Allowance proposal to the Government in the next few months. The change being asked for is that Parish and Town Councils in England are given the ability to pay carer's expenses, not a duty to, so it will not be compulsory.

Wells City Council wish for you to support the forthcoming appeal for two main reasons:

- To ensure that carers in England are no longer disadvantaged in this way. There is no reason for carers in England to be singled out for this disadvantage and that this omission from the audit regulations represents an inequality under the Equalities Act 2000. While not having their own specific protected characteristic, carers are covered by equalities legislation regarding employment, service provision, and education, prohibiting unfair treatment or "discrimination by association".
- To remove this barrier to civic participation, to ensure a diverse range of candidates are able to stand for election to make sure our most local councils reflect our communities.

Thank you for taking the time to read this letter and I hope you feel able to support our sector in this vital area of work.

Item 16

WELLS CITY COUNCIL

Author	Haylee Wilkins
Subject	20 mph survey feedback and scheme refinement
Date of Committee:	26.11.2026
Committee:	Full City Council

Background & Context

Council will be aware of the recent consultation associated with the proposed 20mph scheme and other highways/traffic related amendments which were previously proposed and endorsed by Council.

As part of the formal process of Somerset Council, ahead of any amendments, meaningful consultation must be completed on all changes, and any amendments or significant themes not previously considered, worked into an amended scheme.

The full synopsis of the consultation can be seen in Appendix A, however the key themes are:

1. The consultation is considered meaningful with 331 responses, mostly on line, but also in written form.
2. Yellow lining amendments received consistently strong support, ranging from 78.8% to 84.5%.
3. Disabled and loading bay amendments received majority support, ranging from 52.6% to 60%, but also attracted the highest levels of opposition.
4. Speed restrictions received majority support across every area, ranging from 56.3% to 69.6%.
5. Traffic light amendments received the strongest support, ranging from 83% to 84.1%.
6. Consultees were invited to offer other considerations which we might consider in the future, which are also summarised below.

Proposed amendments by function

Yellow Lining

There is no proposed amendment to the yellow lining proposals previously referenced.
Consideration of adding yellow lines to one side of Ash Lane, based on the volume of comments made about this location and dual parking causing significant safety concerns, could be considered if Council wishes.

Disabled Bays & Loading Bays

Opposition was received regarding the extending of loading bays to 8pm. With this in mind, it would be suggested to retain the 81m to 6pm arrangements and not look to extend, allowing a greater availability of parking in the City Centre to support businesses, evening culture and events.

Speed Restrictions

One area of note, is that the Liberty, was not specifically referenced as a 20mph area, add this to ensure consistency in school provision.
Look to add restrictions on Bristol Hill from 60mph to 30mph, adding a reduction to 40mph at an earlier point.

Traffic Lights
There is no proposed amendment to the traffic light proposals previously referenced.

Additional areas for review for Phase 2
When asked significant feedback related to the need for safe crossings at key points within the city, with Bristol Hill/Ash Lane being the highest noted concern. The Council is already aware of this need and is actively working with Somerset Council to apply meaningful restrictions at this location. This consultation will form a key part of that project work.

An example of feedback "As a resident of Ash Lane with a child at Stoberry school, we witness and experience the daily dangerous cross roads from Ash Lane to College Road over the Bristol Hill/New Street. This junction is used by the attendees of not 1 but 3 local schools (Stoberry, Wells Cathedral & The Blue School). I frequently observe near misses and speeding drivers. It is frankly negligent that the speed limit coming down the Bristol Hill has not calming measure in place and simply goes from the National Speed Limit to 30mph, and not until too close to the junction with the added decline meaning vehicles struggle to reduce to an adequate speed before reaching the junction. At the very least there should be a newly introduced 40mph limit further up the Bristol Hill to calm traffic before entering the 30mph limit. Ideally there should also be a zebra crossing further down new street from the junction to allow for safe crossing"

"The 20mph road allocations may marginally improve safety near schools. Addressing the Bristol Hill/Ash Lane/College Road crossing is far more important and urgent"

Additionally, crossings were suggested at Tor Street, Bath Road and St Thomas Street, all of which are being explored with Somerset Highways, again, this consultation will form a meaningful part of those future projects.

An example of feedback for this area is "I would like to raise a concern regarding the safety of school-age children and pedestrians crossing the road between St Thomas Street and St Andrew's Street. At this junction, traffic approaches from three different directions, creating a potentially hazardous situation for pedestrians, particularly younger children who may find it difficult to judge the speed and direction of approaching vehicles. I am concerned that the current consultation may not have sufficiently considered the needs and safety of schoolchildren using this crossing on a daily basis. As a school, we have a responsibility to highlight the particular vulnerabilities of younger pedestrians and the importance of providing safe routes to and from school. Could further consideration therefore be given to improving pedestrian safety at this junction, potentially through clearer crossing facilities, improved traffic management or other measures to slow traffic and give pedestrians greater priority? It is essential that the safety of children is given appropriate consideration as part of these proposals."

Links to Council Corporate Priorities

Please specify which of the councils' corporate priorities are supported within this decision.

Priority	Tick as Appropriate
1 – Financial Sustainability and Good Governance	X
2 – Climate Change, Accessibility & Asset Stewardship	
3 – Securing the Future of Council Services	
4 – Community Services, Inclusivity & Wellbeing	X
5 – Economic Growth and Tourism in a heritage context	
6 – Heritage, History and Civic responsibility	

Financial Implications

The financial implications of this project are being managed within a highlighted budget of £25,000 in totality.

Climate, Sustainability Implications

The Council has declared a Climate Emergency. All reports should include climate implications alongside financial, legal, and community impacts to support informed decision-making and minimise adverse effects.

The reduction in speed is expected to have an overall reduction to co2 production in some locations of the City.

Legal Implications

The legal requirements will be managed through scheme delivery with Somerset Council.

Community Implications

Community implications are considered to be beneficial in the reduction of speed of traffic and especially in the vicinity of schools within the city.

Recommendations

Committee is asked to:

1. Note the feedback referenced Appendix A
2. Agree the proposed amendments as outlined and request final scheme design by Somerset Council.

Appendices:

- Appendix A: Synopsis of Consultation feedback

APPENDIX A – SYNOPSIS OF FEEDBACK

Total respondents: 323 (online), 8 (paper)

Consultation closed: 11/11/2026

Headlines (Q1-4)

- Yellow lining amendments received consistently strong support, ranging from 78.8% to 84.5%.
- Disabled and loading bay amendments received majority support, ranging from 52.6% to 60%, but also attracted the highest levels of opposition.
- Speed restrictions received majority support across every area, ranging from 56.3% to 69.6%.
- Traffic light amendments received the strongest support, ranging from 83% to 84.1%.

Q1. Do you support the proposed scheme of change as highlighted in the earlier descriptions: Yellow Lining Amendments or Additions

	Yes	No	N/A
Area 1 (Ash Lane/Ash Grove)	84.5%	10%	5.48%
Area 2 (North Road)	82.24%	10.2%	7.57%
Area 3 (cycling dismount sign)	78.8%	12.8%	8.25%

A clear majority of respondents supported the proposed yellow lining amendments across all three areas.

Q2. Disabled Bay/Loading Bay Amendments

	Yes	No	N/A
Area 4 (High Street)	55.5%	36.4%	8%
Area 5 (Cathedral Green/St Andrew's Street)	60%	29.8%	10%
Area 6 (Sadler Street)	54.2%	36%	9.7%
Area 7 (Tucker Street)	57.4%	33.1%	9.4%
Area 8 (Queen Street)	52.6%	37.9%	9.4%

Respondents supported the proposed disabled and loading bay amendments across all five areas, although opposition was relatively higher than for other proposals.

Q3. Speed restrictions

	Yes	No	N/A
Area 9 (Priory Road)	59.9%	32.8%	7.1%
Area 10 (Southover)	65.1%	27.9%	6.8%
Area 11 (Silver Street)	65.5%	27.6%	6.8%
Area 12 (Princes Road)	61.3%	31.7%	6.9%
Area 13 (Tucker Street)	61%	32.7%	6.2%
Area 14 (West Street)	63.3%	29.4%	7.2%
Area 15 (Westfield Road)	63.5%	28.8%	7.6%
Area 16 (Portway)	56.5%	37.3%	6.1%
Area 17 (Whiting Way)	61%	32.4%	6.5%
Area 18 (Chamberlain Street)	60.9%	32.5%	6.5%
Area 19 (New Street)	62.2%	30.9%	6.8%
Area 20 (Sadler Street)	66.7%	26.6%	6.5%
Area 21 (St Cuthbert Street)	64.5%	28.8%	6.6%
Area 22 (Priest Row)	64.9%	28.8%	6.2%
Area 23 (Market Street)	66.3%	27%	6.6%
Area 24 (Queen Street)	65%	28.8%	6.9%
Area 25 (College Road)	63.7%	29.7%	6.5%
Area 26 (Stoberry Lane)	65.5%	27.6%	6.8%
Area 27 (North Road)	66.7%	27%	6.1%
Area 28 (Little Entry)	64.9%	28.5%	6.5%
Area 29 (Millers Gardens)	64.6%	28.8%	6.5%

Area 30 (Kippax Avenue)	63.2%	30.2%	6.5%
Area 31 (Bath Road)	56.3%	37.8%	5.8%
Area 32 (St Thomas Street)	63.5%	30.7%	5.7%
Area 33 (Bishop's Parkway/Tor Street)	60.9%	33.2%	5.8%
Area 34 (Tor Street/Mountery Way)	61.5%	32.6%	5.7%
Area 35 (St Andrew's Street)	64.4%	30%	5.5%
Area 36 (Milton Lane/Lovers Walk)	65.9%	28.4%	5.5%
Area 37 (Lethbridge Road)	63.8%	30.2%	5.9%
Area 38 (Kennion Road)	68.2%	27.2%	4.4%
Area 39 (Milton Lane)	69.6%	26.2%	4.1%
Area 40 (Ash Lane)	64.2%	31.7%	4%
Area 41 (Wookey Hole Road)	60.8%	34.7%	4.3%
Area 42 (Goodymoor Avenue)	62.1%	30.9%	6.9%
Area 43 (Welsford Avenue)	61.6%	31.3%	6.9%
Area 44 (Mount Pleasant Avenue)	61.6%	31.7%	6.6%
Area 45 (Blake Road)	61.8%	31.4%	6.6%

A majority of respondents supported the proposed speed restrictions across all 37 areas.

Q4. Traffic Light Amendments

	Yes	No	N/A
Area 46 (Glastonbury Road nr Wand Road)	84.1%	7.7%	8.1%
Area 47 (Liberty/Vicars Close)	83%	8.8%	8.1%
Area 48 (St Andrew's Street/Liberty	83.3%	7.8%	8.8%

towards St Thomas Street)			

Strong support was recorded for all three proposed traffic light amendments, with more than 84% of respondents supporting each area.

Q5. If you wish to raise additional highways, traffic or parking-related concerns within Wells, please note these will be recorded but may be considered separately from this proposal.

Respondents raised a range of additional highways, traffic and parking concerns across Wells. Key themes included:

- The overwhelming theme is concern about the safety of existing junctions and crossings, particularly at Bristol Hill, Ash Lane, Tor Street, Bath Road, St Thomas Street and College Road, where children from local schools regularly cross. Some respondents requested more pedestrian crossings, improved visibility, staggered speed measures (particularly coming from Bristol Hill into New Street junction), and audible signals at traffic-controlled crossings.
- There were mixed views regarding the proposals to speed limits, with some respondents requesting 20mph restrictions on additional roads, while others questioned the need for changes, how effective the changes would be without enforcement and the cost of implementation. Suggestions included speed cameras, staggered speed measures (as above) and speed bumps.
- Concerns were also raised about obstructive parking and congestion on roads including Ash Lane, North Road, St Thomas Street, Kennion Road and Wookey Hole Road. Suggestions included additional double yellow lines, residents' parking permits and one-way systems to improve traffic flow and visibility for residents and school children.
- There were concerns about the availability and affordability of parking for residents, commuters and visitors in the city. Some also raised concerns about the impact of Blue Badge parking on double yellow lines on visibility and traffic flow. Suggestions included additional parking provision, free or reduced-cost parking, residents' permits and park and ride.
- Mixed views were expressed on proposed changes to loading bay restrictions and disabled parking provision. Some respondents supported additional disabled parking, while others felt the existing provision was sufficient. Concerns were also raised about the potential impact of extended loading restrictions on local businesses, residents and evening visitors.
- Other concerns included poor road surfaces, potholes, inadequate road markings, uneven pavements, drainage, street lighting and visibility at junctions.
- Respondents also suggested pedestrianising parts of the High Street, particularly on market days, improving public transport and cycling provision, and reviewing HGV access to busy and narrow residential roads, alongside parking enforcement.

Item 17

WELLS CITY COUNCIL

Author	Haylee Wilkins
Subject	Customer Journey & Proposal for the Integration of Reception and Tourist Information Services, including Customer Charter
Date of Committee:	26.11.2026
Committee:	Full City Council

Background & Context

This report looks to cover two elements for consideration. The first is associated with the physical proposal for Reception and TIC and the second offers a draft customer charter for consideration to aid and manage expectations of the public for council services.

Proposal for the Integration of Reception and Tourist Information Services

Relocation and integration of the existing Town Hall Reception and Tourist Information Centre (TIC) into a single, enhanced customer facing service within the main entrance vestibule of Wells Town Hall.

The proposal seeks to deliver an improved customer journey, extended Tourist Information opening hours, greater staff resilience, more effective management of the Town Hall and better utilisation of the Council's property assets.

The proposal would also enable the existing TIC accommodation to be released for potential commercial letting, creating an opportunity to generate additional income whilst protecting the long-term future of a valued non-statutory service.

Adoption of a Corporate Customer Service Charter

As part of the proposed integration of Reception and Tourist Information, there is an opportunity for the Council to establish a clear and consistent approach to customer service across the organisation.

It is therefore proposed that Full Council adopts a Corporate Customer Service Charter, setting out the standards residents, visitors, businesses and other service users can reasonably expect when contacting the Council.

The Charter would establish measurable expectations for telephone calls, written correspondence, face-to-face enquiries and general customer engagement, whilst reinforcing the Council's commitment to providing friendly, approachable, accessible and professional services.

Although the proposed integration provides a practical opportunity to introduce these standards, the Charter would apply across the Council's wider administrative and customer-facing functions, promoting consistency in the delivery of services.

The proposed standards have been informed by published customer service commitments adopted by other local authorities and are intended to provide a proportionate and achievable framework appropriate to the Council's size and resources.

The Charter would also provide a basis for monitoring performance, identifying areas for improvement and strengthening public confidence in the Council's approach to customer care and a draft can be seen in Appendix B.

Links to Council Corporate Priorities

Please specify which of the councils' corporate priorities are supported within this decision.

Priority	Tick as Appropriate
1 – Financial Sustainability and Good Governance	X
2 – Climate Change, Accessibility & Asset Stewardship	
3 – Securing the Future of Council Services	X
4 – Community Services, Inclusivity & Wellbeing	
5 – Economic Growth and Tourism in a heritage context	
6 – Heritage, History and Civic responsibility	X

Financial Implications

There are costs attributed to the change of reception physical infrastructure which are detailed in the main body of the report.

Climate, Sustainability Implications

The Council has declared a Climate Emergency. All reports should include climate implications alongside financial, legal, and community impacts to support informed decision-making and minimise adverse effects.

Specifically, the moving of the reception desk offers greater heat resilience and thus, reduced reliance of secondary heating items.

Legal Implications

There are no direct legal implications associated with this proposal.

Community Implications

The community implications are referenced specifically within the main body of the report.

Recommendations

Full Council is recommended to:

1. Approve in principle the integration of the Town Hall Reception and Tourist Information Centre into a single customer-facing service located within the main Town Hall entrance area.
2. Support the proposed relocation as a means of improving customer engagement, service resilience, operational efficiency and the use of Town Hall accommodation.
3. Authorise the Town Clerk to progress the detailed design and implementation arrangements, subject to satisfactory consideration of fire safety, accessibility, infrastructure and operational requirements.
4. Support the release of the existing Tourist Information Centre accommodation for potential commercial letting, subject to appropriate property and financial considerations, agreeing the fee structure as outlined in section 4.1 of Appendix A.
5. Delegate authority to the Town Clerk, within existing financial and procurement delegations, to progress the procurement of a purpose-built, removable reception desk and associated minor improvement works, subject to an agreed budget of £20,000.00.
6. Agree an implementation target of before the start of the Spring 2027 visitor season, subject to completion of the necessary works and approvals.
7. Approve the adoption of the Customer Service Charter, attached at Appendix B.

Appendices:

- Appendix A: Proposal for the Integration of Reception and Tourist Information Services
- Appendix B – Wells City Council Customer Service Charter

APPENDIX A: - Proposal for the Integration of Reception and Tourist Information Services

1. Purpose of Report

To seek Full Council approval for the relocation and integration of the existing Town Hall Reception and Tourist Information Centre (TIC) into a single, enhanced customer facing service within the main entrance vestibule of Wells Town Hall.

The proposal seeks to deliver an improved customer journey, extended Tourist Information opening hours, greater staff resilience, more effective management of the Town Hall and better utilisation of the Council's property assets.

The proposal would also enable the existing TIC accommodation to be released for potential commercial letting, creating an opportunity to generate additional income whilst protecting the long-term future of a valued non-statutory service.

2. Background

The Council currently operates two separate public facing services within the Town Hall, each occupying a distinct location and ordinarily staffed by one member of staff in each.

Whilst Reception and TIC have different primary functions, there is considerable overlap in their responsibilities, including welcoming customers, providing information, responding to enquiries and directing visitors to appropriate services.

Staff have already undertaken cross-skilling, enabling them to respond to enquiries across both service areas.

The existing arrangement, however, does not fully utilise this shared knowledge or the opportunity to provide a more integrated and accessible customer experience.

The proposal would relocate both functions to the main entrance vestibule, creating a single point of contact while releasing their existing accommodation for alternative use.

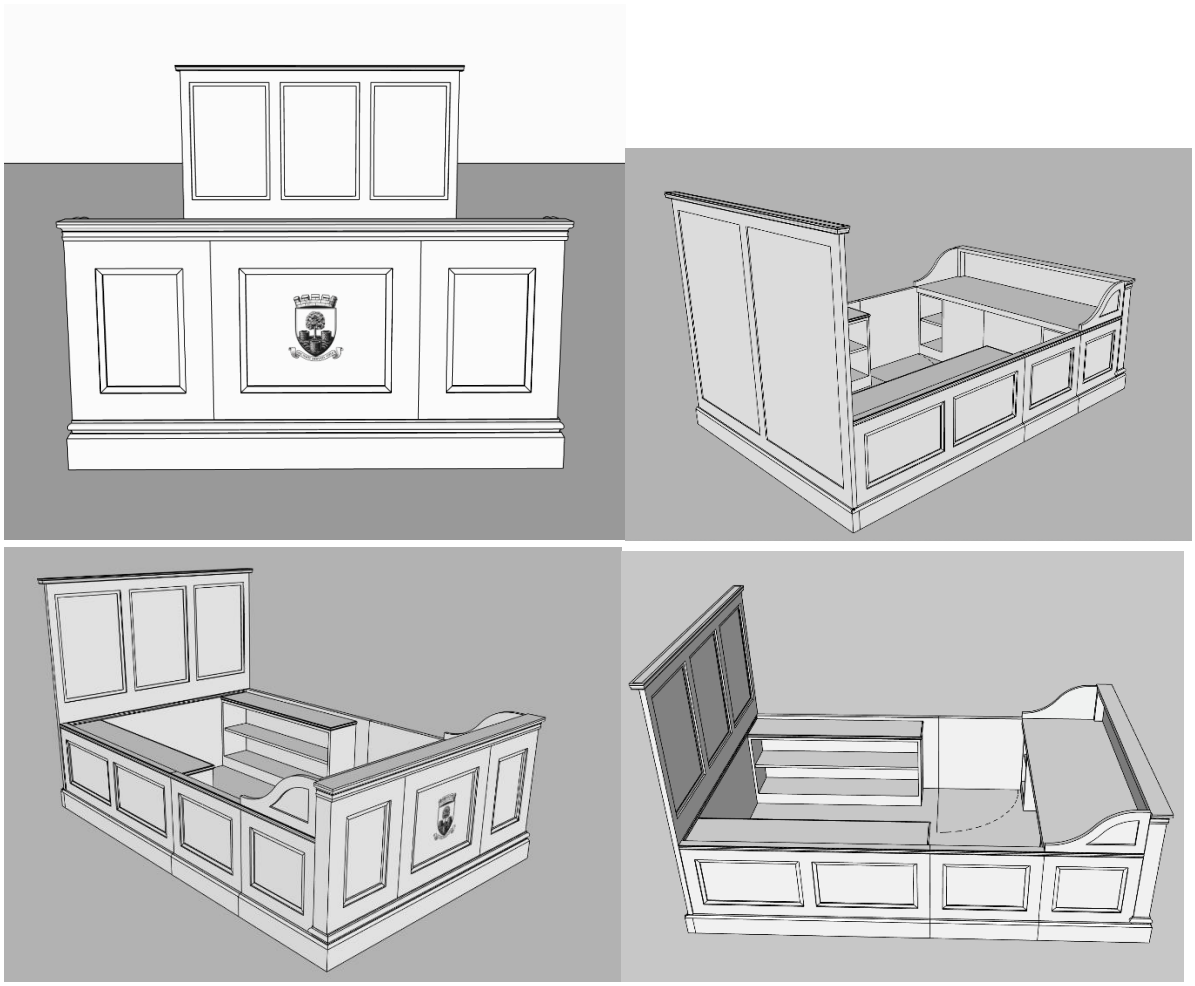
3. The Case for Change

3.1 A Better Customer Journey

A central principle of the proposal is that customers should be able to access information and assistance easily, without needing to understand the Council's internal service arrangements.

A single, prominent reception and information point within the main entrance vestibule would establish a clear and welcoming first point of contact for residents, visitors, event attendees and other building users.

Picture A references what the desk could look like, please note that these are not to scale and for illustrative purposes only (illistrations credited to Scholefield and Son):



The new arrangement could provide a more approachable and customer-focused service, reducing confusion, improving signposting and ensuring that enquiries can be dealt with promptly and consistently.

The vestibule location would also enable staff to provide a more proactive welcome, improving the overall visitor experience and reinforcing the Town Hall's role as an accessible civic and community building.

3.2 Enhanced Tourist Information Provision

A significant benefit of the proposal is the opportunity to extend the advertised opening hours of the Tourist Information service through the use of existing cross-skilled staff.

Provision	Current	Proposed
Monday–Friday	9am–3 pm with 30 mins closure	9am–4pm with no closure

Saturday	9am–3 pm with 30 mins closure	9am–3pm with only closure for lunch in Saturday
Weekly advertised hours	33 hours	40.5 hours

The proposal would see and additional 7.5 hours per week with an overall increase in availability of 21.7%

This represents a material improvement in public access to Tourist Information, achieved through the integration of existing resources rather than the creation of additional posts.

The extended hours would be particularly beneficial during the visitor season, allowing tourists and other visitors greater flexibility in accessing face-to-face assistance.

The proposal would also complement the continued development of Visit Wells, its growing website presence and the Council's wider communications and engagement activity.

Together, these channels would provide a more coordinated visitor information service, combining the convenience of digital information with the personal engagement and local knowledge offered by staff.

3.3 Improved Reception Coverage and Staff Resilience

The existing Reception service operates between 9.00am and 4.00pm, Monday to Friday.

Under the proposed arrangements, these formal hours would remain unchanged. However, the co-location of services and existing cross-skilling would allow staff providing Tourist Information on Saturdays to respond to general Reception enquiries and offer appropriate assistance and signposting.

This would represent an improvement in the practical availability of information to Town Hall users, without necessarily extending the Council's formal administrative Reception service.

The shared working arrangements would also improve resilience by reducing the operational separation between the two functions.

Benefits would include more effective cover during staff absence, greater opportunities for mutual support, improved consistency of information and more flexible responses to periods of increased customer demand.

No reduction in staffing is proposed. The change is intended to make better use of existing staffing resources and skills.

3.4 Protecting the Future of a Valued Non-Statutory Service

The Tourist Information Centre is a non-statutory service currently operating at a financial deficit as the council is solely liable for the staffing and infrastructure of the function.

Whilst the Council is not legally required to provide a dedicated Tourist Information Centre, the service plays a valuable role in supporting the visitor economy, promoting Wells and providing a positive experience for those visiting the city.

The Council must nevertheless ensure that discretionary services remain financially sustainable, particularly in the context of competing priorities and ongoing pressures on local government resources.

The proposal is expressly intended to protect and enhance Tourist Information provision, not diminish it.

Rather than considering the withdrawal or reduction of a valued service, the Council has an opportunity to adopt a more efficient operating model which retains its public-facing function, increases advertised opening hours and reduces the requirement for dedicated accommodation.

This represents a proactive and responsible approach to service sustainability, balancing the needs of residents and visitors with the Council's obligation to manage public resources effectively.

The proposed integration would also provide a stronger foundation for future development of the service, including closer alignment with Visit Wells, digital visitor information and wider promotional activity which is being considered separately.

3.5 Improved Town Hall Management

The proposed vestibule location would provide improved visibility of the Town Hall's principal entrance and public circulation areas.

Staff would be better placed to welcome visitors, respond to enquiries, direct users to appropriate rooms and services, and support the general day-to-day operation of the building.

This would improve operational oversight and create a clearer point of contact for people attending classes, meetings, weddings, civic functions and other activities.

The relocation would also enable the customer seating area to be positioned further away from the principal working areas of the Town Hall.

This would help address known challenges associated with noise and activity arising from other uses of the building, providing a buffer between public waiting areas and

office accommodation and those corporate services where interruption creates significant issue.

The proposal therefore offers benefits not only to customers, but also to the wider working environment and functionality of the Town Hall.

Additionally, the placement of proposed desk would allow a greater Archivist offering, allowing more appropriate placement of the much loved and widely consumed information and artifacts, as the Vestibule can support this function in a more accessible manner.

3.5 More Effective Use of the Council's Estate

The proposed relocation would vacate both existing service locations, allowing the Council to review and optimise their future use.

Of particular significance is the opportunity to release the current TIC accommodation for commercial letting.

This would enable the Council to generate potential rental income from space currently occupied by a discretionary service operating at a deficit.

The former Reception area could also be repurposed to support the Council's wider accommodation and operational requirements.

This approach supports more effective asset management, ensuring that Council-owned space is used in a manner which delivers operational value and, where appropriate, financial return.

4. Financial Implications and Income Generation

The proposal is expected to involve relatively limited capital expenditure.

The Council already possesses the furniture required for the associated room arrangements, with no significant additional furniture expenditure anticipated.

Two quotations have been obtained for the proposed purpose-built reception desk, which would be designed to accommodate the operational requirements of the combined service whilst remaining removable for civic and other events.

Additional expenditure is expected to be limited to general decoration and any necessary lighting, infrastructure or safety-related works.

4.1 Introduction of a Rental Charge

As the existing TIC accommodation is not currently offered for commercial letting, a specific rental charge is not included within the Council's existing Schedule of Fees and Charges.

Even a relatively modest commercial letting could provide a recurring contribution towards the Council's wider operating costs.

It is therefore proposed that in line with recently agreed fees for Council facilities, that a fee structure for the room, previously known as East Room and expected to be retained as such, be considered as:

	Per Hour	Per Session
Main Hall	£ 31.50	£ 126.00
Westwood Room	£ 25.20	£ 63.00
Parkes Room	£ 18.90	£ 50.40
Marshman Room	£ 18.90	£ 50.40
Council Chamber	£ 18.90	£ 50.40
Vestibule	£ 18.90	£ 50.40
Small Meeting Room	£ 12.60	£ 31.50
East Room	£ 18.90	£ 50.40

4.2 Overall Financial Position

The financial benefits of the proposal should be considered collectively:

- Potential additional income from commercial letting.
- More effective use of existing staff resources with a reduction in existing overtime costs.
- Reduced duplication of dedicated customer-facing accommodation.
- Limited anticipated capital expenditure.
- Preservation and enhancement of a valued service without creating additional posts.

The proposal does not assume that integration will eliminate the TIC operating deficit. Rather, it offers a practical means of improving the financial sustainability of the service while maintaining and extending public access.

Initial quotes received would suggest a cost of £15,000 for the build of the desk in order to meet the needs as outlined and to create a product in fitting with the building and heritage of the Council provision. The project was highlighted as a key strategy

project for 2027-28, however, there is considered to be associated in year savings and or reserves in order to justify the works within this business year.

A total budget of £20,000 will ensure the required delegated contingency for elements such as display cabinets, electricals, WIFI works etc, to complete the project.

5. Operational Flexibility and Civic Events

The main entrance vestibule is an important civic space which is used for a range of functions, including weddings and ceremonial events.

It is estimated that approximately six events each year may require the space to be cleared or reconfigured, however in doing so, the space design allows for the current reception location to be utilised temporarily, with the newly designed front desk, meaning that service is not interrupted, but reconfigured temporarily.

The proposed reception desk would therefore be purpose-built to allow removal or relocation when required, ensuring that the space remains suitable for its wider civic functions.

Such interruptions would be limited to operational necessity and managed through advance planning, with appropriate public communications wherever possible.

This approach would ensure that the Town Hall retains the flexibility required for civic events without undermining the overall commitment to enhanced Tourist Information or Reception provisions.

6. Staffing Implications

No staffing reductions or additional posts are proposed.

Staff would be co-located within the new integrated service, with existing cross-skilling enabling them to respond to a wider range of enquiries.

The change would strengthen operational resilience and improve opportunities for collaboration, knowledge sharing and mutual support.

The final operating arrangements would be agreed with relevant staff, including provision for breaks, annual leave, absence cover and the management of busy periods.

Any necessary changes to working practices would be managed in accordance with the Council's relevant employment policies.

7. Property, Safety and Infrastructure

The detailed design would need to address a number of practical requirements before implementation.

These include ensuring that the reception desk does not obstruct fire escape routes, maintaining suitable access and circulation for all building users, and providing appropriate lighting, electrical connections, IT and telephone infrastructure.

Consideration would also be given to customer privacy, secure storage, safe desk movement and the arrangements for removing and reinstating the desk during civic events.

The Council would need to satisfy itself that the proposed arrangement complies with applicable fire safety, accessibility and building requirements, including any additional considerations arising from the Town Hall's historic or listed status. It is recommend that these elements of responsibility be delegated to the Town Clerk to implement in line with any final decision.

8. Implementation

Subject to Council approval, officers would progress the detailed design, procurement and preparation of the vestibule.

The purpose-built desk has an anticipated lead time of approximately 12 weeks.

The implementation programme would therefore need to be progressed promptly to achieve the target of introducing the integrated service ahead of the Spring 2027 visitor season in order to minimise disruption.

The principal stages would comprise finalising the design and budget, completing safety and infrastructure assessments, commissioning the desk, undertaking minor works, relocating the services and communicating the new arrangements to the public.

Following relocation, officers would progress the assessment and potential marketing of the former TIC accommodation, together with the proposed rental charge for approval.

8. Conclusion

The proposed integration of Town Hall Reception and Tourist Information represents a positive opportunity to modernise and strengthen the Council's customer-facing services.

It would provide a more welcoming and accessible first point of contact, extend Tourist Information opening hours, improve staff resilience and support more effective management of the Town Hall.

Importantly, the proposal demonstrates a commitment to retaining and enhancing a valued non-statutory service, rather than reducing provision in response to financial pressures.

By making better use of existing staffing resources and releasing accommodation for potential commercial letting, the Council would be taking a practical and forward looking approach to service sustainability and asset management.

With limited anticipated capital expenditure and a clear opportunity to improve both customer experience and financial performance, the proposal offers a proportionate and achievable improvement to the Council's operations.

Full Council is therefore recommended to approve the integration in principle and support its implementation ahead of the Spring 2027 visitor season.

APPENDIX B: Wells City Council Customer Service Charter

WELLS CITY COUNCIL

Customer Service Charter

Our Promise to You

Wells City Council is committed to providing a welcoming, professional, accessible and responsive service to everyone who contacts or visits us.

We recognise that every interaction is an opportunity to build confidence and trust in the Council and to demonstrate our commitment to the community we serve.

Whether you contact us in person, by telephone, by email or through our digital channels, we will aim to provide a consistently high standard of customer care.

We will treat everyone with courtesy, fairness and respect, listen carefully to their needs and do our best to provide clear, accurate and timely information.

1. Our Customer Service Standards

Service area	Our commitment
Telephone calls	Aim to answer within 5 rings during published opening hours.
Voicemail and telephone messages	Return calls within 1 working day, where contact details are provided.
Email acknowledgement	Acknowledge enquiries within 2 working days, unless a full response is provided sooner.
Email and written correspondence	Provide a substantive response within 10 working days, or advise when a full response can be expected.
Face-to-face enquiries	Acknowledge visitors promptly and aim to assist them within 5 minutes of arrival.
Pre-arranged appointments	Aim to see visitors within 5 minutes of their appointment time.
Complex enquiries	Provide an update and a realistic timescale where additional investigation or specialist advice is required.

Complaints	Manage through the Council's formal complaints procedure, aligned where appropriate with the Local Government and Social Care Ombudsman's Complaint Handling Code.
Website and online information	Maintain clear, accurate, accessible and up-to-date information wherever reasonably practicable.

These are service targets which the Council will endeavour to achieve. Performance may be affected by periods of exceptional demand, staff availability, the complexity of an enquiry or circumstances beyond the Council's control.

Where a statutory or formally adopted service-specific response deadline applies, that deadline will take precedence.

2. When You Visit Us

We will aim to:

- Provide a friendly, approachable and professional welcome.
- Make our Reception and Tourist Information services easy to identify and access.
- Listen carefully and respond to your enquiry in a helpful and respectful manner.
- Provide accurate information or direct you to the appropriate person or organisation.
- Maintain a clean, safe, accessible and welcoming public environment.
- Respect your privacy and provide an appropriate setting for sensitive discussions wherever practicable.
- Make reasonable adjustments to support customers with additional accessibility or communication needs.

3. When You Telephone Us

We will aim to:

- Answer calls promptly, wherever practicable within five rings.
- Greet callers courteously and identify the Council or relevant service.
- Resolve enquiries at the first point of contact wherever possible.

- Avoid unnecessary transfers between staff or services.
- Take responsibility for ensuring enquiries are directed appropriately.
- Return telephone messages within one working day, where sufficient contact details are available.

4. When You Write or Email Us

We will aim to:

- Acknowledge correspondence within two working days.
- Provide a substantive response within ten working days wherever possible.
- Use clear, straightforward language and avoid unnecessary jargon.
- Ensure responses are accurate, helpful and proportionate to the enquiry.
- Identify the appropriate contact or department where further assistance is required.
- Keep customers informed if an enquiry requires additional time.

5. Providing Consistent and Accessible Information

We recognise the importance of ensuring that residents, visitors and service users receive consistent and reliable information, regardless of how they contact the Council.

We will work to ensure that information provided through Reception, Tourist Information, the Council's website, Visit Wells and wider communications channels is accurate and coordinated.

We will continue to develop our digital information services whilst recognising the importance of maintaining accessible face-to-face and telephone contact for those who prefer or require these methods.

6. Our Commitment to Continuous Improvement

We are committed to reviewing and improving the quality of our services.

We will welcome customer feedback, consider compliments, suggestions and complaints, and use this information to identify opportunities for improvement.

We will monitor performance against our customer service standards and review the Charter periodically to ensure that it remains relevant, proportionate and achievable.

7. What We Ask of Our Customers

To help us deliver an effective service, we ask that customers:

- Treat our staff and other service users with courtesy and respect.
- Provide sufficient information to enable us to respond appropriately.
- Recognise that some enquiries require specialist advice or additional investigation.
- Attend appointments on time or notify us if they need to cancel.
- Share feedback to help us improve our services.

The Council is committed to supporting its staff and maintaining a safe and respectful working environment.

8. When Things Do Not Go to Plan

We recognise that there may be occasions when we do not meet the standards set out in this Charter.

Where this happens, we will seek to explain the circumstances, address any issues within our control and identify opportunities to improve.

Customers who are dissatisfied with the service they have received may raise their concerns through the Council's published complaints procedure.

Our commitment: To provide a welcoming, responsive and reliable Council service which puts people first, supports our community and reflects positively on the City of Wells.

Item 18

WELLS CITY COUNCIL

Author	Haylee Wilkins
Subject	Leisure Strategy
Date of Committee:	26.11.2026
Committee:	Full City Council

Background & Context

As previously discussed, the project timeline as seen in Appendix A, notes the next step as engagement with the community regarding the agreed vision, and strategy pillars. As such, consultation has been drafted with the intended release in November/December 2026, running to 24th December 2026, following which the feedback will be collated and will inform the councils strategy, before being presented back to Full Council for consideration in January 2027.

The consultation draft, can we seen in Appendix B.
It is intended that this will be provided through a digital survey, as well as paper surveys being available and reference to the survey published through the councils existing channels, and those such as Wells Voice, alongside associated press release.

In addition, it is intended to seek support and volunteers to form a user group, to ensure that a range of needs, users and requirements are represented. The user group will run through January and February to refine the strategy and its outcomes and will be managed by the Town Clerk and Chair of the Outside Spaces Committee.

In addition, it is intended to have a Well City Council manned stand within our weekly markets during January to seek views in person, for which, any Councillor support is very much welcome.

Links to Council Corporate Priorities

Please specify which of the councils' corporate priorities are supported within this decision.

Priority	Tick as Appropriate
1 – Financial Sustainability and Good Governance	X
2 – Climate Change, Accessibility & Asset Stewardship	X
3 – Securing the Future of Council Services	X
4 – Community Services, Inclusivity & Wellbeing	X
5 – Economic Growth and Tourism in a heritage context	
6 – Heritage, History and Civic responsibility	

Financial Implications

There are no associated financial implications to this report directly, as the consultation process will be managed through existing resources.

Climate, Sustainability Implications

The Council has declared a Climate Emergency. All reports should include climate implications alongside financial, legal, and community impacts to support informed decision-making and minimise adverse effects.

There are not considered to be any direct climate implications to this report, however, wider consideration will be provided and justified to the wider strategy at the appropriate time.

Consideration has been given to printing and accessibility of the survey mentioned.

Legal Implications

There are no direct legal implications at this time. However, wider consideration will be provided and justified to the wider strategy at the appropriate time.

Community Implications

Consultation is a key element to the delivery of a successful strategy. The Community engagement with the noted survey is one element, for which, the council need to consider a range of solutions in which to engage meaningfully.

Recommendations

Committee is asked to:

1. Note the content of the report.
2. Agree the question set as seen in Appendix B, and the suggested methods of the engagement.
3. Delegate authority to the Town Clerk to complete engagement and return to Full City Council with associated feedback to further define the strategy.

Appendices:

- Appendix A: Timeline for strategy delivery. www.surveymonkey.com/share/61bc5ff5-d25a-4026-a77d-d7fc1a295f51
- Appendix B: Consultation Question set.

Appendix B: Consultation Question set.

Leisure and Play in Wells

Wells City Council is developing a draft Leisure and Play Strategy for Wells, setting out a vision for healthy, active and inclusive communities where residents of all ages can access high-quality parks, leisure facilities, recreational opportunities and green spaces.

The strategy is built around five strategic pillars: Active Communities, Healthy Communities, Great Parks and Places, Inclusive Opportunities and Sustainable Future Provision. Together, these aim to encourage participation in physical activity, improve physical and mental wellbeing, enhance existing facilities, remove barriers to participation and ensure leisure and play provision remains sustainable for future generations.

Over the next ten years, the strategy will help guide investment, service delivery and partnership working. Your views are important in helping us understand local needs, identify opportunities for improvement and shape the future of leisure and play in Wells.

1. Which best describes you?

I live in Wells

I live locally to Wells

I am a visitor to Wells

Other (please specify)

2. How often do you currently use parks, leisure facilities and recreational spaces in Wells?

Daily

Weekly

Monthly

Less than monthly

Never

3. Which parks, open spaces, play areas or recreational facilities in Wells do you currently use most?

Question Title

4. How do you currently use parks, green spaces and leisure facilities? (Tick all that apply.)

Walking and cycling

Recreation and relaxation

Attending community events

Spending time in nature

Outdoor play and family activities

Socialising with friends and family

Sports

Group exercise (e.g. tai chi, yoga)

Individual exercise (e.g. running, outdoor gym equipment)

Dog walking

Other (please specify)

Active Communities

Question Title

5. Do you feel there are opportunities to participate in physical activity, sport and recreation in Wells?

Yes

No

If no, please specify.

6. Do you already engage in physical activity, wellbeing activities, sport and recreation in Wells?

Yes

No

If so, please specify.

7. Are there any barriers preventing you or your family from participating in physical activity, sport and recreation in Wells? If so, please explain.

8. What types of activities or recreational opportunities would you like to see more of in Wells?
For example:
• Walking groups
• Cycling activities
• Outdoor fitness classes
• Community sports
• Activities for older residents
• Activities for children and young people
• Informal recreational activities

Healthy Communities

9. How important are opportunities for physical activity, recreation and social interaction to your overall wellbeing?

Extremely important

Very important

Somewhat important

Not so important

Not at all important

10. Being able to access green spaces and nature has a positive impact on my wellbeing.

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

11. What would be your main reasons or motivations for participating in physical activity, wellbeing activities or community groups? (Tick all that apply.)

Meeting new people and improving social connections.

Improving my physical health.

Improving my mental health.

Enjoying new experiences and learning new skills.

Other (please specify)

12. What factors would make you more likely to participate in group activities or physical and wellbeing sessions? (Tick all that apply.)

Being able to attend with friends or family.

Activities taking place locally.

Activities taking place at weekends.

Activities taking place outside working hours.

Opportunities to meet people of a similar age.

Other (please specify)

Great Parks and Places

13. Do you feel safe when visiting parks, open spaces and play areas in Wells?

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

14. Are parks, open spaces and play areas accessible to meet your needs and those of your family? If not, please explain.

15. How would you rate the following aspects of parks, open spaces and play areas in Wells?

General maintenance and cleanliness

Quality of facilities and equipment

Safety and security

Accessibility

Availability/quality of seating

Opportunities for children and young people

Greenery, planting and biodiversity

16. Would you like to provide any further comments about your ratings above?

17. What improvements or additions would you most like to see in Wells' parks, open spaces and play areas? Tick all that apply:

New or improved play equipment

Outdoor gym equipment

Sports and recreational equipment

More seating and picnic areas

Improved footpaths

Improved planting, trees and wildlife habitats

Improved accessibility

Greater provision of bins

Other (please specify)

18. Are there any parks, open spaces or recreational areas in Wells that you feel need particular attention or improvement? Please specify.

Inclusivity

19. Do you feel there are enough accessible opportunities for physical activity, play and social wellbeing in Wells?

Yes

No

If no, please specify.

20. What could be done to make leisure, play and recreational opportunities in Wells more inclusive?

Sustainability

21. How important do you think it is to protect and improve biodiversity, wildlife habitats and green spaces within Wells?

Extremely important

Very important

Somewhat important

Not so important

Not at all important

22. Would you be interested in volunteering to help maintain, improve or support parks and recreational spaces in Wells?

Yes

No

23. Please let us know if you have any further feedback or comments on sustainability of green and open spaces that you haven’t already stated.

Shaping the Future of Leisure and Play in Wells

24. What do you think should be the Council's main priorities for leisure, parks and play provision for the future?

25. Is there anything else you would like the Council to consider when developing its Leisure & Play Strategy for 2026–2036?

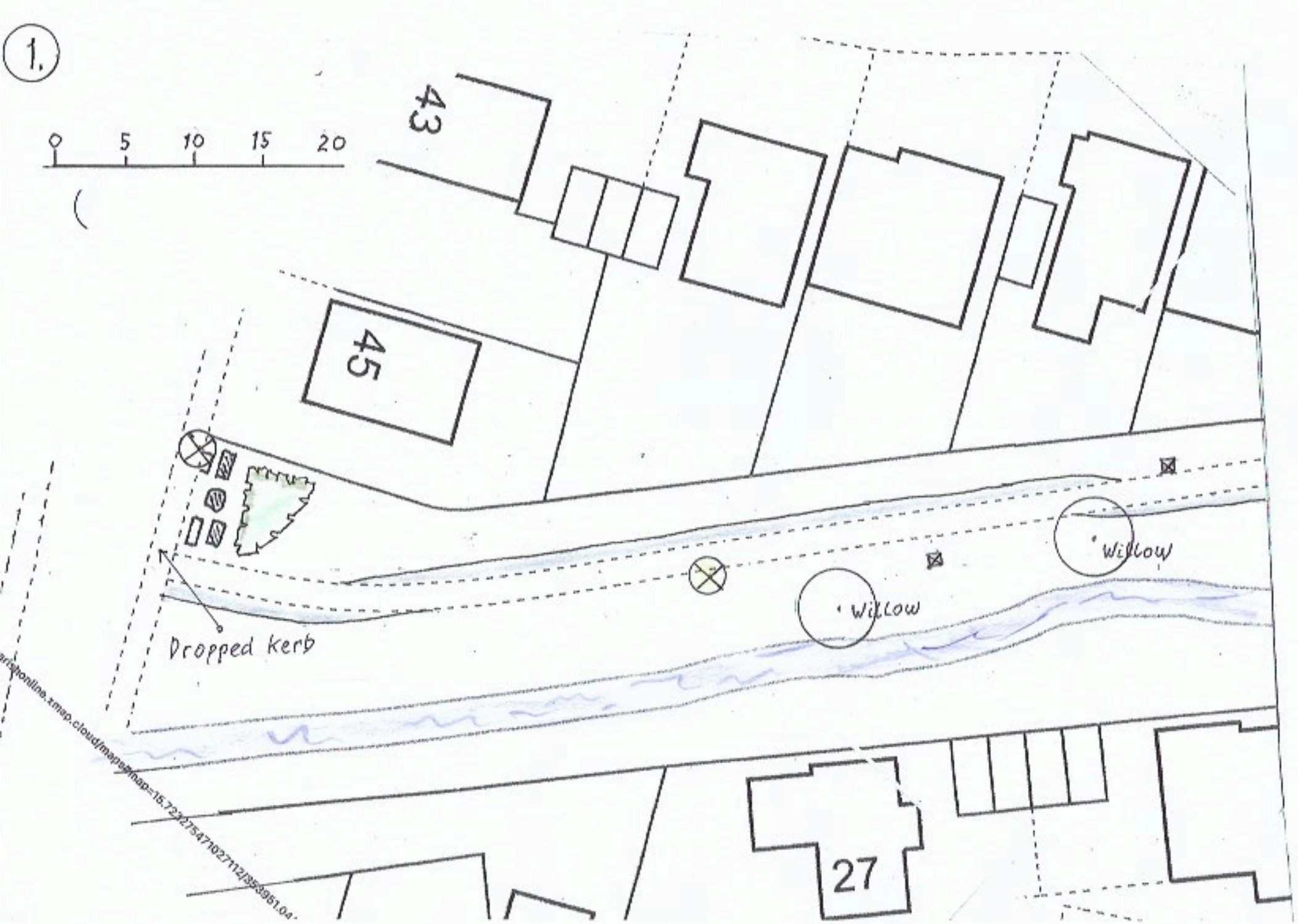
Next Steps

Would you be interested in joining a voluntary community consultation group to help shape the future of leisure, parks and play provision in Wells?

If you would be happy to be contacted about future opportunities to share your views and contribute to the development of the strategy, please leave your email address below.

Please note that, depending on the level of interest, we may not be able to include everyone in the consultation group. We will retain your details only for the purpose of contacting you about this opportunity, in accordance with the Council's privacy notice.

26. If interested, please leave us your email.


1.
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Dropped kerb
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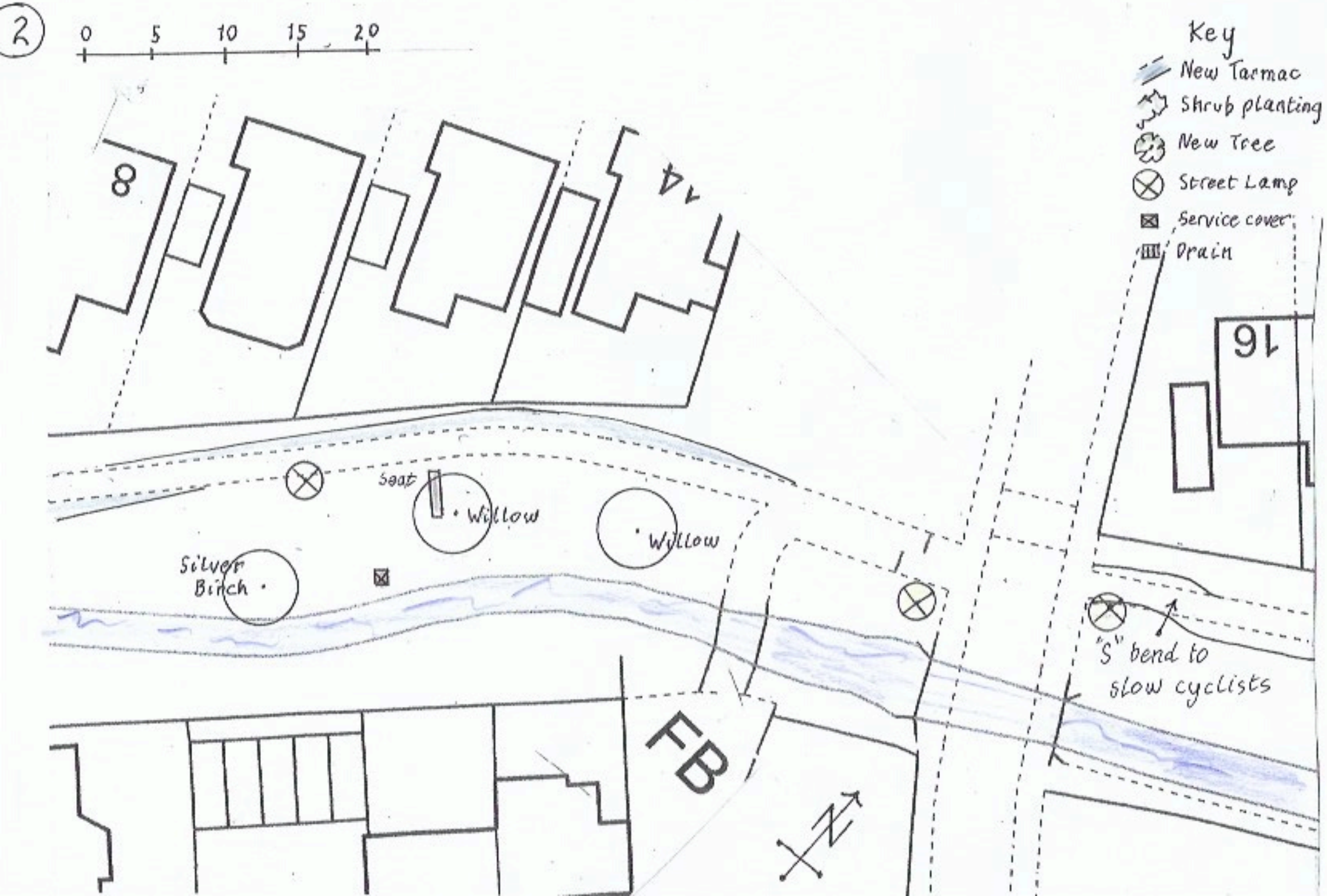
2
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Key
New Tarmac
Shrub planting
New Tree
Street Lamp
Service cover
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8
16
Seat
Willow
Willow
Silver Birch
"S" bend to slow cyclists
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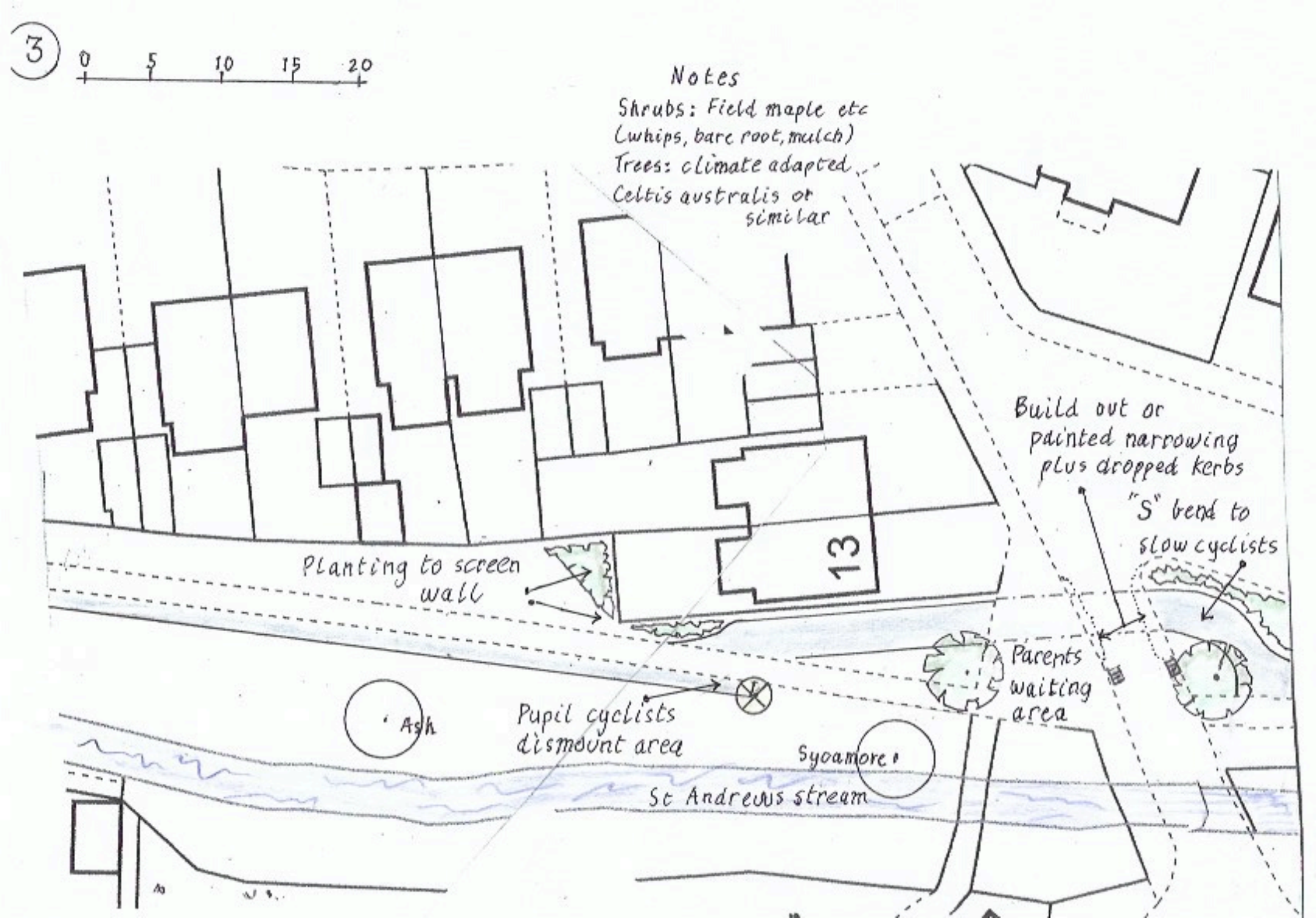
3
0 5 10 15 20
Notes
Shrubs: Field maple etc
(whips, bare root, mulch)
Trees: climate adapted
Celtis australis or
similar
13
Planting to screen
wall
Build out or
painted narrowing
plus dropped kerbs
"S" bend to
slow cyclists
Parents
waiting
area
Ash
Pupil cyclists
dismount area
Sycamore
St Andrews stream

Item 21

Local Community Network

Wells and Rural LCN Highways Meeting Notes 29th October 2026 12-2pm
The Portway Annexe, Wells, BA5 2QF and online

Attendees:
Alan Adams (Priddy PC)
Brian Caddick (Dinder resident)
Charlotte Griffin (Senior LCN Link Officer, Somerset Council)
David Costley-White (Dinder resident)
Dean Collier (Priddy PC)
Elizabeth O'Sullivan (Ash Lane/A39)
Gary Warren (Traffic Engineer, Somerset Council)
Jim Reeves (SCO PC)
John Bridges (Binegar PC)
Kelly Rose-Nokes (Priddy PC)
Lyndsey Mayhew (LCN Link Officer, Somerset Council)
Mike Daniells (The Godney Gathering)
Rosa Kell (Wells Bus Users)
Tony Hathway (SCO PC)

Virtual attendees:
Steve Palmer (Assistant Highway Service Manager, Somerset Council)

Apologies:
Denise Denis (WCC)
Jon Abbott (Binegar PC)
Theo van Hensbergen (Accessible Wells)

1. Introductions and LCN Link Officer update

Introductions were made around the room. Charlotte advised the group that this would be her final meeting supporting the Wells and Rural area, as she would be moving west to cover different LCN areas. She confirmed that James Moore would be taking over the area as Link Officer and reassured members that the group would be in good hands. Lyndsey Mayhew also explained that she would be buddying with James Moore when he starts.

2. A39 Glastonbury to Coxley: speed limits

The group received an update on proposed changes to speed limits on the A39. The stretch had previously been identified through annual analysis involving the road safety team, police and highways. A proposed 40 mph speed limit between Glastonbury and Coxley is progressing through the Traffic Regulation Order process. The proposal was expected to be advertised shortly, with implementation potentially

taking place in summer 2027, subject to the statutory process and consideration of representations received.

Concerns were raised about whether a 40 mph restriction was appropriate on all parts of the route, particularly the approximately 2 km straighter section where there are few buildings or junctions. It was confirmed that objections and representations could be submitted through the formal TRO consultation process.

The wording used within the Statement of Reasons was also questioned. Highways explained that the wording comes from a limited set of nationally used statutory reasons and that the road-safety justification was considered the most appropriate for the proposed restriction.

The group also queried why the proposed restriction did not extend further towards Wells, particularly around the Woodford turning, where residents have concerns about vehicle speeds. Highways advised that the advertised extent of the current scheme could not simply be extended at this stage and that any additional section would have to be considered separately in the future.

3. A39: subsidence and road condition

The recurring deterioration and subsidence of the A39 between Coxley/Glastonbury was discussed in detail. Members noted that sections of the road continue to sink and crack because the carriageway is constructed over peat and questioned whether repeatedly patching the road represented an effective long-term solution.

Steve Palmer confirmed that:

- recent safety repairs had been undertaken;
- a task order had been raised for urgent patching of two particularly bad areas;
- the works had been placed with the contractor; and
- he had requested a site meeting with the resurfacing manager/asset design team to assess the underlying structural problem and consider longer-term options.

Steve Palmer agreed to chase the immediate works following the meeting and report back once the site meeting had taken place.

Members stressed that a strategic solution was required because changing weather conditions, including very wet winters and prolonged dry periods, could exacerbate movement within the peat. Increased heavy vehicle use was also cited as a concern.

Highways acknowledged the distinction between the immediate duty to keep the road safe and the more substantial investigation and funding that would be required for a permanent solution. A comprehensive reconstruction could involve major expense and a prolonged closure of the A39.

The importance of the A39 to public transport was highlighted. Members requested that any future major scheme should involve early consultation with bus operators,

emergency services, education providers and other key stakeholders because of the significant consequences of a prolonged closure.

4. Accessible Wells bus stop survey

Charlotte Griffin presented a written update supplied by Theo van Hensbergen, Accessible Wells, regarding their survey of bus stops in and around Wells.

The survey was established following complaints from wheelchair users and visually impaired residents. Accessible Wells are working with Somerset Council. Accessible Wells volunteers, along with those from Wells Bus User Group, had surveyed 110 of 127 identified bus stops within approximately four miles of Wells at the time of the meeting. The survey was expected to conclude by the end of November.

The preliminary findings suggested significant accessibility deficiencies across the network. Issues highlighted included:

- poor or ageing infrastructure;
- insufficient consideration of wheelchair users and visually impaired people;
- inappropriate or potentially unsafe bus-stop locations;
- inadequate information;
- lack of joined-up design;
- difficulties reporting infrastructure problems; and
- concerns regarding driver assistance and stopping practices.

The group heard that Somerset Council's highways management welcomed the accessibility data because it could assist with prioritising locations for improvement. Central government capital funding was also identified as a potential opportunity to improve bus-stop infrastructure. There was a desire for Wells to receive an appropriate share of available investment and potentially act as an early area for improvements.

However, capital investment would not in itself resolve ongoing maintenance. It was suggested that parish and local communities could play a role through inspections, improved reporting routes and initiatives such as community "adopt a stop" arrangements.

Members were encouraged to ensure local bus-stop problems are reported and that communities make the case for investment so Wells and the surrounding rural area receives an appropriate share of available funding.

Accessible Wells was also due to meet with the Somerset Bus Service Improvement Programme, and members were invited to submit any observations they wished to be raised.

5. Woodford Lane and the Godney Gathering

The group discussed traffic arrangements associated with the proposed relocation of the Godney Gathering to Woodford. Residents had previously raised concerns about traffic accessing and leaving the site, including event traffic and heavy vehicles involved in setting up and dismantling the event.

The event representative explained that the licence had been granted and that a detailed Event Management Plan would be required. Discussions had already taken place with local people and highways representatives.

The emerging proposal involved two principal access points, separating higher-volume camping traffic from infrastructure, staff and day visitors. The intention was to minimise traffic passing residential properties and reduce conflicting movements.

Concerns were raised that motorists do not always follow prescribed routes, particularly where satellite navigation suggests an alternative. The final traffic management arrangements would therefore need to account for actual driver behaviour as well as the intended route.

Members emphasised the need for early and meaningful consultation with residents, parish councils and highways before the final traffic arrangements are agreed. Highways indicated that discussions were already taking place and acknowledged the event organisers' proactive engagement.

The organiser agreed that questions could be directed to the festival's contact address, which Charlotte Griffin agreed to include with the meeting information: **info@thegodneygathering.com**

6. Green Lanes proposals

Considerable concern was raised about the previous Green Lanes consultation, particularly in relation to the proposal affecting Burcott/Gypsy Lane between Coxley Wick and Wells.

Members questioned the geographical reach of the consultation and asked for greater transparency about where consultation material had been distributed and where responses originated. It was noted that 662 responses had been received across the consultation, of which 218 related to the relevant lane/proposal.

The latest project update stated that proposals receiving more than 50% opposition would not proceed to the next stage. Remaining schemes would undergo further development and engagement with councillors, town/city councils and appropriate parish councils before any subsequent trial.

Particular concern remained that communities at both ends of the lane might not have been adequately involved.
The group agreed the following points required follow-up:

1. Confirmation that the relevant parish/community would be treated as an appropriate stakeholder in future consultation.
2. Further information about the consultation, including distribution and the geographical origin of responses where this information can be shared.
3. Direct engagement with the relevant project officer regarding the concerns raised.
4. Clarity for other parishes that may be interested in future Green Lane proposals.

Members reiterated that consultation with communities should take place sufficiently early to influence proposals rather than only after schemes have been substantially developed.

7. College Road/A39 crossing and active travel

The group discussed continuing concerns regarding crossing the A39 around the College Road area.

Issues raised included:

- the location of the existing speed-limit transition;
- poor visibility and accessibility of the bus stop;
- difficulty safely crossing the road;
- increasing traffic associated with development; and
- the potential to connect improvements with active-travel funding.

Highways explained that the team was pursuing low-cost, high-impact measures in the short term. New warning signage, using pedestrian-crossing warning signs on both approaches, was expected imminently to increase driver awareness.

The aspiration for a formal crossing had been recorded. However, a scheme of this scale was estimated during the meeting at approximately £150,000 to £200,000+, meaning delivery was likely to depend on a funding mechanism such as city/town/parish Council funding, developer Section 106 contributions or a future Active Travel programme.

Highways confirmed that the request for a formal crossing remained recorded although no funding or delivery was agreed.

Any Other Business

8. Anti-social driving and displacement into villages

Concerns were raised that measures addressing anti-social driving in one location could displace problematic vehicle activity into neighbouring villages. Reports included convoys, speeding, modified vehicles and excessive noise.

Highways advised that anti-social driving was a wider Somerset issue involving multi-agency working, particularly with the police. Parishes experiencing increased activity were encouraged to report it so police intelligence accurately reflects emerging hotspots.

9. A371 Wells to Shepton Mallet

Concerns about the A371 were reiterated, particularly around the blind summit/junction area and a previous serious collision.
Members requested that potential measures, including road markings and measures aimed at discouraging unsafe overtaking, remain under consideration. Concerns were expressed that the existing environment provides insufficient warning to drivers approaching the hazardous section.

Highways explained that some measures, particularly double white-line systems, require appropriate evidence and police involvement. The final police/coroner investigation arising from the previous collision was still awaited. An email update referenced during the meeting confirmed that no recommendation for highway-layout changes had yet emerged, but Highways would consider any recommendations made through the investigation if they do so arise.

10. Croscombe resurfacing

An update was requested on resurfacing works to the east of Croscombe.
Steve Palmer clarified that the works were programmed for Quarter 4 of the financial year, rather than Quarter 4 of the calendar year. The work therefore remained expected before 31 March 2027, based on the programme available to him at the meeting.

The timing was affected by other works and associated diversion arrangements, which meant the road could not be closed for resurfacing while it was required as a diversion route.

11. North Wootton/Launchernley - area works and drainage

An update was requested regarding previously completed road repairs that had not performed as intended. There seemed to be a misunderstanding around what type of ‘year’ was being refereed to.

Steve Palmer confirmed that remedial works remained programmed for delivery within the current financial year (not calendar year), although he could not provide a specific date. Additional works had also been incorporated into the proposed remedial scheme.

A separate concern was raised over a narrow bridge and flooding/resilience issues. Members explained that an earlier replacement proposal had previously existed but had subsequently been dropped.

The group discussed the need to continue raising this through the appropriate Somerset Council structures and local members if a substantive response was not received.

A related drainage matter involving private land was also discussed. Steve Palmer indicated that he planned to arrange a meeting with the property owner because part of the issue related to riparian-owner responsibilities. Highways would not undertake works on private property where responsibility rested with the landowner.

12. Speeding and quarry traffic

Further concerns were raised about speeding through rural communities. Where parishes operate speed indicator devices, they were encouraged to ensure the data is shared with the police/speed enforcement team so it can contribute to evidence and enforcement decisions.

Potential quarry-related HGV movements were also raised as an emerging concern. The matter was understood to be at an early stage but members wished to ensure that the potential impact of additional lorry movements on the local road network was considered.

13. Priory Road crossing

The group returned briefly to an outstanding matter from the previous meeting concerning a proposed crossing at Priory Road near the roundabout.
It was understood that the scheme was within a future budget/programme. Members had previously requested that design details be shared sufficiently early to allow meaningful consideration rather than consultation taking place immediately before implementation.

#	Issue	Action	Lead / Owner	Status
1	Accessible bus stops	Circulate the Accessible Wells written update, including the survey findings/statistics, with the meeting notes.	Charlotte	With meeting notes
2	Bus-stop improvement funding	Parish councils to highlight local bus-stop infrastructure requirements to help ensure Wells and Rural receives an appropriate share of available funding.	Parish Councils	Ongoing
3	Green Lanes / Burcott Lane	Confirm whether the relevant parish council will be directly involved as a stakeholder in the next stage of consultation.	LCN Officer	Follow-up required
4	Green Lanes consultation	Seek further information on the consultation responses, including where responses originated from where this information is available.	LCN Officer	Follow-up required
5	Green Lanes follow-up	Facilitate further engagement between the relevant Highways officer and Jim regarding the scheme and consultation concerns.	LCN Officer	Follow-up required
6	College Road / Ashley Junction	Install pedestrian warning signs on both approaches.	Highways	Warning signs imminent
7	Anti-social driving	Parish councils experiencing increased speeding, drag racing, modified vehicles or	Parish Councils	Ongoing

		other anti-social driving to report intelligence and hotspots to the police.		
8	Croscombe resurfacing	Progress the programmed resurfacing works east of Croscombe.	Highways / Asset Delivery Team	Programmed before 31 March 2027
9	Stocks Lane bridge	Continue raising the narrow bridge and associated flooding/resilience concerns with the appropriate Structures team, escalating through the local member if required.	Parish representatives / Structures	

Accessible Wells Bus Stop Survey 2026
Assessment for Wheelchair and Sight Impaired Accessibility

Introduction

Following a series of complaints from wheelchair users and site impaired residents, Accessible Wells volunteers, in cooperation with the Wells Bus User Group, have largely completed a survey of all bus stops serving Wells to a four mile radius.

So far we have surveyed 110 of the 127 identified bus stops. We are conducting this survey in collaboration with the Somerset Council Highways Team and we have shared our preliminary findings with them. The survey will be concluded by the end of November.

Whilst preliminary results look very bad, the good news is that there is a determination on all sides to radically improve matters.

Why this is important

- Wheelchair users and sight-impaired people depend on bus transport. If we can get it right for them, nearly all other groups benefit
- Many regularly require access to key services esp. medical facilities in Yeovil, Taunton, Bath, Bristol, Glastonbury and Shepton Mallett
- Many in surrounding villages regularly require access to Wells for shopping, education, post office and health services
- Many complaints about poor infrastructure – ability to board safely, lack of information, absence of joined up thinking/design
- Complaints about driver service – failing to stop, turning off audible announcements, ignoring requests for assistance, cutting routes.

Conclusions

- We have a very old bus stop infrastructure that historically has had no regard for needs of disabled people and feels neglected and unloved
- Where there is some evidence of consideration there is a lack of joined up thinking, negating that consideration e.g.
    - Inaccessible shelters
    - Raised kerb, but no way to get onto it
    - Timetables only readable by standing in the road and poor contrast
- All bus stops have some or multiple serious failings
- The network needs a radical overhaul, with some stops currently located in inappropriate or dangerous places
- Bus operator needs to improve driver training and compliance.

Numbers illustrate the problem

1. 33% have no marker post to show the location/presence of a bus stop
2. 45% have no nearby drop kerb to access the pavement to the bus stop
3. 33% have a pavement that is not wide enough for wheelchair boarding
4. 62% have no raised pavement to allow safe wheelchair boarding
5. 11% of bus stops do not allow the bus to pull up (e.g. located behind parked cars)
6. 66% have no shelter and, where provided, many are inaccessible to wheelchairs
7. 0% have a tactile surface to show blind people where to stand safely
8. 46% have no timetable
9. Of the 54% that do have a timetable 69% are out of date, (some back to 2019) and 64% are not legible (e.g. print too small, mounted too high or crazed cover)
10. 21% of stops are rated as high risk, also often to able-bodied users.

The good news

- We are collaborating with the Somerset Highways senior management team, who welcome our data and accessibility input, as it will help them design better solutions and prioritise on locations that will make most difference
- There is central government capital funding available for bus stop infrastructure, so we are hopeful Wells can be prioritised as a pilot area, for work that will undoubtedly be required right across much of Somerset.

Call for action

Whilst there is capital funding available, it appears there is no additional funding for bus stop infrastructure maintenance. It is therefore imperative that local communities and parishes develop plans to deal with bus stop maintenance. This will require:

- Efficient reporting process for problems
- Effective issues response process
- Leveraging the community, e.g.
    - Six monthly parish council inspections
    - Promoting civic ownership and pride e.g. “Adopt a Stop”.