



St Cuthbert (Out) Parish Council

c/o Monitoring Officer Mendip District Council

Cannards Grave Road

Shepton Mallet BA4 5BT

Telephone: 07498 780143

Email: parish.clerksco@yahoo.co.uk

Website: www.stcuthbertoutwellsparishcouncil.co.uk

PARISH GUIDE

Reporting Problems on Roads

Want to report a problem on any road in our area?

It can be difficult knowing who deals with what! If you need to report a problem on any road in our area, the following information should be useful.

Somerset County Council

Somerset County Council are responsible for addressing concerns such as:

- mud on the road,
- potholes and road defects
- fallen trees or branches,
- blocked drains
- Overgrown verges or hedge on the road
- Roadside trees
- Damaged road gully, manhole or drain covers

and other matters of concern to you or your community. A full list is available on the following website: <https://www.somerset.gov.uk/roads-and-transport/>

The Mendip Area Highway Office (run by Somerset County Council) aim to investigate your concern within 3 working days where resources allow. All other emails will receive an acknowledgement or reply within 10 working days.

Tel: 0300 123 2224 (Monday 0800-1800, Tuesday-Friday 0830-1730, Saturday & Sunday closed.)

Email: countyroads-mendip@somerset.gov.uk

By post: Mendip Area Highway Group, Wells Road, Glastonbury BA6 9AS

Faulty Streetlights

If you need to report faulty street lights, please contact

- 0345 601 0939 (Monday-Friday 0800-1700), or
- 0345 795 9639 (emergency concerns or out-of-hours)

Travel Somerset Live Planner checks for road closures, diversions and other disruptions to your route.

Website: www.travelsomerset.co.uk

Mendip District Council

The District Council is responsible for repairing fences, walls, roads and footpaths under their ownership. Also, in some cases, pavements and highways which do not belong to them or are privately owned. Advice can be obtained from:

Mendip District Council, Cannards Grave Road, Shepton Mallet BA4 5BT

Tel: 0300 303 8588

Email: Email Mendip District Council

Website: www.mendip.gov.uk/fences

PACT (Partners and Communities Together)

If you wish to report, discuss, or check progress with problems in person regarding parking, speeding, traffic lights or other related matters of concern to you in your locality, PACT meetings are held regularly, usually in Wells Town Hall. This is a forum for discussing matters of local concern and anyone is welcome to attend.

Email the Wells Area PACT (this contact address is not for reporting crimes).

CSW (Community SpeedWatch)

CSW is very active in our area. Individual Volunteers join together and work with Avon and Somerset Police. See our Parish Guide "Stopping Speeding Through Villages".

Avon and Somerset Police

You can find more information about PACT meetings and CSW from the Police.

Website: www.avonandsomerset.police.uk

If you need to report an accident where someone has been injured or killed; the flow of traffic is blocked; property has been damaged and the owner is not aware; danger may be caused to other road users; call 999.

Animals

If you find a dead or injured domestic or farm animal on the road, please contact 0300 123 2224. For dead animals in either a public place or on pavements, please call Mendip District Council.