

## How can I comment on the service I have received?

Somerset County Council aims to give a high standard of service to everyone. Your views are important. We want to know when we are doing things right or if we have made a mistake, so that we can improve. Detailed information on how to comment on our service can be found on our website:

[www.somerset.gov.uk/feedback](http://www.somerset.gov.uk/feedback)

Or you can telephone on 0845 345 9166 or write to us by post or drop into a Council Information Point.

We promise...

- to pass on a compliment or a comment. Compliments and comments help us plan our services and improve our performance. We'll make sure all comments are used to benefit services.
- to take all complaints seriously. We're sorry if you're not happy with us, and we want to put things right if we possibly can. We know that complaints give us valuable feedback and help us to improve our services - we want to listen and learn.



**Working Together for Equalities**

## How do I request a banner or flags (including Christmas decorations) across the highway?



**Highways Group**  
Somerset County Council  
County Hall  
TAUNTON  
Somerset TA1 4DY

[WWW.SOMERSET.GOV.UK](http://WWW.SOMERSET.GOV.UK)



### How do I request a banner or flags across the highway?

Telephone the Somerset Direct Roads and Transport number on **0845 345 9155 (24hrs)** and speak to a customer advisor. You can request an application form be sent to you or you can download one from the Somerset County Council website.

### What do you expect from me?

- Your name and telephone number, in case we need to contact you.
- The proposed location of the banner, flags, etc. including the road name.
- The completed application form returned to the local area highways office.

### What can I expect from this service?

The Highways group has the following service standards ...

When You	We Will
Request to place a banner or flags across the highway.	On receipt of a completed application form we will process your application within 10 working days.

In addition Somerset County Council will ...

- Deliver services as promised and deal with any problems that may arise.
- Respond quickly to service requests without passing you on to multiple members of staff.
- Give you accurate and comprehensive information and keep you informed of progress.
- Treat you professionally, fairly and without prejudice.
- Ensure our staff are friendly and polite and sympathetic to your needs.

### What does the service do?

Section 178 of the Highways Act 1980 enables a highway authority to grant consent for the placing of any overhead banner, flags or other similar apparatus (e.g Christmas decorations) over, along, or across a highway, with reasonable terms and conditions as they see fit.

Some applications may be refused and in these circumstances reasons will be given.

### What else do I need to know?

You can write to or email your local highway office, or visit in person. We are open as follows:

Mon – Thurs            8.30am – 5.00pm  
Fri                        8.30am – 4.30pm

- Mead Avenue, Houndstone Business Park, **Yeovil BA22 8RT**  
[countyroads-southsom@somerset.gov.uk](mailto:countyroads-southsom@somerset.gov.uk)
- Wells Road, **Glastonbury BA6 9AS**  
[countyroads-mendip@somerset.gov.uk](mailto:countyroads-mendip@somerset.gov.uk)
- Burton Place, **Taunton TA1 4HE**  
[countyroads-tdeane@somerset.gov.uk](mailto:countyroads-tdeane@somerset.gov.uk)
- Mart Road Industrial Estate, **Minehead TA24 5BJ**  
[countyroads-westsom@somerset.gov.uk](mailto:countyroads-westsom@somerset.gov.uk)
- Dunball Industrial Estate, **Bridgwater TA6 4TP**  
[countyroads-sedgemoor@somerset.gov.uk](mailto:countyroads-sedgemoor@somerset.gov.uk)