Division: Citizen Services

Services provided by Citizen Services

Citizen Service comprises our corporate contact centre, customer relation team and citizen service points. It also contains our revenues and benefits teams, regulatory services (e.g. licensing) and Safer Bristol.

			2017 / 18 Budget				
Service		Base Budget 2017 /18	Pay, inflation and other adjustments	Growth	Savings	Proposed 201 / 18 Budget	
		£000	£000	£000	£000	£000	
133	Safer Bristol (Crime & Substance Misuse)	3,470	40	230	(261)	3,479	
231	Revenue, Benefits & Rent	5,068	149	1,585	(1,355)	5,448	
232	Customer Service Operations	3,622	131	65	(341)	3,478	
333	Regulatory Services	285	73	500	(188)	670	
Total Citizen Services		12,446	393	2,380	(2,146)	13,074	

Sumn	nary by CIPFA group (Account Type)						
			2017 / 18 Budget				
CIPFA description		Base Budget 2017 /18	Pay, inflation and other adjustments	Growth	Savings	Proposed 2017 / 18 Budget	
		£000	£000	£000	£000	£000	
1	Employees	16,246	393	460	(546)	16,553	
2	Premises-Related Expenditure	9	0	0	0	9	
3	Transport-Related Expenditure	72	0	0	0	72	
4	Supplies & Services	3,560	0	0	(1,129)	2,431	
5	Third Party Payments	12,804	0	0	(201)	12,603	
6	Transfer Payments	189,008	0	0	(200)	188,808	
7	Support Services	545	0	0	0	545	
Expend	diture	222,244	393	460	(2,077)	221,020	
9	Income	(209,336)		1,620	(69)	(207,785)	
Income	9	(209,336)	0	1,620	(69)	(207,785)	
N	Income & Expenditure outside of Net Cost of Service	0	0	300	0	300	
Other i	items outside of the Net Cost of Service	0	0	300	0	300	
	I						
N	Income & Expenditure outside of Net Cost of Service	(462)		0	0	(462)	
Transfe	er to \ from reserves	(462)	0	0	0	(462)	
NET Ex	penditure	12,446	393	2,380	(2,146)	13,074	

Savings proposals within Citizen Services Savings Savings Savings					
Saving Name	Description	Savings £000	Savings Reference		
Operations Centre - Increase income	Our new state-of-the-art Operations Centre will contain services such as traffic and emergency control. By bringing these together and selling the remaining space to partners we can make savings, increase our income and reap the benefits of closer partnership working.	(60)	INO2		
Increase income from Translation and	We are proposing to increase bookings for our Translation and Interpreting team.	(9)	IN19		
Local Crisis and Prevention Fund reduction	Each year the council provides £1.9m in financial support to citizens who need short term help to pay for food or utility bills or who need furniture to set up home after leaving temporary or supported accommodation. This proposal would reduce the fund by 55% and will mean fewer or smaller grants being made.	(1,050)	RS05		
Completion of Citizen Services redesign	We have been undertaking a programme of improvements to the systems we use and have created multi-disciplinary teams. This has saved money and improved the quality of service.ompletion of Citizen Services redesign	(230)	BE15		
Reduce funding for Police Community Support Officers (PCSOs)	There are 130 PCSOs in Bristol, funded by the police, the council andthe Police and Crime Commissioner. We need to consider the level offunding the council continues to put into the service which may see areduction in Police Community Support Officer posts. We will continueto support but at a reduced level. This proposed reduction is the same as we consulted on in October, buta proportion of the savings are attributed to other funding streams.	(181)	RS13		
Points (CSPs) at 100	We will centralise our Citizen Service Points at 100 Temple Street withmore advisors available face-to-face and by phone. This means that allother Citizen Service Points (in Fishponds, Hartcliffe, Southmead and Ridingleaze) will close.	(158)	RS14		
	We would like to formulate an in-house enforcement team to collect local tax and overpaid housing benefit debts. An in-house team would be able to work with people to help them learn how to budget and manage repayment of debt in a considered way.	(60)	FP14		
-	Housing Benefit is a means tested benefit. Failure to declare the true circumstances and delays in reporting changes will result in overpayments which are recoverable from the claimant, and in some instances from the landlord. We are proposing to improve our overpayment recovery service to allow us to claim back more debt. This would include having a member of staff reviewing all outstanding debts over a three month period and align recovery with recommended best practice by DWP.	(50)	IN21		
prevention	The council currently carries out seagull prevention work to manage the number of seagulls in the city. This includes egg replacement programmes, some building netting and the use of hawks as a dispersal tactic. Many councils no longer carry out this work due to the cost and the difficulty in making any significant impact. Therefore it is proposed that we no longer run this service	(29)	RS27		
Recommissionalcohol and otherdrugs misuse servicesfor adults	We will make this saving by recommissioning the services. This maymean changes to the treatment available but we will still be spending£6.6m per year on alcohol and treatment services. We will retain theseservices and aim to achieve the savings through the recommissioningprocess. This proposal is the same as we consulted in October (lower end = 5%saving), but a proportion of the savings are attributed to alternative funding streams.	(20)	RS23		
service more efficiently	Review the way we administer Housing Benefit and work in more efficient ways, for example by closer work with organisations such as the Department of Work and Pensions, to reduce duplication or over-complication of work.	(200)	BE17		
•	We began a restructure and redesign in 2016 which is now complete. This included parks and green spaces, neighbourhood enforcement and neighbourhood management. The remaining saving is due to be madein 2017/18.	(99)	BE10		
Total savings pro	posals	(2,146)			

Division: Waste

Services provided by Waste

This includes the management of our key contract with the Bristol Waste Company and the administration for associated services, e.g. bulky waste and garden waste collections.

Summary by Service					
		2	2017 / 18 Budget		
Service	Base Budget 2017 /18	Pay, inflation and other adjustments	Growth	Savings	Proposed 2017 / 18 Budget
	£000	£000	£000	£000	£000
			•		
311 Waste	27,345	(59)	70	(697)	26,659
Total Waste	27,345	(59)	70	(697)	26,659

Sumi	mary by CIPFA group (Account Type)					
		2017 / 18 Budget				
CIPFA description		Base Budget 2017 /18	Pay, inflation and other adjustments	Growth	Savings	Proposed 2017 / 18 Budget
		£000	£000	£000	£000	£000
			· · · · · · · · · · · · · · · · · · ·			
1	Employees	1,226	29	0	(101)	1,153
2	Premises-Related Expenditure	225	0	0	0	225
3	Transport-Related Expenditure	184	0	0	0	184
4	Supplies & Services	399	0	0	0	399
5	Third Party Payments	39,920	0	56	(364)	39,612
7	Support Services	937	0	0	(150)	787
Expen	diture	42,890	29	56	(615)	42,359
	T.	(4= ===)	(00)		(02)	(45 500)
9	Income	(15,545)	(88)	14	(82)	
Incom	e	(15,545)	(88)	14	(82)	(15,700)
NET E	xpenditure	27,345	(59)	70	(697)	26,659

Savings proposals wi	thin Waste		
Saving Name	Description	Savings £000	Savings Reference
Restructuring Parks and	We began a restructure and redesign in 2016 which is now complete. This included parks and	(101)	BE10
_	green spaces, neighbourhood enforcement andneighbourhood management. The remaining saving is due to be madein 2017/18.	(101)	BLIO
Bristol Waste Company Operational Efficiencies	Reduce spend on Bristol Waste transformation projects which arefocused on making the company as efficient as possible. This will notimpact on the day to day service delivered to the public.	(200)	BW03
	A one off saving by reducing the level of investment in the twoHousehold, Waste & Recycling sites – St Phillips and Avonmouth.	(150)	BW04
Changes to gardenwaste collections	The council will charge the same price for the Garden Waste servicebut it will be collected fortnightly and the Bristol Waste Company willreduce its charge to the council for the service.	(114)	BW01
Bristol Waste Company (BWC) Income Generation	We will introduce a pilot scheme to offer residents a premium additional service for a fee. This might include weekly collections or larger bins.	(50)	BW02
Increased income for Bulky Waste	We will generate additional income from changes to the bulky waste collections service.	(82)	IN13
Total savings prop	posals	(697)	

Detailed budget summary by division - service Division: Neighbourhoods & Communities

Services provided by Neighbourhoods & Communities

Neigbourhood and Communities comprises: Neighbourhood Management, which includes Neighbourhood Partnerships and VCS infrastructure, Library Services and Parks and Green Spaces, including a number of traded services e.g cemeteries and crematoria.

<u> </u>	nary by Service					
				2017 / 18 Budget		
Service		Base Budget 2017 /18	Pay, inflation and other adjustments	Growth	Savings	Proposed 2017 / 18 Budget
		£000	£000	£000	£000	£000
331	Neighbourhood Management	5,689	61	0	(810)	4,940
332	Library Services	4,688	81	0	(300)	4,469
334	Stronger Communities	0	3	0	0	3
335	Parks and Green Spaces	3,922	193	40	(1,202)	2,954
Total N	eighbourhoods & Communities	14,299	338	40	(2,312)	12,365

Sumr	mary by CIPFA group (Account Type)						
			2017 / 18 Budget				
CIPFA	description	Base Budget 2017 /18	Pay, inflation and other adjustments	Growth	Savings	Proposed 2017 / 18 Budget	
		£000 £000 £000		£000	£000		
1	Employees	14,213	338	0	(997)	13,554	
2	Premises-Related Expenditure	1,883	0	0	(425)	,	
3	Transport-Related Expenditure	343	0	0	0	343	
4	Supplies & Services	3,124	0	0	(320)	2,804	
5	Third Party Payments	5,433	0	0	(240)	5,193	
7	Support Services	979	0	0	0	979	
Expen	diture	25,976	338	0	(1,982)	24,332	
9	Income	(11,677)	0	40	(253)	(11,889)	
Incom	e	(11,677)	0	40	(253)	(11,889)	
N	Income & Expenditure outside of Net Cost of Service	0	0	0	(78)	(78)	
Other	items outside of the Net Cost of Service	0	0	0	(78)		
N	Income & Expenditure outside of Net Cost of Service	0	0	0	0	0	
	er to \ from reserves	0	0	0	0	0	
NET Ex	penditure	14,299	338	40	(2,312)	12,365	

Saving Name	Description	Savings	Savings	
Saving Name	Description	£000	Reference	
Restructure admin and	We are streamling our admin and business support function from separate teams to create a	(146)	BE3	
ousiness support teams	single, multi-disciplinary team to support the whole council. This will generate staff savings and	,		
	reduce duplication of tasks.			
Increase the amount of	Picking up litter after people costs us lots of money which shouldn't need spending. Whilst the	(15)	IN17	
money we make from	amount we can fine people who litter is set in law, we'll take a stronger approach to			
litter fines	enforcement - with more staff trained and qualified to issue fines and a less forginving approach			
Ded and the contract	to those who litter.	(200)	DCO 4	
Reduce the number of	This would focus our investment and efforts on a smaller but highquality library service in	(300)	RS04	
library buildings and	Bristol. This would include retaining the CentralLibrary and a redesign of the service within the lower cash limit.			
redesign the service			FP02*	
New ways of delivering parks and open spaces	council. There will be a robust exploration of theoptions available resulting in a detailed plan for	(300)	FPUZ '	
parks and open spaces	the long-term future. This might include looking at commercial business models, increasingour			
	income and working with communities.			
	income and working with communities.			
Parking charges for	We will be seeking to generate further income by introducing/increasing fees for parking at	(100)	IN11	
Oldbury Estate, Blaise	Ashton Court, Oldbury Court and Blaise Estate.	(100)	11.4.7.7	
Reduction in wellbeing	Each Neighbourhood Partnership has a grant to spend on local wellbeing initiatives. Under this	(100)	RS22	
grant devolved to local	proposal we will reduce the grants.	(100)		
New ways of providing	Currently the provision of toilets is low quality and we want to look athow modern alternatives	(40)	FP13	
public toilets	can be provided within community and publicbuildings. By working in partnership to provide	(10)	0	
pasiio tonets	more toilets acrossthe city, we are hoping to provide a better service for the public			
	whilstreducing costs to the council.			
Increase Cremation	We will be increasing our Cremation Charges from £745 to £765.	(38)	IN09	
Alternative	Ashton Court is currently funded by a council subsidy and the incomefrom running weddings,	•	RS18	
fundingmodels for	conferences and events. We will explore newways of operating the site without the council	()		
AshtonCourt mansion.	subsidy and identifyingnew funding sources for investment in the building.			
	, , , , ,			
Remove the subsidyfor	We currently contribute £25k for an education officer and a seasonalpost for the Avon Gorge	(25)	RS28	
salary costs forthe Avon	and Downs Wildlife Programme. This proposalremoves the council contribution.			
Gorgeand Downs				
Remove	Bristol has a successful Bristol in Bloom programme which is highlyvalued by the city. Bristol in	(20)	RS29	
councilcontribution	Bloom community association has beenfocusing on increasing their corporate sponsorship and			
forBristol in Bloom	incomegeneration and under this proposal we would remove the councilsubsidy.			
New ways of	We want to work towards making the cost of running our Parks Servicecost neutral to the	(75)	FP02*	
deliveringparks and open	council. There will be a robust exploration of theoptions available resulting in a detailed plan for			
spaces	the long-term future. This might include looking at commercial business models, increasingour			
	income and working with communities.			
New ways of	We want to work towards making the cost of running our Parks Servicecost neutral to the	(50)	FP02*	
deliveringparks and open	council. There will be a robust exploration of theoptions available resulting in a detailed plan for			
spaces	the long-term future. This might include looking at commercial business models, increasingour			
	income and working with communities.			
In augus to service Co	MA will reduce any marging a staff-likewise a reductive of the control of the con	(400)	INIOO	
Increase income from	We will reduce our running costs following a redesign of the service andwe will increase income	(100)	INU9	
Cemeteries and	through additional sales of remembrances. Feeswere reviewed in 2016/17.			
Crematoria	Ma reservice the value of engaging with assessmitting on the investigation of the first three body and the control of the cont	(500)	EDOC	
Naighbaile a	We recognise the value of engaging with communities on the issuesthat affect them, but believe	(500)	FPU9	
_				
_	there are more efficient ways to do thisthan current Neighbourhood Partnership structure. We			
-	will work withcouncillors and communities to change the focus and scope of this inthe future by			
Neighbourhood Partnerships				
Partnerships	will work withcouncillors and communities to change the focus and scope of this inthe future by looking at what individual communities need.	(DE22	
Partnerships Centralised Events	will work withcouncillors and communities to change the focus and scope of this inthe future by	(77)	BE22	
Partnerships Centralised Events Management	will work withcouncillors and communities to change the focus and scope of this inthe future by looking at what individual communities need. We are combining our events management teams into a single centralised service.			
Partnerships Centralised Events Management Restructuring Parks and	will work withcouncillors and communities to change the focus and scope of this inthe future by looking at what individual communities need. We are combining our events management teams into a single centralised service. We began a restructure and redesign in 2016 which is now complete. This included parks and	(77)		
Partnerships Centralised Events Management Restructuring Parks and Green Spaces, Community	will work withcouncillors and communities to change the focus and scope of this inthe future by looking at what individual communities need. We are combining our events management teams into a single centralised service. We began a restructure and redesign in 2016 which is now complete. This included parks and green spaces, neighbourhood enforcement and neighbourhood management. The remaining			
Partnerships Centralised Events Management Restructuring Parks and	will work withcouncillors and communities to change the focus and scope of this inthe future by looking at what individual communities need. We are combining our events management teams into a single centralised service. We began a restructure and redesign in 2016 which is now complete. This included parks and			

Division: Public Health

Services provided by Public Health

Public Health comprises health protection and sexual health protection, mental health and social inclusion, services for adults and older people, children and young people and core support provided to the CCG.

			2017 / 18 Budget		
Service	Base Budget 2017 /18	Pay, inflation and other adjustments	Growth	Savings	Proposed 2017 / 18 Budget
	£000	£000	£000	£000	£000
					1
341 Public Health	29	0	0	0	29
Total Public Health	29	0	0	0	29

Sumr	mary by CIPFA group (Account Type)					
		2017 / 18 Budget				
CIPFA description		Base Budget 2017 /18	Pay, inflation and other adjustments	Growth	Savings	Proposed 2017 / 18 Budget
		£000	£000	£000	£000	£000
1	Employees	4,364	0	0	0	4,364
2	Premises-Related Expenditure	77	0	0	0	77
4	Supplies & Services	12,553	0	0	0	12,553
5	Third Party Payments	5,785	0	0	0	5,785
7	Support Services	12,246	0	0	0	12,246
Expen	diture	35,025	0	0	0	35,025
9	Income	(34,995)	0	0	0	(34,995)
Incom	ie .	(34,995)	0	0	0	(34,995)
NET EX	xpenditure	29	0	0	0	29

Savings proposals within Public Health						
Saving Name	Description	Savings £000	Savings Reference			
		0				
Total savings pro	posals	0				

Division: Women's Commission

Services provided by Women's Commission

Summary by Service					
Service	Base Budget 2017 /18	Pay, inflation and other adjustments	2017 / 18 Budget Growth	Savings	Proposed 2017 / 18 Budget
	£000	£000	£000	£000	£000
352 Women's Commission Total Women's Commission	5	0 0	0 0	0	5

Summary by CIPFA group (Account Type)					
			2017 / 18 Budget		
CIPFA description	Base Budget 2017 /18	Pay, inflation and other adjustments	Growth	Savings	Proposed 2017 / 18 Budget
	£000	£000	£000	£000	£000
4 Supplies & Services	5	0	0	0	5
Expenditure	5	0	0	0	5
NET Expenditure	5	0	0	0	5

Savings proposals within Women's Commission					
Saving Name	Description	Savings £000	Savings Reference		
		0			
Total savings pro	Total savings proposals				

Division: Public Health - General Fund

Services provided by Public Health - General Fund

Public Health activity enabled by the general fund includes the management of our sports strategy, city-wide leisure contracts and sports and physical activity development

Summary by Service					
		2	2017 / 18 Budget		
Service	Base Budget 2017 /18	Pay, inflation and other adjustments	Growth	Savings	Proposed 2017 / 18 Budget
	£000	£000	£000	£000	£000
342 Public Health - Non PHE Funded	1,940	13	0	(143)	1,809
Total Public Health - General Fund	1,940	13	0	(143)	1,809

Sumi	mary by CIPFA group (Account Type)							
			2017 / 18 Budget					
CIPFA	description	Base Budget 2017 /18	Pay, inflation and other adjustments	Growth	Savings	Proposed 2017 / 18 Budget		
		£000	£000	£000	£000	£000		
1	Employees	523	13	0	(69)	467		
2	Premises-Related Expenditure	30	0	0	0	30		
3	Transport-Related Expenditure	2	0	0	0	2		
4	Supplies & Services	66	0	0	0	66		
5	Third Party Payments	5,249	0	0	(75)	5,174		
7	Support Services	280	0	0	0	280		
Х	Capital Financing Costs	160	0	0	0	160		
Expen	diture	6,309	13	0	(143)	6,179		
		_						
9	Income	(4,370)		0	0	(4,370)		
Incom	ie	(4,370)	0	0	0	(4,370)		
NET E	xpenditure	1,940	13	0	(143)	1,809		

		Savings	Savings
Saving Name	Description	£000	Reference
Restructuring Parks and	We began a restructure and redesign in 2016 which is now complete. This included parks and	(68)	BE10
Green Spaces, Community	green spaces, neighbourhood enforcement andneighbourhood management. The remaining		
Enforcement and	saving is due to be madein 2017/18.		
Neighbourhood			
Hengrove Leisure Centre	We will be exploring options for achieving a cheaper cost of financing for ourleisure centre at	(13)	FP26
refinancing	Hengrove Leisure Centre.		
Close Jubilee Pool	We are proposing to remove the council subsidy of this publicswimming pool and small fitness	(62)	RS24
	suite on Jubilee Road in Knowle.The existing five year contract with the current operator is due		
	toend on 30 September 2017.		
Total savings pro	posals	(143)	

Detailed budget summary by division - service Division: Housing Services - General Fund

Services provided by Housing Services - General Fund

Housing Services includes our management of work within the private housing sector and accessible homes, e.g. housing adaptations

Summ	ary by Service							
			2017 / 18 Budget					
Service		Base Budget 2017 /18	I and other I Growth I Savings I					
		£000	£000	£000	£000	£000		
131	Housing Options	10,815	110	929	(954)	10,899		
132	GF - Private Housing & Accessible Homes	1,479	67	11	(270)	1,287		
135	Housing Solutions	256	3	600	0	859		
Total H	ousing Services - General Fund	12,549 180 1,540 (1,224) 13,045						

Sumr	mary by CIPFA group (Account Type)					
		2017 / 18 Budget				
CIPFA	description	Base Budget 2017 /18	Pay, inflation and other adjustments	Growth	Savings	Proposed 2017 / 18 Budget
		£000	£000	£000	£000	£000
1	Employees	7,262	180	0	(1)	7,440
2	Premises-Related Expenditure	169	0	0	0	169
3	Transport-Related Expenditure	46	0	0	0	46
4	Supplies & Services	643	0	600	0	1,243
5	Third Party Payments	14,608	0	2,000	(1,094)	15,514
7	Support Services	102	0	0	270	372
Expen	diture	22,829	180	2,600	(825)	24,784
9	Income	(10,279)	0	(1,060)	60	(11,279)
Incom	e	(10,279)		(1,060)	60	(11,279)
N.	Income & Europediture outside of Not Cost of Comite	/41		0.1	(450)	(450)
N	Income & Expenditure outside of Net Cost of Service	(1)		0	(459)	
Other	items outside of the Net Cost of Service	(1)	0	0	(459)	(460)
NET EX	penditure	12,549	180	1,540	(1,224)	13,045

Savings proposals within Housing Services - General Fund					
Saving Name	Description	Savings £000	Savings Reference		
Commission a youthhousing pathway	This proposal forms part of a large scale commissioning project toprovide a youth housing advice 'hub' and a range of accommodationwith the support needed for young people at risk of homelessness orgoing into care. This will help them at the earliest possible stage toprevent housing and care crises, and/or enable young people to accessthe housing and support they need in a more planned way.	(94)	FP20		
Recommissioning of housing-related support for households who are	We will look at new ways to support people who are at risk of homelessness or recovering from homelessness to ensure long term self-reliance and independence. We will do this by making efficiencies from our contracts.	(250)	FP12		
Alternative funding forresponding to privatetenant's complaints	All privately rented dwellings must meet property condition andmanagement standards. Improving property conditions can be achieved by a variety of methods some of which will reduce the costs to the localauthority. A range of schemes will be considered that will reduce thecosts of responsive work in dealing with tenant complaints (which arecovered by General Fund). The schemes include increasing the level of pro-active interventions and recovery of costs to the council in doing so. These are subject to the legal criteria for the measures being met.	(175)	IN08		
Reduce use of semporary/ emergency accommodation	We plan to use more prevention and early intervention to avoid families becoming homeless. Coupled with reducing demand we will be buying emergency accommodation from a 'framework' contract which should see at least 15% reduction in the rates charged to the Council.	(150)	FP15		
Potential expansionof approved icensingschemes	Potential expansion beyond the two licensing schemes in order to makemore privately rented homes meet decent standards. The staff costs todo this would be funded through the licence fee.	(95)	IN12		
Single city-wide nformation Advice and Guidance Service	There are various advice services provided by the council and partners, offering people advice on all sorts of things such as money, tenancies and finding jobs. This would bring all those services together as one approach, doing it more efficiently and helping people get better information online as the first port of call.	(300)	FP11		
Housing Solutions restructure	The completion of a restructure of the Housing Advice team that began in 16/17 (delivered through voluntary severance).	(160)	BE21		
Total savings pro		(1,224)			