



AGENDA ITEM NO 6

ASHLEY, EASTON & LAWRENCE HILL NEIGHBOURHOOD PARTNERSHIP Tuesday 27th November

Report of: Penny Germon, Area Coordinator, Neighbourhoods & Communities,
Neighbourhoods Directorate.

Title: Neighbourhood Partnership Report

Contact Telephone Number: 9039879 (or for internal EXTN 39879)

RECOMMENDATIONS

1. Note the Neighbourhood Forum feedback
2. Note the update from the Stapleton Road Working Group
3. Note the update regarding the Environment Group and Traffic and Highways Sub Groups
4. Note the update about the commissioning of Community Transport
5. Note the provisional dates for the NP 2013/2014 and the changed date for March 2012.
6. To formally welcome Vishal Mangai and Ramal Royal (Young People reps) and elect Sonny Richards (Lawrence Hill trader)
7. Consider the draft 'neighbourhood working' leaflet and provide feedback
8. Agree priorities for Neighbourhood Working pilot

1. Neighbourhood Forums

There have been two forum meetings since the last NP meeting:

Ashley Forum - 10th October at Salvation Army, City Road

Attended by 51 people

Agenda items included information about the Bristol Pound, an update on the latest developments on welfare reform. Residents were invited to review all the traffic problems which have been highlighted in the Ashley ward and to give a view on which should be prioritised.

Easton and Lawrence Hill – 6th November, St Mary Redcliffe & Temple School

Attended by 63 people. Agenda items included:

- The Redcliffe area Residents Parking Scheme implementation in particular the area of Somerset Square and the Council housing tower blocks which have operated a tenants parking scheme.
- The Easton and St Phillips Residents Parking Scheme
Informal consultation took place over the summer. Bristol City Council has agreed to progress with the scheme. Changes are being made following the consultation and negotiations are continuing with traders on Stapleton Road, Old Market and West Street who are concerned about the impact of proposed charge for parking on Stapleton Road.
The Traffic Regulation orders will be advertised between 4th February 2013 and the 22nd February 2013. This is a formal process requiring written responses. If formally approved the scheme will commence on 1st April and following implementation and final checks the scheme would become operation around the beginning of June.
I am discussing with highways how we can use the time we have between now and February to make sure as many people as possible know about the scheme.
- An update about the 'Discretionary Licensing' scheme which will require private landlords on Stapleton Road and the surrounding area to hold a licence. Following consultation some changes were made, for example, the cost and the scheme was approved by the Executive Member and will come into force on 15th April 2013.

The meeting was well attended by Redcliffe residents who wanted to register their dissatisfaction with the consultation process for the Residents Parking Scheme and the confusion with the pre existing scheme for Council tenants. The way the council consults was a recurrent theme during the meeting.

- **Greater Bristol Bus Network – Church Road**

A year ago the Neighbourhood Partnership supported the request of the Easton and Lawrence Hill Forum to seek a review of the outbound bus lane on Church Road. Church Road was the first part of the Greater Bristol Bus Network to be implemented. Highways officers have advised that the review cannot take place until the completed bus network has been operational for a year and so a review will have to wait until summer 2013. Residents have questioned this.

2. NP Sub Groups

Stapleton Road Working Group

The group will be focusing on the following priorities:

a) Parking and loading

Where possible seek to resolve parking problems identified by traders following implementation of the Greater Bristol Bus Network and rigorous enforcement of the parking restrictions between Easton Way and Robertson Road.

b) Environment

- i. Negotiate with Network Rail to improve the area of land under the railway bridge.
- ii. Improve the junction of Easton Way and Stapleton Road.
The first action will be planting bulbs and wild flower meadow and improving the flower bed along Rawnsley Park.
- iii. Maintain the improved cleansing on Stapleton Road and seek similar improvements to the side streets.

c) Seek to resolve the planning issues at St Gabriels business park.

d) Provide support as appropriate to the Traders Association in their work to improve the economy of Stapleton Road.

e) Encourage greater community involvement in the working group and its work.

Easton and Lawrence Hill Neighbourhood Management carried out the third annual survey of people on Stapleton Road in September. The results are as follows:

Total Number of People Surveyed		342
Answer	Total	
Better	146	43%
Worse	70	20%
Stayed Same	41	12%
Other	85	25%

Traffic and Transport Sub Group

Will meet on the 4th and 11th December to draw up a work plan and start on the immediate priorities.

Environment Sub Group

At the time of writing it is anticipated the Environment Group will have met on the 19th November.

3. Commissioning of Community Transport across the city

The NP is asked to note the information in appendix 1.

4. Neighbourhood Partnership provisional meeting dates 2013-2014

The NP will be meeting on a **Wednesday 6.30-8.30-pm** evening next year.

26 June 2013

25 September 2013

11 December 2013

5 March 2014

The NP is asked to note that the next meeting is on 12th March at the Unitarian Hall not the 19th March at Barton Hill Settlement as advertised.

5. New Neighbourhood Partnership members

The NP has received two nominations from the youth forum to fill the young people's places on the NP. These places are requirement and so an election is not necessary.

The NP has also received a nomination from Sonny Richards for the Lawrence Hill traders position.

Recommendation

Formally welcome Vishal Mangai and Ramal Royal as the young people's representatives.

The NP is asked to elect Sonny Richards as the 'Lawrence Hill trader'. Sonny runs a retail business on Stapleton Road, is chair of the Stapleton Road Traders Association and member of the Stapleton Road Working Group.

6. Neighbourhood Working Charter

At the last meeting the NP was introduced to 'Neighbourhood Working' - Bristol City Council changing the way it works to improve services at a neighbourhood level. The NP is being asked to give feedback about:

- a) **The draft Neighbourhood Charter** (appendix 2). This is being produced to help people understand and get the most out of City Council services. It is important the document is useful and user friendly. The document is very much in draft and your feedback is welcomed.

Recommendation

In groups of 3 consider the document and list the key points you want to make using the following questions as a prompt:

What do you think of the overall idea?

Does it work for you? What works? What doesn't?

What do you think of the layout?

What do you think of the content?

Does it focus on the right things for the area?

Is there anything missing?

b) Neighbourhood Working priorities for Ashley, Easton and Lawrence Hill

What do you think are the 5 most important issues/problems that the City Council needs to resolve in the Ashley Easton and Lawrence Hill area?

Issues that are frequently raised at Neighbourhood Forum meetings, complaints to Councillors and through Council and other officers working on the patch include (not in priority order):

Street cleansing and refuse (including recycling)

General maintenance of parks and green spaces – glass, rubbish, shrubs

Parking on pavements, on corners and in an unsafe way

Speeding /over 20 mile an hour limit

Concerns over primary school places

Feeling of over development and overstretched public services

Planning enforcement - difficult unclear process for residents to engage with

Dog mess

Street drinking

Dogs in flats (complaints by neighbours about smell and noise associated).

The NP will need to agree a short- list of priorities for the Neighbourhood Working pilot.

Recommendation

In your group agree the **top three** issues you think should be a priority for Neighbourhood Working. Draw from the list above or add your own if you think there are significant problems for your neighbourhood not on the list.

Community Transport Commissioning Project

Update Note for Neighbourhood Partnerships – October 2012

1.0 Introduction

- 1.1 The start up of this project was the subject of a report to Sustainable Transport Scrutiny Commission on 15th March 2012.
- 1.2 The project is considering the extent to which the Council should support these services in the future. The objectives are to:
- Comply with legislation and guidance on the funding of VCSEs and the commissioning of services.
 - Enable a more equitable Community Transport provision across the City based on need.
 - Provide greater security for providers to enable the development of their services.
 - Ensure that services can evidence value for money and social value for the community.

2.0 Surveys

- 2.1 Four surveys have been carried out to assess and analyse the current situation and need:
- Citywide Random Survey – sample taken from each ward and totalling 20,000 people in order to assess the level of unmet need across the city, enabling analysis at neighbourhood level and by equality group.
- Membership Survey (Divided into Individual members and member groups of all the existing providers) – To assess current need, satisfaction, barriers to service, improvements and to profile users.
- Targeted 'self-selecting' survey – For all individuals who are not already members of a community transport organisation to respond. These were circulated through neighbourhood groups, equality fora, users of GP surgeries and libraries as well as through consultation finder and via a telephone line. This aimed to address the need to get information and comment from the people most likely to need future provision.
- 2.2 Information has also been collected and continues to be collected from:
- a) others providing a Community Transport service in Bristol (including where they cover, their requirements for membership, the services they are providing and whether there are other Council services that are reliant on their provision)
 - b) the existing providers (to understand the current services and usage of them, to help to develop their capabilities in the commissioning process, particularly in respect of the Council's baseline standards for funding, and to seek their views on how the services could be improved).

- c) Services provided in other similar authorities to compare and 'benchmark' where possible.

2.3 Reports have been prepared of the Survey results and these have been summarised in a brief format and provided to all Councillors during September (The surveys summary is attached below).

- 2.4 The key points resulting from the surveys and data collection are:
- a) That demand significantly outstrips supply and is increasing.
 - b) That Council funds to commit to Community Transport are at risk of reduction.
 - c) That it is recognised that the services cannot meet everybody's need.
 - d) That there is a need to find an acceptable way to prioritise to deliver a quality service in the right places to the right people.

3.0 What is happening Now

- 3.1 Consideration is being given to the options for commissioning services for the future to best suit the need based on the surveys and other information collected.
- 3.2 Starting to prepare the documents that will need to be made available as part of a formal consultation process.
- 3.3 Deciding on the means by which the consultation will be publicised to best reach the people who need to know.

4.0 What the next steps are expected to be

- 4.1 Once all the documentation is agreed and the new mayor is aware of the proposals, it is intended that the formal consultation on commissioning options will run from December 2012 to March 2013 (for a minimum of 12 weeks).
- 4.2 Based on the results of the consultation, a decision is made on the commissioning of services for the future in June 2013.
- 4.3 The aim is to have the process completed and newly commissioned services operational for the start of financial year 2014/15.

BRIEF SUMMARY OF COMMUNITY TRANSPORT SURVEY REPORTS.

Four surveys were commissioned by the Passenger Transport Team in Neighbourhoods and City Development. They were undertaken by the Consultation, Research and Intelligence Team from February to the end of April 2012.

1.0 Report on Individual Members Survey

14,200 Questionnaires were issued to the membership of the organisations listed below. 2,322 questionnaires were returned giving a response rate of 16.4%.

Response by Organisation

Organisation / Services	Membership (at April 2012)	Questionnaires Returned	% Response
Bristol Community Transport (BCT)	274	266	97.1
Bristol Dial a Ride (BDAR)	12542 (data update ongoing)	1368	10.9
The Mede Sprint (The Mede Community & Learning Centre)	447	214	47.9
CATT Bus (Hartcliffe & Withywood Community Partnership)	478	345	72.2
Lawrence Weston Community Transport (LWCT)	156	91	58.3
St Philips Taxi Sharing Scheme (provided by V Cars)	303	62	20.5

A number of these respondents indicated that they were members of two, three or even four Community Transport groups. For example, 122 of the 266 BCT members who returned questionnaires said that they also used BDAR.

72% of respondents had used services in the last year. The majority used the services once a week.

There was a greater use at 2-3 days per week for Mede Sprint, LWCT and HWCP. 1 in 10 used BDAR less than once a year.

The highest usage was for:

- Shopping at a local supermarket (49% across all providers), in particular CATT (78.3%)

- Health appointments (42.5%) were the second highest use particularly by members of the Mede (70.1%) and the St Philips Taxi Sharing Scheme (59.7%).
- Social activity use was highest for the Mede.
- There was a relatively low usage for other activities.

The 3 most reported reasons for not using community transport were 'other transport available', 'unable to book a journey' and 'not available when needed'.

The most suggested improvements were increasing availability, weekend services, improved booking systems, journeys into neighbouring authorities and an evening service.

The vast majority think that the service they use is either very good or good. Very few say the services are poor. Overall approximately 75% reported that their transport needs were met across the services provided.

2.0 Report on the Groups/Organisations Survey

786 questionnaires were issued to groups and organisations that used Community Transport services. The survey was available as both online and paper. 119 online responses were received and 44 paper responses. Overall the response rate was 20.7%

The highest proportion of group bookings are for:

- Social activities (40%)
- Leisure activities (21.5%)
- Training/education (18%)
- Shopping trips (18%).

In terms of how Community Transport could be improved, 'reduced costs' was the predominant requirement.

Significantly more user groups require a driver than not from all providers. BCT, with the biggest fleet and highest group membership, are the most used. Most group respondents use the services irregularly (once a quarter or less).

There is a base demand throughout the year for group use. The peak demand is in the summer months (June and July) with a reduction in August (probably related to the school holidays). The lowest demand is in January and February.

There is a fairly consistent priority for weekdays daytime use, with a slightly higher need for mornings than for afternoons. There is a relatively low priority for evening use. There is a noticeably lower priority for weekends than weekdays, but greater priority for Friday and weekend evening use than for other weekday evenings.

The majority of group users are either children's groups (under 16) or older people groups (65 and over).

47.9% of respondents said that they would not travel if Community Transport was not available. 42.3% said they would hire elsewhere which may indicate that minibus hire is the only option for most groups.

Of the 163 respondents nearly half are charities. Less than 50% are supported financially in other ways by BCC. 50% of responding groups who receive direct funding from BCC receive grants.

The majority of groups spend little on CT. This probably corresponds with the quarterly or less regular usage. Some groups pay nothing, and this may reflect that they charge their members the full cost of the transport?

The vast majority of groups consider the service is good or very good.

3.0 Report on the 'Self Selecting' Survey

1600 questionnaires were made available/distributed through Neighbourhood Partnership Coordinators, Equality Forum Contacts, the contacts for Equality and Community Groups, on the Council website and through 'Consultation Finder'. Paper copies were made available at all libraries and GP surgeries in the City, and a telephone line was provided to call for copies to be posted out or provided in other formats.

It should be noted that individuals and groups that were already members of one or more of the Community Transport organisations were advised to complete the members survey rather than this survey, so the majority of respondents were expected to be those who are not existing members.

169 questionnaires were returned (92 online and 77 paper) giving a low response rate of 10.4%. This could either mean that the majority of members of local equality and community organisations are already CT members, or that the survey failed to reach/or was not completed by members of these organisations. Approximately 1 in 10 used community transport.

There was a roughly equal split on awareness of Community Transport services and a roughly equal split between those who are and are not able to meet their household travel needs.

The main barriers to making these types of journeys were:

- unable to carry heavy things (60.9%)
- cannot afford a taxi (51.6%)
- no access to a car (46.9%)
- difficulty walking (45.3%)

Relatively few said they "needed assistance to travel"(14.1%) or that they "could not use conventional bus services"(18.8%).

The main barriers to accessing conventional bus services were:

- Routes not going where wanted (39.2%)
- inadequate frequency”(32.5%)
- reliability” and “cost” (31.7%).

4.0 Report on the City-Wide Survey

This survey targeted 20,000 households (~10% of all Bristol households) based on a random sample population of each ward. It achieved a response rate comparable with the annual City Council Quality of Life survey (19.2%, n = 3,843) and enabled analysis by wards and equalities groups. It was possible to show statistically significant differences between wards and groups for some indicators.

16.9% of respondents were already members of a Community Transport organisation. Significantly more responses were received from over 50's (twice) and over 65's (three times) than the age profile of the City.

21.8% (790 households) said they had difficulty finding transport to meet their needs. Equality question responses indicated that statistically BME respondents were more likely to have unmet travel needs, as were females, those aged 75 or over, disabled respondents, bisexual respondents and those who indicated they were Sikh or of other religions.

The most problematic journeys were related to:

- visiting friends and family (32%)
- food and general shopping (30%)
- reaching transport interchanges (29.5%)

The 3 most commonly reported barriers preventing such journeys were:

- lack of public transport (40.1%)
- an inability to carry heavy shopping/things (38.6%)
- difficulty walking (31.3%).

In terms of barriers to accessing conventional bus services the “unmet travel needs group” report a higher incidence of barriers, particularly:

- routes not going where needed
- unreliability of services
- uncomfortable waiting conditions
- being tired for return journey.

The lack of space for wheelchairs was identified by 1 in 20 as a barrier to accessing conventional bus services. This figure rose to 1 in 10 for those who ‘considered themselves disabled’. Approx 4 in 10 (230/523) of those saying they were disabled said they could not meet their household’s travel needs using conventional bus services.

Bristol City Council Ashley, Easton and Lawrence Hill Neighbourhood Charter / agreement



Introduction

Your local Neighbourhood Charter/ agreement

EXAMPLE: I am delighted to provide the introduction to this Neighbourhood Charter / agreement / service delivery agreement .

The City Council is committed to providing good quality value for money services and the Charter sets out the high standard of service that you as a local resident can expect to receive from Bristol City Council & its partners. The Charter also sets out what you can do as a local resident or business owner to play your part in helping to make your neighbourhood clean, safe and green.

Your Neighbourhood Committee will be working with you to make sure that standards in service delivery are met and will choose priorities for the council and partners to address in the local area based on local need. There are many opportunities for you to get involved and have a say about the services that affect you and where you live.

Contents

3. Your Council
4. Your Neighbourhood
5. Clean Neighbourhood
6. Safe Neighbourhood
7. Healthy Neighbourhood
8. Housing
9. Neighbourhood Working

Your Council

Your Local Councillors



Gus Hoyt



Dr Jon Rogers

Ashley

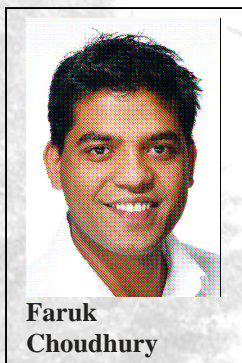


Brenda Hugill



Margaret Hickman

Lawrence Hill



Faruk Choudhury



John Kiely

Easton

Your Neighbourhood Committee

Local ward councillors form your local Neighbourhood Committee. The Neighbourhood Committees make decisions about spending devolved council money and influencing council services, including:

- Budgets for highways maintenance and local traffic
- Wellbeing budget of £10,000 per ward
- Clean and Green budget - £1500
- Section 106 budgets
- Choosing local priorities for the neighbourhood team (council officers working in the neighbourhood)
- Influence on the council's waste and street cleaning contract.
- Influence on the council's grounds maintenance service
- Area Green Space Plan Prioritisation

Decisions by the Neighbourhood Committee about devolved services are usually taken as part of the Ashley, Easton and Lawrence Hill Neighbourhood Partnership meeting. These meetings happen every three months and the dates for 2012-13 are:

Your Neighbourhood Partnership

Your Neighbourhood Partnership: Ashley, Easton and Lawrence Hill

Neighbourhood Partnerships have been set up to provide an opportunity for local people to have a greater say in the way services and local issues are managed by Bristol City Council and partner agencies.

The Ashley, Easton and Lawrence Hill NP [NP to decide some text about themselves]

The AELH NP has a local action plan which contains the priorities for the local area, which forms the basis of the additional work that the NPs deliver [NP to decide on some text about what they do / action plan / priorities etc]



Neighbourhood Partnership meetings take place every 3 months, and they are formal meetings designed for decision making and progressing local action plans. Neighbourhood Committee decisions about devolved budgets and services are made at Neighbourhood Partnership meetings.

Subgroups and Neighbourhood Forum meetings are local, regular, open meetings where local people can take part in discussions about what to spend devolved budgets on, discussions about influencing local services and also to raise other local issues.

Information about each Neighbourhood Partnership, their priorities and details about their meetings, can be found on the Bristol Partnership website:

Your Neighbourhood Team

Ashley, Easton and Lawrence Hill Neighbourhood Partnership is part of the Central Bristol Neighbourhood Working area. This area is served by your neighbourhood team of 30 officers from council services who are dedicated to dealing with the issues within your neighbourhood.

The team's approach to making local improvements is:

- Community involvement – including ensuring that local people are part of the solution and developing customer charters between the council and local people.
- Clear and targeted education and information available to ensure that everyone knows their responsibilities
- Public services being committed to dealing with issues quickly, at the root of the problem, and in a holistic way to prevent escalation
- Robust enforcement action for ongoing issues

The team will:

- Ensure that engagement, prevention, education and enforcement are used together as the solution to neighbourhood issues.
- Explore and implement creative solutions to existing problems
- Use innovative technology and communication methods to maximise information sharing and communications
- Tackle the roots of problems as well as dealing with everyday issues
- Maintain a rapid and ongoing feedback loop for customers and focus on customer satisfaction
- Manage all neighbourhood issues until they are complete or escalated for further action, and maintain the feedback to customers until the problem is solved
- Take joint responsibility for the work of the team and share resources and skills to enable this.
- Ensure that officers and partners work together to tackle neighbourhood issues in the most effective way
- Be a visible neighbourhood presence and ambassadors for the council within the neighbourhoods.
- Be a first point of contact for customers, while actively promoting reporting of issues through existing mechanisms

Your Neighbourhood

Good news for this neighbourhood

- Ashley is a popular, vibrant neighbourhood in the city where people feel influential and get on well together
- Crime rate is falling
- Educational achievement is improving
- Low energy use

Possible issues of concern for this neighbourhood

- Deprivation is above average for the city
- Homes are often poorly insulated with health and safety risks
- Perception of drug use and drunk and rowdy behaviour is a problem
- Health, wellbeing and satisfaction with the neighbourhood are concerns in Lawrence Hill
- Traffic Pollution is a characteristic of this neighbourhood

More neighbourhood info [ACs, Neighbourhood committee to decide what they would like to say about the neighbourhood]



Your Charter

This contract has been designed and agreed by the residents and the providers of services in the Ashley, Easton and Lawrence Hill area. The service providers will detail what they intend to do, how, where and when. The residents on their part will have specific roles and responsibilities to work with the service providers to ensure the best possible outcome for both sides.

This agreement outlines the joint actions that Bristol City, Avon and Somerset Police, other partners and the Neighbourhood Partnership need to take together with local residents in order to make the neighbourhood a cleaner and greener place to live.

Litter and Dog Fouling

What the council will do	What local people have agreed
Carry out regular patrols of the most affected areas	Not drop litter (Remember chewing gum and cigarette ends are litter too). Use public litter bins and encourage others to do the same. Encourage businesses to keep the area around their premises clear of litter.
Mechanically sweep streets either weekly or monthly	Moved parked cars when required
Sweep and litter pick the main roads to a grade B+ standard (pictures needed)	
Carry out additional litter picking on request (where resources allow)	Report streets which have been badly littered between sweeps
Empty refuse bins weekly	Report refuse bins which have not been emptied and are overflowing
Remove weeds on public highways	
Provide equipment and support to the community to assist in cleaning	
Carry out litter patrols and issue fixed penalties for offenders	Understand the council can only act within the laws available
Put up warning signs in problem areas	Report any incidents of dog fouling
Visit schools and undertake education and awareness raising initiatives	
Educate and take enforcement action against shops and businesses who fail to comply with litter legislation	Ensure that land and property is adequately maintained and not defaced by litter

Refuse and Recycling

What the council will do	What local people have agreed
Carry out regular patrols of the most affected areas	Not drop litter (Remember chewing gum and cigarette ends are litter too). Use public litter bins and encourage others to do the same. Encourage businesses to keep the area around their premises clear of litter.
Mechanically sweep streets either weekly or monthly	Moved parked cars when required
Sweep and litter pick the main roads weekly	
Carry out additional litter picking on request (where resources allow)	Report streets which have been badly littered between sweeps
Empty refuse bins weekly	Report refuse bins which have not been emptied and are overflowing
Remove weeds on public highways	
Provide equipment and support to the community to assist in cleaning	
Carry out litter patrols and issue fixed penalties for offenders	Understand the council can only act within the laws available
Put up warning signs in problem areas	
Visit schools and undertake education and awareness raising initiatives	
Educate and take enforcement action against shops and businesses who fail to comply with litter legislation	Ensure that land and property is adequately maintained and not defaced by litter

Litter dropping is now an offence, which can result in a prosecution and a possible fine of £2500



Did you know: Bristol has 63 Recycling Centres across the city
<https://www.bristol.gov.uk/recyclingcentreviewer>

Fly Tipping

Call Customer Services on 01179222100 to report fly tipping or online at: <https://www.bristol.gov.uk/forms/fly-tipping#step1>



Please help us combat fly-tipping by reporting any fly-tipping in your area today. Simply contact our Customer Services Centre who will be more than happy to help or fill in our online form.

Any information you can obtain about who has fly-tipped the waste would be very helpful to our Street Scene Enforcement Team. Information such as:

- vehicle registration
- brief description of the vehicle/s seen fly-tipping
- brief description of the person/people seen fly-tipping
- photographic evidence if possible of the above

We will clear any fly-tipping from public areas generally within two working days, unless specialist arrangements are required for removal/disposal.

What the council will do	What local people have agreed
Remove fly tipping on a public street within 2 working days of it being reported.	Not dump rubbish.
Where there are large amounts of harmful waste left on private land, take action in line with the enforcement policy to ensure it is removed.	Not leave rubbish in alleyways. Keep alleygates locked.
Investigate incidents of fly tipping and take enforcement action against offenders.	Keep yards and gardens free from large amounts of waste.
Take enforcement action against residents or businesses who fail to use a licensed waste carrier to remove waste.	Report problems & offenders.
	Check that anyone they employ to remove waste is a licensed waste carrier. The number to call for all the above is 01179 222100.

Graffiti

What the council will do	What local people have agreed
Remove graffiti from public buildings (Offensive graffiti will be removed within 24 hours of it being reported. Other graffiti will be removed within 10 days of it being reported).	Report problems and offenders. Not graffiti buildings or property.
Work with other partners to encourage graffiti removal on private buildings.	Keep their property free from graffiti.
Take enforcement action against those responsible for graffiti, with more serious cases being dealt with by the Police.	Call 01179222100 to report graffiti

Fly Posting

What the council will do	What local people have agreed
Carry out regular foot patrols of problem areas and hot spots	Use only designated areas to fly post (walls are set aside for posting in the city)
Educate the public on the effects of fly posting and the associated penalties	Report any incidents of fly posting by using the online form
Educate businesses on the penalties associated with fly posting	Ask for permission for premises owners before fly posting on property
Use CCTV where possible to gather evidence on persistent fly poster offenders	
Issue fixed penalty notices to persistent offenders	Report problems by ringing 0117 922 3965

Highways Obstructions

What the council will do	What local people have agreed
Notify the relevant contractor for removal of the obstruction	Not to leave items blocking the highway
Educate motorists on the dangers of highways obstructions	Report any objects causing an obstruction to the highway
Educate the public on the dangers of highways obstructions	Report any highways surfacing concerns such as pot holes or oil spillages to the council by contacting 01179222100
Where necessary, update city-wide signage notifying motorists of the obstruction and any diversions	To understand the limitations of the council in responding to all highways obstructions during times of adverse weather conditions
Arrange a fast track removal of abandoned vehicles through Avon and Somerset Police.	Report abandoned vehicles using the online Abandoned Vehicle Reporting System (AVRS)

Noise and Pollution

What the council will do	What local people have agreed
Investigate complaints about noise from industrial, commercial, neighbour and neighbourhood sources	Report problems by ringing 01179 222100 . Outside of normal working hours call 01179 222500
Carry out monitoring with sound equipment where possible	Understand that the council's Noise Pollution are unable to respond to incidents of rowdy behavior in public or traffic and aircraft noise
Supply complainants with sound monitoring equipment where necessary and where resources allow	Maintain logs and diaries of any incidents of repeat noise pollution
Educate public on the affects of noise pollution	Not to create noise pollution by having music or machinery operating at an acceptable level
Educate noise pollution offenders	Be considerate to neighbours when engaging in activities that generate noise (eg. Listening to music)
Keep in regular contact with pollution complainants	Contact the Public Health Services Team for any issues with noise in the workplace on: 01179222500

What the council will do	What local people have agreed
Investigate complaints regarding smoking bonfires	Report problems by ringing 01179 222100 . Outside of normal working hours call 01179 222500
Issue a letter to the perpetrator warning them of the affects of toxic smoke from bonfires	Understand the laws surrounding pollution levels and limitations of the council's Pollution Control Services
	Maintain logs and diaries of any incidents of repeat pollution

Housing

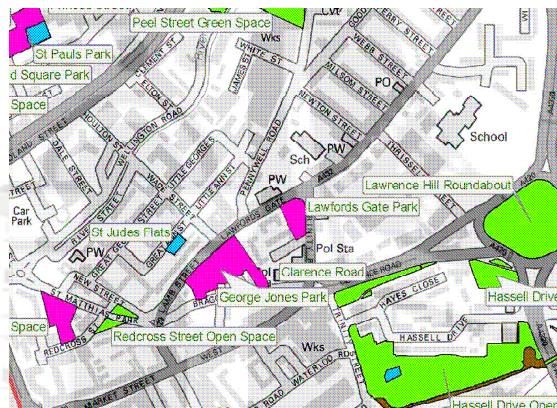
Did you know garden bonfire smoke contains over 350 times as much of the cancer-causing chemical benzpyrene as cigarette smoke?

What the council will do	What local people have agreed
Respond to any repairs issues from council tenants within 3 days	Report any repairs issues (Council tenants only) by ringing 01179 222100 . Outside of normal working hours call 01179 222050
Produce a Customer Insight Strategy – to make sure we build up understanding of our customers' needs and experiences of our services – and we can respond to these.	Read and sign the tenancy agreements if required
Will help tackle neighbourhood nuisance by dealing with issues such as abandoned cars, fly tipping, graffiti, anti-social behaviour, health and safety and fire safety.	Report any housing related neighbourhood nuisance issues
Maintain and improve the look and cleanliness of the communal areas in and around your flats.	Report any issues with cleanliness of communal areas

Parks

What the council will do	What local people have agreed
Investigate reported problems on a request basis.	Report problems by ringing 01179 222100 . Outside of normal working hours call 01179

	222050
Carry out regular patrols of all council maintained parks and green spaces	Respect the parks and green spaces and not drop litter or damage the environment of the parks
Maintain park facilities such as public toilets and council maintained cafes	Report any issues with the cleanliness of park facilities to either the park keeper or to Parks on 0117 922 3719
Safeguard key historic estates and parks	Respect other users of the parks
Consult the local people on any planned changes to parks and green spaces	Vacate the park if requested by a park keeper prior to closure of the park
Make natural green spaces more accessible and welcoming	Respect other users of the parks
Investigate reported problems on a request basis.	Report problems by ringing 01179 222100 . Outside of normal working hours call 01179 222050



Find your local park at:
<http://www.bristol.gov.uk/node/6758>

A green lung in a densely built up inner city area, **St Agnes Park** is a characterful and popular community park reflecting the vibrant and multi-cultural area which it serves.

Planning

What the council will do	What local people have agreed
Investigate complaints about possible unauthorised works	Report problems by ringing 01179 223000 .
Complaints about alleged breaches of	Fill out an online Planning enforcement

planning control will be kept confidential	complaint form if making a complaint
Take action to stop or prevent activities which are harmful to neighbours, or do not comply with our planning policy	Comply with planning policy when undertaking activities
Educate the public on planning legislation	Seek planning permission if premises owners intend to change the external look and use of their premises
Educate businesses on planning legislation and produce guidance and instructions	Read the guidance presented on the council's website regarding: <ul style="list-style-type: none"> • The installation of antennas and satellite dishes • House extensions • Lawful development certificates • Installation of solar panels
Provide guidance to developers on: <ul style="list-style-type: none"> • Temporary advertising of development sites • Waste and recycling requirements • Tree planting obligations • Pre-application involvement 	Pay any fees associated with any planning application submitted to the council



Contacts

Name	Address	Contact
Customer Services		01179 222000
Repairs		01179 222500
Emergency Control		01179 222050



Further information on Neighbourhood Partnerships and Neighbourhood Working is available on the Bristol City Council website www.bristol.gov.uk.

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