



AGENDA ITEM NO . 9

ASHLEY, EASTON & LAWRENCE HILL NEIGHBOURHOOD PARTNERSHIP Tuesday 25th September

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

Title: Area Coordinators Report

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

RECOMMENDATIONS

1. Note the Neighbourhood Forum feedback and the key issues raised.
2. Consider how the NP can help to address the concerns about over development and the pressure on the local infrastructure.
3. Note the 'You Said, We Did' summary report.
4. Approve the nomination of Anna McMullen as resident member for Easton Ward by a show of hands.
5. Approve the proposed changes to the terms of reference for the Stapleton Road Working Group
6. Approve the Terms of Reference for the Neighbourhood Partnership Environment Sub Group and Traffic and Transport Sub Group

1. Neighbourhood Forums

Please see attached summary report – appendix 1

Street cleansing and refuse collections

The ongoing concerns and questions about the street cleansing contract are being addressed in item 4 on the NP agenda.

Traffic management

Complaints about traffic issues – parking on pavements and on street corners, speed and congestion and dangerous parking particularly around schools are frequent complaints at neighbourhood forum meetings affecting all three wards. They are some of the most difficult issues to deal with.

The Neighbourhood Partnership Traffic Sub Group provides an opportunity consider these issues in more depth and perhaps develop a partnership wide approach.

Planning

Planning and concerns about over development putting a strain on the area and its resident community (cars, parks, schools) is of particular concern in the Easton ward. This is a difficult problem which has been raised on several occasions. The NP is asked to consider how it can raise the profile of this particular issue.

Resident nomination

Easton and Lawrence Hill Neighbourhood Forum has nominated Anna McMullen as a new resident member for the Easton Ward.

Recommendation

The NP is asked to approve the nomination.

'You Said, We Did' 2012-2013

The summary of 'You Said, We Did' (appendix 2) shows the number of issues reported to the people supporting the Neighbourhood Partnership/Neighbourhood Forum process since 1st April 2012 and any issues that were unresolved at 31st March. It reflects the high level of complaints about the environment and traffic/highways.

Recording 'resident satisfaction' depends on the resident leaving their contact details and being clear about the preferred outcome. Many of the issues reported by residents are part of much bigger ongoing problems which can leave people feeling dissatisfied even if the original complaint has been dealt with.

2. Stapleton Road Working Group

The Stapleton Road Working Group continues to progress action plans in the priority areas of: Environment, Enforcement/Community Safety, Young people, Economy and Working Together. In addition priority projects for the group this year include:

- A programme of arts and events
Cleo Lake as an '*Arts and Events Project Manager*' to work approximately 75 days over the next 12 months to bring people together and encourage local people and traders to take greater ownership of the street.
- Improving the junction of Easton Way and Stapleton Road
- A campaign to encourage people to not drop litter

Proposed Discretionary License Scheme for Private Landlords

Bristol City Council has been consulting local people and landlords about a proposed 'Discretionary Licensing scheme'. This would mean that all private landlords in the

designated area (along Stapleton Road and the surrounding area) have to have a license. The aim of the scheme is to improve standards in the private letting sector. The scheme would require a fee from private landlords.

Members of the working group had mixed views about the proposals. Some residents welcomed efforts to raise standards of housing and tackle anti social behaviour linked with the private rented sector. Landlords had a number of concerns in particular the proposed fee, it could stigmatise the area further, that the 'rogue' landlords would not cooperate and that the City Council already has powers to address poor housing standards.

A decision will be made by the City Council cabinet in September about whether to progress with the scheme.

Greater Bristol Bus Network (GBBN)

The changes made for the Greater Bristol Bus Network have now been implemented and a high level of enforcement action is being taken. This has had a mixed response. The Traders Association has raised concerns about the impact of the 'camera car' on trade. Officers from BCC Highways attended a meeting with representatives of the traders association to hear the main complaints and consider what action can be taken to improve the situation.

Residents Parking Scheme

Also of concern to traders is the proposed Residents Parking Scheme which would introduce parking meters on Stapleton Road (Easton Way to Trinity Road).

Terms of Reference

The working group would like to propose amendments to the terms of reference in appendix 3.

Recommendation

Approve the amendments to the terms of reference as requested by the Stapleton Road Working Group

Terms of Reference for NP Sub Groups

Recommendation

The NP is asked to consider and approve the terms of reference for the Environment Sub Group and the Traffic and the Traffic and Transport Sub Group in appendix 4.

To progress with the Environment Sub Group an invitation has already been circulated beyond the NP (further to my email 10.8.12).

Following approval of the terms of reference the sub groups will meet. I will be convening the Traffic Sub Group and Richard Fletcher (or someone from Richards' team) will convene the Environment Sub Group.

Ashley, Easton and Lawrence Hill Neighbourhood Forums: Summary of activity April – July 2012

Date	Attendance				Key agenda items	Key issues raised
	Residents	vol. orgs businesses	NP members	Officers		
Ashley Forum						
18 th April	48	9	6/13	11	<p>Update from St Pauls Carnival Committee about this years carnival.</p> <p>Neighbourhood Partnership update/request for feedback</p> <p>Dog Poo Campaign report</p> <p>Nomination of Lori Streich to NP</p>	<p>Request for update about School Places in Ashley.</p> <p>Concerns about street cleansing/rubbish & maintenance of public and green spaces.</p>
2 nd July	25	5	6/13	8	<p>Update re School Places</p> <p>Petition from residents about the dangers of crossing Ashley Road.</p> <p>Dog Poo Campaign – what happened</p>	<p>Request for concerns about traffic management to be considered in a way which takes account of the wider impact (not just the specific area of concern).</p> <p>Residents of Montpelier are</p>

					Information from BCC about improvements to Stokes Croft and the Bear Pit. Priority issues for future forum meetings.	setting up a residents assn. Concerns about street cleansing/rubbish & maintenance of public and green spaces.
Easton and Lawrence Hill						
23 rd May	39	11	14/26	10	Police crime commissioners Role of a magistrate Refuse collection and Street Cleansing /May Gurney & BCC	Ongoing concerns about street cleansing and rubbish collection. Request for information about whether May Gurney is being fined and the performance management arrangements. Caravans parked on the streets that appear to be lived in – what are the rules?
12 th July	40	14	9/26	20	Proposed Residents Parking Scheme (parts of the area) Consultation about a 'Discretionary Licensing	Ongoing concerns about street cleansing and refuse collection. Concerns about decline in

				<p>Scheme' for Stapleton Road and surrounding area.</p> <p>Quality of Life – what the data tells us about our area.</p> <p>Nomination of Anna McMullen to NP.</p> <p>Developer consultation on proposed redevelopment of Greenbank Hotel.</p> <p>Opportunity to view and feedback on proposals to improve Whitehall Road for pedestrians.</p>	<p>parks maintenance.</p> <p>Concern that the area around the proposed Residents Parking Scheme is not be consulted about the possible impact.</p> <p>Ongoing frustration about parking on pavements – there is a perception of little or no enforcement.</p> <p>Concerns about overdevelopment, over crowding, infrastructure that cannot cope and anti social behaviour.</p>
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You Said, We Did AELH Summary

Monday 03 September 2012

Total Problems by Ward			
Ashley	138	66%	
Easton	32	15%	
Lawrence Hill	40	19%	

Total Number of Problems				210
In Progress	52	25%		
Resolved	130	62%		
No Action	18	9%		
Not Possible	3	1%		
Issue Raised	2	1%		

Reported By			
Resident	111	53%	
Business	1	0%	
Ward Councillor	3	1%	
Local Authority Officer	1	0%	
Other Paid Person	1	0%	

Method of Reporting			
Phone	17	8%	
Email	18	9%	
Face to Face	18	9%	
Community Outreach	11	5%	
Neighbourhood Forum	145	69%	
NDT	0	0%	
Via Local Authority	1	0%	
Via Vol. Sector	0	0%	
Via Other Third Party	0	0%	

Category of Problem	Total	In Progress		Resolved	
Safety & Enforcement	11	5	45%	5	45%
Policing	23	12	52%	9	39%
Environment	79	15	19%	57	72%
Housing	5	1	20%	3	60%
Highways/Traffic	44	4	9%	18	41%
CYPS	0	0	0%	0	0%
Planning	6	1	17%	4	67%
ECC	41	5	12%	33	80%
Health and Social Care	0	0	0%	0	0%

Average Days to Resolve		
Ashley	31	
Easton	39	
Lawrence Hill	70	

Resident Satisfaction			
Yes	24	11%	
No	4	2%	
Don't Know	19	9%	
Has Improved	2	1%	

Residents Kept Informed?			
Yes	35	17%	
No	3	1%	
Don't Know	18	9%	

Ashley

Resident Satisfaction			
Yes	10	7%	
No	0	0%	
Don't Know	0	0%	
Has Improved	0	0%	

Category of Problem	Total		
Safety & Enforcement	10	7%	
Policing	12	9%	
Environment	57	41%	
Housing	2	1%	
Highways/Traffic	13	9%	
CYPS	0	0%	
Planning	4	3%	
ECC	39	28%	
Health and Social Care	0	0%	

Totals			
In Progress	39	28%	
Resolved	93	67%	
No Action	1	1%	
Not Possible	2	1%	
Issue Raised	1	1%	

Residents Kept Informed?			
Yes	16	12%	
No	0	0%	
Don't Know	0	0%	

Easton

Resident Satisfaction			
Yes	6	19%	
No	1	3%	
Don't Know	9	28%	
Has Improved	1	3%	

Category of Problem	Total		
Safety & Enforcement	0	0%	
Policing	6	19%	
Environment	10	31%	
Housing	2	6%	
Highways/Traffic	12	38%	
CYPS	0	0%	
Planning	1	3%	
ECC	1	3%	
Health and Social Care	0	0%	

Totals			
In Progress	9	28%	
Resolved	14	44%	
No Action	6	19%	
Not Possible	0	0%	
Issue Raised	0	0%	

Residents Kept Informed?			
Yes	8	25%	
No	1	3%	
Don't Know	8	25%	

Lawrence Hill

Residents Satisfaction			
Yes	8	20%	
No	3	8%	
Don't Know	10	25%	
Has Improved	1	3%	

Category of Problem	Total		
Safety & Enforcement	1	3%	
Policing	5	13%	
Environment	12	30%	
Housing	1	3%	
Highways/Traffic	19	48%	
CYPS	0	0%	
Planning	1	3%	
ECC	1	3%	
Health and Social Care	0	0%	

Totals			
In Progress	4	10%	
Resolved	23	58%	
No Action	11	28%	
Not Possible	1	3%	
Issue Raised	1	3%	

Residents Kept Informed?			
Yes	11	28%	
No	2	5%	
Don't Know	10	25%	



Ashley, Easton & Lawrence Hill Neighbourhood Partnership
Stapleton Road Working Group Terms of Reference Version 2
Agreed 22 June 2011 Revised September 2012

Why have a 'Stapleton Road Working Group'?

The Working Group was established in February 2011 for the following reasons:

Stapleton Road is an important local 'high street' providing a range of unique services to local and city wide communities in particular Black and Minority Ethnic communities. Whilst many people see the potential of Stapleton Road and feel comfortable going about their businesses there are many problems which put the viability of the street at risk and adversely affect traders, residents and service providers. The problems include:

- a) Lack of trust and confidence in the City Council and Police by some traders, residents and community organisations to tackle the problems *and* use their influence and resources to ensure SR thrives.
- b) Negative reputation fuelled by negative press impacting on trade/activity of organisations in the area.
- c) Litter, poor quality environment (including disused and run down buildings).
- d) Drug dealing, anti-social behaviour and feeling unsafe.
- e) Chaotic parking and traffic – 'anything goes' leading to congestion and frustration.
- f) Postcode rivalry between young people.
- g) Some young people growing up in areas where drug dealing and associated activity are part of every day life see this as a possible and even desirable 'career' path.

Addressing these problems requires a long term, coordinated approach and the involvement of public services alongside the resident, business and voluntary communities.

June 2012

The working group has succeeded in it's aim of bringing local people together with the authorities to provide a focus and get things done. People who live and work in the area say the streets feel safer due to the police work. An action plan is in place and work is being progressed to tackle the other problems.

What are we trying to achieve overall?

- a) Find solutions to the problems in the short and long term so that Stapleton Road can thrive as a retail destination offering a unique cultural experience and a safe, well maintained place to live.
- b) Understand the impact on some young people of growing up in high crime areas and take action in the short and long term to end this cycle.
- c) To create trusting and respectful working relationship between the diverse communities who live and work on and around SR and between the communities and authorities (City Council and Police in particular).

How will we go about this?

- a) Create a plan setting out what needs doing between now and 2020 (building on all the work that has been done to-date).



- b) Implement and update the plan in the short, medium and long term and respond to changing circumstances as appropriate.
- c) Coordinate existing and planned activity.
- d) Monitor the implementation of the action plan.

Powers & Responsibilities

- a) The Sub Group will lead and coordinate all activity on SR to achieve the overall agreed goals.
- b) The City Council, Police and other agencies will be active members of the Sub Group so that it has influence and resources to get things done.
- c) The Sub Group will report to the Neighbourhood Partnership a) barriers to progress and b) progress made.
- d) Be open and transparent in all it does.
- e) Communicate regularly through community newsletters, e-bulletins, neighbourhood forums, open meetings and focus groups as appropriate.
- f) Welcome feedback at all times.

How will we know we are making a difference? (2012-2013)

People who use SR feel safer (Annual Stapleton Road Survey September – Easton & LH Neighbourhood Management)

People who use SR think the road is cleaner (Annual Stapleton Road Survey September – Easton & LH Neighbourhood Management)

People who use SR drop less litter (indicator? Less resources to pick litter up?)

There is greater trust between local people (residents and business) in the City Council and Police (Perception survey)

The Easton Way/Stapleton Road Junction is improved

Violent crime is down (indicator)

Increased involvement in decision making by Somali traders and residents, residents from along the street and young people

Membership - There will be 24 voting members

The membership should be a balance of people who live on or very near Stapleton Road, people who run business and other organisations operating from Stapleton Road supported by Ward Councillors, the Police and Bristol City Council.

The membership should reflect the whole length of the road.

The majority of members should be residents and business people all times.

The membership can co-opt other people who have an important role in resolving the problems.

The sub group must reflect the diversity of the local population and the different sections of SR. Positive action will be taken to ensure representation if necessary.

It is expected that service providers/officers of the Council will attend meetings as appropriate to receive and provide information, advice and guidance (non voting). At its first meeting the sub group will agree which officers need to attend regularly.



Chairing

- a. The Chair should be a resident elected by a majority of members. If the Chair is not a member of the Neighbourhood Partnership they can be coopted should they wish to be.
- c. A Deputy Chair will be elected by the members of the sub group

Administration

- a. The Neighbourhood manager will be the lead supporting officer
- b. Agendas will be agreed with the chair
- c. Papers will be circulated so that members receive them 5 days in advance of the meeting.
- d. The record of the meeting will focus on action notes and will be publicly available.
- e. The sub group will meet approximately once every 6 weeks.
- f. The sub group will establish short-life 'problem solving groups' which may involve people outside of the Sub group.

**Ashley, Easton and Lawrence Hill Neighbourhood Partnership
Environment Sub Group Terms of Reference**

DRAFT July 2012

The sub group has been set up by the NP and is accountable to the NP. The sub group is not a decision making body but will make recommendations to the NP.

Aim

To work together with all interested parties to improve the environment in the NP area.

Purpose:

- Develop a strategic overview of environment issues in particular:
 - Parks, green and public spaces
 - Rubbish and waste management
 - Trees and shrubs
- Develop a list of strategic priorities for the NP area
- Influence decisions about the devolved 'clean and green' budget and mainstream services
- Provide a forum for residents, City Council officers and contractors (as appropriate) to solve problems together.
- Monitor the delivery of projects funded and supported by the NP

The sub group is not about individual projects or a place for residents to report problems this will continue to happen through the Neighbourhood Forums.

Task/s

The first task of the Sub Group will be to develop a concise document setting out the priorities for the NP area for consideration by the Neighbourhood Forums and Neighbourhood Partnership.

Membership

All members are encouraged to make a commitment for at least 12 months with the membership being agreed at the NP AGM each year.

- The Chair must be a NP member and elected annually. They will lead the group, chair meetings and liaise with BCC staff. The chair must be a NP member
- At least one NP member from each of the three wards of Easton, Lawrence Hill and Ashley
- Interested residents from the NP area – every year the NP will call for members.
- Named representative from BCC Environment & Leisure Services (to assist the group in making informed decisions and provide information about mainstream services).

Advisers from other authorities /organisations will be invited to attend the meeting as appropriate.

Meetings

At its first meeting of the year the group will agree its work programme. Meetings will be arranged to deliver the work programme and support will be provided through the Area Environment Officer.

The sub group has been set up by the NP and is accountable to the NP. The sub group is not a decision making body but will make recommendations to the NP.

Aim

To work together with all interested parties to improve the traffic and transport issues in the NP area.

Purpose:

- Develop a strategic overview of traffic and transport issues
- Develop a list of strategic priorities for the NP area
- Influence decisions about the devolved budget and mainstream services
- Provide a forum for residents, traffic management and other officers to solve problems together.
- Monitor the delivery of priority schemes funded through S106 and the devolved budget.

The sub group is not about individual projects or a place for residents to report problems this will continue to happen through the Neighbourhood Forums.

Task/s

The first task of the Sub Group will be to develop a concise document setting out the priorities for the NP area for consideration by the Neighbourhood Forums and Neighbourhood Partnership.

Membership

All members are encouraged to make a commitment for at least 12 months with the membership being agreed at the NP AGM each year.

The Chair must be a NP member and elected annually. They will lead the group, chair meetings and liaise with BCC staff. The chair must be a NP member
At least one NP member from each of the three wards of Easton, Lawrence Hill and Ashley
Interested residents from the NP area – every year the NP will call for members.
Named representative from BCC traffic management (to assist the group in making informed decisions and provide information about mainstream services).

Advisers from other authorities (Police, First Bus) will be invited to attend the meeting as appropriate.

Meetings

At its first meeting of the year the group will agree its work programme. Meetings be arranged to deliver the work programme.

Meeting support will be provided through the Area Coordinator