



AGENDA ITEM NO. 7

Filwood, Knowle and Windmill Hill Neighbourhood Partnership

Report of: Caroline Hollies/Emily Smith Neighbourhood Working Coordinators

Caroline: caroline.hollies@bristol.gov.uk, phone 0117 92 23977 Emily: emily.smith@bristol.gov.uk, phone 0117 90 37723

Title: Neighbourhood Working Priority Setting

Officer presenting report: Caroline Hollies/Emily Smith

RECOMMENDATION:

That the Filwood, Knowle and Windmill Hill NP choose up to 10 Neighbourhood working priorities from the list in Table 2.

What is Neighbourhood Working?

Neighbourhood Working is a new way of working adopted by the council at the end of March 2013. It coordinates different council services and external organisations (eg the police) to tackle community priorities set by the Neighbourhood Partnership.

Current Situation

1. A list of priorities for each ward was gathered by:
 - a. Door to door surveys across the three wards
 - b. Online survey publicised via local networks and on the Neighbourhood Partnership web pages
 - c. Historic ward forum data was scrutinised
2. The list of priorities by ward is shown in Table 1 (data sets are available if required).
3. Other data sources, e.g. police reports, Quality of Life surveys, were used to provide additional evidence to support these priorities. This enabled the ward lists to be combined into a shortlist of 16 combined Neighbourhood Partnership priorities, ranked according to the number of times the issue was raised by residents, see Table 2.

Next steps

1. The Neighbourhood Partnership to choose up to 10 of the priorities from Table 2 below at the meeting in January.
2. Once the priorities are chosen a baseline against which progress will be measured, will be set. This may involve further data collection, to define the issue, for example identifying fly tipping hotspots or finding out how issues are currently being dealt with.
3. An action plan will be put in place working with all stakeholders, and implemented.
4. Quarterly progress reports will be provided for the Neighbourhood Partnership with updates given at the Partnership's request. Reports will also be published on the website.
5. The priority list will be reviewed annually by the Neighbourhood Partnership.

Filwood, Knowle and Windmill Hill Neighbourhood Working Priorities

From the survey, 8% of residents in Filwood, 42% of residents in Knowle and 20% of residents in Windmill Hill had no issues. That is 22% of all residents surveyed across the Neighbourhood Partnership area had no issues.

Table 1: Filwood, Knowle and Windmill Hill ward Neighbourhood Working Shortlisted Priorities ranked by ward

	Filwood	Knowle	Windmill Hill
1	Dog fouling and control	Parking including schools	Parking including schools
2	Drugs and alcohol issues	Dog fouling	Dog fouling and control
3	Facilities for young people	Congestion	Speeding
4	Fly-tipping	Litter	Litter
5	Crime	Facilities for young people	Waste Collections
6	Parking including schools	Crime	Drugs and alcohol issues
7	ASB	Speeding	Crime
8	Motorbikes	Improve shopping areas	Problem neighbours
9	Litter	Drugs and alcohol issues	Street lighting
10	Blocking pavements – bins or hedges	Cycling issues	Pavement and street repairs
11	Problem Neighbours	Dangerous crossings	ASB
12	Waste collections	ASB	Cycling issues
13	Speeding	Waste collections	Fly-tipping
14	Improve shopping areas	Street lighting	Blocking pavements – bins or hedges
15	Dangerous crossings	Fly-tipping	Graffiti
16	Graffiti	Blocking pavements – bins or hedges	Dangerous crossings
17	Street lighting issues	Problem neighbours	Facilities for young people
18	Domestic Violence		

The combined top five priorities across the Neighbourhood Partnership are shown in bold in Table 1 and Table 2.

Table 2: Filwood, Knowle and Windmill Hill combined and ranked Neighbourhood Working Shortlisted Priorities with evidence

	Joint issue	Evidence base/ narrative
1	Dog control and dog fouling	<p>Raised as an issue by 25% of all residents surveyed.</p> <p>In Filwood ward residents were also concerned with keeping dogs under control. There were 29 reports of dog fouling to Bristol City Council Customer Services between July and December 2012 and 58 reports in 2013 to end September 2013 (May Gurney). There was 1 report to Bristol Parks from October 2011 to September 2013 (Parks Enquiries, 2013).</p> <p>Since April 2013 the Dog Wardens have received 26 complaints about stray dogs and 5 complaints about dangerous dogs in Filwood ward.</p> <p>90% of respondents in Filwood, 80% in Knowle, 79% in Windmill Hill feel that dog fouling is a problem in the local area, this is far above the city average of 76% (QoL, 2012) and these figures have increased since 2005.</p>
2	Parking including schools	<p>Raised as an issue by 22% of all residents surveyed.</p> <p>This includes parking outside schools which has been recognised as a city-wide issue (Talking Heads, 2013). This has been an issue in this NP since 2005 when 70% of respondents from Filwood, 59% from Knowle and 60% from Windmill Hill had a problem with cars blocking the local pavement (QoL, 2005)</p>
3	Litter	<p>Raised as an issue by 10% of all residents surveyed.</p> <p>There were 250 requests for street cleansing to Bristol City Council Customer Services in 2012 (May Gurney).</p> <p>There was 1 report to Bristol Parks from October 2011 to September 2013 (Parks Enquiries, 2013). This is likely to be an error in recording these enquiries.</p> <p>Only 48% of respondents in Filwood are generally happy with the level of litter on streets and other public land, whereas 66% of respondents in Knowle and 63% of respondents in Windmill Hill are happy. Although, 83% of respondents in Filwood, 80% in Knowle and 73% in Windmill Hill say that street litter is a problem (QoL, 2012)</p>

4	Drugs and alcohol issues	<p>Raised as an issue by 9.3% of residents surveyed.</p> <p>The number of clients accessing structured treatment for alcohol and drug use is 364 across all wards (170 in Filwood, 69 in Knowle and 125 in Windmill Hill) from 1st April 2013 to 30th September 2013. Of these 10% are alcohol users, 12% are non-opiate drug users and 79% are opiate drug users (Safer Bristol data, 2013).</p> <p>It is estimated that, citywide, in 2011/12 only around 72.5% of opiate or crack users are on structured treatment, so the actual figures will be higher than this. In addition around 16% of those drug users and 7% of alcohol users in structured treatment citywide were referred through the criminal justice system. (Safer Bristol, Crime and Disorder, 2013)</p> <p>80% of respondents in Filwood, 43% in Knowle and 45% in Windmill Hill said that drug dealing is a problem in their neighbourhood but only 64% of respondents from Filwood, 19% from Knowle and 24% from Windmill Hill said that drug use was a problem in their area. In both cases the response in Filwood was well above the Bristol average, average in Windmill Hill and below average in Knowle(QoL, 2012). These figures have decreased, quite significantly in Windmill Hill ward only, since 2006 (QoL)</p>
5	Speeding	<p>Raised as an issue by 8.8% of residents surveyed.</p> <p>There have been a number of road traffic accidents concentrated on the main roads around the periphery of the NP area, such as Wells Road, Hengrove Way, Hartcliffe Way and Airport Road though there is no evidence that this is linked to speeding (Pinpoint, 2013).</p>
<p>All the issues below were raised by fewer than 8.5% of residents surveyed. However, some issues are ward specific, for example congestion was raised by 9% of respondents in Knowle, but not at all in Filwood and Windmill Hill.</p>		
6	<p>Crime – including increasing police presence and safe environment</p>	<p>Compared to the same time last year burglary and shop lifting have increased in Filwood, theft from motor vehicles and hate crime has increased in Knowle and Theft from Motor Vehicles has increased in Windmill Hill (Safer Bristol ward profiles, 2013).</p> <p>Only 37% of respondents in Filwood, 42% in Knowle and 42% in Windmill Hill feel police</p>

		and local public services are successfully dealing with issues of crime and anti-social behaviour in their area. 21% of respondents from Filwood, 10% from Knowle and 12% from Windmill Hill feel that crime has got worse over the past 3 years (QoL, 2012).
7	Facilities for YP/children – includes gangs of YP	25% of respondents in Filwood, 26% from Knowle and 21% in Windmill Hill were satisfied with leisure facilities/ services for teenagers, this is around the Bristol average and has increased from 17%, 4% and 10% in 2005. 59% of respondents in Filwood, 78% in Knowle and 82% in Windmill Hill were satisfied with children’s playgrounds, the Bristol average was 67% (QoL, 2012).
8	Waste collections	Respondents in Filwood, Knowle and Windmill Hill are generally happy with the general-household, food and dry waste collections, with satisfaction rates around the Bristol average (QoL, 2012). However, the Council does not collect figures about littering and replacement of bins after emptying. These were the main issues for the residents surveyed.
9	ASB	<p>ASB figures from Avon and Somerset are 489 for Filwood, 286 for Knowle and 393 for Windmill Hill for the first two quarters of 2013-14. This has increased compared to the same time period last year in Knowle and Windmill Hill, but decreased in Filwood (Safer Bristol ward profiles, 2013).</p> <p>Knowle Estate Management Team, who cover 3 NP areas, have registered 190 action-planned ASB cases against tenants for the period 1st April 2013 – 1st November 2013 and recorded 16 Hate Crime cases in the same period.</p> <p>ASB takes up approx. 70% of Senior Housing Advisors time.</p> <p>There were 7 reports to Bristol Parks from October 2011 to September 2013 (Parks Enquiries, 2013).</p> <p>37% of respondents in Filwood, 42% in Knowle and 42% in Windmill Hill feel police and local public services are successfully dealing with issues of crime and anti-social behaviour in their area (QoL, 2012). 52% of respondents in Filwood, 22% in Knowle and 26% of respondents in Windmill Hill feel that antisocial behaviour is a problem locally, this is higher than the Bristol average in Filwood but lower in Knowle and Windmill Hill (QoL, 2012) and has significantly declined since 2005 (QoL). Although police figures</p>

		show that the numbers of ASB incidents has increased since 2012.
10	Fly-tipping	There were 331 reports of flytipping to Bristol City Council Customer Services in 2012 and 559 reports in 2013 to end September 2013 (May Gurney).
11	Problem neighbours	53% of respondents in Filwood, 36% in Knowle and 32% in Windmill Hill said they have noise from neighbours, these figures have increased since 2005 (QoL). 46% of respondents from Filwood, 70% from Knowle and 74% from Windmill Hill said that people treat other people with respect in their neighbourhood, this has increased since 2006 (QoL)
12	Obstruction of pavements – bins or hedges	Highways (2013) receive around 1300 enquiries a month city wide about Highways issues with includes potholes, enquiries about existing schemes and overgrown bushes.
13	Dangerous crossings	There have been a number of road traffic accidents since 2010, 23 of which involved pedestrians, around the Neighbourhood Partnership area (Pinpoint, 2013). Near misses are not recorded.
14	Motorbikes/ quads	There were 352 calls to Avon and Somerset police concerning nuisance bikes/quads in south Bristol in 2013 to date, reported mostly as Anti-Social Behaviour, with some incidents of riding without helmets.
15	Congestion	This includes issues raised with rat running because of congestion. It was only raised in Knowle as a significant issue. Of the road traffic accidents since 2010, many were a result of turning movement between minor to major roads and nose to tail collisions which are likely to happen in traffic jams.
16	Domestic violence	This was only raised as an issue by one resident across all three wards, however QoL indicates that over 13% of respondents felt that domestic abuse was a private matter. This may be masking the severity of this issue in the area. There were 87 domestic abuse incidents in Filwood, 35 in Knowle and 31 in Windmill Hill for the first 6 months of 2013-14 (Safer Bristol, 2013)

References

- Talking Heads “Heads in despair of traffic issues surrounding schools”, Dr Helen Holman, Bristol Post 12th November 2013.
- QoL – Quality of Life surveys between 2005 and 2012
- May Gurney Quarterly reports, 2012 and 2013
- Parks Enquiries, Bristol City Council, 2013
- Highways and Traffic Management East Area Manager data, November 2013
- Pinpoint map data, Bristol City Council, 2013
- Avon and Somerset crime statistics
- Safer Bristol ward profiles
- Estate Management manager report, 2013
- Safer Bristol crime and ASB scorecard 2010 – 2013
- Safer Bristol Crime and Disorder Strategic Assessment, 2013
- Safer Bristol data on Clients in Treatment by ward, 2013
- Avon and Somerset Crime Trends, 2011 - 2013