



**Agenda Item No: 4**

**Bristol City Council**  
**Minutes of Neighbourhoods Scrutiny Commission**  
Monday 21<sup>st</sup> March 2016

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**Councillors:** Denyer, Fodor, Harvey, Hickman, Lovell (Vice-Chair), G Morris, Milestone, Negus (Chair) and Tincknell

**Assistant Mayors in attendance:** Councillors Radice and Hance

**Other Councillors in attendance:** Councillor Alexander

**Officers in Attendance:-**

Alison Comley (Strategic Director Neighbourhoods), Guy Price (Bristol Sports Partnership Manager), Gillian Douglas (Interim Service Director – Clean and Green), Di Robinson (Service Director – Neighbourhoods and Communities), Kate Murray (Head of Libraries), Pam Jones (Service Manager – Environment and Leisure Operations), Gemma Dando (Service Director – Neighbourhoods), Tom Oswald (Executive Assistant) and Jeremy Livitt (Democratic Services Officer)

**Also In Attendance for Agenda Item 10: Bristol Waste Company Performance Report**

Tracey Morgan – Managing Director, Bristol Waste Company  
David Foster – Operations Director, Bristol Waste Company

Councillor Milestone expressed concern that the Agenda and paperwork for this meeting had not been placed on the Bristol City Council website. The Democratic Services Officer apologised for this and agreed to investigate what had happened in this instance.

**Action: Jeremy Livitt**

**112. Apologies for Absence and Substitutions (Agenda Item 1)**

No apologies were received.

**113. Public Forum (Agenda Item 2)**

No Public Forum items were received.

**114. Declarations of Interest (Agenda Item 3)**

Alison Comley declared an interest in Agenda Item 10 as a Director of the Bristol Waste Company.

Councillor Tincknell declared an interest in Agenda Item 8 since she sat on the Panel that had declared an interest on the proposal for a Community Asset Transfer of the Cameron Centre in respect of Eastville Library.

**115. Minutes of Neighbourhoods Scrutiny Commission – 22<sup>nd</sup> February 2016 (Agenda Item 4)**

**Resolved – that the minutes of the above meeting be confirmed as a correct record and signed by the Chair subject to the following amendments:**

**(1) that Iain Ferguson’s response relating to foil on page 15 (Minute Number 109) be put into the present tense**

**(2) that the word “fil” on paragraph (1) of page 22 (Minute Number 109) be altered to read “fill”**

**(3) that the word “MURF” on Page 22 be (Minute Number 109) be replaced with “MRF”**

**(4) that resolution (2) on Page 24 (Minute Number 110) be altered to read “that the 2 graphs in Figures 9 and 10 be altered to explain that they are comparing municipal waste and household waste without clarifying terms”.**

**Action: Jeremy Livitt**

In relation to Minute Number 109, there was a brief discussion concerning the best method for taking forward the issues arising out of the evidence session on Supermarkets. It was noted that the matter would be discussed at the Planning meeting for 11<sup>th</sup> April 2016 meeting. **(Note: An item on this issue has now been added to the Agenda for 11<sup>th</sup> April meeting).**

**116 Action Sheet – 22<sup>nd</sup> February 2016 (Agenda Item 5)**

Members noted progress against the Action Sheet. It was noted that the majority of actions would be dealt with through further reports coming back to this meeting or to the 11<sup>th</sup> April 2016 meeting.

### **117. Chair's Business (Agenda Item 6)**

The Chair raised the following issue:

#### Waste Inquiry Day – Actions

The Chair raised the issue about the need for all outcomes which arose out of the March 2015 Inquiry Day to be properly addressed.

The Strategic Director confirmed that, following work by officers in co-ordinating all the points raised at each of the two Inquiry Days, a Joint Plan had been produced which was included in the papers available for this meeting.

It was noted that this item would require further discussion as part of Agenda Item 9.

### **118. New Active Sports Partnership (Agenda Item 7)**

Members noted this report which set out progress that had been made on delivering the objectives of the Bristol Partnership for Sport and Active Recreation.

Guy Price. The Partnership Director of Bristol Active Sports and Recreation, made the following points in introducing this report:

- (1) Following a request by the Mayor to set up a Sports Commission, work had been carried out on this by Colin Sexton and a report prepared for the Mayor in early 2014, following which the city wide Partnership of Sport had been established in Bristol. This meeting had taken place regularly and consistently and there had been 6 shadow board meetings;
- (2) A series of high profile sporting events had been agreed for the city, including:
  - (i) 2019 international World Cup, with 3 matches taking place in Bristol and 3 England internationals in 2017, 2018 and 2019, as well as the Women's World Cup in 2017. As a result, there would be more one-day Internationals hosted in Bristol in the coming years than any other city in the world
  - (ii) The closing stage of the Tour of Britain and an entire day racing in September 2016, as well as a very high level octane circuit race around Bristol streets and a time trial
- (3) The intention was for sport to benefit the entire city in the long-term with opportunities for the diverse communities of Bristol
- (4) Bristol in 2017 will be the European City of Sport – it was intended to use this profile to launch an agenda for sporting aspiration across the city.

Councillors made the following comments:

- (5) It was important that support should get to all communities across the city where there was a lack of key resources, such as a lack of pitches for rugby and football (ie £150 to hire a pitch). Guy Price responded by pointing out that the role of the community would be crucial in this area. He referred to the Government's recent publication of the National Strategy for Sport. The role of his organisation would be in an enabling capacity. He referred to the fact that a small amount of special Mayoral Initiative funding had been set aside for this – in addition, once the organisation was more firmly established, it was anticipated that there would be funding for organisations to share pitches, equipment, kit etc;
- (6) Further support for grassroots sport was required – there were a great deal of organisations in Bristol such as Avon Youth Leagues which would need to provide for all children of all abilities. Work would be required to “drill down” to community organisations across the city to obtain their support. Guy Price confirmed that the development of local talent was a key element of the organisation's work – groups like the West of England Partnership could deliver this;
- (7) Liaison with schools across the city would be crucial – there also needed to be proactive contact with women across the city to encourage them to become involved. Guy Price referred to the work of Bristol Sport Limited and West Sport in increasing the activity of School Sports in 2017 – the role of Bristol as 2017 European City of Sport would provide a good opportunity to promote work relating to schools and women – he referred to the 2017 “This Girl Can” initiative and the local “Bristol Girls Can” campaign;
- (8) In response to a question concerning the role of governance in sport, it was noted that transparency and reputation were important to ensure the broadest possible representation across the city – however, there remained some work to do. At national level, the new Government strategy for sport will need to meet a high standard of governance ;
- (9) In response to a member's question, Guy Price confirmed that he would provide a timeline for the governance arrangements for sport in the city **Action: Guy Price**
- (10) The BME community needs to be taken into account in relation to work with women in promoting sport;
- (11) In view of the large number of groups operating throughout the city, it would be useful for these to be mapped across the city to enable resources to be targeted where required. Councillors needed to be reassured that some resource would be directed towards the more deprived wards – work in promoting sport in deprived areas was a valuable tool in the promotion of community cohesion. Guy Price noted the importance of such a mapping process being carried out – he indicated that there were likely to be several documents already in existence providing information for specific sports and that these needed to be brought together into one document;
- (12) Neighbourhood Partnerships could be used as a vehicle for targeting of resources for sport at a community level;

- (13) In response to a Councillor's question concerning the need to ensure that appropriate public transport was provided in view of the future increase in major sporting events in the city, Guy Price referred to work to extend the Park and Ride which was currently taking place in respect of the September 2016 Tour of Britain;
- (14) The document currently set out a top down approach – work to implement it was required in communities and schools;
- (15) It was currently very difficult for a member of public to play Badminton in Bristol without access to school or certain community hall facilities;
- (16) Water sports provided a good opportunity for disabled children;
- (17) The role of business was important in providing sponsorship – however, it was primarily linked to high profile events which were heavily branded. Work was required to link such events to local neighbourhood events to ensure the sponsorship was spread more widely. Guy Price stated that, whilst the organisation's work was in its early stages, it was hoped to put in place measures for this

**Resolved – that**

- (i) **a timeline is provided to Scrutiny Commission members for the proposed governance arrangements in the city (Paragraph 9)**
- (ii) **the report be noted.**

**Action: Guy Price**

**119. Scrutiny – Update on Libraries (Agenda Item 8)**

The Scrutiny Commission received an update report on libraries covering the following issues:

- (1) Learning City
- (2) Volunteering Programme
- (3) Technology
- (4) Estate Management
- (5) Managing Staff Change
- (6) Unplanned Closures
- (7) Free Reservations

In response to members' questions, officers made the following comments:

- (1) It was hoped to be able to introduce Free Reservations, in June 2016. Dorset County Council and Poole have joined the Libraries West Consortium. Dorset already has free reservations and BANES would also like to start in June. The Library Management System will start in June 2016 and Bristol would like to start at the same time to offer members of the public to have a wider access to material. Officers would start work in considering the principle of Free Reservations **Action: Di Robinson/Kate Murray**

- (2) A recent UNISON dispute involving libraries staff had been considered by the HR Committee expressing concern about the level of consultation by the service in the process. The Committee found that staff had been consulted. There was a ballot for potential strike action – mitigation measures would be put in place to deal with this. However, it was noted that there had been a long consultation process as part of this review involving 11 meetings with UNISON and 1 to 1 meetings with every member of staff. Officers confirmed that 89 members of staff had accepted new roles and would be starting on 4<sup>th</sup> April 2016 ;
- (3) Continuing concern from Councillors about staff working in isolation. However, lone working is not currently in operation throughout the city. Whilst this issue might be re-visited once the new structure had been put in place, there needed to be a proper risk assessment. Under current arrangements, if a member of staff was sick, a replacement would always be provided for them – a library would never open with only one member of staff;
- (4) In response to members' concerns that the public should be made aware of the potential for use at the newly-created facility at Lockleaze Gainsborough Square, officers acknowledged that this provided a platform for promoting provision within this area of the city, alongside the existing Horfield Library and the untapped potential in Lockleaze which offered the chance to co-ordinate work with other partners. Councillors were requested to provide information concerning any potential networks for promotion that could be used in the area;
- (5) In response to a member's concerns about swipe cards and the need to ensure the safety of women, officers stated that they had recently visited Devon which had been operating this system since November 2015 without any significant difficulties for users. It was confirmed that a significant amount of detail concerning the pilot in Bristol had been put into the Equalities Impact Assessment. The report also needed to make clear that Swipe Cards would be trialled in September 2016 **Action: Di Robinson/Kate Murray to send a copy of the EQIA to Councillor Milestone and to alter report concerning introduction of Pilot for Swipe Cards**
- (6) Although some initial information concerning the new staff roles (Paragraph 5.1 of the report) was provided in Appendices 1 and 2, Councillors commented that further detail was required in this area **Action: Di Robinson/Kate Murray to draft a document setting out further detail and to provide to Scrutiny Commission Spokespersons**
- (7) The document would be corrected to include information about the Cheltenham Road Library and the forthcoming Bishopston Library. Officers confirmed that the setting up of a Friends Group for Bishopston Library was a priority;
- (8) A section was missing from the top of Page 46 (Appendix 2) and would be added in. The report also needed to clarify that the Swipe Card trial would start ;
- (9) A Central Registration System was operating for volunteers in the city – some people did travel to other parts of the city (ie Central Library). The role of the Library Development Officer was to increase this level of interest;
- (10) A Councillor's concerns were noted that the libraries use as one of the few remaining community resources left within communities should be maintained. Officers acknowledged that the role of the library as an exclusive space for books needed to be replaced with a model integrating services and the local

community and, through the work of Neighbourhood Teams, in developing community power;

- (11) In response to Councillors' concerns that a longer term vision for the development of libraries over the next 30/40 years was required, officers acknowledged that work on such a vision could start within the next year **Action: Di Robinson/Kate Murray**

**Resolved –**

- (1) the report be noted;**
- (2) that officers start work in considering the principle of Free Reservations;**
- (3) that a copy of the EQIA for the introduction of Swipe Cards be provided to Councillor Milestone and the report altered to clarify that the Pilot Scheme for Swipe Cards would be introduced in September 2016;**
- (4) that a document drafting out further detail on the new staff roles is prepared and sent to Neighbourhoods Scrutiny Commission Spokespersons;**
- (5) that officers start work on developing a vision for the library service over the next 30/40 years.**

**Action: Di Robinson/Kate Murray**

#### **120. Waste Inquiry Day Action Plan (Agenda Item 9)**

The Scrutiny Commission received a copy of a presentation entitled "A cleaner Bristol – Update On Response To Scrutiny Inquiry Days On Waste" and the Waste Inquiry Day Action Plan.

In response to Councillors' questions, officers made the following comments:

- (1) The trial of co-mingling referred to work that had been carried out in flats. Bristol Waste Company would be providing a report back to Bristol City Council;
- (2) Officers would contact corporate procurement process to confirm how this would change in respect of all internal waste, including Single Use Plastics (SUPs). It was noted that SUPs were being phased out across Bristol City Council and would not be provided at Temple Street or the newly renovated City Hall;
- (3) Generally Councillors were recommended to use the official Bristol Waste Company online form to report anything rather than an e-mail since the latter would need to be re-processed onto an official BWC form. Officers indicated that they would contact all Councillors and Neighbourhood Partnerships to advise them of the appropriate mechanisms for reporting information. **Action: Gemma Dando**
- (4) It was acknowledged that there were a large number of tower blocks in certain areas of the city, such as Lawrence Hill, where a significant number of refugees lived and that many of these people found the language barrier very difficult. Officers noted the suggestion that engagement takes place with schools and mosques to enable children to act as educators of parents in this area;

- (5) It was noted that there were continuing concerns about communal bins in certain locations which were frequently very full and rarely emptied. However, officers explained that a great deal of work had been used to form the Action Plan in respect of a number of areas, such as fly tipping, littering and graffiti. In addition, it was important to note that there was only sufficient resource to focus on hot spots;
- (6) Officers noted Councillors' concerns that reporting of waste needed to be made easier at all levels – both those who were not online and also those who were very technologically aware and for whom the system could be made easier (ie with the use of an easy to use App). Officers advised that the Director of Bristol Futures was aware of the issue relating to a required App for the public to use in this area. They emphasised that there was already a great deal of information available to use – further engagement with the public and other groups (ie private landlords) was crucial to get a change in behaviour; **Action: Gemma Dando to report to a future meeting on the need for new technology in this area**
- (7) Councillors' concerns were noted that increased enforcement was required. However, officers pointed out that there was already a considerable amount of action taking place in this area (a significantly increased number of Fixed Penalty Notices (FPNs) so far in this Municipal Year than in previous years). In addition, reports from Councillors needed to be specific (ie location and time of day) to enable a more proactive approach - strategic thinking may be required to target those areas where it was required (such as landlords and, if necessary, FPNs to be served on all the residents in a particular property). **Action: Gemma Dando to also include in the report back referred to in (6) above details of evidence gathering and how liaison with Neighbourhood Partnerships operates;**

**Resolved –**

- (1) that the report be noted;**
- (2) that officers contact all Councillors and Neighbourhood Partnerships to advise of the appropriate mechanisms for reporting information;**
- (3) that a report is brought back to a future meeting on the need for new technology, details of evidence gathering and arrangements for liaison with Neighbourhood Partnerships.**

**Action: Gemma Dando**

## **121. Bristol Waste Company Performance Report (Agenda Item 10)**

Officers introduced this report which set out details of the Bristol Waste Company Performance. Tracy Morgan (Managing Director of the Bristol Waste Company) and David Foster (Operations Director) were in attendance for this item.

In response to issues raised by Councillors, officers made the following points:



- (1) Councillors' concerns were acknowledged that the increase in performance for December 2015 may be due to the Christmas period as opposed to the overall direction of travel – it was noted that the performance for both January and February were lower, although slightly higher than Kier's equivalent performance. However, it was acknowledged that big changes were required – a Business case would be submitted later in the year to Full Cabinet including methodologies to increase tonnage. There would also be a review of the street cleansing service and of the different frequencies;
- (2) In response to a Councillor's question concerning the figure for collection of commercial waste, it was noted that discussions about this issue were taking place with business groups in Broadmead, Stapleton Rd and the BS5 business groups concerning this issue;
- (3) In response to a Councillor's request that there was a need for a means of comparing the service under Kier relating to graffiti and tagging with the current service, it was noted that the first target would show this comparison. Comparisons would be made month by month using hotspot maps to show where the key issues are and how any required improvements could be made;
- (4) It was noted that there was no time limit set for emptying of each bin and there was no reason why this should result in certain bins not being cleared – also, it was a requirement that each bin should be returned to where it is collected from;
- (5) A suggestion that sweeping is carried out weekly and immediately after the waste collection dates was noted. However, it was pointed out that this would result in an extremely high cost – current practice was to target sweeping where the need was greatest (every day in some locations, weekly in others with the remainder less frequently). It was noted that most residents called in if their street had not been swept. Members noted that the sweeping regime was being drawn up to enable members of the public to be aware of when the sweeping of their street would next take place;
- (6) In response to questions raised by Councillors concerning discussions with staff, it was reported that there had been discussion with Trade Unions in the previous week and that in the subsequent week discussions with employees would take place – the estimated timeline before recommendations could be made in respect of the proposed changes was 4 to 6 weeks.

Councillors welcomed the improvement in performance of this service.

**Resolved – that the report be noted.**

## **122. Decision Making Process For Waste – Options Appraisal (Agenda Item 11)**

Officers introduced this report setting out details of the Options Appraisal in the decision-making process for waste.

Members noted that, following the previous mutual termination of the contract, the formal decision-making phase would consider the future of waste services and whether or not to continue with the existing arrangements.

In response to members' questions, officers made the following contacts:

- (1) Councillors' concerns about the appropriate level of detail in the contract were noted. Officers advised that the contract would set out a model with those elements which were capable of delivering what was required for the breadth of the service. This would include outcomes and a minimum standard requirement as part of a detailed specification;
- (2) A Councillor's concerns were noted about the need to influence the different requirements for different parts of the city ie filth not cleared over a long period of time as opposed to simply overflowing bins for a particular period. Officers pointed out that, in addition to a standard service specification, there would also be information concerning requirements for work to address hot spots in the city;
- (3) In relation to a Councillor's concerns about assisted collections, officers advised that individual requests would not form part of a specification. However, particular needs would be picked up at a later stage and reviewed on a regular basis. This would form part of the control process for the contract.

**Resolved – that the report be noted.**

**123. Work Programme (Agenda Item 12)**

Members noted details of the item for the final meeting of the 2015/16 Municipal Year (11<sup>th</sup> April 2016) and provisional issues carried forward for the 2016/17 Municipal Year.

**Resolved – that the report be noted.**

**124. Date of Next Meeting (Agenda Item 13)**

It was noted that the next meeting was scheduled for 10am on Monday 11<sup>th</sup> April 2016 in a Committee Room, Brunel House, St George's Road, Bristol.

**CHAIR**

The meeting finished at 1.10pm.