

Cabinet Agenda



Date: Tuesday, 4 April 2023

Time: 4.00 pm

Venue: The Council Chamber - City Hall, College
Green, Bristol, BS1 5TR

Issued by: Democratic Services
City Hall, P O Box 3399, Bristol, BS1 9NE
E-mail: democratic.services@bristol.gov.uk
Date: Monday, 27 March 2023



Agenda

PART A - Standard items of business:

1. Welcome and Safety Information

Members of the public intending to attend the meeting are asked to please note that, in the interests of health, safety and security, bags may be searched on entry to the building. Everyone attending this meeting is also asked please to behave with due courtesy and to conduct themselves in a reasonable way.

Please note: if the alarm sounds during the meeting, everyone should please exit the building via the way they came in, via the main entrance lobby area, and then the front ramp. Please then assemble on the paved area in front of the building on College Green by the flag poles.

If the front entrance cannot be used, alternative exits are available via staircases 2 and 3 to the left and right of the Conference Hall. These exit to the rear of the building. The lifts are not to be used. Then please make your way to the assembly point at the front of the building. Please do not return to the building until instructed to do so by the fire warden(s).

2. Public Forum

Up to one hour is allowed for this item

(Pages 6 - 8)

Any member of the public or Councillor may participate in Public Forum. Petitions, statements and questions received by the deadlines below will be taken at the start of the agenda item to which they relate to.

Petitions and statements (must be about matters on the agenda):

- Members of the public and members of the council, provided they give notice in writing or by e-mail (and include their name, address, and 'details of the wording of the petition, and, in the case of a statement, a copy of the submission) by no later than 12 noon on the working day before the meeting, may present a petition or submit a statement to the Cabinet.
- One statement per member of the public and one statement per member of council shall be admissible.
- A maximum of one minute shall be allowed to present each petition and statement.



- The deadline for receipt of petitions and statements for the 4 April 2023 Cabinet is 12 noon on 3 April. These should be sent, in writing or by e-mail to: Democratic Services, City Hall, College Green, Bristol, BS1 5TR
e-mail: democratic.services@bristol.gov.uk

Questions (must be about matters on the agenda):

- A question may be asked by a member of the public or a member of Council, provided they give notice in writing or by e-mail (and include their name and address) no later than 3 clear working days before the day of the meeting.
- Questions must identify the member of the Cabinet to whom they are put.
- A maximum of 2 written questions per person can be asked. At the meeting, a maximum of 2 supplementary questions may be asked. A supplementary question must arise directly out of the original question or reply.
- Replies to questions will be given verbally at the meeting. If a reply cannot be given at the meeting (including due to lack of time) or if written confirmation of the verbal reply is requested by the questioner, a written reply will be provided within 10 working days of the meeting.
- The deadline for receipt of questions for the 4 April 2023 Cabinet is 5.00 pm on Wednesday 29 March. These should be sent, in writing or by e-mail to: Democratic Services, City Hall, College Green, Bristol BS1 5TR.
Democratic Services e-mail: democratic.services@bristol.gov.uk

When submitting a question or statement please indicate whether you are planning to attend the meeting to present your statement or receive a verbal reply to your question

3. Apologies for Absence

4. Declarations of Interest

To note any declarations of interest from the Mayor and Councillors. They are asked to indicate the relevant agenda item, the nature of the interest and in particular whether it is a **disclosable pecuniary interest**.

Any declarations of interest made at the meeting which is not on the register of interests should be notified to the Monitoring Officer for inclusion.



5. Matters referred to the Mayor for reconsideration by a scrutiny commission or by Full Council

(subject to a maximum of three items)

6. Reports from scrutiny commission

7. Chair's Business

To note any announcements from the Chair

PART B - Key Decisions

8. Parking and Licence Fees and Charges

(Pages 9 - 34)

9. Investing in parks to support the city's growth areas

(Pages 35 - 53)

10. East Bristol Liveable Neighbourhood Pilot Outline Business Case

(Pages 54 - 103)

11. Underfall Yard Sluices

(Pages 104 - 111)

12. Bristol Housing Allocations Review

(Pages 112 - 284)

13. Supported Parents Homeless Prevention Service and Floating Support Service

(Pages 285 - 312)

14. Extension of Advice Grant

(Pages 313 - 380)

15. Parking Services Back Office Procurement Project

(Pages 381 - 390)

16. Re-Procurement of Mobile Voice and Data Contract 2023-25

(Pages 391 - 400)



17. Building Practice Capital Programme Budget Allocation 2023-2028

(Pages 401 - 414)

PART C - Non-Key Decisions

18. Procurement and Contract Management Strategy

(Pages 415 - 431)

19. Quarterly Performance Progress Report – Q3 2022/23

(Pages 432 - 509)

20. Financial update report - April 2023

(Pages 510 - 521)



Public Information Sheet

Inspection of Papers - Local Government (Access to Information) Act 1985

You can find papers for all our meetings on our website at www.bristol.gov.uk.

Public meetings

Public meetings including Cabinet, Full Council, regulatory meetings (where planning and licensing decisions are made) and scrutiny will now be held at City Hall.

Members of the press and public who plan to attend City Hall are advised that you may be asked to watch the meeting on a screen in another room should the numbers attending exceed the maximum occupancy of the meeting venue.

COVID-19 Prevention Measures at City Hall (from March 2022)

When attending a meeting at City Hall, the following COVID-19 prevention guidance is advised:

- promotion of good hand hygiene: washing and disinfecting hands frequently
- while face coverings are no longer mandatory, we will continue to recommend their use in venues and workplaces with limited ventilation or large groups of people.
- although legal restrictions have been removed, we should continue to be mindful of others as we navigate this next phase of the pandemic.

COVID-19 Safety Measures for Attendance at Council Meetings (from March 2022)

Government advice remains that anyone testing positive for COVID-19 should self-isolate for 10 days (unless they receive two negative lateral flow tests on consecutive days from day five).

We therefore request that no one attends a Council Meeting if they:

- are suffering from symptoms of COVID-19 or
- have tested positive for COVID-19

Other formats and languages and assistance for those with hearing impairment

You can get committee papers in other formats (e.g. large print, audio tape, braille etc) or in community languages by contacting the Democratic Services Officer. Please give as much notice as possible. We cannot guarantee re-formatting or translation of papers before the date of a particular meeting.

Committee rooms are fitted with induction loops to assist people with hearing impairment. If you require any assistance with this please speak to the Democratic Services Officer.



Public Forum

Members of the public may make a written statement ask a question or present a petition to most meetings. Your statement or question will be sent to the Committee Members and will be published on the Council's website before the meeting. Please send it to democratic.services@bristol.gov.uk.

The following requirements apply:

- The statement is received no later than **12.00 noon on the working day before the meeting** and is about a matter which is the responsibility of the committee concerned.
- The question is received no later than **5pm three clear working days before the meeting**.

Any statement submitted should be no longer than one side of A4 paper. If the statement is longer than this, then for reasons of cost, it may be that only the first sheet will be copied and made available at the meeting. For copyright reasons, we are unable to reproduce or publish newspaper or magazine articles that may be attached to statements.

By participating in public forum business, we will assume that you have consented to your name and the details of your submission being recorded and circulated to the Committee and published within the minutes. Your statement or question will also be made available to the public via publication on the Council's website and may be provided upon request in response to Freedom of Information Act requests in the future.

We will try to remove personal and identifiable information. However, because of time constraints we cannot guarantee this, and you may therefore wish to consider if your statement contains information that you would prefer not to be in the public domain. Other committee papers may be placed on the council's website and information within them may be searchable on the internet.

During the meeting:

- Public Forum is normally one of the first items on the agenda, although statements and petitions that relate to specific items on the agenda may be taken just before the item concerned.
- There will be no debate on statements or petitions.
- The Chair will call each submission in turn. When you are invited to speak, please make sure that your presentation focuses on the key issues that you would like Members to consider. This will have the greatest impact.
- Your time allocation may have to be strictly limited if there are a lot of submissions. **This may be as short as one minute.**
- If there are a large number of submissions on one matter a representative may be requested to speak on the groups behalf.
- If you do not attend or speak at the meeting at which your public forum submission is being taken your statement will be noted by Members.
- Under our security arrangements, please note that members of the public (and bags) may be searched. This may apply in the interests of helping to ensure a safe meeting environment for all attending.



- As part of the drive to reduce single-use plastics in council-owned buildings, please bring your own water bottle in order to fill up from the water dispenser.

For further information about procedure rules please refer to our Constitution <https://www.bristol.gov.uk/how-council-decisions-are-made/constitution>

Webcasting/ Recording of meetings

Members of the public attending meetings or taking part in Public forum are advised that all Full Council and Cabinet meetings and some other committee meetings are now filmed for live or subsequent broadcast via the council's [webcasting pages](#). The whole of the meeting is filmed (except where there are confidential or exempt items). If you ask a question or make a representation, then you are likely to be filmed and will be deemed to have given your consent to this. If you do not wish to be filmed you need to make yourself known to the webcasting staff. However, the Openness of Local Government Bodies Regulations 2014 now means that persons attending meetings may take photographs, film and audio record the proceedings and report on the meeting (Oral commentary is not permitted during the meeting as it would be disruptive). Members of the public should therefore be aware that they may be filmed by others attending and that is not within the council's control.

The privacy notice for Democratic Services can be viewed at www.bristol.gov.uk/about-our-website/privacy-and-processing-notice-for-resource-services





Decision Pathway – Report

PURPOSE: Key decision

MEETING: Cabinet

DATE: 04 April 2023

TITLE	Parking and Licence Fees and Charges	
Ward(s)	Citywide	
Author: Jonathan Martin and Sharon Radnedge	Job title: Licencing and Trading Standards Manager/Parks and Green Spaces Commercial Manager	
Cabinet lead: Mayor Rees, Councillor Ellie King, Cabinet Member for Public Health, Communities and Bristol One City	Executive Director lead: John Smith; Interim Executive Director Growth and Regeneration	
Proposal origin: BCC Staff		
Decision maker: Cabinet Member		
Decision forum: Cabinet		
Purpose of Report:		
<ol style="list-style-type: none"> 1. To seek approval to increase the cost of private hire and hackney carriage driver licence fees above 5%. 2. To seek approval to increase parking charges in Parks Chargeable car parks above 5% 3. To authorise a notice of variation (s.35C Road Traffic Regulations Act 1984) to be published as required 		
Evidence Base:		
Increase the cost of private hire and hackney carriage driver licence fees above 5%.		
<ol style="list-style-type: none"> 1. The ability to recover costs of administering the function and hence costs of licensing drivers rests within the Local Government (Miscellaneous Provisions) Act 1976. Section 53 (2) provides: <ul style="list-style-type: none"> <i>‘Notwithstanding the provisions of the Act of 1847, a district council may demand and recover for the grant to any person of a licence to drive a hackney carriage, or a private hire vehicle, as the case may be, such a fee as they consider reasonable with a view to recovering the costs of issue and administration and may remit the whole or part of the fee in respect of a private hire vehicle in any case in which they think it appropriate to do so’.</i> 2. In July 2020, the Secretary of State for Transport published the Statutory Taxi and Private Hire Vehicle Standards under powers contained within section 177(1) of the Policing and Crime Act 2017. This provides that the licensing authorities must have regard to its provisions and without good reason adopt the requirements. 3. Amongst those requirements was the need to implement a requirement that all licensed drivers subscribe to the DBS update service. This provides the ability for licensing authorities to regularly check the DBS status of a licensee and verify if there is a change of status which may affect their ‘fit and proper person’ status as a licensed driver. 4. These requirements were adopted into the Hackney Carriage and Private Hire Driver Licensing Policy by the Public Safety & Protection Committee in July 2021, requiring a quarterly DBS verification. 5. The majority of drivers now subscribe as they have ‘cycled’ through renewal of their licenses. 6. The cost of each verification is £4 and is a fixed charge. 7. These are not currently applied to licence fees. 8. It is therefore proposed to incorporate these additional costs, as permitted, into the licence fee structure for drivers to enable cost recovery. 9. Detail of existing and proposed costs which includes a 5% administration uplift in additional to the fixed quarterly charges: 		

Increase parking charges in Parks Chargeable car parks above 5%

1. In March 2022, car parking fees were introduced at Oldbury Court Estate and Blaise Estate via a BCC Traffic Regulation Order (TRO). In August 2022, fees at Ashton Court Estate were aligned with those at Oldbury and Blaise through a TRO by North Somerset Council.
2. The decline in car park usage following the implementation of the TROs (Traffic Regulation Orders) suggests that the introduction of parking charges has positively influenced active travel, one of the intended outcomes of the TROs. Despite this decrease, activity at catering outlets at Blaise and Oldbury has remained stable, indicating that the changes have not had a significant impact on overall park use and enjoyment. This supports the idea that the increased charges have encouraged more sustainable transportation options, contributing to a more active and healthy community.
3. The fees were initially set lower than other council-controlled car parks to test the impact on park usage and services.
4. Visitor numbers at Blaise Café and Oldbury Kiosk show no significant impact from the introduction of parking fees.
5. However, the usage of the car park has decreased, likely due to increased use of more sustainable alternative travel methods, which aligns with the council's climate policies.
6. The council faces significant budget pressures, including rising costs, despite the removal of budget reduction targets from parks.
7. Bristol's Parks are assets that provide environmental, economic, social and cultural benefits. They are valued by communities and tourists. These fees will go directly to supporting the maintenance and development of Bristol's Parks and Green Spaces.

Cabinet Member / Officer Recommendations:

That Cabinet:

1. Approve the licence fee increases for the cost of private hire and hackney carriage drivers to ensure full cost recovery of administering the function.
2. Approve the parking tariff changes in the current Parks off-street car parks as laid out in this report.
3. Authorise the Executive Director Growth and Regeneration to take all steps to required to implement the increases, including publication of a notice of variation as required under s.35C Road Traffic Regulations Act 1984, as outlined in this report.

Corporate Strategy alignment:

The One City Plan states:

1. Bristol will be well-connected with digital services and transport that is efficient, sustainable and inclusive; supporting vibrant local neighbourhoods and a thriving city centre.
2. Bristol will be a sustainable city, with low impact on our planet and a healthy environment for all.
3. Transport is healthy, active, sustainable, safe and enables easy movement throughout the city.
4. The city is well connected, supporting access to employment, education and services for all

City Benefits:

1. The DBS update service and associated regularised checking throughout the tenure of the driver's licence enables the licensing authority to verify the driver DBS status. Hackney Carriages and Private Hire services are an integral of the overall public transport infrastructure of Bristol. This improves the confidence consumers should have that drivers licensed by the authority remain 'fit & proper'.
2. Through the additional income generated from increased car parking charges, this proposal enables the council to continue to provide the numerous health and wellbeing benefits that these spaces offer to citizens.
3. The continued availability of parks and green spaces will provide opportunities for physical activity, exposure to nature, and improved air quality, all of which are known to promote physical and mental health. This, in turn, will help to create healthier and happier communities, promoting a more liveable and sustainable city for everyone.
4. This proposal supports sustainable transportation and access to services through parking rationing and pricing strategies, promoting the use of public transit, walking, and cycling.
5. These strategies also improve access for those who rely on the private car such as Blue Badge holders, who will continue to be able to park for free.

Consultation Details:

1. The NOV for the main tariff changes are expected to be placed in May 2022, with the changes to be implemented in June/July 2023.

Background Documents:

- [notice of introduction of parking charges \(n-somerset.gov.uk\)](https://n-somerset.gov.uk)
- [Local Government \(Miscellaneous Provisions\) Act 1976 \(legislation.gov.uk\)](https://legislation.gov.uk)
- [Statutory taxi and private hire vehicle standards - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

Revenue Cost	£N/a	Source of Revenue Funding	N/a
Capital Cost	£N/a	Source of Capital Funding	N/a
One off cost <input type="checkbox"/>	Ongoing cost <input type="checkbox"/>	Saving Proposal <input type="checkbox"/>	Income generation proposal <input checked="" type="checkbox"/>

Required information to be completed by Financial/Legal/ICT/ HR partners:**1. Finance Advice:**

- a. The report is requesting approval to up-date the fees & charges (F&Cs) in-relation to Licence fees and to Parks off-street car parks above 5% - a full list of all the alterations can be seen in Appendix A.
- b. The table of F&Cs have been updated to enable full cost recovery, bring the Licence fees in line with other similar cities, ensuring the Parks off-street car parks are closer in-line with other Council controlled car parks and encourages more sustainable alternative travel methods, which aligns with the council's climate policies. This has resulted in the F&Cs increasing by more than the Council's recommended inflation rate of five percent.
- c. The changes will ensure the two services generate income to maintain the cost of operations and to their future financial investment.
- d. The new F&Cs should be reviewed annually and feed into the budget setting cycle to ensure they remain relevant, cover costs, provide future funds and are in-line with similar F&Cs.
- e. Any costs associated with implementing the new F&Cs (signage, printing. Etc) will need to be funded from the Services revenue budget and the income the F&Cs generate.

Finance Business Partner: Kayode Olagundoye, Interim Finance Business Partner, Growth and Regeneration, 27 February 2023

2. Legal Advice:**Licence Fees:**

The proposals set out in the report are lawful. The relevant statutory provision referred to above under the heading "Evidence Base" at paragraph 1 enables the Council to set fees for hackney carriage and private hire licensing at a local level so long as the fees are proportionate and reasonable to the cost of the procedures and formalities under the scheme and must not exceed the cost of those procedures and formalities. Fees must not be used to make a profit and should be regularly and robustly reviewed to ensure they remain reasonable and proportionate.

Parks:

Charges for the off-street parking places were introduced by the [Order] using powers under section 32 and 35 Road Traffic Regulation Act 1984 ("the 1984 Act").

Section 35C of the 1984 Act allows the Council to vary off-street parking charges by way of a notice.

Regulation 25 of the Local Authorities' (Traffic Orders) (Procedure) (England and Wales) Regulations 1996 ("1996

<p>Regs”) provides the procedure for publication of the variation notice, which includes:</p> <ul style="list-style-type: none"> - Publish at least one in a local newspaper at least 21 days before the change comes into force; - Place copies of the notice at the relevant off-street parking place until such time as the change comes into force 		
<p>Legal Team Leader: License Fees: Kate Burnham-Davies in consultation with Lynne Harvey, Solicitor. 17 February 2023 Parks: Joanne Mansfield, Team Manager – Property Planning and Transport Team, 7 February 2023</p>		
<p>3. Implications on IT I can see no implications on IT in regard to this activity.</p>		
<p>IT Team Leader: Alex Simpson – Senior Solution Architect 30 January 2023</p>		
<p>4. HR Advice: Licence Fees- There are no HR Implications evident.</p>		
<p>HR Partner: Celia Williams, HR Business Partner, 17 February 2023</p>		
EDM Sign-off	Stephen Peacock, Executive Director Growth and Regeneration	1 February 2023 and 15 February 2023
Cabinet Member sign-off	Councillor Ellie King, Cabinet Member for Public Health, Communities and Bristol One City Mayor’s Office	9 February 2023 16 February 2023
For Key Decisions - Mayor’s Office sign-off	Mayor’s Office	6 March 2023

Appendix A – Licence fees and parking charges detail	YES
Appendix B – Details of consultation carried out - internal and external	NO
Appendix C – Summary of any engagement with scrutiny	NO
Appendix D – Risk assessment	NO
Appendix E – Equalities screening / impact assessment of proposal	YES
Appendix F – Eco-impact screening/ impact assessment of proposal	YES
Appendix G – Financial Advice	NO
Appendix H – Legal Advice	NO
Appendix I – Exempt Information	No
Appendix J – HR advice	NO
Appendix K – ICT	NO
Appendix L – Procurement	NO

Appendix A: Licence fees & Parking charges detail

HC & PH Licence	Current Cost (£)	Proposed Cost (incl 5% uplift (£)	% Increase
6 months or less	89	101.50	14
12 months	99	120	21
2 years	140	179	28
3 years	160	216	35

1. Details of core cities and neighbouring local authorities licence fees 22/23. 3 year licence is default period for some LA's.

	3 Year Fee (£)	2 Year Fee (£)	1 Year Fee (£)
Manchester	254		
Birmingham	156	135	106
Liverpool	150		60
Nottingham	260		148
Sheffield	217	157	97
BANES	236		
North Somerset	200		
South Glos	273		

Parking Charges

CURRENT FEES				
	Ashton Court Estate			
Up to...	Mansion & Church Lodge	Golf Hub	Blaise Estate	Oldbury C
One Hour	£1.00	£1.50	£1.00	£1.00
Two hours	£2.00	£2.50	£2.00	£2.00
Five Hours	£3.00	£3.50	£3.00	£3.00
PROPOSED FEES				
Up to...	Ashton Court Estate	Blaise Estate	Oldbury Court	
One Hour	£1.50	£1.50	£1.50	
Two hours	£2.60	£2.60	£2.50	
Three Hours	£3.50	£3.50	N/a	
Four hours	N/a	N/a	£3.50	
Five Hours	£4.50	£4.50	N/a	

Equality Impact Assessment [version 2.9]



Title: Fees and Charges in Excess of Inflation – Parking in Parks	
<input type="checkbox"/> Policy <input type="checkbox"/> Strategy <input type="checkbox"/> Function <input checked="" type="checkbox"/> Service <input type="checkbox"/> Other [please state]	<input type="checkbox"/> New <input checked="" type="checkbox"/> Already exists / review <input type="checkbox"/> Changing
Directorate: Growth and Regeneration	Lead Officer name: Jon James
Service Area: Parks and Green Spaces	Lead Officer role: Head of Service for Natural and Marine Environment

Step 1: What do we want to do?

The purpose of an Equality Impact Assessment is to assist decision makers in understanding the impact of proposals as part of their duties under the Equality Act 2010. Detailed guidance to support completion can be found here [Equality Impact Assessments \(EqIA\) \(sharepoint.com\)](#).

This assessment should be started at the beginning of the process by someone with a good knowledge of the proposal and service area, and sufficient influence over the proposal. It is good practice to take a team approach to completing the equality impact assessment. Please contact the [Equality and Inclusion Team](#) early for advice and feedback.

1.1 What are the aims and objectives/purpose of this proposal?

Briefly explain the purpose of the proposal and why it is needed. Describe who it is aimed at and the intended aims / outcomes. Where known also summarise the key actions you plan to undertake. Please use plain English, avoiding jargon and acronyms. Equality Impact Assessments are viewed by a wide range of people including decision-makers and the wider public.

This proposal aims to raise car parking charges at Ashton Court Estate, Blaise Estate and Oldbury Court Estate to generate additional income for the maintenance of the parks, and to align the prices with those of other BCC car parks in the city.

1.2 Who will the proposal have the potential to affect?

<input type="checkbox"/> Bristol City Council workforce	<input checked="" type="checkbox"/> Service users	<input checked="" type="checkbox"/> The wider community
<input type="checkbox"/> Commissioned services	<input type="checkbox"/> City partners / Stakeholder organisations	

1.3 Will the proposal have an equality impact?

Could the proposal affect access levels of representation or participation in a service, or does it have the potential to change e.g. quality of life: health, education, or standard of living etc.?

If 'No' explain why you are sure there will be no equality impact, then skip steps 2-4 and request review by Equality and Inclusion Team.

If 'Yes' complete the rest of this assessment, or if you plan to complete the assessment at a later stage please state this clearly here and request review by the Equality and Inclusion Team.

<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	[please select]
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Step 2: What information do we have?

2.1 What data or evidence is there which tells us who is, or could be affected?

Please use this section to demonstrate an understanding of who could be affected by the proposal. Include general population data where appropriate, and information about people who will be affected with particular reference to protected and other relevant characteristics: <https://www.bristol.gov.uk/people-communities/measuring-equalities-success>.

Use one row for each evidence source and say which characteristic(s) it relates to. You can include a mix of qualitative and quantitative data e.g. from national or local research, available data or previous consultations and engagement activities.

Outline whether there is any over or under representation of equality groups within relevant services - don't forget to benchmark to the local population where appropriate. Links to available data and reports are here [Data, statistics and intelligence \(sharepoint.com\)](#). See also: [Bristol Open Data \(Quality of Life, Census etc.\)](#); [Joint Strategic Needs Assessment \(JSNA\)](#); [Ward Statistical Profiles](#).

For workforce / management of change proposals you will need to look at the diversity of the affected teams using available evidence such as [HR Analytics: Power BI Reports \(sharepoint.com\)](#) which shows the diversity profile of council teams and service areas. Identify any over or under-representation compared with Bristol economically active citizens for different characteristics. Additional sources of useful workforce evidence include the [Employee Staff Survey Report](#) and [Stress Risk Assessment Form](#)

Data / Evidence Source [Include a reference where known]	Summary of what this tells us																														
<p>The Bristol Quality of Life Survey gives us a useful insight into the way that different equalities groups visit and feel about parks and green spaces:</p> <p>% satisfied with the quality of parks and green spaces</p> <table border="1" data-bbox="97 1252 831 1895"> <thead> <tr> <th>Equalities group</th> <th>statistic</th> </tr> </thead> <tbody> <tr><td>Mixed Ethnicity</td><td>83.20%</td></tr> <tr><td>White British</td><td>79.50%</td></tr> <tr><td>Female</td><td>79.30%</td></tr> <tr><td>Bristol Average</td><td>78.80%</td></tr> <tr><td>Male</td><td>78.60%</td></tr> <tr><td>White Minority Ethnic</td><td>78.10%</td></tr> <tr><td>16 to 24 years</td><td>77.20%</td></tr> <tr><td>65 years and older</td><td>76.30%</td></tr> <tr><td>50 years and older</td><td>75.90%</td></tr> <tr><td>Black, Asian & Minority Ethnic</td><td>75.10%</td></tr> <tr><td>Lesbian, Gay or Bisexual</td><td>74.30%</td></tr> <tr><td>Asian/Asian British</td><td>73.20%</td></tr> <tr><td>Black/Black British</td><td>62.50%</td></tr> <tr><td>Disabled</td><td>62.00%</td></tr> </tbody> </table>	Equalities group	statistic	Mixed Ethnicity	83.20%	White British	79.50%	Female	79.30%	Bristol Average	78.80%	Male	78.60%	White Minority Ethnic	78.10%	16 to 24 years	77.20%	65 years and older	76.30%	50 years and older	75.90%	Black, Asian & Minority Ethnic	75.10%	Lesbian, Gay or Bisexual	74.30%	Asian/Asian British	73.20%	Black/Black British	62.50%	Disabled	62.00%	<p>Older people in Bristol are slightly less satisfied with parks and green spaces than average but tend to visit them much less often.</p> <p>There are only small differences between men and women in Bristol with regard how frequently they visit parks and green spaces and satisfaction with their quality.</p> <p>Black, Asian and minoritised ethnic communities in Bristol visit parks and green spaces less regularly and are less satisfied with them than average.</p> <p>White minority ethnic people in Bristol are more likely than average to regularly visit Bristol parks and green spaces.</p> <p>Disabled people in Bristol are much less likely to visit parks and green spaces often and are significantly less satisfied with them than average.</p>
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<p>% who visit Bristol's parks and green spaces at least once a week</p> <table border="1" data-bbox="97 1995 831 2114"> <thead> <tr> <th>Equalities group</th> <th>statistic</th> </tr> </thead> <tbody> <tr><td>Mixed Ethnicity</td><td>69.40%</td></tr> <tr><td>White Minority Ethnic</td><td>66.70%</td></tr> </tbody> </table>	Equalities group	statistic	Mixed Ethnicity	69.40%	White Minority Ethnic	66.70%	<p>People living in the most deprived areas of Bristol are significantly less likely to visit parks regularly or be satisfied with their quality.</p> <p>Overall satisfaction with the quality of Bristol parks and green spaces has significantly increased over</p>																								
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White Minority Ethnic	66.70%																														

16 to 24 years	62.90%	the last two years, rising 10.4% since 2018 to 78.8%.
Female	61.50%	
White British	60.50%	
Bristol Average	60.30%	
Lesbian, Gay or Bisexual	60.20%	
Male	59.50%	
Black, Asian & Minority Ethnic	52.30%	
Asian/Asian British	50.90%	
50 years and older	47.10%	
65 years and older	40.30%	
Disabled	35.60%	
Black/Black British	30.10%	

% who find it difficult to manage financially		The quality of life data also provides an indication of who might be more adversely affected by the introduction of fees to park – identifying people who find it more difficult to manage financially. This includes Black, Asian and minoritised ethnic communities, disabled people, young people and those likely to be on lower incomes.
Equalities group	statistic	
Black/Black British	23.70%	
Other Religions	23.30%	
Single Parent	22.70%	
Rented (Council)	20.40%	
Rented (HA)	19.60%	
Full Time Carer	16.90%	
Disabled	16.00%	
16 to 24 years	13.80%	
Black, Asian & Minority Ethnic	12.30%	
Lesbian, Gay or Bisexual	11.50%	
Rented (Private)	11.50%	
No Qualifications	10.30%	
Non-Degree Qualified	9.90%	
Mixed Ethnicity	9.80%	
Carer	8.90%	
Asian/Asian British	8.30%	
Parent (all)	7.80%	
Female	7.60%	
White Minority Ethnic	7.50%	
Bristol Average	6.80%	
Part Time Carer	6.30%	
No Religion or Faith	6.30%	
White	6.20%	
White British	6.00%	
Male	5.90%	
Two Parent	5.80%	
Christian Religion	5.70%	
50 years and older	5.50%	
Degree Qualified	5.10%	
65 years and older	3.70%	
Owner Occupier	3.40%	

Additional comments:

The Council carried out an engagement process on the principle of introducing car parking fees at a flat rate fee of £2 at both estates and provided details of on-street waiting restrictions specifically designed to protect local

residents from the impact of drivers avoiding the charges by parking on the street. This process attracted 102 people to respond regarding Blaise and 77 people to respond regarding Oldbury Court. Comments were generally not in favour of fees and a large number of suggestions were made.

The majority of objections for Blaise can broadly be categorised as follows:

- Imposing a fee at this site will deter people from using it.
- Charging will displace parking to nearby streets and impact on residents.
- Negative impact on health, wellbeing and social inclusion.
- Negative impact on low income families / too expensive.
- Negative impact on dog walkers / too expensive.
- Charging structure is not right e.g rates charged and/or charging period.
- Max stay is too low (should be increased beyond 5hrs).

The majority of objections for Oldbury Court can broadly be categorised as follows:

- Charging will displace visitor parking into nearby residential streets negatively impacting local residents.
- Negative impact on health, wellbeing and social inclusion. The council are supposed to be encouraging people to use green space, not putting up barriers.
- Negative impact on low income families / too expensive
- Negative impact on dog walkers / too expensive
- Imposing a fee at this site will deter people from using it.
- Object to a money-making scheme.
- Charging structure is not right e.g rates charged and/or charging period.

After this process the details of the proposals were amended and the resulting Orders subject to formal consultation. The consultation themes broadly mirrored those of the engagement process:

- Charges are too high.
- The maximum stay is not long enough (should be increased beyond 5hrs).
- Imposing a fee will deter people from using the car parks. Negative impact on low income families and dog walkers. Negative impact on health, wellbeing and social inclusion. The council are supposed to be encouraging people to use green space, not putting up barriers.
- Insufficient public transport. No alternative to get to the Estates other than by car.
- Charging will displace visitor parking into nearby residential streets negatively impacting local residents.

2.2 Do you currently monitor relevant activity by the following protected characteristics?

- | | | |
|---|--|--|
| <input type="checkbox"/> Age | <input type="checkbox"/> Disability | <input type="checkbox"/> Gender Reassignment |
| <input type="checkbox"/> Marriage and Civil Partnership | <input type="checkbox"/> Pregnancy/Maternity | <input type="checkbox"/> Race |
| <input type="checkbox"/> Religion or Belief | <input type="checkbox"/> Sex | <input type="checkbox"/> Sexual Orientation |

2.3 Are there any gaps in the evidence base?

Where there are gaps in the evidence, or you don't have enough information about some equality groups, include an equality action to find out in section 4.2 below. This doesn't mean that you can't complete the assessment without the information, but you need to follow up the action and if necessary, review the assessment later. If you are unable to fill in the gaps, then state this clearly with a justification.

For workforce related proposals all relevant characteristics may not be included in HR diversity reporting (e.g. pregnancy/maternity). For smaller teams diversity data may be redacted. A high proportion of not known/not disclosed may require an action to address under-reporting.

The council does not hold visitor data on Ashton, Blaise or Oldbury estates.

It was not possible to identify differences between different equalities communities from the consultation data directly related to the on-street and off-street Order proposals.

2.4 How have you involved communities and groups that could be affected?

You will nearly always need to involve and consult with internal and external stakeholders during your assessment. The extent of the engagement will depend on the nature of the proposal or change. This should usually include individuals and groups representing different relevant protected characteristics. Please include details of any completed engagement and consultation and how representative this had been of Bristol's diverse communities. See <https://www.bristol.gov.uk/people-communities/equalities-groups>.

Include the main findings of any engagement and consultation in Section 2.1 above.

If you are managing a workforce change process or restructure please refer to [Managing change or restructure \(sharepoint.com\)](#) for advice on consulting with employees etc. Relevant stakeholders for engagement about workforce changes may include e.g. staff-led groups and trades unions as well as affected staff.

The council has carried out three citywide consultation processes in relation to the proposals and carried out an engagement process to inform proposals.

To enable vehicle waiting to be regulated on the public highway, a Traffic Regulation Order (TRO) must be made. The making of a TRO involves a statutory procedure which includes giving public notice of the proposal and consideration of any objections received. This comprises publication of a press notice and the posting of notices on site. The notices provide a brief outline of the proposal, state where further information may be obtained (Citizen Service Point, local public library and website) and explain how objections may be registered. Site notices are fixed to lighting columns or other street furniture in the vicinity of the proposal. They remain in place for three weeks.

Any objections received are reported for the consideration of the Director: Economy of Place, who will decide how the matter is to be taken forward.

2.5 How will engagement with stakeholders continue?

Explain how you will continue to engage with stakeholders throughout the course of planning and delivery. Please describe where more engagement and consultation is required and set out how you intend to undertake it. Include any targeted work to seek the views of under-represented groups. If you do not intend to undertake it, please set out your justification. You can ask the Equality and Inclusion Team for help in targeting particular groups.

No further engagement with stakeholders is expected throughout the course of planning and delivery of this proposal as the council has carried out three citywide consultation processes in relation to the proposals and carried out an engagement process to inform proposals.

Step 3: Who might the proposal impact?

Analysis of impacts must be rigorous. Please demonstrate your analysis of any impacts of the proposal in this section, referring to evidence you have gathered above and the characteristics protected by the Equality Act 2010. Also include details of existing issues for particular groups that you are aware of and are seeking to address or mitigate through this proposal. See detailed guidance documents for advice on identifying potential impacts etc. [Equality Impact Assessments \(EqIA\) \(sharepoint.com\)](#)

3.1 Does the proposal have any potentially adverse impacts on people based on their protected or other relevant characteristics?

Consider sub-categories (different kinds of disability, ethnic background etc.) and how people with combined characteristics (e.g. young women) might have particular needs or experience particular kinds of disadvantage.

Where mitigations indicate a follow-on action, include this in the 'Action Plan' Section 4.2 below.

GENERAL COMMENTS (highlight any potential issues that might impact all or many groups)

The consultation and engagement processes on the proposal to introduce charging have raised significant potential equalities issues, and the Quality of Life in Bristol Survey highlights disparities by protected characteristic in the extent to which people in the city are able manage financially, are reliant on cars, and access/experience parks and green spaces.

Likewise, we have identified significant potential adverse impacts from not achieving savings proposals through introducing car parking charges: Including the risk that some parks could be maintained by volunteers, but playgrounds would probably have to close as they could not be inspected/made safe if there was insufficient money for repairs. This would impact children and families, especially in homes where there is no access to outside space and play facilities. There may also be adverse impacts for e.g. disabled and older park users if the Council is overly reliant on alternative income generation activities such as ticketed events which conflict with accessibility priorities within parks, or for minoritised ethnic communities, and faith groups if alternative activities do not cater for all communities.

When the council closed its car parks in green spaces in the city due to the first Covid lockdown, complaints were received from disabled people about the closures, through a number of channels including social media and to elected members. This indicates a dependency on car parks for access to green space by some disabled people.

Other people who could be affected are young people, parents of babies and children, carers, older people, pregnant women – because they are likely to be dependent on using a car to access parks.

Ashton, Blaise and Oldbury Court Estates are Destination Parks - considered and managed as citywide visitor attractions. Therefore Data at a citywide scale is relevant.

PROTECTED CHARACTERISTICS

Age: Young People	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	Children, young people and families may be less inclined to visit Blaise or OCE due to the parking charges.
Mitigations:	Funding raised through the parking charges will help to ensure the park is accessible through investment in pathways and ensuring level access routes are maintained and that play equipment will be maintained and replaced when necessary. The charging regime includes periods at the beginning and end of the day where car parking is free. Visitors on foot or on bikes/scooters do not have to pay for access. The council manages many other parks and green spaces with play facilities, toilets and cafes that are free to access and parking is available on-site or on-street.
Age: Older People	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	Older people may be less inclined to visit Blaise or OCE due to the parking charges. Older people who live close to the park may be affected by people parking on the street to avoid paying fees. Any reduction in the number of on-street available car parking spaces could impact older people more than the general population, because of age-related impairment of mobility.
Mitigations:	Funding raised through the parking charges will help to ensure the park is accessible through investment in pathways and ensuring level access routes are maintained. The charging regime includes periods at the beginning and end of the day where car parking is free. The council manages many other parks and green spaces with play facilities, toilets and cafes that are free to access and parking is available on-site or on-street. Driveway protection introduced as part of this scheme will ensure older residents who rely on their vehicle for mobility will not be prevented from doing so by vehicles blocking their property access.
Disability	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	Disabled people may be less inclined to visit Blaise or OCE due to the parking charges. Older people who live close to the park may be affected by people parking on the street to avoid paying fees. Any reduction in the number of on-street available car parking spaces could impact disabled people with a mobility impairment more than the general population.
Mitigations:	Funding raised through the parking charges will help to ensure the park is accessible through investment in pathways and ensuring level access routes are maintained.

	<p>For blue badge holders car parking is free and a minimum of 5% of the parking capacity will be designed specifically for disabled visitors (excluding overflow).</p> <p>Driveway protection introduced as part of this scheme will ensure disabled residents who rely on their vehicle for mobility will not be prevented from doing so by vehicles blocking their property access</p> <p>Blue badge holders are entitled to park on double yellow lines for up to three hours as long as they are not causing an obstruction.</p>
Sex	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
Sexual orientation	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	LGBTQ+ people may be less inclined to visit Blaise or OCE due to the parking charges.
Mitigations:	<p>Funding raised through the parking charges will help to ensure the park is welcoming to diverse communities, for example by ensuring that there is a good cultural mix of events within parks that cater to all communities.</p> <p>The council manages many other parks and green spaces with play facilities, toilets and cafes that are free to access and parking is available on-site or on-street.</p> <p>The charging regime includes periods at the beginning and end of the day where car parking is free.</p>
Pregnancy / Maternity	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	<p>People who are pregnant may be less inclined to visit Blaise or OCE due to the parking charges.</p> <p>The impact of a reduction in the number of on-street parking spaces available upon pregnancy and parents/carers with babies or young children could be greater than on the general population, because of impaired mobility, prams / buggies etc.</p>
Mitigations:	<p>Funding raised through the parking charges will help to ensure the park is accessible through investment in pathways and ensuring level access routes are maintained.</p> <p>The council manages many other parks and green spaces with play facilities, toilets and cafes that are free to access and parking is available on-site or on-street.</p> <p>The charging regime includes periods at the beginning and end of the day where car parking is free.</p>
Gender reassignment	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	As above LGBTQ+ people may be less inclined to visit Blaise or OCE due to the parking charges.
Mitigations:	<p>Funding raised through the parking charges will help to ensure the park is welcoming to this group by, for example, ensuring that there is a good cultural mix of events within parks that cater to all communities.</p> <p>The council manages many other parks and green spaces with play facilities, toilets and cafes that are free to access and parking is available on-site or on-street.</p> <p>The charging regime includes periods at the beginning and end of the day where car parking is free.</p>
Race	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	Black, Asian and minoritised ethnic groups may be less inclined to visit Blaise or OCE due to the parking charges.
Mitigations:	<p>Funding raised through the parking charges will help to ensure the park is welcoming to this group by, for example, ensuring that there is a good cultural mix of events within parks that cater to all communities.</p> <p>The council manages many other parks and green spaces with play facilities, toilets and cafes that are free to access and parking is available on-site or on-street.</p> <p>The charging regime includes periods at the beginning and end of the day where car parking is free.</p>

Religion or Belief	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	People from faith groups may be less inclined to visit Blaise or OCE due to the parking charges.
Mitigations:	Funding raised through the parking charges will help to ensure the park is welcoming to people from faith groups for example, ensuring that there is a good cultural mix of events within parks that cater to all communities. The council manages many other parks and green spaces with play facilities, toilets and cafes that are free to access and parking is available on-site or on-street. The charging regime includes periods at the beginning and end of the day where car parking is free.
Marriage & civil partnership	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
OTHER RELEVANT CHARACTERISTICS	
Socio-Economic (deprivation)	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	People experiencing deprivation may be less inclined to visit Blaise or OCE due to the parking charges.
Mitigations:	Funding raised through the parking charges will help to ensure the park is well maintained and welcoming for all. The council manages many other parks and green spaces with play facilities, toilets and cafes that are free to access and parking is available on-site or on-street. The charging regime includes periods at the beginning and end of the day where car parking is free.
Carers	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	Carers may be less inclined to visit Blaise or OCE due to the parking charges. Loss of on-street parking capacity could also impact on care plans as carers, district nurses or doctors making home visits might need to seek alternative parking, if travelling by car.
Mitigations:	Funding raised through the parking charges will help to ensure the park is accessible through investment in pathways and ensuring level access routes are maintained. For blue badge holders car parking is free and a minimum of 5% of the parking capacity will be designed specifically for disabled visitors (excluding overflow). The council manages many other parks and green spaces with play facilities, toilets and cafes that are free to access and parking is available on-site or on-street. The charging regime includes periods at the beginning and end of the day where car parking is free. Driveway protection introduced as part of this scheme will ensure residents who are carers that rely on their vehicle for work will not be prevented from doing so by vehicles blocking their property access.
Other groups [Please add additional rows below to detail the impact for other relevant groups as appropriate e.g. Asylums and Refugees; Looked after Children / Care Leavers; Homelessness]	
Potential impacts:	
Mitigations:	

3.2 Does the proposal create any benefits for people based on their protected or other relevant characteristics?

Outline any potential benefits of the proposal and how they can be maximised. Identify how the proposal will support our Public Sector Equality Duty to:

- ✓ Eliminate unlawful discrimination for a protected group
- ✓ Advance equality of opportunity between people who share a protected characteristic and those who don't
- ✓ Foster good relations between people who share a protected characteristic and those who don't

The proposal will encourage a turnover of visitors so that the opportunity to have access to a parking space could improve. A lack of spaces is often an issue during holidays and good weather. For example in March 2021 the police were forced to close the car park at Blaise Estate to prevent traffic build-up on the roads while visitors searched for spaces.

The proposal will also raise funds to enable the Council to invest and maintain other free-to-access green spaces that all communities rely on for health and wellbeing.

As and when income is raised the service can consult with representative leaders and organisations of people with protected characteristics to identify specific access needs and subsequently design maintenance and improvement programmes that deliver these.

Disabled visitors to the locality, who are holders of a disabled person's badge, could find it easier to park, because they are entitled to park on double yellow lines for up to three hours as long as they are not causing an obstruction.

Step 4: Impact

4.1 How has the equality impact assessment informed or changed the proposal?

What are the main conclusions of this assessment? Use this section to provide an overview of your findings. This summary can be included in decision pathway reports etc.

If you have identified any significant negative impacts which cannot be mitigated, provide a justification showing how the proposal is proportionate, necessary, and appropriate despite this.

Summary of significant negative impacts and how they can be mitigated or justified:

This updated equality impact assessment makes it clear to decision makers that the proposal may have a disproportionate impact on some citizens because of existing disparities in the extent to which people in the city are able to manage financially, are reliant on cars, and access/experience parks and green spaces. However the assessment has not changed the recommendations as it believed the proposal provides the best way of raising income to maintain and improve green spaces across the city whilst enabling free to access to both estates for non-driving visitors, applying fees that are affordable and in the control of the user and encouraging access through turnover of visitors.

The charging proposal subject to a community engagement process was a £2 flat fee for access to parking facilities when open. Following this process the proposals were then amended to provide a free-to-access period before 9am and after 6am and a staggered charge starting at a lower £1 and moving to maximum of £3 for up to 5 hours. Blaise Castle Estate and Oldbury Court Estate will continue to be free to access for non-car users at all times.

The proposed fee regime is designed to offer low-cost short-stay parking at an affordable level. The charging period compares favourably with other council car parking facilities. There are other parks locally that are free.

Summary of positive impacts / opportunities to promote the Public Sector Equality Duty:

The proposal may encourage people to access the sites by foot rather than driving which in itself will have positive impacts for the health and wellbeing of those people. This in turn has benefits for everyone as less car journeys = less harm to the environment.

The proposal will encourage a turnover of visitors so that the opportunity to have access to a parking space could improve. A lack of spaces is often an issue during holidays and good weather. For example in March 2021 the police were forced to close the car park at Blaise Estate to prevent traffic build-up on the roads while visitors searched for spaces.

The proposal will also raise funds to enable the Council to invest and maintain other free-to-access green spaces that all communities rely on for health and wellbeing.

As and when income is raised the service can consult with representative leaders and organisations of people with protected characteristics to identify specific access needs and subsequently design maintenance and improvement programmes that deliver these.

4.2 Action Plan

Use this section to set out any actions you have identified to improve data, mitigate issues, or maximise opportunities etc. If an action is to meet the needs of a particular protected group please specify this.

Improvement / action required	Responsible Officer	Timescale
The service will as part of its review of its Parks and Green Space Strategy consult with representative leaders and organisations of people with protected characteristics to identify specific access needs and subsequently design maintenance and improvement programmes that deliver these.	Richard Fletcher	6 months
We will implement electronic counting to the access points to car parks to determine any change in visitor numbers over time.	Richard Fletcher	6 months

4.3 How will the impact of your proposal and actions be measured?

How will you know if you have been successful? Once the activity has been implemented this equality impact assessment should be periodically reviewed to make sure your changes have been effective your approach is still appropriate.


The proposal to charge where currently access is free understandably met with objections. This is going to make it difficult to separate out the impact of the proposal detail from the principle of charging in any future consultation process.

We will implement electronic counting to the access points to car parks to determine any change in visitor numbers over time.

We will also analyse year-in-year changes to relevant Quality of Life survey indicators with regard to equalities groups and deprivation [Quality of Life 2020-21 — Open Data Bristol](#).

Step 5: Review

The Equality and Inclusion Team need at least five working days to comment and feedback on your EqIA. EqIAs should only be marked as reviewed when they provide sufficient information for decision-makers on the equalities impact of the proposal. Please seek feedback and review from the [Equality and Inclusion Team](#) before requesting sign off from your Director¹.

Equality and Inclusion Team Review: <i>Reviewed by Equality and Inclusion Team</i>	Director Sign-Off: 
Date: 27/1/2023	Date: 27/01/2023

¹ Review by the Equality and Inclusion Team confirms there is sufficient analysis for decision makers to consider the likely equality impacts at this stage. This is not an endorsement or approval of the proposal.

Equality Impact Assessment [version 2.9]



Title: Licensing Service Fee Review 2023	
<input type="checkbox"/> Policy <input type="checkbox"/> Strategy <input checked="" type="checkbox"/> Function <input type="checkbox"/> Service <input checked="" type="checkbox"/> Other [please state] <i>Fee review</i>	<input type="checkbox"/> New <input checked="" type="checkbox"/> Already exists / review <input type="checkbox"/> Changing
Directorate: Growth and Regeneration	Lead Officer name: Jonathan Martin
Service Area: Culture and Creative Services	Lead Officer role: Licensing and Trading Standards Manager

Step 1: What do we want to do?

The purpose of an Equality Impact Assessment is to assist decision makers in understanding the impact of proposals as part of their duties under the Equality Act 2010. Detailed guidance to support completion can be found here [Equality Impact Assessments \(EqIA\) \(sharepoint.com\)](https://sharepoint.com).

This assessment should be started at the beginning of the process by someone with a good knowledge of the proposal and service area, and sufficient influence over the proposal. It is good practice to take a team approach to completing the equality impact assessment. Please contact the [Equality and Inclusion Team](#) early for advice and feedback.

1.1 What are the aims and objectives/purpose of this proposal?

Briefly explain the purpose of the proposal and why it is needed. Describe who it is aimed at and the intended aims / outcomes. Where known also summarise the key actions you plan to undertake. Please use plain English, avoiding jargon and acronyms. Equality Impact Assessments are viewed by a wide range of people including decision-makers and the wider public.

To review the fees charged for services and statutory functions delivered by the Licensing Service, within the council's administrative district. Some fees are set by statute and will not change. Some are within the council's power to set, and must cover the cost of the service.

The majority of the fee increases within the proposal are within the council's proposed overall increase of 5%, however the taxi and private hire fees are proposed to increase by more than that. This is due to the fact that taxi and private hire fees must cover the cost of delivering the obligations under the Local Government (Miscellaneous Provisions) Act 1976 and Town Police Clauses Act 1847. The service does not have any recourse to central funds and must pay for costs through the charges for licences other charges associated with taxi charges.

The changes relate to non-executive functions and therefore do not fall under the cabinet process for changes. Instead, they are agreed by executive director, after discussion with the relevant cabinet members and Regulatory Committee Chair. Hackney Carriage, Private Hire Vehicle and Private Hire Operator fees are also subject to statutory public notification period once proposals have been agreed.

Taxi and private hire fees are proposed to increase due to a number of additional requirements implemented as a result of statutory changes over the last two years and a national standard for taxi and private hire drivers. Specifically, this has resulted in a review of the council's taxi and private hire policy, and an increased requirement to consider criminal convictions alongside a review of existing licensees. Since 2021 licensees have been required to sign up to the DBS update service and be checked through a quarterly DBS verification. This is not currently included in charges and is being included in this proposal. This process of review takes place over a three-year period as licensees come up for expiry.

The last review of taxi and private hire fees and the wider regulatory fee structure was in 2022.

The Hackney Carriage and private hire trade is recognised as a key component of the wider public transport system within Bristol and provides transport to a wide range of the public and increased use of the taxis and private hires has a positive contribution towards carbon neutrality and reducing the effects of poor air quality.

Taxis and private hires form an important part of the local public transport infrastructure. It is recognised that a fee increase at any time may prove challenging for the trade however this must be balanced with increased requirements on the council and associated costs. The increase is required to continue to deliver an effective service.

1.2 Who will the proposal have the potential to affect?

<input type="checkbox"/> Bristol City Council workforce	<input checked="" type="checkbox"/> Service users	<input checked="" type="checkbox"/> The wider community
<input type="checkbox"/> Commissioned services	<input type="checkbox"/> City partners / Stakeholder organisations	
Additional comments:		

1.3 Will the proposal have an equality impact?

Could the proposal affect access levels of representation or participation in a service, or does it have the potential to change e.g. quality of life: health, education, or standard of living etc.?

If 'No' explain why you are sure there will be no equality impact, then skip steps 2-4 and request review by Equality and Inclusion Team.

If 'Yes' complete the rest of this assessment, or if you plan to complete the assessment at a later stage please state this clearly here and request review by the Equality and Inclusion Team.

<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	[please select]
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Step 2: What information do we have?

2.1 What data or evidence is there which tells us who is, or could be affected?

Please use this section to demonstrate an understanding of who could be affected by the proposal. Include general population data where appropriate, and information about people who will be affected with particular reference to protected and other relevant characteristics: <https://www.bristol.gov.uk/people-communities/measuring-equalities-success>.

Use one row for each evidence source and say which characteristic(s) it relates to. You can include a mix of qualitative and quantitative data e.g. from national or local research, available data or previous consultations and engagement activities.

Outline whether there is any over or under representation of equality groups within relevant services - don't forget to benchmark to the local population where appropriate. Links to available data and reports are here [Data, statistics and intelligence \(sharepoint.com\)](#). See also: [Bristol Open Data \(Quality of Life, Census etc.\)](#); [Joint Strategic Needs Assessment \(JSNA\)](#); [Ward Statistical Profiles](#).

For workforce / management of change proposals you will need to look at the diversity of the affected teams using available evidence such as [HR Analytics: Power BI Reports \(sharepoint.com\)](#) which shows the diversity profile of council teams and service areas. Identify any over or under-representation compared with Bristol economically active citizens for different characteristics. Additional sources of useful workforce evidence include the [Employee Staff Survey Report](#) and [Stress Risk Assessment Form](#)

Data / Evidence Source [Include a reference where known]	Summary of what this tells us
Based on the demographics of the City of Bristol the majority of citizens which are potential taxi customers:	<ul style="list-style-type: none"> • 78% are White British compared to 80% the national average • 17% have a Limiting Long-term Illness or Disability which is slightly lower than the national average of 18% • 50% are women which is slightly lower than the national average of 51%
Licence holders	<ul style="list-style-type: none"> • In Bristol there are currently 361 licensed hackney carriage vehicles, 757 private hire vehicles, 524 hackney carriage drivers and 882 private hire drivers. • Anecdotally the majority of Bristol taxi drivers are male, and a large proportion of taxi drivers are from Black, Asian and minority ethnic backgrounds, and Muslim.
<u>Nomis - Official Labour Market Statistics (nomisweb.co.uk)</u> <u>Business demography, UK - Office for National Statistics (ons.gov.uk)</u>	<ul style="list-style-type: none"> • While the diverse and high skilled economy of the city has provided protection for some of our key industries and employment from the ongoing impact of COVID-19 and the cost of living crisis, there has been significant impact on key sectors e.g. hospitality, retail and leisure. • Black and minoritised ethnic people more likely to be self-employed than the Bristol average and over-represented in low income self-employment including taxis, takeaway restaurants etc.

2.2 Do you currently monitor relevant activity by the following protected characteristics?

<input checked="" type="checkbox"/> Age	<input checked="" type="checkbox"/> Disability	<input type="checkbox"/> Gender Reassignment
<input type="checkbox"/> Marriage and Civil Partnership	<input checked="" type="checkbox"/> Pregnancy/Maternity	<input checked="" type="checkbox"/> Race
<input checked="" type="checkbox"/> Religion or Belief	<input checked="" type="checkbox"/> Sex	<input checked="" type="checkbox"/> Sexual Orientation

2.3 Are there any gaps in the evidence base?

Where there are gaps in the evidence, or you don't have enough information about some equality groups, include an equality action to find out in section 4.2 below. This doesn't mean that you can't complete the assessment without the information, but you need to follow up the action and if necessary, review the assessment later. If you are unable to fill in the gaps, then state this clearly with a justification.

For workforce related proposals all relevant characteristics may not be included in HR diversity reporting (e.g. pregnancy/maternity). For smaller teams diversity data may be redacted. A high proportion of not known/not disclosed may require an action to address under-reporting.

We have tried to carry out a diversity survey by circulating to the taxi trade. Currently we have received 38 responses. Therefore the statistics may not be representative of the taxi trade. However the responses show of the respondents:

Age

11% of respondents were under 24 years old

38% of respondents were between 25-49 years old

26% of respondents were between 50-64 years old

Disability

87% of respondents do not consider themselves to be a disabled person

11% of respondents consider themselves to be a disabled person

3% of respondents preferred not to say

Sex

97% of respondents are male

3% of respondents are female

Ethnic background

15% respondents identified themselves as English/Welsh/Scottish/Northern Irish/Irish/British

2% of respondents identified themselves as Gypsy or Roma

9% of respondents identified themselves as East European

2% of respondents identified themselves as any other White Background

2% of respondents identified themselves as Indian

19% of respondents identified themselves as Pakistani

6% of respondents identified themselves as Bangladeshi

8% of respondents identified themselves as any other Asian background

8% of respondents identified themselves as White and Black African

2% of respondents identified themselves as White and Asian

2% of respondents identified themselves as Any other mixed background

6% of respondents identified themselves as African

11% of respondents identified themselves as Somali

4% of respondents identified themselves as Arab

Sexual orientation

58% of respondents identified their sexuality as Heterosexual/straight

3% of respondents identified their sexuality as bisexual

8% of respondents identified their sexuality as Other

Religious beliefs

21% of respondents identified their religious belief as Christian

68% of respondents identified their religious belief as Muslim

Pregnancy and maternity

97% responded they were not pregnant or had given birth in the last 26 weeks

3% responded that they were pregnant or had given birth in the last 26 weeks

Refugee

95% responded that they did not consider themselves to be a refugee

5% responded that they consider themselves to be a refugee

English as first language

39% responded that English was their first language

61% responded that English is not their first language

2.4 How have you involved communities and groups that could be affected?

You will nearly always need to involve and consult with internal and external stakeholders during your assessment. The extent of the engagement will depend on the nature of the proposal or change. This should usually include individuals and groups representing different relevant protected characteristics. Please include details of any completed engagement and consultation and how representative this had been of Bristol's diverse communities. See <https://www.bristol.gov.uk/people-communities/equalities-groups>.

Include the main findings of any engagement and consultation in Section 2.1 above.

If you are managing a workforce change process or restructure please refer to [Managing change or restructure \(sharepoint.com\)](#) for advice on consulting with employees etc. Relevant stakeholders for engagement about workforce changes may include e.g. staff-led groups and trades unions as well as affected staff.

There is a statutory public notification requirement in relation to the Hackney Carriage, Private Hire Vehicle and Private Hire Operator fees. This will be undertaken once a fee proposal has been agreed.

2.5 How will engagement with stakeholders continue?

Explain how you will continue to engage with stakeholders throughout the course of planning and delivery. Please describe where more engagement and consultation is required and set out how you intend to undertake it. Include any targeted work to seek the views of under-represented groups. If you do not intend to undertake it, please set out your justification. You can ask the Equality and Inclusion Team for help in targeting particular groups.

Fee reviews are normally carried out on a relatively regular basis, and these will continue to be reviewed to ensure that they are at the correct level to deliver an effective service.

Step 3: Who might the proposal impact?

Analysis of impacts must be rigorous. Please demonstrate your analysis of any impacts of the proposal in this section, referring to evidence you have gathered above and the characteristics protected by the Equality Act 2010. Also include details of existing issues for particular groups that you are aware of and are seeking to address or mitigate through this proposal. See detailed guidance documents for advice on identifying potential impacts etc. [Equality Impact Assessments \(EqIA\) \(sharepoint.com\)](#)

3.1 Does the proposal have any potentially adverse impacts on people based on their protected or other relevant characteristics?

Consider sub-categories (different kinds of disability, ethnic background etc.) and how people with combined characteristics (e.g. young women) might have particular needs or experience particular kinds of disadvantage.

Where mitigations indicate a follow-on action, include this in the 'Action Plan' Section 4.2 below.

GENERAL COMMENTS (highlight any potential issues that might impact all or many groups)

Most sectors of the community utilise taxis as part of the public transport scheme, and an increase in costs to the licensee may impact on whether it is a cost effective profession for them to remain in.

Conversely the national standards implemented have resulted in an increase in requirements across local authorities, and it is likely that many authorities will increase fees as a result.

The increase is required in order to cover the costs of these additional requirements which were made statutory by the national standards in order to improve public safety. The potential impacts can be justified on the basis that this is the only viable option to fulfil the statutory duties.

We have a statutory requirement to undertake regular checks on the fitness of applicants to hold a licence, including an increased requirement to consider criminal convictions alongside a review of existing licensees. Since 2021 licensees have been required to sign up to the DBS update service and be checked through a quarterly DBS verification. This is not currently included in charges and is being included in this proposal. This process of review takes place over a three-year period as licensees come up for expiry.

PROTECTED CHARACTERISTICS

Age: Young People	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
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Potential impacts:	
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Mitigations:	
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Age: Older People	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
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Potential impacts:	
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Mitigations:	
--------------	--

Disability	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
-------------------	--

Potential impacts:	
Mitigations:	
Sex	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	The proposal will have a disproportionate impact on men due to their high representation as taxi drivers.
Mitigations:	See general comment above
Sexual orientation	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
Pregnancy / Maternity	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
Gender reassignment	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
Race	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	The majority of taxi drivers are from Black, Asian and Minority Ethnic backgrounds. The fee increase may increase the risk that the profession may become unaffordable for them, forcing them to leave the Hackney Carriage trade and reducing availability of taxis.
Mitigations:	<p>The increase is required in order to cover the costs of these additional requirements which were made statutory by the national standards in order to improve public safety. The potential impacts can be justified on the basis that this is the only viable option to fulfil the statutory duties.</p> <p>We have a statutory requirement to undertake regular checks on the fitness of applicants to hold a licence, including an increased requirement to consider criminal convictions alongside a review of existing licensees. Since 2021 licensees have been required to sign up to the DBS update service and be checked through a quarterly DBS verification. This is not currently included in charges and is being included in this proposal. This process of review takes place over a three-year period as licensees come up for expiry.</p>
Religion or Belief	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	The proposal will have a disproportionate impact on Muslims due to their high representation as taxi drivers.
Mitigations:	<p>The increase is required in order to cover the costs of these additional requirements which were made statutory by the national standards in order to improve public safety. The potential impacts can be justified on the basis that this is the only viable option to fulfil the statutory duties.</p> <p>We have a statutory requirement to undertake regular checks on the fitness of applicants to hold a licence, including an increased requirement to consider criminal convictions alongside a review of existing licensees. Since 2021 licensees have been required to sign up to the DBS update service and be checked through a quarterly DBS verification. This is not currently included in charges and is being included in this proposal. This process of review takes place over a three-year period as licensees come up for expiry.</p>
Marriage & civil partnership	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
OTHER RELEVANT CHARACTERISTICS	

Socio-Economic (deprivation)	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	For some licensed taxi drivers this will be low income self-employment, and there is an overarching risk that the cumulative impact of multiple proposals which aim to generate funds through increased fees will have a disproportionately negative impact on low income households and people living in poverty unless this is adequately mitigated.
Mitigations:	Although outside the scope of this proposal as a local authority we have addressed this risk as far as possible by protecting frontline services and prioritising services for those most in need, and through specific proposals such as allocation of the discretionary Local Crisis Prevent Fund, maximising income from Council Tax Social Care Precept, and the continuation of the Council Tax Reduction Scheme at a rate of up to 100% discount.
Carers	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
Other groups [Please add additional rows below to detail the impact for other relevant groups as appropriate e.g. Asylums and Refugees; Looked after Children / Care Leavers; Homelessness]	
Potential impacts:	
Mitigations:	

3.2 Does the proposal create any benefits for people based on their protected or other relevant characteristics?

Outline any potential benefits of the proposal and how they can be maximised. Identify how the proposal will support our Public Sector Equality Duty to:

- ✓ Eliminate unlawful discrimination for a protected group
- ✓ Advance equality of opportunity between people who share a protected characteristic and those who don't
- ✓ Foster good relations between people who share a protected characteristic and those who don't

The proposed fee increase is required in order to implement the national standards, and therefore have a wider impact on the public by ensuring that they are safe when using taxis and private hires.

Step 4: Impact

4.1 How has the equality impact assessment informed or changed the proposal?

What are the main conclusions of this assessment? Use this section to provide an overview of your findings. This summary can be included in decision pathway reports etc.

If you have identified any significant negative impacts which cannot be mitigated, provide a justification showing how the proposal is proportionate, necessary, and appropriate despite this.

Summary of significant negative impacts and how they can be mitigated or justified:
Although an increase in fees is may have a disproportionate impact on some groups because of their high representation as licensees, this can be justified on the basis that it is the only viable option to ensure that statutory duties can be fulfilled and that the service covers its increased costs as a result of the increased requirements.
Summary of positive impacts / opportunities to promote the Public Sector Equality Duty:
The proposed fee increase is required in order to implement the national standards, and therefore have a wider impact on the public by ensuring that they are safe when using taxis and private hires.

4.2 Action Plan

Use this section to set out any actions you have identified to improve data, mitigate issues, or maximise opportunities etc. If an action is to meet the needs of a particular protected group please specify this.

Improvement / action required	Responsible Officer	Timescale
Refer proposal to executive director for sign off	Jonathan Martin	TBD
Publish statutory public notification of fees in respect of PHV, HCV and PHO.	Jonathan Martin	TBD


4.3 How will the impact of your proposal and actions be measured?

How will you know if you have been successful? Once the activity has been implemented this equality impact assessment should be periodically reviewed to make sure your changes have been effective your approach is still appropriate.

The proposal will be reviewed on a regular basis to ensure that fee levels remain relevant and in line with service costs.

Step 5: Review

The Equality and Inclusion Team need at least five working days to comment and feedback on your EqIA. EqIAs should only be marked as reviewed when they provide sufficient information for decision-makers on the equalities impact of the proposal. Please seek feedback and review from the [Equality and Inclusion Team](#) before requesting sign off from your Director¹.

Equality and Inclusion Team Review: <i>Reviewed by Equality and Inclusion Team</i>	Director Sign-Off:  Patsy Mellor, Director Management of Place
Date: 6/3/2023	Date: 13/03/2023

¹ Review by the Equality and Inclusion Team confirms there is sufficient analysis for decision makers to consider the likely equality impacts at this stage. This is not an endorsement or approval of the proposal.

Eco Impact Checklist

Title of report: Fees and Charges in Excess of Inflation – Parking in Parks				
Report author: Jon James				
Anticipated date of key decision				
Summary of proposals: 4th April 2023				
Will the proposal impact on...	Yes/ No	+ive or -ive	If Yes...	
			Briefly describe impact	Briefly describe Mitigation measures
Emission of Climate Changing Gases?	Yes	+ive	The additional income from higher car parking fees in parks and green spaces will support the maintenance of green spaces, including their ability to mitigate climate change through carbon sequestration. This helps to reduce greenhouse gas emissions. Maintaining high quality footpaths and cycle paths within parks will continue to encourage emission-free active travel.	
Bristol's resilience to the effects of climate change?	Yes	+ive	Low-lying parks can act as sinks for floodwater and parks on higher ground can soak up rainfall and slow its flow into drains and rivers. Green and blue spaces stay cooler than areas mostly made up of hard surfaces and can cool the city during heatwaves. The additional income may help maintain the effectiveness of these natural services.	

Consumption of non-renewable resources?	No	n/a	No additional equipment will be required.	
Production, recycling or disposal of waste	No	n/a		
The appearance of the city?	Yes	+ive	The funds generated from increased car parking charges in parks and green spaces will help to maintain the current levels of services and prevent a decline in their appearance due to the ongoing cost of living crisis.	
Pollution to land, water, or air?	Yes	+ive	Parks and green spaces positively contribute to the reduction of land, water, and air pollution in several ways. They act as natural filters, purifying air and water by removing pollutants through processes such as photosynthesis, soil absorption, and evapotranspiration. They also help to reduce soil erosion, preventing the loss of fertile soil and reducing the risk of water pollution. Maintaining high quality footpaths and cycle paths within parks will continue to encourage pollution-free active travel.	
Wildlife and habitats?	Yes	+ive	Parks and green spaces provide important habitats for wildlife, promoting biodiversity and supporting the	

			balance of ecosystems.	
Consulted with: n/a				
Summary of impacts and Mitigation –				
<p>The increased income from higher car parking fees in parks and green spaces will contribute to maintaining current levels of service to continue, so the environmental impact will be neutral. It will help to ensure that the critical ecosystem services from parks are maintained, including air and water purification, carbon sequestration, wildlife habitat, promoting mental wellbeing and encouraging active travel by providing safe and pleasant routes through the city. By maintaining these green spaces, their capacity to mitigate the impacts of climate change will be sustained, providing continued benefits for both the environment and park visitors.</p> <p>Consideration of the financial impact on Parks users has been included in the Equalities Impact Assessment.</p>				
Checklist completed by:				
Name:		Sharon Radnedge		
Dept.:		Parks & Green Spaces		
Extension:				
Date:		22/02/2023		
Verified by Environmental Performance Team		Giles Liddell, Project Manager - Environmental		



Decision Pathway – Report

PURPOSE: Key decision

MEETING: Cabinet

DATE: 04 April 2023

TITLE	Investing in parks to support the city’s growth areas	
Ward(s)	Frome Vale, Hillfields, Windmill Hill, Hengrove and Whitchurch Park, Avonmouth & Lawrence Weston, Lawrence Hill, Ashley	
Author: Richard Fletcher	Job title: Parks Services Manager	
Cabinet lead: Cllr Ellie King, Cabinet Member with responsibility for Public Health and Communities	Executive Director lead: John Smith; Interim Executive Director Growth and Regeneration	
Proposal origin: Mayor		
Decision maker: Mayor Decision forum: Cabinet		
Purpose of Report:		
<ol style="list-style-type: none"> To seek approval for a series of investment projects in the city’s parks and green spaces to enhance facilities and the visitor experience both for existing residents and new residents expected in areas of significant, expected growth. 		
Evidence Base:		
<ol style="list-style-type: none"> Bristol’s parks and green spaces are a vital resource for the city’s residents and visitors. Their important contribution to individual’s health and wellbeing is increasingly recognised and understood. They afford access to nature, a space to be active and enjoy sports, a place to play and a place to relax and meet friends. They provide a pivotal, cohesive role in every community and neighbourhood. As the city grows and our successful housing delivery programme results in more homes and more people visiting and benefiting from their local parks, there is a need for us to respond by investing in quality and new facilities - particularly in those green spaces close to new housing areas. An opportunity exists for us to respond to the requests of communities and make parks more accessible and welcoming. This need and opportunity was recognised at the Budget Council at Full Council on March 2nd 2022 where the Mayor’s Amendment Proposals to the Capital Programme 2022/23 included an allocation of £1.5M from the use of Strategic CIL to increase spending on the provision of outdoor equipment/facilities [in parks and green spaces]. To qualify for Strategic CIL allocation the funding needs to be associated with specific parks that require strategic improvements and are serving areas where there are significant levels of growth either planned for (existing local plan) or predicted moving forward. Only specific projects which align to regulations on use of Strategic CIL can progress. To develop proposals the following were considered: <ol style="list-style-type: none"> The need to satisfy the criteria for the allocation of Strategic CIL and consideration of the role of Destination Sites, considered in the Council’s Parks and Green Space Strategy to provide a green space function for the city as a whole and from which all residents benefit [these include Hengrove Play Park and Oldbury Court Estate]. The potential to support known community aspirations and funding efforts. The potential to encourage participation in physical activity, including through play and through sport. 		

4. The presence, absence and condition of existing facilities in a specific park or in other local, neighbourhood green spaces.

6. A further consideration of the programme is to ensure that all schemes taken forward build-in improvements that improve access to parks, particularly for disabled visitors. We will consider upgrades to facilities, access paths, steps, signage, entrances and what type of equipment we install in the case of play areas. As a starting point for this we will draw on past work developed with the help and support of park groups and disabled representative groups. For all final scheme designs we will engage further with relevant stakeholders.

7. From this work a number of priority opportunities for investment have been identified. Two schemes benefit from a total of £131K funding already committed by Area Committees. This makes the total investment in the proposed schemes to be £1.631M:

Site	Investment opportunity	Funding available	Funding to be approved	Total
Hengrove Play Park	To improve the café facility and provide new equipment at the Play Park to maintain a high-quality play and physical activity offer close to the some of the city's most deprived communities.	£0	£300K SCIL	£300K
Argyll Road	Make significant improvements to the children's play area.	£50K Area Committee	£77K SCIL	£127K
Oldbury Court Estate	To make access improvements and significantly enhance the play facility at Oldbury Court Estate, one of the city's major destination sites, with relandscaping and replacement of broken and missing equipment including the pirate ship.	£0	£500K SCIL	£500K
St Agnes Park	To improve the infrastructure of the children's play area and provide a new multi climber play feature.	£0	£110K SCIL	£110K
Green Spaces in Lawrence Weston	Improvements to green space facilities in the Lawrence Weston area, including sport and physical activity facilities and enabling access. Improvements will include a new children's play area at Beverston Gardens Amenity Area. This investment will raise local green space quality, for children and young people and helps the Council meet its minimum provision standards.	£0	£250K SCIL	£250K
Rawnsley Park	To significantly upgrade the play and wider park environment – providing new equipment, safety surfacing, supporting infrastructure and improving boundaries and access.	£81K Area Committee	£72K SCIL	£153K
Victoria Park	Improvements to facilities that encourage access and participation in play, sport and physical activity. Facilities will help mitigate the impact on the park from new residents and communities in the Bedminster Green and Whitehouse Street developments.	£0	£191K SCIL	£191K
Totals		£131K	£1.5M	£1.631M

8. Outside of these proposals but alongside, the Council will also be investing £56K in to improving Redcatch Park in Knowle.

Cabinet Member / Officer Recommendations:

That Cabinet:

- 1) Approves the allocation of £1.5M of Strategic CIL added to the Capital programme at Full Council on 2nd March 2022 to a programme of investment in the city's parks and green spaces as set out in the report.

- 2) Authorises the Executive Director for Growth and Regeneration in consultation with the Cabinet Member with responsibility for Public Health and Communities, the S.151 Officer, and Director of Legal Services to take all steps required to spend the funding including to procure and enter into contracts (including any over the key decision threshold) required to deliver the park and green space investment projects proposed as outlined in this report.

Corporate Strategy alignment:

1. Children and Young People – the investment will deliver better neighbourhoods and help build communities to be safe for children and ensure good access to play and green spaces for young people to enjoy safely, and to support our children and families are to thrive.
2. Regeneration – the investment will help promote our place-based approach to regeneration, ensuring provision for and quality places, improving connectivity, protecting waterways and green spaces, and concentrating on improving access to opportunity for communities experiencing long term deprivation.

City Benefits:

1. Parks and green spaces provide welcoming, safe spaces to socialise with family and friends, play, take part in physical activity and explore nature. It is estimated that the financial benefit they bring to the city and its residents is worth £385m.
2. Continual investment and good management are needed to enable green spaces to continue to deliver these benefits. This investment programme will deliver both new and refurbished facilities in parks, enabling them to continue to be attractive to visitors. In particular, children’s and young people’s facilities will be enhanced.

Consultation Details:

1. Consultation has taken place with the Cabinet Member with responsibility for Public Health and Communities and the Mayor’s Office with separate conversations with Councillors in some wards benefiting from investment.
2. Some investment, particularly at Rawnsley Park, Argyle Rd Playing Fields and in Lawrence Weston, directly support local priorities expressed through local community plans or Area Committee community funding applications.

Background Documents:

Full Council 2 March 2022 - [Agenda Template \(bristol.gov.uk\)](http://bristol.gov.uk)

Revenue Cost	£0	Source of Revenue Funding	
Capital Cost	c£1.7M	Source of Capital Funding	NH02A SCIL £1.5M, Area Committee £0.131m, Other BCC funding £0.056m
One off cost <input checked="" type="checkbox"/>	Ongoing cost <input type="checkbox"/>	Saving Proposal <input type="checkbox"/>	Income generation proposal <input type="checkbox"/>

Required information to be completed by Financial/Legal/ICT/ HR partners:

Finance Advice:

1. This report is seeking approval to spend the £1.5m previously approved in 2022/23 budget for a package of investments across several city parks and green spaces. This will be funded from the allocation of £1.5m of strategic CIL previously approved and added to the Parks Capital Programme (NH02A).
2. The Parks Service has developed a series of investment opportunities to utilise the funding, and officers have confirmed that the funding allocations qualify for Strategic CIL and the approved usage criteria.
3. There are also several other smaller allocations to boost the investment funding, helping to deliver the project, including £0.131m already committed from Area Committees and £0.056m already approved from prior sale proceeds.
4. The total investments identified in the report for the City’s parks and green spaces will be £1.687m (£1.5m + £0.131m + £0.056m).

5. If for any reason, there are additional costs, these will have to be met from the Parks budget envelope or the project scaled back.
6. Robust project and contract management processes will be required to deliver the investment project on time, within the funding available and ensure value for money for residents and users of the city's parks and green spaces.

Finance Business Partner: Kayode Olagundoye, Interim Finance Business Partner, Growth and Regeneration, 24 March 2023

2. Legal Advice:

S216 of the Planning Act 2008 and Regulation 59 of the Community Infrastructure Regulations 2010 (as amended) permit the use of CIL monies for the support of development in the Council's area by permitting the provision, improvement, replacement, operation or maintenance of infrastructure for sporting and recreational facilities. The proposals contained in this report to allocate £1.5M strategic CIL funding for the specified locations is permitted by the Act and the Regulations.

The report also seeks authority for the Executive Director to proceed with the delivery of the various projects, including procuring all necessary contracts, including where over £500k, without further reference to Cabinet. All procurement activities will need to comply with the Public Contracts Regulations and the Councils own procurement rules.

Legal Team Leader: Eric Andrews, Team Manager: Commercial and Governance | Lawyer 16 February 2023

3. Implications on IT:

I can see no implications on IT in regard to this activity

IT Team Leader: Gavin Arbuckle – Head of Service Improvement and Performance 12 February 2023

4. HR Advice:

There are no HR implications evident.

HR Partner: Celia Williams – HR Business Partner Growth and Regeneration

EDM Sign-off	Stephen Peacock, Executive Director Growth and Regeneration	8 February 2023
Cabinet Member sign-off	Cllr King, Cabinet Member with responsibility for Public Health and Communities	22 February 2023
For Key Decisions - Mayor's Office sign-off	Mayor's Office	6 March 2023

Appendix A – Further essential background / detail on the proposal	NO
Appendix B – Details of consultation carried out - internal and external	NO
Appendix C – Summary of any engagement with scrutiny	NO
Appendix D – Risk assessment	YES
Appendix E – Equalities screening / impact assessment of proposal	YES
Appendix F – Eco-impact screening/ impact assessment of proposal	YES
Appendix G – Financial Advice	NO
Appendix H – Legal Advice	NO
Appendix I – Exempt Information	NO
Appendix J – HR advice	NO
Appendix K – ICT	NO
Appendix L – Procurement	NO

Investing in parks to support the city's growth areas risk assessment

Negative Risks that offer a threat to the programme and its aims

Ref	Risk Description	Key Causes	Key Consequence	Status Open / Closed	Strategic Theme	Risk Category	Risk Owner	Key Mitigations	Direction of travel	Current Risk Level			Monetary Impact of Risk £k	Risk Tolerance			
										Likelihood	Impact	Risk Rating		Likelihood	Impact	Risk Rating	Date
1	Registered Landscape considerations	Some proposals take place in a registered landscape which are protected under legislation. Consultation with Historic England may be necessary.	Delay in implementation. Amendment to schemes	Open		Programme and project management	Susy Feltham	Keep project outputs within known permitted limits. Ensure there are a reserve improvements to bring online within site.	Static	3	1	3	N/A	3	1	3	Feb-23
2	Suppliers are not available when needed to deliver.	Lack of supplier availability or interest	Delay in implementation.	Open		Programme and project management	Susy Feltham	Begin procurement processes as early as possible and generate work packages across projects if sensible to do so.	Static	2	3	6	N/A	2	3	6	Feb-23
3	Staff resources to deliver are insufficient.	Existing capital programme is in delivery funded with devolved planning contributions.	Delay in implementation.	Open		Programme and project management	Richard Fletcher	Continue attempts to recruit additional resources. Increase outsourcing of delivery	Improving	3	5	15	N/A	2	3	6	Mar-23
4	Costs escalate and compromise the scope of the programme.	Inflation is currently very high and increasing the cost and supply of materials daily.	Individual project scope is restricted. Overall programme is reduced	Open		Programme and project management	Richard Fletcher	Agree project delivery hierarchy with portfolio holder. Ensure potential for project restriction is communicated as part of stakeholder engagement.	Static	4	3	12	N/A	4	3	12	Feb-23
5	Projects not eligible for SCIL	Some identified parks for investment are 500-1000m way.	Potential for challenge and some projects unable to proceed	Open		Programme and project management	Cabinet	Review programme with Planning Obligations Manager prior to approval. Ensure the potential is highlighted through the approval process.	Improving	1	5	5	N/A	1	3	3	Mar-23
												0				0	

Equality Impact Assessment [version 2.9]



Title: Investing in parks to support the city's growth areas	
<input type="checkbox"/> Policy <input type="checkbox"/> Strategy <input type="checkbox"/> Function <input checked="" type="checkbox"/> Service <input type="checkbox"/> Other [please state]	<input checked="" type="checkbox"/> New <input type="checkbox"/> Already exists / review <input type="checkbox"/> Changing
Directorate: Growth and Regeneration	Lead Officer name: Richard Fletcher
Service Area: Parks and Green Spaces	Lead Officer role: Parks Services Manager

Step 1: What do we want to do?

The purpose of an Equality Impact Assessment is to assist decision makers in understanding the impact of proposals as part of their duties under the Equality Act 2010. Detailed guidance to support completion can be found here [Equality Impact Assessments \(EqIA\) \(sharepoint.com\)](#).

This assessment should be started at the beginning of the process by someone with a good knowledge of the proposal and service area, and sufficient influence over the proposal. It is good practice to take a team approach to completing the equality impact assessment. Please contact the [Equality and Inclusion Team](#) early for advice and feedback.

1.1 What are the aims and objectives/purpose of this proposal?

Briefly explain the purpose of the proposal and why it is needed. Describe who it is aimed at and the intended aims / outcomes. Where known also summarise the key actions you plan to undertake. Please use plain English, avoiding jargon and acronyms. Equality Impact Assessments are viewed by a wide range of people including decision-makers and the wider public.

To provide new facilities and visitor experiences in a number of parks across the city that can serve communities where there has been or is intended to be an increase in residential accommodation. Primarily investment is focussed on improving existing or creating new children's play areas but there is a specific theme throughout to improve access to green spaces and provide accessible infrastructure.

Current proposals:

Victoria Park	Improvements to the facilities and landscape of the park that will help mitigate the impact new residents and communities in the Bedminster Green and Whitehouse Street developments.
Argyll Rd	Make significant improvements to the children's play area.
Oldbury Court Estate	To make access improvements and significantly enhance the play facility at Oldbury Court Estate, one of the city's major destination sites, with relandscaping and replacement of broken and missing equipment including the pirate ship.
Hengrove Play Park	To improve the café facility and provide new equipment at the Play Park to maintain a high-quality play offer close to the some of the city's most deprived communities.
Blaise Estate	Make a number of improvements that will raise the quality of the 'visitor hub' - including paths, noticeboards, new swings and an upgrade to toilet facilities.
Green Spaces in Lawrence Weston	Improvements to parks and green spaces in the Lawrence Weston area that will include a new children's play area at Beverston Gardens Amenity Area. This investment significantly improves local access to play for children and young people and helps the Council meet its minimum provision standards.
St Agnes Park	To improve the infrastructure of the children's play area and provide a new multi climber play feature.

Rawnsley Park	To significantly upgrade the play and wider park environment – providing new equipment, safety surfacing, supporting infrastructure and improving boundaries and access.
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1.2 Who will the proposal have the potential to affect?

<input type="checkbox"/> Bristol City Council workforce	<input checked="" type="checkbox"/> Service users	<input checked="" type="checkbox"/> The wider community
<input type="checkbox"/> Commissioned services	<input type="checkbox"/> City partners / Stakeholder organisations	
Additional comments:		

1.3 Will the proposal have an equality impact?

Could the proposal affect access levels of representation or participation in a service, or does it have the potential to change e.g. quality of life: health, education, or standard of living etc.?

If 'No' explain why you are sure there will be no equality impact, then skip steps 2-4 and request review by Equality and Inclusion Team.

If 'Yes' complete the rest of this assessment, or if you plan to complete the assessment at a later stage please state this clearly here and request review by the Equality and Inclusion Team.

<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	[please select]
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We can be confident that adverse impacts are possible but can be avoided. At this stage in the process adverse impacts cannot be identified or measured.

Step 2: What information do we have?

2.1 What data or evidence is there which tells us who is, or could be affected?

Please use this section to demonstrate an understanding of who could be affected by the proposal. Include general population data where appropriate, and information about people who will be affected with particular reference to protected and other relevant characteristics: <https://www.bristol.gov.uk/people-communities/measuring-equalities-success>.

Use one row for each evidence source and say which characteristic(s) it relates to. You can include a mix of qualitative and quantitative data e.g. from national or local research, available data or previous consultations and engagement activities.

Outline whether there is any over or under representation of equality groups within relevant services - don't forget to benchmark to the local population where appropriate. Links to available data and reports are here [Data, statistics and intelligence \(sharepoint.com\)](#). See also: [Bristol Open Data \(Quality of Life, Census etc.\)](#); [Joint Strategic Needs Assessment \(JSNA\)](#); [Ward Statistical Profiles](#).

For workforce / management of change proposals you will need to look at the diversity of the affected teams using available evidence such as [HR Analytics: Power BI Reports \(sharepoint.com\)](#) which shows the diversity profile of council teams and service areas. Identify any over or under-representation compared with Bristol economically active citizens for different characteristics. Additional sources of useful workforce evidence include the [Employee Staff Survey Report](#) and [Stress Risk Assessment Form](#)

Data / Evidence Source [Include a reference where known]	Summary of what this tells us
Ward profile data (bristol.gov.uk)	The Ward Profiles provide a range of data-sets, including population, life expectancy, health and education disparities etc. for each of Bristol's electoral wards. Wards in scope are:

[Ashley](#)
[Avonmouth & Lawrence Weston](#)
[Frome Vale](#)
[Henbury and Brentry](#)
[Hengrove and Whitchurch Park](#)
[Hillfields](#)
[Lawrence Hill](#)
[Windmill Hill](#)

Census 2011 and Census 2021

2011 Census Key Statistics About Equalities Communities

The Census details the demographic profile of Bristol. The headline observations from the 2021 Census are:
 The population of Bristol increased by just over 44,200 (10.3%) compared with 2011. Bristol was the fastest growing of the Core Cities in England and Wales over this period. Population in Lawrence Hill grew by 18.4% since 2011 and Frome Vale by 15.6%.
 There were just over 81,000 people with a long term health problem or disability, including conditions related to old age, living in Bristol. Almost a fifth (19.4%) were Disabled under the Equalities Act. Frome Vale, Henbury and Brentry, Hengrove and Whitchurch Park and Avonmouth & Lawrence Weston are in the top 10 wards with the highest percentage of disabled people.
 The population of Bristol is increasingly diverse. In 1991 the Black, Asian and Minority Ethnic population accounted for 5.1% of the total population, in 2021 it was 18.9%.
 A total of 23,649 people in Bristol identified with an LGB+ orientation representing 6.1% of the population aged 16 and over. The England and Wales average is 3.2%.
 Muslims are the third largest religion group in Bristol, 6.7% of the population, similar to the England and Wales average of 5.2%. 37% of the population of Lawrence Hill are Muslim, 13.7% in Hillfields and 13.2% in Ashley.
 35% of households live in flats, either purpose-built block of flats, conversions or shared houses. Central and Hotwells wards have the highest percentage of flats in the city at 93% and 80% of all accommodation.

Quality of Life Survey 2021-22

The Quality of Life (QoL) survey is an annual randomised sample survey of the Bristol population, mailed to 33,000 households (with online & paper options), and some additional targeting to boost numbers from low responding groups. In brief, the most recent QoL survey indicated that inequality and deprivation continue to affect people's experience in almost every element measured by the survey.

The service measures performance through the Quality of Life Survey through two indicators:

- 1) Increase the percentage of residents visiting a park or open space at least once a week (QoL)**

Table 1: QoL 2021-22 survey results - % who visit Bristol's parks and green spaces at least once a week by characteristic

Quality of Life Indicator	% who visit Bristol's parks and green spaces at least once a week
Characteristic	% Percentage
Bristol Average	59

No qualifications	25.4
Rented from the council	29.8
Disabled	33
Black/Black British	33.5
Rented from housing association	41.4
Most Deprived 10%	42.2
65 years and older	43.3
Asian/Asian British	44.7
Full-time carer	46
50 years and older	49
Non degree qualifications	49.4
16 to 24 years	49.9
Black, Asian and minority ethnic	51.2
Christian	52.1
Other religion	54
Carer (All)	55.6
Lesbian, Gay or Bisexual	58.5
Part-time carer	58.6
Female	58.7
Rented from private landlord	59.1
Male	59.4
White British	59.6
White	59.7
Single parent	59.8
White Minority Ethnic	60.5
Owner Occupier	62.2
No religion or faith	62.8
Degree qualifications	67
Parents (All)	72.3
Mixed/Multiple ethnic groups	73.6
Two parent	74.2

Table 2: QoL 2021-22 survey results - % who visit Bristol's parks and green spaces at least once a week by ward

Quality of Life Indicator	% who visit Bristol's parks and green spaces at least once a week
Ward	% Percentage
Bristol Average	59
Stockwood	35.8
Hartcliffe and Withywood	35.9
Brislington East	43.3
St George Central	45.6
Southmead	46.1
Avonmouth and Lawrence Weston	47.2
Bishopsworth	47.4
Hengrove and Whitchurch Park	48.6
Lawrence Hill	51
Hillfields	51.1
Frome Vale	52.3

Filwood	52.5
Horfield	53.4
Central	53.8
Brislington West	54
Bedminster	55.6
Lockleaze	57.1
St George Troopers Hill	62.3
Henbury and Brentry	63.6
Redland	64.1
Knowle	64.4
Hotwells and Harbourside	64.8
Southville	68.7
Westbury-on-Trym and Henleaze	69.1
Stoke Bishop	69.5
Easton	70.7
Bishopston and Ashley Down	70.8
Ashley	71
St George West	71.4
Clifton	71.5
Eastville	71.6
Clifton Down	75.2
Cotham	79.2
Windmill Hill	81.1

2) **Improve the percentage of residents satisfied with parks and open spaces (QoL)**

Table 3: QoL 2021-22 survey results - % satisfied with the quality of parks and green spaces by characteristic

Quality of Life Indicator	% satisfied with the quality of parks and green spaces
Characteristic	% Percentage
Bristol Average	74.9
Most Deprived 10%	52.5
Rented from the council	56.9
Full-time carer	61
Disabled	63.6
No qualifications	64.5
Rented from housing association	65.2
Single parent	65.9
Non degree qualifications	66.4
Carer (All)	68.8
Parents (All)	69.9
Two parent	70.4
Part-time carer	71.2
Black/Black British	71.8
White Minority Ethnic	72.5
50 years and older	72.9
Christian	73.2
65 years and older	74.2

Female	74.5
Asian/Asian British	74.8
White	75.1
Male	75.2
Black, Asian and minority ethnic	75.3
White British	75.6
Other religion	76
16 to 24 years	76.2
Lesbian, Gay or Bisexual	76.2
No religion or faith	76.3
Owner Occupier	76.4
Rented from private landlord	78
Degree qualifications	79.4
Mixed/Multiple ethnic groups	79.8

Table 4: QoL 2021-22 survey results - % satisfied with the quality of parks and green spaces by ward

Quality of Life Indicator	% satisfied with the quality of parks and green spaces
Ward	% Percentage
Bristol Average	74.9
Hengrove and Whitchurch Park	37.9
Hartcliffe and Withywood	47
Avonmouth and Lawrence Weston	52.5
Lawrence Hill	55.3
Bishopsworth	60.1
Southmead	60.3
Filwood	61.1
Henbury and Brentry	62.7
Brislington East	66.1
Stockwood	66.6
Horfield	72.5
Lockleaze	74.7
Hotwells and Harbourside	74.8
Ashley	75.8
Central	75.8
Brislington West	76.4
Southville	77.1
Bedminster	77.2
St George Central	79.2
Hillfields	79.5
St George Troopers Hill	81.3
Easton	82.4
Stoke Bishop	83.4
St George West	84.7
Cotham	88.2
Clifton	88.4
Frome Vale	88.6
Eastville	90.4

	Knowle	90.5
	Windmill Hill	90.5
	Bishopston and Ashley Down	91.1
	Redland	91.8
	Westbury-on-Trym and Henleaze	93.6
	Clifton Down	95.4
Additional comments:		

2.2 Do you currently monitor relevant activity by the following protected characteristics?

<input type="checkbox"/> Age	<input type="checkbox"/> Disability	<input type="checkbox"/> Gender Reassignment
<input type="checkbox"/> Marriage and Civil Partnership	<input type="checkbox"/> Pregnancy/Maternity	<input type="checkbox"/> Race
<input type="checkbox"/> Religion or Belief	<input type="checkbox"/> Sex	<input type="checkbox"/> Sexual Orientation

2.3 Are there any gaps in the evidence base?

Where there are gaps in the evidence, or you don't have enough information about some equality groups, include an equality action to find out in section 4.2 below. This doesn't mean that you can't complete the assessment without the information, but you need to follow up the action and if necessary, review the assessment later. If you are unable to fill in the gaps, then state this clearly with a justification.

For workforce related proposals all relevant characteristics may not be included in HR diversity reporting (e.g. pregnancy/maternity). For smaller teams diversity data may be redacted. A high proportion of not known/not disclosed may require an action to address under-reporting.

The Parks Service does not currently collect demographic data from park users due to the open access and citywide nature of the service.

2.4 How have you involved communities and groups that could be affected?

You will nearly always need to involve and consult with internal and external stakeholders during your assessment. The extent of the engagement will depend on the nature of the proposal or change. This should usually include individuals and groups representing different relevant protected characteristics. Please include details of any completed engagement and consultation and how representative this had been of Bristol's diverse communities. See <https://www.bristol.gov.uk/people-communities/equalities-groups>.

Include the main findings of any engagement and consultation in Section 2.1 above.

If you are managing a workforce change process or restructure please refer to [Managing change or restructure \(sharepoint.com\)](#) for advice on consulting with employees etc. Relevant stakeholders for engagement about workforce changes may include e.g. staff-led groups and trades unions as well as affected staff.

Some of the proposals add additional funding to site improvement ideas generated by communities and put through the Area Committee process for allocating devolved CIL/S106 to projects. Some proposals act to improve facilities that have generated a high level of customer enquiries and complaints in recent years, such as Blaise toilets. When the funding is allocated to a project, such as a play area, the delivery team will engage residents and known stakeholders in developing the design of the offer.

2.5 How will engagement with stakeholders continue?

Explain how you will continue to engage with stakeholders throughout the course of planning and delivery. Please describe where more engagement and consultation is required and set out how you intend to undertake it. Include any targeted work to seek the views of under-represented groups. If you do not intend to undertake it, please set out your justification. You can ask the Equality and Inclusion Team for help in targeting particular groups.

The Service routinely engages local residents and communities in the design element of park investment projects. We ask local members to help this process. However this won't in the case in all instances. Where we are investing in toilets for example we will be more guided by modern standards of design and access.

Step 3: Who might the proposal impact?

Analysis of impacts must be rigorous. Please demonstrate your analysis of any impacts of the proposal in this section, referring to evidence you have gathered above and the characteristics protected by the Equality Act 2010. Also include details of existing issues for particular groups that you are aware of and are seeking to address or mitigate through this proposal. See detailed guidance documents for advice on identifying potential impacts etc. [Equality Impact Assessments \(EqIA\) \(sharepoint.com\)](#)

3.1 Does the proposal have any potentially adverse impacts on people based on their protected or other relevant characteristics?

Consider sub-categories (different kinds of disability, ethnic background etc.) and how people with combined characteristics (e.g. young women) might have particular needs or experience particular kinds of disadvantage.

Where mitigations indicate a follow-on action, include this in the 'Action Plan' Section 4.2 below.

GENERAL COMMENTS (highlight any potential issues that might impact all or many groups)

Disruption during works may have a disproportionate impact on some groups. Where practicable mitigating actions will be taken by the contractor to minimise the impact of these works. If necessary, Residents will be advised in writing of the work required and when it will be done.

We can be confident that adverse impacts can be avoided but of course the potential exists at this stage in the process.

As part of the commissioning process, providers will be required to demonstrate a good understanding of Equality Act 2010 requirements and the public sector equality duty; including that equality of opportunity is central to internal processes / workforce; and services will be regularly tailored and reviewed to meet the diverse needs of Bristol citizens.

The distribution of the investment also has the potential to have an adverse impact on people according to where they live – if concentrated for example in one part of the city. The impact would depend on the quality and availability of similar assets within a geographical area already. The investment funding is from Strategic CIL and in line with the criteria set for that funding stream investment will be in the city's 'growth areas' – where residential development has recently increased the local population or is predicted to do so. Although there is not enough funding to have a positive citywide effect, efforts have been made to ensure several neighbourhoods are able to benefit.

PROTECTED CHARACTERISTICS

Age: Young People	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input type="checkbox"/>
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Potential impacts:	
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Mitigations:	
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Age: Older People	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input type="checkbox"/>
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Potential impacts:	
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Mitigations:	
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Disability	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input type="checkbox"/>
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Potential impacts:	
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Mitigations:	
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Sex	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input type="checkbox"/>
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Potential impacts:	
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Mitigations:	
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Sexual orientation	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input type="checkbox"/>
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Potential impacts:	
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Mitigations:	
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Pregnancy / Maternity	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input type="checkbox"/>
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Potential impacts:	
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Mitigations:	
Gender reassignment	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	
Mitigations:	
Race	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	
Mitigations:	
Religion or Belief	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	
Mitigations:	
Marriage & civil partnership	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	
Mitigations:	
OTHER RELEVANT CHARACTERISTICS	
Socio-Economic (deprivation)	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	
Mitigations:	
Carers	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	
Mitigations:	
Other groups [Please add additional rows below to detail the impact for other relevant groups as appropriate e.g. Asylums and Refugees; Looked after Children / Care Leavers; Homelessness]	
Potential impacts:	
Mitigations:	

3.2 Does the proposal create any benefits for people based on their protected or other relevant characteristics?

Outline any potential benefits of the proposal and how they can be maximised. Identify how the proposal will support our Public Sector Equality Duty to:

- ✓ Eliminate unlawful discrimination for a protected group
- ✓ Advance equality of opportunity between people who share a protected characteristic and those who don't
- ✓ Foster good relations between people who share a protected characteristic and those who don't

Yes, the design of individual projects within the programme has the potential to advance equality of opportunity between people who share a protected characteristic and those who don't. For example upgraded toilet facilities can benefit Disabled visitors directly through better provision and design. More attractive toilet facilities will encourage visitors who we know from previous consultation work are more likely to visit spaces where these are provided including older people, families with young children and pregnant people.

Some of the investment will improve access to parks and in doing so make them more attractive to Disabled users, Older people and people using buggies with small children for example.

New and/or improved play facilities will benefit children and young people directly and families who visit green spaces.

There is the potential for the investment to foster good relations between people who shared a protected characteristic and those who don't if wider visitor numbers increase from a larger section of the population due to a visible uplift in site quality and better facilities.

Step 4: Impact

4.1 How has the equality impact assessment informed or changed the proposal?

What are the main conclusions of this assessment? Use this section to provide an overview of your findings. This summary can be included in decision pathway reports etc.

If you have identified any significant negative impacts which cannot be mitigated, provide a justification showing how the proposal is proportionate, necessary, and appropriate despite this.

Summary of significant negative impacts and how they can be mitigated or justified:
There is the potential for negative impact although none have been identified. To avoid this potential the delivery of the investment programme will need to: <ul style="list-style-type: none">- Ensure that equalities communities are consulted on the design and delivery of individual projects;- Ensure that access, design and safety standards are adhered to, particularly for disabled users and children and young people.
Summary of positive impacts / opportunities to promote the Public Sector Equality Duty:
Advance equality of opportunity - upgraded toilet facilities, improved access, new play offers. Foster good relations – increasing visitor numbers through raising quality and attractiveness.

4.2 Action Plan

Use this section to set out any actions you have identified to improve data, mitigate issues, or maximise opportunities etc. If an action is to meet the needs of a particular protected group please specify this.

Improvement / action required	Responsible Officer	Timescale
Consider and record the potential for adverse impact and positive impact from each investment project. To consult and consider product design and installation project aspects accordingly and to ensure positive impacts are generated.	Susy Feltham, Landscape Works and Play Manager	23/24, 24/25

4.3 How will the impact of your proposal and actions be measured?

How will you know if you have been successful? Once the activity has been implemented this equality impact assessment should be periodically reviewed to make sure your changes have been effective your approach is still appropriate.


The initial assessment of positive and adverse impacts in the action of 4.2 will be reviewed post-programme delivery.

Step 5: Review

The Equality and Inclusion Team need at least five working days to comment and feedback on your EqIA. EqIAs should only be marked as reviewed when they provide sufficient information for decision-makers on the equalities impact of the proposal. Please seek feedback and review from the Equality and Inclusion Team before requesting sign off from your Director¹.

Equality and Inclusion Team Review:	Director Sign-Off:
<i>Reviewed by Equality and Inclusion Team</i>	

¹ Review by the Equality and Inclusion Team confirms there is sufficient analysis for decision makers to consider the likely equality impacts at this stage. This is not an endorsement or approval of the proposal.

	
Date: 14/03/2023	Date: 14/03/2023

Eco Impact Checklist

Title of report: Investing in parks to support the city’s growth areas				
Report author: Richard Fletcher				
Anticipated date of key decision 4 th April 2023				
Summary of proposals: The programme consists of a series of projects designed to enhance visitor facilities in green spaces for park visitors and local communities. Improvements will include enhancement of to children’s play facilities and toilet facilities.				
Will the proposal impact on...	Yes/ No	+ive or -ive	If Yes...	
			Briefly describe impact	Briefly describe Mitigation measures
Emission of Climate Changing Gases?	Yes	-ve	There will be impacts due to construction works as assets are improved. Improvement works may also change emissions from the use of those assets.	Procurement processes seek contractor environmental policy detail if the contract is of significant value. Suppliers will be required to implement an emissions strategy to design buildings and construction operations to operate with minimal emissions. The Council will assess and approve specifications before contracts are awarded.
Bristol's resilience to the effects of climate change?	Yes	+ve or -ve	Construction works have the potential to damage or enhance resilience.	Suppliers will be required to implement flood resilience strategies for sites in or bordering planning flood risk zones.
Consumption of non-renewable resources?	Yes	-ve	There will be impacts due to construction works as assets are improved.	Suppliers will be required to select materials to prioritise renewable materials with a low climate impact.
Production, recycling or disposal of waste	Yes	+ve or -ve	Construction works always include some waste.	Suppliers will be required to implement site waste plans for construction works. These will include the design of waste collection areas for buildings that help with reuse or recycling.

The appearance of the city?	Yes	+ve	Asset condition will be improved.	
Pollution to land, water, or air?	Yes	-ve	Construction works have the potential to cause pollution.	Suppliers will be required to implement pollution plans to assess risks and prevent pollution as far as possible and mitigate any that happens (e.g. wheel washes to avoid tracking mud offsite, solar battery site floodlighting in place of generators, measures to avoid fuel spillage or leakage).
Wildlife and habitats?	Yes	+ve or -ve	Construction works have the potential to damage or enhance biodiversity and habitats.	Suppliers will be required to implement ecology plans to assess the ecological value of work sites and designing in features that ensure biodiversity net gain is achieved. Initial assessments will include checks for the presence of protected flora or fauna (e.g. bats) before works begin and taking action if necessary to avoid or legally mitigate their disturbance.
Consulted with:				
<u>Summary of impacts and Mitigation - to go into the main Cabinet/ Council Report</u>				
<p>The significant impacts of this proposal are as a result of construction through the upgrading of park facilities.</p> <p>The proposals include the following measures to mitigate the impacts – to assess build specifications and consider material use, sourcing and waste in construction methods. Emissions, flood resilience, pollution prevention and ecological plans will be required for construction works. The extent of such plans should be determined firstly by the scale of risk and opportunity and secondly by the value of the contract.</p> <p>The overall impact will depend on the scale of construction works, but is expected to be well controlled and deliver long term improvements.</p>				
Checklist completed by:				
Name:			Richard Fletcher	

Dept.:	Parks Service
Extension:	
Date:	13.03.2023
Verified by Environmental Performance Team	Daniel Shelton 13.03.2023

Decision Pathway – Report

PURPOSE: Key decision

MEETING: Cabinet

DATE: 04 April 2023

TITLE	East Bristol Liveable Neighbourhood Pilot		
Ward(s)	Lawrence Hill, Easton, St George West, St George Central, St George Troopers Hill		
Author: Samuel Green	Job title: Principal Transport Planner		
Cabinet lead: Cllr Donald Alexander, Cabinet Member for Transport	Executive Director lead: John Smith; Interim Executive Director Growth and Regeneration		
Proposal origin: BCC Staff			
Decision maker: Cabinet Member			
Decision forum: Cabinet			
Purpose of Report:			
<ol style="list-style-type: none"> 1. OBC submitted to WECA Grant Assurance in March 2023. 2. We are now requesting permission from BCC Cabinet to submit the OBC to WECA for approval. 3. Funds of £0.256m (CRSTS) to be released to deliver the temporary/trial scheme. 4. To get the project from OBC to FBC, we are now seeking approval from cabinet to draw down £1.114m of CRSTS development funding from WECA, which we are asking Cabinet to approve. This funding amount will also support the construction phase of the project beyond submission of the FBC. 5. The FBC- if accepted, will commit us to spending a sum of money larger than £500k. 6. The FBC will outline details of the proposed permanent scheme, and associated costs for delivery following the further consultation and co-design with the community. We will come back to Cabinet to provide detail on the total amount we are seeking for delivery of the scheme, as part of the decision pathway process for the FBC. 7. To note we are accepting £0.291m of EU Horizon match funding to support with the ‘co-design’ engagement 			
Evidence Base:			
Background			
<p>Recognising that the city faces many transport, health, and environmental challenges, one of the priorities of the council is identify funding for schemes that help reduce congestion, improve health outcomes, and contribute to our objective of being net carbon zero by 2030. Walking and cycling initiatives and ‘Liveable Neighbourhoods’ are some of the most effective means of meeting these goals offering several benefits beyond safer and more reliable transport connections.</p> <p>Liveable Neighbourhoods are areas of a city where improvements are designed in partnership with local communities to achieve a better balance between how streets are used for vehicles and people.</p> <p>Improvements can vary in scale and may be easy to install, such as planters and signs, or include features such as trees, paving, parklets, or providing more benches and better lighting, and the introduction of measures to reduce through traffic and other infrastructure changes making it easier to catch a bus and to walk or cycle.</p> <p>All schemes are overseen by Active Travel England and must meet certain minimum design standards in order to meet funding requirements.</p> <p>The Mayor of Bristol made a manifesto commitment in 2021 to promote safer neighbourhoods, which extended to testing Liveable Neighbourhoods pilots by 2024; in 2021 a pilot was initiated in East Bristol, with a second pilot in</p>			

South Bristol recently announced.

In October 2021 it was announced that a Liveable Neighbourhoods Handbook was also being developed prior to establishing a Strategy to ensure that future projects appropriately emphasise community engagement. The draft handbook in its circulated form was aimed at all audiences (Bristol communities, Councillors and stakeholder groups), and aimed to provide a common understanding of Liveable Neighbourhoods and their success criteria in order to facilitate local conversations

Context

1. WECA LCWIP funding has been released to develop the project and engage with the community. The funding avenue is from the DfT's Transforming Cities Fund (TCF).
2. The locally adopted LCWIP identified parallel streets (Beaufort Road/Victoria Avenue) to Church Road as a priority route for investment to induce modal shift to more sustainable modes.
3. By taking a holistic view to an area wide treatment a wide range of co-benefits can be delivered in addition to cycle route upgrades. Other benefits may be realised through complimentary measures such as, street trees, secure cycle hangar parking, pocket parks and improved public realm.
4. It is recognised that a programme involving a high pace of change is likely to impact the neighbourhood. As such, it is essential that proposals are co-designed with the community. This evolving process of consultation will bring the local community along for the journey and create a sense of ownership and connection to the process.

Liveable Neighbourhoods

1. The One City Plan highlights support for designing and delivering Liveable Neighbourhoods (LN), building on similar statements of support in the Joint Local Transport Plan 4, Bristol Transport Strategy and most recently through the Citizens Assembly process.
2. Bristol is developing its first pilot LN in the East of Bristol focussing on the area covering Barton Hill, Netham and St George. Bristol has framed the Mini-Holland bid around the East Bristol LN, to the north of Church Road into Easton and east into St George towards Kingsway.
3. The key objective of the project is to reduce through traffic, improve walking and cycling provision, improve air quality and increase the modal share for walking, cycling and bus patronage for both local and commuting trips.

East Bristol Liveable Neighbourhood Pilot – status

1. The scheme has followed two stages of engagement with the community which has led to the co-design of the pilot Liveable Neighbourhood. Officers have now developed an Outline Business Case, with elements of the scheme being prepared for a trial phase.
2. Following the approval of the Outline Business Case, officers will engage with the community via workshops to provide information on the trial scheme and how it could work before undertaking consultation which will enable the delivery of the trial scheme.
3. Officers will undertake further engagement with the community during the trial scheme to collect feedback on how the scheme is working and what the scheme could look like if it were to be made permanent.
4. The FBC development funding will be used to design and implement the permanent scheme, following the outcome of the temporary trial scheme.
5. £12m has been made available for Liveable Neighbourhoods in Bristol through the City Regional Sustainable Transport Settlement (CRSTS). The East Bristol Liveable Neighbourhood now looks to draw down funding to deliver the next phase of the project.

Cabinet Member / Officer Recommendations:

1. Note the successful submission of the OBC to WECA grant assurance in March 2023.
2. Note the £0.500m development costs to develop the OBC
3. Note the total cost of £6.004m includes the development costs from OBC to FBC as outlined in this report
4. Approve the submission of the OBC to WECA for approval.
5. Authorises the Executive Director for Growth and Regeneration, in consultation with the Cabinet Member for Transport and the S151 officer to take all steps required to procure and award all necessary contracts up to the value of £1.371m (including any individual contracts over £0.500m) to deliver the scheme as outlined in this report.

6. Authorises Executive Director, Growth and Regeneration to invoke any subsequent extensions/variatio ns specifically defined in the contract(s) being awarded, up to the maximum budget envelope outlined in this report.
7. Authorises the Head of Strategic Procurement & Supplier Relations to approve appropriate procurement routes to market where these are not yet fully defined in this report, or if changes to procurement routes are subsequently required.

Corporate Strategy alignment:

1. Promoting active travel in the city helps us to meet several different health, economic and social challenges, but this proposal relates specifically to the ‘key commitment 1’ under the “well connected” theme which states: Improve physical and geographical connectivity; tackling congestion and progressing towards a mass transit system

City Benefits:

1. Encouraging more of our residents to walk and cycle will improve health outcomes and air quality and reduce carbon emissions associated with transport. Protected cycle infrastructure will disproportionately benefit children, women and black and minority ethnic cyclists who typically cite safety as the biggest barrier to cycling. Similarly, improved crossing points and a better-quality walking environment will provide the largest benefit to those citizens with physical, visual, and neurological disabilities. The Liveable Neighbourhoods approach will adopt a ‘co-design’ process to increase the sense of ownership that residents have over changes in their local area.

Consultation Details:

1. This project has adopted and been developing the Co-design approach which has engaged with residents over several stages, which started in Jan 2022. The co-discover, co-develop, co-design, co-deliver and co-launch plan (see Appendix B) has and will engage with residents to develop robust and realistic delivery plans.
2. Post OBC submission, officers will undertake further engagement and consultation before the trial scheme would be implemented.
3. During the scheme trial officers will continue to discuss the scheme with residents, and this will shape what the permanent scheme will look like.

Background Documents:

Local Cycling and Walking Infrastructure Plan: [Full-LCWIP-Jan-2021.pdf \(westofengland-ca.gov.uk\)](#)
 Local Transport Note 1/20: [Cycle Infrastructure Design \(publishing.service.gov.uk\)](#)
 Gear Change: [Gear change: a bold vision for cycling and walking \(publishing.service.gov.uk\)](#)
 Bristol One City Plan: [About the One City Plan - Bristol One City](#)

Revenue Cost	£0	Source of Revenue Funding	N/A
Capital Cost	£1.371m	Source of Capital Funding	City Regional Sustainable Transport Settlement (CRSTS)
One off cost <input checked="" type="checkbox"/>	Ongoing cost <input type="checkbox"/>	Saving Proposal <input type="checkbox"/>	Income generation proposal <input type="checkbox"/>

Required information to be completed by Financial/Legal/ICT/ HR partners:

Finance Advice:

The report seeks Cabinet to retrospectively approve the successful submission of an Online Business Case (OBC) to WECA in respect of the East Bristol Liveable Neighbourhood Project, and to seek approval for spend of up to £1.371m to deliver Phase 1 of this project. To develop the OBC funds to the value of £0.707m has been allocated from from WECA’s Transforming Cities Fund (TCF). This will be used to offset the cost of preparing the OBC most of which has already been incurred and which is partially outlined in the table below.

Development Cost	Amount
-------------------------	---------------

Professional services	0.134
Baseline data collection	0.029
Engagement support services	0.024
Internal professional services, engagement, scheme design and project team	0.313
Total costs	0.500

Overall, the project is initially expected to cost a total of £6.004m. This includes the costs of further development work from the OBC to Final Business Case (FBC). Whilst these are high-level estimates, they are prepared using cost baselines that are very familiar to the Service and as such represent a reasonable reflection of the likely costs at the stage. They include reasonable QRA/contingencies levels. A summary of these overall costs is shown in the table below:

Estimated Total Costs	
Development Costs & Phase 1	1.371
St. Georges LN	1.037
Barton Hill & Redfield	2.693
QRA	0.903
Total	6.004

The balance of funding not covered by TCF will be met by WECA from their CRSTS funding stream, from which a total of £12m has been set aside for this project stream. This project will also be supported by a contribution of £0.291m of EU Horizon match funding to support with the 'co-design' engagement. There is no match funding from Bristol City Council required, so there will no cost to the council's capital or revenue budgets. The project will be managed within the estimated £6.004m envelope with any risks and issues progressed through change requests processes for the council and WECA processes.

The report finally seeks specific permission from Cabinet to take all necessary steps required to procure and award all necessary contracts up to the value of £1.371m to deliver Phase 1 of the project. These costs have been developed on the same bases as the total costs outlined above and are summarised in the table below.

Phase 1 Estimated Costs	
Design	0.448
Project Management	0.187
Engagement Fees	0.187
Data monitoring	0.070
Internal Support Services (Finance, HR etc)	0.097
Consultancy support	0.127
Sub-Total Support Services	1,080
Phase 1 construction estimate	0.257
Total Cost - Stage 1	1.371

Finance Business Partner: Kayode Olagundoye, Interim Finance Business Partner, Growth and Regeneration, 23 March 2023.

2. Legal Advice: The procurement process must be conducted in line with the 2015 Procurement Regulations and the Councils own procurement rules. Legal services will advise and assist officers with regard to the conduct of the procurement process and the resulting contractual arrangements.

Legal Team Leader: Husinara Jones, Team Manager/Solicitor 24 February 2023

3. Implications on IT: I can see no implications on IT in regard to this activity.

IT Team Leader: Alex Simpson – Senior Solution Architect 13 March 2023

4. HR Advice: There are no HR implications evident

HR Partner: Celia Williams, HR Business Partner – Growth and Regeneration 13 March 2023		
EDM Sign-off	Stephen Peacock; Executive Director Growth and Regeneration	1 March 2023
Cabinet Member sign-off	Cllr Donald Alexander, Cabinet Member for Transport	23 February 2023
For Key Decisions - Mayor's Office sign-off	Mayor's Office	6 March 2023

Appendix A – Further essential background / detail on the proposal See 'Background Documents' above.	Yes
Appendix B – Details of consultation carried out - internal and external Co-Discover results: Have Your Say Today - Co-discover - results - East Bristol Liveable Neighbourhood (commonplace.is) Co-Develop results: Have Your Say Today - Co-develop - results - East Bristol Liveable Neighbourhood (commonplace.is)	Yes
Appendix C – Summary of any engagement with scrutiny Report of the Scrutiny Inquiry Day: Liveable Neighbourhoods (LNID Report)	Yes
Appendix D – Risk assessment Risk Register	Yes
Appendix E – Equalities screening / impact assessment of proposal	Yes
Appendix F – Eco-impact screening/ impact assessment of proposal	Yes
Appendix G – Financial Advice	No
Appendix H – Legal Advice	No
Appendix I – Exempt Information	No
Appendix J – HR advice	No
Appendix K – ICT	No
Appendix L – Procurement	No



BRISTOL OVERVIEW AND SCRUTINY

Report of the Scrutiny Inquiry Day: Liveable Neighbourhoods

Conclusions of the Overview Scrutiny and Management Board, July 2022

1. Introduction

On 20th June 2022 the Overview and Scrutiny Management Board (OSMB) held an Inquiry Day to consider the topic of Liveable Neighbourhoods in light of the Bristol Labour manifesto commitment to test Liveable Neighbourhoods in Bristol, and the concurrent development of a Liveable Neighbourhoods Handbook for local use. The programme for the Liveable Neighbourhoods Inquiry Day can be found in Appendix 1.

The Inquiry Day was attended by Elected Members and supported by relevant Bristol City Council Officers. It was chaired by Councillor Tony Dyer (Chair of the Overview and Scrutiny Management Board) and supported and developed by a cross-party steering group which included Councillor Mark Bradshaw, Councillor Mark Weston, Councillor Martin Fodor, and Councillor Tim Kent.

2. Scrutiny in Bristol

Bristol City Council's Scrutiny function supports the development of the Council response to key issues by exploring, with experts and stakeholders, key issues for the city. This work results in recommendations to the Mayor to feed in to corporate priorities.

Scrutiny Inquiry Days enable Councillors to acquire a deeper understanding of complex issues by hearing from expert speakers and engaging in debate with specialists, with the objective of identifying well-informed evidence-based recommendations. Inquiry Days aim to create a balance between information sharing and discussion, thus allowing a broad range of views to be heard and enabling participants to share their particular perspective and experience.

3. Background

Liveable Neighbourhoods are areas of a city where improvements are designed in partnership with local communities to achieve a better balance between how streets are used for vehicles and people.

Improvements can vary in scale and may be easy to install, such as planters and signs, or include features such as trees, paving, parklets, or providing more benches and better lighting, and the introduction of measures to reduce through traffic and other infrastructure changes making it easier to catch a bus and to walk or cycle.

All schemes are overseen by Active Travel England, and must meet certain minimum design standards in order to meet funding requirements.

The Mayor of Bristol made a manifesto commitment in 2021 to promote safer neighbourhoods, which extended to the testing of two Liveable Neighbourhoods pilots by 2024; in 2021 a pilot was initiated in East Bristol, with plans for a second pilot in the future. A Liveable Neighbourhoods Strategy is planned to be produced incorporating lessons from these pilots.

In October 2021 it was announced that a Liveable Neighbourhoods Handbook was also being developed prior to establishing a Strategy to ensure that future projects appropriately emphasise community engagement. A draft Handbook was made available to the Inquiry Day participants; this can be found in Appendix 2. The draft Handbook in its circulated form was aimed at all audiences (Bristol communities, Councillors and stakeholder groups), and aimed to provide a common understanding of Liveable Neighbourhoods and their success criteria in order to facilitate local conversations.

Objectives

The ultimate objectives of the Liveable Neighbourhoods Inquiry Day were to support Members to understand the aims and purposes of Liveable Neighbourhoods, and to influence the Bristol approach by providing feedback and input on the draft Liveable Neighbourhoods Handbook.

In order to achieve these objectives, the Inquiry Day aimed to:

- Provide information about what Liveable Neighbourhoods are and what they aim to achieve
- Provide information about the Bristol approach and plans around Liveable Neighbourhoods
- Invite national experts to speak about Liveable Neighbourhoods, how they are constructed and the potential transport, health, and environmental benefits
- Invite representatives of areas which have trialled Liveable Neighbourhoods to share their learning
- Provide an update of the progress of the East Bristol pilot
- Hold a workshop where Members consider the draft Liveable Neighbourhoods Handbook and provide feedback

Additional Papers

In order to ensure that all attendees were able to participate in the Inquiry Day with a baseline knowledge of Liveable Neighbourhoods, a Frequently Asked Questions document was developed by Bristol City Council Officers; this can be found in Appendix 3.

The Draft Liveable Neighbourhoods Handbook was also circulated in advance of the Inquiry Day to allow sufficient time for reading and processing, allowing meaningful participation in the feedback workshops.

Inquiry Day Format

The format for the day consisted of a combination of local and national expert speakers who provided presentations and participated in Question and Answer sessions, and group workshops involving all attendees in discussion. The full programme can be found at Appendix 1.

The event was divided into three sessions. The first session was based on establishing the national picture and local approach, with the following speakers providing their expertise:

- Brian Deegan, Active Travel England, who presented on the national picture of Liveable Neighbourhoods and what they can achieve.
- Dr Adrian Davis, University of West of England, who presented on the health and wellbeing benefits to the communities in Liveable Neighbourhoods.
- Adam Crowther, Bristol City Council, who presented on the Bristol approach to Liveable Neighbourhoods.

The second session involved speakers presenting on specific cases where Liveable Neighbourhoods were being tested, including in Bristol. Speakers were:

- Councillor Clyde Loakes, Waltham Forest.
- Sam Kirby, Bristol City Council.

Question and Answer panels followed both the first and second sessions. The slides used to accompany speaker presentations can be found at Appendix 4.

The third session consisted of an introduction to the Draft Liveable Neighbourhoods Handbook provided by Jacob Pryor (Bristol City Council) and a workshop in which attendees discussed and commented on the draft Handbook.

4. Findings

Session 1

Brian Deegan from Active Travel England delivered a presentation on the form and function of Liveable Neighbourhoods.

[paragraph to follow]

Dr Adrian Davis from the University of West of England delivered a presentation on the health and wellbeing benefits to the communities in Liveable Neighbourhoods.

The significant physical health benefits as a direct result of active travel were highlighted, and the further benefits of a reduction in air pollution were shown. An increase in greenspace was shown to be linked to improvements in mental and physical health. The health implications of road casualties were also considered; casualties in Bristol are greater in neighbourhoods in more deprived areas.

As a benefit to communities, social support networks are greater in areas with lighter traffic. Different modes of transport require different amounts of 'space' devoted to it; pedestrians require the least space, while cars require the most.

Adam Crowther, Head of Strategic City Transport in Bristol City Council delivered a presentation on Liveable Neighbourhoods in Bristol.

Extracts of the Joint Local Transport Plan (JLTP4) were shown, including maps of key transport lines (including bus routes, cycle paths, and roads) in Bristol were displayed, and the mass transit corridors highlighted. It was demonstrated that to be effective, Liveable Neighbourhoods should be contained within cells that remain within these corridors. Examples of what this may look like in Bristol were shown.

Funding streams were clarified, and would include £12m from the WECA City Region Sustainable Transport Settlement (CRSTS) which is earmarked for Liveable Neighbourhoods projects between 2022 and 2027. Further funding may be obtained from future ATF rounds, and potentially from income from the Clean Air Zone.

During the Question and Answer Panel, Speakers expanded on how the lower travel rates during the 2020 pandemic lockdown provided an opportunity for residents to see the safety and community benefits to low traffic neighbourhoods. A Liveable Neighbourhood itself can be considered an area where residents are 'free from fear' in terms of travel choices.

Regarding traffic displacement impacts, it was emphasised that wider traffic management must be considered in order to keep 'through traffic' moving on the main transport corridors. It was expected that local traffic overall would reduce, limiting the amount of displacement.

Session 2

Councillor Clyde Loakes from Waltham Forest delivered a presentation on the outcomes of the Mini-Holland programme 2013-20, which built new sustainable travel infrastructure that prioritised walking and cycling, making the streets safer for residents.

The Mini-Holland programme introduced a range of new features, including improved crossings, trees planted, cycle tracks, pocket parks, and public realm improvements. Pictures demonstrated the improvements made, and data supports the increase in active travel.

The engagement approach was outlined demonstrating a strong emphasis on community input. The use of data to address perceptions was identified as a useful tool; local businesses had assumed a greater proportion of customers travelled by car than was the case. Supporting community led active travel groups helped to encourage the change in behaviours.

It was warned that Liveable Neighbourhoods can be controversial schemes, and that a degree of pushback could be expected. Councillor Clyde Loakes emphasised how strong political support is needed to deliver these schemes.

Sam Kirby, Professional and Technical Officer for Bristol City Council delivered a presentation on the progress of the Liveable Neighbourhoods pilot in East Bristol.

The milestones of the project were outlined, emphasising co-working with the community at each stage. The stages included; Co-Discover (gathering local views), Co-Develop (refining issues and opportunities, Trialling (potential solutions), Co-Design (design and feedback), and Co-Deliver (deliver permanent solutions). The Co-develop stage had been

completed, and the project was entering the Co-Develop stage. Examples of work undertaken during the Co-discover stage included perception surveys of the area, surveys of local businesses, and circulation of 'postcards' to be returned with feedback. Events included roadshows, school visits, door knocking, and drop in sessions. The online feedback tool used in the Co-Discover stage was demonstrated.

During the Question and Answer Panel, Speakers expanded on the impact of free parking close to local facilities which has the potential to undermine active travel efforts. Parking management would be a key factor in a successful Liveable Neighbourhood.

It was emphasised that in light of common initial hesitance it would likely be necessary to move forward even with some objections but, at some point, the authority must make a clear decision. Officers felt the East Bristol pilot was moving ahead at a pace the community trusted.

Barriers to using public transport were raised, including cost and safety at night. Speakers noted the importance of promoting use of bus services, and Bristol City Council Officers recognised the importance in understanding local issues around safety at night.

Members noted the benefits in badging Liveable Neighbourhood interventions in terms of the positive health benefits they could bring to residents, both in relation to physical and mental health.

Session 3

For the workshop session the Inquiry Day attendees divided into groups to conduct facilitated discussions providing feedback on the draft Liveable Neighbourhoods Handbook. Participants were asked to consider:

- Does the handbook provide a clear description of what a Liveable Neighbourhood is, including the interventions required and the benefits?
- Does the handbook provide a clear description of the co-design process?
- Is there anything missing from the handbook?

All comments were recorded and collected by Bristol City Council officers for consideration. Most feedback fell broadly into the following themes;

- **Document Format**
 - The creation of two documents was strongly recommended; one with simpler language for Councillors to use when communicating with residents, and a more technical document to include Active Travel England criteria.
 - Less technical language and jargon in general was requested. It was suggested that the Campaign for Plain English may be able to support this. A glossary could also be useful.
 - Pictures and other visual aids were strongly recommended.
- **Engagement**

- The focus on community engagement within the document was appreciated. The information from the speaker presentations emphasised the importance of this aspect.
 - Promotion of the Liveable Neighbourhoods Handbook through schools and health centres was suggested.
 - It was queried how successful engagement would be judged in light of the difficulties of balancing differing 'voices'; acknowledging and balancing the expectation of a degree of initial negativity while allowing that it should be possible for residents to reject becoming a Liveable Neighbourhood.
 - The perception surveys, including of local businesses, were noted and agreed should be built in to the approach.
- **Health and Wellbeing**
 - It was suggested that the health and wellbeing benefits of Liveable Neighbourhoods should be central to the Handbook and that the public health aspects should be expanded.
 - The benefits for those with mobility constraints (eg dropped kerbs) should be highlighted, and the inclusion of disability advocates within the EQIA should be noted to demonstrate that these views had been considered.
 - It was noted that planning in areas outside of transport would be required to recognise the underlying reasons people may favour car travel, for example, limited mobility, limited public transport options, food deserts. Addressing these would be essential to reducing local travel.
 - There was an opportunity to demonstrate how Liveable Neighbourhoods can address inequalities through the improvement of local facilities; this should be emphasised.
- **Application across Bristol**
 - Members raised a concern that overly detailed descriptions of possible Liveable Neighbourhoods could lead to the impression that a scheme would not be applicable to the wards that do not exactly match this. It should be made clear that Liveable Neighbourhoods could be applied anywhere across Bristol. The use of pictures may support this.
 - The outer wards of Bristol may have specific concerns around displaced traffic; assurance around this may be useful.
 - It was suggested that routes for active travel should reach across the city and not stop at a Liveable Neighbourhood boundary.
- **Parking Management**
 - A Residents Parking Scheme does not feature as part of the existing pilot, although information provided by speakers suggests some form of parking control will be a key factor in success. Officers were asked to consider how this may work.

- **Funding**

- A request was made to elaborate on the available funding streams, and details of the funds being utilised
- An explanation of the economic return would be useful.

5. Recommendations

The Overview Scrutiny and Management Board has made the following recommendations:

- **Additional document.** Bristol City Council to consider and implement the feedback provided by Members on the Draft Liveable Neighbourhoods Handbook regarding the format of the Handbook, specifically to develop the existing Draft Liveable Neighbourhoods Handbook into two separate documents in order to tailor the content and language used to different audiences and to achieve different purposes. These two documents should consist of a strategy focused document with the greater technical detail required by Active Travel England, and a brief document written without jargon targeting Bristol communities, which will support Members in discussions with residents. Visual aids are strongly encouraged for both documents.
- **Additions to content.** Bristol City Council to consider and implement the feedback provided by Members on the Draft Liveable Neighbourhoods Handbook regarding the content of the Handbook. This should include reference to:
 - Parking management
 - Health and wellbeing
 - Application across Bristol
 - Funding
- **Engagement approach.** Bristol City Council to consider and implement the feedback provided by Members on the Draft Liveable Neighbourhoods Handbook regarding the approach to engagement with Bristol communities on the issue of Liveable Neighbourhoods in order to ensure community buy-in.

6. Next Steps

The Overview Scrutiny and Management Board Commission will consider the draft report on [date], following which it will be referred to the Mayor at a Cabinet meeting. Where recommendations are accepted by the Mayor, an action plan for implementation will be produced and progress monitored by a standing committee of council members and by the OSMB on an annual basis.

Cross Party Steering Group Members

Councillor Tony Dyer (Chair)

Councillor Mark Bradshaw

Councillor Martin Fodor

Councillor Tim Kent

Councillor Mark Weston

Appendices

Appendix 1 – Liveable Neighbourhoods Inquiry Day Programme

Appendix 2 – Draft Liveable Neighbourhoods Handbook

Appendix 3 – Frequently Asked Questions

Appendix 4 – Speaker Presentations

East Bristol Liveable Neighbourhood Risk Register

Negative Risks that offer a threat to East Bristol Liveable Neighbourhood and its Aims (Aim - Reduce Level of Risk)

Ref	Risk Description	Key Causes	Key Consequence	Status Open/ Closed	Strategic Theme	Risk Category	Risk Owner	Key Mitigations	Direction of travel	Current Risk Level			Monetary Impact of Risk £k	Risk Tolerance			
										Livelihood	Impact	Risk Rating		Livelihood	Impact	Risk Rating	Date
1	Project area covers five ward boundaries with different political representation.	Ward councillor views may not necessarily align.	Delivering a holistic scheme that works across the project area may become more difficult.	Open	BCC Corporate Strategy 2022-27. Economy & Skills: Regeneration. Environment and Sustainability: Carbon Neutral. Environment and Sustainability: Climate Resilient. Homes & Communities: Community Participation. Effective Development Organisation: Data Driven	Political	SK	Ward member training delivered in February 2022. Regular project updates sent to ward members within project area. Monthly joint member briefing with cabinet members to help generate buy in and awareness.		2	5	10		1	1	1	20.03.23
2	If the trial measures prove particularly disruptive than more negative press may be received which could result in lobbying to remove the scheme or reduce number measures. This may reduce the quality and or effectiveness of the scheme	Negative press attention/lobbying of decision makers	Trial scheme may be altered or abandoned, leading to a reduction in quality and effectiveness of the scheme	Open	BCC Corporate Strategy 2022-27. Economy & Skills: Regeneration. Environment and Sustainability: Carbon Neutral. Environment and Sustainability: Climate Resilient. Homes & Communities: Community Participation. Effective Development Organisation: Data Driven	Political	SK	Decision makers briefed and trained prior to the co-design engagement process starting. Two stages engagement have taken place, which have culminated in the design of a trial scheme. Consultation to take place prior to implementation of any trial scheme. This will provide opportunity to alter the design if necessary. Quality of the scheme to be reviewed with the funding body and Active Travel England.		3	6	18		2	3	6	20.03.24
3	No funding currently available for adjacent areas i.e. north of Church Road. This could lead to increased opposition to the scheme as communities may feel that there is no mitigation in place for any short term disruption to the network.	No funding secured for extending the pilot area.	Community opposition to trial scheme	Open	BCC Corporate Strategy 2022-27. Economy & Skills: Regeneration. Environment and Sustainability: Carbon Neutral. Environment and Sustainability: Climate Resilient. Homes & Communities: Community Participation. Effective Development Organisation: Data Driven	Comms	SK	East Bristol Mini-Holland feasibility study submitted to DfT and Active Travel England, seeking additional funding for expanding the project area to include adjoining communities.		3	3	9		2	3	6	20.03.25
4	Scheme requires use of temporary materials to deliver the second round of engagement and trial scheme i.e. temporary trees, pocket parks etc. This is a new way of working for Council and may take time to develop standard approaches.	New and innovative ways of working	Could lead to project deliver delays.	Open	BCC Corporate Strategy 2022-27. Economy & Skills: Regeneration. Environment and Sustainability: Carbon Neutral. Environment and Sustainability: Climate Resilient. Homes & Communities: Community Participation. Effective Development Organisation: Data Driven	Operational	SK	Develop standardised approaches to delivering temporary schemes based on the lessons learnt from Bristol Streetspace projects such as Princess Victoria Street, Cotham Hill, Park Row and Bristol Bridge.		4	4	16		2	3	6	20.03.26
5	Scheme BCR at FBC stage may be marginal depending on impact on transport users i.e. journey time on strategic corridors. Funding body may not be willing to proceed progress FBC.	Approval processes	Could lead to project deliver delays.	Open	BCC Corporate Strategy 2022-27. Economy & Skills: Regeneration. Environment and Sustainability: Carbon Neutral. Environment and Sustainability: Climate Resilient. Homes & Communities: Community Participation. Effective Development Organisation: Data Driven	Financial	SK	Benchmarking carried out with other combined authorities to apply innovative approaches to scheme appraisal that capture the wider benefits delivered through Liveable Neighbourhoods.		3	5	15		2	2	4	20.03.27
6	If the elements of the trial are not deemed publicly acceptable then changes may need to be made to the overall layout	Consultation and Engagement	Could lead to a reduction in scheme quality or project delays due to further layout changes.	Open	BCC Corporate Strategy 2022-27. Economy & Skills: Regeneration. Environment and Sustainability: Carbon Neutral. Environment and Sustainability: Climate Resilient. Homes & Communities: Community Participation. Effective Development Organisation: Data Driven	Financial	SK	Consultation with the community before and during the trial so that changes can be made to the overall layout before the full business case is submitted.		3	5	15		2	3	6	20.03.28
7	Implementation of trial measures may lead to parking displacement in surrounding areas. This could result in negative comms from both residents inside the project area and those living nearby.	Consultation and Engagement	Community opposition to trial scheme	Open	BCC Corporate Strategy 2022-27. Economy & Skills: Regeneration. Environment and Sustainability: Carbon Neutral. Environment and Sustainability: Climate Resilient. Homes & Communities: Community Participation. Effective Development Organisation: Data Driven	Comms	SK	Clear communications during the co-design process, that make communities aware of the temporary disruption as traffic patterns adapt. Engage with surrounding communities and promote active travel during the trial phase of the project. Design scheme to make best use of existing restrictions so that any additional restrictions are minimised.		3	4	12		2	3	6	20.03.29
8	Implementation of trial measures may lead to temporary traffic displacement on neighbouring streets/strategic corridors. This could result in negative comms leading to the project being paused/removed.	Consultation and Engagement	Community opposition to trial scheme	Open	BCC Corporate Strategy 2022-27. Economy & Skills: Regeneration. Environment and Sustainability: Carbon Neutral. Environment and Sustainability: Climate Resilient. Homes & Communities: Community Participation. Effective Development Organisation: Data Driven	Comms	SK	Clear communications during the co-design process, that make communities aware of the temporary disruption as traffic patterns adapt. Engage with surrounding communities and promote active travel during the trial phase of the project. Design scheme to make best use of existing TROs so that any additional restrictions are minimised.		2	6	12		2	3	6	20.03.30

9	Trial scheme may not address all issues outlined during the co-design process.	Available funding and business case criteria	Community opposition to certain aspects of the trial scheme	Open	BCC Corporate Strategy 2022-27. Economy & Skills: Regeneration. Environment and Sustainability: Carbon Neutral. Environment and Sustainability: Climate Resilient. Homes & Communities: Community Participation. Effective Development Organisation: Data Driven	Comms	SK	Clear communications of project aims and how they can be achieved throughout co-design process. Demonstrate why certain elements of the project can be delivered at a later date, subject to the delivery of phase 1. Emphasis on trial measures and that change can be made using the flexibility of temporary measures. Lock in benefits of trial with complimentary measures such as temporary trees, cycle hangars etc.		4	3	12		2	2	4	20.03.31
10	Pilot Liveable Neighbourhood would be delivered in two phases, temporary and permanent. Benefits of permanent measures such as new crossings and junction upgrades will be delayed and not experienced during the trial.	Available funding, business case criteria and need to pilot LN approach.	Full benefits of a scheme will not be experienced, which could lead to opposition to certain aspects of the scheme	Open	BCC Corporate Strategy 2022-27. Economy & Skills: Regeneration. Environment and Sustainability: Carbon Neutral. Environment and Sustainability: Climate Resilient. Homes & Communities: Community Participation. Effective Development Organisation: Data Driven	Comms/User experience	SK	Undertake traffic modelling to determine what junctions are likely to be impacted by the LN measures. Deliver new crossings and junction upgrades via FBC once a decision is made on the phase 1 scheme.		4	3	12		2	2	4	20.03.32
11	Construction programme could exceed Lot 5 Highways framework limit, but Lot 6 contractors may not tender due to low value of sites.	Contractor availability and scheme value	Delays to installing phase 1 scheme following consultation and engagement.	Open	BCC Corporate Strategy 2022-27. Economy & Skills: Regeneration. Environment and Sustainability: Carbon Neutral. Environment and Sustainability: Climate Resilient. Homes & Communities: Community Participation. Effective Development Organisation: Data Driven	Operational	SK	Engage with procurement and contractors to determine method for scheme installation.		3	4	12		1	5	5	20.03.33
12	Aspects of the trial scheme may prove unpopular leading to a political change in direction, and a request for modification	Scheme opposition	Change to phase 1 scheme following further consultation.	Open	BCC Corporate Strategy 2022-27. Economy & Skills: Regeneration. Environment and Sustainability: Carbon Neutral. Environment and Sustainability: Climate Resilient. Homes & Communities: Community Participation. Effective Development Organisation: Data Driven	Operational	SK	Continual briefings with political members across the spectrum. Installation of robust scheme monitoring to determine how the trial scheme is performing. Changes to the scheme require statutory consultation, which provides an opportunity for people to comment on any potential changes.		2	7	14		2	3	6	20.03.34
13	If inflation continues to impact the construction market and scheme takes longer to deliver, then less elements may be delivered as part of a permanent scheme	Available funding and business case criteria	Available budget for permanent measures may be reduced, which could lead to reduced quality.	Open	BCC Corporate Strategy 2022-27. Economy & Skills: Regeneration. Environment and Sustainability: Carbon Neutral. Environment and Sustainability: Climate Resilient. Homes & Communities: Community Participation. Effective Development Organisation: Data Driven	Business Case development	SK	Install phase 1 scheme using temporary materials to reduce capital investment. Utilise available funding to design permanent scheme through co-design process so that elements can be delivered independently should additional funding become available.		2	5	10		2	3	6	20.03.35
14	The pre-election-period and upcoming 2024 election could impact decision making around the project and lead to delays in the decision pathway processes.	Pre-election period and governance change	Could lead to the decision on the phase 1 scheme being made post 2024 elections. This would cause delays to scheme development and FBC submission.	Open	BCC Corporate Strategy 2022-27. Economy & Skills: Regeneration. Environment and Sustainability: Carbon Neutral. Environment and Sustainability: Climate Resilient. Homes & Communities: Community Participation. Effective Development Organisation: Data Driven	Political	SK	Brief decision makers at Bristol and WECA in advance of the trial to map processes and what decisions are required.		2	4	8		1	3	3	20.03.36
15	BCC and WECA are in joint discussions on elements of integration. This transition could take place during the lifecycle of the scheme	Restructure and wider governance change	Impacts staff resourcing, decision pathway and political ownership of the scheme	Open	BCC Corporate Strategy 2022-27. Economy & Skills: Regeneration. Environment and Sustainability: Carbon Neutral. Environment and Sustainability: Climate Resilient. Homes & Communities: Community Participation. Effective Development Organisation: Data Driven	Political/resource	SK	Brief decision makers at Bristol and WECA in advance of the trial to map processes and what decisions are required and what the next steps in the project are.		3	4	12		2	2	4	20.03.37

Title: East Bristol Liveable Neighbourhood Pilot	
<input type="checkbox"/> Policy <input type="checkbox"/> Strategy <input type="checkbox"/> Function <input type="checkbox"/> Service <input checked="" type="checkbox"/> Other [please state] <i>Pilot trial scheme</i>	<input checked="" type="checkbox"/> New <input type="checkbox"/> Already exists / review <input type="checkbox"/> Changing
Directorate: Growth and Regeneration	Lead Officer name: Sam Green
Service Area: Economy of Place – City Transport	Lead Officer role: Transport Policy, bidding and strategic projects – Senior Transport Planner

Step 1: What do we want to do?

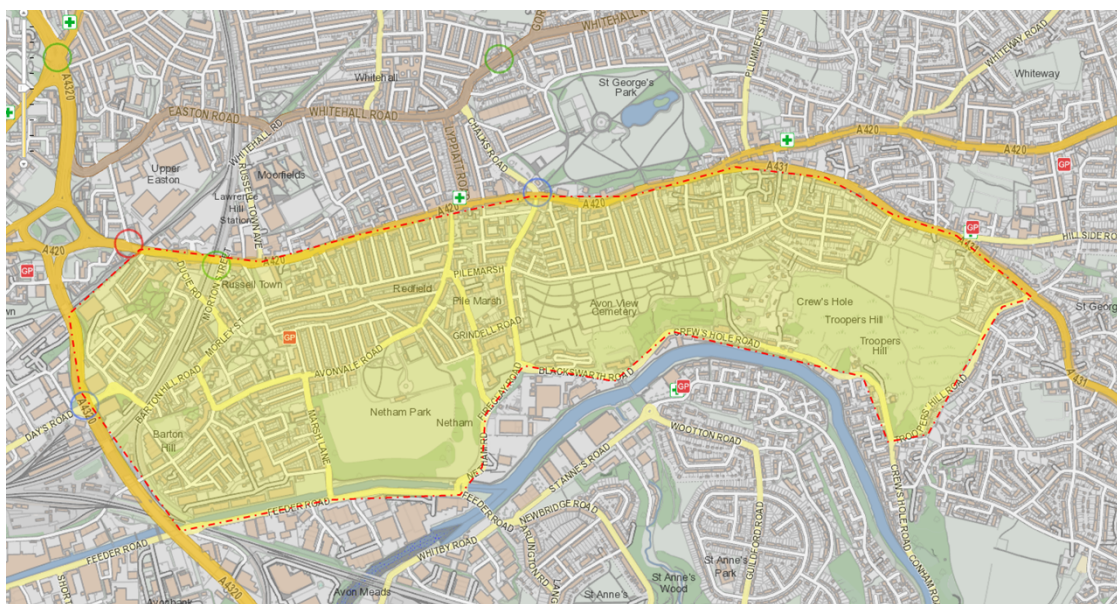
The purpose of an Equality Impact Assessment is to assist decision makers in understanding the impact of proposals as part of their duties under the Equality Act 2010. Detailed guidance to support completion can be found here [Equality Impact Assessments \(EqIA\) \(sharepoint.com\)](#).

This assessment should be started at the beginning of the process by someone with a good knowledge of the proposal and service area, and sufficient influence over the proposal. It is good practice to take a team approach to completing the equality impact assessment. Please contact the [Equality and Inclusion Team](#) early for advice and feedback.

1.1 What are the aims and objectives/purpose of this proposal?

Briefly explain the purpose of the proposal and why it is needed. Describe who it is aimed at and the intended aims / outcomes. Where known also summarise the key actions you plan to undertake. Please use plain English, avoiding jargon and acronyms. Equality Impact Assessments are viewed by a wide range of people including decision-makers and the wider public.

The project will deliver a pilot Liveable Neighbourhood (sometimes referred to as Low Traffic Neighbourhoods, Active Travel Neighbourhoods, or Mini Hollands) in East Bristol, anticipated to cover the boundary area marked in red below. The proposed area covers the areas of Barton Hill, Redfield and St George.



The locally adopted [Local Walking and Cycling Infrastructure Plan \(LCWIP\)](#) identified parallel streets (Beaufort Road/Victoria Avenue) to Church Road (A420), in the inner east of Bristol (and within the above red line boundary, as a priority route for investment to induce modal shift to more sustainable modes. Due to the

constraints of the narrow streets, traffic reduction has been considered the most effective way of improving the route in line with recent government guidance Local Transport Note (LTN) 1/20.

By taking a holistic view to an area wide treatment a wide range of additional benefits can be delivered in addition to cycle route upgrades. Other benefits may be realised through complimentary measures such as: street trees, secure cycle hangar parking, pocket parks and improved public realm. This will enable the Council to maximise the benefits from new infrastructure and ensure that the local community are well equipped to make positive behaviour change. Reducing through traffic throughout the area will reduce the likelihood of traffic being displaced onto neighbouring streets.

The pilot is intended to inform a citywide roll out of Liveable Neighbourhoods across Bristol in the future and achieve the following objectives:

- Improve air quality and respond to the climate emergency.
- Improve public realm and quality of life - creating better places for residents, businesses and visitors, as well as,
- Enable more local trips by active modes of travel and public transport, through providing easy, safe and comfortable routes within neighbourhoods in line with the wider public health outcomes; and
- Reduce the impact of ‘rat-running’ vehicles along unsuitable residential roads, to support prosperity and improve community connectivity, whilst safeguarding access for residents and the needs of mobility impaired people; and
- Support Bristol’s recovery from the Covid-19 pandemic through investment in green and sustainable infrastructure.

The pilot scheme will trial various transport and wider public realm interventions on an experimental/temporary basis for a period of between 6-18 months. The interventions implemented will be done in a way which allows them to be adjusted during the trial period and may include the following:

- Implementation of speed or carriageway width restrictions.
- Partial or full road closures and the use of model filters.
- Implementation of bus gates.
- Reallocation of road space or on-street parking to improve pedestrian and cycle infrastructure; and
- Changes in priorities at junctions.

Key to liveable neighbourhoods are the opportunities that reallocating road space typically used for private vehicle use can provide for public realm improvements, such as:

- Areas for seating and meeting.
- Locations for cycling infrastructure and storage.
- Accessible and uninterrupted footways, with priority and safety measures at junctions.
- Tree planting and green space.
- Locations for on-street electric vehicle charging infrastructure; and
- Consolidated delivery points.

The [One City Plan](#) highlights support for designing and delivering Liveable Neighbourhoods, building on similar statements of support in the [Joint Local Transport Plan 4](#), [Bristol Transport Strategy](#) and most recently through the [Citizens Assembly](#) process

1.2 Who will the proposal have the potential to affect?

<input checked="" type="checkbox"/> Bristol City Council workforce	<input checked="" type="checkbox"/> Service users	<input checked="" type="checkbox"/> The wider community
<input type="checkbox"/> Commissioned services	<input checked="" type="checkbox"/> City partners / Stakeholder organisations	
Additional comments:		

1.3 Will the proposal have an equality impact?

Could the proposal affect access levels of representation or participation in a service, or does it have the potential to change e.g. quality of life: health, education, or standard of living etc.?

If 'No' explain why you are sure there will be no equality impact, then skip steps 2-4 and request review by Equality and Inclusion Team.

If 'Yes' complete the rest of this assessment, or if you plan to complete the assessment at a later stage please state this clearly here and request review by the Equality and Inclusion Team.

Yes **No** [please select]

N/A

Step 2: What information do we have?

2.1 What data or evidence is there which tells us who is, or could be affected?

Please use this section to demonstrate an understanding of who could be affected by the proposal. Include general population data where appropriate, and information about people who will be affected with particular reference to protected and other relevant characteristics: <https://www.bristol.gov.uk/people-communities/measuring-equalities-success>.

Use one row for each evidence source and say which characteristic(s) it relates to. You can include a mix of qualitative and quantitative data e.g. from national or local research, available data or previous consultations and engagement activities.

Outline whether there is any over or under representation of equality groups within relevant services - don't forget to benchmark to the local population where appropriate. Links to available data and reports are here [Data, statistics and intelligence \(sharepoint.com\)](#). See also: [Bristol Open Data \(Quality of Life, Census etc.\)](#); [Joint Strategic Needs Assessment \(JSNA\)](#); [Ward Statistical Profiles](#).

For workforce / management of change proposals you will need to look at the diversity of the affected teams using available evidence such as [HR Analytics: Power BI Reports \(sharepoint.com\)](#) which shows the diversity profile of council teams and service areas. Identify any over or under-representation compared with Bristol economically active citizens for different characteristics. Additional sources of useful workforce evidence include the [Employee Staff Survey Report](#) and [Stress Risk Assessment Form](#)

Data / Evidence Source [Include a reference where known]	Summary of what this tells us
Population Projections: The population of Bristol - bristol.gov.uk	Bristol is projected to see an overall population increase of 15% between 2018 and 2043. The biggest single increase when broken down into age range is Age 75+, which is projected to be 40%. Engagement undertaken to inform the various schemes types of interventions will need to ensure targeted action to reach people within this group, to help ensure appropriate solutions are delivered.
Quality of Life Survey: 40acb5-6166-0413-3df7-65ffd1362829 (bristol.gov.uk)	Feedback from the 2020/21 Bristol Quality of Life survey showed that: <ul style="list-style-type: none"> • People from the most deprived areas of Bristol are 30% less satisfied with their local areas as a place to live, compared to the cities average. • Rates of people whose day-to-day life is affected by fear of crime is double in the most deprived areas of the city, compared to the cities average.

- People from the most deprived areas of Bristol are 25% less satisfied with parks and open spaces in their local area, compared to the cities average.
- 30% less people from the most deprived areas of Bristol feel they belong to their neighbourhood, compared to the cities average.
- People from the most deprived areas of Bristol are 20% less satisfied with life, compared to the cities average.

These results show that people from the most deprived areas in Bristol are less satisfied across a range of indicators (including, Health & Wellbeing, Crime & Safety, Education & Skills, Sustainability & Environment) compared with the cities average.

The proposed schemes have a range of objectives, across health and wellbeing, access to goods and services (including education and employment), and greater equity (e.g., air quality, transport, crime) with which they will need to be measured against, with reference to the results of the QoL survey.

Category 2020	Sub-Category 2020	Issues Raised	2020 Ranking	2019 Ranking
Transport	Reduce congestion / less cars	612	1	2
Transport	Improve buses and/or public transport	456	2	1
Environment	Air / noise pollution	393	3	3
Transport	Improve cycling infrastructure / facilities	308	4	5
Council Services	Democracy and Governance	293	5	8
Waste and street cleanliness	Litter and/or street cleanliness	261	6	4
Community & Living	Local community and facilities	210	7	18
Transport	Improve traffic management	198	8	12
Transport	Parking	134	9	7
Environment	Parks and green spaces	129	10	14

Of the top 10 issues raised within the Quality of Life survey categories, the schemes have the ability to directly or indirectly impact positively on 8, not including Council Services or Waste and Street Cleanliness, although some aspects of the proposed schemes may still link to these.

Rapid Evidence Assessment:
Liveable and Low Traffic
Neighbourhoods

Where schemes succeed at encouraging walking and cycling, they will decrease the rates of asthma, depression, diabetes and increase life expectancy. Schemes designed to reduce speed and volume of traffic have significant impact on road injuries and crime, critical from an equity perspective, as children from lowest socio-economic groups and Black, Asian and minority ethnic groups are far more likely to be injured on road. By implementing schemes in areas with which have lower rates of physical activity, where private vehicle ownership is low (and non-local traffic is high) and where congestion and accident levels are high, options for safe active travel (amongst other interventions) will provide more inclusive infrastructure which can be accessed by a wider range of users.

Active travel schemes which include supporting infrastructure (benches, unobstructed pavements, signage, parking for blue badge holders etc) which improves accessibility for all will ensure changes make the environments they are in more inclusive, rather than changes being more restrictive. Where trials are being undertaken, input from groups representing disabled people and other protected characteristics is critical and ongoing engagement is required to ensure final schemes resolve unforeseen negative impacts during the trial periods.

	<p>By improving the quality and safety of environments for non-car drivers, liveable neighbourhoods can make local trips, such as taking children to school, visiting the doctor or local high street on foot or bicycle a more attractive and realistic option. This is particularly beneficial for those who experience transport poverty and experience the biggest negative impacts of car-oriented environments and are often under-represented in local decision making. The engagement strategy for these schemes will need to ensure seldom heard groups are able to input and engage with the process of development and delivery of schemes.</p>
<p>Ward information: 167.71.132.100/wards/lawrence_hill/</p>	<p>The Ward information database presents statistical ward profiles for each ward in Bristol. The wards that are covered by the project area are Lawrence Hill, Easton, St George West and St George Troopers Hill. The statistics presented below cover a range of data sets showing the disparities in the project area.</p> <p>Red = significantly worse than Bristol average</p> <p>Lawrence Hill:</p> <p>Health:</p> <p>Healthy lifestyles:</p> <ul style="list-style-type: none"> - 80.7% of people say they are in good health, compared to the Bristol average of 87.1% (3rd worst ward in Bristol) - 66% of people do enough regular exercise each week, compared to the Bristol average of 68.2% - 49.4% of people are overweight or obese, compared to the Bristol average of 46.5% - 27% of people have an illness or a health condition that limits day-to-day activities at least a little, compared to Bristol's average of 25.4% - 25% of children in reception (4/5yr olds) have excess weight, compared to Bristol's average of 22.7% - 42.4% of children in year 6 (10/11yr olds) have excess weight, compared to Bristol's average of 32.8% <p>Life expectancy, 3 year averages:</p> <ul style="list-style-type: none"> - Lawrence Hill females: 82.3, Bristol females: 82.7 - Lawrence Hill males: 73.6, Bristol males: 78.5. (Lawrence Hill's male life expectancy is the lowest in Bristol) <p>Premature mortality, 3 year averages:</p> <ul style="list-style-type: none"> - All causes: <i>Directly age standardised rates for deaths in people aged under 75 years, per 100,000 population</i> - Lawrence Hill: 600.1, Bristol: 377.5. (The Lawrence Hill ward has the worst cases of premature mortality in Bristol) <p>Car availability:</p> <ul style="list-style-type: none"> - Lawrence Hill average no. cars per household: 0.53, compared to Bristol's average of 1.04. - 56.2% of households have no cars or vans, compared with the Bristol average of 28.9% - Lawrence Hill is the worst ranked ward in Bristol for average number of cars per household. <p>Child poverty:</p> <ul style="list-style-type: none"> - Children in low-income families 2019/20 – 'a family must have claimed one or more of Universal Credit, Tax Credits or Housing Benefit at any point in the year to be classed as low income in these statistics'. Relative child poverty rates in Lawrence Hill range between 30.7-39.8% and is the highest ranked ward in Bristol. <p>Crime:</p> <ul style="list-style-type: none"> - All crime (offence rate per 1,000 population): Lawrence Hill: 167.7, Bristol average: 117.4. (Lawrence Hill in the top 3 ward for all crime).

Social care:

- Clients receiving a community-based service aged 65+ (rate per 1000), Lawrence Hill: **70.6**, Bristol: 30.8. (highest ward in Bristol).
- Clients receiving a domestic care service aged 65+ (rate per 1000), Lawrence Hill: **31.4**, Bristol: 18
- **13.9%** of people in Lawrence Hill feel their physical health prevents them from leaving their home when they want to, compared to Bristol's 8.6%.

Easton:**Health:**

Healthy lifestyles:

- 88.5% of people in Easton say they are in good health, compared to Bristol's 87.1%
- 65.5% of people do enough regular exercise each week, compared to the Bristol average of 68.2%
- 42.5% of people are overweight or obese, compared to the Bristol average of 46.5%
- 31.1% of people have an illness or a health condition that limits day-to-day activities at least a little, compared to Bristol's average of 25.4%
- 19.2% of children in reception (4/5yr olds) have excess weight, compared to Bristol's average of 22.7%
- 31.1% of children in year 6 (10/11yr olds) have excess weight, compared to Bristol's average of 32.8%

Life expectancy, 3 year averages:

- Easton females: 80.8, Bristol females: 82.7
- Easton males: 76.8, Bristol males: 78.5

Premature mortality, 3 year averages:

- All causes: *Directly age standardised rates for deaths in people aged under 75 years, per 100,000 population*
- Easton: **491.2**, Bristol: 377.5.

Car availability:

- Easton average no. cars per household: 0.83, compared to Bristol's average of 1.04.
- 36.8% of households have no cars or vans, compared with the Bristol average of 28.9%

Child poverty:

- Children in low-income families 2019/20 – 'a family must have claimed one or more of Universal Credit, Tax Credits or Housing Benefit at any point in the year to be classed as low income in these statistics'. Relative child poverty rates in Easton range between 12.4-21.5%.

Crime:

- All crime (offence rate per 1,000 population): Easton: 104.3, Bristol average: 101.0.

Social care:

- Clients receiving a community-based service aged 65+ (rate per 1000), Easton: 42.7, Bristol: 30.8.
- Clients receiving a domestic care service aged 65+ (rate per 1000), Easton: **30.9**, Bristol: 18
- 7.9% of people in Easton feel their physical health prevents them from leaving their home when they want to, compared to Bristol's 8.6%.

St George West:**Health:**

Healthy lifestyles:

- 89.2% of people in St George West say they are in good health, compared to Bristol's 87.1%
- 72.3% of people do enough regular exercise each week, compared to the Bristol average of 68.2%
- 45.5% of people are overweight or obese, compared to the Bristol average of 46.5%
- 24.3% of people have an illness or a health condition that limits day-to-day activities at least a little, compared to Bristol's average of 25.4%
- 23.4% of children in reception (4/5yr olds) have excess weight, compared to Bristol's average of 22.7%
- **41.0%** of children in year 6 (10/11yr olds) have excess weight, compared to Bristol's average of 32.8%

Life expectancy, 3 year averages:

- St George West females: 80, Bristol females: 82.7
- St George West males: **74.1**, Bristol males: 78.5

Premature mortality, 3 year averages:

- All causes: *Directly age standardised rates for deaths in people aged under 75 years, per 100,000 population*
- St George West: **543.2**, Bristol: 377.5.

Car availability:

- St George West average no. cars per household: 0.88, compared to Bristol's average of 1.04.
- 34.6% of households have no cars or vans, compared with the Bristol average of 28.9%

Child poverty:

- Children in low-income families 2019/20 – 'a family must have claimed one or more of Universal Credit, Tax Credits or Housing Benefit at any point in the year to be classed as low income in these statistics'. Relative child poverty rates in St George West range between 12.4-21.5%.

Crime:

- All crime (offence rate per 1,000 population): St George West: 112.2, Bristol average: 101.0.

Social care:

- Clients receiving a community-based service aged 65+ (rate per 1000), St George West: 43.5, Bristol: 30.8.
- Clients receiving a domestic care service aged 65+ (rate per 1000), St George West: **27.7**, Bristol: 18
- 9.5% of people in St George West feel their physical health prevents them from leaving their home when they want to, compared to Bristol's 8.6%.

St George Troopers Hill:

Health:

Healthy lifestyles:

- 84.7% of people in St George Troopers Hill say they are in good health, compared to Bristol's 87.1%
- 70.7% of people do enough regular exercise each week, compared to the Bristol average of 68.2%
- 54.5% of people are overweight or obese, compared to the Bristol average of 46.5%
- 22.1% of people have an illness or a health condition that limits day-to-day activities at least a little, compared to Bristol's average of 25.4%
- 20.0% of children in reception (4/5yr olds) have excess weight, compared to Bristol's average of 22.7%

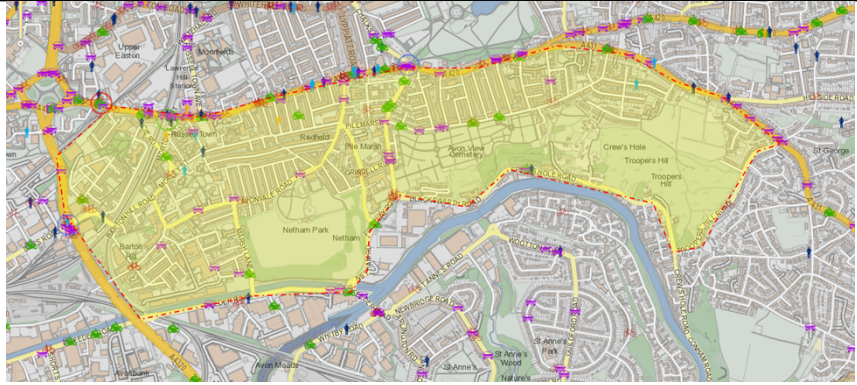
- 26.9% of children in year 6 (10/11yr olds) have excess weight, compared to Bristol's average of 32.8%
- Life expectancy, 3 year averages:
- St George Troopers Hill females: 85.5, Bristol females: 82.7
 - St George Troopers Hill males: 78.2, Bristol males: 78.5
- Premature mortality, 3 year averages:
- All causes: *Directly age standardised rates for deaths in people aged under 75 years, per 100,000 population*
 - St George Troopers Hill: 278.5, Bristol: 377.5.
- Car availability:**
- St George Troopers Hill average no. cars per household: **1.35**, compared to Bristol's average of 1.04.
 - 13.8% of households have no cars or vans, compared with the Bristol average of 28.9%
 - 49.1% of households have 1 car or van, compared to Bristol's 45.1%
- Child poverty:**
- Children in low-income families 2019/20 – 'a family must have claimed one or more of Universal Credit, Tax Credits or Housing Benefit at any point in the year to be classed as low income in these statistics'. Relative child poverty rates in St George Troopers Hill range between 12.4-21.5%.
- Crime:**
- All crime (offence rate per 1,000 population): St George Troopers Hill: 49.2, Bristol average: 101.0.
- Social care:**
- Clients receiving a community-based service aged 65+ (rate per 1000), St George Troopers Hill: 14.0, Bristol: 30.8.
 - Clients receiving a domestic care service aged 65+ (rate per 1000), St George Troopers Hill: 10.0, Bristol: 18
 - 9.3% of people in St George Troopers Hill feel their physical health prevents them from leaving their home when they want to, compared to Bristol's 8.6%.

Collision data: Traffic accident layer: [Pinpoint Plus \(bcc.lan\)](#)

Statistics for collision data in the project area shows the main clusters on the A420 (Church Road) at 4 locations. These are: Church Rd junction with Croydon St, junction with Morton St, junction with Weight Rd and the junction with Barnes St. The map below shows the cluster sites.

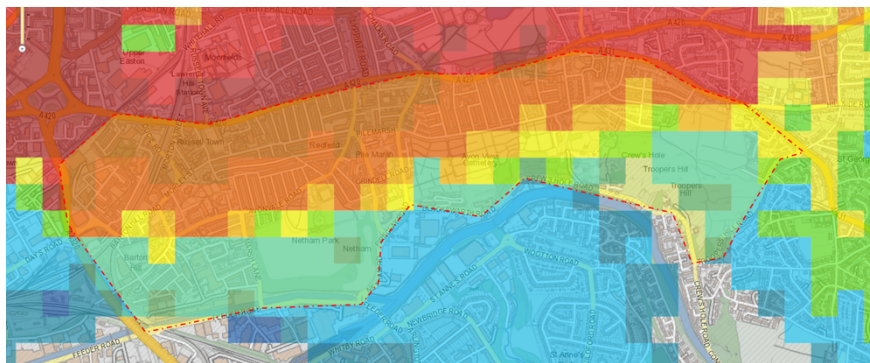


More specifically the map below shows specific incidents, most of which occur on the B roads:



Bristol Transport Access Level (BrisTAL)

Transport access in the project area (in the below image) illustrates the more northern band of the project area is better served by transport than the middle and southern band. The BrisTAL scale ranges from 0 (worst) to 6a (best). The darker orange (below Church Rd) relates to BrisTAL number 6b, whereas the light blue surrounding the southern arc of Netham Park is number 2, with other areas scoring 4s and 5s.



Beaufort Road Engagement Survey: [Microsoft Word - Beaufort Road Engagement Report \(citizenspace.com\)](#)

The engagement for Beaufort Road was open for six weeks from Monday 18 January 2021 and Sunday 14 February 2021. People were asked about their street environment, what they liked about the street, what they would improve and what they would prioritise. The survey captured views from residents, businesses and anyone who uses the street to help build a picture of what people would like to see improved and provide feedback on their own experiences.

People were also asked to give their views on a proposal to introduce a series of one-way restrictions on Beaufort Road. This was put forward as a suggestion to reduce the number of motorised vehicles using the road as a through route and reduce the conflict between vehicles travelling in opposing directions.

Individual responses were received via the online survey and, to ensure the survey reached as wide an audience as possible, paper copies that included a translation offer in 12 languages were posted along with a free post envelope to more than 1500 local properties. 20 posters were put up in the local area to raise awareness of the survey. Local stakeholders and community groups were also asked to help raise awareness of the survey and it was promoted via social media platforms. As COVID-19 restrictions prevented face to face engagement, the team offered virtual chats and phone appointments to anyone who didn't want to submit a written response but wanted to ask questions and provide feedback.

When asked what residents viewed as problems; 85% thought "the street being busy with traffic" was a problem, 67% thought that "traffic speeds were

	<p>too high”, 62% thought “the road was unsafe to cycle” and 57% thought “not having a dedicated space for cyclists” was a problem. Around 58% thought “pavements were too narrow”, “air quality was poor” and “there was too much noise pollution”.</p> <p>In terms of priorities: 69% said they want “traffic calming measures to slow traffic”, 59% want “cleaner air”, 58% want “to maintain access for motorised vehicles”, 56% support “changing the traffic direction for example to one way”, and 51% want to “prioritise more space for cycling”.</p> <p>60% of respondents agreed or strongly agreed with the proposed scheme to amend traffic flow on Beaufort Road.</p> <p>Traditionally the younger population, those from ethnic minority groups and those living in the most deprived wards are often seldom heard from. To ensure those groups and those living close to the street environment were aware of the engagement process the team sent out over 1000 paper copies of the survey with a freepost envelope to all the properties in the local area. Social media posts also targeted this area and encouraged them to respond. The stakeholders contacted at the beginning and during this engagement also represented many groups within the community and were asked to help encourage and engage members to have a say.</p>
Co-Design Stage 1	<p>The first round of community engagement (called Co-Design Stage 1) has been undertaken and through a range of engagement methods, both online and offline, feedback from the community highlighted who responded, as well as the following issues, as follows:</p> <p>Community survey</p> <p>A total of 1,554 responses were received from the survey made up of 848 online and 706 paper copies. The headline findings were:</p> <ul style="list-style-type: none"> • 89% of respondents to the community survey and map said they were residents or lived inside the project area. • The majority of respondents usually walk or cycle to the following places: community centre 83%, faith space 68%, parks and greenspaces 92%, leisure 71%, health appointments 72%, shopping and errands 67%, education 64%, work 52%. • 55% of respondents to this question walk almost every day (6-7 days a week). • Demographic breakdown of respondents for map and community survey • Slight majority of respondents were women (56%). • 89% of people described themselves as 'a local resident'. • 30% aged 35-44, 28% aged 25-34 and 14% aged 45-54. • 11% of respondents considered themselves disabled. <p>What is important to people where they live?</p> <ul style="list-style-type: none"> • The majority of people stated that all of the indicators are essential or of high importance to their neighbourhood. • The top three indicators that are essential are: everyone feels safe to walk and cycle 92%, that there is good air quality 90%, and that it’s easy and convenient to walk, cycle and use public transport 89%. • The least important indicator was places to stop and rest with 56% claiming this to be essential or of high importance. <p>What are the current issues?</p>

- Majority of respondents stated that each of the 10 indicators were a serious or moderate problem in their neighbourhood.
- The top three problems were: poor air quality 78%, streets too noisy with traffic 68%, and the area feels unsafe for walking and cycling 59%.
- The issue that was considered to be a minor or not a problem was whether there were places to stop and rest 45%.

School survey top three

120 children aged 5-8 answered adapted questions about what was important to them where they lived and what is a current issue.

Top three things that were important where they lived:

- Everyone feels safe to walk, scoot and cycle
- It feels good to stay and play in your street
- Easy to walk, scoot or cycle around, or to use buses

Top three things that are current issues where they live:

- It doesn't feel good to stay and play in the streets
- Not enough trees or plants on the street
- Nowhere to stop and rest

Interactive map

On the interactive map 541 points were mapped by 225 contributors. After closing submission to the Interactive map on 14 March a total of 1,522 'agreements' were made to the point dropped on the interactive map by other visitors to the site. While no more points can be mapped after this stage of the engagement closed, they can still be viewed and 'agreed' upon via the website.

- 85% of people who commented on the map are from the area

Top five most commented upon themes

- Walking
- Traffic
- Personal safety concern
- Street environment
- Traffic speeds

Top five negative feelings about area

- Not pedestrian friendly
- Driver behaviour
- Too much traffic
- Street feels stressful
- Difficult to cross the street

Top five improvements suggested

- Slow down traffic
- Improve road safety
- Reduce traffic
- Safer junction for walking and cycling
- Add crossing points

Event postcard comments

At events, 458 postcards were filled in. The top three things that people like about their local area:

- Parks and green spaces
- Sense of belonging and community cohesion
- Local amenities and activities

What they want to improve:

- Road safety
- Parks and greenspaces
- Personal safety

--

2.2 Do you currently monitor relevant activity by the following protected characteristics?

<input checked="" type="checkbox"/> Age	<input checked="" type="checkbox"/> Disability	<input checked="" type="checkbox"/> Gender Reassignment
<input type="checkbox"/> Marriage and Civil Partnership	<input checked="" type="checkbox"/> Pregnancy/Maternity	<input checked="" type="checkbox"/> Race
<input checked="" type="checkbox"/> Religion or Belief	<input checked="" type="checkbox"/> Sex	<input checked="" type="checkbox"/> Sexual Orientation

2.3 Are there any gaps in the evidence base?

Where there are gaps in the evidence, or you don't have enough information about some equality groups, include an equality action to find out in section 4.2 below. This doesn't mean that you can't complete the assessment without the information, but you need to follow up the action and if necessary, review the assessment later. If you are unable to fill in the gaps, then state this clearly with a justification.

For workforce related proposals all relevant characteristics may not be included in HR diversity reporting (e.g. pregnancy/maternity). For smaller teams diversity data may be redacted. A high proportion of not known/not disclosed may require an action to address under-reporting.

Whilst it is a challenge to engage with all our citizens and we know that there are some groups with seldom heard voices with whom we can do a better job at engaging with, recent surveys do capture a credible snapshot of feeling on several key issues Bristol continues to face. Results from the Quality of Life, Your City Our Future (related to the Covid-19 pandemic and subsequent lockdowns) and Bristol Citizens Assembly, highlighted many of the imbalances and feelings of inequality across the city and made recommendations for change, and which have fed into the development of the schemes aims and objectives outlined in Section 1.1, above.

Meaningful engagement with local communities is crucial to the development and delivery of successful liveable neighbourhood schemes. As the project develops, we will need to ensure ongoing engagement is meaningful with communities and representative groups for people who could be impacted by any proposed changes. As projects develop, we will continue to work with the Transport Engagement Team, following the Co-Design process set out below in Section 2.5, below.

Between 31 January and 13 March 2022 Bristol City Council conducted the co-discovery stage of the East Bristol Liveable Neighbourhood pilot. This early engagement included a community perception survey (general survey), online interactive map, and in-person community events to gather feedback from residents and schools on what is important to the community and what the issues are for the pilot area, which covers Barton Hill, and parts of Redfield and St George.

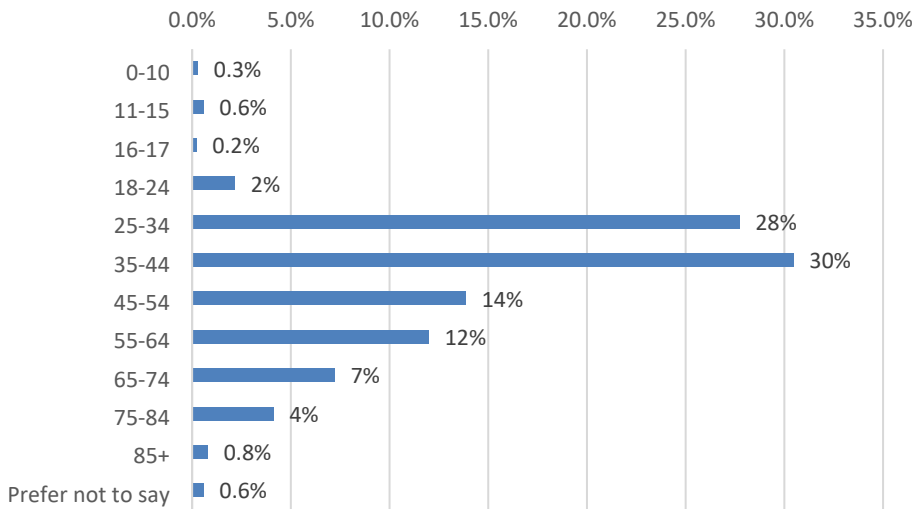
Over 196 key and local stakeholders (including emergency services), 128 citywide equality, community, and faith groups, plus 6,095 households and 442 local businesses were engaged through stakeholder communications.

At the 32 community and school events organised, approximately 1,231 were given project information and 600 participated in a more meaningful way (e.g., by filling in a postcard, putting a comment on the map or completing a survey).

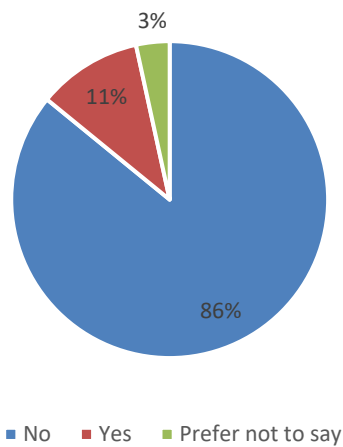
Responses were received through emails, phone calls and in person and over 1,554 responses were received from the public through the community survey, and 541 comments made on the interactive map.

Findings from questions regarding demographic groups who responded to the first round of engagement are as follows:

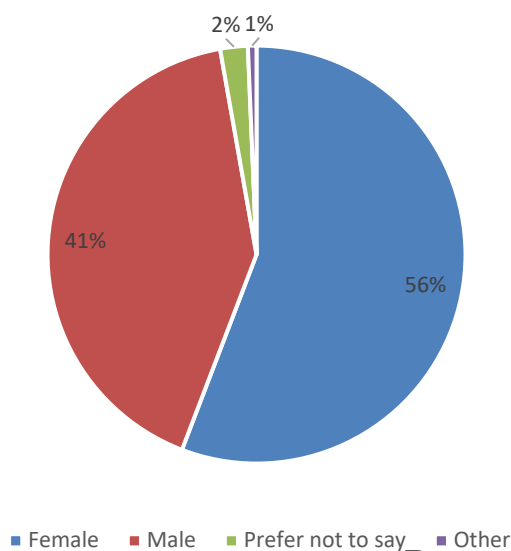
What is your age? (1385 responses)



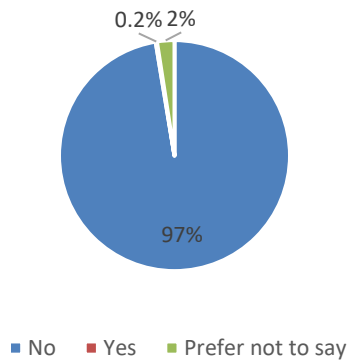
Do you consider yourself to be a disabled person? (1170 responses)



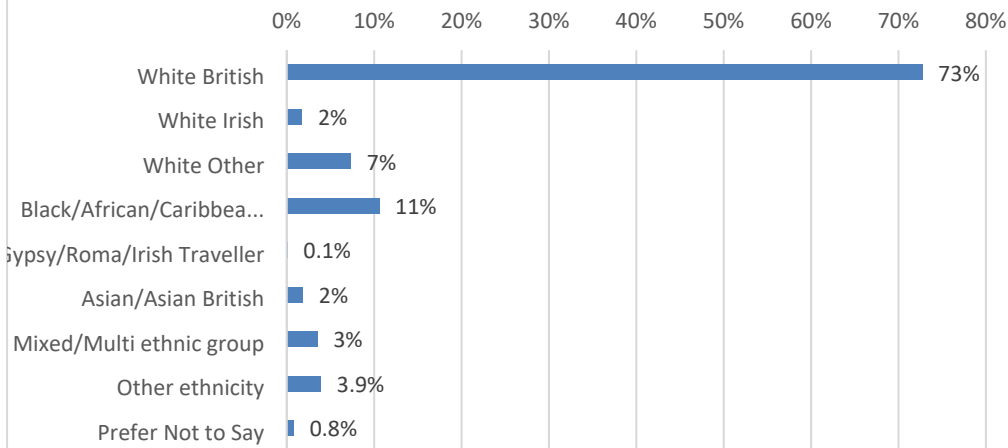
What is your sex? (1360 responses)



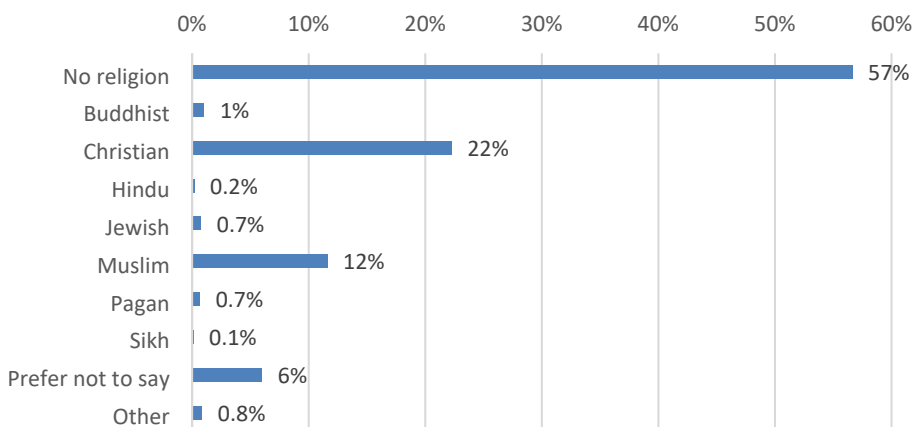
Have you gone through any part of a gender reassignment process or do you intend to?
(1148 responses)



What is your ethnic group?
(1144 responses)

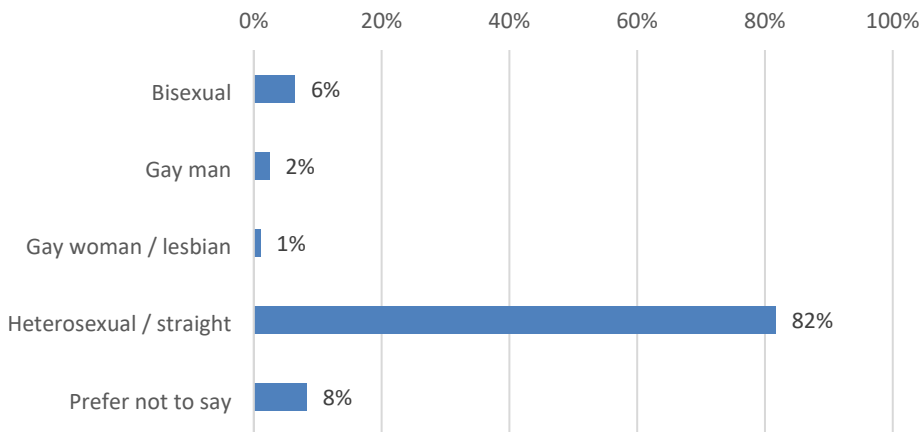


What is your religion/faith?
(1070 responses)



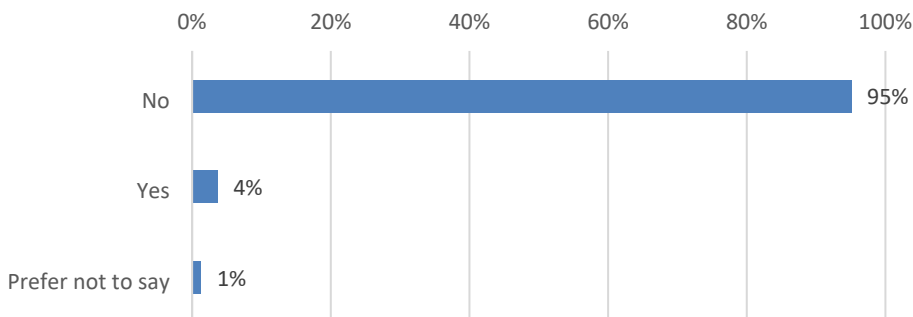
What is your sexual orientation?

(1131 responses)



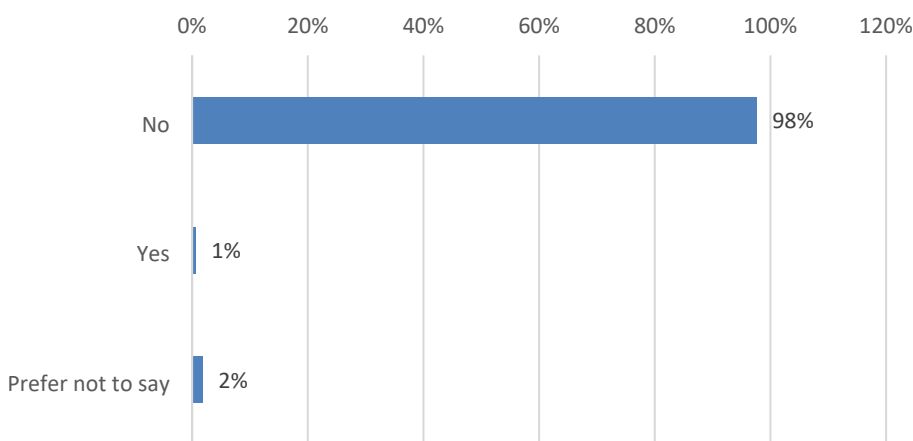
Are you pregnant or have you given birth in the last 26 weeks?

(1095 responses)



Are you a refugee or an asylum seeker?

(1156 responses)



It is important to note that the engagement feedback is not directly reflective of the ward data for each of the wards within the East Bristol Liveable Neighbourhood project area, as the first round of engagement focused more so on the project areas across each ward, rather than the whole of each ward. Because liveable neighbourhoods aspire to reduce severance experienced in communities and therefore follow natural boundaries such as main roads, rivers, and railways. This often means that projects do not neatly follow ward boundaries. This has presented some challenges around analysis of results and LSOAs have been used as opposed to demographic data at ward level. This presents a more detailed and granular picture of the engagement results.

2.4 How have you involved communities and groups that could be affected?

You will nearly always need to involve and consult with internal and external stakeholders during your assessment. The extent of the engagement will depend on the nature of the proposal or change. This should usually include individuals and groups representing different relevant protected characteristics. Please include details of any completed engagement and consultation and how representative this had been of Bristol's diverse communities. See <https://www.bristol.gov.uk/people-communities/equalities-groups>.

Include the main findings of any engagement and consultation in Section 2.1 above.

If you are managing a workforce change process or restructure please refer to [Managing change or restructure \(sharepoint.com\)](#) for advice on consulting with employees etc. Relevant stakeholders for engagement about workforce changes may include e.g. staff-led groups and trades unions as well as affected staff.

Prior to engagement with the local community, pre-engagement research and scoping will be undertaken. This is the first action and includes both key stakeholders, local stakeholders, residents, and internal stakeholders and partnership organisations. This is the first part of the Co-Design process, outlined in Section 2.5, below.

Key Stakeholders

- Cabinet Member, Ward Members, Members of Parliament and local community champions (e.g. paid professionals, community animators and connectors from local organisations as well as active residents)
- Bristol One City Transport Board e.g., Sustrans, Bristol Walking Alliance
- Accessibility and Equality groups e.g., Bristol Physical Access Chain, Older peoples forum, Green and Black Ambassadors and Black Seeds Environmental Social Justice Network
- Internal stakeholders/project teams

Local Stakeholders

- Local people who live in the area
- Local people who live on the boundary and just outside the area
- Under-represented groups
- Local campaign and community groups
- Local businesses, shops and local services e.g., waste collection
- Schools and other educational establishments

Data gathering will be undertaken and will involve looking at multiple data sets to put together a profile of the local area in terms of geographics, demographics, socio and economic statistics, population make up and will help identify the different sectors of the local community including those seldom heard communities and under-represented groups.

This information along with the knowledge from colleagues who already work in the community will help to formulate the engagement approach throughout the project which is why this needs to be completed before engagement begins.

In pre Covid-19 times postal surveys would have been followed up with targeted door knocking and interviews and surveys would have been undertaken on street to help boost responses from certain groups. If street events were allowed the Roadshow Team would have held roadshows asking people to get involved and fill surveys.

We are very aware that not everyone has access to online resources which is why the team will put on posters in the local streets to advertise the engagement and provided contact details in different forms. On all the paper and online copies of the engagement outputs the team will provide information on how people can get the survey in a different language or in a different format. **The Engagement and Behaviour Action Plan can be made available.**

Surveys already undertaken on a citywide basis which have informed the development of the scheme include:

Citizens Assembly

In January 2020 Bristol began a significant trial in deliberative democracy by running the city's first Citizens' Assembly. The transport theme posed the question:

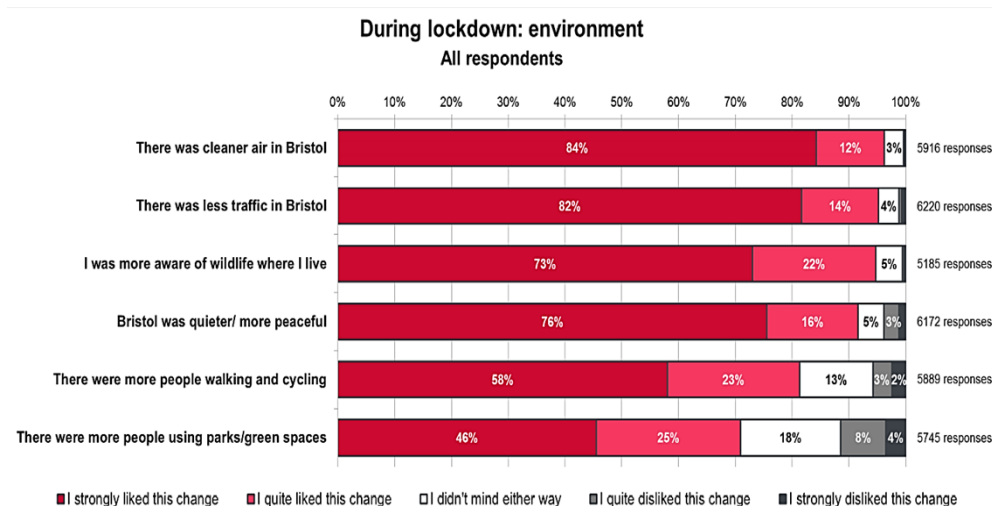
What changes should we make to our neighbourhoods to make how we travel easier, healthier and better for the environment"

The recommendations of the assembly demonstrate the appetite for transformative neighbourhood improvements with over **90% of the panel supporting the following recommendations:**

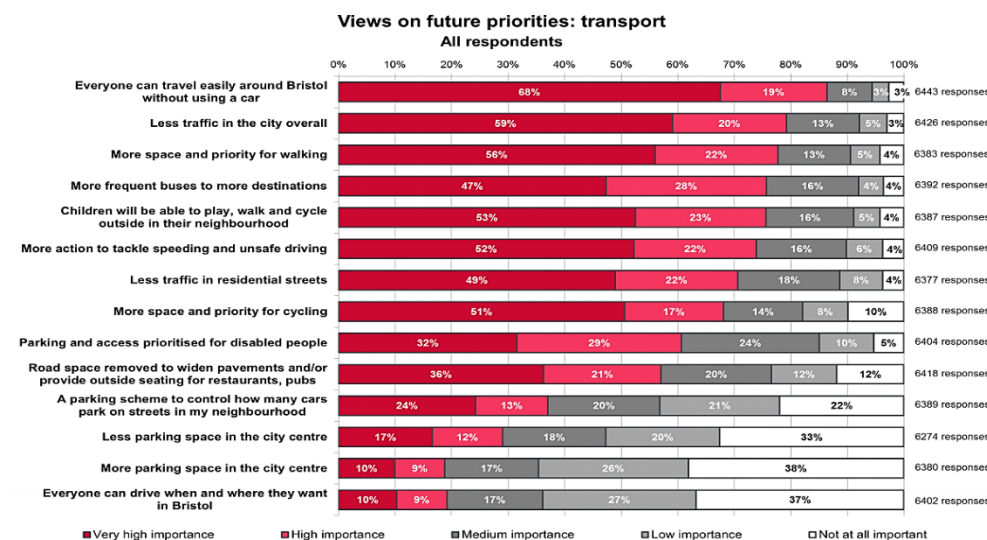
- *Fundamentally reimagine the places we live so that they are people centred (i.e. create liveable neighbourhoods)*
- *Developing a pilot program to showcase what could be achieved if a citywide approach to being carbon neutral was taken received*
- *Empower local communities in the decision-making process to deliver the services and activities that they want to promote healthy lifestyle choices*

'Your City our Future' Survey

Between August and September 2020, 6,535 Bristolians responded to a survey which sought to understand their experiences of Bristol before and during lockdown as well as their hopes for the future. The responses suggest strong support for more 'liveable' and multi-functional neighbourhoods as highlighted by the graphs below:



In terms of future priorities respondents:



Stage 1 Engagement – How We Engaged.

Before the project launched publicly, the council wanted to engage with key stakeholders, such as internal colleagues, ward members, the local MP and community groups, to ask about how best to engage with groups of the community and for opportunities to work together.

The team therefore put together a few different elements of the engagement process, which included:

- Stakeholder meetings (virtual meetings or by phone)
- Early informing emails to local organisations and groups

Project officers spoke with ward members to discuss the engagement approach and agreed a community survey would work well and provided local contacts for groups who the officers could approach.

Stage 1 of the Co-Design process was then undertaken, the findings of which have been outlined above in Sections 2.1 and 2.3. Details of the Co-Design process (including Stage 1) are outlined in Section 2.5, below.

2.5 How will engagement with stakeholders continue?

Explain how you will continue to engage with stakeholders throughout the course of planning and delivery. Please describe where more engagement and consultation is required and set out how you intend to undertake it. Include any targeted work to seek the views of under-represented groups. If you do not intend to undertake it, please set out your justification. You can ask the Equality and Inclusion Team for help in targeting particular groups.

Effective engagement is about providing a platform for the community to help shape their local area, whether they are connected by geographic location, special interest, or affiliation to identify and address issues affecting their well-being.

The overall purpose of engaging (in the context of this EqlA) is to understand the barriers faced by people in accessing a range of amenities (e.g., employment, education, healthcare), the impacts caused by transport, and to find out how they can be addressed to ensure that all stakeholders (residents, local groups, businesses, and educational institutions) are able to access goods and services in an equitable and sustainable way.

All proposals prioritise active and sustainable travel options, and interventions are intended to make them the preferred choice of travel for those who can travel in these ways. We will engage and work with groups representing people with protected characteristics and disabilities to ensure we understand the issues faced by people in the existing environments and how the types of interventions proposed throughout the development process would impact these groups.

Engagement with stakeholders will follow a co-design process and is used to enable communities to input suggestions. The process involves:

Stage 1: Co-Discover

- Identify the barriers and issues faced.
- Identify the opportunities for overcoming these barriers.
- Determine which opportunities best address the issues that have been identified.

Stage 2: Co-Develop

- Determine in more detail the issues and opportunities.
- The constraints that effect that location.
- Begin to develop ideas that could solve the issues identified.

Stage 3: Co-Design

- Design solutions to address the issues in specific locations identified by stakeholders.
- Trial some aspects of the designs to determine if they address the issues raised.

Stage 4: Co-Deliver

In stage four agreed solutions will be drawn up into detailed plans and technical drawings and the interventions will then be implemented.

To ensure the engagement process with stakeholders is inclusive, schemes will include the following:

- Engagement materials in multiple languages and in accessible formats on request, such as easy read versions, braille, large print, and audio including both on and offline versions.
- Engagement events at a variety of times, days, and locations and both online and offline (e.g., virtual meetings and in person).
- One point of contact – transport.engagement@bristol.gov.uk and 0117 9036449.
- Dedicated officers who will work with under-represented groups.

Following the completion of Stage 1 of the Co-Design process, the project will now move towards Stage 2 ‘Co-Develop’.

Step 3: Who might the proposal impact?

Analysis of impacts must be rigorous. Please demonstrate your analysis of any impacts of the proposal in this section, referring to evidence you have gathered above and the characteristics protected by the Equality Act 2010. Also include details of existing issues for particular groups that you are aware of and are seeking to address or mitigate through this proposal. See detailed guidance documents for advice on identifying potential impacts etc. [Equality Impact Assessments \(EqIA\) \(sharepoint.com\)](#)

3.1 Does the proposal have any potentially adverse impacts on people based on their protected or other relevant characteristics?

Consider sub-categories (different kinds of disability, ethnic background etc.) and how people with combined characteristics (e.g., young women) might have particular needs or experience particular kinds of disadvantage.

Where mitigations indicate a follow-on action, include this in the ‘Action Plan’ Section 4.2 below.

GENERAL COMMENTS (highlight any potential issues that might impact all or many groups)

Bristol and its citizens face many challenges over the next decade such as, inequalities, a shortage of affordable housing, the Climate Emergency and Ecological devastation. The One-City Strategy sets several goals on how these challenges can be met with the urgency that is required. Sustainable and active travel play a key role in creating a healthier city that unlocks the potential of its communities whilst ensuring that people are not left behind with economic growth and regeneration.

Sustainable and Active Travel requires significant investment in infrastructure to re-allocate road space and provide conditions that encourage people to make short journeys by sustainable modes where appropriate. This level of change will impact citizens in across the city in different ways. It is essential that less heard voices and communities with protected characteristics are involved in helping to re-design the city and transport network so that Bristol can meet its climate and ecological targets whilst working as well as it can do for those who may have particular transport needs.

The programme of work varies in its approach to delivering sustainable and active travel improvements. These can broadly be split into the following approaches which could be installed as part of an area wide liveable neighbourhood scheme:

- Protected cycle tracks on streets with a high vehicle flow
- Point closures (modal filters) in neighbourhoods to reduce through traffic and create an environment that makes short trips by walking and cycling safer and attractive
- Protected traffic signal junctions to increase priority and safety for people walking and cycling, often considered to be the most vulnerable road users.
- Changes to vehicle priority, such as pedestrianisation, timed closures to vehicles (school streets) or one-ways with contra flow cycling.

The prevalent theme that connects these potential interventions is that it will change and influence how people move around the city and access services. As such the changes are likely to impact all people across the city, and in particular those who’s journey’s start, pause or end within the project area, including those with protected

characteristic. However, the changes also present significant opportunities to address inequalities and improve inclusion.

PROTECTED CHARACTERISTICS

Age: Children	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	<ul style="list-style-type: none"> • Almost one third of children are in poverty, a greater proportion than for any other age group. This increases to nearly 50% for lone-parent families. [1] • The availability and affordability of transport can contribute to children’s access to important resources. [3] • Active travel presents an opportunity to promote health and wellbeing among children. This is particularly important for children who are more likely to develop childhood obesity due to other characteristics, including deprivation and Black, Asian and minority ethnic background. [3] • The effects of air pollution are particularly significant for the health of children. [3] • Children from a lower socio-economic background are also more likely to be exposed to high levels of pollution due to living in densely populated urban areas. [3]
Mitigations:	See general comments above
Age: Young People	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	<ul style="list-style-type: none"> • Identified as a group at risk of transport poverty [1] • From the age of 16 onwards, the bus becomes an important tool in enabling young people to access employment and training. [1] • Vehicle ownership tends to be low among younger age groups partly due to the costs of learning to drive, as well as maintaining a vehicle and the associated insurance costs, making this group increasingly reliant on public transport. [3] • Transport affordability and availability are key challenges for younger people relying on public transport to access work, education, and other activities. [3] • Safety and personal security are also important aspects of the mobility experience for younger people. Younger people are more likely to be involved in crime on public transport; as both perpetrators and victims of low-level disorder and anti-social behaviour. [3] • Fear of antisocial behaviour on the part of younger people (rightly or wrongly), and lack of perceived safety when using public transport can deter young people from using public transport
Mitigations:	See general comments above
Age: Older People	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	<ul style="list-style-type: none"> • Identified as a group at higher risk of transport poverty [1] • Identified as a group at risk of poverty [1] • Access to appropriate forms of transport can help older people avail themselves of goods, services, employment and other activities, with public transport playing a crucial role in remaining connected and maintain independency when older people are unable to drive [3] • Older people are more likely to be disabled or have a long-term health problem that can affect their ability to use transport, including: mobility impairments, hearing impairments and cognitive impairments. [3] • Older people with a who are disabled or have a long-term health condition might also be more reliant on staff on public transport to help enable them to undertake a journey. [3] • Older people can also struggle with elements such as finding accurate and up to date pre-travel information, including timetables, the availability of accessible

	<p>infrastructure (such as disabled parking), and information about ticketing and staff availability when using public transport. [3]</p> <ul style="list-style-type: none"> • Evidence also suggests that older people are not as likely as younger people to be users of new technology and many choose to use familiar technology, such as TV or radio, to access information. [3] • There is evidence that older people are less likely to feel confident in using digital services required to undertake travel such as touch-screen ticket machines, while also being less likely to use smartphones for transport planning purposes (69% versus 82% in younger people). [3] • Research also suggested that uptake of shared mobility services is lower amongst older people and disabled people. This is related to barriers such as the lack of on-demand accessible options, unfamiliarity with the technology needed to book services and inability to use digital payment on a smartphone, and not being comfortable with unfamiliar ride hailing drivers. [3] • Volunteer transportation systems can more easily serve older and disabled people due to higher client engagement, lower costs and higher user familiarity with the service providers. [3] • Older people in the 80 to 90 age groups tend disproportionately to be women living alone. • Ageing is linked with a reduction in car usage and driving, often caused by the worsening of physical conditions, increased stress associated with driving, car maintenance costs and less need to drive for full time work, as well as forced cessation of driving due to old age. [3] • Older people become more reliant on taxis and lifts from family and friends as a transport mode, providing a supplement to the publicly accessible fixed-route bus and rail system. [3] • Research from Age UK has found that an improved provision of active transport (including walking and cycling) could disproportionately benefit older people. Increased provision of active transport is likely to improve the amount of physical activity, which is linked to better cognitive performance, better mental health outcomes and reduce overall morbidity and mortality. [3] • Currently only 8% of men and 3% of women over the age of 65 in the UK cycle, a much lower proportion compared to both the general population in the UK and those over the age of 65 in European countries. [3]
Mitigations:	See general comments above
Disability	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	<ul style="list-style-type: none"> • Undertaking an analysis of current transport trends among disabled people it is important to note that disabled people are not a homogenous group, their needs and abilities can vary greatly depending on the nature and severity of their disability. [3] • Families that include someone with a disability have always been at greater risk of poverty (JRF 2017: 25) [1] • Disabled people face a range of challenges in relation to mobility and various modes of transportation. [3] • Primarily, key obstacles relate to a lack of accessible infrastructure, at stops, stations and other locations, as well as in use of vehicles themselves. [3] • Where people are unable to rely on public transport either due to structural barriers or because of geographical location, they are likely to increasingly rely on more expensive services such as taxis and private hire vehicles (PHVs) – affecting the affordability of travel. [3] • Accessible and inclusive information relating to routes and tickets is also a key challenge. Adequate information, alongside staff presence and assistance can

help to make disabled passengers feel safer when travelling, as well as making journeys easier and more stress-free. [3]

- **Active travel modes** for disabled people are reliant on well marked shared spaces and clear pedestrian routes, where these are present, modes such as walking and cycling can have both **mental and physical health benefits** for disabled people. [3]
- Appropriate transport provision enables disabled people to participate in their community, maintain social networks, and access employment, education, healthcare and other services. [3]
- The unemployment rate in the UK for disabled people was 6.7% in 2019, despite this rate having reduced, it is still nearly **double the national unemployment rate**. Evidence shows that difficulty in **accessing transport** is the **second most common barrier** to work among disabled people. [3]
- While disabled people tend to travel less than non-disabled people, many are nonetheless **reliant on public transport**. There can be large variances in a person's travel patterns depending on their disability and its severity. For example, according to DfT's 'disabled people's travel behaviour and attitudes to travel' report, having a **learning or physical disability** correlates strongly to **travel by bus**. Around 60% of disabled people have no access to a car and use the bus around 20% more than their non-disabled counterparts. [3]
- Disabled people are more likely to report **negative and problematic journey experiences**, alongside **limited awareness** of viable alternatives. For some disabled people, the **attitude** of staff and other passengers, as well as the **unpredictability of public** transport (both timings and capacity), prevents them from using public transport. For **neurodiverse** people, a **lack of routine or unexpected events** can become overwhelming, leading to high levels of **stress and anxiety**. [3]
- **Overcrowding** at peak times can make travelling particularly difficult for those with **reduced mobility** and people who are more **vulnerable to stress and anxiety** in crowded places, as fast-moving, dense crowds of people can reduce accessibility and make vulnerable passengers feel unsafe. For those people unable to stand on a moving train, there may be difficulties, even outside peak hours, in **finding a seat** on services which have reduced the number of seats in order to increase overall carrying capacity. This can result in increased levels of stress and anxiety associated with the use of public transport for those with reduced mobility. [3]
- Disabled passengers often travel to, from and between legs of their journey via various transport modes, sometimes with challenges to the successful completion of the **first and last mile** of a journey. Challenges can include finding and using suitable parking areas when using a private vehicle for a portion of the journey, public transport connections, and differing levels of staff support (where support is available) for different legs of the journey [3]
- Research has found that in urban areas, **active travel routes** are associated with an increased **perception of risk**, often due to poor lighting or a lack of people using the route. This perception of crime can impact disabled people who are at a higher risk of being a victim or witnessing a crime. [3]
- There is a relatively **low participation rate in active travel** for disabled people, research has shown that disabled people with a range of learning and physical impairments, state that a reason for their lack of activity is due to the **inaccessibility of the pedestrian environment**, particularly road crossings where evidence shows they feel particularly vulnerable. The timing of crossings, a lack of working crossings and the absence of dropped kerbs are all cited as barriers, and uneven surfaces increase the chance of falling for people with

	<p>reduced mobility. For wheelchair users' obstructions such as advertising boards or bins can make the pedestrian environment particularly challenging</p> <ul style="list-style-type: none"> • Air quality depletion linked to traffic exhaust emissions can have detrimental effects on certain groups of disabled people. The British Lung Foundation states those at highest risk to air pollution effects are those already living with pre-existing health conditions, predominantly those with such lung conditions as asthma or Chronic Obstructive Pulmonary Disease (COPD). [3]
Mitigations:	See general comments above
Sex	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	<p>Women</p> <ul style="list-style-type: none"> • Identified as a group at risk of transport poverty [1] • A lack of adequate public transport creates barriers to women accessing employment and educational opportunities. This is related to their patterns of participation in the labour market. [1] • Since women are more likely to be in part-time work and exercise caring responsibilities that may require them to make multiple short journeys during a day, their transportation needs are not adequately met by the majority of transport services that are designed following a "hub and spoke model". [1] • Having less access to private means of transport such as bicycles, motorcycles and cars, women are inclined to take work closer to home, often in the informal sector, which may limit their opportunities for finding better paid or higher skilled positions. This may be exacerbated by a limited availability of part-time work or work that fits around school hours. [1] • Kamruzzaman and Hine (2012) highlighted that an understanding of access to activity spaces can shed light on the gendered dynamics of social exclusion. For example, women had more transport constraints than men, as childcare constraints meant they were less likely to take longer journeys. They were also less likely to travel at night or on weekends due to perceptions of safety, stemming from a lack of transport during these periods. [1] • Less women across the UK hold a driving license compared to men (67% versus 77%). Women also tend to not have access to a car, particularly during the day as they either cannot afford one, or the family car is being used by a partner. [3] • In terms of affordability and availability, it might not be financially convenient for women to pay for monthly or weekly transport passes when working flexibly. [3] • Caring responsibilities also tend to disproportionately fall to women and often require making multiple short journeys during a day – for example, to drop off children at school, visit family members and shop for food – which creates an additional challenge if private transport is not available. In such cases public transport services may not sufficiently interconnected, requiring journeys with several changes and a long commuting time. [3] • When involved in a road accident, women are also more likely to fall casualties than men. [3] • While fewer women tend to have access to private transport, women make greater use of taxis and PHVs in comparison to men, increasing with older age. This is despite challenges around costs and affordability as well as personal safety when using a PHV or taxi as passengers can feel vulnerable and concerned due to travelling with strangers [3] • Feelings of personal safety and security are thus a recognised barrier to women using public transport. [3]

	<ul style="list-style-type: none"> Ensuring that public transport provision is affordable and improving public transport connections, making them more reliable, would enable women to undertake better connected journeys. [3] Research evidences that gender inequality in cycling is common, with low levels of cycling among women compared to men. This could be due to cultural factors that remain in place despite an increase in the promotion of active travel. Promoting gender equality and normalising cycling culturally could benefit women in increasing the numbers of those cycling regularly [3] <p>Men</p> <ul style="list-style-type: none"> Even though men tend to undertake fewer trips per year when travelling, they tend to travel further distances. Private vehicle use and ownership is also higher amongst men, with evidence showing differences in driving habits, as well as a higher propensity to be employed in sectors that require driving, such as freight and logistics and public transport. [3] Men are in fact more likely to be involved in road traffic accidents across all transport modes this is also due to their higher propensity to use certain transport modes. [3] Younger men are also more likely to be road casualties [3] With pedestrians, female pedestrians account for just over half of journeys made by foot (52%), but men make up the majority of pedestrian casualties (57%). [3] Younger men aged 16-19 are also more likely to be victims of crime on the public transport network compared to men of all other age groups [3]
Mitigations:	See general comments above
Sexual orientation	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	<ul style="list-style-type: none"> As with religious and faith and other protected characteristic groups, safety and security – and perceptions of safety and security – when using public spaces, and public transport is a key issue for lesbian, gay and bisexual (LGB) people [3] Improvements in all aspects of transport safety, including transport infrastructure that ensures journeys can be undertaken in a safe, reliable and efficient manner, would improve feelings of personal safety and present a beneficial opportunity to all vulnerable groups when travelling, including LGB people [3]
Mitigations:	See general comments above
Pregnancy / Maternity	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	<ul style="list-style-type: none"> Public transport plays a fundamental role in supporting social inclusion for many parents with young children, and parents with young children have been identified as a group that is particularly vulnerable to social isolation. [3] Evidence also suggests that, when private transport is available, parents with young children might chose it as a preferred transport method due to its convenience and perceived safety [3] Similar to disabled people, and older people, the accessibility and design of physical spaces can also affect pregnant people and parents’ ability to travel freely with small children, especially if using pushchairs. [3] Provision of better physical accessibility of public transport, as well as availability of public transport services for all, would contribute to meeting parents’ travel needs – which may differ from travel patterns planned around working life – would enable this group to undertake more comfortable journeys while also responding to their needs and avoiding the risks of social isolation and severance. [3]

	<ul style="list-style-type: none"> Exposure to poor air quality and pollutants can also affect foetal development and cause low birth weights, premature births as well as stillbirth and miscarriage, as well as having long-lasting effects on the health of babies. [3]
Mitigations:	See general comments above
Gender reassignment	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	<ul style="list-style-type: none"> Measures that would improve feelings of safety and thus confidence in travel would present an opportunity for this group; including infrastructure measures such as CCTV at public transport infrastructure and on transport services, and the improved visibility of staff in areas where people feel particularly vulnerable, again, including public transport. The training of transport staff to ensure that they are able to offer appropriate support to transgender passengers would further support greater confidence in travel by this group. [3]
Mitigations:	See general comments above
Race	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	<ul style="list-style-type: none"> Black, Asian, and minority ethnic households consistently have the highest rates of poverty, and White British households have the lowest [1] Adults from Asian, Black or other ethnic groups took substantially fewer trips per person in 2017 than those from white or mixed groups. [1] In 2020 unemployment rates for people from Black, Asian and minority ethnic backgrounds are nearly twice those of people from White backgrounds [3] Data from Joseph Rowntree also shows that people from a Black, Asian and minority ethnic background are overrepresented in shift work [3] Access to transport for some people is tied closely to geography, and infrequent public transport services, particularly in the evening and at weekends, can impact the type of employment people are able to access and can, for example, affect the ability to undertake shift work. Research has found that this was particularly the case for ethnic minority groups concentrated in more deprived areas. [3] There is some disparity when looking at figures for people from a Black, Asian and minority ethnic background in relation to walking and cycling. DfT walking and cycling statistics suggest that people from a mixed ethnicity background were most likely to walk for travel once a week [3] In terms of cycling, DfT data suggests that Black and Asian adults are least likely to cycle [3] It has been highlighted in research that people from a Black, Asian and minority ethnic background fear racial attacks when using public transport, thus potentially causing a barrier to their use of transport networks. [3] Higher level of air pollution exposure is linked to the high proportion of Black, Asian and minority ethnic communities living in densely populated urban areas where air pollution is highest. [3]
Mitigations:	See general comments above
Religion or Belief	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	<ul style="list-style-type: none"> Safety, and perceptions of safety, are particularly important for a number of groups when using the pedestrian environment and public transport. This includes people from particular religious or faith communities, for whom concern about hate crime is a particular issue. [3] In some cases, older generations may not have English as a first language, while younger generations may have a large number of children. Barriers faced for people with multiple children include cost, journey planning and ease. [3]

	<ul style="list-style-type: none"> The geographical distribution of faith schools means that younger people at these schools may have to travel further distances to access a particular school. [3]
Mitigations:	See general comments above
Marriage & civil partnership	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	There is no current evidence to suggest that this protected characteristic group might experience transport differently today. [3]
Mitigations:	
OTHER RELEVANT CHARACTERISTICS	
Socio-Economic (deprivation)	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	<ul style="list-style-type: none"> People who depend more on the bus network for work tend to be lower paid, live in more deprived areas, and are more likely to turn down jobs due to transport issues, than those on higher incomes, who tend to use cars and trains more often. [1] Income was found to be one of the defining aspects of socio-economic inequality. Transport costs and affordability are central to the impact of transport on inequality. If transport is too expensive, then people are not able to make the journeys they need to get into work or move into education and training that could improve their prospects [1] Key vehicles for addressing poverty include welfare and public support, education, cost of living interventions, employment, and social support (e.g. health and social care services, family relationships (Joseph Rowntree Foundation 2016). [1] Membership of specific demographic groups can predict risk of poverty [1] There is a relationship between income and type of transport used. Those on lower incomes use buses more than those on higher incomes, and those on higher incomes use cars and trains more than those on lower incomes (Department for Transport 2017). This is a result of accessibility rather than choice: buses are cheaper to use than trains, and cars are expensive to own and run. [1] Access to work is greatly improved by more accessible and affordable public transport opportunities. Transport is important in obtaining a job, keeping a job, or getting a better job. Improving provision for cycling can also have a positive impact on employment opportunities. [1] Those who depend more on the bus network to participate in the labour market tend to be lower paid, reside in areas of deprivation, and are more likely to turn down employment due to transport limitations. [1] Cycling is regarded as a good way to widen travel horizons for disadvantaged individuals. [1] Support in paying for transport is a way in which cities can support people living in poverty to access and maintain work. [1] Affordability of public transport is one of the key barriers for people living on low incomes, such as people who are unemployed, in insecure or low paid work, and people who live in deprived areas. [2] People living in deprived areas are significantly more likely to use buses than other groups of people, and bus travel therefore accounts for a larger percentage of their income. [2] Evidence from the Joseph Rowntree Foundation also highlights that residents in low-income neighbourhood often find commuting options constrained by unaffordable or unreliable public transport, especially when combined with the prospect of low-paid or insecure employment. Low income jobs such as

	<p>cleaning or security roles may require early starts or late finishes when public transport is not available. Furthermore, peripheral sites of employment, such as retail, commercial and industrial parks are hard to access using the public transport system, making people living in low-income neighbourhoods more reliant on private transport. [3]</p> <ul style="list-style-type: none"> • Lower income households have higher levels of non-car ownership – female heads of house, children, younger and older people, people from a Black, Asian and minority ethnic background and disabled people are often concentrated in this statistic. [3] • There are geographical inequalities in the provision of transport and as a result differences in access to employment, healthcare, education, and other amenities occur. Often these are located in areas that already have good transport links or are due to have new transport hubs opening nearby. However, residential areas may have a wider scale of provision compared to areas of employment. The lower level of car ownership, combined with limited public transport services in many peripheral social housing estates, exacerbates issues around access to services, education and employment. [3] • Evidence suggests that people living in deprived areas face unequal access to certain modes of transport. Research has found that only a small number of deprived areas are served by the rail network, instead mostly being accessibly by local buses. Where there are train stations, they are often perceived as rundown and secluded, leading to feelings of fear about using them. [3] • People living in deprived neighbourhoods are significantly more likely to feel unsafe and believe that crime is a significant problem in the areas that they are living. [3] • A 2018 study into pedestrian safety revealed that children who live in deprived areas are at a greater risk of being involved in a road related accident (as both a passenger and a pedestrian) when compared to other children. Children living in the most deprived quintile are six times as likely to be involved in an accident than those living in the least deprived quintile. Rates of Killed or Seriously Injured casualties in relation to miles walked for people in the most deprived quintile is over double that of those living in the least deprived (0.58 and 0.28 casualties per million miles walked). [3] • There is major disparity between people living in deprived areas and communities in more affluent areas regarding the exposure of individuals to polluted air [3] • Increasing promotion and provision of active transport directly benefits people who reside in deprived areas by improving the local air quality and improving their health and wellbeing. For example, obesity rates for children are highest amongst those in deprived areas. [3] • Public transport has the potential to increase access to employment and education, in return creating economic prosperity. However, this is based on ensuring that transport networks connect more deprived areas to centres of employment and education [3] • Ensuring feelings of safety are increased will encourage more people to participate in active travel modes and use public transport that is available. Safety can be improved by the provision of quality lighting, clear sightlines and where appropriate surveillance. Furthermore, concerns around road safety can be reduced through appropriate education, signs and road markings amongst other things. [3]
Mitigations:	See general comments above
Carers	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

Potential impacts:	As with Age, Disability and Pregnancy and Maternity – policies which aim to change or limit driving or parking can have a disproportionate impact on people who are reliant on having their own transport to provide care for someone else. Being a carer can be a huge barrier to accessing services and maintaining employment. Studies show around 65% of adults have provided unpaid care for a loved one, that women have a 50% likelihood of being an unpaid carer by the age of 46 (by age 57 for men), and that young carers are often hidden and may not recognise themselves as carers.
Mitigations:	See general comments above
Other groups [Please add additional rows below to detail the impact for other relevant groups as appropriate e.g. Asylums and Refugees; Looked after Children / Care Leavers; Homelessness]	
Potential impacts:	
Mitigations:	
	It is unknown what impacts interventions may have on people with protected characteristics at this stage as we don't know what specific interventions will be proposed at specific locations. However, interventions are broadly intended to make the environments they are in more accessible and inclusive for people with protected characteristics. The types of interventions which can be implemented to support the project are outlined in Section 3.2 below. Detail regarding where specific types of interventions could go will be developed with the community at next round of the Co-Design process.

3.2 Does the proposal create any benefits for people based on their protected or other relevant characteristics?

Outline any potential benefits of the proposal and how they can be maximised. Identify how the proposal will support our Public Sector Equality Duty to:

- ✓ Eliminate unlawful discrimination for a protected group
- ✓ Advance equality of opportunity between people who share a protected characteristic and those who don't
- ✓ Foster good relations between people who share a protected characteristic and those who don't

The proposals objectives are all focused on creating more equitable environments and providing safer, more accessible, and healthier transport options for all, with the infrastructure delivered helping to support improved mental and physical health outcomes.

Infrastructure proposals will all be required to be in line with latest government guidance (e.g., LTN 1/20) which sets minimum requirements around accessibility to ensure people using mobility aids, such as walking frames, adapted bikes, or blue badge holders, are not discriminated against because of the environment's characteristics.

Through ongoing engagement (and the co-design process), issues and options to improve the accessibility and safety of scheme areas will be assessed and developed with input from a range of key stakeholders. As part of the liveable neighbourhood pilot scheme, proposals will be developed in partnership with the local community, including various local interest groups, some of which are likely to represent people with protected characteristics. As part of our early engagement work, Officers will engage with these groups locally to ensure participation in the process is possible from the start (see Section 2.4 above).

Following the first round of community engagement (Co-Design Stage 1), responses to the question 'What are the current issues?' show the following:

- The majority of respondents stated that each of the 10 indicators ([Healthy Streets | Making streets healthy places for everyone](#)) were a serious or moderate problem in their neighbourhood.
- The top three problems were: poor air quality 78%, streets too noisy with traffic 68%, and the area feels unsafe for walking and cycling 59%.
- The issue that was considered to be a minor or not a problem was whether there were places to stop and rest 45%.

It is worth noting that interventions should respond to the issues and improve access and accessibility for everyone in the project area, including people with protected characteristics.

The types of interventions (and their descriptions) that will address the above issues may include:

- **Street trees and planting:** Trees, planting and grass verges can help improve the retention of surface water and provide shade and shelter. They can be included as part of other measures such as modal filters and side road treatments.
- **Bus Gates:** A bus gate is a camera-enforced modal filter which allows buses to travel through. Bus gates improve bus journey times and reliability as most private vehicle traffic will no longer be using the road.
- **Cycle and e-scooter parking:** Cycle and e-scooter parking is often located near destination where people want to visit and provides somewhere to lock your bike for a short period of time.
- **Cycle hangars:** A cycle hangar is a covered, lockable and secure pod that sits on the road. IT takes up about the same amount of space as a parked car and it can hold six bikes securely.
- **Diagonal filter:** A diagonal modal filter can be introduced at a crossroad. This prevents motor vehicles from travelling straight across the junction but allows vehicles to turn.
- **EV charge points:** Conveniently placed charge points for electric vehicles for residents without off street parking. Charging times typically 8+ hours (depending on the EV and power on offer).
- **Modal filter:** A diagonal modal filter can be introduced at a crossroad. This prevents motor vehicles from travelling straight across.
- **One-way/banned movements:** Changes to how traffic accesses a neighbourhood can be made through making certain streets one-way or no entry. This can be useful in particularly narrow streets.
- **Parklets:** On-street car parking spaces can be repurposed for people-centred uses, such as seating, planting, play and cycle parking.
- **Pocket parks:** Modal filters could be extended to become pocket parks. Two rows of planters are used to create a central area where no motor vehicles are allowed, which can be turned into a pocket park. The size of pocket parks depends on the need for vehicles to access the area.
- **Protected cycle tracks:** Protected cycle tracks separate people walking, cycling and driving by using measures such as a different level, kerb line or a bollard. Protected cycle tracks are designed in line with government guidance.
- **Safe crossings & junctions:** Safe crossings are designed in a way that prioritises people walking and cycling, making it easier to cross streets with high levels of traffic. Zebra, parallel or signalised crossings can be used depending on the volume of traffic.
- **School Streets:** School Streets turn streets around schools into priority zones for people to walk and cycle and restricts car use at the start and end of the school day. Residents can be exempted from the restrictions, which can be enforced by collapsible bollards or movable barriers often operated by school staff or volunteers.
- **Side road treatments:** Involves making changes to reduce vehicle speeds and create an environment which prioritises walking, cycling and scooting. Treatments can include continuous footways, cycle tracks and speed tables.
- **Street Art:** Street art can be used as a low-cost approach to raise awareness of a change in the use or environment of a street and/or encourage reduced vehicle speeds. Street art can also be used as a form of wayfinding to help direct and connect people to places.
- **Street Lighting:** Street lighting can be installed on lampposts or at ground level to help illuminate spaces and enhance visibility at night.

Step 4: Impact

4.1 How has the equality impact assessment informed or changed the proposal?

What are the main conclusions of this assessment? Use this section to provide an overview of your findings. This summary can be included in decision pathway reports etc.

If you have identified any significant negative impacts which cannot be mitigated, provide a justification showing how the proposal is proportionate, necessary, and appropriate despite this.

Summary of significant negative impacts and how they can be mitigated or justified:

There is the potential for some schemes to require the removal or relocation of vehicle parking. In areas where disabled parking bays are located and may be subject to change, we will engage with the relevant groups to assess the impact and develop options which mitigate any negative impact with these groups.

Following the next round of the Co-Design process (Stage 2 – Co-Develop), we will have a much clearer understanding of how specific types of interventions in specific locations could impact upon people with protected characteristics.

The Quality Assurance process within the BCC City Transport Service will ensure proposed and implemented interventions do not result in reduced accessibility for people with protected characteristics, as all proposals will go through a process of scrutiny to ensure they are compliant with current legislation.

Summary of positive impacts / opportunities to promote the Public Sector Equality Duty:

As noted previously, the scheme’s objectives are intended to provide more equitable spaces and transport options for people which can address imbalances around access to services and everyday living.

Post-trialling interventions, via the use of temporary materials, the scheme is intended to increase the accessibility, safety, and health (air quality and increased propensity to walk and cycle) of the project area. Any mitigations required as a result of the scheme being implemented will be developed with the community and will aim to minimise any negative aspects which result from the re-routing of private vehicle access.

The development and delivery of the scheme will involve meaningful co-working with multiple agencies, including groups representatives disabled people and those with protected characteristics, via the Co-Design process. The process provides the best opportunity for outcomes to meet the needs of the wider community, and not only a small minority who may be more mobilised than those from seldom heard groups.

The Co-Design process is intended to ensure as wide a range of people can engage with the development of solutions to the issues raised in Stage 1. We will ensure minimum thresholds are met in terms of meaningful engagement with people who have protected characteristics throughout and following Stage 2, to ensure its validity.

4.2 Action Plan

Use this section to set out any actions you have identified to improve data, mitigate issues, or maximise opportunities etc. If an action is to meet the needs of a particular protected group please specify this.

Improvement / action required	Responsible Officer	Timescale
Engagement with stakeholders following a co-design process	Sam Kirby, delegated to dedicated transport engagement officers TBC	Q3 2023-24 onwards

4.3 How will the impact of your proposal and actions be measured?

How will you know if you have been successful? Once the activity has been implemented this equality impact assessment should be periodically reviewed to make sure your changes have been effective your approach is still appropriate.

Monitoring and evaluation of liveable neighbourhood schemes post-implementation is crucial for data-led evidence to test their success against the original objectives. This is known as ‘legacy’ and whilst evidence is gathered on changing travel behaviours, traffic collisions, air quality improvements etc, evidence is also collected to assess positive and negative impacts of the interventions on people with protected characteristics.

Evaluation approaches can involve:

- **Community surveys:** Community surveys carried out in cohorts for each LN area to capture public feedback and for monitoring travel behaviour and social impacts.
- **Secondary data collation:** Collation of information from existing datasets that are collected at regular intervals to report on progress against the LN objectives

Evaluating schemes against their objectives can be done using both quantitative and qualitative methods. If, for example, one objective of a scheme is to 'Improve residents' physical and mental health and wellbeing', monitoring could be done through community surveys, before and after audits (e.g., Healthy Streets indicators) or the 'Quality of Life' survey. This approach describes a minimum level of monitoring and evaluation to be carried out for each scheme that is necessary to evidence their success against their intended objectives.

The monitoring and evaluation approach should consider additional or varying monitoring and evaluation. This could include:

- Adaptations to community surveys to capture evaluative feedback on themes identified from the community engagement within a scheme area (to ensure there is an appropriate feedback loop on issues important to the local community and which captures a representative evidence base from people with protected characteristics).
- Widening community surveys within a scheme area to include a broader range of public feedback and/or include specific stakeholder groups (if there is under-representation from people with protected characteristics).
- Additional qualitative monitoring, including focus groups with specific stakeholder, disability, or community groups, or to capture more in-depth evidence from participants of surveys.
- Expanding data collection to include a wider study area if there remains an under-representation of people with protected characteristics).
- Additional monitoring tools e.g., parking surveys (pedestrians, cyclists, and cars) to understand the varying groups of people travelling to and through the scheme areas.


Where temporary materials are used to trial interventions (generally when an Experimental Traffic Regulation Order is in place, which can span 6-18 months), changes can be made based on stakeholder feedback to help mitigate any unintended consequences of the trial. To allow for meaningful evidence to be gathered and changes to be made during trials data gathering should be done:

- Before any scheme delivery has occurred. Baseline community survey should be undertaken and count data to form an understanding of the current situation.
- Post implementation- once measures are installed on a temporary basis. First iteration of comparative data should be undertaken and the carrying out of community surveys, traffic counts etc.
- Once adaptations have been made during the trial period and a permanent scheme is delivered, a second iteration of comparative data should be undertaken and the carrying out of community surveys, traffic counts etc completed.

This will continue to be reviewed after each stage of the Co-Design process as the project progresses.

Step 5: Review

The Equality and Inclusion Team need at least five working days to comment and feedback on your EqIA. EqIAs should only be marked as reviewed when they provide sufficient information for decision-makers on the equalities impact of the proposal. Please seek feedback and review from the [Equality and Inclusion Team](#) before requesting sign off from your Director¹.

<p>Equality and Inclusion Team Review: <i>Reviewed by Equality and Inclusion Team</i></p>	<p>Director Sign-Off: </p>
<p>Date: 12/09/2022</p>	<p>Date: 12.9.2022</p>

¹ Review by the Equality and Inclusion Team confirms there is sufficient analysis for decision makers to consider the likely equality impacts at this stage. This is not an endorsement or approval of the proposal.

Eco Impact Checklist

Title of report: East Bristol Liveable Neighbourhood Pilot: Outline Business Case				
Report author: Samuel Green				
Anticipated date of key decision: 4 April 2023				
Summary of proposals: This report seeks retrospective approval from Cabinet for the submission of the Outline Business Case (OBC) for the East Bristol Liveable Neighbourhood scheme to the West of England Combined Authority (WECA), and the acceptance of development funds to deliver a temporary/trial scheme as part of the Full Business Case (FBC).				
Will the proposal impact on...	Yes/No	+ive or -ive	If Yes...	
			Briefly describe impact	Briefly describe Mitigation measures
Emission of Climate Changing Gases?	Yes	+ive	The scheme supports active and sustainable transport infrastructure and removes/restricts private vehicle access at various locations across the project area.	
Bristol's resilience to the effects of climate change?	Yes	+ive	The scheme is likely to result in less vehicle miles, and therefore less vehicle emissions within the project area because of the prohibition of access.	
Consumption of non-renewable resources?	Yes	-ive	Decarbonising the transport network will lead to reduced consumption of fossil fuels, however it will also require the consumption of various non-renewable resources through the delivery of improved active and sustainable transport infrastructure.	Increased circular use of resources when delivering proposed changes to infrastructure is required to mitigate against consumption of non-renewable resources. However, this is limited to the ability of BCC's Framework contractors to do so.
Production, recycling, or disposal of waste	Yes	TBD	The scheme will lead to changes in the use of private vehicles in the project area and	The project team have engaged with BCC's internal Service and Waste Teams, as well as

			an intended increase in more sustainable servicing vehicles (e.g., electric vans, cargo bikes). Changes in infrastructure are intended, in part, to support this.	key local stakeholders to help best understand how to support recycling (and other service) schemes where possible
The appearance of the city?	Yes	+ive	The scheme is intended to result in greater levels of cycling and walking infrastructure and will deliver increased greening.	
Pollution to land, water, or air?	No		None	
Wildlife and habitats?	Yes	+ive	The scheme proposes an increase in green infrastructure, intended to achieve biodiversity net gain.	
Consulted with:				
Summary of impacts and Mitigation - <u>to go into the main Cabinet/ Council Report</u>				
<p>The significant impacts of this proposal are associated with materials and energy use arising from infrastructure changes. The negative effects of these impacts are expected to be outweighed by the positive effects on air quality, green infrastructure and reduced ongoing carbon emissions from modal shift and greater uptake of sustainable transport options.</p> <p>The proposals include the following measures to mitigate the impacts... Increased circular use of resources when delivering proposed changes to infrastructure where possible.</p> <p>The net effects of the proposals are expected to be positive.</p>				
Checklist completed by:				
Name:			Samuel Green	
Dept.:			Sustainable Transport	
Extension:				
Date:			20.01.2023	
Verified by Environmental Performance Team			Daniel Shelton 25.01.2023	

Decision Pathway – Report

PURPOSE: Key decision

MEETING: Cabinet

DATE: 04 April 2023

TITLE	Underfall Yard Sluices - Increase in Authorised Spend Following Successful EA Grant Bid		
Ward(s)	Hotwells and Harbourside		
Author: Thomas Pawley	Job title: Principal Docks Engineer		
Cabinet lead: Mayor Marvin Rees	Executive Director lead: John Smith; Interim Executive Director Growth and Regeneration		
Proposal origin: BCC Staff			
Decision maker Cabinet			
Decision forum: Cabinet			
Purpose of Report:			
<ol style="list-style-type: none"> 1. To inform Cabinet of the successful £1.75m grant bid with the Environment Agency. 2. To authorise an increase in the spend from “up to £1.25m” to “up to £1.75m”. 			
Evidence Base:			
<ol style="list-style-type: none"> 1. Cabinet report “Urgent works to the Underfall Yard Sluices” was approved in December 2021. Under this report it was recommended that Cabinet: <ol style="list-style-type: none"> 1. <i>Note the position in relation to the condition and potential works required to the Underfall Yard sluices.</i> 2. <i>Approve the spend of up to £1.25m for works to the Underfall Yard sluices as outlined in this report.</i> 3. <i>Authorise the Executive Director Growth and Regeneration in consultation with the Mayor to submit a funding application to the Environment Agency for up to £1.25m.</i> 4. <i>Authorise the Executive Director, Growth and Regeneration, to accept and spend the funding to undertake works to the Underfall Yard sluices as outlined in this report, to include the procurement and award of contracts up to the value of the funding received and to include decisions above the key decision threshold.</i> 5. <i>Approve the reallocation of up to £0.7m Capital expenditure funding from the existing Highways capital budget.</i> 2. At the time of writing the cabinet report, BCC didn’t have all the information required for the Outline Business Case (OBC) for the Environment Agency (EA), and it was estimated that the maximum grant BCC could get was up to £1.25m. 3. The OBC was then prepared to support the grant application and showed a strong case for the work to be fully funded by grant in aid. Construction costs are estimated to be £919k, with eligible costs incurred to date of £50k. However, when risk and optimism bias is accounted for, the total project costs are estimated at £1.75m. 4. Following this, at EDM in July 2022 a subsequent report was submitted and a decision (Decision Log Ref GR-D-205) was made to increase the bid to the EA by £500k. 5. In February 2023 BCC received confirmation that our bid with the EA was successful for £1,750,252, which includes a contingency of £781,121. This means that the works will be fully funded by the EA. 6. As the grant amount from the EA is now fully known, the amount we have approval to spend now needs to be updated accordingly. 			

<p>Cabinet Member / Officer Recommendations: That Cabinet:</p> <ol style="list-style-type: none"> Note the previous Cabinet approval in December 2021. Approve the increase in the spend to up to £1,750,252 for works to the Underfall Yard sluices. Authorise the Executive Director Growth and Regeneration in consultation with the Mayor to take all steps required to accept and spend the funding of up to £1,750,252 (including procuring and awarding contracts over the key decision threshold) for works to the Underfall Yard sluices as outlined in this report.
<p>Corporate Strategy alignment:</p> <ol style="list-style-type: none"> The floating harbour is a quintessential part of the city, of which the Underfall Yard sluices are one of the key components. Ensuring that the sluices are in their best possible condition is critical for us to deliver our corporate strategy.
<p>City Benefits:</p> <ol style="list-style-type: none"> By increasing the spend amount, all works to sluices will be achievable.
<p>Consultation Details:</p> <ol style="list-style-type: none"> The BCC Flood Management Team have been in engagement with the EA.
<p>Background Documents:</p> <ol style="list-style-type: none"> Underfall Yard Decision Details - https://democracy.bristol.gov.uk/ieDecisionDetails.aspx?ID=1200.

Revenue Cost	£0	Source of Revenue Funding	None
Capital Cost	Up to £1,750,252	Source of Capital Funding	EA Grant
One off cost <input checked="" type="checkbox"/>	Ongoing cost <input type="checkbox"/>	Saving Proposal <input type="checkbox"/>	Income generation proposal <input type="checkbox"/>

<p>Required information to be completed by Financial/Legal/ICT/ HR partners:</p> <p>1. Finance Advice:</p> <p>a. The docks sluices at Underfall Yard are not operating correctly and need investment to repair and prevent potential flooding, damage to the dock's infrastructure and local businesses.</p> <p>b. This issue has required urgent action and discussion with the Environment Agency (EA) to assess the problem and funding available.</p> <p>c. Initial funding estimates suggested that the EA would provide BCC with grant funding up to £1.25m.</p> <p>d. Following further discussions with EA, the grant funding has now been increased by £0.5m, with up to £1.75m available to fully fund the project.</p> <p>e. The reallocation of up to £0.7m Capital expenditure funding from the existing Highways capital budget is no longer required.</p> <p>f. The project will have several risks, including:</p> <ul style="list-style-type: none"> * The risk that unforeseen work and additional costs could be uncovered once work on the site commences. * The timescales to complete the work and secure the grant funding from the EA. * The risk of obtaining the specialist materials and parts needed to complete the project in the timescale. * Damage to the docks, surrounding infrastructure and businesses, if the sluice gates fail and flooding occurs, during the project. * Reputation damage to the Council, potential legal and insurance costs associated. <p>g. These risks will need to be managed closely by the Service. There has been some allowance and contingency for the financial risks in the grant.</p> <p>h. Project delivery will also require strong contract management to ensure materials, timescales and funds are maximised leading to less risk of physical and reputational damage and the associated costs of this.</p> <p>Finance Business Partner: Kayode Olagundoye, Interim Finance Business Partner, Growth and Regeneration, 8th March 2023.</p> <p>2. Legal Advice: The submission of the bid for grant funding does not raise any specific legal implications. The procurement process to spend the funding must be conducted in line with the 2015 Procurement Regulations and the Councils own procurement rules. Legal services will advise and assist officers with regard to the conduct of the</p>

procurement process and the resulting contractual arrangements.		
Legal Team Leader: Husinara Jones, Team Manager/Solicitor - 28 February 2023.		
3. Implications on IT: As critical outdated IT infrastructure is to be replaced as part of these works, IT are supportive of this program.		
IT Team Leader: Alex Simpson, Senior Solution Architect – 3 March 2023.		
4. HR Advice: There are no HR implications evident.		
HR Partner: Celia Williams, HR Business Partner – Growth and Regeneration – 27 February 2023.		
EDM Sign-off	Stephen Peacock, Executive Director Growth and Regeneration	1 March 2023
Cabinet Member sign-off	Mayor's Office	2 March 2023
For Key Decisions - Mayor's Office sign-off	Mayor's Office	6 March 2023

Appendix A – Further essential background / detail on the proposal Urgent works to the Underfall Yard Sluices – Decision Pathway Report – 14th December 2021	YES
Appendix B – Details of consultation carried out - internal and external	NO
Appendix C – Summary of any engagement with scrutiny	NO
Appendix D – Risk assessment	YES
Appendix E – Equalities screening / impact assessment of proposal	YES
Appendix F – Eco-impact screening/ impact assessment of proposal	YES
Appendix G – Financial Advice	NO
Appendix H – Legal Advice	NO
Appendix I – Exempt Information	No
Appendix J – HR advice	NO
Appendix K – ICT	NO
Appendix L – Procurement	NO

Underfall Yard Sluices - Increase in Authorised Spend Following Successful EA Grant Bid - Risk Register

Negative Risks that offer a threat to Urgent works to the Underfall Yard Sluices and its Aims (Aim - Reduce Level of Risk)

Ref	Risk Description	Key Causes	Key Consequence	Status Open / Closed	Strategic Theme	Risk Category	Risk Owner	Key Mitigations	Direction of travel	Current Risk Level			Monetary Impact of Risk £k	Risk Tolerance			
										Likelihood	Impact	Risk Rating		Likelihood	Impact	Risk Rating	Date
1	Increase not approved	Cabinet doesn't authorise the increase.	Should the works cost more (everything is more expensive than it was in 2021) not everything will be achieved and BCC might have to cover any additional contingency.	Open			BCC	Bid is fully funded by the EA which includes over £700k in contingency. No mitigations in place for this to not be approved.		1	4	4	Up to £500k	1	4	4	
2	Delay in sign off with the EA	Delay in signing off for the full amount with the EA due to no approval to spend the full amount being in place.	Potential loss of up to the full amount.	Open			BCC	EA emailed and situation explained. Report to increase spending being approved as quickly as possible.		3	5	15	Up to £1.75m	1	5	5	

Equality Impact Assessment [version 2.9]



Title: Urgent works to the Underfall Yard Sluices	
<input type="checkbox"/> Policy <input type="checkbox"/> Strategy <input checked="" type="checkbox"/> Function <input type="checkbox"/> Service <input type="checkbox"/> Other [please state]	<input checked="" type="checkbox"/> New <input type="checkbox"/> Already exists / review <input type="checkbox"/> Changing
Directorate: Growth and Regeneration	Lead Officer name: Thomas Pawley
Service Area: Natural and Marine Environment	Lead Officer role: Principal Docks Engineer

Step 1: What do we want to do?

The purpose of an Equality Impact Assessment is to assist decision makers in understanding the impact of proposals as part of their duties under the Equality Act 2010. Detailed guidance to support completion can be found here [Equality Impact Assessments \(EqIA\) \(sharepoint.com\)](#).

This assessment should be started at the beginning of the process by someone with a good knowledge of the proposal and service area, and sufficient influence over the proposal. It is good practice to take a team approach to completing the equality impact assessment. Please contact the [Equality and Inclusion Team](#) early for advice and feedback.

1.1 What are the aims and objectives/purpose of this proposal?

Briefly explain the purpose of the proposal and why it is needed. Describe who it is aimed at and the intended aims / outcomes. Where known also summarise the key actions you plan to undertake. Please use plain English, avoiding jargon and acronyms. Equality Impact Assessments are viewed by a wide range of people including decision-makers and the wider public.

Repair the sluices and their associated equipment at Underfall Yard, following the findings in the Underfall Yard MEICA Inspection Report.

1.2 Who will the proposal have the potential to affect?

<input checked="" type="checkbox"/> Bristol City Council workforce	<input checked="" type="checkbox"/> Service users	<input checked="" type="checkbox"/> The wider community
<input type="checkbox"/> Commissioned services	<input checked="" type="checkbox"/> City partners / Stakeholder organisations	
Additional comments: This will have an impact on anyone who lives, works or uses the floating harbour and surrounding areas.		

1.3 Will the proposal have an equality impact?

Could the proposal affect access levels of representation or participation in a service, or does it have the potential to change e.g. quality of life: health, education, or standard of living etc.?

If 'No' explain why you are sure there will be no equality impact, then skip steps 2-4 and request review by Equality and Inclusion Team.


If 'Yes' complete the rest of this assessment, or if you plan to complete the assessment at a later stage please state this clearly here and request review by the Equality and Inclusion Team.

<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	[please select]
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We have not identified any equality impact from the proposal to repair the Underfall Yard sluices. The defects are not accessible to anyone other than the Harbour/Dock Staff and we do not anticipate any significant disruption or lack of accessibility during works.

Step 5: Review

The Equality and Inclusion Team need at least five working days to comment and feedback on your EqIA. EqIAs should only be marked as reviewed when they provide sufficient information for decision-makers on the equalities impact of the proposal. Please seek feedback and review from the Equality and Inclusion Team before requesting sign off from your Director¹.

Equality and Inclusion Team Review: <i>Reviewed by Equality and Inclusion Team</i>	Director Sign-Off: 
Date: 28 February 2023	Date: 13 March 2023

¹ Review by the Equality and Inclusion Team confirms there is sufficient analysis for decision makers to consider the likely equality impacts at this stage. This is not an endorsement or approval of the proposal.

Eco Impact Checklist

Title of report: Underfall Yard Sluices				
Report author: Thomas Pawley				
Anticipated date of key decision: ASAP				
Summary of proposals: Repair the sluices at Underfall Yard, following the findings in the Underfall Yard MEICA Inspection Report				
Will the proposal impact on...	Yes/No	+ive or -ive	If Yes...	
			Briefly describe impact	Briefly describe Mitigation measures
Emission of Climate Changing Gases?	No			
Bristol's resilience to the effects of climate change?	Yes	+ive	The Underfall Yard sluices form part of our flood defence. Thus, ensuring their operation is critical in preventing flooding to properties around the harbour.	Repair works should be carried out on the sluices.
Consumption of non-renewable resources?	Yes	-ive	The proposed repair works will require the consumption of non-renewable resources.	New components will be sourced only as required. The nature of the works means that there are few to no alternative options available in terms of sourcing different materials.
Production, recycling or disposal of waste	Yes	-ive	Replacement of existing components will require their removal and disposal.	Removed components will be recycled wherever possible in line with best practice for site waste disposal.
The appearance of the city?	Yes	+ive	The Underfall Sluices are critical to floating harbour. Failure of these could have a major impact on the appearance of the city.	Repair work should be carried out on the sluices.
Pollution to land, water, or air?	No			
Wildlife and habitats?	No			
Consulted with: N/A				
Summary of impacts and Mitigation - <u>to go into the main Cabinet/ Council Report</u>				
The significant impacts of this proposal are to ensure that the Underfall Yard Sluices remain operational. Failure of the sluices could have a major negative impact on the appearance of the city and its resilience to flood				
The proposals include the following measures to mitigate the impacts. Repair the sluices & associated equipment.				

The net effects of the proposals are to ensure that the Underfall Yard Sluices are repaired and continue to operate for a significant length of time with minimal issues.

Checklist completed by:

Name:	Thomas Pawley
Dept.:	Docks Engineering
Extension:	+447920274220
Date:	27 th February 2023
Verified by Environmental Performance Team	Daniel Shelton Reviewed 01.03.23

Decision Pathway – Report

PURPOSE: Key decision

MEETING: Cabinet

DATE: 04 April 2023

TITLE	Housing Allocation Review – Recommended Policy Changes		
Ward(s)	Citywide		
Author: Liz Dewing	Job title: Project Manager		
Cabinet lead: Cllr Tom Renhard, Cabinet Member for Housing Delivery and Homes	Executive Director lead: John Smith, Interim Executive Director Growth and Regeneration		
Proposal origin: Councillor			
Decision maker: Cabinet Member Decision forum: Cabinet			
Purpose of Report:			
<ol style="list-style-type: none"> 1. to approve the recommended policy changes to the Bristol Housing Allocation Scheme (known as HomeChoice Bristol), and 2. to approve the implementation approach proposed to introduce the above-mentioned changes 3. to provide supplementary information regarding wider improvement proposals that are under consideration for future implementation as and when the necessary capacity and technology enablers become available 			
Evidence Base: One of the commitments in the Homes and Communities theme of the Corporate Strategy is to ‘review the system for allocating social housing’. This work is in direct response to that commitment.			
a) Background			
<p>Following an extensive process of research and wide-ranging engagement with affected stakeholders to review the current Allocations Scheme, a 12-week public consultation and detailed consideration of the consultation results, a number of changes to the Bristol Housing Allocation Scheme (known as HomeChoice Bristol) are being recommended.</p> <p>The Bristol Housing Allocation Policy is used by Bristol City Council and its partner housing associations to allocate social housing. Enabled through the HomeChoice Bristol system, it comprises a housing register, a single set of qualification criteria, a priority banding system and an arrangement for advertising properties.</p> <p>In 2019 a review of the Policy was initiated in response to challenges that had been identified since the last review in 2014. The review was interrupted by Covid-19 pandemic and restarted in Q3 2022.</p>			
b) The issues			
<p>The issues considered included but are not limited to the following:</p> <ul style="list-style-type: none"> • The system has four bands to prioritise housing need where those in highest need are assessed to Band 1 and those in the Band 4 are deemed to have no immediate housing need. More than half of those on the register currently fall into Band 4. This means significant time is spent processing applications from households that are unlikely ever to be offered council housing. • Households in the two lowest bands (3 and 4) receive few offers 			

- The shortage of housing stock severely impacts on our ability to provide a satisfactory service
- It doesn't help create mixed and balanced communities.

c) Key statistics

There are currently over 19,000 households on the Housing Register, with approximately 500 new cases being added per month.

In the year April 2021 to March 2022 only 1510 allocations were made. This is down from approximately 3000 per annum a decade ago.

Additional statistics can be found in Appendix A1 Housing Allocation Review Additional Evidence 2023 03 20 and Appendix A3 Homelessness Data Insights

At the time of writing more than half of those on the housing register are assessed to Band 4 from which they have a less than 1% chance of being housed unless it is in age-restricted or SHOP accommodation.

In addition to the challenges of massive over-subscription for the limited housing stock, the council also faces increasing financial pressure arising from:

- high volumes of people requiring temporary accommodation
- the need to facilitate the exit of Care Leavers into independent living
- the need to make adequate provision for clients moving on from care settings

d) Scope of review

The review looked into ways of addressing the listed issues and other concerns with the intention of implementing a revised Housing Allocation scheme that improves the Service's ability to:

- House those in greatest need
- Be more efficient and use user friendly for applicants, the council, housing associations and other partner organisations
- Give realistic expectations about being housed to those who join the HomeChoice Bristol register
- Support more mixed, balanced, sustainable communities

It also considered ways in which the review might further support the council's drive to deal with the financial pressures described above.

The review considered the policy itself, as well as the way the policy is delivered through systems, people and processes

e) Process followed

The review took into consideration input that was gathered from experts, advisory organisations, and those with lived experience through the submission of professional papers, facilitated forums and focus groups.

This included setting up a Members' Working Group, a Resident's Working Group, running 11 focus groups (to listen to the needs of special interest groups including people who have experienced domestic violence and harassment, older people, young people, people leaving care facilities, people living with disabilities and others), and facilitating a series of online journey-mapping workshops to gather input on the current policy and process from attendees drawn from councillors, officers, residents, providers and advisory organisations.

It also undertook research into the way other local authorities are addressing similar issues as well as desktop research into local trends and international perspectives.

Following a 12 -week public consultation and analysis of the feedback received a detailed Consultation Report was produced (See Appendix B Final Housing Allocations Review Consultation Report).

The Consultation findings were discussed in numerous Project Board Sessions between October and January, summary views of the outcomes were circulated and debated. Feedback from the 3 October Communities Scrutiny Commission engagement were considered. (Ref Background Documents below – Communities Scrutiny Committee Minutes 3 Oct 2022) Further discussions were held with other Local Authorities who have already implemented changes that we are proposing proposals below as well as those who intend making similar recommendations.

As a result of the research, consultation, and subsequent extensive debate the following changes are recommended.

f) Timing of changes

In between the start of the review in 2019 and its completion, a major initiative to replace all the Housing IT systems has been started and NEC has been appointed as the preferred supplier. This programme affects the ability to implement some of the recommended changes.

Given the cost and complexity associated with several of the recommended changes it is not viable or possible to make changes to current system which is to be decommissioned when the new technology is introduced. Some of the changes will therefore be made sooner than others.

The relative immediacy of the changes is noted in the recommendations as follows:

- **Priority 1** – short term changes that will be introduced as soon as possible and which are included in the initial rewrite of the Policy.
- **Priority 2** – medium term changes that may be introduced ahead of the new technology.

Both priority 1 and priority 2 changes involve manual workarounds and temporary solutions that will be replaced when the new technology is available to enable the required functionality.

- **Priority 3** – long term and tech dependent. These are changes that are fully dependent on technological enablement and which we cannot introduce until such time as the new technology becomes available.

Replacing the priority 1 and priority 2 interim solutions and enabling the priority 3 changes will form part of the scope of the implementation of the new technology for Housing Supply.

1. POLICY CHANGE RECOMMENDATIONS

Policy changes were developed under three categories: Changes affecting the allocation model, changes affecting how cases are prioritised, and changes that improve the ability to manage the imbalance between demand and supply.

- 1.1 Adopt 'Managed Choice' model with up to 50% of allocations being made by means of direct offer. (Priority 1)
- 1.2 Improve access for those leaving supported care (Priority 1)
- 1.3 Increase the priority of Care- Leavers to Band 1 (Priority 1)
- 1.4 Extend the use of Local Lettings Policies (Priority 1)
- 1.5 Increase the priority of a defined set of under-occupiers to Band 1 (Priority 2)

- 1.6 Consolidate all categories of homelessness to band 2 (Priority 2)
- 1.7 Introduce a 'new deal' for the homeless at home (Priority 2)
- 1.8 Increase differentiation of cases with composite needs by assigning a 12-month backdate where three or more qualifying needs are present (Priority 2)
- 1.9 Amendments to the thresholds for savings and for income (Priority 3)
- 1.10 Place bidding restrictions on band 4 (Priority 3)

Changes we are NOT making

Following the consultation and further subsequent analysis we will not be changing the following:

- Approach to retention of effective date - the rule remains that effective date is retained when going down in priority band and is reset when priority band is increased.
- Debt threshold – the current threshold of £500 will remain.

2. IMPLEMENTATION APPROACH RECOMMENDATION

A 'Big Bang' approach would require that changes only be introduced when the new technology is implemented (Go-live est. October 2024). Given the expectation of change that has been created as a result of the extensive engagement undertaken by this project, as well as the urgency behind a number of the recommended changes, we do not believe this delay to be advisable.

Due to this need to deliver some of the recommended changes ahead of the implementation of new technology, as well as the demanding nature of the interim solutions which require manual intervention and workarounds, it is recommended that the introduction of the changes be phased in over 12 to 18 months.

The Priority 1 changes are to be introduced with the first implementation as soon as possible after Cabinet approval. Thereafter the Service, in consultation with the Member for Housing, will decide the intervals and sequence in which the remaining Priority 2 changes will be implemented.

The Priority 3 changes and the conversion of interim solutions to fully technologically enabled solutions will be in the scope of the implementation of the new Housing Systems solution.

OTHER ACTIONS TO BE UNDERTAKEN

In addition to the recommendations for specific policy changes listed above, a number of enabling activities are to be undertaken and a number of additional improvements are being explored further.

3 Enabling Activities

3.1 Review of Partnership Agreement

A review is underway to update data, information sharing and other regulatory aspects, but also to re-align principles and operating practices between BCC and our housing partners. (See Appendix A2 HOTS BCC Housing Partnership Agreement Review 2023 01 26)

3.2 General Policy Rewrite

Apart from the policy changes recommended above, the entire policy has been rewritten to improve ease of reading and understanding. This has been achieved through:

- Changes in format and layout,
- Additional content e.g. expanded glossary of terms, additional definitions and explanatory appendices,
- Plain and simple language i.e. removing jargon and explaining any acronyms

The Starting Version of the rewritten policy is attached in Appendix A5 HCB Allocation Scheme Draft Initial State 2023 03 20.

The draft of the final version is attached in Appendix A6 HCB Allocation Scheme Draft Final State 2023 03 20 and represents a projected view of the final Policy once the implementation of all proposed changes has been completed.

It is important to note that details of some items may be affected by the introduction of new technology.

Any further amendments are expected to be matters of technicality in implementation and expression rather than on the actual changes put forward.

3.3 'Housekeeping' undertaking

The efficiency of the housing register relies on the case data being as accurate, complete and up-to-date as possible. Following the challenges created by the Covid-19 pandemic significant work has been done to bring the processing backlog that had built up back within acceptable timeframes.

A major 'house-keeping' exercise is planned to clean up the housing register with a focus on validating the details of new applicant cases in bands 1 and 2, then tenant cases in bands 1 and 2, and thereafter validating cases in lower bands and removing cases that are no longer valid. It's estimated that this could result in a reduction in active cases of up to 15%.

3.4 Downsizing Pilot

Run a 12-18 month pilot project to test different ways of extending the downsizing support offering in order to:

- access more in-demand properties, by encouraging a greater number of under-occupiers to move to suitable sized premises,
- better meet the needs of existing council tenants and new applicants,
- establish which incentives are most effective and
- establish what it would cost to implement these either for a period of time (until under-occupancy has been reduced to a specific volume), or permanently (because under-occupancy rates should be managed on a longer-term basis)

4 Other

Over and above the process changes associated with some of the policy changes detailed in the Cabinet Paper, there are a number of other process improvements that we believe would greatly help with:

- better managing people's expectations from the start and throughout their HomeChoice journey, (improve user experience)
- equipping them with information and insights to help them demonstrate greater individual agency and not rely so heavily on Customer Service Centre/Customer Service Point and other BCC staff for support in the process (improve efficiency)
- addressing numerous issues raised by participants in the research stage of the project (improve user-friendliness)

A summary view of these proposed process improvements can be found in section 4 of Appendix A1- Housing Allocation Review Additional Evidence, and Appendix A4 - Application Principles and Recommendations

Cabinet Member/ Officer Recommendations:

That Cabinet:

1. Approve the recommended Policy Changes 1.1 to 1.10 as outlined in this report
2. Approve the recommended implementation approach as outlined in this report
3. Authorise the Executive Director Growth and Regeneration, in consultation with the Cabinet Member Housing Delivery and Homes, to take all steps required to approve and implement the finalised Bristol Housing Allocation Scheme, including making such minor amendments as are required to finalise the policy as outlined in this report.
4. Note the outcome of the consultation as set out in Appendix B – Final Housing Allocations Review Consultation Report

Corporate Strategy alignment:

1. There is a commitment in the Homes and Communities theme of the Corporate Strategy to ‘review the system for allocating social housing’. This work is in direct response to that commitment. It also aligns with the commitments to ‘reduce and prevent homelessness and rough sleeping, tackling the underlying causes’, and ‘reduce the number of households in temporary accommodation’

City Benefits:

1. Many groups with protected characteristics are currently over-represented on the housing register. Disabled people, for example, comprise around 44% of those on the housing register, compared to just around 17% identifying as having a long-term health problem or disability citywide. By increasing our ability to intervene to match people to suitable properties and make them direct offers we believe we will be able to address homelessness and other critical situations and move people on into suitable properties faster.

Consultation Details:

1. Multiple public engagements were held between 2019 and June 2022 to engage with a wide base of stakeholders in developing the proposals
2. Public Consultation took place over a 12- week period from 15 July 2022 to 7 October 2022
3. Developing Proposals were discussed at Communities Scrutiny Commission 3 October 2022
4. Presentations to Housing Management Board May '21, March '22, Jan '23
5. Regular updates to Bristol Homes and Communities Board since March '22

Background Documents:

[Corporate Strategy](#) – Ref HC1, p41
[Communities Scrutiny Commission 3 October 2022](#)
[Housing Management Board](#) Ref Meetings 20 Oct 2021, 30 May 2022, 26 Jan 2023
[Bristol Homes and Communities Board](#) since March '22

Revenue Cost	N/A	Source of Revenue Funding	N/A
Capital Cost	N/A	Source of Capital Funding	N/A
One off cost <input type="checkbox"/>	Ongoing cost <input type="checkbox"/>	Saving Proposal <input type="checkbox"/>	Income generation proposal <input type="checkbox"/>

Required information to be completed by Financial/Legal/ICT/ HR partners:

1. Finance Advice: The current housing issues experienced both nationally and within Bristol City are putting severe pressure on the council’s housing allocations and budgets. There are significant costs associated with housing generally, including managing the allocations service, managing the provision of council housing, and providing

services to those experiencing homelessness or the threat of homelessness.

All of these are affected over time by the demand for housing. The allocations policy is how that demand is allocated to existing properties. As such, changes to the plan will be funded from existing budget provision.

The changes to the allocations policy set out in the report are expected to assist in managing those pressures and assist in officers making the best use of the resources available.

Finance Business Partner: Archa Campbell, Interim Finance Manager, Housing and Landlord Services 1 February 2023

2. Legal Advice:

Housing authorities are required to have a housing allocation scheme to determine how they select a person to be a secure or introductory tenant of their accommodation and how to determine priorities between applicants. All aspects of the allocation process must be covered in the scheme. As required by s.166A (12) Housing Act 1996 Bristol City council have had regard to the current tenancy and homelessness strategies when modifying the scheme.

The revised Policy is lawful. Legal advice has been provided and incorporated on the proposals both ahead of Consultation and on the draft versions of the Policy included in this report.

The consultation responses in Appendix B must be conscientiously taken into account in finalising the decision. The leading cases on consultation provide that consultation should occur when proposals are at a formative stage, should give sufficient reasons for any proposal to permit intelligent consideration and should allow adequate time for consideration and response. There must further be clear evidence that the decision maker has considered the consultation responses, or a summary of them, before taking its decision.

Legal Team Leader: Husinara Jones and Kate Meller, 23 February 2023

3. Implications on IT: In light of the commentary in relation to the governance provided in line with the HiT programme, I am confident this will not adversely impact IT systems or services.

IT Team Leader: Gavin Arbuckle, Head of Service Improvement & Performance, 7 February 2023
Comments also supplied by Stewart McDermott, Programme Manager, Housing IT and Transformation Programme

4. HR Advice: There are no HR implications evident

HR Partner: Celia Williams, HR Business Partner, Growth and Regeneration 1 February 2023

EDM Sign-off	Stephen Peacock, Executive Director Growth and Regeneration	30 November 2022
Cabinet Member sign-off	Councillor Tom Renhard, Cabinet Member Housing Delivery and Homes	6 December 2022
For Key Decisions - Mayor's Office sign-off	Mayor's Office	6 February 2023

Appendices A1 to A4 – HOUSING ALLOCATION REVIEW ADDITIONAL EVIDENCE	YES
Appendix B – Final Housing Allocations Review Consultation Report	YES
Appendix C – Communities Scrutiny 3 October 2022	YES
Appendix D – Risk assessment	YES
Appendix E – Equalities screening / impact assessment of proposal	YES
Appendix F – Eco-impact screening/ impact assessment of proposal - There are no significant environmental impacts linked to this proposal and a full Eco IA is not required. Nicola Hares – Environmental Project Manager - 02/02/2023	NO
Appendix G – Financial Advice	NO

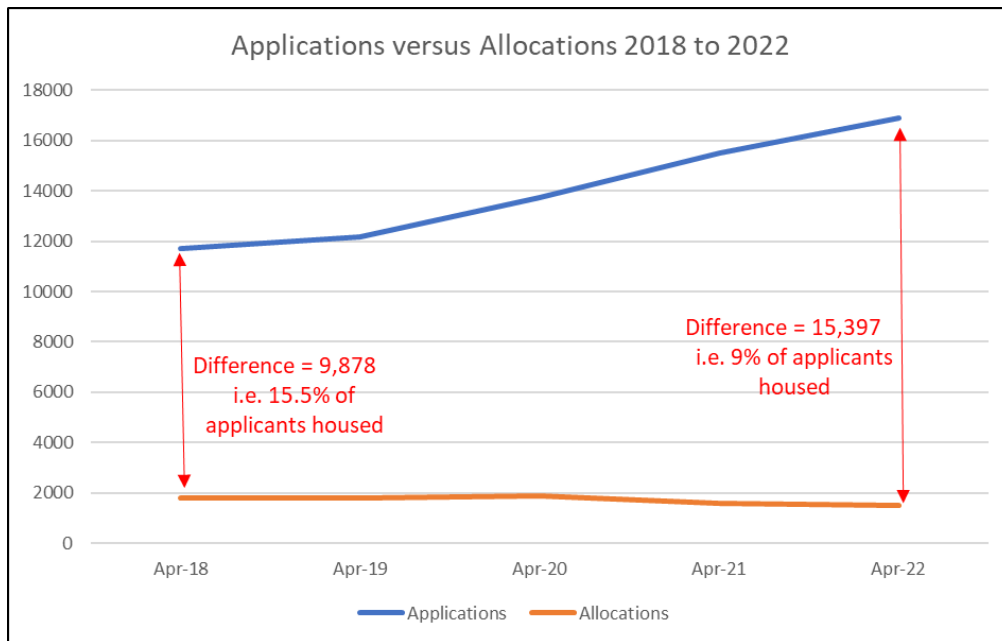
Appendix H – Legal Advice	NO
Appendix I – Exempt Information	No
Appendix J – HR advice	NO
Appendix K – ICT	NO
Appendix L – Procurement	NO

APPENDIX A1 – Housing Allocations Review:

Detailed Reasoning for each recommendation

This document provides a more detailed contextualised view of each of the recommendations

GENERAL STATISTICS



1. POLICY CHANGE RECOMMENDATIONS

Policy changes were developed under three categories: Changes affecting the model / approach, changes affecting how cases are prioritised, and changes that improve the ability to better manage the imbalance between demand and supply.

1.1 Adopt 'Managed Choice' model with up to 50% of allocations being made by means of direct offer. (Priority 1)

Our property supply is seriously limited and falls far short of the number of people who need housing. This includes a lack of larger properties (3-bed or more), which presents problems when trying to house larger families in high need.

We currently use a 'choice based' lettings system giving people the chance to choose which council house or housing association accommodation they want to bid on with properties being advertised through HomeChoice Bristol.

Under a choice-based lettings scheme an applicant can bid for properties they are interested in. Generally, accommodation is offered to the bidder who has the highest priority under the allocation scheme and who matches the lettings criteria for the property.

We currently allocate up to 30% of properties by means of a 'direct offer' where we proactively match a property to an applicant and offer it to them rather than waiting for them to bid. This is done to speed up the highest need cases by matching them to properties that meet their bedroom need – the most fundamental requirement.

At present, many people in Bands 1 and 2 have high expectations about being able to successfully bid on something that meets ALL their however due to the extreme limitations in stock we are unlikely to ever be able to completely satisfy most people by meeting all their housing preferences.

By increasing our ability to intervene to match people to suitable properties and make them direct offers we believe we will be able to address homelessness and other critical situations and move people on into suitable properties faster.

In doing so we expect to reduce the volume and duration of requirements for Temporary Accommodation.

1.2 Improve access for those leaving supported care (Priority 1)

Many people who are currently living in supported accommodation and have social care needs are capable of living with less support. Helping more of these people to move into social housing with floating support would improve their quality of life, as well as freeing up capacity in supported accommodation for those in greater need.

Similarly, facilitating the exit of Care Leavers from Externally Supported Accommodation into general needs housing where appropriate for those who are capable of living independently would improve their quality of life, as well as freeing up capacity in externally supported accommodation for young people in greater need.

We intend proactively planning on an annual basis for the provision of homes for this category of service user.

1.3 Increase the priority of Care- Leavers to Band 1 (Priority 1)

All councils have 'Corporate Parenting' duties to help young people who are leaving, and have left, local authority care. Currently care leavers who have been assessed as ready to move on from external supported accommodation are placed in Band 1 and other care leavers are placed in Band 2.

Going forward, we propose placing all care leavers who require social housing in Band 1 as long as they meet conditions relating to their ability to live independently as assessed through Care.

This approach will encourage more care leavers to complete the programme that prepares them for and improve their ability to transition to independent living.

1.4 Extend the use of Local Lettings Policies (Priority 1)

Most allocations are made from the general allocations scheme, however we also have the discretion to use Local Lettings Policies (LLPs) to address specific localised issues. For example, LLP criteria can prioritise those with long-standing local residence or employment.

It is recommended that the use of LLPs be extended in future. A standard template and approach to has been developed for this purpose (See Appendix A7: Template for Local Letting Policy Development). This will ensure a consistent approach and process is followed, including representative community involvement in the development of future LLP's.

LLP's are to be introduced in areas with development coming forward including Fishponds, Hengrove and South Bristol surrounds, Horfield, Knowle, Lawrence Hill, Southmead and St Pauls, however this is not an exhaustive list and others will be considered in due course.

1.5 Increase the priority of a defined set of under-occupiers to Band 1 (Priority 2)

The council needs to make the most effective use of the limited social housing stock available. As mentioned previously, the lack of larger properties (3-bed+) presents problems given the high demand from larger families.

Currently only under-occupiers who are under-occupying by 2 or more bedrooms are assessed to band 1 with priority being awarded on the basis that vacant possession is given when the tenant moves out.

Those under-occupying properties in high demand (fully adapted bungalows or 4-bed+ in any area) are assessed to band 2, and all other under-occupiers are assessed to band 3.

In future, we recommend that the decision to assess under-occupiers to band 1 be based on the relative importance of the stock to be released and the ability to put the property to better use more rapidly by facilitating a faster exit.

We recommend that the following be assessed to band 1:

- Under-occupiers of all houses and level access accommodation,
- Under-occupiers of 3-bed maisonettes and flats

1.6 Consolidate all categories of homelessness to band 2 (Priority 2)

Please refer to APPENDIX A3 Homelessness Data Insights

The council has additional duties relating to homelessness (known as the Prevention and Relief duties). These are in addition to and ahead of the main (full) homelessness duty. In the current Bristol HomeChoice scheme, homelessness cases are split between Band 2 (for main duty cases) and

Band 3 (homelessness prevention and homelessness relief duties).

In Leeds the Housing Allocations Policy awards the same level of priority for re-housing to applicants owed the prevention, relief and main duty. This is seen to be a contributory factor to people presenting early (at the prevention duty stage) and consequently low temporary accommodation numbers.

(The ratio of households in temporary accommodation per 1000 households in Leeds is 0.28 versus 4.73 in Bristol and 9.23 in Birmingham)

Combining homelessness cases to a single priority band was also a recommendation from the Homelessness Advice & Support Team (DLUHC).

We believe that the current approach does not encourage residents to approach the council early in their homeless situation due to the lower level of priority awarded at the prevention duty stage. It may also be having the unintended consequence of creating a perception that becoming actively homeless is a way to increase priority, thereby contributing to the high demand for temporary accommodation.

In addition, given affordability trends in Bristol and the circumstances of most of those in bands 1 to 3 on the housing register, it is recognised that in most cases a private rented placement does not represent a permanent solution but is rather a step on the journey to social housing.

We believe that BCC would be better served by using the private rented sector as an interim housing option that homeless applicants can use pending re-housing by a social landlord, rather than relying on temporary accommodation which is typically more expensive.

This practice has already been adopted by Leeds and Camden and adopted by Manchester in December 2022, whereby homeless applicants who accept a private rented tenancy do not lose their priority status for social re-housing.

HomeChoice Bristol does not currently permit this.

In future we recommend:

- awarding Band 2 to all homeless households owed a main, relief or prevention duty, and
- that applicants owed the prevention or relief duty who accept a private rented tenancy will not lose their Band 2 status

Where a household owed the prevention or relief duty is placed into band 2 but is subsequently found not to be owed the main (full) homelessness duty as they are found to be either non-priority need or intentionally homeless then they will lose their band 2 at the point of this decision and will revert to band 3.

Where a household owed the prevention or relief duty is placed into band 2 but are not considered to be in priority need or are subsequently found to be intentionally homeless and move to private rented accommodation, they would then be assessed based on their current circumstances and their housing need, but it is not envisaged that they would remain in band 2.

1.7 Introduce a 'new deal' for the homeless at home (Priority 2)

The current scheme does not sufficiently recognise the housing need of people who live in the home of their parents, or extended family, who are looking to move on because they already have a child or are pregnant. Being told to leave by parents, family or friends is one of the main reasons for households presenting as homeless in Bristol.

Creating a 'new deal' for people at risk of eviction from a home where they have no tenancy rights would help reduce the numbers currently in temporary accommodation. It recognises that a move into emergency accommodation may not be the most suitable solution, and while it may involve the same or a longer wait for housing, it is likely to result in a social housing outcome eventually, and more choice over where that offer is.

It is therefore recommended that applicants faced with eviction from the family home where they have no tenancy rights be allowed to join housing register:

- that they be assessed to Band 2 (equivalent priority with homelessness cases)
- that they be incentivised to stay put - provided it is safe to do so- by means of back-date if they remain in place for 6 months, and annually/ at intervals thereafter.
- That such applicants who accept a private rented tenancy as an interim solution will not lose their Band 2 status

1.8 Increase differentiation of cases with composite needs by assigning a 12-month backdate where three or more qualifying needs are present (Priority 2)

Composite need is when an applicant has more than one housing need that makes their situation worse than someone else in the same band. Factors currently taken into consideration include overcrowding, where someone's health is made worse by their accommodation, domestic violence and/or harassment.

Applicants with more than one housing need are placed in the band of their highest priority.

Including composite need allows us to make a distinction between cases in the same band.

In the current scheme we make provision for those with 2 or more qualifying needs to have their relative priority increased by backdating their time in the band by a maximum of 6 months.

In future we are recommending that those with 3 or more qualifying needs receive a 12-month backdate of their time in the band. i.e. those with 2 qualifying needs will receive a 6-month backdate, and those with 3 or more qualifying needs will receive a 12-month backdate.

1.9 Amendments to the thresholds for savings and for income (Priority 3)

In the current scheme there are 2 separate thresholds – one for savings and one for earned income. Currently, where the main and joint applicants have a combined gross annual income in excess of £40,000 per year (not including means tested benefits) they will not be allowed on HomeChoice Bristol.

Similarly, where the main and joint applicants combined have in excess of £40,000 of savings, they will not be allowed on HomeChoice Bristol.

We recognise that these amounts may not adequately reflect the relative circumstances of households on the register because earned income of £40 000 for a single individual represents a completely different circumstance from the same amount for a family with children.

When the enabling technology becomes available, we therefore recommend that the thresholds be changed as follows:

Household Composition	Single	Family
Earned Income threshold for eligibility	£30,000	£40,000
Savings threshold for eligibility	£30,000	£40,000

1.10 Place bidding restrictions on band 4 (Priority 3)

Even with major drives to build more homes or acquire property by other means, the mismatch between demand and supply is unlikely to change significantly or fast. There are currently over 9,500 households in Band 4. Based on the last two years' statistics less than 1% are likely to be allocated to housing, the majority being people who qualify for age restricted or sheltered housing.

This shows that there is currently little to no chance of being successfully housed from Band 4 and being on the register may be giving people false hope. We don't believe it is right to create a system in which people are encouraged / expected to bid when their real chance of being housed is <1%. It is therefore necessary to manage people's expectations more effectively.

It also takes significant officer time to maintain the high number of applications in Band 4 who are highly unlikely to ever be housed.

Whilst this is not a change that will be implemented until technology becomes available to manage both the restrictions and targeted messaging, it is proposed that bidding restrictions be placed on band 4.

Those who meet the age criteria in Band 4 would be able bid on sheltered or age restricted properties, or on properties that are advertised specifically as open to band 4 bidding.

This group would be sign-posted to other housing options like private rented, shared ownership, and community led housing.

They would be free to be reassessed or to reapply should their circumstances change and would be able to access additional information and resources we intend to provide on alternative housing solutions.

Limiting the interaction required in dealing with band 4 would allow more officer time to be focused on households in higher priority bands where the needs are more urgent.

Changes we are NOT making

Following the consultation and further subsequent analysis we will not be changing the following:

- Approach to retention of effective date - the rule remains that effective date is retained when going down in priority band, and reset when priority band is increased. The recommended changes to the banding of homelessness cases addresses the major issue giving rise to concerns about retention of effective date.
- Debt threshold – the current threshold of £500 will remain.

2. IMPLEMENTATION APPROACH RECOMMENDATION

A ‘Big Bang’ approach would require that changes only be introduced when the new technology is implemented (Go-live est. October 2024). Given the expectation of change that has been created as a result of the extensive engagement undertaken by this project, as well as the urgency behind a number of the recommended changes, we do not believe this delay to be advisable.

Due to this need to deliver some of the recommended changes ahead of the implementation of new technology, as well as the demanding nature of the interim solutions which require manual intervention and workarounds, it is recommended that the introduction of the changes be phased in over 12 to 18 months.

The Priority 1 changes are to be introduced with the first implementation as soon as possible after Cabinet approval. Thereafter the Service, in consultation with the Member for Housing, will decide the intervals and sequence in which the remaining Priority 2 changes will be implemented.

The Priority 3 changes and the conversion of interim solutions to fully technologically enabled solutions will be in the scope of the implementation of the new Housing Systems solution.

OTHER ACTIONS TO BE UNDERTAKEN

In addition to the recommendations for specific policy changes listed above, a number of enabling activities are to be undertaken and a number of additional improvements are being explored further.

3 Enabling Activities

3.2 Review of Partnership Agreement

The current Partnership Agreement has been in place since 2015 without review. The landlords below are the current Bristol Housing Partner landlords.

- Abri
- Brighter Places
- Bristol City Council
- Bromford
- Clarion Housing
- Curo
- Elim Housing Association
- Green Square Accord
- Guinness Hermitage
- Habinteg Housing Association Ltd
- LiveWest

- Places for People Housing Association
- Riverside Group
- Sanctuary Housing South West Ltd
- Sovereign Housing Association
- Stonewater Housing Association

A review is underway to update data, information sharing and other regulatory aspects, but also to re-align principles and operating practices between BCC and our housing partners. (Ref APPENDIX A2 HOTs BCC Housing Partnership Agreement Review 2023 01 26)

3.3 General Policy Rewrite

Apart from the policy changes recommended above, the entire policy has been rewritten to improve ease of reading and understanding. This has been achieved through:

- Changes in format and layout,
- Additional content e.g. expanded glossary of terms, additional definitions and explanatory appendices,
- Plain and simple language i.e. removing jargon and explaining any acronyms

In the case of decisions regarding additional bedroom need, further work is ongoing to refine the decision-making process. The intention is to ensure that households with children with Special Education Needs (SEN) in particular, are aware of the range of criteria that are taken into consideration when making these decisions, and that the decision-making process reflects a fully inclusive approach that considers the needs of the child as well as others in the household who may be affected. The final wording in this section of the Policy (Policy Appendix 3 point (f)) will be revised accordingly before publication.

3.4 'Housekeeping' undertaking

The efficiency of the housing register relies on the case data being as accurate, complete and up-to-date as possible.

Following the challenges created by the Covid-19 pandemic significant work has been done to bring the processing backlog that had built up back within acceptable timeframes.

A major 'house-keeping' exercise is planned to clean up the housing register with a focus on validating the details of new applicant cases in bands 1 and 2, then tenant cases in bands 1 and 2, and thereafter validating cases in lower bands and removing cases that are no longer valid. It's estimated that this could result in a reduction in active cases of up to 15%.

3.5 Downsizing Pilot

Run a 12-18 month pilot project to test different ways of extending the downsizing support offering in order to:

- access more in-demand properties by encouraging a greater number of under-occupiers to move to suitable sized premises,
- establish which incentives are most effective and what it would cost to implement these either for a period of time e.g. (until under-occupancy has been reduced to a

specific volume) or permanently (because under-occupancy rates should be managed on a longer-term basis)

4 **Other**

Over and above the process changes associated with some of the policy changes detailed in the Cabinet Paper, there are a number of other process improvements that we believe would greatly help with:

- better managing people's expectations from the start and throughout their HomeChoice journey, (improve user experience)
- equipping them with information and insights to help them demonstrate greater individual agency and not rely so heavily on Customer Service Centre/Customer Service Point and other BCC staff for support in the process (improve efficiency)
- addressing numerous issues raised by participants in the research stage of the project (improve user-friendliness)

Proposed improvements are detailed below.

- a. **Application** – Changes are being recommended to simplify, streamline and shorten the form and process making it easier to understand and complete, in line with the principles and recommendations that have been developed by a User Experience (UX) specialist from the Digitisation Team as part of the project to date. (See APPENDIX A4 Application Principles and Recommendations)

The Application form and process are totally technology dependent so these changes can only be implemented when the new technology is introduced.

- b. **Communication** – Changes are being explored to address process concerns that have been raised, prioritising the enhancement of delivery channels, and the timing, content and clarity of communication.

This includes things like adding pro-active communications (progress/ explanations/ hints and tips), introducing additional delivery channels (videos, diagrams, checklists), and signposting to alternative methods to getting housed.

- c. **Information and Guidance** – Changes are being explored to enable the provision of additional, more useful, timely and appropriate information and guidance in ways that service users can access and understand. Enhancements being considered include:
- process explanations for application, health needs, care needs, bidding, what to expect during and after allocation etc,
 - revising the Tenancy Preparedness offering, providing information on managing debt/ the legacy impacts of ASB, and
 - improving the consistency and quality of assistance provided by staff by reviewing the current HCB training approach, content and delivery.

- d. **Information / Data Insights** – Feedback from various stakeholders indicated that it would be useful for the service to improve access to information about allocations in flexible, user-friendly formats, making the data more transparent and enabling better insights for service users, staff, leadership and other interested parties through the use of new BI tools.

The ability to implement any changes under the processes above will depend on the capacity of the service and the technological capabilities required.

Heads of Terms – Partnership Agreement

Under the Review of the Bristol Housing Allocations Scheme it was deemed necessary to review and rewrite the Partnership Agreement currently in place between Bristol City Council and the partner organisations it works with to provide affordable and social housing through HomeChoice Bristol.

The goal of the exercise is both to ensure that any legal and regulatory aspects of the agreement that may have changed since it was introduced are brought up to date, as well as to address various aspects about the nature of the working relationship between the parties and the operating principles agreed between them.

In addition, it has been proposed that a separate such agreement be implemented between BCC and Community-Lead Housing organisations that takes into account the differences between these organisations and Housing Associations / Registered Providers.

The following represents a comprehensive but not necessarily complete view of the items that are to be discussed and addressed as part of the current Partnership Agreement review and rewrite which will be undertaken in the first quarter of 2023.

Regulatory and Legal considerations – making sure that the agreement reflects the most up-to-date requirements with regard to information sharing, data management, protection of personal information, and to bring it in line wherever necessary with changes that are being made to the Allocations Scheme as a result of the review.

To also ensure that there is an agreed process for integrating any future changes in regulatory/ legislative requirements into the agreement.

The agreement is to be confined to relets in future as a section on Sustainable Lettings Plans for New Developments is being added to the Allocation Policy. *(See the table below)*

Confirmation of over-arching shared principles and ethos: Current principles, aims of the partnership and aims of the service to be discussed and reviewed with intentions, objectives, mutual accountability, approach and commitment to statutory adherence to be confirmed and articulated.

Specific points for review:

PARTNERSHIP AGREEMENT REVIEW – PROPOSED AGENDA ITEMS	
Topic	BCC Concerns for discussion
Deposits and Rent in advance / arrears	The practice of requiring deposits and / or rent in advance presents an obstacle to many on the housing register. BCC does not charge deposit and collects rent in arrears. Need to understand implications of seeking an approach to lettings by RPs that moves away from this to improve accessibility to more rented homes for more applicants
Provision for and approach to Care Leavers	Waive deposit/ allow 'sustainable debt' Ref recently developed Improved offer for Care Leavers (BCC: Jo Essex / Jane Houben)
Affordability checks	There is a perception that affordability checks may be used as a way of stopping people on low incomes from accessing housing. Need to agree principles and practices.

Basis for assessment	Some providers are using % income assessment on whole incomes. This practice needs to be reviewed as the current ratios mean the income required to qualify may be unreasonable. Cannot just look at rent in any case – should be looking at total cost as, for example, the higher cost of rent in a new build may be offset by the reduction in utilities due to increased efficiency.
Provision and purpose of 'own lets'	Propose reduction from current max 30% to max 20% in the light of the provision made in the new SLP section of the revised Allocation Scheme that provides greater latitude in making allocation for initial lets.
Landlord Agreed Transfers (including cross-county)	Criteria, purpose, volume, and reciprocal agreements
Sensitive Lets	Circumstances under which these are permitted / how they need to be positioned etc to address perceptions of exclusion rather than protection
Approach to new developments	The former provision for 'Local Letting Plans' for New Builds is being replaced by a section on Sustainable Letting Plan criteria in the main allocation scheme. This can be referenced so that the Partnership Agreement focuses on relets only
System costs and pricing	There is contention about the costs associated with HCB but these are necessary for the provision and delivery of the service.
Allocation criteria/ ground for rejecting applicants	How 'skipping' is documented and reported. Implications of unjustified skipping.
Tenancy Readiness	Is there, or could we implement, a better tenancy readiness program that is acceptable / recognised by all?
<i>Hand off</i> activities on completion of allocation	To improve handovers/ make sure all forms and processes are completed and that the fields and documentation to enable good reporting is completed e.g. HB amendments etc - to better support sustainability, particularly with vulnerable residents (Care Leavers/ Single parents...) SOP: Create and add a checklist for ensuring all handoff requirements are completed
Advertising protocols and standards	Improvements are being made to advertising. Discuss minimum requirements for ads. Situations under which they can be restricted etc (e.g. wording required when restricted to better manage perceptions of exclusion)
Future systems integration	Requests for direct integration to Provider Lettings System now and in future. Numerous factors inhibit what may be possible in this regard.
Reporting	What should be monitored / reported, how often and how (mechanism) e.g. Skipping Reports etc What is possible now versus what we want in future when we have new systems

Work performed to date

Commentary has been provided by BCC Legal on the current agreement. Input has been solicited from all current Partners to the agreement and this has been combined into an overall view that can be used for discussion.

The key metrics relating to homelessness are set out below and relate to the level of demand and need in the city and how we are responding to prevent, alleviate as well as end homelessness.

- Number of homeless applications activated
- Number of applications opened at the prevention duty and relief duty stages
- Settled accommodation outcomes achieved at prevention duty discharge
- Settled accommodation outcomes achieved at relief duty discharge
- Number of homeless applications progressing to the main duty stage

Local Authority	Number of Homelessness Applications
Manchester	6,660
Birmingham	5,434
Leeds	5,295
Kingston upon Hull	3,530
Sheffield	3,444
Lambeth	3,254
Wolverhampton	3,211
Southwark	3,184
Bristol	3,119
Enfield	2,901

Of the local authorities who submitted information to DLUC, the table above reflects the ten local authorities with the highest number of homelessness applications opened. Of the ten Local Authorities with the most homelessness applications five are core cities. Whilst we are doing better than four of our comparative core cities (Birmingham, Leeds, Manchester, and Sheffield), we are nonetheless in the top ten.

	2018/2019	2019/2020	2020/2021	2021/2022
Homelessness Applications assessed	2,323	2,945	3,501	3119

There has been a 34% increase in applications assessed 21/22 versus 18/19.

Settled Accommodation Outcomes achieved at Prevention Duty Discharge

LA	Total Prevention Duty Discharges	Number of Settled Accommodation outcomes	% Settled Accommodation outcomes
Manchester	2,326	728	31%
Birmingham	1,202	523	43%
Leeds	3,466	2,920	84%
Bristol	417	156	37%
England	122,290	68,820	56%

Bristol performance on settled accommodation outcomes at prevention duty discharge is below national average.

Settled outcomes achieved at Relief Duty Discharge

LA	Total Relief Duty Discharges	Number Settled Accommodation outcomes	% Settled Accommodation outcomes
Manchester	4,570	706	15%
Birmingham	3,945	941	24%
Leeds	1,677	875	52%
Bristol	2,330	605	25%
England	160,900	62,860	39%

Bristol performance on settled accommodation outcomes at relief duty discharge is below national average

Main Duty Decisions

LA	Main Duty Decisions	Prevention and Relief Duty Applications	% of Main Duty Decisions to Prevention/Relief Duty Applications
Manchester	2,790	6,525	43%
Birmingham	2,513	5,301	47%
Leeds	151	5,262	3%
Bristol	1,305	2,741	47%
England	62,070	278,110	22%

Bristol performance on number of applications that progress to Main Duty is significantly worse than the national average.

The table highlights that more homeless applications progress to the main duty stage in Bristol compared to the national average because of performance relating to settled accommodation outcomes achieved at the prevention and relief duty discharge stages. This also applies to temporary accommodation placements. The number of placements in temporary accommodation for the four Local Authorities on 30 June 2022 (latest published data) is as follows

	Manchester	Birmingham	Leeds	Bristol
Households in TA	2,879	3,958	93	1,182
No. of households per 1,000 households in TA	13.18	9.23	0.28	5.9

Encouraging people to approach the council earlier in their homelessness journey is seen to be key to better outcomes and avoiding the need for temporary accommodation.

Nett cost to the council of Temporary Accommodation

Bedrooms	Average Weekly Subsidy Loss	Annual Subsidy Loss
1	£247.83	£12,887.15
2	£399.60	£20,779.19
3	£520.63	£27,072.84
4	£472.77	£24,584.26

Allowing households to accept private rented housing as an interim solution whilst bidding for a permanent offer of secure social housing is seen to be a cost-saving measure we could use to reduce the costs associated with providing temporary accommodation.

Causes of homelessness breakdown (Ranked by volume) 1/4/2021 to 30/3/2022

Homelessness reason	No. Applications
Family or friend eviction	982
End of private rented tenancy - assured shorthold tenancy	596
Domestic abuse	386
Other	309
Eviction from supported housing	293
Relationship breakdown partner (non-violent)	221
Non-racially motivated/ other motivated violence or harrasment	214
End of private rented tenancy - not assured shorthold tenancy	142
Leaving institution	108
End of social rented tenancy	105
Leaving asylum accommodation	63
Fire or flood / other emergency	32
Property disrepair	27
Racially motivated violence or harassment	25
Home no longer suitable due to disability / ill health	18
Domestic abuse - alleged perpetrator excluded from property	11
Mortgage repossession	8
Left HM Forces	1

At the moment admission to TA is the principal route by which people can address their homelessness situation.

Whilst the newly initiated TA project explores additional ways to increase the supply and reduce the cost of Temporary Accommodation, another key action will be to use the private sector as an interim housing option that homeless applicants can use ahead of rehousing by a social landlord.

This is practice has been adopted in Leeds and Camden whereby homeless applicants who accept a private rented tenancy do not lose their priority status for social re-housing.

The key action relating to family/friend eviction is negotiating for people to remain in the home either on a long-term or interim basis. Applications are now being opened at the relief duty stage on the basis that a person is believed to be homeless because they have no legal interest in the accommodation they are occupying, have no security of tenure and have no rights relating to notice period to leave. A key part of the negotiating offer will be the award of Band 2 status for re-housing and the use of backdate to incentivise staying put provided it is safe to do so.

Housing application form: user experience (UX) principles and recommendations

Details	Description
Version	1.4
Document written	30 November 2022
Author	Monika Swiatek
Updated	01 February 2023
	Nick Wall, Bethany Freeman-Coad
Team	Digital Delivery
<p>This document includes a statement, UX principles, recommendations for the updated housing application form, implications for complimentary processes/project phases, and resources for the service teams.</p>	

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Statement

In November 2022 there were more than 19,000 people on the housing register. 1500 service users were successfully housed in 2021.

Most users complete a lengthy application for housing with little chance of being housed. We believe this:

- costs service users time
- leads to unrealistic expectations and frustration
- uses budget and resources to process applications from users who do not meet criteria for the highest housing need

In our research and information gathering many users said they want us to 'be more direct and honest' up front.

We believe that time-wasting could be reduced, and expectations could be managed, by increased transparency from us before and during the application process. We should be clearer about the range of different housing options and the individual likelihood of being housed. This could lead to fewer applications being submitted and more realistic expectations for those who do submit applications.

This will not help to house more people, however fewer applications would require less council resources, speeding up the assessment of high needs applications and increasing our ability to assist with high needs bids.

Principles

For consistency and quality assurance of our forms and advice and guidance, the project team working on content and form (re)design (or development) must include our UX and/or content designers. Contact [Amy McGuire](#) for UX. Contact [Tony Pitt](#) for content.

Guidelines for how to approach the revision of the application form and process:

- **Understand users and their needs**
Continually identify user needs and look at the full end-to-end-user journey, especially in initial phases of work.
- **Actively manage users' expectations**
Be clear, transparent, and proactive with information, advice and guidance, so users know what to expect and do not have false hopes.
- **Make sure everyone can use the service**
Make sure the product and service are intuitive and as fully accessible to all users as possible. Ensure a consistent experience across digital and non-digital channels.
- **Provide a joined-up experience**

Design end-to-end services based first on what users need to achieve, not by perceived service limitations. Refine to ensure cohesion between the two.

- **Be consistent/work in a way that is familiar**

Use plain English. Follow our common design patterns for:

- formulating questions and answers
- writing a service guide
- providing alternative means of contact

All form components, design and content must use our public [Design System](#) and follow the communications style guide in the Source.

- **No dead ends**

For every scenario of “unhappy path”, provide guidance for users who can’t progress with their application, so they know what alternatives there are (alt service, contact etc.)

- **Keep people informed and in control**

Provide regular updates about the progress of users’ applications and cases at every step.

- **Ask only for information needed to provide the service**

Do not ask for information which isn’t required to provide a service or assess the application. Use a [question protocol](#) to consider what is either essential information to deliver the service or a ‘should have’, which allows us to run the service efficiently. Identify and justify anything else that’s not necessary or has a secondary purpose. Explain why we’re asking for any sensitive or unexpected information.

- **Ask only once**

Avoid asking for data in application forms which is already in the system.

- **Regularly review advice and guidance**

Have a service owner who monitors changes within a service and requests content changes when policy changes or user feedback suggests something in current guidance isn’t clear.

- **Test changes with users**

Continually listen to user feedback. When improving content or a form, and before launching it, run a user testing session to validate assumptions and iterate when needed.

- **Keep everyone informed**

Consider use cases for advocates, such as professionals and carers. Allow for communication to be sent to more than one channel/email address, so that if reports are made on behalf of a user, both the user and advisor are up to date with the case.

Recommendations

Improvements that could be made.

Recommendations are based on the analysis of:

- BCC HomeChoice Review Journey Workshops research
- Previous engagement reports
- Shelter Technical Commentary March 2020
- Analysis of content on the BCC website
- Analysis of content on the HomeChoice website
- User feedback
- Engagement with a service team
- Current housing application form
- Current housing related guidance on the BCC website

Application form

General application

Problems: Users complain that the form is long, uses difficult language, they do not always know what the question is about, and they are asked to provide the same information more than once, or read a question which is not relevant to their situation.

Recommendations:

- Consolidate information to a single “before you start” page with the most important information about the application and a list of documents helpful for completing the form. Follow advice from GOV.UK for [how to help users to start using a service](#).
- Rewrite the form using only concise Plain English, avoiding jargon.
 - Start the form by establishing user circumstances and housing needs, suggest services related to their circumstances. If they wish to continue with the application, use conditional logic to determine what questions they need to answer (especially when already a council tenant, living in care etc.)
- Remove duplication. Ask for information only once.
- Simplify and reorder questions into blocks to logically follow themes.
- Move **pre-qualification** to the beginning of the form so users know if it is worth continuing. If ineligible, describe what the user can do next to avoid any dead ends.
- Use conditional logic to reduce cognitive load and display only questions relevant to the user.
 - run workshops with the service teams to identify all conditional paths.
- Provide an option to include additional contact details for an advocate.
- Consider if word/character limits are necessary. If so, state why we’re setting a limit and use a [character or word count component](#) to help users.
- Provide a task list screen with section completion status
 - Allow sections to be filled independently, so users can add information in a non-linear order.
 - Provide autosave.

- When a decision about banding is shared, describe clearly how the decision was made, how and when to report a change of circumstances, and how they can appeal if they wish.
- Test the form with users as early as possible, even if it's just one section.
- Consider if the user needs to sign in before starting to fill in the form. If they are not eligible, they shouldn't need to create an account just to find that out.

Health section

Problems: Users share a lot of health information that is not relevant to how we assess their housing need. This can be sensitive data and can result in a longer assessment time. Assumption: health data quality submitted by users varies. There can be too little, too much, or inconsistent levels of detail.

Recommendations:

- Review the health form using the question protocol exercise with service and design teams.
- Make it clear who should – and should not – fill in the health section.
- Add “before you start” section with an introduction to the form (or section) including:
 - its purpose
 - documents which may help users when filling in the form (such as GP details)
 - documents which may be needed to support the application (such as an occupational health assessment)
- Explain that we only need information about conditions that either:
 - are affected by housing
 - will affect the type of housing required

General content and UX

- Do user research to more fully understand how users without English with a first language and accessibility needs can use the processes and how we could improve this if needed. Include research about assistive overlays such as ReachDeck.
- Mark clearly all mandatory fields.
- Provide informative error messages (what's wrong, what's missing, what should be done to progress, or what is the alternative action).
- Add hint text, depending on the situation, describing:
 - what kind of information we expect to get
 - what key terms mean (like homeless, council tenant etc)
 - why we're asking for certain information
- Keep regular contact:
 - on submission, provide a clear confirmation page and a communication using their preferred contact channel (email/letter/SMS) confirming we've received the application and explaining when they will hear about the decision. Include any change of circumstances process.
 - if there's a delay, provide prompt updates.

Related processes

Changes for overlapping processes, such as information and guidance and communications, to support the longer-term recommendations for the application process.

Information and guidance - approach phase

Problems: Users only spend 40 seconds reading the guide how to [apply for council and social housing](#). Content on the HomeChoice is disjointed and out of date.

Hypothesis: We hypothesise that some of the key messages around likelihood of being housed and alternative options are lost.

Recommendations:

- Review the guide to [apply for council and social housing](#). Content is hidden within tabbed pages and may need more detail. It also doesn't match the HomeChoice information, and the CTA is on the second tab, disincentivising the user from reading subsequent information.
- Supplement the recommended updates to the service guide with:
 - the reasons which make some users eligible and ineligible for the social housing (to know eligibility rules as early as possible) with guidance what they can do now and if their circumstances change
 - step-by-step phases of the application process
 - explanation of what banding is and how it is assigned
 - description of what kind of responsibilities users will have once their bid is accepted and will sign a tenancy agreement
- Include data about availability, locations, style of housing, frequency of allocations. Consider linking to more detailed live data at Open Data Bristol if this is available.
- Design appropriate information architecture (for example, some content on the current HomeChoice website is hidden within FAQs and subpages)

Communication

Problems: users often call to chase up applications or with general enquiries. The customer experience is inconsistent, with response emails varying depending on the mailbox or method of contact.

Recommendations:

- Provide updates visible in real time on the tenant portal followed by an automated email, informing the user of what has changed and why. Make sure that notification emails have detailed information about the change, so users don't have to log in to the portal to see what has changed.
- Let the user know what timeline and channels communication will occur on ("how will I find out my result?")

- Set alerts for automatic notifications/follow ups if service can't complete the request within given SLA (to avoid chasing the case over the phone)
- Use auto-response on all mailboxes used for contact to acknowledge receipt and manage expectations for the next step.
- consider Gov Notify as a standardised approach for communications. It can be used standalone or integrated with back-end systems.

Additional recommendations

- If a band has particularly low, or specific, prospects of housing we should make that clear. For example, Band 4 currently has more realistic chances for 50+ or Supported Housing for Older People. Keep this updated if and when the situation changes.
- The new system should provide different journeys for new applicants or current council tenants. Where possible, we should use data we already hold within the system to identify need and suggest relevant services (such as when we already know a user is one of our tenants) (under GDPR for public task/legitimate interest – get confirmation from data protection team that consent exists for data to be shared between service boundaries within our housing system). Users expect this and don't tend to distinguish between service areas in the same way we do internally.

Data

Record base metrics for data which will help us to benchmark and see if the new form is performing better:

- Application wait time (counted from submission date to the notification about the decision)
- Form completion time (from starting the application to submitting it)
- Number of forms started but not completed (for last 12 months)
- Number of applications in each band (can be used to determine success in future as goal would be to reduce proportion that are band 4)
- Call reason and volume (to determine if changes change this)
- Number of forms completed that required additional information (user had to be contacted for more information before the band assignment decision)
- Number of all the people currently on the registry (split into active, inactive)
- Number of allocations in last 12 months (split by month)
- Number of empty council houses (which couldn't be allocated due to its condition) for last 12 months

Support options finder

Problem: Not all housing applicants will be eligible for housing. A lot of people might be eligible but unlikely to get the option of council housing soon.

Hypothesis: It is valuable to direct these users to alternative sources of support and information. People are drawn to the apply for a council house process without considering the other options. Information could be filtered by users' current circumstances to give tailored information.

Recommendation: complete a discovery phase in relation to a triage / signposting tool / single point of entry for all housing services to ensure no dead ends. Any tool or documentation must involve input from various service teams and voluntary organisations to ensure all user journeys are accounted for. The new system offers this functionality, but cross council collaboration will be beneficial to ensure it is comprehensive and a joined-up experience.

The tool could signpost users to **relevant services** they may need depending on their circumstances (such as help with debts, benefits, social housing, council tax rebate etc.). They won't need to search for information on the website page by page but will be provided with information relevant to their needs.

Example: [Housing options finder | Housing.vic.gov.au](#)

Single point of entry for all housing services

Problem: There's a lot of distinct processes related to housing need.

Hypothesis: It can be confusing for users to find the service or process they need and have a disjointed experience.

Recommendation:

Complete a discovery phase in relation to a single point of entry / to streamline the user experience of the housing portal, particularly for ad-hoc or irregular users of the platform.

Appendix

Resources

Document links for service teams.

Design and style

- BCC [Design System \(bristol.gov.uk\)](http://bristol.gov.uk)
- [Communications style guide \(sharepoint.com\)](http://sharepoint.com)

Housing artefacts

- [Housing application journey - Service blueprint AS-IS.pdf](#)
- [Housing application journey - Housing application to-be \(digital journey happy path\).pdf](#)
- [Principles for housing services.docx](#)
- [Miro board with all information \(request access\)](#)

Question Protocol map

- Read about the [question protocol](#) exercise
- Speak to the Product and UX team in digital delivery for a template or workshop

Category	Data	ref. to tech guidance (if conditional)	When is it required? (if conditional)	Why is it required?	How will it be used?	Level of importance	Relevant formats	How will we get it?		
								Description	Pros	Cons
	Name of responsible person	1.6		Only the 'responsible person' (with contractual liability with the provider of the item) can claim for the cost.	We'll address the user by email, post or phone.	Mandatory	Both	Question on form: Your full name	Easy for user to enter.	
	Email address	N/A	If user uses digital form (or indicates preference for email on PDF form)	To notify user when claim received and the outcome	We'll send updates about their claim	Mandatory (when condition met)	Both	Question on form: Your email address		
	Home address	N/A		To process payment. To notify user when claim received and the outcome (if they've selected communication by post).	We'll enter this into the payment system and send post	Mandatory	Both	Question on form: What's your home address?		
	Phone number	N/A		In the event of a query about the claim, it enables the caseworker to contact the claimant and quickly resolve the query.	We'll call the claimant in some circumstances	Could have	PDF	Question on form: Your telephone number		
	Whether the responsible person wants communication by email or in writing.	3.4, 3.6	If user is completing the PDF form. (If user completes the digital form, response will be by email).	To allow the user to select their preferred method of contact.		Should have	PDF	Question on form: How would you like to be updated about your claim? [] Email [] Post		
	Family name	N/A		Part of the way of ensuring the claim is unique. Given name could also be optional.	Will be provided to the burial authority (and potentially the registrar) to pull up the record	Mandatory	Both	Question on form: What's the family name of the child?		
	Whether child was under 18	1.8	If the child lived, and died before their 18th	To ensure eligibility criteria are met	We'll use the dates to check eligibility.	Mandatory (when condition met)	Both	Questions on form: Date of child's death	Can match dates with other records (e.g. cemetery/crematorium)	

Question protocol map using Google Sheets.

Task lists

- How to create [task list pages – GOV.UK Design System](#)

Signposting routes

- [Housing application journey - branch out triage.pdf](#)



Bristol City Council – Housing & Landlord Services

HomeChoice Bristol: Housing Allocations Scheme

Post Public Consultation (2022) – Draft Initial Changes
February 2023

History of most recent policy changes		
Section	Changes Made	Date of change

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1. Policy statement and context

1.1 Introduction

All English local housing authorities are required by law to have a scheme for the [allocation](#) of social rented housing. There are many laws and regulations which govern the rules and administration of housing allocation schemes and this document will frequently use terms which may be unfamiliar to many people. However, an extensive glossary is provided in [Appendix 1](#) to help explain these terms in more detail.

This policy document sets out Bristol City Council's approach to allocating social housing. The allocations policy was originally agreed by Cabinet on 1st April 2014. Parts of the policy have been updated periodically to reflect changes in law or local policy, however, this March 2023 update represents the first substantial rewrite of the policy since 2014. The most recent changes take into account public feedback from the consultation on the existing scheme which took place between 15th July and 7th October 2022. A number of changes relating to this policy will be made over the next 18 months. This version, dated March 2023, represents the **initial public consultation related** changes being introduced.

Our housing allocation scheme is called **HomeChoice Bristol (HCB)** and is run by Bristol City Council in partnership with a range of 'Registered Providers' (Housing Associations) operating in the Bristol area. This policy explains who is eligible to be included on HomeChoiceBristol and which groups of people do not qualify to be included on HCB. It also describes our banding system, which is how we assess and prioritise the allocation of social housing based on housing need.

For the purposes of this policy the Registered Provider landlords included in the partnership will be referred to as the Bristol Housing Partnership (BHP). The landlords that are part of this allocations scheme are listed in [Appendix 2](#).

1.2 Policy aims

This updated policy is the outcome of a review into our existing allocations scheme which started in 2019 but which was paused during the Covid pandemic and recommenced in 2021. The main aims of this policy are to:

- comply with the council's statutory duties in Part 6 of the Housing Act 1996 as amended,
- make best use of the available affordable housing stock,
- be clear, transparent and balanced and ensure reasonable preference is accorded,
- create mixed, balanced and sustainable communities,
- assess applications according to the applicant's needs, ensuring that no application will be treated less favourably on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation, in accordance with the Public Sector Equality Duty (PSED),
- provide a high-quality service for all those in need of advice and assistance,

- ensure that vacant Council/Housing Association properties are relet as soon as possible,
- reduce the cost of homelessness and to reduce the use of emergency and temporary accommodation for homeless applicants,
- offer people the opportunity to express preferences about the housing accommodation to be allocated to them, by allowing them to bid for properties that match their needs.

1.3 Housing supply and demand

The demand for social homes in Bristol is substantially greater than the number of homes available and it is unrealistic for most people to think they will get social housing. There are rising numbers of people becoming homeless and the increasingly unaffordable cost of housing in Bristol is creating more demand for social housing and increasing the pressure on HomeChoice Bristol. At the time of writing, there are over 19,500 households on the housing register in Bristol, and only around 1,500 homes are let each year. There are also more than 1,100 households currently living in temporary accommodation.

Many people, particularly those in lower bands, will need to consider other housing options. The HomeChoice Bristol web site at www.homechoicebristol.co.uk has some helpful information about other housing options.

1.4 Type of allocation scheme

There are two main approaches to allocating social housing, a choice-based lettings scheme or a managed list approach. Under a choice-based lettings scheme an applicant can bid for properties that they are interested in. Generally, accommodation is offered to the bidder who has the highest priority under the allocation scheme and matches the lettings criteria for that property.

The alternative to choice-based lettings is using a managed list. In this model the council takes responsibility for managing the allocation of property to people on the housing register. People do not have the opportunity to independently bid for property and rely on the council to choose for them.

Bristol has operated a choice-based lettings scheme since 2008, although even under this approach around 30% of properties were allocated through means of a 'direct offer', where we match a property to an applicant and offer it to them rather than waiting for them to bid. This was done to speed up the highest need cases by matching them to properties that met their bedroom need (see [Appendix 3](#)).

One of the key outcomes of the allocations review is the decision to move over to a '**managed choice**' approach. This is essentially a combination of choice-based letting and a managed list. This means that people will be able to continue to be able to bid for properties, but we will also be intervening more often to match people to a suitable property and make a direct offer, with *up to* 50% of allocations being made by Direct Offer as a result of this policy change.

We believe this will enable us to move people in critical situations into suitable accommodation faster, for example, people fleeing domestic violence or hate crime, properties that are severely overcrowded and those at risk of homelessness or already homeless.

Going forward, we will use our discretion to prioritise cases for direct offers, based on trends and ongoing demands on the HomeChoice Bristol service.

1.5 Equality and diversity

We want to ensure that no potential or current applicant is treated less favourably on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. This revised policy has been subject to an [equalities impact assessment](#) (EqIA) which has shown that there are no disproportionate disadvantages arising for applicants with protected characteristics.

The council's Public Sector Equality Duty (PSED) is met by this scheme ensuring that all applicants have equality of access to social homes let via HomeChoice Bristol.

1.6 Access to the allocations policy

A copy of the HomeChoice Bristol allocation scheme can be found at www.homechoicebristol.co.uk and can also be requested free of charge at the Bristol City Council Citizen Service Point at 100 Temple Street, Bristol, BS1 6AG

Queries on the policies and practices detailed in this scheme, or any aspect of the provision of the rehousing service, can be directed to: Rehousing Service, (100 TS), PO Box 3399, Bristol BS1 9NE.

1.7 Use of discretion

Bristol City Council will always have due regard to this Policy when allocating social housing. However, we also recognise that there may be exceptional circumstances or unforeseen situations, such as an emergency not expressly covered in this Policy or an unanticipated example of an aspect of this Policy raising an issue under the Equality Act 2010. In cases where the normal application of the allocations scheme would not be sufficient to address the issue, the Council retains its discretion to consider the individual circumstances of an applicant and will potentially waive (not apply) the stated criteria of this policy in order to best address the situation.

2. Legal framework

2.1 Legislative context

Bristol City Council's allocation scheme complies with the requirements of Parts VI and VII of the Housing Act 1996 (as amended), and also has had regard to the following:

External

- Asylum and Immigration Act, 2004
- Children's Act, 1989 & 2004
- Children Leaving Care Act, 2002
- Data Protection Act, 2018
- Domestic Abuse Act, 2021
- Equalities Act, 2010
- Family Law Act, 1996
- Localism Act, 2011
- Homelessness Act, 2002
- Homelessness Reduction Act, 2017
- Homelessness Code of Guidance for Local Authorities, 2018
- Housing Act, 1996 & 2004
- Immigration (European Economic Area) Regulations 2006, SI 1006/1003 as amended
- Providing social housing for local people: December 2013 statutory guidance on social allocations for local authorities in England
- The Housing Act 1996 (Additional Preference for Armed Forces) (England) Regulations 2012 (SI 2012/2989)
- The Allocation of accommodation: guidance for local housing authorities in England 2012
- The Allocation of Housing and Homelessness (Eligibility) (England) Regulations 2006, SI 2006/1294 as amended
- The Allocation of Housing (Qualification Criteria for Right to Move) (England) Regulations, 2015
- The Allocation of Housing (Qualification Criteria for Armed forces) (England) Regulations 2012
- Welfare Reform Act, 2012

Internal

- Bristol City Council [Corporate Strategy, 2022-27](#)
- Bristol City Council [Homelessness and Rough Sleeping Strategy, 2019-24](#)
- Bristol City Council, Housing and Landlord Services, Tenancy Policy, 2023
- Bristol City Council, Housing and Landlord Services, Priority Move-on Scheme Policy
- Bristol City Council, Housing and Landlord Services, Sensitive Lets Policy
- Bristol City Council, Housing and Landlord Services, Anti-Social Behaviour Policy, 2022
- Bristol City Council, Housing and Landlord Services, Domestic Abuse Policy, 2022

3. Registration and application

3.1 The housing register

At the heart of HomeChoice Bristol (HCB) is the housing register, sometimes referred to as 'the housing list' or 'the waiting list'. The housing register is basically a list of all people who have applied (and are both eligible and qualified – see section 4) to be made an offer of social housing through HomeChoice Bristol.

However, it should be stressed that housing allocations are based on an assessment of an individual's 'housing need' (see section 5) and simply being on the housing register for a long time does not guarantee that someone will be successful in bidding for a property or be made a direct offer.

The housing accommodation available to the Council consists of the following:

- Housing accommodation owned by the Council,
- Housing accommodation owned by partner Registered Providers (Housing Associations).
- Some Private Rented Sector (PRS) accommodation (ie. for the discharge of homelessness duties etc)

An applicant can be offered the following types of tenancies:

- Introductory tenancy
- Secure tenancy
- Starter tenancy
- Assured tenancy
- Fixed Term tenancy
- Flexible tenancy
- Assured shorthold tenancy

All tenancies can be offered on either a social rent or affordable rent basis.

3.2 Registration

Applicants can [register online](#) to be included on HCB. By registering for HCB, applicants agree that:

- The information provided on the form is true to the best of their knowledge. Providing false or misleading information may lead to a prosecution for criminal offences, eviction from any allocated social housing and/or exclusion from HCB.
- They will notify the Council as soon as possible of any changes in circumstances that may affect their housing application.
- The information provided on the application, or given by others with the applicant's consent, will be placed on the HomeChoice Bristol register with the understanding that any landlord or supported housing provider who takes part in the register, either now or in the

future, may see this information.

- That the Council has permission to contact individuals or agencies referred to on the application form in order to verify any information provided.
- The information provided will be recorded on a computer system and is covered by the provisions of the Data Protection Act. Applicants have the 'right of subject access' which allows them to be supplied with a copy of any personal data held and, where appropriate, have it corrected or deleted.
- That the Council has a duty to protect the public funds we administer. The information provided on the form may be used for the prevention and detection of fraud. The Council may also share this information with other bodies responsible for auditing or administering public funds for these purposes. For more information on fraud prevention and detection www.bristol.gov.uk/nfi.
- The Council can check against any records to identify if the Council or any other landlord has previously had any cause to take action against the applicant for antisocial behaviour or any other breaches of tenancy.
- In the event of an offer of social housing, the landlord will likely require further documentation and failure to provide this within the specified time will result in the offer being withdrawn.
- If an email contact address is provided, the Council may use this to contact the applicant about their application. Read our privacy notice to find out more about what we do with personal data at www.bristol.gov.uk/privacy.

3.3 Household members

An applicant to HCB can only include members of their immediate family who normally live with them (or who would live with them if it were possible for them to do so) or other people who have an extenuating (justifiable) need to live with them. What is meant by 'immediate family' is defined in more detail in [Appendix 4](#).

3.4 Council staff responsibilities

Any council employee who knows an applicant personally will not be involved in the assessment of the application, in the allocation of property to that applicant, or in a nomination. The employee is required to notify their line manager of the situation.

3.5 Assessment

Once an applicant has registered their household and completed and submitted their HCB application form, the application will be checked and the applicant informed as to whether they are eligible and qualify to be included on HCB (see section 4).

If the applicant qualifies and is eligible, the Council will contact the applicant to tell them:

- Their application reference number.
- The band their application has been assessed into (see section 5).

- The number bedrooms their household has been assessed as needing (see [Appendix 3](#))

3.6 Bidding

Once an application has been assessed, applicants can start bidding for properties. Bidding allows an applicant to show their interest in an available property alongside other people on the housing register. The band the applicant is in and the date they were assessed into the band will determine how successful they are.

There are three ways to bid for property:

- Online at the HomeChoice website at www.homechoicebristol.co.uk. Assistance can be provided to those who would find it difficult to apply online.
- By phone on 0845 270 1382 (the line is open 24 hours a day and available in English, Arabic, Bengali, Chinese, Farsi, Gujarati, Hindi, Kurdish, Polish, Portuguese, Punjabi, Somali, and Urdu)
- At our Citizen Service Point at 100 Temple Street

Applicants have three bids each week to place on advertised properties. Applicants are advised to always think carefully about the bids they are placing and take note of any additional criteria required for any property they are interested in. For further instructions on how to place a bid, applicants can refer to our [How to bid online](#) user guide.

Most BHP properties¹ will be advertised to all bands and allocated via HomeChoice Bristol. A list of applicants bidding on a property will be automatically generated and the property will be allocated to the household whose application is in the highest band with the oldest 'effective date' (ie. the date placed in the band).

3.7 Evidence

If an applicant is offered a property, the landlord will ask for certain documents and information so that they can verify the applicant's circumstances. The landlord will expect the applicant to provide the information within the deadline they have given. If the applicant cannot provide the information within that time, they must contact the landlord and explain this to them.

The sort of documents applicants will be expected to provide will include:

- Proof of identification for the main and joint applicant and all household members,
- Proof of address for the main and joint applicant and all household members,
- Proof of pregnancy (if applicable),
- Most landlords will also ask for proof of income.

3.8 Changes in circumstances

An applicant must notify the Council of changes to his/her circumstances as soon as possible and

¹ A small percentage of both Bristol City Council and Registered Provider properties are advertised as landlord own lets. See section 6.2a of this document.

must renew his/her/their application annually.

On renewal, applicants may be required to provide proof of their continued eligibility on HCB. Applications will be reassessed at every change in circumstances. This includes a move to a new address. If a household moves to an address outside of the [Bristol city boundary](#), their application will be reassessed, which may result in non-qualification for HomeChoice Bristol.

Proof of household details will be sought for all applicants who are likely to be assessed as being overcrowded in their current accommodation, as part of the assessment and in the event of receiving an offer of accommodation. This includes ID for all household members, proof of address for all adults on the application and proof of receipt of child benefit for all children on the application.

3.9 Right of review

An applicant has the right to request a review of the Council's decision:

- a. that they have been determined as not eligible for assistance,
- b. that they do not qualify to be included on HCB (*see below),
- c. as to which band they are in,
- d. that they have been suspended from bidding,
- e. that they have been overlooked for a property they have bid on,
- f. that as a household owed a homelessness duty under Section 193(2) of the Housing Act 1996 (as amended) they will only be offered temporary accommodation due to having a Bristol Housing Partnership debt,
- g. that the application has been suspended from bidding until such time that the applicant is able to sustain a tenancy.

*There will be no separate right of review for a decision to exclude an applicant from HomeChoice Bristol as a result of a homelessness duty being discharged.

Anyone wishing to seek a review must do so in writing within 21 days of being notified of the relevant decision. Their review request must give reasons as to why the decision is considered to be wrong. An officer more senior than the one who made the original decision will consider the review.

4. Who can join HomeChoice Bristol?

4.1 Eligibility

The first assessment the Council makes when an application is received is whether the applicant is eligible for social housing. Access to housing for foreign nationals is governed by laws relating to housing and immigration. Persons from abroad can apply to be rehoused, but their eligibility must be verified (checked) before they can be allowed to join the housing register.

There are some **people who will not be eligible**, by law, to join the housing register. These are:

- Certain people who are subject to Immigration Control under the 1996 Asylum and Immigration Act
- Certain people from abroad who are not subject to immigration control but who are not habitually resident in the UK, the Channel Islands, the Isle of Man or the Republic of Ireland

The Regulations setting out which classes of persons from abroad are eligible or ineligible for an allocation are the [Allocation of Housing and Homelessness \(Eligibility\) \(England\) Regulations 2006](#) (SI2006 No.1294) (the Eligibility regulations). If the Council decide that a person is **not** eligible for an allocation of housing, they will notify that person of their decision in writing and the grounds for it.

An allocation cannot be made to two or more persons jointly if one of them is not eligible for an allocation of housing.

4.2 Qualification

The second assessment the council makes is whether an applicant qualifies to go on the housing register. Some applicants may be eligible for an allocation of housing accommodation but subsequently not qualify (excluded) to be included on HCB. Others may be eligible and do qualify to be included but are subsequently suspended from bidding.

The following are persons who **do not** qualify to be included HCB:

a) Applicants under 16 years of age at the date they apply

b) Applicants not currently living within the Bristol City boundary

In order to qualify to be included on HCB an applicant must be able to show the following:

- That they have been living within the [Bristol City boundary](#) continuously for the last two years immediately prior to the date of registration on HCB.

Or

- That they have close family currently living in Bristol who have lived in Bristol continuously for the last two years immediately prior to the date of the applicant's registration on HCB, and they need to live near that person to provide or receive care. For the purposes of this

policy, close family is intended as immediate family, ie parents, dependent and non-dependent adult children and siblings (see [Appendix 4](#)). The applicant must be able to show that they have a relationship with that person and they need to live near that family member for care.

Or

- That their normal place of work is in Bristol and it is not considered practicable to commute from their current residence. HomeChoice Bristol considers a number of factors including, but not exclusively, the distance and the time taken to travel between the applicant's main place of work and their residence and availability of transport. Where the distance between the applicant's residence and their main place of work is considered to be a reasonable commutable distance the applicant will not qualify.

For the purposes of this policy, voluntary, temporary, casual or short-term employment will not count. Employment must not be [marginal](#).

Applications will be reassessed at every change in circumstances. This includes a move to a new address. If a household moves to an address outside of the Bristol city boundary, their application will be reassessed, which may result in non-qualification for HomeChoice Bristol

Exceptions to this qualification criterion include:

- Those applicants who meet the criteria as set out in The Allocation of Housing (Qualification Criteria for Armed forces) (England) Regulations 2012 for whom a residency requirement cannot be applied.
- Looked after children or relevant adults who are the responsibility of Bristol City Council.
- Those people fleeing harassment or violence where the Police, [Independent Domestic Violence Advocates](#) (IDVA) or [Multi Agency Risk Assessment Conference](#) (MARAC) or other relevant evidence support a move to Bristol for the person's safety.
- Those people covered by the provisions of s199(6) – (7) of the Housing Act 1996 as amended by the Asylum and Immigration Act 2004.
- Existing Bristol Housing Partnership (BHP) tenants.
- Existing social housing tenants who need to move to Bristol because their main place of work is in Bristol or to take up an offer of work and failure to do so would cause [hardship](#).

c) Applicants with a high income

Where the main and joint applicants (this also includes partners of the main and joint applicants included on the application) combined have a gross annual income in excess of £40,000 per year (not including means tested benefits) they will not qualify to be included on HCB. This qualification criteria do not apply to existing BHP tenants.

d) Applicants with savings

Where the main and joint applicant (this also includes partners of the main and joint applicants included on the application) combined have in excess of £40,000 in savings they will not qualify to

be included on HCB. For the purposes of this policy savings are also taken to mean accessible equity within a property. This qualification criteria do not apply to existing BHP tenants.

e) Applicants who own their own home

Applicants and household members who own their own home in the UK or abroad will not qualify to be included on HCB if that home is affordable to them and it meets their needs in terms of their health and/or disability.

f) Prisoners still serving a sentence

Prisoners still serving a sentence will not qualify to be included on HCB until released from prison. Exceptions can be applied if referred via police or the probation service.

g) Serious unacceptable behaviour

Applicants and household members whose behaviour in their current or a previous tenancy is considered to be unacceptable will not qualify to be included on HCB for a period of 3 years from the date of the most recent incident.

For the purposes of this policy, unacceptable behaviour is intended to include any [breach of tenancy conditions](#) including [Anti-Social Behaviour \(ASB\)](#) and non-payment of rent where legal action has been taken by the Police or any Council department or any landlord. This would include:

i) Breach of tenancy conditions - ASB

- Injunctions,
- Criminal Behaviour Orders,
- Community Protection Notices,
- Restraining orders,
- Closure orders,
- Any type of Possession order,
- Noise abatement orders,
- Eviction,
- Damage to current or former property or unauthorised alterations where repair costs are in excess of £1000.

ii) Breach of tenancy conditions - non-payment of rent

- Any type of possession order where the tenant has failed to adhere to the terms of the order,
- Eviction.

h) People who knowingly provide false or misleading information

Applicants who are found to have knowingly omitted information that would exclude them or have given false information to gain qualification or improve their priority on the Housing Register will be excluded from on HCB for three years from the date they actually qualify on the register. For example, an applicant who states they have been living in Bristol for two years when in fact they have only lived here for one year will be excluded from the register. Once they meet the qualification criteria they will be excluded for an additional three years before they are able to qualify.

i) Applicants not currently residing in the United Kingdom

Applicants who are not currently residing in the United Kingdom will not qualify on HCB until they are living in the United Kingdom. They will then only be included if eligible to be included and not excluded from the Housing Register for any other reason mentioned in paragraphs (a) to (h).

j) Applicants not bidding

Applicants in Bands 1 and 2 will be given six months from the date of assessment in Band 1 or 2 to place a bid for properties advertised through HCB.

Applicants in Bands 3 and 4 will be given 12 months from the registration date to place a bid for properties advertised through HCB.

Applicants who do not place any bids will be excluded from HCB for a period of six months unless there is a material change in their circumstances. After six months they will be able to submit a new application which will be assessed and placed into the appropriate band. See 7.1 of this policy for further information.

It should be noted that exceptions may be considered depending on the availability of suitable accommodation and personal circumstances of the applicant.

k) Statutorily homeless households who refuse a suitable final offer of accommodation

Applicants towards whom the main homelessness duty under Section 193(2) of the Housing Act 1996 (as amended), or the homelessness relief duty under Section 189B(2) of the same Act, or the duty to secure accommodation under Section 193C(4) of the same Act, comes to an end as a result of the refusal of a suitable final offer of accommodation will be excluded from HomeChoice Bristol for six months from the date of the refusal. After that time a new application can be submitted. However, in most cases, the new application will be placed in Band 4 as such households will be classed as having deliberately failed to improve their circumstances (see section 7.4 below).

4.3 Suspension from bidding

The following are groups of people who are eligible for an allocation of housing and qualify for

consideration on the register but will be suspended from bidding for properties advertised through HCB.

a) Applicants with Bristol Housing Partnership debt

Applicants or household members with a Bristol Housing Partnership debt from a former or current tenancy/licence of £500 or more will be suspended from bidding and will be required to sign and keep to a written agreement to repay the debt. Applicants will be suspended from bidding for six months and will only be allowed to bid once the repayment agreement has been maintained for six months and the debt is reduced to under £500.

Once the applicant has been allowed to bid, if the debt is still outstanding the applicant will be expected to continue to make repayments. If the repayments cease or the debt increases, the applicant may be suspended from bidding for another six-month period.

Bristol Housing Partnership debts (ie. housing related debt) include:

- I. Current or former tenant/licensee rent/charge arrears in respect of a dwelling or garage;
- II. Current or former tenant/licensee defects charges;
- III. Current or former tenant/licensee heating (or any other metered) charges;
- IV. Court costs in respect of possession proceedings anti-social behaviour or any proceedings relating to the applicant's occupation of his/her home or former home;
- V. Charges arising from occupation of temporary accommodation in any Bristol Housing Partnership hostel for homeless households;
- VI. Council housing revenue account debt;
- VII. Charges arising from the occupation of emergency accommodation provided by Bristol City Council under homelessness legislation.

Tenants affected by the [under-occupation charge](#)

The suspension from bidding policy may be waived for those tenants who have accrued arrears (rental debt) as a result of the under-occupation charge as long as:

- They are downsizing to a property where they will not be impacted by the under occupation charge or where the impact will be lessened.
- They are engaging with their landlord to resolve the matter ie responding to contact from their landlord, accepting referrals for support or services and making payments towards the arrears.

Statutorily homeless applicants with debt

An applicant who is owed a homelessness duty under Section 193(2) or Section 193C(4) of the Housing Act 1996 (as amended) and has a Bristol Housing Partnership debt over £500 will be offered [temporary accommodation](#) only, until a written agreement has been made to repay the debt and regular payments have been made over six months and the debt has been reduced to

under £500. Exceptional circumstances may lead to this requirement being waived, and these will be considered by the Homelessness Prevention Team Manager, in consultation with the Landlord or Rent Management Service. There is a right of review against this decision (see section 3.9 above).

Debts owing to Bristol City Council as a result of being found a private rented sector tenancy by the authority

An applicant who has been housed in private rented accommodation with the help of Bristol City Council will be suspended from bidding if they are found to be in breach of their tenancy conditions, which would lead to a financial loss to the Council.

Bankruptcy orders, Debt Relief Orders (DROs)

Any debts owed to the Bristol Housing Partnership at the time of bankruptcy, will be disregarded when considering a rehousing request.

Applicants with debts owing to the Bristol Housing Partnership, which accrued after the date of bankruptcy or debt relief order, will be subject to the qualification policy. The applicant will be required to sign and keep to a written agreement to repay the debt. The applicant will be suspended from bidding for six months and will only be allowed to bid once the repayment agreement has been maintained for six months and the debt is reduced to under £500, whichever is sooner.

Administration orders

Provided that after 3 months from the date the administration order is issued:

- The court confirm that payments on the order/s are being made as ordered and
- No further debt/s to the Bristol Housing Partnership have been incurred.
- The applicant should not be penalised for any previous debts when considering a rehousing request.

Applicants with debts owing to the Bristol Housing Partnership, which accrued after the date of administration order, will be subject to the qualification policy. The applicant will be required to sign and keep to a written agreement to repay the debt. The applicant will be suspended from bidding for six months and will only be allowed to bid once the repayment agreement has been maintained for six months and the debt is reduced to under £500.

b) Anti-social behaviour

- Applicants will be suspended from bidding where there has been a serious breach of the tenancy conditions including antisocial behaviour where a legal notice has been served. This will include [Notice of seeking Possession \(NoSP\)](#), [Notice of Proceeding for Possession \(NoPP\)](#), [Tenancy demotion](#), [Noise Abatement Notice](#) or any other notice served.

- In these cases applicants will be suspended from bidding for 12 months from the date of the Notice or for the duration of the Notice whichever is longer regardless of whether they remain in the property where the notice has been served.
- Where formal action (eg. Possession action) is started following service of Notice, applicants will not be able to bid until the conclusion of the action. In other cases of unacceptable behaviour where an [Acceptable Behaviour Agreement](#) is in place applicants will only be able to bid for properties if the terms of the agreement have not been breached.
- Where the applicant's behaviour was such that a notice would have been served but the tenancy came to an end before it was served applicants will be suspended from bidding.

c) People who have refused two suitable offers

Applicants who refuse **two** suitable offers of accommodation (see [Appendix 5](#) for detail on 'suitable offers') will be suspended from bidding for one year from the date of the last offer. After that time their application will be unsuspended and reassessed based on the circumstances they are experiencing at that time.

d) Homeless households who refuse a suitable final offer

The law relating to homeless households is slightly different. A local authority's duty to re-house someone ends after the refusal of **one** suitable offer of accommodation. Applicants who refuse a suitable final offer of accommodation made in order to discharge any of the following homelessness duties under Part VII of the Housing Act 1996 (as amended): the Section 193(2) main homelessness duty, the Section 189B(2) homelessness relief duty, and the duty to secure accommodation under Section 193C(4): will be excluded immediately from the Housing register.

4.4 Exceptional circumstances

In exceptional circumstances where the applicant has an urgent need to move the Council may waive the qualification and suspension criteria.

If the Council decides that an applicant does not qualify for an allocation of housing they will notify that person of their decision in writing and the grounds for it.

Applicants have a right to a review of a decision that they are either ineligible for an allocation of housing or that they do not qualify for an allocation (see section 3.9 above).

5. How we prioritise the allocation of housing

5.1 Assessment of housing need

The law states that certain categories of applicants for social housing must be given what is called 'reasonable preference' on allocation schemes. In brief, these are:

- those who are homeless or at risk of homelessness.
- households living in overcrowded or unsanitary conditions,
- those who need to move for health related or welfare reasons, including care leavers, people with high level support needs or a disability
- those who need to move due to [hardship](#)

We can also give 'additional preference' to households in one of the reasonable preference groups listed above. For example, by law we must give additional preference (priority) to applicants who are current or previous members of the armed forces and who are in housing need.

Going forward, we will create an Annual Lettings Plan that projects what we will set aside for needs arising from specific categories where we have additional responsibility e.g. supported care cases and care leavers.

An applicant to HomeChoice Bristol (HCB) will be placed into one of four bands according to their housing need. Applicants with the greatest housing need will be placed in band 1.

Applicants in bands 3 and 4 realistically stand little chance of being rehoused through HCB and are advised to [look at other housing options](#).

The following officers within the Council's HCB Team make these decisions (unless otherwise stated):

Bands 1 & 2	HCB Team Leaders and HCB Advisors/Housing Advisors
Bands 3 & 4	HCB Advisors
Health issues	Health and Housing Team
Homelessness applications	Housing Advisors

Applicants are considered in band order (band 1 being the highest and band 4 the lowest) and then in date order within the agreed band. The date of the application will either be the date the application was assessed into that band or backdated by six months if the applicant has **more than one** [composite \(housing\) need](#). When taking into consideration housing need, an application will only ever be backdated for a maximum of six months. The date for applications in band 4 will be the date the applicant applied for rehousing.

The effective date (ie. the date an application was assessed into a band) for an applicant who made an application for homelessness assistance under Part 7 of the Housing Act 1996 (as amended) prior to 3rd April 2018 and who falls within one of the homelessness banding categories

that existed prior to that date (either 5.5(c) or 5.6(d)(iv) below) will be the date on which the relevant homelessness decision giving rise to a placement in that band was made, unless a backdate has been agreed.

The effective date for any applicant who makes an application for homelessness assistance on or after 3rd April 2018 and who falls within any of the Band 3 homelessness categories (see section 5.6(d) below) will be the earlier of:

- The date on which the s195(2) homelessness prevention duty was accepted on the current homelessness application, if a prevention duty was accepted; or
- The date on which the s189B(2) homelessness relief duty was accepted on the current homelessness application, if no prevention duty was accepted.

The effective date for any applicant who makes an application for homelessness assistance on or after 3rd April 2018 and who is placed in Band 2 following the acceptance of the s193(2) main homelessness duty (see section 5.5(c) below) will be the date on which the homelessness relief duty was accepted on the current homelessness application, regardless of whether the prevention duty had been accepted previously.

If an applicant would fall within any of the homelessness banding categories but is excluded from HCB, once any exclusion is lifted, the effective date of any applicable homelessness band will be the date on which the exclusion is lifted.

5.2 [Composite needs](#)

- a) If an applicant falls into more than one band category, which relates to a housing need (indicated by **HN**), then they will be placed in the higher of the 2 bands and their application will be backdated by six months (giving the application an earlier effective date, resulting in greater priority)
- b) If an applicant falls into more than one category in the *same* band, which relates to a housing need (indicated by **HN**), then their application will be backdated by six months (giving the application an earlier effective date, resulting in greater priority)
- c) If an applicant's household has more than one person who falls into a category which relates to a housing need (indicated by **HN**) then his/her application will be backdated by six months (giving the application an earlier effective date, resulting in greater priority)

5.2.1 Exceptions

Composite need will not be awarded in the following situations:

- a) where an applicant is awarded band 3, for one bedroom short, and there is subsequently found to be the existence of a category 1 crowding and space hazard

(as assessed by the [Housing Health and Safety Rating System HHSRS](#)) for overcrowding the composite need policy would not apply. This is because the applicant still only has one housing need (1 bedroom short). The applicant will be placed in the higher of the two bands but their application will not be back dated.

- b) where an applicant has temporarily moved out of their permanent residence. For example, where an applicant moves to temporary/emergency accommodation but retains rights to occupy their permanent residence, any other housing need arising as a result of the temporary move will not be taken into consideration. See section 5.3 for further information.
- c) other than in exceptional circumstances, where an applicant falls within any of the homelessness banding categories below (5.5(c) and 5.6(d)).

5.3 Assessment from primary residence

All applications will be assessed from the applicant's primary residence (ie. the accommodation the household would normally occupy). If an applicant is unable to occupy their home due to domestic abuse or threats of violence the application will still be assessed from the accommodation the applicant has rights to occupy. A move into temporary/emergency accommodation will not result in their housing application being reassessed. However, if the household moves temporarily into overcrowded accommodation with family or friends in order to escape the harassment the application will be treated as having composite need for overcrowding and backdated six months.

This excludes situations where an applicant moves into accommodation owned and/or managed by a registered provider or where the applicant holds a licence agreement. Please note, in these circumstances harassment will be treated as the primary reason for needing to be rehoused regardless of how overcrowded the household is.

5.4 Band 1

Band 1 will be awarded for the following:

a) Major repairs

A tenant needs to be moved by the Council or a partner housing association within three months due to redevelopment or major repairs.

b) Foster carers

This priority will be awarded following a referral from the Council's children's services to those foster carers and adopters who have been assessed and approved and who require an extra bedroom to able to start or continue to provide foster care to a Bristol City Council looked after or former looked after child.

It will also be awarded to [special guardians](#), holders of a [residence order](#) and family and friend carers who have been formally approved by Bristol City Council's Children's services to provide long term care of a child(ren) because the parents are unable to provide care and there is a potential for the child(ren) to become a Bristol City Council Council looked after child and there is a need to move to larger accommodation in order to accommodate the child(ren). The award will be given following a referral from the Council's Children's Services.

c) Under-occupying by 2+ bedrooms

Priority will be given to Bristol Housing Partnership tenants who are under-occupying their current accommodation by two or more bedrooms and are requesting a move to accommodation with two rooms less than are needed. Priority will be awarded on the basis that vacant possession is given when the tenant moves out.

d) Merging households

This priority will be given where two Bristol Housing Partnership tenants / households are applying to move together into a single property as one household. This priority can be awarded based on the demand for the properties being released. Priority will be awarded on the basis that vacant possession is given when both tenants move out and notice is given on both properties.

e) Acute overcrowding (HN)

The household is acutely overcrowded according to the bedroom standard and have three bedrooms less than they are entitled to as per the bedroom entitlement noted in [Appendix 3](#).

f) [Supported Lodgings](#) Provider

The applicant is a provider of the Bristol City Council Supported Lodgings scheme and requires a larger property in order to perform this role.

g) Community Supported Accommodation (CSA+)

Those with learning difficulties or mental health issues accepted by Health and Social Care onto their Community Support Accommodation Scheme (CSA+). Community Support Accommodation is for people who are stepping down from:

- A high cost residential or supported living placement or
- A young person moving out of home who would otherwise go into supported accommodation.

To be eligible for CSA+ there must be a cost saving, either in the form of a move from a high-cost placement to a low-cost placement or preventing a move to a higher cost placement, such as a person moving from a family home. Clients must be able to live independently and manage a tenancy with support and be willing to accept that support.

h) Care leaver

This priority will be awarded to a young person who is defined as a care leaver as set out in section 7 of the Children and Social Work Act 2017 and for whom Bristol is the responsible authority and, who has been assessed by Bristol's Care Leaver Service to be in need of accommodation and also assessed as being able to live independently. This category also includes:

- i) Care leavers who have been agreed by Bristol's Care Leaver Service as being ready to move on from External Supported Accommodation.

Helping both care leavers and people with learning difficulties or mental health issues to move into general needs housing with floating support will help improve their quality of life as well as free up capacity for those in greater need of full support.

i) Urgent medical need (HN)

An applicant and/or member of the household has a serious and/or life threatening physical or mental health problem which is directly linked to their current housing. The priority is to reflect an urgent need to move to a different type of housing or area to enable the person to function independently and safely and/or to carry out normal activities of daily living and/or to reach essential facilities. The applicant's current property cannot be reasonably adapted to meet their needs.

j) Release of adapted property

The applicant is a BHP tenant occupying a property with major adaptations for which they have no further requirement. This priority will be awarded so long as the adaptations within the property are appropriate to both the property and locality of the property.

k) Hospital discharge

Band 1 will be awarded to those who have somewhere to live on leaving hospital but it is unsuitable for their medical needs and cannot be made suitable through adaptations due to cost, structural difficulties or the property cannot be adapted within a reasonable amount of time. Where the impact is assessed as being severe the applicant may be awarded band 1.

Those who have nowhere at all to live when they leave hospital may qualify for band 1 if the need to move is urgent and all other reasonable housing options have been explored.

l) Exceptional need to move

The applicant does not come within any of the categories already reflected within the scheme but, in the opinion of the Rehousing Manager, has an exceptional and urgent need to be rehoused within three months. Priority within this category will be agreed by the Housing Supply Manager.

m) Armed forces personnel (additional preference)

Applicants that meet The Housing Act 1996 (Additional Preference for Armed Forces) (England) Regulations 2012 (SI 2012/2989) and one of the reasonable preference categories in band 1 are given additional preference in band 1 and the effective date of their application will be back dated by six months.

n) MARAC

This priority will be awarded to victims of domestic violence and abuse where MARAC ([Multi Agency Risk Assessment Conference](#)) have identified a high level of risk and have an exceptional need for band 1. Band 1 will only be agreed where it has been recommended by MARAC and will only apply for up to six months. This may be extended in exceptional circumstances.

5.5 Band 2

Band 2 will be awarded for the following:

a) Severe overcrowding (HN)

The household is severely overcrowded according to the bedroom standard and have 2 bedrooms less than they are entitled to as per the bedroom entitlement in [Appendix 3](#).

b) Harassment (HN)

The household urgently needs to move due to domestic abuse, violence or other harassment and is at significant risk of harm. This priority will only be awarded if a move to another property will resolve the immediate danger.

c) Homelessness – main duty accepted

The priority will be awarded to applicants who are owed a full homelessness duty by Bristol City Council under Section 193(2) of the Housing Act 1996 (as amended), except those who are owed this duty because of the inclusion of a [‘restricted person’](#) in their household.

An applicant owed a duty under Section 193(2) of the Housing Act 1996 (as amended), and who subsequently refuses a suitable final offer of accommodation made under Section 193(7) or a private sector offer made under Section 193(7AA) of this Act, will no longer be owed a homelessness duty, and will be excluded from HomeChoice Bristol for six months. The decision to end a homelessness duty will be made by a Housing Advisor. See section 4.2k of this policy for further information.

d) Priority move-on scheme

This priority will be awarded to applicants who qualify under the priority move-on procedure. In

order for applicants to qualify they must have occupied:

- I. A specific supported housing project for between three and six months
- II. **or** occupy a safe house or refuge that has been commissioned by Bristol City Council **and**
- III. Be ready to move to independent social housing (in the opinion of their support worker) **and**
- IV. be fully assessed on HomeChoice Bristol

This priority will be awarded by the Interim and Supported Accommodation Team (ISAT) Leader or HomeChoice Bristol Team Leader. Applicants awarded this priority will have their application backdated by six months from the date they were agreed onto the Priority Move On Scheme. Applicants accepted onto the PMOS scheme must make bids for all suitable available properties and their bidding will be reviewed after three months. Failure to fully engage in bidding will result in a request for a direct offer to be made on their behalf, which includes privately rented properties offered on a 12-month assured shorthold tenancy basis. Failure to accept one offer of accommodation (whether that offer is made via bidding or direct offer) will result in removal from the priority move-on scheme and re-assessment into band 4. Applicants have a right to a review of the decision to be reassessed into the lowest band.

e) [Supported lodgings](#)

The applicant qualifies under the Supported lodgings scheme and is ready to move to independent social housing as confirmed by the Single Point of Access manager or Team Leader.

f) [Key Ring scheme](#)

The applicant qualifies under the Key Ring supported living network as confirmed by the Key Ring supported living manager and requires rehousing in order to move into their network.

g) Under-occupying a property in high demand

This priority will be awarded to current BHP tenants who are under-occupying their current accommodation by one bedroom and that property is classed as being in high demand. For the purposes of this policy, the following types of property are considered to be in high demand:

- I. A fully adapted bungalow
- II. 4+ bedroom property in any area

h) Unsatisfactory housing conditions (HN)

This priority will be awarded where an applicant is occupying unsanitary or unsatisfactory housing conditions that are so serious, in terms of the immediate threat posed to health and welfare, as to require rehousing. These are cases where an Environmental Health Officer has provided written evidence that the property should not be occupied due to one or more [category 1 hazards](#) (excluding overcrowding) and where, as a result, an emergency prohibition order or prohibition

order has or would be made.

i) Category 1 crowding and space hazard (HN)

This priority will be awarded to BHP tenants who are one bedroom short of their entitlement and an assessment of their current housing has confirmed that there is a category one crowding and space hazard.

j) Armed forces personnel (additional preference)

Applicants that meet The Housing Act 1996 (Additional Preference for Armed Forces) (England) Regulations 2012 (SI 2012/2989) and one of the reasonable preference categories in band 3 are given additional preference in priority by one band.

5.6 Band 3

Band 3 will be awarded for the following:

a) Overcrowding (HN)

This priority will be awarded to applicants who, according to the bedroom standard, have one bedroom less than they are entitled to.

b) Hardship (HN)

This priority will be awarded to those applicants who need to move to a particular locality within the Bristol City boundary, where failure to meet that need would cause hardship to themselves or others. Given that the city is geographically compact an award will only be made in exceptional circumstances.

c) Under-occupying by 1 bedroom

This priority will be awarded to Bristol Housing Partnership tenants who are under-occupying their current accommodation by 1 bedroom. Applicants will be assessed based on the number of bedrooms they are entitled to. Priority will be awarded on the basis that vacant possession is given when the tenant moves out.

d) Homelessness or threat of homelessness

This priority will be awarded in five different scenarios:

- I. The applicant is threatened with homelessness and is owed the 'homelessness prevention' duty by Bristol City Council under Section 195(2) of the Housing Act 1996 (as amended).
- II. The applicant is homeless and is owed the 'homelessness relief' duty by Bristol City Council under Section 189B(2) of the Housing Act 1996 (as amended).

- III. The applicant is owed the Section 193C(4) duty to secure accommodation following the end of the homelessness relief duty due to a deliberate and unreasonable refusal to take one or more steps set out in the applicant's Personal Housing Plan.
- IV. The applicant is homeless within the meaning of Part 7 of the Housing Act 1996 (as amended) but is not owed the homelessness relief duty or the s193(2) main homelessness duty (ie. an applicant who is not in priority need or is intentionally homeless).
- V. The applicant is owed the main homelessness duty because of the inclusion of a 'restricted person' in their household.

e) Medical and welfare (HN)

An applicant and/or member of their household has a physical or mental health problem that is in part related to their current housing and could be helped by rehousing to a different type of accommodation or area. The property cannot be reasonably adapted and the problem does not meet the criteria for band 1.

This priority will also be awarded to those applicants who need to move due to harassment which is causing harm. and does not meet criteria for b) under band 2.

5.7 Band 4

If an application does not meet any of the criteria set out in bands 1 -3 it will be assessed into band 4.

5.8 Armed forces personnel (additional preference)

Applicants that meet The Housing Act 1996 (Additional Preference for Armed Forces) (England) Regulations 2012 (SI 2012/2989) will be given additional priority on HCB. Additional priority will be awarded as follows:

- a. Applicants in band 1 who meet The Housing Act 1996 (Additional Preference for Armed Forces) (England) Regulations 2012 (SI 2012/2989) and assessed as acutely overcrowded as per section 5.4d or having an urgent medical need to move as per section 5.4h will have their applications back-dated in band 1 by six months.
- b. Applicants in band 2 who meet The Housing Act 1996 (Additional Preference for Armed Forces) (England) Regulations 2012 (SI 2012/2989) and assessed as severely overcrowded (section 5.5a), suffering harassment (section 5.5b), homeless-full duty accepted (section 5.5c), living in unsatisfactory housing conditions (section 5.5h) or who meet the criteria for category 1 crowding and space hazard (section 5.5i), will be assessed into band 1.
- c. Applicants in band 3 who meet The Housing Act 1996 (Additional Preference for Armed Forces) (England) Regulations 2012 (SI 2012/2989) and assessed as overcrowded by one room (section 5.6a), suffering hardship (section 5.6b), Homeless or threat of homeless (section 5.6d), or assessed as needing to move for medical or welfare reasons (section 5.6e), will be assessed into band 2.

6. Direct Offers and exceptions to usual process

6.1 [Direct offers](#)

One of the key outcomes of the public consultation on the existing allocations scheme that took place in 2022 is the decision to move to a 'managed choice' approach to allocations. This means that people will be able to continue to be able to bid for properties, but we will also be intervening more often to match people to a suitable property and make a direct offer, with *up to* 50% of allocations being made by direct offer as a result of this policy change.

Applicants in bands 1 and 2 will be more likely to be made a direct offer as a result of this policy change. As noted, applicants can continue to bid while we investigate the potential of making a direct offer (based on the individual applicant's circumstances and housing needs) and there is no guarantee that a direct offer social housing will ultimately be made. However, going forward, we will make greater use of direct offers to enable us to move people in critical situations into suitable accommodation faster. We will use our discretion to prioritise cases for direct offers, based on trends and ongoing demands on the HomeChoice Bristol service.

In the circumstances listed below, a household will be directly offered a property. Offers will be made on a city-wide basis whilst having regard to suitability. Direct offers made in this way will not count as a landlord own let.

a) Offers to homeless households

Homeless households owed the main homelessness duty under Section 193(2) of the Housing Act 1996 (as amended) will be expected to bid regularly for properties advertised via HomeChoice Bristol. However, at any time after the acceptance of the main homelessness duty, they may also be made a direct offer of suitable social housing under Part VI of the above Act in order to discharge the main homelessness duty. They may also be considered for privately rented properties offered on a 12-month assured shorthold tenancy basis.

Homeless households owed the Section 193C(4) duty to secure accommodation may also be made a direct offer of social housing, or of a privately rented property offered on a six month assured shorthold tenancy basis.

The length of time taken for a direct offer to be made will depend upon the circumstances of the household and the availability of suitable accommodation.

Applicants who refuse a suitable offer of accommodation will no longer be given priority based on criterion 5.5c of the HCB Allocation Scheme and they will be excluded from HomeChoice Bristol for six months. After this time a new application can be submitted and will be assessed.

b) Referrals from Police, probation Service or Home Office

Direct offers to applicants referred via one of these agencies will be agreed by a Specialist Advisor from the Council's Homelessness Prevention Team.

c) Council employee occupying tied accommodation

In some circumstances where the applicant is a Council employee in tied accommodation and the Council requires vacant possession of that property, the applicant will be made a direct offer of suitable alternative accommodation. If the offer of suitable accommodation is refused the applicant will be assessed into the lowest band.

d) Key Ring supported living

Applicants assessed as having been accepted onto Key Ring supported living scheme will be made one direct offer of suitable accommodation to enable them to move into their network. If the offer is refused the applicant will not be made any further direct offers and they will be expected to bid.

e) Priority Move-On Scheme (PMOS)

Applicants accepted onto the PMOS scheme must make bids for all suitable available properties and their bidding will be reviewed after three months. If they fail to secure accommodation within this time they will be made one direct offer of suitable accommodation, which includes privately rented properties offered on a 12-month assured shorthold tenancy basis. Failure to accept one offer of accommodation (whether that offer is made via bidding or direct offer) will result in the applicant being reassessed into the lowest band and removal from PMOS. Applicants have the right to a review of the decision to be reassessed into the lowest band.

f) Hospital discharge

Applicants assessed as a hospital discharge case under section 5.4k of this policy may be made a direct offer of suitable accommodation. The decision to make a direct offer will be dependent on the applicant's individual circumstances. In making this decision, consideration will be given to the applicant's ability to place bids for themselves and the type of accommodation required. Applicants will only receive one direct offer. If the applicant refuses a direct offer no further direct offers will be made. The applicant will remain on band 1 but will be required to place his/her own bids. If the applicant refuses a further offer they will be suspended from bidding as outlined in section 4.3c of the HCB Allocation Scheme.

g) Other exceptional circumstances

The applicant does not fall within any of the categories listed in 6.1 a-f but in the opinion of the Housing Supply Manager requires a direct offer in order to resolve an urgent need to be rehoused.

h) Direct offer to a non-registered provider landlord

In the same way as this scheme allows applicants to bid for and, if successful, be nominated to become an assured shorthold tenant of accommodation provided by a non-registered provider landlord with whom the Council has made an arrangement for the provision of accommodation (see section 6.6), the Council may make a direct offer of such accommodation where it considers it

appropriate to do so. The refusal of any such direct offer would not be counted for the purpose of section 4.3(c) of this Scheme.

6.2 Exceptions to the usual allocation process

a) Landlord own lets

The allocation scheme allows for a small percentage of available properties to be advertised as a landlord own let. This means that individual Bristol Housing Partnership (BHP) landlords may decide not to allocate the property to the applicant in the greatest need.

When allocating a property as an own let, BHP landlords will refer to their own lettings policies. Bristol City Council landlord may allocate up to 10% of their total vacancies as an own let, all other partner landlords may allocate up to 30%² of their total vacancies. Where a landlord has chosen to allocate a property outside of the agreed HCB allocation scheme, this will usually be made clear within the advert. The following will count as landlord own selections:

- i) An internal transfer
- ii) A direct offer to an existing tenant
- iii) A direct offer to an applicant from the housing register (exceptions apply, see 6.1 above)
- iv) Properties that are not advertised to all bands
- v) Properties advertised as a sensitive let
- vi) Properties advertised with a preference to a particular group, for example working households (exceptions apply, see 6.2b below).
- vii) Properties allocated to an applicant not at the top of the shortlist (exceptions apply, see 6.2b below)

b) Adapted properties

In order to make the best use of housing stock landlords may advertise certain properties with adaptations (including level access properties) with priority to those applicants who need that particular adaptation. As a result, the property may be allocated to a household in a lower band. However, in making the decision to overlook higher band cases all landlords will have regard to whether this is the most suitable allocation and best use of stock. Allocations made in this way will not count as a landlord own let.

6.3 Letting restrictions

Some properties have lettings restrictions, for example 'no pets' or 'no children under 10 years old' due to lack of sound insulation. Any restrictions will be explained in the advert and applicants who do not meet the criteria will not be eligible to bid.

² This figure may change following the conclusion of the Bristol Housing Partnership agreement review.

6.4 Localised restrictions

Most allocations for social housing will be made from the general allocations scheme. However, different parts of the city may have localised issues which are not directly addressed by the scheme. To address these situations a Local Lettings Policy (LLP) may be introduced. LLPs place additional criteria or restrictions on certain properties that applicants on the housing register must meet in order to apply to rent them. For example, an LLP can ensure that a proportion of local key workers are given priority in developments in a particular area.

All new build schemes across the city are subject to what are commonly referred to as Local Lettings Plans (though Bristol City Council has adopted the term 'Sustainable Lettings Plans' or SLPs) for first lets.

The aim of an SLP is to create more mixed, balanced and sustainable communities - mixed in composition, balanced in terms of characteristics and needs, and sustainable by seeking to promote stability and continuity and minimise the risk of social and management issues.

a) Local lettings policies (LLPs)

The Council aims to increase the use of Local Lettings Policies (LLPs) to meet specific local needs³. An [equalities impact assessment](#) is undertaken for all LLPs and where an LLP is in place, the criteria will be stated in the property details when advertised. A standard Local Letting Policy Template and approach to has been developed for this purpose to ensure a consistent approach and process is followed, including representative community involvement in the development of future LLP's.

The LLPs currently in operation are listed below:

Lawrence Weston

[Lawrence Weston Local Lettings Policy \(bristol.gov.uk\)](http://bristol.gov.uk)

Lockleaze

[Lockleaze Local Lettings Policy \(bristol.gov.uk\)](http://bristol.gov.uk)

b) New build schemes

A common SLP has been created to standardise the lettings criteria for first lets in all new developments in order to:

- Make the process and rationale more transparent to service users,
- Reduce the need to develop new plans for every development,

³ We intend to introduce additional LLPs in areas with development coming forward including Fishponds, Lawrence Hill, St Pauls, Southmead, Horfield, Knowle, Hengrove & South Bristol surrounds. This is not an exhaustive list and other areas will be considered in due course. However, it should be noted that these proposals are not yet finalised. As these proposals are developed and implemented in areas across the city they will be added to the list of current LLPs (with links to the policies) noted in section 6.4 of the allocation scheme.

- Allow for a degree of standardization across MOST new developments (except in circumstances that genuinely require a different approach).

The core criteria we have adopted in co-operation with our Registered Provider partners is set out in [Appendix 6](#) of this policy.

It should be noted that there is no category in the standardised criteria relating to the maximum amount of housing related debt applicants are allowed to have in order to be allocated a property under an SLP. This will be determined through the allocations policies of individual registered providers.

SLPs will be put in place for all first lets in new general needs homes, which are introductory, assured or secure tenancies delivered by Registered Providers (RPs) and Bristol City Council. The terms of the revised Housing Partnership Agreement will determine how the SLP criteria are applied for subsequent relets.

The only exceptions to the SLP approach are community-led housing, specialist housing (including temporary accommodation) and certain residential estate regeneration schemes, as they will have a site specific SLP.

Where Sustainable Lettings Plans are in operation, the criteria will be stated in the property details when they are advertised.

Due to the sustainable lettings approach, vacancies will not always be allocated to the applicants who can demonstrate the greatest housing need. Applicants with lower priority may be considered for an allocation if they fulfil the criteria set out in the Sustainable Lettings Plan.

It is recognised that there may be situations in which it is not possible to fulfil the SLP criteria. In such situations the provider will be expected to provide evidence to support any deviation from the agreed criteria.

6.5 [Extra care housing](#)

Applicants who wish to be considered for Extra Care Housing must have a recognised support need. Housing accommodation is primarily for people over 65 years of age, but if you are disabled, have learning difficulties or have mental health issues then you may be eligible if you are over 55.

Properties will be allocated to people on the Adult Care 'waiting list'. To be included on this list the applicant should contact Care Direct to request an assessment for Extra Care Housing. Applicants applying for Extra Care Housing who already have a social worker assigned to them must advise Care direct of this. Care Direct can be contacted on 0117 922 2700.

6.6 Nomination to a non-registered provider landlord

Although it would not be an allocation for the purposes of Part 6 of the Housing Act 1996,

applicants may bid for and, if successful, be nominated to become an assured shorthold tenant of accommodation provided by a non-registered provider landlord with whom the Council has made an arrangement for the provision of accommodation. These properties, when they become available, will be advertised in the usual way but the advert will make it clear that the allocation is made outside of the mainstream HCB Allocation Scheme.

6.7 Discretionary tenancy award

Where at the time of application a person is in use and occupation (occupying a Council property without a tenancy and no legal right to one under succession) Bristol City Council, while having due regard to this policy, may use discretion to make an offer of a tenancy; either at the existing property or at another property depending on the outcome of their application assessment, in accordance with Bristol City Council Policy and Procedure.

7. Monitoring and management

7.1 Monitoring applications

a) Applicants that do not bid

Applicants in Bands 1 and 2 will be given six months from the date of assessment in band 1 or 2 to place a bid. If they do not place a bid during that time they will no longer qualify for the housing register. The HCB Team will review the applicant's bidding within this period.

Applicants in Bands 3 and 4 will be given one year from their registration date on HCB to bid. Applicants that have not bid will no longer qualify to be included on HCB.

The decision to exclude applicants in any band will be made on the basis that they will not qualify for HomeChoice Bristol for a period of six months unless there is a significant change in circumstances. Exceptions may be considered depending on the availability of suitable accommodation and personal circumstances of the applicant. Applicants can seek a review of this decision (see 3.9 above).

At the end of the exclusion period a new application would need to be submitted in order to be reconsidered on HCB.

a) Applicants owed a homelessness duty under Section 193(2) or Section 193C(4) of the Housing Act 1996 (as amended) who do not bid

These applicants are not subject to paragraph 7.1a above. However, they may be made a direct offer as specified in section 6.1a above.

b) Applicants accepted on the Priority Move-On Scheme who do not bid

These applicants are not subject to paragraph 7.1a above. However, they may be made a direct offer as specified in section 6.1d above.

7.2 Applications from Bristol City Council employees in tied accommodation.

Bristol City Council employees in tied accommodation will be placed in band 1 in instances of:

- redundancy
- ill health retirement
- retirement
- resignation where service has been satisfactory for a minimum of five years
- redeployment or promotion to a non-residential post.

Partners of employees who die in service also qualify for band 1.

Rehousing applications from people who resign before completing 5 years' service are to be

considered on their individual merits.

Employees will be eligible to bid for accommodation that is appropriate to the size of their household (see [Appendix 3](#)).

Owners who become wardens/caretakers

People who own residential accommodation at the time of being offered a post are to be made aware that band 1 will not be awarded when the period of employment ends (unless there are exceptional circumstances). The application for housing will be assessed on the employees housing need.

Council tenants who become wardens/caretakers

Where a council tenancy is relinquished in order to take up such a job offer the applicant is to be advised that they may only bid for accommodation of a size, and type, appropriate to the households needs at the end of the period of employment (as specified above) and not the same type of accommodation they lived in previously.

7.3 BHP tenants going to prison - future rehousing requests

Where a BHP tenant is about to serve a prison sentence, they will be encouraged to surrender their tenancy where that tenancy is not sustainable during the sentence. The tenant will:

- be issued with a letter explaining the process upon their release
- be advised to submit an application on HomeChoice Bristol before their expected release date with a copy of the letter issued to them (as above).

The application for rehousing will be considered in band 1 they will be allowed 1 month to successfully bid for a property after which time a direct offer of a property will be made on a citywide basis.

However, if their prison sentence relates to an offence that could have resulted in proceedings to regain possession of their tenancy, further enquiries will need to be made to ascertain if the applicant qualifies to be on the Bristol Housing Register (see 4.2 – Qualification Criteria)

7.4 Worsening or deliberately failing to improve housing circumstances

An applicant will be given reduced priority if the Council is satisfied they deliberately did, or failed to do, something which, in consequence, led to a worsening of their housing circumstances. The household will be placed into Band 4. The situation will be reviewed upon a material change of circumstance within the household.

Examples of which could include (but not limited to):

- A household moving from an affordable property where, according to the bedroom standard they are appropriately housed to a property where they are overcrowded.
- A household giving up an affordable and suitable private rented tenancy which they are able to maintain, to move in with other relatives, creating a situation of overcrowding.
- A household requesting or colluding with a landlord or family member to issue them with a Notice to Quit.
- Where there is evidence that an applicant has deliberately worsened their financial circumstances in order to qualify for and/or receive additional priority on the housing register.
- An applicant gives up settled accommodation that is reasonable to occupy in order to move into less settled or overcrowded accommodation.
- An applicant deliberately overcrowds their property by moving in friends and/or other family members who have never lived together previously and/or have not lived together for a long time, then requests rehousing to larger accommodation
- An applicant who refused a final offer of accommodation made in order to discharge a homelessness duty, and who has subsequently re-applied to HCB following the end of their exclusion.

The above list is not exhaustive.

7.5 Homeless households who are unable to live independently

Where it is considered that an applicant who falls within any of the homelessness banding categories is unable to sustain independent accommodation, their application will be suspended until such time as their Housing Advisor, in consultation with any relevant professionals such as a supported housing provider, considers that the applicant is able to manage a tenancy and is ready to move on to independent living. The decision to suspend an applicant will be made by the Housing Advisor. Applicants will have the right to request a review of any such decision (see section 3.9 above).

Appendix 1: Glossary

Terms Used	Definition
Acceptable Behaviour Agreement	A voluntary written agreement signed by an individual committing anti-social behaviour. In signing the agreement, the individual is agreeing to abide by the terms specified and to work with any support services identified.
Administration orders	A legally binding administrative arrangement that allows a person to pay only what they can afford towards their credit debts. This is an order by a County Court.
Affordable rent	Affordable rents are set at 80% of the market rent in the private sector.
Allocation	For the purposes of Part 6 of the Housing Act 1996, a housing authority allocates accommodation when it: <ul style="list-style-type: none"> • selects a person to be a secure or introductory tenant of accommodation held by that authority, • nominates a person to be a secure or introductory tenant of accommodation held by another housing authority, • nominates a person to be an assured tenant of accommodation held by a Private Registered Provider.
Anti-Social Behaviour (ASB)	<p>Bristol City Council adopts the definitions of anti-social behaviour (ASB) set out in the Anti-social Behaviour, Crime and Policing Act 2014. Part 1 of the Act defines ASB as:</p> <ul style="list-style-type: none"> • Any act that causes, or is likely to cause, nuisance or annoyance to a person in respect of their dwelling. <p>and</p> <ul style="list-style-type: none"> • Any act that causes, or is likely to cause, alarm, harassment or distress to a person not in respect of their dwelling. <p>We also make use of the Community Protection Notice under Part 4 of the Act, which includes this definition:</p> <ul style="list-style-type: none"> • Conduct of an individual that is having a detrimental effect (that is persistent or continuing) on the quality of life of those in the locality and that conduct is unreasonable. <p>Formal legal action against ASB is taken using civil injunctions, Community Protection Notices (CPN) or Criminal Behaviour Orders (CBOs). These legal measures replace Anti-Social Behaviour Orders (ASBOs), which were repealed in 2014.</p>
Assured shorthold tenancy (AST)	The most common tenancy for people who rent from a private landlord or letting agent. Assured Shorthold tenancies give the tenant the right to occupy a property for a fixed period of time, provided that they keep to the terms of their tenancy agreement. At the end of the fixed period

	of time (often six months), the landlord or the tenant has the right to terminate the tenancy but it can be renewed for another fixed period of time if both parties agree.
Assured tenancy	An assured tenancy is a type of tenancy that some private tenants and most housing association tenants have. A landlord can only end an assured tenancy if they have a legal reason or ground for possession . For example, rent arrears or antisocial behaviour.
Bankruptcy orders	A legal status that usually lasts for a year and can be a way to clear debts a person can't pay. When a person is bankrupt, their non-essential assets (property and what you own) and excess income are used to pay off creditors (those the person owes money to). At the end of the bankruptcy period, most debts are cancelled.
Bedroom entitlement	The number of bedrooms that a household can be considered for. This is done in accordance with the bedroom standard (see overcrowding, defined below).
BHP tenant	A tenant of one of the Bristol Housing Partners (BHP) whose tenancy is in the Bristol City boundary.
Breach of tenancy conditions (BOTC)	All tenants sign a 'tenancy agreement', agreeing to uphold the 'conditions of tenancy' as stated in the agreement. A breach of tenancy conditions refers to when those conditions have not been upheld by the tenant(s). Common breaches of tenancy conditions include: <ul style="list-style-type: none"> • Non-payment of rent • Incidences of ASB/hate crime/domestic abuse, • Non-occupation or sub-letting of the property, • Failure to keep the property in good condition/ failure to report necessary repairs.
Bristol City boundary	If you are liable for Council tax in Bristol then you will be classed as living in the Bristol City Boundary. Applicants can check whether or not they live within the Bristol City boundary by going to www.gov.uk/pay-council-tax and entering their postcode.
Care leaver	A young person aged between 16 and 25 who is or has been looked after for a total of 13 weeks or more after their fourteenth birthday and who continue to be looked after at 16 or 17 years of age.
Carer	Anyone who looks after a family member or friend who needs help because of illness, frailty, disability, a mental health problem or some other care need and cannot manage without this additional support. Carers can be adults or young people and the support they provide is unpaid.
Composite need	When an applicant has more than one housing need that effectively makes their situation worse than someone else in the same band. Factors currently taken into consideration include over-crowding, where someone's health is made worse by their accommodation, domestic violence and/or harassment.
Debt Relief Orders (DROs)	A form of personal insolvency. It is a way for people in debt to have

	their debts written off. The total qualifying debts must be below £30,000 and the person must have little to no assets and a low income.
Demoted tenancy	An alternative to possession proceedings for social housing landlords where a tenant is causing nuisance through antisocial behaviour or using the property for an unlawful purpose. The tenant does not lose their home and can regain their original tenancy and security of tenure after 12 to 18 months.
Direct offer	A way of allocating social housing whereby the Council actively approaches someone on the waiting list with an offer of housing which is considered suitable for their needs according to the information provided on their application form.
Effective date	The date an application was assessed into one of the housing allocation scheme bands.
Equalities Impact Assessment (EqIA)	An evidence-based assessment designed to help organisations ensure that their policies, practices, events and decision-making processes are fair and do not present barriers to participation or disadvantage any protected groups from participation.
Fixed term tenancy	Fixed term tenancies are offered for a fixed period of time and the tenancy ends on the last day of that period or term. The partner landlords will decide their own typical length to offer a tenancy.
Flexible tenancy	A flexible tenancy is a fixed term secure tenancy with most of the same rights as a secure tenancy but last for a fixed period. A flexible tenancy will usually last 5 years, following an introductory tenancy of 12 months.
Foster carer	Someone who looks after a child or young person in their home, as agreed by Bristol City Council Children and Young People's Services, who cannot live with their parents.
General needs housing	Housing which is not aimed at specific populations (such as older people) and where there is no additional support provided to tenants beyond normal housing management and repairs services.
Genuine and effective employment	For employment to be considered 'genuine and effective' supporting evidence indicating regular employment is required, such as a contract of employment. Even if there is no contract, there must be evidence of an employer and regular hours and payment. Family or friendly arrangements with no contract or regular hours may be considered 'marginal and ancillary' (see definition below) rather than 'genuine and effective' employment. A range of factors are considered when deciding whether employment is 'genuine and effective' or 'marginal and ancillary'. These include: <ul style="list-style-type: none"> • the period of employment • the number of hours worked • the level of earnings • whether the work is regular or erratic.
Hardship	As defined in section 4.11 of the Allocation of accommodation:

	guidance for local authorities (2012) hardship includes situations where an applicant needs to move to a different locality in order to give or receive care, or to access specialised medical treatment or take up a particular employment, education or training opportunity that is not available elsewhere and not within reasonable commuting distance.
Housing, Health and Safety Rating System (HHSRS)	The HHSRS assesses 29 housing hazards (ie. crowding and space, mould, excess heat or cold etc) and the effect that each may have on the health and safety of current or future occupants of the property. The HHSRS provides a way that hazards can be assessed and identifies the best way(s) they can be dealt with. If a hazard is a serious and immediate risk to a person's health and safety, this is known as a Category 1 hazard. If a hazard is less serious or less urgent, this is known as a Category 2 hazard.
HN	The letters 'HN', used throughout this document, refers to qualifying 'housing needs' which are categories given to certain applicants who are more in need of housing than others. The categories include: <ul style="list-style-type: none"> • Overcrowding • Health affected by current housing • Harassment • Hardship • Unsanitary or unsatisfactory housing Applicants with more than one qualifying housing needs will receive higher priority when their application is assessed.
Independent Domestic Violence Advocate (IDVA)	A specialist professional who works with a victim of domestic abuse to develop a trusting relationship. They can help a victim with everything they need to feel safe and rebuild their life and represent their voice at a MARAC (defined below), help them navigate the criminal justice process and work with the different agencies to provide support.
Introductory tenancy	A 12-month probationary tenancy given by Bristol City Council and is known as a trial period. An introductory tenancy will become secure so long as there are no serious breaches of tenancy.
Key Ring scheme	Key Ring are an adult social care service provider. They run a number of schemes in Bristol for people with learning disabilities and/or mental health issues and/or autism living in the community.
Marginal employment	Marginal (or 'marginal and ancillary') employment broadly means that the work involves so little time and money as to be largely irrelevant to the lifestyle of the person. For example, a student who gets a job working behind a student union bar for two hours a week is primarily a student, their work is 'marginal and ancillary' to their actual role as a student. Voluntary work for no payment or material reward would similarly not qualify as 'genuine and effective' employment (see definition of 'genuine and effective' employment above).
Medical and welfare grounds	Medical grounds refers to the medical circumstances of a household that is directly affected by current housing conditions and where a move to more suitable accommodation would improve the medical

	<p>condition. Welfare grounds can encompass a wide range of needs. For example:</p> <ul style="list-style-type: none"> • providing accommodation from which a care leaver can build a stable independent life. • providing accommodation to help someone recover from the effects of violence or threats of violence, or physical, emotional or sexual abuse. • assisting foster carers, or those approved to adopt who need to move to a larger home in order to accommodate a looked after child or a child who was previously looked after by a local authority.
Multi Agency Public Protection Arrangements (MAPPA)	The Criminal Justice Act 2003 led to the establishment of Multi-Agency Public Protection Arrangements (MAPPA) in each criminal justice area of England and Wales. MAPPA is designed to protect the public, including previous victims of crime, from serious harm by sexual and violent offenders. They require the local criminal justice agencies and other bodies dealing with offenders to work together in partnership in dealing with these offenders.
Multi Agency Risk Assessment Conference (MARAC)	A MARAC is a meeting where information is shared on the highest risk domestic abuse cases between representatives of local police, probation, health, child protection, housing practitioners, Independent Domestic Violence Advocates (IDVAs) and other specialists from the statutory and voluntary sectors. The primary focus of the MARAC is to safeguard the adult victim.
Noise Abatement Notice	Councils must investigate complaints about issues that could be a 'statutory nuisance' (a nuisance covered by the Environmental Protection Act 1990). If noise levels from a premises are considered ' <i>prejudicial to health or a nuisance</i> ' councils will serve a noise abatement notice.
Notice of Possession Proceedings (NOPP)	A legal notice given to a tenant that says the landlord is seeking possession of an introductory tenancy. A Notice of Possession Proceedings must be served upon the tenant before the expiry of the introductory tenancy period and an application made to court to hear the case.
Notice Seeking Possession (NoSP)	A legal notice given to a tenant that says the landlord intends to take back the occupancy of the property because the tenancy conditions have not been adhered to. This is warning of the intention to refer to court to seek eviction.
Overcrowding	Section 4.8 of the Allocation of accommodation: guidance for local authorities (2012) , states that the bedroom standard is an appropriate measure of overcrowding for allocation purposes, and recommends that all housing authorities should adopt this as a minimum. The bedroom standard allocates a separate bedroom to each: <ul style="list-style-type: none"> • married or cohabiting couple

	<ul style="list-style-type: none"> • adult aged 21 years or more • pair of adolescents aged 10-20 years of the same sex • pair of children aged under 10 years regardless of sex
Priority Move-on scheme (PMOS)	A discretionary scheme to improve the effectiveness and efficiency of supported housing provision by assisting residents to move on to other accommodation when their support needs reduce. The scheme enables an accommodation provider to refer a client who is ready to move on directly in to HomeChoice. The referred client is awarded band 2 with a six month backdating which puts them high up in band 2 with swifter move on times being achieved through bidding. PMOS also gives scope to identify a direct offer of social housing for the client which can be made if bidding does not deliver an outcome in the short term.
Residence order	A residence order establishes where a child will live and a contact order sets out who the children should spend time with.
Responsible authority	This is the Local Authority that last looked after the child or young person.
Restricted person/restricted case	<p>Someone who is not eligible for assistance under Part 7 of the Housing Act, 1996 and is subject to immigration control and either:</p> <p>a) Does not have leave to enter or remain in the UK, or</p> <p>b) Does have leave but it is subject to a condition of ‘no recourse to public funds’</p> <p>A restricted case is where the housing authority would not be satisfied that the applicant had a priority need for housing without having had regard to a ‘restricted person’ in the household. For example, where an applicant is an eligible British citizen who would not have priority need if they applied alone but does have priority need because of their dependent children who are ‘restricted persons’.</p>
Secure tenancy	A secure tenancy will be awarded at the end of a 12-month probationary tenancy so long as there have been no breaches of tenancy.
Serious illness or disability	Cases that have been assessed, by the Council’s Health and Housing Team, as having acutely serious overt health problems with unequivocal need for change of accommodation to alter the course of daily functioning e.g. a wheelchair user who lives in a top floor flat with no lift or who has extreme mental health issues living in a neighbourhood which is overtly contributing to destruction of independent living.
Serious unacceptable behaviour	Any breach of tenancy conditions including ASB and non-payment of rent where legal action has been taken by the Police or any Council department or any landlord.
Social rent	Social rent is based on a formula set by government. It is usually less than an affordable rent.
Special guardianship	Special Guardianship is an order made by the Family Court that places a child or young person to live with someone other than their parent(s)

	on a long-term basis. The person(s) with whom a child is placed will become the child's Special Guardian.
Starter tenancy	Starter tenancies are assured short-hold tenancies which are given to new social housing tenants. This is a probationary tenancy for a period of 12 months. After 12 months, if the tenancy has been conducted satisfactorily, it will automatically convert to an assured tenancy. If a starter tenancy is not conducted satisfactorily, it may be extended for six months or terminated.
Suitable offer	A suitable offer is defined in detail in Appendix 5 of this document.
Supported lodgings	A scheme which offers young people accommodation in a home environment when leaving foster care or residential care. Supported lodgings are provided by people who can offer a bedroom in their homes, along with some level of support, to care leavers.
Supported housing	Accommodation provided with additional tenancy support for individuals with specific needs.
Temporary accommodation (TA)	Under Homelessness legislation, if a person or family becomes homeless and urgently needs a home, the Council may provide temporary accommodation while helping them find a more sustainable long-term housing solution.
Tied accommodation	Accommodation occupied by employees of the Council where their contract of employment requires them to occupy dwelling houses for the better performance for their duties.
Under-occupation charge	Often called 'the bedroom tax', cuts someone's universal credit housing element or housing benefit if they are: <ul style="list-style-type: none"> • of working age • classed as having a spare bedroom • a council or housing association tenant
Under occupying	A household under occupies accommodation when they are occupying accommodation that is larger than their maximum room entitlement.

Appendix 2: Bristol Housing Partnership (BHP) landlords

Landlord	Address
Abri	Lupin Way, Yeovil, Somerset, BA22 8WN
Brighter Places	Eden House, 10 Eastgate Office Park, Eastgate Road, Eastfield, Bristol BS5 6XX
Bristol City Council	PO Box 595, Bristol, BS99 2AW
Bromford	Building 1, Riverside Court, Bowling Hill, Chipping Sodbury, Bristol BS37 6JX
Brunelcare	Saffron Gardens, Prospect Place, Whitehall, Bristol, BS5 9FF
Clarion Housing	Level 6, 6 More London Place, Tooley Street, London, SE1 2DA
Curo	The Maltings, River Place, Lower Bristol Road, Bath, BA2 1EP
Elim Housing Association	Units 3 & 4, Pinkers Court, Briarlands Office Park, Gloucester Road, Rudgeway, South Gloucestershire, BS35 3QH
Green Square Accord	Methuen Park, Chippenham, SN14 0GU
Guinness Partnership	Estune Business Park, Block C, Wild Country Lane, Long Ashton, Bristol, BS41 9AF
Habinteg Housing Association Ltd	41 Valentine Close, Hengrove, Bristol BS14 9ND
LiveWest	Weston Gateway Business Park, Weston Super Mare, Somerset, BS24 7JP
Places for People Housing Association	4 th Floor, 10 Victoria Street, Bristol, BS1 6BN
Riverside Group	12 Dowry Square, Hotwells, Bristol, BS8 4SH
Sanctuary Housing South West Ltd	Estuary House, Peninsular Park, Rydon Lane, Exeter, EX2 7XE
Sovereign Housing Association	Brabazon House, Unit 11 Brabazon Office Park, Golf Course Lane, Filton, Bristol BS34 7PZ
Stonewater Housing Association	450 Woodland Court, Ash Ridge Road, Bradley Stoke, Bristol, BS32 4LB

Appendix 3: The bedroom standard

a) Bedroom standard

For the purposes of this policy, overcrowding and bedroom entitlement is assessed in accordance with bedroom standard. The bedroom standard allows a separate bedroom to each:

- married or cohabiting couple
- adult aged 21 years or more
- two children under 10 of either sex can share a bedroom
- two boys under 21 can share a bedroom
- two girls under 21 can share a bedroom

b) Sharing with another household

Where a household applying for rehousing is sharing a property with another household that will not be moving with them, the bedroom entitlement (see [Appendix 3](#)) will be applied to all people living in the property. The application will be assessed on the basis that children of appropriate ages and gender (as set out in section a) can share a bedroom regardless of whether they belong to the same family unit.

c) Appropriate rooms

When assessing if a household is lacking a bedroom a second living room that is suitable to be used as sleeping accommodation will be treated as a bedroom.

d) Studio flats

Where an applicant and children are occupying a studio flat/bedsit, the property will be classed as having '0' bedrooms.

A studio flat is considered to be suitable for a single person or couple and if occupying such accommodation will not be considered as lacking a bedroom.

e) Expectant mothers

Expectant mothers, who on the birth of the child, will be eligible for a property larger than they currently need (as per section h) will be allowed to bid on the larger property once they are 20 weeks pregnant.

f) Additional bedrooms

Bedroom entitlement will be calculated based on the bedroom standard. However, in exceptional circumstances, an additional bedroom may be agreed. This is most likely to apply in the following circumstances: (i) where an applicant or household member has significant overnight care needs

which require the presence of an overnight carer every night; or (ii) where an applicant or household member, who would otherwise be expected to share a bedroom, cannot reasonably be expected to do so because of significant medical or behavioural issues which are likely to have a seriously detrimental impact upon his or her health wellbeing, or that of the person with whom he or she would normally share a bedroom.

Each case will be assessed on an individual basis, after all relevant information has been taken into account. The decision to agree to the provision of an extra bedroom on health grounds will be made by a Health and Housing Officer.

The Health and Housing Team will consult with any other agencies or services who have relevant knowledge of the applicant's or household member's circumstances. The provision of an additional bedroom will only be agreed if documentation showing that an assessment of need has been undertaken by appropriate health or care professionals which supports the requirement for an additional bedroom. For example, decisions in cases involving children with special needs will take into account evidence such as Special Educational Needs and Disability (SEND) reports, information from Education, Health and Care Plans (EHCPs), as well as information provided by paediatricians, occupational therapy (OT) services, general practitioners (GPs), health visitors, and other relevant professionals. This also includes referrals and assessments for Carers or Care Act Assessments, which also provide evidence of need.

g) Split families

Applications from split households who wish to live together will be assessed from the better of the two properties based on the households needs.

h) Bedroom entitlement

The size of property a household can be considered for is based on the bedroom standard (see section a).

The following table outlines the number of bedrooms a household would usually be considered for. However, this may vary dependant on permitted numbers allowed in the property. On occasions where a property has a smaller permitted number than usual this will be outlined in the property advert. It should be noted that the number of bedrooms your household needs is not a reviewable decision.

Household	Number of bedrooms
Single Applicant	Studio or 1 bed
Single applicant aged over 60 years	Studio or 1 bed (including sheltered accommodation)
Couple [Couples can bid for studios that are large enough for 2 people. This will be specified on the advert.]	1 bed or studio

Household	Number of bedrooms
Couple aged over 60 years	1 bed or studio (including sheltered accommodation)
Single applicant or couple expecting a child	1 bed or 2 bed
Single applicant or couple with 1 child	2 bed
Single applicant or couple with 2 children (mixed or same sexes under 10 years)	2 bed
Single applicant or couple with 2 children (same sexes both under 21 years)	2 bed
Single applicant or couple with 2 children (mixed sexes at least 1 over 10 years)	3 bed
Single applicant or couple with 3 children (mixed sexes, all under 10 years)	3 bed
Single applicant or couple with 3 children (same sexes, all under 21 years)	3 bed
Single applicant or couple with 3 children (mixed sexes, all under 21 years)	3 bed
Single applicant or couple with 3 children (same sex, 2 under 21 years and 1 over 21 years)	3 bed
Single applicant or couple with 3 children (same sex, 1 under 21 years and 2 over 21 years)	3 or 4 bed
Single applicant or couple with 3 children (same sex, all over 21 years)	3 or 4 bed
Single applicant or couple with 3 children (mixed sexes, all over 21 years)	3 or 4 bed
Single applicant or couple with 3 children (1 over 21 years and 2 mixed sexes 1 under 10 years and 1 over 10 years).	3 or 4 bed
Single applicant or couple with 4 children (same sex, all under 21 years)	3 bed
Single applicant or couple with 4 children (mixed sexes, all under 10 years)	3 bed
Single applicant or couple with 4 children (2 of each sex, all under 21 years)	3 bed
Single applicant or couple with 4 children (same sex, 3 under 21 years and 1 over 21 years)	3 or 4 bed
Single applicant or couple with 4 children (3 same sex under 10 years and 1 opposite sex over 10 years)	4 bed
Single applicant or couple with 4 children (3 mixed sexes under 10 years and 1 over 21 years)	4 bed
Larger families may bid for large 3 bedroom, 4, 5 and 6+ bedroom properties.	
Due to the lack of availability of larger family accommodation, households requiring 4+ bedrooms may, with the household's agreement, be considered for properties smaller than their bedroom entitlement so long as this does not make them overcrowded by 2+ rooms.	
Please note that The Council's Health and Housing team may restrict the type of property or increase the size of a property a household can bid for due to health reasons.	

Appendix 4: Household members

Applicants can only include members of their 'immediate family' on their application. For the purposes of this policy, immediate family is defined as:

- The applicant
- The applicant's spouse or partner.
- Dependent children – including children to whom the applicant has legal guardianship of and children that are adopted or fostered. A kinship foster child will only be included as an immediate family member if the arrangement is formally agreed and approved by Bristol City Council's Children's Services
- Elderly parents - will only be included where the Health and Housing team have agreed that they need to live with the applicant for health reasons and only if they are eligible for housing assistance. Due to the lack of large/adapted family accommodation any request to include elderly parents as household members may be refused if their housing needs can be better met via sheltered housing and a package of care.

Who cannot be included as part of the Household?

- Adult children unless it can clearly be seen that they have occupied the parental home as their only or main home for the last 2 years. They will not be included where they have spent a considerable amount of time away from the home and only recently returned.
- Students in full time education/residential setting and living away from the address applied from
- Extended family members - for example grandparents, aunts, uncles, nephews, nieces and cousins.
- Siblings of the applicant or applicant's spouse or partner
- Friends
- Lodgers

Exceptions

People who have an exceptional need to live with the applicant can be defined as those people who are not included in the definition of immediate family, but who have a real need to live as part of the household in order to give or to receive care or support.

This may include:

- An adult child
- Elderly parents - Elderly parents will only be included where the Health and Housing team have agreed that they need to live with the son or daughter for health reasons and only if they are eligible for housing assistance. Due to the lack of large/adapted family accommodation any request to include elderly parents as household members may be refused if their housing needs can be better met via sheltered housing and a package of care.

- A carer – If an applicant needs full- time care and there is no one available in their immediate family to provide this care and there are no other housing options.

Applications where household members have a BHP debt from a former or current tenancy of £500 or more will be prevented from bidding. This will also apply where the household member's BHP debt combined with the applicant's BHP debt exceeds £500 as set out in section 4.3a.

Appendix 5: Defining a 'suitable offer'

Introduction and general points

Applicants who refuse suitable offers may have their HomeChoice Bristol applications suspended or closed in certain circumstances, which are set out in more detail in the Allocation Scheme.

If an applicant places a bid for a particular property, the Council will normally take the view that the applicant took all of the information contained in the property advertisement into account before placing the bid and determined that the property was suitable for his/her household based on that information.

However, it is acknowledged that, in some situations, an applicant may consider a property to be unsuitable for reasons which do not relate to the information contained in the advertisement, and these reasons will need to be given fair consideration when determining whether the property was in fact suitable for the applicant's household.

In other situations, an applicant may have had a genuine misunderstanding about an aspect of the information contained in the advertisement. It will be necessary to consider the circumstances of the application as a whole in order to determine whether the applicant could genuinely have held such a mistaken view. Even if this is acknowledged, consideration must still be given to whether the property was actually unsuitable for the applicant's household.

If an applicant refuses a direct offer of a property, consideration will need to be given to any information that the applicant had provided previously regarding his/her housing requirements in order to inform the direct offer process.

In relation to both properties offered following a bid and those offered directly, the applicant's bidding history may also be taken into account when determining suitability. For example, if an applicant has previously placed bids for properties in a particular area but subsequently refuses a property in the same area on the grounds that that area is unsuitable, the previous bids may be regarded as a factor indicative of suitability, although this will not necessarily be conclusive.

It is the applicant's responsibility to update his/her application with any new information which may have a bearing upon the size, types and locations of properties which are suitable for his/her household. If this information has been provided by the applicant but has not been assessed by the time that an offer is made, it will need to be taken into account by the HomeChoice Bristol Team before any decision on the suitability of the property can be made. Such information may relate to, but is not limited to, changes in household composition, health-based housing requirements, and recommendations from relevant professionals regarding areas which may be unsafe for the applicant's household.

Specific factors relating to suitability of accommodation

The specific factors below may need to be taken into consideration when determining whether a particular property would have been suitable for an applicant's household. The considerations set out above may be relevant to any of these factors in a particular case.

1) Property size

In order to be regarded as suitable, the property must have had the appropriate number of bedrooms for the applicant's household at the time of making the offer and at the time of the refusal. Bedroom entitlements are set out in Appendix 3 of the Allocation Scheme.

Given the scarcity of social housing in Bristol, it is unlikely that a property will be regarded as unsuitable for any other reason relating to its size. For example, if a property has the requisite number of bedrooms, but the applicant claims that the living room is too small, it is unlikely that a finding of unsuitability would be made.

2) Property type and characteristics

The fact that a property may not be of an applicant's preferred type or may not have his/her preferred characteristics does not in itself mean that the property will be regarded as unsuitable for his/her household. For example, the fact that a property may be in a multi-storey block or may not have a garden or a particular heating system, is not by itself indicative of unsuitability, although the particular circumstances of the applicant's household will need to be taken into consideration.

Any health-related housing requirements should already have been identified prior to any offer being made, but any new information regarding potential requirements of this nature will still need to be considered when determining suitability.

The fact that a property may have features that an applicant does not require, such as adaptations for disabled people, does not in itself mean that the property will be regarded as unsuitable for the applicant's household.

3) Property condition

Where an applicant refuses a property because he/she considers it to be in an unsuitable condition for his/her household, it is unlikely that this will be regarded as a reasonable ground for refusing the offer. This is because confirmation that the property meets the minimum standard for re-letting must be given by an appropriately qualified professional before a property can be offered through HomeChoice Bristol.

If significant disrepair is identified at a particular property after an offer has been made, a decision may be made by the landlord to withdraw the offer so that further work can be carried out. This

would not count as refusal of the offer on the applicant's part, so no decision would need to be made about whether a suitable offer had been made.

4) Location of property and risk of violence or harassment

The Council does not consider that any part of the city should automatically be regarded as 'off limits' to people from particular ethnic or religious backgrounds, or who have any other protected characteristics as defined by the Equality Act 2010. Applicants who have concerns about living in particular areas are strongly advised not to place bids for properties in those areas.

However, if an applicant becomes aware of information which may indicate that his/her household would have been at risk in a particular area after being offered a property in that area, this information will need to be taken into account when determining the suitability of that property. For example, an applicant might become aware that his/her violent ex-partner lives in the vicinity of the property. Or an applicant might be racially abused when he/she visits the property for a viewing. In the latter scenario, it may be necessary for enquiries to be carried out with relevant professionals with knowledge of the area, in order to determine whether there is a significant problem with racism in that area, or whether the applicant's experience is likely to have been an isolated incident.

Other than where a possible risk towards a member of the applicant's household has been identified, it is unlikely that a property that an applicant has placed a bid for will be regarded as unsuitable because of its location. This is because the location of the property is always clearly stated in the advertisement, and it is therefore reasonable to conclude that the applicant considered how he/she would access any relevant services, such as schools, workplaces, childcare or healthcare, before placing the bid.

This is also likely to be the case where an applicant is offered a property directly, as he/she will have had the opportunity to provide information regarding suitable and unsuitable areas before any offer is made. However, where a direct offer is made, it is possible that the applicant's circumstances may have changed since the applicant provided this information, in which case further enquiries may need to be carried out in order to determine suitability.

5) Type of landlord and affordability

A property will not be considered to be unsuitable because the landlord is a housing association rather than the Council, and the right to buy the property does not therefore arise.

In rare circumstances, a housing association property may be regarded as unsuitable if there are particular conditions attached to the grant of a tenancy which concern the payment of additional fees, such as rent in advance, which the applicant is unable to afford. However, in most situations, it is likely that the applicant will be able to obtain some form of financial assistance to help to pay these fees, possibly through a loan from Bristol Credit Union. If it is considered reasonable for the applicant to pursue such measures, the property is unlikely to be regarded as unsuitable.

6) Pets

Applicants are expected to provide information about any pets that they own as part of the application process. A property will not be offered to the applicant if the types of pet that the applicant has declared on the application form are not permitted in the property. It is unlikely that a property will be regarded as unsuitable if an applicant has acquired additional pets which have not been declared on the application form and which are not permitted in a property that the applicant has placed a bid for or has been offered directly.

Service animals (e.g. guide dogs for the blind, hearing dogs etc.) are not classified as pets. Service animals should not be included as a pet on applications but should be disclosed. Evidence of the need for a service animal is required from secondary health services or the charity that provided the animal. Feedback from a GP would generally not be seen as sufficient.

Appendix 6: Sustainable Lettings Plans (SLPs) for new developments: core criteria

SLPs will be in place for all first lets in new general needs homes, which are, introductory, assured or secure tenancies delivered by Registered Providers and Bristol City Council (BCC). The only exceptions to the SLP approach are community-led housing, specialist housing (including temporary accommodation) and certain residential estate regeneration schemes, as they will have a site specific SLP.

Note: An individual placement could meet multiple criteria, for example a homelessness placement may also have a care and support need. In such examples, a single placement would contribute to both the homelessness and care and support need targets.

Criteria	Description
Enforcement action for Anti-Social Behaviour/breach of tenancy conditions	Households should not have had enforcement action taken against them (for example, relating to ASB, Harassment, Drug related offences etc) for (up to) the previous five years to be considered for first lets. We will take a trauma informed approach and discretion may be given in cases where the applicant, or members of the household, have shown a commitment to engage with support agencies and any references that support the application will be taken into consideration when deciding on rehousing. This will be done on a case-by-case basis.
Children	Allocations will be made to families with a range of ages and numbers of adults and children, ensuring a mix of differently aged children in the locality, with criteria being based on the specific characteristics of the development.
Employment	For 40% of the properties, at least one adult in the household of working age should be in employment (All types considered, including volunteering. Proof of employment required). Those participating in dedicated training schemes or back to work initiatives will be deemed to be 'in employment' provided 30% of residents as a whole are in paid work.
Support needs	Registered Providers will take into account the overall needs profile of applicants across the site when considering bids from people requiring high levels of support. No less than 15% of 1 bed flats will be made available to households with a care and support need, provided that the placement has been assessed as being capable of sustaining an independent tenancy and that a suitable care and support plan is in place.

Homelessness	Not less than 20% of homes will be let to households to whom the Council owes a Homelessness Duty.
Accessibility	<p>M4(3) wheelchair accessible homes will be allocated to households with an identified need for a wheelchair adapted home. The Registered Provider may request the local authority for a direct match for M4(3) wheelchair accessible homes.</p> <p>Furthermore, where applicable, priority for ground floor flats without a lift, and all M4(2) homes, will be given to those whose housing need means they need ground floor accommodation, including people with mild to moderate mobility issues or visual impairment.</p>
Equality and diversity	All Sustainable Lettings Plans will be responsive, accessible and sensitive to the needs of all by having regard to the protected characteristics in the Equality Act 2010. They will ensure that all applicants are treated fairly and without unlawful discrimination on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation and will enable applicants with diverse needs to access accommodation to these schemes.
Monitoring	Once all units are allocated, the Local Authority may request that the Registered Provider demonstrate that they have complied with the first lets policy approach.
Exception provisions	Where it is agreed with the Council that the standard sustainable letting requirements are not appropriate for the development or where additional criteria need to be considered e.g. (age restrictions, ethnicity, families in flats, downsizing strategies), a site specific SLP will be supported. This is an exception to the policy and evidence will be required to show the need to vary the standard approach. A standard template will be provided by the Council. These may extend beyond first let, with clear review and monitoring processes established.

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1. Policy statement and context

1.1 Introduction

All English local housing authorities are required by law to have a scheme for the [allocation](#) of social rented housing. There are many laws and regulations which govern the rules and administration of housing allocation schemes and this document will frequently use terms which may be unfamiliar to many people. However, an extensive glossary is provided in [Appendix 1](#) to help explain these terms in more detail.

This policy document sets out Bristol City Council's approach to allocating social housing. The allocations policy was originally agreed by Cabinet on 1st April 2014. Parts of the policy have been updated periodically to reflect changes in law or local policy, however, this March 2023 update represents the first substantial rewrite of the policy since 2014. The most recent changes take into account public feedback from the consultation on the existing scheme which took place between 15th July and 7th October 2022. A number of changes relating to this policy will be made over the next 18 months. This version, datedx....., represents the **final public consultation related** changes being introduced.

Our housing allocation scheme is called **HomeChoice Bristol (HCB)** and is run by Bristol City Council in partnership with a range of 'Registered Providers' (Housing Associations) operating in the Bristol area. This policy explains who is eligible to be included on HomeChoiceBristol and which groups of people do not qualify to be included on HCB. It also describes our banding system, which is how we assess and prioritise the allocation of social housing based on housing need.

For the purposes of this policy the Registered Provider landlords included in the partnership will be referred to as the Bristol Housing Partnership (BHP). The landlords that are part of this allocations scheme are listed in [Appendix 2](#).

1.2 Policy aims

This updated policy is the outcome of a review into our existing allocations scheme which started in 2019 but which was paused during the Covid pandemic and recommenced in 2021. The main aims of this policy are to:

- comply with the council's statutory duties in Part 6 of the Housing Act 1996 as amended,
- make best use of the available affordable housing stock,
- be clear, transparent and balanced and ensure reasonable preference is accorded,
- create mixed, balanced and sustainable communities,
- assess applications according to the applicant's needs, ensuring that no application will be treated less favourably on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation, in accordance with the Public Sector Equality Duty (PSED),
- provide a high-quality service for all those in need of advice and assistance,

- ensure that vacant Council/Housing Association properties are relet as soon as possible,
- reduce the cost of homelessness and to reduce the use of emergency and temporary accommodation for homeless applicants,
- offer people the opportunity to express preferences about the housing accommodation to be allocated to them, by allowing them to bid for properties that match their needs.

1.3 Housing supply and demand

The demand for social homes in Bristol is substantially greater than the number of homes available and it is unrealistic for most people to think they will get social housing. There are rising numbers of people becoming homeless and the increasingly unaffordable cost of housing in Bristol is creating more demand for social housing and increasing the pressure on HomeChoice Bristol. At the time of writing, there are over 19,500 households on the housing register in Bristol, and only around 1,500 homes are let each year. There are also more than 1,100 households currently living in temporary accommodation.

Many people, particularly those in lower bands, will need to consider other housing options. The HomeChoice Bristol web site at www.homechoicebristol.co.uk has some helpful information about other housing options.

1.4 Type of allocation scheme

There are two main approaches to allocating social housing, a choice-based lettings scheme or a managed list approach. Under a choice-based lettings scheme an applicant can bid for properties that they are interested in. Generally, accommodation is offered to the bidder who has the highest priority under the allocation scheme and matches the lettings criteria for that property.

The alternative to choice-based lettings is using a managed list. In this model the council takes responsibility for managing the allocation of property to people on the housing register. People do not have the opportunity to independently bid for property and rely on the council to choose for them.

Bristol has operated a choice-based lettings scheme since 2008, although even under this approach around 30% of properties were allocated through means of a 'direct offer', where we match a property to an applicant and offer it to them rather than waiting for them to bid. This was done to speed up the highest need cases by matching them to properties that met their bedroom need (see [Appendix 3](#)).

One of the key outcomes of the allocations review is the decision to move over to a '**managed choice**' approach. This is essentially a combination of choice-based letting and a managed list. This means that people will be able to continue to be able to bid for properties, but we will also be intervening more often to match people to a suitable property and make a direct offer, with *up to* 50% of allocations being made by Direct Offer as a result of this policy change.

We believe this will enable us to move people in critical situations into suitable accommodation faster, for example, people fleeing domestic violence or hate crime, properties that are severely overcrowded and those at risk of homelessness or already homeless.

Going forward, we will use our discretion to prioritise cases for direct offers, based on trends and ongoing demands on the HomeChoice Bristol service.

1.5 Equality and diversity

We want to ensure that no potential or current applicant is treated less favourably on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. This revised policy has been subject to an [equalities impact assessment](#) (EqIA) which has shown that there are no disproportionate disadvantages arising for applicants with protected characteristics.

The council's Public Sector Equality Duty (PSED) is met by this scheme ensuring that all applicants have equality of access to social homes let via HomeChoice Bristol.

1.6 Access to the allocations policy

A copy of the HomeChoice Bristol allocation scheme can be found at www.homechoicebristol.co.uk and can also be requested free of charge at the Bristol City Council Citizen Service Point at 100 Temple Street, Bristol, BS1 6AG

Queries on the policies and practices detailed in this scheme, or any aspect of the provision of the rehousing service, can be directed to: Rehousing Service, (100 TS), PO Box 3399, Bristol BS1 9NE.

1.7 Use of discretion

Bristol City Council will always have due regard to this Policy when allocating social housing. However, we also recognise that there may be exceptional circumstances or unforeseen situations, such as an emergency not expressly covered in this Policy or an unanticipated example of an aspect of this Policy raising an issue under the Equality Act 2010. In cases where the normal application of the allocations scheme would not be sufficient to address the issue, the Council retains its discretion to consider the individual circumstances of an applicant and will potentially waive (not apply) the stated criteria of this policy in order to best address the situation.

2. Legal framework

2.1 Legislative context

Bristol City Council's allocation scheme complies with the requirements of Parts VI and VII of the Housing Act 1996 (as amended), and also has had regard to the following:

External

- Asylum and Immigration Act, 2004
- Children's Act, 1989 & 2004
- Children Leaving Care Act, 2002
- Data Protection Act, 2018
- Domestic Abuse Act, 2021
- Equalities Act, 2010
- Family Law Act, 1996
- Localism Act, 2011
- Homelessness Act, 2002
- Homelessness Reduction Act, 2017
- Homelessness Code of Guidance for Local Authorities, 2018
- Housing Act, 1996 & 2004
- Immigration (European Economic Area) Regulations 2006, SI 1006/1003 as amended
- Providing social housing for local people: December 2013 statutory guidance on social allocations for local authorities in England
- The Housing Act 1996 (Additional Preference for Armed Forces) (England) Regulations 2012 (SI 2012/2989)
- The Allocation of accommodation: guidance for local housing authorities in England 2012
- The Allocation of Housing and Homelessness (Eligibility) (England) Regulations 2006, SI 2006/1294 as amended
- The Allocation of Housing (Qualification Criteria for Right to Move) (England) Regulations, 2015
- The Allocation of Housing (Qualification Criteria for Armed forces) (England) Regulations 2012
- Welfare Reform Act, 2012

Internal

- Bristol City Council [Corporate Strategy, 2022-27](#)
- Bristol City Council [Homelessness and Rough Sleeping Strategy, 2019-24](#)
- Bristol City Council, Housing and Landlord Services, Tenancy Policy, 2023
- Bristol City Council, Housing and Landlord Services, Priority Move-on Scheme Policy
- Bristol City Council, Housing and Landlord Services, Sensitive Lets Policy
- Bristol City Council, Housing and Landlord Services, Anti-Social Behaviour Policy, 2022
- Bristol City Council, Housing and Landlord Services, Domestic Abuse Policy, 2022

3. Registration and application

3.1 The housing register

At the heart of HomeChoice Bristol (HCB) is the housing register, sometimes referred to as ‘the housing list’ or ‘the waiting list’. The housing register is basically a list of all people who have applied (and are both eligible and qualified – see section 4) to be made an offer of social housing through HomeChoice Bristol.

However, it should be stressed that housing allocations are based on an assessment of an individual’s ‘housing need’ (see section 5) and simply being on the housing register for a long time does not guarantee that someone will be successful in bidding for a property or be made a direct offer.

The housing accommodation available to the Council consists of the following:

- Housing accommodation owned by the Council,
- Housing accommodation owned by partner Registered Providers (Housing Associations).
- Some Private Rented Sector (PRS) accommodation (ie. for the discharge of homelessness duties etc)

An applicant can be offered the following types of tenancies:

- Introductory tenancy
- Secure tenancy
- Starter tenancy
- Assured tenancy
- Fixed Term tenancy
- Flexible tenancy
- Assured shorthold tenancy

All tenancies can be offered on either a social rent or affordable rent basis.

3.2 Registration

Applicants can [register online](#) to be included on HCB. By registering for HCB, applicants agree that:

- The information provided on the form is true to the best of their knowledge. Providing false or misleading information may lead to a prosecution for criminal offences, eviction from any allocated social housing and/or exclusion from HCB.
- They will notify the Council as soon as possible of any changes in circumstances that may affect their housing application.
- The information provided on the application, or given by others with the applicant’s consent, will be placed on the HomeChoice Bristol register with the understanding that any landlord or supported housing provider who takes part in the register, either now or in the

future, may see this information.

- That the Council has permission to contact individuals or agencies referred to on the application form in order to verify any information provided.
- The information provided will be recorded on a computer system and is covered by the provisions of the Data Protection Act. Applicants have the 'right of subject access' which allows them to be supplied with a copy of any personal data held and, where appropriate, have it corrected or deleted.
- That the Council has a duty to protect the public funds we administer. The information provided on the form may be used for the prevention and detection of fraud. The Council may also share this information with other bodies responsible for auditing or administering public funds for these purposes. For more information on fraud prevention and detection www.bristol.gov.uk/nfi.
- The Council can check against any records to identify if the Council or any other landlord has previously had any cause to take action against the applicant for antisocial behaviour or any other breaches of tenancy.
- In the event of an offer of social housing, the landlord will likely require further documentation and failure to provide this within the specified time will result in the offer being withdrawn.
- If an email contact address is provided, the Council may use this to contact the applicant about their application. Read our privacy notice to find out more about what we do with personal data at www.bristol.gov.uk/privacy.

3.3 Household members

An applicant to HCB can only include members of their immediate family who normally live with them (or who would live with them if it were possible for them to do so) or other people who have an extenuating (justifiable) need to live with them. What is meant by 'immediate family' is defined in more detail in [Appendix 4](#).

3.4 Council staff responsibilities

Any council employee who knows an applicant personally will not be involved in the assessment of the application, in the allocation of property to that applicant, or in a nomination. The employee is required to notify their line manager of the situation.

3.5 Assessment

Once an applicant has registered their household and completed and submitted their HCB application form, the application will be checked and the applicant informed as to whether they are eligible and qualify to be included on HCB (see section 4).

If the applicant qualifies and is eligible, the Council will contact the applicant to tell them:

- Their application reference number.
- The band their application has been assessed into (see section 5).

- The number bedrooms their household has been assessed as needing (see [Appendix 3](#))

3.6 Bidding

Once an application has been assessed, applicants can start bidding for properties. Bidding allows an applicant to show their interest in an available property alongside other people on the housing register. The band the applicant is in and the date they were assessed into the band will determine how successful they are.

There are three ways to bid for property:

- Online at the HomeChoice website at www.homechoicebristol.co.uk. Assistance can be provided to those who would find it difficult to apply online.
- By phone on 0845 270 1382 (the line is open 24 hours a day and available in English, Arabic, Bengali, Chinese, Farsi, Gujarati, Hindi, Kurdish, Polish, Portuguese, Punjabi, Somali, and Urdu)
- At our Citizen Service Point at 100 Temple Street

Applicants have three bids each week to place on advertised properties. Applicants are advised to always think carefully about the bids they are placing and take note of any additional criteria required for any property they are interested in. For further instructions on how to place a bid, applicants can refer to our [How to bid online](#) user guide.

Most BHP properties¹ will be advertised to all bands and allocated via HomeChoice Bristol. A list of applicants bidding on a property will be automatically generated and the property will be allocated to the household whose application is in the highest band with the oldest 'effective date' (ie. the date placed in the band).

3.7 Evidence

If an applicant is offered a property, the landlord will ask for certain documents and information so that they can verify the applicant's circumstances. The landlord will expect the applicant to provide the information within the deadline they have given. If the applicant cannot provide the information within that time, they must contact the landlord and explain this to them.

The sort of documents applicants will be expected to provide will include:

- Proof of identification for the main and joint applicant and all household members,
- Proof of address for the main and joint applicant and all household members,
- Proof of pregnancy (if applicable),
- Most landlords will also ask for proof of income.

3.8 Changes in circumstances

An applicant must notify the Council of changes to his/her circumstances as soon as possible and

¹ A small percentage of both Bristol City Council and Registered Provider properties are advertised as landlord own let properties. See section 6.2a of this document.

must renew his/her/their application annually.

On renewal, applicants may be required to provide proof of their continued eligibility on HCB. Applications will be reassessed at every change in circumstances. This includes a move to a new address. If a household moves to an address outside of the [Bristol city boundary](#), their application will be reassessed, which may result in non-qualification for HomeChoice Bristol.

Proof of household details will be sought for all applicants who are likely to be assessed as being overcrowded in their current accommodation, as part of the assessment and in the event of receiving an offer of accommodation. This includes ID for all household members, proof of address for all adults on the application and proof of receipt of child benefit for all children on the application.

3.9 Right of review

An applicant has the right to request a review of the Council's decision:

- a. that they have been determined as not eligible for assistance,
- b. that they do not qualify to be included on HCB (*see below),
- c. as to which band they are in,
- d. that they have been suspended from bidding,
- e. that they have been overlooked for a property they have bid on,
- f. that as a household owed a homelessness duty under Section 193(2) of the Housing Act 1996 (as amended) they will only be offered temporary accommodation due to having a Bristol Housing Partnership debt,
- g. that the application has been suspended from bidding until such time that the applicant is able to sustain a tenancy.

*There will be no separate right of review for a decision to exclude an applicant from HomeChoice Bristol as a result of a homelessness duty being discharged.

Anyone wishing to seek a review must do so in writing within 21 days of being notified of the relevant decision. Their review request must give reasons as to why the decision is considered to be wrong. An officer more senior than the one who made the original decision will consider the review.

4. Who can join HomeChoice Bristol?

4.1 Eligibility

The first assessment the Council makes when an application is received is whether the applicant is eligible for social housing. Access to housing for foreign nationals is governed by laws relating to housing and immigration. Persons from abroad can apply to be rehoused, but their eligibility must be verified (checked) before they can be allowed to join the housing register.

There are some **people who will not be eligible**, by law, to join the housing register. These are:

- Certain people who are subject to Immigration Control under the 1996 Asylum and Immigration Act
- Certain people from abroad who are not subject to immigration control but who are not habitually resident in the UK, the Channel Islands, the Isle of Man or the Republic of Ireland

The Regulations setting out which classes of persons from abroad are eligible or ineligible for an allocation are the [Allocation of Housing and Homelessness \(Eligibility\) \(England\) Regulations 2006](#) (SI2006 No.1294) (the Eligibility regulations). If the Council decide that a person is **not** eligible for an allocation of housing, they will notify that person of their decision in writing and the grounds for it.

An allocation cannot be made to two or more persons jointly if one of them is not eligible for an allocation of housing.

4.2 Qualification

The second assessment the council makes is whether an applicant qualifies to go on the housing register. Some applicants may be eligible for an allocation of housing accommodation but subsequently not qualify (excluded) to be included on HCB. Others may be eligible and do qualify to be included but are subsequently suspended from bidding.

The following are persons who **do not** qualify to be included HCB:

a) Applicants under 16 years of age at the date they apply

b) Applicants not currently living within the Bristol City boundary

In order to qualify to be included on HCB an applicant must be able to show the following:

- That they have been living within the [Bristol City boundary](#) continuously for the last two years immediately prior to the date of registration on HCB.

Or

- That they have close family currently living in Bristol who have lived in Bristol continuously for the last two years immediately prior to the date of the applicant's registration on HCB, and they need to live near that person to provide or receive care. For the purposes of this

policy, close family is intended as immediate family, ie parents, dependent and non-dependent adult children and siblings (see [Appendix 4](#)). The applicant must be able to show that they have a relationship with that person and they need to live near that family member for care.

Or

- That their normal place of work is in Bristol and it is not considered practicable to commute from their current residence. HomeChoice Bristol considers a number of factors including, but not exclusively, the distance and the time taken to travel between the applicant’s main place of work and their residence and availability of transport. Where the distance between the applicant’s residence and their main place of work is considered to be a reasonable commutable distance the applicant will not qualify.

For the purposes of this policy, voluntary, temporary, casual or short-term employment will not count. Employment must not be [marginal](#).

Applications will be reassessed at every change in circumstances. This includes a move to a new address. If a household moves to an address outside of the Bristol city boundary, their application will be reassessed, which may result in non-qualification for HomeChoice Bristol

Exceptions to this qualification criterion include:

- Those applicants who meet the criteria as set out in The Allocation of Housing (Qualification Criteria for Armed forces) (England) Regulations 2012 for whom a residency requirement cannot be applied.
- Looked after children or relevant adults who are the responsibility of Bristol City Council.
- Those people fleeing harassment or violence where the Police, [Independent Domestic Violence Advocates](#) (IDVA) or [Multi Agency Risk Assessment Conference](#) (MARAC) or other relevant evidence support a move to Bristol for the person’s safety.
- Those people covered by the provisions of s199(6) – (7) of the Housing Act 1996 as amended by the Asylum and Immigration Act 2004.
- Existing Bristol Housing Partnership (BHP) tenants.
- Existing social housing tenants who need to move to Bristol because their main place of work is in Bristol or to take up an offer of work and failure to do so would cause [hardship](#).

c) Applicants with high income/savings

As a result of our recent public consultation on the HomeChoice Bristol (HCB) allocations scheme, we are slightly changing the income and savings ‘thresholds’ (ie. the maximum amount applicants can have in either annual income or savings to qualify for HCB) to distinguish between singles/couples and families. Fromx.....date the new thresholds, set out in the table below, will apply.

Household Composition:	Single/Couple	Family
Gross annual income threshold	£30,000	£40,000
Savings threshold	£30,000	£40,000

i) Income

Applicants who are single or part of a childless couple who have a gross annual income of more than £30,000 (not including means tested benefits) **will not** qualify to be included on HCB. Families who have a gross annual income of more than £40,000 (not including means tested benefits) similarly **will not** qualify to be included on HCB. These qualification criteria do not apply to existing Bristol Housing Partnership tenants.

ii) Savings

Applicants who are single or part of a childless couple who have savings of more than £30,000 **will not** qualify to be included on HCB. Families who have savings of more than £40,000 similarly **will not** qualify to be included on HCB. For the purposes of this policy savings are also taken to mean accessible equity within a property. These qualification criteria do not apply to existing BHP tenants.

d) Applicants who own their own home

Applicants and household members who own their own home in the UK or abroad will not qualify to be included on HCB if that home is affordable to them and it meets their needs in terms of their health and/or disability.

e) Prisoners still serving a sentence

Prisoners still serving a sentence will not qualify to be included on HCB until released from prison. Exceptions can be applied if referred via police or the probation service.

f) Serious unacceptable behaviour

Applicants and household members whose behaviour in their current or a previous tenancy is considered to be unacceptable will not qualify to be included on HCB for a period of 3 years from the date of the most recent incident.

For the purposes of this policy, unacceptable behaviour is intended to include any [breach of tenancy conditions](#) including [Anti-Social Behaviour \(ASB\)](#) and non-payment of rent where legal action has been taken by the Police or any Council department or any landlord. This would include:

i) Breach of tenancy conditions - ASB

- Injunctions,
- Criminal Behaviour Orders,
- Community Protection Notices,
- Restraining orders,
- Closure orders,

- Any type of Possession order,
- Noise abatement orders,
- Eviction,
- Damage to current or former property or unauthorised alterations where repair costs are in excess of £1000.

ii) Breach of tenancy conditions - non-payment of rent

- Any type of possession order where the tenant has failed to adhere to the terms of the order,
- Eviction.

g) People who knowingly provide false or misleading information

Applicants who are found to have knowingly omitted information that would exclude them or have given false information to gain qualification or improve their priority on the Housing Register will be excluded from on HCB for three years from the date they actually qualify on the register. For example, an applicant who states they have been living in Bristol for two years when in fact they have only lived here for one year will be excluded from the register. Once they meet the qualification criteria they will be excluded for an additional three years before they are able to qualify.

h) Applicants not currently residing in the United Kingdom

Applicants who are not currently residing in the United Kingdom will not qualify on HCB until they are living in the United Kingdom. They will then only be included if eligible to be included and not excluded from the Housing Register for any other reason mentioned in paragraphs (a) to (g).

i) Applicants not bidding

Applicants in bands 1 and 2 will be given six months from the date of assessment in Band 1 or 2 to place a bid for properties advertised through HCB.

Applicants in bands 3 and 4 will be given 12 months from the registration date to place a bid for properties advertised through HCB.

Applicants who do not place any bids will be excluded from HCB for a period of six months unless there is a material change in their circumstances. After six months they will be able to submit a new application which will be assessed and placed into the appropriate band. See 7.1 of this policy for further information.

It should be noted that exceptions may be considered depending on the availability of suitable accommodation and personal circumstances of the applicant.

j) Statutorily homeless households who refuse a suitable final offer of accommodation

Applicants towards whom the main homelessness duty under Section 193(2) of the Housing Act 1996 (as amended), or the homelessness relief duty under Section 189B(2) of the same Act, or the duty to secure accommodation under Section 193C(4) of the same Act, comes to an end as a result of the refusal of a suitable final offer of accommodation will be excluded from HomeChoice Bristol for six months from the date of the refusal. After that time a new application can be submitted. However, in most cases, the new application will be placed in band 4 as such households will be classed as having deliberately failed to improve their circumstances (see section 7.4 below).

4.3 Suspension from bidding

The following are groups of people who are eligible for an allocation of housing and qualify for consideration on the register but will be suspended from bidding for properties advertised through HCB.

a) Applicants with Bristol Housing Partnership debt

Applicants or household members with a Bristol Housing Partnership debt from a former or current tenancy/licence of £500 or more will be suspended from bidding and will be required to sign and keep to a written agreement to repay the debt. Applicants will be suspended from bidding for six months and will only be allowed to bid once the repayment agreement has been maintained for six months and the debt is reduced to under £500.

Once the applicant has been allowed to bid, if the debt is still outstanding the applicant will be expected to continue to make repayments. If the repayments cease or the debt increases, the applicant may be suspended from bidding for another six-month period.

Bristol Housing Partnership debts (ie. housing related debt) include:

- I. Current or former tenant/licensee rent/charge arrears in respect of a dwelling or garage;
- II. Current or former tenant/licensee defects charges;
- III. Current or former tenant/licensee heating (or any other metered) charges;
- IV. Court costs in respect of possession proceedings anti-social behaviour or any proceedings relating to the applicant's occupation of his/her home or former home;
- V. Charges arising from occupation of temporary accommodation in any Bristol Housing Partnership hostel for homeless households;
- VI. Council housing revenue account debt;
- VII. Charges arising from the occupation of emergency accommodation provided by Bristol City Council under homelessness legislation.

Tenants affected by the [under-occupation charge](#)

The suspension from bidding policy may be waived for those tenants who have accrued arrears (rental debt) as a result of the under-occupation charge as long as:

- They are downsizing to a property where they will not be impacted by the under occupation charge or where the impact will be lessened.
- They are engaging with their landlord to resolve the matter ie responding to contact from their landlord, accepting referrals for support or services and making payments towards the arrears.

Statutorily homeless applicants with debt

An applicant who is owed a homelessness duty under Section 193(2) or Section 193C(4) of the Housing Act 1996 (as amended) and has a Bristol Housing Partnership debt over £500 will be offered [temporary accommodation](#) only, until a written agreement has been made to repay the debt and regular payments have been made over six months and the debt has been reduced to under £500. Exceptional circumstances may lead to this requirement being waived, and these will be considered by the Homelessness Prevention Team Manager, in consultation with the Landlord or Rent Management Service. There is a right of review against this decision (see section 3.9 above).

Debts owing to Bristol City Council as a result of being found a private rented sector tenancy by the authority

An applicant who has been housed in private rented accommodation with the help of Bristol City Council will be suspended from bidding if they are found to be in breach of their tenancy conditions, which would lead to a financial loss to the Council.

[Bankruptcy orders, Debt Relief Orders \(DROs\)](#)

Any debts owed to the Bristol Housing Partnership at the time of bankruptcy, will be disregarded when considering a rehousing request.

Applicants with debts owing to the Bristol Housing Partnership, which accrued after the date of bankruptcy or debt relief order, will be subject to the qualification policy. The applicant will be required to sign and keep to a written agreement to repay the debt. The applicant will be suspended from bidding for six months and will only be allowed to bid once the repayment agreement has been maintained for six months and the debt is reduced to under £500, whichever is sooner.

[Administration orders](#)

Provided that after 3 months from the date the administration order is issued:

- The court confirm that payments on the order/s are being made as ordered and
- No further debt/s to the Bristol Housing Partnership have been incurred.
- The applicant should not be penalised for any previous debts when considering a rehousing request.

Applicants with debts owing to the Bristol Housing Partnership, which accrued after the date of administration order, will be subject to the qualification policy. The applicant will be required to sign and keep to a written agreement to repay the debt. The applicant will be suspended from bidding for six months and will only be allowed to bid once the repayment agreement has been maintained for six months and the debt is reduced to under £500.

b) [Anti-social behaviour](#)

- Applicants will be suspended from bidding where there has been a serious breach of the tenancy conditions including antisocial behaviour where a legal notice has been served. This will include [Notice of seeking Possession \(NoSP\)](#), [Notice of Proceeding for Possession \(NoPP\)](#), [Tenancy demotion](#), [Noise Abatement Notice](#) or any other notice served.
- In these cases applicants will be suspended from bidding for 12 months from the date of the Notice or for the duration of the Notice whichever is longer regardless of whether they remain in the property where the notice has been served.
- Where formal action (eg. Possession action) is started following service of Notice, applicants will not be able to bid until the conclusion of the action. In other cases of unacceptable behaviour where an [Acceptable Behaviour Agreement](#) is in place applicants will only be able to bid for properties if the terms of the agreement have not been breached.
- Where the applicant's behaviour was such that a notice would have been served but the tenancy came to an end before it was served applicants will be suspended from bidding.

c) People who have refused two suitable offers

Applicants who refuse **two** suitable offers of accommodation (see [Appendix 5](#) for detail on 'suitable offers') will be suspended from bidding for one year from the date of the last offer. After that time their application will be unsuspending and reassessed based on the circumstances they are experiencing at that time.

d) Homeless households who refuse a suitable final offer

The law relating to homeless households is slightly different. A local authority's duty to re-house someone ends after the refusal of **one** suitable offer of accommodation. Applicants who refuse a suitable final offer of accommodation made in order to discharge any of the following homelessness duties under Part VII of the Housing Act 1996 (as amended): the Section 193(2) main homelessness duty, the Section 189B(2) homelessness relief duty, and the duty to secure accommodation under Section 193C(4): will be excluded immediately from the Housing register.

4.4 Exceptional circumstances

In exceptional circumstances where the applicant has an urgent need to move the Council may waive the qualification and suspension criteria. If the Council decides that an applicant does not qualify for an allocation of housing they will notify that person of their decision in writing and the grounds for it.

Applicants have a right to a review of a decision that they are either ineligible for an allocation of housing or that they do not qualify for an allocation (see section 3.9 above).

5. How we prioritise the allocation of housing

5.1 Assessment of housing need

The law states that certain categories of applicants for social housing must be given what is called 'reasonable preference' on allocation schemes. In brief, these are:

- those who are homeless or at risk of homelessness.
- households living in overcrowded or unsanitary conditions,
- those who need to move for health related or welfare reasons, including care leavers, people with high level support needs or a disability
- those who need to move due to [hardship](#)

We can also give 'additional preference' to households in one of the reasonable preference groups listed above. For example, by law we must give additional preference (priority) to applicants who are current or previous members of the armed forces and who are in housing need.

Going forward, we will create an Annual Lettings Plan that projects what we will set aside for needs arising from specific categories where we have additional responsibility e.g. supported care cases and care leavers.

An applicant to HomeChoice Bristol (HCB) will be placed into one of four bands according to their housing need. Applicants with the greatest housing need will be placed in band 1.

Applicants in bands 3 and 4 realistically stand little chance of being rehoused through HCB and are advised to [look at other housing options](#).

The following officers within the Council's HCB Team make these decisions (unless otherwise stated):

Bands 1 & 2	HCB Team Leaders and HCB Advisors/Housing Advisors
Bands 3 & 4	HCB Advisors
Health issues	Health and Housing Team
Homelessness applications	Housing Advisors

Applicants are considered in band order (band 1 being the highest and band 4 the lowest) and then in date order within the agreed band. The date of the application will either be the date the application was assessed into that band or backdated by six months if the applicant **has two composite (housing) needs**. If the applicant has **three or more** composite housing needs, the date of the application will be backdated by 12 months. The date for applications in band 4 will be the date the applicant applied for rehousing.

The effective date (ie. the date an application was assessed into a band) for an applicant who made an application for homelessness assistance under Part 7 of the Housing Act 1996 (as amended) prior to 3rd April 2018 and who falls within one of the homelessness banding categories

that existed prior to that date (either 5.5c(i) or 5.6d(ii) below) will be the date on which the relevant homelessness decision giving rise to a placement in that band was made, unless a backdate has been agreed.

The effective date for any applicant who makes an application for homelessness assistance on or after 3rd April 2018 and who falls within any of the band 2 or band 3 homelessness categories (see section 5.5c and 5.6d below) will be the date on which the first relevant homelessness decision giving rise to a placement in that band was made, unless a backdate has been agreed.

If an applicant would fall within any of the homelessness banding categories but is excluded from HCB, once any exclusion is lifted, the effective date of any applicable homelessness band will be the date on which the exclusion is lifted.

5.2 Composite needs

- a) If an applicant falls into more than one band category, which relates to a housing need (indicated by **HN**), then they will be placed in the higher of the 2 bands and their application will be backdated by six months (giving the application an earlier effective date, resulting in greater priority), unless they have **three or more** qualifying housing needs, in which case they will be backdated by 12 months.
- b) If an applicant falls into more than one category in the *same* band, which relates to a housing need (indicated by **HN**), then their application will be backdated by six months (giving the application an earlier effective date, resulting in greater priority), unless they have **three or more** qualifying housing needs, in which case they will be backdated by 12 months.
- c) If an applicant's household has more than one person who falls into a category which relates to a housing need (indicated by **HN**) then his/her application will be backdated by six months (giving the application an earlier effective date, resulting in greater priority), unless they have **three or more** qualifying housing needs, in which case they will be backdated by 12 months.

5.2.1 Exceptions

Composite need will not be awarded in the following situations:

- a) where an applicant is awarded band 3, for one bedroom short, and there is subsequently found to be the existence of a category 1 crowding and space hazard (as assessed by the [Housing Health and Safety Rating System HHSRS](#)) for overcrowding the composite need policy would not apply. This is because the applicant still only has one qualifying housing need (1 bedroom short). The applicant will be placed in the higher of the two bands but their application will not be back dated.
- b) where an applicant has temporarily moved out of their permanent residence. For

example, where an applicant moves to temporary/emergency accommodation but retains rights to occupy their permanent residence, any other housing need arising as a result of the temporary move will not be taken into consideration. See section 5.3 for further information.

- c) other than in exceptional circumstances, where an applicant falls within any of the homelessness banding categories below (5.5(c) and 5.6(d)).

5.3 Assessment from primary residence

All applications will be assessed from the applicant's primary residence (ie. the accommodation the household would normally occupy). If an applicant is unable to occupy their home due to domestic abuse or threats of violence the application will still be assessed from the accommodation the applicant has rights to occupy. A move into temporary/emergency accommodation will not result in their housing application being reassessed. However, if the household moves temporarily into overcrowded accommodation with family or friends in order to escape the harassment the application will be treated as having composite need for overcrowding and backdated six months.

This excludes situations where an applicant moves into accommodation owned and/or managed by a registered provider or where the applicant holds a licence agreement. Please note, in these circumstances harassment will be treated as the primary reason for needing to be rehoused regardless of how overcrowded the household is.

5.4 Band 1

Band 1 will be awarded for the following:

a) Major repairs

A tenant needs to be moved by the Council or a partner housing association within three months due to redevelopment or major repairs.

b) Foster carers

This priority will be awarded following a referral from the Council's children's services to those foster carers and adopters who have been assessed and approved and who require an extra bedroom to able to start or continue to provide foster care to a Bristol City Council looked after or former looked after child.

It will also be awarded to [special guardians](#), holders of a [residence order](#) and family and friend carers who have been formally approved by Bristol City Council's Children's services to provide long term care of a child(ren) because the parents are unable to provide care and there is a potential for the child(ren) to become a Bristol City Council Council looked after child and there is a need to move to larger accommodation in order to accommodate the child(ren). The award will

be given following a referral from the Council's Children's Services.

c) Under-occupation

The Council needs to make the most effective use of the limited social housing stock that it has available. The lack of larger properties (3-bed+) presents problems when placing larger families in high need because these properties only come up occasionally and only in limited areas. We are therefore incentivising under-occupiers to move, by offering a higher priority to some categories of under-occupier. From.....x....date, band 1 will be awarded to existing Bristol Housing Partnership (BHP) tenants who meet one of the following criteria:

- Tenants who are **under-occupying their current accommodation by two or more bedrooms** and are requesting a move to accommodation with two rooms less than are needed. Priority will be awarded on the basis that vacant possession is given when the tenant moves out.
- Current BHP tenants who are **under-occupying their current accommodation by one bedroom and that property is classed as being in high demand**. For the purposes of this policy, the following types of property are considered to be in high demand:
 - I. A fully adapted bungalow
 - II. 4+ bedroom property in any area
- Under-occupiers of all houses and level access accommodation.
- Under-occupiers of 3-bed maisonettes and flats.

d) Merging households

This priority will be given where two Bristol Housing Partnership tenants / households are applying to move together into a single property as one household. This priority can be awarded based on the demand for the properties being released. Priority will be awarded on the basis that vacant possession is given when both tenants move out and notice is given on both properties.

e) Acute overcrowding (HN)

The household is acutely overcrowded according to the bedroom standard and have three bedrooms less than they are entitled to as per the bedroom entitlement noted in [Appendix 3](#).

f) [Supported Lodgings](#) Provider

The applicant is a provider of the Bristol City Council Supported Lodgings scheme and requires a larger property in order to perform this role.

g) Community Supported Accommodation (CSA+)

Those with learning difficulties or mental health issues accepted by Health and Social Care onto their Community Support Accommodation Scheme (CSA+). Community Support Accommodation is for people who are stepping down from:

- A high cost residential or supported living placement or
- A young person moving out of home who would otherwise go into supported accommodation.

To be eligible for CSA+ there must be a cost saving, either in the form of a move from a high-cost placement to a low-cost placement or preventing a move to a higher cost placement, such as a person moving from a family home. Clients must be able to live independently and manage a tenancy with support and be willing to accept that support.

h) Care leaver

This priority will be awarded to a young person who is defined as a care leaver as set out in section 7 of the Children and Social Work Act 2017 and for whom Bristol is the responsible authority and, who has been assessed by Bristol's Care Leaver Service to be in need of accommodation and also assessed as being able to live independently. This category also includes:

- i) Care leavers who have been agreed by Bristol's Care Leaver Service as being ready to move on from External Supported Accommodation.

Helping both care leavers and people with learning difficulties or mental health issues to move into general needs housing with floating support will help improve their quality of life as well as free up capacity for those in greater need of full support.

i) Urgent medical need (HN)

An applicant and/or member of the household has a serious and/or life threatening physical or mental health problem which is directly linked to their current housing. The priority is to reflect an urgent need to move to a different type of housing or area to enable the person to function independently and safely and/or to carry out normal activities of daily living and/or to reach essential facilities. The applicant's current property cannot be reasonably adapted to meet their needs.

j) Release of adapted property

The applicant is a BHP tenant occupying a property with major adaptations for which they have no further requirement. This priority will be awarded so long as the adaptations within the property are appropriate to both the property and locality of the property.

k) Hospital discharge

Band 1 will be awarded to those who have somewhere to live on leaving hospital but it is unsuitable for their medical needs and cannot be made suitable through adaptations due to cost, structural difficulties or the property cannot be adapted within a reasonable amount of time. Where the impact is assessed as being severe the applicant may be awarded band 1.

Those who have nowhere at all to live when they leave hospital may qualify for band 1 if the need to move is urgent and all other reasonable housing options have been explored.

l) Exceptional need to move

The applicant does not come within any of the categories already reflected within the scheme but, in the opinion of the Rehousing Manager, has an exceptional and urgent need to be rehoused within three months. Priority within this category will be agreed by the Housing Supply Manager.

m) Armed forces personnel (additional preference)

Applicants that meet The Housing Act 1996 (Additional Preference for Armed Forces) (England) Regulations 2012 (SI 2012/2989) and one of the reasonable preference categories in band 1 are given additional preference in band 1 and the effective date of their application will be back dated by six months.

n) MARAC

This priority will be awarded to victims of domestic violence and abuse where MARAC ([Multi Agency Risk Assessment Conference](#)) have identified a high level of risk and have an exceptional need for band 1. Band 1 will only be agreed where it has been recommended by MARAC and will only apply for up to six months. This may be extended in exceptional circumstances.

5.5 Band 2

Band 2 will be awarded for the following:

a) Severe overcrowding (HN)

The household is severely overcrowded according to the bedroom standard and have 2 bedrooms less than they are entitled to as per the bedroom entitlement in [Appendix 3](#).

b) Harassment (HN)

The household urgently needs to move due to domestic abuse, violence or other harassment and is at significant risk of harm. This priority will only be awarded if a move to another property will resolve the immediate danger.

c) Homelessness

i) Homelessness – Main Duty

The priority will be awarded to applicants who are owed a full homelessness duty by Bristol City Council under Section 193(2) of the Housing Act 1996 (as amended), except those who are owed this duty because of the inclusion of a [‘restricted person’](#) in their household, who will remain in band 3 (see 5.6d below).

An applicant owed a duty under Section 193(2) of the Housing Act 1996 (as amended), and who subsequently refuses a suitable final offer of accommodation made under Section 193(7) or a private sector offer made under Section 193(7AA) of this Act, will no longer be owed a homelessness duty, and will be excluded from HomeChoice Bristol for six months. The decision to end a homelessness duty will be made by a Housing Advisor. See section 4.2j of this policy for further information.

ii) Homelessness – Prevention and Relief Duties

Following the recent public consultation on the existing allocations scheme, we have decided to revise the priority for some of those owed the homelessness prevention and relief duties to band 2 to encourage Bristol residents to approach the authority early in their homeless situation. We also want to make better use of the private rented sector as an interim housing option that homeless applicants can use pending re-housing into social housing by ensuring that homeless applicants who accept a private rented tenancy do not lose their banding status for social re-housing (ie. they will remain band 2 on the housing register). Band 2 will now be awarded to:

- Households threatened with homelessness who would if they became homeless be likely to be owed a full housing duty under Part 7 of the Housing Act 1996, but who are working with the Council to prevent themselves from becoming homeless.
- Households who are working with the council to prevent themselves becoming homeless whose homelessness is relieved who would otherwise have been likely to have been owed the full housing duty under Part 7 of the Housing Act 1996.
- Households to whom the Council previously owed a full housing duty under Part 7 of the Housing Act 1996 but who have voluntarily agreed to this duty being brought to an end by the provision of private rented accommodation. If the applicant(s) remain in this accommodation for six months or more they will remain in band 2 and receive a backdate of six months.
- Households to whom the Council previously owed a full housing duty under Part 7 of the Housing Act 1996 who, with the advance agreement of the Council, have voluntarily left temporary accommodation to make safe alternative housing arrangements including staying with friends or relatives. If the applicant(s) remain in this accommodation for six months or more they will remain in band 2 and, at the end of the period, receive a backdate of six months, provided that they do not subsequently re-enter temporary accommodation. This banding and backdate will not apply to those who have been given notice to leave by the Council, or who leave without giving the council advance notice.

d) 'New deal' for the homeless at home

From X Date, in the case of a pregnant woman or applicant with a child or children who are sharing a home with family who are not part of their household, where they have been assessed as being safe remaining in that accommodation and where:

- a) They have no ownership or tenancy rights and the arrangement is short term and very insecure and only available whilst the applicant is actively seeking an offer of social housing or alternative accommodation with friends or in the private rented sector, and
- b) They were owed a prevention of homelessness duty as they were assessed as likely to become homeless within 56 days, and that duty has ended because they have been allowed to remain at home whilst they bid for social housing with their band 2 priority and it is likely that they can remain for at least a year, and
- c) The family member with the interest in the home has agreed to allow the applicant to remain for at least a year, and
- d) They fulfil the HomeChoice eligibility criteria,

then

- 1) If they choose to remain living with the family/ friend, instead of progressing with a homelessness application such a household will remain in band 2 and receive a back date of six months and annually/at intervals thereafter,
- 2) If such a household secures a private rented tenancy which will prevent, relieve, or end their main homelessness duty through an offer by the council or sourced by themselves, they will remain in band 2 receiving a backdate of six months and annually/at intervals thereafter.

e) Priority move-on scheme

This priority will be awarded to applicants who qualify under the priority move-on procedure. In order for applicants to qualify they must have occupied:

- I. A specific supported housing project for between three and six months
- II. **or** occupy a safe house or refuge that has been commissioned by Bristol City Council **and**
- III. Be ready to move to independent social housing (in the opinion of their support worker) **and**
- IV. be fully assessed on HomeChoice Bristol

This priority will be awarded by the Interim and Supported Accommodation Team (ISAT) Leader or HomeChoice Bristol Team Leader. Applicants awarded this priority will have their application backdated by six months from the date they were agreed onto the Priority Move On Scheme. Applicants accepted onto the PMOS scheme must make bids for all suitable available properties and their bidding will be reviewed after three months. Failure to fully engage in bidding will result in a request for a direct offer to be made on their behalf, which includes privately rented properties offered on a 12-month assured shorthold tenancy basis. Failure to accept one offer of accommodation (whether that offer is made via bidding or direct offer) will result in removal from the priority move-on scheme and re-assessment into band 4. Applicants have a right to a review of

the decision to be reassessed into the lowest band.

f) [Supported lodgings](#)

The applicant qualifies under the Supported lodgings scheme and is ready to move to independent social housing as confirmed by the Single Point of Access manager or Team Leader.

g) [Key Ring scheme](#)

The applicant qualifies under the Key Ring supported living network as confirmed by the Key Ring supported living manager and requires rehousing in order to move into their network.

h) Unsatisfactory housing conditions (HN)

This priority will be awarded where an applicant is occupying unsanitary or unsatisfactory housing conditions that are so serious, in terms of the immediate threat posed to health and welfare, as to require rehousing. These are cases where an Environmental Health Officer has provided written evidence that the property should not be occupied due to one or more [category 1 hazards](#) (excluding overcrowding) and where, as a result, an emergency prohibition order or prohibition order has or would be made.

i) [Category 1 crowding and space hazard](#) (HN)

This priority will be awarded to BHP tenants who are one bedroom short of their entitlement and an assessment of their current housing has confirmed that there is a category one crowding and space hazard.

j) Armed forces personnel (additional preference)

Applicants that meet The Housing Act 1996 (Additional Preference for Armed Forces) (England) Regulations 2012 (SI 2012/2989) and one of the reasonable preference categories in band 3 are given additional preference in priority by one band.

5.6 Band 3

Band 3 will be awarded for the following:

a) Overcrowding (HN)

This priority will be awarded to applicants who, according to the bedroom standard, have one bedroom less than they are entitled to.

b) [Hardship](#) (HN)

This priority will be awarded to those applicants who need to move to a particular locality within the Bristol City boundary, where failure to meet that need would cause hardship to themselves or

others. Given that the city is geographically compact an award will only be made in exceptional circumstances.

c) Under-occupying by 1 bedroom

This priority will be awarded to Bristol Housing Partnership tenants who are under-occupying their current accommodation by 1 bedroom. Applicants will be assessed based on the number of bedrooms they are entitled to. Priority will be awarded on the basis that vacant possession is given when the tenant moves out.

d) Homelessness or threat of homelessness

This priority will be awarded in three scenarios:

- I. The applicant is owed the Section 193C(4) duty to secure accommodation following the end of the homelessness relief duty due to a deliberate and unreasonable refusal to take one or more steps set out in the applicant's Personal Housing Plan.
- II. The applicant is homeless within the meaning of Part 7 of the Housing Act 1996 (as amended) but is not owed the homelessness relief duty or the s193(2) main homelessness duty (ie. an applicant who is not in priority need or is intentionally homeless).
- III. The applicant is owed the main homelessness duty because of the inclusion of a 'restricted person' in their household.

e) Medical and welfare (HN)

An applicant and/or member of their household has a physical or mental health problem that is in part related to their current housing and could be helped by rehousing to a different type of accommodation or area. The property cannot be reasonably adapted and the problem does not meet the criteria for band 1.

This priority will also be awarded to those applicants who need to move due to harassment which is causing harm. and does not meet criteria for b) under band 2.

5.7 Band 4

If an application does not meet any of the criteria set out in bands 1 -3 it will be assessed into band 4. Due to the high demand for social housing in Bristol, applicants in band 4 have, realistically, less than 1% chance of being allocated a property and we would encourage all those in band 4 to consider alternatives to social housing. Information on other housing options is available on our website here:

www.homechoicebristol.co.uk/content/Information/Otherhousingoptions

Applicants assessed into band 4 will be restricted to bid only for age restricted properties or for properties which specify that bids are invited from band 4 applicants.

5.8 Armed forces personnel (additional preference)

Applicants that meet The Housing Act 1996 (Additional Preference for Armed Forces) (England) Regulations 2012 (SI 2012/2989) will be given additional priority on HCB. Additional priority will be awarded as follows:

- a. Applicants in band 1 who meet The Housing Act 1996 (Additional Preference for Armed Forces) (England) Regulations 2012 (SI 2012/2989) and assessed as acutely overcrowded as per section 5.4d or having an urgent medical need to move as per section 5.4h will have their applications back-dated in band 1 by six months.
- b. Applicants in band 2 who meet The Housing Act 1996 (Additional Preference for Armed Forces) (England) Regulations 2012 (SI 2012/2989) and assessed as severely overcrowded (section 5.5a), suffering harassment (section 5.5b), homeless-full duty accepted (section 5.5ci), homeless – prevention or relief duties (section 5.5cii), living in unsatisfactory housing conditions (section 5.5h) or who meet the criteria for category 1 crowding and space hazard (section 5.5i), will be assessed into band 1.
- c. Applicants in band 3 who meet The Housing Act 1996 (Additional Preference for Armed Forces) (England) Regulations 2012 (SI 2012/2989) and assessed as overcrowded by one room (section 5.6a), suffering hardship (section 5.6b) or assessed as needing to move for medical or welfare reasons (section 5.6e), will be assessed into band 2.

6. Direct Offers and exceptions to usual process

6.1 [Direct offers](#)

One of the key outcomes of the public consultation on the existing allocations scheme that took place in 2022 is the decision to move to a 'managed choice' approach to allocations. This means that people will be able to continue to be able to bid for properties, but we will also be intervening more often to match people to a suitable property and make a direct offer, with *up to* 50% of allocations being made by direct offer as a result of this policy change.

Applicants in bands 1 and 2 will be more likely to be made a direct offer as a result of this policy change. As noted, applicants can continue to bid while we investigate the potential of making a direct offer (based on the individual applicant's circumstances and housing needs) and there is no guarantee that a direct offer social housing will ultimately be made. However, going forward, we will make greater use of direct offers to enable us to move people in critical situations into suitable accommodation faster. We will use our discretion to prioritise cases for direct offers, based on trends and ongoing demands on the HomeChoice Bristol service.

In the circumstances listed below, a household will be directly offered a property. Offers will be made on a city-wide basis whilst having regard to suitability. Direct offers made in this way will not count as a landlord own let.

a) Offers to homeless households

Homeless households owed the main homelessness duty under Section 193(2) of the Housing Act 1996 (as amended) will be expected to bid regularly for properties advertised via HomeChoice Bristol. However, at any time after the acceptance of the main homelessness duty, they may also be made a direct offer of suitable social housing under Part VI of the above Act in order to discharge the main homelessness duty. They may also be considered for privately rented properties offered on a 12-month assured shorthold tenancy basis.

Homeless households owed the Section 193C(4) duty to secure accommodation may also be made a direct offer of social housing, or of a privately rented property offered on a six month assured shorthold tenancy basis.

The length of time taken for a direct offer to be made will depend upon the circumstances of the household and the availability of suitable accommodation.

Applicants who refuse a suitable offer of accommodation will no longer be given priority based on criterion 5.5c of the HCB Allocation Scheme and they will be excluded from HomeChoice Bristol for six months. After this time a new application can be submitted and will be assessed.

b) Referrals from Police, probation Service or Home Office

Direct offers to applicants referred via one of these agencies will be agreed by a Specialist Advisor from the Council's Homelessness Prevention Team.

c) Council employee occupying [tied accommodation](#)

In some circumstances where the applicant is a Council employee in tied accommodation and the Council requires vacant possession of that property, the applicant will be made a direct offer of suitable alternative accommodation. If the offer of suitable accommodation is refused the applicant will be assessed into the lowest band.

d) [Key Ring supported living](#)

Applicants assessed as having been accepted onto Key Ring supported living scheme will be made one direct offer of suitable accommodation to enable them to move into their network. If the offer is refused the applicant will not be made any further direct offers and they will be expected to bid.

e) [Priority Move-On Scheme \(PMOS\)](#)

Applicants accepted onto the PMOS scheme must make bids for all suitable available properties and their bidding will be reviewed after three months. If they fail to secure accommodation within this time they will be made one direct offer of suitable accommodation, which includes privately rented properties offered on a 12-month assured shorthold tenancy basis. Failure to accept one offer of accommodation (whether the offer is made via bidding or direct offer) will result in the applicant being reassessed into the lowest band and removal from PMOS. Applicants have the right to a review of the decision to be reassessed into the lowest band.

f) Hospital discharge

Applicants assessed as a hospital discharge case under section 5.4k of this policy may be made a direct offer of suitable accommodation. The decision to make a direct offer will be dependent on the applicant's individual circumstances. In making this decision, consideration will be given to the applicant's ability to place bids for themselves and the type of accommodation required. Applicants will only receive one direct offer. If the applicant refuses a direct offer no further direct offers will be made. The applicant will remain on band 1 but will be required to place his/her own bids. If the applicant refuses a further offer they will be suspended from bidding as outlined in section 4.3c of the HCB Allocation Scheme.

g) Other exceptional circumstances

The applicant does not fall within any of the categories listed in 6.1 a-f but in the opinion of the Housing Supply Manager requires a direct offer in order to resolve an urgent need to be rehoused.

h) Direct offer to a non-registered provider landlord

In the same way as this scheme allows applicants to bid for and, if successful, be nominated to become an assured shorthold tenant of accommodation provided by a non-registered provider landlord with whom the Council has made an arrangement for the provision of accommodation

(see section 6.6), the Council may make a direct offer of such accommodation where it considers it appropriate to do so. The refusal of any such direct offer would not be counted for the purpose of section 4.3(c) of this Scheme.

6.2 Exceptions to the usual allocation process

a) Landlord own lets

The allocation scheme allows for a small percentage of available properties to be advertised as a landlord own let. This means that individual Bristol Housing Partnership (BHP) landlords may decide not to allocate the property to the applicant in the greatest need.

When allocating a property as an own let, BHP landlords will refer to their own lettings policies. Bristol City Council landlord may allocate up to 10% of their total vacancies as an own let, all other partner landlords may allocate up to 30%² of their total vacancies. Where a landlord has chosen to allocate a property outside of the agreed HCB allocation scheme, this will usually be made clear within the advert. The following will count as landlord own selections:

- i) An internal transfer
- ii) A direct offer to an existing tenant
- iii) A direct offer to an applicant from the housing register (exceptions apply, see 6.1 above)
- iv) Properties that are not advertised to all bands
- v) Properties advertised as a sensitive let
- vi) Properties advertised with a preference to a particular group, for example working households (exceptions apply, see 6.2b below).
- vii) Properties allocated to an applicant not at the top of the shortlist (exceptions apply, see 6.2b below)

b) Adapted properties

In order to make the best use of housing stock landlords may advertise certain properties with adaptations (including level access properties) with priority to those applicants who need that particular adaptation. As a result, the property may be allocated to a household in a lower band. However, in making the decision to overlook higher band cases all landlords will have regard to whether this is the most suitable allocation and best use of stock. Allocations made in this way will not count as a landlord own let.

6.3 Letting restrictions

Some properties have lettings restrictions, for example 'no pets' or 'no children under 10 years old' due to lack of sound insulation. Any restrictions will be explained in the advert and applicants who do not meet the criteria will not be eligible to bid.

² This figure may change following the conclusion of the Bristol Housing Partnership agreement review.

6.4 Localised restrictions

Most allocations for social housing will be made from the general allocations scheme. However, different parts of the city may have localised issues which are not directly addressed by the scheme. To address these situations a Local Lettings Policy (LLP) may be introduced. LLPs place additional criteria or restrictions on certain properties that applicants on the housing register must meet in order to apply to rent them. For example, an LLP can ensure that a proportion of local key workers are given priority in developments in a particular area.

All new build schemes across the city are subject to what are commonly referred to as Local Lettings Plans (though Bristol City Council has adopted the term 'Sustainable Lettings Plans' or SLPs) for first lets.

The aim of an SLP is to create more mixed, balanced and sustainable communities - mixed in composition, balanced in terms of characteristics and needs, and sustainable by seeking to promote stability and continuity and minimise the risk of social and management issues.

a) Local lettings policies (LLPs)

The Council aims to increase the use of Local Lettings Policies (LLPs) to meet specific local needs³. An [equalities impact assessment](#) is undertaken for all LLPs and where an LLP is in place, the criteria will be stated in the property details when advertised. A standard Local Letting Policy Template and approach to has been developed for this purpose to ensure a consistent approach and process is followed, including representative community involvement in the development of future LLP's.

The LLPs currently in operation are listed below:

Lawrence Weston

[Lawrence Weston Local Lettings Policy \(bristol.gov.uk\)](http://bristol.gov.uk)

Lockleaze

[Lockleaze Local Lettings Policy \(bristol.gov.uk\)](http://bristol.gov.uk)

b) New build schemes

A common SLP has been created to standardise the lettings criteria for first lets in all new developments in order to:

- Make the process and rationale more transparent to service users,

³ We intend to introduce additional LLPs in areas with development coming forward including Fishponds, Lawrence Hill, St Pauls, Southmead, Horfield, Knowle, Hengrove & South Bristol surrounds. This is not an exhaustive list and other areas will be considered in due course. However, it should be noted that these proposals are not yet finalised. As these proposals are developed and implemented in areas across the city they will be added to the list of current LLPs (with links to the policies) noted in section 6.4 of the allocation scheme.

- Reduce the need to develop new plans for every development,
- Allow for a degree of standardization across MOST new developments (except in circumstances that genuinely require a different approach).

The core criteria we have adopted in co-operation with our Registered Provider partners is set out in [Appendix 6](#) of this policy.

It should be noted that there is no category in the standardised criteria relating to the maximum amount of housing related debt applicants are allowed to have in order to be allocated a property under an SLP. This will be determined through the allocations policies of individual registered providers.

SLPs will be put in place for all first lets in new general needs homes, which are introductory, assured or secure tenancies delivered by Registered Providers (RPs) and Bristol City Council. The terms of the revised Housing Partnership Agreement will determine how the SLP criteria are applied for subsequent relets.

The only exceptions to the SLP approach are community-led housing, specialist housing (including temporary accommodation) and certain residential estate regeneration schemes, as they will have a site specific SLP.

Where Sustainable Lettings Plans are in operation, the criteria will be stated in the property details when they are advertised.

Due to the sustainable lettings approach, vacancies will not always be allocated to the applicants who can demonstrate the greatest housing need. Applicants with lower priority may be considered for an allocation if they fulfil the criteria set out in the Sustainable Lettings Plan.

It is recognised that there may be situations in which it is not possible to fulfil the SLP criteria. In such situations the provider will be expected to provide evidence to support any deviation from the agreed criteria.

6.5 [Extra care housing](#)

Applicants who wish to be considered for Extra Care Housing must have a recognised support need. Housing accommodation is primarily for people over 65 years of age, but if you are disabled, have learning difficulties or have mental health issues then you may be eligible if you are over 55.

Properties will be allocated to people on the Adult Care 'waiting list'. To be included on this list the applicant should contact Care Direct to request an assessment for Extra Care Housing. Applicants applying for Extra Care Housing who already have a social worker assigned to them must advise Care direct of this. Care Direct can be contacted on 0117 922 2700.

6.6 Nomination to a non-registered provider landlord

Although it would not be an allocation for the purposes of Part 6 of the Housing Act 1996, applicants may bid for and, if successful, be nominated to become an assured shorthold tenant of accommodation provided by a non-registered provider landlord with whom the Council has made an arrangement for the provision of accommodation. These properties, when they become available, will be advertised in the usual way but the advert will make it clear that the allocation is made outside of the mainstream HCB Allocation Scheme.

6.7 Discretionary tenancy award

Where at the time of application a person is in use and occupation (occupying a Council property without a tenancy and no legal right to one under succession) Bristol City Council, while having due regard to this policy, may use discretion to make an offer of a tenancy; either at the existing property or at another property depending on the outcome of their application assessment, in accordance with Bristol City Council Policy and Procedure.

7. Monitoring and management

7.1 Monitoring applications

a) Applicants that do not bid

Applicants in Bands 1 and 2 will be given six months from the date of assessment in band 1 or 2 to place a bid. If they do not place a bid during that time they will no longer qualify for the housing register. The HCB Team will review the applicant's bidding within this period.

Applicants in Bands 3 and 4 will be given one year from their registration date on HCB to bid. Applicants that have not bid will no longer qualify to be included on HCB.

The decision to exclude applicants in any band will be made on the basis that they will not qualify for HomeChoice Bristol for a period of six months unless there is a significant change in circumstances. Exceptions may be considered depending on the availability of suitable accommodation and personal circumstances of the applicant. Applicants can seek a review of this decision (see 3.9 above).

At the end of the exclusion period a new application would need to be submitted in order to be reconsidered on HCB.

a) Applicants owed a homelessness duty under Section 193(2) or Section 193C(4) of the Housing Act 1996 (as amended) who do not bid

These applicants are not subject to paragraph 7.1a above. However, they may be made a direct offer as specified in section 6.1a above.

b) Applicants accepted on the Priority Move-On Scheme who do not bid

These applicants are not subject to paragraph 7.1a above. However, they may be made a direct offer as specified in section 6.1d above.

7.2 Applications from Bristol City Council employees in tied accommodation.

Bristol City Council employees in tied accommodation will be placed in band 1 in instances of:

- redundancy
- ill health retirement
- retirement
- resignation where service has been satisfactory for a minimum of five years
- redeployment or promotion to a non-residential post.

Partners of employees who die in service also qualify for band 1.

Rehousing applications from people who resign before completing 5 years' service are to be

considered on their individual merits.

Employees will be eligible to bid for accommodation that is appropriate to the size of their household (see [Appendix 3](#)).

Owners who become wardens/caretakers

People who own residential accommodation at the time of being offered a post are to be made aware that band 1 will not be awarded when the period of employment ends (unless there are exceptional circumstances). The application for housing will be assessed on the employees housing need.

Council tenants who become wardens/caretakers

Where a council tenancy is relinquished in order to take up such a job offer the applicant is to be advised that they may only bid for accommodation of a size, and type, appropriate to the households needs at the end of the period of employment (as specified above) and not the same type of accommodation they lived in previously.

7.3 BHP tenants going to prison - future rehousing requests

Where a BHP tenant is about to serve a prison sentence, they will be encouraged to surrender their tenancy where that tenancy is not sustainable during the sentence. The tenant will:

- be issued with a letter explaining the process upon their release
- be advised to submit an application on HomeChoice Bristol before their expected release date with a copy of the letter issued to them (as above).

The application for rehousing will be considered in band 1 they will be allowed 1 month to successfully bid for a property after which time a direct offer of a property will be made on a citywide basis.

However, if their prison sentence relates to an offence that could have resulted in proceedings to regain possession of their tenancy, further enquiries will need to be made to ascertain if the applicant qualifies to be on the Bristol Housing Register (see 4.2 – Qualification Criteria).

7.4 Worsening or deliberately failing to improve housing circumstances

An applicant will be given reduced priority if the Council is satisfied they deliberately did, or failed to do, something which, in consequence, led to a worsening of their housing circumstances. The household will be placed into Band 4. The situation will be reviewed upon a material change of circumstance within the household.

Examples of which could include (but not limited to):

- A household moving from an affordable property where, according to the bedroom

- standard they are appropriately housed to a property where they are overcrowded.
- A household giving up an affordable and suitable private rented tenancy which they are able to maintain, to move in with other relatives, creating a situation of overcrowding.
 - A household requesting or colluding with a landlord or family member to issue them with a Notice to Quit.
 - Where there is evidence that an applicant has deliberately worsened their financial circumstances in order to qualify for and/or receive additional priority on the housing register.
 - An applicant gives up settled accommodation that is reasonable to occupy in order to move into less settled or overcrowded accommodation.
 - An applicant deliberately overcrowds their property by moving in friends and/or other family members who have never lived together previously and/or have not lived together for a long time, then requests rehousing to larger accommodation
 - An applicant who refused a final offer of accommodation made in order to discharge a homelessness duty, and who has subsequently re-applied to HCB following the end of their exclusion.

The above list is not exhaustive.

7.5 Homeless households who are unable to live independently

Where it is considered that an applicant who falls within any of the homelessness banding categories is unable to sustain independent accommodation, their application will be suspended until such time as their Housing Advisor, in consultation with any relevant professionals such as a supported housing provider, considers that the applicant is able to manage a tenancy and is ready to move on to independent living. The decision to suspend an applicant will be made by the Housing Advisor. Applicants will have the right to request a review of any such decision (see section 3.9 above).

Appendix 1: Glossary

Terms Used	Definition
Acceptable Behaviour Agreement	A voluntary written agreement signed by an individual committing anti-social behaviour. In signing the agreement, the individual is agreeing to abide by the terms specified and to work with any support services identified.
Administration orders	A legally binding administrative arrangement that allows a person to pay only what they can afford towards their credit debts. This is an order by a County Court.
Affordable rent	Affordable rents are set at 80% of the market rent in the private sector.
Allocation	For the purposes of Part 6 of the Housing Act 1996, a housing authority allocates accommodation when it: <ul style="list-style-type: none"> • selects a person to be a secure or introductory tenant of accommodation held by that authority, • nominates a person to be a secure or introductory tenant of accommodation held by another housing authority, • nominates a person to be an assured tenant of accommodation held by a Private Registered Provider.
Anti-Social Behaviour (ASB)	<p>Bristol City Council adopts the definitions of anti-social behaviour (ASB) set out in the Anti-social Behaviour, Crime and Policing Act 2014. Part 1 of the Act defines ASB as:</p> <ul style="list-style-type: none"> • Any act that causes, or is likely to cause, nuisance or annoyance to a person in respect of their dwelling. <p>and</p> <ul style="list-style-type: none"> • Any act that causes, or is likely to cause, alarm, harassment or distress to a person not in respect of their dwelling. <p>We also make use of the Community Protection Notice under Part 4 of the Act, which includes this definition:</p> <ul style="list-style-type: none"> • Conduct of an individual that is having a detrimental effect (that is persistent or continuing) on the quality of life of those in the locality and that conduct is unreasonable. <p>Formal legal action against ASB is taken using civil injunctions, Community Protection Notices (CPN) or Criminal Behaviour Orders (CBOs). These legal measures replace Anti-Social Behaviour Orders (ASBOs), which were repealed in 2014.</p>
Assured shorthold tenancy (AST)	The most common tenancy for people who rent from a private landlord or letting agent. Assured Shorthold tenancies give the tenant the right to occupy a property for a fixed period of time, provided that they keep to the terms of their tenancy agreement. At the end of the fixed period

	of time (often six months), the landlord or the tenant has the right to terminate the tenancy but it can be renewed for another fixed period of time if both parties agree.
Assured tenancy	An assured tenancy is a type of tenancy that some private tenants and most housing association tenants have. A landlord can only end an assured tenancy if they have a legal reason or ground for possession . For example, rent arrears or antisocial behaviour.
Bankruptcy orders	A legal status that usually lasts for a year and can be a way to clear debts a person can't pay. When a person is bankrupt, their non-essential assets (property and what you own) and excess income are used to pay off creditors (those the person owes money to). At the end of the bankruptcy period, most debts are cancelled.
Bedroom entitlement	The number of bedrooms that a household can be considered for. This is done in accordance with the bedroom standard (see overcrowding, defined below).
BHP tenant	A tenant of one of the Bristol Housing Partners (BHP) whose tenancy is in the Bristol City boundary.
Breach of tenancy conditions (BOTC)	All tenants sign a 'tenancy agreement', agreeing to uphold the 'conditions of tenancy' as stated in the agreement. A breach of tenancy conditions refers to when those conditions have not been upheld by the tenant(s). Common breaches of tenancy conditions include: <ul style="list-style-type: none"> • Non-payment of rent • Incidences of ASB/hate crime/domestic abuse, • Non-occupation or sub-letting of the property, • Failure to keep the property in good condition/ failure to report necessary repairs.
Bristol City boundary	If you are liable for Council tax in Bristol then you will be classed as living in the Bristol City Boundary. Applicants can check whether or not they live within the Bristol City boundary by going to www.gov.uk/pay-council-tax and entering their postcode.
Care leaver	A young person aged between 16 and 25 who is or has been looked after for a total of 13 weeks or more after their fourteenth birthday and who continue to be looked after at 16 or 17 years of age.
Carer	Anyone who looks after a family member or friend who needs help because of illness, frailty, disability, a mental health problem or some other care need and cannot manage without this additional support. Carers can be adults or young people and the support they provide is unpaid.
Composite need	When an applicant has more than one housing need that effectively makes their situation worse than someone else in the same band. Factors currently taken into consideration include over-crowding, where someone's health is made worse by their accommodation, domestic violence and/or harassment.
Debt Relief Orders (DROs)	A form of personal insolvency. It is a way for people in debt to have

	their debts written off. The total qualifying debts must be below £30,000 and the person must have little to no assets and a low income.
Demoted tenancy	An alternative to possession proceedings for social housing landlords where a tenant is causing nuisance through antisocial behaviour or using the property for an unlawful purpose. The tenant does not lose their home and can regain their original tenancy and security of tenure after 12 to 18 months.
Direct offer	A way of allocating social housing whereby the Council actively approaches someone on the waiting list with an offer of housing which is considered suitable for their needs according to the information provided on their application form.
Effective date	The date an application was assessed into one of the housing allocation scheme bands.
Equalities Impact Assessment (EqIA)	An evidence-based assessment designed to help organisations ensure that their policies, practices, events and decision-making processes are fair and do not present barriers to participation or disadvantage any protected groups from participation.
Fixed term tenancy	Fixed term tenancies are offered for a fixed period of time and the tenancy ends on the last day of that period or term. The partner landlords will decide their own typical length to offer a tenancy.
Flexible tenancy	A flexible tenancy is a fixed term secure tenancy with most of the same rights as a secure tenancy but last for a fixed period. A flexible tenancy will usually last 5 years, following an introductory tenancy of 12 months.
Foster carer	Someone who looks after a child or young person in their home, as agreed by Bristol City Council Children and Young People's Services, who cannot live with their parents.
General needs housing	Housing which is not aimed at specific populations (such as older people) and where there is no additional support provided to tenants beyond normal housing management and repairs services.
Genuine and effective employment	For employment to be considered 'genuine and effective' supporting evidence indicating regular employment is required, such as a contract of employment. Even if there is no contract, there must be evidence of an employer and regular hours and payment. Family or friendly arrangements with no contract or regular hours may be considered 'marginal and ancillary' (see definition below) rather than 'genuine and effective' employment. A range of factors are considered when deciding whether employment is 'genuine and effective' or 'marginal and ancillary'. These include: <ul style="list-style-type: none"> • the period of employment • the number of hours worked • the level of earnings • whether the work is regular or erratic.
Hardship	As defined in section 4.11 of the Allocation of accommodation:

	guidance for local authorities (2012) hardship includes situations where an applicant needs to move to a different locality in order to give or receive care, or to access specialised medical treatment or take up a particular employment, education or training opportunity that is not available elsewhere and not within reasonable commuting distance.
Housing, Health and Safety Rating System (HHSRS)	The HHSRS assesses 29 housing hazards (ie. crowding and space, mould, excess heat or cold etc) and the effect that each may have on the health and safety of current or future occupants of the property. The HHSRS provides a way that hazards can be assessed and identifies the best way(s) they can be dealt with. If a hazard is a serious and immediate risk to a person's health and safety, this is known as a Category 1 hazard. If a hazard is less serious or less urgent, this is known as a Category 2 hazard.
HN	The letters 'HN', used throughout this document, refers to qualifying 'housing needs' which are categories given to certain applicants who are more in need of housing than others. The categories include: <ul style="list-style-type: none"> • Overcrowding • Health affected by current housing • Harassment • Hardship • Unsanitary or unsatisfactory housing Applicants with two qualifying housing needs will receive a six month backdate on their application, giving them a higher priority. Applicants with three or more qualifying needs will receive a 12 month backdate.
Independent Domestic Violence Advocate (IDVA)	A specialist professional who works with a victim of domestic abuse to develop a trusting relationship. They can help a victim with everything they need to feel safe and rebuild their life and represent their voice at a MARAC (defined below), help them navigate the criminal justice process and work with the different agencies to provide support.
Introductory tenancy	A 12-month probationary tenancy given by Bristol City Council and is known as a trial period. An introductory tenancy will become secure so long as there are no serious breaches of tenancy.
Key Ring scheme	Key Ring are an adult social care service provider. They run a number of schemes in Bristol for people with learning disabilities and/or mental health issues and/or autism living in the community.
Marginal employment	Marginal (or 'marginal and ancillary') employment broadly means that the work involves so little time and money as to be largely irrelevant to the lifestyle of the person. For example, a student who gets a job working behind a student union bar for two hours a week is primarily a student, their work is 'marginal and ancillary' to their actual role as a student. Voluntary work for no payment or material reward would similarly not qualify as 'genuine and effective' employment (see definition of 'genuine and effective' employment above).
Medical and welfare grounds	Medical grounds refers to the medical circumstances of a household that is directly affected by current housing conditions and where a

	<p>move to more suitable accommodation would improve the medical condition. Welfare grounds can encompass a wide range of needs. For example:</p> <ul style="list-style-type: none"> • providing accommodation from which a care leaver can build a stable independent life. • providing accommodation to help someone recover from the effects of violence or threats of violence, or physical, emotional or sexual abuse. • assisting foster carers, or those approved to adopt who need to move to a larger home in order to accommodate a looked after child or a child who was previously looked after by a local authority.
Multi Agency Public Protection Arrangements (MAPPA)	The Criminal Justice Act 2003 led to the establishment of Multi-Agency Public Protection Arrangements (MAPPA) in each criminal justice area of England and Wales. MAPPA is designed to protect the public, including previous victims of crime, from serious harm by sexual and violent offenders. They require the local criminal justice agencies and other bodies dealing with offenders to work together in partnership in dealing with these offenders.
Multi Agency Risk Assessment Conference (MARAC)	A MARAC is a meeting where information is shared on the highest risk domestic abuse cases between representatives of local police, probation, health, child protection, housing practitioners, Independent Domestic Violence Advocates (IDVAs) and other specialists from the statutory and voluntary sectors. The primary focus of the MARAC is to safeguard the adult victim.
Noise Abatement Notice	Councils must investigate complaints about issues that could be a 'statutory nuisance' (a nuisance covered by the Environmental Protection Act 1990). If noise levels from a premises are considered ' <i>prejudicial to health or a nuisance</i> ' councils will serve a noise abatement notice.
Notice of Possession Proceedings (NOPP)	A legal notice given to a tenant that says the landlord is seeking possession of an introductory tenancy. A Notice of Possession Proceedings must be served upon the tenant before the expiry of the introductory tenancy period and an application made to court to hear the case.
Notice Seeking Possession (NoSP)	A legal notice given to a tenant that says the landlord intends to take back the occupancy of the property because the tenancy conditions have not been adhered to. This is warning of the intention to refer to court to seek eviction.
Overcrowding	Section 4.8 of the Allocation of accommodation: guidance for local authorities (2012), states that the bedroom standard is an appropriate measure of overcrowding for allocation purposes, and recommends that all housing authorities should adopt this as a minimum. The bedroom standard allocates a separate bedroom to each:

	<ul style="list-style-type: none"> • married or cohabiting couple • adult aged 21 years or more • pair of adolescents aged 10-20 years of the same sex • pair of children aged under 10 years regardless of sex
Priority Move-on scheme (PMOS)	A discretionary scheme to improve the effectiveness and efficiency of supported housing provision by assisting residents to move on to other accommodation when their support needs reduce. The scheme enables an accommodation provider to refer a client who is ready to move on directly in to HomeChoice. The referred client is awarded band 2 with a six month backdating which puts them high up in band 2 with swifter move on times being achieved through bidding. PMOS also gives scope to identify a direct offer of social housing for the client which can be made if bidding does not deliver an outcome in the short term.
Residence order	A residence order establishes where a child will live and a contact order sets out who the children should spend time with.
Responsible authority	This is the Local Authority that last looked after the child or young person.
Restricted person/restricted case	<p>Someone who is not eligible for assistance under Part 7 of the Housing Act, 1996 and is subject to immigration control and either:</p> <p>a) Does not have leave to enter or remain in the UK, or</p> <p>b) Does have leave but it is subject to a condition of ‘no recourse to public funds’</p> <p>A restricted case is where the housing authority would not be satisfied that the applicant had a priority need for housing without having had regard to a ‘restricted person’ in the household. For example, where an applicant is an eligible British citizen who would not have priority need if they applied alone but does have priority need because of their dependent children who are ‘restricted persons’.</p>
Secure tenancy	A secure tenancy will be awarded at the end of a 12-month probationary tenancy so long as there have been no breaches of tenancy.
Serious illness or disability	Cases that have been assessed, by the Council’s Health and Housing Team, as having acutely serious overt health problems with unequivocal need for change of accommodation to alter the course of daily functioning e.g. a wheelchair user who lives in a top floor flat with no lift or who has extreme mental health issues living in a neighbourhood which is overtly contributing to destruction of independent living.
Serious unacceptable behaviour	Any breach of tenancy conditions including ASB and non-payment of rent where legal action has been taken by the Police or any Council department or any landlord.
Social rent	Social rent is based on a formula set by government. It is usually less than an affordable rent.
Special guardianship	Special Guardianship is an order made by the Family Court that places a

	child or young person to live with someone other than their parent(s) on a long-term basis. The person(s) with whom a child is placed will become the child's Special Guardian.
Starter tenancy	Starter tenancies are assured short-hold tenancies which are given to new social housing tenants. This is a probationary tenancy for a period of 12 months. After 12 months, if the tenancy has been conducted satisfactorily, it will automatically convert to an assured tenancy. If a starter tenancy is not conducted satisfactorily, it may be extended for six months or terminated.
Suitable offer	A suitable offer is defined in detail in Appendix 5 of this document.
Supported lodgings	A scheme which offers young people accommodation in a home environment when leaving foster care or residential care. Supported lodgings are provided by people who can offer a bedroom in their homes, along with some level of support, to care leavers.
Supported housing	Accommodation provided with additional tenancy support for individuals with specific needs.
Temporary accommodation (TA)	Under Homelessness legislation, if a person or family becomes homeless and urgently needs a home, the Council may provide temporary accommodation while helping them find a more sustainable long-term housing solution.
Tied accommodation	Accommodation occupied by employees of the Council where their contract of employment requires them to occupy dwelling houses for the better performance for their duties.
Under-occupation charge	Often called 'the bedroom tax', cuts someone's universal credit housing element or housing benefit if they are: <ul style="list-style-type: none"> • of working age • classed as having a spare bedroom • a council or housing association tenant
Under occupying	A household under occupies accommodation when they are occupying accommodation that is larger than their maximum room entitlement.

Appendix 2: Bristol Housing Partnership (BHP) landlords

Landlord	Address
Abri	Lupin Way, Yeovil, Somerset, BA22 8WN
Brighter Places	Eden House, 10 Eastgate Office Park, Eastgate Road, Eastfield, Bristol BS5 6XX
Bristol City Council	PO Box 595, Bristol, BS99 2AW
Bromford	Building 1, Riverside Court, Bowling Hill, Chipping Sodbury, Bristol BS37 6JX
Brunelcare	Saffron Gardens, Prospect Place, Whitehall, Bristol, BS5 9FF
Clarion Housing	Level 6, 6 More London Place, Tooley Street, London, SE1 2DA
Curo	The Maltings, River Place, Lower Bristol Road, Bath, BA2 1EP
Elim Housing Association	Units 3 & 4, Pinkers Court, Briarlands Office Park, Gloucester Road, Rudge Way, South Gloucestershire, BS35 3QH
Green Square Accord	Methuen Park, Chippenham, SN14 0GU
Guinness Partnership	Estune Business Park, Block C, Wild Country Lane, Long Ashton, Bristol, BS41 9AF
Habinteg Housing Association Ltd	41 Valentine Close, Hengrove, Bristol BS14 9ND
LiveWest	Weston Gateway Business Park, Weston Super Mare, Somerset, BS24 7JP
Places for People Housing Association	4 th Floor, 10 Victoria Street, Bristol, BS1 6BN
Riverside Group	12 Dowry Square, Hotwells, Bristol, BS8 4SH
Sanctuary Housing South West Ltd	Estuary House, Peninsular Park, Rydon Lane, Exeter, EX2 7XE
Sovereign Housing Association	Brabazon House, Unit 11 Brabazon Office Park, Golf Course Lane, Filton, Bristol BS34 7PZ
Stonewater Housing Association	450 Woodland Court, Ash Ridge Road, Bradley Stoke, Bristol, BS32 4LB

Appendix 3: The bedroom standard

a) Bedroom standard

For the purposes of this policy, overcrowding and bedroom entitlement is assessed in accordance with bedroom standard. The bedroom standard allows a separate bedroom to each:

- married or cohabiting couple
- adult aged 21 years or more
- two children under 10 of either sex can share a bedroom
- two boys under 21 can share a bedroom
- two girls under 21 can share a bedroom

b) Sharing with another household

Where a household applying for rehousing is sharing a property with another household that will not be moving with them, the bedroom entitlement will be applied to all people living in the property. The application will be assessed on the basis that children of appropriate ages and gender (as set out in section a) can share a bedroom regardless of whether they belong to the same family unit.

c) Appropriate rooms

When assessing if a household is lacking a bedroom a second living room that is suitable to be used as sleeping accommodation will be treated as a bedroom.

d) Studio flats

Where an applicant and children are occupying a studio flat/bedsit, the property will be classed as having '0' bedrooms.

A studio flat is considered to be suitable for a single person or couple and if occupying such accommodation will not be considered as lacking a bedroom.

e) Expectant mothers

Expectant mothers, who on the birth of the child, will be eligible for a property larger than they currently need (as per section h) will be allowed to bid on the larger property once they are 20 weeks pregnant.

f) Additional bedrooms

Bedroom entitlement will be calculated based on the bedroom standard. However, in exceptional circumstances, an additional bedroom may be agreed. This is most likely to apply in the following circumstances: (i) where an applicant or household member has significant overnight care needs

which require the presence of an overnight carer every night; or (ii) where an applicant or household member, who would otherwise be expected to share a bedroom, cannot reasonably be expected to do so because of significant medical or behavioural issues which are likely to have a seriously detrimental impact upon his or her health wellbeing, or that of the person with whom he or she would normally share a bedroom.

Each case will be assessed on an individual basis, after all relevant information has been taken into account. The decision to agree to the provision of an extra bedroom on health grounds will be made by a Health and Housing Officer.

The Health and Housing Team will consult with any other agencies or services who have relevant knowledge of the applicant's or household member's circumstances. The provision of an additional bedroom will only be agreed if documentation showing that an assessment of need has been undertaken by appropriate health or care professionals which supports the requirement for an additional bedroom. For example, decisions in cases involving children with special needs will take into account evidence such as Special Educational Needs and Disability (SEND) reports, information from Education, Health and Care Plans (EHCPs), as well as information provided by paediatricians, occupational therapy (OT) services, general practitioners (GPs), health visitors, and other relevant professionals. This also includes referrals and assessments for Carers or Care Act Assessments, which also provide evidence of need.

g) Split families

Applications from split households who wish to live together will be assessed from the better of the two properties based on the households needs.

h) Bedroom entitlement

The size of property a household can be considered for is based on the bedroom standard (see section a).

The following table outlines the number of bedrooms a household would usually be considered for. However, this may vary dependant on permitted numbers allowed in the property. On occasions where a property has a smaller permitted number than usual this will be outlined in the property advert. It should be noted that the number of bedrooms your household needs is not a reviewable decision.

Household	Number of bedrooms
Single Applicant	Studio or 1 bed
Single applicant aged over 60 years	Studio or 1 bed (including sheltered accommodation)
Couple [Couples can bid for studios that are large enough for 2 people. This will be specified on the advert.]	1 bed or studio
Couple aged over 60 years	1 bed or studio (including sheltered

Household	Number of bedrooms accommodation)
Single applicant or couple expecting a child	1 bed or 2 bed
Single applicant or couple with 1 child	2 bed
Single applicant or couple with 2 children (mixed or same sexes under 10 years)	2 bed
Single applicant or couple with 2 children (same sexes both under 21 years)	2 bed
Single applicant or couple with 2 children (mixed sexes at least 1 over 10 years)	3 bed
Single applicant or couple with 3 children (mixed sexes, all under 10 years)	3 bed
Single applicant or couple with 3 children (same sexes, all under 21 years)	3 bed
Single applicant or couple with 3 children (mixed sexes, all under 21 years)	3 bed
Single applicant or couple with 3 children (same sex, 2 under 21 years and 1 over 21 years)	3 bed
Single applicant or couple with 3 children (same sex, 1 under 21 years and 2 over 21 years)	3 or 4 bed
Single applicant or couple with 3 children (same sex, all over 21 years)	3 or 4 bed
Single applicant or couple with 3 children (mixed sexes, all over 21 years)	3 or 4 bed
Single applicant or couple with 3 children (1 over 21 years and 2 mixed sexes 1 under 10 years and 1 over 10 years).	3 or 4 bed
Single applicant or couple with 4 children (same sex, all under 21 years)	3 bed
Single applicant or couple with 4 children (mixed sexes, all under 10 years)	3 bed
Single applicant or couple with 4 children (2 of each sex, all under 21 years)	3 bed
Single applicant or couple with 4 children (same sex, 3 under 21 years and 1 over 21 years)	3 or 4 bed
Single applicant or couple with 4 children (3 same sex under 10 years and 1 opposite sex over 10 years)	4 bed
Single applicant or couple with 4 children (3 mixed sexes under 10 years and 1 over 21 years)	4 bed

Larger families may bid for large 3 bedroom, 4, 5 and 6+ bedroom properties.

Household	Number of bedrooms
<p>Due to the lack of availability of larger family accommodation, households requiring 4+ bedrooms may, with the household's agreement, be considered for properties smaller than their bedroom entitlement so long as this does not make them overcrowded by 2+ rooms.</p> <p>Please note that The Council's Health and Housing team may restrict the type of property or increase the size of a property a household can bid for due to health reasons.</p>	

Applicants can only include members of their 'immediate family' on their application. For the purposes of this policy, immediate family is defined as:

- The applicant
- The applicant's spouse or partner.
- Dependent children – including children to whom the applicant has legal guardianship of and children that are adopted or fostered. A kinship foster child will only be included as an immediate family member if the arrangement is formally agreed and approved by Bristol City Council's Children's Services
- Elderly parents - will only be included where the Health and Housing team have agreed that they need to live with the applicant for health reasons and only if they are eligible for housing assistance. Due to the lack of large/adapted family accommodation any request to include elderly parents as household members may be refused if their housing needs can be better met via sheltered housing and a package of care.

Who cannot be included as part of the Household?

- Adult children unless it can clearly be seen that they have occupied the parental home as their only or main home for the last 2 years. They will not be included where they have spent a considerable amount of time away from the home and only recently returned.
- Students in full time education/residential setting and living away from the address applied from
- Extended family members - for example grandparents, aunts, uncles, nephews, nieces and cousins.
- Siblings of the applicant or applicant's spouse or partner
- Friends
- Lodgers

Exceptions

People who have an exceptional need to live with the applicant can be defined as those people who are not included in the definition of immediate family, but who have a real need to live as part of the household in order to give or to receive care or support.

This may include:

- An adult child
- Elderly parents - Elderly parents will only be included where the Health and Housing team have agreed that they need to live with the son or daughter for health reasons and only if they are eligible for housing assistance. Due to the lack of large/adapted family accommodation any request to include elderly parents as household members may be refused if their housing needs can be better met via sheltered housing and a package of care.

- A carer – If an applicant needs full- time care and there is no one available in their immediate family to provide this care and there are no other housing options.

Applications where household members have a BHP debt from a former or current tenancy of £500 or more will be prevented from bidding. This will also apply where the household member's BHP debt combined with the applicant's BHP debt exceeds £500 as set out in section 4.3a.

Appendix 5: Defining a 'suitable offer'

Introduction and general points

Applicants who refuse suitable offers may have their HomeChoice Bristol applications suspended or closed in certain circumstances, which are set out in more detail in the Allocation Scheme.

If an applicant places a bid for a particular property, the Council will normally take the view that the applicant took all of the information contained in the property advertisement into account before placing the bid and determined that the property was suitable for his/her household based on that information.

However, it is acknowledged that, in some situations, an applicant may consider a property to be unsuitable for reasons which do not relate to the information contained in the advertisement, and these reasons will need to be given fair consideration when determining whether the property was in fact suitable for the applicant's household.

In other situations, an applicant may have had a genuine misunderstanding about an aspect of the information contained in the advertisement. It will be necessary to consider the circumstances of the application as a whole in order to determine whether the applicant could genuinely have held such a mistaken view. Even if this is acknowledged, consideration must still be given to whether the property was actually unsuitable for the applicant's household.

If an applicant refuses a direct offer of a property, consideration will need to be given to any information that the applicant had provided previously regarding his/her housing requirements in order to inform the direct offer process.

In relation to both properties offered following a bid and those offered directly, the applicant's bidding history may also be taken into account when determining suitability. For example, if an applicant has previously placed bids for properties in a particular area but subsequently refuses a property in the same area on the grounds that that area is unsuitable, the previous bids may be regarded as a factor indicative of suitability, although this will not necessarily be conclusive.

It is the applicant's responsibility to update his/her application with any new information which may have a bearing upon the size, types and locations of properties which are suitable for his/her household. If this information has been provided by the applicant but has not been assessed by the time that an offer is made, it will need to be taken into account by the HomeChoice Bristol Team before any decision on the suitability of the property can be made. Such information may relate to, but is not limited to, changes in household composition, health-based housing requirements, and recommendations from relevant professionals regarding areas which may be unsafe for the applicant's household.

Specific factors relating to suitability of accommodation

The specific factors below may need to be taken into consideration when determining whether a particular property would have been suitable for an applicant's household. The considerations set out above may be relevant to any of these factors in a particular case.

1) Property size

In order to be regarded as suitable, the property must have had the appropriate number of bedrooms for the applicant's household at the time of making the offer and at the time of the refusal. Bedroom entitlements are set out in Appendix 3 of the Allocation Scheme.

Given the scarcity of social housing in Bristol, it is unlikely that a property will be regarded as unsuitable for any other reason relating to its size. For example, if a property has the requisite number of bedrooms, but the applicant claims that the living room is too small, it is unlikely that a finding of unsuitability would be made.

2) Property type and characteristics

The fact that a property may not be of an applicant's preferred type or may not have his/her preferred characteristics does not in itself mean that the property will be regarded as unsuitable for his/her household. For example, the fact that a property may be in a multi-storey block or may not have a garden or a particular heating system, is not by itself indicative of unsuitability, although the particular circumstances of the applicant's household will need to be taken into consideration.

Any health-related housing requirements should already have been identified prior to any offer being made, but any new information regarding potential requirements of this nature will still need to be considered when determining suitability.

The fact that a property may have features that an applicant does not require, such as adaptations for disabled people, does not in itself mean that the property will be regarded as unsuitable for the applicant's household.

3) Property condition

Where an applicant refuses a property because he/she considers it to be in an unsuitable condition for his/her household, it is unlikely that this will be regarded as a reasonable ground for refusing the offer. This is because confirmation that the property meets the minimum standard for re-letting must be given by an appropriately qualified professional before a property can be offered through HomeChoice Bristol.

If significant disrepair is identified at a particular property after an offer has been made, a decision may be made by the landlord to withdraw the offer so that further work can be carried out. This

would not count as refusal of the offer on the applicant's part, so no decision would need to be made about whether a suitable offer had been made.

4) Location of property and risk of violence or harassment

The Council does not consider that any part of the city should automatically be regarded as 'off limits' to people from particular ethnic or religious backgrounds, or who have any other protected characteristics as defined by the Equality Act 2010. Applicants who have concerns about living in particular areas are strongly advised not to place bids for properties in those areas.

However, if an applicant becomes aware of information which may indicate that his/her household would have been at risk in a particular area after being offered a property in that area, this information will need to be taken into account when determining the suitability of that property. For example, an applicant might become aware that his/her violent ex-partner lives in the vicinity of the property. Or an applicant might be racially abused when he/she visits the property for a viewing. In the latter scenario, it may be necessary for enquiries to be carried out with relevant professionals with knowledge of the area, in order to determine whether there is a significant problem with racism in that area, or whether the applicant's experience is likely to have been an isolated incident.

Other than where a possible risk towards a member of the applicant's household has been identified, it is unlikely that a property that an applicant has placed a bid for will be regarded as unsuitable because of its location. This is because the location of the property is always clearly stated in the advertisement, and it is therefore reasonable to conclude that the applicant considered how he/she would access any relevant services, such as schools, workplaces, childcare or healthcare, before placing the bid.

This is also likely to be the case where an applicant is offered a property directly, as he/she will have had the opportunity to provide information regarding suitable and unsuitable areas before any offer is made. However, where a direct offer is made, it is possible that the applicant's circumstances may have changed since the applicant provided this information, in which case further enquiries may need to be carried out in order to determine suitability.

5) Type of landlord and affordability

A property will not be considered to be unsuitable because the landlord is a housing association rather than the Council, and the right to buy the property does not therefore arise.

In rare circumstances, a housing association property may be regarded as unsuitable if there are particular conditions attached to the grant of a tenancy which concern the payment of additional fees, such as rent in advance, which the applicant is unable to afford. However, in most situations, it is likely that the applicant will be able to obtain some form of financial assistance to help to pay these fees, possibly through a loan from Bristol Credit Union. If it is considered reasonable for the applicant to pursue such measures, the property is unlikely to be regarded as unsuitable.

6) Pets

Applicants are expected to provide information about any pets that they own as part of the application process. A property will not be offered to the applicant if the types of pet that the applicant has declared on the application form are not permitted in the property. It is unlikely that a property will be regarded as unsuitable if an applicant has acquired additional pets which have not been declared on the application form and which are not permitted in a property that the applicant has placed a bid for or has been offered directly.

Service animals (e.g. guide dogs for the blind, hearing dogs etc.) are not classified as pets. Service animals should not be included as a pet on applications but should be disclosed. Evidence of the need for a service animal is required from secondary health services or the charity that provided the animal. Feedback from a GP would generally not be seen as sufficient.

Appendix 6: Sustainable Lettings Plans (SLPs) for new developments: core criteria

SLPs will be in place for all first lets in new general needs homes, which are, introductory, assured or secure tenancies delivered by Registered Providers and Bristol City Council (BCC). The only exceptions to the SLP approach are community-led housing, specialist housing (including temporary accommodation) and certain residential estate regeneration schemes, as they will have a site specific SLP.

Note: An individual placement could meet multiple criteria, for example a homelessness placement may also have a care and support need. In such examples, a single placement would contribute to both the homelessness and care and support need targets.

Criteria	Description
Enforcement action for Anti-Social Behaviour/breach of tenancy conditions	Households should not have had enforcement action taken against them (for example, relating to ASB, Harassment, Drug related offences etc) for (up to) the previous five years to be considered for first lets. We will take a trauma informed approach and discretion may be given in cases where the applicant, or members of the household, have shown a commitment to engage with support agencies and any references that support the application will be taken into consideration when deciding on rehousing. This will be done on a case-by-case basis.
Children	Allocations will be made to families with a range of ages and numbers of adults and children, ensuring a mix of differently aged children in the locality, with criteria being based on the specific characteristics of the development.
Employment	For 40% of the properties, at least one adult in the household of working age should be in employment (All types considered, including volunteering. Proof of employment required). Those participating in dedicated training schemes or back to work initiatives will be deemed to be 'in employment' provided 30% of residents as a whole are in paid work.
Support needs	Registered Providers will take into account the overall needs profile of applicants across the site when considering bids from people requiring high levels of support. No less than 15% of 1 bed flats will be made available to households with a care and support need, provided that the placement has been assessed as being capable of sustaining an independent tenancy and that a suitable care and support plan is in place.

Homelessness	Not less than 20% of homes will be let to households to whom the Council owes a Homelessness Duty.
Accessibility	<p>M4(3) wheelchair accessible homes will be allocated to households with an identified need for a wheelchair adapted home. The Registered Provider may request the local authority for a direct match for M4(3) wheelchair accessible homes.</p> <p>Furthermore, where applicable, priority for ground floor flats without a lift, and all M4(2) homes, will be given to those whose housing need means they need ground floor accommodation, including people with mild to moderate mobility issues or visual impairment.</p>
Equality and diversity	All Sustainable Lettings Plans will be responsive, accessible and sensitive to the needs of all by having regard to the protected characteristics in the Equality Act 2010. They will ensure that all applicants are treated fairly and without unlawful discrimination on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation and will enable applicants with diverse needs to access accommodation to these schemes.
Monitoring	Once all units are allocated, the Local Authority may request that the Registered Provider demonstrate that they have complied with the first lets policy approach.
Exception provisions	Where it is agreed with the Council that the standard sustainable letting requirements are not appropriate for the development or where additional criteria need to be considered e.g. (age restrictions, ethnicity, families in flats, downsizing strategies), a site specific SLP will be supported. This is an exception to the policy and evidence will be required to show the need to vary the standard approach. A standard template will be provided by the Council. These may extend beyond first let, with clear review and monitoring processes established.

INTRODUCTION

Significant tranches of development are currently starting across Bristol in response to the known housing needs. The terms under which these are being approved and developed will ensure the provision of more affordable housing in the city.

In 2021 / 2022, in conjunction with a large swathe of development starting in Lockleaze, we developed a Local Lettings Policy intended to ensure that the opportunity provided by the new developments is used to address several local issues identified by the residents of the area.

The Policy was developed in conjunction with the local community through extensive engagement with the main local community organisation (Lockleaze Neighborhood Trust), the Ward Councillors, and in consultation with other involved / affected parties such as BCC Housing Delivery, Community Lead Housing organisations and the Registered Providers operating in the area.

The Council actively supported the local community organisation in engaging widely with residents, for example by means of a survey and multiple community forum meetings. Housing Options leadership ensured that either they themselves or suitable designated representatives attended these forums and engagement opportunities when the Local lettings Policy was included on the agenda.

All negotiation was conducted in a very transparent and mutually respectful manner. Decisions were informed by extensive factual data and analysis, as well as by community input. All proposals put forward by the community were given full consideration internally and response was provided in detail, including explanations as to why specific requests might not be feasible, and where possible, how they might be adapted to be feasible.

The resulting proposal was provided to Partner Registered Providers through the WoE Housing Partnership for review by all interested parties. An in-depth EQIA was produced (Mandatory), and where necessary the feedback resulted in amendments that were then played back to the community.

It is our belief that this process has built trust and good relationships and resulted in a LLP that will deliver meaningful value for the local community without being unduly onerous for prospective landlords to apply.

The document that follows is a template that has been derived from the Lockleaze LLP which can be used for the development of such policies in other areas of the city going forward. Development of LLP is a co-design process performed in collaboration with Community Groups/ representatives who engage with the local community

Local Lettings Policy for **LOCATION** Affordable Housing Developments

Context

The policy below has been developed with the following principles in mind:

- 1) **Administrative simplicity** – to minimise the need to update and change the policy for every new development in LOCATION, the wording has been kept generic with no direct reference to any specific development. Site-specific commentary about the intentions underpinning each separate development should be publicised on that specific development’s website and could potentially be included in some form when the associated units are made available to the public.
- 2) The **definition of the boundaries** of ‘LOCATION’ are agreed as the [Ward boundary](#) as commonly accepted for Voting purposes.

If the data supporting the development of the proposal was sourced using different criteria explain that here.

- 3) The **process to secure approval to implement** this policy requires that
 - a. an Equality Impact Assessment be performed to evaluate the potential impact of our internal and external policies, procedures, activities and decisions on equality communities and make sure we meet our legal duties as defined by the Public Sector Equality Duty.
 - b. It be circulated for comment by interested Registered Providers via the WoE Housing Partnership.
 - c. It be presented to and approved by the applicable forum as dictated by BCC decision pathways.
 - d. Any or all of the above may result in a possible rejection of the policy or the need for further amendments in order to secure approval.

This 3rd point pertains to the approval of the Policy only and should be removed / adapted before publication

Local Lettings Policy for **LOCATION** Social and Affordable Housing Developments

1. Policy Statement

- 1.1. The Bristol City Council (BCC) is committed to the creation of a mixed and balanced community within **LOCATION** through new build affordable homes.
- 1.2. *(General undertaking)* Brief explanation why the Local Letting Policy is being introduced e.g. a swathe of new development about to commence
- 1.3. *(Specific undertaking)* In line with BCC strategy this policy is intended to further support Community Led Housing initiatives which we believe are vital to meeting the needs of the city. These particularly intend to deliver true benefit for the local community, a specific group of people (an intentional community), or both.
- 1.4. *(Definition of **LOCATION**)* The boundary for this policy is the same as **LOCATION** ward boundary.
- 1.5. *(Development approach)* This policy has been developed through a process of consultation and community engagement undertaken in conjunction with **(Name the community groups / organisations involved in arriving at the policy)**.
- 1.6. *(Contextual overview)* Whilst BCC recognises the needs, priorities and ambitions of the **LOCATION** community, it also recognises the pressures and demands on social and affordable housing throughout the city. This Policy will supplement the existing Bristol Housing Allocations Policy to ensure homes are allocated in a fair and transparent manner.

Only applicants who are already on the Housing Register and deemed to be in Housing Need **AND** who meet the required eligibility criteria in this Policy will be considered under the Local Lettings Policy.
- 1.7. *(Application boundary)* The Local Lettings Policy may only be applied where the properties concerned are to be let by means of the Lettings System in use by the Bristol City Council (Currently Home Choice Bristol) i.e. social housing.

2. Introduction

- 2.1. **[50%]** of new social and affordable rented properties within each of the developments being undertaken within **LOCATION** will be allocated to applicants that meet the criteria set out in this document. *The standard expectation is 50% provision for the LLP, however, adjustment could be negotiated based on local circumstances and compelling supporting data.*

- 2.2. In the case of Community led Housing developments 100% of the new social and affordable units will be allocated in line with the Local Lettings Policy where this is possible, and in line with the relevant development's Lettings Plan where this exists.
- 2.3. This policy shall be applied for first let of all new build social and affordable housing and, in cases of turnover of tenancy, for an initial duration of 12 months from the date of first allocation using the policy. Subsequent extension of the LLP shall be contingent on the findings of the Annual Review.
- 2.4. In the case of CLH developments the Local Letting Policy will apply in perpetuity or until such time as it is renegotiated, as the protection of the benefits of CLH in perpetuity is one of the principle tenets of such developments.

2.5. If any OTHER category of housing is to be included explain the rationale and data behind the decision to include such housing.

NOTE: Any such additional provisions may be removed after the annual review should it be demonstrated by BCC data that the instigating data disparity no longer exists.

- 2.6. Should this process fail to select a suitable candidate, the property will be allocated according to the current Bristol Housing Allocations Policy.
- 2.7. This policy will be enacted once the first new build property or site is built ready for allocation and occupancy and will be applied per development. The process of application, shortlisting and allocation in line with the Policy may commence up to 16 weeks (4 months) prior to occupancy in order to enable a degree of consultation with prospective occupants. Individual timeline to be agreed per development up to the limit stated. Should there be a significant delay in the subsequent delivery of a development (more than 2 months), then we may consider withdrawing bids without any negative impact on their housing application.

3. Aims and Objectives

The aim of the policy is to:

- 3.1. Provide clear guidance to Bristol City Council, housing provider partners, existing **LOCATION** residents and citizens of Bristol how the new homes built within **LOCATION** will be allocated and monitored.
- 3.2. Ensure that value created by the development is retained within the neighbourhood by prioritising local residents in housing need, and people with a strong connections to **LOCATION**.
- 3.3. To address current challenges in the provision of homes for both growing families and those who are downsizing to enable movement within the area as residents' needs change over time.

4. Eligibility Criteria

- 4.1. Applicants must be on the Bristol Housing Register and any offers made to applicants meeting the criteria below will be given to the applicants in the highest housing need. The normal Bristol Housing Allocation policy criteria regarding the number of reasonable offers rejected will apply.
- 4.2. Priority will be given to residents who meet at least one of the following criteria to successfully demonstrate a need or connection to live within **LOCATION**. *(Adapt the criteria that follow in line with the criteria agreed with the participating community organisations / groups)*
- 4.2..1. Applicants who are currently living within **LOCATION** and have 2 years of more continuous residency with no breaks in their tenancy or residency and/or:
 - 4.2..2. Applicants who can demonstrate that they had 2 years or more of continuous residency with no breaks in their tenancy or residency in **LOCATION** no more than 2 years prior to their application, and/or
 - 4.2..3. Applicants employed within **LOCATION** for at least 2 years. (Min 16hpw)
 - 4.2..4. Applicants of no fixed abode, or living in Temporary or Supported Housing, whose previous address was in **LOCATION** and who can demonstrate 2 years' continuous residency in **LOCATION**.
- 4.3. Should an applicant not be found who matches the above criteria, the allocation of the property will revert back to the Bristol Housing Allocation Policy.
- 4.4. There will be flexibility in the allocation of properties to allow Landlords to make best use of stock and so direct away from this policy in cases of strategic interest where direct offers may be used as per LAT and Direct offer policies. (Examples of such cases include major repairs/ adaptations/ special-guardianship needs that would logically take priority over less urgent requirements.)

5. Roles and Responsibilities

- 5.1. Landlords of the respective developments will be responsible for the allocation of properties.
- 5.2. BCC Housing Options will be responsible for assessing rehousing applications and agreeing the banding of an applicant.
- 5.3. BCC Housing Options will carry out allocations audits after each scheme / development has been successfully allocated. Outcomes and anonymised data regarding the successful applicants will be shared with the **LOCATION**

Neighborhood Trust (LNT) in accordance with [The Data Protection Act 1998](#) and BCC's own data protection protocols.

6. Policy Review

- 6.1. This Policy will be reviewed every twelve months following the first allocation using this policy.
- 6.2. Landlords may also monitor the effects of the policy separately to ensure that it is fair and that the criteria are still appropriate and fit for purpose. Any such concerns to be raised during the annual review.
- 6.3. The Annual Review will base decision-making on fact-based evidence as much as possible and is detailed in APPENDIX A
- 6.4. In the event that the 2021/2022 review of the current Bristol Housing Allocations Policy determines a more comprehensive approach to Local Lettings Policies, the implications of such changes on this particular policy will be discussed and integrated as part of the first Annual Review.

APPENDIX A: ANNUAL REVIEW

The Purpose

Objectives of the Annual Review of the Local Lettings Policy are:

- to assess the extent to which its objectives are being fulfilled,
- to address any issues that may have emerged during the previous 12 months,
- to assess whether there are grounds on which the continued application of the policy on developments where the first let has been completed may be warranted,
- similarly, to assess whether the continued application of the policy on *[specific additional categories of housing as per 2.5]* may be justified
- to decide whether the continued application of the policy for current and future planned new build developments is justified
- to propose amendments that may be required to address any of the above.

The Forum

The Forum for the Annual Review shall comprise:

- The Manager of the Department responsible for the Bristol Housing Allocations Policy (Currently Andrew Corp)
- The Bristol City Council Lettings Manager (Currently Joanne Marchant)
- Up to four representatives from the **LOCATION** **[Named Community organisations]**
- Representatives of the Providers responsible for applying the Local Lettings Policy in **LOCATION**. (For example, the Lettings Managers of these organisations)
- Representatives of Community Led Housing Developments responsible for applying the Local Lettings Policy in **LOCATION** **(For example, XYZ)**
- The person/s responsible for the ongoing management and maintenance of the Local Lettings Policy
- BCC Minute Taker

The Input

Inputs to the Annual Review will include at least the following with additional input being supplied where this is deemed to be relevant to the attainment of objectives or to issues being raised:

- Reporting of allocations made using the policy since inception / since the last review
- Reporting of any issues identified in applying the policy or as a result of applying the policy (e.g. complaints)
- The most recent housing register statistics available against the **LOCATION** (as sourced by postal code/s or any other way of determining data specific to the **LOCATION** should this become available in the interim)
- Information regarding any changes made or proposed to the over-arching Bristol Housing Allocation Policy that might affect or impact on the Local Lettings Policy

The Process

Timing: Annually from date of first let using this policy

Venue: TBA : Currently online

Agenda:

Report back on Lettings in line with the policy

Issues Raised

As per inputs above

Chair: Housing Supply Manager

Decision-making: Dependent on the issues / proposals raised. Proposed amendments may require EQIA / HSLT or other involvement.

BCC will raise awareness internally ahead of the review:

- HSLT - with a view to expediting any decisioning process that may be required.
- Other to be agreed at the time (e.g. Specialist Advisors – with a view to drafting proposed amendments)

Similarly, the Community and Community Lead Housing organisations may need to prepare for any community consultation that may be required as a result of the Review.

As with the development of the original policy the intent is that issues be resolved in a collaborative and mutually respectful manner.

Housing Allocation Review Risk Register

Negative Risks that offer a threat to the Housing Allocation Scheme Review and its Aims (Aim - Reduce Level of Risk)

Ref	Risk Description	Key Causes	Key Consequence	Status Open / Closed	Strategic Theme	Risk Category	Risk Owner	Key Mitigations	Direction of travel	Current Risk Level			Monetary Impact of Risk £k	Risk Tolerance			
										Likelihood	Impact	Risk Rating		Likelihood	Impact	Risk Rating	Date
R001	IT constraint affecting quality of solution	Because of the Housing IT replacement the actual changes will be implemented mostly as interim solutions using manual workarounds. (human error/ manual effort/ complexity)	Implementation slower than expected	Open	Empowering and Caring	Communities	Paul Sylvester	Iterative approach to implement changes with opportunity to bed down changes in between release cycles	<>	3	3	9	£0.00	3	3	6	Feb-23
R002	Operational constraints in implementation	The implementation is to be managed by the operational team with no backfill or additional resourcing	Implementation slower than expected	Open	Empowering and Caring	Communities	Paul Sylvester	Iterative approach to implement changes with opportunity to bed down changes in between release cycles	<>	3	3	9	£0.00	3	3	6	Feb-23
R003	Proposed changes do not achieve the desired outcomes	Societal and economic circumstances are very dynamic (e.g. pandemic / cost of living crisis...other) and may lead to increase in applications from people in high need	People may continue to wait a longer time than is desirable for housing	Open	Empowering and Caring	Communities	Paul Sylvester	Degree of discretion retained in policy to adjust in accordance with changes/ trends	<>	2	3	6	£0.00	1	3	3	Feb-23
R004	Increase in requests for review / complaints	Dissatisfaction with changes / lack of awareness of policy changes	Increased officer time spent on admin / Service user satisfaction decline	Open	Empowering and Caring	Communities	Paul Sylvester	Communication plan to be developed before hand off and maintained throughout release cycles with strong focus on providing advance notice of change and enabling feedback channels	<>	2	3	6	£0.00	1	3	3	Feb-23
R005	Accountability for ensuring the Housing IT implementation fulfils the final solution requirements of this implementation	The extended nature of the implementation and the introduction of multiple interim workarounds mean ensuring seamless handover and continuity of implementation through the Housing IT project implementation may be difficult to achieve.	Compliance gaps (e.g. DPIA required ahead of introduction of greater automation), and failure to fully enable solutions	Open	Empowering and Caring	Legal/ Compliance	Paul Sylvester	Detailed hand off to Housing IT Team and HCB Business Owner to ensure follow through	Static	1	3	3	£0.00	1	3	3	Feb-23



Equality Impact Assessment [version 2.9]



Title: Housing Allocations Policy	
<input checked="" type="checkbox"/> Policy <input type="checkbox"/> Strategy <input type="checkbox"/> Function <input type="checkbox"/> Service <input type="checkbox"/> Other [please state]	<input type="checkbox"/> New <input checked="" type="checkbox"/> Already exists / review <input checked="" type="checkbox"/> Changing
Directorate: Housing and Landlord Services	Lead Officer name: Paul Sylvester
Service Area: Housing Options	Lead Officer role: Head of Housing Options

Step 1: What do we want to do?

The purpose of an Equality Impact Assessment is to assist decision makers in understanding the impact of proposals as part of their duties under the Equality Act 2010. Detailed guidance to support completion can be found here [Equality Impact Assessments \(EqIA\) \(sharepoint.com\)](#).

This assessment should be started at the beginning of the process by someone with a good knowledge of the proposal and service area, and sufficient influence over the proposal. It is good practice to take a team approach to completing the equality impact assessment. Please contact the [Equality and Inclusion Team](#) early for advice and feedback.

1.1 What are the aims and objectives/purpose of this proposal?

Briefly explain the purpose of the proposal and why it is needed. Describe who it is aimed at and the intended aims / outcomes. Where known also summarise the key actions you plan to undertake. Please use plain English, avoiding jargon and acronyms. Equality Impact Assessments are viewed by a wide range of people including decision-makers and the wider public.

There is a commitment in the Council’s current [Corporate Strategy](#) to ‘review the system for allocating social housing’ and this policy refresh is the outcome of that review. The original allocations review started pre-Covid, but was put on hold during the pandemic and subsequently continued in 2021.

The proposed changes to the existing allocations policy have been produced through widespread consultation, both internally and with partner organisations and the wider public. The main aims of the Allocations review and public consultation were to:

- House those in the greatest need
- Be more efficient and user friendly for applicants, the council, housing associations and other partner organisations
- Give realistic expectations about being housed to those who have joined the Home Choice Bristol register.
- Support more mixed, balanced and sustainable communities

Public consultation took place between 15th July and 7th October 2022 with a further seven days allowed for the capture of late returning paper surveys. There were 1,653 responses to the public consultation. The results were used to inform a number of changes to the existing policy, which are summarised in section 3.1 of this EqIA.

This proposal is the implementation of actions that have been decided to be taken forward in light of the policy refresh. This is part of a process that is already in place but that is constantly evolving.

1.2 Who will the proposal have the potential to affect?

<input checked="" type="checkbox"/> Bristol City Council workforce	<input checked="" type="checkbox"/> Service users	<input checked="" type="checkbox"/> The wider community
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<input checked="" type="checkbox"/> Commissioned services	<input checked="" type="checkbox"/> City partners / Stakeholder organisations
Additional comments:	

1.3 Will the proposal have an equality impact?

Could the proposal affect access levels of representation or participation in a service, or does it have the potential to change e.g. quality of life: health, education, or standard of living etc.?

If 'No' explain why you are sure there will be no equality impact, then skip steps 2-4 and request review by Equality and Inclusion Team.

If 'Yes' complete the rest of this assessment, or if you plan to complete the assessment at a later stage please state this clearly here and request review by the Equality and Inclusion Team.

<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	[please select]
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Step 2: What information do we have?

2.1 What data or evidence is there which tells us who is, or could be affected?

Please use this section to demonstrate an understanding of who could be affected by the proposal. Include general population data where appropriate, and information about people who will be affected with particular reference to protected and other relevant characteristics: <https://www.bristol.gov.uk/people-communities/measuring-equalities-success>.

Use one row for each evidence source and say which characteristic(s) it relates to. You can include a mix of qualitative and quantitative data e.g. from national or local research, available data or previous consultations and engagement activities.

Outline whether there is any over or under representation of equality groups within relevant services - don't forget to benchmark to the local population where appropriate. Links to available data and reports are here [Data, statistics and intelligence \(sharepoint.com\)](#). See also: [Bristol Open Data \(Quality of Life, Census etc.\)](#); [Joint Strategic Needs Assessment \(JSNA\)](#); [Ward Statistical Profiles](#).

For workforce / management of change proposals you will need to look at the diversity of the affected teams using available evidence such as [HR Analytics: Power BI Reports \(sharepoint.com\)](#) which shows the diversity profile of council teams and service areas. Identify any over or under-representation compared with Bristol economically active citizens for different characteristics. Additional sources of useful workforce evidence include the [Employee Staff Survey Report](#) and [Stress Risk Assessment Form](#)

Data / Evidence Source [Include a reference where known]	Summary of what this tells us
Bristol Housing Stock (general), Population and Deprivation	
Project 1000: Affordable Housing Delivery Plan 2022 to 2025	The Plan outlines how the council will focus its land, time, money, and influence to improve the way affordable housing is delivered in Bristol. The council's ambition is to work with partners, local communities and developers to deliver 1000 new affordable homes each year by 2024.
Bristol Residential Development Survey Report 2020	The Residential Development Survey is undertaken by City Planning and outlines the changes in the size of Bristol's housing stock each year, taking into account new builds as well as changes of use and demolitions.

Data / Evidence Source [Include a reference where known]	Summary of what this tells us
Valuation Office Agency: Council Tax Statistics	Council Tax statistics provide another method of assessing the total number of residential properties in Bristol each year
BRE Integrated Dwelling Level Housing Stock Modelling and Database for Bristol City Council	Large scale housing condition survey commissioned from Building Research Establishment (BRE) by Bristol City Council to look at private sector housing. The report brings together information from the Local Land and Property Gazetteer (LLPG), tenure, benefits, Houses in Multiple Occupation (HMO), Housing Health and Safety Rating System (HHSRS) records data provided by Bristol City Council and Energy Performance Certificate (EPC)1 data. The report also uses a variety of different data sources including the Tenancy Deposit Scheme, Council Tax, Ordnance Survey and Land Registry data to identify private rented housing in the city, including Houses in Multiple Occupation (HMOs).
First results from 2021 Census	Summarises the first population results from the 2021 census. See also the Census 2021 Dashboard
Deprivation in Bristol Report (2019)	Summary findings of the 2019 English Indices of Deprivation (IoD) within Bristol Local Authority Area. The report highlights that: <ul style="list-style-type: none"> • A slightly lower proportion of Bristol’s population live in the most deprived areas in England in 2019 than in 2015 - 15% of residents1 (70,400 people) live in the most deprived 10% of areas in England (1 percentage point lower than in IoD2015), including 18,900 children and 7,900 older people. • Bristol has 41 LSOAs in the most deprived 10% in England for Multiple Deprivation (one less than in 2015), including 3 LSOAs in the most deprived 1% in England (3 less than in 2015). • One LSOA ‘Hareclive’ in Hartcliffe and Withywood ward is in the most deprived 100 neighbourhoods in England. ‘Hareclive’ is ranked 91st most deprived neighbourhood nationally compared to 67th most deprived in 2015. ‘Bishopport Avenue’ also in Hartcliffe and Withywood was ranked 65th most deprived in 2015 and is now ranked 182nd.

Data / Evidence Source [Include a reference where known]	Summary of what this tells us
<p>Map showing the overlap between the location of existing Council Housing stock and areas of deprivation in the city</p>	<p> Council Houses 2019 Indices of Deprivation National deciles 1% - 10.0% 10.1% - 20.0% 20.1% - 30.0% 30.1% - 40.0% 40.1% - 50.0% 50.1% - 60.0% 60.1% - 70.0% 70.1% - 80.0% 80.1% - 90.0% 90.1% - 100.0% </p> <p> Avonmouth & Lawrence Weston Harbun & Brimley Southmead Westbury-on-Trym & Henleaze Horfield Stoke Bishop Redland Bishopston & Ashley Down Clifton Down Cotham Ashley Eastville Frome Vale Hillfields Clifton Central Easton St George West St George Central St George Troopers Hill Hotwells & Harbourside Lawrence Hill Southville Winhill Hill Bedminster Knowle Brislington East Filwood Brislington West Stockwood Bishopsworth Hengrove & Whitchurch Park Hartcliffe & Withywood </p> <p> Source: MHCLG 2019 Indices of Deprivation © Crown Copyright and database rights 2019. Ordnance Survey 100023406. Contains National Statistics data © Crown copyright and database rights 2022. </p>

Population health and wellbeing (general)	
<p>Joint Strategic Needs Assessment (JSNA): Data Profiles</p>	<p>Collates statistics on the Bristol population relating to a broad range of health conditions and the wider determinants of health. Data Profiles (and their sub-categories) which are of particular relevance here include:</p> <ul style="list-style-type: none"> • Long Term Conditions • Mental Health and Wellbeing • Older People • Population • Wider Determinants (includes a range of sub-categories, such as domestic abuse, food and fuel poverty, homelessness, housing etc)
<p>Mayoral Commission on Domestic Abuse Report</p>	<ul style="list-style-type: none"> • In 2020, 7,382 offences were flagged as involving domestic abuse in Bristol.

Data / Evidence Source [Include a reference where known]	Summary of what this tells us
	<ul style="list-style-type: none"> • We estimate that in 2019, 17,000 adults in Bristol experienced domestic abuse (including over 11,000 women) and 6200 could have experienced sexual assault (including 4,000 women). • The Home Office estimate that domestic abuse costs UK businesses over £14 billion from lost output related to time off work and reduced productivity. • Approximately 176,000 older women living in the South West have experienced sexual violence at some point in their life. (SARSAS, The Chilling Silence, 2020) • During the first lockdown between April-June 2020, the National Domestic Abuse Helpline logged 40,397 contacts – a 65% increase on the previous three months. • In 2020, Somerset and Avon Rape and Sexual Abuse Support (SARSAS) handled over 1000 calls from Bristol residents through their helpline. • In 2019, 3202 children known to Bristol’s Children and Family Services were living in a home where domestic abuse took place. • In 2018, only 18% of women who experienced abuse from their partner reported this to the police. • On average the police in England and Wales receive over 100 calls relating to domestic abuse every hour.
Drug and Alcohol Strategy for Bristol 2021-25	<ul style="list-style-type: none"> • There are an estimated 6,500 alcohol-dependant adult drinkers in Bristol. • During the year 2018/19, Bristol had 10,773 admissions to hospital for alcohol related conditions, equivalent to a rate of nearly 3,000 admissions per 100,000 people. This was the highest rate in the South West, and higher than the England average of 2,367 admissions per 100,000 people. • There are an estimated 5,000 users of opiates and crack cocaine in our city. This is equal to a rate almost double the national average. • Deaths from alcohol and other drugs in Bristol are increasing. Nearly 200 people in Bristol die each year from an alcohol related condition; over the three-year period covering 2017 and 2019, there were 99 drug related deaths. • A quarter of Bristol’s 14-15 year old’s consumed alcohol, when asked, over the previous month. The rate of under-18’s being admitted to hospital because of alcohol in Bristol has been above the national average since 2017. • 29% of year 10 pupils say they have been offered cannabis, and 15% report trying cannabis at least once
Bristol – Quality of Life	
Quality of Life Annual Report 2021/22	<p>Community and Living</p> <p>Satisfaction with “your local area” fell significantly (74% from 80%) but rose slightly to 51% in the most deprived areas; it continues to have a “Deprivation gap” (23% points) that is one of the highest of all QoL indicators, though is less than the gap last year. 63% feel they belong to their neighbourhood and 70% feel “people from different backgrounds get on well together” in their neighbourhood, both about the same as last year overall. However, whilst both are significantly lower in the most deprived areas, they have improved there (47% belong, up from 39%; 57% “get on well”, from 52%).</p> <p>Health and Wellbeing</p> <p>People reporting being satisfied with life (68%) continued to fall significantly overall but did improve slightly in the most deprived areas (55%). People reporting below average mental wellbeing (via a detailed suite of questions) remained high at 20% and remained higher (32%) in the most deprived areas (though slightly less than last year).</p>

Data / Evidence Source [Include a reference where known]	Summary of what this tells us																															
	<p>11% of households in the most deprived areas experienced “moderate or worse food insecurity” (via a detailed suite of questions) and 5% of people living in these areas went to a food bank (or charity) in the last year; both figures are significantly worse than the city average, but both are slightly better in deprived areas than last year.</p> <p>Housing</p> <p>Overall, the percentage of people satisfied with their current accommodation has fallen (82% from 87%), though improved slightly in the most deprived areas (to 71%, from 68%). Satisfaction with the cost of rent or mortgage has also fallen significantly (down to 53% from 60%) and also fell in deprived areas (51% from 60%).</p>																															
Allocations Related																																
Housing and Landlord Services- Housing Register Equalities Data Profile	<p>As of 5th December 2022, there were over 19,000 people on the Housing Register.</p> <p>Citywide comparisons will be made with the 2021 census if such data is currently available. If the data is not currently available, comparisons will be made with the 2011 census.</p> <p>Ethnicity</p> <table border="1" data-bbox="464 1059 1015 1261"> <tbody> <tr> <td>BAME</td> <td>5746</td> <td>29.56%</td> </tr> <tr> <td>Not Known/ Stated</td> <td>451</td> <td>2.32%</td> </tr> <tr> <td>White British</td> <td>11669</td> <td>60.03%</td> </tr> <tr> <td>White Other</td> <td>1571</td> <td>8.08%</td> </tr> <tr> <td>Total</td> <td>19437</td> <td>100.00%</td> </tr> </tbody> </table> <p>White British are underrepresented on the Register compared to the Bristol average (71.6% in 2021 Census). Black, Asian and Minority Ethnic applicants are overrepresented (18.9% BAME in 2021 Census). White Other ethnicities (8.3% in 2021 Census) are broadly proportionate to the Bristol average in their representation on the register.</p> <p>Age</p> <table border="1" data-bbox="464 1581 943 1901"> <tbody> <tr> <td>18-25</td> <td>11.66%</td> </tr> <tr> <td>26-35</td> <td>29.78%</td> </tr> <tr> <td>36-45</td> <td>26.19%</td> </tr> <tr> <td>46-55</td> <td>15.68%</td> </tr> <tr> <td>56-65</td> <td>10.14%</td> </tr> <tr> <td>66-75</td> <td>4.14%</td> </tr> <tr> <td>Over 75</td> <td>2.23%</td> </tr> <tr> <td>Under 18</td> <td>0.19%</td> </tr> </tbody> </table> <p>As can be seen, the greatest percentage of those on the Housing Register are aged between 26-35, 36-45 and 46-55. This is broadly in keeping with the demographic profile of the city.</p>	BAME	5746	29.56%	Not Known/ Stated	451	2.32%	White British	11669	60.03%	White Other	1571	8.08%	Total	19437	100.00%	18-25	11.66%	26-35	29.78%	36-45	26.19%	46-55	15.68%	56-65	10.14%	66-75	4.14%	Over 75	2.23%	Under 18	0.19%
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Data / Evidence Source [Include a reference where known]	Summary of what this tells us																														
	<p>Initial results from the 2021 census indicates that Bristol continues to have a relatively young age profile, with more children aged 0-15 than people aged 65 or over. The median age of people living in Bristol is 32.4 years old, compared to the English and Wales median of 40.3 years old.</p> <p>Disability</p> <table border="1" data-bbox="464 450 943 568"> <tr> <td>No</td> <td>53.78%</td> </tr> <tr> <td>Yes</td> <td>44.02%</td> </tr> <tr> <td>(blank)</td> <td>2.20%</td> </tr> </table> <p><i>Note: The responses to disabled status are provided by the applicant when completing the Housing Register application form (or when making changes to their individual circumstances). This information is not based on a formal assessment by the Council's Health and Housing Team.</i></p> <p>Disabled applicants on the Housing Register are significantly over-represented versus the general population of Bristol. Some 44% of those on the Housing Register have declared a disability compared to 16.7% who identified as having a long-term health problem or disability in the 2011 census.</p> <p>Gender</p> <table border="1" data-bbox="464 1032 979 1151"> <tr> <td>Female</td> <td>58.34%</td> </tr> <tr> <td>Male</td> <td>41.40%</td> </tr> <tr> <td>Prefer not to say</td> <td>0.27%</td> </tr> </table> <p>Female residents are over-represented on the Housing Register, proportionally, compared to the Bristol population as a whole. The 2021 census indicates a far more even split between males and females living in the city - 234,500 males (49.6%) and 237,900 (50.4%) females.</p> <p>Sexuality</p> <table border="1" data-bbox="464 1442 1090 1637"> <tr> <td>Heterosexual</td> <td>79.74%</td> </tr> <tr> <td>Lesbian, Gay or Bi-sexual</td> <td>3.87%</td> </tr> <tr> <td>Other</td> <td>2.54%</td> </tr> <tr> <td>Prefer Not To Say</td> <td>13.47%</td> </tr> <tr> <td>(blank)</td> <td>0.37%</td> </tr> </table> <p>Transgender</p> <table border="1" data-bbox="464 1749 1062 1906"> <tr> <td>No</td> <td>90.81%</td> </tr> <tr> <td>Would rather not state</td> <td>7.07%</td> </tr> <tr> <td>Yes</td> <td>0.40%</td> </tr> <tr> <td>(blank)</td> <td>1.72%</td> </tr> </table> <p>Traditionally, information on sexuality has not been recorded in census data and any more detailed information that may be included in the 2021 census is not available at the time of writing. Stonewall (national) data indicates than people who identify as being Lesbian, Gay or Bi-sexual represent approximately 6% of the population. No robust data on the UK trans population currently exists.</p>	No	53.78%	Yes	44.02%	(blank)	2.20%	Female	58.34%	Male	41.40%	Prefer not to say	0.27%	Heterosexual	79.74%	Lesbian, Gay or Bi-sexual	3.87%	Other	2.54%	Prefer Not To Say	13.47%	(blank)	0.37%	No	90.81%	Would rather not state	7.07%	Yes	0.40%	(blank)	1.72%
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Data / Evidence Source [Include a reference where known]	Summary of what this tells us																						
	<p>Religion</p> <table border="1" data-bbox="464 309 1062 745"> <tbody> <tr><td>Buddhist</td><td>0.66%</td></tr> <tr><td>Christian</td><td>25.52%</td></tr> <tr><td>Don't know/not sure</td><td>7.91%</td></tr> <tr><td>Hindu</td><td>0.17%</td></tr> <tr><td>Jewish</td><td>0.07%</td></tr> <tr><td>Muslim</td><td>13.27%</td></tr> <tr><td>None</td><td>37.94%</td></tr> <tr><td>Other</td><td>3.90%</td></tr> <tr><td>Sikh</td><td>0.40%</td></tr> <tr><td>Would rather not state</td><td>9.79%</td></tr> <tr><td>(blank)</td><td>0.37%</td></tr> </tbody> </table> <p>The highest percentage of Housing Register applicants identified as having no religion, followed by those who identified as Christian, then Muslim. Proportionally, this broadly mirrors the findings of the 2021 census, though the percentage of those identifying as Muslim on the Housing Register is somewhat higher than the citywide average while the percentage of those identifying as Christian or having no religion were somewhat lower. In the 2021 census, some 51% stated that they had no religion. This was followed by those who identified as Christian (32.2%) and then Muslim at 6.7%.</p>	Buddhist	0.66%	Christian	25.52%	Don't know/not sure	7.91%	Hindu	0.17%	Jewish	0.07%	Muslim	13.27%	None	37.94%	Other	3.90%	Sikh	0.40%	Would rather not state	9.79%	(blank)	0.37%
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Sikh	0.40%																						
Would rather not state	9.79%																						
(blank)	0.37%																						
Additional comments:																							

2.2 Do you currently monitor relevant activity by the following protected characteristics?

<input checked="" type="checkbox"/> Age	<input checked="" type="checkbox"/> Disability	<input type="checkbox"/> Gender Reassignment
<input type="checkbox"/> Marriage and Civil Partnership	<input checked="" type="checkbox"/> Pregnancy/Maternity	<input checked="" type="checkbox"/> Race
<input checked="" type="checkbox"/> Religion or Belief	<input checked="" type="checkbox"/> Sex	<input checked="" type="checkbox"/> Sexual Orientation

2.3 Are there any gaps in the evidence base?

Where there are gaps in the evidence, or you don't have enough information about some equality groups, include an equality action to find out in section 4.2 below. This doesn't mean that you can't complete the assessment without the information, but you need to follow up the action and if necessary, review the assessment later. If you are unable to fill in the gaps, then state this clearly with a justification.

For workforce related proposals all relevant characteristics may not be included in HR diversity reporting (e.g. pregnancy/maternity). For smaller teams diversity data may be redacted. A high proportion of not known/not disclosed may require an action to address under-reporting.

We know that there are gaps in our diversity data for some protected characteristics citywide, especially where this has not historically been included in census and statutory reporting. No robust data on the UK trans population exists. We will develop trans-inclusive services. However, we will not be able to adequately compare our data against UK statistics.

2.4 How have you involved communities and groups that could be affected?

You will nearly always need to involve and consult with internal and external stakeholders during your assessment. The extent of the engagement will depend on the nature of the proposal or change. This should usually include individuals and groups representing different relevant protected characteristics. Please include details of any completed engagement and consultation and how representative this had been of Bristol's diverse communities. See <https://www.bristol.gov.uk/people-communities/equalities-groups>.

Include the main findings of any engagement and consultation in Section 2.1 above.

If you are managing a workforce change process or restructure please refer to [Managing change or restructure \(sharepoint.com\)](#) for advice on consulting with employees etc. Relevant stakeholders for engagement about workforce changes may include e.g. staff-led groups and trades unions as well as affected staff.

For the allocations review we undertook desk-based research, obtained academic papers from experts in Housing and, in March 2020, held a series of Community based engagements in Knowle West, Lawrence Weston, Redcliffe and St Pauls. These events were devised to hear views from the city's more excluded communities. A more extensive consultation was planned to be completed before the outbreak of the Covid pandemic prevented further progress.

When work on the Allocations review re-convened in 2021, we consulted with Housing advisory services such as the Bristol Law Centre and Shelter and conducted a series of customer journey mapping exercises to engage stakeholders (officers, customers and organisations) in an end-to-end walkthrough of the existing Housing Allocations process. A Housing consultant was brought in to provide an outside view on our current Allocations scheme and a series of focus groups were organised, gathering specialist views from those delivering services to people with experience of domestic violence and hate crime, Adult Social Care, young people, older people, healthcare, people living with disability, people experiencing homelessness and various staff groups.

A stakeholder event was held on 25th May 2022 to gather views on possible changes to the Allocation scheme from Housing professionals, registered providers (Housing Associations) and other stakeholders with an interest in the Allocation scheme.

The formal public consultation on some proposed changes started on the 15th July 2022 and ran for 12 weeks until 7th October 2022. There were 1,653 responses to the public consultation (representing approximately 9% of number on housing register at the start of consultation. Around 77% of responses were from people on the register). A further 60 people also submitted comments via email during the consultation. The results of the consultation have been used to inform the changes being taken forward.

2.5 How will engagement with stakeholders continue?

Explain how you will continue to engage with stakeholders throughout the course of planning and delivery. Please describe where more engagement and consultation is required and set out how you intend to undertake it. Include any targeted work to seek the views of under-represented groups. If you do not intend to undertake it, please set out your justification. You can ask the Equality and Inclusion Team for help in targeting particular groups.

The updated policy is only one aspect of the Allocations Review – work is ongoing to:

- **Review, rewrite and resign the partnership agreement:** In consultation with our Registered Provider (Housing Association) partners we will update data, information sharing and other regulatory aspects, but also to re-align principles and operating practices between BCC and our housing partners.
- **Application** – We will simplify, streamline and shorten the application form and process making it easier to understand and complete in line with comments made during the public consultation.
- **Improve communication** – We will add pro-active communications (progress/ explanations/ hints and tips), introducing additional delivery channels (videos, diagrams, checklists), and signposting to alternative methods to getting housed.
- **Improve information and guidance** - For example, process explanations (e.g. application, health needs, care needs, bidding, what to expect during and after allocation etc), revising the Tenancy Preparedness offering, providing information on managing debt/ the legacy impacts of ASB, and on improving the

consistency and quality of assistance provided by staff by reviewing the current HCB training approach, content and delivery.

Step 3: Who might the proposal impact?

Analysis of impacts must be rigorous. Please demonstrate your analysis of any impacts of the proposal in this section, referring to evidence you have gathered above and the characteristics protected by the Equality Act 2010. Also include details of existing issues for particular groups that you are aware of and are seeking to address or mitigate through this proposal. See detailed guidance documents for advice on identifying potential impacts etc. [Equality Impact Assessments \(EqIA\) \(sharepoint.com\)](#)

3.1 Does the proposal have any potentially adverse impacts on people based on their protected or other relevant characteristics?

Consider sub-categories (different kinds of disability, ethnic background etc.) and how people with combined characteristics (e.g. young women) might have particular needs or experience particular kinds of disadvantage.

Where mitigations indicate a follow-on action, include this in the 'Action Plan' Section 4.2 below.

GENERAL COMMENTS (highlight any potential issues that might impact all or many groups)

The main changes to be introduced to the Allocations policy are:

- Adoption of a 'Managed Choice' model – which maintains applicant choice but also allows for up to 50% of allocations by means of direct offer.
- Improving access to social housing for those exiting adult social care.
- Increasing the priority of a defined set of under-occupiers to Band 1.
- Increasing the priority of qualifying Care Leavers to Band 1 – to improve their ability to transition to independent living.
- In line with the intent of the Homelessness Reduction Act, there is a need to increase the priority of homelessness prevention and therefore we propose consolidating all homelessness situations to Band 2, rather than having main duty homelessness cases as Band 2 and homelessness prevention and relief duties as Band 3 as was the case previously. This would ensure there is a 'level playing field' between applicants owed the main homelessness duty and applicants awarded other homelessness duties.
- Implementing a 'new deal for the homeless at home' that places those who are faced with eviction from the family home on an equal footing with those in main homelessness (so they don't lose out by remaining at home) and incentivises them to stay put provided it is safe to do so. The current scheme does not sufficiently recognise the housing need of people who live in the home of their parents, or extended family, and looking to move on because they already have a child or are pregnant. Being told to leave by parents, family or friends is one of the main reasons for households presenting as homeless in Bristol.
- Changing the rules regarding 'effective date' to allow retention of date when applicants move down a band and, in some cases, when they move back up. Currently when applicants are reassessed and move between bands as a result, their 'effective date' (i.e. the date when an application is assessed into a band) is reset to the date of the change. This is seen to be unfair. Those who have waited for a long time on the list and whose circumstances have worsened feel the date reset penalises them despite their increased priority they lose out to newer entrants in the higher band.
- Changing the rules on how we prioritise those with composite (multiple) needs. Composite need is when an applicant has more than one housing need that effectively makes their situation worse than someone else in the same band. Factors currently taken into consideration include over-crowding, where someone's health is made worse by their accommodation, domestic violence and/or harassment. The current process gives such applications greater priority within the band by increasing their 'time waiting' date (i.e. backdates) by a maximum of six months. The policy change aims to backdate the effective date of those with three or more qualifying needs by an additional six months (i.e. 12-month backdate).
- Extending the use of Local Lettings Policies. While most allocations for social housing will be made from the general allocations scheme, different parts of a city may have localised issues which aren't directly addressed by the scheme. To address these situations a Local Lettings Policy (LLP) may be introduced. The

benefits of LLPs include maintaining family and extended support networks, supporting the economic sustainability and growth of an area, community cohesion, and supporting local service provision.

- At some point in the future, look at the option of restricting bidding for band 4 for age restricted properties only.
- Running a 12-month Pilot Project to test ways of extending downsizing support and using vacancy chain management.

As noted in section 2.1 above, a number of groups with protected characteristics are currently over-represented on the housing register rather than under-represented. Disabled people, for example, comprise around 44% of those on the housing register, compared to 16.7% identifying as having a long-term health problem or disability citywide in the 2011 census (2021 census data on this issue is not available at the time of writing). As social housing is primarily aimed at those in greatest need, an over-representation of more disadvantaged groups on the housing register is not surprising.

A number of the proposed changes, such as an increase in the number of care leavers being allocated social housing and an increase in the numbers of people leaving Adult Social Care moving into general needs housing will likely further increase over-representation of those with additional care and support needs on the register. Therefore, there may be incidences where some other groups with protected characteristics may see their representation reduce due to such changes. However, this is more likely to be a case of them becoming 'less over-represented' rather than them being disadvantaged disproportionately compared to the Bristol population as a whole.

Overall, it is felt that the impact of this revised Allocations policy will be positive for Bristol residents, including those with protected characteristics. However, it is recognised that the proposed changes can affect equalities groups in different ways which will be explored in more detail here.

PROTECTED CHARACTERISTICS

Age: Young People	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	No negative impacts identified
Mitigations:	<ul style="list-style-type: none"> • The law doesn't allow anyone under 18 to hold a tenancy but those aged 16-17 may be offered accommodation by Children's Services. • The revised Allocations policy includes positive changes for young people such as moving more care leavers into Band 1. • In accordance with the Public Sector Equality Duty (PSED), Bristol City Council assess applications according to the applicant's needs; an application will not be treated less favourably on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.
Age: Older People	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	<ul style="list-style-type: none"> • Those aged 65 or over make up only a relatively small percentage of those on the housing register. There is, however, an over-representation of older people who are currently Bristol city council tenants. ONS data for those aged 65 and over in the Bristol population is around 13%. Yet the proportion of BCC tenants aged 65 or over is just over 20%. • There is a change in the revised Allocations scheme which will award Band 1 to a defined set of under occupiers. This may have an impact on older people, as well as those who have care and support needs related to age or disability who may be living in larger properties. • On-line applications have been the normal method for residents to make their housing applications which may disadvantage some older people who do not use or are unfamiliar with digital technology.
Mitigations:	<ul style="list-style-type: none"> • People can also use the phone to make housing applications or come to the Citizen's Service Point at 100 Temple Street, where they can be assisted to make an application. We also work with advice agencies/support organisations (such as Age UK Bristol) to publicise these alternative approaches. Part of the Allocations review is to not only update the policy, but also look at the processes and the application form to identify ways to make it easier for people to make an application.

	<ul style="list-style-type: none"> • Awarding Band 1 to a defined set of under-occupiers should help older applicants/those with a disability as it means certain properties more suitable for their needs may be vacated faster. • Other under-occupation change proposals are to explore different methods of providing <i>incentives</i> to under occupiers – this will be done via a 12-month pilot scheme and is aimed at encouraging rather than compelling under-occupiers to move. A smaller property helps to counteract fuel poverty and restricted mobility, which can be more prevalent as people age. In turn, releasing family sized homes reduces the time that families, typically with small children, in urgent need of rehousing have to remain living in unsuitable accommodation. • In accordance with the Public Sector Equality Duty (PSED), Bristol City Council assess applications according to the applicant’s needs; an application will not be treated less favourably on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.
Disability	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	<ul style="list-style-type: none"> • Disabled residents are over-represented versus the general population of Bristol. Some 44% of those on the Housing Register have declared a disability, compared to around 16.7% in the population as a whole (according to 2011 census). This is unsurprising given that social housing is aimed at those in greatest need, so people with disabilities are more likely to be on the housing register. • As noted, there is a change in the revised Allocations policy which will award Band 1 to a defined set of under occupiers. This may have an impact on Disabled people or those with care and support needs. • Other proposed changes, such as increasing the numbers leaving Adult Social Care into independent living in general needs housing, will likely further the increase the numbers of people with physical or mental health needs on the housing register. • On-line applications have been the normal method for residents to make their applications which may disadvantage some Disabled people who do not have access or are unfamiliar with digital technology.
Mitigations:	<ul style="list-style-type: none"> • The Housing Register is geared towards housing those most in need, so it is unsurprising that the most disadvantaged groups are over-represented. • We do provide alternative format versions if requested (such as BSL) and we also work with support/advice agencies to publicise our services. • People can also use the phone to make applications or come to the Citizen’s Service Point at 100 Temple Street, where they can be assisted to make an application. Frontline staff have all had disability equalities training to ensure they engage appropriately with customers. • Part of the additional changes to the Allocations process includes changes to make the allocations form and process quicker and easier for people. • Awarding Band 1 to a defined set of under-occupiers should help older applicants/those with a disability as it means certain properties more suitable for their needs may be vacated faster. • Other under-occupation change proposals are to explore different methods of providing <i>incentives</i> to under occupiers – this will be done via a 12-month pilot scheme and is aimed at encouraging rather than compelling under-occupiers to move. A smaller property helps to counteract fuel poverty and restricted mobility, which can be more prevalent as people age. In turn, releasing family sized homes reduces the time that families, typically with small children, in urgent need of rehousing have to remain living in unsuitable accommodation. • Suitable floating support will be available for more vulnerable tenants. The Supportive Tenancy Management process (STMP) is already in place for those tenants where there are serious concerns regarding tenancy sustainment which needs intensive management. It may also be used for new tenants where Housing Management & Estate Services are working with the tenant to prevent tenancy

	<p>failure. Such concerns can be in relation to them seriously neglecting themselves, their property or where they are at risk of being exploited.</p> <ul style="list-style-type: none"> In accordance with the Public Sector Equality Duty (PSED), Bristol City Council assess applications according to the applicant's needs; an application will not be treated less favourably on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.
Sex	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	<ul style="list-style-type: none"> Female residents are over-represented on the Register, proportionally, compared to the Bristol population as a whole. A number of those applying to the housing register will be women fleeing domestic abuse. The Joint Strategic Needs Assessment (JSNA) notes that In Bristol, females over the age of 16 are 3.2 times more likely to be a victim of a domestic abuse related crime than males. The JSNA notes that women in the 30-39 year-old age bracket are most likely to experience a domestic abuse related crime. The current scheme does not sufficiently recognise the housing need of people who live in the home of their parents, or extended family, and looking to move on because they already have a child or are pregnant. One of the proposals is to introduce a 'new deal for the homeless at home' that places those who are faced with eviction from the family home on an equal footing with those in main homelessness (so they don't lose out by remaining at home) and incentivises them to stay put provided it is safe to do so. We will, however, need to ensure that the 'new deal' does not result in people remaining in places where they are potentially not safe.
Mitigations:	<ul style="list-style-type: none"> The Housing Register is geared towards housing those most in need, so it is unsurprising that the most disadvantaged groups are over-represented. Female single parents account for a significant proportion of the households accepted as homeless by the City Council and this would subsequently be reflected in the Housing Register. Bristol was already treating domestic abuse survivors as 'priority need' homelessness cases prior to the introduction of the Domestic Abuse Act (DAA) 2021, which made this a legislative requirement. Other changes introduced to Housing and Landlord Services (HLS) as a result of the DAA, such as the appointment of Independent Domestic Violence Advisors (IDVAs) will ensure that we can offer greater support and assistance to all victims/survivors of domestic abuse. With respect to the 'new deal for the homeless at home' we will explain that where it is necessary to ensure their safety people do still have the option of entering temporary/emergency accommodation. On the Housing register, those fleeing domestic abuse are awarded Band 2 in cases where we are satisfied there is a risk of domestic abuse. However, in cases where a Multi Agency Risk Assessment Conference (MARAC) had identified a high level of risk, a domestic abuse victim/survivor may be awarded Band 1 (the highest band). In accordance with the Public Sector Equality Duty (PSED), Bristol City Council assess applications according to the applicant's needs; an application will not be treated less favourably on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.
Sexual orientation	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	<ul style="list-style-type: none"> We will need to ensure that the 'new deal for the homeless at home' does not result in people remaining in places where they are potentially not safe. National data from Safe Lives indicates that LGBT+ victims of domestic abuse are twice as likely to have experienced historic abuse by a family member (6% compared to 3%).
Mitigations:	<ul style="list-style-type: none"> With respect to the 'new deal for the homeless at home' we will explain that where it is necessary to ensure their safety people do still have the option of entering temporary/emergency accommodation.

	<ul style="list-style-type: none"> In accordance with the Public Sector Equality Duty (PSED), Bristol City Council assess applications according to the applicant's needs; an application will not be treated less favourably on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.
Pregnancy / Maternity	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	No negative impacts identified
Mitigations:	<ul style="list-style-type: none"> The existing scheme does not sufficiently recognise the housing need of people who live in the home of their parents, or extended family, and looking to move on because they already have a child or are pregnant. One of the proposed changes is to introduce a 'new deal for the homeless at home' that places those who are faced with eviction from the family home on an equal footing with those in main homelessness (so they don't lose out by remaining at home) and incentivises them to stay put provided it is safe to do so. We will explain that where it is necessary to ensure their safety people do still have the option of entering temporary accommodation. In accordance with the Public Sector Equality Duty (PSED), Bristol City Council assess applications according to the applicant's needs; an application will not be treated less favourably on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.
Gender reassignment	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	<ul style="list-style-type: none"> One of the proposed changes is to introduce a 'new deal for the homeless at home' that places those who are faced with eviction from the family home on an equal footing with those in main homelessness (so they don't lose out by remaining at home) and incentivises them to stay put provided it is safe to do so. We know that domestic abuse can occur in transgender relationships¹. Research by the Scottish Transgender Alliance suggests that up to 80% of trans people have experienced emotionally, sexually or physically abusive behaviour from a partner or ex-partner, and that professionals are concerned that trans women are being let down when they seek support. One survey found that 19 percent of respondents were subject to domestic violence at the hands of family members <i>because</i> they were transgender or gender nonconforming.
Mitigations:	<ul style="list-style-type: none"> In accordance with the Public Sector Equality Duty (PSED), Bristol City Council assess applications according to the applicant's needs; an application will not be treated less favourably on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation. Housing and Landlord Services will always seek to ensure that services are able to meet individuals' needs with a consistent approach in line with good practice and relevant legislation. We will develop services that are inclusive of trans and non-binary people, drawing on best practice wherever possible and ensure all Housing and Landlord Services staff have relevant equalities training.
Race	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	<ul style="list-style-type: none"> Data indicates that there is an over-representation of both Black, Asian and Minority Ethnic and White Other ethnicities on the Housing Register when compared ONS data on ethnicity profiles for the city as a whole. White British tend

¹ [Briefing - Transgender Victim-Survivors' Experiences of Domestic Abuse Final.pdf \(safelives.org.uk\)](#)
[lgbt in britain - trans report final.pdf \(stonewall.org.uk\)](#)
[Trans people in the UK \(publishing.service.gov.uk\)](#)
[Hate crimes against transgender and non-binary individuals - Office for National Statistics \(ons.gov.uk\)](#)

	<p>to be under-represented on the housing register (60% on the register, but 77.9% of Bristol population in the 2011 census. 2021 data is not available at time of writing).</p> <ul style="list-style-type: none"> • Black and Minority Ethnic residents are also over-represented in Temporary Accommodation (TA) compared to the Bristol average. • Residents from the broad ethnicity grouping 'White Other' are proportionally over-represented amongst TA applications where the applicant's prior accommodation was noted by the assessor as 'rough sleeping'. • Proportionally to the Bristol population as a whole - White British residents are over-represented in Band 1 on the Housing Register, but in Bands 2-4, both Black, Asian and Minority Ethnic and White Other groups are over-represented. • It generally takes longer for Black, Asian and Minority Ethnic lead applicants to be housed compared to White British in all Bands apart from Band 4. • There may be issues for people for whom English is not their first language in understanding the Allocation scheme.
Mitigations:	<ul style="list-style-type: none"> • The Housing Register is geared towards housing those most in need, so it is unsurprising that the most disadvantaged groups are over-represented. • The Allocations phone service is available 24 hours a day and is available in the following languages: English, Arabic, Bengali, Chinese, Farsi, Gujarati, Hindi, Kurdish, Polish, Portuguese, Punjabi, Somali, and Urdu. • As part of the wider changes being made to the Allocations process, we will simplify, streamline and shorten the application form and process making it easier to understand and complete in line with comments made during the public consultation. We will also add pro-active communications (progress/ explanations/ hints and tips), introducing additional delivery channels (videos, diagrams, checklists), and signposting to alternative methods to getting housed. • We are proposing to run a 12-month Pilot Project to test ways of extending downsizing support and using vacancy chain management. This is intended to free up some of the larger (3+ bedroom) properties, which will assist in housing those in the allocation scheme with larger families. • In accordance with the Public Sector Equality Duty (PSED), Bristol City Council assess applications according to the applicant's needs; an application will not be treated less favourably on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.
Religion or Belief	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	No negative impacts identified
Mitigations:	<ul style="list-style-type: none"> • In accordance with the Public Sector Equality Duty (PSED), Bristol City Council assess applications according to the applicant's needs; an application will not be treated less favourably on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.
Marriage & civil partnership	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	No negative impacts identified
Mitigations:	<ul style="list-style-type: none"> • In accordance with the Public Sector Equality Duty (PSED), Bristol City Council assess applications according to the applicant's needs; an application will not be treated less favourably on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.
OTHER RELEVANT CHARACTERISTICS	
Socio-Economic (deprivation)	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	<ul style="list-style-type: none"> • Residualisation is the concentration of lower income/more disadvantaged households in social housing. This is a process that has been occurring since the 1970s. It accelerated in the 1980s and 1990s.

	<ul style="list-style-type: none"> • Much of our housing stock is in the most deprived areas of Bristol and BCC tenants are more likely to be impacted by socio-economic factors. • In the Quality of Life survey report 2021-22, 11% of households in the most deprived areas experienced “moderate or worse food insecurity” (via a detailed suite of questions) and 5% of people living in these areas went to a food bank (or charity) in the last year; both figures are significantly worse than the city average, but both are slightly better in deprived areas than last year. • In the Quality of Life Survey report 2021-22, the deprivation gap in Bristol shows a difference of 12% for those with below average mental wellbeing between the most and least deprived.
Mitigations:	<ul style="list-style-type: none"> • On the existing housing register, a number of groups with protected characteristics are currently over-represented rather than under-represented. • The Housing Register is geared towards housing those most in need, so it is unsurprising that the most disadvantaged groups are over-represented. • One of the aims of the review is to try and increase mixed and balanced communities within social housing. • One of the features in the revised Allocations policy is the inclusion of more local Local Lettings Policies. These restrict the Council’s allocations scheme within a small geographical area in order to achieve certain desirable outcomes and can benefit particular disadvantaged groups within that locality.
Carers	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	No negative impact identified
Mitigations:	<ul style="list-style-type: none"> • Band 1 is currently awarded following a referral from the Council’s children’s services to those foster carers and adopters who have been assessed and approved and who require an extra bedroom to able to start or continue to provide foster care to a Bristol City Council looked after or former looked after child. • Band 1 will also be awarded to special guardians, holders of a residence order and family and friend carers who have been formally approved by Bristol City Council’s Children’s services to provide long term care of a child(ren) because the parents are unable to provide care and there is a potential for the child(ren) to become a Bristol City Council looked after child and there is a need to move to larger accommodation in order to accommodate the child(ren).
Other groups [Please add additional rows below to detail the impact for other relevant groups as appropriate e.g. Asylums and Refugees; Looked after Children / Care Leavers; Homelessness]	
Potential impacts:	<ul style="list-style-type: none"> • There may be issues for people for whom English is not their first language in understanding the scheme. • Much of our housing stock is in the most deprived areas of Bristol and BCC tenants are more likely to be impacted by socio-economic factors. • In the Quality of Life survey report 2021-22, the deprivation gap in Bristol shows a difference of 12% for those with below average mental wellbeing between the most and least deprived.
Mitigations:	<ul style="list-style-type: none"> • The Allocations phone service is available 24 hours a day and is available in the following languages: English, Arabic, Bengali, Chinese, Farsi, Gujarati, Hindi, Kurdish, Polish, Portuguese, Punjabi, Somali, and Urdu. • The new Scheme has been designed to be more straightforward and easier to understand, providing clarity and managing people’s expectations more realistically. As is currently the case, Officers can provide advice and assistance for people who may have difficulty understanding the policy. • One of the features in the revised Allocations policy is the inclusion of more local Local Lettings Policies. These restrict the Council’s allocations scheme within a small geographical area in order to achieve certain desirable outcomes and can benefit particular disadvantaged groups in that locality. Local Lettings Policies are required to have their own Equalities Impact Assessment. • There are several proposals that will benefit homeless households, such as the ‘new deal’ for the homeless at home and the decision to place all homelessness cases no matter the homeless person’s Band 2.

3.2 Does the proposal create any benefits for people based on their protected or other relevant characteristics?

Outline any potential benefits of the proposal and how they can be maximised. Identify how the proposal will support our Public Sector Equality Duty to:

- ✓ Eliminate unlawful discrimination for a protected group
- ✓ Advance equality of opportunity between people who share a protected characteristic and those who don't
- ✓ Foster good relations between people who share a protected characteristic and those who don't

- The existing housing register, as it is based on identifying those most in housing need, already favours disadvantaged groups, who are often over-represented rather than under-represented when compared to the Bristol population as a whole.
- Care leavers will benefit from the new proposals as they are placed in Band 1 (highest priority Band). This should mean that the likelihood of them receiving an offer of social housing is improved.
- Increasing the numbers leaving Adult Social Care into independent living in general needs housing, will further increase the numbers of people with physical or mental health needs on the housing register.
- The change proposals also increase the priority of a defined set of under-occupiers to Band 1. This is likely to benefit under-occupying households experiencing affordability issues as a result of bedroom tax and also people with larger families who will have to spend less time in temporary accommodation.
- The Allocations scheme already benefits those homeless households with a main housing duty by offering them band 2. Those owed other homelessness duties (prevention or relief) are currently placed in band 3.
- One of the change proposals implements a 'new deal for the homeless at home' that places those who are faced with eviction from the family home on an equal footing with those in main homelessness (so they don't lose out by staying put) and incentivises them to stay put provided it is safe to do so.
- One of the change proposals is the inclusion of more Local Lettings Policies. These restrict the Council's allocations scheme within a small geographical area in order to achieve certain desirable outcomes and can benefit disadvantaged groups in that area.
- Changes to the rules around composite need will benefit those with a range of housing needs. Composite need is when an applicant has more than one housing need that effectively makes their situation worse than someone else in the same band. Factors currently taken into consideration include over-crowding, where someone's health is made worse by their accommodation, domestic violence and/or harassment. The current process gives such applications greater priority within the band by increasing their 'time waiting' date (i.e. backdates) by a maximum of six months. The policy change aims to backdate the effective date of those with three or more qualifying needs by an additional six months (i.e. 12-month backdate).
- Changes to the rules regarding 'effective date' will benefit a range of groups. Currently when applicants are reassessed and move between bands as a result, their 'effective date' (i.e. the date when an application is assessed into a band) is reset to the date of the change. This is seen to be unfair. The change will allow retention of date when applicants move down a band and, in some cases, when they move back up.

Step 4: Impact

4.1 How has the equality impact assessment informed or changed the proposal?

What are the main conclusions of this assessment? Use this section to provide an overview of your findings. This summary can be included in decision pathway reports etc.

If you have identified any significant negative impacts which cannot be mitigated, provide a justification showing how the proposal is proportionate, necessary, and appropriate despite this.

Summary of significant negative impacts and how they can be mitigated or justified:
No significant negative impact identified – the policy aims to address issues for equalities groups.
Summary of positive impacts / opportunities to promote the Public Sector Equality Duty:
The policy will promote equality of opportunity through overall improvements to the Housing Allocations service.

4.2 Action Plan

Use this section to set out any actions you have identified to improve data, mitigate issues, or maximise opportunities etc. If an action is to meet the needs of a particular protected group please specify this.

Improvement / action required	Responsible Officer	Timescale
Phase 1: Short term changes that will be introduced as soon as possible and which are included in the initial rewrite of the Policy.	HCB Team	1 st Quarter 2023
Phase 2: Medium term changes that may be introduced ahead of the new technology.	HCB Team	Over next 18 months
Phase 3: Long term and tech dependent. These are changes that are fully dependent on technological enablement and which we cannot introduce until such time as the new technology becomes available.	HCB Team	After implementation of new IT

4.3 How will the impact of your proposal and actions be measured?

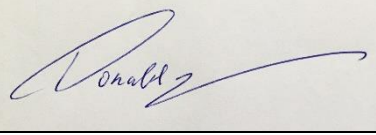
How will you know if you have been successful? Once the activity has been implemented this equality impact assessment should be periodically reviewed to make sure your changes have been effective your approach is still appropriate.

The impact of the changes will be monitored through existing quarterly performance metrics. As part of the change process we are also aiming to make it easier to access information about Allocations in flexible, user-friendly formats making the data more transparent and enabling better insights for service users, staff, leadership and other interested parties through the use of new Microsoft Power BI tools.

Some proposals, such as extending downsizing support and using vacancy chain management – will be tested and assessed first using a 12 month pilot programme.

Step 5: Review

The Equality and Inclusion Team need at least five working days to comment and feedback on your EqIA. EqIAs should only be marked as reviewed when they provide sufficient information for decision-makers on the equalities impact of the proposal. Please seek feedback and review from the Equality and Inclusion Team before requesting sign off from your Director².

Equality and Inclusion Team Review: <i>Reviewed by Equality and Inclusion Team</i>	Director Sign-Off: Donald Graham, Director Housing and Landlord Services 
Date: 27.01.2023	Date: 06/02/2023

² Review by the Equality and Inclusion Team confirms there is sufficient analysis for decision makers to consider the likely equality impacts at this stage. This is not an endorsement or approval of the proposal.

Decision Pathway – Report

PURPOSE: Key decision

MEETING: Cabinet

DATE: 04 April 2023

TITLE	Supported Parents Homeless Prevention Service & Floating Support Service		
Ward(s)	Citywide		
Author: Carmel Brogan	Job title: Contracts and Commissioning Manager (Homelessness)		
Cabinet lead: Cllr Tom Renhard; Cabinet Member for Housing Delivery & Homes	Executive Director lead: John Smith, Interim Executive Director Growth and Regeneration		
Proposal origin: BCC Staff			
Decision maker: Cabinet Member Decision forum: Cabinet			
Purpose of Report: To seek approval for the recommissioning of the Supported Parents and Young Children Accommodation Service and the floating support for Supported Parents and Wider Homeless Families Prevention Floating Support Service			
Evidence Base:			
<u>1. Background</u>			
<p>Bristol City Council has recently conducted a consultation on budget savings proposals to enable the Council to close the budget gap over the medium-term financial plan (MTEP). There is a £5m pressure on homelessness Temporary Accommodation (TA).</p> <p>All potential contract extensions and re-commissioning of services are being reviewed in order to ensure that they align with the Council’s efforts to reduce the use and cost of TA.</p>			
<u>1.1 Current service</u>			
<p>This integrated service has been in place since 2013 when the client group were dominantly young parents. Then in June 2018, Children Services started providing resources to support the families. Currently 88% of the client group are aged 19 years and above and 70% of the children are age 3 years and above. The service was last reviewed in July 2021 which resulted in temporary service remodelling to accept parents with children aged up to 5 years in some schemes. We have 100% nomination rights to these accommodation units.</p> <p>The service is being delivered by Elim Housing Association and Places for People working in partnership. Elim is the main contractor and Places for People is the sub-contractor. The service is currently an integrated service (floating support & 36 units of accommodation-based with support) for parents with children under the age of 2 years. Places for People delivers the floating support element, a prevention service to support those parents threatened with homelessness to help them sustain their current accommodation. Elim and Places for People jointly deliver the 36 units of accommodation-based support for those parents who have become homeless by providing accommodation and support to help them become independent and eventually move on into permanent accommodation.</p> <p>The supported accommodation comprises of:</p> <ul style="list-style-type: none"> • 1 high support scheme in the south of the city with 10 self-contained flats and 5 shared units; • 1 medium support scheme in the north of the city with 11 self-contained flats; 			

- 1 low support scheme in the east of the city with 2 self-contained flats and 8 shared units.

The shared units can accommodate a parent and child under 3 years and the self-contained flats in the medium and low support scheme can accommodate a parent and 2 children under the age of 3 or 2 adults and 1 child over 3 years. The provision of this supported accommodation is a cost-effective way for the council to provide for homeless families in comparison with emergency TA provision. BCC commissions the support and the RP provides the management and maintenance, which is paid for through rent and service charges by Housing Benefit. The annual average support costs per unit per year for the service is £6431.67. This compares very favourably to the average cost for equivalent sized unsupported TA of £12.8k to £20.8k. The incentive for this recommissioning is the fact that there has been no uplift to the contract value for both the accommodation and floating support element and it therefore represents better value for money. Also, the new floating support service will cover the wider families in our Temporary Accommodation.

The current floating support is a city-wide floating support service for parents with young children at risk of homeless. The service provides support to prevent homelessness, help vulnerable families settle into accommodation and link into support networks in their local community.

The newly commissioned floating support service will include support for homeless families in our temporary accommodation, to support those families who are able to return to their family homes where it is safe and sustainable. It will also support other families who cannot return to their family homes in order to ensure the sustainment of their current temporary accommodation and with a range of move-on options including private renting.

There is good contract management in place for this service for example bi-monthly meeting with providers, constant communication in resolving issues or challenges as they arise, quarterly performance reporting and annual review meeting. The performance report for the service is attached as an appendix.

1.2 Additional services for homeless families

We currently have two separate homeless family service contracts commissioned through a framework agreement. These framework contracts provide 92 units of accommodation for homeless families. Two of these family schemes are located in the south of the city and one service has dispersed units around the city. The call-off contracts are due to end in March 2026. The service provision will be evaluated at part of a wider review of children and family service provision. Our overall future commissioning intention is to align the Supported Parents & Young Children Service, the Family Floating Support Service and the Family Accommodation Support Service into one framework as different lots in order to simplify and make the commissioning more cost effective.

2. Needs analysis and proposed changes to the service

The needs analysis has indicated that the current floating support element is underutilised, but has also identified a significant gap in floating support provision (detailed below) which needs to be met. This is to provide floating support to homeless families in our temporary emergency accommodation, so it is proposed that the floating support element be recommissioned separately to cater for the wider needs.

However, the demand for the accommodation-based service continues to increase as currently there are about 353 families in our more expensive emergency accommodation (TA), whereas there were 169 families on the waiting list when the service was last commissioned in 2018.

The revised specification for the accommodation-based service will be for homeless parents with children aged up to 5 years old and vulnerable parents and children referred by Children Services, who would otherwise have been placed in expensive foster care provision. The new service will continue to provide support at the 36 units of accommodation, which will include a requirement for higher level of support at 15 accommodation units with access to 24 hour support. We continue to build on the relationship between Children Services and the providers to make the most effective use of this provision and to meet the needs of both directorates. We have a joint working protocol

agreed between the provider and Children Services in place. There is also agreement for Children Services resources to be targeted at families/children at risk placed within this service.

We held a consultation event in October 2022, to which we invited various Register Providers, but had no interest registered beyond the current providers. We have issued a PIN through ProContract which is currently live.

We are proposing to direct award the accommodation-based contract to the current provider on the basis that there is no alternative provider in the market with accommodation and the specialist knowledge of this cohort. The annual costs of the accommodation contract will be £243,750. The total cost for the life of the proposed contract period of 2 years and 6 months will be (£243,750 * 2 ½ years) =£609,375.

The annual costs of the floating support contract will be £124,250. The total cost for the life of the proposed contract period of 2 years and 6 months will be (124,250 * 2 ½ years) = £310,625. It is proposed that this service will be recommissioned via open tender.

The budget ceiling for both the accommodation-based element and the floating support element is being held at the same level as the current contract. This effectively involves a significant reduction due to the impact of inflationary factors over the last five years. Any further reduction in budget would mean the loss of accommodation units and associated rise in use of more expensive TA as the council has a statutory duty to provide accommodation for most of these homeless families.

Cabinet Member / Officer Recommendations:

That Cabinet:

1. Authorises the Executive Director - Growth & Regeneration in consultation with the Cabinet Member for Housing Delivery & Homes to procure and award the contract necessary for the implementation of Supported Parents & Young Children Accommodation Service at a cost of up to £609,375 for 2 years and 6 months, in-line with the procurement routes and maximum budget envelopes outlined in this report.
2. Authorises the Executive Director - Growth & Regeneration in consultation with the Cabinet Member for Housing Delivery & Homes to procure and award the contract necessary for the implementation of a Supported Parents & Wider Homeless Families Prevention Floating Support Service at a cost of up to £310,625 for 2 years and 6 months, in-line with the procurement routes and maximum budget envelopes outlined in this report.
3. Note the consultation report at appendix B.

Corporate Strategy alignment:

1. Links to Empowering and Caring Theme - Work with partners to empower communities and individuals, increase independence and support those who need it. Give children the best possible start in life.
2. To reduce costs to the council by reducing the number of temporary emergency accommodation units used and thereby to achieve value for money.
3. The key commitment to reduce the overall level of homelessness and rough sleeping, with no-one needing to spend a 'second night out'.

City Benefits:

This proposal when approved, will benefit the city as it will continue to accommodate homeless parents and their children, help reduce the numbers of parents in our expensive emergency accommodation and help reduce the budget pressure on Housing Options. Families will be placed in a better regulated accommodation where support will be provided to help address their support needs for example, training and employment, mental health support which will reduce hospital admissions, children can have a stable home.

In addition, we will ensure that the providers continue to maintain the social values, environmental awareness, sustainability that they brought to the contract. We have effective contract management processes set up within the team with regular reporting on equalities data of service users and staff. This allows us to challenge refusals and

evictions that relate to a protected characteristic, e.g. gender or disability, (such as learning difficulty or mental health).

Ultimately, if the approach outlined in this report is not approved the current Supported Parents & Young Children Accommodation Service Providers will at the end of their contract revert to emergency provision which will cost the Council more money than we are currently paying. Furthermore, homeless families in the emergency accommodation will continue to live in the accommodation with no support.

Consultation Details:

We have conducted a consultation event with both internal and external stakeholder, current service providers and both current and ex-service users from October to December. The consultation event took place on the 24th October with internal and external stakeholders including current service providers. We have run an online survey monkey for service users from October to November. We have also involved Independent Futures, a separate organisation who interviewed both current and ex-service users during November. The consultation document is available as an appendix to the report.

Background Documents:

Homelessness and Rough Sleeping Strategy [Housing Strategy and supporting strategies \(bristol.gov.uk\)](https://www.bristol.gov.uk/housing-strategy-and-supporting-strategies)

Revenue Cost	£920,000	Source of Revenue Funding	GF - Housing Options Commissioning (11012)
Capital Cost	£0	Source of Capital Funding	N/A
One off cost <input type="checkbox"/>	Ongoing cost <input checked="" type="checkbox"/>	Saving Proposal <input type="checkbox"/>	Income generation proposal <input type="checkbox"/>

Required information to be completed by Financial/Legal/ICT/ HR partners:

1. Finance Advice:

This report seeks approval to recommission the Supported Parents and Young Children Accommodation Service and award a contract for 2 years and 6 months from October 2023. The contract value is in line with the current annual spend and approved budget of £243,750 and will cost £609,375 over the life of the contract.

In addition, the report seeks approval to commission a floating support service for families with support needs at risk of homelessness and award a contract for 2 years and 6 months at an annual cost of £124,250 and £310,635 over the life of the contract.

The estimated value of the services (accommodation & floating support) to be provided under the contracts over the contract term of 2 years & 6 months is £920,010.

The service continues to provide value for money in terms of costs and quality, and though this contract does not deliver any cashable savings, this service is one of the Council’s preventative measures to reduce homelessness in the City. The average support costs per unit annually for the service is £6.4k, compared to the average cost for equivalent sized unsupported Temporary Accommodation (TA) of £12.8k to £20.8k, therefore the council can assume average cost avoidance of circa £6.4k per unit with this contract in place.

There will be no inflationary uplifts over the length of the contract period, and no additional funding is required, as the costs of the contracts will be contained within the existing Housing Options General Fund budgets, mitigating any additional financial risk to the Council.

Finance Manager: Archa Campbell, Housing Finance Manager – 15 March 2023

2. Legal Advice: The accommodation-based support is excluded from the Public Contracts Regulations 2015 by virtue of Regulation 10(1)(a), due to relating to an interest in land. The council’s procurement rules also do not apply on the same basis.

The floating support is a Schedule 3 service and is below the threshold at which a PCR compliant procurement process is required. An open tender process, as being proposed, will be in accordance with the council’s procurement

rules.		
Legal Team Leader: Husinara Jones, Team Manager Commercial and Governance: Governance Lead, 13 March 2023		
3. Implications on IT: I can see no implications on IT in regard to this activity.		
IT Team Leader: Alex Simpson, Solution Architect Practitioner 13 March 2023		
4. HR Advice: There are no HR implications evident.		
HR Partner: Celia Williams, HR Business Partner 13 March 2023		
EDM Sign-off	Stephen Peacock, Executive Director Growth and Regeneration	1 February 2023
Cabinet Member sign-off	Cllr Tom Renhard; Cabinet Member for Housing Delivery & Homes	8 February 2023
For Key Decisions - Mayor's Office sign-off	Mayor's Office	6 March 2023

Appendix A – Further essential background / detail on the proposal	NO
Appendix B – Details of consultation carried out - internal and external	YES
Appendix C – Summary of any engagement with scrutiny	NO
Appendix D – Risk assessment	YES
Appendix E – Equalities screening / impact assessment of proposal	YES
Appendix F – Eco-impact screening/ impact assessment of	YES
Appendix G – Financial Advice	NO
Appendix H – Legal Advice	NO
Appendix I – Exempt Information	NO
Appendix J – HR advice	NO
Appendix K – ICT	NO
Appendix L – Procurement	NO

Bristol City Council

Supported Parents Commissioning Plan

Full consultation report

October 2022 Carmel Brogan

Contents

Section A – Introduction and methodology

Section B – Feedback from the consultation event

Section C – Feedback from Supported Parents Service Users

Section D – Consultation Feedback Summary

Section G – Survey results

Section A - Introduction and methodology

The draft Supported Parents Service recommissioning plan was developed following extensive engagement with a range of internal and external stakeholders including focus groups and interviews with current and ex-service users who have gone through the homelessness prevention services.

On 14th October 2022, we carried out a consultation exercise with both internal and external stakeholder which marks the beginning of the 6 weeks consultation period that ended on 30th November 2022. During this period, we used a variety of methods to gather people's views on the proposal set out in the draft plan. This document summarises the feedback we received and the council's response to the key issues raised during the consultation.

Methodology

We invited people to give us their views in a variety of ways as follows:

- Consultation workshops with providers, focus group and internal stakeholders
- Supported Parents group interview by IF group
- Survey Monkey Online Survey for Supported Parents service users

What we consult on

For the Supported Parents Service, we consulted on the following.

- To increase the age of children accessing the service to up to 5 years.

- To make provisions for accessible accommodation with ground floor level access.

We have not consulted with service users on our commissioning plan to split the integrated services (separate the floating support element from accommodation-based support). We do not feel the service users have an understanding of the nature of the integrated service and hence their feedback may not be relevant.

Who did we speak to

Consultation method	Date	Service Users	Internal stakeholders	External stakeholders	Total attendees
Consultation workshop	14/10/2022		5	17	22
Feedback from service provider's senior management	24/11/2022			2	2
IF Group interviewing Supported Parents face-to-face.	November/December	7			7
Survey Monkey survey for Supported Parent Service users.	September/October	4			4

Section B – Feedback from Consultation event & Current Providers

Supported Parents Service Recommendation Section	
1	Recommendation 1: Increase the age of children accessing the accommodation to up to 5 years. What would be the added benefits or risks to increasing the age range?

1.1	<p>Benefits:</p> <ul style="list-style-type: none"> • More families will be eligible for the service. • Reduction in use of temp/shared accommodation. • Greater stability particularly important at preschool and school transition • Closer monitoring of more children-more targeted approach. <p>Current Provider's feedback: We are keen for the new service to deliver to as many households as is feasible. In that spirit, we would support broadening the eligibility to include children aged up to 5 years at service entry. Application of this change in eligibility however, must be considered, taking into account the safety of all children in the service, the limitations of the building in which the services will be delivered and professional expertise in child development.</p>	<p>Commissioners agree that this proposal will reduce the numbers of refusals, more family will be eligible for the service and may help reduce void days.</p> <p>Current providers have during the consultation event identified Lanecost & Wigton and Owen Street as two schemes that can accommodate children up to the age of 5 years. Commissioners are happy with this identification.</p> <p>A possible option could be to use Lanercost & Wigton as a low support scheme for parents with older children. This should avoid the issue of mixing young and older children.</p>
1.2	<p>Risks:</p> <ul style="list-style-type: none"> • Could make school applications more complicated • Risk of disruption to child's schooling if they move over from accommodation-needs education involvement • Mixing a wider age range of children can be challenging • Specialist responsibilities needs to be clearly assigned • Ensuring physical environment is available for age group. • Some risks include the services having to take on more work that is not part of their specialist role. 	<p>Having older children at one scheme will reduce the challenges of children moving from one school to another.</p>

1.3	<p>General comments:</p> <ul style="list-style-type: none"> • Clarity on specialist work done by providers such as dealing with children who have learning difficulties such as autism etc. • A suggestion of a party agreement with the specification. • Eligibility of certain sights need to be considered such as the physical environment as well as the unit of where the child is living if the age increases to 5 years. • Clarity of the responsibility to do with the contract and be specific what we as commissioners expect providers to be doing and to what extent. <p>Current Provider's feedback: The service would be more effective and deliver improved outcomes with a greater degree of transparency around waiting lists and a formalised process for service providers to input into allocation decisions. We do not believe that the provision of the service should be predicated on partnership working between the providers and Social Services (though we agree that effective partnership working will be essential to deliver the best possible service).</p>	<p>We appreciate that on occasions the service has to deal with children with learning difficulties such as autism as with other family service providers. Social care support can be requested from the family social worker.</p> <p>The specification will be SMART, providers will have opportunity to input.</p> <p>Provider have identified Lanercost & Wigton as a scheme able to accommodate children of up to 5 years. We are proposing to use this scheme for older children only, so no mixture of younger and older children.</p> <p>The ISAT coordinator is responsible for nominating into family and parent services. Provider's request to have access to waiting list was discussed and was not recommended by ISAT team. However, a clear formal process for nominations should be made available.</p>
How would the service flex to support this client group with slightly older children?		
1.4	<p>Provider Feedback from Consultation Day</p> <ul style="list-style-type: none"> • Can flex the scheme by looking at what units can accommodate children who are up to 5 years of age such as Lanercost & Wigton which could accommodate for 4-5 years at service entry, and up to 7 years could be manageable. <p>Feedback Rec'd from Current Provider</p> <ul style="list-style-type: none"> • Bristol Parents Alliance is not averse to housing children up to 5 at entry to the service, however we ask for recognition that the accommodation should reflect the growing needs of the child and family and not be placed in the one bedroomed accommodation where there are younger children also being housed. We are happy 	<p>Current provider indicated that Lanercost and Wigton and Owen Street can accommodate children of age 4-5 years.</p> <p>Commissioners have proposed to increase the age across all the schemes but have now reconsidered not to mix younger and older children. To nominate only parents with older children to Lanercost & Wigton and Owen Street which were identified by provider as the suitable scheme for older children.</p>

	to discuss with commissioners if there is an identified need for placements with older children, a procurement of further accommodation to support these families.	
2	Recommendation 2: Make provisions for accessible accommodation with ground floor level access. What percentage of the total number of units provided within the service or quantity be deemed as a suitable level, based on the needs analysis?	
2.1	<p>General comments:</p> <ul style="list-style-type: none"> • 4-6 units need to be accessible-possibly more as longer stays due to lack of adapted social housing. • Overall, 36 units in the service and the following could be deem as suitable for level access. • Priory Court 2 units • Lanercost & Wigton 6 units • Kilburn Court 2 units • Phoenix Place 2 ground floor fully accessible • To fully map accessible properties audit • Need to audit needs of clients in terms of accessibility. • There is also a need for more accessible social housing. 	<p>The units identified on the left as suitable for level access to be earmark for wheelchair users during nomination when they become void.</p> <p>Commissioners would request provider to specify the details of these units identified, so it is clear in the specification.</p>
2.2	What type of accommodation (dispersed, block, self-contained) would best suit people with physical disability and mobility issues?	

	<ul style="list-style-type: none"> • Self-contained, as sharing facilities can be prohibitive, preferable all on one level. • Mixture of dispersed and block- could be hub and spoke model (in same geographical area) • Priory Court and Lanercost & Wigton-looking at more units on site 	<p>Self-contained ground floor units with level access are required.</p> <p>Commissioners will welcome more units where feasible.</p>
2.3	In terms of access to accommodation more generally, which areas of the city currently work well or would work better for people to be supported in this service?	
	<ul style="list-style-type: none"> • South, East and North covered • Generally located in more dispersed area. • More families coming through with no. • So generally, people want to be able to access city centre (big % 19-25) • All areas well served by local community infrastructure • Potential to increase units close to the city centre would be preferable. 	<p>We will continue to consider location accessible to service users and accessible to city centre with bus routes.</p>

	Issues raised during consultation	BCC Response
1	Rationalise the Resettlement Support Service and the floating support element of the Supported Parents Service into a single Floating Support Service to cater for the needs of adults, young people and families. Would a single service be able to cater for the needs of adults, young people and families?	

	Issues raised during consultation	BCC Response
1.1	<p>Advantages:</p> <ul style="list-style-type: none"> • Less confusing for clients • YP and adult pathways working together • Workers working closer together and fitting in with the wider needs of clients, less refusals-rather than clients having to fit in to a service or a box. <p>Current BPA provider's feedback: The need for a specialist floating support service for families remains. Loss of the specialist floating support service would lead to a lower quality of support being provided to families in need, a diminishing of effectiveness in partnership working, particularly with Children's Services, and ultimately a reduction in positive outcomes for service users.</p>	<p>In the light of comments at the consultation events and other issues, Commissioners are proposing to keep existing adult resettlement service for further year (to align with adult and young people's pathways recommissioning in 23/24) and just focus this report on the floating support needs of families.</p> <p>Commissioners accept the strength of feeling around distinction of floating support needs for families (and relationship with children's services), compared with resettlement needs of single adults. Also agreed gaps in support provision for young people but particularly for families in EA. Young people resettlement needs will be addressed within the Pathways recommissioning in 23/24. So, propose to keep a family floating support service but not integrated with a supported parents service but more widely available to include support for families in EA (and the increasing supply of council TA provision).</p>
1.2	<p>Issues:</p> <ul style="list-style-type: none"> • Risk of diluting skillsets and contacts & networking-young people's services have built strong relationships and network, so we wouldn't want to lose this. • There are different safeguarding issues and concerns for young people as opposed to adults • Would there be sufficient money to deliver one service? • In terms of referrers selecting an HSR service, there could be the risk of losing a service's specialism, so criteria needs to be clear. 	<p>So propose to keep a family floating support service but not integrated with a supported parents (with young children) service but more widely available to include support for those in EA (and the increasing supply of council TA provision).</p>

There were 4 parents who responded to this online survey, responded to the questions below.

	Priory/Wells	Lanercost & Wigton	Kilburn/Owen
Where do you live now?	4 (100%)	0 (0%)	n/a
	No	Yes	
Will you have issues/concern if the age of the children in the scheme is increased to 5 years?	3 (75%)	1 (25%)	n/a
Do you feel the standards of accommodation met your current needs?	2 (50%)	2 (50%)	n/a
Do you feel the standards of support your receiving meet your needs?	1 (25%)	3 (75%)	n/a
Overall are you finding the help you're getting useful?	0 (0%)	4 (100%)	n/a

Section C – Feedback from Supported Parents Service Users through IF Group

There were six parents, and one parent ex-service user were interviewed by the IF group. Details of their response are below.

	Yes	No	Scheme
To increase the age of children who can access this accommodation-based service to up to 5 years old	0 (0%)	7(100%)	Priory and Kilburn/Owen
Do you feel the support you're receiving is meeting your current needs, and overall, are you finding the help you're getting useful?	5(75%)	2(25%)	Priory and Kilburn/Owen
	High Support	Medium Support	No Support
Please indicate your current support needs.	4 (57%)	2 (29%)	1 (14%)

The IF group conducted a service user survey at Priory Court and Kilburn Court to help clients understand the questions being asked and have captured some of the following comments from clients in response to the proposal to increase child age to 5 years.

“Accommodation is too small for someone older than 3 years old, 5-year-olds will be too loud and energetic for neighbours with small children. No one will get any rest. Maybe there should be more projects like this, not adding older children. This project should stay for pregnant women and parents with kids under 3. Sometimes families stay here for a few years until they find suitable accommodation. That means if 5-year-olds are allowed to be here this could mean 7-year-olds living here”.

“Not a good idea. Active children would be in danger, maximum age of 2. My little one fractured a finger with a door handle. Children at 5 are hyperactive, there would be many more incidents”.

“No – not a good idea - Pregnant women or young children only”.

“Not good. Safety concern with doors – New-born to 2 and pregnant women only”

The equalities data of the 11 parents who took part to both our online survey monkey and IF Group survey.

Description	16- 18	19-25	26 and above	
Parents age	3 (28%)	4 (36%)	4 (36%)	
	0-1 Year	1-2 Years	2-3 Years	
Child/ren age	2	4	5	
	White/White British	Asian/Asian British	Black/Black British	Other
Ethnic origin	8 (73%)	1 (9%)	2 (18%)	0 (0%)
	Male	Female	Transgender	Prefer not to state
Sex	0 (0%)	11 (100%)	0 (0%)	0 (0%)
	Yes	No	Don't Know	Prefer not to state
Disability	0 (0%)	11 (100%)	0 (0%)	0 (0%)
Are you Pregnant?	0 (0%)	11 (100%)	0 (0%)	0 (0%)

Section D – Consultation Feedback Summary on recommendations

Recommendations 1: To increase the age of children accessing the accommodation to up to 5 years.

There were 13 individual responses (11 service users, 2 service providers managers). 3(27%) of the service users do not have issues with increasing the child age and 8(73) have issues or concern for increasing the child age. However, the service users who responded to this recommendation are all from the shared accommodation schemes. This recommendation was receptive by service providers however, their concern was the mixture of young babies and older children in the same scheme. Providers have identified both Lanercost & Wigton and Owen Street as possible use for older children. However, we must consider the safety of all children in the scheme, the limitations of the building in which the services will be delivered and professional expertise in child development.

Recommendation 2: To make provisions for accessible accommodation with ground floor level access.

Overall, there are 36 units in the service, the providers have indicated that the following could be deemed as suitable for level access. Priory Court 2 units, Lanercost & Wigton 6 units, Kilburn Court 2 units, and Phoenix Place 2 ground floor fully accessible. It was recommended to fully map accessible properties audit, audit needs of clients in terms of accessibility. There is also a need for more accessible social housing.

2.2: What type of accommodation (dispersed, block, self-contained) would best suit people with physical disability and mobility issues?

- Self-contained, as sharing facilities can be prohibitive, preferable all on one level.
- Mixture of dispersed and block- could be hub and spoke model (in same geographical area)
- Priory Court and Lanercost & Wigton-looking at more units on site

Recommendation 3: To rationalise the Resettlement Support Service and the floating support element of the Supported Parents Service into a single Floating Support Service to cater for the needs of adults, young people and families. Would a single service be able to cater for the needs of adults, young people and families?

- The need for a specialist floating support service for families remains. Loss of the specialist floating support service would lead to a lower quality of support being provided to families in need, a diminishing of effectiveness in partnership working, particularly with Children's Services, and ultimately a reduction in positive outcomes for service users. There are different safeguarding issues and concerns for young people as opposed to adults.
- Commissioners have now reconsidered to keep a family floating support service but not integrated with a supported parents (with young children) service but more widely available to include support for those in EA (and the increasing supply of council TA provision).

Appendix D: Risk Register

Negative Risks that offer a threat to extensions for the Supported Parents Services (Homelessness)

Ref	Risk Description	Key Causes	Key Consequence	Status Open / Closed	Strategic Theme	Risk Category	Risk Owner	Key Mitigations	Direction of travel	Current Risk Level			Monetary Impact of Risk £k	Risk Tolerance			
										Likelihood	Impact	Risk Rating		Likelihood	Impact	Risk Rating	Date
1	Challenge from another provider over direct award to current providers	New provider to the market who has suitable accommodation and skills to provide integrated service	Will need to go out to tender, potential costs awarded against BCC and disruption to service provision.	Open		Financial loss	Carmel Brogan	To advertised during the consultation and through a PIN notice	New	1	4	4	Unknown	1	4	4	Nov-22
2	Provider's failure to accept the direct award	No uplift to the contract value	Loss of supported accommodation units which could be costing BCC more if moved to spot purchase framework	Open		Financial loss	Carmel Brogan	Partnership working and pre award negotiation	New	1	4	4	Unknown	1	4	4	Nov-22
3	Places For People could withdraw their units from the contract if the FS is not recommissioned	If P4P lost their FS contract	Reduction of 10 units available to parents	Open		Loss of supported a/c units	Carmel Brogan	To improve relationship and partnership working	New	1	2	2	Unknown	1	2	2	Nov-22
4	Demand far exceeds supply for accommodation and cost implications for Housing Options.	Increasing Homelessness, increase in Parent & Child Assessments	Need to revert to block and SPOT purchased accommodation	Open		Service provision	Carmel Brogan	Seeking to increase Temporary Supported accommodation available for families	New	2	4	8	Unknown	0	0	0	Nov-22

Equality Impact Assessment [version 2.10]



Title: Supported Parents & Young Children Accommodation Service	
<input type="checkbox"/> Policy <input type="checkbox"/> Strategy <input type="checkbox"/> Function <input checked="" type="checkbox"/> Service <input type="checkbox"/> Other [please state]	<input type="checkbox"/> New <input checked="" type="checkbox"/> Already exists / review <input type="checkbox"/> Changing
Directorate: Housing & Landlord Services	Lead Officer name: Karamo Sanyang
Service Area: Housing Options	Lead Officer role: Contracts & Commissioning Officer

Step 1: What do we want to do?

The purpose of an Equality Impact Assessment is to assist decision makers in understanding the impact of proposals as part of their duties under the Equality Act 2010. Detailed guidance to support completion can be found here [Equality Impact Assessments \(EqIA\) \(sharepoint.com\)](https://sharepoint.com).

This assessment should be started at the beginning of the process by someone with a good knowledge of the proposal and service area, and sufficient influence over the proposal. It is good practice to take a team approach to completing the equality impact assessment. Please contact the Equality and Inclusion Team early for advice and feedback.

1.1 What are the aims and objectives/purpose of this proposal?

Briefly explain the purpose of the proposal and why it is needed. Describe who it is aimed at and the intended aims / outcomes. Where known also summarise the key actions you plan to undertake. Please use plain English, avoiding jargon and acronyms. Equality Impact Assessments are viewed by a wide range of people including decision-makers and the wider public.

The aims and objectives are to continue to provide accommodation with support to homeless parents and their young children. These homeless parents and their young children will be placed in our commissioned supported accommodation until they find move-on permanent or long-term accommodation. The service provider will continue to provide short term resettlement support to parents moving-on into long-term accommodation so they can sustain their longer-term or permanent accommodation and prevent returning to homelessness. The current contract ends 30th September 2023.

We are asking Cabinet to authorise the Executive Director, Growth & Regeneration to recommission the Supported Parents and Young Children Accommodation Service and to award a new contract as set out in the recommendations for 2 years and 6 months commencing from 1st October 2023 to 31st March 2026.

This proposal is in alignment with our Homelessness and Rough Sleeping Strategy 2019-2024, to reduce costs to the council by reducing the number of temporary emergency accommodation units used and thereby to achieve value for money. Key commitment to reduce the overall level of homelessness and rough sleeping, with no-one needing to spend a 'second night out'.

1.2 Who will the proposal have the potential to affect?

<input checked="" type="checkbox"/> Bristol City Council workforce	<input type="checkbox"/> Service users	<input type="checkbox"/> The wider community
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<input checked="" type="checkbox"/> Commissioned services	<input type="checkbox"/> City partners / Stakeholder organisations
Additional comments: The proposal is to direct award the contract to the current providers, so there will be no impact to service users or the wider community. Commissioners have been working in partnership with current providers in drafting the needs analysis and during consultation.	

1.3 Will the proposal have an equality impact?

Could the proposal affect access levels of representation or participation in a service, or does it have the potential to change e.g. quality of life: health, education, or standard of living etc.?

If 'No' explain why you are sure there will be no equality impact, then skip steps 2-4 and request review by Equality and Inclusion Team.

If 'Yes' complete the rest of this assessment, or if you plan to complete the assessment at a later stage please state this clearly here and request review by the Equality and Inclusion Team.

<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	[please select]
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This EqIA contains equality and needs data from the current commissioned Supported Parents & Young Children Accommodation Service (homelessness).

Step 2: What information do we have?

2.1 What data or evidence is there which tells us who is, or could be affected?

Please use this section to demonstrate an understanding of who could be affected by the proposal. Include general population data where appropriate, and information about people who will be affected with particular reference to protected and other relevant characteristics: [How we measure equality and diversity \(bristol.gov.uk\)](http://bristol.gov.uk)

Use one row for each evidence source and say which characteristic(s) it relates to. You can include a mix of qualitative and quantitative data e.g. from national or local research, available data or previous consultations and engagement activities.

Outline whether there is any over or under representation of equality groups within relevant services - don't forget to benchmark to the local population where appropriate. Links to available data and reports are here [Data, statistics and intelligence \(sharepoint.com\)](http://sharepoint.com). See also: [Bristol Open Data \(Quality of Life, Census etc.\)](http://bristol.gov.uk); [Joint Strategic Needs Assessment \(JSNA\)](http://bristol.gov.uk); [Ward Statistical Profiles](http://bristol.gov.uk).

For workforce / management of change proposals you will need to look at the diversity of the affected teams using available evidence such as [HR Analytics: Power BI Reports \(sharepoint.com\)](http://sharepoint.com) which shows the diversity profile of council teams and service areas. Identify any over or under-representation compared with Bristol economically active citizens for different characteristics. Additional sources of useful workforce evidence include the [Employee Staff Survey Report](http://bristol.gov.uk) and [Stress Risk Assessment Form](http://bristol.gov.uk)

Data / Evidence Source [Include a reference where known]	Summary of what this tells us
Supported Parents & Young Children Accommodation Service Needs Analysis 2021-22	<ul style="list-style-type: none"> 36% had mental health needs and 13% have physical health needs. 4% of residents have drugs & alcohol support needs and 18% of residents needing support with domestic violence, sexual violence, child sexual exploitation or trafficking and forced marriage services.

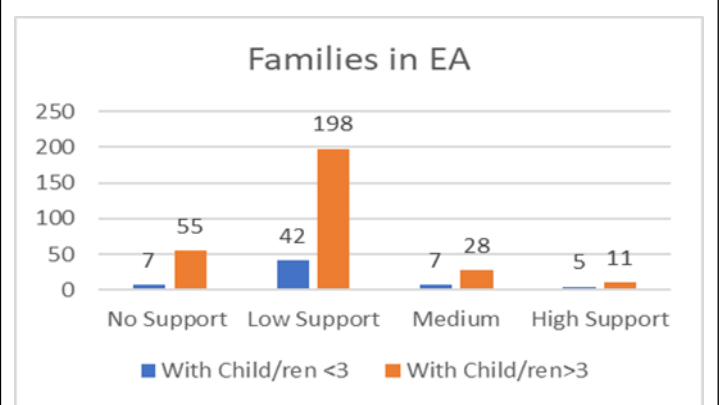
	<ul style="list-style-type: none"> • 30% of parents were struggling with debts and 8% were identified as having no income for example due to delays in benefit payments or sanctions. • 44% of parents were NOT on employment, education, volunteering or training. • 15% of households are engaging with local children centres and 85% are not engaging with local children centres which, maybe due to other children are older ages and attends primary or secondary schools. • 3% of households with child/children are on the risk register.
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Housing Options Data-Housing Support Register August 2022.

- The data for 2021-22 indicates 22% of newly placed parents were aged 16-18; 45% were aged 19-25; and 33% were aged 26 years and above.
- The 2021-22 data indicated 27% of newly placed parents have both accommodation & support needs and 73% have accommodation only needs.
- The data indicates that from the 41 parents currently on the accommodation-based waiting list, 39% have both accommodation and support needs and 61% have accommodation needs only.
- 27% of parents have support needs relating to domestic violence, sexual violence, child sexual exploitation or trafficking and forced marriage.
- 21% of service users have mental health support needs and 6% of service users have physical health support needs.
- The no. of males only head of households currently in our unsupported temporary accommodation is 10%.
- From April 2019 to March 2022, there were 514 referrals of which, 3% were refused due to risk and 14% were refused due to a child being over the age of 3 years.

Needs of Families in Unsupported Temporary and Emergency Accommodation

The data below shows the current number of families in unsupported emergency accommodation (EA) with children under the age of 3 years old, children over the age of 3 years old and the level of support needs of the families presented in the data.



- The equalities analysis is based on new placements into the Supported Parents & Young Children Accommodation Service for the period

	<p>1st April 2021 to 31st March 2022. During this period there were 123 new placements (88 for floating support and 29 for the accommodation based) services.</p> <ul style="list-style-type: none"> • 116(94%) are female parents and 7(6%) are male parents. • There are 0(%) of parents with gender identity that is different to that assigned at birth. • 103(84%) of parents are heterosexual and 2(2%) of young parents are identified as lesbians or gay. • 4(3%) of young parents have physical impairment, 3(3%) have sensory impairment and 4(3%) have health condition (e.g Hiv, Multiple sclerosis, Cancer) in total 11(11%). • 67(54%) of newly placed parents have mental and emotional needs. • 26(24%) of parents have learning needs and 4 (4%) have other learning needs. • 6(10%) of parents have physical and mental complexities, 5(8%) have mental & learning complexities and 1(2%) have physical, mental and learning complexities. • 34(30%) of parents are from BAME background and 81(70%) of parents are from White background. • 74(61%) parents do not hold a religion or belief, 9(7%) of are reporting to be Christians, 14(12%) of parents are reporting to be Muslims and 22(18%) parents prefer not to disclose their religion or belief. • 86(70%) parents are 25 years and under, and 37(30%) are age between 26 to 59 years and 0(0%) are 60 years and over. • 16(13%) of parents are pregnant and 108(87%) have dependent children at the age of 16 years or under.
<p>Additional comments:</p>	

2.2 Do you currently monitor relevant activity by the following protected characteristics?

<input checked="" type="checkbox"/> Age	<input checked="" type="checkbox"/> Disability	<input checked="" type="checkbox"/> Gender Reassignment
<input type="checkbox"/> Marriage and Civil Partnership	<input checked="" type="checkbox"/> Pregnancy/Maternity	<input checked="" type="checkbox"/> Race
<input checked="" type="checkbox"/> Religion or Belief	<input checked="" type="checkbox"/> Sex	<input checked="" type="checkbox"/> Sexual Orientation

2.3 Are there any gaps in the evidence base?

Where there are gaps in the evidence, or you don't have enough information about some equality groups, include an equality action to find out in section 4.2 below. This doesn't mean that you can't complete the assessment without the information, but you need to follow up the action and if necessary, review the assessment later. If you are unable to fill in the gaps, then state this clearly with a justification.

For workforce related proposals all relevant characteristics may not be included in HR diversity reporting (e.g. pregnancy/maternity). For smaller teams diversity data may be redacted. A high proportion of not known/not disclosed may require an action to address under-reporting.

Equality data about clients using the commissioned services is collected by the services providers and referrers using our Housing Support Register. The commissioning team monitors the equalities data on a quarterly basis and report on the findings. Where gaps are identified, providers are required to agree an action plan to fill the gap identified.

2.4 How have you involved communities and groups that could be affected?

You will nearly always need to involve and consult with internal and external stakeholders during your assessment. The extent of the engagement will depend on the nature of the proposal or change. This should usually include individuals and groups representing different relevant protected characteristics. Please include details of any completed engagement and consultation and how representative this had been of Bristol's diverse communities.

Include the main findings of any engagement and consultation in Section 2.1 above.

If you are managing a workforce change process or restructure please refer to [Managing change or restructure \(sharepoint.com\)](#) for advice on consulting with employees etc. Relevant stakeholders for engagement about workforce changes may include e.g. staff-led groups and trades unions as well as affected staff.

Clients and other stakeholders were consulted in Autumn – Winter 2022 for 8 weeks when developing the Supported parents & Young Children Accommodation Service Plan which sets out the commissioning intentions for future contracts.

2.5 How will engagement with stakeholders continue?

Explain how you will continue to engage with stakeholders throughout the course of planning and delivery. Please describe where more engagement and consultation is required and set out how you intend to undertake it. Include any targeted work to seek the views of under-represented groups. If you do not intend to undertake it, please set out your justification. You can ask the Equality and Inclusion Team for help in targeting particular groups.

The providers of the commissioned services will engage with their service users through support sessions and surveys/questionnaires as well as through comments and complaints processes. The Providers will meet regularly with Commissioners to feedback about issues raised. We will monitor quarterly the equality and needs data of the clients supported by these floating support services.

Step 3: Who might the proposal impact?

Analysis of impacts must be rigorous. Please demonstrate your analysis of any impacts of the proposal in this section, referring to evidence you have gathered above and the characteristics protected by the Equality Act 2010. Also include details of existing issues for particular groups that you are aware of and are seeking to address or mitigate through this proposal. See detailed guidance documents for advice on identifying potential impacts etc. [Equality Impact Assessments \(EqIA\) \(sharepoint.com\)](#)

3.1 Does the proposal have any potentially adverse impacts on people based on their protected or other relevant characteristics?

Consider sub-categories (different kinds of disability, ethnic background etc.) and how people with combined characteristics (e.g. young women) might have particular needs or experience particular kinds of disadvantage.

Where mitigations indicate a follow-on action, include this in the 'Action Plan' Section 4.2 below.

GENERAL COMMENTS (highlight any potential issues that might impact all or many groups)	
We have not identified any potential negative impact for people on the basis of their protected or other relevant characteristics from this proposal which will have negative impacts for adults or young children.	
PROTECTED CHARACTERISTICS	
Age: Young People	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
Age: Older People	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
Disability	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
Sex	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
Sexual orientation	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
Pregnancy / Maternity	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
Gender reassignment	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
Race	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
Religion or Belief	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
Marriage & civil partnership	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
OTHER RELEVANT CHARACTERISTICS	
Socio-Economic (deprivation)	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
Carers	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
Other groups [Please add additional rows below to detail the impact for other relevant groups as appropriate e.g. Asylums and Refugees; Looked after Children / Care Leavers; Homelessness]	
Potential impacts:	No potential impact identified
Mitigations:	

3.2 Does the proposal create any benefits for people based on their protected or other relevant characteristics?

Outline any potential benefits of the proposal and how they can be maximised. Identify how the proposal will support our [Public Sector Equality Duty](#) to:

- ✓ Eliminate unlawful discrimination for a protected group
- ✓ Advance equality of opportunity between people who share a protected characteristic and those who don't
- ✓ Foster good relations between people who share a protected characteristic and those who don't

The contracts for Supported Parents & Young Children Accommodation Service advance equality of opportunity for adults, young people and families who are homeless or at risk of homelessness through providing information, advice, and mediation to prevent housing crisis, through providing information, advice and support to access appropriate accommodation support, with ongoing support to promote independence. This would also provide greater access to accommodation support for young people.

Step 4: Impact

4.1 How has the equality impact assessment informed or changed the proposal?

What are the main conclusions of this assessment? Use this section to provide an overview of your findings. This summary can be included in decision pathway reports etc.

If you have identified any significant negative impacts which cannot be mitigated, provide a justification showing how the proposal is proportionate, necessary, and appropriate despite this.

Summary of significant negative impacts and how they can be mitigated or justified:

No negative impacts identified. These are services for parents and young children who are in supported accommodation. Older people, or young people who are married or in civil partnerships, or young people with children, can access housing advice and homelessness assessments through BCC's service points.

Summary of positive impacts / opportunities to promote the Public Sector Equality Duty:

The proposal to recommission the Supported Parents & Young Children Accommodation Service will support aims which advance equality of opportunity as identified above.

4.2 Action Plan

Use this section to set out any actions you have identified to improve data, mitigate issues, or maximise opportunities etc. If an action is to meet the needs of a particular protected group please specify this.

Improvement / action required	Responsible Officer	Timescale
Implement equality monitoring data collection to ensure appropriate data capture for outcomes of clients using these services.	Karamo Sanyang	Q3 2023-24
Review equality monitoring data collation for referrals into these services.	Karamo Sanyang	Q4 2023-24

4.3 How will the impact of your proposal and actions be measured?

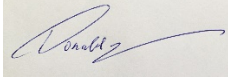
How will you know if you have been successful? Once the activity has been implemented this equality impact assessment should be periodically reviewed to make sure your changes have been effective your approach is still appropriate.

We will receive equality data about referrals into and departures from Supported Parents & Young Children Accommodation Service.

We will better be able to track referrals into and departures from Supported Parents & Young Children Accommodation Service and identify any group(s) over-represented or under-represented in the new placements, planned departures, unplanned departures and refusals against risk. We will then be able to put in place action plan(s) to understand and address over and under representation.

Step 5: Review

The Equality and Inclusion Team need at least five working days to comment and feedback on your EqIA. EqIAs should only be marked as reviewed when they provide sufficient information for decision-makers on the equalities impact of the proposal. Please seek feedback and review from the [Equality and Inclusion Team](#) before requesting sign off from your Director¹.

Equality and Inclusion Team Review: <i>Reviewed by Equality and Inclusion Team</i>	Director Sign-Off: 
Date: 26 January 2023	Date: 22 March 2023

¹ Review by the Equality and Inclusion Team confirms there is sufficient analysis for decision makers to consider the likely equality impacts at this stage. This is not an endorsement or approval of the proposal.

Eco Impact Checklist

Title of report: Supported Parents & Young Children Accommodation Service				
Report author: Karamo Sanyang-Commissioning Officer (Homelessness)				
Anticipated date of key decision: 4th April 2023				
<p>1) Summary of proposals: To gain approval for the recommissioning of the Supported Parents & Young Children Accommodation Service. The service will be for parents of any age with children up to the age of 5 years. The contract will provide:</p> <p>2) Accommodation and support at 36 units for homeless vulnerable parents. The service will require a higher level of support at 15 units of accommodation, but not with a 24-hour staff presence.</p>				
Will the proposal impact on...	Yes/No	+ive or -ive	If Yes...	
			Briefly describe impact	Briefly describe Mitigation measures
Emission of Climate Changing Gases?	Yes		<p>Service User's will consume energy when housed at the schemes.</p> <p>Units will emit climate changing gases for heating units</p>	<p>As part of support provided to service users there's an opportunity to educate around simple energy saving measures ie, turning lights off, washing at 30oC, not leaving appliances on standby, good heating control etc.</p> <p>Could investigate routes to access funding for energy efficiency measures through the new Bristol City Leap project which aims to support energy efficiency across the city.</p>
Bristol's resilience to the effects of climate change?	No		N/a	N/a
Consumption of non-renewable resources?	No		N/a	N/a
Production, recycling or disposal of waste	Yes		Service user's production of domestic waste and recyclable items at the schemes.	Service providers are required to provide facilities for recycling and waste removals, supported clients through the contract(s) to budget (minimise waste) and to recycle their waste

				properly.
The appearance of the city?	Yes		Service provider's staff may use transport to and from workplace or meeting service users.	Provider's staff will be encouraged to use public transport, cycle or walk to/from work/meetings where possible. New BCC travel policy and clean air zones also effect travel.
Pollution to land, water, or air?	No		N/a	N/a
Wildlife and habitats?	Yes		Public and private green spaces	Clients will be encouraged and supported to engage in gardening activities where there is access to private green spaces or horticultural projects in the city. This aligns with the Ecological Emergency declaration and BBCs commitment to improve biodiversity and green space in the City.
Consulted with:				
Summary of impacts and Mitigation - <u>to go into the main Cabinet/ Council Report</u>				
Checklist completed by:				
Name:			Karamo Sanyang	
Dept.:			Housing and Landlord Services	
Extension:			26114	
Date:			17/01/2023	
Verified by Environmental Performance Team			Nicola Hares – Environmental Project Manager – 19/01/2023	

Decision Pathway – Report

PURPOSE: Key decision

MEETING: Cabinet

DATE: 04 April 2023

TITLE	Extension of Advice Grant	
Ward(s)	All wards	
Author: Katie Wright	Job title: Investments and Grant Manager	
Cabinet lead: Ellie King Cabinet Member for Public Health, Communities and Bristol One City	Executive Director lead: Hugh Evans, Executive Director Adults and Communities	
Proposal origin: BCC Staff		
Decision maker: Cabinet Member Decision forum: Cabinet		
Purpose of Report: To approve a two-year extension of the Advice Grant for the delivery of advice and the development of a citywide strategic approach, from 1st April 2024 to 31 st March 2026. A total value of £1.12m for the two-year period.		
Evidence Base: <div style="margin-left: 20px;"> <p>1. Cost of living impact on the city</p> <p>1.1. The cost of living crisis is presenting significant challenges to the city and placing huge demand on the advice sector.</p> <p>1.2. The Bristol City Council Cost of Living Impact Assessment (see background documents) indicates that the cost of living will widen existing inequalities in the city and drive some households further into poverty leading to:</p> <ul style="list-style-type: none"> • An increase in child poverty, fuel poverty and food insecurity • Poorer mental health and emotional wellbeing - including stress, anxiety and mental health problems • Wider social impacts on communities – including reduced social cohesion, increased crime rates, hate-crime, domestic violence, substance misuse, homelessness and negative impacts on children’s education learning and development <p>2 Advice provision and cost of living</p> <p>2.1 Bristol City Council are part of a one city approach to delivering a cost of living community response (see background document ‘Cost of Living Crisis Bristol’s One City approach) to support citizens and communities’)</p> <p>There are four key themes:</p> <ol style="list-style-type: none"> 1. Immediate emergency & welfare support 2. Maximising incomes and reducing living costs 3. Keeping well 4. Community assets and Community wealth building <p>2.2 VCSE (Voluntary, Community and Social Enterprise) advice organisations have a lead role in supporting citizens to both gain immediate emergency and welfare support and in maximising income and reducing living costs</p> <p>2.3. As key partners in the one city approach the advice sector is coordinating advice and support and</p> </div>		

working to extend services to Welcoming places

2.4 Monitoring of five key cost of living issues by Citizens Advice Bristol shows the impact of cost of living on advice services (See Table one below) with significant increases in the last 8 months for:

- a. Charitable support and Food banks
- b. Council tax arrears
- c. Council tax arrears
- d. Energy
- e. Energy Debts
- f. Personal Independence Payment

Table 1 Citizens Advice Bristol percentage increase (or decrease) in people seeking advice Apr '22 - Nov'22

Five key cost of living issue	April '21 v April 22	May' 21 V May' 22	June '21 v June'22	July '21 v July'22	August '21 v August'22	Sept '21 v Sept'22	October '21 v October'22	Nov '21 v Nov'22
% increase/decrease 2021 vs 2022	%	%	%	%	%	%	%	%
Charitable support & Food Banks	13%	32%	13%	33%	70%	60%	29%	24%
Council tax arrears	-5%	41%	-15%	62%	143%	158%	300%	200%
Energy	153%	200%	83%	64%	108%	85%	-10%	16%
Energy debts	-9%	86%	33%	12%	19%	27%	76%	113%
Personal independence payment	9%	21%	-20%	22%	18%	13%	-17%	-12%

3. Current Advice Grant

3.1. The current grant has run from 1st April 2019 and will run until 31st March 2024. For a full history of current funding please see Appendix A(i)

3.2. The Advice grant is £560,000 per annum (£484k General Fund; £76k Public Health). It has been reduced from £819.5k in 2016/17. The grant is now focused on specialist, indemnified advice.

3.3. The current grant is awarded to the Bristol Advice Partnership (BAP), made up of 7 advice providers in the City (see Appendix A (i) for list of current providers).

3.4. The grant funds high quality, regulated, general advice focusing on the provision of 5 main types of advice, including specialist advice for disabled citizens:

- Welfare benefits
- Housing
- Employment
- Money and Debt
- Immigration

3.5. This contributes to:

- Maintaining tenancies in social and private housing, and preventing homelessness
- Supporting the poorest and most excluded individuals and families to maintain sustainable finances and maximise their income
- Supporting the poorest and most excluded people to achieve positive results at tribunals and appeals
- Reducing financial, food and fuel poverty

3.6. Over the last fiscal year (April 2021- March 2022) – (see Appendix A (iii) for further detail) the partnership has:

- Given advice to over 8,000 citizens
- Achieved additional benefits payments for citizens amounting to £8,854,340
- Managed debt for citizens to the value of £12,537,286
- Negotiated payment arrangements on £944,260 worth of council tax that could have otherwise gone unpaid.
- Handed out 3300 food bank vouchers
- Levered in an additional £3,884,015 of funding for the provision of Advice in the city in 2021/22

4. Holistic benefits of advice provision

4.1. The social benefits from debt advice are estimated to be £300 million - £700 million annually across the UK (See background paper The Economic Impact of Debt advice – The Money Advice Service)

4.2. The improvement in quality of life is estimated to be worth £24-52 million annually (see background document – (The Economic Impact of Debt advice – The Money Advice Service 2021)

4.3. Debt advice has a direct, beneficial impact on improving the mental health states of those suffering from conditions such as depression, anxiety, and panic attacks. The associated benefit due to reduced health service costs is £50-93 million annually, across the UK (The Economic Impact of Debt advice – The Money Advice Service 2021)

5. Impact of extending Advice grant

5.1. Extending the current grant arrangements until 31st March 2026 (an additional two years) will enable:

- BAP partners and other advice providers in the city to fully focus their operational and strategic resources on addressing the immediate cost-of-living crisis, reducing the risk of disruption of key support to vulnerable citizens which a new grant process could trigger
- BCC to work with Advice agencies to build on the improvements in co-ordinated working achieved by them in response to the 2019 Grant funding plan and develop further a strategic, One City approach to advice in the city
- BCC to work with Advice agencies to embed the learning from covid-19 and cost of living response and build in asset-based community development principles into the One City approach. (See background document ‘Cost of Living Crisis Bristol’s One City approach)
- BAP partners to work with ACFA (Advice Centres for Avon) to involve other providers of advice in the city to be part of a strategic approach
- Bristol City council and advice agencies to work with other funders in the city (Quartet, National Lottery, Health etc) via the Bristol Funders Network to develop a joined-up approach to funding advice delivery for the future
- BCC to develop an effective funding plan to shape use of grant funding from April 2026 informed by the insights and opportunities which this extension of funding will enable.

Cabinet Member / Officer Recommendations:

That Cabinet

- 1) Authorise the Executive Director Adult and Communities to take all steps required to extend the Advice grant from 1st April 2024 to 30th March 2026 at a total cost of £1.12 million as outlined in this report.

Corporate Strategy Alignment

- Equality and inclusion – proactively tackle it by designing it into everything we do
- Resilience – building Bristol city resilience through early intervention. Build our ability to cope by learning from our past, taking a preventative approach.

- Children and young people CYP1, CYP4
- Health, care, and wellbeing- HWC2, HCW3
- Homes and Communities-HC3

City Benefits:

- Maintaining tenancies in social and private housing, and preventing homelessness
- Supporting the poorest and most excluded individuals and families to maintain sustainable finances and maximise their income
- Supporting the poorest and most excluded people to achieve positive results at tribunals and appeals
- Reducing financial, food and fuel poverty

Consultation Details:

- Conversation with the Bristol Funders Network to introduce idea of development of advice funding strategy for the city. Positively received
- Conversation with BAP around development of existing model. A development day for the partnership in January will produce a development plan
- Original consultation in 2018
- Consultation will be central to developing the approach to the grant from 2026 onwards

Background Documents:

- Cost of Living Crisis Bristol’s One City approach to support citizens and communities
[Bristol Cost of Living Crisis Plan 2022 2023.pdf](#)
- Bristol City Council Cost of living Impact Assessment
[Cost of Living Crisis Impact Assessment - Oct22 v2 - Copy.docx](#)
- The Economic Impact of Debt Advice – the Money Advice Service
[Economic-impact-of-debt-advice-summary.pdf](#)

Revenue Cost	£ 560,000 per annum	Source of Revenue Funding	£484,000 of this is from Bristol City Council general fund £76,000 is from Public Health funding
Capital Cost	£ N/A	Source of Capital Funding	N/A
One off cost <input type="checkbox"/>		Ongoing cost <input checked="" type="checkbox"/>	
		Saving Proposal <input type="checkbox"/> Income generation proposal <input type="checkbox"/>	

Required information to be completed by Financial/Legal/ICT/ HR partners:

1. Finance Advice: This report seeks approval for the extension of the grant funding plan using existing arrangements for Advice provision, for an annual grant of £560,000 from 1st April 2024 to 30th March 2026 at a total cost of £1.12 million, for the two year period. This is fully funded with £484,000 coming from Bristol City Council general fund and £76,000 from Public Health Grant funding. There are therefore, no additional cost pressures for the Council.

Finance Business Partner: Denise Hunt 13 March 2023

2. Legal Advice: As this is a grant funding arrangement the Public Contracts Regulations 2015 and the Council’s own procurement rules do not apply. Legal Services will advise and assist officers in completing the documentation for the grant extension.

Legal Team Leader: Eric Andrews 13 March 2023

3. Implications on IT:

I can see no implications on IT in regard to this activity.

IT Team Leader: Alex Simpson – Senior Solution Architect 13 March 2023

4. HR Advice: The report is seeking approval for a two-year extension of the Advice Grant to retain the delivery of advice and development of a citywide strategy with the existing resources in place. There are no HR implications

arising from this request for Bristol City Council employees.		
HR Business Partner: Lorna Laing 13 March 2023		
EDM Sign-off	Hugh Evans	18 January 2023
Cabinet Member sign-off	Cllr Ellie King	2 February 2023
For Key Decisions - Mayor's Office sign-off	Mayor's Office	6 February 2023

Appendix A – Further essential background / detail on the proposal: Appendix A (i) Advice Grant Briefing FINAL; Appendix A (ii) 2019 Grant Funding Plan for advice services; Appendix A (iii) Bristol Advice Partnership - 21_22 end of year report	YES
Appendix B – Details of consultation carried out - internal and external	NO
Appendix C – Summary of any engagement with scrutiny	NO
Appendix D – Risk assessment	YES
Appendix E – Equalities screening / impact assessment of proposal	YES
Appendix F – Eco-impact screening/ impact assessment of proposal	YES
Appendix G – Financial Advice	NO
Appendix H – Legal Advice	NO
Appendix I – Exempt Information	NO
Appendix J – HR advice	NO
Appendix K – ICT	NO
Appendix L – Procurement	NO

Appendix A (i) Advice Grant

1.Current grant funding arrangements

1.1 Current funding arrangements (see Appendix 1) have run from 1st April 2019 and are due to continue until 31st March 2024

1.2 Funding history timeline

1.2.1 Cabinet decision October 2018

- Original funding plan (see **Appendix 1**) was signed off at Cabinet October 2018 - [Grant Funding Plan for Information, Advice and Guidance Services](#)
- Initial grant was for an 18-month period (1st April 2019 – 30th September 2020) to maintain service provision whilst a larger Bristol City Council (BCC) corporate project was scoped and designed
- The corporate project aimed to join up BCC's internal advice offer with the Voluntary, Community and Social Enterprise Sector (VCSE) provision. To deliver savings and build a cohesive advice service in the city with 'one front door'

1.1.2 Cabinet decision March 2020

- Cabinet decision in March 2020 extended the grant for a year to allow more progress to be made on corporate project - [Grant Funding for Information, Advice & Guidance Services March 2020](#)
- Included an option to extend the grant period by delegated Officer Executive Decision (OED) for a further two and a half years (until 31st March 2024)

1.1.3 OED July 2021

- OED taken to approve the extension of the grant until 31st March 2024 - [OED- Information, Advice and Guidance Grant July 2021](#)

1.3 Grant Value

- The value of current grant for Advice provision is £560,000 per annum
- £484,000 of this is from Bristol City Council general fund
- £76,000 is from Public Health funding

1.4 The current Advice grant provision

- Current advice provision is focused on 5 main types of advice including:
 - Welfare benefit
 - Housing

- Employment
- Money and Debt
- Immigration

1.5 Strategic aims of current grant funding plan:

- The original grant funding plan (see **Appendix 1**) set out the main strategic aims for the grant spend:
 - Create an integrated, referrer/citizen friendly system
 - Centralise and share elements of advice service and delivery
 - Develop a shared, agreed set of outcomes to describe the combined impact of the services
 - Explore the possibility of up-skilling a wider network of informal, 'first line' providers to triage service user need accurately and provide a basic level of support as part of a three-tier model approach
 - Explore options for information sharing across a more integrated system
 - To develop a three-tier model of advice provision (in line with the adult social care model)
 - Tier 1: help to help yourself
 - Tier 2: help or a service when you need it.
 - Tier 3: help to live your life – more intensive support or services where they are needed most

1.6 Current providers

- The current grant was awarded to the Bristol Advice Partnership (BAP), A group of charitable advice services in Bristol delivering a wide range of holistic information, advice, casework, and legal support
- The Partnership is comprised of:
 - Citizens Advice Bristol (lead partner)
 - Bristol Law Centre
 - St Pauls Advice centre
 - Talking Money
 - WECIL (West of England Centre for Inclusive Living)
 - North Bristol Advice Centre
 - South Bristol Advice Services
- The partners each bring their own specialisms and targeted service models to the partnership and work together to ensure city wide access to advice and legal advice provision

1.7 Other advice funders

- There is a complex funding picture for advice services in the city (see **Appendix 4**)
- BCC funding forms only a fraction of the overall funding of the advice partners
- Total other funding brought into the partnership: £3,884,015 for 21/22

2. Current Grant performance

2.1 During 2020 / 2021 Bristol Advice Partnership:

- Achieved additional benefits payments for clients amounting to £8,854,340
- Managed debt for clients to the value of £12,537,286
- In addition to this direct economic impact the work of the partnership delivers a further fiscal benefit by, for example, ensuring the payment of council tax. In the past year they negotiated payment arrangements on £944,260 worth of council tax that could otherwise gone unpaid.
- Handed out 3300 food bank vouchers

2.2 Strategic benefits of Bristol Advice Partnership since 2018:

- The BCC IAG grant gives BAP members stable funding which has enabled them to think longer term about improvements to services in the city
- The partners have taken a series of effective steps to deliver the strategic intention of the funding model (see **Appendix 2**)
- The lead partner role has enabled the drive towards system improvement
- Partnership principles are embedded in wider pieces of work with better information sharing and joint bids

2.3 Challenges to achieving strategic goals of funding plan:

- Since January 2020, the Covid-19 pandemic and cost of living crisis has presented significant challenges to the advice sector
- The global health pandemic and lockdown meant the advice sector had to change their service delivery models overnight from face-to-face provision, to online, telephone and video calls
- The current cost of living crisis has placed a huge demand on the advice sector and the advice partnership has played a leading strategic role in the city
- The funding plan was devised as part of the wider corporate plan with the intention that we as a city would look to influence and support the development of different elements of the proposed funding model
- The cooperate project has not progressed internally since 2019
- This has meant that there has not been a resource to progress towards some of the wider goals for a city branded advice service
- BCC is not the only contributor to funding of advice services and can only influence advice offer in the city
- See **Appendix 3** for an outline of the key issues currently facing the advice sector

3 Holistic benefits of advice provision

- The social benefits from debt advice are estimated to be £300 million - £700 million annually across the UK¹

¹ Economic Impact of Debt advice – The Money Advice Service 2021 [Economic Impact of Debt Advice](#)

- The improvement in quality of life is estimated to be worth £24-52 million annually²
- Debt advice has a direct, beneficial impact on improving the mental health states of those suffering from conditions such as depression, anxiety, and panic attacks the associated benefit due to reduced health service costs is £50-93 million annually across the UK³

4. Options appraisal

4.1 Option 1

- Renew Current Grant Arrangement – extend the current grant arrangements until 31st March 2026 (an extra two years)
- Focus on developing the current model
- Allow time to develop a holistic funding plan working with other funders in the city
- Maintain current funding levels

4.1.1 Timeline

- Cabinet decision in April 2023

4.1.2 Advantages

- Gives sector stability at volatile time
- Enables advice sector to be more strategic and focus on meeting the challenges of the Cost-of-living Crisis
- Allows us to build in learning from Covid-19 and Cost- of-living crisis into future model of funding
- Provides time to build on work with key partners in the city e.g., Health commissioners and Bristol Funders Network to develop a more joined up holistic, integrated approach to funding advice services in the city
- Realistic with resources that are currently available within Community resource team

4.1.3 Challenges

Challenges	Mitigation
Danger of developing a two-tier advice sector. Those within the Bristol Advice Partnership and those not.	Ensure effective engagement with ACFA for information sharing. Develop a city-wide advice sector strategy.
BCC regularly signposts to other advice providers in the city (e.g., Age UK Bristol) yet we do not supply funding.	Develop with other funders a city-wide strategy for funding advice provision.
A proper Application cycle could give a more exact picture of need in the city.	Produce an EQIA (Equality Impact Assessments) as part of cabinet paper in partnership with Bristol Advice Partnership to produce an accurate picture of advice provision, gaps in

² Economic Impact of Debt advice – The Money Advice Service 2021 [Economic Impact of Debt Advice](#)

³ Economic Impact of Debt advice – The Money Advice Service 2021 [Economic Impact of Debt Advice](#)

	service and use current grant resources to mitigate any issues.
The grant has already been renewed once. Last time that it was awarded was in 2019 Not running a grant process as indicated in the OED (Officer Executive Decision) may lead to reputational damage with other advice providers.	Communicate clearly with advice sector intent to extend current arrangements with a clear timetable for when next funding round will be opened. A longer timeline will ensure that there is a more thorough consultation and a longer application period. This would leave sufficient time for organisations to negotiate and form new partnerships.
The model of advice provision is still very much service based. Running a new grant funding round would allow us to build in new ways of working.	Look for opportunities with BIF (Bristol Impact Fund) 2 to look at more asset-based models- such as the Boost project that works to build peoples aspirations. Explore options to develop as part of a future funding model.

4.2 Option 2

- Redesign a new funding plan for IAG Grant - run a full funding process with new grant starting on 1st April 2024

4.2.1 Timeline

Activity	Timeline
Needs assessment (desk based)	December 2022
Consultation with key partners	January – February 2022
Prepare draft model/proposal	Jan- March 2022/3
Formal Consultation	March – May 2023
Finalise Proposal	June- August 2023
Cabinet	September 2023
Information events	September 2023
Publish Grant Opportunity	September 2023
Notify current grant holders of end of grant	December 2023
Award grant	December 2023
Consider potential Tupe implications	January – March 2023
New grant funding starts	1 st April 2024

4.2.2

Advantages

- An UpToDate Needs analysis would ensure that funding plan is responsive to more current advice needs of the city
- May provide an opportunity to look at more asset-based responses to advice in line with Service plan objectives
- Offer an opportunity to make savings of the current grant

4.2.3 Challenges and mitigations

Challenges	Mitigations
------------	-------------

Create disruption and uncertainty during a period of high pressure from cost of living crisis.	<p>Have a clear timetable of grant funding process.</p> <p>Make limited changes to the funding model .</p> <p>Timetable bulk of activity for after winter to avoid the peak of cost of living crisis.</p>
To run the most effective process, we would need to leave sufficient time for organisations to negotiate and form new partnerships. Running a quick process may inhibit this.	<p>Provide early indications of model to allow conversations between advice sector agencies.</p> <p>Talk to Voscur and Black Southwest Network to see if they can provide resource to support the sector with partnership options.</p>
Would use a lot of resources from advice sector at a time of high demand	<p>Plan to ensure that any advice sector resource in the process is relevant and beneficial.</p> <p>Use learning, we already have from cost-of-living crisis and Covid-19.</p>
Would require considerable time from Community resources team at a time when it is limited,	Work with community resources manager to manage capacity and priorities of the team.

4.3 Option 3

- Renew current grant arrangements but reduce current funding levels

4.3.1 Advantages

- Provides an opportunity to make savings on current spend- £560,000 per annum

4.3.2 Disadvantages

Challenges	Mitigations
Create disruption and uncertainty during a period of high pressure from cost of living.	<p>Have a clear timetable of process.</p> <p>Make limited changes to the funding model</p> <p>Timetable bulk of activity for after winter to avoid the peak crisis of cost of living.</p>
Decrease spend would decrease the availability of advice in the city at a time of high need.	Talk to Bristol Funders Network to discuss city wide funding strategy for the city.
Would use a lot of resources from advice sector at a time of high demand.	<p>Plan process to ensure that any advice sector resource in the process is relevant and beneficial.</p> <p>Use learning, we already have from Cost-of-living crisis and covid-19.</p>

Would threaten the sustainability of some advice partners.	Work with other funders in the city to protect advice service provision.
Would require considerable time from Community resources team at a time when it is limited.	Work with community resources manager to manage capacity and priorities of the team.

Appendices

Appendix 1 2019 Grant funding plan

See separate attachment

Appendix 2 Strategic developments of current grant

What we wanted to achieve	What has changed
An integrated, clearly 'branded' user- and referrer-friendly way of communicating what services deliver, to whom and how to access them	<p>Development of joint communications for Covid –19, cost of living crisis and other issues to provide clear pathways for citizens and prevent duplication amongst providers.</p> <p>Partnership providing strategic leadership for the advice sector.</p> <p>Partnership is discussing the use of Refernet to create one front door to the partnership.</p> <p>Going forward explore the lessons learned from city Covid-19 response and provision of one front door service- 'We are Bristol'.</p> <p>This strategic aim formed a longer- term ambition of the funding plan and was part of the unrealised corporate plan.</p>
Maximising efficiency through centralising shared elements of delivery and effectiveness through locating provision to cover the key areas of the city	<p>Partners sharing back-office space and jointly delivering provision.</p> <p>e.g., Citizens Advice are delivering their Universal Credit Help to Claim Service from South Bristol Advice Services. Better managing the demand for support with Universal Credit in the South of the City.</p>

<p>Work towards a clearer shared triage system with a wider community network and explore solutions to using on-line information and self-help</p>	<p>A model of this delivery has been developed as part of city response to cost of living.</p> <p>Lessons learnt from this could be implemented in future funding models.</p>
<p>Develop a shared, agreed set of outcomes to describe the combined impact of the services.</p>	<p>Shared outcomes have been agreed and are now in place. More work to make these more outcome focused (as opposed to output).</p>
<p>Explore the possibility of up-skilling a wider network of informal, 'first line' providers to triage service user need accurately and provide a basic level of support as part of a three-tier model approach</p>	<p>All clients are assessed for the best course of action. Where a client is 'at risk' they are given more support than those who are capable of self-help and assisted information. Individual tailored support based on risk.</p> <p>Joint systems have been developed by partners to ensure that the right help is received at the right time.</p> <p>E.g., Use of WhatsApp to manage capacity for referrals across the partnership ensuring that citizens get right help at the right time.</p>
<p>Explore options for information sharing across a more integrated system to create the most efficient, shortest service user journey possible to the right level of support</p>	<p>A referral portal for Benefit Tribunal cases has been created which enables a city-wide response to the need for this advice.</p> <p>'Warm handovers' where information is shared between agencies to ensure that signposting is effective.</p>
<p>Develop three tier model Tier 1: help to help yourself Tier 2: help or a service when you need it. Tier 3: help to live your life – more intensive support or services where they are needed most</p>	<p>New online platforms are now in place where clients can access self-help information such as North Bristol's advice tool. (I Need Advice - Welfare benefits NBAC (northbristoladvice.org.uk))</p> <p>The adoption of "blended" service models offering a wider variety of access and delivery methods. Including telephone, WhatsApp, Zoom.</p>

	Face to face provision prioritised for vulnerable or high need clients.
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Appendix 3 Outline of key issues currently facing the Advice Sector

Main Current issues/needs within Advice sector

1. Cost of living crisis

- Cost of living impact assessment for Bristol estimates that 1 in 4 households (around 50,000 households) across Bristol will be spending £1 out of every £5 of their household budgets on energy bills in 2022/23, after housing costs
- Significantly, these households are also home to 1/3 of all children in Bristol (32%)
- The five wards showing the highest risk of the impact of the cost-of-living crisis are Hartcliffe & Withywood, Lawrence Hill, Lockleaze, Easton, and Filwood
- Advice agencies are already reporting an increase in demand on services for welfare and benefit support
- WECIL (West of England Centre for Inclusive Living) report an increase in people claiming PIP (Personal Independence Payment) to meet their living costs
- Mental health of staff and volunteers being affected by not being able to find solutions for people's issues
- BAP is playing a leading strategic role in the city's response to the Cost-of-living crisis

2. Covid –19

- Compounded inequality in the city⁴
- Put huge demands on the advice sector who had to adapt their service provision overnight to be able to continue to support citizens remotely

3. Pressures affecting the sustainability of sector

- Leaders of sector feeling the strain of responding to constant crisis
- Key leadership changes in partnership organisations
- Advice sector leaders report a wider issue with (all) inflationary pressures and salary costs outstripping funding receipts this is having a knock-on effect on staff retention and service delivery
- Advice agencies report that funding period for grants (generally) are now much shorter decreasing the stability of the sector
- Skill shortage in being able to find people to fill roles
- Advice sector finding it increasingly difficult to fill volunteer roles as more people are seeking work as opposed to volunteer roles

4. Resource Issue in meeting demand:

- High- level Housing advice

⁴ Designing a new social reality- Feb 2021 [Designing a new social reality](#)

- Immigration advice and significant delays in Home Office decision causing back log in cases.
- Finding funding for early intervention work

5. Increasing complexity of cases presented to advice services

- The proportion of clients who turn out to have multiple needs has increased
- More complex multiple advice needs required more tailored support and advice ⁵
- Sourcing funding for high level advice (case work) is becoming increasingly challenging

6. Mental Health and advice provision

- Advisers have reported increasing instances of clients having mental health difficulties either underlying their advice needs, or as a more overarching concern where there were sometimes no longer any specific advice needs that advice services could help with.

Appendix 4 Other funders in the city

AB Charitable Foundation
Access to Justice Foundation
Aviva Foundation
Bristol Impact Fund
Bristol Wessex Water
Chapman Family Fund
Children in Need
Clarion Housing
Community Legal Services Fund
East Bristol Food Bank
EU Settlement Fund HO
Garfield Weston Foundation
Good Things Foundation
Henry Smith Charity
Institute of Money Advisers

⁵Evidencing the holistic nature of advice provided by Citizens Advice Bureaux in Scotland- Seymour research [Evidencing the holistic nature of advice provided by Citizens Advice in Scotland](#)

John James Bristol Foundation
Macmillan
Marsh Christian Trust
Medlock Charitable Trust
Money and Pensions Service
MS Society
National Citizens Advice
National Lottery Community Fund
Needham Cooper Charitable Fund
Nisbet Trust
NHS
Quartet Community Foundation
Quartet Resilience Fund
Schroder Trust
Singer Trust
Sovereign
The LEF
Therium Access
Three Guineas Trust
Trusthouse Charitable foundation
Tudor Trust
WHAM (Warmer Homes, Advice and Money)
Wessex water



Grant Funding Plan for Information, Advice and Guidance

Purpose of this document

Bristol City Council has grant funded a network of community Information, advice and guidance (IAG) services since 2011-12 through an outcomes-based grants process, open to Bristol-based voluntary sector service providers. Since then the landscape has changed markedly. Austerity and Welfare Reform have placed significant pressures on the advice sector whilst reductions in local authority budgets have necessitated a reduction in the funding towards advice provision.

In the light of these pressures on us all, it's recognised that the city needs to make best use of scarce resources and move to a more integrated IAG system for the benefit of its citizens over the coming period. The purpose of this grant funding plan is to contribute to that aspiration through aligning its grant funded IAG services around the 3-tier model of preventative services (see *Early intervention, resilience & Bristol's three tier model* below).

The current generic 'open door' offer for face-to-face advice will need to change. Online and other forms of self-diagnostic and advice provision will need to be developed at scale for those best able to help themselves or with less complex issues, ensuring that intensive services are retained for households most at risk or already in crisis.

We recognise in this grant funding plan that there is a significant amount of experience expertise and good practice with existing providers in the sector. The aim of the grant funding plan is to build and support this practice and to ensure it is shared and used consistently. The grant funding plan also identifies some potential developments and structural re-shaping challenges to the existing service model as a 'step-change' towards an integrated 'whole system' model.

Definition and scope

There are different definitions of IAG. For the purpose of this commissioning we will use the following definitions:

- **Information:** provide factual, current and impartial information to clients
- **Advice:** Presenting facts and ideas in an accessible form for customers to consider and recommending a course of action.
- **Guidance:** defining and providing routes which could assist clients to reach their requirements

In terms of 'scope', this strategy relates to IAG provided to members of the public in their private capacity as citizens

This grant relates to information advice and guidance:

- Welfare benefit advice

- Housing
- Employment
- Money and Debt

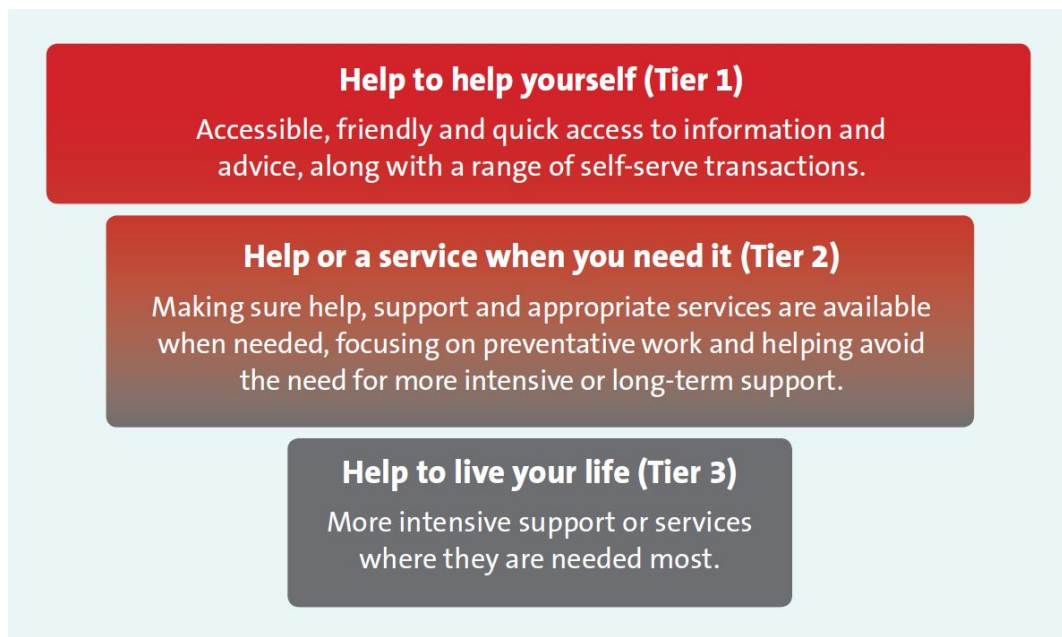
Including specialist provision of disability and legal advice in relation to the categories above.

Clearly, there is a spectrum of complexity for IAG which ranges from dealing with transactional queries ('am I eligible for child care?') to much more complex problems: 'I'm about to be evicted from my supported housing because I have rent arrears'. It is well-understood that presenting issues are often symptoms of more complex underlying problems.

What we are trying to achieve

We want to support the development of the advice sector to maximise the impact of advice for citizens and Bristol city council investment. Services across Bristol City Council have adopted a three tier model to focus service provision in a much more strategic/systematic way and to support Bristol Citizens to get the right support at the right time. (Although, it is important to note that citizen could access all three levels at once for different issues):

- Tier 1: help to help yourself
- Tier 2: help or a service when you need it.
- Tier 3: help to live your life – more intensive support or services where they are needed most



Applying this model to the advice sector will allow better alignment of Bristol city council services and our grant funded advice services and will allow support to focus on prevention of crisis or quick resolution of crisis. The table below sets out what want to achieve and the issues we want to address.

We want to achieve	Existing issue we want to address
An integrated, clearly 'branded' user- and referrer- friendly way of communicating what services deliver, to whom and how to access them	<ul style="list-style-type: none"> • Within Bristol there is a complex and fragmented system of external and internal council providers, each separately funded and delivered;
Maximising efficiency through centralising shared elements of service delivery and effectiveness through locating services to cover the key areas of the city	<ul style="list-style-type: none"> • Duplication of some back office functions and governance arrangements with multiple funding agreements
Work towards a clearer shared triage system with a wider community network and explore solutions to using on-line information and self-help	<ul style="list-style-type: none"> • External services have some triaging but in the overall city services there is a weak digital offer and no triage system in place that is currently consistently used by all agencies where citizens seek help and advice;
Develop a shared, agreed set of outcomes to describe the combined impact of the services.	<ul style="list-style-type: none"> • There is a lack of coherent set of outcomes;
Explore the possibility of up-skilling a wider network of informal, 'first line' providers to triage service user need accurately and provide a basic level of support as part of a three-tier model approach	<ul style="list-style-type: none"> • Externally commissioned providers are not always targeted towards the most 'at risk' households (although they do triage and prioritise those that approach them); there isn't always effective signposting
Provide clear evidence of impacts of failure demand and participate in work to reduce initial system failures	<ul style="list-style-type: none"> • Considerable failure demand (especially generated by DWP and some from within BCC)
Explore options for information sharing across a more integrated system to create the most efficient, shortest service user journey possible to the right level of support	<ul style="list-style-type: none"> • Client duplication across the providers
Support the step-change among external BCC funded services into a coherent, clearly-articulated set of services that can contribute to a wider system review. The external providers	<ul style="list-style-type: none"> • There is no overall 'system' across the city and across agencies;

are in a strong position to model effective inter-agency working	
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Section B – Strategic Context and Analysis

National context

The Low Commission- future of advice and legal support

The Low Commission was a national commission to investigate the future of advice and legal services in light of changes to the funding of legal aid. Led by Lord Low the commission was formed on the basis that having access to advice and legal support on Social Welfare Law issues is central to ensuring that citizens receive fair treatment at the hands of the state, when in dispute with an employer or when struggling with debt. This type of advice and support is currently provided by both the not for profit sector, through the private sector (solicitors) and occasionally via welfare rights units run by local authorities.

The aim of the Commission was to develop a strategy for the future provision of Social Welfare Law services following the changes to Legal Aid. Some of the key principles underpinning its approach were:

- early intervention and action rather than allowing problems to escalate;
- investment for prevention to avoid the wasted costs generated by the failure of public services;
- simplifying the legal system;
- developing different service offerings to meet different types of need;
- investing in a basic level of provision of information and advice; and
- embedding advice in settings where people regularly go, such as GP surgeries and community centres.

In brief the recommendations of the report were:

- Simplifying access to services.
- Delivery of advice in a number of different ways such as digital and phone access to services, but face to face for those digitally excluded is still an essential element.
- A whole system approach drawing on all advice funding sources.
- Public legal education so that people know their rights.
- Reducing preventable demand, taking early action and simplifying the legal system.
- Charging those that can afford to pay.
- Ensuring consistent quality of advice provision.
- Closer collaboration between advice services sometimes even merging and a similar joined up approach at national level.
- Development of a national strategy for legal advice.
- Local authorities or groups of local authorities should co-produce or commission local advice and legal support plans with local not-for-profit and

commercial advice agencies. These plans should review the services available, including helplines and websites, while targeting face-to-face provision so that it reaches the most vulnerable.

- Maximise and coordinate all funding streams for advice and for government to establish a fund to capacity build provision.

Austerity and Welfare Reform

Austerity and welfare reform has had a significant impact on the advice sector. It has resulted in substantial reductions in public spending, primarily through budgetary cuts on departments and services, significantly affecting local government funding and levels of welfare support. In 2017 local government spending on public services will be 22% lower this year than in 2010¹.

At the same time there have been significant changes to the funding of advice services bought about by the changes to the scope of legal aid as a result of the Legal Aid, Sentencing and Punishment of Offenders Act 2012, threatening the provision of these types of services.

The government has set about an ambitious programme of welfare reform introducing Universal credit (UC) and freezing working age benefits (including housing benefit) for four years, impacting on the citizens of Bristol and increasing demand for advice services. Full roll-out of Universal Credit in Bristol begins in June 2018 and by the end of 2018/19 approximately 4,000 households will be receiving UC with support for housing costs. This number will continue to build gradually through the process of managed migration over the next few years. The key risks to the council of UC and Welfare reform are set out in the main body of the needs assessment (see appendix 2) but indications from UC early adopter areas is that there will be a significant impact on citizens and demand on advice services as a result.

The broad impact of these policies since 2010 has been to reverse progress in reducing inequality and poverty; with an increase in zero hour contracts and under employment, poorer pay and conditions (particularly impacting on younger people); a decrease in the number of households achieving a minimum income for healthy living (food and fuel poverty), increases in relative child poverty; increasing levels of material deprivation and an increase in homelessness.

Local strategic context

Corporate strategy

¹ Source: Institute for Fiscal Studies

Bristol City Council's Corporate Strategy 2018-23 outlines the challenges faced by the city. Despite economic success, the public sector faces difficulty providing for a rapidly growing population, whilst experiencing an increasing demand for services including social care, transport and education. This is being compounded by ongoing reductions in government funding, leaving the council with an anticipated budget gap of around £108 million over the next five years. The council must 'reshape its services' looking at increasing efficiency, 'including looking at the potential of new ways to deliver services and other approaches to collaborative working'.

The City Council strategic themes are for Bristol to be a city that is:

Empowering and Caring: Work with partners to empower communities and individuals, increase independence and support those who need it. Give children the best possible start in life.

Fair and Inclusive: Improve economic and social equality, pursuing economic growth which includes everyone and making sure people have access to good quality learning, decent jobs and homes they can afford.

Well Connected: Take bold and innovative steps to make Bristol a joined up city, linking up people with jobs and with each other.

Wellbeing: Create healthier and more resilient communities where life expectancy is not determined by wealth or background.

The strategy sets out how the city intends to tackle inequality and make a positive difference over the next five years. The intention is to intervene earlier to prevent people presenting in crisis to services and make the city and people living in communities more resilient to shocks and stresses.

In order to be resilient, the strategy says we need work in the following way:

- empower people and communities, helping promote independence and resilience
- work more closely with partners, doing things together to get more bang for our buck
- invest in community-led activity where appropriate to help communities do more for themselves

VCS Prospectus

The VCS Prospectus acknowledged that the success of our city is not shared with all of our citizens and aimed to use the Bristol Impact Fund (BIF) to work towards addressing the key issues of disadvantage and inequality facing some people in the city. The BIF priorities and the small medium and large grant funded projects from VCS organisations create impact by:

- Giving the right help at the right time;
- Helping people to help themselves and each other;
- Building on the strengths of people and communities;

- Connecting people and organisations within and across communities.

Addressing the following Key Challenges:

- Reducing financial, food and fuel poverty;
- Tackling unemployment and underemployment;
- Improving access to information, services and opportunities in the city and increasing digital inclusion;
- Enabling influence and participation in the community;
- Reducing social isolation and improving wellbeing.

Linking to the following impacts:

- reduced disadvantage and inequality;
- improved health and wellbeing;
- Increased resilience.

Early intervention, resilience & Bristol's three tier model

As the City Council budgets have reduced we have had to get smarter in the way that we commission services in Bristol, also encouraged by central government departments, with an emphasis on a targeted early-intervention approach to reduce the need for people to access expensive services when they are in crisis. This approach seeks to foster a greater resilience in people (as outlined by the Corporate Strategy and the Bristol Impact Fund) so that at a time of reducing budgets and services, people are more able to cope with situations that impact on their lives without recourse to more costly reactive services. This approach is demonstrated through the three tier model outlined below:

Prevention: government funded projects

More recently, the city council homelessness services have restructured, building in more of a preventative approach to services. This has been supplemented by funding from the Ministry of Housing Communities and Local Government (MHCLG) to take a more preventative approach to both family homelessness and rough sleeping:

Trailblazer funding is being used to work much more closely with private landlords, the families of young people and debt and welfare advice organisations and an internal advice team to tackle the most common causes of homelessness, which intelligence tells us is private rental (assured) tenancies coming to an end and people being asked to leave the family home. Households are targeted after analysis of the routes into homelessness to prevent people at an earlier stage from becoming homeless. Households are also offered skills to help them to become more resilient and become more able to manage a tenancy

Towards a 'whole-system' approach

As highlighted above in the Low Commission report, there is a need to rationalise provision of advice in the city so that it is correctly positioned to respond in a proactive preventative way to the needs of the citizens of Bristol. Services need to target support to those geographical areas and communities in the most deprived areas of the city to prevent crisis happening in households as a result of shocks and stresses that impact on their lives.

The whole system approach is seeking to build on some of the principles of the 'advice network' that have been developed in the City since 2011 by our external, funded organisations. Originally, six (now seven) voluntary sector advice organisations have worked together as an advice network funded through two separate funding streams (the Community Investment fund and the Health Related Benefits Programme). The advice agencies also work closely with the city council in-house Welfare Rights and Money Advice Service (WRAMAS). Over the past six years, the advice agencies and WRAMAS have worked hard to build coordinated, responsive and well-targeted provision to support the most vulnerable citizens in the city.

The intention of this grant funding plan is to build on this way of working, to go beyond pure collaboration towards a genuinely integrated system. We therefore want the successful organisations from this grant funding exercise to demonstrate a more whole-system approach for the citizens of Bristol, piloting innovative approaches.

Informal feedback from non-IGAG services funded through our Bristol Impact Fund which work with citizens in our most deprived communities has stressed how concerns about income worries, rent and housing impinge of work to support physical and mental health and address isolation.

Our grant funding plan recognises these interdependencies and aims to create a whole-system approach to equipping the network of non IAG organisations in our most hard-pressed neighbourhoods.

Section C– Local demand and provision

Needs analysis for advice provision

In 2017 a detailed needs assessment was produced to map current advice provision and demand in the city (see appendix 2). In summary, it identified rising need, and a fragmented advice system in the city. It also warns that the impact of removing early intervention services such as advice can have costs further down the process that invariably will fall on the city council primarily around homelessness and social care.

In summary its recommendations were to:

- a) To further refine services to ensure that the most vulnerable in Bristol are able to access high quality legal advice in social welfare law and to demonstrate how this will be undertaken.

In particular:

- To meet the advice needs of the most vulnerable disabled people including those with mental health problems.
 - To meet the advice needs of the most vulnerable from BME communities, in particular those communities from Eastern Europe.
 - To meet the advice needs of refugees and asylum seekers.
 - To meet the advice needs of the most vulnerable communities of all ages across the city, in particular the needs of vulnerable older people in the central and inner wards and young people (16-25) in all wards.
 - To meet the needs of the most vulnerable in the most deprived communities in the city, by providing them with accessible pathways to advice wherever they live.
- b) To expand on work to develop and integrate on-line and other information services that assist people to help themselves and understand their rights, as well as providing gateways for the most vulnerable to access further support. To consider how to expand and develop referral routes that can be accessed by information and guidance providers across the city to provide for a more seamless journey for individual clients.
- c) To continue to enable more people to take control of their lives, through the provision of both early intervention advice initiatives and practical support through for example budgeting and financial skills or digital skills.
- d) To provide a coherent plan to tackle the rising demand for housing, immigration and employment advice whilst maintaining the provision of debt and welfare rights advice. In respect of the latter to identify strategies to ameliorate the potential negative impact of the full roll out of universal credit.
- e) To widen opportunities for people in low paid intermittent work to access advice services, particularly for telephone and face-to-face advice.
- f) To identify how agencies will respond to and support the various initiatives instigated by the council.

Need in the city

The Needs analysis commissioned in 2017 was a detailed piece of work that illustrates demand on services in the city. Without updating the entire document

some key statistics below illustrate demand in the city and the local impact of Austerity and welfare reform.

Child Poverty

Locally, 2018 figures from End Child Poverty show a significant increase in Child poverty in the city with 25,879 children now defined as living in poverty. Some areas of Bristol (see table below) have seen levels rise as high as 31%, set against the national picture of an average of 19.2%.

Area	Number of children living in poverty	Percentage
Bristol South	7457	28.8%
Bristol West	6605	31%
Bristol North West	6107	25.8%
Bristol East	5710	26%

(Figures from End Child Poverty Jan 2018)

Housing and homelessness

Since 2012 levels of rough sleeping in Bristol have increased rapidly and steadily. Annual Street counts/estimates submitted to Department for Communities and Local Government (DCLG) have increased from 8 in autumn 2010 to 86 in autumn 2017 and increase of 14% from the previous year. This reflects a wider national increase in homelessness and rough sleeping which has increased by 134% over the same time period. Bristol has experienced significant increases since 2013, and has the highest rough sleeping count outside of London. The underlying causes are recession, the impact of Welfare Benefit Reform, rising housing demand in the region and rising house/rental prices (which are increasing homelessness and also limiting the rate of move-on from supported housing), as well as Bristol being a destination city for the South West.

Similarly, family homelessness has been increasing in Bristol for the last five years as a result of the same factors. Since 2011-12 people presenting to Citizen service points has doubled from 6,000 to 12,000 p.a.; Homelessness Acceptances under the 1996 Housing Act have increased fivefold and the number of households with children in temporary accommodation at the end of each quarter has increased from 50 to over 461 (as at June 30th 2017).

Modelling shows that the costs to the council could be large (rent arrears, temporary accommodation, homelessness services) if investment in early intervention is taken

away. The administration of each statutory homeless case costs £2,724, advice agencies and advice agencies prevented 217 cases of homelessness last year equating to potential savings of £591,108 (this is without factoring in temporary accommodation savings).

Service demand

Whilst we are aware that advice statistics from the current commissioned advice service doesn't reflect **absolute demand**. It does give us a snapshot of the need across the city in terms of how many people received support and type of advice received.

The absolute demand for advice is difficult to quantify, all agencies anecdotally report that they turn clients away due to lack of resources. We can assume therefore that there is a hidden unmet demand of people who would benefit from advice who never get as far as making initial contact.

Current service use and type of advice

In 2017/18 20,305 individual people were assisted directly with their legal problems by being provided with advice or supported casework by the seven grant-funded independent advice agencies. Many more were provided with information by these agencies, so that they were able to resolve problems by themselves. Of these provided with advice and casework problems:

- 16,929 related to welfare benefits,
- 13,199 to debt,
- 3050 to employment,
- 1634 to immigration and asylum and
- 3291 to housing.

In the same year £14,294,991 was raised for clients by all agencies providing free legal advice in Bristol in the form of backdated benefits, new awards, and other compensatory payments'

Current provision and spend

Current IAG provision in the city is provided through a mixed market of internal BCC delivery and externally-funded organisations, as well as a significant amount of resource which external organisations which bring into the city.

Of the BCC budget for these activities, a reduction of £300,000 was made in 2017/18, with a further £250,000 delivered in 18/19; these reductions have been made from both internally-I and externally-focused budgets.

Current investment in Information Advice and Guidance activities in the City for 2018/19 is £560,000 to externally funded organisations and this will continue over the 2019/20 and 2020/21 period of this Funding Plan. Existing funded organisations provide a range of support between them around debt issues; employment; housing; immigration; and welfare rights; the client groups focused on include some of Bristol's most vulnerable: people with mental health issues; with long-term health issues; disabled people, including people with learning disabilities; older people; younger people; people living in Bristol's most deprived areas; carers; LGBT people; BAME people and people from newly-arrived communities.

Other mapping for Social Welfare advice provision in the Bristol (defined as: welfare benefits, debt, housing, employment, immigration and asylum, community care, consumer and discrimination advice) can be found in Chapter 6 of the Needs Analysis (see appendix 2) .

Section D – Our approach to IAG support delivery

How we developed our approach.

In 2017 a series of conversations were held with advice providers in the city with (internal and external). Discussion revolved around the current system, what the drivers are that lead people to access advice support (or end up in crisis for those who do not), test ideas developed from the needs assessment and develop ideas as to what 'whole system' approach could look like.

What was learnt?

Current provision

- The need for advice is often triggered by failure demand elsewhere in the system both nationally and locally. (see needs analysis in appendix 2)
- Demand has been exacerbated recently by the cumulative impact of recession and Welfare Benefit Reform and lack of affordability of housing
- Advice provision underpins many council services, and many officers and commissioned services signpost to and from the advice provision.
- Current provision fails to make best use of early intervention
- The fragmented nature can act as a barrier to receiving the right advice at the right time, disempowering citizens to resolve their own issues.

Whole system approach

The advantages of a whole system approach included:

- Service based around the citizens rather than individual service provision
- A known brand

- Easy Access
- Digital platform for citizens and to support frontline staff
- Joined up services
- Early intervention
- Outcome based provision

Proposed option/model

We have used the conversations that we have had with the advice sector and taken the recommendation of the Low Commission to develop the recommendations in this grant model. This grant is intending to support and drive forward the development of a Bristol model:

We want Bristol City Council's investment in the IAG sector to maximise the impact of advice for citizens by ensuring that citizens get the right advice at the right time.

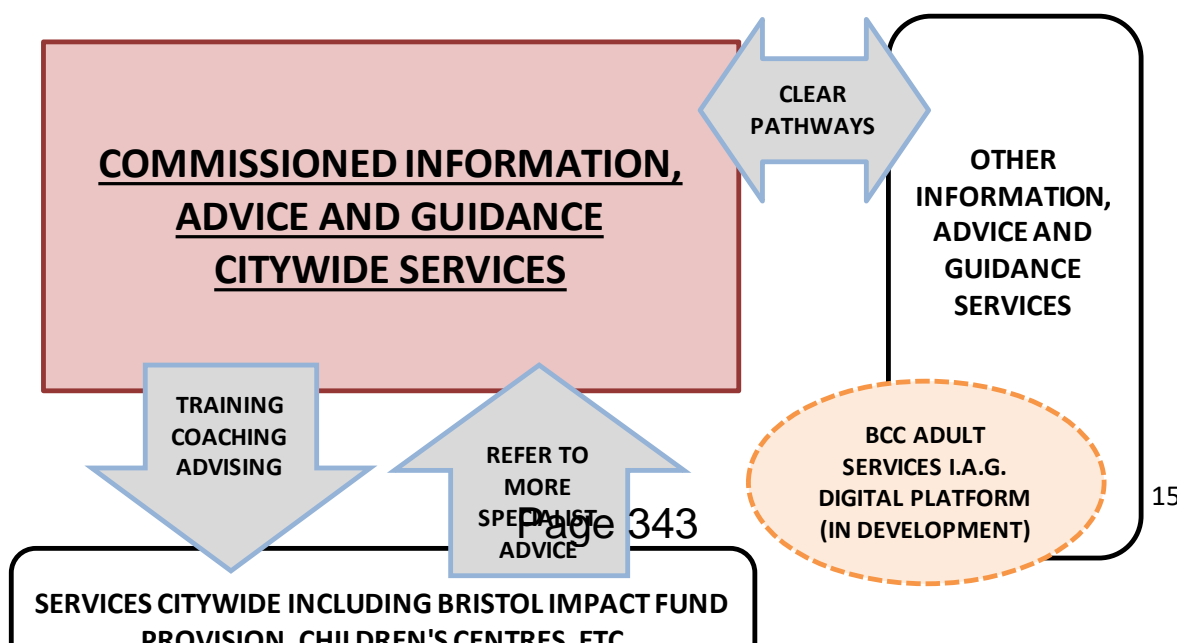
The Funding Plan proposes a new grant funding model for providers which we believe will support a more joined-up set of services in Bristol. It is our intention to make the following approaches to be part of the condition of funding. Funded organisations will be asked to

- Fit IAG services in the city around the 3-tier model currently used across Council Services, namely:
 - **Tier 1:** help to help yourself
 - **Tier 2:** help or a service when you need it.
 - **Tier 3:** help to live your life – more intensive support or services where they are needed most
- Focus support on prevention of crisis or quick resolution of crisis
- Develop activities that meet the following drivers and deliver a joined-up system:

Bristol City Council Funding Drivers	Characteristics of a joined-up system
Maximise co-ordinated, collaborative working	<ul style="list-style-type: none"> • Services are easy to understand clearly organised and easy to access • Clear ways for people get the right level of support for service users and service referrers. • Have a shared identity or brand
Localised delivery to key areas city	<ul style="list-style-type: none"> • Highest areas of need have local access
Maximise customer facing service delivery	<ul style="list-style-type: none"> • Develop ways to help people find information online

Bristol City Council Funding Drivers	Characteristics of a joined-up system
	<ul style="list-style-type: none"> • Explore how community organisations (that people use every day) can offer people good quality information (Tier 1)
Efficient use of resources, avoiding duplication where possible	<ul style="list-style-type: none"> • Customer facing service delivery is maximised • Make best use of funding by sharing elements of service delivery
Joint shared outcomes and systemised data collection	<ul style="list-style-type: none"> • Describe the impacts of their work in the same way so it is easy to show what they are achieving together
Efficient information sharing	<ul style="list-style-type: none"> • Where possible, share information to make record keeping efficient
Co-ordinated development and access to opportunities for funding from outside the council resources	
Efficient use of the council grant management capacity	

- Work with Bristol City Council and other providers in the city to influence and join up with any emerging 'whole system' design for services which may be developed across the period of the funding.
- The external IAG organisations should also work with BCC and other providers in the city to align themselves to any emerging 'whole system' design which may happen across the period of the funding (see illustration below)



What does success look like?

- Citizens seamlessly get the right help, at the right time from the right provider
- An integrated network of non-IG and IG providers are delivering a coherent offer across the city to the three-tier model, focused on the citizen
- The city has a dynamic model of IG provision which can attract additional investment because of its impact
- The city's IG model is flexible to adapt to changing needs

The following outcomes are key for these services:

These services contribute to the following outcomes:

- Maintain tenancies in social and private housing
- Prevent homelessness
- Support the most vulnerable individuals and families to maintain sustainable finances and maximise their income
- The most vulnerable individuals and families achieve positive results at tribunals and appeals as a result of their access to specialist advice

These outcomes also address in particular the VCS Prospectus Key Challenges:

- Reducing financial, food and fuel poverty;
- Improving access to information, services and opportunities in the city and increasing digital inclusion

Proposed way forward

Commissioning & funding model -

Funding model

- The intention to use the available funding to move towards a whole system approach requires a considerable degree of co-ordination and creativity from

external providers and willingness to mobilise additional resources to maximise the capacities and partnership potential of new, expanded working relationships.

- We recognise that the city council's funding is a small element in the overall funding support to our external providers and that the city greatly benefits from the drawing in of financial support from other sources.
- These two years will be a time of potentially radical re-shaping of Bristol's IAG offer and we are looking for external partners to work in a flexible, co-production relationship and to seek to lever in additional resources across the delivery period to contribute to the success of the 'whole system' aims
- In the light of the above we will to make this two-year tranche of funding available through a Grant, rather than tendered as a contract (see Funding Options, below). We will use the recent model in the VCS Prospectus for the Bristol Impact Fund, seeking applications which will deliver against outcomes informed through the consultation process, in order to ensure a whole system approach.

Our Funding Models drivers

- Maximise co-ordinated, collaborative working
- Localised delivery to areas of highest need and city-wide specialist services
- Maximise customer-facing service delivery
- Efficient use of resources, avoiding duplication where possible
- Joint shared outcomes and systematised data collection
- Efficient information sharing
- Co-ordinated development and access to opportunities for funding from outside Council resources
- Efficient use of the Council grant management capacity

To achieve these drivers we have considered the following funding models through which we could make this grant available:

Model 1:

Lead Organisation/Lead body consortium: This model creates a single Funding Agreement for IAG provision; whereby one lead organisation works co-ordinates and manages the grant and delivery of the Funding agreement outcomes in partnership with other organisations. They would be responsible for co-ordination of the partners around a shared delivery model, distributing the grant funding, developing a common assessment framework and suite of collaborative practices to improve pathways and outcomes to deliver the service development goals of the grant.

**SINGLE CITYWIDE COMMISSIONED
INFORMATION, ADVICE AND GUIDANCE SERVICE**

**potentially delivered through collaborative
arrangements**

Drivers	Positives	Negatives	Risks
Maximise co-ordinated, collaborative working	Strong delivery through a single organisation	None	<ul style="list-style-type: none"> • Could reduce providers in the city not included in the funded service • could result in an 'official' set of services competing with 'unofficial' services outside the funded service • increasing confusion for service users and referrers • lead organisation could take the lion's share of the funding for themselves
Localised delivery to areas of highest need and city-wide specialist services	Can be achieved through this model by making it part of the application requirements to demonstrate delivery model to achieve this	Could struggle initially if replacing known providers or competing with existing providers	<ul style="list-style-type: none"> • Could disrupt existing trusted services delivering to communities if they aren't in the funded service • could result in services competing for service users
Maximise customer-facing service delivery	Strong delivery by potentially focusing resources on service delivery through efficient centralised administration	none	

Drivers	Positives	Negatives	Risks
Efficient use of resources, avoiding duplication where possible	Strong delivery through single provider centralising service/admin functions	none	
Joint shared outcomes and systematised data collection	Strong delivery through single provider centralising outcomes and data collection	none	
Efficient information sharing	Strong delivery through single provider	none	
Co-ordinated development and access to opportunities for funding from outside Council resources	Strong co-ordinated development; clear co-ordinated service could be attractive to external funding sources	Could potentially reduce the diversity of funding coming into city	Could compete for funding with providers not part of the service, reducing the external funding coming into the city
Efficient use of the Council grant management capacity	Strong delivery to this driver – one funding agreement for BCC to manage	none	

Model 2.

Coalition or joint or partnership consortium: four separate Funding

Agreements This model emphasises city-wide co-ordination of the IAG services to deliver the service development goals of the grant and to deliver city-wide specialist IAG services as one grant and Funding Agreement; three other service delivery grants to support service delivery in the three areas of the city, based on evidence of need.



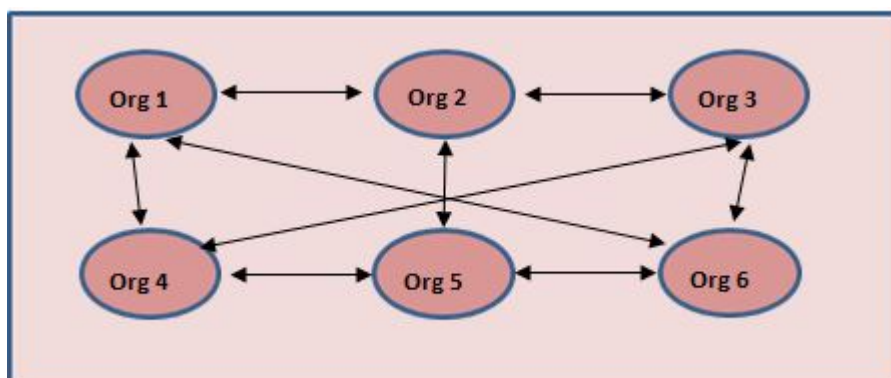
Drivers	Positives	Negatives	Risks
Maximise co-ordinated, collaborative working	Strong delivery as specific roles are explicit in this model	More negotiation required between co-ordinator organisation and other providers	Lead provider and area grant holders will be awarded grants by BCC and will have to work together collaboratively whether there is an established relationship or not.
Localised delivery to areas of highest need and city-wide specialist services	Strong delivery as explicit in the way this model is structured	none	
Maximise customer-facing service delivery	Strong delivery by potentially focusing resources on service delivery through efficient centralised administration; whilst retaining expertise at a local delivery level		One provider could bid for all 4 grants and not co-operate with other local providers, effectively recreating the first model
Efficient use of resources, avoiding duplication where possible	Reasonably strong delivery with explicit co-ordination role, particularly in relation to securing additional funding and providing support to a wider network	Could require more use of resources to support partner organisations management and overheads	
Joint shared outcomes	Reasonably strong delivery with explicit	none	

Drivers	Positives	Negatives	Risks
and systematised data collection	co-ordination role, maintains locally based delivery		
Efficient information sharing	Reasonably strong delivery with explicit co-ordination role	none	
Co-ordinated development and access to opportunities for funding from outside Council resources	Strong delivery through co-ordination role; retains diversity of providers in city; clearly co-ordinated delivery could attract external funding to support this model	none	
Efficient use of the Council grant management capacity	Strong delivery to this driver – four funding agreements for BCC to manage	Slightly less strong than model 1 but still delivers to driver	

Model 3.

Coalition or joint or partnership consortium: separate funding agreements:

This model funds a coalition of delivery partners to join together to deliver the service development goals of the grant, negotiating the co-ordination amongst themselves to meet the conditions of the grant. They each have a separate Funding Agreement with the Council

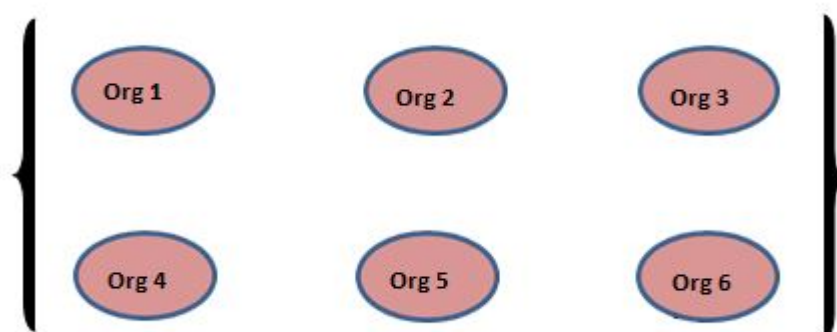


Drivers	Positives	Negatives	Risks
Maximise co-ordinated, collaborative working	Potential delivery through good negotiation and ongoing co-operation	Dependant on successful mutual working which could breakdown; co-ordination role not explicit	Breakdown of working relationships, particularly if new providers secure funding
Localised delivery to areas of highest need and city-wide specialist services	Strong delivery as explicit in the way this model is structured	Continues to deliver potentially fragmented services	
Maximise customer-facing service delivery	Strong delivery: retains existing expertise in range of partner organisations	Potentially waters down the services across a variety of organisations	Risks spreading small amount of funding too thinly across many organisations
Efficient use of resources, avoiding duplication where possible	Potential delivery by negotiation between partners	Less strong – model implies use of resources to support partner organisations management and overheads; more difficult to centralise core elements, relies on goodwill and effective working between the organisations	Dependent on successful negotiation between partners which may not deliver Need to consider how the funding is broken down across organisations and what they need to deliver for this to ensure BCC priorities are delivered and areas get suitable allocation according to need
Joint shared outcomes and systematised data collection	Potential delivery by negotiation between partners	Less strong than models 1 & 2: – requires successful negotiation	Dependent on successful negotiation between partners which may not deliver
Efficient information sharing	Potential delivery by negotiation between partners	Less strong than models 1 & 2: – requires successful negotiation	Dependent on successful negotiation between partners which may not deliver
Co-ordinated development and access to opportunities for funding from outside	Potentially delivers a partnership model and retains diversity of providers in city as long as all providers co-operate; clearly co-ordinated delivery	Tends to deliver a service where each provider will be bidding for their own funding, can be difficult to establish a collaborative	

Drivers	Positives	Negatives	Risks
Council resources	could attract external funding to support this model	approach to seeking additional funding as each organisation retains their own governance	
Efficient use of the Council grant management capacity	this is not the most efficient model for the Council to manage within a reduced resource	Less strong than models 1 & 2 – likely to involve more funding agreements	

Model 4

Solo bids and informal partnership working: This model funds individual proposals from a number of organisations and requires informal partnership working to deliver the development goals of the grant and good practice model on a voluntary basis



Drivers	Positives	Negatives	Risks
Maximise co-ordinated, collaborative working	Potential for co-ordinated delivery but reliant on good negotiation and ongoing co-operation	Very dependant on successful mutual working which could breakdown; no clear co-ordination role	Breakdown of working relationships
Localised delivery to areas of highest need and city-wide specialist services	Good delivery as explicit in the way this model is structured	Continues to deliver potentially fragmented services	
Maximise customer-facing service delivery	Good delivery across a variety of organisations that service users may access	More resources used to support each organisation management/overheads	

Drivers	Positives	Negatives	Risks
		may reduce resources on service delivery No common identify, potential fragmentation, may be lack of clarity where a service user should go for services	
Efficient use of resources, avoiding duplication where possible	Potential delivery by negotiation between partners	Less strong – model embeds use of resources to support partner organisations management and overheads; more difficult to centralise core elements	Dependent on successful negotiation between partners which may not deliver
Joint shared outcomes and systematised data collection	Potential delivery by negotiation between partners	Less strong than models 1 & 2: – requires successful negotiation	Dependent on successful negotiation between partners which may not deliver
Efficient information sharing	Potential delivery by negotiation between partners	Less strong than models 1 & 2: – requires successful negotiation	Dependent on successful negotiation between partners which may not deliver
Co-ordinated development and access to opportunities for funding from outside Council resources	Potential delivery from this model and retains diversity of providers in city; clearly co-ordinated delivery could attract external funding to support this model	Co-ordination more difficult to achieve through voluntary agreements but no explicit co-ordination. More likely that each organisation would continue to seek their own additional funding rather than collaborate	May not deliver a stronger model than currently exists so little change to existing ways of working
Efficient use of the Council grant management capacity	this is not the most efficient model for the Council to manage within a reduced resource	Less strong than models 1 & 2 – likely to involve more funding agreements	

The Council's preferred model:

The Council would prefer model 2 of the four set out above, because we consider it delivers most fully to the drivers with the least negatives and with the most manageable risks (see RAG rating analysis below):

Drivers	Model 1	Model 2	Model 3	Model 4
Maximise co-ordinated, collaborative working	Strong delivery but high risks	Strong delivery and some risk	Reasonable delivery and some risk	Potential delivery and some risks
Localised delivery to areas of highest need and city-wide specialist services	Reasonable delivery and some risk	Strong delivery	Strong delivery but some risks	Strong delivery
Maximise customer-facing service delivery	Strong delivery	Strong delivery but some risk	Strong delivery but several risks	Potential delivery but several risks
Efficient use of resources, avoiding duplication where possible	Strong delivery	Strong delivery But some risk	Less strong delivery	Least strong delivery
Joint shared outcomes and systematised data collection	Strong delivery	Strong delivery	Less strong delivery	Least strong delivery
Efficient information sharing	Strong delivery	Strong delivery	Less strong delivery	Least strong delivery
Co-ordinated development and access to opportunities for funding from outside Council resources	Strong delivery but high risks	Strong delivery	Less strong delivery	Less strong delivery
Efficient use of the Council grant management capacity	Strong delivery	Strong delivery	Less strong delivery	Least strong delivery

How do we move towards this?

Draft Timeline

We are aiming to put in place a set of services which will deliver a co-ordinated this model from **31st March 2019**. This Draft Commissioning Plan will be produced in May 2018 setting out the model proposed and the commissioning timescales based on the feedback from the consultation.

Consultation	June/July 2018
Production of Final Commissioning Plan and sign-off by Cabinet	October 2018
Application and guidance notes published on ProContract	October 2018
Closing date for applications	December 2018
Applicants informed of recommendation	January 2019
Decommissioning impact assessment undertaken as appropriate	February 2019
Negotiation of IAG Impact Fund Grant Funding Agreement(s).	February/ March 2019

Other Information for providers

TUPE

Work of a similar nature providing advice in the city is currently undertaken by seven VCS advice providers. The Council does not know and has no view as to whether TUPE may apply between the current provider of these similar services and any other person the Council may select to provide these services. It will be up to each grant funding applicant to reach its own view on this and if necessary to make enquiries of the organisation funded through the present grant funding agreement and make appropriate allowances for this in any grant application submission.

State Aid

1. State Aid : By providing grant funding to a Voluntary Sector Organisation a local authority may be giving that organisation “advantage” over its competitors. If the grant meets **all** the following criteria it would amount to State Aid:

- Is the measure granted by the State or through State resources?
- Does the measure give advantage to an undertaking that it would not otherwise have?
- Is the measure selective, favouring certain undertakings over others?
- Does the measure distort or threaten to distort competition?
- Is the activity affecting trade between Member States?

2. The European Commission has found on a number of occasions that public financial support for purely local operations did not involve State Aid as the projects were unlikely to have a significant effect on trade between Member States.

The Council has carefully considered the proposed grant funding and believes the following applies:

1. the beneficiaries (i.e. IAG-provision organisations) are active only in a limited area within a member state, such that the services provided by the beneficiary recipient are purely local in nature;
2. the beneficiaries’ services are aimed at a local population and are not marketed to and are unlikely to be of interest to and attract customers from other Member States; and
3. there is no evidence of current or foreseeable cross-border investment or of the establishment of providers from other member states in the relevant sector in the relevant area.

The Council's view therefore is that there is a low risk that the proposed grant funding would constitute State aid as it will not affect trade between member states or distort, or threaten to distort, competition.

Appendix 1: definitions

Collaborative Grants

We are inviting organisations to apply for grants through collaborative applications where this will enhance the benefit to disadvantaged people. Collaborative working describes joint working by two or more organisations in order to fulfil their purposes, whilst remaining as separate organisations. This may relate to any aspect of the organisations' operational activity, including administration, fundraising, raising public profile, resource sharing and streamlining of costs and service delivery. NCVO defines collaborative working as partnership between voluntary and community organisations. An organisation may work with one other partner organisation or may belong to a wider consortium. The council published a guidance note in 2014 'Collaborative Arrangements – Grant Funding' which gives more information.

We welcome collaborative (or joint) applications. These can be from either Lead Partner collaborations or from Partnership collaborations.

From 'Collaborative Arrangements – Grant Funding'

The following are three models of possible collaborative working arrangements for VCS organisations applying for City Council Grants. It is noted that there are many other types of collaboration; this document describes those that are acceptable to the Council.

2.1 Lead body or Lead Organisation's consortium

The Council would have one single Funding Agreement with the lead body - one designated organisation from a consortium. This lead body would be solely accountable to the Council, having to monitor and report against agreed grant-spend and performance monitoring, and have to 'manage' the 'members of the consortium'. There may be one organisation that would be the natural and appropriate choice for lead body with the capacity and resources to manage the funding agreement with the Council. An appropriate and inclusive body, such as a steering group, that comprises representatives from all partner organisations, could be established for the project, to promote transparency and ensure all members' needs and issues are addressed. Who to involve on a steering group would depend on the level of decision-making: trustees/directors would be involved for governance issues; staff would be involved for operational, project delivery issues. If it is decided that the

model to be adopted is that of one organisation takes lead responsibility, then the lead body should have a clear joint working agreement with the others.

2.2 Coalition or joint or partnership consortium

This describes a structure that exists where a number of separate organisations agree to work together for a common purpose, sometimes described as 'a partnership of equals'. The agreement may be only a temporary collaboration with a certain aim in mind, or it could be established on a more formal basis.

In this model the Council will have grant funding agreements with all members of the consortium. One consortium member may be nominated to co-ordinate the consortium grant applications – and may be referred to as the lead organisation. However, in these circumstances, the lead is for administrative purposes only and all members of the consortium have responsibility for the management of their funding agreements with the Council.

A steering group, comprising representatives from all partner organisations, could be established for the project, to promote transparency and ensure all partners needs and issues are addressed. Who to involve on a steering group would depend on the level of decision-making: trustees would be involved for governance issues; staff would be involved for operational, project delivery issues.

The member organisations should have a clear joint working agreement which could include, for example, agreement to consult with all partners before any decisions are taken, or changes made to the project, if this is to be a partnership of equals.

2.3 Hub and Spoke Consortium (or 'Special Purpose Vehicle' SPV)

In this formal consortium model, the hub is created as a 'special purpose vehicle', which is a new incorporated organisation (usually a new company). This new organisation is usually developed so that it is equally 'owned' by all the member organisations. The hub's board of directors are elected at an AGM and candidates are drawn from its owner/member organisations. They hold the responsibility of running the hub organisation on behalf of the wider membership. While the hub may apply for the grant, with the support of its members, if successful, the Council will require that all member organisations are signatories to the funding agreement. The Council would not allow the hub organisation to hold the funding agreement, as this exposes the Council to too much risk (for example, if the money is not spent by the member organisations as stipulated in the funding agreement, the Council may find it difficult to recoup the money from the hub organisation – as the assets/funding may in reality be held by the member organisations. When considering this model, organisations should discuss this with the Grant Manager before investing in setting up an SPV. Normally, at the application stage, one of the approaches above is used, and the SPV is only set up for administrative purposes if/when successful. Whilst it may be an administrative convenience for an SPV to be formed for delivery, it is highly unlikely that the Council would award a grant to an SPV, unless all members

of the SPV accept joint and several liability for the delivery of the contract (see 2 above). An alternative collaborative approach (as outlined above) would be more viable.

Bristol Advice Partnership

End of year report 1 April 2021 to 31 March 2022

A - Report Summary:

This report covers the performance of the Bristol Advice Partnership during the period April 2021 to March 2022 and reflects on the experiences of our clients and examines our own learning during the last 12 months. We also look at how our services are evolving, and our future delivery models. Where examples of delivery name a particular provider, this does not indicate that this is the only partner providing services in this way. We work closely together and there is much commonality in our service delivery.

What we achieved:

- Continued to provide access to justice in areas of social welfare law
- Continued to support citizens who have not previously sought advice
- Responded to a wide variety of needs and supported the most vulnerable in our community
- Continued to offer digital access to citizens enabling access to justice for more citizens

How we are shaping our services for the future:

- Offering multi-channel (face to face, telephone and video) access
- Face to face will be prioritised to those who really need it
- Trialling a resource sharing method so that citizens have quicker access to justice through more efficient signposting and referrals
- Future proofing resources so we can respond to the 'cost of living crisis'
- Coordinating our voice and influence including on policy and systems
- Leverage of other funding, including in partnership(s), to support our work for Bristol's citizens

B - Full Report:

1 - Bristol Advice Partnership is:

A group of charitable advice services in Bristol delivering a wide range of holistic information, advice, casework and legal support. The Partners are:

- Citizens Advice Bristol
- Bristol Law Centre
- St Pauls Advice
- Talking Money

- WECIL
- North Bristol Advice Centre
- South Bristol Advice Services

The partnership receives funding from Bristol City Council via the IAG Grant to deliver advice services.

The partners each bring their own specialisms and targeted service models to the partnership and work together to ensure City wide access to legal advice services and a broad service offer that ensures that people in the city have access to justice.

We hold seats on key groups and boards within the city which has helped us engage with other agencies and raise awareness of advice, for example the positive link between advice and well being.

2 - How we continued to adapt our service in 21/22 due to the pandemic

The whole sector faced the unprecedented transition from providing mostly face-to-face advice services to working remotely at the start of the pandemic in 2020. It was an unusual year with unprecedented challenges.

After living with Covid for a year we adjusted our service provisions, based on our learning, whilst taking into consideration the safety of our work force and our clients who come with a whole range of vulnerabilities. Despite offering reduced or no face-to-face services we still helped a huge number of clients. We discovered early on that whilst the very vulnerable struggled to access advice during lockdown, more clients than anticipated were comfortable with, and in many cases preferred, alternatives to face-to-face service delivery.

All partners continued to offer digital services throughout 2021/22 to ensure access and support that meets the specific needs of our clients and localities, for example:

- Citizens Advice continued the direct referral systems to replace some usual physical outreach services. This enabled some services, such as GP Surgeries, to refer clients for remote one to one advice.
- Talking Money brought back the option of face to face appointments from August 2021, offering this to all clients. Rates of uptake were initially around 30% but by the end of March 2022 around 55% of clients were choosing face to face again.
- North Bristol Advice Centre re-launched their 'Get Online' drop-in service, in Oct 2021, where people get help to develop digital skills and confidence. This has been relocated to a new shop front premises, to increase access and visibility. They developed, co-produced with clients and stakeholders, an

online [Advice Tool](#). A new website was developed to host the tool in a more integrated way and provide a clearer, easier client journey. The tool was designed to increase access and improve efficiency. It provides information, guided self-help and the option to request a call back. 500 people used the tool in the first 8 months and evidences that people are able to self-help.

- South Bristol Advice Services continue to use the mail based service, as and when required, and made Public Computers available for use again and reopened 3 of outreaches and a new one. Seeing approx 60% of clients F2F, for at least the initial appointment.
- WECIL sourced additional lottery funding which has enabled us to give citizens a holistic service through the support of a Navigator. This is in addition to any welfare and benefits support they receive. Using person centred support techniques we look at all areas where citizens need support.
- Bristol Law Centre continued to offer a full advice, casework and representation service remotely, including attendance for remote hearings. An evaluation highlighted that clients felt they still experienced high quality support and communication, despite not meeting face-to-face. For many, remote interactions provided increased flexibility and accessibility. BLC maintained in-person hospital visits and face-to-face appointments where it was in the best interests of the client.
- St Pauls Advice Centre (SPAC) continued to be commissioned by the Home Office to support EU citizens to apply to the EU Settlement Scheme for settled or pre-settled status, despite the deadline being June 2021. We have also continued to develop our Whole Person, Whole Communities approach to providing advice, with two of our advisors working in this way. With client empowerment at the heart, we believe it will result in fewer clients returning with repeated issues.

3 - Recovery and future direction post pandemic:

Some of the measures put in place during the pandemic, such as halting eviction and creditor collection activities, saw some areas of advice decrease but we have started to see a gradual return and expect this to increase again due to the cost of living crisis. The number of clients seeking support with welfare benefits, including health related benefits, has remained consistently high. We are seeing clients with increasing complexity and overlapping areas of advice with (mental) health and other matters. Triage is becoming more challenging and skilled.

The partners have now firmly embedded new service models. Learning from our experiences, we have adopted “blended” service models that offer a wider variety of

access and delivery methods. All partners offer multi-channel first point of contact access. This means our clients are reaching us via the telephone, emails, direct referrals, community outreach or through a front door at a fixed location. None of the partners have returned to a face to face only model. Face to face advice is still available for all those who really need it and is an important part of our services. Adopting these multi-channel models enables us to continue to engage a wider range of clients whilst continuing to support the very vulnerable or those who have very complex cases face to face.

In addition to face to face advice partners are offering a range of digital advice methods to clients, such as:

- Telephone is useful for clients who do not own or have access to IT or who do not like to engage in f2f services.
- WhatsApp is very popular with clients and advisers as it is very familiar.
- Zoom, Google Meet, Teams and other video conferencing methods are useful for those who have access to IT
- Online platforms where clients can access self help information and materials

The key is, that whatever method is used, the client has made the decisions about how they best want or need to receive advice. Offering flexible blended services that are responsive to different client needs enables everyone, no matter their personal situation, to secure access to justice. A person-centred approach to service delivery is shared across the partnership.

Whilst covid restrictions have been lifted we continue to protect our clients and our teams. We have adapted spaces to be covid friendly by retaining screens and distanced interviews for vulnerable and digitally excluded clients. Citizens Advice and Talking Money continue to offer an in-house video interviewing system for clients who cannot access advice, due to lack of equipment or digital capability. The client attends the office, sits alone in a private interviewing room and an adviser joins from another location. This enables clients to receive advice in a supportive atmosphere and enables us to make use of small windowless interview rooms.

St Pauls Advice Centre and Talking Money, in partnership with Advice UK, continue their learning around 'systems thinking' models to deliver advice using a 'whole person' approach. They have already learned that by working to a set of principles that includes building relationships and trust, and making a difference to the whole of someone's life, they can better meet the needs of those asking for help. Their hypothesis is that by taking this approach it will reduce returning demand on advice

services and future demand from other voluntary and statutory services, saving money and freeing capacity to help others.

WECIL continues to take a 'systems thinking' approach with the Navigators service providing key outcomes and giving citizens a single point of contact to help them navigate and access the systems and services. We have been sharing our learning and ideas with others. We intend to continue to collaborate and will soon be sharing office space with Talking Money, within the community, offering specialist, disability related support to their clients.

Bristol Law Centre have restructured and increased their 'Assessment and Support Team' capacity, which facilitates vital 'first contact' interactions with community members, aiming to understand and unpack the complexities of people's experiences before considering options to help resolve their legal issue/s. The majority of people presenting with legal issues describe the action adversely impacting their mental health and we compassionately support people throughout the process to alleviate some pressures. Bristol Law Centre is involved in the *Justice Together* development work, looking at combating chronic capacity issues for immigration and asylum issues across the South West region.

Going forward, NBAC will continue to develop its community-based advice offer and increase access to advice. Clients and professional referrers alike can access services easily and efficiently online (through our Advice Tool), face-to-face at outreach locations across the area and over the phone. Clients will be offered appointments tailored to their needs and circumstances with video call and home visit appointments (location and age dependent) also being available. We will work with local organisations to trial and develop new models of advice delivery within local communities. Together, this approach will deliver NBAC's wider mission to deliver flexible blended services that are responsive to different client needs and enable everyone, no matter their personal situation, to secure access to justice.

4 - What we achieved:

Outcome	Indicators	Partnership Progress against target
Maintaining tenancies in social and Private Housing	Numbers of HB and CTR cases	3007
	Number of referrals to specialist services (tier 1)	445
	Referrals for specialist advice within the partnership (tier 3)	223
	Value of Council Tax and HB negotiated?	£366,694
	Number of signposts to alternative sources of help	831
	Number of cases where advice on housing debt is provided	507
Preventing Homelessness	Number of clients with N244's Number of evictions prevented at Court	171
	HAPI Codes recorded	468
Supporting most vulnerable individuals and families to maintain sustainable finances and maximise their income	Number of benefit claims	4595
	Value of benefits claimed	£7,418,937
	Value of debt written off / managed	£5,929,862
	Number of immigration issues handled	390
	At level 1:	117
	At level 3:	40
	Number of enquiries relating to BREXIT and settled status	268
Supporting the most	% of appeals (all categories) successful	91%

vulnerable individuals and families to achieve positive results at tribunal and appeals as a result of access to specialist advice	Number of cases where help is given with tribunal preparation or representation	895
	Value of tribunal Awards in cases where we are named as representative	£1,704,808
Reducing financial, Food and fuel poverty	Value of financial gains for clients	£7,140,539
	Number of Warm home discount claims / heating / insulation grants	47
	Number of fuel utility debt cases	356
	Number of Food vouchers issued	2227
Improving access to information, services and opportunities in the city and increasing digital inclusion	Numbers of enquiries where information only was given	5374
	Number of cases where Self Help information was given (WECIL)	325
	Number of clients supported to access help online or complete online tasks	2069
	Number of unique visitors to partners websites	73,946
	Number of likes on Facebook	1744
	Traffic on CA on Advice Guide	210,564

5 - Clients Stories:

Khalid (in client's own words) - Total increased income in benefits £11,344

Before I came to Talking Money I had just been kicked out of my mum's house with my wife and our baby. I had loads of debt and was so stressed. I was mentally not well and could not cope with worrying about money. I had £2000 Council Tax debt and £2000 electricity debt. I was so worried that bailiffs would come round. I was in a very dark place, and everything felt too much to bear. My financial situation made me feel very ashamed and like I was not a good father and not a good husband.

Now I am in a much better place. I sleep so much better, and everything feels like it is falling into place. I can focus on my wife, our daughter, and our new baby. With the extra benefits I am able to start paying off debts to my family, this has improved wider relationships.

Even the small things make a big difference, I can buy my daughter an ice-cream when we are at the park. I can buy nice clothes for my children for Eid, I am really looking forward to taking pictures and making memories. Before, we had to eat a lot of tins, now we look forward to cooking and it feels like a treat.

The main benefit for me is that I can help and support my wife. My wife has not seen her family [who live abroad] for 4-5 years, her father passed away and she couldn't go back. Now we are hoping to go and visit her family in the next few years. The money makes such a big difference

Challenging a Personal Independence Payment (PIP) decision

Sayed is 40 and lives with his partner in a council property. He has physical and mental health issues including chronic joint pain which cause him difficulties doing day to day tasks. He had been in receipt of Personal Independence Payment (PIP) for 3 years to assist with his disability but his claim had been stopped following a review. Sayeed was referred to us by another advice agency for help challenging this decision.

At this time all of our appointments were being held by telephone because of Covid. Due to a language barrier we needed to use a telephone interpreting service in order to successfully carry out the appointment and this meant booking Sayeed a double appointment. He has basic English but the complexity of the benefits system and the specialist terminology meant that he needed extra support to ensure he could provide the most accurate and useful information. During this appointment, the adviser completed a mandatory reconsideration form and a supporting statement arguing that Sayeed meets the PIP criteria. Unfortunately, Sayeed's claim was again refused at the mandatory reconsideration stage and he was awarded zero points.

We then had another telephone appointment with Sayeed to lodge the appeal and the adviser sent a letter to Sayeed's GP requesting further medical evidence to support the claim. During the appeal process Sayeed and the adviser kept in touch via WhatsApp with Sayeed sending photos of supporting documents for the adviser to include in the appeal bundle. He would also send screenshots of correspondence he'd received from the DWP and the adviser would explain what they meant or advise him how to respond. This proved to be a useful method of communication as it was quick and easy and meant they did not have to rely on a telephone interpreter being available. Sayeed could also easily translate any messages he didn't understand using his phone's translator function.

Six weeks later, the DWP informed Sayeed that they had revised their original decision and the appeal would not continue. He was awarded the standard rate for both components giving him £83.70 a week plus a back payment of £4700. Sayeed was very happy with this result and thrilled that he did not have to go to a tribunal which would have been a stressful experience for him. "Thank you very much for you helping."

Person focused approach - Sharnaz's Story

Sharnaz, a Pakistani national, approached SPAC because she had problems with her Universal Credit (UC) and Housing Benefit (HB). Given our emerging 'person centred' approach to our work, we prioritised spending more time with Sharnaz, engaging in conversation in her own language and building a relationship of trust. This enabled us to better understand what was important for Sharnaz and her family.

Sharnaz explained that she does not work, as she is a carer for her disabled sister. However, her husband works full-time, packing for Amazon. He had recently enrolled on an IT course as an Amazon employee benefit. The course, costing over £2,255 was included on his pay slip, however he only received his normal wages. However, Amazon reported his earnings including the training 'benefit' to HMRC.

Based on the earnings declared by Amazon, the DWP decided the couple were not entitled to any Universal Credit (UC) and Housing Benefit (HB) for this period. This left the couple with the loss of UC income, a HB overpayment, rent arrears and additional debt (as they had to borrow to survive). The family was in lot of stress and financial difficulties.

Sharnaz can speak and communicate well in English but her husband cannot. She had been in communication with Amazon and DWP on behalf of her husband but felt nothing had worked. She was left frustrated, depressed, and worried about how they were going to cope.

It also emerged that she, along with her family, have Indefinite Leave to Remain in the UK. The family feared that this benefit issue and their increasing debt and rent arrears would affect their immigration status in the UK and jeopardise their future.

Our adviser enabled Sharnaz to ask DWP for a late Mandatory Reconsideration (MR) of their decision. This meant that we spent time with Sharnaz, so that she understood the reasons for her request and the process. Following the DWP upholding their original decision, we helped Sharnaz to appeal to the first tier tribunal. Upon receiving her appeal, the DWP conducted a review of client's UC claim and MR and finally made a decision in clients favour and reinstated the couple's entitlement to UC totalling £690.25. This decision brought considerable relief to the family, both mentally and financially.

On the same basis as the DWP, Housing Benefit was also withdrawn on the basis of her husband's incorrect earnings, which had resulted in an overpayment. We helped Sharnaz to request a review against this decision, which if successful, will also reduce their rent arrears. The family live in temporary accommodation and this decision would enable them to potentially be offered a permanent home.

We tailored the advice we gave to Sharnaz as we learned more about her and her family's needs. This included explaining how to lodge a grievance with her husband's employer, advising on her husband's possible PIP entitlement, and helping her claim the carer element of UC, which increased their monthly income by a further £163.73.

Finally, we also advised about a credit card debt that had been incurred because of their benefit problems. Although we suggested a payment arrangement could be offered to repay the debt, the couple were worried that this may impact on their intended application for British Naturalisation and decided to struggle to maintain the original repayments.

Because we adopted a more person focussed approach to this piece of work, we were able to understand the wider impact this problem was having on the family. Rather than merely dealing with the presenting issue on her behalf, we worked closely with Sharnaz, identifying the underlying reasons behind the family's worries. We helped her understand relevant law and processes, improved her self-confidence, which may better enable her to deal with similar issues herself in the future.

Assisted support: Building clients digital capacity and understanding

The citizen rang to ask about claiming Disability Living Allowance (DLA) for their disabled child. They had tried before and been unsuccessful. They weren't confident, didn't understand DLA and found it difficult in the past to make a claim. They felt they would have a better chance with the help of an advisor. They wanted to know more about DLA and had been told that we help with DLA child forms and know about it. We asked if they had access to the internet where there is a lot of information. They said they had access but didn't know where to start.

We advised we would be pleased to help, including an appointment to help with completion of the DLA child claim form. We explained how DLA works, what the legal tests are that have to be passed to get an award, and talked about additional evidence which can make a difference and often lead to an award. We used our online self-help materials to aid the explanation and offered to let her have the links to this information so that she could look at them in her own time, to further aid her understanding of DLA and improve her confidence. She said she didn't use the internet other than some emails but she would take a look if we sent them to her. We advised there was no obligation to look at the links and we would help regardless. The citizen can ring us at any time to talk about any of the online information.

We offered an appointment to complete her form and she accepted and this was booked in. We rang prior to the appointment to ask how she was getting on with the links. She said she had looked at some of them and was clearer on some things but would like more explanation at the appointment

The appointment went ahead and the citizen said they were clearer on DLA for children and hadn't realised when they made their earlier claim that evidence is helpful. They found the links to information helpful.

They contacted us later to say the claim was successful with an award of High Rate Care and Low Rate Mobility for 3 years. When asked they said they felt more confident that they understood DLA for children better. When they claim again they should be able to prepare but they may still need the support of an advisor to check things over.

Advice Grant Risk Register

Negative Risks that offer a threat to IAG Grant extension and its Aims (Aim - Reduce Level of Risk)

Ref	Risk Description	Key Causes	Key Consequence	Status Open / Closed	Strategic Theme	Risk Category	Risk Owner	Key Mitigations	Direction of travel	Current Risk Level			Monetary Impact of Risk £k	Risk Tolerance			
										Likelihood	Impact	Risk Rating		Likelihood	Impact	Risk Rating	Date
AG1	Advice providers fail to produce development plan to create a co-ordinated, One City approach to advice provision in the city.	Lack of engagement from current funded advice organisations.	Services don't deliver most efficient access	Open	Empowering and caring	Operational	HoS Neighbourhoods & Communities	Producing a development plan will be made a condition of the extended grant		2	4	8		1	2	2	Jan-23
AG2	Failure to influence the wider Advice Network (ACFA) in creating a joined up approach to advice provision.	Lack of incentive for Advice agencies to join up	Services remain fragmented	Open	Empowering and caring	Operational	HoS Neighbourhoods & Communities	1) exploring different levels of collaboration, with an achievable minimum 2) Working with Bristol Funders network to join up funding strategy for advice sector		3	4	12		3	2	6	
AG3	Failure to influence members of Bristol Funders Network funding strategies	Complication of developing one approach with several different organisations with different governance, objectives and funding availability	Funding of advice services in the city isn't co-ordinated to support the development of a strategic approach	Open	Empowering and caring	Operational	HoS Neighbourhoods & Communities	1) Bristol Advice Partnership to work closely with ACFA to develop approach 2) BCC builds on willingness of Funders Network to work together around this objective.		3	4	12		2	2	4	

AG4	Changes of leadership in Bristol Advice Partnership/ ACFA Chair	Some key leadership personnel changes will be taking place	Delays in recruitment and disrupted working relationships lead to delays in delivery and risk of loss of leadership and focus	Open	Empowering and caring	Operational	HoS Neighbourhoods &Communities	Early conversations with Bristol Advice Chair and with Bristol Advice Partnership to mitigate impact and to make expectations of additional funding clear		5	3	15		5	2	10	
AG 5	One or more of the organisations of the Bristol Advice Partnership closes.	1)Pressures on VCSE funding 2) Cost of living impact	Change the membership of the Bristol Advice Partnership	Open	Empowering and caring	Operational	HoS Neighbourhoods &Communities	1)Maintain BCC current funding levels and negotiate best ways of covering gaps in city support 2) working with Bristol Funders Network to look at all funding for advice services in the city 3) Ensure Bristol Advice Partnership has close relationships with wider network of advice providers in the city		2	2	4		3	1	3	

Equality Impact Assessment [version 2.11]



Title: Information, Advice and Guidance Grant	
<input type="checkbox"/> Policy <input type="checkbox"/> Strategy <input type="checkbox"/> Function <input type="checkbox"/> Service <input type="checkbox"/> Other [please state]	
Directorate: Adult and communities	Lead Officer name: Katie Wright
Service Area: Communities and Public	Lead Officer role: Grants Manager

Step 1: What do we want to do?

The purpose of an Equality Impact Assessment is to assist decision makers in understanding the impact of proposals as part of their duties under the Equality Act 2010. Detailed guidance to support completion can be found here [Equality Impact Assessments \(EqIA\) \(sharepoint.com\)](#).

This assessment should be started at the beginning of the process by someone with a good knowledge of the proposal and service area, and sufficient influence over the proposal. It is good practice to take a team approach to completing the equality impact assessment. Please contact the [Equality and Inclusion Team](#) early for advice and feedback.

1.1 What are the aims and objectives/purpose of this proposal?

Briefly explain the purpose of the proposal and why it is needed. Describe who it is aimed at and the intended aims / outcomes. Where known also summarise the key actions you plan to undertake. Please use plain English, avoiding jargon and acronyms. Equality Impact Assessments are viewed by a wide range of people including decision-makers and the wider public.

To approve the extension of the Information Advice and Guidance (IAG) Grant for IAG VCS organisations for two years from 1st April 2024 to 31st March 2026.

The current grant funds the following organisations who work together in the Bristol Advice Partnership (BAP):

- Citizens Advice Bristol (lead partner)
- Bristol Law Centre
- St Pauls Advice centre
- Talking Money
- WECIL (West of England Centre for Inclusive Living)
- North Bristol Advice Centre
- South Bristol Advice Services

The Cost of living crisis is presenting a significant challenge to the city, individuals, families and services. The advice sector is playing a key strategic role in supporting citizens.

Extending the grant will:

- Give stability to the sector at a time of increased demand and allow recipients of the grant to fully focus their resources on supporting citizens rather than focus on a new grant process.
- Advice agencies will be able to embed the learning from covid-19 and cost of living responses to develop a 'one front door' approach to advice provision in the city
- A condition of the grant extension will be that the BAP will produce a development plan to build a joined up 'one front door' model
- They will work with ACFA to involve other providers of advice in the city to be part of the 'one front door' advice model

- Allow Bristol City council and advice agencies to work with other funders in the city (Quartet, National Lottery, Health etc) via the Bristol Funders Network to develop a joined-up strategy for funding advice provision in the city to supports the development of a 'one front door' model

Who will the proposal have the potential to affect?

Service users, the wider community, city partners.

Aim: To ensure that citizens get the right advice at the right time.

Outcomes: The following outcomes are key for these services. They are not changing from the current outcomes; rather the way funded organisations work together and with other organisations is intended to improve delivery of these Outcomes. These outcomes are :

- Maintain tenancies in social and private housing.
- Prevent homelessness.
- Support the most vulnerable individuals and families to maintain sustainable finances and maximise their income, considering the Cost-of-Living Crisis
- The most vulnerable individuals and families achieve positive results at tribunals and appeals as a result of their access to specialist advice.

1.2 Who will the proposal have the potential to affect?

<input type="checkbox"/> Bristol City Council workforce	<input checked="" type="checkbox"/> Service users	<input checked="" type="checkbox"/> The wider community
<input type="checkbox"/> Commissioned services	<input checked="" type="checkbox"/> City partners / Stakeholder organisations	
Additional comments:		

1.3 Will the proposal have an equality impact?

Could the proposal affect access levels of representation or participation in a service, or does it have the potential to change e.g. quality of life: health, education, or standard of living etc.?

If 'No' explain why you are sure there will be no equality impact, then skip steps 2-4 and request review by Equality and Inclusion Team.

If 'Yes' complete the rest of this assessment, or if you plan to complete the assessment at a later stage please state this clearly here and request review by the Equality and Inclusion Team.

Yes **No** [please select]

N/A

Step 2: What information do we have?

2.1 What data or evidence is there which tells us who is, or could be affected?

Please use this section to demonstrate an understanding of who could be affected by the proposal. Include general population data where appropriate, and information about people who will be affected with particular reference to protected and other relevant characteristics: [How we measure equality and diversity \(bristol.gov.uk\)](https://www.bristol.gov.uk/how-we-measure-equality-and-diversity)

Use one row for each evidence source and say which characteristic(s) it relates to. You can include a mix of qualitative and quantitative data e.g. from national or local research, available data or previous consultations and engagement activities.

Outline whether there is any over or under representation of equality groups within relevant services - don't forget to benchmark to the local population where appropriate. Links to available data and reports are here [Data, statistics and intelligence \(sharepoint.com\)](#). See also: [Bristol Open Data \(Quality of Life, Census etc.\)](#); [Joint Strategic Needs Assessment \(JSNA\)](#); [Ward Statistical Profiles](#).

For workforce / management of change proposals you will need to look at the diversity of the affected teams using available evidence such as [HR Analytics: Power BI Reports \(sharepoint.com\)](#) which shows the diversity profile of council teams and service areas. Identify any over or under-representation compared with Bristol economically active citizens for different characteristics. Additional sources of useful workforce evidence include the [Employee Staff Survey Report](#) and [Stress Risk Assessment Form](#)

Data / Evidence Source [Include a reference where known]	Summary of what this tells us						
<p>Bristol Advice Partnership Monitoring and KPI's 1st April 2022 to 31st March 2023: BAP reporting for 1/4/22 to 30/9/22</p> <p>Not public document – Link for BCC workers Here</p>	<p>This report details service providers have developed service provision to:</p> <ul style="list-style-type: none"> • Support most vulnerable individuals and families to maintain sustainable finances and maximise their income. Including positive results at tribunal and appeals as a result of access to specialist advice • Improving access to information, services and opportunities in the city • Maintain tenancies in social and private housing and preventing Homelessness • Reduce food and fuel poverty • Other income brought into <p>City (Leverage)</p> <ul style="list-style-type: none"> • Impact and effectiveness – mental health wellbeing 						
<p>Cost of Living Crisis Impact Assessment November 2022</p> <p>Cost of Living Crisis Bristol's One City approach to support citizens and communities – public document</p>	<p>This report outlines the communities which are most adversely effected by the COL crisis which demonstrates a link between the services this report is aiming to support and their increased need, and the benefit of the services that the most in need communities gain from them. The report estimates that the following wards are more likely to be at greatest risk to the impacts of the cost of living crisis:</p> <ul style="list-style-type: none"> • Lawrence Hill • Hartcliffe & Withywood • Filwood • Lockleaze • Ashley • Southmead • Easton • Avonmouth & Lawrence Weston • Hillfields • Eastville <p>Below you can see the data from the BAP Report of client breakdown by ward of which are also the wards at greatest impact of the COL crisis and see how the high the percentage of service users are from these wards. Of note is the fact that the wards identified of particular risk from the impact assessment are also the greatest service users.</p> <table border="1"> <thead> <tr> <th>most effected ward by COL Crisis</th> <th>Clients</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Lawrence Hill</td> <td>413</td> <td>8.97%</td> </tr> </tbody> </table>	most effected ward by COL Crisis	Clients	%	Lawrence Hill	413	8.97%
most effected ward by COL Crisis	Clients	%					
Lawrence Hill	413	8.97%					

	Hartcliffe & Withywood	390	8.47%
	Filwood	183	3.98%
	Lockleaze	159	3.46%
	Ashley	246	5.35%
	Southmead	157	3.41%
	Easton	188	4.09%
	Avonmouth & Lawrence Weston	243	5.28%
	Hillfield	143	3.11%
	Eastville	198	4.30%

Additional comments:

[Bristol Quality of Life survey 2021/22](#)

This survey demonstrates that in the most impacted wards, quality of life has remained either 'similar' or 'worse'. The services discussed are most actively used in these wards and thus positively affect the lives of those using the services.

2.2 Do you currently monitor relevant activity by the following protected characteristics?

<input checked="" type="checkbox"/> Age	<input checked="" type="checkbox"/> Disability	<input type="checkbox"/> Gender Reassignment
<input type="checkbox"/> Marriage and Civil Partnership	<input type="checkbox"/> Pregnancy/Maternity	<input checked="" type="checkbox"/> Race
<input type="checkbox"/> Religion or Belief	<input type="checkbox"/> Sex	<input checked="" type="checkbox"/> Sexual Orientation

2.3 Are there any gaps in the evidence base?

Where there are gaps in the evidence, or you don't have enough information about some equality groups, include an equality action to find out in section 4.2 below. This doesn't mean that you can't complete the assessment without the information, but you need to follow up the action and if necessary, review the assessment later. If you are unable to fill in the gaps, then state this clearly with a justification.

For workforce related proposals all relevant characteristics may not be included in HR diversity reporting (e.g. pregnancy/maternity). For smaller teams diversity data may be redacted. A high proportion of not known/not disclosed may require an action to address under-reporting.

Whilst we have comprehensive data from most of our service providers, there are some gaps in the current data set. One of the aims of this change is to ensure a more consistent and quality approach to providing services.

Currently data is not being collected on:

- Sex, Gender Re-assignment and Marriage/Civil Partnership. National statistics indicate that women are more affected by welfare reform than men.
- Pregnancy/ Maternity – Status of employment can be affected by this element and have an impact on overall household earnings, especially if this is in a single income family.
- Religion or Belief

There are gaps in overall diversity data at a local and national level for some characteristics e.g. gender reassignment – especially where this has not historically been included in statutory reporting. As council we rarely monitor marriage and civil partnership so these would be further identified gaps in the evidence base.

Although there are some gaps in the evidence base, there is enough data to use to complete this EqIA.

2.4 How have you involved communities and groups that could be affected?

You will nearly always need to involve and consult with internal and external stakeholders during your assessment. The extent of the engagement will depend on the nature of the proposal or change. This should usually include

individuals and groups representing different relevant protected characteristics. Please include details of any completed engagement and consultation and how representative this had been of Bristol’s diverse communities.

Include the main findings of any engagement and consultation in Section 2.1 above.

If you are managing a workforce change process or restructure please refer to [Managing change or restructure \(sharepoint.com\)](#) for advice on consulting with employees etc. Relevant stakeholders for engagement about workforce changes may include e.g. staff-led groups and trades unions as well as affected staff.

This extension will allow the funded organisations the time to consult with and test out new approaches with the people using their support as part of planning and delivering the one city model. There will be extensive consultation during the extension of the grant and the development of the ‘One Front Door’ model (providing joined up services which are easily accessible and provide pathways for citizens seeking advice).

2.5 How will engagement with stakeholders continue?

Explain how you will continue to engage with stakeholders throughout the course of planning and delivery. Please describe where more engagement and consultation is required and set out how you intend to undertake it. Include any targeted work to seek the views of under-represented groups. If you do not intend to undertake it, please set out your justification. You can ask the Equality and Inclusion Team for help in targeting particular groups.

- As above
- BCC as Grant Manager will work with the BAP to design their consultation approach, ensuring that all relevant equalities communities identified as users of their support and any significant groups of interest or geography missing are consulted and are actively involved in design and assessment of their service improvements. Utilise monitoring form (the monitoring form will be used to monitor consultation process and record groups who are being engaged and the feedback they are giving); the consultation strategy to be devised as part of wider work; Black South West Network and other key equalities groups will be engaged.

Step 3: Who might the proposal impact?

Analysis of impacts must be rigorous. Please demonstrate your analysis of any impacts of the proposal in this section, referring to evidence you have gathered above and the characteristics protected by the Equality Act 2010. Also include details of existing issues for particular groups that you are aware of and are seeking to address or mitigate through this proposal. See detailed guidance documents for advice on identifying potential impacts etc. [Equality Impact Assessments \(EqIA\) \(sharepoint.com\)](#)

3.1 Does the proposal have any potentially adverse impacts on people based on their protected or other relevant characteristics?

Consider sub-categories and how people with combined characteristics (e.g. young women) might have particular needs or experience particular kinds of disadvantage.

Where mitigations indicate a follow-on action, include this in the ‘Action Plan’ Section 4.2 below.

GENERAL COMMENTS (highlight any potential issues that might impact all or many groups)

This proposal is thought not to have adverse effects however since the work started rising inflation means that whilst the funding will be the same the day to day impact this funding will have on the recipients will have reduced. It is nonetheless endeavouring to have a positive impact and we are working with other networks in order to provide this service.

The proposal may have a disproportionate positive impact on the equalities groups that have been identified as being more vulnerable to the impact of cost of living. In order to assess if any potential adverse impacts are likely

to arise from any changes in work practice, BCC Grant Management will require the Partnership to establish an on-going Equalities Impact Assessment and to report back as part of its monitoring system how they are minimising negative impacts and maximising positive impacts.

PROTECTED CHARACTERISTICS

Age: Young People	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
Age: Older People	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
Disability	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
Sex	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
Sexual orientation	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
Pregnancy / Maternity	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
Gender reassignment	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
Race	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
Religion or Belief	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
Marriage & civil partnership	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
OTHER RELEVANT CHARACTERISTICS	
Socio-Economic (deprivation)	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
Carers	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
Other groups [Please add additional rows below to detail the impact for other relevant groups as appropriate e.g. Asylums and Refugees; Looked after Children / Care Leavers; Homelessness]	
Potential impacts:	
Mitigations:	

3.2 Does the proposal create any benefits for people based on their protected or other relevant characteristics?

Outline any potential benefits of the proposal and how they can be maximised. Identify how the proposal will support our [Public Sector Equality Duty](#) to:

- ✓ Eliminate unlawful discrimination for a protected group
- ✓ Advance equality of opportunity between people who share a protected characteristic and those who don't
- ✓ Foster good relations between people who share a protected characteristic and those who don't

Not specifically but it will enable groups with protected characteristics who may be further marginalised and or impacted since austerity, covid 19 and cost of living crisis to gain support as service users. The intention is to create positive impacts for all equalities groups – this will be tracked and assessed through the on-going EQIA.

Step 4: Impact

4.1 How has the equality impact assessment informed or changed the proposal?

What are the main conclusions of this assessment? Use this section to provide an overview of your findings. This summary can be included in decision pathway reports etc.

If you have identified any significant negative impacts which cannot be mitigated, provide a justification showing how the proposal is proportionate, necessary, and appropriate despite this.

Summary of significant negative impacts and how they can be mitigated or justified:

There are no intended negative impacts of extending the grant. Learning on improving accessibility of services to equality groups from Covid-19 and Cost of living work will all feed into the development of the grant after the extension period.

Summary of positive impacts / opportunities to promote the Public Sector Equality Duty:

The Equalities Impact Assessment will feed into the outcomes of the grant funding and will help to define key areas of need in the city. Missing demographics; will write in the requirement for an ongoing EQIA to be explored as integral part of the grant management relationship.

4.2 Action Plan

Use this section to set out any actions you have identified to improve data, mitigate issues, or maximise opportunities etc. If an action is to meet the needs of a particular protected group please specify this.

Improvement / action required	Responsible Officer	Timescale
Further conversations with VCSE sector	Katie Wright	ongoing
Consultation plan in developing services	Katie Wright	18 months
Monitoring of current grant	Katie Wright	ongoing


4.3 How will the impact of your proposal and actions be measured?

How will you know if you have been successful? Once the activity has been implemented this equality impact assessment should be periodically reviewed to make sure your changes have been effective your approach is still appropriate.

Periodic grant management include equalities monitoring data that will be monitored closely. The monitoring of equality data will ensure we are still reaching communities the funding is aimed at.

Step 5: Review

The Equality and Inclusion Team need at least five working days to comment and feedback on your EqIA. EqIAs should only be marked as reviewed when they provide sufficient information for decision-makers on the equalities impact of the proposal. Please seek feedback and review from the [Equality and Inclusion Team](#) before requesting sign off from your Director¹.

Equality and Inclusion Team Review: <i>Reviewed by Equality and Inclusion Team</i>	Director Sign-Off: 
Date: 11.01.22	Date: 10.03.2023

¹ Review by the Equality and Inclusion Team confirms there is sufficient analysis for decision makers to consider the likely equality impacts at this stage. This is not an endorsement or approval of the proposal.

Eco Impact Checklist

Title of report: Advice Grant				
Report author: Katie Wright				
Anticipated date of key decision: Full cabinet March 2023				
<p>Summary of proposals: To approve a two-year extension of the Advice Grant for the delivery of advice and the development of a citywide strategic approach, from 1st April 2024 to 31st March 2026. A total value of £1.2m for the two-year period.</p>				
Will the proposal impact on...	Yes/No	+ive or -ive	If Yes...	
			Briefly describe impact	Briefly describe Mitigation measures
Emission of Climate Changing Gases?	NO			
Bristol's resilience to the effects of climate change?	No			
Consumption of non-renewable resources?	No			
Production, recycling or disposal of waste	No			
The appearance of the city?	No			
Pollution to land, water, or air?	No			
Wildlife and habitats?	No			
Consulted with:				
Summary of impacts and Mitigation - <u>to go into the main Cabinet/ Council Report</u>				
<p>While there are no direct impacts linked to the Advice Grant Service, the continued running of the service provides the opportunity to identify citizens who are facing fuel poverty and to sign post them to grant funding available such as 'Bright Green Homes' project through the Bristol City Leap Partnership to access funding for energy efficiency measures or heating grants, which in turn will help with decarbonisation of the City through any works undertaken. Ensure that through the advice service fuel poverty is picked up and signposted to funding options through Bristol City Leap.</p>				
Checklist completed by:				
Name:		Katie Wright		
Dept.:		Neighbourhoods and Communities		
Extension:				

Date:	30/09/2021
Verified by Environmental Performance Team	Nicola Hares – 10/01/2023

Decision Pathway – Report

PURPOSE: Key decision

MEETING: Cabinet

DATE: 04 April 2023

TITLE	Parking Services Back Office Procurement Project		
Ward(s)	Citywide		
Author: Sarah Clark	Job title: Acting Parking Manager		
Cabinet lead: Cllr Alexander, Cabinet Member for Transport.	Executive Director lead: John Smith; Interim Executive Director Growth and Regeneration		
Proposal origin: BCC Staff			
Decision maker: Cabinet Member			
Decision forum: Cabinet			
Purpose of Report:			
<ol style="list-style-type: none"> 1. To update Cabinet on the function of Parking Services’ back-office supplier and the current contractual position. 2. To seek authority to award an interim 1 year (+2 x optional single year extensions) contract to our existing supplier via a framework that complies with applicable procurement regulations and rules. 3. To seek authority for Parking Services (with the support of Change Services, Procurement, Legal and ICT) to tender for a new long-term supplier of this hardware and software and enter into a contract with the successful bidder. 			
Evidence Base:			
<ol style="list-style-type: none"> 1. Parking Services currently issues c100k parking and c130k bus lane Penalty Charge Notices (PCNs) per year. The number of Clean Air Zone PCNs will add many more PCNs to this total. 2. Our back-office supplier provides: <ol style="list-style-type: none"> a. the software, smartphones & mobile printers used by our Civil Enforcement Officers for Parking PCNs b. the back-office system which manages all PCNs throughout their lifecycle; obtaining vehicle keeper details from DVLA, receiving payments, sending out statutory correspondence, registering debts with the Traffic Enforcement Centre and enforcement agents. c. An online portal for motorists to make an appeal against a PCN. 3. This contract expires at the end of April 2023. 4. Due to other corporate priorities, including the implementation of the Clean Air Zone, the Council has not been able to resource the tendering of a new contract for these services over the last 18 months. It was also impractical to potentially change supplier during the development and implementation of the Clean Air Zone. 5. Parking Services now needs to award a new interim contract with our current supplier to continue to provide all our existing services while we go to the market for a new long-term contract. The new long-term contract will be for up to 10 years with an initial contract period of 5 years and the balance as optional extensions. 6. We propose to direct award the interim contract via a framework on the basis of a 1-year contract with 2 optional 1-year extensions. This will cover the tender period for the long term contract and allows additional time to on board a new supplier and wind down our existing system, if a different supplier is awarded the long-term contract. In addition, the interim contract will include any additional requirements we anticipate during the contract period, including: <ol style="list-style-type: none"> a. Replacement of CEO smartphones and printers if required b. Integration with providers of cashless parking and digital parking permits to enable more efficient enforcement 			

- c. Addition of more bus lane or clean air zone approved devices if required
 - d. Addition of approved devices and back-office software development for Moving Traffic Enforcement.
 - e. Any other upgrades or additions as required to meet security, data, operational, accessibility or legislative requirements that emerge during the life of the contract.
7. The project to procure and implement the longer-term solution will now be scoped and will seek allocation of resources via standard business case approach, however it should be noted that Parking Services will not be able to deliver this without specialist procurement, legal, project management and ICT support.
 8. The procurement route for the long-term contract is expected to be a bespoke procurement or a mini competition between the suppliers on an existing external framework to be determined in conjunction with procurement, both routes in compliance with applicable procurement rules and regulations.
 9. The cost of the interim contract, including extensions, is estimated to be up to £1.1m.
 10. The cost of the long-term contract is not yet known but is currently expected to be in the region of circa £3.5m for a duration of 10 years.
 11. For context, the council receives c £7m a year from Parking & Bus Lane PCNs, so it is essential we have a robust and secure platform on which to administer this work.
 12. ICT holds budget for licences for the current back-office system. Parking Services has existing revenue budgets to cover remaining contract costs for Parking and Bus Lane enforcement. The contract and costs would be easier to manage if the budget for the whole contract were to be held in one place. Operating costs for enforcement should be covered by the Parking Account in line with S55 of the Road Traffic Regulation Act 1984, but by splitting costs between different budgets some elements of costs such as this are not included.
 13. Parking Services' revenue budget will need to cover any project costs, which will be established as part of the business case.
 14. Income from the clean air zone covers any operational costs and it is expected that income from moving traffic enforcement will also cover any operating costs.

Cabinet Member / Officer Recommendations:

1. Authorises the Executive Director, Growth & Regeneration in consultation with the Cabinet Member for Transport to take all steps required to award a contract via a framework for the implementation of an interim back-office system for Parking Services for a maximum of 3 years (including any extensions) for the sum of circa £1.1m.
2. Authorises the Executive Director, Growth & Regeneration in consultation with Cabinet Member for Transport to procure and award the contract for a maximum of 10 years (including any extensions) for the implementation of a back-office system for Parking Services, for the sum of circa £3.5m.
3. Authorises the Head of Strategic Procurement & Supplier Relations to approve appropriate procurement routes to market where these are not yet fully defined in this report, or if changes to procurement routes are subsequently required
4. Authorises the transfer of the budget for the back-office licences from ICT to Parking Services to enable the contract to be managed and budgeted for 'as a whole'.

Corporate Strategy alignment:

Theme 6 of the Corporate Strategy 2022-27 covers Transport and Connectivity, with a vision to create a more efficient, sustainable, and inclusive connection of people to people, people to jobs and people to opportunity. In addition, the Bristol Transport Strategy sets out our ambitions to:

1. improve transport to meet increased demand from the growth in housing, jobs and regeneration
2. create an inclusive transport system that provides realistic transport options for everyone
3. create healthy places that promote active transport, improve air quality and improve road safety
4. make better use of our streets to enable more efficient journeys
5. enable more reliable journeys by minimising the negative impact of congestion
6. support sustainable growth by enabling efficient movement of people and goods, reducing carbon emissions and embracing new technology

Quality of Life survey shows that 70% of citizens still find congestion to be a problem locally. Transport related issues dominate the top ten list of comments made by people when asked how to improve the city.

City Benefits:

1. An efficient and effective back-office system for Parking Services' enforcement activities will enable us to deliver effective enforcement of parking restrictions, bus lane restrictions and the clean air zone.
2. Enforcement encourages compliance with the restrictions which will help reduce congestion, improve road safety, improve public transport reliability and provide more reliable journey times for members of the public.
3. Enforcement of the clean air zone will improve air quality and provide health benefits.
4. Enforcement also addresses antisocial parking behaviour

Consultation Details:

The proposal will not directly affect the public and public consultation is not required.

Background Documents:

The Council is under a ministerial direction to improve air. For further information see

<https://www.cleanairforbristol.org/caz/> or www.bristol.gov.uk/caz.

Bristol City Council's Transport policy <https://www.bristol.gov.uk/council-and-mayor/policies-plans-and-strategies/bristol-transport-strategy>

The West of England Joint Local Transport Plan 4 (2020 -2036) (JLTP 4) (<https://travelwest.info/projects/joint-local-transport-plan>)

Revenue Cost	£1.1m over 3 years for interim contract. £3.5m over 10 years for long term contract.	Source of Revenue Funding	ICT revenue budget covers licence fees. Parking Services revenue budgets covers additional Parking and Bus Lane costs. Clean Air Zone operating costs are offset by income. Moving Traffic Enforcement costs will be offset by income.
Capital Cost	No anticipated capital cost	Source of Capital Funding	N/A
One off cost <input type="checkbox"/>	Ongoing cost <input checked="" type="checkbox"/>	Saving Proposal <input type="checkbox"/>	Income generation proposal <input type="checkbox"/>

Required information to be completed by Financial/Legal/ICT/ HR partners:**1. Finance Advice:**

1. The Cabinet report is seeking approval to extend the current contract for Parking Services' Back-Office Supplier and to tender for a new longer term supply contractor.
2. They are looking to award a 1-year interim contract with 2x optional one-year extensions to the existing contractor. This would allow the service to go to the market and tender for a new longer-term supplier contract of up to ten years (5 years, +5 x 1-year contract extensions) and on-board the successful contractor, if different from the current contractor. It will allow for recent increases in scope i.e. CAZ, Moving Traffic, as well as interim refreshes to PCN equipment etc.
3. The cost of the interim contract and extensions is circa £1.1m, and is outlined in Table 1 below:

Table 1

	2023/24 £m	2024/25 £m	2025/26 £m	Grand Total £m
Licenses	0.035	0.035	0.035	0.105
Hosted Annual Si-Dem Support	0.100	0.100	0.100	0.300
CAZ Annual Support	0.050	0.050	0.050	0.150
25 Additional Locations	0.050	0.050	0.050	0.150
Handheld Refresh	0.033	0.033	0.034	0.100
Additional £300k contingency for:	0.100	0.100	0.100	0.300
moving traffic enforcement				
development of interface with MiPermit,				
development of interface with RingGo				
potential development of non uk enforcement process for CAZ once JAQU have set one up				
potential development of software to align with new corporate protocols for debt recovery				
any additional legislative changes				
Total Cost	0.368	0.368	0.369	1.105

4. The new contract is expected to be around £3.5m over 10 years (5 years, +5 x 1-year extensions).
5. The contract costs are fully offset by ICT and Parking Services revenue budgets, as well income received from Penalty Charge Notices (PCN's) including bus lane, parking, and clean Air zone (CAZ) enforcement.
6. The report is requesting the transfer of the ICT budget to Highways to allow the contract costs to be held in once place, being more transparency and easier to manage.
7. If for any reason, costs fall outside of the contract, including the Business Case project costs, these additional costs will have to be met by the Highways existing revenue budget (Including New CAZ and Moving Traffic budgets), and should not constitute a pressure to the General fund.
8. As with any contract extension and tender process, a suitable Business Case will be developed, agreed, and delivered.
9. Following this, robust contract management processes will need to continue and regular reconciliations of data, so appropriate action to rectify issues can be performed swiftly, ensuring value for money.

Finance Business Partner: Kayode Olagundoye, Interim Finance Business Partner, Growth and Regeneration, 24th March 2023

2. Legal Advice: Whenever the Council procures goods works and services over certain thresholds, it must procure such goods works and services in accordance with the Public Contracts Regulations 2015, and/or its own internal procurement rules.

The relevant officers must ensure procurement and legal support is obtained prior to commencing procurement of the contracts detailed in this report, in order to ensure such procurements comply with the relevant regulations and rules.

Legal Team Leader: Sinead Willis, Team Manager: Commercial and Governance 24 January 2023

3. Implications on IT: "IT are happy with the transfer outlined and have advised finance colleagues of this in readiness to transfer the budget to Parking Services on receipt of their request."

IT Team Leader: Gavin Arbuckle, Head of IT Operations, 7 February 2023

4. HR Advice: There are no HR implications evident'

HR Partner: Celia Williams, HR Business Partner, 23 January 2023

EDM Sign-off	Stephen Peacock, CEO & Executive Director, Growth & Regeneration	8 February 2023
Cabinet Member sign-off	Cllr Alexander, Cabinet Member for Transport	16 February 2023
Cabinet Member sign-off	Cllr Cheney, Deputy Mayor & Cabinet Member for Finance, Governance and Performance	20 February 2023
For Key Decisions - Mayor's Office sign-off	Mayor's Office	6 March 2023

Appendix A – Further essential background / detail on the proposal	NO
Appendix B – Details of consultation carried out - internal and external	NO
Appendix C – Summary of any engagement with scrutiny	NO
Appendix D – Risk assessment	YES
Appendix E – Equalities screening / impact assessment of proposal	YES
Appendix F – Eco-impact screening/ impact assessment of proposal	YES
Appendix G – Financial Advice	NO
Appendix H – Legal Advice	NO

Appendix I – Exempt Information	No
Appendix J – HR advice	NO
Appendix K – ICT	NO
Appendix L – Procurement	NO

Parking Services Back Office Procurement Risk Register

Negative Risks that offer a threat to Parking Services Back Office Procurement and its Aims (Aim - Reduce Level of Risk)

Ref	Risk Description	Key Causes	Key Consequence	Status Open / Closed	Strategic Theme	Risk Category	Risk Owner	Key Mitigations	Direction of travel	Current Risk Level			Monetary Impact of Risk £k	Risk Tolerance			
										Likelihood	Impact	Risk Rating		Likelihood	Impact	Risk Rating	Date
1	Cabinet report not approved	Insufficient information provided	Parking Services will be unable to administer PCNs if not resolved.	O			Sarah Clark	Detailed report and presentation through key decision pathway process		1	5	5	>£15m PCN income	1	5	5	
2	Interim contract not in place in time	Delays in approval process or in drafting contract	Breach of procurement regs and reliance on supplier to continue 'at risk'	O			Sarah Clark	Business to prioritise drafting of call off agreement and supplier to prioritise completion of paperwork once cabinet approval received.		3	5	15	>£15m PCN income	2	5	10	
3	Long Term contract not retendered in time	Lack of internal resource in the business or support services	Breach of procurement regs until tender process completed	O			Sarah Clark	Resources to be secured to deliver project. Includes PMO, Procurement, ICT, Legal etc		3	5	15	>£15m PCN income	2	5	10	
4												0				0	
5												0				0	

Equality Impact Assessment [version 2.9]



Title: Parking Services Back Office procurement	
<input type="checkbox"/> Policy <input type="checkbox"/> Strategy <input type="checkbox"/> Function <input checked="" type="checkbox"/> Service <input type="checkbox"/> Other [please state]	<input checked="" type="checkbox"/> New <input type="checkbox"/> Already exists / review <input type="checkbox"/> Changing
Directorate: Growth & Regeneration	Lead Officer name: Sarah Clark
Service Area: MOP/T&HM/Parking Services	Lead Officer role: Temporary Parking Manager

Step 1: What do we want to do?

The purpose of an Equality Impact Assessment is to assist decision makers in understanding the impact of proposals as part of their duties under the Equality Act 2010. Detailed guidance to support completion can be found here [Equality Impact Assessments \(EqIA\) \(sharepoint.com\)](#).

This assessment should be started at the beginning of the process by someone with a good knowledge of the proposal and service area, and sufficient influence over the proposal. It is good practice to take a team approach to completing the equality impact assessment. Please contact the [Equality and Inclusion Team](#) early for advice and feedback.

1.1 What are the aims and objectives/purpose of this proposal?

Briefly explain the purpose of the proposal and why it is needed. Describe who it is aimed at and the intended aims / outcomes. Where known also summarise the key actions you plan to undertake. Please use plain English, avoiding jargon and acronyms. Equality Impact Assessments are viewed by a wide range of people including decision-makers and the wider public.

This EQIA is being done to accompany a Key Decision Pathway report which seeks approvals regarding the procurement of Parking Services' back-office software which manages Penalty Charge Notices issued by the Council for parking, bus lane and clean air zone contraventions. The contract also supplies the smartphones and printers used by Civil Enforcement Officers to issue parking PCNs.

The back-office software itself and the smartphones/printers are used by BCC staff only. The supplier also provides an online portal for members of the public to submit appeals, and this will be a requirement of any new solution too. (We also accept emails and written appeals, and this is not expected to change.)

The report seeks two approvals:

- 1) To award an interim contract to our existing supplier for up to three years.
- 2) to undertake a full procurement process to award a new longer-term contract.

The interim contract is to cover the time required to complete the tender process for the long-term contract and to implement new software and hardware, and to decommission the existing solution if necessary.

1.2 Who will the proposal have the potential to affect?

<input checked="" type="checkbox"/> Bristol City Council workforce	<input checked="" type="checkbox"/> Service users	<input type="checkbox"/> The wider community
<input type="checkbox"/> Commissioned services	<input type="checkbox"/> City partners / Stakeholder organisations	
Additional comments:		

1.3 Will the proposal have an equality impact?

Could the proposal affect access levels of representation or participation in a service, or does it have the potential to change e.g. quality of life: health, education, or standard of living etc.?

If 'No' explain why you are sure there will be no equality impact, then skip steps 2-4 and request review by Equality and Inclusion Team.

If 'Yes' complete the rest of this assessment, or if you plan to complete the assessment at a later stage please state this clearly here and request review by the Equality and Inclusion Team.

<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	[please select]
------------------------------	--	-----------------

The proposal is not expected to have an Equality Impact. The existing services will continue as is for up to three years, during which time a new contract will be let. If the incumbent supplier is successful there will be no change and if a new supplier is successful they will need to provide the same services.

The tender requirements will make it mandatory that equalities standards are met, using the Council's standard wording for non-functional requirements ie that All digital interfaces, internal and external, and mobile apps must comply with Web Content Accessibility guidelines, Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018, BS8878 & EN 301 549.

In general terms, the overall services that are being provided by the contract/s are and will be unchanged. In specific terms, the tender requirements will ensure that the solution meets all accessibility standards.

Step 5: Review

The Equality and Inclusion Team need at least five working days to comment and feedback on your EqIA. EqIAs should only be marked as reviewed when they provide sufficient information for decision-makers on the equalities impact of the proposal. Please seek feedback and review from the [Equality and Inclusion Team](#) before requesting sign off from your Director¹.

<p>Equality and Inclusion Team Review: <i>Reviewed by Equality and Inclusion Team</i></p>	<p>Director Sign-Off:  Patsy Mellor Director Management of Place</p>
Date: 6/2/2023	Date: 07/02/2023

¹ Review by the Equality and Inclusion Team confirms there is sufficient analysis for decision makers to consider the likely equality impacts at this stage. This is not an endorsement or approval of the proposal.

Eco Impact Checklist

Title of report: Parking Services Back Office Procurement				
Report author: Sarah Clark				
Anticipated date of key decision 4th April 2023				
Summary of proposals:				
<p>This ECO IA is being done to accompany a Key Decision Pathway report which seeks approvals regarding the procurement of Parking Services' back-office software which manages Penalty Charge Notices issued by the Council for parking, bus lane and clean air zone contraventions. The contract also supplies the smartphones and printers used by Civil Enforcement Officers to issue parking PCNs. The report seeks two approvals:</p>				
<p>1) To award an interim contract to our existing supplier for up to three years. 2) to undertake a full procurement process to award a new longer-term contract.</p>				
<p>The interim contract is to cover the time required to complete the tender process for the long-term contract and to implement new software and hardware, and to decommission the existing solution if necessary.</p>				
<p>Whilst there are obvious environmental benefits to enforcement, this proposal is purely in relation to the procurement of the software and hardware that is used to issue and manage the PCNs (noting that camera equipment for bus lanes and clean air zone is not covered by this contract). As such, there are no known new environmental impacts to the proposal.</p>				
<p>The service does include the use of smartphones and printers and these do have limited longevity and while batteries are rechargeable they do not last forever and do have to be replaced periodically. Tender requirements will place requirements on supplier to dispose of used equipment according to legislation and to recycle/reuse wherever possible.</p>				
Will the proposal impact on...	Yes/No	+ive or -ive	If Yes...	
			Briefly describe impact	Briefly describe Mitigation measures
Emission of Climate Changing Gases?	No			
Bristol's resilience to the effects of climate change?	No			
Consumption of non-renewable resources?	No			
Production, recycling or disposal of waste	No			
The appearance of the city?	No			
Pollution to land, water, or air?	No			

Wildlife and habitats?	No		
Consulted with: N/A			
Summary of impacts and Mitigation - <u>to go into the main Cabinet/ Council Report</u>			
<p>The environmental impact of these proposals is neutral, since it is a continuation of the current contract with no substantial change.</p> <p>The addition of issuing Penalty Charge Notices for the Clean Air Zone is potentially contributing to improvements in air quality in the city, (the income is ringfenced for transport improvement works) but that extension of the work of the team is not the subject of these proposals. It is likely that this will slightly increase the amount of equipment purchased through this contract.</p>			
Checklist completed by:			
Name:	Sarah Clark		
Dept.:	Traffic & Highways Maintenance		
Extension:	N/A		
Date:	03/02/2023		
Verified by Environmental Performance Team	Giles Liddell – Project Manager - Environmental		

Decision Pathway – Report Template

PURPOSE: Key decision

MEETING: Cabinet

DATE: 04 April 2023

TITLE	Re-procurement of Mobile Voice and Data Contract 2023-25		
Ward(s)	<i>None</i>		
Author: Sharon Scull		Job title: Lead – Operational Procurement & Finance	
Cabinet lead: Cllr Craig Cheney, Deputy Mayor and Cabinet Member for Finance, Governance and Performance		Executive Director lead: Stephen Peacock	
Proposal origin: <i>BCC Staff</i>			
Decision maker: Cabinet Member Decision forum: <i>Cabinet</i>			
Purpose of Report: This report seeks permission to procure and award a 2+1-year contract for the supply of mobile devices and associated voice and data connectivity used across the council estate, including educational establishments via Trading with Schools.			
Evidence Base: Mobile devices, such as mobile phones, tablets and specialist devices are used extensively across council; primarily by staff and Members, but also in remotely managed equipment such as parking controllers. Employees use mobile devices to support remote and agile working as well as providing emergency contact to colleagues, partner organisations and citizens. The continued growth and use of smartphone and tablet technology allows for access to email, calendars, Video Conferencing and line of business applications enabling increased productivity and improved service responses. These products underpin the fundamental day to day operation of the council. The council’s previous contract expired in February 2023, and it moved (at no financial detriment) to a compliant 30-day rolling arrangement, which enabled the council to complete soft market testing during the establishment of a new Crown Commercial Services Framework - Mobile Voice & Data Services Framework Agreement (RM6261). The council is now able to place a directly awarded contract under the Framework having taken market soundings to ensure best value can be provided. Whilst the cost of the contract is lower, the service is unchanged and there will be a seamless continuity of service across the council estate. Existing arrangements to provide mobile devices and connectivity to educational establishments via Trading with Schools will continue. The use of framework RM6261 Mobile Voice & Data Services Framework Agreement provides a compliant route to market and the council use the opportunity to optimise connection types and tariffs to ensure best value. Whilst longer contract periods are achievable under the Framework, a limited 2+1-year contract period is advised based on market soundings as highly competitive pricing has been offered on this basis. A shorter period will also enable the council to test changes and opportunities in the vendor market in future, particularly as its own needs may change as a result of various digital transformation projects and the likelihood of wider council service re-design in light of its financial challenges. The contract value has been calculated based on maximum anticipated spend with headroom for ad-hoc device			

purchases and enabling shared service with Council-owned companies and via Trading with Schools. Within this is a fixed fee connectivity calculated to meet the council's projected needs, comprising 4,997 connections, 5.3TB total data via tariffs and all voice calls and SMS messaging included (excl. premium rate numbers).

The connectivity element of the contract presents a saving of nearly 40% against the council's previous contract. The benefit derived from this forms part of the business case for the project 22SA636.5 DTP2 3rd Party Contracts within the council's approved Digital Transformation Programme.

Market sounding provided evidence of an alternative offering at lower cost, however when considering the cost and risks of change (estimated to be £150k one-off cost at 50% confidence) it was highly unlikely that this would have realised a further saving in real terms.

Cabinet Member / Officer Recommendations:

1. Approve the re-procurement of a new mobile voice and data contract for a period of 2+1 years (up to a total value of £2.25m), through the use of the CCS Mobile Voice & Data Services Framework Agreement.
2. Authorise the Director – Policy, Strategy and Digital in consultation with the Deputy Mayor – Finance, Governance, Property and Culture, to take all steps necessary to procure and award the contract.

Corporate Strategy alignment

The Corporate Strategy identifies a need to be a more effective and efficient council to achieve our priorities (Effective Development Organisation). The use of effective mobile technology is a core component of this, and this proposal explicitly supports priority EDO5 Good Governance, which commits the council to be financially competent and resilient, offering good value for money.

City Benefits:

There are no specific or direct benefits to the city and there are no identified equalities impacts. However, without the use of mobile devices the Council would be unable to deliver most services in an effective way.

Consultation Details:

Not applicable

Background Documents:

[Decision Recording Form 25 02 2021 \(bristol.gov.uk\)](http://bristol.gov.uk)

Revenue Cost	£219,780 p/a for connectivity, up to £659,340 over three years including optional 1-year extension period Up to £530,220 p/a for devices and out-of-tariff billing; up to £1,590,660 over three years including 1-year optional extension period	Source of Revenue Funding	Digital Transformation core budget (Cost Centre 15131) + Business specific cost centres (for handset requests)
Capital Cost	N/A	Source of Capital Funding	N/A
One off cost <input type="checkbox"/> Ongoing cost <input checked="" type="checkbox"/>		Saving Proposal <input checked="" type="checkbox"/> Income generation proposal <input type="checkbox"/>	

Required information to be completed by Financial/Legal/ICT/ HR partners:

1. Finance Advice: This report requests approval for the re-procurement of a new mobile voice and data a contract (the supply of mobile devices and associated airtime and data) on behalf of Bristol City Council up to a total value of £2.25m over 3 years (2+1 years contract)

The annual commitment in contract for the Council to £219,780 p/a (£439,560 over 2years and £659,340 over 3 years) and pays for connections, voice, data, SMS and service advisors for about 5,000 devices

The contract also includes a provision/ headroom for the purchase of mobile devices estimated in this paper at £530,220 p/a (£1,590,660 over 3 years) also included is some element for out of tariff billing. This does not form a commitment but gives the Council ability and flexibility to order mobile devices when needed

The Digital Transformation currently has a core budget (cost centre 15131) for the committed element of the contract of £356,328p/a (£712,656 over 2 years and £1,068,984 over 3 years).

The new contract would result in savings of £136,548 p/a which is captured in the Digital Transformation Programme.

There is no central budget held for the uncommitted element of the contract of £530,220 (mobile devices) and any expenditure on this would be charged back to the department placing the Order (Budget checks and confirmations would be done before orders are placed)

There are no financial risks related to the award of this contract other than benefits mentioned above.

Finance Business Partner: Olubunmi Kupoluyi, 24 February 2023

2. Legal Advice: Whenever the council procures goods or services it must do so in compliance with The Public Contracts Regulations 2015 unless an exemption is available, and the Councils own procurement rules. The intention is to use the CCS Mobile Voice & Data Services Framework Agreement to purchase goods and services. Use of the CCS framework provides a compliant procurement route for the purposes of the Regulations. Authority is also sought for the Director to proceed to procure the contract without further reference to Cabinet.

Legal Team Leader: Eric Andrews, Legal Services, 21/2/2023

3. Implications on IT: The proposal supports the ongoing delivery of the council’s services via flexible and agile working, whilst delivering financial benefits in support of its approved Digital Transformation Programme. There are no IT delivery implications in placing the contract, as it requires no change to the council’s existing devices or SIM cards.

IT Team Leader: Tim Borrett, Director: Policy, Strategy and Digital, 15 February 2023

4. HR Advice: No HR implications evident

HR Partner: Bryn Williams, Bristol City Council HR, 21 February 2023

EDM Sign-off	Tim O’Gara	01/03/2023
Cabinet Member sign-off	Cllr. Craig Cheney	27/02/2023
For Key Decisions - Mayor’s Office sign-off	Mayor’s Office	06/03/2023

Appendix A – Further essential background / detail on the proposal	YES
Appendix B – Details of consultation carried out - internal and external	NO
Appendix C – Summary of any engagement with scrutiny	NO

Appendix D – Risk assessment	NO
Appendix E – Equalities screening / impact assessment of proposal	YES
Appendix F – Eco-impact screening/ impact assessment of proposal	NO
Appendix G – Financial Advice	NO
Appendix H – Legal Advice	NO
Appendix I – Exempt Information I. Procurement Market Sounding Exercise	YES
Appendix J – HR advice	NO
Appendix K – ICT	NO
Appendix L – Procurement	NO

Equality Impact Assessment [version 2.12]



Title: Re-procurement of Mobile Voice and Data Contract 2023-25	
<input type="checkbox"/> Policy <input type="checkbox"/> Strategy <input type="checkbox"/> Function <input checked="" type="checkbox"/> Service <input type="checkbox"/> Other [please state]	<input type="checkbox"/> New <input checked="" type="checkbox"/> Already exists / review <input type="checkbox"/> Changing
Directorate: Resources	Lead Officer name: Gavin Arbuckle
Service Area: IT Operations	Lead Officer role: Head of IT Operations

Step 1: What do we want to do?

The purpose of an Equality Impact Assessment is to assist decision makers in understanding the impact of proposals as part of their duties under the Equality Act 2010. Detailed guidance to support completion can be found here [Equality Impact Assessments \(EqIA\) \(sharepoint.com\)](#).

This assessment should be started at the beginning of the process by someone with a good knowledge of the proposal and service area, and sufficient influence over the proposal. It is good practice to take a team approach to completing the equality impact assessment. Please contact the [Equality and Inclusion Team](#) early for advice and feedback.

1.1 What are the aims and objectives/purpose of this proposal?

Briefly explain the purpose of the proposal and why it is needed. Describe who it is aimed at and the intended aims / outcomes. Where known also summarise the key actions you plan to undertake. Please use plain English, avoiding jargon and acronyms. Equality Impact Assessments are viewed by a wide range of people including decision-makers and the wider public.

We aim to award a two-year contract (with optional extra one year extension) for the supply of mobile devices and associated voice and data connectivity used across the council estate, including educational establishments via Trading with Schools. This award is to our existing supplier.

1.2 Who will the proposal have the potential to affect?

<input checked="" type="checkbox"/> Bristol City Council workforce	<input checked="" type="checkbox"/> Service users	<input checked="" type="checkbox"/> The wider community
<input checked="" type="checkbox"/> Commissioned services	<input type="checkbox"/> City partners / Stakeholder organisations	
Additional comments:		

1.3 Will the proposal have an equality impact?

Could the proposal affect access levels of representation or participation in a service, or does it have the potential to change e.g. quality of life: health, education, or standard of living etc.?

If 'No' explain why you are sure there will be no equality impact, then skip steps 2-4 and request review by Equality and Inclusion Team.

If 'Yes' complete the rest of this assessment, or if you plan to complete the assessment at a later stage please state this clearly here and request review by the Equality and Inclusion Team.

Yes No

The contract simply secures the ability to make calls, send messages and access data; plus the ability to purchase mobile devices. It does not change our supplier, and so there is no change process for users – their existing devices will simply continue to work as they do now. The contract does not specify what devices we can or should

purchase, or what adjustments can be made to ensure they are accessible. This is the subject of other IT policies which already in place.

Step 2: What information do we have?

2.1 What data or evidence is there which tells us who is, or could be affected?

Please use this section to demonstrate an understanding of who could be affected by the proposal. Include general population data where appropriate, and information about people who will be affected with particular reference to protected and other relevant characteristics: [How we measure equality and diversity \(bristol.gov.uk\)](http://bristol.gov.uk)

Use one row for each evidence source and say which characteristic(s) it relates to. You can include a mix of qualitative and quantitative data e.g. from national or local research, available data or previous consultations and engagement activities.

Outline whether there is any over or under representation of equality groups within relevant services - don't forget to benchmark to the local population where appropriate. Links to available data and reports are here [Data, statistics and intelligence \(sharepoint.com\)](http://sharepoint.com). See also: [Bristol Open Data \(Quality of Life, Census etc.\)](http://bristol.gov.uk); [Joint Strategic Needs Assessment \(JSNA\)](http://bristol.gov.uk); [Ward Statistical Profiles](http://bristol.gov.uk).

For workforce / management of change proposals you will need to look at the diversity of the affected teams using available evidence such as [HR Analytics: Power BI Reports \(sharepoint.com\)](http://sharepoint.com) which shows the diversity profile of council teams and service areas. Identify any over or under-representation compared with Bristol economically active citizens for different characteristics. Additional sources of useful workforce evidence include the [Employee Staff Survey Report](http://bristol.gov.uk) and [Stress Risk Assessment](http://bristol.gov.uk)

Data / Evidence Source [Include a reference where known]	Summary of what this tells us
Additional comments:	

2.2 Do you currently monitor relevant activity by the following protected characteristics?

<input type="checkbox"/> Age	<input type="checkbox"/> Disability	<input type="checkbox"/> Gender Reassignment
<input type="checkbox"/> Marriage and Civil Partnership	<input type="checkbox"/> Pregnancy/Maternity	<input type="checkbox"/> Race
<input type="checkbox"/> Religion or Belief	<input type="checkbox"/> Sex	<input type="checkbox"/> Sexual Orientation

2.3 Are there any gaps in the evidence base?

Where there are gaps in the evidence, or you don't have enough information about some equality groups, include an equality action to find out in section 4.2 below. This doesn't mean that you can't complete the assessment without the information, but you need to follow up the action and if necessary, review the assessment later. If you are unable to fill in the gaps, then state this clearly with a justification.

For workforce related proposals all relevant characteristics may not be included in HR diversity reporting (e.g. pregnancy/maternity). For smaller teams diversity data may be redacted. A high proportion of not known/not disclosed may require an action to address under-reporting.

N/A

2.4 How have you involved communities and groups that could be affected?

You will nearly always need to involve and consult with internal and external stakeholders during your assessment. The extent of the engagement will depend on the nature of the proposal or change. This should usually include individuals and groups representing different relevant protected characteristics. Please include details of any completed engagement and consultation and how representative this had been of Bristol’s diverse communities.

Include the main findings of any engagement and consultation in Section 2.1 above.

If you are managing a workforce change process or restructure please refer to [Managing a change process or restructure \(sharepoint.com\)](#) for advice on consulting with employees etc. Relevant stakeholders for engagement about workforce changes may include e.g. staff-led groups and trades unions as well as affected staff.

N/A

2.5 How will engagement with stakeholders continue?

Explain how you will continue to engage with stakeholders throughout the course of planning and delivery. Please describe where more engagement and consultation is required and set out how you intend to undertake it. Include any targeted work to seek the views of under-represented groups. If you do not intend to undertake it, please set out your justification. You can ask the Equality and Inclusion Team for help in targeting particular groups.

N/A

Step 3: Who might the proposal impact?

Analysis of impacts must be rigorous. Please demonstrate your analysis of any impacts of the proposal in this section, referring to evidence you have gathered above and the characteristics protected by the Equality Act 2010. Also include details of existing issues for particular groups that you are aware of and are seeking to address or mitigate through this proposal. See detailed guidance documents for advice on identifying potential impacts etc. [Equality Impact Assessments \(EqIA\) \(sharepoint.com\)](#)

3.1 Does the proposal have any potentially adverse impacts on people based on their protected or other relevant characteristics?

Consider sub-categories and how people with combined characteristics (e.g. young women) might have particular needs or experience particular kinds of disadvantage.

Where mitigations indicate a follow-on action, include this in the ‘Action Plan’ Section 4.2 below.

GENERAL COMMENTS (highlight any potential issues that might impact all or many groups)	
N/A	
PROTECTED CHARACTERISTICS	
Age: Young People	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	
Mitigations:	
Age: Older People	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	
Mitigations:	
Disability	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	
Mitigations:	
Sex	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	
Mitigations:	

Sexual orientation	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	
Mitigations:	
Pregnancy / Maternity	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	
Mitigations:	
Gender reassignment	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	
Mitigations:	
Race	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	
Mitigations:	
Religion or Belief	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	
Mitigations:	
Marriage & civil partnership	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	
Mitigations:	
OTHER RELEVANT CHARACTERISTICS	
Socio-Economic (deprivation)	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	
Mitigations:	
Carers	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	
Mitigations:	
Other groups [Please add additional rows below to detail the impact for any other relevant groups as appropriate e.g. asylum seekers and refugees; care experienced; homelessness; armed forces personnel and veterans]	
Potential impacts:	
Mitigations:	

3.2 Does the proposal create any benefits for people based on their protected or other relevant characteristics?

Outline any potential benefits of the proposal and how they can be maximised. Identify how the proposal will support our [Public Sector Equality Duty](#) to:

- ✓ Eliminate unlawful discrimination for a protected group
- ✓ Advance equality of opportunity between people who share a protected characteristic and those who don't
- ✓ Foster good relations between people who share a protected characteristic and those who don't

N/A

Step 4: Impact

4.1 How has the equality impact assessment informed or changed the proposal?

What are the main conclusions of this assessment? Use this section to provide an overview of your findings. This summary can be included in decision pathway reports etc.

If you have identified any significant negative impacts which cannot be mitigated, provide a justification showing how the proposal is proportionate, necessary, and appropriate despite this.

Summary of significant negative impacts and how they can be mitigated or justified:
N/A
Summary of positive impacts / opportunities to promote the Public Sector Equality Duty:
N/A

4.2 Action Plan

Use this section to set out any actions you have identified to improve data, mitigate issues, or maximise opportunities etc. If an action is to meet the needs of a particular protected group please specify this.

Improvement / action required	Responsible Officer	Timescale
N/A		

4.3 How will the impact of your proposal and actions be measured?

How will you know if you have been successful? Once the activity has been implemented this equality impact assessment should be periodically reviewed to make sure your changes have been effective your approach is still appropriate.

N/A

Step 5: Review

The Equality and Inclusion Team need at least five working days to comment and feedback on your EqIA. EqIAs should only be marked as reviewed when they provide sufficient information for decision-makers on the equalities impact of the proposal. Please seek feedback and review from the [Equality and Inclusion Team](#) before requesting sign off from your Director¹.

Equality and Inclusion Team Review: Reviewed by Equality and Inclusion team	Director Sign-Off: Tim Borrett, Director: Policy, Strategy and Digital
Date: 20/2/2023	Date: 21/2/2023

¹ Review by the Equality and Inclusion Team confirms there is sufficient analysis for decision makers to consider the likely equality impacts at this stage. This is not an endorsement or approval of the proposal.

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

Decision Pathway – Report

PURPOSE: Key decision

MEETING: Cabinet

DATE: 04 April 2023

TITLE	Building Practice Capital Programme Budget Allocation 2023-2028		
Ward(s)	City Wide.		
Author: David Martin	Job title: Head of Corporate Landlord		
Cabinet lead: Councillor Craig Cheney, Deputy Mayor - Finance, Governance and Performance	Executive Director lead: John Smith; Interim Executive Director Growth and Regeneration		
Proposal origin: BCC Staff			
Decision maker: Cabinet Member Decision forum: Cabinet			
Purpose of Report: To seek approval of the 2023-28 Building Practice Capital Budget allocation.			
Evidence Base:			
<ol style="list-style-type: none"> 1. This is a programme of essential building repair and maintenance work which ensures that our estate is safe and fit for purpose. 2. Appendix A details the sites which require work, and what type of work is needed and is constructed using 4 streams of information: <ol style="list-style-type: none"> a) Statutory Obligations b) Surveyor Activity across BCC portfolio (on-going) c) Condition Survey Data d) Unsighted emergency Health and Safety work 3. A contribution from the Capital Programme is made to educational operational sites and BCC Primary schools. 4. The appendix A details the different works that will be undertaken across the estate which covers the following areas; <ul style="list-style-type: none"> • Works required to fulfil legal and statutory obligations • Works required to avoid possible litigation from statutory bodies • Works required to ensure acceptable Health and Safety Standards • Works required to ensure continued operation of buildings 5. Total including contingency £5.5m works for 2023-2028 6. The works have been formulated using the information streams listed above a-d. 7. The formulation of the programme has been based condition survey data for the estate as well as site inspections by Senior Building Surveyors, there has also been dialogue and engagement with various teams, including Health 			

and Safety, Property, Energy team, Procurement, Senior leaders and the Mayor's office. This engagement exercise was cost neutral and involves input from key stakeholders.

8. The programme helps to increase the environmental performance of the estate by installing more efficient heating approaches and also improving insulation to some sites through repairs to roofs, windows and doors. The programme helps support us moving toward a carbon neutral estate.
9. It is worth noting that the estate rationalisation programme may impact on some of the sites listed, the proposition is that any funds allocated to sites which are subsequently disposed of, would return to the contingency for reallocation to sites further down the priority list

Cabinet Member / Officer Recommendations:

That Cabinet

1. Approve the Building Practice Capital Programme 2023-2028 at appendix A.
2. Authorise the Executive Director Growth and Regeneration in consultation with the Cabinet Member and Deputy Mayor – Finance, Governance and Performance to take all steps required (including procuring and awarding contracts over £500k) to undertake the works identified at Appendix A at a cost of up to £5.5m.
3. Note delegated decisions to award contracts will be published (Officer Executive Decisions).
4. Note that the Building Practice Capital programme will be brought back to Cabinet each year with an updated programme of works.

Corporate Strategy alignment:

The project aligns to and will support the Mayoral Corporate Strategy Themes of:

1. Fair and inclusive
2. Well connected
3. Wellbeing

City Benefits:

The Corporate Strategy recognises the positive health effects of good quality and a well maintained built environment, including providing effective support for good quality learning, as well as ensuring sites are safe and fit for purpose. The programme will ensure that the sites included are safe and able to continue operating. The programme also supports the movement toward a carbon neutral estate.

Consultation Details:

There has been consultation with relevant services who will benefit from the programme. Once the works are approved further consultation will be held with the various stakeholders who may be affected by the works. This includes site liaison to ensure that the programme is managed in a way that limits operational impact on service delivery. We are developing an annual project cycle for this programme which will ensure that wider consultation is an integral part of the process.

Background Documents:

The areas of works included within the Capital Programme have been developed to enable the City Council achieve their statutory duties under various Health and Safety legislation including The Control of Asbestos Regulations, Building Regulations and The Control of Legionella Bacteria in water systems. The works also aim to assist with the delivery of the requirements of the Corporate Strategy to improve air quality and minimise our environmental impact.

1. The Control of Asbestos Regulations
<https://www.legislation.gov.uk/ukxi/2012/632/contents#:~:text=The%20Control%20of%20Asbestos%20Regulations%202012%20is%20up,be%20brought%20into%20force%20at%20a%20future%20date.>

Revenue Cost	Nil.	Source of Revenue Funding	N/A.
Capital Cost	23/24 to 27/28 £5.5m	Source of Capital Funding	
One off cost <input checked="" type="checkbox"/>	Ongoing cost <input type="checkbox"/>	Saving Proposal <input type="checkbox"/>	Income generation proposal <input type="checkbox"/>

Required information to be completed by Financial/Legal/ICT/ HR partners:

Finance Advice: The report seeks cabinet approval for the proposed Building Practise capital programme for next 5 years. It should be recognised that the plan is still a work in progress and a total of £4m of profiled spend has been identified (subject to reprioritisation due to estate rationalisation work).

It should also be noted that this alongside other scheme was presented to Cabinet in January 2023 as part of the budget approval process as well as full council in February 2023. There is a possibility that not all the projects currently identified will be progressed as the Council estate rationalisation programmed aimed to reduce the number of council owned/operated buildings.

The identified projects include a few schools/educational sites, of which the aim is to fund all such sites from the dedicated school's grants (DSG) allocated for the relevant works.

Subject to the Councils proposed Capital expenditure budget being approved by full council, the proposals in this report do not propose any new burden on Council resources.

The Building Practice capital plan will be presented to Cabinet on an annual basis, and that gives the Council the opportunity to reprioritise its spending plan and respond to any future financial challenges that may impact on funding availability.

Finance Business Partner: Kayode Olagundoye, Interim Finance Business Partner, Growth & Regeneration, 23 March 2023.

2. Legal Advice: The Report identifies the budget allocation for the Building Practice Capital Programme. The procurement process must be conducted in line with the 2015 Procurement Regulations and the Councils own procurement rules. Legal services will advise and assist officers with regard to the conduct of the procurement process and the resulting contractual arrangements.

Legal Team Leader: Husinara Jones, Team Manager/Solicitor 7 February 2023

3. Implications on IT: I can see no implications on IT in regard to this activity.

IT Team Leader: Gavin Arbuckle – Head of Service Improvement and Performance 7 February 2023

4. HR Advice: No HR implications are foreseen on the assumption that the approved works will be commissioned from external contractors.”

HR Partner: James Brereton, Head of Human Resources, 9 February 2023

EDM Sign-off	Stephen Peacock, Executive Director Growth and Regeneration	18 January 2023
Cabinet Member sign-off	Councillor Craig Cheney, Deputy Mayor - Finance, Governance and Performance	30 January 2023
For Key Decisions - Mayor's Office sign-off	Mayor's Office	6 February 2023

Appendix A – Further essential background / detail on the proposal	YES
Appendix B – Details of consultation carried out - internal and external	NO
Appendix C – Summary of any engagement with scrutiny	NO

Appendix D – Risk assessment	YES
Appendix E – Equalities screening / impact assessment of proposal	YES
Appendix F – Eco-impact screening/ impact assessment of proposal	YES
Appendix G – Financial Advice	NO
Appendix H – Legal Advice	NO
Appendix I – Exempt Information	NO
Appendix J – HR advice	NO
Appendix K – ICT	NO
Appendix L – Procurement	NO

Requirements for 23/24 - TO BE FUNDED FROM H&S BUILDINGS PLANNED PROGRAMME 2023/24

Location	Works	Category and notes
Various	Asbestos Removal works	To ensure we meet our obligations under Control of Asbestos Regulations 2012. This budget is to cover the Capital costs of asbestos removal works highlighted from the Asbestos Management Surveys.
Various	Fire Precaution Works	Remedial works identified following Fire Risk Assessments to meet the requirements of FRO regulations.
Various	Water Hygiene	To ensure we meet our obligations under The Control of Legionella Bacteria In Water Systems. This budget covers both the Risk Assessments required for each site and remedial works
Various	Condition Surveys	
Various	Safety Glazing	Works required to fulfil legal and statutory obligations
Listed Building Strategy	Various Works	Works required to Non Operational listed Buildings and structures that if not repaired may go on "at risk" register
Blaise museum	Stone inspections & repairs	Works required to ensure acceptable Health and Safety Standards
Bristol Museum and Art Gallery	Stonework repairs	Works required to ensure acceptable Health and Safety Standards
Bush Residential Unit	Renewal of Flat Roof including Insulation and Room Monitoring System	Works required to ensure acceptable Health and Safety Standards
Central Library	Roofing	Ensure continued operation of buildings
City Hall	BMS	Works required to ensure continued operation of buildings
Lord Mayor's Chapel	Conservation works	Works required to north elevation and stonework/bellframe inspection. Possible H&S risk due to stone falls plus
Lord Mayor's Chapel	New Heating System (probably Electric), Intruder Alarm and CCTV	Works required to ensure continued operation of buildings - Not fit for purpose
Mansion House	Repairs to Conservatory and Boundary Walls	Works required to prevent further deterioration of structural framework
Registry office	Stonework repairs	Works required to ensure acceptable Health and Safety Standards
Silbury House	Windows and Doors	Works required to ensure acceptable Health and Safety Standards
St Peters Church	Stonework repairs	Risk of falls of stonework into a public area
Stoke Lodge	Fire Alarm	Works required to ensure continued operation of buildings
Temple Street	BMS	Works required to ensure acceptable Health and Safety Standards
Various	Contingency	Required for unforeseen situations arising
EDUCATION PROJECTS - TO BE FUNDED FROM LIFECYCLE (CAPITAL R&M)		
Air Balloon Primary	Junior Hall - Wood Block Floor	Works required to ensure acceptable Health and Safety Standards - Wood parquet floor is moving/cracking, loose block, uneven surfaces etc. sub base and floor need renewing
Air Balloon Primary (former Infant Block)	Roof	Works required to ensure continued operation of buildings
Fair Furlong Primary	Roofing and Rainwater pipes	Ensure continued operation of buildings - Renew Internal Rainwater pipes/provide additional rainwater outlets to roof to KS1 Corridor. Renew flat roof covering above Key Stage 1 toilets and re-render adjacent parapet wall.
Fonthill (Bristol Plays Music/French School)	Roof	Works required to ensure continued operation of buildings
Hillcrest Primary School	Re-Roofing, including gutters and downpipes	Works required to ensure continued operation of buildings
Horfield Primary	New Boiler Plant	Ensure continued operation of buildings - Produce Framework agreement for Boiler Replacements
Horfield Primary School	Flat Roof	Works required to ensure continued operation of buildings

Southville Primary School	Replacement Windows	Works required to ensure continued operation of buildings
Two Mile Hill Primary	Pitched Roof replacement and Flaking Stonework to rear left hand elevation	Works required to ensure acceptable Health and Safety Standards
Upper Horfield Primary	New Lighting Conductors	Ensure acceptable Health and Safety Standards - Half the school has no conductors Health and Safety
Upper Horfield Primary	Refurbish/reconfigure Boilers	Works required to ensure acceptable Health and Safety Standards
Whitehall Primary	Replacement of External Nursery Doors	Health and Safety risk
Willow Park Primary School	Replacement Windows	Works required to ensure continued operation of buildings
Various Education Sites	Match funding - to be vired to Energy Management	

Projects originally on 5 year plan for 23/24 but can be delayed

Bristol Community Links	Replacement Ceiling Tiles, Asbestos Removal & Temporary Accommodation for Occupants	There is currently no risk associated with not doing this project, so long as any work undertaken to ceiling / ceiling void is carried out in accordance with the control of asbestos regulations.
City Hall	Upgrade Intruder Alarm	The current system is operational and given there are plans to move other colleagues into the building, BP are of the view of waiting until this is complete and then a new zoning system can be installed.
Elmfield House	Boiler Replacement	The current system is operational and given the future of the building was unclear therefore BP did not wish to recommend the replacement. As advised on the 8/3/23 the building is within the site for development by the DfE for a SEND school.
Elmfield School for the Deaf	Boiler Room Replacement	As above. We also anticipate that this building will be demolished in 2024.
M Shed	Replacement Flat Roof	Works required have not been identified as a priority intervention. The building meets the required H&S legislative standard. Works to be planned and scheduled with agreement from the respective service prior by Apr '24
Mortuary - Flax Bourton	Ventilation System (M&E)	This project should be removed from the BP H&S requests and be included within the Mortuary extension project.
Various	New Boiler Plant	The risk is as and when boilers break down, therefore this was a sum set aside for when some breakdowns occur. The contingency budget would therefore look to support any breakdowns.

Originally on 5 year plan but can be removed

B Bond	Carpeting	Works required are only patch and pair.
Create Centre - Ecohome	Roofing	Patch & repair to be undertaken to ensure roof is safe and secure. Further surveying to take place
Various	New Boiler Plant	Works required to ensure continued operation of buildings - Produce Framework agreement for Boiler Replacements

Other items we have been requested to fund		
Bristol South Pool	Boiler	Leisure Lifecycle requirement following procurement exercise.
Easton Leisure Centre	Boilers, Heating system	Leisure Lifecycle requirement following procurement exercise.
Easton Leisure Centre	BMS	Leisure Lifecycle requirement following procurement exercise.
Easton Leisure Centre	Air Handling Units	Leisure Lifecycle requirement following procurement exercise.
Easton Leisure Centre	GRP to Rooflights	Leisure Lifecycle requirement following procurement exercise.
Horfield Leisure Centre	Boilers, calorifier and water softner	Leisure Lifecycle requirement following procurement exercise.
Horfield Leisure Centre	Air Handling Units	Leisure Lifecycle requirement following procurement exercise.
Horfield Leisure Centre	BMS	Leisure Lifecycle requirement following procurement exercise.



Risk Narrative for the H and S Capital Programme

Date: 13/03/2023

Background

This year, this report will articulate the remaining risks for the authority in the operational estate based on the decision to approve the proposed programme of works. This short paper seeks to give some additional context to the programme expanding on some of the items in the cabinet paper and Appendix A.

Additional information

As mentioned in the report, risks are identified across the operational estate by using four streams of information

- 1. Statutory Obligations**
- 2. Surveyor Activity across BCC portfolio (on-going)**
- 3. Condition Survey Data**
- 4. Unseen emergency Health and Safety work**

These information streams are an attempt to identify and plan where the highest risks are in our portfolio. This is then put into the programme based on urgency and significance of risk.

In terms of understanding what risk is being taken on by not undertaking a larger programme of activity – the risk is minimal as contingency has been factored into the programme for any unforeseen activity, although the way the programme is formulated tries to mitigate this as much as possible. This gives flexibility to respond if needed within year.

There is not a significant backlog of maintenance within the operational estate, due to historic underfunding of repair and maintenance activity and a purely reactive approach to this in many areas. Many of these items are items of revenue activity and not necessarily linked to direct health and safety obligations or statutory obligations.

In the programme this year, some works have been moved to future years of the programme. This appendix now has some additional information in it to specify why the items are able to be pushed to a longer timeframe. As an example, the replacement of asbestos ceiling tiles at Bristol Community Links site has the following comment; “There is currently no risk associated with not doing this project, so long as any work undertaken to ceiling / ceiling void is carried out in accordance with the control of asbestos regulations”.

Based on the latest condition report these are the areas of risk we still have not programmed in;

Type of work	Amount of spend identified as Capital requirement (£)	Residual Risk Commentary
Electrical	623,626	There are 36 items still listed on the spreadsheet with a variety of different tasks which will be reviewed and look to be added into the future programme- some are low risk such as replacing light fittings. A lot of the items are at school sites which will be funded through the DSG capital funding
Externals (Walls, windows, doors)	911,000	There are 23 different items identified in this area with largely condition ratings of C on the whole these items can form part of the longer term programme and at present do not represent significant risk
Floors and Stairs	35,000	20 items listed under this heading but only two listed as capital and both do not represent a current significant risk to the council- replacement of vinyl flooring for example
Mechanical	2,340,000	38 different items listed in this area and on the whole covering boiler replacement for the largest cost items- a plan is being worked on with Bristol City Leap for a replacement programme and we have identified the highest risk ones on the programme
Redecorations	48,000	No significant risks in this area by not taking these items forward at this stage
Roofing works	609,000	Works here covering multiple sites, but not as urgent as the items already bought forward for the programme- these will be assessed and bought forward in further iterations of the programme based on urgency

Total Capital identified but not yet on programme	£4,566,626
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Please note that the condition data is not completely up to date and would need to assume a 5 yr inflationary average of 3.07 per cent to be applied to the figures.

Proposed changes in approach

As the Corporate Landlord Model progresses and the Repair and Maintenance budget is centralised, funding, works can be better analysed and prioritised, with expenditure being focused and residual risks identified.

A new asset management system is being procured which will also contain our condition data for our estate, this will be able to link directly to the Capital planning process and give greater visibility to where risk is in the estate. When this is in place, it will support the formulation of the programme.

Items listed above will be assessed based on urgency and bought into the programme accordingly.

The programme backlog will be added to Pentana as a risk assigned to the corporate landlord

Equality Impact Assessment [version 2.9]



Title: Building Practice Capital Programme 2023-24	
<input type="checkbox"/> Policy <input type="checkbox"/> Strategy <input checked="" type="checkbox"/> Function <input type="checkbox"/> Service <input type="checkbox"/> Other [please state]	<input type="checkbox"/> New <input type="checkbox"/> Already exists / review <input type="checkbox"/> Changing
Directorate: Growth & Regeneration	Lead Officer name: David Martin
Service Area: Property, Assets & Infrastructure.	Lead Officer role: Head of Corporate Landlord.

Step 1: What do we want to do?

The purpose of an Equality Impact Assessment is to assist decision makers in understanding the impact of proposals as part of their duties under the Equality Act 2010. Detailed guidance to support completion can be found here [Equality Impact Assessments \(EqIA\) \(sharepoint.com\)](https://sharepoint.com).

This assessment should be started at the beginning of the process by someone with a good knowledge of the proposal and service area, and sufficient influence over the proposal. It is good practice to take a team approach to completing the equality impact assessment. Please contact the [Equality and Inclusion Team](#) early for advice and feedback.

1.1 What are the aims and objectives/purpose of this proposal?

Briefly explain the purpose of the proposal and why it is needed. Describe who it is aimed at and the intended aims / outcomes. Where known also summarise the key actions you plan to undertake. Please use plain English, avoiding jargon and acronyms. Equality Impact Assessments are viewed by a wide range of people including decision-makers and the wider public.

The Building Practice Capital Programme 2023-24 includes a number of projects to take place citywide that will allow the Authority to remain compliant and prevent any actions by undertaking essential statutory repair and maintenance across multiple sites. Projects will also make health and safety improvements within specific projects.
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1.2 Who will the proposal have the potential to affect?

<input checked="" type="checkbox"/> Bristol City Council workforce	<input checked="" type="checkbox"/> Service users	<input checked="" type="checkbox"/> The wider community
<input type="checkbox"/> Commissioned services	<input checked="" type="checkbox"/> City partners / Stakeholder organisations	
Additional comments:		

1.3 Will the proposal have an equality impact?

Could the proposal affect access levels of representation or participation in a service, or does it have the potential to change e.g. quality of life: health, education, or standard of living etc.?

If 'No' explain why you are sure there will be no equality impact, then skip steps 2-4 and request review by Equality and Inclusion Team.

If 'Yes' complete the rest of this assessment, or if you plan to complete the assessment at a later stage please state this clearly here and request review by the Equality and Inclusion Team.

<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	[please select]
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We have not identified any significant equality impact from the proposal at this stage. Individual projects will subject to separate equality impact assessments on a case by case bases to ensure accessible and inclusive delivery and mitigation of any potential risk of disruption during works etc.


We anticipate that buildings will be closed during in-scope works and access routes will remain open. If any works are happening at school sites then it will be undertaken during times where there are no site users (e.g. school holidays).

The capital programme supports ensuring the safety of various service users. The repairs will make environments safer for all users. Information points at sites will remain in place for service continuity. CDM regulations will be governing the majority of the works which gives confidence that Health and Safety matters are well managed. All risk and method statements are duly checked of by trained team members as part of the process for validating the work programmes.

Additionally there is contingency in the capital programme budget envelope to respond to emerging accessibility or other potential equality issues changes which may negatively impact people, although we carefully plan the works to minimise the possibility of this.

Step 5: Review

The Equality and Inclusion Team need at least five working days to comment and feedback on your EqIA. EqIAs should only be marked as reviewed when they provide sufficient information for decision-makers on the equalities impact of the proposal. Please seek feedback and review from the [Equality and Inclusion Team](#) before requesting sign off from your Director¹.

Equality and Inclusion Team Review: <i>Reviewed by Equality and Inclusion Team</i>	Director Sign-Off: 
Date: 6/2/2023	Date: 09/02/2023

¹ Review by the Equality and Inclusion Team confirms there is sufficient analysis for decision makers to consider the likely equality impacts at this stage. This is not an endorsement or approval of the proposal.

Title of report: Building Practice H&S Capital Plan				
Report author: David Martin				
Anticipated date of key decision 07/03/23				
Summary of proposals:				
Essential Repairs & Maintenance to prevent litigation and ensure operation of the BCC estate.				
Will the proposal impact on...	Yes/No	+ive or -ive	If Yes...	
			Briefly describe impact	Briefly describe Mitigation measures
Emission of Climate Changing Gases?	Yes	+ive	Buildings will be more efficient.	
		-ive	There will be some embodied emissions from materials and products used, travel and works.	<p>Opportunities to reduce embodied carbon in the materials used for construction will be considered. Materials will be BRE Green Guide A or B rated materials and products where possible.</p> <p>In consultation with Bristol City Leap, the feasibility of ground or air source heat pumps are being considered where boilers need to be replaced. Insulation and solar panels are being considered where roofs are being replaced.</p> <p>Contractors will be asked to supply information about the embodied greenhouse gas emissions associated with materials and products used and how they will minimise the their travel impacts during contract delivery.</p>

Bristol's resilience to the effects of climate change?	Yes	+ive	Roofing, windows and heating projects can all help increase resilience of buildings.	Roof insulation will be reviewed when roofs are replaced and enhanced if required.
Consumption of non-renewable resources?	Yes	+ive or -ive	Some non-renewable materials may be used, particularly for floor covering and structural works.	Materials will be BRE Green Guide A or B rated materials and products where possible.
Production, recycling or disposal of waste	Yes	-ive	Some projects will produce waste	The waste hierarchy will be applied so that waste will be minimised, reused or recycled wherever possible. Waste will be reused, segregated, stored, transferred, treated or disposed of correctly, legally and sustainably.
The appearance of the city?	Yes	+ive	Certain works are likely to improve the appearance of buildings.	
Pollution to land, water, or air?	No	+ive	Replacing heating systems with cleaner energy sources will reduce pollution.	
Wildlife and habitats?	No	-ive	There may be bat roosts or bird nest in roof spaces.	Check roof spaces for signs of bats or birds before commencing works. Follow guidance from the Nature Conservation officers.

Consulted with:

Summary of impacts and Mitigation - to go into the main Cabinet/ Council Report

During works, the significant impacts of this proposal are embodied emissions in the chosen materials and products, contractor handling of chemicals, resource use, waste production and travel. Waste disposal and F-Gas/ air conditioning maintenance are subject to particular regulation. There is opportunity around travel and reducing impacts by looking at locality and vehicle specifications.

After works have taken place, the significant ongoing impacts of this proposal include the thermal or energy efficiency, or emissions reductions from chosen materials and products. The potential addition of renewables to generate energy may add a beneficial impact.

The contract includes the following measures to mitigate the impacts: Competitively tendered contractors where the mitigation measures within this document have been considered in the tender process will help to manage environmental impacts.

The net environmental effects of the proposals are likely to be somewhat beneficial. These necessary works will generate greenhouse gas emissions and other impacts, but they are likely to be more effectively mitigated through working with Bristol City Leap and the tendering process impacts than with the current arrangements.

Checklist completed by:

Name:	David Martin
Dept.:	Corporate Landlord
Extension:	
Date:	6/2/23
Verified by Environmental Performance Team	Giles Liddell – Project Manager, Environmental

Decision Pathway – Report

PURPOSE: For noting

MEETING: Cabinet

DATE: 04 April 2023

TITLE	Procurement & Contract Management Strategy		
Ward(s)	Citywide		
Author: Niotia Ferguson	Job title: Head of Procurement & Contract Management		
Cabinet lead: Cllr Craig Cheney, Finance, Governance and Performance	Executive Director lead: Stephen Peacock, Chief Executive		
Proposal origin: BCC Staff			
Decision maker: Cabinet Member			
Decision forum: Cabinet			
Timescales: April 2023			
Purpose of Report:			
For Cabinet to:			
<ol style="list-style-type: none"> 1. Note the Procurement and Contract Management Strategy at Appendix A. 2. Note that the Director of Finance will undertake any necessary updates or amendments to reflect changes in the law and/or correct errors to finalise the Strategy. 3. Note that the Director of Finance in consultation with the Cabinet Member City Economy, Finance and Performance will approve updates to the Strategy following the proposed review every 2 years. 			
Evidence Base:			
<ol style="list-style-type: none"> 1. Procurement & Contract Management Service (the Service) plays a large part in the Council delivering its Corporate Plan and ambitions. It is therefore important that the Service adopts a strategy to: <ol style="list-style-type: none"> a. set out the corporate direction of travel for Procurement & Contract Management Service, by detailing the major priorities, objectives and aims for the Service across the Council whilst ensuring compliance with the Public Contracts Regulations (PCR2015) and the Procurement Bill once this is in force. b. support the delivery of the Council’s Corporate Plan. 2. The Procurement & Contract Management Strategy (the Strategy) has four core ambitions: <ol style="list-style-type: none"> a. Best Value b. Fair & Compliant c. Healthy & Sustainable d. Local Communities 3. The Guiding Principles set out in the Strategy apply to both the AS IS business as usual Procurement to support day to day council services and the TO BE future pipeline of procurement activity and contract performance monitoring aims. 4. From time-to-time, the Strategy may need to be updated or amended to clarify points or reflect changes in the law, and the intention is that this will be done with the approval of the Director of Finance. The intention is to review the Strategy every 2 years – with any updates approved by the Director of Finance in consultation with the Cabinet Member Finance, Governance and Performance. 			
Cabinet Member / Officer Recommendations:			

<p>That Cabinet:</p> <ol style="list-style-type: none"> Note the Procurement and Contract Management Strategy at Appendix A. Note that the Director of Finance will undertake any necessary updates or amendments to reflect changes in the law and/or correct errors to finalise the Strategy. Note that the Director of Finance in consultation with the Cabinet Member City Economy, Finance and Performance will approve updates to the Strategy following the proposed review every 2 years.
<p>Corporate Strategy alignment: This proposal primarily aligns with Council’s Corporate Strategy</p>
<p>City Benefits: The Procurement & Contract Management process has a direct impact on the achievement of the Council’s goals in relation to delivering value for money, improving sustainability and acting transparently.</p>
<p>Consultation Details: Whilst drafting the Strategy we reviewed existing guidance, other local authority and BCC department Strategies, good practice and liaised with relevant internal teams and a Members Scrutiny Task & Finish Group. We also sought review and feedback from external supply chain including local SMEs, micro and voluntary organisations and suppliers.</p>
<p>Background Documents:</p>

Revenue Cost	£0	Source of Revenue Funding	n/a
Capital Cost	£0	Source of Capital Funding	n/a
One off cost <input checked="" type="checkbox"/>	Ongoing cost <input type="checkbox"/>	Saving Proposal <input type="checkbox"/>	Income generation proposal <input type="checkbox"/>

Required information to be completed by Financial/Legal/ICT/ HR partners:		
<p>1. Finance Advice: This report seeks cabinet approval for the adoption of attached Procurement and Contract Management Strategy for the Council. There is no direct financial implication as a result of this strategy. Strategy aims to ensure Procurement and contract management is consistent across the Council, compliant, fair, and ensures best value is derived also acting as a reference point for monitoring activities.</p>		
<p>Finance Business Partner: Olubunmi Kupoluyi, Finance Business Partner. 09 March 2023</p>		
<p>2. Legal Advice: The Procurement and Contract Management Strategy will need to comply with the Council’s Procurement Rules and all applicable public procurement law (including the Public Contracts Regulations 2015 and the Procurement Bill when this comes into force).</p>		
<p>Legal Team Leader: Sinead Willis, comments provided on this report and the Procurement and Contract Management Strategy as at 7 March 2023</p>		
<p>3. Implications on IT: I can see no implications on IT in regard to this activity.</p>		
<p>IT Team Leader: Alex Simpson – Senior Solution Architect, 9th March 2023</p>		
<p>4. HR Advice: No HR implications apparent</p>		
<p>HR Partner: Bryn Williams, 7th March 2023</p>		
EDM Sign-off	Stephen Peacock	1st March
Cabinet Member sign-off	Cllr Craig Cheney, Finance Governance and Performance	1st March
For Key Decisions - Mayor’s Office sign-off	Mayor’s Office	6th March

Appendix A – Further essential background / detail on the proposal	YES
Appendix B – Details of consultation carried out - internal and external	NO
Appendix C – Summary of any engagement with scrutiny	YES

Appendix D – Risk assessment	NO
Appendix E – Equalities screening / impact assessment of proposal	NO
Appendix F – Eco-impact screening/ impact assessment of proposal	NO
Appendix G – Financial Advice	NO
Appendix H – Legal Advice	NO
Appendix I – Exempt Information	No
Appendix J – HR advice	NO
Appendix K – ICT	NO
Appendix L – Procurement	NO

BCC Procurement & Contract Management Strategy 2023 - 2027

Draft V1.6

Review/Version Control

Name	Role	Review Date
	Director	
	CIr	
	Scrutiny/Task & Finish	

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DRAFT

1. Introduction

- 1.1. The Council's [Corporate Strategy](#) sets out the Council's contribution to the city and is our main strategic document. It informs everything we do and sets out our main priorities for 2022 to 2027. The Corporate Strategy outlines a vision of driving an inclusive, sustainable and healthy city of hope and aspiration where everyone can share the city's success. It also describes the activities the Council must do by law.
- 1.2. The Council has responsibility for an incredibly diverse range of services – including everything from caring for the most vulnerable children in our city, through to building new transport infrastructure to keep our city moving. Everything we do relies in some way on the goods, services and works we buy. This means that procurement and contract management decisions have a direct impact on:
 - The Council's budget and savings proposals
 - The quality and cost of services to citizens
 - Corporate and service objectives
- 1.3. Beyond the obvious direct impacts, our decisions about what we buy, who we buy it from and the way we buy it also have significant wider environmental, economic and social impacts – both locally and globally. For example, choosing to spend money with a small local business can support local employment, help the business to grow, keep money within the local economy and may reduce our environmental impact too. This means that procurement and contract management decisions also contribute to achieving the fundamental “building blocks” in our [Corporate Strategy](#):
 - Development and Delivery (e.g. community development)
 - Environmental sustainability
 - Equality and Inclusion.
 - Resilience
 - World Class employment
- 1.4. Our [Social Value policy](#) makes strong commitments to take wider social, economic and environmental impacts into account when we make decisions – including when we procure and manage contracts. This means our approach to Social Value underpins this strategy and is embedded into all four of the guiding principles set out in this strategy, rather than being a separate consideration.
- 1.5. Our [procurement rules, policies and processes](#) will be aligned to support this Strategy. Equally, this strategy also complements other related policies such as the Ethical & Equitable Investment Policy and Modern Day Slavery statement, as well as existing commitments such as to the Living Wage and Fairtrade.
- 1.6. The purpose of this strategy is therefore to support the Corporate Strategy by setting out the Council's guiding principles and ambitions for our procurement and contract management activity for the period 2023 to 2027. Note that the Council's schools and subsidiary companies are not bound by this document, but we'd still expect the good practice in this strategy to be relevant to them too.

2. Purpose and Vision

- 2.1. The purpose of this strategy is to set out the Council's guiding principles and ambitions for our procurement and contract management activity for the period 2023 to 2027.
- 2.2. This strategy will detail our vision by applying **four** guiding principles to our procurement and contract management activity:
 - **Best Value** is about trying to get the best overall impact for Bristol from the public money we spend with suppliers. This ties into meeting our Best Value Duty as a Council, which means considering overall value, including wider economic, environmental and social value factors.
 - **Fair & Compliant** highlights our responsibility as a public body to set high standards in the way we procure and manage contracts. Our aim is to maintain the trust of the public and our suppliers by acting in a fair, lawful and professional way and ensuring that we are as transparent and accountable as possible.
 - **Healthy & Sustainable** focusses on trying to ensure that our activities are sustainable, even if the impacts may not always be visible to us. This includes supply chain resilience, having a positive effect on the environmental, helping people stay healthy, and trying to ensure that people involved in our supply chains are paid a sustainable wage.
 - **Local Communities** focusses on the positive impact we can have on Bristol. This includes supporting local suppliers and employment, building strong local partnerships and ways in which we can have a positive impact on equality and inclusion in our city.



3. Overview of Procurement & Contract Management

3.1. Definition of procurement & contract management:

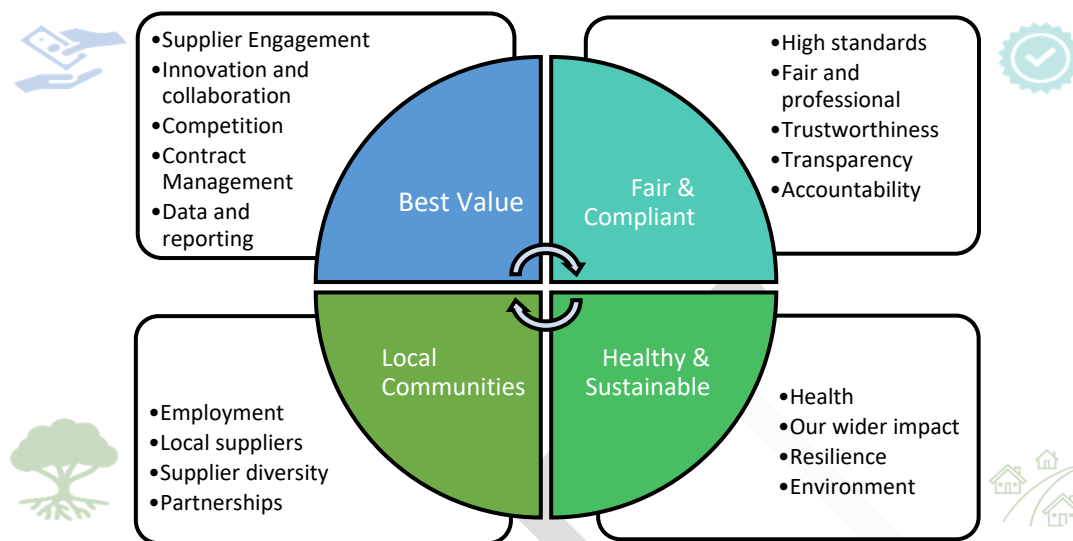
Procurement is the process of acquiring works, goods and services from suppliers. The process is a cycle, including identification and clarification of our needs, followed by a procedure to select the best offer from a supplier. A contract is then entered into and should be continuously managed to ensure our needs are met. Contract management is a continuous process that ensures suppliers – and buyers – adhere to their agreed contractual obligations, along with negotiating any future changes that need to take place.



- 1.1. Public procurement law applies to the Council. This sets out procurement procedures we can or must follow in a range of circumstances, for example requiring most higher value contracts to be opened up to competition. It also sets out our obligations regarding delivering value for money, maximising public benefit, sharing information; and acting with integrity.
- 1.2. The Council spends around £600 million a year buying a diverse range of works, goods and services from thousands of suppliers to support the delivery of works and services to residents, businesses and stakeholders. In 2021/22, 55.9% of our contractual spend was with micro, small and medium-sized suppliers. Approximately 40% of our spend is with organisations based in BS1-16 postcodes.
- 1.3. Our Contract Management Framework introduces a standardised approach to contract management across the council. Our contract management framework allows us to have:
 - a standardised approach to contract management
 - a way to classify contracts based on the level of risk, complexity and value of individual contracts
 - better visibility on supplier performance across the council

4. Aims & Objectives

4.1. The following sections of the Strategy explain the objectives of each of the procurement and contract management principles, the future aims and ambitions the Council will promote within each area:



5. Best Value

- 5.1. **Supplier engagement:** We believe early and ongoing engagement with suppliers can help us find innovative ways of delivering services and attract a broader range of options from suppliers.
- **We will** publish a forward plan of the contracts we expect to procure, to make it more likely that potential suppliers will be prepared to submit offers.
 - **We will** engage with supply markets early when appropriate, to seek new and innovative ideas understand what is possible and to choose the most effective procurement approach.
 - **We will** make our communications and processes between the Council and Suppliers as simple and accessible as we can, to encourage a diverse range of suppliers to engage and deliver services to us.
- 5.2. **Innovation and collaboration:** We believe collaboration and innovation are essential for us to deliver services in the city within budget.
- **We will** respond to market changes by using market intelligence and engagement to influence our market shaping and tender design.
 - **We will** focus on the outcome required when inviting quotations or tenders from potential suppliers, to encourage flexibility and innovation in the approach taken by suppliers to achieve our goals.
 - **We will** seek to set up flexible contracts and use proactive contract management to drive continuous improvements in cost, quality and service outcomes throughout the life of a contract.
 - **We will** seek to collaborate both across our organisation and regionally with cities, towns and other local authorities to reduce duplication and stimulate innovation from our suppliers.

- 5.3. **Competition:** We believe that fair supplier competition and making the most of our economies of scale are the best ways of getting - and showing we've secured - good value for public money.
- **We will** seek to maximise the use of our e-tendering portal to advertise opportunities and encourage multiple potential suppliers to submit tenders.
 - **We will** put frameworks and organisation-wide contracts in place in order to benefit from economies of scale, enable us to react swiftly as needs arise and allow us to reduce bureaucracy for both suppliers and the Council.
 - **We will** negotiate and use cost benchmarking to ensure we are securing good value for money when competition is not possible.
 - **We will** monitor suppliers who are awarded contracts to ensure they deliver commitments made on savings, value for money and added value.
- 5.4. **Contract Management:** We believe that fair and robust contract management is essential to ensuring we get good value for public money and achieve the outcomes we need. Good contract management practice will ensure that:
- **We will** enable both the supplier and the council to understand their contractual obligations
 - **We will** ensure that systems and processes are in place to ensure we are consistent and proportionate in the way we manage suppliers and contracts.
 - **We will** enable arrangements are in place to allow contract managers to monitor delivery performance, and to allow either the Council or the supplier to raise and resolve any problems.
 - **We will** put change and risk management processes in place to allow us to identify and manage any changes that may be needed or risks that may emerge during the life of the contract.
- 5.5. **Data & reporting:** We believe that high quality data and reporting are essential for us to monitor and improve the outcomes we get from our procurements and contracts.
- **We will** use data to identify lessons learned and seek to continuously improve the way we procure and manage contracts.
 - **We will** ensure contract managers are responsible for tracking and reporting on contractual performance, as well as for addressing any under-performance.
 - **We will** ensure that systems, processes and reporting mechanisms are in place to give decision makers clear oversight of money spent, contract management activity and contractual performance.

6. Fair & Compliant



- 6.1. **High standards:** We believe that as a public body we have a responsibility to set and meet high standards in the way we procure and manage our contracts.
- **We will** comply with all relevant UK legislation, including public procurement law.
 - **We will** maintain our own [procurement rules](#) which will set the procurement and contract management standards for our officers and Members to follow.

- **We will** take a professional and consistent approach to procurement and contract management, with expertise, best practice and training provided centrally.
- 6.2. **Fair and professional:** we believe that being a fair and professional customer results in more effective, resilient, and innovative service delivery from our suppliers.
- **We will** seek to pay our suppliers promptly and offer options for early payment where possible.
 - **We will** aim to work in partnership with our suppliers, whilst recognising partnership includes challenging underperformance.
 - **We will** clearly communicate the Council's procurement rules and processes and make working with the Council as easy as we can.
 - **We will** put systems and processes in place to enable contract performance to be monitored in a consistent and transparent way, so that suppliers are aware of the Council's expectations and feel the process is fair.
- 6.3. **Trustworthiness:** we believe that it is crucial that we maintain the trust of both the public and suppliers in the way the Council spends public money.
- **We will** aim to ensure that all procurement processes are run fairly and provide feedback to help all bidders understand our decisions.
 - **We will** ensure we have robust processes to deal with any conflicts of interest or allegations of favouritism.
 - **We will** ensure that higher value contracts are openly advertised whenever possible, to ensure all suppliers have a fair opportunity.
- 6.4. **Transparency:** we believe publishing data about our procurement and contract management activity will help suppliers understand opportunities to win contracts with the Council and can support appropriate scrutiny of what we do.
- **We will** comply with all relevant legal obligations to publish information about our procurement activity and contracts.
 - **We will** respond to Freedom of Information requests promptly in-line with our responsibilities.
 - **We will** seek to publish additional information about our procurement intentions and policies in order to help suppliers plan their own activities, particularly focussing on encouraging local, smaller and VCSE organisations.
- 6.5. **Accountability:** We believe that as a public body we must be accountable, and that scrutiny can help us improve the way we do things.
- **We will** aim to ensure that the appropriate Council officer or Member is able to make a timely, informed and auditable decision before we start a procurement process, enter into a contract or make changes to a contract.
 - **We will** ensure that we will recognise and seek to learn from any instances when we do not meet the high standards we set ourselves.

- **We will** provide data, insights and training to support Directors in fulfilling their accountability for compliance in the service area they are responsible for; and enable Members to scrutinise our performance.



7. Healthy & Sustainable

- 7.1. **Health:** We believe we can have a positive impact on the health and wellbeing of Bristol's citizens.
- **We will** consider and promote the health and well-being of people in Bristol through our Social Value Policy.
 - **We will** help ensure good food is served in Bristol by asking for all our Food and Catering providers to achieve the Bristol Eating Better Award.
 - **We will** contribute towards a better quality of air for Bristol by requesting compliance with the Clean Air Zone, where possible.
 - **We will** enable contractual requirements regarding health to be monitored as part of contract management.
- 7.2. **Environment:** We believe the Council's suppliers have an essential role to play in helping the Council reach its target of being a [carbon neutral, climate resilient and wildlife rich city by 2030](#).
- **We will** deliver on the commitments made in our [Healthy and Sustainable Procurement Policy](#) to identify and consider opportunities to reduce the environmental impact of the Council's supply chain.
 - **We will** take a targeted approach to determine the categories of works, goods and services with the highest impact upon the environment and take this into account when evaluating suppliers and awarding contracts, whenever it's appropriate and possible for us to do so.
 - **We will** build environmentally sustainable delivery into our contracts and contract management processes.
- 7.3. **Our wider impact:** We believe we have a responsibility to consider the impact that the goods, services and works that we buy might have on people around the world, even if it is not always visible to us.
- **We will** support the commitments made when Bristol became a Fairtrade City in 2005, by specifying Fairtrade products in our tenders where applicable.
 - **We will** meet our obligations under the Modern Slavery Act 2015 to seek to ensure slavery, human trafficking and forced or compulsory labour does not occur at any point of the supply chain.
 - **We will** ensure the suppliers we spend with support the Council's [commitment to tackling modern day slavery](#).
 - **We will** enable contractual obligations regarding Fairtrade and modern day slavery risks to be monitored as part of contract management.
- 7.4. **Resilience:** We believe we'll need increasingly resilient supply chains to deliver services in Bristol, due to climate change and the complex interconnections between communities and businesses across the world.
- **We will** assess potential suppliers and engage with our key suppliers about their business continuity and disaster recovery plans during contract management.

- **We will** make our supply chains shorter and more local, when it's appropriate and possible to do so.
- **We will** monitor trends and risks in our supply chains and take them into account when making decisions about service delivery and procurement activity.

8. Local Communities



- 8.1. **Employment:** we believe that local people being in high quality employment can transform the lives of individuals, families and communities.
- **We will** recognise and reward commitments by our suppliers to use local employees to deliver our contracts – particularly focussing on securing employment in areas of the city that are less well-off.
 - **We will** use our approach to Social Value to seek commitments from our suppliers to employ local apprentices and provide training and development opportunities to their local employees.
 - **We will** deliver on our commitments to support Bristol to be a Living Wage City.
 - **We will** enable delivery of commitments to local employment and the Living Wage to be monitored during contract management.
- 8.2. **Local suppliers:** we believe we have highly skilled and competitive suppliers in Bristol, and so trying to use them where possible helps these organisations to grow, develop and create more local employment.
- **We will** use our Social Value approach to recognise and reward commitments by our suppliers to use Bristol-based suppliers to help deliver our contracts – and will monitor delivery of these commitments.
 - **We will** ensure that local and regional suppliers are given more opportunities to tender for our contracts, particularly focussing on micro, small medium enterprises (MSME's) diverse suppliers and VCSEs.
 - **We will** work with local suppliers to build their knowledge and experience (e.g. in relation to the needs and priorities of public sector customers), which should help them grow by winning contracts with other organisations.
- 8.3. **Engagement:**
- **We will** make a particular effort to involve community stakeholders, voluntary and community sector organisations and other interested parties when we consult on what service is needed and how it should be delivered.
 - **We will** work with suppliers and representative groups to help local suppliers understand our procurement processes, decide if public sector contracts are right for them, if they are ready to tender and how they can submit the best possible bids.
 - **We will** actively seek feedback from suppliers to understand and reduce barriers that may prevent suppliers from winning contracts with us, as well as seeking their views on changes to our policies and processes.
 - **We will** actively seek feedback from suppliers who win contracts with us to seek their views on our contract management processes.

- 8.4. **Supplier diversity:** we believe it's important that the suppliers who deliver services to Bristol support our [equality and diversity aims](#) and reflect our city.
- **We will** ensure that before we procure a contract, we will meet our responsibilities to consider diversity and how we can both positively affect equalities and put plans in place to reduce or remove any risks - and we will ensure that our suppliers share our commitment to these values.
 - **We will** provide suppliers who are owned by or employ people from communities who've experienced economic inequality and disadvantage with targeted support and encouragement to bid for work with the Council.
 - **We will** recognise and reward suppliers who commit to recruit and employ local people to deliver our contracts – with particular focus on people who are likely to find it more difficult to find work.
 - **We will** track our progress in improving supplier diversity.
- 8.5. **Partnerships:** we believe that as part of our [One City Approach](#), we can only achieve our goals for Bristol by working even more closely with a wide range of private, public and voluntary organisations.
- **We will** seek to play a strong role in collaborating with partner organisations - particularly in Bristol and the South West - focussing on knowledge sharing, joint policy development and procuring joint contracts to reduce duplication and take advantage of greater economies of scale.
 - **We will** recognise and reward suppliers who make commitments to support local voluntary and community groups when we assess Social Value during a tender exercise.
 - **We will** try to help smaller local suppliers to meet and learn from each other, as well as potentially encouraging suppliers to bid for our contracts together as a consortium.

9. How this P&CM strategy will deliver against the Corporate Strategy

- 9.1. The way we envisage this procurement and contract management strategy will help align and deliver our corporate strategy and goals is set out below:

Corporate Principles	Procurement & Contract Management Ambitions
<p>Development and delivery Develop people, places and partnerships to improve outcomes. Deliver quality public services while releasing the expertise and resources of empowered communities, individuals, community groups and city partners to help shape and deliver city priorities.</p>	<ul style="list-style-type: none"> • Consistent and rigorous contract management using the Councils Contract Management Framework • Ambitious, innovative and customer-focused approach to procurement • Collaboration with partners in the best interests of our city
<p>Environmental sustainability Tackle the Climate and Ecological Emergencies while inclusively growing the economy, maximising our positive environmental impacts and avoiding or mitigating negative ones wherever possible. Build our climate and ecological resilience</p>	<ul style="list-style-type: none"> • Health & Sustainability requirements embedded into contracts • Develop a Carbon Reporting methodology • Embed Social Value and monitor its delivery to commitments using the Council's standardised metrics approach

<p>Equality and inclusion Pro-actively and intentionally improve equality and inclusion across the city by designing it into everything we do. Work to make sure that everyone in Bristol feels they belong, has a voice and an equal opportunity to succeed and thrive.</p>	<ul style="list-style-type: none"> • Regular Supplier Engagement workshops at a local level, with particular focus on diverse suppliers, MSME's, Voluntary Sector • Design and improve our approach to 'Go Local' by simplifying procurement quote processes to enable opportunities to be awarded to local community suppliers.
<p>Resilience Build Bristol's city resilience through early intervention, minimising our contribution to future environmental, economic or social shocks and stresses. Build our ability to cope by learning from our past, taking a preventative approach and planning for long-term outcomes that support resilience</p>	<ul style="list-style-type: none"> • Achieving optimum value ensuring delivery of social value commitments • Contract delivery within tendered budget • Planning and responding to market changes, fluctuations and failures • Shorter and more local supply chains
<p>World-class employment Role model, influence and promote the highest levels and standards of employment. Work with partners to drive for workforces that reflect the population, and workplaces that are healthy and inclusive, offering opportunities to progress and providing a Real Living Wage as standard.</p>	<ul style="list-style-type: none"> • Promoting the Real Living Wage • Tackling Modern Day Slavery • Promoting local employment and training, e.g. through Social Value

10. Governance and Responsibility for Procurement

- 10.1. The **Council's Cabinet*** is responsible for setting the overall Procurement & Contract Management Strategy. *The Councils political constitution changes from May 2024 to a Committee System so appropriate approval will be decided.
- 10.2. The **Council Officers** are responsible for implementing the Council's Procurement & Contract Management Strategy. The **Procurement & Contract Management Service** provide policy and process direction to **Service Managers** (and their nominated Contract Administrators) for procurement projects.

11. Delivery & Monitoring

- 11.1. The delivery of this Strategy will be managed through a Service Plan approved by the Councils Director of Resources with progress reported on an annual basis using the Councils Performance Matrix for key organisational priorities.
- 11.2. The Service Plan will include detailed actions and KPIs based on:
 - Compliance with Procurement Rules & Quality
 - Finance / Savings

- Contract award to Micro and SMES suppliers

11.3. All actions will be cross-reference to BCC Corporate Strategy 2022-27 Priorities, [Equality Strategy - 2018 - 2023](#) and Business Continuity.

12. Contacts and useful links

12.1. Information about how to contact us is included below:

 Email	 Telephone	 Post	 Website
corporate.procurement@bristol.gov.uk	0117 922 3456	Procurement & Contract Management Service CH City Hall College Green Bristol BS1 5TR	The Council

12.2. Links to related documents are included below:

- [The Council procurement rules](#)
- [Corporate Strategy](#)
- [Equality Strategy - 2018 - 2023](#)
- [Social Value Policy](#)
- [Healthy and Sustainable Procurement Policy](#)
- [Modern slavery and exploitation information for professionals](#)
- Procurement Contracts Regulations 2015: [Public procurement policy](#)
- [Ethical & Equitable Investment Policy](#)
- [Contract management handbook](#) (Internal Only)

12.3. Next Review scheduled April 2024



Appendix C: Summary of engagement with Scrutiny

Scrutiny have been engaged at two Working Group sessions on 25th January to outline the Vision and background to the Strategy, and in a follow up session on 27th February.

The Working Group was given the opportunity to carry out a full review of an earlier draft of the Procurement and Contract Management Strategy and a discussion was held around their comments.

Scrutiny's feedback has since been summarised into a 'you said, we did' document and circulated to the Councillor who acted as Chair of the Working Group.

Summary of feedback document

In response to comments on engaging with local companies, there is now a strong theme throughout the Strategy of supporting local business and a strong commitment to local employment and use of local suppliers which is emphasised by the Council's Social Value Policy.

On Contract Management, this section of the Strategy has been strengthened with reference to continuous monitoring to ensure the Council's needs are met.

The theme of Compliance has been allowed greater importance in the Strategy and means described, such as the provision of data to Directors to enable them to monitor compliance within their Service.

Work in support of the Council's Equality and Diversity aims and Carbon targets, underpinned by the Healthy and Sustainable Procurement Policy, have been given more detail in response to comments.

Officers' understanding is that the Working Group Chair will also be submitting a statement to Cabinet on behalf of the group.

Decision Pathway – Performance Report

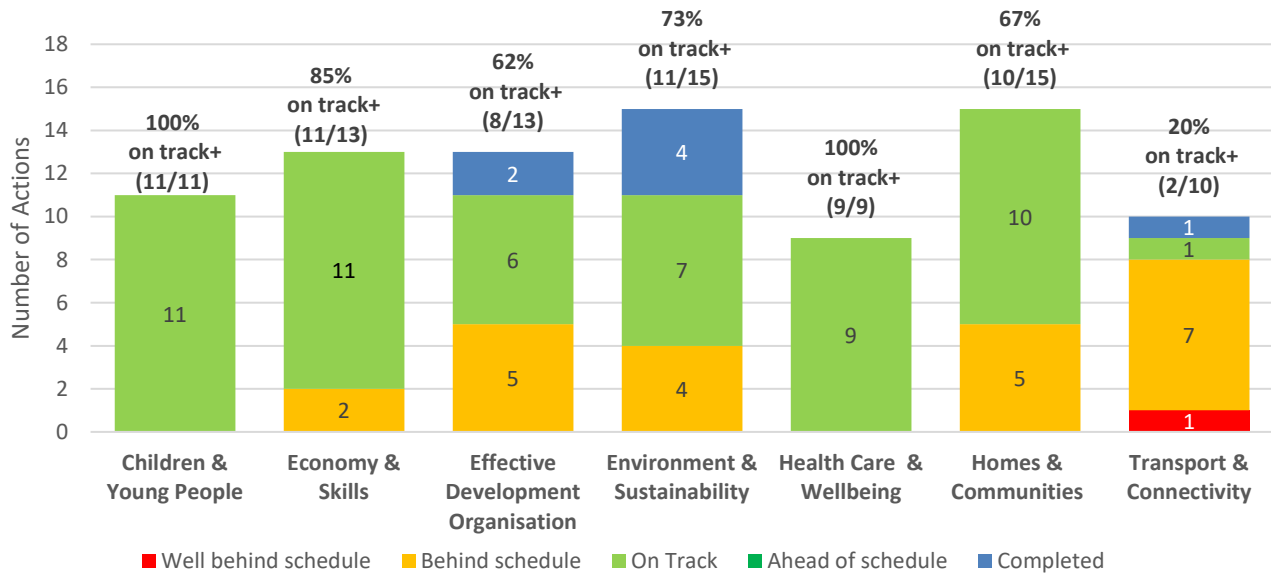
PURPOSE: For noting

MEETING: Cabinet

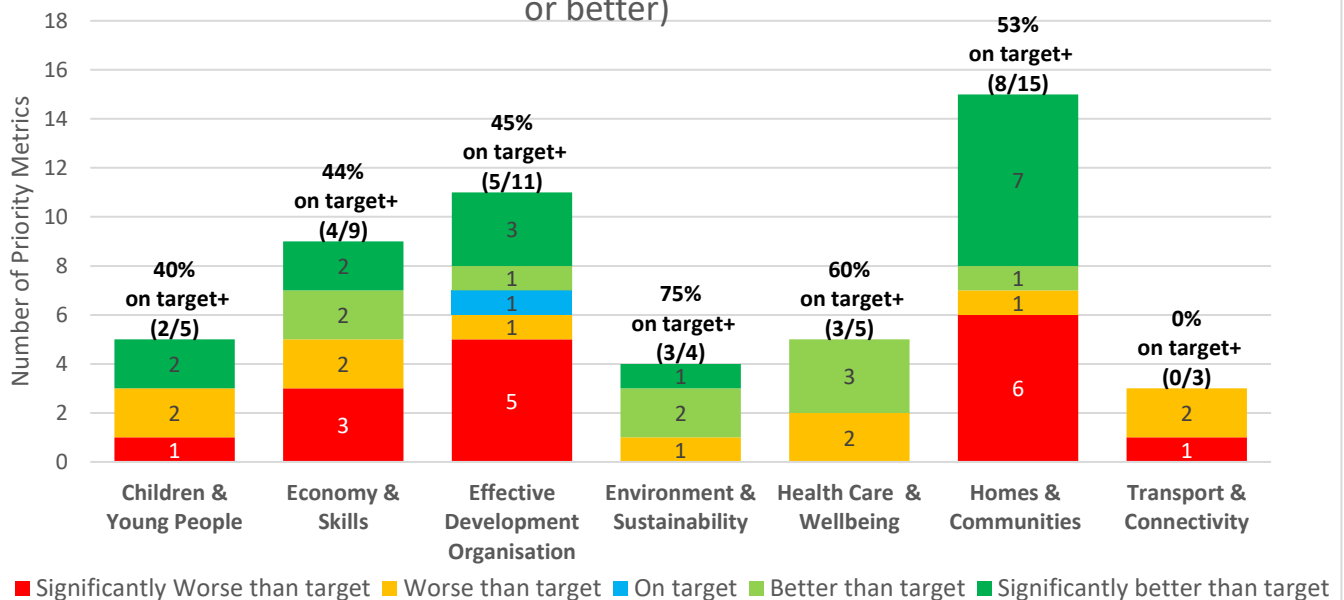
DATE: 04 April 2023

TITLE	Quarterly Performance Progress Report (Q3 - 2022/23)	
Ward(s)	All wards	
Author: Guy Collings	Job title: Head of Insight, Performance & Intelligence	
Cabinet lead: Cllr Cheney, Deputy Mayor - Economy, Governance and Performance	Executive Director lead: Stephen Peacock, Chief Executive	
Proposal origin: BCC Staff		
Decision maker: Cabinet Member		Decision forum: Cabinet
Purpose of Report: For Cabinet to note the outcomes from the Thematic Performance Clinics for Q3 2022/23 and highlight areas for additional Performance Improvement support.		
<p>1/ Evidence Base: This report and appendices provide the relevant Performance Measures from the Business Plan 2022/23, as approved by CLB in Feb and noted by Cabinet in March 2022. Performance reporting is now based on the Bristol City Council (BCC) Corporate Strategy 2022-27. Key points of note:</p> <p>2/ Thematic Performance Clinics (TPCs) - As per the Performance Framework 2022/23, reporting is primarily through new Thematic Performance Clinics (see Corporate Performance Reporting (sharepoint.com)), which focus on overall Performance for each of the 7 Business Plan themes, and address specific Performance Improvement issues for that theme. EDMs are seeing the outcome of the TPC work (hence later EDM report date) plus a summary of EDM metrics</p> <p>3/ Business Plan Actions – for the first time, Performance reporting includes progress of the Business Plan Actions as well as Performance Metrics. This allows much more focus on delivery of the Business Plan Priorities.</p> <p>4/ Business Plan Priority Measures / City Outcomes – The quarterly reports focus on Business Plan Priority Measures (mainly quarterly measures around Corporate Strategy priorities; primarily metrics the council has more direct responsibility over, so used to measure council performance). Where relevant they'll note City Outcomes (annual indicators on the Corporate Strategy themes and overall 'health of the city'; primarily outcome-focused measures that are longer term and slow moving, with long-term targets); these will all be in the Annual report.</p> <p>5/ Impact of Covid-19 – Covid-19 renewal and recovery is embedded into our Business Plan Priorities and is being delivered across all areas of the council. Targets are set to take account of this, including some which may appear counter-intuitive compared to last year's outturn (see 2022/23 Performance Measures and Targets).</p> <p>6/ Performance summary for Q3:</p> <p>Taking the Business Plan Performance metrics and Actions available this quarter:</p>		
Business Plan Actions	Business Plan Priority Metrics	City Outcomes (mainly annual metrics)
Current Performance		
72% on track or better (62/86)	48% on target or better (25/52) of those with targets	56% on target or better (14/25) of those with targets
Direction of Travel		
12% better than Q2 (10/86) 76% same as Q2 (65/86) 13% worse than Q1 (11/86)	69% improved compared to 12 months ago (29/42)	48% improved compared to 12 months ago (11/23)

Q3 Actions by Theme and Status (86 Actions, 72% on track or better)



Q3 Priority Metrics by Theme and Status (52 metrics, 48% on target or better)



Key Points of focus:

Whilst 3 of the Themes are still On Track at end Q3, 3 Themes remain Behind schedule and 1 has now fallen to Well behind schedule.

Business Plan Priority Metrics on target (48%) is broadly similar in Q3 to previous quarters (45% Q1 and 50% Q2), and more Metrics are now doing better than this time last year (69% improved) compared to 62% in Q2. However, less Actions (72%) are on track than was the case before (85% Q1 and 78% Q2), and there has been a significant drop in City Outcome metrics on target (from 100% to 56%), but this is due to many additional annual metrics, mainly from the Quality of Life survey, now being included (25 Outcomes report in Q3, was only 8 in Q2).

The Transport and Connectivity Theme is now ranked as Well behind schedule, as nearly all actions and metrics are behind schedule or below target, in part due to a number of decisions on key projects being on hold. However, on a positive note all actions in the Children & Young People and Health, Care & Wellbeing Themes are on track.

Key headlines from the relevant Thematic Performance Clinics are below, and full Thematic reports with a summary for that Theme and progress against all individual metrics and actions are included in Appendix A1.

Theme	Q1	Q2	Overall Q3 Progress	Points of Focus by Theme
1. Children & Young People			On Track	<ul style="list-style-type: none"> • PCYP1.2 Support newly arrived children, inc refugees and unaccompanied asylum seekers, via suitable accommodation and processes to ensure every child is safe, nurtured and has timely access to education provision - Pathways to facilitate the placement of newly arrived children and unaccompanied asylum seekers are now well established (Placements usually made in 10 working days) • BPPM201 Audited children's social work records rated good or better - Performance continues to be significantly worse than target; the present staffing levels and inability to recruit is hampering the progress.
2. Economy & Skills			On Track	<ul style="list-style-type: none"> • BPPM141 Increase organisations in Bristol that are Living Wage accredited - The number based in Bristol and signed up to be Living Wage accredited is steadily growing (helping to reduce hardship experienced across the city) • BPPM308 Increase people able to access care & support through the use of Technology Enabled Care - Progress significantly delayed due to delays in recruitment and training of TEC assessors on installation and repair of TEC equipment (impact of this estimated at just over £1m for 1 April – 31 Dec '22)
3. Environment & Sustainability			Behind schedule	<ul style="list-style-type: none"> • P-ENV1.1: City Leap Energy Partnership – this joint venture, designed to attract £1 billion of investment into Bristol's energy projects and support the creation of a zero-carbon, smart energy city by 2030, went live in January 2023 • P-ENV2.2: Create a Bristol Blue/Green Infrastructure Strategy (including rivers, ponds, wetlands, trees, fields and parks etc) - not progressed as planned; no work undertaken in Q3 due to funding being frozen.
4. Health, Care & Wellbeing			On Track	<ul style="list-style-type: none"> • BPPM294 Increase % of BCC regulated CQC Care Service providers where provision is rated 'Good or Better' - Bristol continues to be a top performer with 95.5% rated good or better by CQC against a lower national average • BPOM258 - Reduce % of households which have experienced moderate or worse food insecurity (QoL) - The number experiencing moderate or worse food insecurity has increased from 5% in 2021/22 to 8.1% in 2022/23 (and even worse in the most deprived areas of Bristol, from 11% to 16% now)
5. Homes & Communities			Behind schedule	<ul style="list-style-type: none"> • BPM425 Affordable homes delivered - now significantly behind target due to external factors affecting the construction industry and housing market. However, the pipeline of new affordable dwellings (the part of the process the council can influence e.g. planning permissions) is higher than it was a year ago. • BPPM377c Reduce Council homes with EPC rating of D or lower - much worse than target, though better than last year. c£90m funding identified to support this work to 2030 (mainly HRA). Projects include wall insulation, new windows, roofs, and decarbonised heating, planned with City Leap. In the next few years significant progress is expected, but 2022/23 target will not be met.
6. Transport & Connectivity			Well behind schedule	<ul style="list-style-type: none"> • PTC1.1 Develop a Mass transit system - Currently no dates agreed for the next steps of developing this; the cost and benefits of options are still being considered, and, as in Q2, the final decision on whether to proceed is on hold pending confirmation from the Administration. • P-TC4.3 Replace existing street lights with LED lighting and a Central Management System (CMS) – There was a delay in the CMS process, though this has allowed procurement of a better system, future-proofed and Smart City ready. It is expected the time will be made up and project delivered in budget.
7. Effective Development Organisation			Behind schedule	<ul style="list-style-type: none"> • BPPM522 Reduce average number of working days lost to sickness (BCC) - significantly worse than target; has gotten worse for seven quarters in a row and is now at its highest level for 15 years.

- P-EDO4.1/4.2/5.2 Progress Data & Insight, Think Family database and Performance management, inc new corporate scorecard and city dashboard - All 3 actions are behind schedule, with technical issues, lack of resource and funding noted as issues.

Cabinet Member / Officer Recommendations:

1. That Cabinet note the Thematic Performance Clinic reports and Performance progress, and the measures to address performance issues.

Corporate Strategy alignment: All Business Plan Performance metrics and actions are designed to demonstrate our progress towards the Corporate Strategy 2022-27.

City Benefits: Understanding whether BCC is delivering the priority outcomes for the citizens and city as outlined in the annual Business Plan will ensure organisational effort can be focussed on benefit realisation.

Consultation Details: Performance progress has been presented to Divisional Management Team (DMT) and Executive Director Meetings, and through the Thematic Performance Clinics prior to the production of this report.

Background Documents:

1. [Corporate Performance Reporting - Home \(sharepoint.com\)](#)
2. [BCC Corporate Strategy 2022-27](#)
3. [BCC 2022/23 Business Plan](#)
4. [BCC 2022/23 Performance Framework](#)
5. [2022/23 Performance Measures and Targets](#)

Revenue Cost	£0	Source of Revenue Funding	N/A
Capital Cost	£0	Source of Capital Funding	N/A
One off cost <input type="checkbox"/>	Ongoing cost <input type="checkbox"/>	Saving Proposal <input type="checkbox"/>	Income generation proposal <input type="checkbox"/>

Required information to be completed by Financial/Legal/ICT/ HR partners:

1. Finance Advice: There are no specific financial implications as part of the report. Identification and delivery of meeting key performance indicators is a major part of annual service planning including budget setting. Identifying key outcomes and targets should have a significant impact on allocation of resources through annual budget setting process, similarly availability of resources to delivery outcomes will impact the achievability of targets. Performance information should be viewed alongside services financial information and progress of delivery of key projects.

Finance Business Partner: Sarah Chodkiewicz - 23 February 2023

2. Legal Advice: Reporting performance against the business plan and corporate strategy assists the Council to comply with its duty to make arrangements to secure continuous improvement in the way in which the Council's functions are exercised, having regard to a combination of economy, efficiency and effectiveness. Any specific legal issues arising from this report will be dealt with separately.

Legal Team Leader: Nancy Rollason – 23 February 2023

3. Implications on IT: I can see no implications on IT in regard to this activity.

IT Team Leader: Gavin Arbuckle - 23 February 2023

4. HR Advice: There are no direct HR implications arising from the report. However, to achieve the targets proposed resources may need to be deployed differently, and additional resource may be required in some areas.

HR Partner: James Brereton – 23 February 2023

EDM Sign-off	All 3 EDMs	22 Feb 2023
Cabinet Member sign-off	Cllr Cheney CMB	28 Feb 2023
For Key Decisions - Mayor's Office sign-off	Mayor's Office	9 March 2023

Appendix A – Further essential background / detail on the proposal Appendix A1: All 7 Thematic Performance Clinic reports combined, with data and actions Appendix A2: Short definitions for each Performance metric included on Appendix A1	YES
Appendix B – Details of consultation carried out - internal and external	NO
Appendix C – Summary of any engagement with scrutiny	NO
Appendix D – Risk assessment	NO
Appendix E – Equalities screening / impact assessment of proposal	NO
Appendix F – Eco-impact screening/ impact assessment of proposal	NO
Appendix G – Financial Advice	NO
Appendix H – Legal Advice	NO
Appendix I – Exempt Information	No
Appendix J – HR advice	NO
Appendix K – ICT	NO
Appendix L – Procurement	NO

Thematic Performance Clinic Report

Children & Young People - Qtr 3 (01 Oct '22 – 31 Dec '22)

Report of the Lead Director: Fiona Tudge [Director Children, Families & Safer Communities]

Date: 30 Jan 2023

Actions	Priority Metrics*	Outcome Metrics	Overall Progress
Performance			On schedule
100% on schedule or better (11 of 11)	40% on target or better (2 of 5)	100% on target or better (3 of 3)	
Direction of Travel			
18% better than Q2 (2/11) 82% same as Q2 (9/11) 0% worse than Q2 (0/11)	100% improved compared to 12 months ago (2/2)	100% improved compared to 12 months ago (2/2)	

*At the request of Corporate Leadership Board, the metric BPPM225e % of final EHCP's issued within 20 weeks has been moved from the Homes and Communities Theme to the Children and Young People's Theme for Q3 onwards.

The Thematic Performance Clinic met for Quarter 3 (Q3), on 30 Jan '23. The progress against the relevant actions and metrics listed in the 2022/23 Business Plan for the Children & Young People Theme have been reviewed by the Thematic Lead and this report produced as a position statement at Q3 and intended actions to improve.

1. Theme Actions / Priority Metrics performing well:

- **BPOM353 - Reduce the percentage of children with excess weight (10-11 year-olds)** – This is the highest recorded figure (36.4%) since records started in 2010. However, considering this is the first measure since the Pandemic, the increase was anticipated and is below the National average (37.8%)
- **BPPM247 - Increase the percentage of Family Outcomes achieved through the Supporting Families programme** – Working with families to achieve identified outcomes has improved throughout the year and is now exceeding the 2022/23 target.
- **CYP2.1 - Deliver a Youth Zone in the south of the city** – Work is well underway and planning approvals are anticipated soon for the Youth Zone to be delivered in August 2024
- **CYP4.1 - Join up activity and offer employment support and work experience for young people, migrants, refugees, asylum seekers and others experiencing poverty.** Continued joined-up working has provided much support and opportunities for many vulnerable young people; including a 6 month maths course that caters for young parents that includes a creche.

2. Theme Actions / Priority Metrics that are of concern:

- **BPOM201 - Percentage of audited children's social work records rated good or better** – Performance as at 30 September '22 (reported with a 3 month data lag) remains worse than target and a key factor in this is linked to workforce sufficiency.
- **BPOM230b KS2 - increase the % of disadvantaged pupils at KS2 achieving the expected standard in RWM** - This is provisional data and shows a drop of 10% points, when compared to pre-pandemic data 39% [provisional 2022] 49% [2019 & 2020]. For comparison, the National attainment for this cohort was 43% (provisional 2022)

- **BPOM231d Key Stage 4: Attainment 8 - Reduce the Points gap between the Disadvantaged and Non-Disadvantaged** – This is provisional data and shows a widening of the gap, by 3 points, when compared to pre-pandemic data. The National comparison the gap for Bristol was 19.4 points (provisional 2022) and the England gap was 15.2 points (provisional 2022)
- **BPPM225e Increase the percentage of Final EHCPs issued within 20 weeks excluding exception cases ***– This metric was considered by the Homes & Communities TPC in Q2 and has since been moved to this Theme. In Oct '22 the OFTSED and CQC SEND reinspection took place, it reported that there were sufficient improvements in EHC needs assessment process and timeliness. Performance at Q3 remains below target and it is unlikely that the annual target of 50% will be met.

3. Performance Clinic Focus points (Agenda):

- **Notes / Actions from Q2 Thematic Performance Clinic**
- **Children Living in Poverty**
- **Children with excess weight (10-11 year-olds)**

4. Proposed - Performance Clinic Recommendations / Actions:

Q3 Actions:

1. Progress against Poverty will be considered at Q3 – On agenda for Q3 TPC
2. The postponed supplementary TPC (owing to the ILAC inspection) to specifically focus on Children in Care access to Health Assessments, Dentists and Mental Health support will now report back at the next meeting.

5. Items for next Thematic Performance Clinic:

- Key Stage 2: increase the % of disadvantaged pupils at KS2 achieving the expected standard in RWM
- Key Stage 4: Attainment 8 - Reduce the Points gap between the Disadvantaged and Non-Disadvantaged
- Report back from supplementary TPC on Children in Care Health needs
- Other items as the year-end report indicates

6. Lead Director Comments:

Children living in poverty (low income families)

Although the data for the measure is not yet published the work to reduce this rate is ongoing and requires coordination of a number of partners including the wider BCC group on Cost of Living Crisis. Despite significant work undertaken across BCC to identify causes and impact of child poverty there has been no corporate strategy since the 2011 – 2020 Child Poverty Strategy. Targeted areas of work are around supporting adults into paid employment and better employment has a significant impact on the level of child poverty. The areas of greatest deprivation in the city have the highest levels of school suspensions and the lowest school attendance rates as well as the highest take up of Free School meals.

It was noted that the One City 'Economic Recovery and Renewal Strategy' also notes the impact on children living in families, such as fuel poverty and food poverty and the work to sign-post people to different welfare entitlements and discretionary payments; it also notes the need to consider establishing a multi-agency approach to developing pathways out of crisis which could be tailored to specific communities. Significant information is held in the Joint Strategic Needs Assessment and it was agreed to share knowledge and datasets to build a better picture and coordinate activity.

Action; Public Health to provide baseline JSNA data, Education to provide pupil premium measure and unemployment levels across the system.

Children with excess weight (10-11 year-olds)

The post-pandemic figure is high, but below the anticipated target. However, what this Bristol average figure (36.4%) does disguise is linked to the previous agenda item around Child Poverty. The average is 36.4%, but for the least deprived areas it is 20.5% and for the most deprived areas it is 44.7%. The presentation highlighted the effect of the economy (food inflation); which affects deprived families most significantly who are squeezed to buy 'calorie-dense' foods. The presentation also highlighted the work underway to address the excess weight for children e.g Maternity Services advice from an early age, including breastfeeding, healthy start vitamins and voucher schemes for eligible families. There is also the Healthy Schools programme to encourage healthier eating and free access to swimming and leisure centres for children in care and care experienced young people. Examples of Children's Kitchen's in Children's Centres to develop cookery skills and the Community Learning Service, where parents on the course were given a slow cooker.

There was concern expressed that the take-up of Free School Meals may not be at the levels they ought to be and that this could be a focus for a future TPC.

Work needs to be understood and coordinated across service areas.

Action; Education to work on Free School Meals, Public health and Early Intervention Service to meet regarding Children Centre offer and where needs are targeted.

Fiona Tudge [Children & Families Service]

Date of Thematic Performance Clinic

30 January 2023

2022-2023 Children & Young People Actions & Performance Metrics (Qtr 3 Progress)

Theme 1: Children & Young People

A city where every child belongs and every child gets the best start in life, whatever circumstances they were born in to.

CYP	Code	Title	Directorate	Q 1	Q 2	Q3 Status and Performance	Comparison over 12 months	Management Notes
	BPOM211	Reduce % of children living in poverty (low income families)	C&E - Children Families & Safer Communities			Data not due Annual Target 34%		
	BPOM215	Reduce incidents of domestic abuse involving children	C&E - Children Families & Safer Communities			Data not due Establish Baseline		(2022 - 2023) This quarter has seen the launch of the Children affected by domestic abuse provision in the city run through Next Link. This has significantly increased provision to support children affected by domestic abuse and contribute to the long term recovery and reduction in harm related to domestic abuse. The Safe and Together co-located workers in social care are continuing to deliver services for children. Professionals has reported in this improving the quality of their interventions with children and families affected by domestic abuse and enabled a more domestic abuse informed approach.
	BPOM217	Improve the % of 17 - 18 year old care leavers in EET (statutory return - recorded around birthday)*	C&E - Children Families & Safer Communities			Better than target Quarter 3 Actual 76% Annual Target 74%	↑	(Quarter 1 - 3) Of the 54 Care Leavers aged 17 and 18 whose birthdays fell in the report period 1 Apr 2022 to 30 Sep 2022 41 were ETE at the time of the 'Birthday Contact'. This measure does not include 4 young people who are recorded as being Returned Home or Deceased.
	BPOM220	Increase the number of new specialist schools places available	C&E - Education & Skills			Data not due Annual Target 240		(2022 - 2023) A cabinet paper was approved on 6th September with finances to progress with works to increase the number of specialist places available. From phase 1 of the project 24 places are currently in delivery and will be complete by November. A further 12 will be delivered in April 2023. Phase 2 is underway with 20 places delivered already and surveys are currently being procured for each site. Negotiation is underway with schools who will be involved in phase 2 and there have been some issues with secondary mainstream schools not wanting to open resource bases as this will have an impact on their results. This has been a barrier and we are opting to work with special schools to mitigate this. We need a substantial number of secondary specialist places created in phase 2 to meet the needs of the city. We are on target to exceed 450 specialist provision places by 2024.
	BPOM230b	KS2 - increase the % of disadvantaged pupils at KS2 achieving the expected standard in RWM	C&E - Education & Skills			No Target Annual Actual 0 Establish Baseline		(2022 - 2023) This data remains provisional. The impact of Covid and the assessment system means it is challenging to make any comparisons with previous data (2019). However performance gaps for disadvantaged pupils continues to be a priority focus for schools and trusts. In Bristol 39% of disadvantaged pupils achieved this target as opposed to 68% of non-disadvantaged. In England the corresponding figures were 43% and 66%.
	BPOM231d	Key Stage 4: Attainment 8 - Reduce the Points gap between the Disadvantaged and Non-Disadvantaged	C&E - Education & Skills			No Target Annual Actual 19.4 points Establish Baseline		(2022 - 2023) In Bristol the average A8 score for disadvantaged pupils was 35 for non-disadvantaged pupils it was 54.4 a gap of 19.4 points. The corresponding England figures were 37.6 and 52.8 with a gap of 15.2 points.
	BPOM253	Reduce the percentage of children with excess weight (10-11 year-olds)	A&C - Communities & Public Health			Better than target Annual Actual 36.4% Annual Target 38%		(2022 - 2023) The latest NCMP data for Year 6 children measured in Bristol during the 2021/22 academic year is 36.4%. This is similar to the national average of 37.8% for 2021/22. No Bristol data was available for the previous year in 2020/21 as NCMP was suspended in March 2020 due to the pandemic however the national average for 2020/21 was calculated on a limited sample at a significantly higher rate at 40.9%. Pre-pandemic data for Bristol during the 2019/20 academic year was 33.9%. This again was similar to the national average of 35.2% for 2019/20. Although the current 2021/22 statistic for Bristol certainly suggests that child excess weight has worsened (36.4% is the highest prevalence for year 6 excess weight we've seen since NCMP began) it is not a statistically significant increase over the 2019/20 pre-pandemic figure. The current 2021/22 statistic for Bristol at 36.4% also shows there to be some post pandemic recovery compared to the 2020/21 national average figure of 40.9%.

BPOM263	Improve the % of 16 /17 year olds (Academic Age) meeting their duty to participate in EET (Sept Gua)	C&E - Education & Skills			Better than target Annual Actual 93.9% Annual Target 93%	↑	(2022 - 2023) This annual figure is reported in Qtr 2. The team have worked hard to record Sept G and resolved issues with the system to ensure that the young people's Sept Guarantee has been recorded. Year 11 Sept Guarantee is 98.1% & year 12 is 89.4%. We are still working on this number and making contact with young people to get an update on destinations.
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CYP Priority 1: Child friendly city

Children and young people are supported by the city, their community, and the council to have the best possible start in life. They can reach their full potential and are kept safe from and supported to overcome violence, abuse and other adverse childhood experiences, whatever the circumstances of their birth.

CYP1	Code	Title	Directorate	Q 1	Q 2	Q3 Status and Performance	Comparison over 12 months	Management Notes
ACTIONS NON-IT Page 441	P-CYP1.1	Keep children and young people safe in all settings and promote their wellbeing by working closely with the Keeping Bristol Safe Partnership. We will do this by rolling out Trauma-Informed Practice, working with City Partners to reduce violence and building on our knowledge of what works by learning from best practice and peers	C&E - Children, Families Community Safety			On Track		This quarter has seen the launch of the Children affected by domestic abuse provision in the city, run through Next Link. This has significantly increased provision to support children affected by domestic abuse and contribute to the long term recovery and reduction in harm related to domestic abuse. The Safe and Together co-located workers in social care are continuing to deliver services for children. Professionals has reported in this improving the quality of their interventions with children and families affected by domestic abuse and enabled a more domestic abuse informed approach.
	P-CYP1.2	Support and welcome newly arrived children, including refugees and unaccompanied asylum seekers to our city. We will find suitable accommodation, or foster carers within the city and develop clear processes and pathways to ensure every child is safe, nurtured and has timely access to education provision	C&E - Education & Skills			On Track		Pathways to facilitate the placement of newly arrived children and unaccompanied asylum seekers are now well established, involving the Attendance and Belonging Team and the HOPE Virtual School. This work is also supported by routine meetings with the Refugee Resettlement Team and the weekly meetings coordinated by Public health. Pupils are routinely placed within 10 working days, unless there are specific issues e.g. age assessments completed.
	P-CYP1.3	Increase apprenticeships across the City and within the Council targeted towards children and young people in care and care leavers.	Resources - Workforce & Change			On Track		Apprenticeship vacancies continue to be proactively shared widely through the Employmnt Skills and Learning Team - in our Post 16 Directory, our 'Into Learning' Teams Channel, our city Careers Education Information, Advice and Guidance Network, regular jobs fairs and our One Front Door. The South Bristol Talent Pathway Project is actively promoting apprenticeships across Small and Medium Enterprises and also provided supported work placements for priority young people. One local employer provided a 4 day work experience placement to a young person in care and they have now offered him a chance to apply for an apprenticeship with them.
PERFORMANCE METRICS	BPPM201	Percentage of audited children's social work records rated good or better *	C&E - Children Families & Safer Communities			Significantly Worse than target Quarter 3 Actual 59% Annual Target 70%		(Quarter 1 - 3) 59% of children's records audited in Quarter 2 of 2022-23 were graded Good or Outstanding. This is an improvement on the previous quarter as we continue to work to our target of 70%. We have identified that social care workforce sufficiency challenges are a key factor which impacts our ability to achieve consistent excellent practice. We are working to improve the recruitment and retention of children in Bristol as part of the service's transformation plans.
	BPPM203	Increase % of workforce trained to be trauma and adversity champions	C&E - Children Families & Safer Communities			Data not due Establish Baseline		(2022 - 2023) Bristol has been awarded £500k Section 256 grant over two years to embed trauma informed practice across three key areas; Training and Workforce Development (multi-agency) commissioning and communication and resources. Children and Education EDM are due to consider proposals for use of this funding with the view to a programme of workforce development beginning in April 2023. This will lead to a more coordinated approach to monitoring of training in trauma informed practice across the organisation. In the meantime the multi-agency training offer continues and the Commissioning Manager - Trauma Informed Practice is now in post which has brought additional capacity to this work.

BPPM213	Reduce incidents of serious violence involving children and young people	C&E - Children Families & Safer Communities			Significantly better than target Quarter 3 Actual 640 Annual Target 975	(Quarter 1 - 3) For the third quarter Bristol has seen a reduction in the number of incidents of serious violence with injury where the individual thought to have caused the harm is under 25. This is in the context of the third year of the ten year Safer Options violence reduction strategy which has invested in whole-system change to reduce violence at every point. This quarter we have increased our support for young women and girls affected by serious violence in the community recognising that they were under represented in the service offer previously.
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CYP Priority 2: Supported to thrive

Children, young people, parents, and carers have access to and benefit from lifelong services – such as family hubs, parenting and community learning courses and youth zones – that support them to thrive.

CYP2	Code	Title	Directorate	Q 1	Q 2	Q3 Status and Performance	Comparison over 12 months	Management Notes
ACTION PLAN Page 442	P-CYP2.1	Deliver a Youth Zone in the south of the city which will offer access to more than 20 activities per night, for children and young people including football, boxing and climbing, to creative arts, music, drama and employability training	C&E - Children, Families Community Safety			On Track		Decision paper due at January cabinet. Planning approvals are expected to be agreed before April 2023 with some technical solutions being proposed to the slip road onto the site. Engagement took place with residents on 1st December 2022 for discussion around the management of vehicles through neighbourhood. Build timeline remains in place to deliver site by August 2024.
	P-CYP2.2	Provide early help to families through newly formed family hubs, which will be physical and virtual spaces in our communities where children (aged 0–19, up to 25 years old with special educational needs and disabilities) and families can access early help from a variety of agencies	C&E - Children, Families Community Safety			On Track		Memorandum of Understanding and successful sign up to the programme from DfE and DHSC agreed in November 2022, later than anticipated due to the sign up process. Delivery plan for the Family Hubs and Start for Life programme was submitted at the end of December 2022.
	P-CYP2.3	Target support to children and young people in need, by reviewing and delivering bespoke Youth Services, Short Breaks for Disabled Children, Home to School Travel and Alternative Learning Provision.	C&E - Children, Families Community Safety			On Track		The Home to School Travel framework completed first round tenders before Christmas and new routes have commenced. More work is due to move all contractors across. A Cabinet paper for the delivery of Targeted youth services will be presented in February following 18 months of co-production with the youth sector. The Short breaks services will be re-commissioned over the next 12 months through full co-production with parents/carers. The third round of applicants to the alternative learning provision framework closed in December and were assessed in January 2023 to increase the number of providers available for children.
PERFORMANCE METRICS	BPPM247	Increase % of Family Outcomes achieved through the Supporting Families programme	C&E - Children Families & Safer Communities			Significantly better than target Quarter 3 Actual 73.1% Annual Target 65%		(Quarter 3) This KPI represents an average of a number of specific Supporting Families outcome measures for individual families who have worked with the Families in Focus service. The numbers of families who have achieved identified outcomes through working with Families in Focus services has increased to 73.1% and exceeds the target of 65%. The overall figure is an average of specific measurable progress against the following areas: crime/anti-social behaviour; school attendance; children in need accessing services; domestic abuse; work and finance; and health outcomes. Definitions are in line with the national Supporting Families Outcomes Framework. There has been improvement against all outcome areas and we are now exceeding the specific targets against all measures except for financial exclusion and worklessness which remains challenging and is set within the wider context of the challenges of the economic environment and levels of poverty. The co-location of Supporting Families Employment Advisors within our services support families in achieving better outcomes in this area.

CYP Priority 3: Equity in education

Help improve educational outcomes, value diversity, and reduce educational inequality at all stages of education. Work with education providers to become an inclusive, zero-exclusion city, making sure high-quality specialist provision is effectively targeted. Ensure that the education system can meet the needs of COVID-19 recovery and provides children and young people with the academic, social, and emotional development they need.

CYP3	Code	Title	Directorate	Q 1	Q 2	Q3 Status and Performance	Comparison over 12 months	Management Notes
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ACTIONS	P-CYP3.1	Work with partners across the city to ensure that every child benefits from high quality education. Raise standards across Bristol schools, ensure that we meet or exceed the national average for Ofsted ratings that at least 86%* of Bristol schools attain Good or Outstanding ratings, by examining performance data for schools and creating improvement plans to improvements to education outcomes	C&E - Education & Skills		On Track		Ofsted inspection activity has returned to levels anticipated by Ofsted post-pandemic for planned 4 year cycle for all schools by 2024. Judgements in LA maintained schools and academies are generally positive with an upward trajectory. Several inspections in recent weeks have indicated positive improvements in judgement outcomes but the final reports have not yet been published. Movement from previous 'Requires Improvement' judgements to 'Good' judgements also shows a positive trend across the city. Excellence in Schools Group have agreed working arrangements for 2022-23 to align city-wide priority focus areas across LA maintained and academy sector and between primary and secondary phases.
	P-CYP3.2	Tackle high levels of absence and suspensions through the delivery of the Belonging Strategy and improved provision for special educational needs. This will improve outcomes and inclusion across the city's schools and reduce inequality amongst pupils.	C&E - Education & Skills		On Track		A revised Attendance Self Assessment has been prepared to submit to the DfE (awaiting Divisional Management approval). The Self Evaluation Framework captures the continuation of the work being done to improve attendance and support a reduction in suspensions. Communication pathways to support this area of work are already well established and the work around parental responsibility measures are in place. The Exclusions Task and Finish Group continues to focus on a reduction in suspensions and exclusions. Attendance Targeting Support Meetings will commence with secondary and specialist settings week commencing 30 Jan '23 to provide support and challenge conversations with each setting. Attendance locality meetings established this academic year have also been established to address barriers to attendance and develop a sense of belonging for all pupils including pupils with SEND.
	P-CYP3.3	Deliver improvements for children and young people with special educational needs and disabilities (SEND) and care leavers; by working with schools and settings to become more inclusive and increasing the amount and range of specialist provision across Bristol to reduce the number of children with SEND using alternative provision	C&E - Education & Skills		On Track		Phase 1 and 2 of the Specialist provision program is progressing with 142 places delivered for Phase 1 and c.140 places on track for phase 2 delivery by September 2023 and a further c.46 (based on current discussion) places for September 2024. This will reduce the reliance on Alternative Learning Provision. Developments in Bristol Inclusion and Fair Access Panel and related surgery are also supporting the Inclusive practice of school and ensuring that schools are clear about, and evidence their graduated response and the OAP.
PERFORMANCE METRICS	BPPM225e	Increase the percentage of Final EHCPs issued within 20 weeks excluding exception cases *	C&E - Education & Skills		Worse than target Quarter 3 Actual 37.3% Annual Target 50%	↑	(Quarter 1 - 3) During the period January to September to 2022 216 of the 579 new EHC plans were finalised within the 20-week timescale (excluding exceptions) We recognise the importance of timely needs assessments for children and young people and actively seek to make further improvements. Whilst waiting for needs assessments CYP can access Ordinarily Available Provision Top Up funding and support through the graduated school-based response approach (assess plan do review). We anticipate further improvements in the next quarter. On October 4th 2022 the OFTSED and CQC SEND reinspection took place the report has now been published which details sufficient improvements in EHC needs assessment process and timeliness. We will continue to strive for improvement in timeliness of EHC needs assessments in line with statutory timescales as well as reduce overall wait times for all children young people and their families.
	BPPM244a	Reduce the number of suspensions from Primary Schools	C&E - Education & Skills		No Target Quarter 3 Actual 504 Establish Baseline		(Quarter 3) Please note the data used is based on local data collection and it is currently not available from all schools due to technical and permissions issues however a number of these problems have been resolved and the figures for Q1 and Q2 have subsequently been adjusted. However the figures presented are still likely to be an under representation. Also the recording of numbers of suspensions does not take into account the number of sessions lost and the number of pupils involved. In addition the figures recorded show formal suspensions and do not take into account other alternative sanctions. Further the number of suspensions does not reflect the rate of suspensions which would reflect the size of the population upon which the figures are based. The figures submitted for Q2 and Q3 are cumulative totals. To-date (Q3) there were 504 recorded suspensions (primary) 186 in this quarter – we are working with schools and other key stakeholders to reduce the number of suspensions via the work of the Exclusions Task and Finish Group.

PERFO	BPPM244b	Reduce the number of suspensions from Secondary Schools	C&E - Education & Skills			No Target Quarter 3 Actual 4,213 Establish Baseline		(Quarter 3) Please note the data used is based on local data collection and it is currently not available from all schools due to technical and permissions issues however a number of these problems have been resolved and the figures for Q1 and Q2 have subsequently been adjusted. However the figures presented are still likely to be an under representation. Also the recording of numbers of suspensions does not take into account the number of sessions lost and the number of pupils involved. In addition the figures recorded show formal suspensions and do not take into account other alternative sanctions. Further the number of suspensions does not reflect the rate of suspensions which would reflect the size of the population upon which the figures are based. The figures submitted for Q2 and Q3 are cumulative totals. To-date (Q3) there were 4213 recorded suspensions (secondary) 1716 in this quarter – we are working with schools and other key stakeholders to reduce the number of suspensions via the work of the Exclusions Task and Finish Group.
	BPPM246	Increase percentage of schools and settings rated 'Good' or better by Ofsted (all phases)	C&E - Education & Skills			Worse than target Quarter 3 Actual 83% Annual Target 86%	↑	(Quarter 3) Inspection activity continues to take place at levels anticipated by Ofsted post-pandemic for planned 4 year cycle for all schools by 2024. Judgements in LA maintained schools and academies is generally positive with an upward trajectory and several schools moving from Requires Improvement to Good from recent inspections. Excellence in Schools Group agreed working arrangements for 2022-23 are aligning Bristol priority focus areas across LA maintained and academy sector.

CYP Priority 4: Intergenerational equality

Lead city-wide approaches to tackling the root causes of structural inequality, breaking cycles of disadvantage, poverty, and trauma across generations to improve health and life opportunities.

CYP4	Code	Title	Directorate	Q1	Q2	Q3 Status and Performance	Comparison over 12 months	Management Notes
Page 444 ACTIONS	P-CYP4.1	Work with partners to join up activity and offer employment support and work experience for young people not in education, employment or training (NEET), migrants, refugees, asylum seekers and others experiencing poverty. Including, actively support individuals to transition into quality post 16 destinations	C&E - Education & Skills			On Track		Continuing to work with internal and external partners and providing them with a wide range of opportunities that are available for young people in Bristol. As an action we have collated all of the opportunities that were starting in the new year and ensured that this reached the young people who were not in education, employment or training and those who may have been in a job without training. Young parent advisors have worked with community learning to start a maths course that caters for young parents that includes a creche which is starting in Jan '23 and will be running until the summer.
	P-CYP4.3	Invest in our social workers by providing new evidence-based training programmes to ensure that we offer families the best support so children can thrive	C&E - Children, Families Community Safety			On Track		Bristol are continuing to invest in Systemic Social Work training Level 1 and Level and Firstline Social Work management training. In quarter 3 Level 2 students have completed their systemic training and are acting as systemic champions for the service supporting the model to be embedded.

Thematic Performance Clinic Report Economy & Skills - Qtr 3 (01 Oct '22 – 31 Dec '22)

Report of the Lead Director: Richard Hanks [Director – Education & Skills]

Date: 30 Jan '22

Actions	Priority Metrics	Outcome Metrics	Overall Progress
Performance			On schedule
85% on schedule or better (11/13)	44% on target or better (4/9)	100% on target or better (4/4)	
Direction of Travel			
0 improved since Q2 83% are the same as Q2 (10/12) 17% are worse than Q2 (2/12)	78% improved on 12 months ago (7/9)	75% improved on 12 months ago (3/4)	

The Thematic Performance Clinic met for Quarter 3 (Q3), on 30 Jan '23. The progress against the relevant actions and metrics listed in the 2022/23 Business Plan for Economy & Skills Theme have been reviewed by the Thematic Lead and this report produced as a position statement at Q3 and intended actions to improve.

1. Theme Actions / Metrics performing well:

- BOM041 - **Improve the overall employment rate of working age population** – The employment rate, despite reporting the situation 6 months in arrears, is buoyant and remains at 82% (the highest level recorded since local records began in 2010) for the second quarter in a row.
- BPPM265a - **Increase the amount of Bristol City Council Apprenticeship Levy spent** – Pre-pandemic spending the levy was poor, since the pandemic the funds for apprenticeships have been spent to good effect and likely to exceed target at year-end; benefiting many apprentices and the economy in general.
- BPPM141: **Increase the number of organisations in Bristol which are Living Wage accredited** is performing 'significantly better than target', with 382 accredited living wage employers; raising the minimum payments to around 4,000 employees to the real living wage.

2. Theme Actions / Metrics that are of concern:

- BPPM266 - **Increase % of adults with learning difficulties known to social care who are in paid employment** is showing as 'significantly below target'. There remain concerns around the way the data is calculated & presented, and work continues to address this problem
- BPPM270 - **Increase experience of work opportunities for priority groups** – Many work opportunities have occurred but progress against the target has been hampered by staff vacancies and recruitment challenges.
- P-ES5.2 - **Increase access to technology enabled care and maximise the use of digital technology to support people to live independently at home**
- BPPM308 - **Increase the number of people able to access care & support through the use of Technology Enabled Care** - Both the action and the performance indicator are affected by the delays in recruiting and training 'Technology Enabled Care' assessors on installation and repairs. It is unlikely that targets or progress will be met by year-end, which will impact on supporting people to live independently.

3. Performance Clinic Focus points (Agenda):

- Actions from Q2 Thematic Performance Clinic
- Track out of work benefits claimant rate
- Increase the number of organisations in Bristol which are Living Wage accredited

4. Performance Clinic Notes / Recommendations / Actions:

Actions from Q2 Thematic Performance Clinic

It was noted that only 3 of the 7 actions remain, but actions were underway and will be reviewed at the Q4 TPC:

- Set up a KPI on SPAR.net to monitor numbers of BCC reconditioned laptops redistributed to those most in need.
- BCC to instigate a strategic conversation with the Director of BNSSG around Technology Enabled Care
- Progress establishing an Employment Support panel with Adult Social Care. Speak to relevant Director to establish the Panel; also to put forward names of individuals to sit on it.

Track out of work benefits claimant rate:

The present claimant count shows that the 50+ age group are the growing and the overall rates across the city are split significantly across the wards, by deprivation. The impact is on both individuals and the economy; the savings to the public purse, of moving people into employment amounts to around £12,000 per year (£540 of which is estimated to be from BCC).

It was noted that the out of work/employment rate affects nearly all themes of the Corporate Plan, not just Economy and Skills; it is referenced in Homes and Communities, Health, Care & Wellbeing and Children & Young People. The target areas for reducing the claimant rate remains for; young people, deprived wards, 50+ people, Disabled people, BAME and people in jobs who are on low pay who also claim Universal Credit. As well as the council services, support is also available from the National Careers Service, DWP, WECA Colleges, Prison & Probation services, the Health Service and independent employment support providers. We are working with all these stakeholders to try and ensure an inclusive and diverse recruitment system.

- **Action:** Circulate the presentation to all Economy and Skills Thematic Performance Clinic members
- **Action:** Liaise to update the Procurement & Contract Management Strategy

Increase the number of organisations in Bristol which are Living Wage accredited

Bristol City Council was one of the first cities to be accredited its Living Wage status in January 2020 and continues to be committed to tackling low pay and in-work poverty. The present Real Living wage for the UK and Bristol is £10.90 ph. (London £11.95 ph.) and is a voluntary payment. The scheme is good for business for a variety of reasons, including retention, morale & motivational; it also allows business to tender for local government procurement opportunities.

The Living Wage Foundation has an action group that seeks to deliver the action plan, that has a number of targets, including in-work poverty. Work to-date has been recognised nationally as good practice and also the Living Wage in Bristol, received a Public Sector award.

The targets set by the Living Wage Foundation have been met and work continues to increase the number of employers accredited, increase the number of employers whose headquarters are in Bristol and the number of workers who have been uplifted to the Real Living Wage.

Whilst the Procurement and Tendering Strategy is clear that prospective tenderers must evidence Living Wage, that the terminology may need to be updated.

- **Action:** Liaise to update the Procurement & Contract Management Strategy

5. Items for next Thematic Performance Clinic:

- Q3 outstanding actions.
- Items of concern at year-end

6. Lead Director Comments:

It was clear that the out of work benefits claimant rate is deeply affected by not only priority groups but also by geography. For example, the rate for Lawrence Hill (7.4%) is more than twice the Bristol average (3.4%). There is a lot of work on the ground supported by a number of organisations, including One Front Door who have held localised Job Fairs and matched job seekers to vacancies and to get the right skills. We also have an internal governance system that looks at the issue of getting people into work and better paid jobs eg The Economy & Skills Board, The Building Bristol Board and a Ways to Work Network. With a continued collaborative drive on employment, skills and aspirations, it is hoped that the benefit claimant rate will return to pre-pandemic levels.

There are some very real risk factors affecting the living wage, as the cost of living continues to rise along with a concern that as wages increase employers may reduce their workforce. However, looking at the data, the benefits are far exceeding the risks associated with the living wage.

There remains work to be done to address the in-work poverty in some of the low paid sectors, such as hospitality, construction, retail and Health & Social Care. It was good to note that there is a plan to communicate the benefits of the Real Living Wage to both employers and employees about how to get accreditation.

It was pleasing to see the work around the Real Living Wage has had a real impact on people lives and that there is a drive to be re-accredited as a Living Wage city.

Overall the Economy & Skills Theme is 'On Schedule'.

Richard Hanks; Director – Education & Skills (Interim-Director lead for Economy & Skills)

Date of Thematic Performance Clinic
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30 January 2023

2022-2023 Economy & Skills & Performance Metrics (Qtr 3 Progress)

Theme 2: Economy & Skills

Economic growth that builds inclusive and resilient communities, decarbonises the city, and offers equity of opportunity.

ES	Code	Title	Directorate	Q 1	Q 2	Q3 Status and Performance	Comparison over 12 months	Management Notes
	BPOM041	Improve the overall employment rate of working age population	G&R - Economy of Place			Better than target Quarter 3 Actual 82% Annual Target 76%	↑	(Quarter 3) 81.6% as at September 22 - higher than pre-covid 77.2% Dec 20 - higher than SW regional level (78.1%) and national rate (75.5%). Need to monitor closely due to potential impact of economic downturn as data is 6 months in arrears
	BPOM105z	Track out of work benefits claimant rate	C&E - Education & Skills			Not calculable Quarter 3 Actual 3.4% Annual Target Not Set		(Quarter 3) The Universal Credit (UC) figures are to the end of November 2022 - (Dec figures due 13/12/2022). 3.4% is the Bristol average and there remain 12 wards with higher UC claimant levels (e.g. Lawrence Hill 7.4%). Although we have not seen a spike in unemployment during this quarter we are keeping an eye on this as the rising cost of energy raw materials finance and labour is impacting on many employers across Bristol. We are working with key partners through One City and One Council collaborative approaches to mitigate the impact of the cost of living upon Bristol citizens. Our current suite of employment support programmes are running to profile and we are also expanding our offer to include dedicated specialist employment and skills support for Ukrainian job seekers.
	BPOM222	Increase the take-up of free early educational entitlement by eligible 2 year olds	C&E - Education & Skills			Better than target Annual Actual 71% Annual Target 66%	↑	(2022 - 2023) There has been an increase in the number of children taking up their offer due to strategies we have implemented. This has significantly narrowed the gap with the national average at 72%. Local intelligence is informing us that there could be issues with available places in the autumn term due to the significant challenges early years settings are facing in relation to staffing recruitment and retention. We will be monitoring this closely.
	BPOM269	No of adults aged 19+ who progress from all employment support activities into employment or better	C&E - Education & Skills			Better than target Quarter 3 Actual 542 Annual Target 705	↓	(Quarter 1 - 3) Bristol currently benefits from a buoyant labour market and this is reflected in all into work targets across our programmes. There are some priority sectors with hard to fill vacancies including logistic adult social care and hopsitality. Through our own projects and those of our partners we are working with employers to address this pressing issue. Together with a number of pop up events January sees our large scale "New Monday" event in The Galleries ofering information guidance and support to Citizens facing a wide variety of issues including debt housing mental health unemployment and insecure or low paid employment. This will be the first event held at our new Bristol Launchpad premises which is a partnership between ourselves City of Bristol College DWP and National Careers Service. The Launchpad will not only enable Citizens to get information and guidance from the partner agencies but it will provide a space for other community based organisations to meet their clients as well as using the 2 fully equipped training rooms.
	BPOM438	Increase the % of people living in deprived areas who have access to the internet at home (QoL)	Resources - Policy Strategy & Digital			Better than target Annual Actual 93% Annual Target 91.5%	↑	(2022 - 2023) It is pleasing to see an increase in those with access to the internet at home. Further analysis of the Quality of Life survey will be presented which will give more detail of type of access (e.g. fixed broadband mobile broadband) as this varies across different parts of the city.
	BPOM505	Percentage of procurement spend with 'Small and Medium sized Enterprises' (SME's)	Resources - Finance			Data not due Annual Target 56%		(2022 - 2023) Strategic Procurement and Supplier Relations Service consulted on ways in which procurement processes can be made more accessible to a more diverse range of businesses and VCSEs. These initiatives have already resulted in changes to commissioning processes and social value evaluation and further actions will continue to be implemented in FY22/23.

ES Priority 1: Regeneration

Enable the growth, development and regeneration of the city in an inclusive, sustainable, healthy and resilient way. Attract investment, develop growth sectors to create and retain decent jobs, and improve access to opportunities afforded by regeneration for disadvantaged areas and groups of people. Work to future-proof the city through sound spatial planning and progress the Temple Quarter Enterprise Zone as one of the UK's largest regeneration projects.

ES1	Code	Title	Directorate	Q 1	Q 2	Q3 Status and Performance	Comparison over 12 months	Management Notes
ACTIONS	P-ES1.1	Deliver large-scale investment regeneration projects - to deliver new jobs, homes and improvement in places, such as Temple Quarter Western Harbour, Frome Gateway and Whitehouse Street. To do this we will work with local communities, other teams, city partners, developers, and government utilising a range of design methods and products which will create sustainable, inclusive and healthy communities.	G&R - Economy of Place			On Track		Temple Quarter Infrastructure Projects are progressing to RIBA Stage 2/3. L&G Are progressing their masterplan for Temple Island. Funding bid submitted to WECA to secure funding to progress the next stage of Western Harbour and develop a Masterplan and Infrastructure Delivery Plan. Whitehouse Street Regeneration Framework is under consultation and will be considered by Cabinet in March 2023. Spatial frameworks are being developed for Frome Gateway and City Centre. The regeneration of Bedminster Green is underway with developments and infrastructure projects on site.
	P-ES1.2	Support the renewal and recovery of the high streets and the city centre by providing advice and guidance, promotions and communications campaigns, landscaping, events and cultural programmes and deliver the city-wide vacant property grants scheme.	G&R - Economy of Place			On Track		Across our City Centre and High Streets service - 652 business have been visited, 259 of these have been supported and 82 referrals have been made to other business support services, including the Growth Hub, YTKO, Living Wage. Our business newsletter is being sent to 2,647 recipients on a weekly basis, we have 23,258 social media followers on Shop Local Bristol (Twitter, Facebook and Instagram). We have been working with businesses to access our vacant commercial property grant scheme and 62 applications have been approved to date. 15 City Centre culture and event activities have been delivered to date. The investment in culture and events is seeing a good level of economic benefit and return. Evaluation of the 15 events delivered to date shows that they have generated 75,363 visits, an estimated £1,399,785 of spend and supported 216 paid creative/event professional jobs. Spend on the delivery of these events was £310,410. Further events are planned for the City Centre and the nine priority high streets between January and August 2023.

ES Priority 2: Access to employment

Lead partners in developing skills and routes into employment that tackle structural inequality. Plan for how the economy will change in the future and support people to access good jobs whatever their formal level of qualification. This applies whether people are starting out, re-entering or migrating into the job market, or changing roles and needing new skills.

ES2	Code	Title	Directorate	Q 1	Q 2	Q3 Status and Performance	Comparison over 12 months	Management Notes
Page 450 ACTIONS SMOILICA	P-ES2.1	Commission a new Employment Land Strategy to shape the Strategic Development Strategy and Local Plan. This will involve working with property, planning and regeneration teams to ensure that the city has the employment space it needs to meet new demands following the impact of COVID-19, changes in the economy, climate and ecological emergencies and competing pressures for land use, such as housing.	G&R - Economy of Place			On Track		The delivery of the strategy has been reimagined to enable the work to be done to meet local plan requirements within the funding available. Several work strands will now be taken forward internally by BCC teams. A property market report, scenario testing for St Philips Marsh and support to consolidate the findings of internal work will be commissioned from external consultants.
	P-ES2.2	Support businesses, social enterprises and cultural organisations to become more resilient, sustainable and better placed to win contracts and investment, through provision of advice, guidance, local support, communications and signposting.	G&R - Economy of Place			On Track		The two main enterprise support services for South Bristol and North and East Bristol continued on track and delivering broadly to target and budget. Key outcomes reported for the North & East Bristol programme were (cumulative totals): 800 entrepreneurs and businesses supported, 28 new business starts registered, 72 new jobs created. For South Bristol: 264 entrepreneurs, businesses and social enterprises supported, 32 new starts, and 22 jobs created. Due to the difficult economic conditions currently job creation is slightly below target. Both projects have been successfully engaging with under-represented groups in enterprise, eg. 21% of clients from Black & Minoritised communities, and 12% have a disability. Delivery partners continue to promote best environmental practices to new and existing business clients, carbon audit and grant support available from WECA and the One City Climate Ask initiative.
	P-ES2.3	Create more jobs and skills training in construction through the new Building Bristol initiative, which ensures all new large developments create green and sustainable opportunities	C&E - Education & Skills			On Track		Building Bristol now has a fully functioning Board and the systems and processes to support the creation of Employment, Skills & Training Plans linked to major developments are working well. Building Bristol Board have formally approved the absorption of Temple Quarter Enterprise Zone Governance into its structure and final consultation on the underpinning agreements/reporting mechanisms is nearing completion. To further embed Building Bristol as a key aspect of Bristol's construction planning and skills support system the team are hosting a National Careers Week event 6th March to bring School Career Leads, Community Support Leads and other agencies together with construction employers (SMEs through to PLCs) and ALL local construction training providers in FE and HE sectors. The event will assist the development of the Local Skills Improvement Plan (LSIP) and will include Bristol's major new project City Leap whose programme will create significant skills and career development opportunities over an extended period for local people.
	BPPM263a	Reduce the % of young people of academic age 16 to 17 years who are NEET & destination unknown	C&E - Education & Skills			Worse than target Quarter 3 Actual 7.3% Annual Target 5%	↑	(Quarter 3) We have still been working and contacting the young people to get an update on their destination and we have issued a number of young peoples records to CYN for door knocks. We have also been contacting those that are NEET and requesting an update on their status and informing them of courses that are starting in Jan so we can enrol these young people who may not have started in college in Level 1's

BPPM265a	Increase the amount of Bristol City Council Apprenticeship Levy spent	Resources - Workforce & Change		Better than target Quarter 3 Actual £864,437 Annual Target £1,100,000	↑	(Quarter 1 - 3) Q3 expenditure exceeded target as a result of increased starts and a high number of apprenticeship positive outcomes as staff graduate. The team are working hard to continue to promote opportunities so that numbers on programme are maintained and increase over time. Levy sharing commitments now account for > 10% of overall expenditure and is having wide-ranging impacts in public sector local SMEs and charities.
BPPM266	Increase % of adults with learning difficulties known to social care who are in paid employment	C&E - Education & Skills		Significantly Worse than target Quarter 3 Actual 4.6% Annual Target 7%	↓	(Quarter 1 - 3) We are still awaiting the latest figures from the ASC Data Team however there have been issues of how this is being currently collated and calculated which led to a dramatic quarterly fall in the last reporting period and these concerns have been raised. Our WE WORK for Everyone specialist employment support programme continues to exceed job outcome profiles which has not been reflected in this particular KPI. To address this we are working with Adult Social Care to implement a "Team around the Person" approach to supporting their clients into paid employment whilst also improving performance reporting through more accurate and timely data entry.
BPPM268	Increase the number of adults in low pay work & receiving benefits accessing in-work support	C&E - Education & Skills		Better than target Quarter 3 Actual 681 Annual Target 885	↑	(Quarter 1 - 3) Future Bright our in-work support programme for people on low incomes is currently out performing it's referral targets and is delivering strong results. Our Inclusive Career Pathways programme which will promote careers within the health and social care / parks and green spaces sectors has commenced delivery. We are currently developing a new programme to support the newly self employed develop their business and skills and recently surveyed all of our existing clients who entered the world of self employment. We hope to launch the new programme in May with an initial network meeting.
BPPM270	Increase experience of work opportunities for priority groups	C&E - Education & Skills		Significantly Worse than target Quarter 3 Actual 3,749 Annual Target 6,200	↑	(Quarter 1 - 3) There has been a greater number of experiences of work this term due to large scale events WORKS has organised with priority secondary schools which has included a bespoke careers week Year 10 careers day targeted workshops and mentoring programmes as well as assemblies. These numbers relied upon the WORKS manager also delivering due to staffing shortages and recruitment challenges in the team. Of this number 99 were experiences of work for young people with special educational needs 53 were for a cohort identified at risk of disengaging and 36 experiences of work were part of a coaching programme for children in care.

ES Priority 3: Good growth

Help create inclusive, sustainable, and resilient economic growth, positively influencing wider economic systems. Work towards making Bristol a real living wage city with access to decent jobs for all. Secure social value and community benefits from growth and development, while using our direct power as a funder and buyer to embed social value and tackle inequality. This includes co-developing the voluntary, community and social enterprise (VCSE) sector, cultural sector, and community capacity.

ES3	Code	Title	Directorate	Q 1	Q 2	Q3 Status and Performance	Comparison over 12 months	Management Notes
ACTIONS Page 452	P-ES3.1	Drive sustainability through the council's procurement and commissioning supply chain and processes to help the council promote the voluntary, community and social enterprise sectors and achieve its carbon neutral, climate and ecologically resilient and wildlife rich city by 2030. Deliver training and market awareness to ensure these processes are fully embedded in existing and new contracts.	Resources - Finance			On Track		The pilot is continuing. Sustainability Assessment Questionnaires now completed for all tender processes. Annual review of the policy is being undertaken with a Scrutiny Task & Finish group to agree evolution from a pilot to Business As Usual (BAU) and full launch. Once complete the policy will be included in the new Procurement Strategy.
	P-ES3.2	Drive inclusive growth and deliver social value through maximising opportunities for local skills, training and job creation arising from new development through the planning process.	G&R - Economy of Place			On Track		Strategic City Planning tracking implementation of guide with a view to developing approach further through forthcoming local plan.
	P-ES3.3	Building on our learning from the pandemic and the needs of the city and its citizens – including pressing environmental and social issues – develop new approaches to creating and encouraging economic growth that is both sustainable and inclusive. Write a plan that describes our needs, aims and how to achieve them alongside our communities, partners and other stakeholders.	G&R - Economy of Place			Behind Schedule		A draft plan is being produced in advance of the workshop sessions. Structure and content has been agreed by ED and policy. The Economic Recover Strategy progress report which has already been produced will contribute to the plan in terms of strategic context, evidence and priorities. Delivery of a first draft plan is behind schedule.
PERFORMANCE METRICS	BPPM103	Black Asian and minority ethnic-led businesses supported	G&R - Economy of Place			Data not due Quarter 3 Actual 262 Annual Target 262	↓	(April - September) Q1 - North East and South Bristol Enterprise Support BAME clients - 75 Q1- BSWN @ Coach House BAME clients - 79
	BPPM141	Increase the number of organisations in Bristol which are Living Wage accredited	G&R - Economy of Place			Significantly better than target Quarter 3 Actual 382 Annual Target 361	↑	(Quarter 1 - 3) During Q3 27 more employers in Bristol became living wage accredited of which 25 are headquartered in Bristol. These accreditations led to 63 workers having a pay rise up to the real Living Wage (£10.90 per hour) from below that level. At the end of December 2022 the BLWC initiative had exceeded all its first three year targets. There are now 382 workplaces in Bristol accredited as living wage employers. Of these 222 are headquartered in Bristol. Between them they employ over 42800 staff and have raised up the wages of 4000 workers to the real Living Wage rate of £10.90 per hour. Living wage employer accreditation means a commitment to raising these wages every year in line with the levels set by the Living Wage Foundation.

PE	BPPM506	Increase the level of Social Value generated from procurement and other Council expenditure	Resources - Finance		<p>Significantly better than target</p> <p>Quarter 3 Actual £5,651,536</p> <p>Annual Target £3,059,000</p>	(Quarter 3) BCC use the National Themes Opportunities & Measure (TOMs) methodology to quantify additional Social value associated with contracts let by the council. The £5652k figure is calculated by comparing the amount of social value that had been verified as having been delivered through our contracts as of 1st January 2023 (£13553k) with the amount that had been verified as having been delivered on 1st April (£7901k).
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ES Priority 4: Childcare

Help parents and carers to access and stay in employment and/or education by developing a city-wide approach to increasing the availability of quality affordable community and workplace-based childcare.

ES4	Code	Title	Directorate	Q 1	Q 2	Q3 Status and Performance	Comparison over 12 months	Management Notes
ACTIONS	P-ES4.1	Secure Free Early Education Entitlement provision for all eligible children (Eligible 2-Year-Olds and all 3- and 4-Year-olds.	C&E - Education & Skills			On Track		Current take up figure (Spring '23) is 73%. Analysis of current Two Year Old applications indicates that this will further rise to 82% if all applicants take up allocated placements, so an expected positive trajectory. Targeted monitoring strategy in place. Three and Four Year Old take up remains at 90%. Continued reports relating to current early years workforce recruitment and retention crisis, but not yet impacting on place sufficiency.
	P-ES4.2	Secure sufficient childcare for working parents, or parents in education and training by reviewing latest census data to ensure sufficient places available in each ward and promoting childcare to eligible families for 2,3 and 4 year old provision.	C&E - Education & Skills			On Track		The number of group settings has continued to remain stable and Childminder registrations have also plateaued. The Childcare Sufficiency Assessment (CSA) for 2022 is in the final draft. We can confirm the city was sufficiency for all ages at Summer 2022. The next step is to share this with members for their ratification. The Recruitment and Retention forum has gathered speed, with the creation of multiple working groups; carrying out a survey with providers, working with Higher Education Providers in Bristol and feeding back to the DfE / South West working group on the current crisis.
PERFORMANCE METRICS	BPPM224	Percentage of Childcare (non-domestic) settings rated good or better by Ofsted	C&E - Education & Skills			Worse than target Quarter 3 Actual 96.4% Annual Target 99%	↑	(Quarter 3) As of 31st August 2022 (the most recently published data) 110 of the 166 providers had been inspected. Of the 110 24 were rated Outstanding 82 were Good and 2 each for Requires Improvement and Inadequate.

ES Priority 5: Digital Inclusion

Work with partners to tackle digital poverty, helping make sure citizens and voluntary, community and social enterprise (VCSE) organisations have the equipment, internet access, skills, and knowledge they need to access online opportunities effectively and safely.

ES5	Code	Title	Directorate	Q 1	Q 2	Q3 Status and Performance	Comparison over 12 months	Management Notes
ACTIONS	P-ES5.1	Establish IT hubs and mini-IT suites in deprived communities, as part of our Digital Inclusion Plan where residents can have access to digital hardware, data, skills and training.	C&E - Education & Skills			On Track		There are now 28 sites; 175 pieces of hardware have been provided; 4002 citizens have utilized the provision. The Team Leader Digital Inclusion is continuing to work with venues to capture how the facilities are being used. Feedback from St Pauls Learning Centre for example: "The TV screen is used pretty much everyday by many organisations and groups delivering all kinds of trainings and support. In the last few months these have included free Esol classes; health support, financial support workshops, getting back into employment, school tuition, enterprise and employment support, community development, local community forum and housing support, as well as for bigger public events for exhibitions or information days."
	P-ES5.2	Increase access to technology enabled care and maximise the use of digital technology to support people to live independently at home (e.g. use of technology such as falls monitors, medication prompts or digital systems).	A&C - Adult Social Care			Behind Schedule		Performance behind target due to delay in recruiting and training TEC assessors on installation & repair of TEC equipment. Performance will improve in Q4 and will exceed the 2021-22 outturn but will not meet the 2022-23 target. Cost avoidance savings to Adult Care at the end of Q3: £1.167M Annual Adult Care TEC savings of £350K thorough cost avoidance have been achieved with the Q3 savings at £1.167M. Further TEC installations in Q4 will further increase the level of cost avoidance savings for Adult Care.
	P-ES5.3	By 2024, deliver a digital service for Bristol City Council housing residents. Reviewing residents' access to information and services to identify areas for improvement and ensure we have the right IT systems and tools in place to deliver effective services.	G&R - Housing & Landlord Services			On Track		Provision to continue funding for HiiT (Housing IT transformation programme incorporated into HRA 2023/24 Budget proposals (Cabinet Jan 2023 and Full Council Feb 2023). Full Business Case to be presented to Cabinet Feb 2023. Procurement exercise progressing, bidders advised of outcome 19 Jan '23.
PERFORMANCE METRICS	BPPM308	Increase number of people able to access care & support through the use of Technology Enabled Care	G&R - Housing & Landlord Services			Significantly Worse than target Quarter 3 Actual 575 Annual Target 1,050	↑	(Quarter 1 - 3) Performance behind target due to delay in recruiting and training TEC assessors on installation & repair of TEC equipment. Performance will improve in Q4 and will exceed the 2021-22 outturn but will not meet the 2022-23 target. Cost avoidance savings to Adult Care at the end of Q3: £1.167M Annual Adult Care TEC savings of £350K thorough cost avoidance have been achieved with the Q3 savings at £1.167M. Further TEC installations in Q4 will further increase the level of cost avoidance savings for Adult Care.

Thematic Performance Clinic Report

Environment & Sustainability – Qtr 3 - (01 Oct '22 – 31 Dec '22)

Report of the Lead Director: John Smith [*Director – Economy of Place*]

Date: 07 Feb 2023

Actions	Priority Metrics	Outcome Metrics	Overall Progress
Performance			Behind schedule
73% on schedule or better (11/15)	75% on target or better (3/4)	33% on target or better (1/3)	
Direction of Travel			
3 improved since Q2 11 are the same as Q2 1 is worse than Q2	100% improved on 12 months ago (2/2)	33% improved on 12 months ago (1/3)	

Overall progress is given as behind schedule due to the relatively limited number of metrics with an outturn (even though they are mostly showing positively – 4 out of 7) and the fact that 27% (4 of 15) of the Actions are behind schedule. The Thematic performance clinic met to review progress against the relevant actions and metrics listed in the 2022/23 Business Plan. In addition to detailed notes, the Key findings with summary from lead Director, are:

1. Theme Actions / Metrics performing well:
<ul style="list-style-type: none"> • BPPM542: <i>Reduce the residual untreated waste sent to landfill (per household)</i> is performing significantly better than target, in no small part due to the Energy Recovery Centre being operational all year. Performance here is expected to decrease slightly due to planned maintenance at the ERC, however performance still expected to be better than target by year-end. • Action P-ENV3.1: <i>Trial new way of working with Bristol Waste which will adopt a 'neighbourhood approach' to street cleansing and will provide a focus on local communities, an approach which has been successful in the Big Tidy initiative.</i> Bristol Waste Company have completed the roll out by integrating the new operational routes into their IT software for improved monitoring and reporting. • Action P-ENV1.1: <i>Launch the City Leap Energy Partnership joint venture, which is designed to attract £1 billion of new investment into Bristol's energy projects, supporting the creation of a zero-carbon, smart energy city by 2030.</i> The Partnership went live on the 4th January 2023 so this Action has now been successfully completed.
2. Theme Actions / Metrics that are of concern:
<ul style="list-style-type: none"> • Action P-ENV1.2: Due to the financial pressures on the City Council the additional projects approved by Cabinet in June '22 for our ecological emergency response have not been able to start. We are also carrying 2 vacancies that we are unable to fill due to the recruitment freeze. • Action P-ENV2.2: To create a Bristol Blue/Green Infrastructure Strategy, which refers to the use of blue elements, like rivers, canals, ponds, wetlands etc., and green elements, such as trees, forests, fields and parks, in urban and land-use planning. No further work has been undertaken in Q3 due to funding (reserve drawdown) being frozen. • Action P-ENV2.3: Monitor and report on the delivery of the One City Ecological Emergency Strategy with partners. The role of Ecological Emergency Co-ordinator is being held vacant as part of the council's management of its financial pressures, so progress here is behind schedule. • Action P-ENV3.2: Work with businesses and commercial waste companies to deliver a cleaner,

more sustainable approach to commercial waste across the whole of the city. There are a number of unfilled vacancies which are impacting the size of each phase of the roll out and this is affecting the speed at which we can deliver.

3. Performance Clinic Focus points (Agenda):

1. A strategic 'deep dive' to talk around issues which may prevent successful delivery of BCC's internal 2025 climate and ecological goals, with the aim of reaching solutions to positively address them.

4. Performance Clinic Recommendations / Actions:

- Establish an agreed approach between all relevant Services/Agencies. This will include the City Leap Delivery Group, Housing Revenue Account, and the new Property, Assets & Infrastructure division within Bristol City Council. Primarily to reach an initial agreement as to who is going to do what in respect to delivery of our 2025 goals. **ACTION** – set up engagement between these major partners to have initial discussions around who delivers what.
- To then create an overarching and more formal Implementation Plan which will consider how to deliver this in more detail – to include milestones and timelines. To be agreed and signed-off by all parties.
- Establish governance arrangements to both monitor and manage progress against delivery of the Implementation Plan. One group here will be a management group, led by Theme Lead John Smith. Also to include the existing strategic oversight of the Strategic Climate and Ecological Emergency Board (SCEEB). Work is also needed to look into the relationship between the Capital investment Board and the SCEEB in terms of who has ultimate sign-off on the Decarbonisation fund (currently £15M-£17M) to help enable delivery of some of this.

5. Items for next Thematic Performance Clinic:

- Issues relating to the 'Waste' element of the E&S theme – potentially around City Centre enforcement, in respect the new 'neighbourhood approach' or the Big Tidy for example.
- Looking more generally about how best to mitigate against the worst excesses of the financial pressures that we are under at this time, whilst still undertaking to deliver on big projects.

6. Lead Director Comments:

- The introduction of City Leap is a great opportunity to accelerate our actions to address our climate emergency targets
- This session was a timely review of working arrangements to ensure that the various internal teams are coordinated and working effectively together in order to make the most of the City Leap opportunity
- Revised governance and delivery plan arrangements will be brought forward to Cabinet Member and Strategic Climate and Ecological Emergency Board

John Smith; Director – Economy of Place (Director lead for Environment & Sustainability)

Date of Thematic Performance Clinic

7 Feb 2023

2022-2023 Environment and Sustainability Actions & Performance Metrics

Theme 3: ENVIRONMENT & SUSTAINABILITY

Decarbonise the city, support the recovery of nature and lead a just transition to a low carbon future.

ENV	Code	Title	Directorate	Q1	Q2	Q3 Status and Performance	Comparison over 12 months	Management Notes
PERFORMANCE METRICS	BPOM330	Increase the percentage of citizens who have created space for nature (QoL)	G&R - Economy of Place			Worse than target Annual Actual 52.6% Annual Target 54%	↓	(2022 - 2023) We have supported a range of communication activities to encourage citizens to create space for nature in partnership with organisations such as the Natural History Consortium and Avon Wildlife Trust. This includes the Festival of Nature in June. Whilst slightly lower than last year there is not yet a clear trend.
	BPOM335z	Increase the city's tree canopy cover	G&R - Management of Place			Data not due Establish Baseline		(2022 - 2023) This is a new performance measure which has been created to measure the increase in the tree canopy. We are currently developing a method to effectively measure the increase in the tree canopy.
	BPOM433	Reduce the total CO2 emissions in Bristol City (k tonnes)	G&R - Economy of Place			Better than target Annual Actual 1295.0 K Tonnes Annual Target 1322.0 K Tonnes	↑	(2022 - 2023) The City Council is undertaking a wide range of actions as set out in the Corporate Strategy and plans for housing energy and transport. One key project is the establishment of the City Leap Energy Partnership which will accelerate the deployment of sustainable energy systems in the city. An example of this is the award winning Water Source Heat Pump in castle park which is providing zero carbon heat for the heat network. We have also been working with communities to help them reduce their carbon emissions through for example a small grant programme which awarded £95k to a range of local projects to reduce emissions and improve nature. We also supported the Bristol Green Capital Partnership and community groups to secure £2.5m from the National Lottery Community Climate Action Programme to help deliver a set of Community Climate Action Plans.
	BPOM435z	Increase the % of Bristol's waterways that have water quality that supports healthy wildlife	G&R - Economy of Place			Data not due Annual Target Establish Baseline.		(2022 - 2023) A methodology for monitoring this will be developed in 22/23 and targets set.
	BPOM540	Reduce percentage of people who feel that street litter is a problem in their neighbourhood (QoL)	G&R - Property Assets & Infrastructure			Worse than target Annual Actual 82.2% Annual Target 80%	↓	

ENV Priority 1: Carbon Neutral

Drive delivery of the One City Climate Strategy aim for the city to be carbon neutral for all emissions by 2030. Work to secure major external investment, including £1 billion through the City Leap programme. Bring everyone with us in our just transition to a low-carbon future.

ENV1	Code	Title	Directorate	Q 1	Q 2	Q3 Status and Performance	Comparison over 12 months	Management Notes
ACTIONS	P-ENV1.1	Launch the City Leap Energy Partnership joint venture. City Leap is an ambitious new approach to partnership between the public and private sector designed to attract £1 billion of new investment into Bristol's energy projects and support the creation of a zero-carbon, smart energy city by 2030.	G&R - Property, Assets & Infrastructure			Completed		City Leap energy partnership went live on the 4 Jan 2023.
	P-ENV1.2	Deliver our Climate and Ecological Emergency Programme that will contribute to Bristol City Council specific 2025 climate and ecological goals. This will include delivering projects promoting sustainable food, the pesticide amnesty and supporting community action by offering small financial grants.	G&R - Economy of Place			Behind Schedule		The Climate Change and Ecological Emergency Programme has now been in implementation for 2 years with the majority of projects set out in the original business case progressing as planned but we now have two vacancies (Project Managers for Ecological Emergency and Sustainable Food due to the current recruitment freeze and financial restrictions.) A revised FBC was approved at the June 2022 Cabinet but the associated projects are unable to progress due to the current recruitment freeze (three posts) and other financial restrictions. As a result the overall programme RAG status moved to Amber in August and remains Amber.
	P-ENV1.3	Monitor and report on the delivery of the One City Climate Strategy with partners and support the One City Environment Board, key city networks and initiatives such as the Climate Leaders Group.	G&R - Economy of Place			On Track		We are developing the monitoring and reporting arrangements for the One City Climate Strategy and working with the independent Bristol Advisory Committee on Climate Change to undertake a review of the strategy delivery. Funding bids are being developed to help accelerate progress with delivery.
PERFORMANCE METRICS	BPPM420a	Reduce the council's direct carbon dioxide equivalent emissions (in tonnes)	G&R - Economy of Place			Data not due Annual Target 9145 K Tonnes		

ENV Priority 2: Ecological recovery

Drive delivery of the One City Ecological Emergency Strategy and the council's own action plan. Increase space for nature, reduce the use of pesticides, make waterways cleaner and reduce everyone's use of products that undermine the health of wildlife and wider ecosystems. Double the city's tree canopy by 2045.

ENV2	Code	Title	Directorate	Q 1	Q 2	Q3 Status and Performance	Comparison over 12 months	Management Notes
ACTIONS	P-ENV2.1	As part of our response to the Ecological Emergency, develop planning policies that protect and improve biodiversity within the forthcoming Local Plan, including delivery of 10% increase in biodiversity on development sites.	G&R - Economy of Place			On Track		Policies included in the consultation draft of Local Plan currently being consulted upon.
	P-ENV2.2	Create a Bristol Blue/Green Infrastructure Strategy, to ensure that enhancing the natural environment is embedded into planning policy, council projects and new developments. Blue-green infrastructure refers to the use of blue elements, like rivers, canals, ponds, wetlands, floodplains, water treatment facilities, and green elements, such as trees, forests, fields and parks, in urban and land-use planning.	G&R - Economy of Place			Behind Schedule		No further work undertaken due to funding (reserve drawdown) being frozen
	P-ENV2.3	Monitor and report on the delivery of the One City Ecological Emergency Strategy with partners and support the One City Environment Board, key networks and initiatives	G&R - Economy of Place			Behind Schedule		We are developing the monitoring and reporting arrangements for the One City Ecological Emergency Strategy but the role of Ecological Emergency Co-ordinator is being held vacant as part of the council's management of its financial pressures.
PERFORMANCE METRICS	BPPM336	Increase % of Council's land managed for the benefit of wildlife	G&R - Management of Place			Data not due Establish Baseline		(2022 - 2023) We are currently developing an effective measure for monitoring the increase in land managed for wildlife.
	BPPM436	Reduce Bristol City Council's use of pesticides	G&R - Economy of Place			Data not due Annual Target 1922 Litres		(2022 - 2023) Consumption in 21/22 was 1773. Target for 22/23 set on basis of use in 20/21 and a trajectory to 2030 target.

ENV Priority 3: A cleaner, low-waste city

Create a cleaner city and become a national leader in reducing waste. Help the city reduce its consumption of products and transform its relationship with waste, increasing recycling, repair, reuse and sharing of goods. Use waste to create energy.

ENV3	Code	Title	Directorate	Q 1	Q 2	Q3 Status and Performance	Comparison over 12 months	Management Notes
ACTIONS	P-ENV3.1	Trial new way of working with Bristol Waste which will adopt a 'neighbourhood approach' to street cleansing and will provide a focus on local communities, this approach has been successful in the Big Tidy initiative.	G&R - Property, Assets & Infrastructure			Completed		Bristol Waste Company have completed the roll out by integrating the new operational routes into their IT software for improved monitoring
	P-ENV3.2	Work with businesses and commercial waste companies to deliver a cleaner, more sustainable approach to commercial waste across the whole of the city. This approach is being trialled in the Old City where commercial bins will be removed from the streets. Discussions are also being held with waste contractors and businesses to see how we can collectively improve the look of the streets.	G&R - Property, Assets & Infrastructure			Behind Schedule		Phase 2 complete, with 346 bins removed from streets. Phase 3 has started identified 113 commercial bins used by 89 businesses that need to be removed from highway. The progress for this project has been slowed as Enforcement Team are carrying a high number of vacancies.
	P-ENV3.3	Improve the ways citizens can report fly tipping, graffiti and other waste & street cleaning issues.	Resources - Policy Strategy & Digital			On Track		The online forms are still due to be reviewed as part of the Channel Shift and CRM workstream under the Digital Transformation Programme 2. In the meantime incremental changes continue to be made whilst the DSP is onboarded.
PERFORMANCE METRICS	BPPM541	Increase the percentage of household waste sent for reuse recycling and composting	G&R - Property Assets & Infrastructure			Worse than target Quarter 3 Actual 45% Annual Target 47%	↑	(Quarter 3) The recycling rate is continuing to improve from the drop in the recycling rate as a result of the COVID pandemic. However it remains lower than expected.
	BPPM542	Reduce the residual untreated waste sent to landfill (per household)	G&R - Property Assets & Infrastructure			Significantly better than target Quarter 3 Actual 32.00 kg Annual Target 80.00 kg	↑	(Quarter 1 - 3) This is the first full year of the Energy Recovery Centres operating without any commissioning issues. There may be some planned maintenance in the next quarter which may see a jump in the overall amount sent to landfill. It is anticipated that the target for the year will be achieved.
	BPPM544z	Reduce total household waste	G&R - Property Assets & Infrastructure			Better than target Quarter 3 Actual 247.0 kg Annual Target 348.0 kg		(Quarter 3) There appears to be a continued slight reduction in total waste (waste and recycling). Early indications are that this could be result of the cost of living crisis meaning that residents are buying and wasting less.
	BPPM545z	Reduce the number of incidents of flytipping that are reported and removed	G&R - Property Assets & Infrastructure			Better than target Quarter 3 Actual 7,453 Annual Target 10,000		(Quarter 1 - 3) The benefits of commercial waste standard for waste presentation and positive work at the start of the year by the Neighbourhood Enforcement Team (NET) have continued to meet this target. However in Q4 the performance may slip as a result of the number of vacancies held in NET.

ENV Priority 4: Climate resilience

Minimise our contribution to future shocks and stresses, and invest in infrastructure and systems that cool the city and help us adapt to the effects of climate change. Do this in ways that provide inclusive, sustainable economic growth.

ENV4	Code	Title	Directorate	Q 1	Q 2	Q3 Status and Performance	Comparison over 12 months	Management Notes
ACTIONS	P-ENV4.1	Improve the resilience of the city to the impacts of climate change, for example hotter summers through development of the Local Plan and any related policies.	G&R - Economy of Place			On Track		Policy NZC4: Adaptation to a changing climate was included in the public consultation on the Local Plan undertaken between Nov 22 and Jan 23.
	P-ENV4.2	Develop and submit an Outline Business case to Department for Environment, Food and Rural Affairs (DEFRA) to release £6m of funding to deliver a suite of projects that aim to increase resilience to flooding in the River Frome catchment through a range of innovative resilience actions including natural flood management, nature based solutions and sustainable drainage systems."	G&R - Economy of Place			Completed		The Outline Business Case has now been approved, awarding the council as lead partner an additional £6.1m to deliver the programme of works set out in the business case. A full business case is now under development for two work-streams; a) telemetry, and b) natural flood management. The planning policy work-stream is well under way and expected to report to Defra on schedule by April 2023. Other work-streams are largely on hold while we recruit a dedicated resource to progress the programme.
	P-ENV4.3	Work with regional partners and the Environment Agency to develop the business case to secure funding for major flood mitigation through the River Avon Flood Strategy. This will protect thousands of existing homes, businesses, key transport routes, unlock land for up to 13,000 homes and generate £billions of local benefits. It will also help future-proof the city and avoid business and community disruption.	G&R - Economy of Place			On Track		Development of the Outline Business Case for build stage one continues on programme. We have now received the proposal for the development of build stage two OBC and we are refining the proposal to better align with our requirements and budget pressures. We expect this work to be commence in Feb / March '23.

ENV Priority 5: Global leadership

Show global leadership in delivering the UN Sustainable Development Goals at a local level and developing best practice across international networks. Work with partners to advocate for a greater voice for cities within national and international decision-making, including the UN, UK100, and C40.

ENV5	Code	Title	Directorate	Q 1	Q 2	Q3 Status and Performance	Comparison over 12 months	Management Notes
ACTIONS	P-ENV5.1	Work with partners and experts from Harvard University to explore how Bristol can reduce food waste and make the best use of excess food, such as to tackle poverty or produce energy.	Resources - Policy Strategy & Digital			Completed		With the transition to service-level 'business as usual' complete, the learning from the project has been captured and methodologies from the Harvard learning embedded in the One City team.
	P-ENV5.2	Raise the voices of cities at a local, national and international level on climate change and the ecological emergency	Resources - Policy Strategy & Digital			On Track		<ul style="list-style-type: none"> -COP – speaking opportunities, SMI terra carta launch, collaboration with C40 and London re follow up – cities firmly on COP agenda now including through SURGe initiative -G7 speaking opportunity and successful in application – driving forward input from national govt for G7 under Japanese Presidency in 2023 -Eurocities new SecGen relationship strengthened – specific meeting on UK cities collaboration in the network timetabled for January and SecGen participation in Core Cities Cabinet meeting -Support to Cllr Fodor in UK-France local government Summit – promotion of Bristol climate activities and international collaboration on them -Ongoing work with senior stakeholders abroad to promote city voices in UN processes – in context of Decade of Action
	P-ENV5.3	Secure investment to support the climate and ecological emergency, and key regeneration sites across the city.	Resources - Policy Strategy & Digital			On Track		<ul style="list-style-type: none"> -Official kick off of GREENGAGE project – Horizon Europe project supporting our Liveable Neighbourhoods programme worth £290k to BCC over 3 years. -Horizon Europe Cities Mission €1.5m bid submitted to support our ambitions to be a Climate Neutral City by 2030

Thematic Performance Clinic Report

Health, Care & Wellbeing - Qtr 3 (01 Oct '22 – 31 Dec '22)

Report of the Lead Director: Richard Hills [Deputy Director Children, Adult Social Care]

Date: 7 February '23

Actions	Priority Metrics	Outcome Metrics	Overall Progress
Performance			On schedule
100% on schedule or better (9 of 9)	60% on target or better (3 of 5)	60% on target or better (3 of 5)	
Direction of Travel			
0% better than Q2 (0/9) 100% same as Q1 (9/9) 0% worse than Q1 (0/9)	60% improved compared to 12 months ago (3/5)	1 worsened compared to 12 months ago	

The Thematic Performance Clinic met for Quarter 3 (Q3), on 7 Feb '23. The progress against the relevant actions and metrics listed in the 2022/23 Business Plan for the Health, Care & Wellbeing Theme have been reviewed by the Thematic Lead and this report produced as a position statement at Q3 and intended actions to improve.

1. Theme Actions / Priority Metrics performing well:
<ul style="list-style-type: none"> • All of the published actions (100%) for this theme are presently on schedule • 6 of the 10 performance metrics (60%) are better than target
2. Theme Actions / Priority Metrics that are of concern:
<ul style="list-style-type: none"> • healthy life expectancy for men and for women - this remains a concern and was scheduled for discussion at the Q3 Thematic Performance Clinic. Unfortunately it has been necessary to defer this to the next TPC. • BPOM258 Reduce the percentage of households which have experienced moderate or worse food insecurity (QoL) – There has been a 3%point worsening change from the 2021/22 (5%) survey. The increase is even more significant when looking at the percentage of people experiencing food insecurity in the most deprived areas of Bristol; 2021/22 (11%) the 2022/23 figure is 16%. (approx.. 1 in 6 people) • BPOM260 - Reduce % of people in the 10% most deprived areas reporting below national avg Mental Wellbeing (QoL) – People’s mental health appears to be deteriorating nationally and locally with the fall-out from the pandemic and the present economic climate being considered as major contributing factors. • BPPM291a & b - Number of service users (aged 18 – 64) & (aged 65+) in Tier 3 (long term care) [Snapshot] – Both metrics are worse than target at Q3, the demand for services increased in the 18-64 age bracket which is often provided longer and more expensive. Interestingly 30% of new users are requiring Mental Health support.
3. Performance Clinic Focus points (Agenda):
<ul style="list-style-type: none"> • Notes / Actions from Q2 Thematic Performance Clinic <ul style="list-style-type: none"> ○ Food Insecurity / Food banks ○ Healthy Life Expectancy (Men & women) ○ Number of Tier 3 service Users • Proposed items for the Q4 TPC

4. Proposed - Performance Clinic Recommendations / Actions:

Q2 Actions update:

1. Director of Adult Social Care to see if the option to return energy rebates to the local crisis prevention fund can be progressed – There was a planned ‘soft-launch’ of voluntary payments scheme which was not progressed; it was considered that voluntary giving through QI codes would be more appropriate.
2. All but one of the Annual Performance Indicators have an update or an indication of when the data will be available

Agreed Actions & dates:

- Given the number of absentees at the meeting, the Thematic Lead to request all TPC members to make these meetings a priority.
- Strategic Intelligence and Performance to work with the Healthier People and Places team to help develop ways of monitoring progress against the Food Equality Strategy and the underpinning Plan.

5. Items for next Thematic Performance Clinic:

- Two items listed in section 2
 - Improve healthy life expectancy for men & women (postponed from this Q2 TPC)
 - Reduce % of people in the 10% most deprived areas reporting below national avg Mental Wellbeing (QoL)
 - Other items as Qtr 4 progress report indicates

6. Lead Director Comments:

There were a particularly high number of absentees from the meeting, owing to other commitments. For these meetings to add value they do need a certain cohort of standing members to be present as the presenters are otherwise sharing their findings with a very small number of people which reduces the value added and purpose of these meetings.

Unfortunately, one of these absentees was the Director of Adult Social Care and the Chair of this clinic fell to me, as deputy Director. Therefore, these are my comments as ‘Acting’ lead Director:

Food Insecurity / Food banks:

The presentation gave a good indication of the perceived causes and drivers of people suffering from food insecurity; understanding the economic factors, the environmental limits and the social awareness & pressures. It was useful to understand what ‘moderate or worse food insecurity’ meant to 1/20th of Bristol residents and 1 in 6 people in the most deprived wards (it means; missing meals, running out of food, lack of healthy foods, being hungry but not eating and even going a whole day without eating).

There is much work underway developing the One City Food Equality Strategy Action Plan, as well as consultation, further evidence gathering, creation of Food Equality Champions, liaising with Feeding Bristol and being supported by the Household Support Fund.

Whilst the demand for Food banks in the most deprived areas of Bristol has dropped there is clearly a need to look at the issue of food insecurity on a macro basis to include the areas discussed at the Children & Young People Thematic clinic; getting people into jobs, better paid jobs, tackling child poverty, accessing free school meals and reducing the number of children overweight (largely from high calorie/poor nutrition/cheap food) as well as the items discussed at the Economy & Skills Thematic Clinic; out of work benefit claimant rates and increasing the number of organisations that are Living wage accredited.

The Strategic Intelligence and Performance team agreed to work with the Healthier People and Places team to help develop ways of monitoring progress against the Food Equality Strategy and the underpinning Plan.

Healthy Life Expectancy (Men & women):

This item will be considered at the next thematic Performance Clinic.

Number of Tier 3 service Users:

Tier 3 care is the top care provided on the care ladder, is long term and inevitably, is the most expensive (presently provided to 5,409 clients). The types of care under this heading include; Nursing Homes, Residential Homes, Extra Care Housing.

There is growth in demand for services particularly in the 18-64 age group, which are often more complex needs and make less financial contributions to their care than the over 65s do. As an example, only 9 of the 100 most expensive care packages (that range between £150,000 - £370,000 p.a) are aged 65 and over; by contrast the 100 least expensive care packages (that range between £400 - £2,200 p.a) are provided to 61 who are aged 65 and over.

The need to provide care services within the budget available puts growing pressures on the service. Senior managers have put in place tighter sign off controls to make sure and be satisfied that all alternatives to longer term Tier 3 care have been considered by the social worker holding the case at the request of the chief executive. We have also created new 'Support Options Forums' to ensure that all the community-based options have been explored.

Overall progress against this Theme is 'On Schedule'

Richard Hills [Adult Social Care]

Date of Thematic Performance Clinic

7 February 2023

2022-2023 Health, Care & Wellbeing & Performance Metrics (Qtr 3 Progress)

Theme 4: Health, Care & Wellbeing

Tackling health inequalities to help people stay healthier and happier throughout their lives.

HCW	Code	Title	Directorate	Q1	Q2	Q3 Status and Performance	Comparison over 12 months	Management Notes
PERFORMANCE METRICS	BPOM258	Reduce the percentage of households which have experienced moderate or worse food insecurity (QoL)	A&C - Communities & Public Health			Significantly Worse than target Annual Actual 8.1% Annual Target 7%	↓	(2022 - 2023) Work is continuing to develop the One City Food Equality Strategy Action Plan through conversations in the community and BCC colleagues (such as parks & green spaces transport sustainability cost of living work etc). The data has been examined distilled and collated into one integrated set of data that is helping to shape the action plan. The action plan is an iterative process that will evolve over time. It will be based on further consultation and involvement with people with lived experience of food inequality and organisations working with them including through the wider stakeholder group. The 2nd Food Equality Strategy Steering group was held on 17th January 2023. The draft action plan will be presented to the joint HWB/Environment boards' development board session in February as part of Bristol Good Food 2030 work stream. Senior managers and elected member briefings will also be arranged to give updates and progress; The action plan will be presented to the Health & Wellbeing Board in Q4.
	BPOM259	% of households in the most deprived areas using a food bank or charity in the last year (QoL)	A&C - Communities & Public Health			Significantly better than target Annual Actual 4.1% Annual Target 7%	↑	(2022 - 2023) Work is continuing to develop the One City Food Equality Strategy Action Plan through conversations in the community and BCC colleagues (such as parks & green spaces transport sustainability cost of living work etc). The data has been examined distilled and collated into one integrated set of data that is helping to shape the action plan. The action plan is an iterative process that will evolve over time. It will be based on further consultation and involvement with people with lived experience of food inequality and organisations working with them including through the wider stakeholder group. The 2nd Food Equality Strategy Steering group was held on 17th January 2023. The draft action plan will be presented to the joint HWB/Environment boards' development board session in February as part of Bristol Good Food 2030 work stream. Senior managers and elected member briefings will also be arranged to give updates and progress; The action plan will be presented to the Health & Wellbeing Board in Q4.
	BPOM260	Reduce % of people in the 10% most deprived areas reporting below national avg Mental Wellbeing(QoL)	A&C - Communities & Public Health			Worse than target Annual Actual 34.2% Annual Target 32%	↓	(2022 - 2023) Self-reported mental wellbeing continues to deteriorate locally and nationally with ongoing pressures relating to Covid and flu' the cost of living crisis and more. The national average benchmark score has been adjusted recently which makes it difficult to make comparisons between reporting periods. So for this reason we will continue to use the previous score in calculations. And in future the national average benchmark will not be used in order to avoid confusing comparisons. The Thrive at Work West of England programme continues to be promoted to support the SME workforce. The Thrive at Night programme has been launched to support the mental health and wellbeing of the Night Time Economy workforce (approx. 30% of the workforce in Bristol). Thrive Bristol training has been delivered to nearly 100 community organisations over the last year with 90%+ attendees reporting increased knowledge skills and confidence in supporting people around their mental wellbeing. Areas of deprivation are prioritised. Training is being arranged for Job Centres advice services and employment support services. A wellbeing offer has been developed for Welcoming Spaces as part of the One City cost of living response targeting areas of the city where people are at higher risk of cost of living pressures.
	BPOM281a	Prevent increase in life expectancy gap between men living in deprived & wealthy areas of Bristol	A&C - Communities & Public Health			Data not due Annual Target 9.9 years		(2022 - 2023) The gap between the life expectancy is the measured by looking at the gap between the most deprived 10% and least deprived 10% in Bristol. For both males Bristol has one of the inequality highest values in the South West (2nd to Torbay and North Somerset). For males the gap appears have increased in recent years although it remains similar to the overall gap in England. This increase in inequality is likley to be due to improvements in life expectancy in more affluent group which is not reflected in less affluent groups - hence increasing the gap. A recent analysis of health undertaken by the Integrated Care System has identified key areas for action in terms of heart disease alcohol harms smoking and longer term issues such as employment and housing.
	BPOM281b	Prevent increase in life expectancy gap between women living in deprived & wealthy areas of Bristol	A&C - Communities & Public Health			Data not due Annual Target 6.9 years		(2022 - 2023) The gap between the life expectancy is the measured by looking at the gap between the most deprived 10% and least deprived 10% in Bristol. For both females Bristol has one of the highest values in the South West (3rd to Torbay and North Somerset). The female gap appears to be reducing.

BPOM282a	Improve healthy life expectancy for men	A&C - Communities & Public Health			On target Annual Actual 59.8 years Annual Target 59.8 years	↓	(2022 - 2023) At local level values for male healthy life expectancy fluctuates considerably compared to England due to the smaller numbers. This is reflected in relatively large confidence intervals. However Bristol has had significantly worse than England (and the South West) in recent years and addressing inequality in men's health is a priority
BPOM282b	Improve healthy life expectancy for women	A&C - Communities & Public Health			On target Annual Actual 61.5 years Annual Target 61.5 years	↓	(2022 - 2023) Female healthy life expectancy has remained relatively stable but overall is worse than England and with considerable disparities. A 10 year UK Women's Health Strategy was published in August 2022. The national strategy sets out a 6 point plan for women's health. A JSNA women's health report was produced for Bristol and presented to the HWBB in the autumn '22.
BPOM283	Reduce the Suicide Rate per 100000 population	A&C - Communities & Public Health			Data not due Annual Target 12		(2022 - 2023) Suicide is the second biggest cause of years of life loss after heart disease. The rate of death by suicide in Bristol is 11.8 which is statistically similar to England. More deaths by suicide are men. Please see the annual Suicide Prevention report and revised action plan on the council web site for more detail about local suicide prevention work. https://www.bristol.gov.uk/council-and-mayor/policies-plans-and-strategies/social-care-and-health/suicide-prevention
BPOM295	Percentage of adult social care service users who feel that they have control over their daily life	A&C - Adult Social Care			Data not due Annual Target 78%		

HCW Priority 1: Transforming care

Work with partners to implement an Integrated Care System, transforming adult social care and joining up health, care, education, skills and community activities. Support people to be as resilient and independent as possible, developing their assets to live fulfilling lives. When more support is needed, this will be person-centred, offering people choice and control. Co-create a system that takes a public health approach to achieve health and wellbeing equality for local people of all ages and backgrounds. Work together to attract and retain a suitable health and care workforce.

HCW1	Code	Title	Directorate	Q1	Q2	Q3 Status and Performance	Comparison over 12 months	Management Notes
ACTIONS	P-HCW1.1	Support people to live independently at home through commissioning a transformative model of Home Care Support that is responsive to needs of citizens. The focus will be on creating more flexible, community based, local home care that will promote wellbeing and independence.	A&C - Adult Social Care			On Track		Adult commissioning team are recommissioning home care services via the Single Framework for adult social care. The single framework for adult social care will encompass the majority of third party spend and is scheduled to be tendered Summer 23. The single framework will set out BCC's vision for adult social care commissioned services, including themes around place based services and the promotion of wellbeing and belonging. Prior to the tender, future commissioning models for home care will be co-designed with users of home care and people with lived experience. This engagement will help highlight what is important to citizens and where services need to be improved and transformed. Engagement will also take place with key city partners such as BNSSG ICB and VCSE organisations. The new model of home care will then be tendered from the framework 24/25
	P-HCW1.2	Through co-design with service users, families and care providers; develop and recommission extra-care housing, and supported living services that help people to live independently within their communities.	A&C - Adult Social Care			On Track		Adult commissioning team are recommissioning extra care housing and supported living via the Single Framework for adult social care. The single framework for adult social care will encompass the majority of third party spend and is scheduled to be tendered Summer 23. The single framework will set out BCC's vision for adult social care commissioned services, including themes around place based services and the promotion of wellbeing and belonging. Prior to the tender, future commissioning models for ECH and supported living will be co-designed with users of the services and people with lived experience. This engagement will help highlight what is important to citizens and where services need to be improved and transformed. Engagement will also take place with key city partners such as BNSSG ICB and VCSE organisations. The new commissioning model for supported living and ECH will be operational April 24.

	P-HCW1.3	Drive new partnerships with NHS, VCSE and Local Authorities to develop and implement the Bristol, North Somerset, and South Gloucestershire Integrated Care System which aims to foster partnership, collaboration and joined up working across health, care, and wellbeing systems.	A&C - Adult Social Care			On Track		In December the Integrated Care Partnership, of which Bristol is a member adopted the integrated Care Strategic Framework. The ICP Strategic Framework sets out an approach prioritisation and outcomes that will allow BNSSG to develop a system wide strategy for BNSSG to progress. BCC continues to play an active role within the Integrated Care System supporting the development of the decision-making framework and risk management framework. Each of the three Locality Partnerships in Bristol have now developed a set of priorities and delivery plans that focus on the needs and inequalities within the areas. They also continue their work on implementing the integrated mental health models and Ageing Well priorities. BCC continues to play an active role within the Integrated Care System supporting the development of the decision-making framework and risk management framework.
	BPPM290a	Reduce the percentage of contacts to Adult Social Care (aged 18-64) starting Tier 3 services	A&C - Adult Social Care			No Target Quarter 3 Actual 2.9% Establish Baseline		(Quarter 3) Numbers stable at the end of December at 2.9% (83 service users) same at last quarter. This is down from the peak in May 22 of 3.53%. This means on average 28 clients a month aged 18-64 came into a BCC Tier 3 long term care service. This is the first year we are looking to capture this KPI to better understand the trend and to capture the amount of demand management that happens in the service. In fact it is a conservative estimate of demand management in adult social care as this is just looking at the contacts that come into our call centre as we are not yet able to accurately capture the number of contacts that come through the hospital discharge to access service. But it does allow us the better understand the amount of demand on the service and the level of demand management already in place.
	BPPM290b	Reduce the percentage of contacts to Adult Social Care (aged 65+) starting Tier 3 services	A&C - Adult Social Care			No Target Quarter 3 Actual 7.4% Establish Baseline		(Quarter 3) Numbers stable at the end of December at 7.4% (212 service users) a very small decrease on last quarter. This is down from the peak in May 22 of 8.3%. Equates to 70 new service users a month. This is the first year we are looking to capture this KPI to better understand the trend and to capture the amount of demand management that happens in the service. In fact it is a conservative estimate of demand management in adult social care as this is just looking at the contacts that come into our call centre as we are not yet able to accurately capture the number of contacts that come through the hospital discharge to access service. But it does allow us the better understand the amount of demand on the service and the level of demand management already in place.
	BPPM291a	Number of service users (aged 18-64) in Tier 3 (long term care) [Snapshot]	A&C - Adult Social Care			Worse than target Quarter 3 Actual 2,602 Annual Target 2,541	↓	(Quarter 3) This remains our most challenged indicator. Long term support for 18-64 year olds has grow by 37 service users this year. 30% of new users have a primary support reason of Mental health. 18-64 year old now account for 30% of all new clients to social care so far this year and 50% of all our service users.. This cohort cost more to support have more complex needs and make less financial contributions to their care than over 65s following their financial assessments. All of which places substantial pressures onto the ASC budget. Growth is slow but consistent just a few additional service users have a big impact on the budget given the complexity of need and the unit cost of services to support residents with MH and LD. Senior managers have put in place tighter sign off controls to make sure and be satisfied that all alternatives to Tier 3 care have been considered by the social worker holding the case at the request of the chief executive. New 'Best Outcome Forums' are being set up up stream in the authorisation process to make sure all options for community based solutions have are being explored.
	BPPM291b	Number of service users (aged 65+) in Tier 3 (long term care) [Snapshot]	A&C - Adult Social Care			Worse than target Quarter 3 Actual 2,600 Annual Target 2,580	↑	(Quarter 3) Missing target but moving closer with one quarter left to go. Movement is in the right direction since May 2022 and continues long term decline in numbers from a peak of 3100. Looking to move back under 2600 in the final quarter. Pressure from the two hospital to discharge very early in a patients recovery period is meaning greater use of step down beds in care homes. A recent Local Government Association audit suggests these pathways are not always providing the best outcomes and such early discharge is restricting the opportunity to get patients out through Pathway 1 back into their own home with support. This pressure in the system has a knock on impact on the number of over 65s in long term support.
	BPPM292a	% of service users (aged 18-64) receiving Tier 3 (long term care) at home or tenancy [snapshot]	A&C - Adult Social Care			Better than target Quarter 3 Actual 83.8% Annual Target 83.7%	↑	(Quarter 3) This was a stretch target moving towards a greater amount of 18-64 service users supported to remain in their own home. This % has been remarkable consistent throughout the year. This reflects is some ways the smaller numbers of new clients that enter tier 3 and the time the clients are supported with us compared to the over 65 cohort where volumes are much higher but the period they are supported in services is much less. Increasingly we are looking to find supported accommodation alternatives to traditional residential homes for people with learning disabilities but the market will require long term investment and support to be able to increase this percentage consistently over the next 3-5 years.

BPPM292b	% of service users (aged 65+) receiving Tier 3 (long term care) at home or tenancy [snapshot]	A&C - Adult Social Care			Better than target Quarter 3 Actual 62.3% Annual Target 61%	↑	(Quarter 3) The numbers of service users over 65 supported in their own home has increased by 1.42%. This moves us within target for the year which will hopefully remain the case into the last quarter. Opportunities to improve this figure further will be challenging given the hospital pressure to use step down beds that through the 'Pathway 3' (assessment bed) discharge pathway often result in the need for permanent residential and nursing placements.
BPPM294	Increase % of BCC regulated CQC Care Service providers where provision is rated 'Good or Better'	A&C - Adult Social Care			Better than target Quarter 3 Actual 95.5% Annual Target 91%	↓	(Quarter 3) Bristol continues to be a top performer on quality of care based on the CQC ratings with 95.5% rated good or better by CQC against a lower national average despite a 0.5% drop this quarter. BCC have taken up the opportunity offered by the CQC to review 3 of our 6 providers that require improvement quickly where we think there is the potential to improve their rating. This targeted work should hopefully see the actual figure stabilise and even improve by the end of the next quarter.

HCW Priority 2: Mental health and wellbeing

Alongside partners, increase mental health support and training to help tackle the causes of poor mental health and wellbeing such as adverse childhood experiences and trauma. Co-develop community and cultural assets that reduce inequalities and help build resilience. Make sure there is better integration across local mental health systems, with improved services and outcomes

HCW2	Code	Title	Directorate	Q 1	Q 2	Q3 Status and Performance	Comparison over 12 months	Management Notes
ACTIONS	P-HCW2.1	Improve outcomes for adults experiencing multiple disadvantages by testing a more joined-up, person-centred approach with a range of organisations in local areas through the Changing Futures Programme	A&C - Adult Social Care			On Track		Delivery remains on track with 49 clients engaged and wider partner engagement with the My Team Around Me model which includes cross sector reflective practice sessions. The team are working to bring a further 6 nominated clients into the programme and outcomes at an individual, service and system level is being evaluated. Tangible results are being seen for real people experiencing multiple disadvantage. Our coproduced Sustainability Plan, Multiple Disadvantage Needs Assessment, Equality Diversity and Inclusion Strategy and Co-production principles work towards sustaining the impact of the programme. We are planning a series of events in April to showcase the work of the programme and progress with the system change needed to address multiple disadvantage.
	P-HCW2.2	Improve outcomes for adults with mental health needs by developing the Community Mental Health Framework. This will provide more joined up and easier to access support within local communities that are flexible to the needs of individuals and help prevent as well as support people with mental health needs	A&C - Adult Social Care			On Track		Bristol City Council continues to work in partnership with AWP, Sirona, ICB VCSE partners and social care providers as part of locality partnership board. Progress with Community Rehab pilot is ongoing and we are recruiting social worker role to support with CMRT seconded within integrated mental health services. This along with the Integrated Personalised Care Teams will inform future options for closer integrated Social Care and health partners to deliver better outcomes for people with Serious Mental illness. Strategic commissioners are working with Mental Health social care providers to develop an improved offer to support individuals with mental health needs.
	P-HCW2.3	Better mental health and wellbeing through the delivery of Thrive Bristol which is a ten-year programme focusing on how different parts of our city – such as our communities, our places of education and work, and our homes - can keep us mentally healthy	A&C - Communities & Public Health			On Track		Thrive Bristol training has been delivered to nearly 100 community organisations over the last year, with 90%+ attendees reporting increased knowledge, skills and confidence in supporting people around their mental wellbeing. Training is being arranged for Job Centres, advice services, and employment support services. A wellbeing offer has been developed for Welcoming Spaces as part of the One City cost of living response. The Thrive at Work West of England programme continues to be promoted to support the small and medium enterprise workforce. The Thrive at Night programme has been launched to support the mental health and wellbeing of the Night Time Economy workforce (approx.. 30% of the workforce in Bristol).

HCW Priority 3: Poverty

Tackle the root causes of poverty, reducing the impact of social and economic disadvantage on the health of different groups of people. Take action to help 10,000 households in Bristol suffering from food insecurity, including access to culturally diverse, nutritional food and building on the success of being a Gold Sustainable Food City.

HCW3	Code	Title	Directorate	Q 1	Q 2	Q3 Status and Performance	Comparison over 12 months	Management Notes
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P-HCW3.1	Deliver the Fuel Poverty Action Plan and provide guidance and advice through a food and fuel poverty resource and information hub	A&C - Communities & Public Health			On Track		<p>Work to implement the Fuel Poverty Action Plan continues alongside the response to the cost of living crisis. Actions include:</p> <ul style="list-style-type: none"> - Additional support for households in crisis with food and/or fuel poverty was funded through the Household Support Fund - A training session for health professionals was organised to raise awareness of cold homes and fuel poverty <p>A core action within the fuel poverty action plan is securing funding for the single point of contact energy advice service which is the Warm Homes Advice and Money (WHAM) service provided by the Centre for Sustainable Energy (CSE). The funding for this service ceases in July and CSE are seeking funding to continue the service. This service links to many other actions within the plan therefore lack of funding may impact on delivery of actions across the fuel poverty action plan.</p> <p>Project management support to co-ordinate delivery of the action plan and oversee the No Cold Homes steering group has been secured and will begin in the next quarter enabling the steering group to resume.</p>
P-HCW3.2	Through adopting the One City Food Equality strategy we will invest in solutions that create fair and affordable access to food, create a system for monitoring food inequality and implement a communications strategy which will provide information about services which can support people experiencing food or financial hardship	A&C - Communities & Public Health			On Track		<p>Work is continuing to develop the Action Plan. Following the many conversations that have been held in communities, the collected data has been examined, distilled and collated into one integrated set of data.</p> <p>Over 1100 actions have been categorised so far into the five priority themes of the One City Food Equality Strategy, and condensed into 136 separate actions. Work is also continuing with BCC colleagues to bring together work streams that are linked to food equality, such as parks & green spaces, transport, sustainability, cost of living work and for this to be represented in the action plan.</p> <p>The action plan is an iterative process that will evolve over time. It will be based on further consultation and involvement with people with lived experience of food inequality and organisations working with them, including through the wider stakeholder group.</p> <p>Regarding governance, the 2nd Steering group was held on 17th January 2023. The draft action plan will be presented to the joint HWB/Environment boards' development board in February as part of Bristol Good Food 2030 work stream. Senior managers and elected member briefings will also be arranged to give updates and progress; The action plan will be presented to the Health & Wellbeing Board in Q4</p>
P-HCW3.3	Provide emergency payments to reduce food and fuel poverty and housing costs through the Local Crisis Prevention fund and other schemes such as Free School Meals Holiday vouchers and Discretionary Housing payment	Resources - Finance			On Track		<p>Household Support Fund used for this purpose, all school holidays covered by vouchers. Discretionary Housing Payment allocation spent in full in order to support Bristol's citizens to secure and keep tenancies. Local Crisis Prevention Fund similarly utilised.</p>

Thematic Performance Clinic Report

Homes & Communities Qtr 3 (01 Oct '22 – 31 Dec '22)

Report of the Lead Director: Donald Graham [Director Housing and Landlord Services]

Date: 3 Feb 2023

Actions	Priority Metrics *	Outcome Metrics	Overall Progress
Performance			Behind schedule
67% on track or better (10/15)	53% on target or better (8/15)	75% on target or better (3/4)	
Direction of Travel			
0% better than Q2 (0/15) 80% same as Q2 (12/15) 20% worse than Q2 (3/15)	64% improved compared to 12 months ago (9/14)	100% improved compared to 12 months ago (3/3)	

*At the request of Corporate Leadership Board, the metric BPPM225e % of final EHCP's issued within 20 weeks has been moved from the Homes and Communities Theme to the Children and Young People's Theme for Q3 onwards.

The Thematic performance clinic met to review progress against the relevant actions and metrics listed in the 2022/23 Business Plan. The Key findings with summary from lead Director, are:

1. Theme Actions / Priority Metrics performing well:
<ul style="list-style-type: none"> The two Quality of Life measures are both better than target and improved on last year - BPOM251 Reduce the percentage of people whose day to day life is affected by fear of crime and BPOM312 Increase % respondents who volunteer or help out in their community at least 3 times a year. The rough sleeping count for Q3 is worse than target, an improvement on being significantly worse than target in Q2, although numbers are expected to increase due to private sector affordability and the cost of living crisis. The multi – agency package of support for rough sleepers in Bristol or those at risk of becoming a rough sleeper Move In, Move On, Move is delivering ahead of profile and into work, training / skills development performance is above target (P-HC3.1). Community Participation – all four indicators continue to be significantly better than target.
2. Theme Actions / Priority Metrics that are of concern:
<ul style="list-style-type: none"> BPPM375 Empty council properties and BPPM374a Average relet times are both significantly below target. The new contractors have been mobilised, but 20% of this resource is being used on temporary accommodation properties which are not part of this target. BPPM377c – Reduce the number of Council homes with an EPC rating of D or lower is significantly worse than target, although better than 12 months ago. BPM425 Increase the number of affordable homes delivered in Bristol is now significantly behind target.
3. Performance Clinic Focus points (Agenda):
<p>Key agenda points agreed via discussion with Lead Director / plus any other points raised at the clinic:</p> <ul style="list-style-type: none"> Affordable housing P-HC1.2 Support the delivery of 1,000 low and zero carbon, affordable homes by 2024 by investing £12m this year and providing development expertise to partners (behind schedule) and metric BPPM425 Increase the number of affordable homes delivered in Bristol (significantly behind target). Energy Efficiency BPPM377c Reduce the number of Council homes with an EPC rating of D or lower to give an overview of what projects are currently taking place and / planned.
4. Proposed - Performance Clinic Recommendations / Actions:
<p>Q2 Actions update:</p> <p>ACTION Monitor relet times in Q3 to see impact of changes. Reports are not fully working. Carry-forward.</p> <p>ACTION “What would have made you take this property?” question to be added to the refusal form and responses reviewed to look for trends and issues that could be addressed to increase the acceptance rate.</p>

Refusals are mainly around location for direct offers. Age restricted properties refusal reasons are usually size of property and change of mind. **ACTION** Feedback on the experience from tenants and staff to be collected. Positive feedback from colleagues in Adult Social Care. The work has reduced the number of people on the supported accommodation waiting list, although the target of 40 people this year is not likely to be met. 12 people have moved, 7 people are about to move in and a further 29 people have been identified to move. Adult Social Care and Housing teams have worked well together to achieve positive outcomes for individuals who would otherwise have been housed in more expensive supported accommodation with support above their needs. However, future Housing resources will need to be identified for the matching of potential tenants to properties approach to continue next year.

ACTION Documentation to formalise the package available for new tenants to be produced. Currently being worked on including looking at furniture packages and carpets etc.

Agreed Actions:

Whilst the delivery of 1,000 affordable dwellings by 2024 (P-HC1.2) and BPPM425 Increase the number of affordable homes delivered in Bristol are both behind target due to external factors affecting the construction industry and housing market, the pipeline of new affordable dwellings (the area of the process the council can control or influence e.g. strategic planning, designation of sites, planning permissions) is higher than it was a year ago. **ACTION** consideration to be given to how the pipeline of new affordable dwellings can be evidenced and tracked to provide context to the numbers of affordable dwellings being delivered each quarter.

BPPM377c Reduce the number of Council homes with an EPC rating of D or lower. Significant progress was made improving the energy efficiency of council homes between 2003 and 2019.

	2003	2019	Comments
Double glazing	28%	98.9%	of homes
Condensing boiler	<1%	95%	of homes with gas central heating
Cavity Wall insulation	11%	98%	of houses with cavity walls
Loft insulation	8%	91%	of homes with lofts

The pressure on the HRA from rent restrictions resulted in all non-essential worked being slowed or stopped from 2018. There are currently 7,418 homes with an EPC rating of D or lower. One of the cheapest and simplest improvements is fitting loft insulation (1,500 HRA dwellings could benefit). New contractual arrangements are underway and there will be a focus on resident tenant engagement – tenant refusal for the work is common because lofts are used for storage. £80m HRA funding has been identified to support the target of all council homes to have an EPC C level by 2030 as well as £9m from the Social Housing Decarbonisation Fund and £0.5m from WECA. Projects will include external wall insulation, new windows, roofs and decarbonised heating. Work programmes are being planned with City Leap for delivery. A new Energy and Renewables manager post has recently been filled to work on the EPC C and net zero strategy. In the next few years significant progress should be made, however, the 2022/23 target will not be met.

5. Items for next Thematic Performance Clinic:

- Monitoring of indicators and actions identified in section 4.
- BPPM375 **Empty council properties** and BPPM374a **Average relet times**

6. Lead Director Comments:

There continues to be a mixed picture for Q3 performance across the Homes and Communities Theme. Community participation continues to be high. Construction and housing market challenges are national issues impacting on the delivery of new homes which are being monitored closely. Homeless prevention work and the number of households moved on into settled accommodation are performing ahead of target. However, the numbers of households in temporary accommodation and on the housing waiting list continue to increase due to the cost of living crisis and private sector affordability issues. Areas within the council’s control which are underperforming (e.g. re-let times, housing voids, energy efficiency of homes) have plans in place, although the full benefits of new contracting arrangements and associated performance improvements will not be achieved in the current reporting year. If some improvements are seen in these areas next quarter, this may mean the Theme can be classed as On Track in Q4.

Donald Graham [Director Housing and Landlord Services]

Date of Thematic Performance Clinic

3 Feb 2023

2022-2023 Homes and Communities Actions & Performance Metrics (Qtr 3 Progress)

Theme 5: Homes and communities

Healthy, resilient, and inclusive neighbourhoods with fair access to decent, affordable homes.

HC	Code	Title	Directorate	Q 1	Q 2	Q3 Status and Performance	Comparison over 12 months	Management Notes
PERFORMANCE METRICS Page 474	BPOM249	Reduce Anti-Social Behaviour incidents reported	C&E - Children Families & Safer Communities			Data not due Annual Target Not Set		(2022 - 2023) This is the first time we are using this outcome measure. To provide some comparison the figure for 2021/22 was 24448 against the figure as at 31 Dec '22 which was 16407 This appears to indicate a significant drop in the number of ASB incidents reported. One reason for this may well be that Police have been dealing with more ASB incidents as crime and so they are recorded as that. It does not necessarily mean the incidents are not happening. It is also worth noting that these figures include ASB cases recorded by BCCs H&LS and ASB Team. Both of those teams record cases as opposed to incidents. As cases may have multiple incidents within them the figure is likely to be higher. All of the above points to significant difficulties with this metric and as a result it is likely to be reviewed for next year.
	BPOM251	Reduce the percentage of people whose day to day life is affected by fear of crime (QoL)	C&E - Children Families & Safer Communities			Better than target Annual Actual 17% Annual Target 18%	↑	(2022 - 2023) It is promising that we have met this target. However we recognise and anticipate a potential increase in crime and fear of crime possibly linked to cost of living crisis. As a result work continues to ensure that there are adequate operational responses to crime and we are moving to take a more pro-active data-led approach to identifying community safety issues and trying to put interventions in place to mitigate these risks.
	BPOM312	Increase % respondents who volunteer or help out in their community at least 3 times a year (QoL)	A&C - Communities & Public Health			Better than target Annual Actual 47.1% Annual Target 46%	↑	(2022 - 2023) This is a welcome improvement on last year which reflects a year when community life has been returning spaces are open welcoming people in and volunteers are a crucial part of this. Can Do Bristol has been very effective in reaching people willing to help with the cost of living crisis with an increased membership of 3000 this year. We are not quite back to pre COVID levels which reflects the impact of COVID and the cost of living.
	BPOM411	Increase the percentage of people who take part in cultural activities at least once a month (QoL)	G&R - Management of Place			Worse than target Annual Actual 31.9% Annual Target 35%	↔	(2022 - 2023) There is still a sector wide reduction in people taking part in theatre dance community events festivals cinema and music since the pandemic as peoples preferences and behaviour have changed as a result. Cultural organisations across the city are experiencing similar trends. Reduction in funding for our cultural partners has also meant there is less opportunity for people to take part. The figures appear to have now stabilised since the pandemic.
	BPOM430a	Increase the number of new homes delivered in Bristol	G&R - Economy of Place			Significantly better than target Annual Actual 2,563 Annual Target 1,500	↑	(2022 - 2023) The 2563 reported completions for 21/22 showed a significant upturn on 20/21 and recent years. The Residential Development Survey is in progress and so updates for 2022-23 so far are not yet available. However we are anticipating completions will be high but below the 2021-22 figure. A Five year housing land supply assessment is also underway which will help to establish the pipeline of new completions expected over the next 5 years.

HC Priority 1: Housing supply

Ensure the affordability, availability, diversity and sustainability of housing for all. This includes accelerating home-building in the city to at least 2,000 homes each year, with at least 1,000 affordable, by 2024. Build and retain new social housing; review the system for allocating social housing; provide more supported and extra-care housing for those who need it; pursue a 'living rent' in the city; and ensure there are strong long-term plans for the council's own housing stock and the use of land in the city.

HC1	Code	Title	Directorate	Q 1	Q 2	Q3 Status and Performance	Comparison over 12 months	Management Notes
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ACTIONS	P-HC1.1	Review access to housing for people with social care needs to live independently in their communities by improving the lettings process and enabling them to be eligible for band one priority on housing waiting lists. Continue to deliver outcomes of the Better Lives at Home programme which is a partnership between adult social care and housing to develop more accessible housing for people with care and social care needs in the community.	A&C - Adult Social Care		On Track		Progress continues on a number of housing provision for people with care and support needs both at Specialised Supported Housing and General needs housing levels. Issues with securing white goods resolved which delayed a few transfers.
	P-HC1.2	Support the delivery of 1,000 low and zero carbon, affordable homes by 2024 by investing £12m this year and providing development expertise to partners.	G&R - Housing & Landlord Services		Behind Schedule		Based on current forecasting of affordable housing delivery as at 31/12/22 there is identified slippage of the programme into future years due to inflationary pressures and supply chain challenges which are slowing down current delivery. New options for delivery are coming forward through windfall Government funding streams and which will add to supply. Delivery forecasts are monitored closely and the Council intervenes proactively to bring delivery back on track where it is possible to do so. Some forecast delivery from 2022/23 has slipped into 2023/24 which is mitigating out of year losses, but means that targets for the current year are unlikely to be achieved. In year KPI reporting is therefore showing as RED.
	P-HC1.3	Improve how council and social housing is allocated and let in Bristol to make the process more user friendly and makes best use of housing supply from our existing stock to ensure that priority is given to those most in need in the city.	G&R - Housing & Landlord Services		On Track		Recommendations for change have been developed. Presentation for approval scheduled for 7 March Cabinet with supporting papers in development. Roll out of the changes is to be performed in iterations using interim and workaround solutions until the new housing IT is available to fully technologically enable.
PERFORMANCE METRICS	BPPM310	Increase the number of private sector dwellings returned into occupation	G&R - Housing & Landlord Services		Significantly better than target Quarter 3 Actual 319 Annual Target 375	↑	(Quarter 1 - 3) Performance ahead of target for Q3 as a result of a dedicated focus on bringing long term empties back into use.
	BPPM350z	Number of households on the BCC Housing Waiting list	G&R - Housing & Landlord Services	Not calculable	Not calculable Quarter 3 Actual 19,552 Annual Target Not Set		(Quarter 3) The number of households on the BCC housing waiting list is increasing due to high level of new applications and affordability challenges with private renting and home ownership
	BPPM374a	Reduce average relet times (all properties)	G&R - Housing & Landlord Services		Significantly Worse than target Quarter 3 Actual 91 days Annual Target 50 days		(Quarter 3) Marginal increase in duration of time taken to complete voids. Contract mobilised with external contractor support however internal and 1/5 of external contract supplementing conversion of TA accommodation which does not form part of this target. The Q2 figure was previously reported as 98 days in error when it should have been 90. This was because it incorrectly included all voids and should have excluded voids requiring extensive major works and those on hold for Policy Planned Programmes and Accessible Homes reasons.
	BPPM375	Reduce the number of empty council properties	G&R - Housing & Landlord Services		Significantly Worse than target Quarter 3 Actual 324 Annual Target 150	↓	(Quarter 3) Contractors mobilised which has increased capacity of delivery. 1/5 of contractor capacity being utilised on Temporary accommodation properties. Although internal capacity reduced due to recruitment of key roles. Despite some challenges very marginal decline of properties outstanding indicating positive trend.

BPPM425	Increase the number of affordable homes delivered in Bristol	G&R - Housing & Landlord Services			Significantly Worse than target Quarter 3 Actual 167 Annual Target 500	↓	(Quarter 1 - 3) Q3 monitoring of Affordable Housing (AH) completions has been completed and has shown a significant level of out of quarter and out of year slippage in the programme across all forms of AH delivery. The worst case scenario that anticipates all March forecasts slipping into Q1 23/24 suggests we will only see 257 affordable homes delivered in 2022/23. If all March forecasts complete as currently predicted annual delivery will sit at 460 units which is 92% of the target. In reality it is expected that delivery will sit somewhere between the two. Availability of labour contractor and sub-contractors entering administration unforeseen requirements around utility connections developer defects issues with material supply chain and availability of second-hand market homes for acquisition are all causing delays in delivery. These are external factors that reflect the current state of the construction industry and housing market and are outside of the Providers' and the Council's hands to manage.
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HC Priority 2: Low and zero carbon homes

Work to decarbonise housing while improving warmth and benefitting people's health. This includes building innovative, low or zero carbon homes, retrofitting existing housing stock, promoting schemes for private homeowners, and exploring innovative financing and modern methods of construction.

HC2	Code	Title	Directorate	Q1	Q2	Q3 Status and Performance	Comparison over 12 months	Management Notes
ACTIONS	P-HC2.1	Develop the Local Plan and related planning policies to create requirement for Zero Carbon Housing, to help meet our goal of Bristol being carbon neutral by 2030.	G&R - Economy of Place			On Track		Policies were included in the public consultation on the Local Plan undertaken between Nov 22 and Jan 23. As part of public consultation, officers undertook a series of engagement events with stakeholders and interested parties, the product of these sessions and formal responses will inform further refinement of policy ahead of the Plan's publication.
	P-HC2.2	Invest £97m between 2022-2030 into Council-owned homes for energy efficiency and carbon retrofitting measures. The funds will be spent on measures such as wall insulation schemes and a programme of solar panel installations. This will ensure all homes reach a minimum EPC of C by 2030.	G&R - Housing & Landlord Services			On Track		A decision from BEIS on our SHDF funding bid - which now has the potential to be worth up to £9.1m (out of a total cost of over £26m) is still outstanding. The result of this process will determine scale of funding required to complete the scheduled works in 2023/24 and 2024/25. The Energy and Renewables Manager is now in post. Filling this post, alongside the establishment of the City Leap Joint Venture from 3rd Jan 2023, allows us to begin work on a plan for the remainder of this decade, with a view to setting out a clear pathway to meet our energy efficiency targets and begin the transition to low carbon heating.
	P-HC2.3	Increase the use of Modern Method of Construction (MMC) and other innovative technologies to deliver new, sustainable and low carbon homes on council owned land. Working with Goram Homes, Modern Methods of Construction will be used to help to transform Hengrove Park into a high-quality, sustainable neighbourhood and public park.	G&R - Housing & Landlord Services			On Track		Planning Consents have now been achieved on all of the sites identified in the Innovate UK Modern Methods of Construction (MMC) project and will be under construction over the next 12 months. All projects within the HRA new build programme will be delivered using renewable heating source, being GSHP (Ground Source Heat Pumps) or ASHP (Air Source Heat Pumps), or connected to existing heating networks, and will include PV (Photovoltaic) and future proofing for overheating. The outcome of the work commissioned by Goram Homes from Cast Consultancy is that a preferred provider has been chosen for the MMC construction methodology for Phase 1B of Hengrove Park. Goram Homes are currently part way through a competitive process to select a JV Development Partner for Hengrove Park; once selected, Goram and the chosen JV Development Partner will finalise a Reserved Matters planning application to be submitted later in 2023 for Phase 1B (c. 220 new homes), a significant proportion of which will be delivered using the Legal and General Homes MMC approach.
PERFORMANCE METRICS	BPPM377c	Reduce the number of Council homes with an EPC rating of D or lower	G&R - Housing & Landlord Services			Significantly Worse than target Quarter 3 Actual 27.6% Annual Target 22.5%	↑	(Quarter 3) Slight improvement on previous quarter possibly due to addition of new builds to the calculation and change of ownership to older properties.

PERFORM	BPPM414	Improve energy efficiency from home installations	G&R - Property Assets & Infrastructure			Significantly Worse than target Quarter 3 Actual 157 Annual Target 260	↓	(Quarter 1 - 3) Delays in procurement with City Leap mean we've fallen short of delivery targets. The shortfall will look to be improved next quarter.
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HC Priority 3: Homelessness

Reduce and prevent homelessness and rough sleeping, tackling the underlying causes . Reduce the number of households in temporary accommodation . Where people have high or complex needs, take a 'Housing First' approach to provide stable accommodation at the start of providing wider support . Help prevent homelessness by building and retaining social housing, supporting good mental and physical health, developing employment and skills opportunities, taking ethical approaches to debt collection, and responding to the diverse needs of different people.

HC3	Code	Title	Directorate	Q 1	Q 2	Q3 Status and Performance	Comparison over 12 months	Management Notes
Page 477 ACTION SNAPSHOT	P-HC3.1	Develop new, as well as retaining existing successful, employment and skills programmes for rough sleepers and those at risk of becoming homeless	C&E - Education & Skills			On Track		Move In, Move On, Move Up Phase 3 is delivering ahead of profile and into work, training / skills development performance is above target. We are currently recruiting a new Employment Support Navigator for the programme.
	P-HC3.2	With partners, we will increase the amount of flats or bedrooms in shared houses for homeless people to move into when they are ready to live independently	G&R - Housing & Landlord Services			Behind Schedule		63 of the 150 units under the Rough Sleeping Accommodation Programme have been delivered. Further units are scheduled for Q4 2022/23 and throughout 2023/24. BCC are working closely with local providers and Homes England to ensure the delivery of these units for move on accommodation.
	P-HC3.3	Review the current needs of the homeless population and conduct an audit of homeless deaths in the city. By working with key partner agencies, such as Golden Key we will be better able to target services to meet needs.	G&R - Housing & Landlord Services			On Track		Health needs analysis of people experiencing homelessness in Bristol was completed and published by 31/12/22. The audit of deaths is on track to be completed by March 2023
PERFORMANCE METRICS	BPPM352b	Reduce the number of people sleeping rough on a single night in Bristol - BCC quarterly Count	G&R - Housing & Landlord Services			Worse than target Quarter 3 Actual 58 Annual Target 50	↑	(Quarter 3) Q3 – 58. The annual count in November demonstrates the impact of a number of Rough Sleeping Initiative (RSI) services in preventing or relieving rough sleeping in the city. The Outreach team are working with around 850 people per year who come onto the streets we anticipate an increase in people worked with as the cost of living crisis and private sector affordability issues impact further.
	BPPM353	Increase the number of households where homelessness is prevented	G&R - Housing & Landlord Services			Significantly better than target Quarter 3 Actual 1,190 Annual Target 1,300	↑	(Quarter 1 - 3) Prevention figures include prevented cases who we owed a Part 7 application. It also includes successful prevention work within WRAMAS (Welfare Rights and Money Advice Service) tenancy support services and Youth Maps.
	BPPM357	Reduce the number of households in temporary accommodation	G&R - Housing & Landlord Services			Significantly Worse than target Quarter 3 Actual 1,218 Annual Target 1,100	↓	

BPPM358a	Number of households moved on into settled accommodation	G&R - Housing & Landlord Services			Better than target Quarter 3 Actual 823 Annual Target 1,050	↑	(Quarter 3) Increased focus on move on has brought us back in line with target
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HC Priority 4: Disability

Create improved approaches, founded upon disability equality, to enable and support disabled people throughout their lives. These will be co-produced with disabled people, including children and young people with special educational needs, and city partners.

HC4	Code	Title	Directorate	Q 1	Q 2	Q3 Status and Performance	Comparison over 12 months	Management Notes
ACTIONS	P-HC4.1	Increase the recruitment and progression for people with disabilities through a range of specialist and targeted activities such as Accelerated Learning Centres and increasing the recruitment of inclusive apprenticeships.	C&E - Education & Skills			On Track		WE Work for Everone is delivering on target and our into work rate is currently 22% which is above the ESF requirement. We have a steady pipeline and are currently in early talks with funders and stakeholders not only to extend the work of the specialist learning difficulty programme from December 2023 when the current tranche of funding completes, but to widen it out to encompass the wider disability agenda.
	P-HC4.2	Improve transition between childhood and adulthood for children and young people with special educational needs and disabilities	A&C - Adult Social Care			Behind Schedule		Referrals are increasing monthly as stronger links are made with other professionals and families through networking. The number of young people requiring complex transitional planning is also increasing nationally. Around 15+ years ago there was an increase in diagnosis of autism this coupled with the impact of COVID we have seen a rise in referrals as these young people reach 14-18 years old. The waiting list has increased during this quarter due to there being a vacancy within the team due to young people not able to be allocated and the number of transition plans being worked on by the remaining team members being high. This vacancy is now been recruited to so this position should improve in next quarter as the vacancy is filled and that member of the team adds to the capacity following their induction. However this has meant that we have not met our target for this quarter. There is a review/action plan underway to develop the new Young Adults Transition Service and a closer working relationship between our team and the 18-25 team allowing a smoother transfer. This is a positive and exciting development to create a stronger service for young people across Bristol. Following the Pilot project run throughout the summer to offer groupwork independence building experience we have now planned a half term program to provide a Life Skills Centre Program working with community-based services. This will continue during each holiday period and reduce our need for 1:1 work and therefore increase our reach to young people. New link to professionals group who support those young people with life limited conditions, hospital education service and CAHMS is ongoing to create a stronger transition and impart knowledge around best practice for Transitional Planning. Updated information for families and professionals to enable self-directed support for families and increased knowledge of Transitional Pathway for professionals.
	P-HC4.3	Review the existing adult social care services that BCC currently deliver in-house services to ensure they are delivered in the most efficient way to meet the needs of citizens. This includes either developing services to be more efficient or transferring the delivery to other provider partners who have greater expertise and can deliver better outcomes .	A&C - Adult Social Care			Behind Schedule		After formal guidance from legal, HR and the consultation team a proposed timeline for inhouse services would see consultation with service users, carers and staff commence after approval of full council on 21st February 2023. Due to the typical client group of in-house services its anticipated that consultation will be required for the full 12 weeks period. A formal report of the consultation findings and proposals on how to achieve the savings will need to be approved by cabinet in June / July 2023. The impact of these corporate timelines suggest additional activity will be required if full year savings are to be achieved. The use of Better Care Fund (BCF) monies is being explored to achieve the community meals service saving targets.

PERFORMANCE METRICS	BPPM307	Increase the number of people enabled to live independently through home adaptations	G&R - Housing & Landlord Services			Significantly better than target Quarter 3 Actual 2,960 Annual Target 3,400	↑	(Quarter 1 - 3) Performance well ahead of schedule as a result of all of the contractors now meeting the benchmarking requirements to take on more work and the recruitment of additional staff resources into the service.
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HC Priority 5: Community participation

Make sure that more people can actively participate in their community and in the life of the city. Work to make neighbourhoods safer and more accessible, with good local amenities and strong cultural and social networks. Build the power of individuals, communities and partners to play a greater role in managing social, cultural and community assets. Enable and encourage civic, political and democratic participation.

HC5	Code	Title	Directorate	Q 1	Q 2	Q3 Status and Performance	Comparison over 12 months	Management Notes
ACTIONS Page 479	P-HC5.1	Look to transfer some sports facilities to community organisations where there is appetite for the community to run and manage them	G&R - Management of Place			Behind Schedule		Project resources have been approved and the service is progressing with the recruitment of the project roles.
	P-HC5.2	Improve equality of access to information about the council's decision-making processes, voter registration and standing for public office by delivering a research project on the barriers preventing citizens from engaging in the democratic process.	Resources - Legal and Democratic Services			On Track		Two Be A Councillor Events took place in late 2022 and were very successful. The Committee Model Working Group are delivering their Communications and Engagement Strategy in conjunction with officers. To date, this has involved four community meetings in November 22 to ask residents for their views about the new ways of working and how to secure improved and more diverse participation in our public meetings. A report of findings from the event was published in Jan 23. The CMWG will now plan and deliver further engagement activities.
	P-HC5.3	Maintain a responsive, accessible, and sustainable network of libraries working with communities and partners for the good of local communities and the city as a whole.	G&R - Management of Place			On Track		All 27 libraries open. However unplanned closures are increasing as vacancies increase affecting the stability of opening hours and customer satisfaction and access to a universal statutory service. The in year saving from the Material Fund is also affecting access to stock and resources including bestsellers. Satisfaction will be affected eg 300 people waiting for "Spare" - no copies purchased and bestsellers cannot be borrowed from Libraries West
CE METRICS	BPPM194	Numbers of citizens participating in community clear-ups per quarter	G&R - Property Assets & Infrastructure			Significantly better than target Quarter 3 Actual 3,344 Annual Target 3,500	↓	(Quarter 3) Period 3 saw a reduction in the number of volunteers litter picking.
	BPPM311	Maintain the levels of engagement with community development work	A&C - Communities & Public Health			Significantly better than target Quarter 3 Actual 8,798 Annual Target 8,000	↑	(Quarter 1 - 3) This Q3 we have delivered 3779 community conversations where we engaged with local residents in social action conversations purposeful conversations on vaccine uptake new developments in TQ cost of living and also local conversations such as fire in inner city and education. we have facilitated connection to others people taking actions and connection to opportunities as result of the conversations.

PERFORMAN	BPPM410	Increase the number of visitors to Bristol Museums Galleries and Archives	G&R - Management of Place		Significantly better than target Quarter 3 Actual 539,851 Annual Target 550,000	↑	(Quarter 1 - 3) Visitor numbers for M Shed and BMAG (Bristol Museum & Art Gallery) are recorded using the people counters for Red Lodge and Georgian House pre-booked visitors are recorded through Pretix and walk-ups are recorded via manual tally. The Blaise figure is from check in scans and walk-up ticket sales and both Kings Weston Roman Villa and Working Exhibits are recorded through ticket sales. Red Lodge and Georgian House closed earlier than planned on the 11th November Blaise Museum also closed early at the beginning of December.
	BPPM537	Ratio of consultation response rate for the most and least deprived 20% of Bristol citizens	Resources - Policy Strategy & Digital		Significantly better than target Quarter 3 Actual 0.95 Annual Target 1.5	↑	(Quarter 3) The Actual PI is better than forecast because of the inclusion of two surveys which had very high response rates from the most deprived 20% of the city. These were the the Bristol Housing Allocations Review survey and the Advertising Policy survey.

Thematic Performance Clinic Report Transport & Connectivity Qtr 3 (01 Oct '22 – 31 Dec '22)

Report of the Lead Director: Patsy Mellor [Director Management of Place]

Date: 1 Feb 2023

Actions	Priority Metrics	Outcome Metrics	Overall Progress
Performance			Well behind schedule
20% on schedule or better (2/10)	0% on target or better (0/3)	0% on target or better (0/3)	
Direction of Travel			
20% better than Q2 (2/10) 50% same as Q2 (5/10) 30% worse than Q2 (3/10)	100% improved compared to 12 months ago (3/3)	33% improved compared to 12 months ago (1/3)	

The Thematic performance clinic met to review progress against the relevant actions and metrics listed in the 2022/23 Business Plan. The Key findings with summary from lead Director, are:

1. Theme Actions / Metrics performing well:
<ul style="list-style-type: none"> • P-TC3.3 The Clean Air Zone went live on the 28 November. • P-TC2.2 Create an enhanced partnership with bus operators as part of the Bus Service Improvement Plan working with the West of England Combined Authority and neighbouring local authorities - decision regarding supported services and some other BSIP elements approved at WECA committee on the 18 January. • BPPM474 (Park & Ride journeys) and BPPM475 (bus passenger journeys) are both behind target but performance has improved compared to Q2. Park and Ride numbers have gone from Significantly behind target to Behind target (91% of Q3 target figure compared to 86% in Q2) and bus journeys are at 98% of the Q3 target number (95% in Q2).
2. Theme Actions / Metrics that are of concern:
<p>Only two of the ten Actions are On Track and five of the ten Actions have a worse status than in Q2. None of the three Priority Metrics or three Outcome Metrics are on target.</p> <ul style="list-style-type: none"> • BPOM476 Significantly worse than target Increase the number of people travelling actively to work by walking and cycling (QoL) • Action P-TC1.1 Behind Schedule Progress our ambitions to develop a mass transit system by working with regional authorities to deliver a consultation on mass transit. • Action P-TC1.3 Behind Schedule: Maximise regional and national funding streams to deliver significant transport connectivity improvements • P-TC2.1 Significantly behind schedule Establish the new Portway Park and Ride, with an improved bus service, increased car park capacity, and a new railway station. • BPPM477 Significantly worse than target Increase the number of public electric vehicle charging points • Action P-TC4.1 Behind Schedule Reduce flood risk by upgrade of Underfall Yard Sluices • Action P-TC4.3 Behind Schedule Invest in public lights by replacing existing street lights with LED lighting (light-emitting diodes) and a Central Management System (CMS). This will save around £1m a year when the project is completed and will reduce our carbon footprint.
3. Performance Clinic Focus points (Agenda):
<p>Key agenda points agreed via discussion with Lead Director / plus any other points raised at the clinic:</p> <ul style="list-style-type: none"> • All Actions and Metric listed in section 2.
4. Proposed - Performance Clinic Recommendations / Actions:
<p>Q2 Actions update:</p> <ol style="list-style-type: none"> 1. ACTION confirmed CAZ go-live went ahead – complete.

2. **ACTION:** Lead Manager to raise national shortage of new and Euro 6 emissions second hand wheelchair accessible vehicles at Mayor’s briefing – complete.
3. **ACTION** Responsible Officers to continue to engage with the Administration to find a way forward on the City Region Sustainable Transport Settlement (CRSTS) Actions – ongoing.

Q3 Agreed Actions & dates:

Increased levels of cycling and walking are being seen over the day, however, the Quality of Life (QoL) metric on travel to work shows active travel falling. **ACTION** Manager to explore the issue with his Team. There are currently no dates or deadlines agreed for the next steps of developing a mass transit system (P-TC1.1). The cost and benefits of options are still being considered. The Q2 Transport and Connectivity report which flagged the status of the project was sent to Corporate Leadership Board (CLB), as part of the thematic reporting process. The Q2 action to engage with the Administration to find a way forward is ongoing.

A change request for P-TC1.3 (City Regional Sustainable Transport Settlement schemes), to enable some project elements to be progressed faster than originally planned which should allow more time to plan other project elements, is going to WECA in March. Overall, it is hoped that the delays can be reduced in some project areas. The Network Rail project to open the new Portway rail station is significantly behind schedule but due to open in March 2023.

The originally planned lamppost electric vehicle chargers rollout (BPPM477) was halted following discussions with the administration to allow the Council time to develop its plans and policies around EV charging for the City, in co-ordination with its partners, in particular the new City Leap partnership. The original proposal would have resulted in significant expense on a per lamppost basis, and as it was deemed more appropriate to develop an approach to EV charging and secure future opportunities to grow the charging network.

The upgrade of Underfall Yard Sluices (P-TC4.1) was discussed at the clinic with an action for the manager to chase for a response from the Environment Agency. The following day confirmation was received that the project had been approved by the Environment Agency subject to confirmation of partner funding and can now be progressed.

The decision on which streetlighting Central Management System to procure (P-TC4.3), has taken longer than originally planned but it is believed that the additional time taken has resulted in procurement of a better system which is future-proofed and Smart City ready (a Smart City uses technology to collect and analyse data which enables improved management of assets and service delivery). The CMS should arrive within 4-6 weeks. It is expected that the lost time will be made up and the project delivered within budget, despite inflationary pressures.

5. Items for next Thematic Performance Clinic:

- Updates on Actions and metrics above

6. Lead Director Comments:

Hos to investigate why the QoL survey shows cycling and walking are decreasing and report back. No deadlines have been set for the next stage of Mass Transit. This is likely to return to the next clinic. Since the meeting I have discussed with EoP Director and he would like to attend the next clinic for any ST Transport related agenda items

EV Charging is now with City Leap and a plan is expected in due course on how to progress EV across the city.

Underfall Yard has progressed since the Clinic with the EA now confirming funding is awarded

CMS/LED has experienced slight delays but now underway and any delay is expected to be made up within the project

Patsy Mellor [Director Management of Place / Lead for Transport & Connectivity]

Date of Thematic Performance Clinic 31 January 2023

2022-2023 Transport and Connectivity Actions & Performance Metrics (Qtr 3 Progress)

Theme 6: Transport and connectivity

A more efficient, sustainable, and inclusive connection of people to people, people to jobs and people to opportunity.

TC	Code	Title	Directorate	Q 1	Q 2	Q3 Status and Performance	Comparison over 12 months	Management Notes
PERFORMANCE METRICS Page 483	BPOM323	Increase % of people who see friends and family as much as they want to (QoL)	A&C - Communities & Public Health			Worse than target Annual Actual 77.6% Annual Target 78%	↑	(2022 - 2023) This is difficult to interpret but this could indicate the necessity for contact during COVID has reduced but the pandemic has also had a lasting impact on some people who are finding it hard to leave their homes or resume pre pandemic levels of interaction. Family and social networks have perhaps reduced as people resume work and struggling with the cost of living. The crisis in the care/health sector is well documented - this is also likely to be a contributory factor
	BPOM353	Satisfaction with the local bus service	G&R - Economy of Place			Data not due Annual Target 52%		(2022 - 2023) Satisfaction with bus services is likely to be negatively impacted this year by a chronic driver shortage. This has resulted in a reduction in the number of services in the city and poor performance for services that are operating. A significant driver recruitment exercise is underway supported by WECA in terms of promotion and skills development.
	BPOM434a	Reduce the proportion of deaths attributed to particulate air pollution	G&R - Economy of Place			Data not due Annual Target 5%		(2022 - 2023) The Slow the Smoke project has raised awareness of local emissions of PM2.5 from solid fuel burning in Ashley and also given us good information on attitudes and behaviours to air quality from domestic combustion. We are now working on an air quality strategy which will complement the CAZ by addressing pollution from non-road sources. We have submitted a bid for funding in 2023 for a programme of diesel generator replacement for events which will help reduce local exposure to harmful PM2.5. The council only has influence over a small proportion of the ambient levels of this pollutant. We anticipate that due to the cost of living crisis there may be a small increase in concentrations over the next two winters as people increase solid fuel burning to keep warm.
	BPOM470	Reduce the percentage of people saying that traffic congestion is a problem in their area (QoL)	G&R - Economy of Place			Worse than target Annual Actual 74.4% Annual Target 73%	↓	(2022 - 2023) There have been number of high profile road closures and roadworks due to maintenance and statutory undertaker works. These have caused significant congestion across the city particularly in the central area. Further to this traffic levels have now returned to pre-pandemic levels meaning the perception of congestion will be that it has worsened in the last year.
	BPOM476	Increase the number of people travelling actively to work by walking and cycling (QoL)	G&R - Economy of Place			Significantly Worse than target Annual Actual 32% Annual Target 39%	↓	(2022 - 2023) There are a number of potential factors for the decline in active travel figures. The pandemic has encouraged more working from home which is contributing to reduced number of active travel to work. While numbers remained relatively stable in 2021 this may in part have been down to reduced traffic encouraging more people to walk/cycle. With traffic levels now back to normal this trend may have reversed somewhat. In addition the e-scooter trial has been very successful in Bristol. For e-scooters 40-50% of trips are believed to be people transferring from active travel to e-scooters. The scheme has been extended and this will be impacting on active travel numbers
	BPOM480	Increase the % of monitoring sites that meet the annual air quality target for nitrogen dioxide	G&R - Economy of Place			Data not due Annual Target 98%		(2022 - 2023) Data for calendar year 2022 to be reported at year end.

TC Priority 1: Connectivity

Improve physical and geographical connectivity to help include more people socially, educationally and economically. Drive progress on delivery of mass transit, tackle congestion and expand active travel infrastructure. Work in close partnership with the West of England Combined Authority to ensure progress on accessible public transport infrastructure, including additional Park and Ride facilities and pressing for mainline electrification.

TC1	Code	Title	Directorate	Q 1	Q 2	Q3 Status and Performance	Comparison over 12 months	Management Notes
ACTIONS	P-TC1.1	Progress our ambitions to develop a mass transit system by working with regional authorities to deliver a consultation on mass transit.	G&R - Economy of Place			Behind Schedule		Still awaiting final Strategic Outline Business Case (SOBC) outputs, engagement already carried out considered to be sufficient for SOBC
	P-TC1.2	Improve connectivity across the city through a variety of projects which strengthen transport links. This will include Bristol's involvement in the government's City Region Sustainable Transport Settlement. These projects will address transport needs across the city in relation to strategic corridors and active travel.	G&R - Economy of Place			Behind Schedule		No significant changes to previous update. Change request submitted for A37/A4018. Some minor progress made on A4 Bristol to Bath
	P-TC1.3	Maximise regional and national funding streams including the City Region Sustainable Transport Settlement to deliver significant transport and connectivity improvements. Priority projects for this year include improvements to the number 2 bus route and city centre	G&R - Economy of Place			Behind Schedule		Change request submitted to WECA committee for March 2023 , scheme still behind programme, change request will reduce delays on some elements

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TC2 Priority 2: Improved bus services
 Enable inclusion through better bus services. Work with partners to double frequency, improve safety and reliability, move to a zero-emission bus fleet, and increase the number of routes so more places are served.

TC2	Code	Title	Directorate	Q 1	Q 2	Q3 Status and Performance	Comparison over 12 months	Management Notes
ACTIONS	P-TC2.1	Establish the new Portway Park and Ride, with an improved bus service, increased car park capacity, and a new railway station.	G&R - Economy of Place			Well behind Schedule		Rail station likely to open March 2023, P&R expansion same time
	P-TC2.2	Create an enhanced partnership with bus operators as part of the Bus Service Improvement Plan working with the West of England Combined Authority and neighbouring local authorities	G&R - Economy of Place			On Track		Decision regarding supported services and some other BSIP elements approved at WECA committee, 18th January.

PERFORMANCE METRICS	BPPM474	Increase the number of journeys on Park & Ride into Bristol	G&R - Economy of Place			Worse than target Quarter 3 Actual 739,831 Annual Target 1,088,762	↑	(Quarter 1 - 3) Park & Ride usage is struggling to recover more than other bus services. This is in part due to continued reduced frequencies on P&R services proving an obstacle to growth. Historically P&R has been heavily commuter focused and this demand has been reduced due to increased home working.
	BPPM475	Increase the number of passenger journeys on buses	G&R - Economy of Place			Worse than target Quarter 3 Actual 24,067,203 Annual Target 32,835,216	↑	(Quarter 1 - 3) Overall bus usage is growing but slowly. Growth has been inhibited by reduced service levels due to driver shortages and withdrawals. Usage by concessionary pass holders is disproportionately reduced compared to pre Covid levels.

TC Priority 3: Safe and active travel

Enable inclusion through better bus services. Work with partners to double frequency, improve safety and reliability, move to a zero-emission bus fleet, and increase the number of routes so more places are served.

TC3	Code	Title	Directorate	Q 1	Q 2	Q3 Status and Performance	Comparison over 12 months	Management Notes
ACTIONS	P-TC3.1	Establish a regional cycling centre to replace the existing Bristol Family Cycling Centre currently at Hengrove Park. The new facility will combine a range of cycling services, including teaching people to cycle, rehabilitation and inclusive cycling for people with disabilities and an extensive sports cycling facility.	G&R - Economy of Place			Behind Schedule		Levelling Up Fund bid failed, no other funding source currently secured. Site has 2-3 years of further use at current site
	P-TC3.2	Improve air quality and promote the use of low carbon transport by only issuing licences for replacement hackney carriage and private hire vehicles that comply with the Euro 6 emissions standard or, if new hackney carriage licences, vehicles that have ultra-low emissions.	G&R - Management of Place			Behind Schedule		Suitable second hand Wheelchair Accessible Vehciles (WAV's) remain in short supply. To increase supply a temporary policy amendment has been agreed via Public Safety & Protection Committee to increase the age of vehicles that may be licensed for the first time from 3 years of age to allow any CAZ WAV to be licensed, typically 2016 onwards. The trade have reacted positively to this news which will lead to to an increase in CAZ compliant vehicles.
	P-TC3.3	Introduce the Clean Air Zone for Bristol to improve air quality.	G&R - Economy of Place			Completed		The Clean Air Zone went live on 28th November 2022 as planned. Whilst the end-to-end technology is working and data is flowing through the process to enable us to enforce the zone, there are a number of issue and defects with some of the cameras and parts of the back office systems. We are working with the camera supplier to resolve these and workarounds in place to manage most of the defects. There is currently a backlog of 150,000 evidence packs caused by one of the system failures. We are looking to reduce this with additional temp staff (that has been approved) until the the issue is fixed. A project handover/closure report will be handed over to Business As Usual by the end of this Financial Year.

PERFORMANCE METRICS	BPPM120	Road Safety: reduce the number of people killed or seriously injured in road traffic incidents.	G&R - Economy of Place			No Target Quarter 3 Actual 42 Annual Target 95	↑	(Quarter 1 - 3) In the first half of 2022 Avon & Soms Police moved over to a new collision database/IT system for handling collision reports. This change has affected the receiving of collision data at BCC in a timely manner. The KSI casualty figure for Q3 is lower than expected for the period and is likely to change when all of the collision data for the period is eventually received later in the year. In order to bring the reporting and target in line with the One City Plan (50% reduction in those killed or seriously injured due to incidents on Bristol's roads using 2018 as the baseline year) the baseline year of the target has been changed to 2018 from 2020 previously. This means that the 2022-23 target is now 95 and not 85 as previously published.
	BPPM477	Increase the number of public electric vehicle charging points	G&R - Property Assets & Infrastructure			Significantly Worse than target Quarter 3 Actual 0 Annual Target 50		(Quarter 1 - 3) BCC have supported the design procurement and commissioning of 2 x 22kW Fast units and 5 x 50kW Rapid units in BANES and SGC for the public Revive network. The BCC target of 20 has not been delivered due to the change in approach taken in discussion with the administration and a desire to approach the rollout strategically with City Leap following stand up of the partnership.

TC Priority 4: Physical Infrastructure

Plan, prioritise and begin a refreshed and long-term (25-year+) programme of maintenance, repair, and renewal of the city's infrastructure, such as roads and bridges. This will help make sure that the city is safer, more climate- resilient, nature-friendly, and able to grow its economy in an inclusive and sustainable way.

TC4	Code	Title	Directorate	Q 1	Q 2	Q3 Status and Performance	Comparison over 12 months	Management Notes
ACTIONS Page 486	P-TC4.1	Reduce the risk of flooding and damage to Bristol Floating Harbour by upgrading of Underfall Yard Sluices and the surrounding infrastructure.	G&R - Management of Place			Behind Schedule		There have been further dialogue with the Environment Agency and they have softened their position on the councils funding application as of December 2022. They have now requested that we update the business case and provide "a stronger narrative" around the case for investment and a fuller appraisal of alternative options. The Council's Flood Team have reviewed and updated this in line with the guidance received from the EA and submitted the revised business case in the first week on January 2023. We have made contact with the EA following the submission of the revised business case seeking a decision timeline, but have not received a response to this,. The council's flood team will be following this up in the coming days. If we are not able to secure an update from the EA, we will need to escalate this matter to the Director of Economy of Place so that they can secure an update from the EA.
	P-TC4.3	Invest in public lights by replacing existing street lights with LED lighting (light-emitting diodes) and a Central Management System (CMS). This will save around £1m a year when the project is completed and will reduce our carbon footprint.	G&R - Management of Place			Behind Schedule		The project is progressing well but is slightly behind on the CMS procurement element. This is holding up fully scale deployment but the lanterns and works orders have been sent. Due to other interventions we will still meet the target for reduction in energy as per the business case and expect to catch up the slight delay within 6 months. Aim is now to be fully project operational in February.
PERFORMANCE METRICS	BPPM118	Percentage of Principal roads where maintenance should be considered	G&R - Management of Place			Data not due Annual Target 10%		
	BPPM170	Satisfaction with the condition of road surfaces	G&R - Management of Place			Data not due Annual Target 35%		

Thematic Performance Clinic Report

Effective Development Organisation - Qtr 3 (01 Oct '22 – 31 Dec '22)

Report of the Lead Director: Tim Borrett [*Director – Policy, Strategy & Digital*]

Date: 13 Feb 2023

Actions	Priority Metrics	Outcome Metrics	Overall Progress
Performance			Behind schedule
62% on schedule or better (8/13)	45% on target or better (5/11)	0% on target or better (0/3)	
Direction of Travel			
2 improved since Q2 9 are the same as Q2 2 are worse than Q2	50% improved on 12 months ago (3/6)	0% improved on 12 months ago (0/2)	

Overall progress is given as behind schedule due to the majority of metrics being both below target and performing less well than the same period last year. We also have over a third (38%) of our Actions reported as behind schedule. The Thematic performance clinic met to review progress against the relevant actions and metrics listed in the 2022/23 Business Plan. In addition to detailed notes, the key findings with summary from lead Director, are:

1. Theme Actions / Metrics performing well:
<ul style="list-style-type: none"> • BPPM512/513: <i>Reduce the gender pay gap/Reduce the race pay gap</i> – both metrics are now performing significantly ahead of target. It is worth noting that only six years ago the gap in relation to race pay was over 15%, so while we are not yet at destination, we have seen significant progress in that time. However, it should also be noted that one of the drivers of recent statistical improvement was the transfer of a cohort of lower paid staff with higher levels of representation from racially minoritised groups to an external provider. Also, the gender pay gap is now at its lowest ever level. • BPPM515: <i>Reduce the % of complaints escalated from Stage 1 to Stage 2.</i> This metric is showing as significantly better than target. Bristol City Council continues to do well in terms of improving Stage 1 complaint quality and timeliness, leading to only a small portion being escalated to Stage 2. • P-EDO2.1, The Common Activities Programme (CAP) closed as planned during December 2022. The programme successfully moved over 130 FTE into central functions, with another 25 expected shortly. There will also be an over delivery of savings via the Programme, to be realised during 2023/24. The Performance Board will remain live and resolve any outstanding issues as we move into next year.
2. Theme Actions / Metrics that are of concern:
<ul style="list-style-type: none"> • BPPM516: <i>Increase the percentage of Corporate FOI requests responded to within 20 working days</i> – this continues to be of concern and is showing as significantly below target. After a period of improving performance, outturn has begun to head in the wrong direction. Reduced resources and increased demand on officer time has led to this drop, however this has been particularly evident in the People directorate. • BPPM522: <i>Reduce the average number of working days lost to sickness (BCC).</i> This is showing as significantly worse than target. Performance here has gotten worse for seven quarters in a row and is now at its highest level for 15 years. Cold and Flu were given the primary reasons for the increase in sickness absence, however both Covid and Stress remain high but stable. The Stress element for not being at work is down to non-work related stress for the most part. • P-EDO5.2 Taking a new, more technology-driven approach to corporate performance management. This includes improving our corporate performance framework more generally, with specifics around automated data, analytic tools and dashboards. Issues here were the focus of the Q3 Clinic

(details below).

3. Performance Clinic Focus points (Agenda):

To look at potential improvements in respect to developing and implementing our new corporate Performance Framework. This to be achieved with input from the Chief Executive.

4. Performance Clinic Recommendations / Actions:

As noted, the Clinic this quarter focussed on the corporate Performance Framework and discussed how to continue improving performance management against a backdrop of challenging finances and limited staff capacity. The clinic included the Chief Executive and the Head of the Executive Office, along with the Head of Insight, Performance and Intelligence. Key points arising were:

- Alongside our existing reporting against the Business Plan we should also look to develop a more management-oriented performance management and reporting process which contains a mix of both strategic and operational data. This would be primarily used as a management tool and would operate separately from the higher-level, outcome-focused performance reporting presented to governance and scrutiny forums.
- This will be facilitated by better use of technology, specifically in respect to a data lake and Power BI, ultimately enabling a self-serve management portal where officers can view performance in the round and interact with the data. This would necessarily incorporate data from various central services, including Finance, HR, Risk etc. to sit alongside divisional KPIs and Business Plan measures.
- To establish a short-term working group to consider both the specifics of future reporting and to enable more focus on performance, including how to accommodate a suitable management forum for this as part of a wider review of governance already underway.

5. Items for next Thematic Performance Clinic:

- How can the BCC corporate hub better engage with colleagues working out in the Directorates? In order to smooth processes and increase both understanding and compliance with policies/protocols to make working towards common goals more effective and efficient. To achieve this we may want to engage with external learning - specifically around systems thinking. It may be that this element necessarily needs more thought and may not be realised until a later date. To keep in mind for future Clinics.
- To look more deeply at how we could streamline the amount of bureaucracy more generally across the organisation in a safe and secure way.

All of the above issues are subject to change when the Director sets the agenda for Q4 during April 2023.

6. Lead Director Comments:

- The results for this Theme reflect known organisation-wide pressures stemming from increasing demand and reducing (or limited) resources available to meet those demands. Whilst this may produce some disappointing results, for example in FOI performance, this should be offset against the risk-based approach services will be taking in allocating their resources and what other services and metrics are sustained or improved as a result.
- More concerning are trends of increasing staff sickness, although the winter cold and flu spike is in keeping with widely reported national trends. HR colleagues maintain a close watching brief on stress-related absence and will continue to report and discuss trends with managers across the council at regular Executive Director Meetings and Divisional Management Team meetings.

Tim Borrett; Director – Policy, Strategy & Digital (Director lead for Effective Development Organisation)

Date of Thematic Performance Clinic

13 Feb 2022

2022-2023 Effective Development Organisation Actions & Performance Metrics

Theme 7: EFFECTIVE DEVELOPMENT ORGANISATION

From city government to city governance: creating a focused council that empowers individuals, communities and partners to flourish and lead.

EDO	Code	Title	Directorate	Q 1	Q 2	Q3 Status and Performance	Comparison over 12 months	Management Notes
PERFORMANCE METRICS	BPOM520	Increase the % of colleagues who would recommend the council as a good place to work	Resources - Workforce & Change			Worse than target Annual Actual 70% Annual Target 72%		(2022 - 2023) We are broadly happy with performance against this metric this year especially when compared to our pre-pandemic outturn of 62% in 2019/20. Whilst we are showing as below target we also compare pretty favourably with the previous survey in 2020/21(71%). Targets were set to be especially stretching however being at or above 70% in consecutive surveys is pleasing. Our next staff survey is planned for April 2023.
	BPOM530	Increase the satisfaction of citizens with our services (QoL)	Resources - Policy Strategy & Digital			Worse than target Annual Actual 38.7% Annual Target 40%	↓	(2022 - 2023) The Quality of life survey formally reports once a year. Whilst the Council strives to provide a wide range of services that the citizens of the city value many factors beyond the scope of the local authority can influence how people think about and respond to these questions. Given the range of extraneous factors involved it is a challenge to influence responses however we do continually engage with citizens to understand their experiences of Council services and how things could be improved and a number of services run surveys and consultation events that they use to inform service delivery'
	BPOM531	Increase the % of people who think that the Council provides Value for Money (QoL)	Resources - Policy Strategy & Digital			Worse than target Annual Actual 25.5% Annual Target 26%	↓	(2022 - 2023) The Quality of life survey formally reports once a year. Whilst the Council strives to provide a wide range of services that the citizens of the city value many factors beyond the scope of the local authority can influence how people think about and respond to these questions. Given the range of extraneous factors involved it is a challenge to influence responses however we do continually engage with citizens to understand their experiences of Council services and how things could be improved and a number of services run surveys and consultation events that they use to inform service delivery.

EDO Priority 1: One City

Use a One City Approach to take a collective, partnership-focused approach to city leadership. Enable strong civic participation and the joining-up of activities by partners towards our common goals.

Work to convene, build and exert regional, national, and international influence to advocate for the city and attract appropriate investment.

EDO1	Code	Title	Directorate	Q 1	Q 2	Q3 Status and Performance	Comparison over 12 months	Management Notes
	P-EDO1.1	Work with the universities in Bristol and the Further Education sector to create a written Civic University Agreement. This would set out how we work together and enable our major Higher and Further Education institutions to contribute to the civic life of the city.	Resources - Policy Strategy & Digital			On Track		A full draft of the Civic University Agreement has been written and is being reviewed within BCC during January/February, ahead of finalising a recommended version and confirming the decision pathway for the agreement.

ACTIONS	P-EDO1.2	Work with relevant partners across the Council and city to help embed the 'health in all policies' approach to tackling the wider factors which determine good health and maximise positive health outcomes.	A&C - Communities & Public Health		On Track	<p>Actions to progress health in all policies includes:</p> <ul style="list-style-type: none"> - The 'Buying sustainably' e-module was launched as part of the Healthy and Sustainable procurement policy - Work continues to embed the Bristol Eating Better Award in processes across the Council, including festivals, targeted promotion for health and social care settings and events - Review of parks and green spaces strategy which includes a health theme - Review of Local Plan policies included in consultation <p>We have also scoped work to develop health in all policies tools and resources to support the implementation of health in all policies which will be developed in the next quarter.</p>
	P-EDO1.3	To keep Bristol safe and manage Covid 19 infection through the implementation of Bristol Living Safely with Covid Framework	A&C - Communities & Public Health		On Track	We have continued to utilise data and intelligence to review risk on a weekly basis. This has enabled targeted comms to be developed and shared across system partners and the public on prevention and safe management, protecting those most vulnerable to severe illness. We have worked with Health partners to provide targeted access to vaccinations recognising the evidence of this being the greatest way to protect and the inequalities that exist in uptake.

EDO Priority 2: One Council

Make it easier to get things done as 'One Council' by adopting more consistent standardised and well-communicated procedures and processes, with corporate support services that are the right size for the needs of the organisation.

EDO2	Code	Title	Directorate	Q 1	Q 2	Q3 Status and Performance	Comparison over 12 months	Management Notes
ACTIONS	P-EDO2.1	The council will identify where colleagues do similar work in different departments, bringing some professional functions more closely together. This will help make sure we are efficient, joined-up and best able to direct our limited resources at our highest priorities.	Resources - Workforce & Change			Completed		The Common Activities Programme closed as planned on the 16/12/22. As at January '23 a total of 133.3 FTE have been moved into a central function, with a further 25.5FTE due to be delivered by CA Leads post programme closure. The Performance Board is live, providing an ongoing governance for management of any operational issues arising associated with the implementation of the new operating models. There will ultimately be an over-delivery of total committed savings, realised in 23/24 and work is progressing to formally mark these savings as 'safe' in the Budget Monitor. However, due to limited full year effect for a number of services there is a temporary in year shortfall for 22/23 which is being tracked and managed through the Delivery Executive. The changing financial context and increased savings delivery from central functions does mean for a minority of CA areas there will be delays to delivery of the full original blueprints as originally described. Positive feedback has been received from transferred colleagues and new structures are bedding in. The programme has reported delivery of all objectives as originally stated.
	P-EDO2.2	Improve Council digital services to drive down costs and increase efficiency, by delivering a Digital Transformation Programme	Resources - Policy Strategy & Digital			Behind Schedule		The Programme is very slightly behind schedule (circa 2-3 months), with some minor delays in some project timelines approved via Digital Transformation Board. These predominantly relate to getting the sequencing of projects right; for example appointing a Digital Strategic Partner before we then use their services to finalise scoping and delivery of other projects in the programme. Most timelines should be recoverable within tolerance levels for contingency. Several major milestones have been achieved, including launching a tender for future networking provision; selecting a preferred supplier to be the council's Digital Strategic Partner; and entering commercial negotiations with suppliers within the Third Party Spend project. One project has not proceeded through its gateway after Outline Business Case and will be ceased. This is the 'eDiscovery for SARS', which was halted due to the incompatibility of the solution with key social care systems, which would have required a costly and time-consuming work-around process in perpetuity that would have negated the savings. However, eDiscovery will be implemented within Microsoft systems, delivering partial benefit from the project.
PERFORMANCE METRICS	BPPM523	Maintain appropriate staff turnover	Resources - Workforce & Change			On target Quarter 3 Actual 15.1% Annual Target 12.5%	↑	(Quarter 1 - 3) The annual rate of turnover is trending upwards. The main contributors to this upward trend are Adult Social Care (19.1%) Children's Services (also 19.1%) and Economy of Place (25.3%).
	BPPM535	Improve the percentage channel shift achieved for Citizens Services overall	Resources - Policy Strategy & Digital			Better than target Quarter 3 Actual 34.5% Annual Target 32.5%	↑	(Quarter 3) The number of citizens that are accessing services online continues to be high. Transactional services such as Waste are most popular for self-service.
	BPPM536	Increase % of all Equality Action Plan actions reporting expected progress (or better)	Resources - Policy Strategy & Digital			Data not due Annual Target 86%	↓	(April - September) A high number of equality actions with less progress than expected have been delayed due to in-year budget savings and staffing pressures including the recent recruitment freeze. Some actions linked to planned activities have been postponed or changed to address the cost of the living crisis.

EDO Priority 3: Employer of Choice

Live our organisational values and show leadership on equality, diversity and inclusion across the council and city, becoming a recognised employer of choice. Make sure we have an inclusive, high-performing, and motivated workforce that is representative of the city we serve. Support people to learn, develop in their careers and maximise their wellbeing.

EDO3	Code	Title	Directorate	Q 1	Q 2	Q3 Status and Performance	Comparison over 12 months	Management Notes
ACTIONS	P-EDO3.1	Review and refresh the Workforce Strategy to reflect the needs of the new Bristol City Council Corporate Strategy, this will help us proactively meet the future challenges and requirements of the organisation by ensuring we have the right skills in the right places when we need them	Resources - Workforce & Change			On Track		Work to refresh the strategy is well underway, with a review of all actions against the last plan complete. The priorities for the new strategy have been shaped by input from HR committee, and engagement with staff led groups and trade unions is due to get underway shortly. The launch date has been put back to 23/24 to take account of any new or changing priorities following the budget setting process for next year.
	P-EDO3.2	Engage with central government to create a healthier working environment for social workers to operate in. We will implement a new recruitment and retention approach across Childrens services and education to address workforce challenges and reduce our use of agency staff.	C&E - Children, Families Community Safety			Behind Schedule		In Q3 Children's Services rolled out the new assessed and supported year in employment (ASYE) offer for newly qualified Children's social workers in Bristol. This provides more consistency in protecting newly qualified social workers' caseloads and ensuring they have a high quality training offer. Other developments such as implementing International Social Work recruitment and improving the retention offer for social workers is waiting for budget decisions in Q4.
	BPPM512	Reduce the gender pay gap	Resources - Workforce & Change			Significantly better than target Quarter 3 Actual 3.32% Annual Target 3.8%		(Quarter 3) The mean pay gap for gender is at its lowest level since the current methodology of calculation was adopted on 31 March 2020. Our ability to further improve our performance may be limited by the impact of the Council's financial situation on our workforce. That said all major workforce changes are subject to equalities assessments which aim to eliminate/mitigate negative impacts.

PERFORMANCE METRICS	BPPM513	Reduce the race pay gap	Resources - Workforce & Change		Significantly better than target Quarter 3 Actual 6.5% Annual Target 7.5%		(Quarter 3) Our ability to further improve our performance may be limited by the impact of the Council's financial situation on our workforce. That said all major workforce changes are subject to equalities assessments which aim to eliminate/mitigate negative impacts.
	BPPM522	Reduce the average number of working days lost to sickness (BCC)	Resources - Workforce & Change		Significantly Worse than target Quarter 3 Actual 10.60 days Annual Target 9.00 days	↓	(Quarter 3) Cold and Flu is the primary reason for the increase in sickness absence compared to last quarter. Covid and Stress remain high but stable. The 'stress' element for not being at work is by a sizeable majority due to non-work related stress.
	BPPM528	Increase the percentage of employment offers made to people living in the 10% most deprived areas	Resources - Workforce & Change		Significantly Worse than target Quarter 3 Actual 3.7% Annual Target 6.5%	↑	(Quarter 3) Our ability to further improve our performance may be limited by the impact of the Council's financial situation on our workforce in terms of the recruitment freeze. That said all major workforce changes are subject to equalities assessments which aim to eliminate/mitigate negative impacts. It should be noted that as of next year this measure will look at the entirety of the workforce and not just new starters.
	BPPM529	Increase the % of young people (16-29) in the Council's workforce	Resources - Workforce & Change		Significantly Worse than target Quarter 3 Actual 11.9% Annual Target 14%		(Quarter 3) Our ability to further improve our performance may be limited by the impact of the Council's financial situation on our workforce. That said all major workforce changes are subject to equalities assessments which aim to eliminate/mitigate negative impacts.

EDO Priority 4: Data Driven

Improve our ethical and inclusive use of research, data, insights and information to become more data-driven and evidence-led when making decisions.

EDO4	Code	Title	Directorate	Q 1	Q 2	Q3 Status and Performance	Comparison over 12 months	Management Notes
ACTIONS	P-EDO4.1	Give service areas access to better insights and data tools to support evidence-led decision making through the Data and Insights Programme; focus for this year is Children's Social Care, Housing and Education.	Resources - Policy Strategy & Digital			On Track		Significant progress has been made with the restructure and rationalisation of the central data and insight team, albeit with a reduced capacity that will impact on the ability to service specific requirements. Insight delivery has continued across Q2 and Q3 although some technical challenges have been encountered with accessing and extracting data from source systems. This has caused a slight delay in continuing with the CSC development packages in particular. The education work plan has very helpfully been reprioritised by the service to enable more focus on key priorities and some work packages are now being rolled out. Significant demand is on the horizon from ASC and we will need to work with the service areas to gather specific requirements.
	P-EDO4.2	Develop the Think Family database to share improved information with partners, such as the Police, about risks and vulnerability of children and families in the city. This will enable us to identify and respond at the earliest possible point.	Resources - Policy Strategy & Digital			Behind Schedule		The position in Q3 largely mirrors that of Q2. We are currently waiting for a technical resolution to some long standing issues affecting how we access and extract data from source systems. This has led to a pause in the Think Family database development to ensure we are working with stable and accurate data. The project is on schedule to recommence later in Q3 but will almost inevitably stretch into the next financial year.

EDO Priority 5: Good Governance

Make sure that we are financially competent and resilient, offering good value for money. Take safe but proportionate approaches to risk, performance, project, and contract management. Enable effective democratic decision-making and scrutiny.

EDOS	Code	Title	Directorate	Q 1	Q 2	Q3 Status and Performance	Comparison over 12 months	Management Notes
ACTIONS	P-ED05.1	Hold a referendum in May 2022 to determine how Bristol City Council is run.	Resources - Legal and Democratic Services			Completed		The election was successfully delivered as planned.
	P-ED05.2	Take a new approach to corporate performance management, including a new corporate scorecard and city dashboard to monitor different performance measures. This will give managers, political leaders, Scrutiny members and the public a more joined-up overview of performance, both of the council and the wider city.	Resources - Policy Strategy & Digital			Behind Schedule		The new performance approach continues to embed well with positive feedback from all users, including the lead Cabinet Member and CLB. We are at the time of year when we are planning ahead to the next year and are in the midst of reviewing progress to date and seeking feedback around improvements or amendments. The new dashboard pilot project is pencilled in for Q4 but it is highly likely this will be delayed into Q1 of the coming year.
PERFORMANCE METRICS	BPPM502a	Increase the percentage of invoices paid on time (date received)	Resources - Legal and Democratic Services			Worse than target Quarter 3 Actual 87.44% Annual Target 90%		(April - January) Performance has decreased since last month and is below target by 2.56%. The Supplier Incentive Scheme is now live and a small but increasing number of suppliers have been onboarded which will help with meeting this KPI on a consistent basis. The introduction of e-invoicing will also have a positive impact on performance. Agreement has been given to implement this scheme and is expected to be operational by the beginning of March.
	BPPM507	Percentage of agreed management actions implemented within agreed timelines	Resources - Finance			Significantly Worse than target Quarter 3 Actual 73% Annual Target 93%	↓	(Quarter 3) Following consistently good performance over the last 18 months performance has declined in the last quarter. Implementation of agreed improvement actions is management responsibility and Internal Audit supports this by providing a tool for tracking monitoring and reporting progress to EDMs CLB and Audit Committee. During Q3 managers have prioritised addressing the significant budget challenges the Council faces hence the below target performance. Internal Audit will continue to work closely with senior management through EDMs to ensure sufficient priority is given to this in Q4 and support managers in becoming self sufficient in tracking and implementing agreed improvement actions.
	BPPM515	Reduce the % of complaints escalated from Stage 1 to Stage 2	Resources - Legal and Democratic Services			Significantly better than target Quarter 3 Actual 6.2% Annual Target 8%		(Quarter 3) The council continues to do well in terms of improving Stage One complaint quality and timeliness leading to only a small portion being escalated to Stage 2.
	BPPM516	Increase the percentage of Corporate FOI requests responded to within 20 working days	Resources - Legal and Democratic Services			Significantly Worse than target Quarter 3 Actual 62% Annual Target 75%	↓	(Quarter 3) This continues to be a challenge for the Council to meet. Reduced resources and increased demand on officer time has led to a drop in performance. This has been particularly evident in the People directorate.

EDO Priority 6: Estate Review

Review our operational estate to ensure we have the right amount and right quality of workspaces. Make sure they are carbon neutral by 2025, as well as climate resilient. Explore the potential for a greater presence in neighbourhoods alongside partners.

EDO6	Code	Title	Directorate	Q 1	Q 2	Q3 Status and Performance	Comparison over 12 months	Management Notes
ACTIONS	P-EDO6.1	Review all council-owned buildings, grounds maintenance services and land management to reduce our carbon footprint, and also take into consideration new ways of working following Covid and the quality of office space.	G&R - Property, Assets & Infrastructure			On Track		Work is progressing and ongoing in this area. There has been a review of the approach with rationalisation with the approach now being an annual plan. We have had two cabinet reports for batches of disposals and now working on the third paper which will be a year plan to take us up to May 24
	P-EDO6.2	Commercialise our assets where it is profitable and viable to maximise value for money and generate extra funds which can be used to pay for other services. For this year, an example is installing a bar on the roof of the MShed Museum and improving the event suite for outdoor functions.	G&R - Management of Place			Behind Schedule		M Shed bar: At CLB on 11th Jan and it was agreed that the council would not invest its own capital / funding into this development and agreed to the closure of the current project with the soft market testing transferring into the new Mandate coming to CLB in Feb in relation to the Cafe & Catering review. Early Years Learning Facility: A full business case for this is delayed because the company who put in a bid did not supply sufficient documentation. An alternative proposal is being prepared which would involve extending the current catering contract to use the temporary exhibition space as an extra conferencing area. This option would take little internal resource and would bring in guaranteed income (£100k profit in year one) with a minimal lead in time or need for additional procurement / infrastructure. This would also keep the space flexible in order to facilitate community events. An options appraisal for this will be presented shortly.
PERFORMANCE METRICS	BPPM420b	Reduce the council's direct carbon dioxide equivalent emissions from buildings (tonnes)	G&R - Property Assets & Infrastructure			Data not due Annual Target 5100 K Tonnes		
	BPPM420c	Reduce the council's direct carbon dioxide equivalent emissions from fleet vehicles (tonnes)	G&R - Property Assets & Infrastructure			Data not due Annual Target 1240 K Tonnes		

Theme 1: Children & Young People					
A city where every child belongs and every child gets the best start in life, whatever circumstances they were born in to.					
Corporate Strategy Theme	Code	Title	Reporting frequency	Definition	
CYP	BPOM211	Reduce % of children living in poverty (low income families)	Annual	This is defined by the rate of children living in poverty after having taken housing costs into account (this is a nationally published figure) Published at: www.gov.uk/government/statistics/children-in-low-income-families-local-area-statistics-2014-to-2020	
CYP	BPOM215	Reduce incidents of domestic abuse involving children	Annual	This KPI records the number of domestic abuse contacts as primary reason that progress to a locality team in either early help or social care	
CYP	BPOM217	Improve the % of 17 - 18 year old care leavers in Employment, Education or Training (statutory return - recorded around birthday)*	Quarterly (Cumulative & 3 months in arrears)	Performance is reported with a 3 month data lag owing to the way the statutory measure is recorded. The percentage of former care leavers aged 17 - 18 who were looked after under any legal status (excl V3 or V41) on 1 April in their 17th year, who were in education, employment or training. These figures also include those care leavers who we are not in contact with.	
CYP	BPOM220	Increase the number of new specialist schools places available	Annual	This is a direct count of the number of new specialist places delivered against the 450 pledge, over 2 years	
Page 495	CYP	BPOM230b	Key Stage 2: Increase % of disadvantaged pupils achieving the expected standard in Reading, Writing & Maths	Annual (Previous Academic year)	Scaled scores help test results to be reported consistently from one year to the next. National curriculum tests are designed to be as similar as possible year on year, but slight differences in difficulty will occur between years. Scaled scores maintain their meaning over time so that two pupils achieving the same scaled score in different years will have demonstrated the same attainment. This performance indicator measures the percentage of disadvantaged children in Bristol Schools who achieved the expected standard in all three subject combined and is reported for the previous academic year. Pupils are defined as disadvantaged if recorded as: <ul style="list-style-type: none"> • Eligible for Free Schools Meals (FSM) in the last six years • Looked After Children (LAC) continuously for one day or more • Post LAC: because of an adoption, a special guardianship order, a child arrangements order or a residence order.
	CYP	BPOM231d	Key Stage 4: Attainment 8 - Reduce the gap between Disadvantaged and Non-Disadvantaged pupils	Annual (Previous Academic year)	Attainment 8 was introduced in 2016 by the Department for Education (DfE) for pupils at the end of Key Stage 4 (age 16), to measure overall GCSE performance and encourage students to take at least 8 qualifications. A full DfE explanation of this measure is at: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/583857/Progress_8_school_performance_measure_Jan_17.pdf This KPI's focus is on the attainment of disadvantaged pupils. (definition of disadvantaged, two rows above). Except this measures the gap in attainment levels of Disadvantaged pupils and non-disadvantaged pupils and is reported for the previous academic year.
CYP	BPOM253	Reduce % of children with excess weight (10-11 year-olds)	Annual (1 year lag)	This performance data is measured by NHS Digital, National Child Measurement Programme and records 10-11 year olds Proportion of children aged 10-11 classified as overweight or obese. Children are classified as overweight (including obese) if their Body Mass index (BMI) is on or above the 85th centile of the British 1990 growth reference (UK90) according to age and sex.	
CYP	BPOM263	Improve the percentage of 16 /17 year olds (Academic Age) in Employment, Education or Training (Sep Gua)	Annual	This measures the percentage of 16 to 17 year olds who are not in education, employment or training (NEET). AND Destination Unknown. Whilst this records data quarter by quarter, unusually the DfE return (and therefore the Q4 figure) is the snapshot for the 3 month period 1st December - last day of February.	

CYP Priority 1: Child friendly city

Children and young people are supported by the city, their community, and the council to have the best possible start in life. They can reach their full potential and are kept safe from and supported to overcome violence, abuse and other adverse childhood experiences, whatever the circumstances of their birth.

Corporate Strategy Priority	Code	Title	Reporting frequency	Definition
CYP1	BPPM201	Percentage of audited children's social work records rated good or better	Quarterly (Cumulative & 3 months in arrears)	Following inspections, this KPI reports the percentage of children's social work records rated good or outstanding. The formula used is: $N = (x / y)100 = \%$ Where x = total number of audits rated good or outstanding by social care Where y = total number of audits completed by social care Q1 reports Jan – Mar / Q2 reports Jan – June / Q3 reports Jan – Sept / Q4 reports Jan - Dec
CYP1	BPPM213	Reduce incidents of serious violence involving children and young people *	Qtly	Number of incidents defined by the youth offending team that have a crime type of violence against the person. Due to the way that crime stats become available this will always be on 1 years delay e.g. 2022/23 outcomes will be for the year 2021/22
CYP1	BPPM203	Increase % of workforce trained to be trauma and adversity champions [or trained in trauma and adversity awareness]	Qtly	This KPI records the percentage of workforce trained to be trauma and adversity champions [or trained in trauma and adversity awareness], using the formula: $N = (x / y)100 = \%$ where the numerator x = Number of staff that have had the training delivered and denominator y = the baseline of approved staff including vacancies that are eligible for the training

CYP Priority 2: Supported to thrive

Children, young people, parents, and carers have access to and benefit from lifelong services – such as family hubs, parenting and community learning courses and youth zones – that support them to thrive.

Corporate Strategy Theme / Priority	Code	Title	Reporting frequency	Definition
CYP2	BPPM247	Increase % of Family Outcomes achieved through the Supporting Families programme	Qtly	This KPI records the positive impact of support for a number of specific outcomes, including; crime/ASB, Education, work & finance, domestic violence, Health and where a child needs help. The formula is for the combined outcomes: $N = (x/y) \times 100$ where the numerator x = number of successful outcomes achieved at case closure and denominator y = number of targeted outcomes for the child that could have been achieved

CYP Priority 3: Equity in education

Help improve educational outcomes, value diversity, and reduce educational inequality at all stages of education. Work with education providers to become an inclusive, zero-exclusion city, making sure high-quality specialist provision is effectively targeted. Ensure that the education system can meet the needs of COVID-19 recovery and provides children and young people with the academic, social, and emotional development they need.

Corporate Strategy Priority	Code	Title	Reporting frequency	Definition
CYP3	BPPM244a	Reduce the number of suspensions from Primary Schools	Qtly	This KPI counts the number of PRIMARY School suspensions (formally known as fixed term exclusions) and refers to separate incidents that take place over a specified period. They would not include internal exclusions, detentions or permanent exclusions. The time frame is based on the financial year and not the academic year, our first reporting cycle will start in April 22 for each quarter based on the number of suspensions split by primary and secondary settings. Therefore figures will be based on live data streams at a local level via X Vault into the Local Authority. Further guidance can be seen at: https://www.gov.uk/government/publications/school-exclusion
CYP3	BPPM244b	Reduce the number of suspensions from Secondary Schools	Qtly	This KPI counts the number of SECONDARY School suspensions (formally known as fixed term exclusions) and refers to separate incidents that take place over a specified period. They would not include internal exclusions, detentions or permanent exclusions. The time frame is based on the financial year and not the academic year, our first reporting cycle will start in April 22 for each quarter based on the number of suspensions split by primary and secondary settings. Therefore figures will be based on live data streams at a local level via X Vault into the Local Authority. Further guidance can be seen at: https://www.gov.uk/government/publications/school-exclusion
CYP3	BPPM246	Increase percentage of schools and settings rated 'Good' or better by Ofsted (all phases)	Quarterly (Snapshot)	This records the present percentage of schools, across all phases, where the Ofsted inspection rating is 'Good' or better. The DfE published this information at: https://www.gov.uk/government/statistical-data-sets/monthly-management-information-ofsteds-school-inspections-outcomes#history

Theme 2: Economy & Skills

Economic growth that builds inclusive and resilient communities, decarbonises the city, and offers equity of opportunity.

Corporate Strategy Theme	Code	Title	Reporting frequency	Definition
ES	BPOM041	Improve the overall employment rate of working age population	Quarterly (Snapshot)	This is the proportion of the working age population (16-64) who are in employment according to the International Labour Organisation (ILO) definition.
ES	BPOM105	Track out of work benefits claimant rate	Annual	Data published by the Department of Works and Pensions (DWP)
ES	BPOM222	Increase the take-up of free early educational entitlement by eligible 2 year olds	Annual (Previous Financial Year)	This measure reports on the percentage of take-up of free early educational entitlement by eligible 2 year olds. Performance is reported annually in July; owing to Department for Education (DFE) publication dates and it is for the previous financial year outturn i.e. the figure reported in 22/23 will be for the financial year 21/22.
ES	BPOM269	Increase the number of adults aged 19+ who progress from all employment support activities into employment or better employment	Qtly	Following support, this KPI records the number of adults who progress from all employment support activities into employment or better employment.
ES	BPOM438	Increase the % of people living in deprived areas who have access to the internet at home (QoL)	Annual	The Quality of Life (QoL) survey is carried out annually and asks Bristol residents about a wide range of topics such as health, lifestyles, community, local services and living in Bristol.
ES	BPOM505	Increase percentage of procurement spend with 'Small and Medium sized Enterprises' (SME's)	Annual	This PI measures the percentage of Bristol City Council's overall procurement expenditure committed to SME's. The aim is to support BCCs policy to ensure that SMEs have the opportunity to bid for and win council contracts. The formula is: $x = a / b * 100$, where: Where a = SME procurement spend Where b = Total procurement spend

ES Priority 2: Access to employment

Lead partners in developing skills and routes into employment that tackle structural inequality. Plan for how the economy will change in the future and support people to access good jobs whatever their formal level of qualification. This applies whether people are starting out, re-entering or migrating into the job market, or changing roles and needing new skills.

Corporate Strategy Priority	Code	Title	Reporting frequency	Definition
ES2	BPPM263a	Reduce the % of young people of academic age 16 to 17 years-old who are NEET & destination unknown	Quarterly (Snapshot)	This measures the percentage of 16 to 17 year olds who are not in education, employment or training (NEET). AND Destination Unknown. Whilst this records data quarter by quarter, unusually the DfE return (and therefore the Q4 figure) is the snapshot for the 3 month period 1st December - last day of February.
ES2	BPPM266	Increase % of adults with learning difficulties known to social care who are in paid employment	Quarterly (12 month rolling year)	The measure shows the proportion of adults with a learning disability who are "known to the council", who are recorded as being in paid employment. The information would have to be captured or confirmed within the reporting period 1 April to 31 March. The definition of individuals 'known to the council' is restricted to those adults of working age with a primary support reason of learning disability support who received long term support during the year. The measure is focused on 'paid' employment. Voluntary work is excluded from the measure. Paid employment is measured using the following two categories: <ul style="list-style-type: none"> • Working as a paid employee or self-employed (16 or more hours per week); and, • Working as a paid employee or self-employed (up to 16 hours per week).
ES2	BPPM268	Increase the number of adults in low pay work & receiving benefits accessing in-work support	Quarterly (Cumulative)	This is a cumulative count to show the growth of the Future Bright in work support programme and the new Get Well - Get On programme which focusses on supporting people in work who have mental health of muscle, joint or bone conditions.
ES2	BPPM270	Increase experience of work opportunities for priority groups	Quarterly (Cumulative)	This measures the number of people who gain experiences of work for identified priority groups - Young people at risk of and currently not engaging in education, employment and training, Children in care or Care leavers (CIC/CL), people with a Learning difficulty and/or disability, people with a disability, Black, Asian and other non-white minority back grounds (BAME), Returning to work, living in the 25% most deprived lower super output areas, over 55'.
ES2	BPPM265a	Increase the amount of Bristol City Council Apprenticeship Levy spent	Quarterly (Cumulative)	This measure the amount of budgeted levy money spent on apprenticeships by Bristol City Council as an organisation.

ES Priority 3: Good growth

Help create inclusive, sustainable, and resilient economic growth, positively influencing wider economic systems. Work towards making Bristol a real living wage city with access to decent jobs for all. Secure social value and community benefits from growth and development, while using our direct power as a funder and buyer to embed social value and tackle inequality. This includes co-developing the voluntary, community and social enterprise (VCSE) sector, cultural sector, and community capacity.

Corporate Strategy Priority	Code	Title	Reporting frequency	Definition
ES3	BPPM103	Increase the number of Black Asian and minority ethnic-led businesses supported	Biannual	The number of Black, Asian and minority ethnic-led businesses supported through work commissioned with Black South West Network.
ES3	BPPM141z	Increase the number of organisations which are Living Wage accredited in Bristol	Qtly	The number of employers that are Living Wage accredited.
ES3	BPPM506	Increase the level of social value generated (quantified notional value) from procurement and other Council expenditure	Annual	For each of the Bristol TOMs (Themes, Outcomes & Measures), the £ per-unit proxy financial value of the measure will be multiplied by the number of units of that measure that have been delivered. This will then be summed up over all measures into a single total proxy financial figure

ES Priority 4: Childcare

Help parents and carers to access and stay in employment and/or education by developing a city-wide approach to increasing the availability of quality affordable community and workplace-based childcare.

Corporate Strategy Priority	Code	Title	Reporting frequency	Definition
ES4	BPPM224	Increase the percentage of Childcare (non-domestic) settings rated good or better by Ofsted	Qtly (Snapshot)	This KPI records percentage of Childcare on non-domestic settings (PVIs & maintained) rated good or better by Ofsted, divided by all providers inspected. The data is published nationally at: https://www.gov.uk/government/statistical-data-sets/monthly-management-information-ofsteds-school-inspections-outcomes#history

ES Priority 5: Digital Inclusion

Work with partners to tackle digital poverty, helping make sure citizens and voluntary, community and social enterprise (VCSE) organisations have the equipment, internet access, skills, and knowledge they need to access online opportunities effectively and safely.

Corporate Strategy Priority	Code	Title	Reporting frequency	Definition
ES5	BPPM308	Increase number of people able to access care & support using Technology Enabled Care	Quarterly (Cumulative)	This measure records the number of people enabled to live more independently in their own home as the result of the installation of Technology Enabled Care, and is linked to BPB307 which records the number of homes which has received home adaptations are part of enabling independent living.

Theme 3: Environment & Sustainability

Decarbonise the city, support the recovery of nature and lead a just transition to a low carbon future.

Corporate Strategy Theme	Code	Title	Reporting frequency	Definition
ENV	BPOM335	Increase the City's tree canopy cover	Annual	Definition being worked up in Q2
ENV	BPPM336	Increase the percentage of citizens who have created space for nature (QoL)	Annual (Survey)	The Quality of Life (QoL) survey is carried out annually and asks Bristol residents about a wide range of topics such as health, lifestyles, community, local services and living in Bristol.
ENV	BPOM435z	Increase the % of Bristol's waterways that have water quality that supports healthy wildlife	Annual	Definition being worked up in Q2
ENV	BPOM433	Reduce the total CO2 emissions within Bristol (in k tonnes)	Annual (18 month lag)	This measures the annual amount of end user CO2 emissions across an agreed set of sectors (housing, roadtransport and business).
ENV	BPOM540	Reduce percentage of people who feel that street litter is a problem in their neighbourhood (QoL)	Annual (Survey)	The Quality of Life (QoL) survey is carried out annually and asks Bristol residents about a wide range of topics such as health, lifestyles, community, local services and living in Bristol.

ENV Priority 1: Carbon Neutral

Drive delivery of the One City Climate Strategy aim for the city to be carbon neutral for all emissions by 2030. Work to secure major external investment, including £1 billion through the City Leap programme. Bring everyone with us in our just transition to a low-carbon future.

Corporate Strategy Priority	Code	Title	Reporting frequency	Definition
ENV1	BPPM420a	Reduce the council's direct carbon dioxide equivalent emissions (in tonnes)	Qtly	The tonnes of CO2 equivalent emitted from operational sites under council control, highways electricals (streetlighting, traffic signals, traffic signs, bollards, etc. and fleet vehicles (road vehicles and specialist parks maintenance vehicles) under council control. The figures are calculated from consumption of fuel, heat or refrigerant gas multiplied by the relevant scope 1 and 2 UK Government emission factor(s). This includes electricity, gas, LPG, woodfuel, diesel, petrol, heating oil, heat and refrigerant gases. The factors change each year.

ENV Priority 2: Ecological recovery

Drive delivery of the One City Ecological Emergency Strategy and the council's own action plan. Increase space for nature, reduce the use of pesticides, make waterways cleaner and reduce everyone's use of products that undermine the health of wildlife and wider ecosystems. Double the city's tree canopy by 2045.

Corporate Strategy Priority	Code	Title	Reporting frequency	Definition
ENV2	BPOM336	Increase % of Council's land managed for the benefit of wildlife	Annual	Managed for wildlife' is defined as BCC land covered by active nature conservation management plans, or management brief and/or with a nature conservation grounds maintenance specification.
ENV2	BPPM436	Reduce Bristol City Council's use of pesticides	Qtly	The volume in litres of pesticides, including herbicides for destroying weeds and unwanted vegetation from the combination of use in parks and public open spaces, pavements and highways and the volume in litres used by Blaise Nursery and Public Rights of Way.

ENV Priority 3: A cleaner, low-waste city

Create a cleaner city and become a national leader in reducing waste. Help the city reduce its consumption of products and transform its relationship with waste, increasing recycling, repair, reuse and sharing of goods. Use waste to create energy.

Corporate Strategy Priority	Code	Title	Reporting frequency	Definition
ENV3	BPPM542	Reduce the residual untreated waste sent to landfill (per household)	Quarterly (Cumulative)	This indicator is the number of kilograms of residual household waste collected per household. The Numerator (X) for this indicator is total kilograms of household waste less any household waste arisings sent for reuse, sent for recycling, sent for composting, or sent for anaerobic digestion. The Denominator (Y) is the number of households as given by the dwelling stock figures from the Council Taxbase.
ENV3	BPPM541	Increase the percentage of household waste sent for reuse, recycling and composting	Quarterly (Snapshot)	This measures the percentage of household waste which is sent for reuse, recycling and composting.
ENV3	BPPM544	Reduce total household waste	Qtly	Average weight of waste from household collections divided by total population to give the average weight in Kg per person.
ENV3	BPPM545	Reduce the number of incidents of flytipping that are reported and removed	Qtly	Fly tipping is the number of instances of flytipping on the public highway reported through the BCC web form. A fly tip can be a bag of rubbish, fridge, sofa or larger van sized.

Theme 4: Health, Care & Wellbeing

Tackling health inequalities to help people stay healthier and happier throughout their lives.

Corporate Strategy Theme	Code	Title	Reporting frequency	Definition
HCW	BPOM258	Reduce the percentage of households which have experienced moderate or worse food insecurity (QoL)	Annual (Survey)	The Quality of Life (QoL) survey is carried out annually and asks Bristol residents about a wide range of topics such as health, lifestyles, community, local services and living in Bristol.
HCW	BPOM259	Reduce the percentage of households in the most deprived areas using a food bank or charity in the last year (QoL)	Annual (Survey)	The Quality of Life (QoL) survey is carried out annually and asks Bristol residents about a wide range of topics such as health, lifestyles, community, local services and living in Bristol.
HCW	BPOM260	Reduce the % of people in the 10% most deprived areas of Bristol who report below national average Mental Wellbeing (QoL)	Annual (Survey)	The Quality of Life (QoL) survey is carried out annually and asks Bristol residents about a wide range of topics such as health, lifestyles, community, local services and living in Bristol.
HCW	BPOM281a	Reduce the life expectancy gap between men living in the most and least deprived areas of Bristol	Annual	Data lag of approximately 2 years, e.g. 2015 figure published in February 21/22 reports 2018 -2020 years 22/23 reports 2019 -2021 years
HCW	BPOM281b	Reduce the life expectancy gap between women living in the most and least deprived areas of Bristol	Annual	Data lag of approximately 2 years, e.g. 2015 figure published in February 21/22 reports 2018 -2020 years 22/23 reports 2019 -2021 years
HCW	BPOM282a	Improve healthy life expectancy for men	Annual	Prevent a deterioration in healthy life expectancy for men; Healthy life expectancy for men in years (PUBLISHED MAY time) 21/22 reports 2017 - 19 years 22/23 reports 2018 - 20 years
HCW	BPOM282b	Improve healthy life expectancy for women	Annual	Prevent a deterioration in healthy life expectancy for men; Healthy life expectancy for women in years (PUBLISHED MAY time) 21/22 reports 2017 - 19 years 22/23 reports 2018 - 20 years
HCW	BPOM283	Reduce the Suicide Rate per 100,000 population	Annual	Number of Suicides (Persons) / 100,000 population
HCW	BPOM295	Increase the percentage of adult social care service users who feel that they have control over their daily life	Annual	This measure asks a question drawn from the Adult Social Care Survey is Question 3a: 'Which of the following statements best describes how much control you have over your daily life?', to which the following answers are possible: <ul style="list-style-type: none"> • I have as much control over my daily life as I want • I have adequate control over my daily life • I have some control over my daily life but not enough • I have no control over my daily life Worked example: The number of users who said 'I have as much control over my daily life as I want or "I have adequate control over my daily life"' was 156. In total the number of users who responded to the questions was 210. (Data weighted to reflect the stratified sampling technique that has been used when conducting the survey) The indicator value is $[(156/210)*100] = 74.3\%$

HCW Priority 1: Transforming care

Work with partners to implement an Integrated Care System, transforming adult social care and joining up health, care, education, skills and community activities. Support people to be as resilient and independent as possible, developing their assets to live fulfilling lives. When more support is needed, this will be person-centred, offering people choice and control. Co-create a system that takes a public health approach to achieve health and wellbeing equality for local people of all ages and backgrounds. Work together to attract and retain a suitable health and care workforce.

Corporate Strategy Priority	Code	Title	Reporting frequency	Definition
HCW1	BPPM290a	Reduce the percentage of contacts to Adult Social Care (aged 18-64) starting Tier 3 services	Monthly (Snapshot)	$\left[\frac{\text{New tier 3 clients aged 18 -64}}{\text{Adults aged 18 -64 with a contact in quarter}} \right] *100\%$ <p>(New tier 3 clients 18 - 64) = number of persons whose first "tier 3 service" as defined above was authorised on ContrOCC in the quarter, on a day before their 65th birthday (18 -64 with a contact in quarter) = distinct count of adults with a contact recorded on LAS where the contact date is in the quarter, up to the adult's 65th birthday. Example: (New tier 3 clients under 65) = 541 (Under 65s with a contact in quarter) = 5,677 $PI = (541/5,677) \times 100 = 9.53\%$</p>
HCW1	BPPM290b	Reduce the percentage of contacts to Adult Social Care (aged 65+) starting Tier 3 services	Monthly (Snapshot)	$\left[\frac{\text{New tier 3 clients 65+}}{\text{Adults 65+ with a contact in quarter}} \right] *100\%$ <p>(New tier 3 clients 65+) = number of persons whose first "tier 3 service" as defined above was authorised on ContrOCC in the quarter, on a day on or after their 65th birthday (Adults 65+ with a contact in quarter) = distinct count of adults with a contact recorded on LAS where the contact date is in the quarter, on or after the adult's 65th birthday. Example: (New tier 3 clients under 65) = 199 (Under 65s with a contact in quarter) = 2,866 $PI = (199/2,866) \times 100 = 6.94\%$</p>
HCW1	BPPM291a	Reduce the number of service users (aged 18-64) in Tier 3 (long term care)	Monthly (Snapshot)	This indicator is being measured to demonstrate how BCC is managing it's use of Tier 3 (long term care). It is a count of the number of Service users (aged 18-64) receiving "Long Term Care" as defined above on last day of the month. Excludes carers. Includes Longterm Inhouse Care. "Long Term Care is defined here as any of Nursing, Residential, Homecare, ECH, Day Services, Supported Accom, Supported Living, Shared Lives, Direct Payments (Not one off)" .. excludes Longterm Inhouse Care.
HCW1	BPPM291b	Reduce the number of service users (aged 65+) in Tier 3 (long term care)	Monthly (Snapshot)	This indicator is being measured to demonstrate how BCC is managing it's use of Tier 3 (long term care). It is a count of the number of Service users (aged 65+) receiving "Long Term Care" as defined above on last day of the month. Excludes carers. Includes Longterm Inhouse Care. "Long Term Care is defined here as any of Nursing, Residential, Homecare, ECH, Day Services, Supported Accom, Supported Living, Shared Lives, Direct Payments (Not one off)" .. excludes Longterm Inhouse Care.
HCW1	BPPM292a	Of service users (aged 18-64) who receive Tier 3 (long term care), increase the percentage receiving care at home or tenancy	Monthly (Snapshot)	This indicator is being measured to demonstrate how BCC is commissioning and utilising alternative Tier 3 (long term care) provision to continue to maximise people's independence. Excludes carers and inhouse care. The formula is: $N = (x / y)100 = \%$ where the numerator x = Number of 18-64 Service Users at end of period receiving long term care at in their own home or tenancy and denominator y = Number of 18-64 Service Users at end of period receiving long term care.

HCW Priority 1: Transforming care

Work with partners to implement an Integrated Care System, transforming adult social care and joining up health, care, education, skills and community activities. Support people to be as resilient and independent as possible, developing their assets to live fulfilling lives. When more support is needed, this will be person-centred, offering people choice and control. Co-create a system that takes a public health approach to achieve health and wellbeing equality for local people of all ages and backgrounds. Work together to attract and retain a suitable health and care workforce.

Corporate Strategy Priority	Code	Title	Reporting frequency	Definition
HCW1	BPPM292b	Of service users (aged 65+) who receive Tier 3 (long term care), increase the percentage receiving care at home or tenancy	Monthly (Snapshot)	This indicator is being measured to demonstrate how BCC is commissioning and utilising alternative Tier 3 (long term care) provision to continue to maximise people's independence. Excludes carers and inhouse care. The formula is: $N = (x / y)100 = \%$ where the numerator x = Number of 65+ Service Users at end of period receiving long term care at in their own home or tenancy and denominator y = Number of 65+ Service Users at end of period receiving long term care.
HCW1	BPPM294	Increase % of BCC regulated CQC Care Service providers where provision is rated 'Good or Better'	Qtly	This monitors on a quarterly snap-shot basis these Adult Care Services regulated by CQC, in Bristol..eg: <ul style="list-style-type: none"> • Care Homes • Home Care • Some Supported Living The formula is: $(X/Y) \times 100$ Where x = Number of registered Care Service providers whose CQC rating is good or better Where y = Total number of registered Care Service providers

Theme 5: Homes and communities

Healthy, resilient, and inclusive neighbourhoods with fair access to decent, affordable homes.

Corporate Strategy Theme	Code	Title	Reporting frequency	Definition
HC	BPOM249	Reduce Anti-Social Behaviour incidents reported	Annual	This KPI records the number of antisocial behaviour contacts that resulted in an Anti-Social Behaviour conference
HC	BPOM251	Reduce the percentage of people whose day to day life is affected by fear of crime (QoL)	Annual	The Quality of Life (QoL) survey is carried out annually and asks Bristol residents about a wide range of topics such as health, lifestyles, community, local services and living in Bristol.
HC	BPOM312	Increase the % respondents who volunteer or help out in their community at least 3 times a year (QoL)	Annual (Survey)	The Quality of Life (QoL) survey is carried out annually and asks Bristol residents about a wide range of topics such as health, lifestyles, community, local services and living in Bristol.
HC	BPOM411	Increase the percentage of people who take part in cultural activities at least once a month (QoL)	Annual (Survey)	The Quality of Life (QoL) survey is carried out annually and asks Bristol residents about a wide range of topics such as health, lifestyles, community, local services and living in Bristol.
HC	BPOM430a	Increase the number of new homes delivered in Bristol	Annual (1 year lag)	This measures the net increase in dwelling stock over one year and is calculated as the sum of new build completions, minus demolitions, plus any gains or losses through change of use and conversions.

HC Priority 1: Housing supply

Ensure the affordability, availability, diversity and sustainability of housing for all. This includes accelerating home-building in the city to at least 2,000 homes each year, with at least 1,000 affordable, by 2024. Build and retain new social housing; review the system for allocating social housing; provide more supported and extra-care housing for those who need it; pursue a 'living rent' in the city; and ensure there are strong long-term plans for the council's own housing stock and the use of land in the city.

Corporate Strategy Priority	Code	Title	Reporting frequency	Definition
HC1	BPPM375	Reduce the number of empty council properties	Quarterly (Snapshot)	The current number of empty properties as at the end of the measuring period. A property is classified as empty when there is no tenancy in force and the property is void. The number should include all standard voids as well as those classed as undergoing major works, or pending a decision to dispose or demolish.
HC1	BPPM310	Increase the number of private sector dwellings returned into occupation	Quarterly (Cumulative)	This measures the number of non-local authority-owned vacant dwellings returned to occupation or demolished during the financial year as a direct result of action by the local authority.
HC1	BPPM350	Number of households on the BCC Housing Waiting list	Qtly	Number of households on the BCC Housing Waiting list - snapshot at each quarter end. In order to be accepted onto the list, the applicant must be eligible. The following groups of people will not be eligible and their application will be rejected: <ul style="list-style-type: none"> • Applicants under 16 years of age at the date they apply • Applicants not currently living in the Bristol city boundary or not having lived in the Bristol city boundary for at least 2 years at the date which they apply. • Applicants earning over £40,000 per year • Applicants with savings over £40,000 • Applicants who own their own home • Prisoners still serving a sentence • Applicants guilty of serious breaches of a current or previous tenancy • Applicants providing false or misleading information • Applicants not currently living in the United Kingdom • Applicants who have been assessed but have subsequently not placed any bids
HC1	BPPM425	Increase the number of affordable homes delivered in Bristol	Quarterly (Cumulative)	This records the numbers of social rented and intermediate housing units added to the city's overall housing stock during the year. Affordable housing is defined in the Planning Policy Statement 3 (PPS3) from the Ministry for Housing Communities & Local Government (MHCLG).
HC1	BPPM374a	Reduce average relet times (all properties)	Quarterly (Cumulative)	On a year-to-date basis, this measures the average number of calendar days an HRA dwelling spends vacant before it is relet. It is calculated as follows: Where A is the total number of properties relet in period, and B is the total number of calendar days these properties spent void prior to relet. All relet properties should be included, both major/minor works, for the total period spent vacant.

HC Priority 2: Low and zero carbon homes

Work to decarbonise housing while improving warmth and benefitting people's health. This includes building innovative, low or zero carbon homes, retrofitting existing housing stock, promoting schemes for private homeowners, and exploring innovative financing and modern methods of construction.

Corporate Strategy Priority	Code	Title	Reporting frequency	Definition
HC2	BPPM377c	Reduce the number of Council homes with an Energy Performance Certificate (EPC) rating of D or lower	Qtly	The percentage of HRA owned properties where the EPC rating is D,E,F,G or lower.
HC2	BPPM414	Increase the number of energy efficient home installations	Qtly	The number of domestic installations realised from the initiatives led by the Energy Service's Investment Team.

HC Priority 3: Homelessness

Reduce and prevent homelessness and rough sleeping, tackling the underlying causes . Reduce the number of households in temporary accommodation . Where people have high or complex needs, take a 'Housing First' approach to provide stable accommodation at the start of providing wider support . Help prevent homelessness by building and retaining social housing, supporting good mental and physical health, developing employment and skills opportunities, taking ethical approaches to debt collection, and responding to the diverse needs of different people.

Corporate Strategy Priority	Code	Title	Reporting frequency	Definition
HC3	BPPM352b	Reduce the number of people sleeping rough on a single night in Bristol - BCC quarterly count	Quarterly (Snapshot)	The number of people sleeping rough on a single night within the area of the authority. This is a local count done to the same methodology as the annual count and is intended to provide a snapshot each quarter.
HC3	BPPM357	Reduce the number of households in temporary accommodation	Quarterly (Snapshot)	This measure reports on the numbers of households living in temporary accommodation provided under the homelessness legislation.
HC3	BPPM358a	Increase the number of households moved on into settled accommodation	Quarterly (Snapshot)	The number of single and family households that have moved from any form of temporary or supported accommodation or who have been housed into settled accommodation as a result of being owed a homelessness duty. (This includes households that have not entered temporary accommodation.)
HC3	BPOM353	Increase the number of households where homelessness is prevented	Quarterly (Cumulative)	This measure reports the number of households where homelessness is prevented as a result of advice provided through a dedicated Housing Advice service funded by a local authority, or in-house housing advice service, to fulfil the authority's statutory duties under section 179(1) of the Housing Act 1996 part VII, as amended by the Housing Act 2002.

HC Priority 4: Disability

Create improved approaches, founded upon disability equality, to enable and support disabled people throughout their lives. These will be co-produced with disabled people, including children and young people with special educational needs, and city partners.

Corporate Strategy Priority	Code	Title	Reporting frequency	Definition
HC4	BPPM225e	Increase the % of final Education and Health Care Plans issued within 20 weeks excluding exception cases *	Quarterly (Cumulative & 3 months in arrears)	Number of Education Health Care Plans in the last quarter that were issued within 20 weeks, excluding exception cases, as a percentage of all such statements issued throughout the calendar year. The reported data aligns with the SEN Census reporting (ie a Calendar year).... This means that this KPI is reporting cumulatively and 3 months in areas: Q1 reports Jan – Mar / Q2 reports Jan – June / Q3 reports Jan – Sept / Q4 reports Jan - Dec
HC4	BPPM307	Increase the number of people enabled to live independently through home adaptations	Quarterly (Cumulative)	This measure records the number of people enabled to live more independently in their own home as the result of a home adaptation. the Home Adaptations Service operates across both the public and private housing sectors.

HC Priority 5: Community participation

Make sure that more people can actively participate in their community and in the life of the city. Work to make neighbourhoods safer and more accessible, with good local amenities and strong cultural and social networks. Build the power of individuals, communities and partners to play a greater role in managing social, cultural and community assets. Enable and encourage civic, political and democratic participation.

Corporate Strategy Priority	Code	Title	Reporting frequency	Definition
HC5	BPPM194	Increase the number of citizens participating in community clear-ups per quarter	Qtly	Total numbers of citizens participating in community clear ups per quarter. This data is provided by Bristol Waste Company and includes residents conducting litter picks using equipment given to them on long term loans.
HC5	BPPM311	Increase the levels of engagement with community development work	Qtly	This measures the number of residents who actively engage in community building conversations throughout the year. This supports an approach which is based on Asset Based Community Development.
HC5	BPPM410	Increase the number of visitors to Bristol Museums Galleries and Archives	Quarterly (Cumulative)	This measures visitors to Bristol Museums, Galleries and Archives and is taken from automated counters as well as snap shot surveys.
HC5	BPPM537	Improve the ratio of consultation response rate for the most and least deprived 20% of Bristol citizens	Qtly	Ratio of the consultation response rate per 10,000 citizens from people living in the 20% least deprived parts of the city (quintile 5) and the response rate from the 20% most deprived areas (quintile 1). Calculated as the mean of responses for all city-wide consultations with 500 or more respondents, which closed during the year ending in the reporting quarter.

Theme 6: Transport and connectivity

A more efficient, sustainable, and inclusive connection of people to people, people to jobs and people to opportunity.

Corporate Strategy Theme	Code	Title	Reporting frequency	Definition
Page 506	TC	Increase the % of people who see friends and family as much as they want to (QoL)	Annual (Survey)	The Quality of Life (QoL) survey is carried out annually and asks Bristol residents about a wide range of topics such as health, lifestyles, community, local services and living in Bristol.
	TC	Satisfaction with the local bus service	Annual	The percentage of residents who are "very satisfied" or "fairly satisfied" with the local bus service when answering the annual National Highways and Transport Public Satisfaction Survey question in June / July each year.
	TC	Reduce the proportion of deaths attributed to particulate air pollution	Annual (2 year lag)	This measure is reported by Public Health England
	TC	Reduce the percentage of people saying that traffic congestion is a problem in their area (QoL)	Annual (Survey)	The Quality of Life (QoL) survey is carried out annually and asks Bristol residents about a wide range of topics such as health, lifestyles, community, local services and living in Bristol.
	TC	Increase the percentage of people travelling actively to work by walking and cycling (QoL)	Annual (Survey)	The Quality of Life (QoL) survey is carried out annually and asks Bristol residents about a wide range of topics such as health, lifestyles, community, local services and living in Bristol.
	TC	Increase the % of monitoring sites that meet the annual air quality target for nitrogen dioxide	Annual (Calendar year)	This measures the percentage of monitoring sites across the city which achieve the annual air quality target. It is published at q4 the following year as unverified data, prior to sign-off by Defra i.e. calendar year 2021 data to be reported at Q4 2021-22 pre-verification.

TC Priority 2: Improved bus services

Enable inclusion through better bus services. Work with partners to double frequency, improve safety and reliability, move to a zero-emission bus fleet, and increase the number of routes so more places are served.

Corporate Strategy Priority	Code	Title	Reporting frequency	Definition
TC2	BPPM474	Increase the number of journeys on park & ride services into Bristol	Quarterly (Cumulative)	This measures the number of journeys made on Park and Ride (P&R) services in Bristol. Data is supplied by the various commercial operators of P&R designated services
TC2	BPPM475	Increase the number of passenger journeys on buses	Quarterly (Cumulative)	This measures the number of journeys made on all services which has a boarding point in Bristol. Data is supplied by the various commercial operators of P&R designated services

TC Priority 3: Safe and active travel

Enable inclusion through better bus services. Work with partners to double frequency, improve safety and reliability, move to a zero-emission bus fleet, and increase the number of routes so more places are served.

Corporate Strategy Priority	Code	Title	Reporting frequency	Definition
TC3	BPPM120	Road Safety: reduce the number of people killed or seriously injured in road traffic incidents	Quarterly (Cumulative)	This measures the numbers killed or seriously injured in road traffic incidents in the authority's area. Data is supplied by Avon & Somerset Police and is reported 3 months in arrears.
TC3	BPPM477	Increase the number of public electric vehicle charging points	Qtly	Installation, operation and maintenance of new charge-points for public use, located on Highways or other BCC land. These can be a mixture of low powered chargers attached to lampposts on the Highway, Fast and Rapid chargers on BCC land assets (including under tenancy). One unit in this indicator means one charging socket that can be charged independently. A slow charger typically has one socket unit; Fast and Rapid units typically have 2 sockets.

TC Priority 4: Physical Infrastructure

Plan, prioritise and begin a refreshed and long-term (25-year+) programme of maintenance, repair, and renewal of the city's infrastructure, such as roads and bridges. This will help make sure that the city is safer, more climate-resilient, nature-friendly, and able to grow its economy in an inclusive and sustainable way.

Corporate Strategy Priority	Code	Title	Reporting frequency	Definition
TC4	BPPM118	Percentage of principal roads where maintenance should be considered	Annual	The percentage of the local authority's A-road and principal (local authority owned) M-road carriageways where maintenance should be considered as determined by an annual survey of the surface condition of the road network in both directions.
TC4	BPPM170	Satisfaction with the condition of road surfaces	Annual	The percentage of residents who are "very satisfied" or "fairly satisfied" with the condition of road surfaces when answering the annual National Highways and Transport Public Satisfaction Survey question in June / July each year.

Theme 7: Effective Development Organisation

From city government to city governance: creating a focused council that empowers individuals, communities and partners to flourish and lead.

Corporate Strategy Theme	Code	Title	Reporting frequency	Definition
EDO	BPOM520	Increase the % of colleagues who would recommend the council as a good place to work	Annual	Staff survey measure - based on the question: I would recommend Bristol City Council as a place to work X = respondents who chose 'strongly agree' or 'agree' as a percentage of all responses to the question
EDO	BPOM530	Increase the satisfaction of citizens with our services (QoL)	Annual (Survey)	The Quality of Life (QoL) survey is carried out annually and asks Bristol residents about a wide range of topics such as health, lifestyles, community, local services and living in Bristol.
EDO	BPOM531	Increase the % of people who think that the Council provides value for money (QoL)	Annual (Survey)	The Quality of Life (QoL) survey is carried out annually and asks Bristol residents about a wide range of topics such as health, lifestyles, community, local services and living in Bristol.

EDO Priority 2: One Council

Make it easier to get things done as 'One Council' by adopting more consistent standardised and well-communicated procedures and processes, with corporate support services that are the right size for the needs of the organisation.

Corporate Strategy Priority	Code	Title	Reporting frequency	Definition
EDO2	BPPM523	Maintain appropriate staff turnover (10%-15%)	Qtly	The numerator is the total number of leavers; including those who retire, or leave involuntarily due to dismissal or redundancy over the period. The denominator is the average total number of staff employed over the period.
EDO2	BPPM535	Increase the percentage channel shift achieved for Citizens Services overall	Qtly	The channel migration score is calculated by comparing the number of transactions completed online against the number of inbound telephone calls, automated telephony, face 2 face visits and emails.
EDO2	BPPM536	Increase the % of all Equality Action Plan actions reporting expected progress (or better)	6 Monthly	Increase % of all Equality Action Plan actions reporting expected progress (or better) Worked example: 150 total actions identified overall in 2020-21 service area action plans 25 actions marked as 'data not due' (only applicable in Q2) 30 actions rated as 'Better than expected' 70 actions rated as 'Progress as expected' 25 actions rated as 'Less progress than expected' KPI score = $(100/125) * 100 = 80\%$

EDO Priority 3: Employer of Choice

Live our organisational values and show leadership on equality, diversity and inclusion across the council and city, becoming a recognised employer of choice. Make sure we have an inclusive, high-performing, and motivated workforce that is representative of the city we serve. Support people to learn, develop in their careers and maximise their wellbeing.

Corporate Strategy Priority	Code	Title	Reporting frequency	Definition
EDO3	BPPM512	Reduce the gender pay gap in Bristol City Council	Annual	The gender pay gap shows the difference between the average earnings of men and women employed by Bristol City Council. This is expressed as a percentage of men's earnings e.g. women earn 15% less than men.
EDO3	BPPM513	Reduce the race pay gap in Bristol City Council	Annual	The race pay gap shows the difference between the average earnings of BME and White British employed by Bristol City Council. This is expressed as a percentage of White British earnings e.g. BME earn 20% less than White British.
EDO3	BPPM522	Reduce the average number of council working days lost to sickness	Qtly	The numerator is defined as the aggregate of working days lost due to sickness absence irrespective of whether this is self certified, certified by a GP or long term. The denominator is the average number of FTE staff during the reporting period
EDO3	BPPM528	Increase the percentage of employment offers made to people living in the 10% most deprived areas	Qtly	To measure the percentage of employment offers made to people living in the 10% most deprived areas. This includes all positions advertised and offers made through iTrent (Bristol City Council's HR system) within the reported period, including Apprentice positions.
EDO3	BPPM529	Increase the % of young people (16-29) in the Council's workforce	Qtly	Increase the percentage of young people (16-29) in the Council's workforce.

EDO Priority 5: Good Governance

Make sure that we are financially competent and resilient, offering good value for money. Take safe but proportionate approaches to risk, performance, project, and contract management. Enable effective democratic decision-making and scrutiny.

Corporate Strategy Priority	Code	Title	Reporting frequency	Definition
EDO5	BPPM515	Reduce the % of complaints escalated from Stage 1 to Stage 2	Qtly	Reduce the number and percentage of complaints that escalate from Stage One to Stage Two.
EDO5	BPPM502a	Increase the percentage of Council invoices paid on time	Qtly	The percentage of invoices for commercial goods and services which were paid by the authority within 30 days of such invoices being received by the authority
EDO5	BPPM507	Increase the percentage of agreed management actions implemented within agreed timelines	Qtly	Each piece of audit work has an overall conclusion of the residual level of risk to the Council of the area that has been audited. Numerator = the number of two and three star recommendations made in reports which concluded 'significant' or 'of concern' levels of risk that have passed the due date for implementation and the due date for follow up work Denominator = the number of two and three star recommendations made in reports which concluded 'significant' or 'of concern' levels of risk that have passed the due date for follow up.
EDO5	BPPM516	Increase the percentage of corporate FOI requests responded to within 20 working days	Qtly	Increase the percentage of corporate FOI requests responded to within 20 working days

EDO Priority 6: Estate Review

Review our operational estate to ensure we have the right amount and right quality of workspaces. Make sure they are carbon neutral by 2025, as well as climate resilient. Explore the potential for a greater presence in neighbourhoods alongside partners.

Corporate Strategy Priority	Code	Title	Reporting frequency	Definition
EDO6	BPPM420b	Reduce the council's direct carbon dioxide equivalent emissions from council buildings (in tonnes)	Qtly	Reduce the council's scopes 1 and 2 direct carbon dioxide equivalent emissions from: Operational sites under council control
EDO6	BPPM420c	Reduce the council's direct carbon dioxide equivalent emissions from council fleet vehicles (in tonnes)	Qtly	Reduce the council's scopes 1 and 2 direct carbon dioxide equivalent emissions from: Fleet vehicles (road vehicles and specialist parks maintenance vehicles) under council control.

Decision Pathway – Report

PURPOSE: Non-Key decision

MEETING: Cabinet

MEETING DATE: 4 April 2023

TITLE	Financial Update Report – April 2023		
Ward(s)	N/a		
Author: Sarah Chodkiewicz		Job title: Head of Financial Management / Deputy s151 Officer	
Cabinet Lead: Cllr Craig Cheney – Deputy Mayor and Cabinet Member for Finance, Governance and Performance		Director Lead: Denise Murray – Director of Finance	
Proposal origin: Other			
Decision maker: Cabinet Member			
Decision forum: Cabinet			
Purpose of Report: This report is to make Cabinet aware of any material finance changes that have occurred since the Period 10 report was presented. It covers Period 11 (February 2023). The report also serves as a mechanism for any finance approvals or adjustments that are required on the Council’s approved budget.			
Evidence Base: There are no known material changes in the financial position to report from the P10 Finance report to Cabinet. However, this report includes: Urgent Key Decisions <ol style="list-style-type: none"> 1. #027 – PFI Education Contracts (BSF – Skanska) – to authorise increase of the planned annual expenditure funded through PFI reserves in the first instance amounting to £1,128,000 for financial year 2022/23. Taken by Denise Murray (Director of Finance / S151 Officer) and Cllr Craig Cheney (Deputy Mayor with responsibility for City Economy, Finance and Performance). The decision paper is attached as appendix A1. 2. #028 – PFI Education Contracts (BSL – BAM) – to authorise increase of the planned annual expenditure funded through PFI reserves in the first instance amounting to £524,412 for financial year 2022/23. Taken by Denise Murray (Director of Finance / S151 Officer) and Cllr Craig Cheney (Deputy Mayor with responsibility for City Economy, Finance and Performance). The decision paper is attached as appendix A2. 3. #029 – Insurance – to authorise the entry into the insurance renewal contracts for 1st April 2023 amounting to £550,000, for financial year 2023/24. Taken by Sarah Chodkiewicz (Head of Financial Management / Deputy S151 Officer) and Cllr Craig Cheney (Deputy Mayor with responsibility for City Economy, Finance and Performance). The decision paper is attached as appendix A3. 			
Cabinet Member / Officer Recommendations: That Cabinet: <ol style="list-style-type: none"> 1. Note that there are no material changes to the financial position previously reported at P10. 2. Note the urgent key decisions taken. 			
Corporate Strategy alignment: This report sets out progress against our budget, part acting in line with our organisational Theme of Effective Development Organisation, making sure that we are financially competent and resilient, offering good value for money (page 58).			

City Benefits: Cross priority report that covers whole of Council's business
Consultation Details: N/a
Background Documents: N/a

Revenue Cost	See above	Source of Revenue Funding	Various
Capital Cost	See above	Source of Capital Funding	Various
One off cost <input type="checkbox"/>	Ongoing cost <input type="checkbox"/>	Saving Proposal <input type="checkbox"/>	Income generation proposal <input type="checkbox"/>

Required information to be completed by Financial/Legal/ICT/ HR partners:
1. Finance Advice: The resource and financial implications are set out in the report.
Head of Financial Management / Deputy S151 Officer: Sarah Chodkiewicz – 21 March 2023
2. Legal Advice: The report, including the detail set out in Appendix A1-A3, will assist Cabinet to monitor the budget position with a view to meeting the Council's legal obligation to deliver a balanced budget. There are no specific legal issues arising from the decisions noted in the report.
Legal Team Leader: Nancy Rollason, Head of Legal Service, 23 rd March 2023
3. Implications on IT: There is no direct impact on IT arising from the process of budget monitoring. There are some operational impacts arising from the IT service's own budget pressures and its work to mitigate these, and also from the council's corporate vacancy freeze. However, the service remains operational and is actively managing its risks.
IT Team Leader: Tim Borrett, Director: Policy, Strategy and Digital – 23 March 2023
4. HR Advice: There are no HR implications of the urgent key decisions referenced.
HR Partner: James Brereton (Head of Human Resources), 23 March 2023

EDM Sign-off	Sarah Chodkiewicz	21 March 2023
Cabinet Member sign-off	CLlr Craig Cheney	27 March 2023
For Key Decisions - Mayor's Office sign-off	Mayor's Office	27 March 2023

Appendix A – Further essential background (A1-A5)	YES
Appendix B – Details of consultation carried out - internal and external	NO
Appendix C – Summary of any engagement with scrutiny	NO
Appendix D – Risk assessment	NO
Appendix E – Equalities screening / impact assessment of proposal	NO
Appendix F – Eco-impact screening/ impact assessment of proposal	NO
Appendix G – Financial Advice	NO
Appendix H – Legal Advice	NO
Appendix I – Exempt Information	NO
Appendix J – HR advice	NO
Appendix K – ICT	NO
Appendix L – Procurement	NO

FINANCE URGENT KEY DECISION



DECISION OF: SECTION 151 OFFICER

WITH ADVICE FROM: KAM BHAKERD

DIRECTORATE: FINANCE
PROCUREMENT & CONTRACT MANAGEMENT SERVICE

DECISION NO: 027

SUBJECT: PFI EDUCATION CONTRACTS (BSF – SKANSKA)

KEY DECISION: YES/NO

REASON UTILITIES PRICE INCREASE IN 2022/23 & FORECAST FOR 2023/24

BACKGROUND

During the financial year 2022/23, the contract cost of utilities (specifically, gas and electricity) to the PFI portfolio of schools has increased. This is the direct result of several impacts within the worldwide economy, namely Brexit, Covid 19 and the Russian war with Ukraine as the main contributors. Bristol City Council (the Authority) are solely responsible through the contract Project Agreement (PA) for fully funding the utilities for the contract portfolio, and the Contractor (Skanska), is responsible for the periodic procurement.

The BSF portfolio

There are four academy school locations. These are:

1. Bristol Brunel Academy,
2. Bristol Metropolitan Academy (& Briarwood SEND),
3. Bridge Learning Campus (& New Fosseway School & SEND),
4. Oasis Academy Brislington.

DECISION

A decision is required to authorise the increase to the Authority of planned annual expenditure on the Bristol Schools for The Future (BSF) PFI contract portfolio for financial year 2022/23 of £1.128m attributed to additional annual utilities costs and facilitate the payment of the March 2023 Invoice.

FINANCIAL IMPLICATIONS

The administration of payment of the utilities is included within the monthly Unitary Charge (UC). This is received from the Specialist Purpose Vehicle (SPV) along with all other service charges from the Contractor. The inclusion of utilities is specific to this contract. The final forecasted figures have been received for 2022/23 and due to the increase in utilities market pricing the anticipated budget has been exceeded by £1.128m as outlined in the summary table below. The Authority will need to provide a supplementary purchase order to cover the difference in cost, which is subsequently used to pay the final UC invoice for the financial year 2022/23. This was received on the 1st March 2023, with 14 days to pay it. Whilst this urgent decision will take us marginally beyond this timescale we will manage to safely remain within standard 30 days payment terms, following which interest will be charged.

The contract cost has increased due to a rise in utilities costs. This was not known at the budget setting stage, and recent forecast received from the contractor has resulted in the below change.

BSF (Skanska) PFI	2022/23			Notes
	Original Budget Assumption	Forecast Position	Variance	
Contract UC Base Cost	£18,826,463	£18,867,199	-£40,736	1 The forecast cost of the main portfolio has changed by £40,736 and represents other cost increases.
Utilities	£1,196,000	£2,283,000	-£1,087,000	2 The utilities have increased by £1,087,000 due to volatile market forces and economic conditions during FY 2022/23.
Cost of PFI Contract	£20,022,463	£21,150,199	-£1,127,736	

Funding Source

The additional one-off pressure of £1.128m for FY 2022/23 will be funded from the Council's General Fund PFI Earmarked Reserve in the first instance and where appropriate under the arrangements for addressing the PFI affordability gap, reimbursement from within the Dedicated Schools Grants considered to prevent the sinking fund for the contract being depleted over the longer term. Due to the current PFI contracting arrangements and timing of allocation of schools' budget shares there is a risk that these cost may not be fully recovered in a timely manner and alternatively recovered over time in the sinking fund from annual efficiencies generated.

Cost Efficiencies

The efficiencies below have been achieved through the contract management function and applied to the BSF contract portfolio during FY 2022/23, shown below:

Date	Type	Benefit Value	Note
April 2022	Annual water reconciliation	£11,470.13	Held within the PFI suspense account
Sept 2022	Annual gas & electric reconciliation	£50,487.23	Held within the PFI suspense account
		£61,957.36	

These cost efficiencies will be applied to the sinking fund and partially utilised to offset the administrative cost of Contract Managing the PFI contract portfolio. Further efficiencies are in commercial negotiations and will be applied to the fund, contributing in reducing excess liabilities where relevant.

Assumptions and Dependencies

The increase in utilities was not fully informed until late 2022. Further a Government Energy Discount Scheme (GEDS) was also announced and to be confirmed by the Supplier, routed through to the Contractor, which in turn was to be applied to the portfolio. The utility price increase was being explored at the beginning of quarter 4 and the discount expected to be applied by the supplier. This

aspect has been confirmed in that the current prices applicable to the portfolio are below the threshold applicable to a GEDS. The GEDS therefore does not apply to this portfolio.

A forecast based on current utilities pricing and volumes has also been provided for the FY 2023/24. This has been advised by the contractor as £1,771,581.

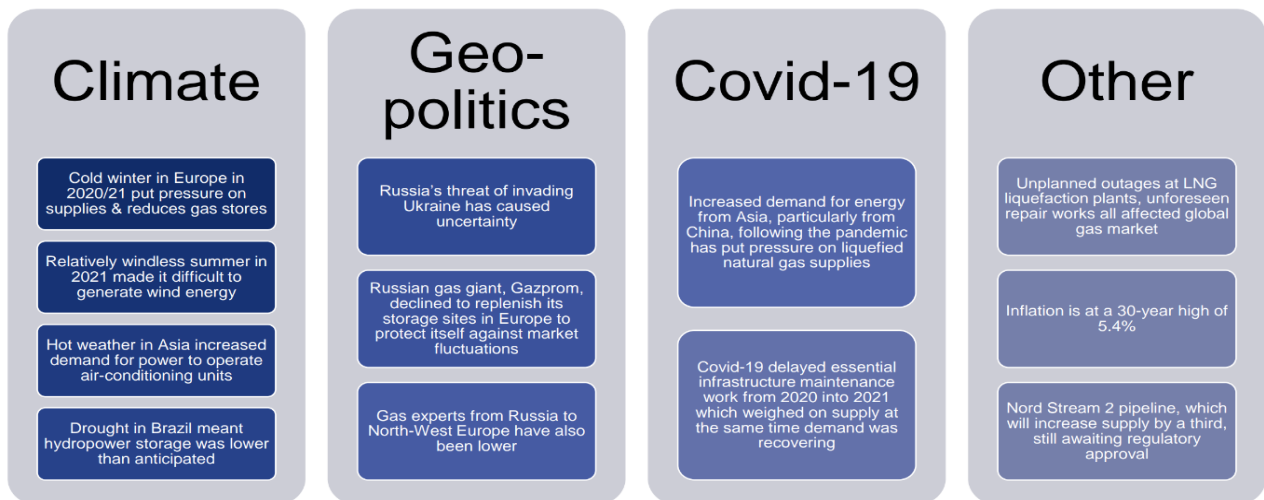
LEGAL POWERS AND IMPLICATIONS

1. The Authority is obligated through the contract Project Agreement – Pay Mechanism Schedule 6, to ensure payment of the BSF (Skanska contract) UC by the end of the month, following receipt of the UC invoice.
2. The Authority aims to pay the UC Invoice within 14 days of receipt to achieve payment and align to the Authority’s payment programme cycle. This is set to ensure a breach of payment and interest charges are avoided.
3. The contractor is entitled to increase the utilities charge within the monthly UC as per the Project Agreement, Payment Mechanism specification in line with the contract specification:
 - Project Agreement (PA),
 - Schedule 6 Payment Mechanism,
 - Annual Utility Adjustment Clause 8.4.3,
 - Item F – Standing Charges,
 - Item G – Unit rates.

CLIMATE CHANGE AND ENVIRONMENTAL IMPLICATIONS

The increase has been directly impacted by worldwide events as described above. Please also see extract note below from the Contractor:

Why are energy prices so high?



SKANSKA

February 2023

Gas & Electricity Supply for Fixed Sites

23

CONSULTATION

Various stakeholders have been consulted, as summarised below:

1. The Contractor (Skanska) has received a request from the Authority to review the Increase and enquire upon any estimates from the Supplier (British Gas) relating to the Government Energy Discount Scheme.

2. The Authority's finance department responsible for the PFI portfolio, are aware of the increase of utilities cost and associated impact for 2022/23 & indicative 2023/24.
3. The Procurement & Contract Management, Head of Service , Contract Management Lead are both aware of the increase of utilities cost and its associated impact for 2022/23 & 2023/24.
4. Highlighted the risk to Finance Director, Education Director and Cabinet Member.
5. The provision of PFI quarterly reporting has also informed (since October 2022) to the Authority's Portfolio Cabinet Member of this current and future utility cost increase.
6. The PFI team have requested a review with our Internal Energy team, however it is to be noted the procurement of utilities on behalf of the Authority is managed through a competitive tendering process.
7. The forthcoming tendering process has allowed the Authority to recalibrate the time of year of the tendering exercise, renewal dates and therefore secure prices during the summer months for the next period.

RISK MANAGEMENT

The PFI quarterly report for 'quarter two' (July-Sept) was delivered in October 2022, which had included a risk notification of the utilities increase and cost risk to the Authority. Due diligence has subsequently been undertaken including assessment of the contractor's qualification for the Government's energy scheme and engagement with the ESFA. Due to the current contracting arrangements there is a risk that this cost may not be fully recovered in a timely manner and due to the current economic climate this will remain on the Risk Register within the quarterly report throughout 2023/24.

EQUALITY IMPLICATIONS

Have you undertaken an Equality Impact Assessment? Yes / No

No - N/A -The tendering of utilities is carried out by the Contractor and BCC's obligations are contractual.

CORPORATE IMPLICATIONS

N/A financial implications are outlined above.

SIGNATORIES

DECISION MAKER

S151 Officer

Name: Denise Murray
Title: **Director of Finance/s151 Officer**

Signed: 

Date: **18/03/23**

Cabinet Member

Name: Councillor Craig Cheney
Title: **Deputy Mayor Finance, Governance and Performance**

Signed: 

Date: **23/3/23**

Note: If electronic signature used email from Director confirming consent and allowing use of electronic signature must be attached

FINANCE URGENT KEY DECISION



DECISION OF: SECTION 151 OFFICER
WITH ADVICE FROM: KAM BHAKERD
DIRECTORATE: FINANCE (PROCUREMENT & CONTRACT MANAGEMENT SERVICE)
DECISION NO: 028
SUBJECT: PFI EDUCATION CONTRACTS (BSL – BAM)
KEY DECISION: YES/NO
REASON UTILITIES PRICE INCREASE IN 2022/23 & FORECAST FOR 2023/24

BACKGROUND

During the financial year 2022/23, the contract cost of utilities (specifically, gas and electricity) to the PFI portfolio of schools has increased. This is the direct result of several impacts within the worldwide economy, namely Brexit, Covid 19 and the Russian war with Ukraine as the main contributors. Bristol City Council (the Authority) are solely responsible through the contract Project Agreement (PA) for fully funding the utilities for the contract portfolio, and the Contractor (BAM FM), is responsible for the periodic procurement.

The BSL portfolio

There are four academy school locations. These are;

1. Bedminster Down School
2. Oasis Academy Brightstowe (& Kingsweston School SEND),
3. Blaise High School (& Henbury Leisure Centre),
4. Orchard School Bristol.

DECISION

A decision is required to authorise the increase to the Authority of planned annual expenditure on the Bristol Schools Limited (BSL) PFI contract portfolio for financial year (FY) 2022/23 of £524,412, attributed to additional annual utilities costs and facilitate the payment of the March 2023 Invoice.

FINANCIAL IMPLICATIONS

The administration of payment of the utilities is included within the monthly Unitary Charge (UC).

This is received from the Specialist Purpose Vehicle (SPV) along with all other service charges from the Contractor. The inclusion of utilities is specific to this contract. The final forecasted figures have been received for 2022/23 and due to the increase in utilities market pricing the anticipated budget has been exceeded by £524,412 as outlined in the summary table below. The Authority will need to provide a supplementary purchase order to cover the difference in cost, which is subsequently used to pay the final UC invoice for the financial year 2022/23. This was received on the 1st March 2023, with 14 days to pay it. Whilst this urgent decision will take us marginally beyond this timescale we will manage to safely remain within standard 30 days payment terms, following which interest will be charged..

Summary

BSL (BAM) PFI	2022/23			Notes
	Original Budget Assumption	Forecast Position	Variance	
Contract Base Cost	£9,548,578	£9,548,578	£0	1 The forecast cost of the main portfolio has not changed.
Utilities	£269,613	£1,069,471	-£799,858	2 Utilities costs have increased substantially due to volatile market forces and economic conditions.
Contract Variations	£0	£210,100	-£210,100	3 Contract variations backlog payment due
GEDS (credit)	£0	-£287,242	£287,242	4 Government Energy Discount Forecast
Utilities reconciliation	£0	-£257,838	£257,838	5 Credit carried forward during FY 2022/23 to offset commitments
Contingency reserve	£0	£59,534	-£59,534	6 Contingency credit reserve
Cost of PFI Contract	£9,818,191	£10,342,603	-£524,412	

Funding Source

The additional one-off pressure of £524,412 for FY 2022/23 will be funded from the Council's General Fund PFI Earmarked Reserve in the first instance and where appropriate under the arrangements for addressing the PFI affordability gap, reimbursement from within the Dedicated Schools Grants considered to prevent the sinking fund for the contract being depleted over the longer term. Due to the current PFI contracting arrangements and timing of allocation of schools' budget shares, there is a risk that this cost may not be fully recovered in a timely manner, and alternatively, recovered over time within the sinking fund from annual efficiencies generated.

Cost Efficiencies

The efficiencies below have been achieved through the contract management function and applied to the BSF contract portfolio during FY 2022/23, shown below:

Date	Type	Benefit Value	Note
June 2022	Annual Insurance reconciliation	£103,945.30	Held within the PFI suspense account
		£103,945.30	

These cost efficiencies will be applied to the sinking fund and partially utilised to offset the administrative cost of Contract Managing the PFI contract portfolio and previously agreed third party efficiency programmes. Further efficiencies are in commercial negotiations and will be applied to the fund, contributing in reducing excess liabilities where relevant.

Assumptions and Dependencies

The increase in utilities was not fully informed until late 2022. Further a Government Energy Discount Scheme (GEDS) was also announced and to be confirmed by the Supplier, routed through to the Contractor, which in turn was to be applied to the portfolio. The utility being explored at the beginning of quarter 4 and the discount expected to be applied by the supplier. This aspect has been confirmed as an estimate by the supplier, and the contractor is currently waiting for further updates from their supplier. This is expected to be identified in the contract year end in accordance with

the Annual Reconciliation exercise performed at each contract year end as per the Project Agreement – Pay Mechanism Schedule 6.

Forecast provided for FY 2023/24

A forecast based on current utilities pricing and volumes has also been provided for the FY 2023/24. This has been advised by the contractor as £1,520,518.

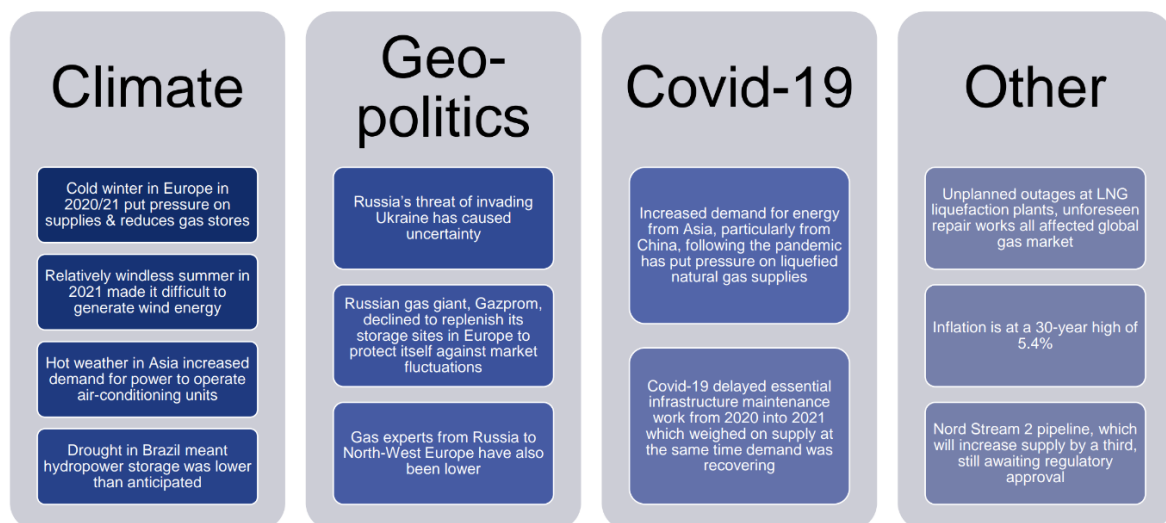
LEGAL POWERS AND IMPLICATIONS

1. The Authority is obligated through the contract Project Agreement – Pay Mechanism Schedule 6, to ensure payment of the BSL (BAM Contract) UC by the end of the month following receipt of the UC invoice.
2. The Authority aims to pay the UC Invoice within 14 days of receipt to achieve payment and align to the Authority’s payment programme cycle. This is set to ensure a breach of payment and interest charges are avoided.
3. The contractor is entitled to increase the utilities charge within the monthly UC as per the Project Agreement, Pay Mechanism specification in line with the contract specification:
 - Project Agreement (PA)
 - Schedule 6 Payment Mechanism
 - Annual Utility Adjustment 8.4.3
 - Item F – Standing Charges
 - Item G – Unit rates

CLIMATE CHANGE AND ENVIRONMENTAL IMPLICATIONS

The increase has been directly impacted by worldwide events as described above. Please also see extract note from the Contractor below:

Why are energy prices so high?



CONSULTATION

Various stakeholders have been consulted, as summarised below:

1. The Contractor (BAM) has received a request from the Authority to review the Increase and enquire upon any estimates from the Supplier relating to the Government Energy Discount Scheme.

2. The Authority's finance department responsible for the PFI portfolio, are aware of the Increase of utilities cost and associated impact for 2022/23 & 2023/24.
3. The Procurement & Contract Management Head of Service and Contract Management Lead are aware of the Increase of utilities cost and associated impact for 2022/23 & 2023/24.
4. Highlighted the risk to Finance Director, Education Director and Cabinet Member.
5. The provision of PFI quarterly reporting has also informed (since October 2022) to the Authority's Portfolio Cabinet Member of this current and future utility cost increase.
6. The PFI team have requested a review with our Internal Energy team, however it is to be noted the procurement of utilities on behalf of the Authority is managed through a competitive tendering process.

RISK MANAGEMENT

The PFI quarterly report for 'quarter two' (July-Sept) delivered in October 2022, had included a risk notification of the utilities increase and cost risk to the Authority. Due diligence has subsequently been undertaken including assessment of the contractor's qualification for the Governments energy scheme and engagement with the ESFA. Due to the current contracting arrangements, there is a risk that this cost may not be fully recovered in a timely manner, and due to the current economic climate, this will remain on the Risk Register within the quarterly report throughout 2023/24.

EQUALITY IMPLICATIONS

Have you undertaken an Equality Impact Assessment? Yes / No
No - N/A -The tendering of utilities is carried out by the Contractor and BCC's obligations are contractual.

CORPORATE IMPLICATIONS

N/A financial implications are outlined above.

SIGNATORIES

DECISION MAKER

S151 Officer

Name: Denise Murray
Title: **Director of Finance/s151 Officer**

Signed: 

Date: **18/03/23**

Cabinet Member

Name: Councillor Craig Cheney
Title: **Deputy Mayor Finance, Governance and Performance**

Signed: 

Date: **23/3/23**

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FINANCE URGENT KEY DECISION



DECISION OF: SECTION 151 OFFICER

WITH ADVICE FROM:

DIRECTORATE: RESOURCES

DECISION NO: 029

SUBJECT: DECISION TO AWARD THE LEASEHOLDER RESIDENTIAL PROPERTY INSURANCE FOR 2023/2024

KEY DECISION: YES

REASON ABOVE £500,000

BACKGROUND

Following a withdrawal of the supplier from residential leaseholder market, cover has been sourced on an annual basis with a full tender to occur next year. The insurance market for this category of insurance is currently extremely challenging with very few suppliers providing this insurance cover currently.

DECISION

AWARD OF LEASEHOLDER RESIDENTIAL PROPERTY INSURANCE TO PROTECTOR INSURANCE

FINANCIAL IMPLICATIONS

The overall cost of the insurance cover has increased this is due to the large increase in sum insured due to increases in property valuations, change in valuation approach and additional properties added to the portfolio in the previous insurance period. The average cost of cover for each leaseholder is approximately £280 a year, this compares to approximately £160 during 2022/23. (75% increase). The approximate 75% increase in premium per leaseholder is following a valuation review that has increased property values by 70%.

This is currently estimated at £511,000, however the approval sought is up to £550,000 to accommodate changes to properties added during the coming financial year.

LEGAL POWERS AND IMPLICATIONS

This decision complies with the 2015 Procurement Regulations and the Council's own procurement rules.

Husinara Jones, Team Manager/Solicitor 21 March 2023.

CLIMATE CHANGE AND ENVIRONMENTAL IMPLICATIONS

Not applicable.

CONSULTATION

Not applicable.

RISK MANAGEMENT

The council has an obligation as the freeholder for these properties to source insurance cover on behalf of the leaseholders.

EQUALITY IMPLICATIONS

Have you undertaken an Equality Impact Assessment?

Yes (overarching insurance equality impact assessment completed)

CORPORATE IMPLICATIONS

Insurance renewals are required annually, this decision is considered urgent due to the timing of these renewals being required for the 1st April 2023. In previous years this has been undertaken through alternative routes under the scheme of delegation as the value did not exceed £500,000.

SIGNATORIES

DECISION MAKER

S151 Officer

Name: Sarah Chodkiewicz
Title: **Head of Financial Management/Deputy s151 Officer**

Signed: 

Date: **22/03/23**

Cabinet Member

Name: Councillor Craig Cheney
Title: **Deputy Mayor Finance, Governance and Performance**

Signed: 

Date: **23/3/23**

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