

# Communities Scrutiny Commission Agenda



**Date:** Monday, 3 October 2022  
**Time:** 1.00 pm  
**Venue:** City Hall, College Green, Bristol

## **Distribution:**

**Councillors:** Barry Parsons (Chair), Henry Michallat (Vice-Chair), Amirah Cole, Kerry Bailes, Amal Ali, Martin Fodor, Emma Edwards, James Scott and Gary Hopkins

**Issued by:** Bronwen Falconer, Democratic Services  
City Hall, 3rd Floor Deanery Wing, College Green, Bristol, BS1 5TR  
E-mail: [scrutiny@bristol.gov.uk](mailto:scrutiny@bristol.gov.uk)  
**Date:** Friday, 23 September 2022



# Agenda

## 1. Welcome, Introductions and Safety Information

Please note; this meeting was originally scheduled for 15<sup>th</sup> September 2022 but postponed due to the death of Her Majesty the Queen and the ensuing public mourning period.

**(Pages 4 - 6)**

## 2. Apologies for Absence

## 3. Declarations of Interest

## 4. Minutes of the Previous Meeting

**(Pages 7 - 16)**

## 5. Action Tracker

**(Pages 17 - 18)**

## 6. Chair's Business

## 7. Public Forum

Up to 30 minutes is allowed for this item

Any member of the public or Councillor may participate in Public Forum. The detailed arrangements for so doing are set out in the Public Information Sheet at the back of this agenda. Public Forum items should be emailed to [scrutiny@bristol.gov.uk](mailto:scrutiny@bristol.gov.uk) and please note that the following deadlines will apply in relation to this meeting:-

Questions - Written questions must be received 3 clear working days prior to the meeting. For this meeting, this means that your question(s) must be received in this office at the latest by 5pm on **Tuesday 27<sup>th</sup> September**

Petitions and Statements - Petitions and statements must be received on the working day prior to the meeting. For this meeting this means that your submission must be received in this office at the latest by 12.00 noon on **Friday 30<sup>th</sup> September**



- 8. CSC Annual Business Report 22-23**  
**(Pages 19 - 22)**
- 9. Bristol Housing Allocation Scheme Review**  
**(Pages 23 - 96)**
- 10. Parks and Green Space Strategy - Update Report**  
**(Pages 97 - 128)**
- 11. Allotments and Food Growing Strategy - Update Report**  
**(Pages 129 - 145)**
- 12. CSC Performance Report Q4 2021-22**  
For information.  
**(Pages 146 - 159)**
- 13. CSC Risk Report Q1 2022-23**  
For information.  
**(Pages 160 - 169)**
- 14. Scrutiny Work Programme**  
**(Pages 170 - 173)**



# 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](http://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 [scrutiny@bristol.gov.uk](mailto:scrutiny@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-notices-for-resource-services](http://www.bristol.gov.uk/about-our-website/privacy-and-processing-notices-for-resource-services)



## Bristol City Council Minutes of the Communities Scrutiny Commission

26 April 2022 at 4.30 pm



### Members Present:-

**Councillors:** Henry Michallat (Vice-Chair), Martin Fodor (Chair), Amirah Cole, Barry Parsons, James Scott, Emma Edwards and Gary Hopkins

### 1 Welcome, Introductions and Safety Information

The Chair welcomed everyone to the meeting including those attending for Public Forum and Adam Postans a Local Democracy Reporter. The Chair also advised attendees about the emergency evacuation procedure.

#### Officers in attendance:

- Stephen Peacock, Executive Director Growth and Regeneration
- Kate Cole, Strategic Intelligence & Performance Advisor
- Paul Sylvester, Head of Housing Options
- Joe Wheeler, Senior Benefits Policy Officer
- Richard Ennion - Horticultural Service Manager
- Alex Minshull, Sustainable City and Climate Change Manager
- Sarah Jackson, Ecological Emergency Project Manager
- John Bos, Property Partner
- Patricia Barry, Interim Director of Property
- Johanna Holmes, Scrutiny Coordinator

### 2 Apologies for Absence

There were none.

### 3 Declarations of Interest

In relation to agenda item 12, Councillor Hopkins declared there were currently some community asset transfers (CATs) currently being undertaken in Knowle.



#### 4 Minutes of the Previous Meeting

Councillor Hopkins queried the wording of the previous Waste Update Report minute which referred to Members comments about figures that showed recycling rates had slipped back. Councillor Hopkins stated that he had previously questioned officers' assertion that the reduction in recycling rates were actually down to 'more people staying at home'. He reiterated that he did not believe this was a satisfactory response even though it had been repeated several times. He suggested that more analysis was required to shed light on the situation.

#### 5 Action Tracker

All actions listed were reported as 'complete' and there were no further questions from Members.

#### 6 Chair's Business

The Chair commented that this was the Commission's third and final meeting for the 22/23 municipal year. He thanked the other Commission Members, officers and stakeholders for their contributions throughout the year. The reports for today's meeting he said were thorough and detailed reports and he anticipated a worth-while discussion.

#### 7 Public Forum

The following Public Forum was received:

Public Forum Questions		
Ref	Name	Topic
PFQ 1 & 2	Suzanne Audrey	Agenda item 11. Ecological Emergency Action Plan 2021-2025 - Progress Report & Agenda item 12. Community buildings, community asset transfers, community facilities .
PFQ 3 - 9	Bristol Tree Forum	Agenda item 11. Ecological Emergency Action Plan 2021-2025 - Progress Report
Public Forum Statements		
Ref	Name	Topic



PFS1	Bristol Tree Forum	Agenda item 11. Ecological Emergency Action Plan 2021-2025 - Progress Report
PFS2	Bristol Tree Forum	Agenda item 11. Ecological Emergency Action Plan 2021-2025 - Progress Report  *Plus the appended 'request for further information' document which is for information purposes.

The full published Public Forum document can be located [here](#)

**PFQ 1** - Suzanne Audrey was in attendance and highlighted that the performance indicator for 'tree canopy' stated it was the 'number of trees planted' which in her view was not the correct method. The Chair responded that there were various methods for measuring tree canopies that could provide different answers. He said at some point the different ways to calculate this needed to be discussed because it was possible the loss of mature trees meant the canopy could actually be shrinking instead of increasing. The Chair asked that it be put on record that this point needed to be discussed by the Commission again in future.

A Commission Member asked officers when the agreed figures would be made available? Bristol City Council's (BCC) Horticultural Service Manager said the work to develop a strategy had begun i.e. measuring the baseline, however the work had not yet been signed-off as this was also a West of England (WoE) target and it needed to be agreed by neighbouring authorities.

Members asked about the timescales for this and officers said that the strategy would be complete in early 2023 but a draft would be completed at the end of 2022.

The Chair thanked Suzanne Audrey for her question and reiterated his view that this topic should be discussed again by the Commission in the next municipal year so that Members can support the work to help reach the necessary targets.

**PFQ 2** – Suzanne Audrey commented that the report for agenda item 12. was published late and that it was not made clear in advance that the deadline for public forum for that item would be extended. The Scrutiny Coordinator stated that if reports were published late that deadlines were always extended but agreed that it should be made explicitly clear the deadline would be extended when the papers were



first published. It was agreed in future that a note would be added at the time of publishing so that the deadline was clear for all.

## 8 Work Programme

The Chair asked the other Commission Members if they had any recommendations for topics for the next municipal year. Items suggested were:

- Tree canopy and tree planting programme.
- Community Asset Transfers (CATs) and current list and details and lessons learned from process.
- Use of Community Infrastructure Levy (CIL) and Area Committees (ACs) including boundaries.
- Quality of Life (QoL) Survey
- Waste, recycling, litter– deep dive to find some solutions.

It was agreed the above topics would be added to a list of potential items for Members to consider in June when setting the 2022-2023 scrutiny work programme.

## 9 Q3 Performance Report

The Chair asked Members if they had any comments or questions about the Quarter 3 Performance Report.

- Members said they would like to keep an eye on attendances at our leisure centres and swimming pools to see if they continue to improve as reported.
- Members commented on the performance of the Councils property re-letting times and the number of voids reported. Officers said as per the commentary in the report, that improvements were being made to the process of reletting property and that voids being filled as soon as was possible.

The Strategic Intelligence & Performance Advisor said that the Quarter 4 end of year report would provide a full up-date on the annual performance targets.

## 10 Homelessness, Temporary Housing Options and Initiatives

The report was introduced by Paul Sylvester, Head of Housing Options and Joe Wheeler, Senior Benefits Policy Officer and was said to be a technical paper.

The Council was said to provide accommodation pathways for those with support needs but today's report was focussed on how the Council was providing temporary accommodation for homeless people.



The Council's aim was to deliver more cost effective and high-quality emergency homelessness accommodation. However, the number of people in Bristol presenting themselves as homeless had significantly increased in recent years. The costs of providing accommodations had also increased significantly. Officers explained that the Spot purchase arrangements were high cost and were not working well and said BCC was trying to move to new Block contracts, which were also less expensive.

A Member said they were struck by the charts on pages 2 & 3 of the report (p44 & 45 of pack) which showed a significant increase in homelessness presentations since 2018 and the year-on-year reductions in social housing allocations. The increase was related to Government policy but why there were such reductions in social housing allocations. Officers said that people are now staying in their current social housing homes and not moving on because it was so expensive to rent privately. They said they were expecting a significant increase in new build homes but re-lets were likely to stay at low levels because of the above point.

A Member commented on the idea that BCC could potentially have 'arm's-length' regulated providers but the market was not interested and asked what was else being considered? Officers said there were many different ways to deliver temporary accommodation services and it was quite a specialised area. Some types of accommodation were said to be much harder to deliver and carried more risk for the Council. A proposal was being developed for a locally supported housing association. However, it was said the Council could fulfil the role of regulated provider because it would remove the need for profits to be made. It was said to be an interesting proposal and officers were developing a set of options to be considered by the administration.

A Member referred to the commissioned homeless pathways diagram on page 6 of the report (p48 of the pack) and suggested that the accommodation did not always meet the needs of some people and in some cases was not deemed as safe by those who stayed there. Officers said they always take client feed back into account and try to address such situations. They were currently looking at a large hostel model as one alternative. In 2 years there would be more options for single people in supported housing. The Member said this type of accommodation was very needed but was there not some way to speed that up as many of the people affected were very vulnerable.

A Member commented that the report focussed on costs but what input had there been from service users to developing plans? Officers said they were working with a national charity to help people have their voices heard. They always consulted and engaged clients to understand their lived experiences and ensure their voices were heard.

The published report stated the Council places people in accommodation 'within the City boundaries and also the sub-region'. Members asked how far away the sub-region could actually mean? Officers said they aim provided accommodation in Bristol where it was possible. But at times had to consider options outside of Bristol for example South Gloucestershire. Or at times they also help people to move to other parts of country where they already have friends or family. However, moving out of the area was always a voluntary decision.





A Member asked about resettlement & independent living pathways; where did people with high support needs go when leaving temporary accommodation when there was such a shortage of affordable accommodation? Officers said they tried to give people the best possible start when they left supported accommodation. But resettlement support was time limited and they did what they could to try and help stop people from having to go through the whole process again.

The Chair commented that he was encouraged by the plans officers had and hoped they would come to fruition.

## **11 Ecological Emergency Action Plan 2021-2025 - Progress Report**

The Chair introduced the item by stating that a Scrutiny Member's briefing had previously taken place on this subject and that he was very pleased to now have this as a formal meeting agenda item. Alex Minshull, Sustainable City and Climate Change Manager then introduced the report to Members saying that it provided a summary of the progress made on delivery of the Bristol City Council (BCC) Ecological Emergency Action Plan (EEAP). The report identified actions within the plan that are currently being delivered and also priority actions which will need additional funding to ensure progress in a timely and effective manner. The priority projects were proposed to be funded through the use of earmarked reserves funds of £1m allocated by the administration. The report, he said, showed good progress was being made in many areas. Some actions were already complete and two thirds are on track. A quarter of the actions had been delayed slightly.

Officers were said to be planning for operational changes such as a reduction in the use of pesticides and improved land management techniques. The action plan was a combination of short-term wins such as planting trees and strategic enabling works such as Biodiversity Net Gain.

The Chair said he was very encouraged that there were no red ratings in the action plan and thanked officers for the level of detail in the report.

- A Member commented that some years ago the Council had planned to severely reduce the use of pesticides, what had happened since then and how much had usage been reduced by? Officers said they had trialled several different methods to see which was most effective. More trials were being planned and officers were said to now have the baselines to work out where to target further reductions. Members said there were now a range of alternative options to use and it was the Council's duty to try using them. The Chair said that he would like to know what locations the trials were being held if possible. Officers said a project officer was currently working on this and also researching what alternatives other local authorities were using instead. It was said this was a cultural change and there would need to be general acceptance of vegetation growing in places where it wasn't previously but it was important to bring people along on the journey. There would be trials during the summer and the sites would be identified. The Chair requested that the Members were kept informed about when and where the trials take place.





- A Member referred to a pesticides study carried out by BCC in 2017 using vinegar and asked if officers thought that public perceptions have changed since then about the vegetation not being cut or sprayed in the same way as it used to be. Officers said yes it was possible that some people's views had changed but they still needed more people on board with the changes. They were looking at carrying out some specific public communication on this.
- It was asked if officers were already working with community groups and were there areas that communities could take ownership of as that could potentially reduce costs? The response was yes and communities could adopt areas of land. It would however depend on the scale of land being adopted going forward as they were currently only small plots. There is a community support officer in the team that can help with this. Officers said they would share a link where people can register interest in areas or groups. **ACTION: Useful links where interested parties can sign-up to and find out about activities and local parks and green spaces groups, to be sent to Members.**
- A Member asked about the activity matrix and the 'Red Amber Green' (RAG) rating of 75% and asked if the work was progressing very well or could the targets have been more ambitious? Officers said there were some actions they were confident of delivering and some not so. The important thing was to focus on the corporate targets these actions are aiming to deliver. The action plan showed how they were supporting delivery of the One City targets. Without an action plan there wouldn't have been so much work taking place. It was added that there were now a number of teams working on this plan that crossed many services in the Council as well as those outside of the Council.
- Members again raised the issue the methodology for measuring the tree canopy and said that if a way of measuring it had not yet been agreed, would that not undermine confidence? Officers said they were currently looking into this i.e., either measure backwards what's grown or measure forwards what should have grown. It was confirmed that there was a loss in the number of mature trees. The Council had been very busy planting trees but it was the losses of mature ones that was said to be difficult to catch up with. Members agreed that there were many who thought there was a reduction in the number of mature trees.
- 'Living roofs' were discussed and it was suggested there was wider enthusiasm for more of them. Officers agreed and said they were looking at sites where they would make the most difference such as helping to link up areas. Bus stops were highlighted but it was said they may not be close enough to other habitat to be effective but there were some good examples to consider going forward.
- Members raised 'inequalities in accessing nature' and asked what activities were planned to start to address them? Officers said house prices in Bristol can be linked to the amount of green spaces in each area and they were looking to see how more green spaces could be provide in some areas, such as how to repurpose and transform empty sites. There were currently small grants available that could be applied for to transform spaces. There were also other programmes coming forward such as Liveable Neighbourhoods which could re-purpose land in areas.



The Chair positively commented on the amount progress was being made, however he also suggested there could be more ambition in the next stage to tackle the Ecological Emergency and not be complacent.

Members thanked officers for their time and the positive work that was being undertaken.

## **12 Community Buildings, Community Asset Transfers, Community Facilities (open session)**

John Bos (BCC Property Partner) and Patricia Barry (Interim BCC Property Service Manager) were in attendance to introduce the report and respond to the Commission's questions. The published report provided an overview of the use of Council-owned property assets to that support voluntary, community and social enterprise (VCSE) organisations. The report also contained details of current policies, practices and types of community assets. John said there was still some room for improvement in areas but they were continually improving where they could. He said there was an un-ending demand for property and that new queries were received every day. In many cases, the property that's enquired about isn't BCC owned property. He highlighted that property is difficult to look after and groups didn't always know or understand the full demands. He said that people often incorrectly think the Council has lots of unused vacant property. He explained how the Council tried to strike a balance between maximising income from rents and positive social outcomes. In financial terms, the total concessionary value of community assets is just under £2M per year.

A Member commented they were very happy to see Redcatch Community Centre highlighted as a successful example of a CAT. The group of volunteers have improved it immensely as it had a rental value of nil when they took it over many years ago. But how had officers calculated the market value rent figure from in the (exempt) report? Officers said that was an estimate of a value that is based on what rent would be charged on the open market. The Member said it was a very popular and busy centre but the estimated rental value appeared to be low and didn't reflect how much it had improved.

The Executive Director Growth and Regeneration said many community organisations that run CATs grow and employ staff eventually and the Council would like to have more of them. But the CATs did go both ways and there wasn't always a positive outcome, stating that some groups or organisations hand back properties in a much worse condition than they previously were.

The Chair cited the social value gained from assets being available to the voluntary and community sector (VCS) and how this in turn was supporting communities in many ways. He added that if social value was measured it should be about the contributions not just the financial value because without those contributions the City would be much worse off. The Executive Director agreed and said the Council wished to be more proactive and was making the investment so the voluntary and community sector could continue providing essential services.

A Member said some areas of the City have low levels of community involvement and that these areas were often those where there are few community run property assets. Was there now an opportunity to



address this? The Director said yes this was part of the Councils aim of being more joined-up and not seeing property as something that was separate entity.

A Member asked why there wasn't a city-wide organisation for community assets in Bristol and if there ought to be? Officers said there had been one about 15 years ago that was part of 'VOSCUR' but it had petered out. It had apparently required huge amounts of effort and resources but still hadn't lasted. A Member said it was a shame because the City missed out on gaining experience from peers and knowledge of contractors a pool of expertise.

A Member asked about paragraph 2.18 of the report that referred to energy efficiency and the forthcoming minimum standards being introduced in April 2023. He said it was likely that some organisations with poorly maintained property would run into problems when required to obtain an Energy Performance Certificate (EPC) and that were in some cases unlikely to have the capacity to make the necessary changes. Officers concurred and said that most properties didn't currently have energy certificates. Up until now EPCs were usually triggered by a sale or transfer. However, they said they would work with tenants on this and it was likely community groups and/or organisations would be able to access funding BCC couldn't, which would help to make the necessary changes. The Chair said there was a lack of information available on this and suggested that some research should be carried out to analyse what the impacts would be on the community groups and organisations as well as the Council as the landlord. The Property Service Manager said they were working closely with the Sustainable City Team and gave assurances that everything was in scope. The Chair requested that the Commission receive an up-date on this at some point in the future.

A Member asked why The Park Local Opportunity Centre had not appeared on the list as it had been a very successful CAT. Officers said that it had not been listed as an asset transfer because the whole site had now been sold to the Department of Education (DFE).

Officers confirmed they intended to carry out a review the CAT policy by April 2023.

A Member suggested the Council should measure rents lost against the financial value of the social value gained so there was a proper record of how community organisations have benefited the City and Council. The Executive Director concurred that a value should be attributed the CATs. He added that the Council also had a target for property disposals and there were decisions about where to draw the line between selling for profit or to make social investment choices. But they would look at things more in the round because it wasn't just about commercial investments because communities were doing things and providing services that the Council couldn't.

A Member said that some organisations that currently held concessionary leases were for-profit companies and had thought they would all be non-profit. Officers said they were open minded about that and judged those organisations by what they delivered and what they did with asset. There were some really good examples of how a council asset can do positive things but also make profit.



### **13 Exclusion of Press and Public**

The public was excluded from the meeting under s.100A(4) of the Local Government Act 1972, for item 12, Community Buildings, Community Asset Transfers (CAT), Community Facilities – Exempt Session, on the grounds that it involved the likely disclosure of exempt information as defined in paragraph 3 of Part 1 of schedule 12A of the Act.

### **14 Community Buildings, Community Asset Transfers, Community Facilities (closed session)**

As Above – Exempt Session.

Meeting ended at 7.30 pm

**CHAIR** \_\_\_\_\_





Action Origin	Action	Lead	Action taken
<b>26<sup>th</sup> April 2022</b>			
11. Ecological Emergency Action Plan 2021-2025 - Progress Report	ACTION: Useful links where interested parties can sign-up to and find out about activities and local parks and green spaces groups, to be sent to Members.	Jon James Head of Service for Natural and Marine Environment	<p>The following information was sent to the Commission:</p> <ol style="list-style-type: none"> <li>1. General information on Volunteering in Parks is <a href="#">on the BCC website</a>.</li> <li>2. <a href="#">Bristol Parks Forum</a> – recommend signing up to this mailing list. Run by Volunteers, it’s a great way to stay abreast of volunteer opportunities, funding and all things Parks. There is also a really useful “<a href="#">members page</a>” where you can find other park group contact details.</li> <li>3. <a href="#">ParkWork</a> – a reminder that we have Joe (<a href="mailto:Joe.McKenna@bristol.gov.uk">Joe.McKenna@bristol.gov.uk</a>) who runs ParkWork, a project which gives people formal skills in Parks maintenance when they’ve disconnected with education/employment. You can commission Joe to work alongside you on any larger/technical projects you decide to take on in your park. Joe has a £280 daily rate which can be fundraised for, whether that be through a local community grant funding pot or some wider CIL/Section 106 money. Through this charge, Joe can continue working with the group of volunteers he trains to access career paths and re-connect with education.</li> </ol>

Action Origin	Action	Lead	Action taken
			<ol style="list-style-type: none"><li data-bbox="1256 288 2136 580">4. <a href="#">H&amp;S Training</a> to be covered under BCC's insurance – for groups who wish to lead regular group work days in their local park. We provide monthly training for these volunteer leaders. Once trained, we can lend tools if given advance warning, which you can collect from our volunteer tools store at Sea Mills or Eastville. We advise groups to look to fund their own tools in the long term, if you're going to be using them frequently.</li><li data-bbox="1256 651 2136 799">5. Health &amp; Safety <a href="#">Training recap and videos</a> – we now have several YouTube videos, which can support H&amp;S trained group leaders to continue running their group sessions safely.</li></ol>

# Communities Scrutiny Commission

3<sup>rd</sup> October 2022



**Report of:** Tim O’Gara, Service Director - Legal & Democratic Services

**Title:** Communities Scrutiny Commission Annual Business Report 2022/2023

**Officer Presenting Report:** Bronwen Falconer, Scrutiny Coordinator

## **Recommendations:**

1. To note the Scrutiny Commission’s Terms of Reference
2. To note the Chair and Vice-Chair for the 2022/2023 municipal year
3. To note the Membership of the Commission for the 2022/2023 municipal year
4. To note the Commission’s 2022/2023 meeting dates
5. To note the Commission’s Working Group for 2022/2023

## **1. Context and Proposal**

### **1.1 Terms of Reference of the Commission**

At its Annual Council meeting on 24<sup>th</sup> May 2022 Full Council established this Scrutiny Commission with the following terms of reference:

#### **Terms of reference - Overview**

The role of the Commission is the overview and scrutiny of matters relating to the previous Communities Directorate including; Customer Services, Housing & Landlord Services (including housing options, private sector housing, and estate management) Crime and Disorder (including the Statutory Scrutiny Function), recycling, waste and environmental issues, neighbourhoods, sport, leisure and physical activity and Area Committees.

#### **Functions**

- 1.** To ensure that overview and scrutiny directly responds to corporate and public priorities, is used to drive service improvement, provides a focus for policy development and engages members of the public, key stakeholders and partner agencies.
- 2.** To action the Annual Work Programme set by the Overview and Scrutiny Management Board using the following framework:
  - (a)** Scrutiny of corporate plans and other major plan priorities within its remit, with particular reference to those areas where targets are not being met or progress is slow;
  - (b)** Input to significant policy developments or service reviews;
  - (c)** Review and scrutinise decisions made or other action taken in connection with the discharge of any functions which are the responsibility of the Mayor/Executive, functions which are not the responsibility of the Executive, and functions which are the responsibility of any other bodies the Council is authorised to scrutinise.
- 3.** To make reports and recommendations to Full Council, the Mayor/Executive and/or any other body on matters within their remit and on matters which affect the authority's area or the inhabitants of that area and to monitor the response, implementation and impact of recommendations.



4. To work in collaboration with the Mayor/relevant Executive Member and receive updates from that Member on key policy developments, decisions taken or to be taken and progress against corporate priorities.
5. To report to the Overview and Scrutiny Management Board on progress against the work programme and on any recommendations it makes.

### **1.2 Membership of the Commission:**

- Councillor Barry Parsons - Chair
- Councillor Amal Ali
- Councillor Amirah Cole - Lead
- Councillor Emma Edwards
- Councillor Gary Hopkins - Lead
- Councillor Henry Michallat - Vice Chair
- Councillor James Scott
- Councillor Kerry Bailes
- Councillor Martin Fodor

### **1.3 Commission Meeting Dates**

- 3<sup>rd</sup> October 2022, 1pm (rescheduled from postponed 15<sup>th</sup> September 2022 meeting)
- 17th November 2022, 6pm
- 27 February 2023, 2pm

Please note: the Scrutiny Work Programme can be located on the Agenda for the Communities Scrutiny Commission.

### **1.4 Task and Finish Groups 2022-2023**

- Libraries Working Group

## **2. Public Sector Equality Duties**

Before making a decision, section 149 Equality Act 2010 requires that each decision-maker considers the need to promote equality for persons with the following “protected characteristics”: age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation. Each decision-maker must, therefore, have due regard to the need to:

- a) Eliminate discrimination, harassment, victimisation and any other conduct prohibited under the Equality Act 2010.
- b) Advance equality of opportunity between persons who share a relevant protected characteristic and those who do not share it. This involves having due regard, in particular, to the need to --
- remove or minimise disadvantage suffered by persons who share a relevant protected characteristic;
  - take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of people who do not share it (in relation to disabled people, this includes, in particular, steps to take account of disabled persons' disabilities);
  - encourage persons who share a protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.
- c) Foster good relations between persons who share a relevant protected characteristic and those who do not share it. This involves having due regard, in particular, to the need to –
- tackle prejudice; and
  - promote understanding.

### **3. Legal and Resource Implications**

N/A

#### **Appendices:**

None

### **LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985**

#### **Background Papers:**

- Full Council, 24 May 2022

# Communities Scrutiny Commission

## 3<sup>rd</sup> October 2022



**Report of:** Stephen Peacock – Executive Director Growth and Regeneration

**Title:** Bristol Housing Allocations Scheme Review

**Ward:** City-wide

**Officers Presenting Report:** Donald Graham (Sponsor) / Paul Sylvester (Exec) / Elizabeth Dewing (PM)

**Contact Telephone Number:** N/A

### **Recommendation:**

Commission members are invited to comment on the ongoing work on the review of the Housing Allocation Scheme and the proposals currently open to citywide engagement until 7 October.

### **The significant issues in the report are:**

The current context and the challenges of managing the housing allocation scheme when faced with overwhelming demand for social housing and highly constrained supply. (Paragraphs 2.1 to 2.6)

The desired outcomes at the end of the project (Paragraph 2.7)

The scope of work (Section 3)

The process followed to develop the proposals for public consultation and other proposed changes to improve the scheme. (Section 4)



## 1. Summary

## 2. Purpose

2.1 There is a chronic housing supply and demand issue in Bristol, with the demand for housing significantly outstripping supply across all housing types in the City. Our Social Housing stock is no different and it is important to acknowledge the tension around the objectives of providing mixed and balanced communities and offering choice around housing for citizens, versus the reality of what is available, where, and when, to meet citizens' fundamental need to have a home in the city.

2.2 There are currently over 18,000 households on the register and approximately 1500 allocations were made in 2021/2022.

2.3 The Bristol Housing Allocations Scheme Review project is tasked with delivering a revised Housing Allocations Policy that addresses the identified issues in the current system, ensures we prioritise housing those in greatest need, making the system easier to use and understand, managing the expectations of people who join the housing register, and contributing to the creation of mixed, balanced, sustainable communities.

2.4 This involves making changes to the policy, the processes that deliver against the policy, and potentially the tools (technology) and organisation that enable the policy.

2.5 The project seeks to address the following, identified, current housing allocation whole system issues:

- Reducing the administrative burden associated with the very high number of applicants in the lowest band who are unlikely to be housed.
- Reducing failure demand: Introducing communication, information and guidance and changes to the application and other processes that streamline, simplify and make the process easier to follow, enabling better expectation management from the point that people join the register.
- Making better use of existing stock, for example by finding ways to encourage people who are under-occupying to release the bigger properties and downsize.
- The sustainability of community – for example by extending the use of local lettings policies to enable people to remain living within their community as their housing needs change.
- Improving access to housing for priority cohorts currently not explicitly covered within the current Policy: e.g. increasing the priority of Care Leavers and supporting the decision to make greater provision for Adults leaving supported pathways.

2.6 We need to acknowledge, however, that even after the Policy has been revised there may not be sufficient social housing supply to meet the top priority need (“most in need”), meaning difficult decisions have to be made around who ultimately secures housing.

**2.7 The key project deliverables are consequently:**

- A revised Housing Allocations Policy, including consideration of associated policies.

- Re-engineered/new associated processes to improve citizen experience and support the most efficient and effective implementation of the revised Housing Allocations Policy.
- A review of the existing organisation structure, with recommendations on a direction of travel, which may include a new organisational structure, to support the most efficient and effective implementation of the revised Housing Allocations Policy.
- Technology change that will see the exploitation of the new Housing IT System (expected delivery early 2024) alongside consideration of short-term changes to the current Abritas system provided if viable.
- Revision and implementation of an updated Partnership Agreement with the RP's who provide properties through HCB.

### 3. Policy

The current Bristol Housing Allocation Scheme Policy is under review with a number of amendments being proposed.

Key related and peripheral policies are also being assessed to ensure alignment and coherence, namely,

- Landlord Agreed Transfers,
- Sensitive Lets,
- the Priority Move On Scheme,
- Externally Supported Accommodation (ESA),
- Community Supported Accommodation (CSA),
- the Keyring Scheme, and
- Mutual Exchanges.

### 4. Consultation

A highly consultative approach has been taken to the development of the proposals.

#### a) Internal

- Staff groups and internal subject matter expert were involved in **initial discussions** in 2019 to identify issues, and further groups were engaged with after the project was restarted in late 2021.
- **Desktop research** was performed resulting in the production of the Evidence Based CBL Report in August 2019

#### b) External

- An **initial survey** was run to explore expectations around social housing.
- Locality was contracted to deliver a **series of community consultation events** to better understand the assumptions, processes, and outcomes for who gets social housing in the city. In particular, to hear views from the city's more excluded communities in relation to new methods of managing an allocations policy or devising local variations of its existing allocations policy into the future.
- The Covid 19 pandemic meant that the concluding event was not held, however a report was produced documenting the findings of the four events.

The project was placed on hold from March 2020 until August 2021. It was restarted in August 2021 and the following consultation activities were undertaken.

- TPXImpact (formerly futuregov) were contracted to deliver a series of **4 Journey Mapping Events** to engage representatives from all key stakeholder groups in an end-to-end walk through of the HomeChoice process and identify pain points and opportunities for improvement.
- A **series of focus groups** was held with special interest groups to better understand their lived experience and needs. These included people living with disabilities, people exiting healthcare facilities, the homeless, older people, young people (including care leavers), and victims of domestic violence and harassment.
- An external housing expert provided **an expert opinion** on the current scheme, opportunities for change.
- **Submissions** were invited and received from Shelter and Bristol Law Society
- A **Members Working Group** and a **Residents' Working Group** were also established to participate in the process.

A full public consultation is currently underway on the key proposals for change. This commenced on 15 July and is running until 7 October. As at 19 August 1135 responses had been received.

The survey can be found here <http://www.ask.bristol.gov.uk/housing-allocations> (.pdf of the survey is also attached)

Following the conclusion of public consultation, the feedback received will be assessed and final proposals for change will be formalised. As this involves changing a key policy any changes will need to be approved by Cabinet before implementation. The current schedule aims to present to Cabinet for a decision on 17 January 2023.

## 5. Public Sector Equality Duties

- 5a) Before making a decision, section 149 Equality Act 2010 requires that each decision-maker considers the need to promote equality for persons with the following “protected characteristics”: age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation. Each decision-maker must, therefore, have due regard to the need to:
- i) Eliminate discrimination, harassment, victimisation and any other conduct prohibited under the Equality Act 2010.
  - ii) Advance equality of opportunity between persons who share a relevant protected characteristic and those who do not share it. This involves having due regard, in particular, to the need to --
    - remove or minimise disadvantage suffered by persons who share a relevant protected characteristic;

- take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of people who do not share it (in relation to disabled people, this includes, in particular, steps to take account of disabled persons' disabilities);
  - encourage persons who share a protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.
- iii) Foster good relations between persons who share a relevant protected characteristic and those who do not share it. This involves having due regard, in particular, to the need to –
- tackle prejudice; and
  - promote understanding.
- 5b) A full EQIA focusing on protected characteristics and the impact (positive and/or negative) of any proposed changes will be developed, with the assistance of Equalities Team colleagues, in support of the proposals that are to be put forward in November/ December.

It is worth noting that several protected characteristics are disproportionately represented on the Housing Register e.g. People living with disabilities, Care Leavers (Young people)

In addition, certain of the proposals would require further EQIA's to be developed as they are implemented e.g. The proposal to extend the use of Local Lettings Policies: Every Local Letting Policy requires a full EQIA to ensure that there is legitimate justification for the preferences included, and that the impact on the wider service user base has been considered.

**Appendices:**

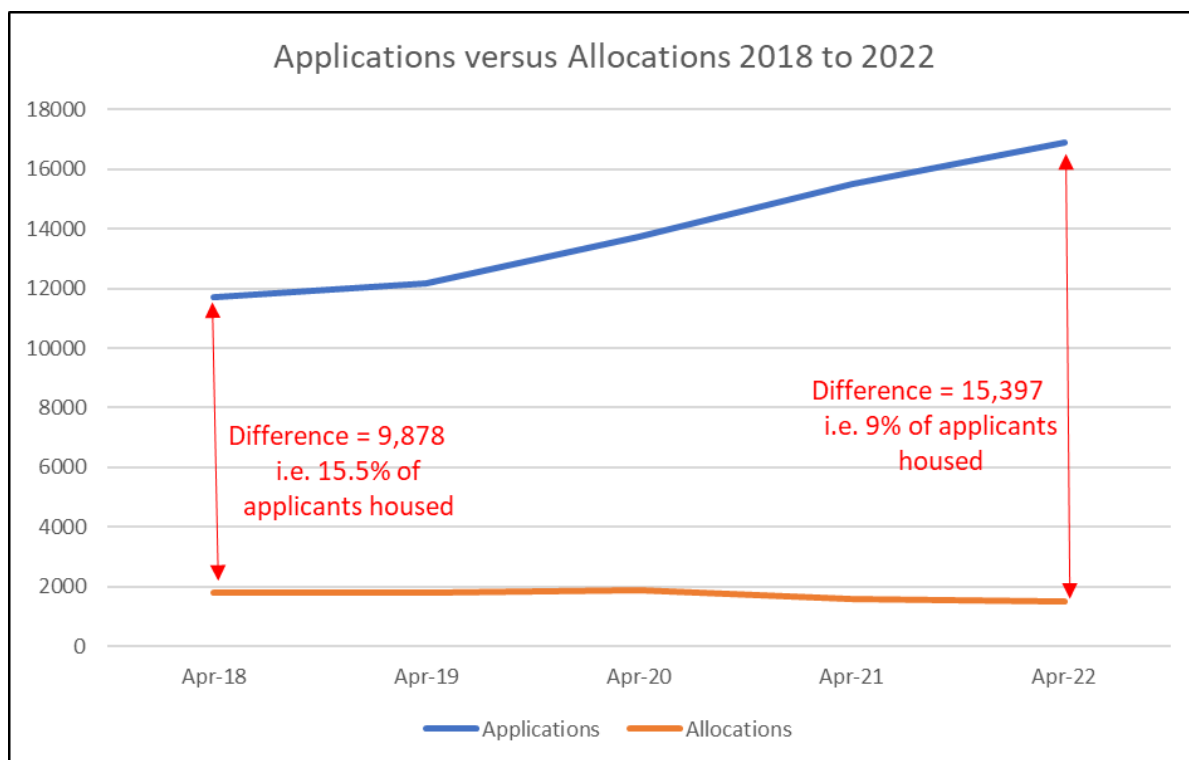
- Housing Applications vs Allocations Statistics
- Housing Applications by Reason and Band
- Current Housing Allocation Policy (.pdf format)
- Housing Allocation Survey (.pdf format)
- Additional changes not included in public consultation
- Applicable government guidance
- Communication of Policy change
- HomeChoice Bristol Organisation

**LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985**

**Background Papers:** None

**APPENDICES**

- Housing Applications vs Allocations Statistics



	Apr-18	Apr-19	Apr-20	Apr-21	Apr-22
Applications	11693	12181	13725	15486	16907
Allocations	1815	1805	1885	1586	1510
HA housing Stock	9996	10000	10064	10358	11248
BCC Housing stock	27198	27198	27095	27100	26945



Applications by Reason and Band

BAND 1	Under-occupying by 2+ beds	Urgent medical need (HN)	Exceptional need to move	MARAC	Acute overcrowding (HN)	Foster Carers	Major Repairs	Community Support Accommodation	Hospital discharge	Care Leavers moving on from externally supported accommodation	Armed forces personnel (Additional Preference) – 6 mth backdate	Supported Lodgings provider	Release of adapted property	
Apr-20	216	119	14	20	15	8	8	5	5	0	1	0	0	411
Apr-21	180	115	38	25	19	14	10	12	5	3	0	0	0	421
Apr-22	201	125	87	67	15	16	11	23	6	5	1	0	1	558
BAND 2	Harassment (HN) <i>SOME CASES to be MC</i> <i>If move to alt property would immediately resolve the threat</i>	Homelessness – main duty accepted	Severe overcrowding (HN) (2 beds less than required by bed std)	Priority move-on scheme (6 mth backdate, 1 mth to bid, thereafter 1 direct offer or B4 relegation)	Care Leaver	Cat 1 Crowding and space hazard (HN)	Armed Forces personnel (Additional Preference) (B3 bump up)	Unsatisfactory housing conditions (HN)	Under-occupying (by 1 bed) a property in high demand (adapted bungalow or 4-bed anywhere)	Supported Lodgings exit	Key Ring Scheme			
Apr-20	756	508	190	104	140	98	13	6	1	0	0	0	0	1816
Apr-21	1065	610	244	140	102	130	16	5	3	0	0	0	0	2315
Apr-22	1208	912	280	186	111	160	14	5	1	1	0	0	0	2878
BAND 3	Overcrowding (HN) i.e have 1 bed less than required	Medical and welfare (HN)	Other harassment?	Under-occupying by 1 bed	Homelessness / threat of homelessness (5 scenarios)	Hardship (HN)								
Apr-20	2594	1010	378	373	317	31	4703							
Apr-21	2804	1182	562	438	414	30	5430							
Apr-22	2837	1258	522	477	544	27	5665							
	<b>B1</b>	<b>B2</b>	<b>B3</b>	<b>B4</b>										
Apr-20	411	1816	4703	7032										
Apr-21	421	2315	5430	7904										
Apr-22	558	2878	5665	8521										
% increase since 2020	35%	58%	20%	21%										

- **Current Housing Allocation Policy**



HCB allocation  
scheme May 2021.pc

- **Housing Allocation Survey as out for Public Consultation (.pdf format)**



Housing Allocation  
Review Survey Print

- **Additional process changes proposed but not included in Public Consultation**

Process Changes	
Application	Review, simplify, reorganise to be more user-friendly
Communication	More frequent comms, new comms channels such as video, graphics, chat etc
Information & Guidance	Increased and improve explanations, information, provide more information and marketing of alternative housing options
Info provision	Easy and flexible access to information about applications/ allocations / availability/ wait times etc for applicants, councillors and officers and general public
Support and assistance	More avenues of support and greater consistency
Advertising	Better information, more consistency

We also intend proposing a significant ‘housekeeping’ undertaking to clean the data on the current list and ensure that it is as accurate, complete and up-to-date as possible with all existing policy conditions activated as appropriate.

The confidence level in contact data is fairly high (as reflected by the 89% delivery rate on emails and text messages sent out to notify HCB applicants about the survey) however there are concerns about the currency and completeness of older applications that remain on the register and which have not been updated for several years.

- **Applicable Government Guidance**

The Housing Allocations Scheme has to comply with the requirements of Parts VI and VII of the Housing Act 1996 (as amended), and has regard to the following:

- Allocation of accommodation: guidance for local housing authorities in England 2012
- Allocation of Housing and Homelessness (Eligibility) (England) Regulations 2006, SI 2006/1294 as amended
- The Allocation of Housing (Qualification Criteria for Armed forces) (England) Regulations 2012
- The Housing Act 1996 (Additional Preference for Armed Forces) (England) Regulations 2012

(SI 2012/2989)

- Immigration (European Economic Area) Regulations 2006, SI 1006/1003 as amended
- Bristol City Council Tenancy strategy published in March 2012
- Bristol City Council Preventing Homelessness strategy published in October 2013
- Providing social housing for local people: December 2013 statutory guidance on social allocations for local authorities in England
- Homelessness Reduction Act 2017

There is also a degree of advisory involvement. For example, following an engagement in late 2021, input was received from the **Homelessness Advice and Support Team** under the Department for Levelling Up Housing and Communities (DLUHC). This input raised a number of points which have been considered in formulating proposals, including the following:

- Process - Information in home choice applications about homelessness should be routinely shared across to Housing Officers so opportunity to prevent homelessness is maximised  
*Action: Internal process amendment to improve feedback loop from HP Team to HA's*
- Observation - Direct lets list operating alongside the housing register. Unclear how transparent this is and appears to have developed due to failure of register to function well.  
*Action: Proposal to change to 'Managed Choice' approach in which up to 50% of allocations are made by means of Direct Offer. Makes this process more transparent as well as increasing the number of cases that can be expedited.*
- Suggestion - Banding favours those with the Main Duty and can lead to behaviours in applicants to aim for higher banding –alternative approaches deployed across the country have prevention in higher band to encourage more planned moves. For example staying with family/friends would have a higher band than temporary accommodation to promote delayed homelessness

*Action: Two proposals included in Public Consultation that speak to the above:*

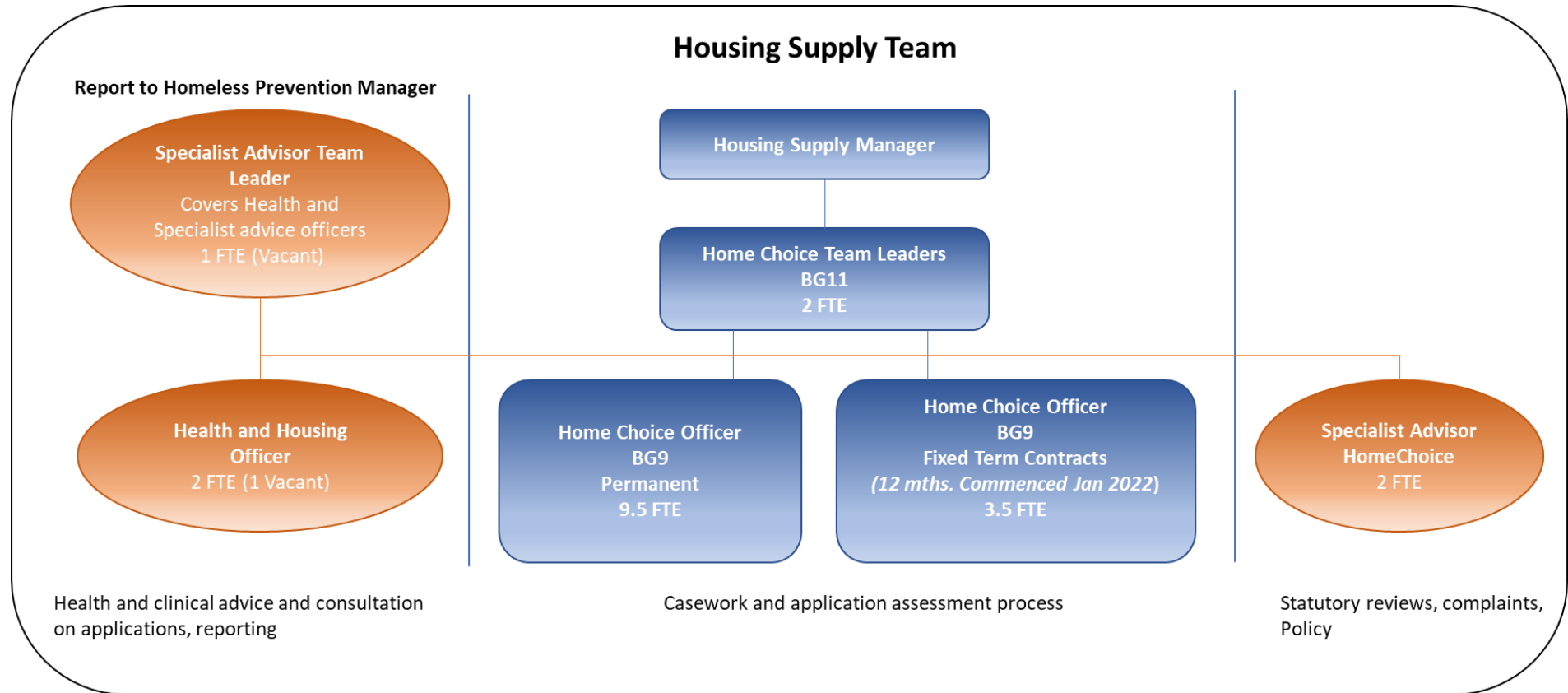
- *Proposal to increase priority of relief and prevention vases to Band 2 (same as main duty cases)*
  - *Proposal to introduce a 'new deal' for the 'homeless at home' to encourage those who are able to do so to remain with family / friends whilst waiting and to be rewarded for doing so through backdates*
- **Communication of Policy Change**

The implementation of any changes following the public consultation and subsequent decision-making at Cabinet would be communicated making use of the normal channels including the following:

- Consultation Report and feedback on changes made to the policy as a result of the consultation, published on the Ask Bristol Housing Allocations Review consultation page and the HomeChoice Bristol site
- Communication by text message / email to everyone on HomeChoice Bristol to notify them where they can find detailed information about the changes
- Update of the HomeChoice Bristol site with the revised Policy and explanations
- Internal communications and training sessions to educate Officers about the changes
- Internal communications and training sessions to equip Call Centre Staff and Customer Service Point Officers to deal with enquiries

- It is worth noting that improving communication with service users is one of the objectives of the review in the first place.

• Organisation Chart – HomeChoice Bristol



# Overview: Allocations Review



Bristol's big housing conversation

Help us improve the way we let our homes.

Letting Council and Social Housing

[www.bristolhousingconversation.co.uk](http://www.bristolhousingconversation.co.uk)

The logo features a pink speech bubble on the left containing the text 'Bristol's big housing conversation'. To its right is a yellow dotted-line box containing the text 'Help us improve the way we let our homes.' Below the speech bubble is the text 'Letting Council and Social Housing'. To the right of the dotted box is an illustration of a family (a man, a woman, and a child) and a person in a suit, with a large key and a house icon between them. At the bottom right is the website address 'www.bristolhousingconversation.co.uk'.

# Goals of the review

To improve the scheme so that the service is better at:

- Housing those in the greatest need
- Being efficient and user friendly for applicants, the council, housing associations and other partner organisations
- Giving realistic expectations about being housed to those who have joined the Home Choice Bristol register
- Supporting more mixed, balanced and sustainable communities

Last reviewed in 2014 – LOTS has changed since then!!

# What's under review?

- ❖ The Policy – affected by regulations and legal requirements that dictate what we MUST do versus what we COULD do
- ❖ Processes
- ❖ Tools and technology
- ❖ Organisation
- ❖ Information

BUT..... We also need to think about the best way to use money available to the council..... How do we deliver the most important services in the best way with what we have



# What have we done / What are we doing

- ✓ Review Written Communication
- ✓ Gather Input – wide, many avenues *(See report/final slide)*
- ✓ Analyse the input and develop proposals
- ✓ Engagement at City Hall to play back the proposals
- ✓ Develop the survey and engagement plan
  - Public Consultation (12 weeks) ← **We are here**
  - ❑ Finalise proposals, rewrite the policy, write papers for council decision-making
  - ❑ Review the Housing Partnership Agreement
  - ❑ Get Finance and Cabinet Decisions *(Nov 2022 and Jan 2023)*

- 809 complete
- 401 partial

# Consultation Overview

Theme	Explanation
Choice of Model	The challenge of choice-based letting when there is no real choice. Proposing a “Managed Choice” approach (up to 50% Direct offers)
Prioritisation (Banding)	Changes to how we prioritise various needs e.g. Increasing provision for Adult Supported pathway exits. Increasing priority for Care Leavers and under-occupancy. Combining homelessness duties to one band
Demand / Supply Controls	Reducing / redirecting demand and finding ways to access more in-demand properties e.g. Incentivising down-sizing, local lettings, imposing B4 bidding restrictions and providing more information about alternative housing options
Other Policy Amendments	‘New Deal’ for homelessness @ home, financial threshold changes
<i>Process Amendments (Not in consultation)</i>	<i>Application, Information &amp; Guidance, Communication, Reporting, Advertising, Other pro-active management measures</i>

# Consultation

- Consultation Hub: [www.ask.bristol.gov.uk/housing-allocations](http://www.ask.bristol.gov.uk/housing-allocations)
- Also linked from HCB and [The Big Housing Conversation](#) sites
- Target: Housing Register Applicants
- Paper forms are available at libraries and CSP, and can be requested by email
- Translations will be produced if requested
- Engagement Events across the city
- Posters in libraries and community locations
- Social Media and Press Release, plus wide internal comms

Thank you – Any questions?



# Inputs gathered

- Initial Research & Analysis
  - 2019/2020 Evidence Base Findings,
  - Rethinking Allocations Summary
- 2020 Survey Report
- 2020 Locality Report on Community Events
- Opinion Papers (Andy Gale Housing, Shelter, Bristol Law Centre)
- Focus Groups Input (DV and Hate Crime, Adult Social Care, Young People, Older People, Healthcare, Disability, Multiple Disadvantage, Immigrants and Refugees, CSC and various staff groups)
- Journey Mapping Events Output : A cross-sectional views on the *experience* of engaging with the housing scheme
- Other LA's – Particularly those recently updated e.g. Manchester, Birmingham

ALL of the above was used to consider WHAT needs to be changed and HOW it needs to change



## Bristol's big housing conversation

Accessing council and social housing



## Consultation survey

# Help us improve the way we let our homes

We are currently reviewing the way we let council and social housing. We want to ensure people have homes that meet their needs, giving priority to those who need it most, and making the application process easier.



The consultation is live until **Friday 7 October**.

If you would like this information in another language or accessible format, please email [lettings.review@bristol.gov.uk](mailto:lettings.review@bristol.gov.uk) or call **0117 352 1444**.



# Bristol Housing Allocations Review Consultation

The review will give the council the opportunity to look at who is housed, and why, and develop options for how to let social housing in the future.

HomeChoice Bristol (HCB) is the housing register used by the council and partner housing associations to allocate social housing in Bristol. It has a single set of qualification criteria, a priority banding system and an arrangement for advertising properties.

## How does the current system work?

Households have to apply to join the current lettings scheme (known as HomeChoice Bristol).

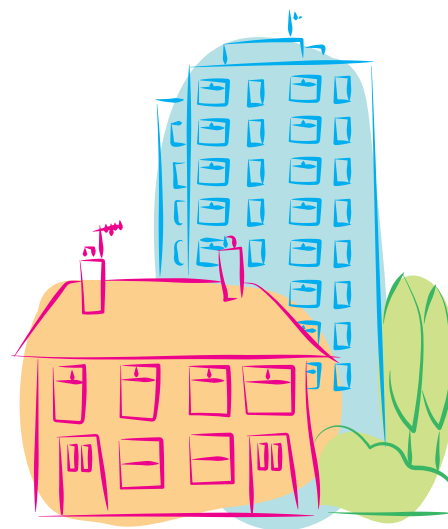
The system has four bands to prioritise housing need where Band 1 is for people in highest need, while those in the Band 4 are deemed to have no immediate housing need.

All properties that are available are advertised through HomeChoice Bristol and applicants can bid on properties that meet their needs. The property will usually be let to the applicant in the highest band who has been waiting longest in that band.

Further information about the reasons for bands can be found online by searching 'HomeChoice Bristol banding criteria'.

**There are a number of challenges associated with the current system, including:**

- 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. In fact, it appears to concentrate the numbers of vulnerable households facing poverty in social housing areas and estates.



## HomeChoice Bristol applications by band as at April in the last three years

	April 2020		April 2021		April 2022	
	Applicants	%	Applicants	%	Applicants	%
Band 1	411	3	421	3	558	3
Band 2	1,816	13	2,315	14	2,878	16
Band 3	4,703	34	5,430	34	5,665	32
Band 4	7,032	50	7,904	49	8,521	48
Total	13,962		16,070		17,622	

## HomeChoice Bristol allocations by band as at April for the two preceding years

	April 2020		April 2021	
	Applicants	%	Applicants	%
Band 1	226	12	180	11
Band 2	1,125	60	960	61
Band 3	350	19	285	18
Band 4	184	10	161	10
Total	1,885		1,586	

Please note: The allocations figure in Band 4 includes all allocations, including those made to age-restricted and sheltered properties.

## The objective of the review is to implement a revised Housing Allocation Scheme that:

- Houses those in greatest need.
- Is more efficient and user friendly for applicants, the council, housing associations and other partner organisations.
- Gives realistic expectations about being housed to those who join the HomeChoice Bristol register.
- Better supports the creation of mixed, balanced, sustainable communities.



# Proposal 1.1: Adopt an alternative approach – ‘managed choice’

## What we do now

We use a ‘choice based’ lettings system. This means we give people the chance to choose which council house or housing association accommodation they want. Properties are advertised through HomeChoice Bristol and people bid when properties become available.

When someone finds a property that they like and which is suitable for their needs, they then make a “bid” for it. There may be limitations placed on what they are allowed to apply for and how many bids they are allowed to place.

All bids on a property are automatically put in priority order (based on band and length of time someone has spent in the band) on the property shortlist. Once the advertising cycle has closed, the landlord of the property (Bristol City Council or a housing association) then decide who they will offer the property to.

We currently allocate up to 30% of properties by means of a ‘direct offer’. This is 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.

## What’s the problem?

Our property supply is seriously limited and doesn’t match 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.

Many people in Bands 1 and 2 have high expectations about being able to successfully bid on something that meets **all** their needs considering the limited choice we have available.

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.

## What do we propose?

One alternative to choice-based letting 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.

We don’t believe this to be a viable alternative because people prefer to have a degree of choice, and where possible, we want to continue to provide this option.

The council proposes to operate a combination of choice-based letting and a managed list. To start with, we will give people in Bands 1 and 2 the freedom to bid on property independently for a fixed period of time. After that we would take action to match them to a suitable property and make a direct offer, with up to 50% of allocations being made by direct offer. People would also have the option of ‘opting in’ to managed choice from the start.

### What’s the benefit?

We believe this will enable us to move people in critical situations into suitable accommodation faster. This includes people fleeing domestic violence or hate crime, living in properties that are severely overcrowded and those at risk of homelessness or already homeless.

#### 1. Do you agree or disagree with the proposal to move to a more ‘managed choice’ approach?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

#### 2. How long should we allow people to bid for before we step in?

- 6 months
- 9 months
- 12 months
- Other (please specify):

## Proposal 1.2: Limiting the number of direct offers

A person is placed in a high priority band based on their need to be housed urgently. Our priority is to house those with the highest levels of need, but this becomes difficult when people reject what may be viewed by the housing provider as suitable offers due to them not being in the right location or not the type of property they would choose. We are therefore proposing to introduce consequences if suitable offers are rejected.

#### 3. How many direct offers do you believe an applicant should be able to decline before a consequence is imposed?

- 1
- 2
- 3
- 4
- 5
- No consequences should be introduced

**4. Which of these penalties do you think would be most appropriate if someone rejects suitable direct offers?**

- Prevented from bidding for 3 months after which they will be reassessed
- Prevented from bidding for 6 months after which they will be reassessed
- Prevented from bidding for 9 months after which they will be reassessed
- Prevented from bidding for 12 months after which they will be reassessed
- Drop one band  
(i.e. move from Band 1 to Band 2, or Band 2 to Band 3) but free to continue bidding independently
- Removal from the housing register
- No penalty
- Other  
(please specify):

## Proposal 2.1: Managing the mismatch between demand and supply

### What’s happening now?

There are currently almost 18,000 households on the Housing Register. In 2021/2022 we made just 1,501 lets. In other words, our current supply is less than 10% of current demand.

### What is the issue?

Even with major drives to build more homes or acquire property by other means, this mismatch between demand and supply is unlikely to change significantly or fast.

There are currently 9,034 households in Band 4. In line with the last two years less than 161 are likely to be allocated 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. It also takes a great deal of officer time to maintain the high number of applications in Band 4 who are highly unlikely to ever be housed.

### What do we propose?

We will continue to allow all eligible applicants to join the register. Those who don’t meet the criteria for Bands 1 to 3 will be assessed into Band 4 but in future we propose to restrict their bidding to specific property types.

Those who meet the age criteria in Band 4 would be able bid on sheltered or age restricted properties. Those who don't, would be directed to other housing options like private rented, shared ownership, and community led housing and would not be able to bid with Band 4 status.

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

This would also allow more officer time to be focused on households in higher priority bands.

**5. Do you agree or disagree with restricting bidding for Band 4?**

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

## Proposal 2.2. Consider extending support offered to people downsizing

We are considering a pilot that would target people living in properties that have more bedrooms than they need. We intend to assess a range of downsizing incentives to see which ones are most effective.

**6. Which of the following do you think is most likely to incentivise under-occupiers to move? Please tick all that apply.**

- General guidance or specific information to help them move
- Financial assistance for moving (including removal of unwanted goods)
- Support with applying to HomeChoice Bristol and bidding on properties
- Arranging removals/disconnection and reconnections of white goods
- Flooring in new property – carpet for lounge and bedroom
- Other (please specify):

# Proposal 2.3. Extend 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. LLPs place additional criteria or restrictions on certain properties that applicants on the housing register must meet in order to apply to rent them.

### LLPs can, for example:

- Apply to housing opportunities within a certain area
- Prioritise applicants with local connections to that area
- Address a local imbalance in access to housing that is out of line with the rest of Bristol

When criteria or restrictions have been applied to a property it will be mentioned in the property advert when someone searches for a home.

An LLP may be initiated by the council or by community groups.

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.

### 7. Do you agree or disagree that Local Lettings Policy (LLPs) should be more widely used?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

There are currently LLPs in place in Lawrence Weston and Lockleaze where 50% of new build properties are prioritised for local people.

### They are also proposed to be introduced in areas with development coming forward including:

- Fishponds
- Hengrove
- Horfield
- St Pauls
- Knowle
- Lawrence Hill
- Southmead

**8. Do you think an LLP is required in any other specific area?**

- Yes
- No

**9. If you think an LLP is required in any other specific area, please let us know which area(s) and why:**

# Proposal 3.1. Improve access for people exiting Adult Supported Care

**What do we do now?**

Everyone on the Housing Register has a reason for wanting to move, but in practice we can only offer homes to those in the greatest need.

**What is the issue?**

Focus is on high need cases within Bands 1 and 2. Very few people within Band 3 get housed.

**What do we propose?**

Whilst there is no intention to change the use of the four-band system, several changes are proposed to prioritisation within the bands.

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.

A target has been set for the next two years to move people with care and support needs who live in supported accommodation. (We are looking for 40 allocations in 2022/23, and 150 in 2023/24).

Whilst this will affect the number of social housing properties available for all other applicants, the council intends to address this by increasing the supply of new build 1-bed properties in the 2023/2024 financial year. It is anticipated that after 2024 the allocation target for this group will be reduced.

**10. Do you agree or disagree that improving access for people exiting Adult Social Care is the right thing to do?**

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

## Proposal 3.2. Band 1 priority for care leavers

All councils have ‘Corporate Parenting’ duties to help young people who are leaving, and have left, local authority care. By ‘care leavers’ we mean young people who have in the past been under local authority care but who are now moving towards living independently in the community. We are not referring to young people who may be moving between Children’s and Adult Social Care support services.

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 setting aside a fixed number of properties for care leavers requiring social housing, and placing those care leavers in Band 1 as long as they meet conditions relating to their ability to live independently.

### What is the benefit?

This approach would encourage more care leavers to complete the programme that prepares them for independent living. It would also offer a direct pathway out of other forms of accommodation, freeing up supported accommodation for other care leavers. Similarly, young people who wish to move on from care after turning 18 could do so quicker freeing up additional places for children in care seeking homes.

**11. Do you agree or disagree with the proposal to move more care leavers to Band 1?**

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

# Proposal 3.3: Band 1 priority for all under-occupiers

## What is the issue?

The council needs to make the most effective use of the limited social housing stock available. As we have already noted above, the lack of larger properties (3-bed or more) presents problems given the high demand.

## What do we propose?

We propose to move all under-occupiers to Band 1. This is intended to encourage people to free up larger properties that can then be used to house those with larger families. An alternative approach would be to prioritise under-occupiers in specific properties rather than all under-occupiers.

## What is the benefit?

By increasing the priority of current under-occupiers, we can free up larger properties.

### 12. Do you agree or disagree with the proposal to place all under-occupiers in Band 1?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree





# Proposal 3.4. Band 2 priority for all homelessness cases

## What is the issue?

Homelessness law is very complex. The council has additional duties relating to homelessness (known as the Prevention and Relief duties). These are in addition to the main (full) homelessness duty. For more information about Homelessness law, search for ‘local authority homeless duties’ on [england.shelter.org.uk](http://england.shelter.org.uk).

In terms of the council’s allocation scheme, homelessness cases are currently split between Band 2 (for main duty cases) and Band 3 (homelessness prevention and homelessness relief duties).

We propose awarding Band 2 to all homeless households where a main, relief or prevention duty has been agreed.

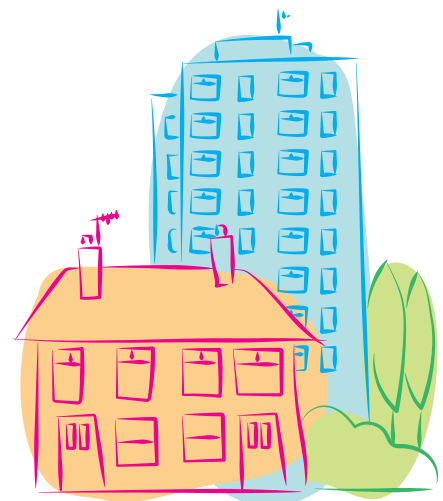
## What is the benefit?

It would mean that there is consistency between households owed the main homelessness duty and households awarded other homelessness duties. This would remove delays where they would previously have been in Band 3. There is also the potential to allow direct offers of accommodation earlier thereby reducing and potentially avoiding time in spent in temporary accommodation.

However it may ultimately result in more people presenting as homeless rather than less, and it would mean that those households who have no vulnerabilities are given the same priority as those that are vulnerable or in urgent need to move.

### 13. Do you agree with the proposal to move all homelessness cases to Band 2?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree



# Proposal 3.5. Create a 'new deal' for the 'homeless at home'

## What is the issue?

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.

We propose creating a 'new deal' for people at risk of eviction from a home where they have no tenancy rights. This would allow them to remain in place, where possible, and wait for an offer of social housing. It recognises that a move into emergency accommodation may not be the most suitable solution. People in this situation would be encouraged to remain in place by having their priority within Band 2 adjusted, meaning their priority would improve over time as long as they stayed in place.

## What is the benefit?

It would help reduce the numbers currently in temporary accommodation, 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. By contrast, becoming homeless is likely to result in insecure temporary accommodation.

However, it could also lead to more people living with family approaching the council for help, creating additional pressure on limited resources. It could also be seen to disadvantage households who are homeless and have no option but to move into temporary accommodation.

We will also need to ensure that this offer does not result in people remaining in places where they are not safe. We will explain that where it is necessary to ensure their safety, people do still have the option of entering temporary/emergency accommodation.

## 14. Do you agree or disagree with the 'new deal' proposal?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

# Proposal 3.6. Conditional retention of 'effective date'

## What is the issue

Currently, the longer you spend in a band, the higher your priority becomes. When applicants are reassessed and move between bands 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 as they lose out to newer entrants in the higher band.

On the other hand, applicants who are moved down a band due to decreased priority feel they are receiving a double penalty with the date reset further reducing the likelihood of them being housed.

## What is proposed

It is proposed that the effective date of application be retained when applications move down in priority and, under certain conditions, when they move up (e.g. if they were previously in the higher band to start with).

## What is the benefit?

It would make the system fairer for those who have been waiting on the list for a long time and remove the 'double penalty' if moved down in priority.

### 15. Do you agree or disagree with the proposal to retain the 'effective date'?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree



## Proposal 3.7. Composite need

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; over-crowding, where someone’s health is made worse by their accommodation, domestic violence and/or harassment.

Applicants with more than one housing need are currently placed in the band of their highest priority. Including composite need allows us to make a distinction between cases. However, this does create a high administrative workload. The current process gives cases with multiple needs additional priority by backdating their time in the band by a maximum of six months.

### 16. Should we amend how we deal with composite need? Select your preferred option.

- Leave unchanged, i.e. where there are two or more needs a six month backdate is applied
- Change to where there are more than three needs a backdate of up to 12 months is applied
- Other (please specify):

## Proposal 4.1. Change income and savings thresholds

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.

These are two separate thresholds. In response to requests in the early engagements for the income to be lifted we propose amending them as follows on the next page.

Option	Income	Savings
Current threshold	£40,000	£40,000
Proposed threshold	£50,000	£30,000

**17. Which option do you prefer?**

- Current threshold (£40,000 income and £40,000 savings)
- Proposed threshold (£50,000 income and £30,000 savings)
- Other (please specify):

# Proposal 4.2. Change debt threshold

Currently applicants with a debt to the council or our partner housing associations of £500 or more are not allowed to bid until the debt is reduced. There is discretion to waive this policy for applicants in urgent housing need.

**18. Do you think that £500 of debt is a fair level for this penalty to be imposed?**

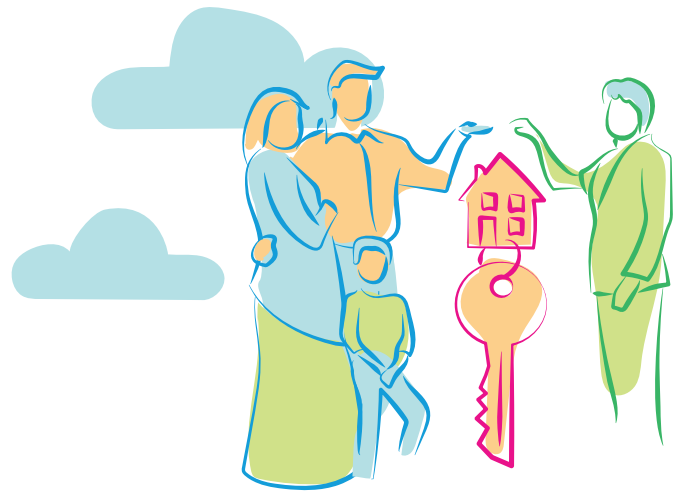
- Yes
- No

**20. What level of debt should the penalty be imposed at?**

£

**19. If you do not think that £500 of debt is a fair level for the penalty to be imposed, do you think it should be higher or lower?**

- Higher
- Lower



# Process changes

In addition to the proposed changes above we intend making a number of process changes to improve people’s experience of the Housing Register. A summary of these can be seen at: [bristol.gov.uk/web/councilhomes/accessing-council-and-social-housing](http://bristol.gov.uk/web/councilhomes/accessing-council-and-social-housing)

**21. Is there anything else you would like to tell us about how we could improve HomeChoice Bristol? Please use the box below to tell us if so.**

# About you

**We want to hear from as many people as possible from all parts of Bristol, so we can understand all viewpoints.**

It would be very helpful if you could complete the following ‘About You’ questions. This will help us ensure that no-one is discriminated against unlawfully and will help us see if people in different parts of Bristol and different circumstances have different views. The questions include each of the protected characteristics in the Equality Act 2010.

All questions are optional. You can skip any questions you do not wish to answer.

Information provided will be treated in the strictest confidence and in accordance with the General Data Protection Regulation (GDPR). Personal and sensitive information will be used solely for the purpose of equalities monitoring to ensure that everyone is treated fairly.

Our privacy policy, which explains how we will process your personal information, how long we will retain it and your rights as a data subject is available at [bristol.gov.uk/resources/privacy](http://bristol.gov.uk/resources/privacy).

**Please answer the questions on the next page by ticking the boxes that you feel most describes you.**

**22. Which of the following best describes you?**

- A council tenant
- A council tenant looking to move
- Living with family/ friends
- A housing association tenant
- A housing association tenant looking to move
- In temporary accommodation
- A private tenant
- A private tenant seeking social housing
- In supported accommodation
- A homeowner
- A homeowner seeking social housing
- Other (please specify):

**23. In which of the following roles are you responding to this**

- A Bristol City Council tenant
- A local voluntary organisation or other advocacy service
- An elected councillor
- A Bristol City Council employee
- Not applicable
- Other (please specify):

**24. If you are currently on the Housing Register which banding have you been given?**

- Band 1
- Band 2
- Band 3
- Band 4
- Awaiting a decision on banding

**25. What is your full postcode, e.g. BS9 3JZ**

We are asking this to understand if citizens have different views in different parts of the city and to be sure we have heard from people in all areas of Bristol.

If you are responding on behalf of a business or other organisation, please provide the postcode of the organisation’s premises in Bristol.

**26. What is your age?**

- 0–10
- 11–15
- 16–17
- 18–24
- 25–34
- 35–44
- 45–54
- 55–64
- 65–74
- 75–84
- 85 +
- Prefer not to say

**27. Do you consider yourself to be a disabled person?**

- Yes
- No
- Prefer not to say

**28. What is your sex?**

- Female
- Male
- Prefer not say

**29. Have you gone through any part of a gender reassignment process or do you intend to?**

- Yes
- No
- Prefer not to say

### 30. What is your ethnic group?

*(please tick one box only)*

- Asian / Asian British
- Black /African / Caribbean / Black British
- Gypsy / Roma / Irish Traveller
- White British
- White Irish
- White Other
- Mixed / Multi ethnic group
- Prefer not to say
- Any other ethnic background  
(please describe):

### 31. What is your religion/faith?

- No Religion
- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- Pagan
- Sikh
- Prefer not to say
- Other (please describe):

### 32. What is your sexual orientation?

- Bisexual
- Gay Man
- Gay Woman/Lesbian
- Heterosexual/Straight
- Prefer not to say
- Prefer to self describe (please describe):

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

- Yes
- No
- Prefer not to say

### 34. Are you a refugee or asylum seeker?

- Yes
- No
- Prefer not to say

### 35. We want to make sure our surveys are as good as possible. Please tell us if you agree or disagree with the following statements:

**There is enough information for me to answer the questions**

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

**The questions make it easy for me to give my views**

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

**The survey meets my accessibility needs**

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree



You can complete this survey online at [www.ask.bristol.gov.uk/housing-allocations](http://www.ask.bristol.gov.uk/housing-allocations)

Alternatively please return this booklet in the freepost envelope provided.

Please let us have your feedback by **7 October 2022**.

If you would like this information in another language or accessible format, please email [lettings.review@bristol.gov.uk](mailto:lettings.review@bristol.gov.uk) or call **0117 352 1444**



# Bristol City Council

## HomeChoice Bristol

### Housing Allocation Scheme

#### Table of changes

Section	Change made	Date change made
3.2(b)	Qualification on residency grounds – clarification of assessment when there has been a change in address	04/04/19
3.2(b)	Qualification on residency grounds – Clarification regarding employment in Bristol	13/01/21
3.2 (e)	Added in other household members	04/04/19
3.2(f)	Prisoners still serving a sentence – change to protocol	04/04/19
3.3(d)	Homeless households who refuse a suitable final offer – clarified	19/10/20
4.1	Addition of effective dates following introduction of HRA	04/04/19
4.3	Assessment from Primary residence – clarification of the process if there is temporary move	04/04/19
4.4b	Foster carers – amendment to wording and addition of priority for Special Guardianship Orders	04/04/19
	Amendment to wording to clarify how policy is applied	25/05/21
4.4(m)	MARAC – new criteria for priority	04/04/19
4.5(d)	Priority Move-on scheme – amendment to wording to include safe houses	04/04/19
4.5(f)	Care leaver – Amendment to wording to clarify how the policy is applied	25/05/21
4.8	New Section - Armed Forces Personnel (Additional Preference)	04/04/19
5.3(e)	Direct offers to Priority Move On – amendment to wording to clarify type of accommodation that can be used as a direct offer	04/04/19
5.3(h)	Direct offer to a non-registered provider landlord – new addition	19/10/20
5.4	Bedroom Standard – Clarification of existing policy	04/04/19
5.4.4	Expectant Mothers – Clarification of existing policy	04/04/19
5.4.5	Additional Bedrooms – Clarification of existing policy	04/04/19
5.4.6	Split families	04/04/19
5.7	Local lettings policy – Removal of existing policies & addition of Lawrence Weston Policy	04/04/19
5.9	Extra Care housing – Change in contact details	04/04/19
5.10	Nomination to a non-registered private landlord – new addition	19/10/20
7.1	Changes in, and confirmation of, applicants' requirements – clarification of assessment when there has been a change in address. Remove need for ID for all applicants	04/04/19
7.6	BHP tenants going to prison, future housing requests - Clarification of existing policy	04/04/19
7.8	Household Members – clarification of existing policy	04/04/19
Appendix 2	BHP Partners – Update names and addresses	04/04/19

## CONTENTS

Section		Page
<b>1</b>	<b>Introduction and policy statement</b>	<b>4</b>
	1.1 Introduction	4
	1.2 Policy statement	4
<b>2</b>	<b>Legal framework</b>	<b>5</b>
<b>3</b>	<b>Allocations to eligible and qualifying persons</b>	<b>6</b>
	3.1 Eligibility on the housing register	6
	3.2 Qualification on the housing register	6
	3.3 Suspension from bidding	8
	3.4 Exceptional circumstances	11
<b>4</b>	<b>Banding assessment</b>	<b>12</b>
	4.1 Assessment of housing need	12
	4.2 Composite needs	13
	4.3 Assessment from primary residence	13
	4.4 Band 1	14
	4.5 Band 2	15
	4.6 Band 3	17
	4.7 Band 4	18
	4.8 Armed forces personnel (additional preference)	18
<b>5</b>	<b>Allocations</b>	<b>20</b>
	5.1 Allocation process	20
	5.2 Exceptions to usual process	20
	5.3 Direct offers	21
	5.4 Bedroom standard	22
	5.5 Bedroom entitlement	23
	5.6 Letting restrictions	25
	5.7 Local lettings policies	25
	5.8 New build schemes	25
	5.9 Extra care housing	25
	5.10	
<b>6</b>	<b>Monitoring applications</b>	<b>26</b>
	6.1 Applicants that do not bid	26
	6.2 Applicants in bands 1 and 2 that are not made a successful offer within 9 months	26
	6.3 Applicants owed a homeless duty under section 193(2) of the Housing Act 1996 (as amended) who do not bid	26
	6.4 Applicants accepted on the Priority Move-On Scheme who do not bid	26
<b>7</b>	<b>Other banding policy</b>	<b>27</b>
	7.1 Changes in, and confirmation of applicants' requirements	27
	7.2 Right of review	27
	7.3 Officers authorised to allocate council properties	27
	7.4 Housing officer responsibilities	27
	7.5 Applications from Bristol City Council employees in tied	28

## HCB Allocation Scheme May 2021

	accommodation	
7.6	BHP tenants going to prison	28
7.7	Worsening or deliberately failing to improve housing circumstances	28
7.8	Household members	29
7.9	Deferring applications	30
<b>Appendix 1</b>	<b>Glossary of terms</b>	<b>31</b>
<b>Appendix 2</b>	<b>BHP landlords</b>	<b>33</b>

# 1. Introduction and Policy statement

## Introduction

- 1.1.1** This document, agreed by Cabinet on 1<sup>st</sup> April 2014 sets out the HomeChoice Bristol allocation scheme run by Bristol City Council in partnership with housing associations operating in the Bristol area. For the purposes of this policy the landlords in the partnership will be referred to as the Bristol Housing Partnership (BHP)
- 1.1.2** The policy explains who is eligible to be included on HomeChoice Bristol (HCB) and which groups of people will not qualify to be included on HCB
- 1.1.3** The policy also sets out the band within which an applicant will be assessed based on housing need.
- 1.1.4** A list of landlords that are part of this scheme can be found at Appendix 2
- 1.1.5** A copy of the HomeChoice Bristol allocation scheme can be found at [www.homechoicebristol.co.uk](http://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
- 1.1.6** Queries on the policies and practices detailed in this scheme, or any aspect of the provision of the rehousing service, can be directed to: Bristol City Council HomeChoice Bristol (TS), PO Box 3176, Bristol BS3 9FS

For further information on HomeChoice Bristol see [www.homechoicebristol.co.uk](http://www.homechoicebristol.co.uk)

## 1.2 Policy statement

This policy aims 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,
- 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,
- 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,

## 2. Legal framework

Bristol City Council allocation scheme complies with the requirements of Parts VI and VII of the Housing Act 1996 (as amended), and has regard to the following:

- Allocation of accommodation: guidance for local housing authorities in England 2012
- Allocation of Housing and Homelessness (Eligibility) (England) Regulations 2006, SI 2006/1294 as amended
- The Allocation of Housing (Qualification Criteria for Armed forces) (England) Regulations 2012
- The Housing Act 1996 (Additional Preference for Armed Forces) (England) Regulations 2012 (SI 2012/2989)
- Immigration (European Economic Area) Regulations 2006, SI 1006/1003 as amended
- Bristol City Council Tenancy strategy published in March 2012
- Bristol City Council Preventing Homelessness strategy published in October 2013
- Providing social housing for local people: December 2013 statutory guidance on social allocations for local authorities in England
- Homelessness Reduction Act 2017

### Tenancy Types

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. Allocations to eligible and qualifying persons**

#### **3.1 Eligibility for HomeChoice Bristol**

The Council will not allocate accommodation to

- a) a person from abroad who is ineligible for an allocation of housing accommodation by virtue of subsection (2) or (4) of section 160ZA of the 1996 Housing Act or
- b) to two or more persons jointly if any of them is a person mentioned in paragraph (a)

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 by virtue of subsection (2) or (4) 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.

#### **3.2 Qualification for HomeChoice Bristol**

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 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 2 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 2 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. 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 MultiAgency Risk Assessment Conference (MARAC) support a move to Bristol for the persons 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 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 does 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 does 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. Unless they have been referred, via the probation service, through the Public Protection Accommodation Protocol.

#### **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
- Anti-Social Behaviour Orders
- 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 3 years from the date they actually qualify on the register. For example, an applicant who states they have been living in Bristol for 2 years when in fact they have only lived here for 1 year will be excluded from the register. Once they meet the qualification criteria they will be excluded for an additional 3 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 6 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 6 months unless there is a material change in their circumstances. After 6 months they will be able to submit a new application which will be assessed and placed into the appropriate band. See 6.1 of this policy for further information

**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 6 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 7.7 of this policy).

### **3.3 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 6-month period.

Bristol Housing Partnership debts 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 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 6 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 7.2*).

### **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 commenced 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 2 reasonable offers**

Applicants who refuse 2 reasonable offers of accommodation 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**

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.

### **3.4 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 7.2)

## 4. Banding Assessment

### 4.1 Assessment of housing need

i) An applicant will be placed into one of four bands according to their housing need.

ii) The following officers within the Council's HCB Team make these decisions (unless otherwise stated):

Bands 1 & 2	HCB Team Leaders
Bands 3 & 4	HCB Advisors
Health issues	Health and Housing Team
Homelessness applications	Housing Advisors

iii) 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 6 months if the applicant has one or more composite (housing) needs. When taking into consideration housing need, an application will only ever be backdated for a maximum of 6 months. The date for applications in band 4 will be the date the applicant applied for rehousing.

The effective date for an applicant who made an application for homelessness assistance under Part 7 of the Housing Act 1996 (as amended) prior to 3<sup>rd</sup> April 2018 and who falls within one of the homelessness banding categories that existed prior to that date (either 4.5(c) or 4.6(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 3<sup>rd</sup> April 2018 and who falls within any of the Band 3 homelessness categories (see section 4.6(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 3<sup>rd</sup> April 2018 and who is placed in Band 2 following the acceptance of the s193(2) main homelessness duty (see section 4.5(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.

## 4.2 Composite Needs

- a) If an applicant falls into more than one band category, which relates to a housing need (indicated by **HM**), then they will be placed in the higher of the 2 bands and their application will be backdated by 6 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 **HM**), then their application will be backdated by 6 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 **HM**) then his/her application will be backdated by 6 months (giving the application an earlier effective date, resulting in greater priority)

### 4.2.1 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 4.3 for further information.
- c) other than in exceptional circumstances, where an applicant falls within any of the homelessness banding categories below (4.5(c) and 4.6(d)).

### 4.3 Assessment from Primary Residence

All applications will be assessed from the applicant's primary residence, i.e 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 6 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.

#### **4.4 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 Childrens 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**

This priority will be given to Bristol Housing Partnership tenants who are under-occupying their current accommodation by 2 or more bedrooms. 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) Acute overcrowding (HN)**

The household is acutely overcrowded according to the bedroom standard and have 3 bedrooms less than they are entitled to as per the bedroom entitlement in section 5.5

##### **e) 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.

##### **f) Community Support Accommodation**

The applicant has learning difficulties or mental health issues and has been accepted by Health and Social Care onto their Community Support Accommodation Scheme.

##### **g) 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.

**h) 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.

**i) 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.

**j) 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 3 months. Priority within this category will be agreed by the Housing Supply Manager

**k) 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 6 months

**l) Care Leavers Moving on from Externally Supported Accommodation**

This priority will be awarded to care leavers who have been agreed by Bristol's Care Leaver Service as being ready to move on from External Supported Accommodation.

**m) MARAC**

This priority will be awarded to victims of domestic violence and abuse where MARAC (Multi Agency Risk Assessment Criteria) 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 6 months. This may be extended in exceptional circumstances.

**4.5 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 section 5.5



**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 6 months. The decision to end a homelessness duty will be made by a Housing Advisor. See section 3.2k 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 a minimum of 4 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 6 months from the date they were agreed onto the Priority Move On Scheme and they will be allowed 1 month from the date of their assessment to secure suitable accommodation. 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 this 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) 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.

**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) 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

**i) 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.

**j) 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.

**k) 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.

**4.6 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 (i.e. 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 band 2b).

**4.7 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

**4.8 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 4.4d or having an urgent medical need to move as per section 4.4g will have their applications back-dated in band 1 by 6 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 4.5a), suffering harassment (section 4.5b), homeless-full duty accepted (section 4.5c), living in unsatisfactory housing conditions (section 4.5i) or who meet the criteria for category 1 crowding and space hazard (section 4.5j), 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 4.6a), suffering hardship (section 4.6b), Homeless or threat of homeless (section 4.6d), or assessed as needing to move for medical or welfare reasons (section 4.6e), will be assessed into band 2.

## 5. Allocations

The Allocation Scheme sets out the criteria used by the Council to assess and allocate accommodation made available by the BHP landlords. The housing accommodation available to the Council consists of the following:

- Housing accommodation owned by the Council
- Housing accommodation owned by partner housing associations

### 5.1 Allocation process

All available BHP properties will be advertised to all bands and allocated via HomeChoice Bristol.

Once an application has been assessed and placed into the appropriate band, applicants will be able to express an interest (bid) on properties that match their needs. 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.

### 5.2 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 landlords may decide not to allocate the property to the applicant in the greatest need.

When allocating a property as an own let, 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% 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 5.3)
- 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 5.2b).
- vii) Properties allocated to an applicant not at the top of the shortlist (exceptions apply, see 5.2b)

#### 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.

### **5.3) Direct Offers**

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 6-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 4.5c of the HCB Allocation Scheme and they will be excluded from HomeChoice Bristol for 6 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

#### **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 the 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**

Applicants accepted onto the Priority Move-On Scheme will be allowed one month from the date of their assessment to secure accommodation. 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 this 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 4.4i 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 3.3c of the HCB Allocation Scheme.

**g) Other exceptional circumstances**

The applicant does not fall within any of the categories listed in 5.3 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 5.10), 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 3.3(c) of this Scheme."

**5.4 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

**5.4.1 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 5.4) can share a bedroom regardless of whether they belong to the same family unit

**5.4.2 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.

### 5.4.3 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.

### 5.4.4 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 5.5) will be allowed to bid on the larger property once they are 20 weeks pregnant.

### 5.4.5 Additional bedrooms

Bedroom entitlement will be calculated based on the bedroom standard. However, in exceptional circumstances, where an applicant or household member has significant overnight care needs, an additional bedroom may be agreed. Each case will be assessed on an individual basis, taking into account a number of different factors.

The decision to agree an extra bedroom on health grounds will be made by a Health and Housing Officer.

### 5.4.6 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.

## 5.5 Bedroom entitlement

The size of property a household can be considered for is based on the bedroom standard (see section 5.4).

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.

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 accommodation)
Single applicant or couple expecting a child	1 bed or 2 bed
Single applicant or couple with 1 child	2 bed



HCB Allocation Scheme May 2021

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.

### **5.6 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.

### **5.7 Lawrence Weston Local letting policy**

The local lettings policy in Lawrence Weston is designed to support and strengthen community cohesiveness by new housing to long-term residents in housing need who may otherwise leave the area. The policy requires only 50% of any new affordable housing to apply the local lettings policy, so that the remaining 50% of new affordable housing is available for those on Homechoice Bristol.

### **5.8 New build schemes**

For all new developments over 5 units landlords will agree a lettings plan with the HCB Team.

### **5.9 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.

### **5.10 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. Monitoring applications**

### **6.1 Applicants that do not bid**

Applicants in Bands 1 and 2 will be given 6 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 1 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 6 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 section 7.2)

At the end of the exclusion period a new application would need to be submitted in order to be reconsidered on HCB.

### **6.2 Applicants in Bands 1 and 2 that are not made a successful offer within 9 months**

Applicants in bands 1 & 2 that have not been made a successful offer within 9 months of being assessed in band 1 or 2 will be re-assessed into band 4 for a period of 6 months. After 6 months applicants will be reassessed based on circumstances current at that time. Exceptions may be considered depending on the availability of suitable accommodation

### **6.3 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 paragraphs 6.1 and 6.2 above. However, they may be made a direct offer as specified by paragraph 5.3a) above.

### **6.4 Applicants accepted on the Priority Move-On Scheme who do not bid**

These applicants are not subject to paragraphs 6.1 and 6.2 above. However, they may be made a direct offer as specified by paragraph 5.3e) above.

## **7. OTHER BANDING POLICY**

### **7.1 Changes in, and confirmation of, applicants' requirements**

An applicant must notify the Council of changes to his/her circumstances as soon as possible and must renew his/her 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.

### **7.2 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 exception)
- 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 deferred 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.

### **7.3 Officers authorised to allocate council properties**

Strategic Director, Service Director for Landlord services, relevant service managers, team managers and relevant team leaders.

### **7.4 Housing officer 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.

### **7.5 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 section 5.5).

#### **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. Full policy available.

### **7.6 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 3.2 – Qualification Criteria)

### **7.7 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.
- 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.

## **7.8 Household members**

An applicant 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 need to live with them.

Immediate family includes

- 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 3.3a.

#### **7.9 Statutorily 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 7.2 Right of Review*).

## Appendix 1

### Glossary of terms

**Affordable Rent** - Affordable rents are set at 80% of the market rent in the private sector.

**Assured tenancy** - Assured tenancies are offered to existing housing association tenants and those of other Registered Providers who transfer/mutually exchange if the property is being let as an assured tenancy.

**Bedroom Entitlement** – the number of bedrooms that a household can be considered for

**BHP tenant** - A tenant of one of the Bristol Housing Partners whose tenancy is in the Bristol City boundary

**Bristol City Boundary** – Bristol City Boundary is intended as the administrative City Council Boundary. If you are liable for Council tax in Bristol then you will be classed as living in the Bristol City Boundary. If you are liable for council tax in any other area then you will not be classed as living in the Bristol City Boundary.

**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.

**Effective date**- the date an application was assessed into the band

**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.

**Hardship** – This 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

**Introductory tenancy** -This is 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

**Responsible authority** – This is the Local Authority that last looked after the child or young person.

**Restricted person** – A person who is a member of the main applicant's household, who is ineligible for assistance in his or her own right, but upon whom the main applicant is reliant in order to establish homelessness or priority need.



**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 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.

**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.

**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 occupying** – a household under occupies accommodation when they are occupying accommodation that is larger than their maximum room entitlement.

## **Appendix 2**

### **BHP landlords**

#### **Bristol City Council**

PO Box 595, Bristol, BS99 2AW

#### **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

#### **Guinness Hermitage**

Estune Business Park, Block C, Wild Country Lane, Long Ashton, Bristol, BS41 9AF

#### **Habinteg Housing Association Ltd**

41 Valentine Close, Hengrove, Bristol BS14 9ND

#### **Housing 21**

Longwood house, Lovelane Industrial Estate, Cirencester, Gloucestershire, GL7 1YG

#### **LiveWest**

Weston Gateway Business Park, Weston Super Mare, Somerset, BS24 7JP

#### **Merlin Housing society**

Building 1, Riverside Court, Bowling Hill, Chipping Sodbury, Bristol, BS37 6JX

#### **Places for People Housing Association**

4<sup>th</sup> 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

#### **Solon South West Housing Association Ltd**

1 Newfoundland Court, St Pauls Street, Bristol, BS2 8AN

**Sovereign Housing Association**

Brabazon House, Unit 11 Brabazon Office Park, Golf Course Lane, Filton, Bristol  
BS34 7PZ

**St Monica Trust**

Cote Lane, Westbury-on-Trym, Bristol, BS9 3UN

**Stonewater Housing association**

450 Woodland Court, Ash Ridge Road, Bradley Stoke, Bristol, BS32 4LB

**United Communities**

Eden House 10 Eden House, Eastgate Office Park, Eastgate Road, Bristol BS5 6XX

**BLANK PAGE**

# Communities Scrutiny Commission

## 03 October 2022



**Report of:** Patsy Mellor

**Title:** Update report – new Parks and Green Space Strategy

**Ward:** City-wide

**Officers Presenting Report:** Richard Ennion

**Contact Telephone Number:** 07710 396 746

### **Recommendation:**

To note progress in developing a new Parks and Green Space strategy

### **The significant issues in the report are:**

Drafting has begun to develop a new Parks and Green Space Strategy, including the new Vision, Principles, key Themes and Attributes of a quality park model. Stakeholder feedback is summarised. Work in-progress includes mapping and land use prioritisation and development of the park's investment model (to be aligned to priority).



## 1. Summary

A new parks and green space strategy is in development, replacing the [2008 strategy](#), which remains in force but is increasingly out of date. Stakeholder engagement now completed has identified nine key Themes and priorities for action. The new strategy is now at the drafting stage. This report provides an update on progress, including sharing the new Vision, Principles and Attributes of a quality-focused Parks and Green Space service. Work in progress includes mapping to align parks Quality and Accessibility to societal need, and land use prioritisation to address agendas including food growing, nature and trees. A new parks investment model is in preparation to deliver the vision and prioritisation plan. See slide deck @ Appendix A.

## 2. Purpose

See slide deck @ Appendix A

## 3. Policy

Not directly relevant for this report. The Parks and Green Space strategy will set out policy alignments.

## 4. Consultation

### a) Internal

Not applicable – this report is a summary of work in progress already known to internal stakeholders

### b) External

Not applicable - this report is a summary of work in progress that accounts for stakeholder engagement workshops conducted to inform development of the new parks and green space strategy.

## 5. Public Sector Equality Duties

- 5a) Before making a decision, section 149 Equality Act 2010 requires that each decision-maker considers the need to promote equality for persons with the following “protected characteristics”: age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation. Each decision-maker must, therefore, have due regard to the need to:
- i) Eliminate discrimination, harassment, victimisation and any other conduct prohibited under the Equality Act 2010.
  - ii) Advance equality of opportunity between persons who share a relevant protected characteristic and those who do not share it. This involves having due regard, in particular, to the need to --
    - remove or minimise disadvantage suffered by persons who share a relevant protected characteristic;

- take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of people who do not share it (in relation to disabled people, this includes, in particular, steps to take account of disabled persons' disabilities);
  - encourage persons who share a protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.
- iii) Foster good relations between persons who share a relevant protected characteristic and those who do not share it. This involves having due regard, in particular, to the need to –
- tackle prejudice; and
  - promote understanding.

5b) See Equalities Impact Assessment.

**Appendices:**

A: New Park and Green Space Strategy – progress slide deck

B: Equalities Impact Assessment

**LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985**

**Background Papers:**

None

# Parks and Green Spaces Strategy

Scrutiny October 3<sup>rd</sup> 2022



# Parks and Green Spaces Strategy at a glance

## Vision

*“ A city where everyone benefits from excellent quality parks and green spaces ”*

## Guiding Principles

Using priorities developed through stakeholder engagement we have identified 5 building blocks that influence and underpin everything we do.

### Data driven

Using spatial assessment and other data to determine how work streams are making decisions about priority and communicating the potential impact or value on corporate priorities

### Partnership

Aligning the work stream with City-wide and cross-council priorities, as set out in policy, programmes, and service plans, and as such forging collaboration and shared commitment across partnerships.

### Harnessing social assets

Identifying the community groups, place-based organisations, and neighbourhood resources that bring skill, passion, insight and experience to delivering change. Develop opportunities to work together.

### Whole system thinking

Understand and develop the connections and intersections between the desired change in each priority theme. Create a more joined-up and holistic approach to change by using structures and frameworks where possible to integrate approaches.

### Financial stewardship

Understanding the resource costs of achieving change, creating opportunities to share investment and identifying new income opportunities.

Page 101

## Priority Themes

### Nature Recovery

Setting out the parks services response to the Ecological Emergency and managing for nature targets

### Green Grid

Setting out the parks services role in delivering a blue/green infrastructure strategy

### Food Growing

Setting out the parks services role in creating a more equitable food system

### Climate Change

Setting out the parks services response to the Climate Emergency

### Culture & Heritage

Setting out the parks services role as custodians of our inherited city and celebrating the story of Bristol

### Health Inequalities

Setting out how the parks service will address health inequalities across the city

### Community & shared solutions

Setting out how the parks service will create more inclusive and accessible parks with greater level of community involvement

### Skills & Employment

Setting out how the parks service will address skill deficits within its service and support community groups

### Financial Stewardship

Setting out a blended approach to funding the parks service

## Attributes

By understanding what stakeholder see as important we have been able to create 4 attributes that make a 'quality park'. We will use these attributes to help shape our future quality standard.

City relevant

Well maintained

Fair access

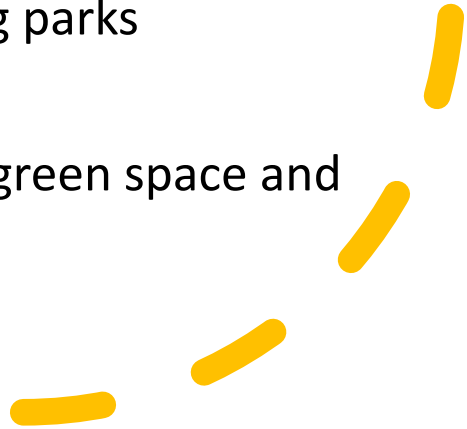
Community involved

# Why Parks matter?

A graphic summarising the contribution Parks and Green Space make to strategic priorities (using data where possible):

- Community: social spaces, cohesion, civic engagement
- Health: physical, emotional, air quality , etc
- Skills and Employability: Job market, vehicle for engagement
- Nature Recovery
- Climate resilience
- Sustainable Food production
- Connectivity for nature / Green Infra structure
- Heritage
- Economy
- The COVID effect – new ways people are using parks

**Message:** revealing the true value of parks and green space and contribution to city priorities.



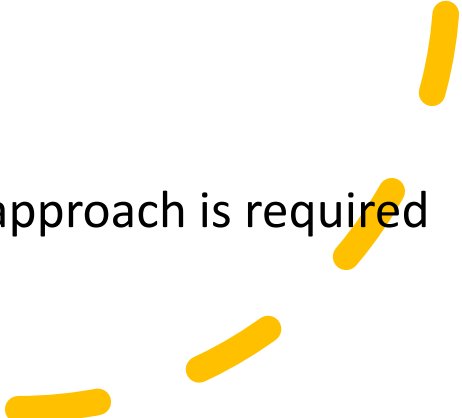
# Policy context: Parks role in delivering the City's ambitions



# Why a new strategy? What has changed?


- [2008 Parks and Green Space Strategy](#) summary of achievements
- Changed Planning rules, the broken links between development and investment in Parks and the rate of development and its impacts
- Ecological emergency
- Climate emergency
- Health inequality: transformation in health system to address inequality at a local level
- Funding picture
- One City approach: the requirement for an integrated place based approach
- Economy: a move towards a more entrepreneurial service
- Disadvantage not addressed

**Message:** We are at a step change, a radical new approach is required



# Stakeholder engagement: What we've been told

## What stakeholders said:

- Greater involvement for communities
  - Clear, up-to-date, accessible and easy-to-find information
  - Simple permission processes and clear points of contact within the Parks Service
  - Less risk-averse approach to management and more emphasis on community led solutions
  - Improved diversity, equality and inclusion
  - Education, training, and capacity building
  - Sustainable and long-term sources of funding
- 

# Stakeholder engagement: How this has informed our approach (Quality)

By understanding what stakeholders see as important we have identified **'4 attributes'** that make a **'quality park'**. These are:

**City relevant:** the role parks play in achieving city ambition based on policy and programme alignment

**Community organised:** greater community involvement lies at the heart of a successful and quality park “parks are good for people; people are good for parks”

**Fair access:** parks and green spaces are accessible for all users

**Well maintained:** safe and welcoming parks



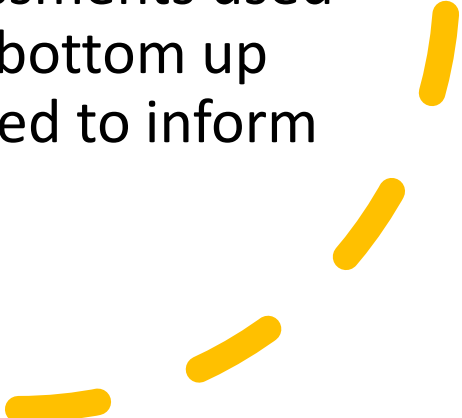
# Stakeholder engagement: How this has informed our approach (Principles)

**5 'guiding principles'** that influence and underpin everything we do.

- **Data driven**
- **Partnership**
- **Harnessing social assets**
- **Whole system approach**
- **Financial stewardship**

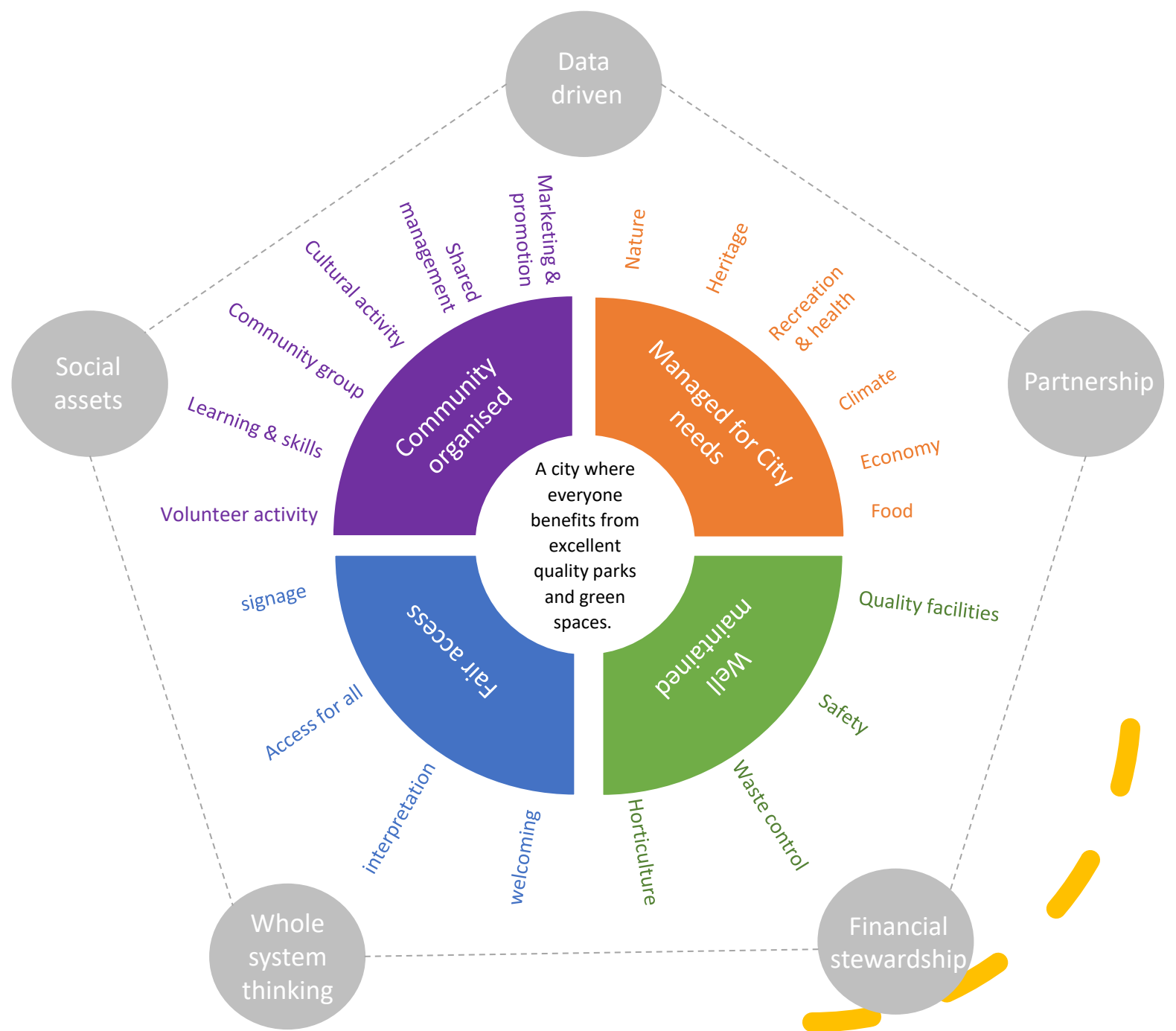


# Our approach to quality: how are we going to measure our success?

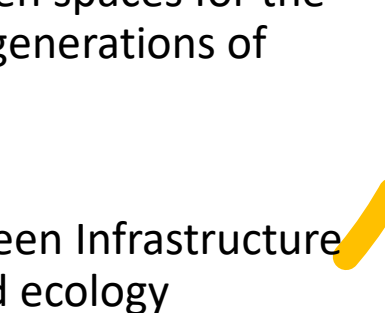
- Quality uplift is central to the PGSS Vision
  - Define and measure quality
  - A clear set of benchmarks related to stated standards.
  - Identify areas in need of investment
  - Guide and inform priorities and management prescriptions
  - Provide a context for collaboration, shared judgements, decisions and codesigned solutions.
  - A shift from expert led top-down assessments used to inform planning processes towards bottom up system of collaborative judgements used to inform joined-up local action plans.
- 



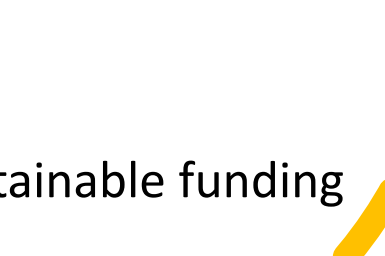
# Our approach to quality: a new quality framework for parks



# Priority themes


- **Nature Recovery**
    - Responding to the Ecological Emergency and setting our plans for managing more land for nature
  - **Sustainable Food Growing**
    - To maximise nature-friendly, sustainably operated food growing potential on suitable land owned and managed by the BCC Parks Service and meet the demand for allotments
  - **Climate Change**
    - Respond to the climate emergency by creating climate resilient parks that are fit for the future by contributing to NetZero targets and making the City a better to live in a hotter climate.
  - **Heritage**
    - We will work to conserve, enhance and provide access to the historic environment within our parks and green spaces for the benefit and enjoyment of present and future generations of Bristol's citizens
  - **Green Grid**
    - How parks will link into city's ambitions for Green Infrastructure to improve nature connectivity for citizens and ecology
- 

# Priority themes continued

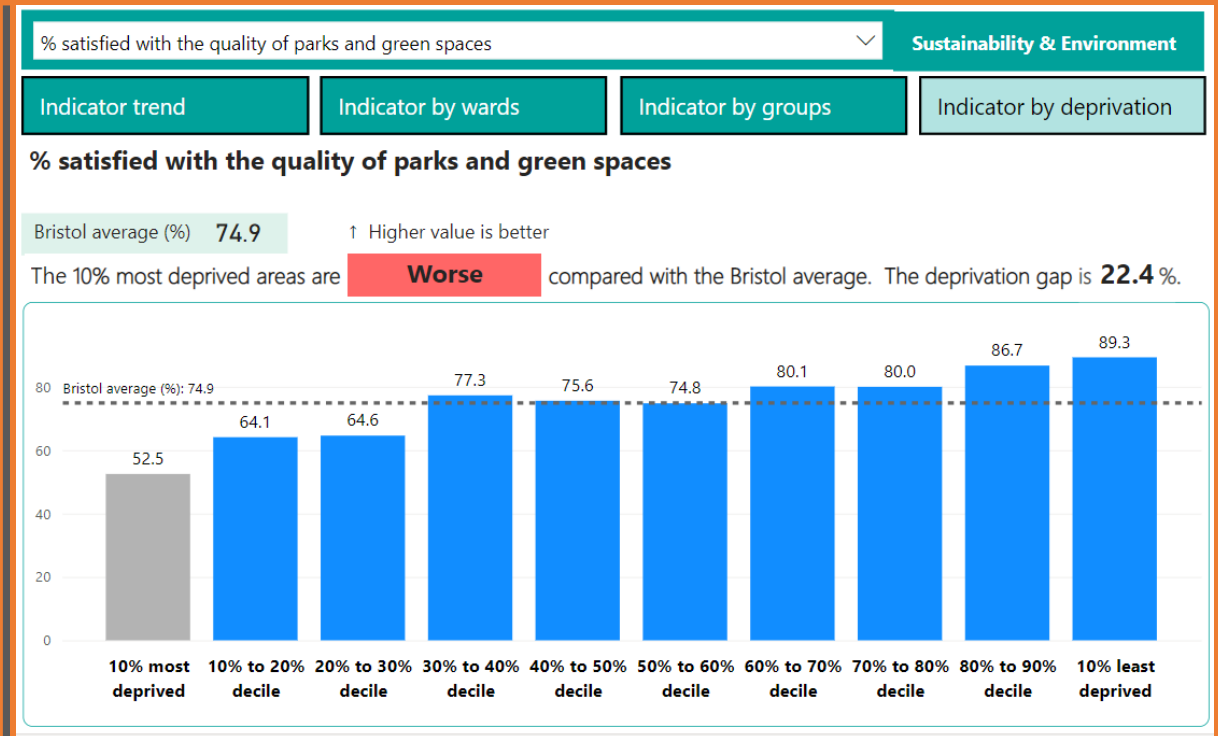
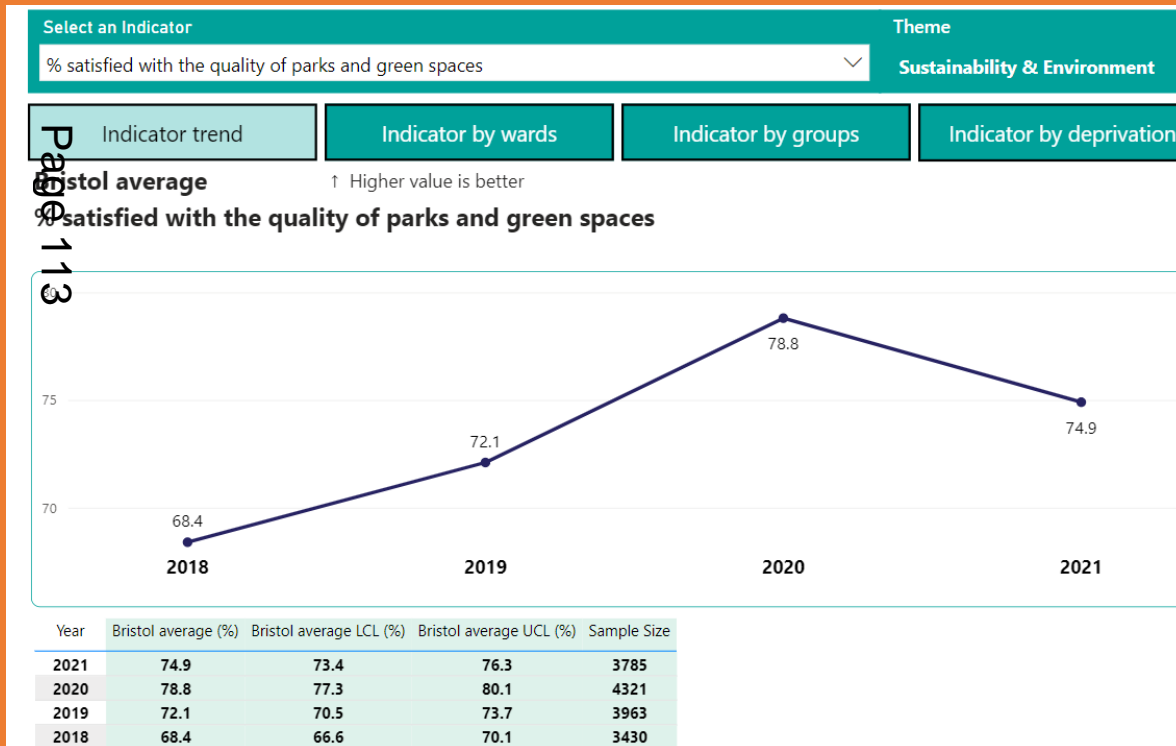
- **Addressing Health Inequalities**
    - Realising the health benefits of parks by ensuring everyone in Bristol has access to a Green Flag standard park within a 10 minute walk of home
  - **Community & Shared Solutions**
    - We will empower park users, volunteers, and civil society groups to engage in park management and development. Council services will work collaboratively with local partners to mobilise the capabilities, resources and knowledge of stakeholders and unlock the benefit of parks.
  - **Skills and Employment**
    - Drive change in the work force and utilise parks and green spaces effectively to increase community inclusion, tackle poverty and improve health equality
  - **Financial Stewardship**
    - Use a blended approach to creating a sustainable funding model for the park service
- 

# Mapping priority

## **Part 1: Quality of parks - baseline and need**

- Data: QoL satisfaction with parks, parks access standard, population growth, health inequality and heat vulnerability.
  - Identify priority based on the relationship between quality of parks and social need.
  - Needs-based improvement plan
- 

# QoL data – satisfaction with Parks




# Mapping priority continued

## Part 2: Land use assessment

Priorities for land-use based on meeting targets, supply and demand on key strategic needs (trees, food, climate, nature, access)

Each theme will set out areas of priority based on individual metrics (i.e. greatest demand for allotments or priority land for nature recovery). These will show priority and opportunity across the estate and aid:

- Improve parks management decision making (how are we going to meet council ambitions across multiple objectives / how to judge proposals from community groups and partner)
  - Greater community empowerment and agency
  - Demonstrate the multifunctionality of parks
  - Inform developers and business about local need
- 

# Quality improvement plan

Quality improvement plan – providing access to good quality parks

- ❖ Prioritising most deprived neighbourhoods
- ❖ Costed delivery plan
- ❖ Case studies

Message: this is how we are going to implement the change we need to see



# Timelines

**Now – Nov:** Mapping, writing content, cost modelling

**Nov – Dec:** Copywriting, design, building consultation

**Jan – Feb:** Consultation (6 weeks)

**Feb – May:** Decision pathway

**May:** Cabinet (date TBC)







Title: Parks and Green Spaces Strategy	
<input type="checkbox"/> Policy <input checked="" type="checkbox"/> Strategy <input 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: Kit Beaumont
Service Area: Parks	Lead Officer role: Heritage and Estates 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 \(EqIA\) \(sharepoint.com\)](#).

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.

Now more than ever, the long-term strategic management of Parks and Green Spaces has relevance and meaning to many Council interests, including the nature recovery agenda; making places inclusive and safe; nurturing healthy happy communities; managing impacts of climate change; and managing air quality. The current Parks and Green Space Strategy was produced over 13 years ago and as such does not take account of the urgency and scale of these priorities. A new strategy is required to define a shared journey and commitment towards improving parks so that together it is possible to fulfil the City's ambitions.

The new strategy will encompass a 20-year plan with a detailed focus on the first five years. The most important challenges that the strategy must address are:

- Ecological emergency: **protecting and enhancing nature now and in the future**
- Climate change: **adapting to extremes in weather and moving towards a net zero carbon future.**
- Reducing health inequality: **Ensure all local neighbourhoods support healthy lifestyles**
- Inclusive placemaking and contextual safeguarding: **ensuring parks are welcoming, accessible, and safe for all to share.**
- Sound financial stewardship: **creating new and innovative ways to generate income from Parks to ensure their sustainable management.**

The service is committed to developing the following objectives to address these strategic challenges:

- **Demonstrate the value of parks** and use this to influence decision-makers and attract investors.
- **Engage communities and build community partnerships** - work alongside residents to enable and support community led initiatives.
- **Establish partnerships that deliver services and maintain or improve green spaces** - generate a significant, demonstrable, actionable response from partners and collaborators across the city.
- **Generate new income streams** - identify new, tangible income opportunities at scale.
- **Transition parks** - deliver a transformational process, creating a shift in responsibility and decision making around parks; recognising when BCC needs to take a lead and when communities or partners are better placed.

--

## 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 checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	[please select]
---	-----------------------------	-----------------

--

## 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																														
Quality of Life Data 2020/21	<p>There has been a decline across the board in satisfaction levels in the quality of parks. We have also seen a decline in the number of weekly visits.</p> <p>% satisfied with children’s playgrounds and play areas – 56.5% (down 59.8% in 2020)</p> <p>% satisfied with the range and quality of outdoor events – 51.6% (down from 57.2% in 2020)</p> <p>% satisfied with the quality of parks and green spaces – 74.9% (down from 78.8% in 2020)</p> <p>% who visit Bristol’s parks and green spaces at least once a week – 59% (down from 60.3% in 2020)</p> <p><b>Indicators by group</b></p> <p><b>% satisfied with the quality of parks and green spaces (74.9% Bristol average):</b></p> <table border="1" data-bbox="359 667 901 831"> <tbody> <tr> <td>Asian/Asian British</td> <td>74.8</td> <td>0.1</td> </tr> <tr> <td>Black/Black British</td> <td>71.8</td> <td>3.1</td> </tr> <tr> <td>Mixed/Multiple ethnic</td> <td>79.8</td> <td>4.9</td> </tr> <tr> <td>White British</td> <td>75.6</td> <td>0.7</td> </tr> <tr> <td>White Minority Ethnic</td> <td>72.5</td> <td>2.4</td> </tr> </tbody> </table> <p><b>LGBT+ - 76.2% (1.3% higher than Bristol average)</b></p> <p><b>16 – 24 – 76.2% (1.3% higher than Bristol average)</b></p> <p><b>Carers – 68.8% (6.1% lower than Bristol Average)</b></p> <p><b>Disabled – 63.6% (11.3% lower than Bristol average)</b></p> <p><b>65 and older – 74.2% (0.7% lower than Bristol average)</b></p> <p><b>Female – 74.5% (0.4% lower than Bristol average)</b></p> <p><b>Male – 75.2% (0.3% higher than Bristol average)</b></p> <p><b>% who visit Bristol’s parks and green spaces at least once a week (59% Bristol average):</b></p> <table border="1" data-bbox="359 1160 957 1339"> <tbody> <tr> <td>Asian/Asian British</td> <td>44.7</td> <td>14.3</td> </tr> <tr> <td>Black/Black British</td> <td>33.5</td> <td>25.5</td> </tr> <tr> <td>Mixed/Multiple ethnic</td> <td>73.6</td> <td>14.6</td> </tr> <tr> <td>White British</td> <td>59.6</td> <td>0.6</td> </tr> <tr> <td>White Minority Ethnic</td> <td>60.5</td> <td>1.5</td> </tr> </tbody> </table> <p><b>Disabled – 33% (26% lower than Bristol average)</b></p> <p><b>16-24yr olds – 49.9% (9.1% lower than Bristol average)</b></p> <p><b>65 and older – 43.4% (15.7% lower than Bristol average)</b></p> <p><b>LGBT+ - 58.5% (0.5% lower than Bristol average)</b></p> <p><b>Carers – 55.6% (3.4% lower than Bristol average)</b></p> <p><b>10% most deprived – 42.2% (16.8% lower than Bristol average)</b></p>	Asian/Asian British	74.8	0.1	Black/Black British	71.8	3.1	Mixed/Multiple ethnic	79.8	4.9	White British	75.6	0.7	White Minority Ethnic	72.5	2.4	Asian/Asian British	44.7	14.3	Black/Black British	33.5	25.5	Mixed/Multiple ethnic	73.6	14.6	White British	59.6	0.6	White Minority Ethnic	60.5	1.5
Asian/Asian British	74.8	0.1																													
Black/Black British	71.8	3.1																													
Mixed/Multiple ethnic	79.8	4.9																													
White British	75.6	0.7																													
White Minority Ethnic	72.5	2.4																													
Asian/Asian British	44.7	14.3																													
Black/Black British	33.5	25.5																													
Mixed/Multiple ethnic	73.6	14.6																													
White British	59.6	0.6																													
White Minority Ethnic	60.5	1.5																													
Your Park Disability Audit (March 2022)	<ol style="list-style-type: none"> <li>1. Lack of clear communication and information. “Not a clear way in – can be hard to find the right person to make things happen”. The service can take a long time to respond.</li> <li>2. Some groups find it very hard to understand the service protocols and processes to secure permission or get something started.</li> <li>3. Significant reductions in investment, resourcing and budgets means not enough staff to engage with community groups</li> <li>4. Insufficient open space near to where people live.</li> <li>5. Park service staff do not reflect the diversity of Bristol’s communities. There is also a need for staff professional development to support community engagement and inclusion.</li> </ol>																														

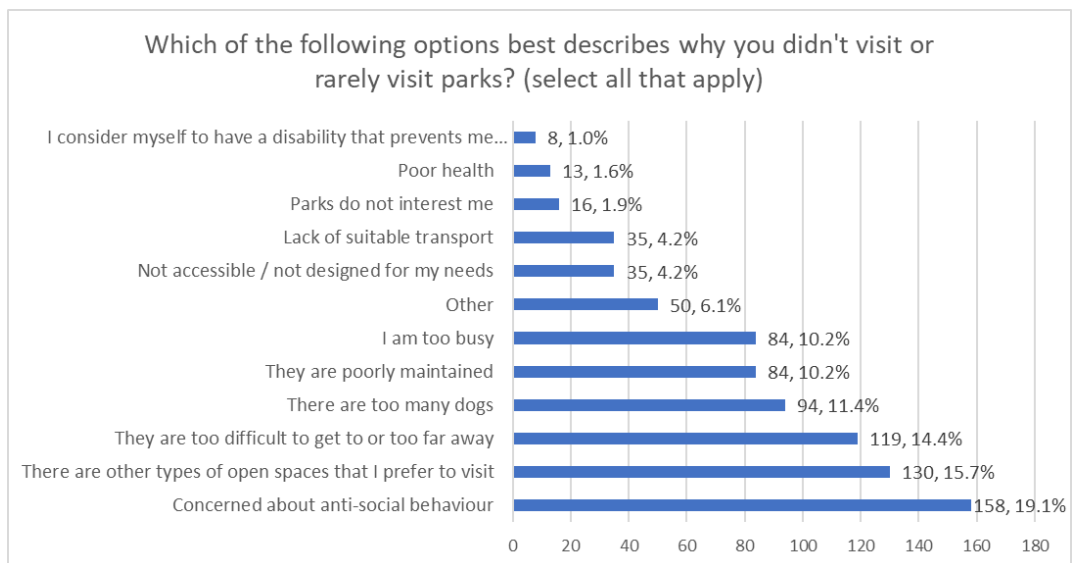
Bristol Parks Survey by Natural History Consortium (July 2020)

The survey of use by communities of parks in Bristol and Bath was prepared by the Natural History Consortium and Bristol City Council. The final version was approved by Bristol City Council.

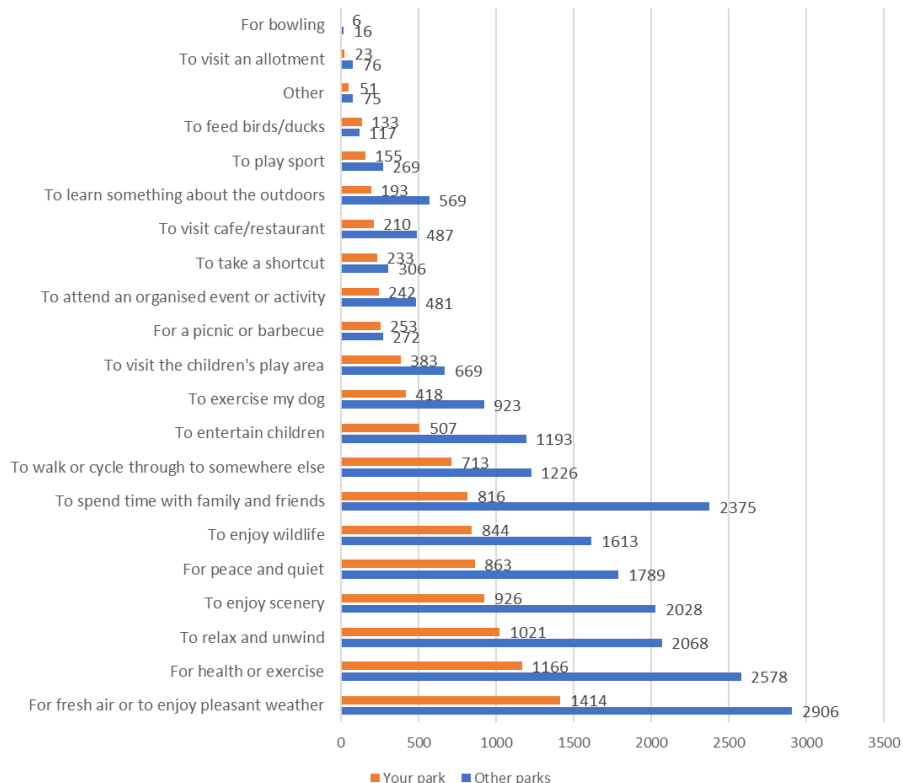
The survey was delivered through Bristol online surveys. The data is being held by the Natural History Consortium, for the main purpose of providing information to Bristol City Council. The anonymised survey data from respondents living in Bath and North East Somerset (BANES) was shared with BANES Council.

The survey was filled in by 2409 people in the Bath and Bristol area, from Monday 11<sup>th</sup> May until Friday 31<sup>st</sup> July 2020.

Whilst this report did not break down responses by equalities groups it did set out the main reasons for survey respondents visiting or not visiting parks when considered against the QoL data it can start to shed light on the barriers certain groups may face to accessing parks and green spaces.



Which of the following best describes your reasons for visiting  
(select all that apply)



PGSS Community Voice Report (Feb 2022)

**1. What insights can you share about the experience of people using parks and green spaces?**

- Parks can be ambivalent places (positives & negatives)
- Parks are good for people & people are good for parks.
- Some people need to be encouraged to use parks (knowledge, anxiety, fears & self-consciousness)
- Community organisations make parks better places, bring people to parks and are eager to play a greater role as custodians of parks.

**2. What needs to change to make parks more welcoming?**

- Design, layout & amenities (improving access, child-friendly, bins)
- Maintenance (litter, lighting, damaged equipment)
- Safety (anti-social behaviour & dangerous objects)
- Management (risk management, liability & cost-effectiveness prioritised over benefit)

**3. What are the challenges and barriers to change?**

- Liability and risk-averse mindset coupled with a lack of trust towards communities.
- Communication (unclear & slow)
- Community involvement deterred by red-tape & communication breakdown
- Investment, resourcing & budget allocations (solutions decided on what is cheapest to maintain)

**4. What are the opportunities and enablers for change?**

- Improving communication
- Activate parks & green spaces with people (trusted adults) & projects (activities & events)
- Enable greater community involvement through trust building

**5. How could we work together to make parks and green spaces more welcoming?**

- Keep learning conversations with anchor organisations going.
- Pilot a scheme that would give Friends of Groups approval to plan and manage events.

PGSS One City stakeholder workshops (March 2022)	Stakeholders identified the need for: <ul style="list-style-type: none"> <li>• Greater involvement for communities</li> <li>• clear, up-to-date, accessible and easy-to-find information</li> <li>• a simple permission processes and clear points of contact within the Parks Service</li> <li>• A less risk-averse approach to management and more emphasis on community led solutions</li> <li>• improved diversity, equality and inclusion</li> <li>• education, training, and capacity building</li> <li>• sustainable and long-term sources of funding</li> </ul>
<b>Additional comments:</b> There was also a survey of staff carried by the Local Government Association to identify skill gaps and gaps in representation across the staff team. It was found that young people, women, Black, Asian and minority groups and disabled groups were under-represented in the service. There is need to develop and facilitate inclusive career pathways to engage diverse communities in staff roles and achieve greater representation.	

## 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 checked="" type="checkbox"/> Marriage and Civil Partnership	<input 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.

The Quality of Life data does not gather data on Pregnancy/Maternity. Whilst we have engaged with community organisations that work with these groups we are perhaps missing explicit data on this group.
---

## 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.

<b>Parks and Green Spaces Steering Group and Project Board</b> <b>Project board (internal)</b> The parks service is one of many council services. To begin the process of bridging the gaps between services and promoting a more joined up approach to tackling issues such as climate change and health inequalities and making the most of the resources we have available we set up a cross council project boards that represented key
---

decision makers from across the council. This approach ensured that the development was held accountable to a high level of internal scrutiny and ensured that proposals did not exclude any particular groups.

Service represented included: Planning, Sustainability Team, Public Health, Neighbourhood and communities, children's commissioning, Facilities management, Property services and housing.

### **Project steering Group**

Just as internal scrutiny is fundamental to the rigor of what we are presenting so too is being held to account eternally. To facilitate this we convened a project steering group of key external organisations. This cross section of organisations reviewed plans and proposals as they were developed and highlighted any areas where we may be excluding or impacting on particular groups.

These included:

Park Service Manager (Chair) Parks Forum Your Park Avon Wildlife Trust Natural History Consortium SHINE Healthy Living Consortium Playful Bristol Neighbourhood Planning Network Green and Black Ambassadors

### **Parks and Green Spaces Strategy Community Voice Report**

As part of the development of the Parks and Green Spaces Strategy we carried out a piece of engagement work with a wide range of organisations representing a cross section of current and potential park users.

#### **Context**

**Why:** Harnessing community insight into parks and green spaces is critical to how we manage parks and green spaces in the long term. This has been made all the more important by recent budget cuts which place a strain on the Parks service.

#### **Who:**

- Community organisations engaged with parks and green spaces such as 'Friends Of' groups, community partnerships and trusts, and other anchor organisations.
- Groups represent a geographical spread across disadvantaged areas in North, South, Central and East Bristol to reflect the 'levelling up' agenda of the PGSS aimed at addressing inequality and creating opportunities in the city.

#### **How:**

- Learning conversations with anchor organisations
- Surveys and reports on parks and green spaces in Bristol
- Five questions:
  1. Insights
  2. What needs to change?
  3. Barriers to change

### **Parks and green spaces One City stakeholder workshops**

Our ambition was to create a co-designed parks and green spaces strategy. This would ensure that from the outset we represented the views and needs of park users from across all sectors of society and ensured their buy into to plans and proposals from an early stage in the process.

Streets Reimagined worked with the BCC Parks Service to develop and deliver a process to engage stakeholders on designing a new PGSS for Bristol over the period of December 2021 to April 2022. This process took the form of three rounds of online workshops held using the digital collaboration tool Miro which allowed stakeholders to participate in the workshops remotely. The digital format of these workshops meant that the engagement process was not inhibited by limitations on gathering posed by distance or the COVID-19 pandemic. Miro also enabled the creation of a shared digital space which could be visited and revisited by all participants allowing them to observe the evolution of the engagement- and co-design- process and to contribute to the development of the new PGSS both in and out of the designated workshops.

The first of the three workshops held on the 19th of January 2022 was geared at co-designing the stakeholder workshops with workstream leads from the BCC and testing Miro as a tool and platform for these workshops. The subsequent two rounds of workshops held in the first and last weeks of March 2022 engaged stakeholders on the change needed within the PGSS, as well as the priorities for change, the feasibility of change, and the policies, programmes, resources, and people required to turn these changes into feasible actions.

Over the course of both rounds of stakeholder workshops, 123 stakeholders from 25 organisations were engaged.



Bristol City Council | Up Our Street | West of England Nature Partnership | Bristol Food Network | Age UK | Bristol Food Producers | Feeding Bristol | Green Futures Associates | Your Park | Bristol Allotments Forum | Disabilities and Equalities Forum | Natural England | University of Bristol | Friends of Hengrove Mounds & Hawkfield Meadow | West of England Centre for Inclusive Living |

## 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.

### **PGSS Steering group and Project Board**

The project board and steering group will have opportunities to review the PGSS as it developed to ensure that we are keeping true to our original ambitions.

### **PGSS consultation**

Once the draft document is ready there will be a city consultation that will include online and in person consultation events.

### **Continued partnership working once strategy is published**

A key output from the strategy is improved community involvement and better partnership working across the council and with city partners. This will ensure that we have continue to represent groups and include them in management decisions as the strategy is put into action.

The Inclusive Careers Pathway programme: Employability, Learning and Skills team will be working closely with Park service to develop and facilitate engagement with school, colleges and youth based organisations to open up career pathways into the service.

Quality Improvement Pathways, The PGSS is based on the targeting and implementing a quality uplift in areas experiencing health deprivation and low income. The quality improvement process will be based on a place-based approach, in that it will seek to identify relevant local stakeholders that have a perspective and role in improving parks for better access. In this way, equality groups will be represented in assessing quality and designing solutions to improving quality.

## 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 parks and green spaces strategy is aimed at improving relationships between the parks service and park users by providing greater opportunities for community involvement. Furthermore the central tenet to the Strategy is increasing access by improving quality. Making parks more welcoming is at the heart of our understand of



quality measurement. However, with parks being used by a wide range of groups there is the potential for management decisions to have some adverse effects on particular groups.

**PROTECTED CHARACTERISTICS**

<b>Age: Young People</b>	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	Green spaces and parks are important places for young people to socialise, but they are often underrepresented in decision making forums. There is often a request for more formal facilities to service this group and, depending on their age, are seen by some as a problem or cause of anti-social behaviour.
Mitigations:	Find ways to engage young people in the decision-making process to give them more control and agency over decisions that affect them. This could be done through the creation of a youth forum, through targeted engagement through the community development team and parks staff or through the identification of and working with youth focused organisations who can represent the needs of this group.
<b>Age: Older People</b>	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	Research has shown that older people are at risk of exclusion from park for a number of factors from poor access in winter to perceived risk from anti-social behaviour or a lack of facilities such as benches and toilets.
Mitigations:	Work directly with older people or their representatives to ensure that decision making reflects the needs of this group. Initially carry out a community supported quality assessment to create a baseline which can be used to identify areas of highest need more clearly. Mapping can also be used to show areas of the city which have higher proportions of older people.
<b>Disability</b>	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	We know from reports such as the Your Park Disability Audit, the Parks and Green Spaces strategy workshops and QoL data that there are many barriers to disabled people accessing parks. If these factors are not considered and acted upon then disabled people will continue to be disproportionately affected.
Mitigations:	Follow the advice gathered from engagement work done to date. Where there are opportunities to improve access (i.e. through funding) then making sites fully accessible should be the primary aim. The proposed quality framework has inclusion and accessibility at its heart. A baseline assessment is needed to identify areas of highest need. In the mean time we can use health data and the QoL data to start to identify areas of highest priority for improvements.
<b>Sex</b>	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	We see from the QoL that male and females visit parks a similar amount (M:59.4% / F:58.7%) and have similar perceptions of quality (M: 75.2% / F:74.5%). However there is a risk that management decisions i.e. tree planting by adversely affect people who may perceive areas of parks to feel more unsafe due to increased canopy cover. Another potential risk around a lack of appropriate facilities i.e. gendered toilets
Mitigations:	Use a people centred approach to design and management decisions to make sure that plans reflect the needs of all groups.
<b>Sexual orientation</b>	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	We want to ensure that parks are inclusive and welcoming places. There is a risk that some events, activities or management decisions may adversely affect this group and make parks seem unwelcoming or unsafe environments.
Mitigations:	Ensure that the values of inclusion and welcome are embedded within all management decisions to ensure that parks are suitable for all and that staff receive appropriate training.
<b>Pregnancy / Maternity</b>	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	Pregnant people shouldn't be adversely affected however consideration needs to be given to appropriate facilities i.e. access to toilets. Those on maternity leave again need to be given consideration with regard to ensuring that where possible their needs are met.
Mitigations:	Using a placed-based approach to parks management decisions and continuing to embed community involvement the parks service will be able to ensure that plans for

	<p>parcs and green spaces reflect the needs of the communities they serve. This will in turn be supported by a new quality assessment framework based upon the Green Flag methodology</p>						
<b>Gender reassignment</b>	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>						
Potential impacts:	The QoL survey doesn't specifically capture data on gender reassignment however it does capture the views of the LGBT+ community. Whilst this community appear to visit parks frequently and are generally satisfied with the quality there is a risk that activities within the park or the attitudes of staff or other parks groups could create an unwelcoming and unsafe space.						
Mitigations:	As with other equalities groups we want to include all sectors of the community in decision making and we need to ensure that community engagement and involvement is truly representative of the community that use the park and that there are opportunities for increased representation cross all equalities groups. This may involve working with new organisations or working in a new way to ensure that all participants feel welcome.						
<b>Race</b>	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>						
Potential impacts:	We know that in particular Black and Asian people visit parks significantly less than other ethnicities. We understand some of the barriers these groups face but more work is required to address this.						
	<table border="1"> <tr> <td>Asian/Asian British</td> <td>44.7</td> <td>14.3</td> </tr> <tr> <td>Black/Black British</td> <td>33.5</td> <td>25.5</td> </tr> </table>	Asian/Asian British	44.7	14.3	Black/Black British	33.5	25.5
Asian/Asian British	44.7	14.3					
Black/Black British	33.5	25.5					
Mitigations:	Create spaces and events that represent and include all members of the community Work to diversify the work force – the horticulture and land management sector is one of the worst for diversity Work with groups to better understand the barriers they face and ensure they are involved in the assessing of quality and influencing actions						
<b>Religion or Belief</b>	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>						
Potential impacts:	There should be no disproportional impact on faith groups. However measures should be taken to ensure that there are opportunities for all groups to celebrate their faiths in an appropriate and safe manner						
Mitigations:	Ensure that the values of inclusion and welcome are embedded within decision making around events, activities and artworks etc						
<b>Marriage &amp; civil partnership</b>	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>						
Potential impacts:	There should be no disproportional impact on this group.						
Mitigations:	Ensure that events, activities etc are respectful of people's views and beliefs						
<b>OTHER RELEVANT CHARACTERISTICS</b>							
<b>Socio-Economic (deprivation)</b>	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>						
Potential impacts:	We know that people living in the 10% most deprived areas of Bristol have lower than average perception of quality and visit parks less frequently than other people in Bristol.						
Mitigations:	The quality improvement plan is focused on improving quality of parks in the areas of Bristol that in most need based upon perceptions of quality and social factors such as deprivation and health outcomes. This should ensure that the quality of parks in these areas improves and in turn sees more users from this group.						
<b>Carers</b>	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>						
Potential impacts:	We know that carers and, in particular, full-time carers have a lower than average perception of quality and visit parks less frequently than other people in Bristol.						
Mitigations:	Use data to identify areas of city worse affected by this trend to help prioritise the use of resources to address quality. Work with community groups to assess what quality means for these groups in order to identify meaningful actions that can be used to reduce barriers						
<b>Other groups</b> [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

- Parks are important shared spaces in our communities. They represent spaces where communities can come together, interact and connect in place. There is a need, and articulated appetite, for safe spaces conducive to public debate and developing understanding with history, developing cross-community engagement and celebrating more diverse cultures.
- Better working relationships and ways of working with groups that represent people with protected characteristics. This will provide park users and equalities groups with greater agency over the way in which their green spaces are managed and developed to reflect the local need.
- A new quality framework and assessment methodology will recognise the importance of creating spaces that access welcoming and accessible to all users, including and particularly those with disabilities and thus a need for additional accessibility provisions. A quality improvement plan will highlight areas in the city most in need and show where resources need to be prioritised.
- The process that will be adopted to improve quality will involve local stakeholders making judgements about how well a park performs against access indicators taken from the Green Flag methodology. Community groups will input into assessing barriers to access and codesign solutions. This approach will embed inclusion in the quality improvement process.
- By recognising that accessibility is key to quality and needs to be central to decision making with regard to facilities, events and design we will ultimately end up with better quality parks that provide better access for all.

## 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:

We have not identified any significant negative impacts however we need to ensure we meet the needs of user groups who do not currently use or enjoy parks and green spaces because of existing barriers. Some groups may feel threatened or inconvenienced by the plans and we will endeavour to engage them at an early stage in the development process so they can feel empowered to influence the decisions taken in their local parks. For example, in promoting nature recovery, the service will be reducing mowing regimes which may influence the accessibility of certain areas for walking. As a service we will consult with local groups to determine a consensus solution that meets both interests: walkability and nature recovery.

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

Trough the delivery of the parks and green space strategy we aim to foster greater levels of community involvement and improved partnership working across the council and with city partners. This joined up and democratic approach to parks management will ensure that the right services are delivered in the right areas to meet local needs.

## 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
continue to ensure that equalities groups are included in consultation and decision making regarding the strategy and implementation	kit Beaumont	on going


## 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 parks and green spaces strategy will have implementation plan with measurable actions. This can be used to see if we have been successful in what we have proposed.

## 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 Director<sup>1</sup>.

<b>Equality and Inclusion Team Review:</b> <b><i>Reviewed by Equality and Inclusion Team</i></b>	<b>Director Sign-Off:</b>  Patsy Mellor – Director Management of Place
Date: 21/09/2022	Date: 21/09/2022

<sup>1</sup> 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.

# Communities Scrutiny Commission

## 03 October 2022



**Report of:** Patsy Mellor

**Title:** Update report – new Allotments and Food Growing Strategy

**Ward:** City-wide

**Officers Presenting Report:** Richard Fletcher and Keith Chant

**Contact Telephone Number:** NA

### **Recommendation:**

To note progress in developing a new Allotments and Food Growing strategy

### **The significant issues in the report are:**

The Parks Service is drafting a new Allotments and Food Growing Strategy. The new Strategy extends its reach and land footprint in comparison to previous strategies to include the city's smallholdings and consider how food growing may be encouraged more widely including outside the allotment model.

Demand for allotments and land for growing food is increasing at a time when the demand for the functional and citizen benefits afforded by green spaces are also increasing. Understanding where and how supply could be increased and how sites may deliver multiple benefits will be important going forward.

Meeting changing service expectations and meeting customer demand will require an uplift in team resources.



## 1. Summary

A new Allotments and Food Growing Strategy is being developed. Communications with tenants and members of the Allotments Forum, feedback received from organisations with an interest in food growing and the registered uplift in demand for allotment space have helped identify common themes for the Strategy to address.

The Council's most recent strategy (2009) concentrated solely on allotments and largely focused on rationalizing provision, releasing new funds to invest in raising quality. However, over the past five years demand for allotments has increased three-fold. There are approximately 8,000 citizens on the allotment waiting list in addition to the 4,000 people who are already tenants. Currently supply is fixed at 96 allotment sites.

This uplift is set within the context of other pressures on land functions including the need for available public open space close to new housing developments, the need to manage land better for nature and to combat climate change, and the potential need for land to increase the city's tree canopy cover.

There is now a need and opportunity for a new Allotments Strategy to consider food growing and food growing locations more widely, with statutory allotments still providing the bulk of land supply available. Developing the Strategy in parallel with the council's new Parks and Green Spaces Strategy also allows a wider land use assessment to inform food growing opportunities and the Allotments Strategy will be extended to include smallholdings and to consider other land that may create opportunities – such as grazing land or public open spaces.

We know the primary purpose of allotments is for families, individuals and communities to grow food. However, growing public awareness of the health and wellbeing benefits of food-growing and spending time outdoors is changing the service's relationships with customers and the work required to manage allotments and tenant relationships. Within this is the need to reconcile some customer expectations with the purposes of allotments as set out in Allotment legislation.

The Allotment Service itself has reduced in recent years as budget cuts to Parks Services has affected the resources available. There are now insufficient resources to meet customer expectations and to enhance the service.

The Allotment Strategy needs to set out how we will meet these challenges in the next 10-15 years. It will need to do so within the context of other green space strategies including the revised Parks and Green Space Strategy and new Bristol Green Infrastructure Strategy as well as related wider city and council strategies and aspirations such as the One City Climate Strategy, One City Ecological Emergency Strategy, Bristol Good Food 2030 Framework (draft) and the Local Plan Review.

It is proposed that the Strategy will be structured using themes that reflect the range and nature of challenges faced and the need to change to meet these. See Appendix A for an overview of these themes and the proposed Strategy approach.

## 2. Purpose

As above and refer to slide deck Appendix A.

## 3. Policy

Policy is proposed to be set out under themes that address the key challenges the service faces. These are set out in more detail in Appendix A.

Themes:

Supply and demand	Managing for climate change
Investment and sustainable finances	Sustainable food production
Tenant and tenancy management	Health and wellbeing
Site management	Welcoming and accessible
Community management	Education and learning
Managing for nature	

#### 4. Consultation

##### a) Internal

The development work has been informed by discussions primarily with the Sustainable City & Climate Change Service.

##### b) External

The development work has been informed by discussions with key stakeholders such as Bristol Food Producers and members of the Allotments Forum as well as a review of common customer enquiries.

#### 5. Public Sector Equality Duties

- 5a) Before making a decision, section 149 Equality Act 2010 requires that each decision-maker considers the need to promote equality for persons with the following “protected characteristics”: age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation. Each decision-maker must, therefore, have due regard to the need to:
- i) Eliminate discrimination, harassment, victimisation and any other conduct prohibited under the Equality Act 2010.
  - ii) Advance equality of opportunity between persons who share a relevant protected characteristic and those who do not share it. This involves having due regard, in particular, to the need to --
    - remove or minimise disadvantage suffered by persons who share a relevant protected characteristic;
    - take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of people who do not share it (in relation to disabled people, this includes, in particular, steps to take account of disabled persons' disabilities);

- encourage persons who share a protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

- iii) Foster good relations between persons who share a relevant protected characteristic and those who do not share it. This involves having due regard, in particular, to the need to –
  - tackle prejudice; and
  - promote understanding.

5b) The Equalities Impact Assessment for the Strategy is pending.

**Appendices:**

A: New Allotments and Food Growing Strategy – policy themes slide deck.

**LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985**

**Background Papers:**

None





# Allotments and Food Growing Strategy 2023 to 2038

# Overview

---

- Demand for allotment plots and food growing land is increasing.
- There are growing pressures on land functions.
- Customer's service demands are evolving.
- There are insufficient Service resources to meet customer expectations and enhance the service.

Page 134

In order to set out how these challenges will be addressed, the Strategy will be structured using themes that reflect the activities and objectives needed to face and meet these challenges:

- Supply and demand
- Investment and sustainable finances
- Tenant and tenancy management
- Site management
- Community management
- Managing for nature
- Managing for climate change
- Sustainable food production
- Health and wellbeing
- Welcoming and accessible
- Education and learning



# Theme: Supply and demand

---

Provide land to support and increase sustainable, local food production and maximise supply for Bristol's citizens. The Strategy will:

- Be informed by an up-to-date audit and assessment of the maximum potential of all existing land used for food growing and the potential for new land to be made available from public open space, smallholdings and land used for grazing.
- Propose where and how supply may be uplifted taking in to account local levels of demand, the relative costs and any potential impacts on current land function or tenants.



## *Theme: Investment & Sustainable Finances*

---

Create a fair and reasonable pricing structure that enables the council to deliver the services that tenants and potential tenants require and provide a resource margin that enables the service to realise opportunities to meet demand. The Strategy will:

- Propose a new fee structure that continues to respond to people's ability to pay and amount of land under cultivation whilst acknowledging that on-site services are better on some allotments than others.
- Propose a fee structure that enables the council to match its resources more closely to customer demands and the need to improve services.
- Seek S106 and other funding for capital investment that will improve existing sites or create new ones.

# *Theme: Tenant and tenancy management*

---

Updated, improved and modernised Tenancy Agreement & Rules that improve management of the service and enhance communication and understanding between the service and customers. The Strategy will:

- Set out a revised agreement and new rules that confirm plots are primarily used for food production by Bristol citizens, reduce the time taken to re-let vacant plots and reduce officer and tenant time spent on disputes and enquiries.





# Theme: Site management

---

Improved quality & provision of facilities. The Strategy will:

- Propose a more proactive and dedicated approach to the maintenance of sites through an in-house team.
- Encourage ownership of sites by tenants through volunteer maintenance work to compliment BCC staff.



# Theme: Community management

---

Providing shared spaces for citizens who wish to engage in growing food and be supported doing so. This might include new growers, those wishing to develop new or enhance their existing skills and knowledge and people who have specific support needs when carrying out food growing activities. The Strategy will:

- Seek to create and support community managed plots in areas/wards where there is no provision – working with other providers, organisations and stakeholders to do so.
- Promote existing community managed plots
- Monitor community plots to ensure activities meet the aims of the Strategy

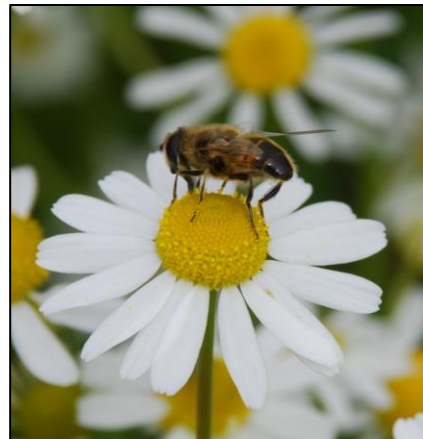


# Theme: *Managing for nature*

---

Allotments will be a place where nature can thrive and be protected. The Strategy will:

- Identify land within sites not suitable for food production and that can be actively managed for nature
- Contribute to Bristol City Council's target to reduce the use of pesticides by at least 50% by 2030.
- Promote cultivation and husbandry techniques that work in harmony with wildlife, encouraging pollinators and diverse micro-habitats.





# *Theme: Managing for climate change*

---

Promote an approach to food growing and site management that helps mitigate the impact of climate change and reduces the use of and release of carbon as much as possible. The Strategy will:

- Promote the need to lower water consumption including recycling of rainwater on-site and take further practical measures through investment to prevent leaks and loss through evaporation.
- Identify space not suitable for food production to convert to woodland/tree canopy.



# *Theme: Sustainable food production*

---

Encourage sustainable land management and cultivation practices. The Strategy will:

- Propose that over time land use, particularly the use of smallholdings, is moved away from animal husbandry towards the growing of fruit and vegetables. This will act to increase overall production, release land to meet customer demand and encourage practices that may better work with nature and conserve resources.
- Encourage good soil retention, conditioning and conservation, discourage the use of plastic and promote organic and regenerative agriculture/horticulture.



## *Theme: Health and wellbeing*

---

Contribute to the health and wellbeing of Bristol citizens. The Strategy will do this by:

- Promoting the mental and physical health benefits of food growing, seek to ensure more citizens are able to take up food growing close to where they live, provide opportunities for supported growing and learning including in community plots, support people on low incomes to access allotments and support people with different abilities and needs to experience growing food.
- Develop and work with partners to encourage use of allotments, particularly supported use, and to enable food growing to be part of 'green social prescribing' in the city.
- Promoting the valuable work of existing community plot growing groups.

## *Theme: Welcoming and accessible*

---

Ensure that the Service is meeting the diverse needs of citizens and ensuring that food growing in the city is an enjoyable and rewarding experience. The Strategy will do this by:

- Provide comprehensive, accurate, up-to-date online information on allotment provision, availability, application processes and the customer journey.
- Providing food growing learning and support information with good signposting to the work of external organisations, bodies and partners.
- Use an online portal to provide a clear and transparent pathway for community and commercial food growing applications/land requests.
- Actively promoting food growing where participation is low for all citizens irrespective of ability, background or culture.
- Mapping, providing and promoting accessible sites, plots and supported growing opportunities.
- Foster a supportive culture for volunteer site representatives and staff to include better access to materials, training and support.



# Theme: Education and learning

---

Provide opportunities to learn food growing skills within a welcoming environment. The Strategy will:

- Establish food growing training opportunities in partnership with local providers.
- Promote existing current learning providers including community & colleges.
- Propose co-designing a new training scheme and Handbook for Site Reps.



# Communities Scrutiny Commission



**Report of: Insight, Performance and Intelligence Team**

**Title: Quarterly Performance Progress Report (Quarter 4 2021/22)**

**Ward: All wards**

## **Recommendation**

That Scrutiny note the progress made against the Key Performance Indicators (KPIs) for Q4 2021/22 (Appendix A1) and that Scrutiny members and relevant managers / Directors discuss measures to address any performance issues.

## **The significant issues in the report are:**

Highlighted in section 2 below, and noted within the suite of KPIs set out in appendix A1.

Of all the measures reported this quarter:

57% are on or above target

55% are performing the same or better than at the same time last year



## 1. Background context

This performance progress report and appendix is part of the standard reporting arrangements around the Bristol City Council (BCC) [Business Plan 2021/22](#). The [Performance Framework](#) and reporting arrangements for 2021/22 were approved by CLB and noted by Cabinet and OSMB in Feb-March 2021.

The Key Performance Indicators (KPIs) included here are the relevant indicators for the Communities Scrutiny Commission, as listed in detail in Appendix A1; this includes Business Plan measures (coded as BP) and others agreed with Directorate leadership teams, adjusted to reflect Scrutiny areas of responsibility. A list of short definitions for each measure is in Appendix A2. There is a new appendix (A3) called “How to read performance reports” which has been developed to assist interpretation and understanding of the performance data set out in Appendix A1.

**Please note:** Each KPI is only reported to one Scrutiny Commission. Following a Council restructure in 2018 there is no standard management report for Communities, so the suite of KPIs for each Scrutiny Commission is based on the agreed areas of Scrutiny oversight, not on management lines of reporting.

**BCC measures and City-wide measures** - This year we continue to differentiate between indicators wholly owned by BCC, so are direct measures of our performance, and those where BCC is a key player but performance is dependent on other partners or factors. Indicators are listed accordingly.

**Impact of Covid-19** – Covid-19 renewal and recovery has been embedded into the commitments that underpin our Business Plan and is being delivered across all areas of the council. Adjusted targets are set to take account of this, including some which appear counter-intuitive compared to last year’s outturn due to Covid-19 impact (see [BCC 2021/22 Performance Targets](#)). Details for individual indicators are in the management comments (see Appendix A1).

## 2. Performance Summary

Taking the available KPI results this quarter, and noting the BCC / City-wide differentiation:

- **57% of all measures** (with established targets) **are performing on or above target** (12 of 21)
  - 50% of BCC-only measures (7 of 14)
  - 71% of city-wide measures (5 of 7)
  
- **55% of all measures** (with a comparison from 12 months ago) **have remained the same or improved** (11 of 20)
  - 54% of BCC-only measures (7 of 13)
  - 57% of city-wide measures (4 of 7)

### Housing and Landlord Services

- The quarterly count of street sleepers took place in February 2022 with 45 people recorded; this is the lowest number reported for some time and is likely to have been positively impacted by the winter pressures funding currently in place.
- There continue to be pressures relating to potential homelessness with increasing numbers presenting to the council; this reflects the ongoing lack of accommodation and the increasing affordability gap in the private rented sector when compared to the Local Housing Allowance. There have however been positive successes in placing households in settled accommodation, although the numbers in temporary accommodation for periods longer than 6 months remain challengingly high which in turn results in continued additional budget pressures which will need addressing in future.
- The overall throughput time for dealing with referrals is above target and has improved since last

year as there is now better access to properties to undertake work so this has also positively impacted on the loss of rental income due to voids. However there continue to be issues around supplies and the availability of workforce and this impacts on all categories of void properties. Performance around relet times for standard voids is worse than last year, but this is where the volumes are greatest and there are also challenges around high refusal rates which mean vacant units have to be offered more than once.

- Both metrics relating to accessible homes complete the year in a better position than last year, although below target. This specialist work has also been impacted by issues around supplies and the availability of workforce, but the team is now at full strength, so delivery is expected to improve.

#### Management of Place

- Overall recycling rates in 2021-22 were impacted by the drop in garden waste collections earlier in the year, although there have been improvements during this last quarter. Residual waste from household collections as a proportion of total waste collected remains higher than pre-pandemic levels. A work programme is ongoing to encourage increased recycling, both through encouraging behavioural change as well as implementing new recycling facilities for flats and other “tight-space” properties.
- Community clean-ups (DGRC194) saw a positive year-end outturn, both above target and better than last year with more people participating in these outdoor activities with the relaxation of distancing and congregation restrictions. The reported number also includes those residents conducting litter picks using equipment given to them on long term loans.

#### Communities and Public Health

- Leisure centres re-opened from 12<sup>th</sup> April, and at year end attendances of just over two million (75% of pre-pandemic levels) are reported which is greater than expected. The leisure operators have worked hard to achieve this, and ongoing increases are anticipated over 2022-23.
- Engagement with citizens through a range of community development activities continued successfully across the year with increased contacts made. These built on the emergency contacts made and activities undertaken during the prime time of Covid to enhance ongoing and sustainable community connections.

#### Digital Transformation

- The Citizen Services measure on channel shift end the year above target; this reports on the percentage of transactions completed on-line against the number of inbound telephone calls, automated telephony, face to face visits and emails. There is an improvement on last year when suspension of, or changes in service provision as a direct result of Covid-19 meant that existing on-line forms were taken out of service and citizen contact was more often made by telephone. As more standard service provision has been re-established an increased number of citizens have returned to using on-line access as this can await wait times in telephony and other queues.

For all divisions, attention is drawn to the commentaries where the service has indicated exception in delivery, and/or details of plans and activities underway.

### **3. Policy**

Performance is reported as part of quarterly governance process as soon as possible after gathering all the necessary data. All Business Plan KPIs contained within Appendix A1 are designed to demonstrate our progress towards the Corporate Strategy 2018-23.



#### 4. Consultation

##### a) Internal

Performance progress has been presented to relevant Divisional Management Teams (DMT), Executive Director Meetings (EDM) and Cabinet Member briefings prior to the production of this report.

##### b) External

Not applicable.

#### 5. Public Sector Equality Duties

- 5a) Before making a decision, section 149 Equality Act 2010 requires that each decision-maker considers the need to promote equality for persons with the following “protected characteristics”: age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation. Each decision-maker must, therefore, have due regard to the need to:
- i) Eliminate discrimination, harassment, victimisation and any other conduct prohibited under the Equality Act 2010.
  - ii) Advance equality of opportunity between persons who share a relevant protected characteristic and those who do not share it. This involves having due regard, in particular, to the need to:
    - remove or minimise disadvantage suffered by persons who share a relevant protected characteristic;
    - take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of people who do not share it (in relation to disabled people, this includes, in particular, steps to take account of disabled persons' disabilities);
    - encourage persons who share a protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.
  - iii) Foster good relations between persons who share a relevant protected characteristic and those who do not share it. This involves having due regard, in particular, to the need to –
    - tackle prejudice; and
    - promote understanding.
- 5b) Not applicable

#### Appendices:

Appendix A1: Performance Progress Update (Q4 2021/22)

Appendix A2: A list of short definitions for each measure shown in Appendix A1

Appendix A3: How to read performance reports (March 2022)

#### LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

Background Papers: None

## Communities Scrutiny Commission – Q4 2021/22 Performance Summary

### OVERALL SUMMARY:

57% (12/21) PIs are on or above target

55% (11/20) PIs are better or the same than at Q3 last year

### HOUSING AND LANDLORD SERVICES

Title	Target status	DoT
BPB353: Increase the number of households where homelessness is prevented	1,282	↓
BPB357: Reduce the number of households in temporary accommodation	1,137	↓
DGRB374a: Reduce Average Relet Times	78	↑
DGRB376: Reduce the loss of gross rental income through voids	£1,096,000	↓
DGRB374a: Increase number of people able to access care & support through the use of Technology Enabled Care	657	↑

### MANAGEMENT OF PLACE

Title	Target status	DoT
BPC541: Increase the percentage of household waste sent for reuse, recycling and composting	44.0%	↓
BPC542: Reduce the residual untreated waste sent to landfill (per household)	83kg	↑
DGRC194: Numbers of citizens participating in community clear-ups per quarter	4,325	↑

### COMMUNITIES AND PUBLIC HEALTH

Title	Target status	DoT
BPB253: Increase the number of attendances at BCC leisure centres and swimming pools	2,026,406	↑
BPC324: Levels of engagement with community development work	10,149	↑

### DIGITAL TRANSFORMATION

Title	Target status	DoT
DREB225: Improve the percentage channel shift achieved for Citizens Services overall	32.5%	↑

DoT = 'Direction of Travel' compared to this time last year



## Communities Scrutiny - Quarter 4 (1st April - 31st March 2022) Performance Progress Report

Corp Plan KC Ref	Code	Title	+/-	2020/21 Outturn	2021/22 Target	Q1 Progress	Q2 Progress	Q3 Progress	Q4 Progress	Comparison over last 12 months	Management Notes	
<b>Growth &amp; Regeneration - Housing &amp; Landlord Services</b>												
<b>Bristol City Council (BCC) owned performance indicators:</b>												
EC2	BPB353	Increase the number of households where homelessness is prevented	+	1,512	1,350	339 (q1 target 338)	672 (q2 target 675)	941 (q3 target 1,013)	1,282	↓	Performance in Q4 was consistent with Q3. Fewer housing options due to high rents in the private rented sector and continued low level of social housing lettings have made prevention of homelessness challenging.	
EC2	BPB357	Reduce the number of households in temporary accommodation	-	1,122	950	893	987	1,053	1,137	↓	There has been an increase in the number of households in Temporary Accommodation (TA) compared with previous quarter. The number of households presenting as homeless has continued to increase during 21/22. Access to move on accommodation is a significant issue with historic low level of social housing lettings and private rented sector rents at an all time high.	
EC2	BPB358a	Number of households moved on into settled accommodation	+	n/a	1,000	277 (Q1 target 250)	294 (q2 target 250)	228 (q3 target 250)	1,048	N/A	Total number of households moved on into settled accommodation for the year was 1048, which is above the annual target of 1,000.	
EC2	DGRB356	Reduce the number of households who were in Temporary Accommodation for more than 6 months	-	469	420	488	524	434	650	↓	The use of Temporary Accommodation (TA) for periods longer than 6 months reflects the continuing challenges around the private rented sector (see comments above relating to overall use of TA)	
Page 151	BPB307	Increase the number of people enabled to live independently through home adaptations	+	3,120	3,400	843 (q1 target 150)	1,632 (q2 target 600)	2,399 (q3 target 1,400)	3,302	↑	Performance slightly behind target as a result of the backlog of cases and limited contractor capacity for the first three quarters of the year. A performance improvement plan is in place additional procured contractors are now working. Performance will improve going forward over the coming months.	
	FI1	BPB375	Reduce the number of empty council properties	-	220	210	264	228	239	288	↓	Our ability to meet this target was hampered initially by Covid which resulted in lengthy delays as both the workforce and possible new residents became infected; secondly as we started to emerge out of Covid there was significant increase in new voids as people who'd held off moving made decisions to do so and we struggled to meet the increased demand due to capacity within both our internal and external workforce/contractors. The year end figure of 288 units is slightly inflated as it was not possible create new rent accounts during the last week of the year due to CX (system) issues.
	FI1	DGRB374a	Reduce Average Relet Times	-	71	80	68	84	82	78	↑	Meeting this target was a wonderful achievement given the difficulties faced with Covid, material supply issues, the condition of the properties, the energy crisis and the significant resource issues faced. We feel confident that improved processes, communication between services and general collaboration had a marked impact on this and this positive learning will be taken forward into the new year.
FI1	DGRB374b	Reduce Average Relet Times for Standard Voids	-	37	35	35	54	43.1 days (Oct-Dec)	49 days	↓	This remains a challenging target to meet as delivery remains impacted by many factors not within our control such as allocations of age restricted units, high refusal rates with 26% of vacant units needing to be offered more than once and a number of sensitive lets following high profile antisocial behaviour (ASB) cases.	
F1	DGRB734c	Reduce average time of major works relets	-	92	90	79	89	89	82	↑	It has been a positive achievement to have met this target consistently over the year. Regular monthly reviews, collaborative working and effective communication have all contributed despite challenges such as increasingly excessive poor property conditions, cost & availability of materials and at times the need for specialist skilled labour force.	
WC2	BPB308	Increase number of people able to access care & support through the use of Technology Enabled Care	+	511	753	166 (q1 target 50)	284 (q2 target 263)	445 (q3 target 494)	657	↑	Performance behind target even though there has been an increase in the installation of TEC products by 28% since 2020-21 through targeted work. Additional TEC installers being recruited to increase pace of delivery in 2022-23 to meet an 80% increase in installations in 2022-23	

Corp Plan KC Ref	Code	Title	+/-	2020/21 Outturn	2021/22 Target	Q1 Progress	Q2 Progress	Q3 Progress	Q4 Progress	Comparison over last 12 months	Management Notes
WOP4	DGRB372	Maximise the rent income from council housing (total debt outstanding)	-	£12,790,000	£12,000,000	£12,996,000	£12,961,000	£12,943,000	£11,587,000	↑	A number of positive improvements are reported this quarter; arrears have reduced by £1.2 M while standard current debts reduced by £324K in real terms. We've seen a 2% drop in residents in arrears in addition to a further 2% reduction of residents with more than 7weeks of arrears. We've had over 7,000 communications (not via letter) 1,300 direct debits have been set up and we've had 2000 new Universal Credit claims. All of this in addition to our highest ever recorded collection rate of 99.9% (including FTA) shows what a great year the team have had; they've worked differently, focusing on a person centred approach, engaged proactively with residents including visiting them in their homes to support discuss and address issues.
WOP4	DGRB376	Reduce the loss of gross rental income through voids	-	£1,144,000	£1,200,000	£243,000	£559,000	£826,000	£1,096,000	↓	The continued focus on the turnaround of empty homes which directly impacts on rent loss has contributed to the above target status reported at year end. Staff across property and estates continue to take a proactive and collaborative approach, with more detail noted above against the three performance metrics directly reporting on voids and re-let times.

**City Wide Performance Indicators that BCC contributes to:**

EC2	BPC352b	Reduce the number of people sleeping rough on a single night in Bristol - BCC quarterly Count	-	43	60	59 (q1 target 60)	62 (q2 target 60)	68 (q3 target 60)	45	↓	This is the lowest number reported for some time; likely to have been positively affected by winter pressure funding and "protect and vaccinate" programme
EC2	DGRC352a	Reduce the number of people sleeping rough on a single night in Bristol - Annual Count	-	50	60	Annual measure Data not due	Annual measure Data not due	68	Annual measure Data not due	↓	The number of people rough sleeping as measured on our annual street count in November was 68. An increase from the previous year (50) but still significantly lower than the pre-pandemic peak of 130. Additional winter pressures funding is in place which will reduce the number of people sleeping rough during the coldest months
Page 152	BPC310	Increase the number of private sector dwellings returned into occupation	+	445	450	99 (q1 target 80)	216 (q2 target 210)	287 (q3 target 300)	397	↓	Annual target missed. Given the number of long term empty private properties in the City has been reducing over the last 10 years and number approx. the outcome was not unexpected. Target for 2022-23 will reflective how many of the 1400 empty properties can be brought back into use.
	DGRC379	Private rented properties improved	+	1,171	1,200	274 (q1 target 200)	740 (q2 target 550)	1,216 (q3 target 850)	1615 (q4 target 1,200)	↑	Delivery well ahead of target as a result of increased licensed inspections and enforcement of complaints with few Covid restrictions on place.

**Growth & Regeneration - Management of Place**



**City Wide Performance Indicators that BCC contributes to:**

W2	BPC333	Increase the percentage of residents visiting a park or open space at least once a week (QoL)	+	60.3%	60.0%	Annual measure Data not due	Annual measure Data not due	59.0%	Annual measure Data not due	↓	<p>Performance has dropped very slightly but remains higher than the previous five years. This is likely to reflect the continuing influence of the Covid pandemic on lifestyles and the enhanced importance of the outdoors to residents. However in 2021 there was greater freedom to travel to green space out of the city than in the previous year. The view of Parks Service managers is that visitor numbers remained high in our main sites with some peripheral sites continuing to see a growth in visitors e.g. Eastwood Farm. There may have been both positive and negative factors influencing performance: positive factors include a general uplift in the Parks cafe service offer, whilst a negative factor is that small changes to mowing regimes and reduction in pesticide use did contribute to some spaces appearing more 'untidy' and possibly less welcoming.</p> <p>There has been a small decrease on last year (2020), but 6% points increase on 2019 when 53% was reported. For the 10% most deprived areas in Bristol (based on the 2019 Index of Multiple Deprivation) 42% of respondents had visited parks and open spaces, but this has improved since by 5% points on 2020.</p>
----	--------	---	---	-------	-------	-----------------------------	-----------------------------	-------	-----------------------------	---	--

Corp Plan KC Ref	Code	Title	+/-	2020/21 Outturn	2021/22 Target	Q1 Progress	Q2 Progress	Q3 Progress	Q4 Progress	Comparison over last 12 months	Management Notes
W2	BPC540	Reduce percentage of people who feel that street litter is a problem in their neighbourhood (QoL)	-	82.4%	80.0%	Annual measure Data not due	Annual measure Data not due	81.7%	Annual measure Data not due	↑	There has been a small improvement on last year, but overall this has remained static for the last three years. A wide range of campaigns and activities are in progress or planned across the year to reduce street litter and deliver overall improvements to the street scene. These include incremental service improvements such as the Great Bristol Spring Clean and the Big Tidy. However, for the 10% most deprived areas in Bristol (based on the 2019 Index of Multiple Deprivation) 95.6% of respondents consider street litter a problem locally.
W2	BPC541	Increase the percentage of household waste sent for reuse, recycling and composting	+	45.0%	50.0%	43.0%	42.0%	43.00%	44.0%	↓	Recycling rates continue to be impacted by a drop in garden waste collected earlier in the year, this was over a 3 month period when priority was given to general household waste and recycling collections as Bristol Waste Company (BWC) was experiencing considerable shortages of drivers. There has been a gradual upward trend following the reintroduction of the garden waste service which is expected to support a continuing positive trend into 2022/23. Residual household collections as a proportion of total waste collected remains higher than pre pandemic level. Compared to the same period in 2020-21 recycling has decreased by 2% from 46% to 44% whilst residual waste has increased 2% from 54% to 56%. There is also specific work underway to encourage improvements in recycling including ongoing roll out of recycling facilities in flats across the city, reviewing collection arrangements and trialling new services to suit tight space properties and flats above shops, as well as targeted behaviour change to encourage participation in recycling.
W2	BPC542	Reduce the residual untreated waste sent to landfill (per household)	-	122.5 kg	100.0 kg	14.2kg	46.0kg (q2 target 50kg)	76.0 kg (q2 target 75kg)	83kg	↑	The Energy Recovery Centre (ERC) treatment contracts have continued to perform and the bulky waste contract continues to identify alternative outlets to landfill. There was been a 2% increase in residual waste contributing to a higher than expected kgs per household from post processing landfill.
Page 1	DGRC194	Numbers of citizens participating in community clear-ups per quarter	+	531	750	775	2,577	3,474	4,325	↑	The number of people volunteering to clean up their area remains strong. Outdoor activities are still seen as being safer at this time in this reopened and deregulated stage of the pandemic.
<b>People - Communities and Public Health</b>											
<b>Bristol City Council (BCC) owned performance indicators:</b>											
W4	BPB253	Increase the number of attendances at BCC leisure centres and swimming pools	+	399,343	695,145	385,853	885,755	1,392,225	2,026,406	↑	Attendances at leisure centres across Bristol continue to recover and swimming lessons in particular are at an all time high. Fitness attendances are at around 75% of pre Covid figures but are heading in the right direction. To hit over 2 million attendances for 21/22 is a greater achievement than anticipated and the work that leisure operators have put in to achieve this has been commendable. We continue to have a good working relationship and hope that 22/23 improves further.
<b>City Wide Performance Indicators that BCC contributes to:</b>											
EC4	BPC311	Levels of engagement with community development work	+	4,394	5,000	2,038	4,410	7,117	10,149	↑	This records engagement by the City Council's Community Development Team. The team have been at the heart of the COVID 19 response: reaching out to communities experiencing the greatest inequity to build confidence lateral flow test and vaccination take up. As emergency volunteer support was coming to an end the team worked one to one with hundreds of people to connect them from emergency volunteers to more sustainable community connections. The team has grown a highly successful network of community champions. In the latter part of the year the team has been able to resume face to face community building work. This outturn is exceptional made possible by a deeply committed team going above and beyond and additional temporary staffing to support the COVID response.

Corp Plan KC Ref	Code	Title	+/-	2020/21 Outturn	2021/22 Target	Q1 Progress	Q2 Progress	Q3 Progress	Q4 Progress	Comparison over last 12 months	Management Notes
EC4	BPC312	Increase % respondents who volunteer or help out in their community at least 3 times a year (QoL)	+	47.2%	47.2%	Annual measure Data not due	Annual measure Data not due	45.9%	Annual measure Data not due	↓	We are no longer seeing the high levels of neighbourly /community action seen at the start of the pandemic. There is evidence that WhatsApp groups and neighbourly connections continue and reflect the new connections that were made. Community and voluntary sector colleagues have been reporting significant reduction in numbers of willing of volunteers. However towards the end of the year as life started to open up we are also seeing community life returning.
EC4	BPC314	Reduce the percentage of people who lack the information to get involved in their community (QoL)	-	30.5%	30.0%	Annual measure Data not due	Annual measure Data not due	30.8%	Annual measure Data not due	↓	There has been much less community activity because of the pandemic particularly opportunities to come together face to face. As the pandemic has gone on and the wider health and economic impacts are felt there has been a sense of weariness. The high levels of communication and connection we saw early in the pandemic has not been sustained and there has not been the opportunity to rebuild community activity although lots of really good work continues it is not at the same levels as pre pandemic. However we are now seeing things opening up and community noticeboards have news to share.
FI4	BPC324	Increase the percentage of people who feel they belong to their neighbourhood (QoL)	+	62.8%	62.0%	Annual measure Data not due	Annual measure Data not due	63.1%	Annual measure Data not due	↑	This is good news. Through the pandemic particular the first year we have seen a tremendous community response with connection between neighbours and people reaching out to their communities - both their local neighbourhood communities and communities of culture faith and shared experience. We have seen people reaching out to help and support meeting people from different neighbourhoods and backgrounds and building connections across difference. Many of the CanDo Bristol volunteers have gone on to make lasting friendships with the people they met.
Page 154	BPC323	Increase % of people who see friends and family as much as they want to (QoL)	+	73.2%	76.0%	Annual measure Data not due	Annual measure Data not due	77.0%	Annual measure Data not due	↑	This is good news. This is likely the result of the vaccine take up and for many the relief and joy of people catching up after lock down. Other contributory factors include the bonus of social contact over zoom family being more involved with practical help such as shopping. This is a strong indicator for wellbeing and the health of the city in broad terms.
	BPC255	Increase % of people living in the most deprived areas who do enough regular exercise each week (QoL)	+	55.2%	55.2%	Annual measure Data not due	Annual measure Data not due	60.9%	Annual measure Data not due	↑	Work is being undertaken including liaison with social prescribing in the most deprived areas of the city
	W4	BPC256	Increase the % of adults in deprived areas who play sport at least once a week (QoL)	+	27.5%	27.5%	Annual measure Data not due	Annual measure Data not due	36.3%	Annual measure Data not due	↑
<b>Resources - Digital Transformation</b>											
<b>Bristol City Council (BCC) owned performance indicators:</b>											
WOP2	DREB225	Improve the percentage channel shift achieved for Citizens Services overall	+	27.8%	30%	33.3%	33.0%	33.4%	32.5%	↑	The number of citizens that are accessing services online continues to be high. Transactional services such as Waste are most popular for self-service.

Progress Key
Significantly better than target
Better than target
On Target
Worse than target
Significantly worse than target

Improvement Key	
	Direction of travel <b>IMPROVED</b> compared to same period in the previous year
=	<b>SAME</b> as previous same period in the previous year
	Direction of travel <b>WORSENE</b> D compared to same period in the previous year

Polarity	
+/-	This shows whether a higher or lower figure is preferred for a measure i.e. do we hope to see a bigger/increasing or a smaller/reducing number? The title of a measure may also express this e.g. "Increase the number of affordable homes" has a positive (+) polarity; "Road safety: reduce the number of people killed or seriously injured" has a negative (-) polarity.

[Corporate Strategy - Key Commitments](#)

Page 155

<b>Empowering &amp; Caring</b>	
EC1	Give our children the best start in life by protecting and developing children's centre services, being great corporate parents and protecting children from exploitation or harm.
EC2	Reduce the overall level of homelessness and rough sleeping, with no-one needing to spend a 'second night out'.
EC3	Provide 'help to help yourself' and 'help when you need it' through a sustainable, safe and diverse system of social care and safeguarding provision, with a focus on early help and intervention.
EC4	Prioritise community development and enable people to support their community.
<b>Fair &amp; Inclusive</b>	
FI1	Make sure that 2,000 new homes (800 affordable) are built in Bristol each year by 2020.
FI2	Improve educational outcomes and reduce educational inequality, whilst ensuring there are enough school places to meet demand and with a transparent admissions process.
FI3	Develop a diverse economy that offers opportunity to all and makes quality work experience and apprenticeships available to every young person.
FI4	Help develop balanced communities which are inclusive and avoid negative impacts from gentrification.
<b>Wellbeing</b>	
W1	Embed health in all our policies to improve physical and mental health and wellbeing, reducing inequalities and the demand for acute services.
W2	Keep Bristol on course to be run entirely on clean energy by 2050 whilst improving our environment to ensure people enjoy cleaner air, cleaner streets and access to parks and green spaces.
W3	Tackle food and fuel poverty.
W4	Keep Bristol a leading cultural city, helping make culture, sport and play accessible to all.
<b>Well-Connected</b>	
WC1	Improve physical and geographical connectivity; tackling congestion and progressing towards a mass transit system.
WC2	Make progress towards being the UK's best digitally connected city.
WC3	Reduce social and economic isolation and help connect people to people, people to jobs and people to opportunity.
WC4	Work with cultural partners to involve citizens in the 'Bristol' story, giving everyone in the city a stake in our long-term strategies and sense of connection.
<b>Workplace Organisational Priorities</b>	
WOP1	Redesign the council to work effectively as a smaller organisation.
WOP2	Equip our colleagues to be as productive and efficient as possible.
WOP3	Make sure we have an inclusive, high-performing, healthy and motivated workforce.
WOP4	Be responsible financial managers and explore new commercial ideas.

## Definitions and reporting timescales for Performance Indicators

### 2021/22 Growth & Regeneration: Housing & Landlord Services

PI ref	Measure	Frequency/period reported	Method of calculation
<b>Bristol City Council (BCC) owned performance indicators:</b>			
BPB307	Increase the number of disabled people enabled to live more 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.
BPB308	Increase the number of people able to access care and support through the use of adaptive technology	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.
BPB353	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.
BPB357	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.
BPB358a	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.)
BPB375	Reduce the number of empty council properties	Quarterly (Snapshot)	This is a count of 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 includes all standard voids as well as those classed as undergoing major works, or pending a decision to dispose or demolish.
DGRB356	Reduce the number of households who were in Temporary Accommodation for more than 6 months	Quarterly (Snapshot)	This measure reports on the number of households who were in Temporary Accommodation, including B&B, for more than 6 months as a snapshot at the end of each quarter.
DGRB372	Maximise the rent income to housing delivery (total debt outstanding)	Quarterly (Snapshot)	This performance indicator gives a snapshot figure of the total arrears outstanding to the Housing Revenue Accounts (HRA) on a given date.
DGRB374a	Reduce Average Relet Times	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.
DGRB374b	Reduce Average Relet Times for Standard Voids	Quarterly (Cumulative)	On a year-to-date basis, this measures the number of days an HRA property spends void before relet if it does not require major works. Void Properties requiring major works are not be included in this calculation: Where A is the total number of standard void properties relet in period, and B is the total number of calendar days these properties spent void prior to relet. Only 'standard' voids are included (i.e. those not requiring major works), for the total period spent vacant.
DGRB374c	Reduce Average Relet Times for major work voids	Quarterly (Cumulative)	On a year-to-date basis, this measures the number of days an HRA property spends void before relet where major works are required. Where A is the total number of major work void properties relet in period, and B is the total number of calendar days these properties spent void prior to relet. Only 'major' voids are included (i.e. those not requiring standard works), for the total period spent vacant.
DGRB376	Reduce the loss of gross rental income through voids	Quarterly (Cumulative)	This measure calculates the amount of rent and service charges lost through properties being vacant. Rent lost through voids is the total amount of rent which was not collectable during the period because dwellings were vacant (i.e. with no tenant liable for the rent). Properties where a formal decision to demolish has been taken should be excluded from the rent roll. Properties held for use as temporary accommodation are excluded from the calculation. Service charges include warden alarm, concierge, caretaking, communal cleaning, laundry, CCTV, Supporting People, Youth Project Council Tax

### City Wide Performance Indicators that BCC contributes to:

BPC310	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.
BPC352b	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.
DGRC352a	Reduce the number of people sleeping rough on a single night in Bristol - Annual Count	Annual (Snapshot)	The number of people sleeping rough on a single night within the area of the authority. This count is undertaken by all local authorities and is a snapshot of a single night
DGRC379	Private rented properties improved	Quarterly (Cumulative)	This is the cumulative total of all private rented properties improved through property licensing (mandatory and discretionary) and through a range of enforcement actions.

### 2021/22 Growth & Regeneration: Management of Place

PI ref	Measure	Frequency/period reported	Method of calculation
<b>City Wide Performance Indicators that BCC contributes to:</b>			
BPC333	Increase the percentage of residents visiting a park or open space at least once a week (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.
BPC540	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.
BPC541	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.
BPC542	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.
DGRC194	Numbers of citizens participating in community clear-ups per quarter	Quarterly (Snapshot)	Numbers of citizens participating in community clear ups per quarter

### 2021/22 People: Communities and Public Health

PI ref	Measure	Frequency/period reported	Method of calculation
<b>Bristol City Council (BCC) owned performance indicators:</b>			
BPB253	Increase the number of attendances at BCC leisure centres and swimming pools	Quarterly (Cumulative)	This measures attendances at BCC leisure centres and swimming pools on a monthly cumulative basis. Occasionally the latest month is delayed and in those instances the month indicated in brackets.
<b>City Wide Performance Indicators that BCC contributes to:</b>			
BPC255	Increase the percentage of people living in the most deprived areas who do enough regular exercise each week(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.
BPC256	Increase the percentage of adults in deprived areas who play sport at least once a week (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.



PI ref	Measure	Frequency/period reported	Method of calculation
BPC311	Maintain levels of engagement with community development work	Quarterly (Cumulative)	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.
BPC312	Increase the percentage 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.
BPC314	Reduce the percentage of people who lack the information to get involved in their community (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.
BPC323	Increase the percentage 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.
BPC324	Increase the percentage of people who feel they belong to 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.

### 2021/22 Resources: Digital Transformation

#### Bristol City Council (BCC) owned performance indicators:

DREB225	Improve the percentage channel shift achieved for Citizens Services overall	Quarterly (Snapshot)	This measures the channel migration shift of transactions completed online as a percentage of the overall number received which also include inbound telephone calls, automated telephony, face to face visits and emails.
---------	---	----------------------	--

## Performance Reports – how to read and interpret them

This is a brief guide to reading Bristol City Council (BCC) performance reports, explaining the reporting process and terms used for the 2021/22 financial year.

It accompanies the [2021/22 Performance Framework](#) and the [Business Plan 2021/22](#).

This is for use by members of the public and of BCC Scrutiny Commissions. Each Commission receives a suite of measures to show progress of activities related to the [role of the commission](#).

Heading on the report	Explanation
<b>Corp Plan KC ref</b>	“Corporate Plan Key Commitment reference”. The current <a href="#">Corporate Strategy 2018-23</a> sets out our priorities and vision for Bristol. It has 4 themes (and a 5 <sup>th</sup> section on Organisational Support) that help us to achieve this, and each has 4 “key commitments” within them. The themes and key commitments structure the framework for the Business Plan.
<b>Code</b>	Measures of success have been identified for each key commitment, and each is given an individual reference code.  We differentiate between Business Plan measures wholly owned by BCC which are direct measures of <i>our</i> performance – given the prefix “ <b>BPB</b> ” - and “City-wide” measures where we are a key player, but performance may be dependent on other partners or external factors – given the prefix “ <b>BPC</b> ”.  Scrutiny Commissions may also see Directorate performance indicators prefixed DRE, DGR or DPE, providing additional context for Business Plan measures.
<b>Title</b>	A concise, short title is shown which often gives the headline intention of the measure e.g. “ <i>Increase</i> the percentage of xx”, “ <i>Reduce</i> the number of yy”.
<b>+/-</b>	This indicates the ‘Polarity’ of an indicator, to show whether a <i>higher</i> or <i>lower</i> figure is preferred for this specific measure; i.e. are we trying to get an increasing or a reducing figure? The title may also express this e.g. “Increase the number of affordable homes” will have a positive (+) polarity whilst “Reduce the number of people sleeping rough” will have a negative (-) polarity.
<b>Previous year’s Outturn</b>	The end-of-year result for the previous year is shown where available. For measures where reporting is delayed the most recent year available is shown.
<b>Current year’s Target</b>	There are annual discussions with managers when measures of success are reviewed, and targets set for the forthcoming year (done once the outturns for the previous year are known). Determining factors for target setting include: <ul style="list-style-type: none"> <li>- delivering ongoing improvements i.e. the new year target will exceed the previous year’s outturn.</li> <li>- ensuring that legislative requirements are met e.g. payment of invoices.</li> <li>- incremental steps working towards long-term targets in strategies i.e. the new year target will be somewhere on the trajectory to the long-term goal. [NB The long-term target may not to be split into equal parts each year, as delivery may be weighted to the latter years]</li> <li>- maintaining activity levels in the context of changes in resource available or re-prioritisation of activity i.e. the new year target may be the same or even lower than the previous year’s outturn, but with reduced funding</li> </ul> Some new measures may not have a target; this is because we are establishing a baseline of activity for a new area of work.

<p><b>Quarterly Progress</b></p>	<p>As the year progresses additional “quarter progress” columns are added to the report. Quarterly / in-year targets are determined in various ways:</p> <ul style="list-style-type: none"> <li>- a straight four-way split across the year.</li> <li>- quarterly target is the same as the annual target; this is often the default for transactional measures e.g. % complaints responded to on time.</li> <li>- target is profiled across the year to reflect known activity levels e.g. bus passenger numbers have a greater % of the annual target due at Q3 (Oct to Dec), reflecting the rise in passengers after the summer holidays.</li> <li>- some measures may not have an in-year target as activity levels are dynamic or don’t follow a regular enough pattern to inform meaningful quarterly targets. These should be by exception only.</li> </ul> <p>The latest quarter column will be colour coded (RAG rating: red, amber, green) to show current performance against the target for that quarter (plus blue to show “On target” – see <b>Progress Key</b> below).</p> <p>NB green indicates “better” not “higher”, so if lower is better then green is used to show a figure lower than target (and red or amber for a higher figure where the polarity is negative). Each target has a tolerance level set which provides the threshold for <i>significantly</i> worse / better (default is over 10% of target).</p>
<p><b>Comparison over last 12 months</b></p>	<p>This column compares the current performance to the <i>same period</i> in the previous year i.e. it compares progress to 12 months ago, not to last quarter.</p> <p>Icons used are: <b>better</b> (↑), <b>worse</b> (↓) or <b>unchanged</b> (=).</p> <p>NB the green arrow indicates “better” not “higher”, so if lower is better then ↑ is still used to show a reducing figure (and ↓ used to show a higher figure if the polarity is negative) - see <b>Improvement Key</b> below.</p>
<p><b>Management Notes</b></p>	<p>This section shows commentary from the manager responsible for the measure and may include any of the following:</p> <ul style="list-style-type: none"> <li>- What factors have contributed to the reported performance be that positive or negative?</li> <li>- When performance is below target and/or worse than last year, what is planned to get performance back on track to hit target?</li> <li>- As the year progresses managers will be in a better position to comment on whether annual performance targets are likely to be met.</li> </ul>

All reports have a key to Progress and Improvement after the main appendix which are shown here:

Progress Key
Significantly better than target
Better than target
On Target
Worse than target
Significantly worse than target

Improvement Key	
↑	Direction of travel <b>IMPROVED</b> compared to same period in the previous year
=	<b>SAME</b> as previous same period in the previous year
↓	Direction of travel <b>WORSENE</b> D compared to same period in the previous year

Communities  
Scrutiny Commission  
3rd October 2022



**Report of:** Risk and Insurance Senior Officers

**Title:** Corporate Risk Management Report Communities Risks – Q1 2022/23

**Ward:** All

**Officer Presenting Report:** Risk and Insurance Senior Officer

**Recommendations:**

For the Communities Scrutiny Commission to note the attached Corporate Risks from the Corporate Risk Report Q1 2022/23 and Appendix A – Q1 Corporate Risk Register Communities Risks that contains a summary of the communities' risks contained within the Corporate Risk Report that went to Cabinet on 12<sup>th</sup> July 2022.



## 1. Context

### Corporate Risk Register (CRR)

- 1.1. The Corporate Risk Report (CRR) is a key document in the council's approach to the management of risk; it captures strategic risks set out in the Corporate Strategy 2018-2023. It also provides a context through which Directorates construct their own high-level risk assessments and is used to inform decision making about business planning, budget setting, transformation and service delivery.
- 1.2. The CRR provides assurance to management and Members that Bristol City Council's significant risks have been identified and arrangements are in place to manage those risks within the tolerance levels agreed. It should be noted that 'risk' by definition includes both threats and opportunities, which is reflected in the CRR.
- 1.3. The Accounts and Audit Regulations 2015 require the council to have in place effective arrangements for the management of risk. These arrangements are reviewed each year and reported as part of the Annual Governance Statement (AGS). Ensuring that the Service Risk Registers (SRR), Directorate Risk Reports (DRR) and the Corporate Risk Reports (CRR) are soundly based will help the council to ensure it is anticipating and managing key risks to optimise the achievement of the council's objectives and prioritise actions for managing those risks.
- 1.4. The registers and reports are a management tool. They need regular review to ensure that the occurrence of obstacles or events that may put individual's safety at harm, impact upon service delivery and the council's reputation are minimised, opportunities are maximised and when risks happen, they are managed and communicated to minimise the impact.
- 1.5. The CRR summary of Communities risks is attached to this report at Appendix A is the latest position following a review by managers and Directors.

### Summary of Communities Corporate Risks:

- 1.6. The CRR sets out the critical, significant and high rated risks both threats and opportunities. All other business risks reside on the Service Risk Registers.
- 1.7. The Q1 22-23 Corporate Risk Report (CRR) as at June 2022 contained the following risks that are the responsibility of the Communities directorate:

Threat Risks	Opportunity Risks	External / Contingency Risks
<ul style="list-style-type: none"> <li>• 0 critical</li> <li>• 1 high</li> <li>• 0 medium</li> <li>• 0 new</li> <li>• 0 improving</li> <li>• 0 deteriorating</li> <li>• 0 closed</li> </ul>	<ul style="list-style-type: none"> <li>• 0 significant</li> <li>• 0 high</li> <li>• 0 medium</li> <li>• 0 new</li> <li>• 0 improving</li> <li>• 0 deteriorating</li> <li>• 0 closed</li> </ul>	<ul style="list-style-type: none"> <li>• 1 critical</li> <li>• 0 high</li> <li>• 0 medium</li> <li>• 1 new</li> <li>• 0 improving</li> <li>• 0 deteriorating</li> <li>• 0 closed</li> </ul>

- 1.8. A summary of risks (Threat and Opportunities) for this reporting period are set out below.

1.9. There is one threat risk:

‘CRR37 – Homelessness’. The risk rating is  $4 \times 5 = 20$  High threat risk.

1.10. There is one new external critical risk:

‘BCCC5 – Cost of Living Crisis impact on Citizens and Communities’. The risk rating is  $4 \times 7 = 28$  Critical threat risk.

### 3. Policy

1.11. The Accounts and Audit Regulations 2015 require the council to have in place effective arrangements for the management of risk. These arrangements are reviewed each year and reported as part of the Annual Governance Statement (AGS). The Council is required to comment on the effectiveness of its arrangements in this regard. The statement must also identify any significant governance issues that may have resulted from failures in governance and risk management.

1.12. Risk Management is an integral part of good governance to which the Council is committed. Risk Management provides the framework and processes that enables the Council to manage uncertainty in a systematic way. As part of the Risk Management arrangements the Council reviews the Risk Management Assurance Policy on an annual basis.

1.13. It is considered good practice to regularly review and update the Risk Management Assurance Policy to ensure it strengthens the Council's approach to its risk management and assurance arrangements.

1.14. Ensuring that the Corporate Risk Report (CRR) is soundly based will help the council to ensure it is anticipating and managing key risks to optimise the achievement of the council's objectives and prioritise actions for managing those risks.

1.15. The CRR provides assurance to management and Members that the Bristol City Council's significant risks have been identified and arrangements are in place to manage those risks within the tolerance levels agreed.

1.16. The CRR is a management tool and needs regular review to ensure that the occurrence of obstacles or events that may put individual's safety at harm, impact upon service delivery and the council's reputation are minimised, opportunities are maximised and when risks happen, they are managed and communicated to minimise the impact.

1.17. The CRR has been prepared and presented in line with the Risk Management Assurance Policy that was approved by Cabinet in January 2019.

### 4. Consultation

**Internal** - First to fourth tier managers, Extended Leadership Team, Corporate Leadership Team, Cabinet Member, Finance, Governance and Performance.

**External** - None

## 5. Public Sector Equality Duties

- 5a) Before making a decision, section 149 Equality Act 2010 requires that each decision-maker considers the need to promote equality for persons with the following “protected characteristics”: age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation. Each decision-maker must, therefore, have due regard to the need to:
- i) Eliminate discrimination, harassment, victimisation and any other conduct prohibited under the Equality Act 2010.
  - ii) Advance equality of opportunity between persons who share a relevant protected characteristic and those who do not share it. This involves having due regard, in particular, to the need to --
    - remove or minimise disadvantage suffered by persons who share a relevant protected characteristic;
    - take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of people who do not share it (in relation to disabled people, this includes, in particular, steps to take account of disabled persons' disabilities);
    - encourage persons who share a protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.
  - iii) Foster good relations between persons who share a relevant protected characteristic and those who do not share it. This involves having due regard, in particular, to the need to –
    - tackle prejudice; and
    - promote understanding.
- 5b) No Equality Impact anticipated from this report.

### Appendices:

Appendix A – Q1 Corporate Risk Report Communities Risks 2022-2023

### LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

#### Background Papers:

Risk Management Assurance Policy

**Risk Scoring Matrix**

		Threat Impact (Negative risks)					Opportunity Impact (Positive Risk)				
Threat Likelihood	Almost certain	4 (Low)	12 (Medium)	20 (High)	28 (Critical)	28 (Significant)	20 (High)	12 (Medium)	4 (Low)	4	Almost certain
	Likely	3 (Low)	9 (Medium)	15 (High)	21 (High)	21 (High)	15 (High)	9 (Medium)	3 (Low)	3	Likely
	Unlikely	2 (Low)	6 (Medium)	10 (Medium)	14 (High)	14 (High)	10 (Medium)	6 (Medium)	2 (Low)	2	Unlikely
	Rare	1 (Low)	3 (Low)	5 (Medium)	7 (Medium)	7 (Medium)	5 (Medium)	3 (Low)	1 (Low)	1	Rare
		1 Minor	3 Moderate	5 Major	7 Critical	7 Exceptional	5 Significant	3 Modest	1 Slight		

Threat Level	Opportunity Level	Level of Risk	Actions Required
1-4	1-4	Low	May not need any further action / monitor at the Service level.
5-12	5-12	Medium	Action required, manage and monitor at the Directorate level.
14-21	14-21	High	Must be addressed - if Directorate level consider escalating to the Corporate Risk Report, if Corporate consider escalating to the Cabinet Lead.
28	28	Critical / Significant	Action required - escalate if a Directorate level risk, escalate to the Corporate Level, if Corporate bring to the attention of the Cabinet Lead to confirm action to be taken.





**LIKELIHOOD AND IMPACT RISK RATING SCORING**

**Likelihood Guidance**




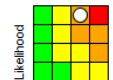



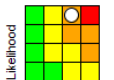
Likelihood	Likelihood Ratings 1 to 4			
	1	2	3	4
<b>Description</b>	Might happen on rare occasions.	Will possibly happen, possibly on several occasions.	Will probably happen, possibly at regular intervals.	Likely to happen, possibly frequently.
<b>Numerical Likelihood</b>	Less than 10%	Less than 50%	50% or more	75% or more

**Severity of Impact Guidance (Risk to be assessed against all of the Categories, and the highest score used in the matrix).**

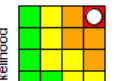
Impact Category	Impact Levels 1 to 7			
	1	3	5	7
Service provision	Very limited effect (positive or negative) on service provision. Impact can be managed within normal working arrangements.	Noticeable and significant effect (positive or negative) on service provision. Effect may require some additional resource, but manageable in a reasonable time frame.	Severe effect on service provision or a Corporate Strategic Plan priority area. Effect may require considerable /additional resource but will not require a major strategy change.	Extremely severe service disruption. Significant customer opposition. Legal action. Effect could not be managed within a reasonable time frame or by a short-term allocation of resources and may require major strategy changes. The Council risks 'special measures'. Officer / Member forced to resign.
Communities	Minimal impact on community.	Noticeable (positive or negative) impact on the community or a more manageable impact on a smaller number of vulnerable groups / individuals which is not likely to last more than six months.	A more severe but manageable impact (positive or negative) on a significant number of vulnerable groups / individuals which is not likely to last more than twelve months.	A lasting and noticeable impact on a significant number of vulnerable groups / individuals.
Environmental	No effect (positive or negative) on the natural and built environment.	Short term effect (positive or negative) on the natural and or built environment.	Serious local discharge of pollutant or source of community annoyance that requires remedial action.	Lasting effect on the natural and or built environment.
<b>Financial Loss / Gain</b>	<b>Under £0.5m</b>	<b>Between £0.5m - £3m</b>	<b>Between £3m - £5m</b>	<b>More than £5m</b>
Fraud & Corruption Loss	Under £50k	Between £50k - £100k	Between £100k - £1m	More than £1m
Legal	No significant legal implications or action is anticipated.	Tribunal / BCC legal team involvement required (potential for claim).	Criminal prosecution anticipated and / or civil litigation.	Criminal prosecution anticipated and or civil litigation (> 1 person).
Personal Safety	Minor injury to citizens or colleagues.	Significant injury or ill health of citizens or colleagues causing short-term disability / absence from work.	Major injury or ill health of citizens or colleagues may result in. long term disability / absence from work.	Death of citizen(s) or colleague(s). Significant long-term disability / absence from work.
Programme / Project Management <i>(Including developing commercial enterprises)</i>	Minor delays and/or budget overspend but can be brought back on schedule with this project stage. No threat to delivery of the project on time and to budget and no threat to identified benefits / outcomes.	Slippage causes significant delay to delivery of key project milestones, and/or budget overspends. No threat to overall delivery of the project and the identified benefits / outcomes.	Slippage causes significant delay to delivery of key project milestones; and/or major budget overspends. Major threat to delivery of the project on time and to budget, and achievement of one or more benefits / outcomes.	Significant issues threaten delivery of the entire project. Could lead to project being cancelled or put on hold.
Reputation	Minimal and transient loss of public or partner trust. Contained within the individual service.	Significant public or partner interest although limited potential for enhancement of, or damage to, reputation. Dissatisfaction reported through council complaints procedure but contained within the council. Local MP involvement. Some local media/social media interest.	Serious potential for enhancement of, or damage to, reputation and the willingness of other parties to collaborate or do business with the council. Dissatisfaction regularly reported through council complaints procedure. Higher levels of local or national interest. Higher levels of local media / social media interest.	Highly significant potential for enhancement of, or damage to, reputation and the willingness of other parties to collaborate or do business with the council. Intense local, national and potentially international media attention. Viral social media or online pick-up. Public enquiry or poor external assessor report.

## Appendix A – Corporate Risk Register Communities Risks as at June 2022




### Threat Risk Performance Summary

Risk	Page Number	Q2 Rating	Q2 Risk Matrix	Q3 Rating	Q3 Matrix	Q4 Rating	Q4 Matrix	Q1 Rating	Q1 Matrix
CRR37 - Homelessness	4	20 	 Likelihood Impact	20 	 Likelihood Impact	20 	 Likelihood Impact	20 	 Likelihood Impact

### External and Civil Contingency Risk Summary

Risk	Page Number	Q2 Rating	Q1 Risk Matrix	Q3 Rating	Q3 Matrix	Q4 Rating	Q4 Matrix	Q1 Rating	Q1 Matrix
BCCC5 - Cost of Living Crisis impact on Citizens and Communities	5							28 NEW RISK	 Likelihood Impact

### Risk Trend Key

Arrow	Description
	The risk rating has improved from the previous quarter, having reduced in its severity.
	The risk rating has deteriorated from the previous quarter, having increased in its severity.
	The risk rating has not changed from the previous quarter.


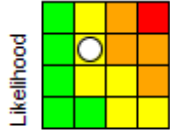
Appendix A – Corporate Risk Register Communities Risks as at June 2022

Threat Risks

Threat Risk	Trend	Current Risk Assessment		Risk Tolerance Level																					
<p><b>Risk Title:</b> CRR37 - Homelessness</p> <p><b>Description:</b> The risk that homelessness and the subsequent cost of providing suitable affordable accommodation to meet needs and achieve effective long-term outcomes increases.</p>	<p><b>Constant</b></p>	<p><b>20</b></p> <p>Likelihood = 4 Impact = 5</p>		<p><b>6</b></p> <p>Likelihood = 2 Impact = 3</p>																					
<p><b>Risk Causes:</b></p> <ul style="list-style-type: none"> <li>-The ending of the eviction ban</li> <li>-Unemployment and cost of living rising leading to an increase in evictions.</li> <li>-A recent sharp increase in the number of households partly or wholly reliant on welfare benefits [UC claimant households in Bristol have risen from 17,000 in number in April 2020 to 38,000+ in Feb. 2022]. For most welfare benefits recipients, particularly those living in the private rented sector, housing and essential household costs are not met by their benefits entitlements'.</li> <li>-Impact of the pandemic leading to an increase in mental health issues, family relationship breakdown and domestic violence &amp; abuse.</li> <li>-Supply of affordable rented housing reducing</li> <li>-Increasing popularity of Bristol as a city to move to, and associated increased pressure on demand and cost of private rented accommodation</li> </ul>	<p><b>Existing Controls</b></p> <ul style="list-style-type: none"> <li>• Joint commissioning of services</li> <li>• Effective Commissioning</li> <li>• Effective cost - New supplier contracts - successfully introduced new block contracts for some Temporary Accommodation, reducing the cost of TA to the Council. Planning to bring more block contracts on-line this financial year</li> </ul>					<p><b>Mitigating Actions</b></p> <table border="1"> <thead> <tr> <th>Action Title</th> <th>Due Date</th> <th>Progress</th> </tr> </thead> <tbody> <tr> <td>Changing Futures Programme</td> <td>March 2024</td> <td>20%</td> </tr> <tr> <td>Introduce longer term block contracts for Temporary Accommodation that will reduce the net unit cost of TA to BCC</td> <td>July 2022</td> <td>80%</td> </tr> <tr> <td>Homelessness prevention - review client access - Review how the service and the wider homelessness sector works with clients to identify opportunities for more early intervention and prevention of homelessness</td> <td>Ongoing</td> <td>Ongoing</td> </tr> <tr> <td>Cost Effective Accommodation - Initiated a project with the aim of reducing the net unit cost of Temporary Accommodation. Opportunities being explored and prioritised.</td> <td>Ongoing</td> <td>Ongoing</td> </tr> <tr> <td>Homelessness prevention - increase access to private rented - Review our approach to working with the Private rented sector and produce spend to save proposals which will increase access to accommodation and reduce TA use</td> <td>Ongoing</td> <td>Ongoing</td> </tr> <tr> <td>Increase the supply of move on accommodation - RSAP round 5 bid deadline 13th April 2022</td> <td>March 2024</td> <td>5%</td> </tr> </tbody> </table>			Action Title	Due Date	Progress	Changing Futures Programme	March 2024	20%	Introduce longer term block contracts for Temporary Accommodation that will reduce the net unit cost of TA to BCC	July 2022	80%	Homelessness prevention - review client access - Review how the service and the wider homelessness sector works with clients to identify opportunities for more early intervention and prevention of homelessness	Ongoing	Ongoing	Cost Effective Accommodation - Initiated a project with the aim of reducing the net unit cost of Temporary Accommodation. Opportunities being explored and prioritised.	Ongoing	Ongoing	Homelessness prevention - increase access to private rented - Review our approach to working with the Private rented sector and produce spend to save proposals which will increase access to accommodation and reduce TA use	Ongoing
Action Title	Due Date	Progress																							
Changing Futures Programme	March 2024	20%																							
Introduce longer term block contracts for Temporary Accommodation that will reduce the net unit cost of TA to BCC	July 2022	80%																							
Homelessness prevention - review client access - Review how the service and the wider homelessness sector works with clients to identify opportunities for more early intervention and prevention of homelessness	Ongoing	Ongoing																							
Cost Effective Accommodation - Initiated a project with the aim of reducing the net unit cost of Temporary Accommodation. Opportunities being explored and prioritised.	Ongoing	Ongoing																							
Homelessness prevention - increase access to private rented - Review our approach to working with the Private rented sector and produce spend to save proposals which will increase access to accommodation and reduce TA use	Ongoing	Ongoing																							
Increase the supply of move on accommodation - RSAP round 5 bid deadline 13th April 2022	March 2024	5%																							
<p><b>Risk Consequences:</b> Increase in homelessness and the number of households in Temporary Accommodation. Expenditure on Temporary Accommodation does not return to pre-pandemic levels and could continue to increase.</p> <p><b>Risk Owner(s):</b> Executive Director Growth and Regeneration, Director Housing</p>	<p><b>Portfolio Flag:</b> Housing Delivery and Homes</p> <p><b>Summary of Progress:</b> The number of households presenting to Bristol City Council as homeless is continuing to increase as are the number of households being placed in Temporary Accommodation. We had 1162 households in temporary accommodation by end Feb 22, which has increased to 1215 by April 22. There are a number of initiatives with the aim of reducing homelessness, Temporary Accommodation use and the cost of Temporary Accommodation. However, we will not feel the full benefit of all of these within the current financial year. Therefore, there is likely to be a significant financial pressure for 22/23. Following on from approval at cabinet on 14/12/21, we have made good progress in implementing new block contracts for TA and have high confidence in meeting the savings target of £725k due in 22/23, with our current estimate of savings giving us headroom of £153k above the target.</p>																								
<p><b>Strategic Theme:</b> Our Organisation, Empowering and Caring, Fair and Inclusive, Well Connected, Wellbeing.</p>																									

Appendix A – Corporate Risk Register Communities Risks as at June 2022

**External and Civil Contingency Risks**

Threat Risk	Trend	Current Risk Assessment		Risk Tolerance Level		
<p><b>Risk Title:</b> BCCCS - Cost of Living Crisis impact on Citizens and Communities</p> <p><b>Description:</b> Failure of the council and its one-city partners to mitigate against, and provide adequate services to, citizens experiencing increases in living costs including fuel and food leading to increased poverty, inequity and worsening health &amp; wellbeing as a result of the ongoing cost of living crisis.</p>	<b>NEW RISK</b>	<p><b>28</b> Likelihood = 4 Impact = 7</p>		<p><b>9</b> Likelihood = 3 Impact = 3</p>		
<p><b>Risk Causes:</b></p> <ul style="list-style-type: none"> <li>-Supply chains disruption</li> <li>-Global COVID-19 Pandemic</li> <li>-Brexit</li> <li>-War in Ukraine</li> <li>-Leading to rapid inflation</li> </ul> <p><b>Risk Consequences:</b></p> <ul style="list-style-type: none"> <li>-Destitution - homelessness</li> <li>-Inability for citizens to pay general services and utilities</li> <li>-Increased debt for citizens and the council</li> <li>-Health and well-being deterioration</li> <li>-Inequity deepening</li> <li>-Increased demand on services across the council and community and voluntary sector partners leading to failure to meet this demand</li> <li>-Community cohesion deteriorates</li> </ul>	<b>Existing Controls</b>					<b>Mitigating Actions</b>
<p><b>Risk Owner(s):</b> Executive Director People, Director Communities &amp; Public Health</p>	<b>Control</b>		<b>Action Title</b>	<b>Due Date</b>	<b>Progress</b>	
	<ol style="list-style-type: none"> <li>1. Baseline / impact assessment to understand potential impact on Bristolians</li> <li>2. Creation of monitoring framework with 'red flag' indicators</li> <li>3. Development of civic &amp; community asset map</li> <li>4. Development of framework for targeted action</li> <li>6. Established One Council Group to monitor impact and coordinate action (meeting appx every 3 weeks)</li> <li>7. Established One City Coordination Group</li> </ol>		<p>Update baseline assessment following gov announcement 26 May 22</p> <p>Work with Quartet to ensure COVID recovery /health inequity funding is directed to response and building community resilience</p> <p>Communication plan</p> <p>Establish network of community hubs and 'city offer' by September</p>	<p>July 2022</p> <p>July 2022</p> <p>July 2022</p> <p>September 2022</p>	<p>100%</p> <p>100%</p> <p>100%</p> <p>70%</p>	
<p><b>Portfolio Flag:</b> Public Health and Communities</p>	<p><b>Summary of Progress:</b> Impact assessment v2 is complete            Developing interactive map and dashboard for monitoring            One Council group established meeting every 2-3 weeks            One City Group established meeting weekly (attended by all key sectors – advice, food, BCC Revs &amp; Bens, energy etc            BCC Communications lead prioritising website and ‘preparing for winter’ (working with partners).            Developing staff briefing cascade across all sectors – we all know the top 5 things we can do/where we can get help to be delivered by start of summer holidays            Summary document setting out our one city approach            Working with City Funds and Bristol Funders Network to take a strategic approach to funding            Work underway to establish 26 community hubs (following COVID model); join up/extend advice support to establish working model by September.            Governance - Health and Wellbeing Board to take overview as part of One City approach</p>					
<p><b>Strategic Theme:</b> Our Organisation, Empowering and Caring, Fair and Inclusive, Well Connected, Wellbeing</p>						



**Bristol City Council - Scrutiny Work Programme 2022 / 2023 (Formal Public Meetings)**

People Scrutiny Commission (PSC)	Health Scrutiny – Sub-Committee (of the PSC)	Communities Scrutiny Commission (CSC)	Growth & Regeneration Scrutiny Commission (G&RSC)	Resources Scrutiny Commission (RSC)	Overview & Scrutiny Management Board (OSMB)
<b>July 2022</b>					
					<b>27<sup>th</sup> July, 2.30pm</b>
					Annual Business Report: To include confirmation of Scrutiny Work Programme, Working Groups and Inquiry Days
					Liveable Neighbourhoods Inquiry Day (TBC)
					Q4 21/22 Corporate Performance Report
					Q1 Risk Report 22/23
					Forward Plan – Standing Item
					WECA – Joint Scrutiny minutes – standing item
					Local Government and Social Care Ombudsman Report
<b>August 2022</b>					
<b>September 2022</b>					
<b>12 September, 5.00 pm</b>		<b>15<sup>th</sup> September, 10am</b>	<b>29<sup>th</sup> September, 5pm</b>		<b>26<sup>th</sup> September, 5.30pm</b>
Annual Business Report		Annual Business Report	Annual Business Report		Q1 22/23 Performance Report - TBC
New schools provision (Temple Quay and The Park) and specialist school places provision update)		Home Choice Review	Planning Enforcement		Task Group Updates
Inclusive Educational Practice (PSC Working Group Report)		Parks and Open Space Strategy	Temple Quarter (site visit before)		
LG Ombudsman report on EHC plan case (further to OSMB on 27 July)		Allotment Strategy	Previously taken Emergency Key Decisions: <ul style="list-style-type: none"> <li>Electricity Contract Procurement and Renewals</li> <li>Half Hourly Electricity Supply Contract Extension’.</li> </ul>		
EHC plans – update/position statement		Risk Report	Risk Report		
Adult Social Care Transformation – (part 1)		Performance Report	Performance Report		
Risk Report					
Performance Report					
<b>October 2022</b>					
	<b>Date TBC</b>				<b>27<sup>th</sup> October, 9am</b>
	NHS Waiting Lists; access to planned health care (including access to GP services, NHS dentist capacity)				One City

Page 17

Agenda Item 14



People Scrutiny Commission (PSC)	Health Scrutiny – Sub-Committee (of the PSC)	Communities Scrutiny Commission (CSC)	Growth & Regeneration Scrutiny Commission (G&RSC)	Resources Scrutiny Commission (RSC)	Overview & Scrutiny Management Board (OSMB)
			<ul style="list-style-type: none"> <li>Geographic Delivery</li> </ul>		
			Housing Delivery - Progress of Project 1000		Forward Plan – standing item
			High Streets Recovery		WECA – Joint Scrutiny minutes – standing item
<b>February 2023</b>					
		<b>27<sup>th</sup> February, 2pm</b>		<b>Date TBC</b>	<b>Date TBC</b>
		Waste Transformation: <ul style="list-style-type: none"> <li>Village Model Review</li> <li>Street Cleaning Review</li> <li>Commercial Waste</li> </ul>		Budget Scrutiny	Scrutiny Annual Report to Full Council
		Keeping Bristol Safe Partnership			Work Programme – standing item
		Libraries Working Group report			Forward Plan – standing item
					WECA – Joint Scrutiny minutes – standing item
					Work Programme – standing item
<b>March 2023</b>					
<b>03 March, 5.00 pm</b>	<b>Date TBC</b>		<b>5pm, 22<sup>nd</sup> March 2023</b>		<b>Date TBC</b>
SEND (Value for Money & Outcomes / Exclusions) - TBC	Update from Public Health (on work to encourage healthy weight and eating)		Bristol Flood Risk Strategy (Statutory Item)		Bristol City Council's Business Plans (to include Scrutiny Workshop)
Sir Stephen Bubb Report - Update			Strategic Transport / City Region Sustainable Transport Settlements (CRSTS) <ul style="list-style-type: none"> <li>Including Brabazon Arena</li> </ul>		Forward Plan – standing item
Adult Social Care Transformation (part 3)			Zero Emissions Transport Bid		WECA – Joint Scrutiny minutes – standing item
			Frome Gateway		Work Programme – standing item
<b>April 2023</b>					
	Quality Accounts - Sirona; AWP; NBT; UHBW; SWAS (closed briefings)				
<b>Provisional items / to be scheduled</b>					
Children in Care (National report – implications for Bristol) – likely to be a briefing	Update on NHS Structures (briefing - 26 July)	Public Toilets	Western Harbour		City Leap
WECA – support for young people / adults with learning difficulties		Community Asset Transfers	Place Making (incl - Housing Delivery and Health Infrastructure)		Heat-Networks



