

Neighbourhoods Scrutiny Commission Agenda



Date: Monday, 3 October 2016

Time: 10.00 am

Venue: The Writing Room, City Hall, College Green,
Bristol

Distribution:

Councillors: Martin Fodor, Paul Goggin, Carole Johnson, Steve Jones, Matt Melias, Anthony Negus, Jo Sergeant, Mhairi Threlfall and Jon Wellington

Copies to: Alison Comley (Strategic Director - Neighbourhoods), John Readman (Strategic Director - People), Di Robinson (Service Director - Neighbourhoods), Becky Pollard (Director - Public Health), Gillian Douglas (Service Director Clean and Green), Netta Meadows (Service Director, Strategic Commissioning & Commercial Relations), Mary Ryan, Steven Barrett (Service Director Landlord Services), Nick Hooper (Service Director Strategic Housing), Patsy Mellor (Service Director Citizen Services), Tracey Morgan (Managing Director Bristol Waste), Kate Murray, Gemma Dando, Claire Lowman, Pam Jones (Service Manager Environment and Leisure Operations), Mark Wakefield (Service Manager - Performance & Infrastructure), Lucy Fleming (Scrutiny Co-ordinator), Tom Oswald (Policy Advisor, Scrutiny), Jeremy Livitt, Cathy Mullins (Interim Service Director Policy, Strategy and Communications), Angie Burton (Senior Public Relations Officer), Andrea Dell, Andrew Mallin (Directorate Leadership Team Support Manager), Alex Dibble, Amy Bullen (Public Relations Officer), Jane Taylor, Kirsty Stilwell (Community Public Relations Officer), Michelle Prideaux (Directors Assistant to Strategic Director Neighbourhoods), Nick Carter, Robin Poole, Sandra Farquharson, Sarah McMahon, Tim Borrett (Service Director, Media Public Relations) and Paul Jacobs (Service Director Education & Skills)



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Date: Friday 23rd September 2016

Agenda

1. Welcome, Introductions and Safety Information

2. Apologies for Absence

3. Declarations of Interest

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

Please note that the Register of Interests is available at <https://www.bristol.gov.uk/councillors/members-interests-gifts-and-hospitality-register>

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

4. Minutes of the Previous Meeting

Members are requested to approve the minutes of the previous meeting on 7th July 2016 as a correct record.

10.05 am

(Pages 5 - 11)

5. Public Forum

Up to 30 minutes is allowed for this item.

10.15 am

(Pages 12 - 16)

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 democratic.services@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 5 pm on Tuesday 27th September 2016

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 30th September 2016.

6. Annual Report of the Director of Public Health

10.30 am

This is a Joint item with members of the People Scrutiny Commission who have also been invited to attend. A report of the Director of Public Health (Becky Pollard) is attached.

(Pages 17 - 24)

There will also be a presentation for this item.

7. Sexual Health Service Procurement

10.55 am

Members of the People Scrutiny Commission have also been invited to attend for this item. The Director of Public Health (Becky Pollard) will provide a verbal update on this item.

8. Performance Report Quarter 1 2016/17 and Quality of Life Survey

11.00 am

Councillors are requested to note the Performance figures for the 1st Quarter of 2016/17 and a copy of the Quality of Life Survey.

(Pages 25 - 145)

9. Risk Register

11.15 am

Members are requested to note the Risk Register. The Strategic Director of Neighbourhoods (Alison Comley) will present this item. Due to the size of his document, hard copies of the Risk Register report will also be available for Councillors at the meeting.

(Pages 146 - 161)



10. Neighbourhoods Directorate Structure Functions and Draft Scrutiny Work Programme

11.25 am

A copy of a report from the Strategic Director of Neighbourhoods is attached which sets out the Directorate Structure Functions. The draft Scrutiny Work Programme is also attached as an Appendix.

(Pages 162 - 179)

11. Positioning Briefing - Neighbourhood Partnerships

11.45 am

A presentation concerning Neighbourhood Partnerships is being prepared for this item and will be made at the meeting by the Service Director of Neighbourhoods and Communities (Di Robinson).



Bristol City Council Minutes of the Neighbourhoods Scrutiny Commission



7 July 2016 at 10.00 am

Members Present:-

Councillors: Carla Denyer, Carole Johnson, Steve Jones, Matt Melias, Jo Sergeant, Anthony Negus, Jon Wellington, Margaret Hickman, Paul Smith, Charlie Bolton, Nicola Bowden-Jones, Geoff Gollop and Olly Mead

Officers in Attendance:-

Alison Comley (Strategic Director - Neighbourhoods), Tracey Morgan (Managing Director Bristol Waste), Dave Foster (Bristol Waste), Di Robinson (Service Director - Neighbourhoods), Tom Oswald (Policy Advisor (Scrutiny)), Steven Barrett (Service Director Landlord Services), Gillian Douglas (Service Director Clean and Green), Nick Hooper (Service Director Strategic Housing), Pam Jones (Service Manager Environment and Leisure Operations) and Mark Wakefield (Service Manager - Performance & Infrastructure)

1. Welcome, Introductions and Safety Information

The Fire Evacuation procedure was noted.

2. Apologies for Absence

Apologies were received from Councillor Martin Fodor.

3. Election of Vice-Chair

Resolved: that Councillor Carole Johnson be elected Vice-Chair for the 2016/17 municipal year.

4. Declarations of Interest

None.



5. Minutes of the Previous Meeting

The Minutes were approved as a correct record subject to paragraph 131 being amended to read 'Bristol City Council had recently received a sustainable *food* city silver level award'

Matters Arising:

Minute 133 – Neighbourhood Partnership funding issues to be added to the Action Tracker

It was noted that the report on By laws would not now be going to the July Full Council meeting.

The issue of plastic use by supermarkets, and in particular black plastic which is not recyclable, would be raised at the Core Cities Waste Group and the Commission would ensure that actions arising from the Supermarket Evidence Session were pursued.

6. Public Forum

The Commission noted the following public forum statements:

Rob Umphray – subject: Bristol Waste Company / waste issues

Councillor Clive Stevens – subject: Bristol Waste Company / waste issues

7. Annual Business Report

The Commission noted the Annual Business Report including the schedule of future meetings.

8. Service Director Introductions

The Commission were introduced to Neighbourhoods Service Directors who gave a brief overview of their service.

9. Neighbourhoods 2015/16 - Q4 Performance Report

The Commission considered the 2015/16 outturn report.

During discussion the following issues were noted/raised:

- The current indicators were based on the Corporate Plan which was written 4 years ago and they are predominantly outcome indicators to measure public delivery of services.
- These were the key indicators which the management team look at but are not all the indicators.
- Although waste indicators were still red the direction of travel was positive.



- The figures around waste collection were out of date as they were based on an under-costed contract which was not deliverable within the budget envelope.
- Concerns were expressed about hate crimes and it was agreed to provide further information to Cllr Denyer on actions being taken to address any increases in such crime.
- The Commission would like going forward to be involved in reviewing performance targets and their fitness for purpose.

10 Draft Cabinet report - Proposals for future waste collection, street cleansing and winter maintenance service

The Commission received a presentation from Alison Comley – Strategic Director Neighbourhoods and Gillian Douglas – Interim Service Director Clean and Green, relating to the report.

Key points highlighted:

- a. The report would be considered by Cabinet on the 11th August when a decision would be made on whether the Council should award the integrated waste services contract to Bristol Waste Company
- b. The presentation covered the following issues:
 - the background to the setting up of a wholly owned 'Teckal' Company, Bristol Waste
 - the scope of the service in respect of statutory responsibilities regarding Waste Collection, Disposal and Litter
 - the targets in the new waste and resources strategy
 - the outcome of the market review of the current service including evaluation of the service cost in relation to market estimates
 - feedback from the Independent Review on the Integrated Waste Service as proposed by Bristol Waste Company, including the financial and other benefits of the proposal

The Commission considered this report alongside item 11 Draft Cabinet report - Adoption of Bristol Waste Company Business Plan and the Commission's comments are recorded under item 11.

11 Draft Cabinet report - Adoption of Bristol Waste Company Business Plan

The Commission received a presentation from Tracey Morgan – Managing Director, Bristol Waste and Steve Ostler – Finance Director Bristol Waste

Key points highlighted:

- a. The Mayor in Cabinet on the 11th August would be making a decision as Shareholder, advised by the Shareholder Group on the adoption of the Bristol Waste Company Business Plan.
- b. The decision would be dependent on the award of the contract.
- c. The presentation covered the following issues:
 - The current range of operational activities included in the Waste Services
 - Key achievements to date and the Vision for the future service founded on the principal of waste as a shared responsibility
 - the key aspects of the business plan and what the offer would be going forward, including the timelines,



desired outcomes

- the financial plan, key assumptions and dependencies

Following the presentations the Commission agreed the following resolution in respect of the Exclusion of Press and Public:

“That under s.100A(4) of the Local Government Act 1972, the public be excluded from the meeting for the discussion on the above items of business on the grounds that they involve the likely disclosure of exempt information as defined in paragraph 3 of Part 1 of schedule 12A of the Act.”

Paragraph 3 - Information relating to the financial or business affairs of any particular person (including the authority holding that information).

Main points raised/noted in discussion on both draft reports included:

Financial Issues

- The recycling and commercial income would be used to offset the cost of the core service to the council
The Commission sought clarifications on the impact to the Council of not achieving income targets.
- If the Waste Company did not achieve the income targets this would not fall as a cost to the Council, similarly if there was a greater surplus that would be a ‘shareholder’ surplus. It was also noted that the commercial income projections were not near the 20% limit.
- In addition should income targets not be met the fact that the company was cash positive provides financial resilience. The Company would also look at business efficiencies or changing the way it did things without affecting the service to the public.
- Whilst it was noted that the Company would need equipment for the commercial waste business a lot of that equipment would be is very similar to what is used on the domestic contract and would not require a large investment
- It was confirmed that there was resilience in the budget/financial assumptions and the baseline but that the figures also challenged the company to do things differently and there were areas where the company was confident it would out-perform targets. An inflation assumption had been built into the figures and the two main cost areas were labour and the disposal contract, which would have to be negotiated
- It was prudent to have some surplus to allow for fluctuations in revenue streams and to provide financial resilience
- The first year of trading had generated a surplus and this would now help deliver the change programme necessary to develop the company, including investments in HWRC’s and the commercial waste service. It would also allow investment in systems and people. This would be a continued conversation with the Shareholder
- The recycling targets were reasonable and greater recycling income would mean lower residual waste and disposal costs.
- Need to engage with people – first role is to be part of the community. There is genuinely more recycling available
- It would be important to make recycling easier for people but this would need to be balanced against costs. Engaging people/communities would be key to this.



Relationships: Customer, Provider and Council

- The Commission emphasised that the relationship between Consumer, Council, and Provider would be key.
- The Company confirmed that transparent dealings with the Council, and effective communication were essential, as would be sharing performance information/intelligence, including how the Company responded to complaints. The Company would continue to be accessible to councillors.
- It was clarified that the Council's clean and green team would be part of the neighbourhood management team and would be in an ideal position to share intelligence with Bristol Waste.
- The council would set the waste strategy and the Company would deliver against that. At the same time the Company would be able to offer its' expertise and views on council proposals going forward and input to future policy developments.
- The Company re-iterated that it was a 'customer service' business focussed on the residents and communities of Bristol.
- The Company was committed to supporting changes in behaviour and had recently run a successful pilot scheme with students to increase re-cycling rates.
- The Company would also be looking to work more closely with Neighbourhood Partnerships to help communities

Governance Issues

- The Commission raised the issue of governance and accountability in relation to the Companies structure and Shareholder relationship. It was noted that the administration would be carrying out a review of membership on different bodies and this could also include the membership of the Shareholder Group/Company Boards. As Shareholder the Council determines the Board members and Directors.
- The Commission also supported as much information as possible on the Company being in the public domain to increase accountability and provide real scrutiny and challenge in relation to performance.
- The Company confirmed that they would welcome a continued positive relationship with scrutiny around a common agenda and would continue to provide performance information to the Commission and the Shareholder
- It was noted that the current Business Plan was based on the council's waste strategy and the market but in 2017 there would be a major piece of work on what the Council wants to do on modelling recycling e.g. how often collect residual bins, recycling collection and that there would not be one approach over the next 10 years. Any changes to policy would be subject to the Council's own decision making/scrutiny processes and a change in methodology would be a 'key decision'

Company Policies

- It was noted that the Company is not required to have the same HR policies as the Council but the Company is committed to fair treatment of the workforce and are reviewing some of its terms and conditions.
- The Company also confirmed that it was paying above the Living Wage
- The Company would also work with the Council to get people into jobs where there were shortages and there was a commitment to a localised work force



- BWC would look at the need to have more staff at certain times of the year e.g. students moving in and out

Other Options Considered

- It was noted that the draft Cabinet report contained information on other options considered and that the main alternative to offering BWC a 10 year contract would be to procure the services through an external contract. This was carefully considered, including a review of the feedback from waste consultants (IESE) examining details of the current cost and specified BWC contract. The current market cost, procurement costs and other views expressed by IESE on the integrated waste service led the Council to consider that external procurement was not affordable.
- In addition further consideration was given to an alternative length of the contract – i.e. was 10 years an appropriate term for the contract. Waste industry best practice showed that in order to invest in new fleet to deliver future ambitions, the term of 8-10 years would be required.
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- It was noted that the *Adoption of Bristol Waste Company Business Plan* paper does not put forward any specific Business Plan alternatives

Following discussions and clarifications the Commission

Resolved:

To support the recommendation to award Bristol Waste Company the Integrated Waste Service immediately from August 2016 to 31 July 2026 on the basis set out in this report. (Voting 1 against Cllr Anthony Negus) and that a referral from the Commission to that effect be made to Cabinet including a summary of the key points raised by the Commission.

Councillor Negus reserved the right to submit a minority report to Cabinet setting out his views. In particular the Chair raised concerns about:

- the consolidated overall effect of a number of risks
- the environmental sustainability of the business case as a whole
- the risk of not achieving a number of key targets in particular in relation to recycling
- the reference to 'business efficiencies' and how these would work to reduce costs and ensure services could be maintained
- the lack of information about other potential options to the teckal company approach or options around letting part of the contract
- the timescale for awarding the contract and why this could not be deferred for 6 – 9 months to then review the Waste Company performance against targets/current assumptions and also given that the commercial contract would not commence until April 2017

The meeting ended at 1pm



CHAIR _____



Neighbourhoods Scrutiny Commission – 3 October 2016 - Public Forum items



STATEMENTS AND QUESTIONS RECEIVED AS AT TIME OF DISPATCH – FRIDAY 23RD SEPTEMBER 2016. A COMPLETE SET OF PUBLIC FORUM STATEMENTS AND QUESTIONS (TOGETHER WITH ANSWERS) WILL BE MADE AVAILABLE 1 HOUR BEFORE THE MEETING.

PUBLIC STATEMENTS have been received as follows:

1. **Harriet Williams – Pesticide Safe Alliance**

QUESTIONS have been received as follows - A copy of the answers will be made Available 1 hour before the meeting.

1. **Harriet Williams – Pesticide Safe Alliance**
2. **Councillor Charlie Bolton – Pets In Council Properties**



Neighbourhoods Scrutiny Commission, 3rd October 2016 – Statement submitted by the Pesticide Safe Bristol Alliance

Received wisdom about how to control weeds in public spaces has changed considerably since our Alliance formed in October 2015. Public opinion in the UK and all over Europe has hardened towards the routine use of potent weed killers in highways, housing estates, play areas and parks, following a large awareness-raising campaign orchestrated by leading civil society organisations including Greenpeace, Avaaz and 38 Degrees.

In 120 British towns and cities, citizens have started petitions to get glyphosate, the most widely used and contentious of these substances, banned in their local area. 38 Degrees confirm that 78,000 people have signed a petition so far. Bristol's petition, with very nearly 7,000 signatures¹, is one of the largest. But while other Councils have moved ahead with glyphosate-free weed control policies, Bristol City Council has merely adopted a year-long trial of unproven methodology, in the ward of Cotham.

At the political level, there has been significant shift too. The EU was expected to issue a 15-year renewal of the license to use glyphosate this year. This has not happened. Over 1 million EU citizens asked for the licence to be refused, on grounds that glyphosate is linked to serious human health impacts. MEPs voted for restrictions on glyphosate use, including a ban in public spaces. Unable to extract a final decision from member states, the European Commission has issued an emergency 18-month extension of the existing licence². In short, the regulatory future of glyphosate very uncertain (bear in mind EU decisions here could continue to apply to the UK, in certain Brexit scenarios).

The sensible response from BCC is surely to end the use of glyphosate and other toxic weed killers, and adopt 'no harm' or 'less harm' methods of weed control, as practised in many European cities already (including other Green Capitals).

The legal status of glyphosate is far from the minds of the average PSBA supporter here in Bristol. Our supporters are motivated by immediate concerns for the health of children, pets and local wildlife, and want to see a reduction in the use of all pesticides across the city, not just of glyphosate. We urge BCC to show leadership in this area and to proactively reduce pesticide use. We note Marvin Rees' manifesto commitment to reducing pesticide use, and urge the mayor and councillors to implement this promise as soon as possible.

The questions attached to this statement request updates on the Council's overall strategy regards the future of weed control, and upon its trial of vinegar and hand-weeding as alternatives to glyphosate in the ward of Cotham. There has been much scepticism regards the methods and efficacy of this trial, so with at least one round of weed control behind us in 2016, it seems timely to ask whether these methods are working.

¹ <https://you.38degrees.org.uk/petitions/stop-spraying-monsanto-glyphosates-on-bristol-streets-and-parks>

² <http://www.euractiv.com/section/agriculture-food/news/commission-prolongs-glyphosate-licence-by-18-months/>

Neighbourhoods Scrutiny Commission, 3 October 2016 – Questions submitted by the Pesticide Safe Bristol Alliance

Regarding the Council's trial of glyphosate-free weed control in Cotham ward,

- i) Can BCC please **provide an update on the progress of this trial**, in particular how it has been evaluated against the performance and measurement criteria the Council outlined in its response to scrutiny commission questions of 22 February? (See Appendix)
- ii) Have any **aspects of the trial methodology changed**, in particular the range of alternatives to be trialled, the location and area of sites to be treated?
- iii) Who is **chiefly responsible for delivering the alternative weed treatments**, is this done by BCC employees or by external weed control contractors?
- iv) How many **public comments** been received regarding the trial, and of these, how many have been complaints and how many supportive?
- v) Related to this, what **communication effort** has BCC undertaken to the residents of Cotham in order to raise awareness of the trial and secure public support (this was still under consideration in February)?

Regarding the use of weed killers in the city overall,

- vi) Can the Council **provide details of the quantities of weed killer** applied across Bristol in the year 2016 to date, by its employees and contractors? Does this represent an increase or reduction on previous years? A similar breakdown to that presented in BCC's report of Jan 2016, Weed Control on Amenity Land, (Appendix 2: 'Quantified use of herbicides on BCC land') would be appreciated.
- vii) Are any other parts of Bristol being **incorporated in the glyphosate-free trial** (formally or informally)?
- viii) Is the Council making attempts to **reduce the use of non-glyphosate pesticides** in Bristol as well (e.g. 2,4-D)? We would wish to avoid a scenario where the use of other potentially harmful pesticides increases to substitute for glyphosate, and rather prefer that 'no harm' methods are pursued instead.
- ix) Is the Council **in touch with other local authorities** – in the UK or beyond – who have adopted, or are in the process of adopting, glyphosate-free weed control, with the aim of a learning exchange?

Appendix – Cotham trial summary, as issued by BCC in response to questions at the 22 February Neighbourhoods Scrutiny Commission

| Work area | Performance outcome | Measurement |
|--|--|---|
| Maintenance of hard surfaces within the (Highways) weed spraying contract. | As with glyphosate | Cost. Time taken. Staffing. Environmental inputs and outputs. |
| Control of invasive weeds (Japanese knotweed) | Continue with Glyphosate control | N/A |
| Within green spaces - maintenance of hard surfaces | As with glyphosate | Cost. Time taken. Staffing. Environmental inputs and outputs. |
| Within green spaces - removal of growth around obstacles to reduce demand on staff resources | Maintain current resource level. Accept potential for lower performance. | Visual comparison with control site(s). Enquiries and complaints. |
| Within green spaces - control of weed growth in bedding and shrub features | Maintain current resource level. Accept potential for lower performance. | Visual comparison with control site(s). Succession growth. Enquiries and complaints. Volunteer activity |
| Within green spaces - sterilising sites intended to be sown as floral meadows and new planting (e.g. floral displays). | Withhold spraying. Accept potential for lower performance. | Visual comparison with control site(s). Species success. Succession growth. Bloom longevity. |

Question 2 – Councillor Bolton – Pets in Council Properties

Q: Can I ask what council policy on this actually is, please?

Many homeless people keep dogs for security as well as comfort. Currently only 9% of hostels for homeless people in the UK are dog-friendly, meaning that many dog owners are denied access to shelter and support, simply because they have a dog. Likewise, rules on dog ownership for council housing or housing association tenants vary from place to place, with many councils forcing people to give up their pets to rescue centres or remain homeless.

It is NOT okay to tell people they cannot have emergency housing because they have pets. It is NOT okay to leave them in cold with these pets. It's callous. It's discriminatory. This would NEVER happen to someone with kids. To thousands of people, their pets ARE their kids. People like Hillary Barrows in Canterbury have had to live in their cars in minus degree weather because they could not have emergency help because of their dogs. You must understand the importance of pets to the homeless, the bond, the love that is exchanged. Do not take that away from them and make them suffer.

Please tell me, what is our council's position on this issue? Does our council provide emergency housing for people with dogs? Do we provide council housing for people with dogs? If so, what percentage of our emergency and council housing allows dogs? And what quantity of our emergency accommodation and council houses allow dogs?

BRISTOL CITY COUNCIL

Neighbourhood Scrutiny Commission

3rd October 2016

Report of: Becky Pollard, Director of Public Health

Title: Annual Report of the Director of Public Health – Becky Pollard (Joint Item with People Scrutiny Commission)

Ward: City-wide

Officer Presenting Report: Director of Public Health

Contact Telephone Number: 0117 92 22891

RECOMMENDATIONS

1. The Director of Public Health should work through Bristol Health and Wellbeing Board and other stakeholders to implement the 4:4:48 prevention model. This model addressed the 4 modifiable unhealthy lifestyle behaviours (smoking and tobacco, alcohol misuse, poor diet and lack of physical activity) that lead to the 4 main diseases (cancer, cardiovascular disease, respiratory disease and liver disease) which contribute towards around 48% of all early deaths in Bristol.
2. The report recommends work to put 'Health in All Policies' and work with a wide range of partners to make health everyone's business.
3. The Health and Wellbeing Board should oversee an audit of current prevention and early intervention programmes against the evidence based interventions set out in this report and identifies any gaps.
4. The Bristol Children and Families Partnership Board should seek to strengthen cost effective public health programmes aimed at children and their families to give them a better and healthier start in life (specifically targeting those who experience the greatest disadvantage).
5. Bristol City Council's Public Health Team should coordinate the roll out of a 'Making Every Contact Count' training programme for multidisciplinary front line staff to improve health and wellbeing.
6. The Director of Public Health will work with the emerging Mayor's City Office, other city partnerships, the Bristol, North Somerset and South Gloucestershire Sustainability Transformation Plan and the West of England devolution deal to find ways to strengthen and consolidate public health effort.

The Health and Social Care Act 2012, sets out a requirement for all Directors of Public Health to produce an annual independent report on the health of their local population and for their local authority to publish it. The purpose of the report is to raise awareness and understanding of local health issues, highlight areas of specific concern and make recommendations for change.

The significant issues in the report are: there are four lifestyle behaviours that contribute to four diseases that lead to 48% of early death from these diseases in Bristol. This report identifies effective public health action that can address these lifestyles.

Policy

1. Recommendation 1 calls for all policies to be considered from a health perspective.

Consultation

2. **Internal: not applicable**
3. **External: not applicable**
4. **Context**

The report sets out a clear ‘case for prevention’ or ‘early intervention’ to reduce early death and disability and set out a challenge to strengthen collective action across the city to create healthier, more resilient and sustainable communities.

- 4.1. People in Bristol are living longer; life expectancy varies considerably across Bristol with over 10 year’s difference between wards. This difference is closely related to levels of deprivation, with cancer deaths being the principal cause of the gap in life expectancy between the most and least deprived areas of Bristol.
- 4.2. Healthy life expectancy (the average number of years a person might expect to live in ‘good’ health during their lifetime) is only around 63 years for men and 64 years for women in Bristol, which is similar to the England average. The gap between the most and least deprived areas within Bristol is over 16 years. This means that people living in areas of deprivation live for many more years with disability, limiting their ability to work, enjoy life, or take part in community life. The cost of this burden falls to families, social care, health care and society. The five top risk factors that lead to this disability and early death are dietary risks, tobacco smoke, obesity, high blood pressure and the use of substances (alcohol and drugs).

- 4.3.** Each year in Bristol an average of 1,111 people die before they reach the age of 75 years (early death). 815 (73%) of these deaths are due to just four main diseases; cancer (434 deaths), cardiovascular (230 deaths), respiratory (106 deaths) and liver disease (45 deaths). Around 60% of these cancer and cardiovascular disease deaths, half of respiratory disease deaths and over 90% of liver disease deaths are considered preventable by public health action. Early death in Bristol has been falling, mostly due to fewer deaths from cardiovascular disease, but the rate is still higher than the England average. These four diseases, alongside diabetes and mental and substance misuse disorders, are responsible for most of the disability as well as early death that people in Bristol experience.
- 4.4.** Health is determined by a wide range of factors including genetics, social and economic factors (such as income and education), environmental factors (such as housing and transport), healthcare and lifestyle. The foundations for a healthy life start before birth. The lifestyle choices we make greatly affect our health and wellbeing. Smoking, alcohol consumption, physical inactivity and a poor diet are all unhealthy lifestyle behaviours that lead to ill health and premature death in Bristol. These four lifestyle behaviours lead to around 48% of premature deaths from these four diseases alone in Bristol, hence the 4:4:48 model.
- 4.5.** These four lifestyle behaviours are not distributed evenly across Bristol and they are a major contributor to the health inequalities seen within Bristol. People in lower socioeconomic groups are five times as likely as higher socioeconomic groups to have a combination of three or four lifestyle risk factors and this clustering increases risk of poor health further. Differences in income, access to information, access to services, exposure to risk, lack of control over one's own life circumstances are directly linked with unhealthy lifestyle behaviours. These inequalities affect people's ability to withstand the biological, social, psychological and economic stress factors that can trigger ill health. They also affect a person's capacity to change their behaviour and to improve their health and wellbeing.
- 4.6.** Smoking is increasingly concentrated in areas of deprivation and remains the biggest contributor to health inequalities. Almost 1 in 5 adults in Bristol smoke, but smoking rates in Hartcliffe and Withywood are five times those of Clifton Down. Smoking is estimated to cost the city around £111 million each year from costs to the local economy for smoking breaks, and costs to the NHS and social care. In addition, Bristol people spend £125 million on tobacco each year.
- 4.7.** Around 27% of adults in Bristol consume alcohol at a level which could harm their health. The links between deprivation and alcohol consumption are not clear cut; but it is known that the actual impact of harmful drinking and alcohol dependence is much greater for those experiencing the highest levels of deprivation. Lawrence Hill has the highest rate of alcohol related admissions, and Henleaze the lowest. The Government Alcohol Strategy 2012 claimed that alcohol misuse cost

English society an estimated £21 billion a year, there are no local estimates.

- 4.8.** There is a national recommendation of at least 150 minutes of moderate activity or 75 minutes vigorous activity per week for adults, and an hour per day for children, but nationally around half of women and a third of men do not meet these recommendations. In Bristol around 40% of people do not do enough physical activity and this, again, varies across the city with 80% of people in Hotwells and Harbourside ward but only 48% of those in Hartcliffe and Withywood reporting that they are physically active. 83% of 15 year olds in Bristol do not meet the recommendations. It is estimated that the NHS in Bristol spends over £3 million each year treating people for ill health caused by physical inactivity.
- 4.9.** Many people are still consuming too much saturated fat, added sugars and salt and not enough fruit, vegetables, oily fish and fibre. These dietary factors combined are now causing levels of disability and death similar to smoking through increasing the risk of developing some cancers, cardiovascular disease and diabetes. People on low incomes spend proportionally more of the household budget on food than better off people and often have a poorer diet; choosing cheaper, less nutritious foods. In Bristol only half of adults and young people consume adequate fruit and vegetables and again this varies across wards with people in Westbury on Trym almost twice as likely to consume the recommended 5 portions of fruit and vegetables as those in Filwood. Poor diet and inadequate physical activity is reflected in obesity levels which again are unequally distributed across Bristol for both adults and children.
- 4.10.** Whilst addressing lifestyle behaviours is essential for both improving healthy life expectancy and reducing the vast inequalities within Bristol, we also have a clear need to understand the drivers behind chosen lifestyles. Lifestyle behaviours often start young and are deeply embedded in people's social and material circumstances and cultural context. These conditions can prevent people from changing their behaviour and can reinforce behaviours that damage health.
- 4.11.** Effective interventions to modify lifestyles recognise the values people use to guide their lives and behaviour and take into account a person's attitudes toward the behaviour without stigmatising individuals or groups. Promoting mental wellbeing, a positive attitude to health, teaching coping skills and building trust and personal value through friendships, family, community and faith networks, can all positively affect a person's lifestyle behaviour and ability to make better health choices throughout life.
- 4.12.** There are a number of cost effective interventions to address the four main lifestyle behaviours that contribute to the four main diseases and lead to most of the early death seen in Bristol. Such interventions also impact on the levels of disability and years lived in poor health and pain experienced by so many, and the health inequalities experienced across the city. Investing in such prevention interventions would not only

pay health dividends for current and future generations but fewer people living with serious conditions would reduce costs to public services, families and carers. We increasingly understand the financial value of investing in these preventative interventions; investing £1 in smoking interventions could return £1.93 in 5 years; investing £1 in alcohol interventions could return £644 and investing £1 in physical activity could return £54 in 5 years.

- 4.13.** Effective smoking cessation services, smoke free environments and supportive social networks are all necessary to increase people's chances of quitting smoking. Cost effective smoking cessation interventions include mass media campaigns, brief advice from health professionals and specialist smoking cessation services in the community, workplaces and secondary care. In recent years, e cigarettes have become popular amongst smokers to support quitting and research around cost effectiveness is awaited.
- 4.14.** Reducing access to cheap alcohol through pricing mechanisms and advertising bans is seen as essential to protect the most vulnerable from the harms from alcohol and need to be driven at a national level. Cost effective interventions to reduce consumption include brief advice from healthcare professionals within primary care, hospital wards and accident and emergency. Alcohol treatment from specialist teams and on-line cognitive behavioural therapy are cost effective in treating dependency. Alcohol care teams in acute hospitals delivering brief interventions, detoxification support, and co-ordinating community based specialist treatment have also been shown to be cost effective.
- 4.15.** Cost effective interventions to improve physical activity include improvements to the built environment to promote physical activity such as cycling and walking. Multicomponent programmes within schools and workplace settings to promote physical activity and active travel to schools and work have shown success. Primary care practitioners (such as GPs and pharmacists) can identify inactive people and offer brief advice and information about local opportunities to be physically active.
- 4.16.** There are a number of interventions to improve population diet that need to be actioned by central government, such as restrictions on advertising of unhealthy foods, better food labelling and a tax on high sugar products. Locally, there are a number of effective interventions that we can take; increase the procurement of healthier food and drinks within public settings; implement national campaigns such as Change 4 Life to increase awareness and understanding of what constitutes a healthy diet; deliver healthy diet training to those who have opportunities to influence food choices in the catering, fitness and leisure sectors; and deliver multicomponent programmes around healthy eating in schools and workplaces.
- 4.17.** Since lifestyles are often clustered, a more integrated approach to behaviour change has been recommended. The Making Every Contact Count (MECC) programme is about front line workers across the public

and voluntary sector having brief, opportunistic chats with the people they support, and signposting them to appropriate services.

- 4.18.** The MECC approach is also an important part of the approach towards making health everyone's business. Strong partnership working results in limited resources being used efficiently and effectively for the benefit of the population. By working together and sharing expertise, experience and commitment to achieving better outcomes we can achieve more than if we work alone. Health therefore needs to be an integral part of policy and practice across all sectors of the city.
- 4.19.** Smoking, alcohol, physical inactivity and poor diet are important contributors to both early death and to disability. They are a major driver of the health inequalities observed within Bristol and have a significant financial impact on individuals, families and society. A number of cost effective interventions have been outlined, which if implemented at scale, could have a demonstrable impact on the health and inequalities within the city. However, it is important also to appreciate that the lifestyles people adopt are affected by multiple factors: the physical environment, socio economic conditions, social norms and networks and mental wellbeing. Therefore the solutions to addressing these lifestyles need also to take into account these drivers of poor lifestyles. This requires a holistic, whole city approach and for health to become everyone's business.

Proposal – DPH Report 2016 recommendations

1. The Director of Public Health should work through Bristol Health and Wellbeing Board and other stakeholders to implement the 4:4:48 prevention model to address modifiable unhealthy lifestyle behaviours (including smoking and tobacco, alcohol misuse, poor diet and lack of physical activity) and put 'Health in All Policies'.
2. The Health and Wellbeing Board should oversee an audit of current prevention and early intervention programmes against the evidence based interventions set out in this report and identifies any gaps.
3. The Bristol Children and Families Partnership Board should seek to strengthen cost effective public health programmes aimed at children and their families to give them a better and healthier start in life (specifically targeting those who experience the greatest disadvantage).
4. Bristol City Council's Public Health Team should coordinate the roll out of a 'Making Every Contact Count' training programme for multidisciplinary front line staff to improve health and wellbeing.
5. The Director of Public Health will work with the emerging Mayor's City Office, other city partnerships, the Bristol, North Somerset and South Gloucestershire Sustainability Transformation Plan and the West of England devolution deal to find ways to strengthen and consolidate public health effort.

Other Options Considered

5. None

Risk Assessment

6. If prevention and early intervention measures are not put in place then more people will become ill and face an early death. The cost of treating and caring for ill people will continue to rise putting more stress on overstretched public funds.

Public Sector Equality Duties

8a) 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.

8b) Public Health produce health needs assessments of the lifestyle behaviours identified in this report and equalities data is an integral part

of those documents. Actions to target the lifestyles and diseases identified in this report are informed by health needs assessment equalities analysis.

Legal and Resource Implications

Legal

<Consult Legal Division - relevant solicitor will provide a view which should be typed in here>

(Legal advice provided by *<Insert name and job title>*)

Financial

(a) Revenue

<Consult Finance Division>

(b) Capital

<Consult Finance Division>

(Financial advice provided by *<Insert name and job title>*)

Land

Not applicable

Personnel

Not applicable

Appendices:

None

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

Background Papers:

The Director of Public Health Annual Report 2016 is available at:

<https://www.bristol.gov.uk/policies-plans-strategies/director-of-public-health-annual-report>

Neighbourhoods Scrutiny

3rd October 2016



Report of: Strategic Director, Neighbourhoods

Title: Neighbourhoods 2016/17 – Q1 Performance Report

Ward: Citywide

Officer Presenting Report: Strategic Director, Neighbourhoods: Alison Comley

Contact Telephone Number: 0117 3574357

Recommendation

To note the Neighbourhoods Performance Report for Quarter 1 of 2016/17

Summary

The report and appendices are a summary of the main areas of progress towards delivery of the Corporate Plan 2014-17.

The significant issues in the report are:

The most significant highlights, milestones and performance issues are contained within the Neighbourhoods 2016/17 Quarter 1 Performance Report (Appendix A), alongside more detailed management notes (Appendix B) for those metrics showing as 'well below target'.



Policy

1. *not applicable*

Consultation

2. **Internal**
Directorate Leadership Team and Strategic Leadership Team
3. **External**
not applicable

Context

4. The mayoral themes formed the basis of the Corporate Plan 2014/17 that was agreed at Full Council on 22nd July 2014. A suite of measures of success (including both performance indicators and key projects) have subsequently been agreed to determine progress towards the strategic objectives identified with the Corporate Plan. This report contains performance metrics representing the Neighbourhoods Directorate's contribution to this Plan.

Appendix A (Neighbourhoods 2016/17 Quarter 1 Performance Report) reports on key measures in delivering the Corporate Plan, and can be summarised as follows:

- Of the 31 PIs and projects for which data was available in Q1, 14 are currently on or above target, with 17 below or well below target.
- The direction of travel (comparing performance against the same period in the previous year) for 16 of the PIs in the report has improved since the same period last year, with 10 going in the wrong direction. One has remained the same, with 2 measures being new and therefore unable to show a direction of travel this year.

Headline findings for Quarter 1 reporting:

- Business Rates collection for June 2016 shows as 3 percentage points behind target, equivalent to £6.9m.
- The number of people sleeping rough on a single night in Bristol continues to increase
- The number of households in Temporary Accommodation for more than 6 months is much better than anticipated.
- Levels of engagement with community development work continues to exceed expectations and is performing well above target.
- Recycling rates in Bristol are over 3 percentage points lower than at their peak in 2012/13.
- Attendance at BCC leisure centres and swimming pools has doubled since 2008/09

Proposal

5. Neighbourhoods Scrutiny Commission is asked to note the contents of the summary report.

Other Options Considered

6. *n/a*

Risk Assessment

7. *n/a*

Public Sector Equality Duties

- 8a) 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:
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 - 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.

Legal and Resource Implications

Legal

n/a

Financial

(a) Revenue

n/a

(b) Capital

n/a

Land

n/a

Personnel

n/a

Appendices:

None

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

Background Papers:

none


Key: Direction of Travel in last 12 months

| | | | |
|----------------------|--|--|--|
| Improved (>10%) | | | Worsened (>10%) |
| Improved (<10%) | | | Worsened (<10%) |
| Static (0.5% change) | | | Greyed out arrow shows last comparable direction of travel (for annually reported metrics) |

Public Health

SLT measures

| Responsible Manager | Code | Measure of Success | Audience | Frequency of measure | 2015/16 Outturn | Q1 Target | 12 months progress | Q1 Out-turn against target | Qtr 1 comments about progress/achieving the target |
|------------------------|---------|---|----------|----------------------|--------------------------|-----------|--------------------|--|---|
| Leonie Roberts | BCP001 | Reduce the rate of alcohol related hospital admissions per 100,000 population | SLT | Quarterly | 793 | 793 | | 793 (2015/16 figure - latest available time period) | The draft alcohol strategy has been produced and is due to be signed off by the Health and Wellbeing Board in the autumn. An alcohol delivery group will be set up to oversee the implementation of the strategy. Measures in place to reduce/prevent alcohol related hospital admissions include: commissioning of A & E Dept Alcohol Nurse, Training and Education of Health Care staff, Identification and Brief Advice at Healthy Living Pharmacies, Education in schools, Awareness and education at workplaces, Campaigns to change individual and societal attitudes to drinking, Community engagement through Health Improvement Teams, and Public Health input in the Licencing application process. Interventions, actions and targets are set in the Bristol draft alcohol strategy -vision and implementation plan. |
| Page 29 Jo Williams | BCP002 | Reduce the percentage of children in reception class with height and weight recorded who are obese* <i>*changed from Yr. 6 to Reception.</i> | SLT | Annual | 9.5% (2014/15) | 9.5% | | n/a | Obesity levels amongst reception children in Bristol (9.5%) are similar to the England level (9.1%) but have shown a slight rise over the last couple of years and the target has been set accordingly. The rise is not statistically significant and therefore may be partly the product of natural random variation between year groups, and partly due to increased coverage with more children being measured than in previous years (and more of the children who are obese being included in the sample). There are considerable inequalities across the city, and we target our child weight management services to areas of highest need. Early Years settings and the Healthy Schools Programme are working throughout the city to promote healthy eating and physical activity. We will be developing a local healthy weight strategy, working jointly with partners including the CCG, taking account of the national childhood obesity strategy which is due for publication in 2016. |
| Jo Copping | BCP004a | Reduce the life expectancy gap between men living in deprived & wealthy areas of the city | SLT | Annual | 9.6 years (2012-2014) | 9.6 | | n/a | The life expectancy gap between men in the most and least disadvantaged deciles of the Bristol population, has shown no improvement in the last decade. Essentially, although life expectancy has seen a gradual improvement, we are not seeing a reduction in inequalities in health within the city and this is likely to reflect the persistent deprivation seen within areas of Bristol as evidenced by recently published deprivation scores. A briefing paper was produced for the CCG in 2015 outlining some of the key actions required to address premature mortality and inequalities including more aggressive reduction in smoking and raised blood pressure, as well as addressing obesity, harmful alcohol intake, diabetes and salt intake. Public Health Bristol has programmes to address these and other lifestyle issues, and services although universal, are always targeted to those with greater need. We have been challenged to take a 'radical upgrade to prevention' and this will be a key component of the BNSSG Sustainability and Transformation Plan and will be reflected in the wider prevention plan to be developed in 2016 (which will include developments such as Make Every Contact Count and a new healthy lifestyles service). Further analytical work will be undertaken to explore the inequalities in both life expectancy and in healthy life expectancy through the enhanced JSNA for Bristol. |

| | | | | | | | | | |
|------------|---------|---|-----|--------|-----------------------|---|---|-----|--|
| Jo Copping | BCP004b | Reduce the life expectancy gap between women living in deprived & wealthy areas of the city | SLT | Annual | 7.0 years (2012-2014) | 7 |  | n/a | The life expectancy gap between women in the most and least disadvantaged deciles of the Bristol population, after appearing to level off in 2009-2011, has increased to levels seen 10 years ago, however confidence levels are wide and no statistical significance has been demonstrated. Essentially, although life expectancy has seen a gradual improvement, we are not seeing a reduction in inequalities in health within the city and this is likely to reflect the persistent deprivation seen within areas of Bristol as evidenced by recently published deprivation scores. A briefing paper was produced for the CCG in 2015 outlining some of the key actions required to address premature mortality and inequalities including more aggressive reduction in smoking and raised blood pressure, as well as addressing obesity, harmful alcohol intake, diabetes and salt intake. Public Health Bristol has programmes to address these and other lifestyle issues, and services although universal, are always targeted to those with greater need. We have been challenged to take a 'radical upgrade to prevention' and this will be a key component of the BNSSG Sustainability and Transformation Plan and will be reflected in the wider prevention plan to be developed in 2016 (which will include developments such as Make Every Contact Count and a new healthy lifestyles service). Further analytical work will be undertaken to explore the inequalities in both life expectancy and in healthy life expectancy through the enhanced JSNA for Bristol. |
|------------|---------|---|-----|--------|-----------------------|---|---|-----|--|







**changed from Yr. 6 to Reception.*

Public Health cntd.

| Responsible Manager | Code | Measure of Success | Audience | Frequency of measure | 2015/16 Outturn | Q1 Target | 12 months progress | Q1 Out-turn against target | Qtr 1 comments about progress/achieving the target |
|---------------------|--------|--|----------|----------------------|------------------------------|-----------|--------------------|---|--|
| Viv Harrison | NH 020 | Smoking rates in pregnancy | NLT | Quarterly | 10.1% | 10.0% | | 9.8% (above target) | Supporting pregnant women to stop smoking will be a priority for PH in the coming year, with a particular focus on women living in deprived areas. Support for pregnant smokers will continue to be provided by the Smokefree Families Practitioner at NBT until the end of October when the contact ends. The contract with UHB ended in June and referrals from midwives in the South of Bristol are currently being handled by the PH Hub who are signposting pregnant smokers to smokefree support in the community. This will be complimented by upskilling health professionals in primary care to support pregnant women to quit. |
| Viv Harrison | NH 021 | Injuries due to falls in people aged 65 and over (Persons) | NLT | Annual | 2501 (2014/15) | 2500 | | n/a | A draft falls health needs assessment has been shared with stakeholders and was discussed at the Better Care Transformation Board meeting in July. The final version will be agreed in August. A meeting of key stakeholders will be held in September to agree strategic priorities and next steps. |
| Thara Raj | NH 022 | People presenting with HIV at a late stage of infection | NLT | Annual | 44.7% | 44.0% | | n/a | We are continuing to work with primary care to strengthen HIV testing. 19 practices with the highest prevalence of HIV have now received training and we are working with the University of Bristol to evaluate the impact of the training. We are now working with practices to offer testing to newly registered patients from high risk groups. An HIV Testing Strategy for Bristol has been drafted and an associated action plan is being developed to be discussed with key stakeholders over the coming year. |
| Jo Williams | NH024 | Breastfeeding prevalence at 6-8 weeks after birth (Persons) | NLT | Quarterly | 56.20% | 60% | | 55.2% (2015/16 figure - latest available) | Q1 data not available yet. 2015-16 outturn (56.2%) relates to the percentage of breastfeeding of all eligible babies and Bristol scores well compared to core cities and England. Although the rates compare favourably with England, the level of recording of breastfeeding status does not meet national standards. Whilst initiation and continuation rates are higher than nationally, within the city, they are lowest amongst women from white ethnic groups living in deprived wards. A needs assessment is underway to address this. This will inform re-commissioning of services in 2017. |
| Leonie Roberts | NH025 | [Reduction in rate of]Domestic Abuse (Persons) | NLT | Annual | 17.3 per 1,000 (2014/15) | 17 | | n/a | The Safer Bristol Partnership continue to oversee the work on domestic abuse. Avon and Somerset Violence against Women and children have recently completed a review of Domestic Homicide Reviews. The lessons learnt from this report will be taken forward. There are currently 3 Domestic Homicide Reviews published. There are also 4 DHR's in process, likely to be published within the next 6 months. One of these is in conjunction with a serious case review and another will be in partnership with an adult safeguarding review. |
| Leonie Roberts | NH026 | [Reduction in] Suicide Rate (Persons) | NLT | Annual | 10.4 per 100,000 (2012-2014) | 10.4 | | n/a | Due to relatively small numbers, suicide data is usually presented as a 3 year rolling average. Preventative work across Bristol is steered by a multi-agency partnership of individuals and organisations with the expertise and commitment to address risk factors. In line with the National Strategy for prevention, these risks are addressed under the headings: Analysis of data; Promoting responsible reporting by the media; Reducing access to means; Promoting mental well-being; and Identifying local actions for high risk groups. The Suicide Prevention Action Group will be refreshing its Strategy and Action plan in autumn 2016, following release and analysis of the annual data. Fresh initiatives begun in 2016, include rolling out Applied Suicide Intervention Skills Training (ASIST) to front line professionals, negotiating with NCP car parks (deemed to have hotspot potential) and working collaboratively with 3 other local authorities to send a researcher into the Coroner's office to collect a greater depth of information about individual suicides; in order to better understand risk factors and more immediately inform preventative strategies. |
| Jo Williams | NH027 | [Rate of] Hospital admissions caused by unintentional and deliberate injuries in young people (aged 15-24) (Persons) | NLT | Quarterly | 138.9 per 10,000 | 146.6 | | 138.3 per 10,000 (above target) | This indicator from the Public Health Outcomes Framework is included in the NLT report for the first time in 2016/17. The primary reason for including this measure is that indicator includes admissions due to self-harm to reflect the high priority of improving emotional health in young people. This indicators also enables us to look at preventable injuries due to other causes. The rate of hospital admission due to unintentional and deliberate injuries in young people has fallen slightly in Q1 as compared to 2015/2016. In Q2 we hope to be able to include a detailed analysis of to report on the admission codes that relate to self-harm. |

Housing Delivery Service

SLT measures

| Responsible Manager | Code | Measure of Success | Audience | Frequency of measure | 2015/16 Outturn | Q1 Target | 12 months progress | Q1 Out-turn against target | Qtr 1 comments about progress/achieving the target |
|-------------------------|---------|--|----------|----------------------|-----------------------------|-----------|---|-----------------------------|---|
| Steve Barrett/Mary Ryan | Project | Build 1,000 new council homes by 2029 | SLT | ongoing | 8 homes completed (caution) | n/a | n/a | 8 homes completed (caution) | There have been no further completions of new homes so far this year. However, 11 sites are under construction to produce 64 new homes (with 23 due to be completed in 2016/17). The next new homes should be complete by September 2016. This target will require revision in the light of government's policy to reduce council rents (together with the impact of welfare benefit reform and other government policy such as higher value levy) which means a significant reduction in future income to the HRA. This puts pressures on all areas of future spend. |
| Steve Barrett/Mary Ryan | NH 305 | Increase the % of tenants satisfied with the service provided by Housing Delivery | NLT | Annual | 77% | 80.0% |  | n/a | This is an annual survey, conducted in the final quarter of each year. It is disappointing to see that despite significant investment to services to tenants and their homes (improving the Bristol Homes Standard and investment to homes, transforming the repairs services, etc.) satisfaction has fallen. This may be due to wider factors impacting on tenants' lives (austerity, benefits cuts, etc.) or a change in survey methodology (use of more on-line surveys with more returns from younger/newer tenants who tend to be less satisfied). Further work to compare satisfaction trends with other landlords will be undertaken. |
| Nicky Debbage | NH 358 | Increase the SAP rating of council homes | NLT | Quarterly | 69 | 70 |  | 70 (on target) | The improvement in SAP is due to significant investment in the energy efficiency of council homes, including upgrading heating system and insulation measures, over the past 5 years. |
| Steve Barrett/Mary Ryan | Project | Improve the Tenant Experience including replacement of housing management system - by October 2016 | NLT | ongoing | On track | n/a | n/a | on track | Implementation of the new housing management system is progressing. Civica have been procured as the supplier and we are now in the initial test phase. The project is under review to ensure alignment with other projects (e.g. web access to services) to ensure the maximum impact can be achieved and benefits realised. |
| Anil Bhadresa | NH 370 | % tenancies sustained beyond 12 months (to include total number of new tenancies) | NLT | Quarterly | 95.4% | 95.0% |  | 96.3% (above target) | 376 new tenancies between 01/04/2015 and 30/06/2016. 361 still current. 15 have ceased, of which 1 lasted more than one year. Current performance is above target and our prediction for the year is to meet the target. By strengthening the role of the housing officer and implementing new start of the tenancy processes we will be able to identify and make appropriate referral to appropriate organisations for early support to help our new tenants sustain their tenancy. |
| Zara Naylor | NH 371 | % repairs completed in one visit | NLT | Quarterly | 78% (Q1) | 82.0% |  | 80% (below target) | For 2016/17 we have implemented a new way of measuring how many repairs are completed right first time that includes all repairs rather than the monthly sample of Tenant surveys through Voluntas. We look at all repairs that resulted in a call-back (e.g. same fault recurred), follow up (e.g. another Operative came out to finish the repair at a different time) or incompleteness (e.g. we did not have the parts needed/did not leave site to collect parts so had to return another day) By driving down the number of call-backs, follow ups and incompleteness each month we have seen an increase each month on how many repairs are completed right first time. So although we fell below the target for the first quarter, we are confident that we will continue to see performance increase and will achieve our target of 82%. |
| Mary Ryan | NH 372 | Maximise the rent income to housing delivery (total debt outstanding) | NLT | Quarterly | £10.2M | £10.0M |  | £10.4M (below target) | At the end of the financial year the total debt to the Housing Revenue account gets carried forward to the next financial year. The overall debt includes current tenancy arrears, true former tenant debt, current tenant former tenant debt and sub accounts for rechargeable repairs, court costs, heating charge arrears. At the end of quarter 1, the overall HRA debt was £10.4m. The debt at the end of March 2016 carried forward was £10.2m. This means the debt is stable showing an overall increase of £200k in the first quarter. The gross debit for this year due to be collected is £120m. In the current difficult financial climate for tenants (welfare reform impacts, short term/zero hour contracts, changes to Housing Benefit claim procedures including restrictions on backdating, universal credit roll out for single people making fresh claims for Job seekers Allowance), we are aiming to maintain last year's rent collection rate. Rent collection follows annual trend with levels increasing up to payment breaks in August and December where we see significant reduction from the monthly direct debit collection. |
| Anil Bhadresa | NH 373 | % satisfied with the outcome of their report of ASB/hate crime - Housing Delivery | NLT | Quarterly | 53% | 65.0% |  | 62% (below target) | 57 out of 92 tenants said they were satisfied with the outcome of their ASB report. There has been 9% increase in satisfaction from last quarter. Measures put in place to further improve and sustain performance include: reducing patch sizes of housing officers which will allow them to spend more time trying to resolve cases and keeping complainant informed of actions being taken to resolve their complaint, strengthening the role of the Housing supervisors to guide and support housing officers to manage their cases effectively and also take a proactive approach by contacting complainants who are dissatisfied with the service and to consider measures we may need to put in place to improve satisfaction levels. Implementation of a new housing management system later on in the financial year will further improve performance management of cases by raising alerts where tasks need to be actioned before they become out of time. |









Neighbourhoods

SLT measures

| Responsible Manager | Code | Measure of Success | Audience | Frequency of measure | 2015/16 Outturn | Q1 Target | 12 months progress | Q1 Out-turn against target | Qtr 1 comments about progress/achieving the target |
|---------------------|--------|--|----------|----------------------|-----------------|-----------|--------------------|----------------------------|--|
| Di Robinson | BCP012 | Increase the % respondents who volunteer or help out in their community at least 3 times a year | SLT | Annual | 52.3% | 53.0% | ↑ | n/a | This newly re-worded measure was included in the QoL survey last year, to increase recognition of the social action/activity happening in communities which people may not recognise this as traditional "volunteering". This works much better with the role of Neighbourhoods, as we are using a number of different approaches to create the conditions for and encourage increased social action and community activity - through VCS funding, Neighbourhood Partnership activities, Cities of Service and asset based community development. The higher figure which was generated was very encouraging, and is something we hope to maintain this year. |
| Di Robinson | BCP093 | Improve the percentage of residents satisfied with Bristol's Neighbourhoods as a place to live (QoL) | SLT | Annual | 81.7% | 82.0% | ↔ | n/a | While the neighbourhood management service does contribute to this measure, there are many other services which also have a direct contribution. Previous years' QoL survey have asked which areas of the council the people that were dissatisfied would most like improved - for future reporting it may be useful to ask for the top 5 named services to also input some commentary into this PI. |
| Di Robinson | BCP181 | Levels of engagement/involvement with Neighbourhood Partnership process | SLT | Quarterly | 1.5% (Q1) | 1.75% | ↑ | 1.97% (well above target) | The Neighbourhood Partnership work continues to engage residents across the city with taking local action and taking part in local decision making and influence. The team are focussing this year on areas of disadvantage and areas where people have lower satisfaction with their services. An equalities impact assessment has taken place on all work in the first quarter, and this will inform some of the resource deployment for the rest of the year. Development of digital engagement continues, and well over 50% of interactions are with people "new" to neighbourhood partnerships so that decisions are being made based on real neighbourhood need rather than only based on a limited number of voices of people who attend NP meetings. |
| Gemma Dando | NH015 | Increase the percentage of people who feel they can influence local decisions (QoL) | NLT | Annual | 25.3% | 25.5% | ↑ | n/a | The work on the NP plans is designed to contribute to increasing this performance measure, as is the neighbourhood charter which sets out what people can expect from key neighbourhood services and how these services can be influenced. Officers have been moving towards much wider local engagement through digital channels, and the hope is that this will help this statistic to rise this year. |
| Gemma Dando | NH190 | Number of formal enforcement actions taken (notices, FPNs, prosecutions) | NLT | Quarterly | 74 (Q1) | 250 | ↑ | 289 (well above target) | The first quarter has shown good results for the first quarter of the year. 9 prosecutions have been submitted this quarter which is the highest number in a quarter since records were started 10 years ago. In addition to this 55 FPNs were given out, 114 formal warnings were given and 110 legal notices were issued. The team are focussing on the imminent inception of the Neighbourhood Enforcement team which involves a number of different enforcement strands coming together - this piece of work should result in a dramatic increase in enforcement statistics as officers start working in a different way and focussing on the most important neighbourhood issues. |
| Gemma Dando | NH191 | Levels of engagement with community development work | NLT | Quarterly | 1,210 (Q1) | 1,375 | ↑ | 1,371 (on target) | The ABCD methodology continues to deliver results, with 132 people newly taking action in their neighbourhoods, 338 people taking part in conversations about taking their own action, and 882 people contributing ideas for improving their neighbourhoods. The citizen stories continue to show the benefits of this action, and results range from "reclaiming" community spaces, local people leading cleanups and community events to arts, crafts and skills activities contributing to peoples' wellbeing. |
| Kate Murray | NH849 | Percentage of residents satisfied with libraries | NLT | Annual | 60% | 60% | ↓ | n/a | Bearing in mind the review and reduction of opening hours, we anticipate a downward change in satisfaction. Therefore maintaining the target of 60% is our aim for this year. |
| Kate Murray | NH862 | Active membership of the Library Service | NLT | Quarterly | 52,835 | 50,000 | | not yet available | We are unable to report against this for Q1. We have a new Library Management System and this is not yet set up to provide all the management information we require. We expect the data to be available by Q2. |
| Kate Murray | NH863 | Number of items issued by library service | NLT | Quarterly | 422,805 (Q1) | 421,720 | ↓ | 409,638 (below target) | This is a decrease of 3.1%. However, the background to this decrease is not straightforward. Libraries had a significant public profile for a sustained period of time leading up to the end of the last financial year and the start of this one, but this was coupled with significant changes to the service following 4th April 2016: a 22% decrease in planned opening hours over the same period as last year; a library closed (Eastville); a new library management (computer) system, and a temporary, 8-day closure of the busiest branch library (Henleaze for new shelving and carpet). |

Clean & Green

SLT measures

| Responsible Manager | Code | Measure of Success | Audience | Frequency of measure | 2015/16 Outturn | Q1 Target | 12 months progress | Q1 Out-turn against target | Qtr 1 comments about progress/achieving the target |
|---------------------|--------|---|----------|----------------------|-----------------|----------------|---|----------------------------|---|
| Gillian Douglas | BCP123 | Percentage of household waste sent for reuse, recycling and composting | SLT | Quarterly | 47.1% (Q1) | 50% |  | 46.5% (below target) | Slightly below last years outturn. Currently landfilling more material than expected due to treatment contractor going into administration. New contract to be procured (autumn) which will help capture more recycling and will result in better recycling rates being achieved. |
| Gillian Douglas | NH079 | Percentage of municipal waste land filled | NLT | Quarterly | 30.2% (Q1) | 14% |  | 29.7% (well below target) | Results are still suffering from treatment contractor going into administration resulting in more waste being landfilled than was expected. This will be rectified with the procurement of new treatment contract which is designed to divert waste away from landfill and capture recycling. The new contract is set to start in the last quarter of this year, provisionally October. Original target was set on the basis of having a treatment contract in place (Boomeco) however they went into administration. Year end target will not be achieved this year even with new contract in place as we will have been landfilling for half a year. The new contract does require the contractor to landfill no more than 10%, however the 14% rate will not be reached, although it will improve significantly on current levels. |
| Gillian Douglas | NH124 | Residual untreated waste sent to landfill (per household) | NLT | Quarterly | 62.4kg (Q1) | 27.5kg |  | 65.8kg (well below target) | Results are still suffering from treatment contractor going into administration resulting in more waste being landfilled than was expected. At current rate the final outturn figure would be 263.4kg. This will improve with the procurement of the new treatment contract which is designed to divert waste away from landfill and capture recycling and should bring the indicator to below last year's outturn. The new contract is set to start in the last quarter of this year, provisionally October. Original target was set on the basis of having a treatment contract in place (Boomeco) however they went into administration. Year end target will not be achieved this year even with new contract in place as we will have been landfilling for half a year. The new contract does require the contractor to landfill no more than 10%. |
| Gillian Douglas | NH501 | Cost of household waste collection | NLT | Quarterly | £142.10 | target not set |  | £157.69 | Cost slightly up on last year for first quarter due to less material being handled in the quarter overall. With less tonnage in the quarter and fixed total cost the unit cost per tonne increases. |
| Gillian Douglas | NH502 | Cost of waste disposal per tonne | NLT | Quarterly | £82.45 | target not set |  | £78.54 | Currently performing at a lower level than the previous year's outturn. If the same tonnage is handled as last year the year end outturn will be £84.77 so currently achieving a better rate than this due to the reduced tonnage being handled in this quarter. |
| Gillian Douglas | NH560 | Percentage of people who are satisfied with the weekly recycling service (QoL) | NLT | Annual | 77.10% | 78% |  | n/a | The Public were marginally less satisfied with the recycling service than the target - which was most probably down to the transitional period during which time the previous contractor was replaced by the Bristol Waste Company. The Bristol Waste Company has been developing a business plan on how it will improve the service and will present a report to Cabinet in August 16, should this be accepted then the satisfaction should increase and meet and exceed targets. For the satisfaction relating to street litter please see above, the same applies to this part of the collection and cleansing contract. |
| Gillian Douglas | NH561 | Percentage of people who feel that street litter is a problem in their neighbourhood (QoL) | NLT | Annual | 73.80% | 70% |  | n/a | |
| Gillian Douglas | NH562 | Percentage of people who are satisfied with the fortnightly general household waste service (QoL) | NLT | Annual | 73.30% | 74% |  | n/a | |

Clean & Green cntd.

| Responsible Manager | Code | Measure of Success | Audience | Frequency of measure | 2015/16 Outturn | Q1 Target | 12 months progress | Q1 Out-turn against target | Qtr 1 comments about progress/achieving the target |
|---------------------|--------|--|----------|----------------------|-----------------|-----------|--------------------|----------------------------|--|
| Guy Fishbourne | NH016 | Respondents who take 150 min moderate or 75 min vigorous exercise every week | NLT | Annual | 65.30% | 66% | ↑ | n/a | Campaigns via Public Health and Sport England continue to emphasise the importance of physical activity to benefit improvements in health and wellbeing. This has encouraged and contributed towards more people becoming more active, more often. Community led programmes across Bristol, as well as mass participation events like the 'This Girl Can' campaign, provide a variety of opportunities for people in the city. It is widely recognised that there are multiple avenues for people, of all ages and abilities, to participate in activity, from GP referrals and walking for health through to business sports challenges and structured sport. This helps to sustain and support the development of the number of people exercising weekly. |
| Guy Fishbourne | NH520 | Percentage of residents satisfied with leisure facilities (QoL) | NLT | Annual | 52.4% | 53% | ↓ | n/a | Avonmouth & Laurence Weston, Brislington East, Hillfields, Eastville, Filwood are amongst the wards that have the lowest satisfaction levels. From our recent assessment of needs and opportunities of built sports facilities we know that Bristol has a good adequate supply of leisure facilities but that there is a need to make more of them accessibly available for community use. Work is continuing with partners to understand the challenges related to providing better community access and addressing the issues together. Officers are identifying priority outdoor sports facility projects and potential sources of funding as a means to addressing gaps in provision and enhancing those facilities which need improving. There are also a number of built facility projects and potential identified projects which, if delivered, should contribute towards increased residents' satisfaction. A number of facility enhancements have already happened across the core leisure centres which have helped improve the quality of provision and offer available. |
| Guy Fishbourne | NH522 | Number of attendances at BCC leisure centres and swimming pools | NLT | Quarterly | 615,083 (Q1) | 619,422 | ↑ | 642,800 (above target) | Leisure operators are continuing to provide a wide, varied and accessible programme of activities across our centres at competitive and affordable prices. They continue to respond to market competition (specifically the budget gyms) through creative programming, offering products and experiences which are high quality and a level of customer service which encourages loyalty and repeat visits. The recent investments in facility enhancements have helped to further support the development of good quality facilities and subsequently good quality leisure experiences for customers. The leisure operators are much more involved with the needs and requirements of the local neighbourhood partnerships and actively engage with councillors and community representatives alike. This has enabled them to tailor the leisure services they provide and be much more appropriate for their communities which is encouraging attendances on site. |
| Simon Westbrook | NH014 | Percentage of residents satisfied with parks and open spaces | NLT | Annual | 81.60% | 82% | ↓ | n/a | Satisfaction with parks has been steadily between 80-84% for the last 5 years, there was a slight 0.4% drop in satisfaction last year. Analysis of the data shows us that some of the lowest satisfaction is in the south of the city, and also that there is lower satisfaction from disabled people with parks and green spaces. This year, improvements are being made to delivery in the south of the city, and £450k is being invested in disabled access. Additionally, a focus is being made on the more deprived areas of the city which show less satisfaction with their parks, and improvements in satisfaction in these areas in particular will be tracked to see what measures can be taken to ensure that every citizen has access to quality green space. |
| Simon Westbrook | NH533 | % of residents visiting a park or open space at least once a week. | NLT | Annual | 54.6% | 55% | ↑ | n/a | Last year's increase in visits to parks and open spaces is attributed to a number of factors a) local decision making about investment in parks has meant that the parks are more tailored to the local area - for example playgrounds, benches, accessible gates b) in many areas of the city, bringing the grounds maintenance in-house has increased the quality of the parks - especially in the East-Central area of the city c) fix-it teams and initiatives such as park work mean that minor works in parks are done quickly and efficiently, meaning that the facilities in the parks encourage more visitors. This work will continue in order to attract as many people as possible to use their local assets, and at the same time try to encourage and increase the numbers of users who take an active role in their local green spaces. |
| Simon Westbrook | NH 542 | Customer satisfaction with cemeteries and crematoria service | NLT | Biannual | 92.0% | 92% | ↑ | n/a | Although outturn was above target for the year, less than 10% of the questionnaires that were sent, were completed and returned. Funeral Directors also send out their own survey forms and this may account for the low return. |





Customer Services

SLT measures

| Responsible Manager | Code | Measure of Success | Audience | Frequency of measure | 2015/16 Outturn | Q1 Target | 12 months progress | Q1 Out-turn against target | Qtr 1 comments about progress/achieving the target |
|---------------------|--------|---|----------|----------------------|------------------|-----------|--------------------|----------------------------|--|
| Pete Anderson | BCP011 | Total Recorded Crime per 1,000 population | SLT | Annual | Data not entered | | | n/a | No 2015/16 outturn provided. No narrative or target provided for Q1. |
| Pete Anderson | BCP013 | Total number of Anti Social Behaviour incidents | SLT | Annual | Data not entered | | | n/a | No 2015/16 outturn provided. No narrative or target provided for Q1. |
| Patsy Mellor | NH 616 | Percentage of Council Tax collected | NLT | Quarterly | 28.65% (Q1) | 28.76% | ↑ | 28.8% (On target) | Council Tax collection for June 2016 shows as 0.04% ahead of target equivalent to an excess of £69k. The technical problem with payments last month has now being rectified. |
| Patsy Mellor | NH 617 | Percentage of non-domestic rates collected | NLT | Quarterly | 31.37% (Q1) | 31.40% | ↓ | 28.39% (well below target) | Business Rates collection for June 2016 shows as 3 percentage points behind target equivalent to £6.9m. Payments to clear Bristol City Council rates should have been received, totalling total of £6.12m, during June and will now be paid in July. Taking this into account collection is down by £0.78m which is due in part to a backlog of post that is delaying some cases being sent to enforcement agents. |
| Patsy Mellor | NH 620 | % Digital channel shift achieved for Citizens Services overall | NLT | Quarterly | 6.3% (Q1) | 30.0% | ↑ | 9.10% (well below target) | The channel migration score is calculated by comparing the number of transactions completed online against the number of inbound telephone calls, automated telephony, face 2 face visits and emails. There is a long standing issue where the number of online transactions completed through our website are not fully recorded, so presently we are only able to accurately report on the number of online transactions completed for our Local Tax (back office processing teams record if a request was submitted online but they have changed the way they record online transactions to ensure greater accuracy but this has resulted in a reduction in the number of transactions recorded), Benefits, Registrations, Repairs & Maintenance, Parking permits & Travelcard services. We are now also not able to report online transactions for Waste Services fully. The channel migration score is only reflective of these services, rather than all of the services currently offered through Citizen Services. A priority project is on-going to establish the number of online transactions completed for all services, the progress has been slow due to the reduction of the digital delivery teams from 4 down to 1. |
| Patsy Mellor | NH 627 | % Corporate FOI requests responded to within 20 working days | NLT | Quarterly | 69.1% (Q1) | 90.0% | ↓ | 65% (well below target) | Work is in progress to improve the FOI performance across the council. The Customer Relations Manager is raising the profile of FOIs across the council with a view to supporting Service Managers who require assistance to understand the process or want to look at implementing improvements in their areas. Some service areas within Neighbourhoods are regularly achieving 90% + such as Revenues and Benefits even though they have high volumes, unfortunately there are other areas that are on the bottom end of the scale which are pulling overall performance down. |
| Nick Carter | NH584 | Percentage of food establishments inspected that are broadly compliant with food hygiene law | NLT | Quarterly | 95% (Q1) | 90.0% | ↓ | 94.2% (above target) | The figure is high when compared to the lower percentage of inspections achieved (NH585) because of our policy to require businesses to take the appropriate remedial action following an inspection and reinspect and re-rate before the case is closed. |
| Nick Carter | NH585 | Percentage of planned programmed food interventions due that are carried out | NLT | Quarterly | 7.5% (Q1) | 25.0% | ↑ | 13.9% (well below target) | Although well below target, Q1 performance has almost doubled when compared to the same period last year, largely as a result of the new food hygiene inspection contract which commenced in April which enabled 700 inspections to be outsourced to independent contractors. However despite the improvement on last year, which we anticipate continuing, we are still short of reaching the 100% target set by the Food Standards Agency The inspection backlog at the end of Q1 was 2353. Following the Food standards Agency Audit of the service in December, funding has been agreed with Public Health for 5 additional FTC authorised officer posts to help address the backlog and the inspections coming due over the next 2 years. |
| Nick Carter | NH586 | Percentage of nuisance complaints resolved within six months | NLT | Quarterly | 80% (Q1) | 90.0% | ↑ | 86% (below target) | The figure of 86% is lower than the target. Currently the service is carrying two vacancies which will not be recruited to in the short term due to a service redesign project to set up a Neighbourhood Enforcement Team, which is due to come into effect later this year. We will need to monitor the impact these changes have on the indicator as the year progresses. |
| Nick Carter | NH587 | Percentage of inspected hackney carriage and private hire vehicles inspected that are broadly compliant | NLT | Quarterly | 45% (Q1) | 90.0% | ↑ | 97% (above target) | A good level of compliance achieved this quarter compared to the target set. It is difficult to make any general conclusions as to why the outturn is so positive, as the checks are all random. |

Housing Solutions

SLT measures

| Responsible Manager | Code | Measure of Success | Audience | Frequency of measure | 2015/16 Outturn | Q1 Target | 12 months progress | Q1 Out-turn against target | Qtr 1 comments about progress/achieving the target |
|---------------------|--------|--|----------|----------------------|-----------------|-----------|---|----------------------------|--|
| Tom Gilchrist | BCP007 | Number of disabled people enabled to live more independently | SLT | Quarterly | 691 (Q1) | 722 |  | 664 (below target) | Current performance is marginally behind target which was due to a vacant post being unfilled during the first quarter. A Technician post which was filled in May will result in performance improving considerably in the second quarter once he begins working on his own. Performance will then be back on target by end of third quarter. |
| Tom Gilchrist | BCP010 | Increase the number of private sector dwellings returned into occupation | SLT | Quarterly | 166 (Q1) | 151 |  | 151 (on target) | Performance on target at end of first quarter. The overall number of empty properties in the City is on a downward trend which likely to continue as action continues to be threatened and taken against the owners of these properties, meaning there are less available to be returned into occupation. |
| Tracy Hendren | BCP008 | Number of families in B&B for longer than 6 weeks* | SLT | Quarterly | n/a | 0 | n/a | 37 (below target) | The number of households in B&B for over 6 weeks is reducing on a consistent basis and we have implemented a weekly b&b task and targeting meeting to keep this on track and ensure we are on target for next quarter. |
| Tracy Hendren | NH 752 | Number of people sleeping rough on a single night in Bristol | DLT | Quarterly | 33 (Q1) | 40 |  | 51 (well below target) | The Rough Sleeper task and targeting group are now consulting on a re-connection policy and single service offer approach. The single service offer will ensure all rough sleepers are provided with bespoke written advice and this will be monitored through the internal HSR. The rough sleeper task and targeting group is leading on this action but housing solutions and commissioning have been working closely on developing the new reconnection policy and single service offer approach, supported by a new procedure where all rough sleepers to be added to the internal database with all case notes being updated when actions completed. - see report for further details |
| Tracy Hendren | NH 755 | Number of households living in temporary accommodation | DLT | Quarterly | 476 (Q1) | 450 |  | 470 (below target) | An early intervention and prevention approach is being implemented within housing options, which will ensure a reduction in households placed in temporary accommodation, the current number is a reduction on last quarter and this trend will continue. |
| Tracy Hendren | NH 756 | Number of households in Temporary Accommodation for more than 6 months | DLT | Quarterly | new PI | 300 | n/a | 136 (well above target) | The number of households in temporary accommodation over six months is on a downward trend. |

* BCP008 has been changed from 'Average length of stay per household in B&B' to better reflect statutory obligations

Management Report – NH 079 - Percentage of municipal waste land filled

Explanation of performance (why is it well below target):

Results are still suffering from treatment contractor going into administration resulting in more waste being landfilled than was expected. This will be rectified with the procurement of new treatment contract which is designed to divert waste away from landfill and capture recycling. The new contract is set to start in the last quarter of this year, provisionally October. Original target was set on the basis of having a treatment contract in place (Boomeco) however they went into administration. Year-end target will not be achieved this year even with new contract in place as we will have been landfilling for half a year. The new contract does require the contractor to landfill no more than 10%, however the 14% rate will not be reached, although it will improve significantly on current levels.

Planned actions to bring metric back on target:

As mentioned previously a new contract is being prepared which will divert more waste from Landfill. This new contract requires bidders to landfill no more than 10% of contract waste.

This contract is predicted to be in place in October or November 2016. In the short term we are identifying opportunities with the existing contractor to increase waste going into their facility which will further improve landfill diversion performance.

Expected impact of the Actions (with timescales):

From November 2016 all black bag waste will be sent to waste treatment plants which will significantly reduce waste going to landfill.

The only waste going direct to landfill is the bulky, fly-tipping waste which is traditionally a difficult waste stream to manage due to it bulky and variable nature. We are investigating opportunities for treatment of the bulky fraction of Bristol's waste.

Financial related information:

Diverting waste from landfill to a waste treatment facility is expected to provide a net saving to the council.

Other relevant information:

Sending waste to a treatment facility will improve Bristol's recycling rate as contractors have to deliver some form of recycling from the waste.

Management Report – NH 124 - Residual untreated waste sent to landfill (per household)

Explanation of performance (why is it well below target):

Results are still suffering from treatment contractor going into administration resulting in more waste being landfilled than was expected. At current rate the final outturn figure would be 263.4kg. This will improve with the procurement of the new treatment contract which is designed to divert waste away from landfill and capture recycling and should bring the indicator to below last year's outturn. The new contract is set to start in the last quarter of this year, provisionally October. Original target was set on the basis of having a treatment contract in place (Boomeco) however they went into administration. Year-end target will not be achieved this year even with new contract in place as we will have been landfilling for half a year. The new contract does require the contractor to landfill no more than 10%.

Planned actions to bring metric back on target:

As mentioned previously a new contract is being prepared which will divert more waste from Landfill. This new contract requires bidders to landfill no more than 10% of contract waste.

This contract is predicted to be in place in October or November 2016. In the short term we are identifying opportunities with the existing contractor to increase waste going into their facility which will further improve landfill diversion performance.

Expected impact of the Actions (with timescales):

From November 2016 all black bag waste will be sent to waste treatment plants which will significantly reduce waste going to landfill.

The only untreated waste going direct to landfill is the bulky, fly-tipping and Recycling Centre waste which is traditionally a difficult waste stream to manage due to its bulky and variable nature. We are investigating opportunities for treatment of the bulky fraction of Bristol's waste.

Financial related information:

Diverting waste from landfill to a waste treatment facility is expected to provide a net saving to the council.

Other relevant information:

Sending waste to a treatment facility will improve Bristol's recycling rate as contractors have to deliver some form of recycling from the waste.

Management Report – NH 585 Food Inspections

Explanation of performance (why is it well below target):

Reductions in the number of EHOs over the last three years has left the service stretched in its ability to carry out the level of statutory food hygiene inspection programme required set by the Food Standards Agency (the current establishment for food hygiene work is 5.9 FTEs; 831 premises per FTE. The UK average is around 340 premises per FTE). Q1 performance, although below the 25% quarter target, is a significant improvement on last year's Q1 figure of 7%. A new contract is in place which has been successful in attracting contractors to undertake our lower risk inspections.

Planned actions to bring metric back on target:

Funding has been agreed with Public Health to recruit 5 EHO's on a two year fixed term contract to help address the backlog of premises due for inspection. The backlog was identified as an area to be addressed in a Food Standards Agency audit undertaken at the end of last year.

Expected impact of the Actions (with timescales):

We will aim to complete all of the high rated (A, B and relevant approved premises) inspections in house plus selected Cs Ds, and unrated premises. We will aim to contract out a significant volume of inspections to external contractors. This should help maintain the improvement for this year.

Financial related information:

It is planned to spend up to £100,000 per annum on outsourcing approx. 1500-2000 inspections per year.

Benchmarking

Bristol is currently located in the bottom quartile for performance in comparison with other core cities in England. We have been in direct discussions with the Food Standards Agency and have been working alongside them as a potential pilot authority for looking at new ways of delivering food safety inspections in the future which are more cost effective and proportionate. They have launched a consultation on their future plans, which Bristol has been a part of co-developing, and we expect to be trialling some new approaches in the near future.

NH 617 - Percentage of non-domestic rates collected

Explanation of performance (why is it well below target):

NNDR collection was £6.9m behind target at end of June– this significant drop is as a result of a delay in BCC payments being made. The majority of this revenue has now been paid , circa £6m, and is showing in the collection monitoring for July, which we expect to issue Monday 15th August.

Latest figures show July's collection is £1.1m/0.5% behind target, and this is due to a delay in handling incoming post which affects the prompt issue of demand notices.

Planned actions to bring metric back on target:

Our new member of staff is gaining in experience and the work position will improve as a result.

Expected impact of the Actions (with timescales):

The work position is expected to improve over the coming months as we expect our new member of staff will be fully competent by the end of September.

Financial related information: n/a

Other relevant information: n/a

Management Report – NH 620 - % Digital channel shift achieved for Citizens Services overall

Explanation of performance (why is it well below target):

The channel migration score is calculated by comparing the number of transactions completed online against the number of inbound telephone calls, automated telephony, face to face visits and emails. There is a long standing issue where the number of online transactions completed through our website is not fully recorded, so presently we are only able to accurately report on the number of online transactions completed for Local Tax, Benefits, Registrations (Births and Deaths), Repairs & Maintenance, Parking permits and travel card services.

We are still not able to report fully on high-volume services such as Waste services. The channel migration score is only reflective of these services, rather than all of the services currently offered through citizen services.

Planned actions to bring metric back on target:

- A priority project is on-going to establish the number of online transactions completed, progress of this project is impacted by the reduction of the digital delivery team from four to one.
- Telephone messages have been amended to guide citizens to online.
- Telephone numbers have been removed from leaflets, letters and the website.

Expected impact of the Actions (with timescales):

- The reporting will be more accurate once we can fully report on services such as digital – dependent on availability of digital teams.
- The removal of telephone numbers from leaflets, letters and the website encourages citizens to access online services. This is ongoing.

Financial related information:

Increase in digital uptake reduces the telephone and face to face demand, this frees up Advisors so that they are able to support those that are vulnerable or unable to self-serve. Reduction in telephone and face to face demand will result in a requirement for a smaller workforce leading to savings for the council.

Other relevant information:

Management Report – NH 752 - Number of people sleeping rough on a single night in Bristol

Explanation of performance (why is it well below target):

The number of rough sleepers has increased nationally, with many factors impacting on this including increase in loss of private rented sector accommodation, impact of the welfare reform, benefit sanctions and reduction of eligibility for benefits for under 35's, reduction of supported housing funding to mention but a few. Bristol currently has the highest number of rough sleepers outside of London with additional factors being high rents in Bristol, current services for rough sleepers in Bristol without a robust reconnection policy also mean Bristol is an importing of rough sleepers. In relative terms Bristol is approximately 10th nationally, based on ratio of rough sleepers per 100,000 resident population.

Planned actions to bring metric back on target:

The Rough Sleeper task and targeting group is now consulting on a re-connection policy and single service offer approach. The single service offer will ensure all rough sleepers are provided with bespoke written advice and this will be monitored through the internal Housing Support Register . The rough sleeper task and targeting group is leading on this action but housing solutions and commissioning have been working closely on developing the new reconnection policy and single service offer approach, supported by a new procedure where all rough sleepers to be added to the internal database with all case notes being updated when actions completed. This will ensure all rough sleepers are assessed when they enter the streets and a bespoke action plan is clearly set out for the rough sleeper, with actions for both the rough sleeper and the support agencies. This will be supported by a robust re-connection policy to prevent additional rough sleepers from across the country sleeping on the streets of Bristol. Additional units of temporary accommodation have been secured for rough sleepers to reduce street rough sleeping with the expectation that this accommodation is monitored and accessed through the Bristol City Council internal team, allowing the newly refreshed internal reconnection policy to be enforced.

Expected impact of the Actions (with timescales):

Quarterly reduction of rough sleepers to ensure the target is met for quarter 3

Quarter 1 – 51

Quarter 2 – proposal 45

Quarter 3 – proposal 40

Quarter 4 – proposal 35

NB – this relates to the hotspot count figures from the Outreach Team, and does not relate to the annual autumn one-night count which is reported to CLG

Financial related information:

There is an opportunity cost to BCC for the additional accommodation sourced – the accommodation is BCC own stock and has been provided to St Mungo's for this purpose at no cost for the first six months and to be reviewed after this.

There will also be a cost to upgrade the current database to ensure we can monitor the performance against rough sleeping and ensure the re-connection policy/connection policy are both implemented. The expected cost for the data base is between 1k and 5k, I will have a more accurate figure in the next two weeks.

The impact of not implementing the reconnection policy, linking the new Rough Sleeper accommodation and not implementing a single service offer approach will mean rough sleeping in Bristol and the associated street activity could increase.

Other relevant information:

For the new approach to work, we will need to ensure 'buy in' from our external voluntary sector and faith group agencies (ie those organisations providing services not commissioned by BCC). A consultation exercise is going to be undertaken by St Mungo's but we do anticipate there being some objection to the approach due to some agencies finding it very difficult to align themselves to a 'hard' message.

Management Report – NH 627 - % Corporate FOI requests responded to within 20 working days

Explanation of performance (why is it well below target):

Performance in **Neighbourhoods** is improving month on month in 2016 :-

April 53% (FOI's answered on time within 20 working days)

May 67%

June 72%

July 84%

Council-wide FOI performance:-

April 61%

May 69%

June 64%

July 72%

NOTE: Until 2015 council-wide FOI performance was 48% answered on time.

Planned actions to bring metric back on target:

Continue with action plan in place lead by Customer Relations Team and NH Management.

Expected impact of the Actions (with timescales):

On-going

Financial related information:

Other relevant information:



Quality of life in Bristol 2015-16

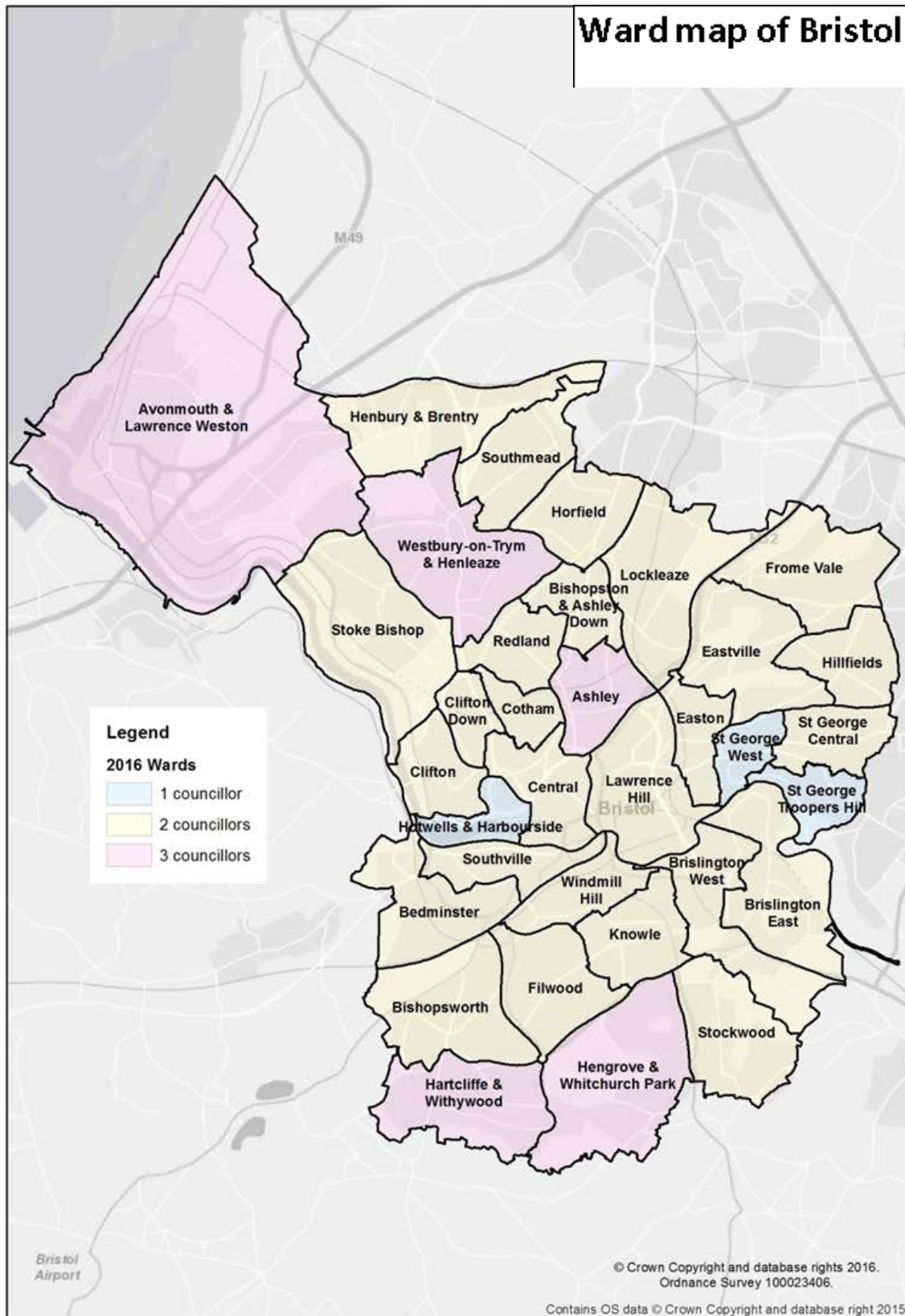
Results of 2015 survey

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www.bristol.gov.uk/qualityoflife



Quality of Life in Bristol 2015-16



New ward boundaries came into effect at the May 2016 election, with 34 wards of different sizes. The data in this document all relate to the new 2016 ward boundaries (see map above).

Contents

| | |
|--|----|
| <i>Quality of Life Summary 2015-16 (results of 2015 survey)</i> | 6 |
| <i>About the Quality of Life survey</i> | 8 |
| <i>Building successful places</i> | 10 |
| % respondents satisfied with their local neighbourhood (or area) as a place to live | 10 |
| % respondents who feel their neighbourhood has got better/worse in the last 2 years..... | 12 |
| % respondents who feel street litter is a problem | 14 |
| % respondents who feel dog fouling is a problem | 14 |
| % respondents who are satisfied with the state of repair of their home..... | 16 |
| <i>Green Capital</i> | 18 |
| % respondents satisfied with the quality of parks and green spaces | 18 |
| % respondents satisfied with children’s playgrounds and play areas | 18 |
| % respondents satisfied with the fortnightly general household waste service | 20 |
| % respondents satisfied with the weekly recycling service | 20 |
| Respondents concerned about the impact of climate change in the UK | 22 |
| % respondents who have taken action due to climate change concerns..... | 24 |
| Reduced energy use at home | 24 |
| Changed the way I travel | 24 |
| Reduced my household waste | 24 |
| Eaten less meat and dairy produce | 24 |
| <i>Keep Bristol moving</i> | 26 |
| % respondents who travel to work by car (as driver) | 26 |
| % respondents who think their neighbourhood has got worse/better for traffic congestion..... | 26 |
| % respondents who cycle to work | 28 |
| % respondents who walk to work | 28 |
| % respondents who travel to work by bus | 28 |
| % respondents who are satisfied with the bus service | 30 |
| % respondents who are satisfied with information on bus services | 30 |
| % respondents who are satisfied with bus stops and shelters | 30 |
| <i>Keep Bristol Working and Learning</i> | 32 |
| % respondents who find it difficult to manage financially | 32 |
| % respondents on means tested benefits | 32 |
| % respondents who need to develop their English, maths, computer skills, employability skills or technical/professional skills | 34 |
| % respondents who know where to get information, advice & guidance about employment & training | 36 |
| <i>Healthy and Caring</i> | 38 |
| % respondents satisfied with life | 38 |
| % respondents with below average mental wellbeing | 40 |
| % respondents with above average mental wellbeing | 40 |
| % respondents who feel their health has been good/fairly good in the last 12 months | 42 |
| % respondents with a limiting long-term illness, health problem or disability | 42 |
| % respondents who take 150 min moderate or 75 min vigorous exercise every week..... | 44 |
| % respondents who take part in active sport at least once a week | 44 |
| % respondents who have at least 2 alcohol-free days in a row every week..... | 46 |
| % respondents who rarely or never have two alcohol-free days in a row | 46 |
| % respondents who live in households with a smoker | 48 |
| % respondents who eat 5 or more portions of fruit and vegetables | 50 |
| % respondents who eat their main meal from fresh and raw ingredients | 50 |

| | |
|--|-----------|
| % respondents who are obese or overweight | 52 |
| % respondents who are obese | 52 |
| Safety and Crime | 54 |
| % respondents whose day to day life is affected by fear of crime | 54 |
| % respondents who have been discriminated against or harassed in the last 12 months..... | 54 |
| % respondents who feel safe outdoors in their neighbourhood after dark | 56 |
| % respondents who feel safe outdoors in their neighbourhood during the day | 56 |
| % respondents who agree locally, anti-social behaviour is a problem | 58 |
| % respondents who agree police and local public services are successfully dealing with issues of crime and anti social behaviour | 58 |
| % respondents who agree people using drugs is a problem | 58 |
| % respondents who agree that domestic abuse is a private matter | 60 |
| % respondents who agree women’s behaviour can attract and provoke domestic abuse | 60 |
| % respondents who agree sexual harassment is an issue in Bristol | 60 |
| Community | 62 |
| % respondents who agree people from different backgrounds get on well together | 62 |
| % respondents who feel they belong to their neighbourhood | 62 |
| % respondents who do voluntary work or help out in the community at least 3 times a year | 64 |
| % respondents who think noise from neighbours is a problem | 66 |
| % respondents who think noise from pubs, clubs and entertainment is a problem | 66 |
| % respondents satisfied with leisure services / facilities | 68 |
| % respondents satisfied with activities for children and young people | 68 |
| % respondents who do not see family and friends as much as they would like to | 70 |
| % respondents who meet friends and family at least every week | 70 |
| Vibrant Bristol | 72 |
| % respondents satisfied with the range and quality of outdoor events in Bristol | 72 |
| % respondents who are satisfied with libraries | 74 |
| % respondents who are satisfied with museums and galleries | 74 |
| A Flexible and Efficient Council | 76 |
| % respondents satisfied with how the council runs things | 76 |
| % respondents dissatisfied with how the council runs things | 76 |
| % respondents who agree the Council provides value for money | 78 |
| % respondents who disagree the Council provides value for money | 78 |
| % respondents who agree a directly elected Mayor is improving leadership of the city | 80 |
| % respondents who disagree a directly elected Mayor is improving leadership of the city | 80 |
| % respondents who agree they can influence decisions that affect their local area | 82 |
| % respondents who agree they can influence decisions that affect the public services they use | 82 |
| Citizens’ Priorities | 84 |
| What would you like to see happen in Bristol in the future? | 84 |
| Understanding the results | 86 |
| <i>How are the results used?</i> | 88 |

Quality of Life Summary 2015-16 (results of 2015 survey)

In recent years Bristol won an impressive selection of accolades, most notably being European Green Capital 2015. However, what do the people who live in Bristol think about their lifestyles, and about what works well and what could be improved? And how different is “quality of life” in the different areas and neighbourhoods?

The Quality of Life survey is an extensive annual resident’s survey, now in its 15th year, capturing key public perception indicators for Bristol. It provides local insight on issues, opinions and lifestyles. This 2015-16 report provides details on the most important indicators from the 2015 survey, highlighting changes for the last year, differences between different areas of the city and between different equality groups, and an overall 5-year trend for Bristol. In 2015 several new questions were added into the survey, and the results are presented using the new wards and Neighbourhood Partnership areas that came into effect in May 2016.

Bristol’s Quality of Life indicators are not national indicators so direct comparison to similar cities is not possible. Up to 70 of the most important indicators are included in detail in this report, but around 150 were collected – see www.bristol.gov.uk/qualityoflife for full set and database.

Bristol indicators that are improving and/or remaining very good include:

- More people taking action to tackle climate change
- More people believe their neighbourhood is getting better
- Fewer concerns about neighbourhood issues like street litter and noise
- Community cohesion – people feeling they belong to their local area
- Perception of crime and less concerns re anti-social behavior and drugs
- Awareness of domestic abuse as a problem
- Fewer people smoking

Bristol indicators that are getting worse and/or staying poor include:

- Satisfaction with the local bus service
- Satisfaction with libraries
- Satisfaction with leisure services / facilities

Bristol priority indicators that have stayed broadly the same in recent years include:

- Satisfaction with the council, value for money and having an elected Mayor (the level of dissatisfaction unchanged after a rise in 2014).
- General health and satisfaction with life in general
- Satisfaction with the quality of green space
- People playing sport
- Numbers of people reporting themselves as overweight or obese

Free-text comments about what respondents would like to see happen in Bristol in the future indicated the top issues in 2015 were: Parking; buses; mayoral leadership; traffic congestion; street cleanliness; and housing. For further details, see the “Citizens’ Priorities” section at the end of the report.

Summary of Quality of Life indicator trends

2013 2014 2015 between '14 - '15 trend 5 yr

A Flexible and Efficient Council

| | | | | | |
|--|-----|-----|------------|---|---|
| How satisfied / dissatisfied are you with the way Bristol City Council runs things? Satisfied | 37% | 36% | 36% | ↔ | ↓ |
| How satisfied / dissatisfied are you with the way Bristol City Council runs things? Dissatisfied | 29% | 34% | 34% | ↔ | ↔ |
| Do you agree / disagree Bristol City Council provides value for money? Agree | 38% | 37% | 38% | ↔ | ↑ |
| Do you agree / disagree Bristol City Council provides value for money? Disagree | 30% | 35% | 33% | ↔ | ↓ |
| Do you agree / disagree the mayor will improve / is improving leadership of the city? Agree | 38% | 40% | 38% | ↔ | |
| Do you agree / disagree the mayor will improve / is improving leadership of the city? Disagree | 22% | 31% | 32% | ↔ | |
| Do you agree / disagree ... "I can influence decisions that affect my local area" Agree | 26% | 25% | 25% | ↔ | ↑ |

PEOPLE - Healthy and Caring Bristol

| | | | | | |
|---|-----|-----|------------|---|---|
| Overall, how satisfied are you with your life nowadays? Medium or high life satisfaction | 70% | 72% | 74% | ↔ | ↔ |
| How has your health been in the last 12 months? Fairly good or good | 87% | 89% | 88% | ↔ | ↔ |
| How often do you take 150 min moderate or 75 min vigorous exercise? Every week ** | | | 65% | | |
| How often do you participate in active sport? At least 1 x week | 46% | 49% | 48% | ↔ | ↔ |
| Does anyone smoke in your household? Yes | 22% | 20% | 18% | ↔ | ↓ |
| How many portions of fruit and vegetables did you eat yesterday? 5 or more | 48% | 52% | 50% | ↔ | ↔ |
| How often are there 2 or more days in a row when you do NOT drink any alcohol? Every week *** | | | 40% | | |
| How satisfied / dissatisfied are you with activities for children and young people? Satisfied *** | | | 47% | | |

Community Safety and crime

| | | | | | |
|--|-----|-----|------------|---|---|
| Do you agree / disagree with the following statements? "Fear of crime affects my day-to-day life" Agree | 16% | 15% | 12% | ↓ | ↓ |
| Do you agree / disagree with the following statements? "Locally, antisocial behaviour is a problem" Agree | 30% | 27% | 24% | ↓ | ↓ |
| How safe / unsafe do you feel outdoors in your neighbourhood after dark? Feel safe *** | 67% | | 70% | | ↑ |
| "Police and local public services are successfully dealing with issues of crime and anti-social behaviour" | 37% | 32% | 30% | ↔ | ↓ |
| How big a problem do you think noise from residential neighbours is in your neighbourhood? Problem | 41% | 35% | 32% | ↓ | ↔ |
| Do you agree / disagree with the following statements? "Domestic abuse is a private matter" Agree | 12% | 7% | 7% | ↔ | ↓ |

Community

| | | | | | |
|--|-----|-----|------------|---|---|
| Do you agree with the following statements? "I feel I belong to my neighbourhood" Agree | 59% | 56% | 62% | ↑ | ↑ |
| "In this neighbourhood people from different backgrounds (eg race, disability, social ...) get on well together" | 61% | 61% | 63% | ↔ | ↑ |
| How often do you do voluntary work or help out in the community? At least 3 x a year ** | | | 52% | | |

PEOPLE - Keep Bristol Working and Learning

| | | | | | |
|---|-----|-----|------------|---|---|
| Are you in receipt of a means tested benefit? Yes | 13% | 11% | 11% | ↔ | ↓ |
| Do you need to develop your skills in English, Maths, Computer, Employability or Technical? Yes *** | | | 33% | | |
| If needed, do you know where to get information, advice & guidance about employment & training? Yes *** | | | 61% | | |
| How well would you say you are managing financially these days? Finding it quite / very difficult | 15% | 13% | 12% | ↔ | |

PLACE - Keep Bristol Moving

| | | | | | |
|--|-----|-----|------------|---|---|
| Over the past 2 years your neighbourhood has got worsefor traffic congestion *** | | | 57% | | |
| On a typical mid-week day what is your main form of transport to work? Cycle | 10% | 16% | 15% | ↔ | ↑ |
| On a typical mid-week day what is your main form of transport to work? Car (driver) | 48% | 41% | 44% | ↑ | ↓ |
| On a typical mid-week day what is your main form of transport to work? Bus | 11% | 12% | 13% | ↔ | ↑ |
| On a typical mid-week day what is your main form of transport to work? Walk | 17% | 20% | 19% | ↔ | ↔ |
| How satisfied / dissatisfied are you with the bus service? Satisfied | 48% | 50% | 50% | ↔ | |

PLACE - Building Successful Places

| | | | | | |
|--|-----|-----|------------|---|---|
| How satisfied are you with your local area as a place to live? Very / fairly satisfied | 83% | 82% | 82% | ↔ | ↑ |
| Neighbourhood better in the last 2 years | 23% | 24% | 27% | ↑ | ↑ |
| Neighbourhood worse in the last 2 years | 19% | 21% | 18% | ↓ | ↓ |
| How big a problem do you think street litter is in your neighbourhood? Problem | 77% | 73% | 74% | ↔ | ↓ |
| How satisfied / dissatisfied are you with the fortnightly general household waste service? Satisfied | 70% | 72% | 73% | ↔ | |

PROSPERITY - Green Capital

| | | | | | |
|---|-----|-----|------------|---|---|
| How satisfied / dissatisfied are you with the quality of parks & green spaces? Satisfied | 84% | 83% | 82% | ↔ | ↔ |
| How satisfied / dissatisfied are you with the weekly recycling service? Satisfied | | 79% | 77% | ↔ | |
| How concerned are you about the impact of climate change in the UK? Fairly / very concerned | 67% | 71% | 74% | ↑ | ↔ |
| Action taken due to climate change concerns: Changed the way I travel | | 18% | 22% | ↑ | |
| Action taken due to climate change concerns: Reduced my household waste | | 53% | 56% | ↑ | |
| Action taken due to climate change concerns: Reduced energy use at home | | 47% | 51% | ↑ | |
| Action taken due to climate change concerns: Eaten less meat and dairy produce | | 17% | 19% | ↔ | |

PROSPERITY - Vibrant Bristol

| | | | | | |
|---|-----|-----|------------|---|---|
| How satisfied / dissatisfied are you with the range and quality of outdoor events in Bristol? Satisfied | 84% | 84% | 81% | ↓ | ↔ |
| How satisfied / dissatisfied are you with museums and galleries? Satisfied | 75% | 73% | 70% | ↓ | ↑ |
| How satisfied / dissatisfied are you with libraries? Satisfied | 67% | 66% | 60% | ↓ | ↓ |

- a) **Blue text** denotes Corporate Plan indicator.
 b) ** = indicator has been re-worded such that it can no longer be compared to past trend.
 c) *** = a new (or re-instated) indicator in the 2015 survey.
 d) 2010 to 2014 results are weighted by mid-2013 population using the 1999–2015 ward boundaries. 2015 figures are weighted by mid-2014 population using the new 2016 ward boundaries.

| KEY | |
|-------------------------|-------------------|
| ↑ increased percentage | ■ worsening trend |
| ↔ no significant change | ■ neutral |
| ↓ decreased percentage | ■ improving trend |

About the Quality of Life survey

The Quality of Life in Your Neighbourhood Survey began in 2001 and provides an annual snapshot of quality of life (QoL) in Bristol. It gives residents an opportunity to voice their opinions about quality of life issues close to their hearts and opinion about public services.

What types of questions are included in the survey?

The survey asks questions about residents' local neighbourhood, their lifestyle, health and personal details including ethnic origin, age and postcode of their home address. Within the survey key questions are asked each year in the same way, so trends over time can be monitored. Question responses are analysed by topic (indicator), by demographic group and by ward and neighbourhood partnership area.

How do residents participate in the survey?

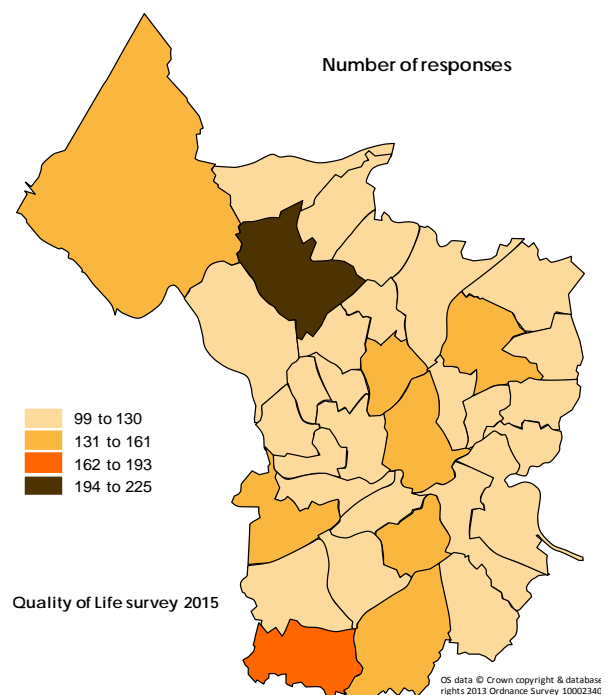
29,100 households were randomly selected (using the Land and Property Gazetteer, LPG) for this voluntary survey and an invitation letter sent in September. Questionnaires are either completed online or on paper. Many who choose to respond have an interest in local quality of life, may have concerns about a particular service and/or want their opinions to be heard and make a difference.

How many questionnaires are sent and how many people respond?

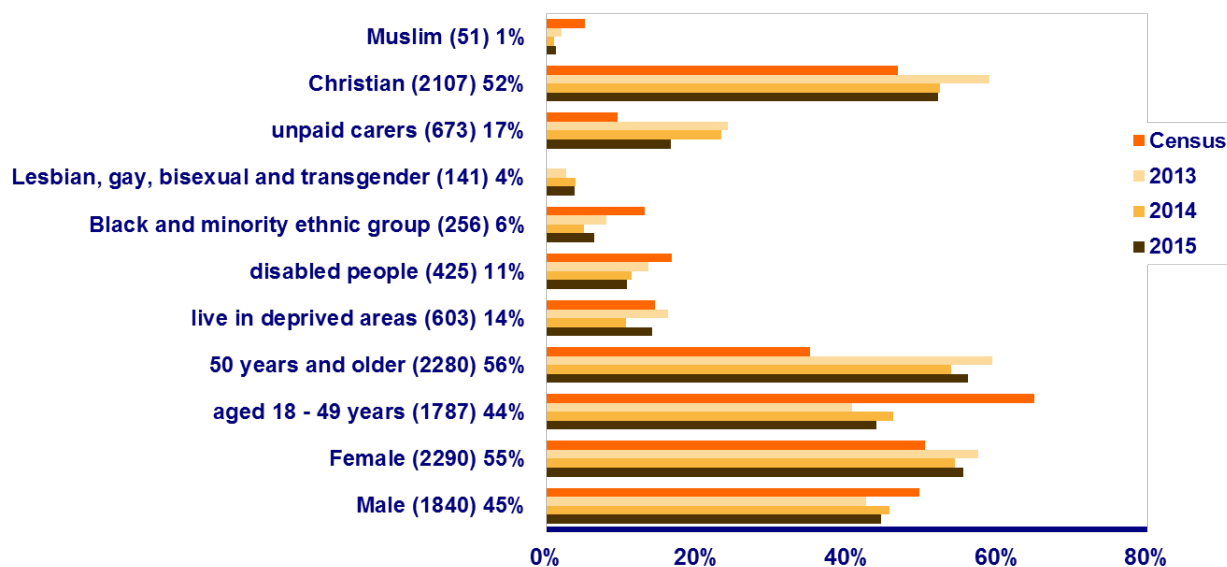
Each year approximately 3,000 - 5,000 people respond and in 2015, 4,300 questionnaires were returned, a response rate of 14.8%. Over half (54%) of participants completed the survey online in 2015. The 2015 survey sample was boosted in low responding areas to provide more reliable results. For more information on this, please see the "Understanding the results" section at the end of the report.

Profile of respondents

The ward map shows the distribution of responses to the survey and the graph below shows the profile of respondents broken down by demographic group. Proportionately fewer people of Muslim faith, black & minority ethnic groups, disabled people, men and younger people responded compared to what might be expected from the Census. Conversely, a higher response was received from women, older people, unpaid carers and people of Christian faith. The percentage of respondents from deprived areas matched the Census profile.



Respondents to the Quality of life survey 2015



Responses to the QOL survey 2015 by Neighbourhood Partnership area

| Neighbourhood Partnership wards | Invitation letters sent (random selection) | Receipts from paper and online | Percentage of sample returned |
|--|--|--------------------------------|-------------------------------|
| Ashley, Easton, Lawrence Hill | 3455 | 423 | 12 |
| Avonmouth & Lawrence Weston | 1327 | 154 | 12 |
| Bedminster, Southville | 1496 | 257 | 17 |
| Bishopston & Ashley Down, Cotham, Redland | 1731 | 365 | 21 |
| Bishopsworth, Hartcliffe & Withywood | 2647 | 301 | 11 |
| Brislington East, Brislington West | 1263 | 204 | 16 |
| Central, Clifton, Clifton Down, Hotwells & Harbourside | 2957 | 456 | 15 |
| Eastville, Frome Vale, Hillfields | 2491 | 368 | 15 |
| Filwood, Knowle, Windmill Hill | 2789 | 361 | 13 |
| Henbury & Brentry, Southmead | 1763 | 235 | 13 |
| Hengrove & Whitchurch Park, Stockwood | 1756 | 251 | 14 |
| Stoke Bishop, Westbury-on-Trym & Henleaze | 1463 | 350 | 24 |
| Horfield, Lockleaze | 1404 | 223 | 16 |
| St George Central, St George Troopers Hill, St George West | 2566 | 357 | 14 |

Building successful places

A city of well-connected neighbourhoods with a strong sense of identity and belonging, where a diverse mix of housing types and tenures ensures that homes are increasingly affordable to all that need them including the most vulnerable

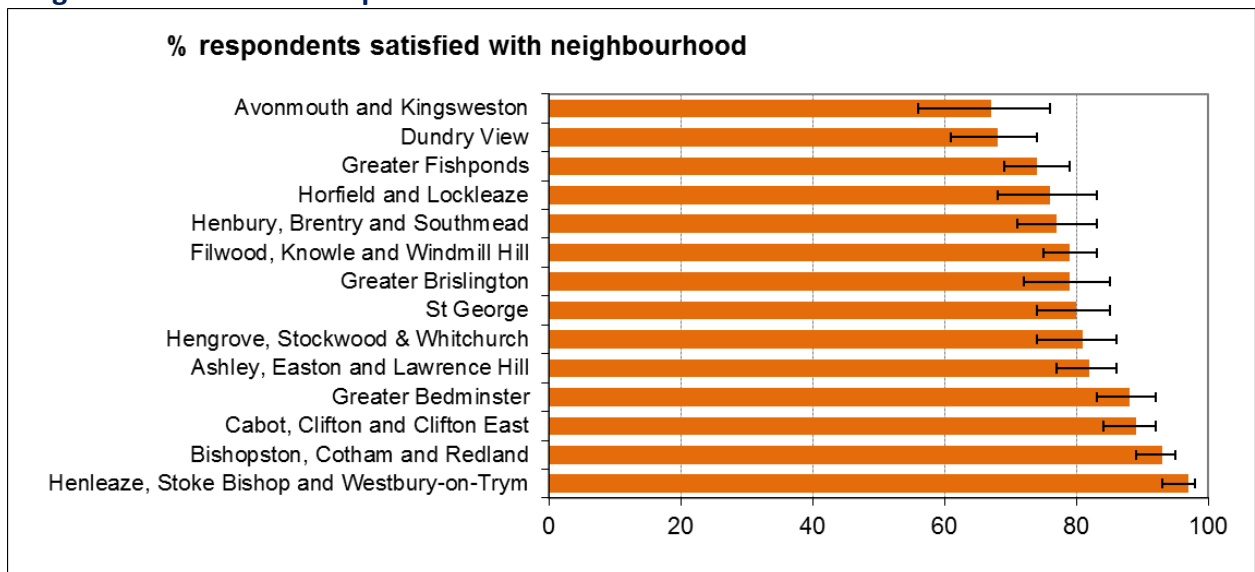
% respondents satisfied with their local neighbourhood (or area) as a place to live ↑

This is a complex indicator and can reflect many issues that can make an area a good place to live. In Bristol, satisfaction with the neighbourhood has been measured since 2001 and an increase reflects an improving trend. This has also been a national indicator and is still measured in many local authorities.

In 2015, 82% of residents said they were satisfied with their local area, remained broadly the same for the past four years, but a significant improvement compared with 2010, when 79% of residents said the same.

Satisfaction was significantly lower in deprived areas of the city (66%). Satisfaction was also lower for disabled people (72%). Men (80%) were less satisfied than women (84%). Carers (80%) were less satisfied than non-carers (85%). Satisfaction was higher for people of no faith (86%). Most satisfied residents lived in Westbury-on-Trym & Henleaze and Redland, at 98% and the least satisfied lived in Filwood and Hartcliffe & Withywood, at 54% and 57% respectively.

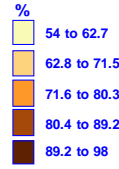
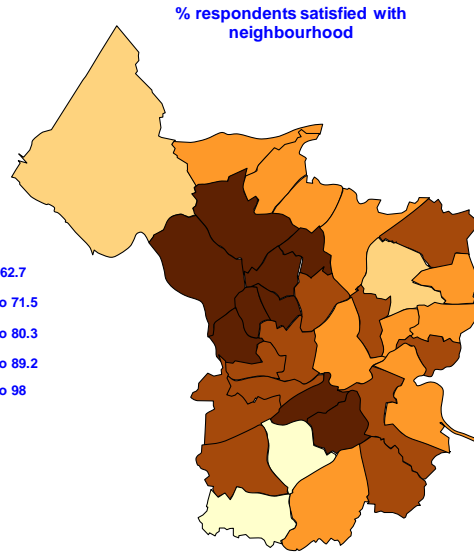
Neighbourhood Partnership Areas



% respondents satisfied with neighbourhood

| Ward | % | lower confidence limit | upper confidence limit |
|-----------------------------|-------------|------------------------|------------------------|
| Ashley | 87 | 79 | 92 |
| Avonmouth & Lawrence Weston | 67 | 56 | 76 |
| Bedminster | 88 | 78 | 94 |
| Bishopston & Ashley Down | 91 | 82 | 96 |
| Bishopsworth | 84 | 74 | 91 |
| Brislington East | 77 | 68 | 85 |
| Brislington West | 81 | 70 | 89 |
| Central | 83 | 72 | 90 |
| Clifton | 91 | 82 | 96 |
| Clifton Down | 95 | 88 | 98 |
| Cotham | 90 | 80 | 95 |
| Easton | 88 | 79 | 93 |
| Eastville | 69 | 59 | 77 |
| Filwood | 54 | 43 | 63 |
| Frome Vale | 82 | 71 | 89 |
| Hartcliffe & Withywood | 57 | 48 | 66 |
| Henbury & Brentry | 77 | 66 | 85 |
| Hengrove & Whitchurch Park | 78 | 69 | 84 |
| Hillfields | 72 | 63 | 80 |
| Horfield | 80 | 67 | 89 |
| Hotwells & Harbourside | 86 | 75 | 93 |
| Knowle | 90 | 84 | 94 |
| Lawrence Hill | 72 | 63 | 79 |
| Lockleaze | 73 | 62 | 81 |
| Redland | 98 | 94 | 99 |
| St George Central | 76 | 67 | 84 |
| St George Troopers Hill | 88 | 75 | 94 |
| St George West | 80 | 71 | 87 |
| Southmead | 78 | 69 | 85 |
| Southville | 89 | 82 | 94 |
| Stockwood | 86 | 73 | 93 |
| Stoke Bishop | 94 | 86 | 98 |
| Westbury-on-Trym & Henleaze | 98 | 95 | 99 |
| Windmill Hill | 91 | 84 | 96 |
| Bristol | 81.7 | 80.3 | 83.1 |
| Question number | rQ2 | | |
| Sample size | 3987 | | |
| Year | 2015 | | |
| Deprived Areas | 66.0 | 62.0 | 70.0 |
| Older people | 80.5 | 78.7 | 82.2 |
| Disabled people | 72.3 | 67.5 | 76.7 |
| BME | 78 | 72 | 84 |
| Carer | 80.0 | 77.0 | 83.0 |
| LGBT | 85 | 78 | 90 |
| Male | 79.5 | 77.1 | 81.7 |
| Female | 83.9 | 82.2 | 85.4 |
| Christian | 82.8 | 81.1 | 84.4 |
| Muslim | 81 | 67 | 90 |
| No faith | 86.0 | 84.3 | 87.5 |

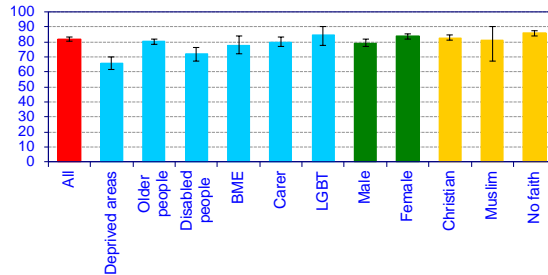
Please note - these are for the new wards for Bristol City Council, effective May 2016. Also, a few indicators are new or have been re-worded such that there is no previous trend data available.



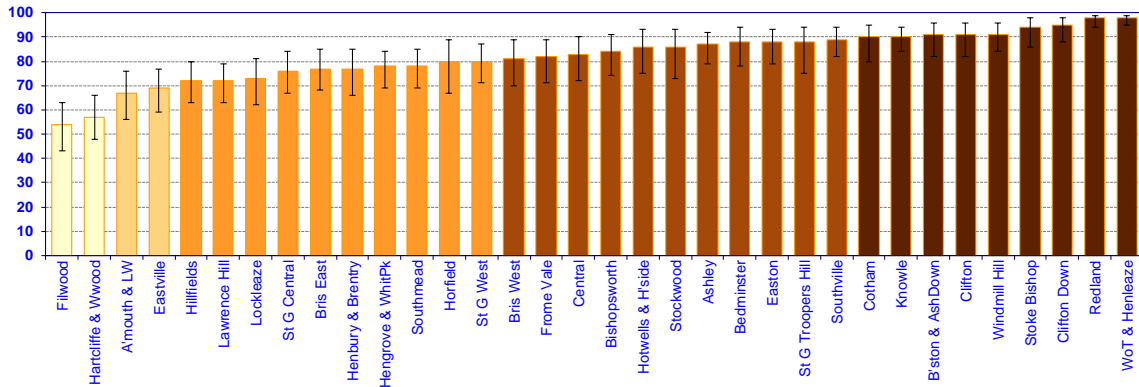
% respondents satisfied with neighbourhood



% respondents satisfied with neighbourhood



% respondents satisfied with neighbourhood



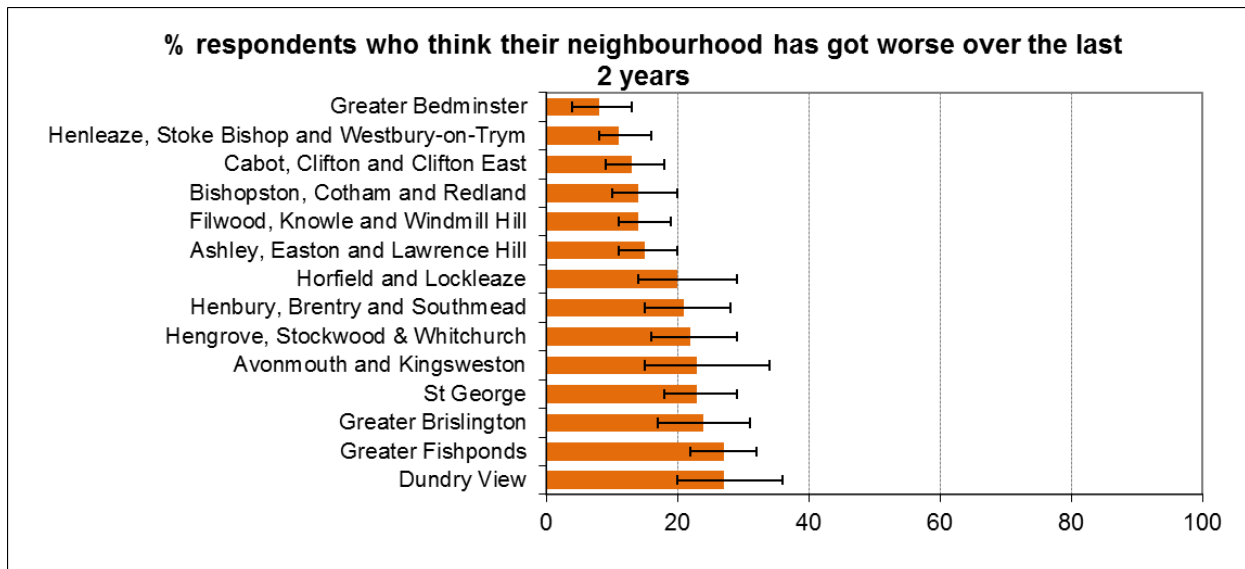
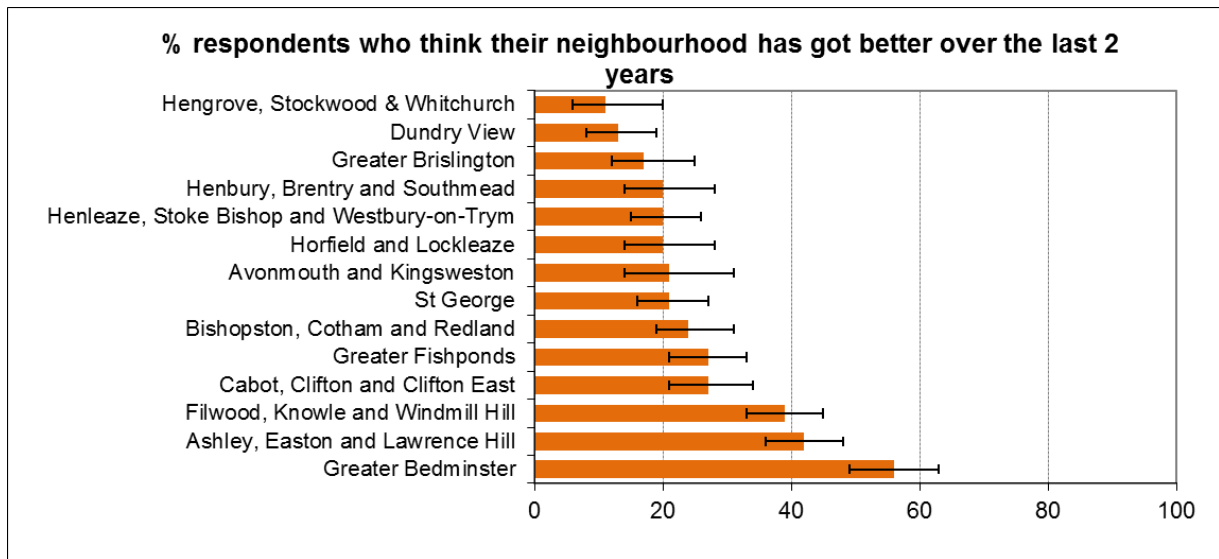
% respondents who feel their neighbourhood has got better/worse/not changed in the last 2 years ↑

Questions were also asked about neighbourhood change in the last 2 years, as this indicator can be more sensitive to recent local change than “satisfaction with local neighbourhood”

One in four people thought their neighbourhood was getting better and this was an improving trend since 2010 when one in six thought the same. The Greater Bedminster neighbourhood has seen most improvement with over half (56%) of residents agreeing it was better.

Dundry View (Bishopsworth and Hartcliffe & Withywood) and Greater Fishponds (Hillfields, Eastville and Frome Vale) neighbourhoods had a higher proportion of residents who said their neighbourhood had got worse (27%) compared with the Bristol average (18%).

More people from black and minority ethnic groups thought their neighbourhood had got better, at 34%. However, older people (24%), disabled people (29%), carers (25%) and people living in deprived areas (27%) were more likely to find that their neighbourhood had got worse.

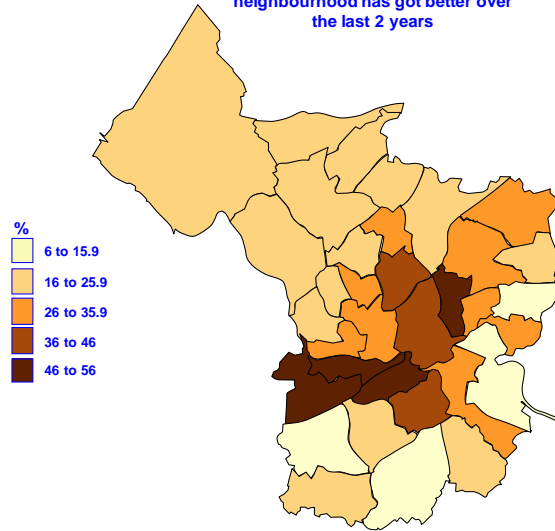


% respondents who think their neighbourhood has got better over the last 2 years

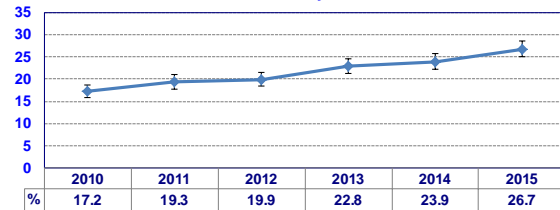
| Ward | % | lower confidence limit | upper confidence limit |
|-----------------------------|-------------|------------------------|------------------------|
| Ashley | 37 | 27 | 49 |
| Avonmouth & Lawrence Weston | 21 | 14 | 31 |
| Bedminster | 56 | 46 | 67 |
| Bishopston & Ashley Down | 28 | 19 | 39 |
| Bishopsworth | 8 | 3 | 18 |
| Brislington East | 9 | 4 | 18 |
| Brislington West | 26 | 17 | 38 |
| Central | 34 | 21 | 49 |
| Clifton | 20 | 12 | 33 |
| Clifton Down | 24 | 15 | 37 |
| Cotham | 26 | 16 | 40 |
| Easton | 54 | 44 | 63 |
| Eastville | 27 | 18 | 38 |
| Filwood | 25 | 17 | 35 |
| Frome Vale | 35 | 24 | 48 |
| Hartcliffe & Withywood | 16 | 10 | 25 |
| Henbury & Brentry | 21 | 13 | 31 |
| Hengrove & Whitchurch Park | 6 | 2 | 17 |
| Hillfields | 17 | 10 | 26 |
| Horfield | 17 | 9 | 29 |
| Hotwells & Harbourside | 32 | 20 | 46 |
| Knowle | 42 | 31 | 53 |
| Lawrence Hill | 36 | 27 | 47 |
| Lockleaze | 24 | 15 | 35 |
| Redland | 19 | 12 | 28 |
| St George Central | 13 | 7 | 22 |
| St George Troopers Hill | 29 | 17 | 45 |
| St George West | 29 | 20 | 40 |
| Southmead | 19 | 11 | 32 |
| Southville | 56 | 45 | 66 |
| Stockwood | 18 | 8 | 37 |
| Stoke Bishop | 20 | 11 | 33 |
| Westbury-on-Trym & Henleaze | 20 | 14 | 27 |
| Windmill Hill | 48 | 38 | 59 |
| Bristol | 26.7 | 25.0 | 28.6 |
| Question number | rQ3a | | |
| Sample size | 3528 | | |
| Year | 2015 | | |
| Deprived Areas | 25.0 | 22.0 | 29.0 |
| Older people | 17.1 | 15.6 | 18.9 |
| Disabled people | 20.1 | 16.2 | 24.7 |
| BME | 34 | 28 | 42 |
| Carer | 19.0 | 16.0 | 23.0 |
| LGBT | 24 | 17 | 33 |
| Male | 25.9 | 23.2 | 28.8 |
| Female | 27.6 | 25.4 | 29.8 |
| Christian | 20.4 | 18.5 | 22.4 |
| Muslim | 37 | 23 | 54 |
| No faith | 28.4 | 26.0 | 30.9 |

Please note - these are for the new wards for Bristol City Council, effective May 2016. Also, a few indicators are new or have been re-recorded such that there is no previous trend data available.

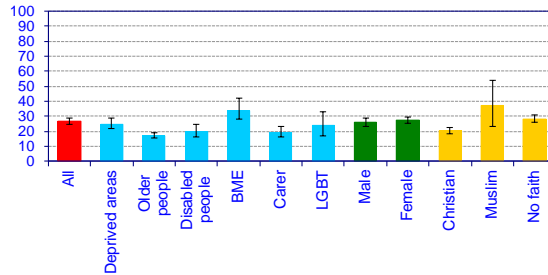
% respondents who think their neighbourhood has got better over the last 2 years



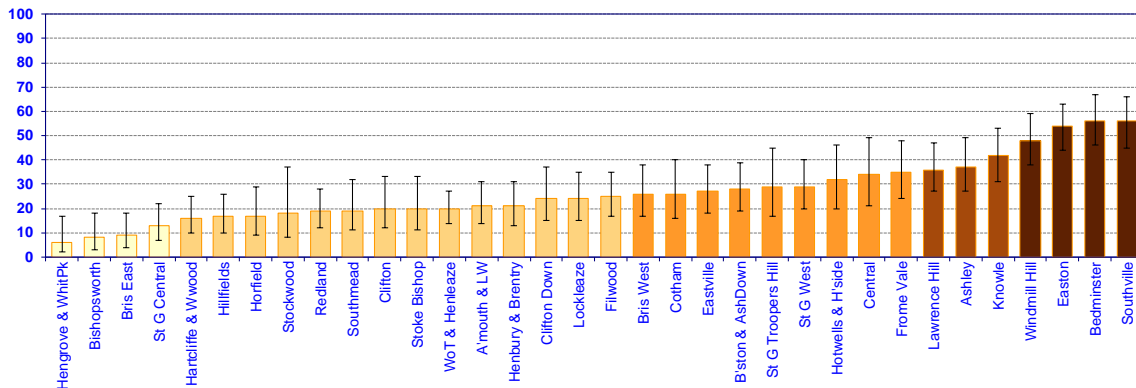
% respondents who think their neighbourhood has got better over the last 2 years



% respondents who think their neighbourhood has got better over the last 2 years



% respondents who think their neighbourhood has got better over the last 2 years



% respondents who feel street litter is a problem ↓
% respondents who feel dog fouling is a problem ↓

Problems from street litter/dog fouling are measures of cleanliness of the environment. They can indicate poor services to clean streets as well as irresponsible disposal of litter and irresponsible dog owners. They are also indicators of liveability as they have a big impact on how residents feel about living in their neighbourhood.

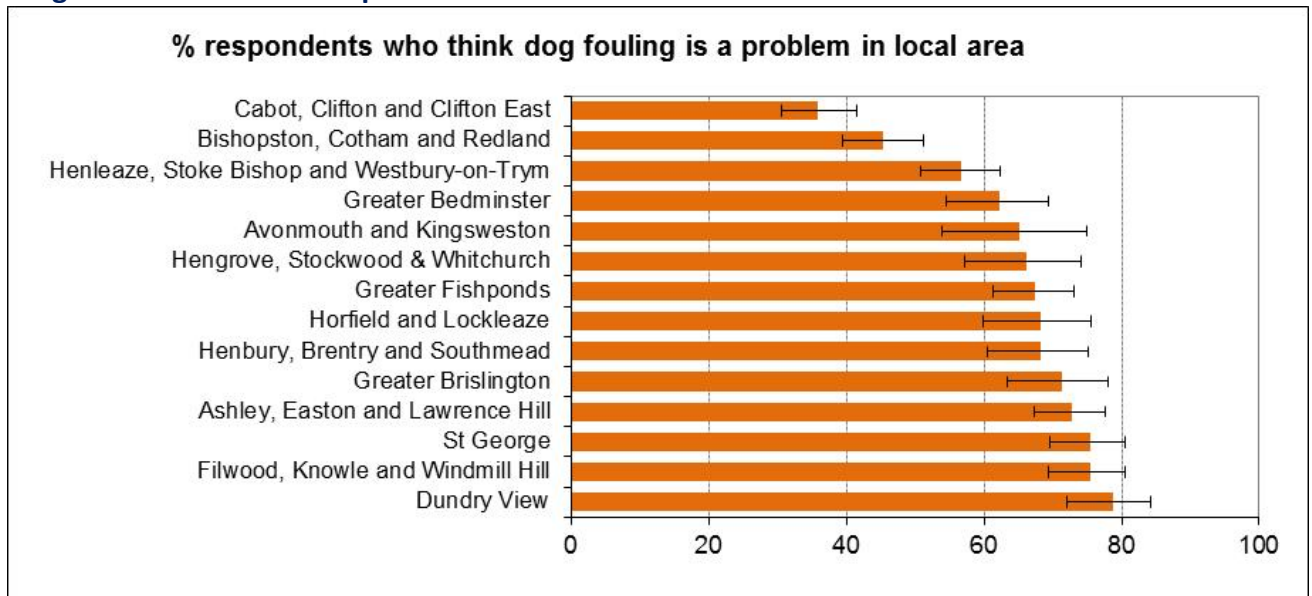
% respondents who feel street litter is a problem ↓

Although a high percentage of residents feel that street litter is a problem, at 74%, it represents an improvement since 2010, when it measured 79%. The most acute problems are experienced in the Dundry View (84%), Greater Fishponds (84%) and Ashley, Easton and Lawrence Hill (83%) neighbourhoods.

% respondents who feel dog fouling is a problem ↓

About five out of every eight respondents (63%) said dog fouling was a problem. This indicator has improved since 2010, when six out of eight of residents (75%) said the same. Dog fouling is thought to be one of the most problematic liveability issues, along with street litter. More people in deprived parts of the city reported a problem, at 79%. Easton, Filwood, St George Central, Hartcliffe and Withywood experienced the biggest problem (over 80%); Central, Hotwells & Harbourside, Cotham and Clifton Down the least (less than 40%). Dog fouling is particularly an issue for older people (70%) and women (67%).

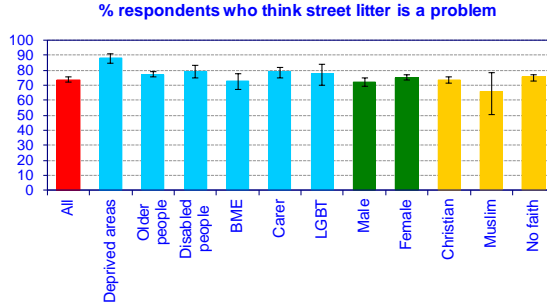
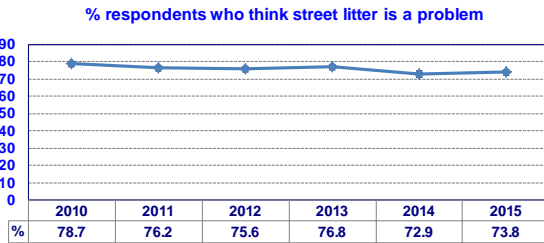
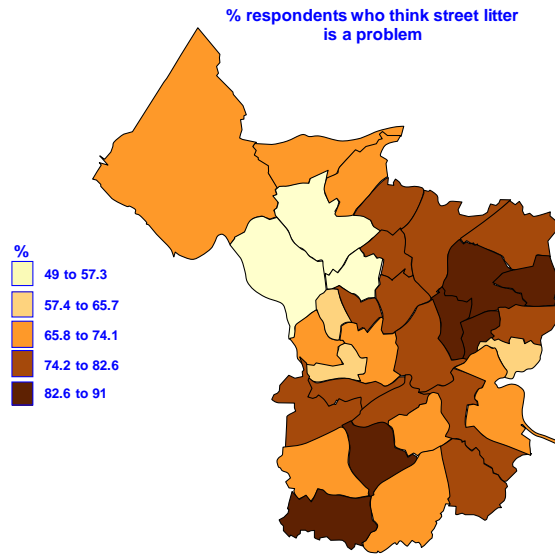
Neighbourhood Partnership Areas



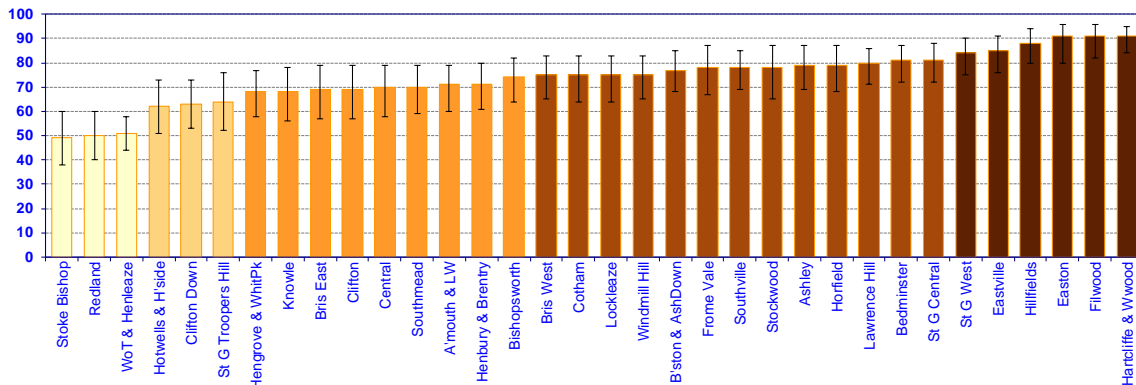
% respondents who think street litter is a problem

| Ward | % | lower confidence limit | upper confidence limit |
|-----------------------------|-------------|------------------------|------------------------|
| Ashley | 79 | 69 | 87 |
| Avonmouth & Lawrence Weston | 71 | 60 | 79 |
| Bedminster | 81 | 72 | 87 |
| Bishopston & Ashley Down | 77 | 68 | 85 |
| Bishopsworth | 74 | 64 | 82 |
| Brislington East | 69 | 57 | 79 |
| Brislington West | 75 | 65 | 83 |
| Central | 70 | 58 | 79 |
| Clifton | 69 | 57 | 79 |
| Clifton Down | 63 | 53 | 73 |
| Cotham | 75 | 64 | 83 |
| Easton | 91 | 80 | 96 |
| Eastville | 85 | 76 | 91 |
| Filwood | 91 | 82 | 96 |
| Frome Vale | 78 | 67 | 87 |
| Hartcliffe & Witherwood | 91 | 84 | 95 |
| Henbury & Brentry | 71 | 61 | 80 |
| Hengrove & Whitchurch Park | 68 | 58 | 77 |
| Hillfields | 88 | 80 | 94 |
| Horfield | 79 | 68 | 87 |
| Hotwells & Harbourside | 62 | 51 | 73 |
| Knowle | 68 | 56 | 78 |
| Lawrence Hill | 80 | 71 | 86 |
| Lockleaze | 75 | 64 | 83 |
| Redland | 50 | 40 | 60 |
| St George Central | 81 | 72 | 88 |
| St George Troopers Hill | 64 | 52 | 76 |
| St George West | 84 | 75 | 90 |
| Southmead | 70 | 59 | 79 |
| Southville | 78 | 69 | 85 |
| Stockwood | 78 | 65 | 87 |
| Stoke Bishop | 49 | 38 | 60 |
| Westbury-on-Trym & Henleaze | 51 | 44 | 58 |
| Windmill Hill | 75 | 65 | 83 |
| Bristol | 73.8 | 72.2 | 75.4 |
| Question number | | rQ4b | |
| Sample size | | 3973 | |
| Year | | 2015 | |
| Deprived Areas | 88.0 | 85.0 | 91.0 |
| Older people | 77.4 | 75.5 | 79.1 |
| Disabled people | 79.5 | 74.9 | 83.4 |
| BME | 73 | 67 | 78 |
| Carer | 79.0 | 75.0 | 82.0 |
| LGBT | 78 | 70 | 84 |
| Male | 72.4 | 69.7 | 74.9 |
| Female | 75.3 | 73.4 | 77.2 |
| Christian | 73.7 | 71.6 | 75.6 |
| Muslim | 66 | 51 | 78 |
| No faith | 75.4 | 73.2 | 77.4 |

Please note - these are for the new wards for Bristol City Council, effective May 2016. Also, a few indicators are new or have been re-recorded such that there is no previous trend data available.



% respondents who think street litter is a problem



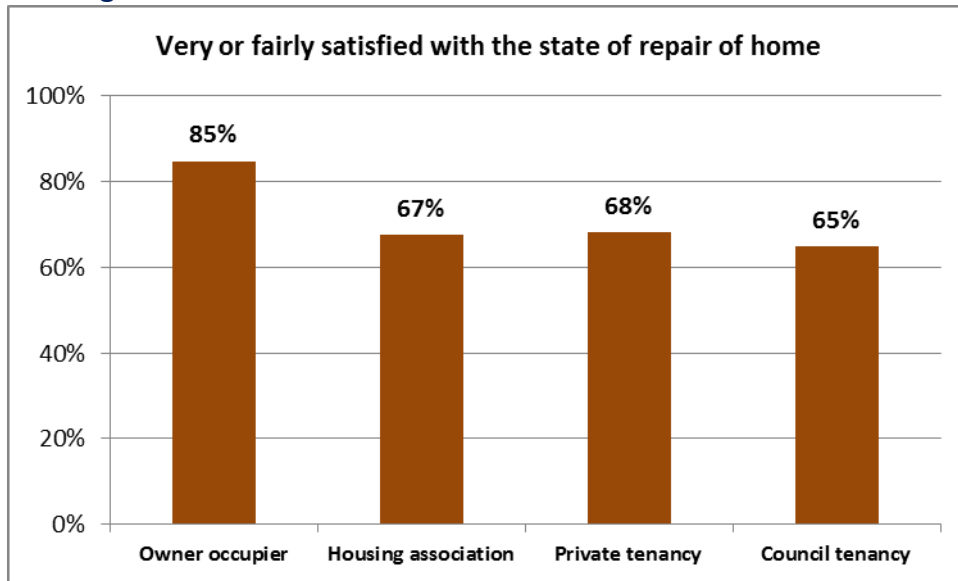
% respondents who are satisfied with the state of repair of their home

Housing should provide a springboard to achieving a high quality of life and create the opportunity for all to thrive in mixed communities of their choice. There are about 196,000 residential properties and over 180,000 households in the city. The Council is responsible for around 28,000 homes (15%). In addition, raising standards in the private rented sector (24% of all accommodation in Bristol), where the quality of existing homes may not be high enough, is a service priority for the Council. A high or increasing value for this indicator can be evidence of improving housing and management standards.

78% of residents were satisfied with the state of repair of their home. Satisfaction was lower in deprived areas, at 70%, particularly in Filwood (62%) and Hartcliffe & Withywood (66%). Wards where satisfaction was above average were Stoke Bishop (89%), Windmill Hill (88%), Redland (87%), Westbury-on-Trym (87%), Hengrove & Whitchurch Park (86%) and Lockleaze (86%).

Disabled people (69%), people belonging to Black and minority ethnic groups (73%) and lesbian gay, bisexual or transgender people (73%) were less likely to be satisfied with the state of repair of their home. Older people were more satisfied than people aged 49 years or under, at 83% and 76% respectively.

Housing Tenure

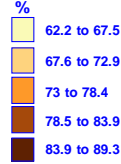
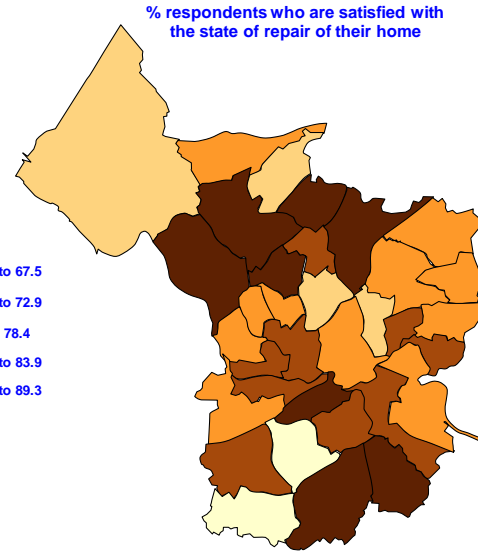


Over four-fifths (85%) of owner occupiers were satisfied with the state of repair of their home compared to two-thirds of people who rented. Any apparent differences between the different types of tenancies (housing association, private or council) are not sufficiently large to be statistically significant.

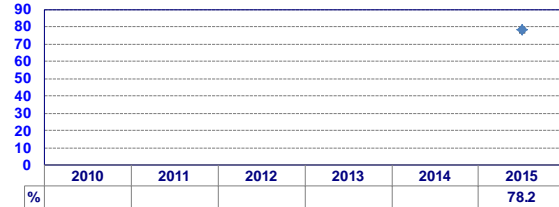
% respondents who are satisfied with the state of repair of their home

| Ward | % | lower confidence limit | upper confidence limit |
|-----------------------------|-------------|------------------------|------------------------|
| Ashley | 71 | 61 | 79 |
| Avonmouth & Lawrence Weston | 72 | 61 | 80 |
| Bedminster | 78 | 67 | 86 |
| Bishopston & Ashley Down | 82 | 73 | 89 |
| Bishopsworth | 79 | 67 | 87 |
| Brislington East | 74 | 64 | 83 |
| Brislington West | 83 | 73 | 90 |
| Central | 80 | 69 | 88 |
| Clifton | 74 | 62 | 83 |
| Clifton Down | 76 | 65 | 84 |
| Cotham | 74 | 62 | 83 |
| Easton | 72 | 62 | 80 |
| Eastville | 77 | 68 | 85 |
| Filwood | 62 | 52 | 72 |
| Frome Vale | 75 | 64 | 83 |
| Hartcliffe & Withywood | 66 | 58 | 74 |
| Henbury & Brentry | 76 | 66 | 84 |
| Hengrove & Whitchurch Park | 86 | 76 | 92 |
| Hillfields | 73 | 64 | 81 |
| Horfield | 85 | 75 | 91 |
| Hotwells & Harbourside | 82 | 70 | 90 |
| Knowle | 81 | 70 | 89 |
| Lawrence Hill | 78 | 70 | 84 |
| Lockleaze | 86 | 77 | 92 |
| Redland | 87 | 79 | 93 |
| St George Central | 74 | 64 | 82 |
| St George Troopers Hill | 83 | 73 | 90 |
| St George West | 80 | 70 | 87 |
| Southmead | 71 | 61 | 79 |
| Southville | 79 | 71 | 86 |
| Stockwood | 84 | 69 | 93 |
| Stoke Bishop | 89 | 79 | 95 |
| Westbury-on-Trym & Henleaze | 87 | 82 | 91 |
| Windmill Hill | 88 | 80 | 93 |
| Bristol | 78.2 | 76.6 | 79.7 |
| Question number | rQ31 | | |
| Sample size | 4025 | | |
| Year | 2015 | | |
| Deprived Areas | 70.2 | 66.0 | 74.1 |
| Older people | 82.9 | 81.2 | 84.5 |
| Disabled people | 69.1 | 64.2 | 73.6 |
| BME | 73 | 66 | 78 |
| Carer | 79.0 | 75.8 | 82.5 |
| LGBT | 73 | 64 | 80 |
| Male | 79.4 | 76.8 | 81.7 |
| Female | 77.0 | 75.0 | 78.9 |
| Christian | 82.9 | 81.2 | 84.5 |
| Muslim | 64 | 49 | 77 |
| No faith | 79.1 | 77.0 | 81.1 |

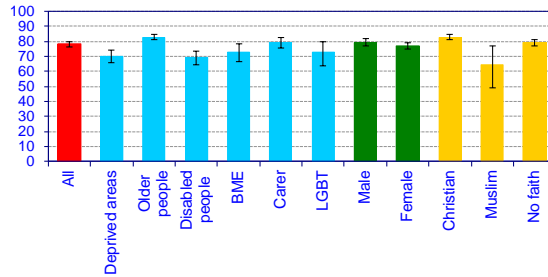
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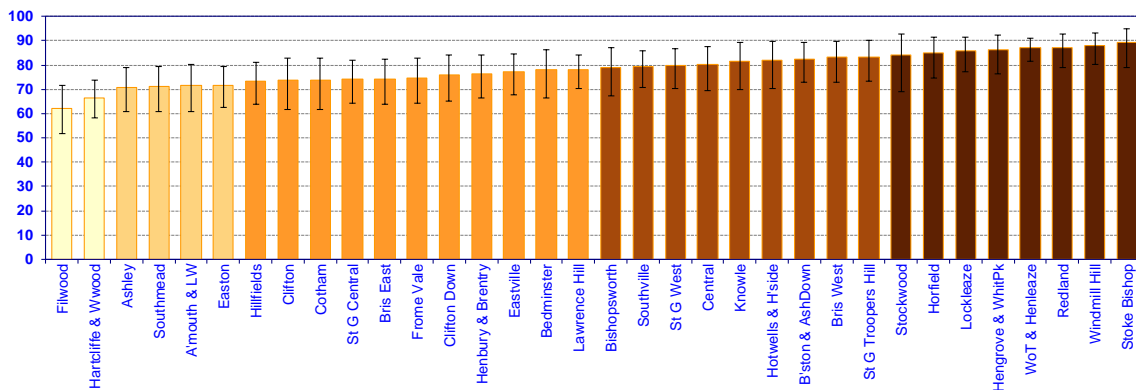
% respondents who are satisfied with the state of repair of their home



% respondents who are satisfied with the state of repair of their home



% respondents who are satisfied with the state of repair of their home



Green Capital

To harness the energy of everyone in the city to continue the opportunity of Green Capital 2015 as a platform for promoting the city on the world stage, to attract investment and jobs and a better quality of life for all

% respondents satisfied with the quality of parks and green spaces ↔
% respondents satisfied with children’s playgrounds and play areas ↔

Residents have told us that good quality parks and open spaces are very important to their quality of life (Place survey 2008 and Citizens’ Panel 2013). Improving the quality of our local parks and open spaces is a service priority for the Council. A high or increasing value can indicate improvements to park facilities, cleanliness and attractiveness.

% respondents satisfied with the quality of parks and green spaces ↔

This indicator routinely has a very positive response, and 82% of residents were satisfied with the quality of parks and green spaces in 2015. This is similar to the previous year (83%) and, over the last 5 years, has remained steady in the range 80%-84%.

Residents in most Bristol wards reported high levels of satisfaction with this indicator, with over 70% satisfied. Exceptions to this generalization were three of the southernmost city wards with particularly low levels of satisfaction: Filwood (45%), Hartcliffe & Withywood (56%) and Stockwood (65%). Highest satisfaction was reported in Clifton Down, Redland and Hotwells & Harbourside at 95% or over.

Disabled people, at 76%, were less satisfied than non-disabled people, at 85%. People living in deprived neighbourhoods record the lowest levels of satisfaction, at 66%.

% respondents satisfied with children’s playgrounds and play areas ↔

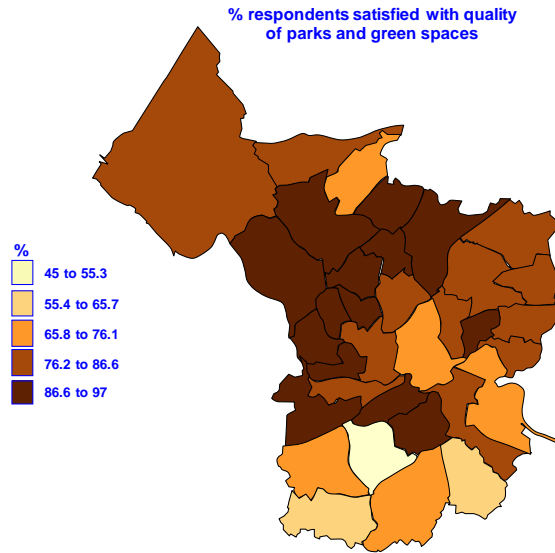
Two-thirds (67%) of residents were satisfied with children’s playgrounds, remaining fairly stable over the past five years (63%-68%).

Fewer people living in deprived areas were satisfied, at 59%. Least satisfaction was expressed in Hartcliffe & Withywood (42%), Central (44%), Hotwells & Harbourside (44%), Filwood (45%) and St George Troopers Hill (53%). More people than the average were satisfied in Windmill Hill (90%), Horfield (84%), Stoke Bishop (82%), Westbury-on-Trym & Henleaze (81%), Clifton (81%), Knowle (80%), Redland (78%) and Bishopston & Ashley Down (77%). Women were more likely to be satisfied compared to men, at 70% and 65% respectively.

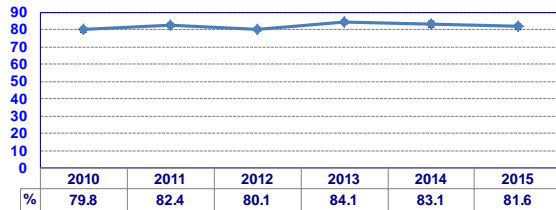
% respondents satisfied with quality of parks and green spaces

| Ward | % | lower confidence limit | upper confidence limit |
|-----------------------------|--------------|------------------------|------------------------|
| Ashley | 85 | 76 | 90 |
| Avonmouth & Lawrence Weston | 78 | 68 | 86 |
| Bedminster | 90 | 82 | 95 |
| Bishopston & Ashley Down | 94 | 87 | 97 |
| Bishopsworth | 73 | 60 | 83 |
| Brislington East | 74 | 63 | 83 |
| Brislington West | 81 | 70 | 88 |
| Central | 82 | 71 | 89 |
| Clifton | 93 | 85 | 97 |
| Clifton Down | 97 | 91 | 99 |
| Cotham | 88 | 77 | 94 |
| Easton | 83 | 73 | 89 |
| Eastville | 77 | 68 | 85 |
| Filwood | 45 | 35 | 56 |
| Frome Vale | 79 | 68 | 87 |
| Hartcliffe & Withywood | 56 | 46 | 66 |
| Henbury & Brentry | 81 | 70 | 88 |
| Hengrove & Whitchurch Park | 71 | 61 | 80 |
| Hillfields | 80 | 70 | 87 |
| Horfield | 89 | 77 | 95 |
| Hotwells & Harbourside | 95 | 88 | 98 |
| Knowle | 91 | 85 | 95 |
| Lawrence Hill | 72 | 62 | 79 |
| Lockleaze | 91 | 82 | 96 |
| Redland | 95 | 90 | 98 |
| St George Central | 77 | 68 | 84 |
| St George Troopers Hill | 85 | 78 | 90 |
| St George West | 91 | 84 | 95 |
| Southmead | 76 | 65 | 84 |
| Southville | 86 | 78 | 92 |
| Stockwood | 65 | 51 | 77 |
| Stoke Bishop | 88 | 78 | 94 |
| Westbury-on-Trym & Henleaze | 93 | 88 | 96 |
| Windmill Hill | 93 | 85 | 97 |
| Bristol | 81.6 | 80.2 | 83.0 |
| Question number | rQ14d | | |
| Sample size | 3888 | | |
| Year | 2015 | | |
| Deprived Areas | 66.0 | 62.0 | 71.0 |
| Older people | 81.3 | 79.6 | 82.9 |
| Disabled people | 75.6 | 70.6 | 79.9 |
| BME | 79 | 73 | 84 |
| Carer | 81.0 | 78.0 | 84.0 |
| LGBT | 88 | 82 | 92 |
| Male | 81.2 | 78.9 | 83.3 |
| Female | 82.1 | 80.3 | 83.7 |
| Christian | 83.3 | 81.6 | 84.8 |
| Muslim | 69 | 55 | 81 |
| No faith | 84.9 | 83.1 | 86.6 |

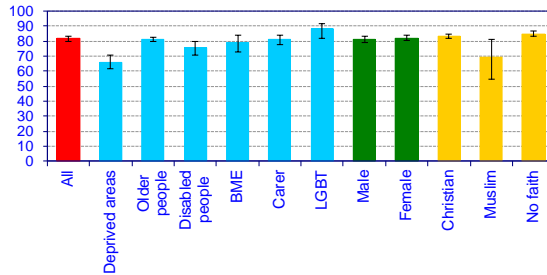
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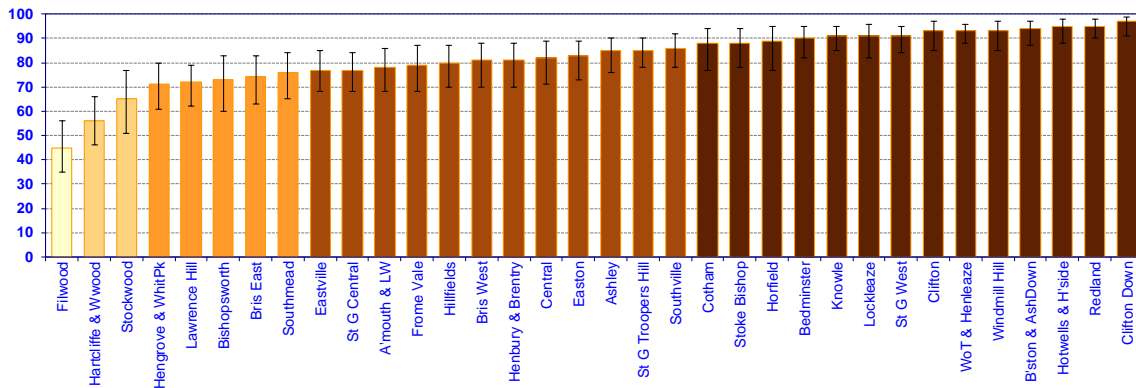
% respondents satisfied with quality of parks and green spaces



% respondents satisfied with quality of parks and green spaces



% respondents satisfied with quality of parks and green spaces



% respondents satisfied with the fortnightly general household waste service? ↑

% respondents satisfied with the weekly recycling service ↔

The current kerbside waste collection and recycling scheme was introduced in 2006 and plastics recycling started in 2012. In addition, Bristol also has two Household Waste Recycling Centres at Avonmouth and St Philips. These indicators have been used to measure satisfaction with the service which had been contracted out to private companies, but in 2015 became Bristol Waste.

% respondents satisfied with the fortnightly general household waste service? ↑

73% of residents were satisfied with the fortnightly general household waste service in 2015. This is an improvement in satisfaction compared to 2011, when it was measured at 69%.

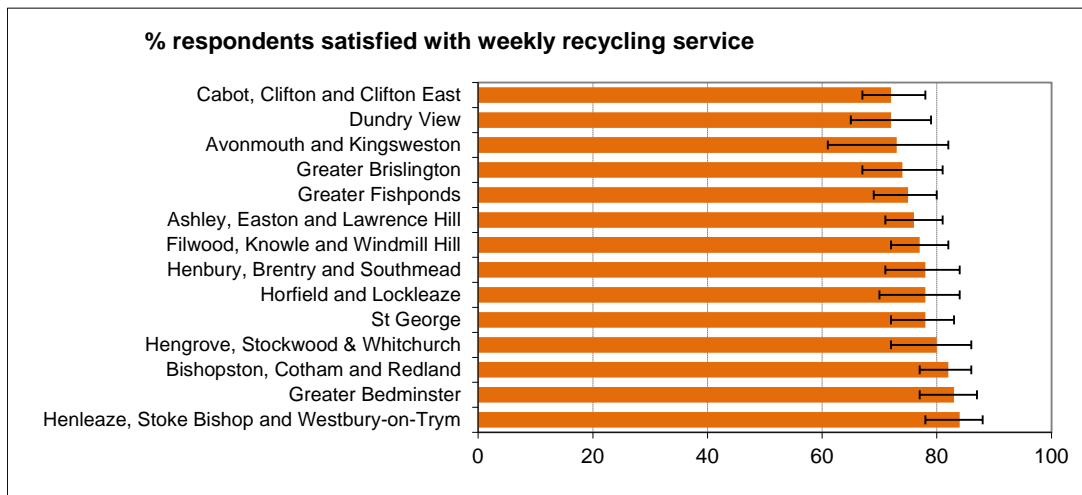
By ward, satisfaction varied from 55% in Filwood to 88% in Redland. People living in deprived areas (69%) tended to be less satisfied than residents of less deprived areas (76%). A higher percentage of women, older people and Christians were satisfied with their waste collection, each at 77%. Disabled people (69%) were less satisfied than non-disabled people (77%).

% respondents satisfied with the weekly recycling service ↔

77% of residents were satisfied with the weekly recycling service in 2015, significantly higher than the % satisfied with the fortnightly waste collection (see above). There is no trend data presented for this indicator, because the question in 2013 and before had been separated to measure the four elements of the recycling service separately (dry recycling / food waste collection / recycling banks / local tips) which is no longer being asked in that way.

The least satisfaction was found in Filwood and Central wards, at 62% and 63% respectively. In general, people living in deprived areas (72%) were less satisfied than residents of non-deprived areas (80%). Women (81%) tended to be more satisfied than men (73%) with the recycling service. Older people, at 80%, possessed higher levels of satisfaction. Black and minority ethnic groups (72%) and disabled people (74%) were less satisfied than the city average.

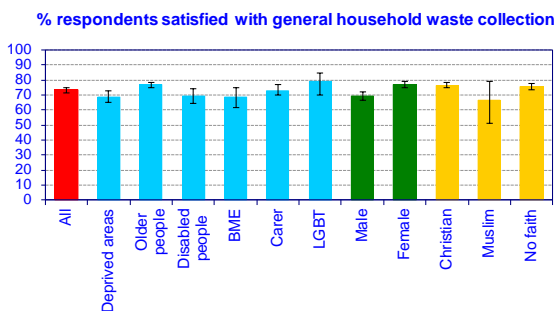
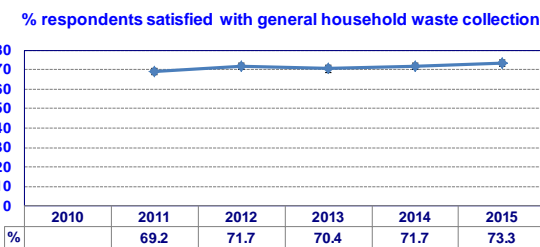
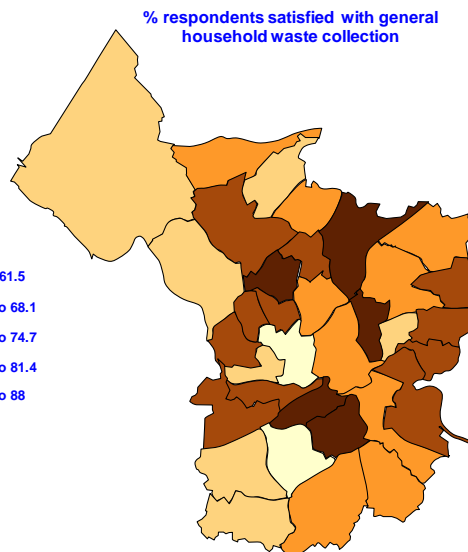
Neighbourhood Partnership Areas



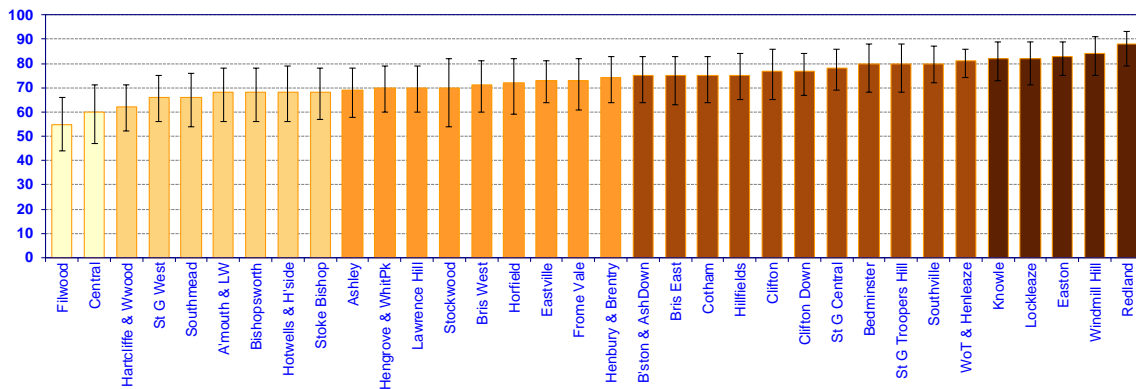
% respondents satisfied with general household waste collection

| Ward | % | lower confidence limit | upper confidence limit |
|-----------------------------|-------------|------------------------|------------------------|
| Ashley | 69 | 58 | 78 |
| Avonmouth & Lawrence Weston | 68 | 56 | 78 |
| Bedminster | 80 | 68 | 88 |
| Bishopston & Ashley Down | 75 | 64 | 83 |
| Bishopsworth | 68 | 56 | 78 |
| Brislington East | 75 | 63 | 83 |
| Brislington West | 71 | 60 | 81 |
| Central | 60 | 47 | 71 |
| Clifton | 77 | 65 | 86 |
| Clifton Down | 77 | 67 | 84 |
| Cotham | 75 | 64 | 83 |
| Easton | 83 | 75 | 89 |
| Eastville | 73 | 64 | 81 |
| Filwood | 55 | 44 | 66 |
| Frome Vale | 73 | 61 | 82 |
| Hartcliffe & Withywood | 62 | 52 | 71 |
| Henbury & Brentry | 74 | 64 | 83 |
| Hengrove & Whitchurch Park | 70 | 60 | 79 |
| Hillfields | 75 | 65 | 84 |
| Horfield | 72 | 59 | 82 |
| Hotwells & Harbourside | 68 | 56 | 79 |
| Knowle | 82 | 73 | 89 |
| Lawrence Hill | 70 | 60 | 79 |
| Lockleaze | 82 | 71 | 89 |
| Redland | 88 | 79 | 93 |
| St George Central | 78 | 69 | 86 |
| St George Troopers Hill | 80 | 68 | 88 |
| St George West | 66 | 56 | 75 |
| Southmead | 66 | 54 | 76 |
| Southville | 80 | 72 | 87 |
| Stockwood | 70 | 54 | 82 |
| Stoke Bishop | 68 | 57 | 78 |
| Westbury-on-Trym & Henleaze | 81 | 74 | 86 |
| Windmill Hill | 84 | 75 | 91 |
| Bristol | 73.3 | 71.6 | 75.0 |
| Question number | rQ14k | | |
| Sample size | 3836 | | |
| Year | 2015 | | |
| Deprived Areas | 69.0 | 65.0 | 73.0 |
| Older people | 76.8 | 74.9 | 78.6 |
| Disabled people | 69.4 | 64.3 | 74.0 |
| BME | 69 | 62 | 75 |
| Carer | 73.0 | 70.0 | 77.0 |
| LGBT | 79 | 70 | 85 |
| Male | 69.3 | 66.6 | 71.9 |
| Female | 77.2 | 75.1 | 79.2 |
| Christian | 76.7 | 74.7 | 78.6 |
| Muslim | 66 | 51 | 79 |
| No faith | 75.7 | 73.4 | 77.8 |

Please note - these are for the new wards for Bristol City Council, effective May 2016. Also, a few indicators are new or have been re-recorded such that there is no previous trend data available.



% respondents satisfied with general household waste collection



Respondents concerned about the impact of climate change in the UK ↑

This indicator measures the proportion of residents who are concerned about the changing climate and sustainable development. Results indicate those areas and communities with raised awareness about climate change, where initiatives and actions to save energy, recycle waste and adopt greener lifestyles are more likely to be successful. Bristol was European Green Capital in 2015 and this is an important indicator to track progress from the 2014 baseline.

The indicator has been measured since 2007, and is a composite of people who say they are “fairly” or “very” concerned about climate change impact.

The decline in “concern”, coinciding with the economic recession, reached a low point in 2013 (67%) and began to reverse in 2014 (71%). This recent increase in concern about the impact of climate change in the UK continued in 2015, to 74%, but is still to recover to its former level (78% in 2009).

The proportion of residents who said they were ‘very’ concerned rose significantly to the highest point recorded in five years, at 33%. The proportion who were ‘fairly’ concerned remained broadly the unchanged over the same period, if anything registering a small decrease.

Concern was highest in Clifton Down (89%), Cotham (88%) and Easton (88%) and lowest in Stockwood (61%), Avonmouth & Lawrence Weston (61%) and Henbury & Brentry (58%).

The least concern about climate change was shown by disabled people (69%), older people (69%) and men (70%). Most concern was exhibited by women (78%), people of no faith (80%) and lesbian, gay, bisexual and transgender people (82%).

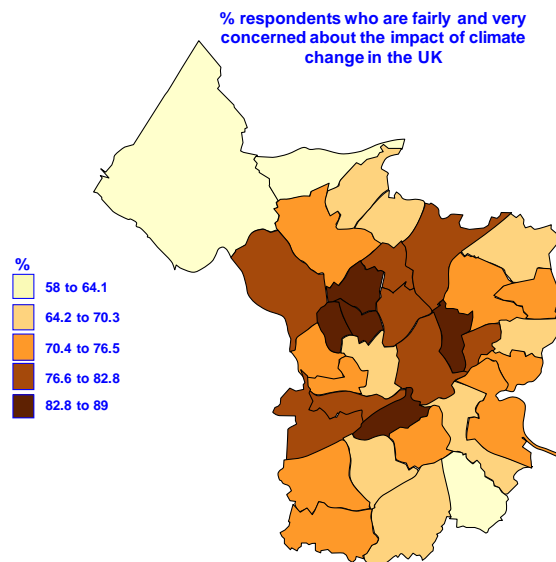
For further information on action to tackle climate change in the city and the legacy of Bristol’s Green Capital initiative see www.bristolgreencapital.org

% respondents who are fairly and very concerned about the impact of climate change in the UK

| Ward | % | lower confidence limit | upper confidence limit |
|-----------------------------|----|------------------------|------------------------|
| Ashley | 81 | 72 | 88 |
| Avonmouth & Lawrence Weston | 61 | 50 | 70 |
| Bedminster | 79 | 72 | 85 |
| Bishopston & Ashley Down | 82 | 72 | 89 |
| Bishopsworth | 75 | 64 | 84 |
| Brislington East | 74 | 63 | 83 |
| Brislington West | 65 | 54 | 75 |
| Central | 69 | 57 | 78 |
| Clifton | 76 | 65 | 85 |
| Clifton Down | 89 | 81 | 94 |
| Cotham | 88 | 79 | 93 |
| Easton | 88 | 81 | 93 |
| Eastville | 72 | 62 | 80 |
| Filwood | 68 | 57 | 77 |
| Frome Vale | 67 | 55 | 77 |
| Hartcliffe & Withywood | 72 | 63 | 80 |
| Henbury & Brentry | 58 | 48 | 68 |
| Hengrove & Whitchurch Park | 66 | 56 | 74 |
| Hillfields | 75 | 65 | 82 |
| Horfield | 70 | 57 | 80 |
| Hotwells & Harbourside | 76 | 65 | 84 |
| Knowle | 73 | 62 | 82 |
| Lawrence Hill | 78 | 69 | 84 |
| Lockleaze | 77 | 66 | 85 |
| Redland | 84 | 75 | 90 |
| St George Central | 68 | 59 | 76 |
| St George Troopers Hill | 72 | 59 | 82 |
| St George West | 78 | 69 | 85 |
| Southmead | 69 | 59 | 78 |
| Southville | 80 | 71 | 86 |
| Stockwood | 61 | 47 | 73 |
| Stoke Bishop | 77 | 68 | 85 |
| Westbury-on-Trym & Henleaze | 74 | 67 | 79 |
| Windmill Hill | 83 | 73 | 89 |

| | | | |
|-----------------|-------------|-------------|-------------|
| Bristol | 74.0 | 72.4 | 75.6 |
| Question number | rQ25 | | |
| Sample size | 4026 | | |
| Year | 2015 | | |
| Deprived Areas | 71.0 | 67.0 | 75.0 |
| Older people | 68.6 | 66.6 | 70.5 |
| Disabled people | 69.0 | 64.2 | 73.5 |
| BME | 76 | 70 | 81 |
| Carer | 72.0 | 69.0 | 76.0 |
| LGBT | 82 | 74 | 88 |
| Male | 69.7 | 67.1 | 72.2 |
| Female | 78.3 | 76.4 | 80.2 |
| Christian | 68.6 | 66.5 | 70.7 |
| Muslim | 62 | 48 | 75 |
| No faith | 78.5 | 76.4 | 80.5 |

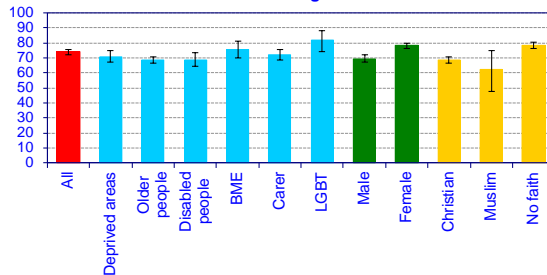
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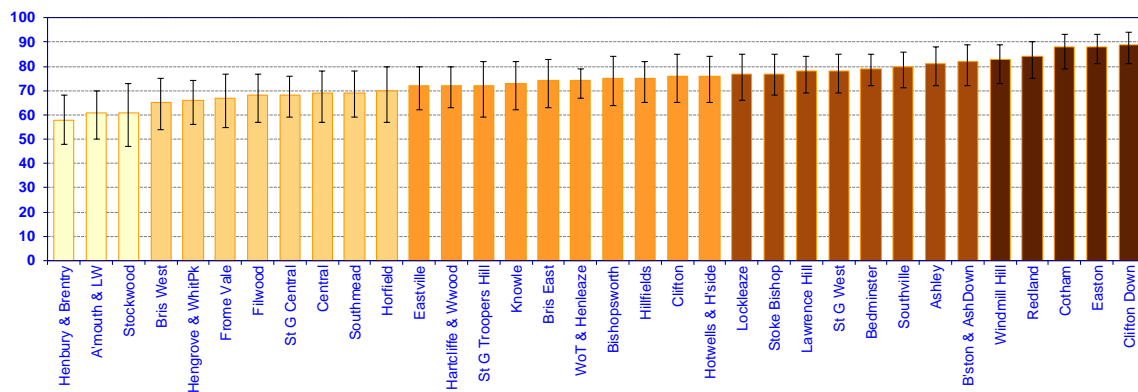
% respondents who are fairly and very concerned about the impact of climate change in the UK



% respondents who are fairly and very concerned about the impact of climate change in the UK



% respondents who are fairly and very concerned about the impact of climate change in the UK



% respondents who have taken action due to climate change concerns

Reduced energy use at home ↑

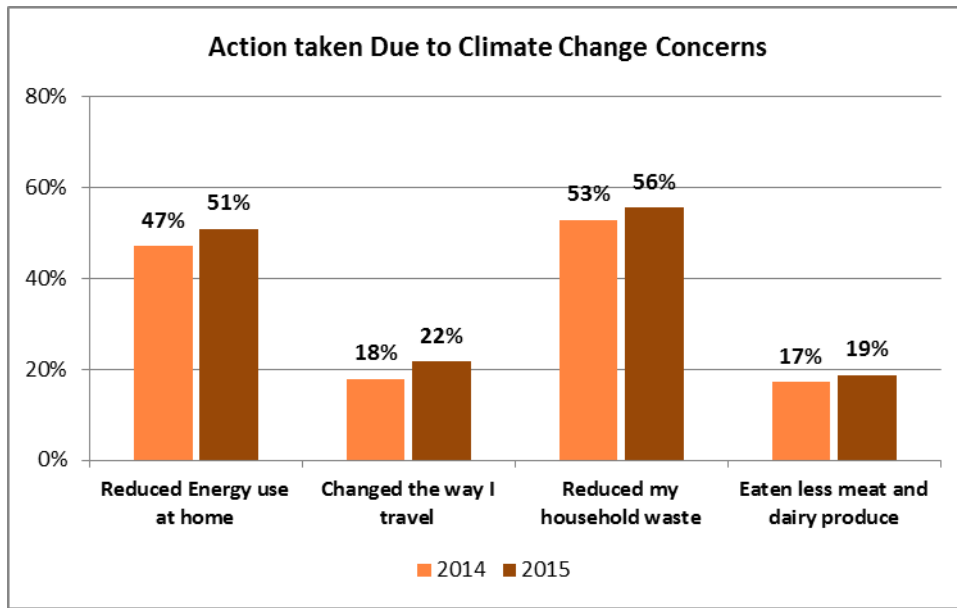
Changed the way I travel ↑

Reduced my household waste ↑

Eaten less meat and dairy produce ↔

These indicators measure the proportion of residents who are concerned about the changing climate and sustainable development and so have taken action to reduce their ecological footprint. These and other indicators have been adopted as specific indicators to measure the impact and ongoing legacy of Bristol as European Green Capital 2015

% Respondents who have taken action due to climate change concerns – all actions



A significant increase in the proportion of respondents who had taken action was recorded in three out of the four of the indicators.

Looking across Bristol it seems residents in the more central wards are more likely to take action:

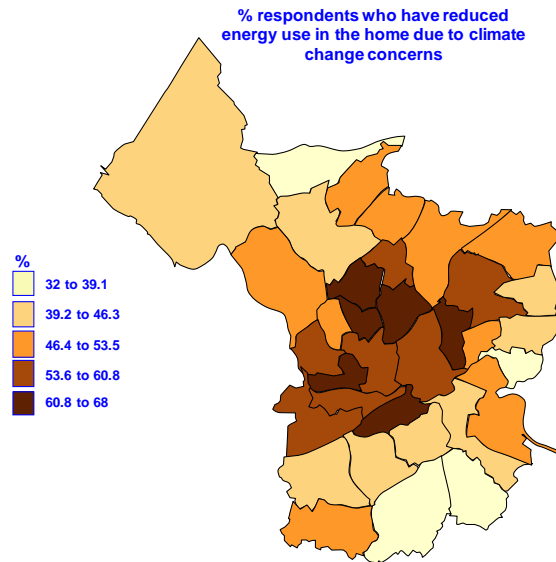
| Indicator | Highest wards | Lowest wards |
|-----------------------|-------------------------------|---|
| Reduce energy | Ashley 66% & Easton 68% | Henbury & Brentry 32%, Hengrove & Whitchurch Park 33% |
| Change travel | Cotham 40% & Southville 38% | Hengrove & Whitchurch Park 6%, Filwood 10% |
| Reduce waste | Windmill Hill 71%, Cotham 75% | Hengrove & Whitchurch Park 37%, Henbury & Brentry 42% |
| Eat less meat & dairy | Cotham 34%, Easton 42% | Hengrove & Whitchurch Park 7%, Brislington West 8% |

Older people were less likely to have changed the way they travel (17%), reduced their household waste (52%), energy use (46%) or eaten less meat and dairy (17%). Conversely, women were more likely to have reduced their household waste (63%), reduced their energy use (55%) or eaten less meat and dairy (22%). Proportionately fewer disabled people have changed the way they travel (15%) or reduced their energy use (45%) than the city average. Proportionately more lesbian, gay, bisexual or transgender people have changed the way they travel (32%) or eaten less meat or dairy (29%).

% respondents who have reduced energy use in the home due to climate change concerns

| Ward | % | lower confidence limit | upper confidence limit |
|-----------------------------|---------------|------------------------|------------------------|
| Ashley | 66 | 57 | 75 |
| Avonmouth & Lawrence Weston | 44 | 34 | 55 |
| Bedminster | 58 | 47 | 67 |
| Bishopston & Ashley Down | 58 | 48 | 68 |
| Bishopsworth | 45 | 34 | 57 |
| Brislington East | 50 | 38 | 62 |
| Brislington West | 43 | 32 | 54 |
| Central | 55 | 44 | 66 |
| Clifton | 55 | 43 | 67 |
| Clifton Down | 52 | 41 | 62 |
| Cotham | 65 | 53 | 75 |
| Easton | 68 | 58 | 76 |
| Eastville | 54 | 44 | 64 |
| Filwood | 42 | 32 | 53 |
| Frome Vale | 47 | 34 | 61 |
| Hartcliffe & Withywood | 49 | 40 | 59 |
| Henbury & Brentry | 32 | 23 | 43 |
| Hengrove & Whitchurch Park | 33 | 25 | 42 |
| Hillfields | 44 | 33 | 55 |
| Horfield | 47 | 35 | 59 |
| Hotwells & Harbourside | 61 | 50 | 71 |
| Knowle | 45 | 35 | 57 |
| Lawrence Hill | 56 | 47 | 65 |
| Lockleaze | 53 | 42 | 64 |
| Redland | 64 | 55 | 73 |
| St George Central | 45 | 35 | 55 |
| St George Troopers Hill | 37 | 27 | 48 |
| St George West | 52 | 41 | 62 |
| Southmead | 50 | 39 | 61 |
| Southville | 58 | 48 | 67 |
| Stockwood | 39 | 27 | 54 |
| Stoke Bishop | 47 | 37 | 58 |
| Westbury-on-Trym & Henleaze | 46 | 39 | 54 |
| Windmill Hill | 62 | 51 | 71 |
| Bristol | 50.9 | 49.0 | 52.7 |
| Question number | rQ27ci | | |
| Sample size | 3776 | | |
| Year | 2015 | | |
| Deprived Areas | 48.0 | 44.0 | 53.0 |
| Older people | 45.6 | 43.4 | 47.9 |
| Disabled people | 45.0 | 39.2 | 49.9 |
| BME | 54 | 47 | 61 |
| Carer | 51.0 | 47.0 | 55.0 |
| LGBT | 56 | 46 | 65 |
| Male | 47.2 | 44.4 | 50.0 |
| Female | 54.5 | 52.2 | 56.9 |
| Christian | 45.7 | 43.3 | 48.0 |
| Muslim | 46 | 31 | 61 |
| No faith | 55.1 | 52.5 | 57.6 |

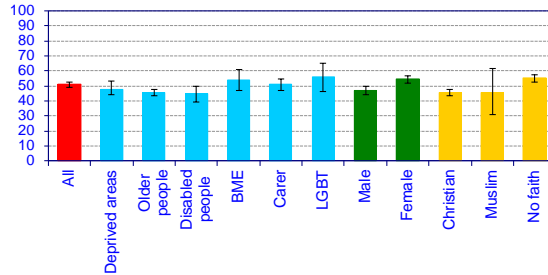
Please note - these are for the new wards for Bristol City Council, effective May 2016. Also, a few indicators are new or have been re-recorded such that there is no previous trend data available.



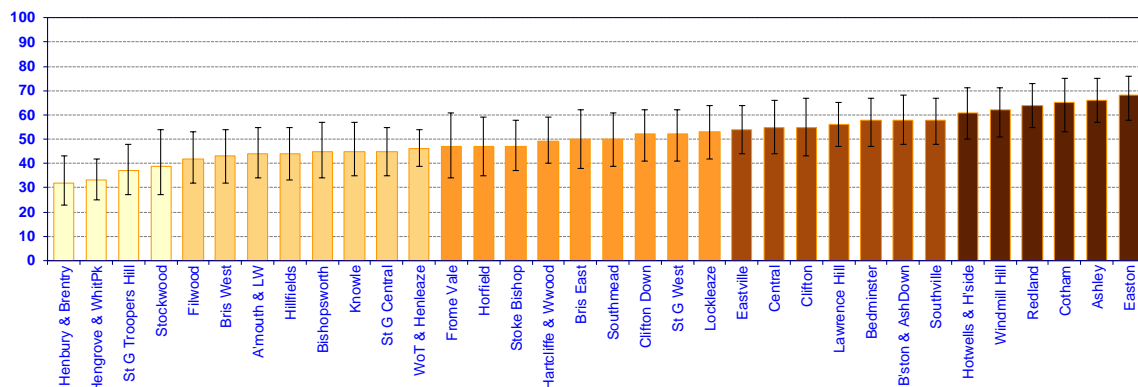
% respondents who have reduced energy use in the home due to climate change concerns



% respondents who have reduced energy use in the home due to climate change concerns



% respondents who have reduced energy use in the home due to climate change concerns



Keep Bristol moving

A city where public transport provides an affordable quality alternative to the car, where streets are no longer clogged with traffic, our air is cleaner, and it is increasingly attractive to walk and cycle

% respondents who travel to work by car (as driver) ↓

% respondents who think, over the past 2 years, their neighbourhood has got worse/betterfor traffic congestion

Traffic congestion is directly related to the proportion of residents who regularly drive to work. Congestion incurs not just an economic cost, but also has a negative environmental and health impact due to vehicle exhaust emissions. There is an increasing body of evidence that traffic-related air pollution is a cause of premature death and contributes to climate change. These indicators measure if there is behavioural change to more sustainable modes (car sharing, bus, cycle, walk) in preference to cars for regular, short journeys (see page 28).

% respondents who travel to work by car (as driver) ↓

There was a rise in the percentage of residents travelling to work by car in the last year, from 41% (in 2014) to 44%, which may be related to the marked fall in fuel prices in late 2015. However the medium term trend for people driving to work is downwards, from 53% in 2010. Most regular car drivers lived in wards on the periphery of the city such as Stockwood, Henbury & Brentry, Bishopsworth and St George Troopers Hill (60% or more). Unsurprisingly, fewer people in the central areas of Cotham, Central, Lawrence Hill and Windmill Hill drove to work (less than one in four residents). Equalities analysis indicated older people (47%) and carers (49%) were more likely to drive, whilst fewer disabled people (34%) travelled to work by car.

% respondents who think, over the past 2 years, their neighbourhood has got worse/betterfor traffic congestion

The majority of residents (57%) think that traffic congestion in their neighbourhood has got worse over the past two years. A particular problem is reported in North and South-East Bristol: Southmead (79%), Westbury-on-Trym & Henleaze (74%), Horfield (73%) and Brislington West (79%). More older people (64%) and carers (66%) believe that traffic congestion has got worse than the average. Fewer people in deprived areas (50%) feel it has got worse.

In contrast, only 6% of residents think traffic congestion has actively got better over the past two years. Areas where the greatest improvement appears to have occurred are Cotham (25%), Clifton Down (20%) and Clifton (20%) wards. A higher proportion of people living in deprived areas (8%) say traffic congestion is better.

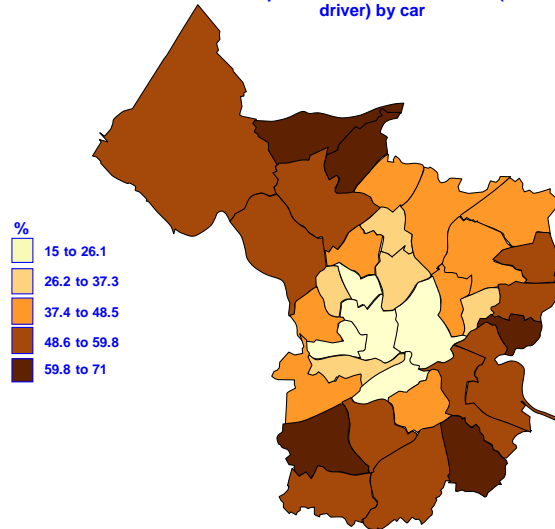
% respondents who travel to work (as driver) by car

| Ward | % | lower confidence limit | upper confidence limit |
|-----------------------------|----|------------------------|------------------------|
| Ashley | 31 | 22 | 43 |
| Avonmouth & Lawrence Weston | 50 | 38 | 61 |
| Bedminster | 42 | 31 | 54 |
| Bishopston & Ashley Down | 27 | 19 | 38 |
| Bishopsworth | 61 | 47 | 73 |
| Brislington East | 56 | 44 | 68 |
| Brislington West | 51 | 39 | 63 |
| Central | 17 | 10 | 28 |
| Clifton | 40 | 28 | 53 |
| Clifton Down | 31 | 22 | 42 |
| Cotham | 15 | 9 | 25 |
| Easton | 40 | 28 | 52 |
| Eastville | 46 | 36 | 57 |
| Filwood | 52 | 40 | 64 |
| Frome Vale | 48 | 36 | 61 |
| Hartcliffe & Withywood | 57 | 46 | 67 |
| Henbury & Brentry | 65 | 53 | 75 |
| Hengrove & Whitchurch Park | 59 | 46 | 70 |
| Hillfields | 59 | 45 | 71 |
| Horfield | 38 | 24 | 53 |
| Hotwells & Harbourside | 26 | 17 | 38 |
| Knowle | 43 | 32 | 56 |
| Lawrence Hill | 23 | 15 | 33 |
| Lockleaze | 46 | 34 | 58 |
| Redland | 40 | 30 | 50 |
| St George Central | 57 | 45 | 68 |
| St George Troopers Hill | 60 | 47 | 73 |
| St George West | 36 | 25 | 48 |
| Southmead | 60 | 47 | 72 |
| Southville | 28 | 20 | 39 |
| Stockwood | 71 | 56 | 82 |
| Stoke Bishop | 56 | 44 | 68 |
| Westbury-on-Trym & Henleaze | 56 | 47 | 65 |
| Windmill Hill | 23 | 15 | 33 |

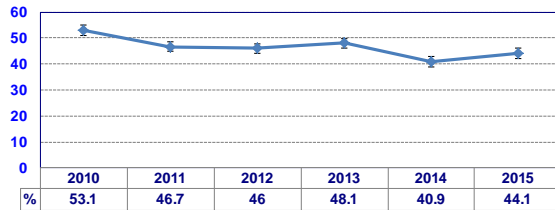
| | | | |
|-----------------|-------------|-------------|-------------|
| Bristol | 44.1 | 42.1 | 46.1 |
| Question number | Q21 | | |
| Sample size | 2730 | | |
| Year | 2015 | | |
| Deprived Areas | 37.0 | 32.0 | 42.0 |
| Older people | 46.9 | 43.8 | 50.1 |
| Disabled people | 34.0 | 26.7 | 41.9 |
| BME | 44 | 37 | 51 |
| Carer | 49.0 | 44.0 | 54.0 |
| LGBT | 32 | 24 | 42 |
| Male | 45.7 | 42.7 | 48.9 |
| Female | 42.5 | 39.9 | 45.0 |
| Christian | 47.6 | 44.6 | 50.7 |
| Muslim | 48 | 34 | 63 |
| No faith | 37.6 | 35.0 | 40.2 |

Please note - these are for the new wards for Bristol City Council, effective May 2016. Also, a few indicators are new or have been re-recorded such that there is no previous trend data available.

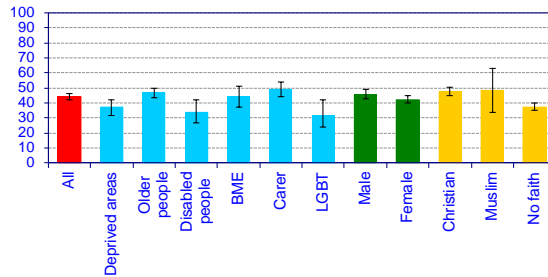
% respondents who travel to work (as driver) by car



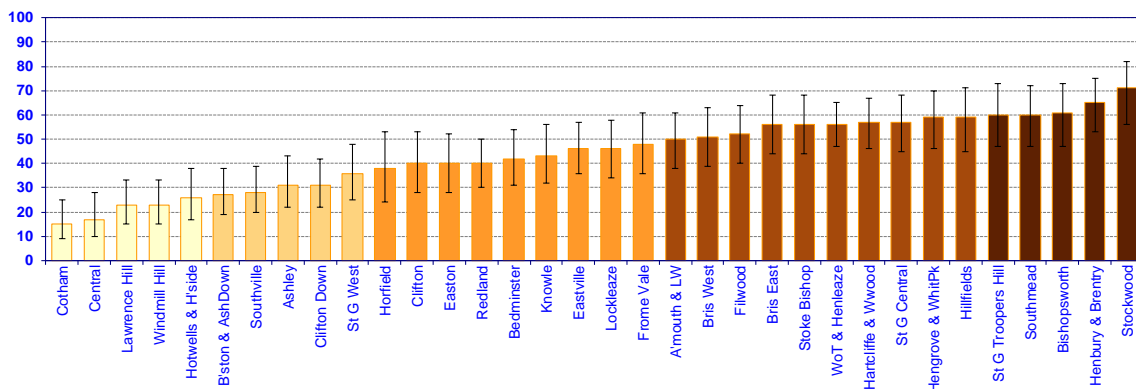
% respondents who travel to work (as driver) by car



% respondents who travel to work (as driver) by car



% respondents who travel to work (as driver) by car



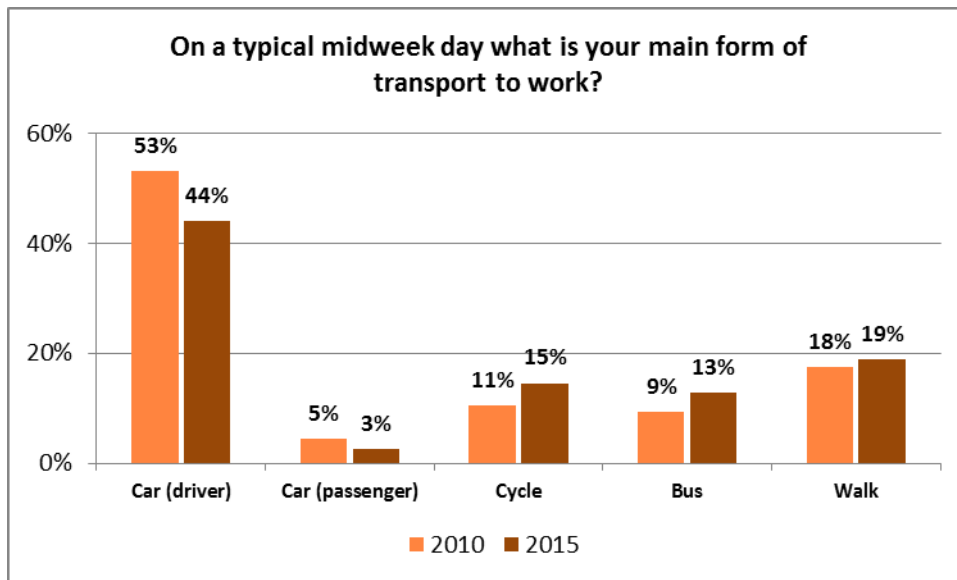
% respondents who cycle to work ↑

% respondents who walk to work ↔

% respondents who travel to work by bus ↑

These alternative modes of transport in the city have less of an impact on the environment than driving a car. Cycling and walking are cheaper than driving a car and beneficial for improving health and fitness. They help lower blood pressure and improve heart health, as well as improving mental health and wellbeing. This is an important measure for Bristol and the success of the “Cycling City” initiative.

Despite appearing to plateau in the past year, cycling levels still show an increase from 11% in 2010 to 15% in 2015. Over the same period, the percentage of people walking to work remained steady at 19% (18% in 2010). The proportion of residents who travelled as a car passenger to work had decreased from 5% to 3% and residents who travelled to work by bus increased from 9% to 13%.



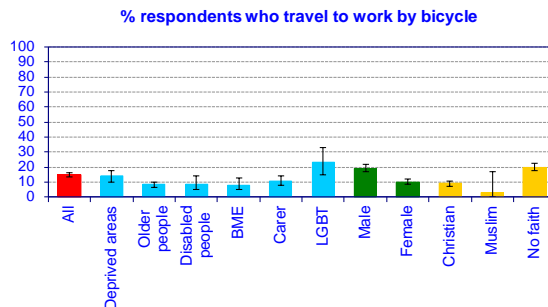
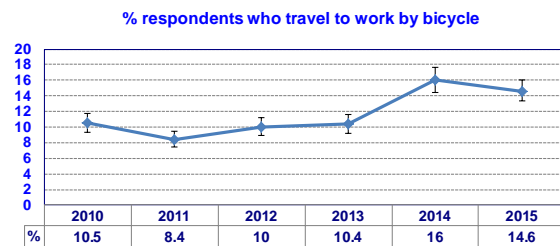
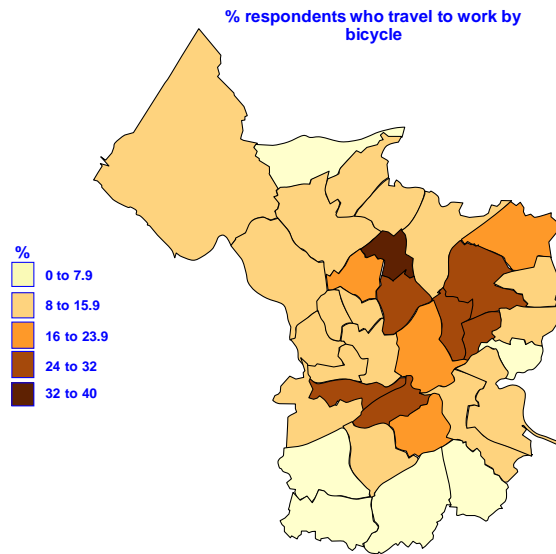
Wards near the centre of the city had the highest prevalence of residents riding a bike to work: two out of five of commuters in Bishopston & Ashley Down; three out of ten commuters in Southville and Easton; and one out of four commuters in Eastville, Ashley, Windmill Hill and St George West. Whilst wards on Bristol’s periphery recorded the lowest proportion of residents cycling to work in the city. One in twenty, or fewer, commuters rode a bike to work in Hengrove & Whitchurch Park, Hartcliffe & Withywood, St George Troopers Hill, Stockwood, Bishopsworth and Henbury & Brentry.

Equalities analysis demonstrated that men (19%) and younger people (18%) were more likely to cycle. A higher proportion of disabled people were regular bus users (22%).

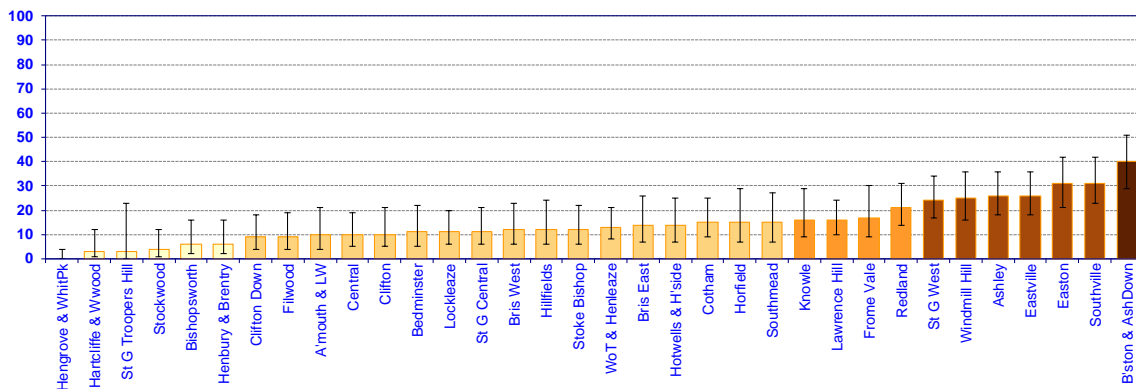
% respondents who travel to work by bicycle

| Ward | % | lower confidence limit | upper confidence limit |
|-----------------------------|-------------|------------------------|------------------------|
| Ashley | 26 | 18 | 36 |
| Avonmouth & Lawrence Weston | 10 | 4 | 21 |
| Bedminster | 11 | 5 | 22 |
| Bishopston & Ashley Down | 40 | 29 | 51 |
| Bishopsworth | 6 | 2 | 16 |
| Brislington East | 14 | 7 | 26 |
| Brislington West | 12 | 6 | 23 |
| Central | 10 | 5 | 19 |
| Clifton | 10 | 5 | 21 |
| Clifton Down | 9 | 4 | 18 |
| Cotham | 15 | 9 | 25 |
| Easton | 31 | 21 | 42 |
| Eastville | 26 | 18 | 36 |
| Filwood | 9 | 4 | 19 |
| Frome Vale | 17 | 9 | 30 |
| Hartcliffe & Withywood | 3 | 1 | 12 |
| Henbury & Brentry | 6 | 2 | 16 |
| Hengrove & Whitchurch Park | 0 | 0 | 4 |
| Hillfields | 12 | 6 | 24 |
| Horfield | 15 | 7 | 29 |
| Hotwells & Harbourside | 14 | 7 | 25 |
| Knowle | 16 | 9 | 29 |
| Lawrence Hill | 16 | 10 | 24 |
| Lockleaze | 11 | 6 | 20 |
| Redland | 21 | 14 | 31 |
| St George Central | 11 | 6 | 21 |
| St George Troopers Hill | 3 | 0 | 23 |
| St George West | 24 | 17 | 34 |
| Southmead | 15 | 7 | 27 |
| Southville | 31 | 23 | 42 |
| Stockwood | 4 | 1 | 12 |
| Stoke Bishop | 12 | 6 | 22 |
| Westbury-on-Trym & Henleaze | 13 | 8 | 21 |
| Windmill Hill | 25 | 16 | 36 |
| Bristol | 14.6 | 13.3 | 16.1 |
| Question number | Q21 | | |
| Sample size | 2730 | | |
| Year | 2015 | | |
| Deprived Areas | 14.0 | 10.0 | 18.0 |
| Older people | 8.3 | 6.8 | 10.1 |
| Disabled people | 8.4 | 4.9 | 14.1 |
| BME | 8 | 5 | 13 |
| Carer | 11.0 | 8.0 | 14.0 |
| LGBT | 23 | 15 | 33 |
| Male | 19.0 | 16.7 | 21.6 |
| Female | 10.3 | 8.8 | 11.9 |
| Christian | 9.1 | 7.5 | 10.9 |
| Muslim | 3 | 0 | 17 |
| No faith | 20.0 | 17.8 | 22.4 |

Please note - these are for the new wards for Bristol City Council, effective May 2016. Also, a few indicators are new or have been re-recorded such that there is no previous trend data available.



% respondents who travel to work by bicycle



% respondents who are satisfied with the bus service ↓

% respondents who are satisfied with information on bus services ↔

% respondents who are satisfied with bus stops and shelters ↔

These indicators measure public satisfaction with the bus service that is mainly provided by First Bus working with the City Council who provide the infrastructure. Responses are also likely to reflect satisfaction with information about buses, bus frequency, cost and satisfaction with bus stops and bus lanes.

% respondents who are satisfied with the bus service ↓

Satisfaction with the local bus service fell steeply to 48% in 2013 from a high of 56% in 2012 and has remained flat over the past two years, measuring 50% in 2015.

Levels of satisfaction were below average in Southville, Filwood and Hengrove & Whitchurch Park wards, at 33%, 39% and 40% respectively. Satisfaction was above average for Henbury & Brentry ward (62%). Older people, at 58%, were the group most satisfied with their bus service, whilst women (53%) tended to be more satisfied than men (48%).

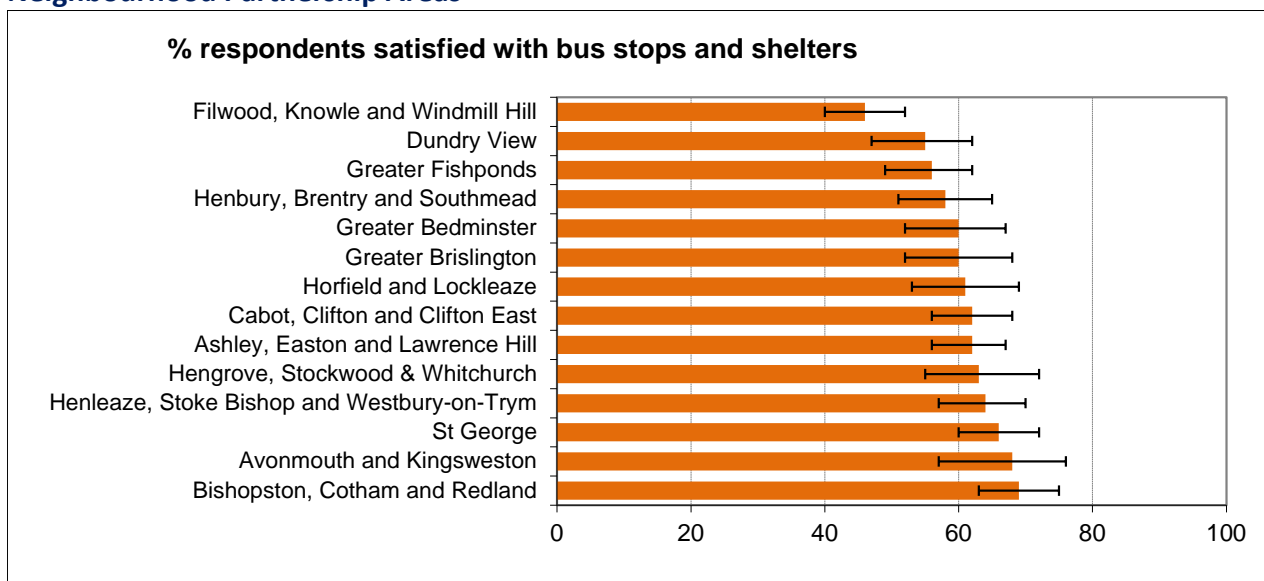
% respondents who are satisfied with information on bus services ↔

Satisfaction with information on local bus services has remained unchanged since 2010, at 50%. Residents were less satisfied with information in Clifton (34%) and Windmill Hill (38%). Older people reported higher satisfaction (55%).

% respondents satisfied with bus stops and shelters ↔

61% of residents were satisfied with bus stops and shelters in 2015, not significantly different to 2013, when it measured 62%. Wards where satisfaction was below average were Filwood and Windmill Hill, at 37% and 39% respectively. Satisfaction was above average for Bishopston & Ashley Down (80%), St George West (74%), Clifton Down (72%), St George Central (70%) and Westbury-on-Trym & Henleaze (69%). Older people were the group most satisfied with bus stops and shelters, at 64%, whilst disabled people (55%) were less satisfied than non-disabled people (63%) and deprived areas (57%) less satisfied than non-deprived areas (62%).

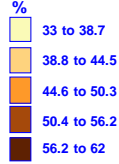
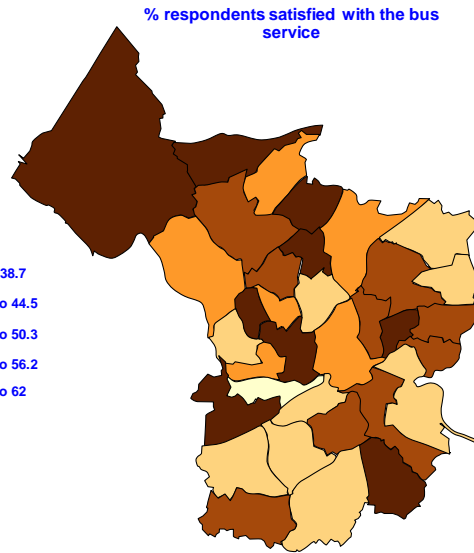
Neighbourhood Partnership Areas



% respondents satisfied with the bus service

| Ward | % | lower confidence limit | upper confidence limit |
|-----------------------------|-------------|------------------------|------------------------|
| Ashley | 42 | 32 | 53 |
| Avonmouth & Lawrence Weston | 60 | 49 | 70 |
| Bedminster | 60 | 47 | 71 |
| Bishopston & Ashley Down | 60 | 49 | 70 |
| Bishopsworth | 42 | 32 | 53 |
| Brislington East | 42 | 32 | 52 |
| Brislington West | 55 | 43 | 66 |
| Central | 58 | 45 | 69 |
| Clifton | 39 | 29 | 51 |
| Clifton Down | 61 | 50 | 71 |
| Cotham | 45 | 33 | 56 |
| Easton | 54 | 44 | 64 |
| Eastville | 55 | 45 | 64 |
| Filwood | 39 | 30 | 49 |
| Frome Vale | 43 | 31 | 55 |
| Hartcliffe & Withywood | 54 | 44 | 64 |
| Henbury & Brentry | 62 | 51 | 72 |
| Hengrove & Whitchurch Park | 40 | 31 | 50 |
| Hillfields | 39 | 28 | 51 |
| Horfield | 57 | 46 | 68 |
| Hotwells & Harbourside | 50 | 37 | 62 |
| Knowle | 55 | 44 | 66 |
| Lawrence Hill | 49 | 40 | 59 |
| Lockleaze | 48 | 38 | 58 |
| Redland | 56 | 46 | 65 |
| St George Central | 55 | 44 | 64 |
| St George Troopers Hill | 51 | 39 | 63 |
| St George West | 61 | 50 | 71 |
| Southmead | 47 | 36 | 58 |
| Southville | 33 | 24 | 43 |
| Stockwood | 62 | 47 | 74 |
| Stoke Bishop | 45 | 33 | 57 |
| Westbury-on-Trym & Henleaze | 52 | 45 | 60 |
| Windmill Hill | 43 | 32 | 54 |
| Bristol | 50.3 | 48.4 | 52.1 |
| Question number | rQ14a | | |
| Sample size | 3656 | | |
| Year | 2015 | | |
| Deprived Areas | 52.0 | 47.0 | 56.0 |
| Older people | 57.3 | 55.0 | 59.5 |
| Disabled people | 50.0 | 44.9 | 55.5 |
| BME | 53 | 46 | 59 |
| Carer | 50.0 | 46.0 | 54.0 |
| LGBT | 49 | 40 | 59 |
| Male | 47.8 | 45.0 | 50.7 |
| Female | 52.7 | 50.2 | 55.1 |
| Christian | 56.9 | 54.5 | 59.1 |
| Muslim | 50 | 34 | 66 |
| No faith | 47.6 | 45.0 | 50.2 |

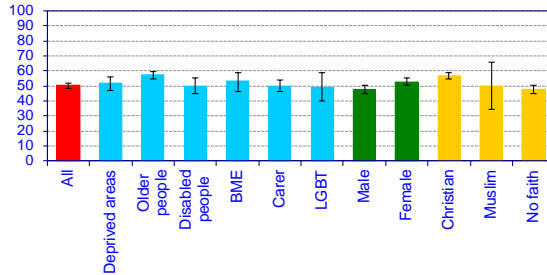
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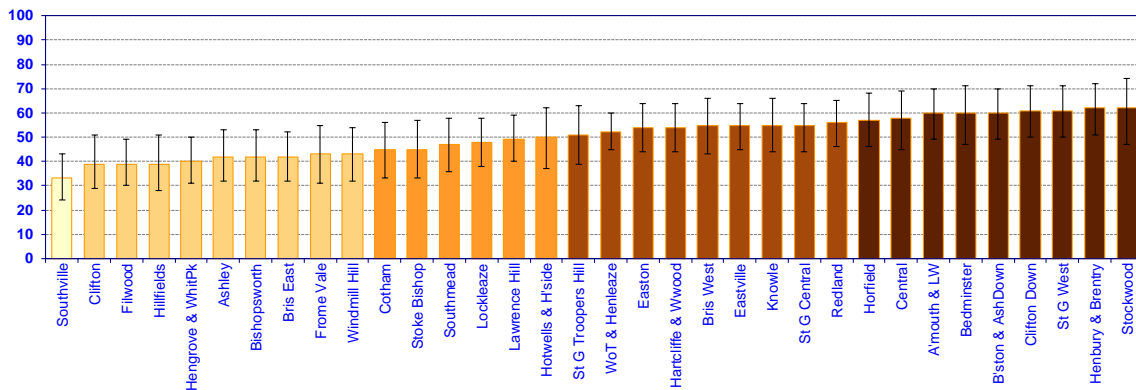
% respondents satisfied with the bus service



% respondents satisfied with the bus service



% respondents satisfied with the bus service



Keep Bristol Working and Learning

A learning city where every citizen has access to good education and is able to acquire the skills they need to join Bristol’s world class workforce

% respondents who find it difficult to manage financially ↓
% respondents on means tested benefits ↓

These indicators are proxy measures for poverty and deprivation based on the sample that responded to this survey. Low values and decreasing trends will reflect less deprivation with more employment opportunities and less dependency on benefits.

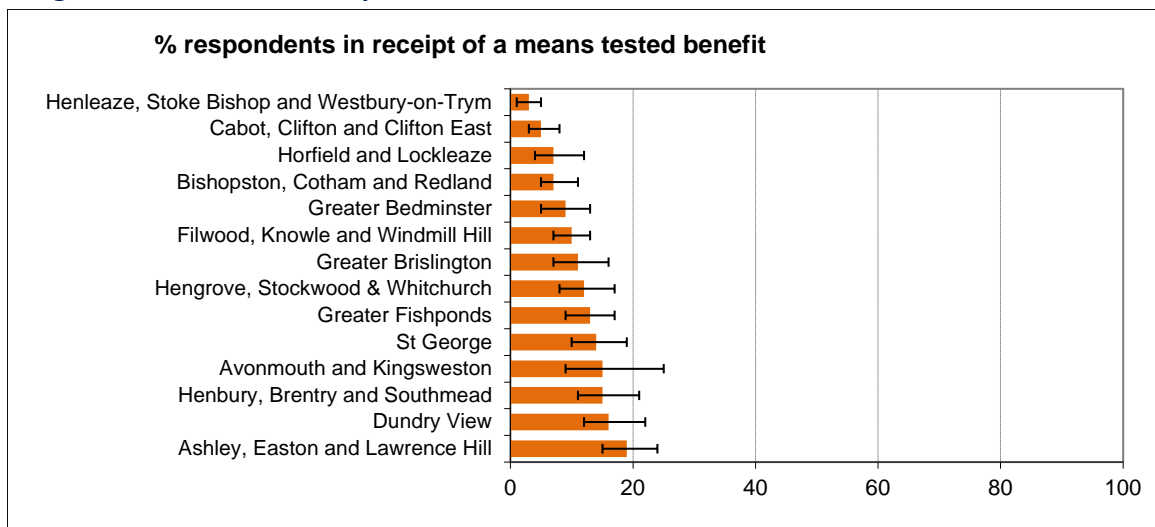
% respondents who find it difficult to manage financially ↓

A small proportion of respondents, at 12%, said they found it quite or very difficult to get by, down three percentage points since 2013. However, one in five of residents in Hartcliffe & Withywood and Lawrence Hill said they had difficulty managing their finances. The overall pattern across the city reflected areas of deprivation, see www.bristol.gov.uk/deprivation. A quarter of people of Muslim faith and one in five disabled people were experiencing financial difficulties.

% respondents on means tested benefits ↓

In 2015, 11% said they received a means tested benefit – an overall decrease and significantly lower than levels in 2010 when there were 16%. There was a large variation across the city, ranging from less than one in twenty residents in Clifton Down and Stoke Bishop wards compared with one in five, or more, people in Easton, Hartcliffe & Withywood and Lawrence Hill wards. More than twice as many residents (24%) are claiming benefits in deprived areas compared with the city average. Analysis by equalities groups also showed economic disparities, with 29% of disabled people and 39% of people of Muslim faith claiming a means tested benefit.

Neighbourhood Partnership Areas

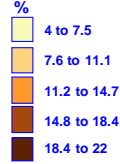
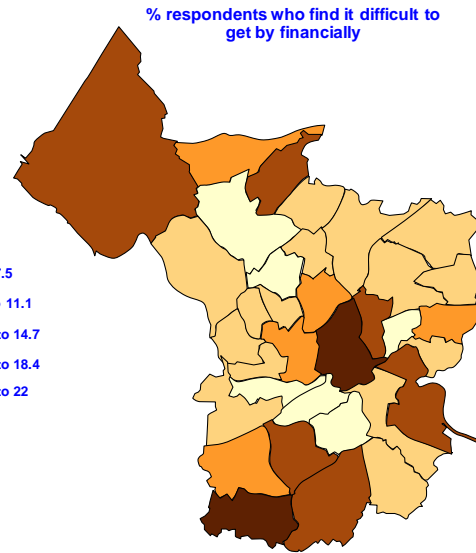


Both these indicators appear to reflect a city that is moving out of the recession.

% respondents who find it difficult to get by financially

| Ward | % | lower confidence limit | upper confidence limit |
|-----------------------------|-------------|------------------------|------------------------|
| Ashley | 13 | 8 | 20 |
| Avonmouth & Lawrence Weston | 16 | 9 | 27 |
| Bedminster | 11 | 6 | 21 |
| Bishopston & Ashley Down | 10 | 5 | 18 |
| Bishopsworth | 12 | 5 | 23 |
| Brislington East | 17 | 10 | 27 |
| Brislington West | 8 | 4 | 14 |
| Central | 13 | 7 | 22 |
| Clifton | 10 | 4 | 21 |
| Clifton Down | 9 | 4 | 19 |
| Cotham | 9 | 5 | 18 |
| Easton | 15 | 9 | 24 |
| Eastville | 10 | 5 | 18 |
| Filwood | 17 | 11 | 26 |
| Frome Vale | 9 | 4 | 17 |
| Hartcliffe & Withywood | 22 | 15 | 30 |
| Henbury & Brently | 13 | 8 | 22 |
| Hengrove & Whitchurch Park | 16 | 9 | 27 |
| Hillfields | 10 | 5 | 17 |
| Horfield | 10 | 5 | 22 |
| Hotwells & Harbourside | 10 | 5 | 20 |
| Knowle | 6 | 3 | 11 |
| Lawrence Hill | 21 | 15 | 28 |
| Lockleaze | 11 | 6 | 19 |
| Redland | 4 | 1 | 10 |
| St George Central | 12 | 7 | 19 |
| St George Troopers Hill | 11 | 5 | 24 |
| St George West | 7 | 3 | 14 |
| Southmead | 18 | 11 | 28 |
| Southville | 6 | 3 | 12 |
| Stockwood | 11 | 5 | 25 |
| Stoke Bishop | 9 | 5 | 18 |
| Westbury-on-Trym & Henleaze | 4 | 2 | 8 |
| Windmill Hill | 7 | 4 | 14 |
| Bristol | 11.6 | 10.5 | 13.0 |
| Question number | | rQ50 | |
| Sample size | | 4025 | |
| Year | | 2015 | |
| Deprived Areas | 18.0 | 15.0 | 21.0 |
| Older people | 9.0 | 7.8 | 10.3 |
| Disabled people | 22.2 | 18.3 | 26.7 |
| BME | 17 | 13 | 23 |
| Carer | 11.0 | 9.0 | 14.0 |
| LGBT | 14 | 9 | 21 |
| Male | 11.6 | 9.8 | 13.7 |
| Female | 11.7 | 10.3 | 13.3 |
| Christian | 9.1 | 7.9 | 10.4 |
| Muslim | 26 | 15 | 41 |
| No faith | 9.6 | 8.2 | 11.1 |

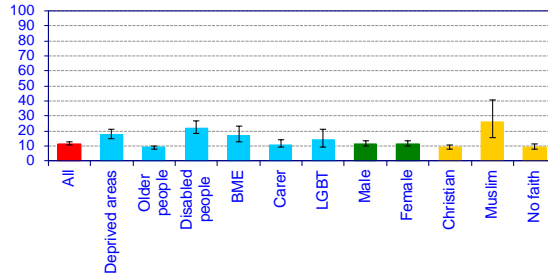
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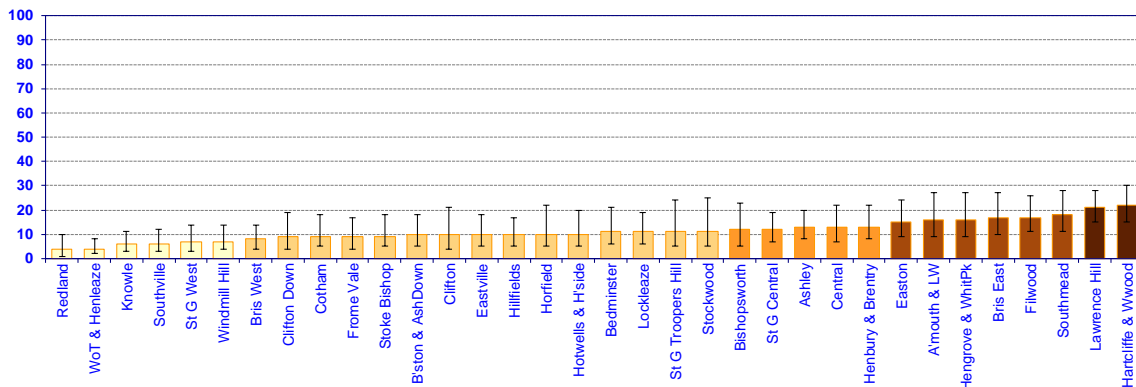
% respondents who find it difficult to get by financially



% respondents who find it difficult to get by financially



% respondents who find it difficult to get by financially



% respondents who need to develop their English, maths, computer skills, employability skills or technical/professional skills

The question ‘Do you need to develop your skills in any of these areas: English, maths, computer skills, employability skills or technical/professional skills?’ was asked for the first time in the 2015 survey. A high percentage for these indicators could be seen as evidence of a deficit, but from another point of view might be regarded more positively as people alive to learning opportunities. Continuous learning is essential to develop a highly skilled workforce necessary for future business needs.

% respondents who need to develop their English or maths

The proportion of residents who wanted to improve their English and maths was 6% and 5% respectively. However, this survey will underestimate the true level of need for English because the method of responding is by self-complete questionnaire. There was little geographic variation apart from Central ward where 20% of respondents wanted to raise their English skills. More people of Muslim faith (29%) and Black or minority ethnic groups (16%) required help with their English than other groups.

% respondents who need to develop their computer skills

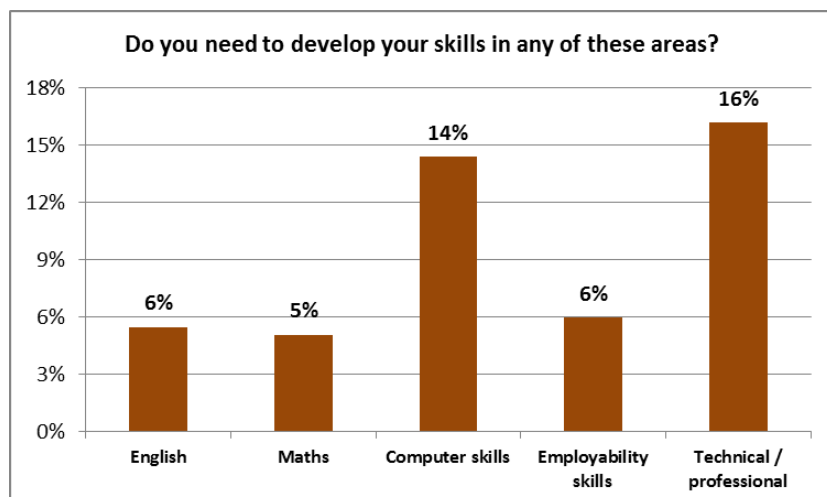
There were more people who believed their computer skills to be inadequate, at 14%, than thought their English or maths skills needed to be improved. Disabled people (29%), older people (23%) and carers (23%) had more need than the average.

% respondents who need to develop their employability skills

Central was the ward with the greatest number (21%) of residents reporting a deficiency in their employability skills (e.g. job search and interviews) compared with a city average of 6%. A higher proportion of people of Muslim faith (19%) and from Black or minority ethnic groups (15%) were also less confident with these skills.

% respondents who need to develop their technical/professional skills

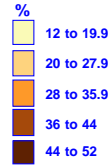
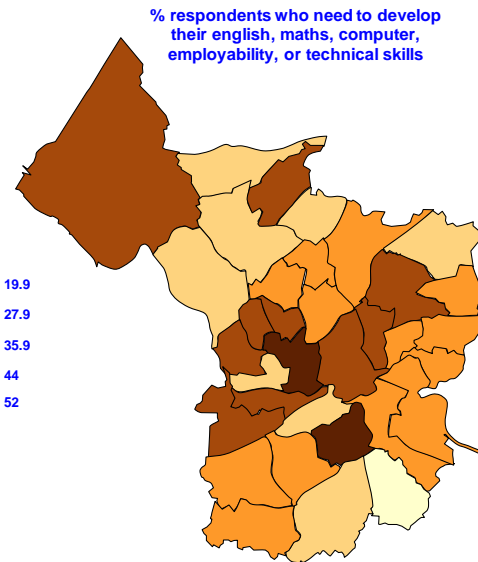
The skills which were underdeveloped for the highest percentage of respondents were technical/professional, at 16%. More men (21%) and people from Black and minority ethnic groups (22%) thought they needed to improve. The greatest need was reported in central areas of Bristol, which have a higher percentage of young professionals.



% respondents who need to develop their english, maths, computer, employability, or technical skills

| Ward | % | lower confidence limit | upper confidence limit |
|-----------------------------|-------------|------------------------|------------------------|
| Ashley | 31 | 23 | 41 |
| Avonmouth & Lawrence Weston | 37 | 27 | 47 |
| Bedminster | 38 | 28 | 48 |
| Bishopston & Ashley Down | 29 | 20 | 39 |
| Bishopsworth | 30 | 20 | 42 |
| Brislington East | 34 | 24 | 46 |
| Brislington West | 32 | 23 | 43 |
| Central | 52 | 40 | 63 |
| Clifton | 40 | 29 | 52 |
| Clifton Down | 37 | 26 | 48 |
| Cotham | 39 | 29 | 50 |
| Easton | 39 | 30 | 50 |
| Eastville | 36 | 28 | 45 |
| Filwood | 34 | 24 | 45 |
| Frome Vale | 26 | 17 | 38 |
| Hartcliffe & Withywood | 35 | 26 | 45 |
| Henbury & Brentry | 24 | 17 | 34 |
| Hengrove & Whitchurch Park | 24 | 16 | 34 |
| Hillfields | 33 | 23 | 44 |
| Horfield | 27 | 16 | 40 |
| Hotwells & Harbourside | 26 | 16 | 38 |
| Knowle | 47 | 37 | 57 |
| Lawrence Hill | 41 | 32 | 51 |
| Lockleaze | 31 | 22 | 41 |
| Redland | 30 | 22 | 41 |
| St George Central | 34 | 26 | 44 |
| St George Troopers Hill | 33 | 22 | 46 |
| St George West | 31 | 22 | 42 |
| Southmead | 37 | 28 | 48 |
| Southville | 36 | 28 | 46 |
| Stockwood | 12 | 8 | 18 |
| Stoke Bishop | 26 | 17 | 36 |
| Westbury-on-Trym & Henleaze | 24 | 19 | 31 |
| Windmill Hill | 22 | 15 | 32 |
| Bristol | 32.9 | 31.1 | 34.7 |
| Question number | rrrQ53vi | | |
| Sample size | 3854 | | |
| Year | 2015 | | |
| Deprived Areas | 34.0 | 29.0 | 38.0 |
| Older people | 28.0 | 25.9 | 30.2 |
| Disabled people | 38.0 | 32.9 | 43.6 |
| BME | 47 | 40 | 53 |
| Carer | 34.0 | 30.0 | 38.0 |
| LGBT | 38 | 30 | 48 |
| Male | 36.4 | 33.7 | 39.2 |
| Female | 29.4 | 27.2 | 31.7 |
| Christian | 29.2 | 27.0 | 31.4 |
| Muslim | 63 | 48 | 77 |
| No faith | 29.9 | 27.6 | 32.3 |

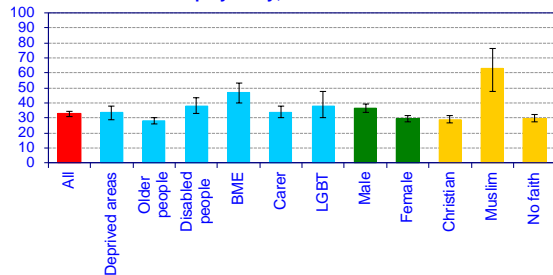
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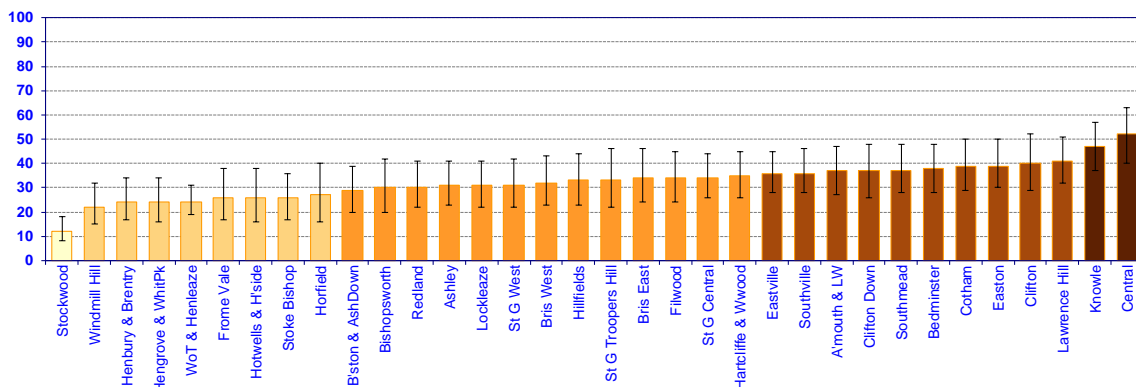
% respondents who need to develop their english, maths, computer, employability, or technical skills



% respondents who need to develop their english, maths, computer, employability, or technical skills



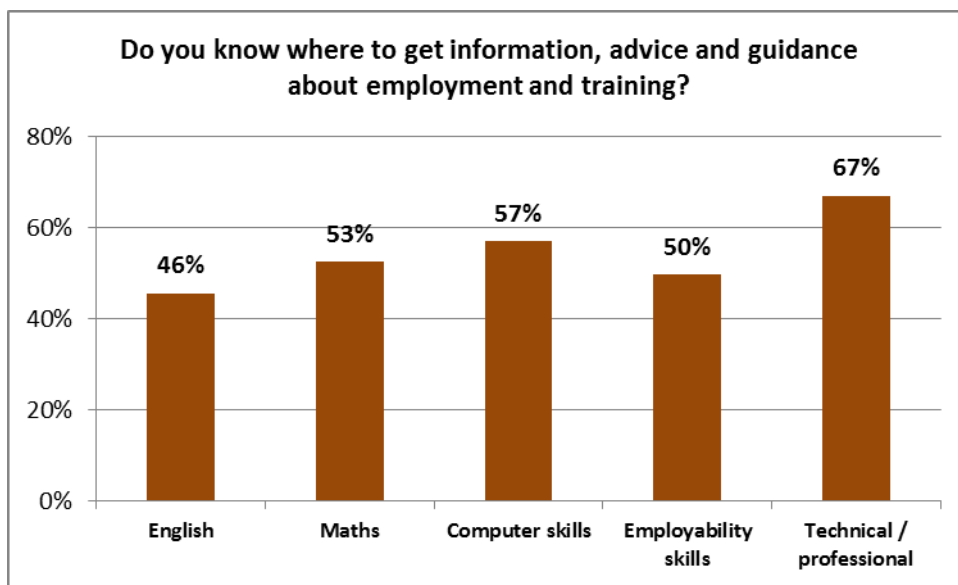
% respondents who need to develop their english, maths, computer, employability, or technical skills



% respondents who know where to get information, advice & guidance about employment & training

This indicator measures the availability and accessibility of information, advice & guidance about employment & training. High values and increasing trend will reflect greater success in the promotion of learning opportunities and networks.

Of those respondents who need to develop their skills, three out of five (61%) know where to get information, advice and guidance about employment and training. Residents in South-East Bristol are the least likely to know where to get information, advice and guidance – only two in five respondents in Brislington West (39%) and Hengrove & Whitchurch Park (38%) wards. Fewer disabled people (52%) know where to get information, advice & guidance compared with non-disabled people (63%).

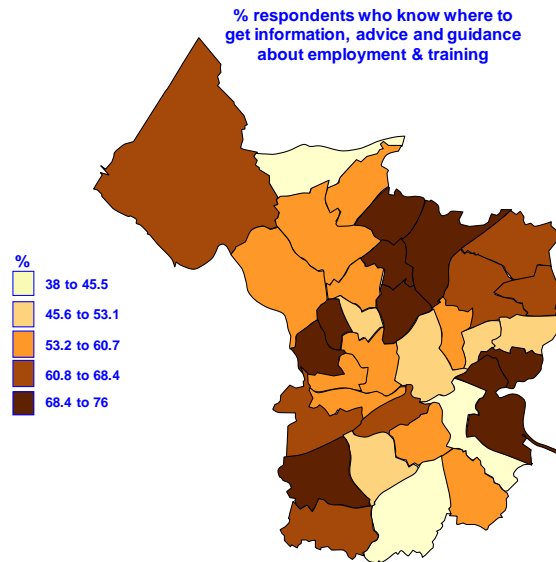


% respondents who know where to get information, advice and guidance about employment & training

| Ward | % | lower confidence limit | upper confidence limit |
|-----------------------------|----|------------------------|------------------------|
| Ashley | 76 | 62 | 87 |
| Avonmouth & Lawrence Weston | 67 | 50 | 80 |
| Bedminster | 68 | 50 | 81 |
| Bishopston & Ashley Down | 69 | 50 | 83 |
| Bishopsworth | 72 | 53 | 85 |
| Brislington East | 74 | 54 | 87 |
| Brislington West | 39 | 24 | 58 |
| Central | 56 | 41 | 71 |
| Clifton | 76 | 60 | 87 |
| Clifton Down | 75 | 57 | 87 |
| Cotham | 49 | 33 | 65 |
| Easton | 60 | 44 | 75 |
| Eastville | 68 | 50 | 81 |
| Filwood | 49 | 31 | 67 |
| Frome Vale | 65 | 44 | 82 |
| Hartcliffe & Withywood | 65 | 47 | 79 |
| Henbury & Brentry | 45 | 26 | 66 |
| Hengrove & Whitchurch Park | 38 | 22 | 56 |
| Hillfields | 62 | 45 | 77 |
| Horfield | 76 | 55 | 89 |
| Hotwells & Harbourside | 56 | 34 | 76 |
| Knowle | 60 | 44 | 74 |
| Lawrence Hill | 53 | 38 | 67 |
| Lockleaze | 73 | 54 | 86 |
| Redland | 58 | 41 | 74 |
| St George Central | 49 | 33 | 65 |
| St George Troopers Hill | 76 | 57 | 88 |
| St George West | 48 | 30 | 67 |
| Southmead | 60 | 44 | 74 |
| Southville | 56 | 40 | 71 |
| Stockwood | 57 | 33 | 77 |
| Stoke Bishop | 58 | 40 | 74 |
| Westbury-on-Trym & Henleaze | 56 | 43 | 69 |
| Windmill Hill | 64 | 43 | 80 |

| | | | |
|-----------------|-------------|-------------|-------------|
| Bristol | 61.1 | 58.2 | 64.0 |
| Question number | rQ54 | | |
| Sample size | 3861 | | |
| Year | 2015 | | |
| Deprived Areas | 59.0 | 51.0 | 67.0 |
| Older people | 61.2 | 56.8 | 65.4 |
| Disabled people | 52.0 | 43.0 | 61.1 |
| BME | 59 | 49 | 68 |
| Carer | 56.0 | 49.0 | 63.0 |
| LGBT | 56 | 41 | 70 |
| Male | 58.3 | 54.0 | 62.6 |
| Female | 64.0 | 59.9 | 68.0 |
| Christian | 58.7 | 54.3 | 63.0 |
| Muslim | 51 | 32 | 70 |
| No faith | 65.3 | 60.7 | 69.7 |

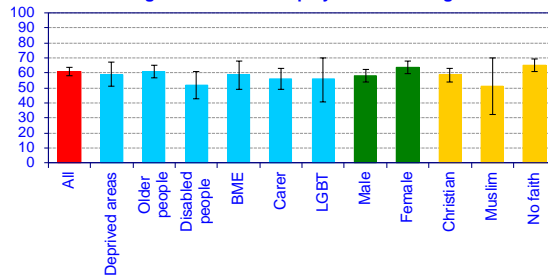
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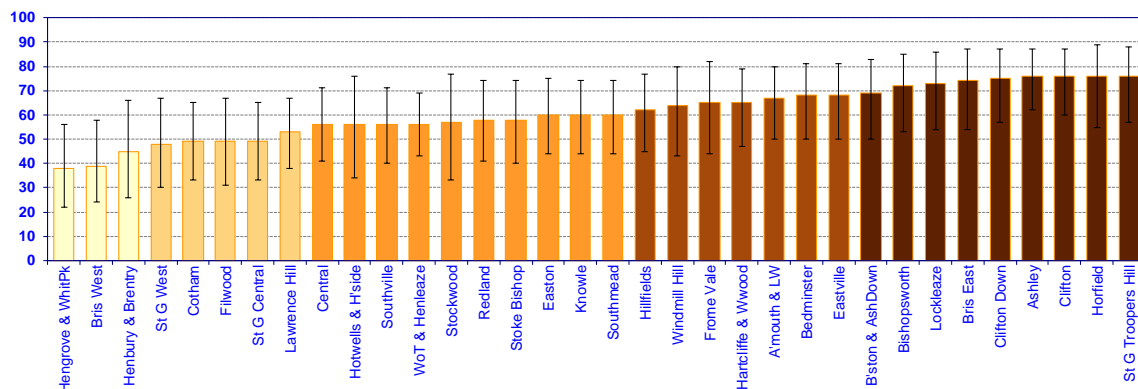
% respondents who know where to get information, advice and guidance about employment & training



% respondents who know where to get information, advice and guidance about employment & training



% respondents who know where to get information, advice and guidance about employment & training



Healthy and Caring

Bristol will be a place where the cared for and the caring, young and old, are respected and valued members of our society; and where healthy, happy and safe lives and homes are shared aspirations for every citizen.

% respondents satisfied with life ↔

These are key indicators of general wellbeing as well as proxy measures of overall happiness, mental health and depression. Life satisfaction is a national indicator

% respondents satisfied with life ↔

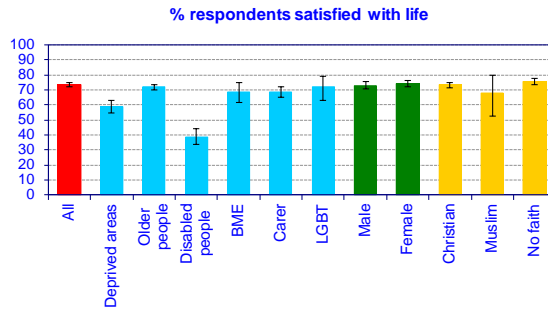
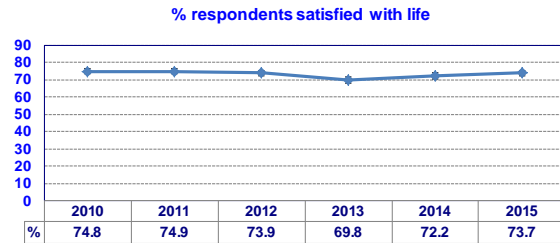
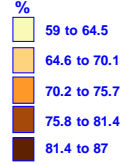
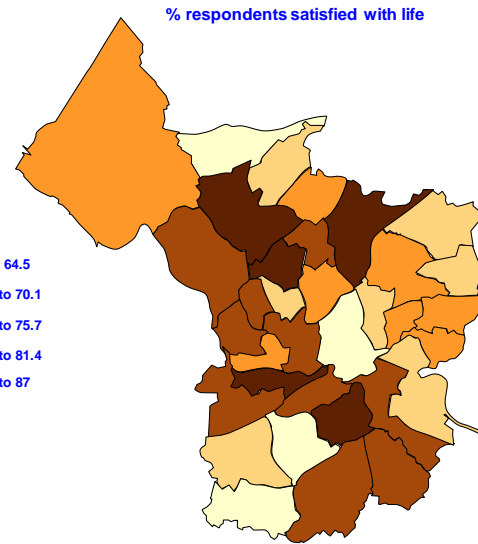
Response to this indicator was likely to reflect wider quality of life issues such as social, economic and environmental circumstances. In 2013, the satisfaction scale was extended from 10 to 11 points to allow comparison with the national survey, at the expense of the previous trend. Comparisons of the 2015 figures with results for years before 2013 should be treated with caution. Respondents are asked to score their satisfaction with life on a scale from 1 to 10. Satisfaction is defined as a score of 7 or above.

74% of respondents in Bristol said they were satisfied with life, lower than the estimate reported in the 2014/2015 Annual Population Survey (Office for National Statistics), which measured 78%. The average for England was 80%. Life satisfaction was highest in Westbury-on-Trym & Henleaze (87%), Southville (84%), Knowle (84%), Redland (83%) and Lockleaze (83%), consistent with findings in previous years. Satisfaction was lowest in deprived areas (59%), particularly Hartcliffe & Withywood (59%), Filwood (62%), Lawrence Hill (62%) and Henbury & Brentry (63%). There was generally more life satisfaction in the more affluent areas of the city but the biggest variation was between the equalities groups. The lowest satisfaction was recorded for disabled people (39%). Carers were also less likely to be satisfied with life, at 69%.

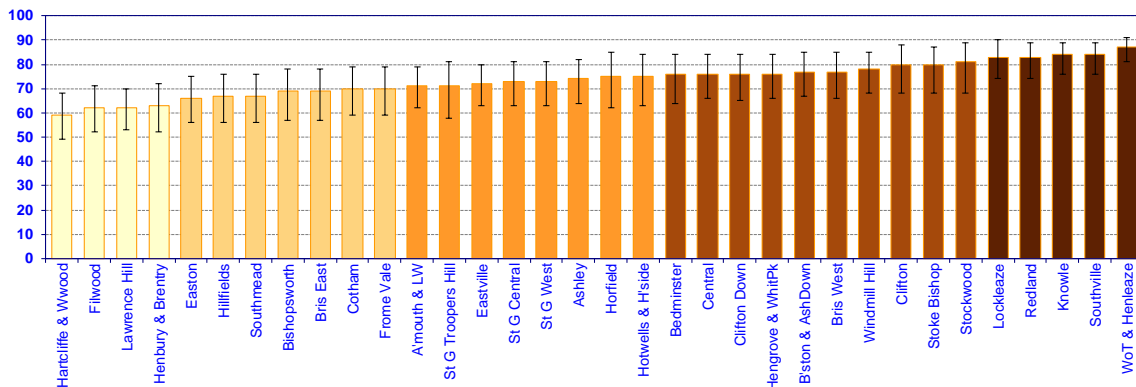
% respondents satisfied with life

| Ward | % | lower confidence limit | upper confidence limit |
|-----------------------------|-------------|------------------------|------------------------|
| Ashley | 74 | 64 | 82 |
| Avonmouth & Lawrence Weston | 71 | 62 | 79 |
| Bedminster | 76 | 64 | 84 |
| Bishopston & Ashley Down | 77 | 67 | 85 |
| Bishopsworth | 69 | 57 | 78 |
| Brislington East | 69 | 57 | 78 |
| Brislington West | 77 | 66 | 85 |
| Central | 76 | 66 | 84 |
| Clifton | 80 | 68 | 88 |
| Clifton Down | 76 | 65 | 84 |
| Cotham | 70 | 59 | 79 |
| Easton | 66 | 56 | 75 |
| Eastville | 72 | 63 | 80 |
| Filwood | 62 | 52 | 71 |
| Frome Vale | 70 | 59 | 79 |
| Hartcliffe & Withywood | 59 | 49 | 68 |
| Henbury & Brentry | 63 | 52 | 72 |
| Hengrove & Whitchurch Park | 76 | 66 | 84 |
| Hillfields | 67 | 56 | 76 |
| Horfield | 75 | 62 | 85 |
| Hotwells & Harbourside | 75 | 63 | 84 |
| Knowle | 84 | 76 | 89 |
| Lawrence Hill | 62 | 53 | 70 |
| Lockleaze | 83 | 74 | 90 |
| Redland | 83 | 74 | 89 |
| St George Central | 73 | 63 | 81 |
| St George Troopers Hill | 71 | 58 | 81 |
| St George West | 73 | 63 | 81 |
| Southmead | 67 | 56 | 76 |
| Southville | 84 | 76 | 89 |
| Stockwood | 81 | 68 | 89 |
| Stoke Bishop | 80 | 68 | 87 |
| Westbury-on-Trym & Henleaze | 87 | 81 | 91 |
| Windmill Hill | 78 | 68 | 85 |
| Bristol | 73.7 | 72.0 | 75.3 |
| Question number | rrQ33 | | |
| Sample size | 4005 | | |
| Year | 2015 | | |
| Deprived Areas | 59.0 | 55.0 | 63.0 |
| Older people | 71.9 | 69.9 | 73.8 |
| Disabled people | 39.0 | 33.8 | 43.9 |
| BME | 69 | 62 | 75 |
| Carer | 69.0 | 65.0 | 72.0 |
| LGBT | 72 | 63 | 79 |
| Male | 73.1 | 70.5 | 75.5 |
| Female | 74.3 | 72.2 | 76.3 |
| Christian | 73.4 | 71.4 | 75.3 |
| Muslim | 68 | 52 | 80 |
| No faith | 75.7 | 73.5 | 77.7 |

Please note - these are for the new wards for Bristol City Council, effective May 2016. Also, a few indicators are new or have been re-recorded such that there is no previous trend data available.



% respondents satisfied with life



% respondents with below average mental wellbeing ↓
% respondents with above average mental wellbeing ↑

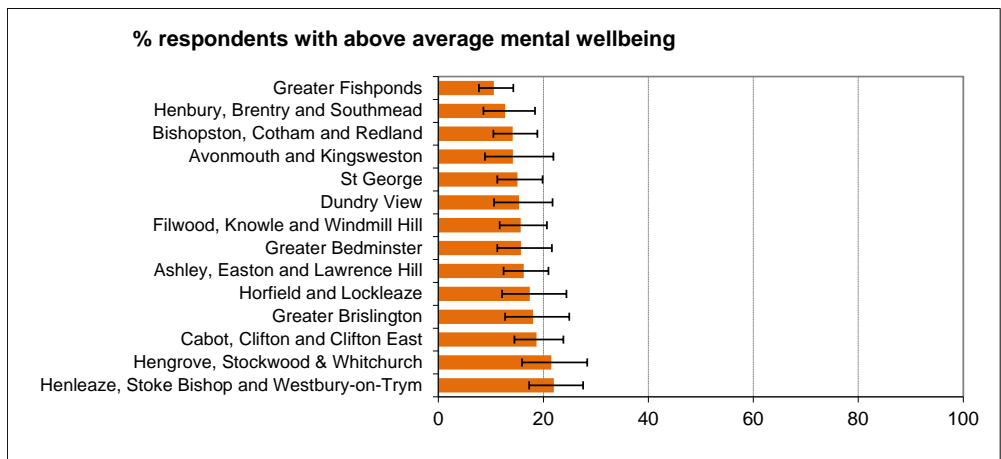
A measure of positive mental health and wellbeing, called the Short Warwick-Edinburgh Mental Wellbeing Scale, or SWEMWBS (NHS Health Scotland, University of Warwick and University of Edinburgh), was introduced in 2013. Scores range from 7 to 35, with a higher score reflecting a higher level of mental wellbeing. The instrument is not designed to identify people who have mental illness. SWEMWBS does not have a ‘cut off’ level to divide the population into those who have ‘good’ and those who have ‘poor’ mental wellbeing. However the tool is included in ‘Understanding Society’, the UK Household Longitudinal Study, where the mean score is given as 24.7 and the standard deviation 4.5 (2012/13). If average mental wellbeing is taken to be a score within 1 standard deviation of the mean, then an individual can be defined as having above average wellbeing with a score of 30 or above. Conversely below average wellbeing is a score of 20 or under.

% respondents with below average mental wellbeing ↓

The percentage of residents with below average mental wellbeing has fallen from 18% in 2013 to 13% in 2015. There is wide geographical variation with 20% of people in deprived areas having below average mental wellbeing, notably in Filwood (35%) and Henbury & Brentry (23%), whilst the lowest levels of below average mental wellbeing could be found in Bedminster (7%), Clifton Down (6%), Knowle (5%), Hotwells & Harbourside (3%), Southville (8%), Stoke Bishop (6%) and Westbury-on-Trym & Henleaze (6%). Disabled people were the group with the greatest number reporting below average mental wellbeing, at 40%. Lesbian, gay and bisexual people also stood out with 27% with below average mental wellbeing. Carers had significantly more people with below average wellbeing, at 16%, compared with non-carers, at 12%. Men were more likely to have below average mental wellbeing than women, at 15% and 12% respectively.

% respondents with above average mental wellbeing ↑

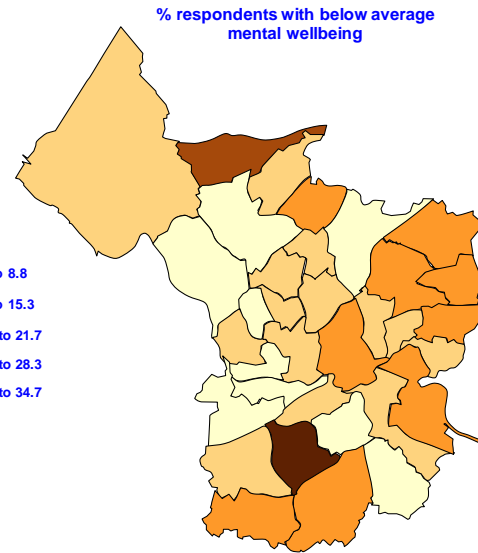
In 2015, 16% of residents had above average mental wellbeing, an increase since 2013 when 13% were average or above. At 10%, the proportion of people with above average mental wellbeing was lowest in Frome Vale, Cotham and Hillfields. Disabled people had the lowest mental wellbeing of all groups, with only 6% possessing an above average score. Fewer men exhibited above average mental wellbeing compared to women, at 15% and 18% respectively.



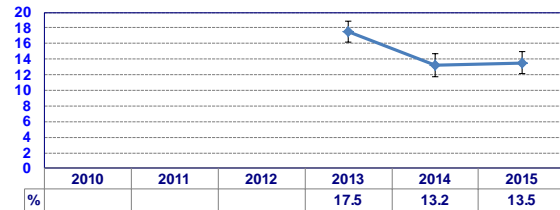
% respondents with below average mental wellbeing

| Ward | % | lower confidence limit | upper confidence limit |
|-----------------------------|-------------|------------------------|------------------------|
| Ashley | 13 | 8 | 21 |
| Avonmouth & Lawrence Weston | 15 | 9 | 24 |
| Bedminster | 7 | 4 | 14 |
| Bishopston & Ashley Down | 12 | 7 | 21 |
| Bishopsworth | 13 | 7 | 22 |
| Brislington East | 21 | 13 | 31 |
| Brislington West | 10 | 4 | 20 |
| Central | 14 | 8 | 24 |
| Clifton | 13 | 6 | 23 |
| Clifton Down | 6 | 3 | 13 |
| Cotham | 10 | 5 | 19 |
| Easton | 14 | 8 | 23 |
| Eastville | 17 | 10 | 26 |
| Filwood | 35 | 25 | 46 |
| Frome Vale | 16 | 9 | 27 |
| Hartcliffe & Withywood | 22 | 15 | 31 |
| Henbury & Brentry | 23 | 16 | 33 |
| Hengrove & Whitchurch Park | 20 | 13 | 31 |
| Hillfields | 18 | 12 | 27 |
| Horfield | 16 | 8 | 29 |
| Hotwells & Harbourside | 3 | 0 | 13 |
| Knowle | 5 | 3 | 9 |
| Lawrence Hill | 16 | 10 | 23 |
| Lockleaze | 9 | 4 | 16 |
| Redland | 10 | 5 | 19 |
| St George Central | 16 | 10 | 25 |
| St George Troopers Hill | 15 | 8 | 27 |
| St George West | 12 | 7 | 19 |
| Southmead | 14 | 8 | 24 |
| Southville | 8 | 5 | 14 |
| Stockwood | 8 | 3 | 22 |
| Stoke Bishop | 6 | 2 | 15 |
| Westbury-on-Trym & Henleaze | 6 | 3 | 10 |
| Windmill Hill | 9 | 5 | 19 |
| Bristol | 13.5 | 12.2 | 14.9 |
| Question number | rQ38 | | |
| Sample size | 3861 | | |
| Year | 2015 | | |
| Deprived Areas | 19.9 | 16.6 | 23.6 |
| Older people | 13.5 | 12.0 | 15.1 |
| Disabled people | 40.0 | 35.1 | 45.6 |
| BME | 15 | 11 | 20 |
| Carer | 16.0 | 13.0 | 18.7 |
| LGBT | 27 | 20 | 36 |
| Male | 14.8 | 12.8 | 17.1 |
| Female | 12.2 | 10.7 | 13.8 |
| Christian | 12.9 | 11.5 | 14.5 |
| Muslim | 24 | 13 | 40 |
| No faith | 11.5 | 10.0 | 13.2 |

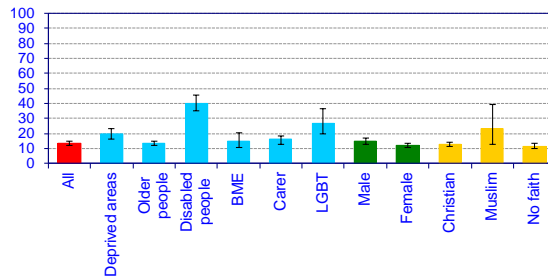
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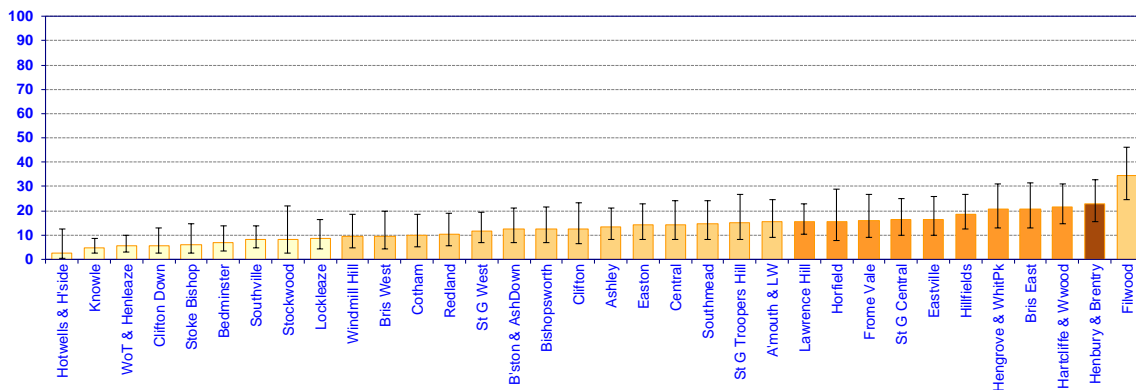
% respondents with below average mental wellbeing



% respondents with below average mental wellbeing



% respondents with below average mental wellbeing



% respondents who feel their health has been good/fairly good in the last 12 months ↔

% respondents with a limiting long-term illness, health problem or disability ↔

Good health and wellbeing is very important to our quality of life. This self-reported measure of general health and wellbeing is also a national indicator, measured using the 2011 Census in every English local authority.

% respondents who feel their health has been good/fairly good in the last 12 months ↔

In the Quality of life survey the percentage of respondents with good/fairly good health has remained high and stable at 88% and is above the 2011 Census figure for Bristol of 82% and above the England and Wales average of 81%.

The gap was wide when 'good health' was analysed by equalities groups and disability was, by far, the strongest predictor of poor health with significantly fewer disabled people (42%) reporting good health. Carers (84%) were in worse health than non-carers (88%).

The variation across the city has a strong relationship to deprivation and significantly fewer residents in deprived communities experienced good health in 2015, at 76%. In Hartcliffe & Withywood, Lawrence Hill and Filwood about three-quarters of residents experienced good health, compared to at least 92% in Bishopston & Ashley Down, Brislington West, Clifton Down, Cotham, Redland, Stockwood, Stoke Bishop and Westbury-on-Trym & Henleaze.

% respondents with a limiting long-term illness, health problem or disability ↔

The proportion of people who have a long-term illness, health problem or disability which limits their daily activities or work they can do has not changed over the past five years, measuring 24% in 2015 compared with 23% in 2010. In 2011 the Quality of Life survey reported this indicator at 24%, which is higher than the 2011 Census figure of 20%.

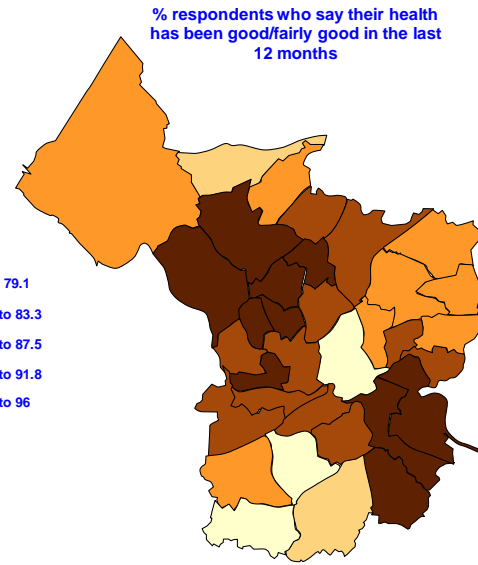
Long-term limiting conditions were more prevalent in deprived areas, at 45%, particularly Hartcliffe & Withywood (42%), Filwood (42%), Henbury & Brentry (37%) and Hengrove & Whitchurch Park (35%), but less common in Cotham (12%), Clifton Down (14%), Redland (15%), Clifton (16%), Southville (16%), Bishopston & Ashley Down (17%), Stoke Bishop (17%) and Ashley (17%).

Unsurprisingly, the indicator is directly related to age with 45% of older people reporting a health problem or disability. Carers were also more likely to have a long-term disability or other medical complaint, at 38%. More women (26%) than men (22%) were affected.

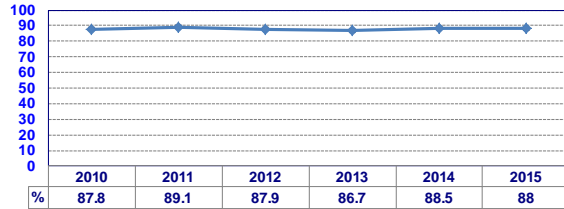
% respondents who say their health has been good/fairly good in the last 12 months

| Ward | % | lower confidence limit | upper confidence limit |
|-----------------------------|-------------|------------------------|------------------------|
| Ashley | 91 | 84 | 95 |
| Avonmouth & Lawrence Weston | 84 | 76 | 89 |
| Bedminster | 89 | 82 | 93 |
| Bishopston & Ashley Down | 94 | 88 | 97 |
| Bishopsworth | 85 | 75 | 92 |
| Brislington East | 92 | 85 | 96 |
| Brislington West | 93 | 87 | 96 |
| Central | 88 | 78 | 94 |
| Clifton | 91 | 82 | 96 |
| Clifton Down | 94 | 88 | 97 |
| Cotham | 96 | 89 | 98 |
| Easton | 85 | 76 | 91 |
| Eastville | 84 | 75 | 90 |
| Filwood | 77 | 67 | 85 |
| Frome Vale | 86 | 78 | 91 |
| Hartcliffe & Withywood | 75 | 67 | 82 |
| Henbury & Brentry | 83 | 74 | 90 |
| Hengrove & Whitchurch Park | 83 | 74 | 89 |
| Hillfields | 87 | 80 | 91 |
| Horfield | 89 | 80 | 95 |
| Hotwells & Harbourside | 92 | 83 | 96 |
| Knowle | 91 | 86 | 95 |
| Lawrence Hill | 77 | 70 | 84 |
| Lockleaze | 91 | 85 | 95 |
| Redland | 94 | 88 | 98 |
| St George Central | 86 | 79 | 91 |
| St George Troopers Hill | 89 | 79 | 94 |
| St George West | 89 | 82 | 94 |
| Southmead | 85 | 76 | 91 |
| Southville | 91 | 84 | 95 |
| Stockwood | 95 | 90 | 97 |
| Stoke Bishop | 96 | 93 | 98 |
| Westbury-on-Trym & Henleaze | 92 | 88 | 95 |
| Windmill Hill | 89 | 81 | 94 |
| Bristol | 88.0 | 86.9 | 89.1 |
| Question number | rQ37 | | |
| Sample size | 3999 | | |
| Year | 2015 | | |
| Deprived Areas | 76.0 | 72.0 | 80.0 |
| Older people | 82.3 | 80.5 | 83.9 |
| Disabled people | 42.0 | 37.2 | 47.1 |
| BME | 85 | 79 | 89 |
| Carer | 84.0 | 81.0 | 87.0 |
| LGBT | 85 | 78 | 90 |
| Male | 88.8 | 87.1 | 90.3 |
| Female | 87.3 | 85.8 | 88.7 |
| Christian | 84.6 | 83.0 | 86.1 |
| Muslim | 80 | 66 | 89 |
| No faith | 90.1 | 88.5 | 91.4 |

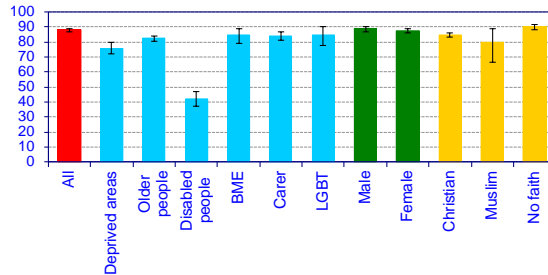
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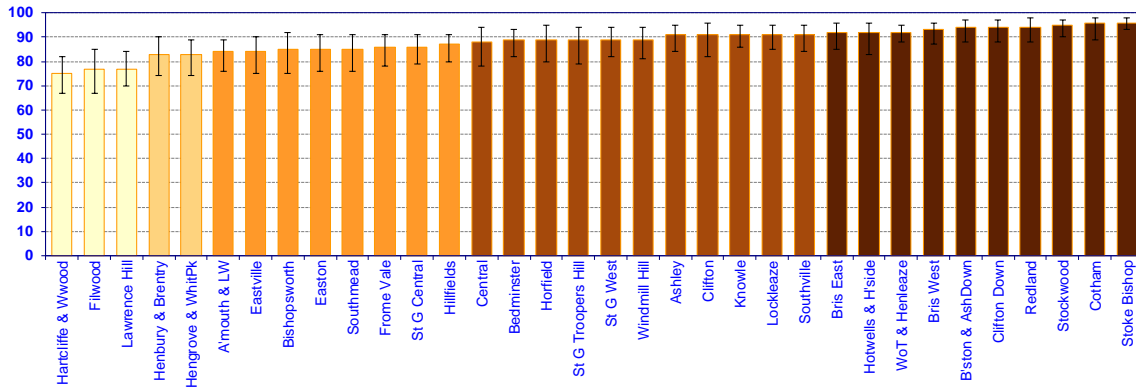
% respondents who say their health has been good/fairly good in the last 12 months



% respondents who say their health has been good/fairly good in the last 12 months



% respondents who say their health has been good/fairly good in the last 12 months



% respondents who take 150 min moderate or 75 min vigorous exercise every week

% respondents who take part in active sport at least once a week ↔

Moderate exercise can include brisk walking, leisurely cycling, a leisure activity (e.g. ballroom dancing), a sport (e.g. golf, badminton), heavy gardening, heavy housework or DIY. Such exercise for at least 150 minutes (2½ hours), in total, every week is beneficial for health and wellbeing and will help reduce the risk of obesity, heart disease, stroke, diabetes, some cancers, high blood pressure and improve psychological wellbeing.

Only half as much vigorous exercise is required to get the same amount of benefit as moderate exercise. The recommendation is 75 minutes (1¼ hours) spread throughout the week. Examples of vigorous exercise are running, brisk walking uphill, cycling fast or uphill, aerobics, fast swimming, competitive sports and games (such as Football, Volleyball, Hockey, Basketball), heavy/rapid shoveling or carrying/moving heavy loads.

% respondents who take 150 min moderate or 75 min vigorous exercise every week

Note - In 2015 this question was amended so as to better reflect the different types of exercise in line with national guidance from Public Health England, so there is no trend data available.

Two-thirds of residents (65%) achieved the recommended level of exercise. People living in Hartcliffe & Withywood took the least amount of exercise, at 48%. Overall, respondents in deprived areas reported lower levels of exercise, at 56%. This contrasts with Ashley, Bedminster, Bishopston & Ashley Down, Hotwells & Harbourside and Knowle where, at least, three-quarters of residents attained the recommended level of exercise.

Disabled people, as may be expected, was the group taking the least amount of exercise with only a third (33%) reaching the recommended level. Women (63%) were less likely to exercise than men (68%).

% respondents who take part in active sport at least once a week ↔

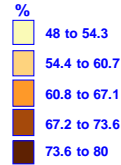
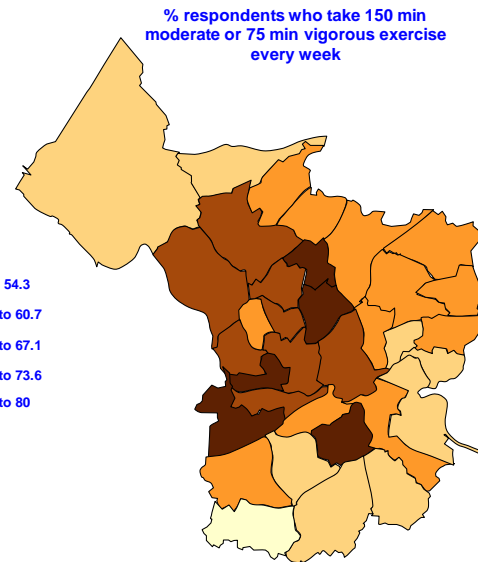
The proportion of residents who participate in active sport has remained stable over the past 5 years, measuring 48% in 2015. Participation was lower in deprived areas, at 32%, particularly Hartcliffe & Withywood (30%), Brislington East (32%), Easton (36%) and Henbury & Brentry (37%). More sport than the average was played by people living close to the centre of Bristol such as Clifton (64%), Ashley (64%), Redland (62%), Hotwells & Harbourside (62%) and Windmill Hill (58%).

Groups least likely to take part in sport were disabled people (16%), older people (31%) and carers (40%). Fewer women participated compared to men, at 44% and 52% respectively.

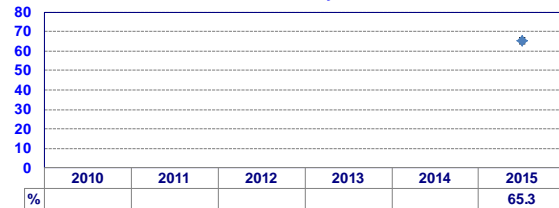
% respondents who take 150 min moderate or 75 min vigorous exercise every week

| Ward | % | lower confidence limit | upper confidence limit |
|-----------------------------|-------------|------------------------|------------------------|
| Ashley | 76 | 67 | 84 |
| Avonmouth & Lawrence Weston | 57 | 46 | 67 |
| Bedminster | 76 | 66 | 83 |
| Bishopston & Ashley Down | 76 | 67 | 84 |
| Bishopsworth | 61 | 52 | 71 |
| Brislington East | 59 | 49 | 68 |
| Brislington West | 66 | 56 | 76 |
| Central | 68 | 57 | 78 |
| Clifton | 69 | 57 | 80 |
| Clifton Down | 66 | 56 | 76 |
| Cotham | 69 | 58 | 79 |
| Easton | 61 | 50 | 70 |
| Eastville | 66 | 57 | 75 |
| Filwood | 56 | 45 | 66 |
| Frome Vale | 61 | 50 | 71 |
| Hartcliffe & Withywood | 48 | 39 | 57 |
| Henbury & Brentry | 58 | 47 | 68 |
| Hengrove & Whitchurch Park | 55 | 45 | 65 |
| Hillfields | 63 | 53 | 72 |
| Horfield | 67 | 55 | 77 |
| Hotwells & Harbourside | 80 | 70 | 87 |
| Knowle | 74 | 65 | 82 |
| Lawrence Hill | 68 | 59 | 76 |
| Lockleaze | 65 | 54 | 74 |
| Redland | 73 | 64 | 81 |
| St George Central | 63 | 54 | 72 |
| St George Troopers Hill | 59 | 46 | 70 |
| St George West | 60 | 50 | 70 |
| Southmead | 65 | 54 | 74 |
| Southville | 72 | 63 | 79 |
| Stockwood | 58 | 46 | 69 |
| Stoke Bishop | 73 | 62 | 82 |
| Westbury-on-Trym & Henleaze | 68 | 61 | 75 |
| Windmill Hill | 66 | 55 | 75 |
| Bristol | 65.3 | 63.6 | 67.0 |
| Question number | Q19 | | |
| Sample size | 3994 | | |
| Year | 2015 | | |
| Deprived Areas | 56.0 | 52.0 | 60.0 |
| Older people | 59.0 | 56.8 | 61.2 |
| Disabled people | 33.1 | 28.5 | 38.1 |
| BME | 65 | 58 | 71 |
| Carer | 64.0 | 60.0 | 68.0 |
| LGBT | 61 | 52 | 69 |
| Male | 68.1 | 65.3 | 70.7 |
| Female | 62.6 | 60.4 | 64.8 |
| Christian | 61.6 | 59.4 | 63.8 |
| Muslim | 51 | 36 | 65 |
| No faith | 69.0 | 66.7 | 71.2 |

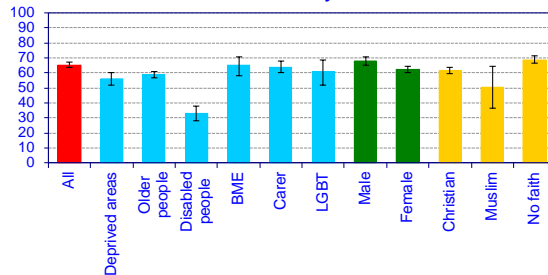
Please note - these are for the new wards for Bristol City Council, effective May 2016. Also, a few indicators are new or have been re-recorded such that there is no previous trend data available.



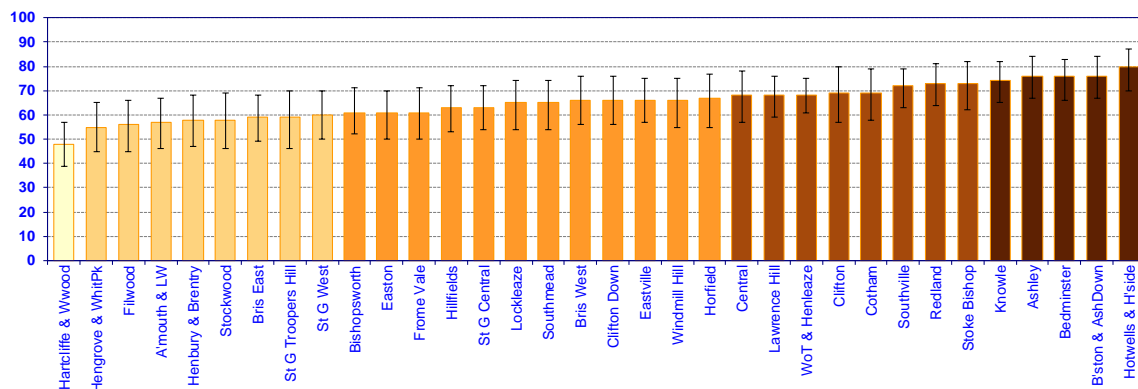
% respondents who take 150 min moderate or 75 min vigorous exercise every week



% respondents who take 150 min moderate or 75 min vigorous exercise every week



% respondents who take 150 min moderate or 75 min vigorous exercise every week



% respondents who have at least 2 alcohol-free days in a row every week
% respondents who rarely or never have two alcohol-free days in a row

For people who drink alcohol regularly, consumption can rise unintentionally due to increasing tolerance of their body to the effects of alcohol. Regular drinking over the guidelines (www.drinkaware.co.uk/alcohol-facts/alcoholic-drinks-units/alcohol-limits-unit-guidelines/) increases the risk of serious health problems, including liver disease, cancer of the mouth, throat and breast, stroke, heart disease, brain damage and damage to the nervous system. Having at least two consecutive alcohol-free days in a week allows the body to recover and lowers the body’s tolerance to alcohol, and helps people reduce their alcohol consumption.

% respondents who have at least 2 alcohol-free days in a row every week

This indicator is an indirect measure around the risk of alcohol-related illness – higher values and increasing trend indicate lower risk.

Two out of five respondents (40%) say they don’t drink for at least two consecutive days in a week. Residents living in deprived areas are more likely to have alcohol-free days, with 57% not drinking at least two days in a row every week. The highest percentage of people who don’t drink alcohol for at least two successive days per week is found in Hartcliffe & Withywood (58%), Filwood (58%), Frome Vale (55%), Henbury & Brentry (52%) and St George Troopers Hill (52%). The lowest proportion of people who don’t drink for two or more consecutive days are in Windmill Hill (25%), Clifton (26%), Redland (27%) and Bishopston & Ashley Down (27%).

There is very large variation between equalities groups from 89% of people of Muslim faith to only 32% of people of no faith practicing abstinence at least two consecutive days every week. Men (32%) tend to be less likely to have alcohol-free days than women (47%). Disabled people (61%) are more likely to be abstinent during the week than non-disabled people (38%). More older people (49%) have two consecutive ‘dry days’ every week compared to younger people under 50 years of age (34%). Carers (45%) are more likely to have two alcohol-free days in comparison with non-carers (40%). More people belonging to black and minority ethnic groups (56%) moderate their drinking by avoiding alcohol for at least two days in a row each week compared with ‘white’ people (40%). Lesbian, gay, bisexual and transgender people report the most regular drinking habits with only 31% abstaining from alcohol for at least two successive days per week.

% respondents who rarely or never have two alcohol-free days in a row

This indicator is an indirect measure of people at the highest risk of alcohol-related illness – higher values and increasing trend here indicate greater risk.

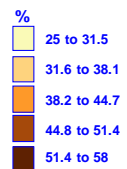
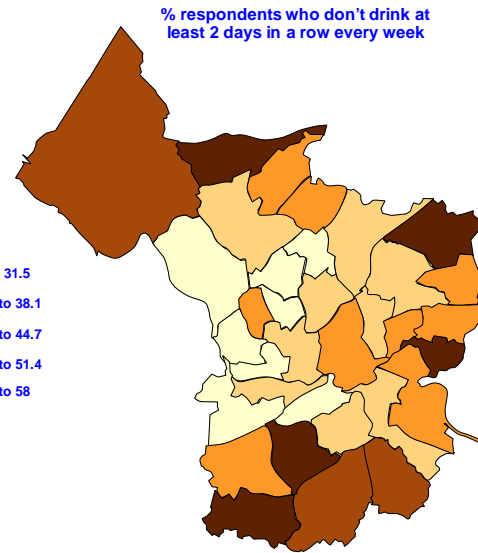
Clifton (16%) and Southmead (15%) wards have the highest percentage of residents, who rarely or never have two alcohol-free days in a row, in contrast to the city average, at 9%. Older people are more likely to drink almost every day, with 13% of people over 50 rarely or never having two alcohol-free days in a row, compared to 7% of younger people (under 50). Men (11%) are also more likely to drink almost every day than women (7%).

Please note – the % of people who “have two-alcohol-free days *most weeks*” is not shown here.

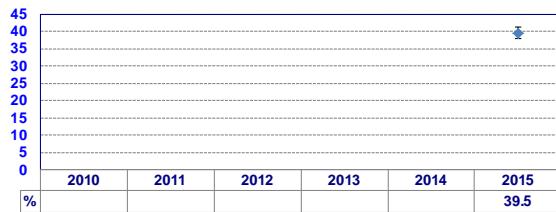
% respondents who don't drink at least 2 days in a row every week

| Ward | % | lower confidence limit | upper confidence limit |
|-----------------------------|-------------|------------------------|------------------------|
| Ashley | 32 | 24 | 43 |
| Avonmouth & Lawrence Weston | 49 | 39 | 60 |
| Bedminster | 28 | 20 | 38 |
| Bishopston & Ashley Down | 27 | 19 | 37 |
| Bishopsworth | 43 | 35 | 53 |
| Brislington East | 43 | 33 | 53 |
| Brislington West | 38 | 28 | 48 |
| Central | 34 | 24 | 45 |
| Clifton | 26 | 17 | 37 |
| Clifton Down | 42 | 32 | 53 |
| Cotham | 28 | 19 | 40 |
| Easton | 37 | 27 | 47 |
| Eastville | 33 | 25 | 42 |
| Filwood | 58 | 47 | 68 |
| Frome Vale | 55 | 43 | 67 |
| Hartcliffe & Withywood | 58 | 49 | 67 |
| Henbury & Brentry | 52 | 42 | 63 |
| Hengrove & Whitchurch Park | 49 | 39 | 59 |
| Hillfields | 42 | 35 | 50 |
| Horfield | 42 | 32 | 53 |
| Hotwells & Harbourside | 30 | 20 | 41 |
| Knowle | 34 | 26 | 43 |
| Lawrence Hill | 42 | 34 | 50 |
| Lockleaze | 37 | 29 | 47 |
| Redland | 27 | 19 | 37 |
| St George Central | 42 | 33 | 52 |
| St George Troopers Hill | 52 | 40 | 64 |
| St George West | 42 | 33 | 52 |
| Southmead | 44 | 34 | 55 |
| Southville | 34 | 26 | 43 |
| Stockwood | 51 | 37 | 64 |
| Stoke Bishop | 30 | 21 | 41 |
| Westbury-on-Trym & Henleaze | 36 | 30 | 44 |
| Windmill Hill | 25 | 18 | 33 |
| Bristol | 39.5 | 37.8 | 41.3 |
| Question number | Q35 | | |
| Sample size | 4017 | | |
| Year | 2015 | | |
| Deprived Areas | 57.0 | 53.0 | 61.0 |
| Older people | 49.1 | 47.0 | 51.1 |
| Disabled people | 61.0 | 55.6 | 65.7 |
| BME | 56 | 49 | 62 |
| Carer | 45.0 | 41.0 | 50.0 |
| LGBT | 31 | 24 | 39 |
| Male | 32.0 | 29.2 | 34.3 |
| Female | 47.0 | 44.9 | 49.5 |
| Christian | 48.5 | 46.2 | 50.8 |
| Muslim | 89 | 76 | 96 |
| No faith | 31.5 | 29.3 | 33.8 |

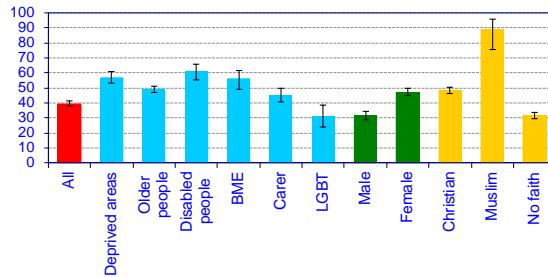
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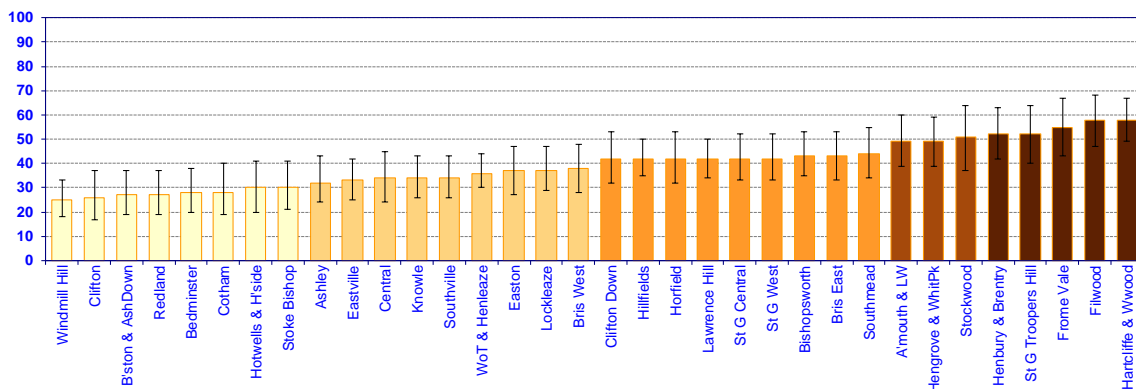
% respondents who don't drink at least 2 days in a row every week



% respondents who don't drink at least 2 days in a row every week



% respondents who don't drink at least 2 days in a row every week



% respondents who live in households with a smoker ↓

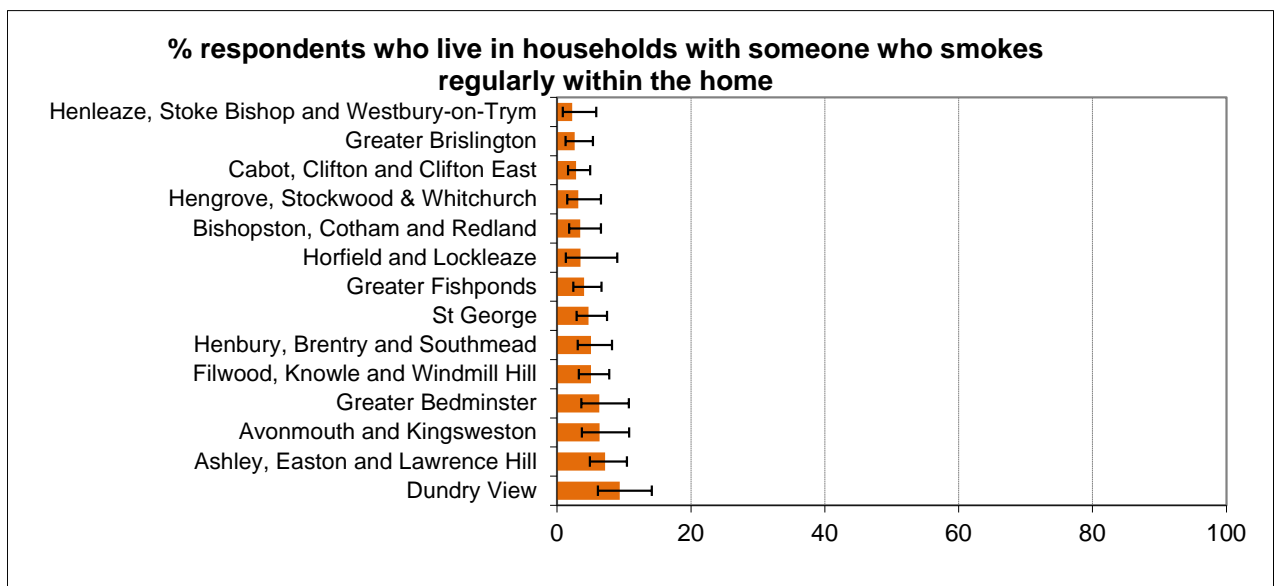
Smoking is the principal avoidable cause of premature death in England and is the single biggest cause of the difference in death rate between the rich and poor. This indicator measures the proportion of residents who smoke as well as additional household members who are smokers. Reducing smoking and exposure to second hand smoke is a key priority for the City Council and NHS Bristol Clinical Commissioning Group. An indicator decrease will lead to improved health for residents.

Smoking habits are changing and this indicator has significantly improved over the last five years and there were fewer households with a smoker in 2015, at 18%. This indicator has been measured for the past eleven years and between 2003-2006 it had remained steady. Then the percentage of residents living in a household with a smoker fell in 2007, probably as a result of the smoking ban in public places encouraging more people to quit. Since 2007, this indicator has consistently declined.

Analysis by equalities groups indicated more lesbian, gay, bisexual or transgender people lived in households with a smoker, at 31%. Disabled people, at 23%, were also more likely to live in a household with a smoker, compared with non-disabled people, at 16%.

Responses to additional smoking questions ‘Do you smoke?’ and ‘Does someone smoke regularly indoors?’ confirm the same trend. In 2015 approximately 11% said they smoked themselves (18% in 2006) and 5% of households had someone regularly smoking indoors (16% in 2006).

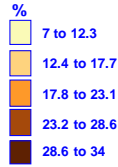
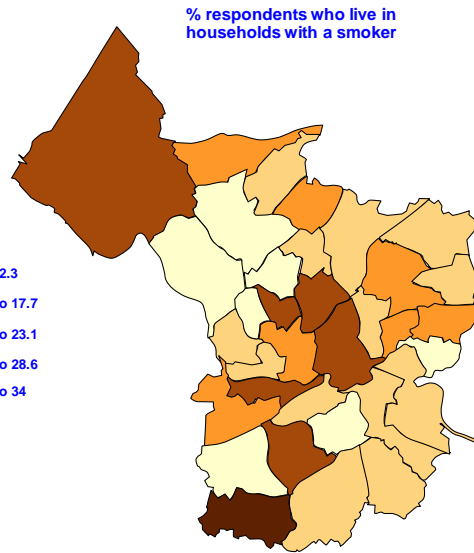
Spatial analysis indicated far more smokers lived in deprived parts of the city, where 29% of households had a smoker. Hartcliffe & Withywood is the ward with the highest smoking prevalence (34% of households have a smoker).



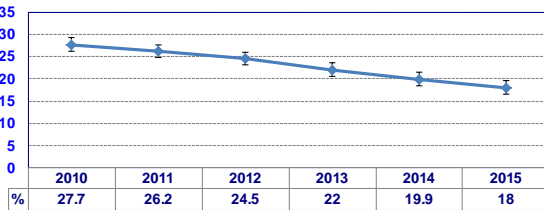
% respondents who live in households with a smoker

| Ward | % | lower confidence limit | upper confidence limit |
|-----------------------------|-------------|------------------------|------------------------|
| Ashley | 26 | 18 | 36 |
| Avonmouth & Lawrence Weston | 25 | 17 | 36 |
| Bedminster | 21 | 13 | 32 |
| Bishopston & Ashley Down | 16 | 10 | 26 |
| Bishopsworth | 8 | 4 | 14 |
| Brislington East | 16 | 9 | 26 |
| Brislington West | 15 | 9 | 25 |
| Central | 21 | 13 | 32 |
| Clifton | 13 | 7 | 23 |
| Clifton Down | 11 | 6 | 20 |
| Cotham | 26 | 17 | 38 |
| Easton | 16 | 10 | 24 |
| Eastville | 19 | 12 | 28 |
| Filwood | 25 | 17 | 36 |
| Frome Vale | 16 | 10 | 25 |
| Hartcliffe & Withywood | 34 | 26 | 43 |
| Henbury & Brentry | 21 | 14 | 30 |
| Hengrove & Whitchurch Park | 15 | 9 | 24 |
| Hillfields | 14 | 9 | 21 |
| Horfield | 23 | 13 | 36 |
| Hotwells & Harbourside | 16 | 9 | 26 |
| Knowle | 11 | 7 | 17 |
| Lawrence Hill | 25 | 18 | 33 |
| Lockleaze | 16 | 10 | 26 |
| Redland | 10 | 6 | 17 |
| St George Central | 23 | 16 | 33 |
| St George Troopers Hill | 9 | 5 | 15 |
| St George West | 18 | 11 | 27 |
| Southmead | 16 | 10 | 24 |
| Southville | 24 | 16 | 33 |
| Stockwood | 16 | 8 | 28 |
| Stoke Bishop | 9 | 4 | 19 |
| Westbury-on-Trym & Henleaze | 7 | 4 | 12 |
| Windmill Hill | 14 | 8 | 22 |
| Bristol | 18.0 | 16.6 | 19.5 |
| Question number | rQ42_1 | | |
| Sample size | 3943 | | |
| Year | 2015 | | |
| Deprived Areas | 29.0 | 25.0 | 33.0 |
| Older people | 16.5 | 14.9 | 18.2 |
| Disabled people | 22.5 | 18.5 | 27.1 |
| BME | 13 | 9 | 18 |
| Carer | 18.0 | 15.0 | 22.0 |
| LGBT | 31 | 23 | 40 |
| Male | 17.6 | 15.5 | 20.0 |
| Female | 18.3 | 16.6 | 20.2 |
| Christian | 14.3 | 12.8 | 15.9 |
| Muslim | 7 | 2 | 20 |
| No faith | 20.0 | 18.1 | 22.1 |

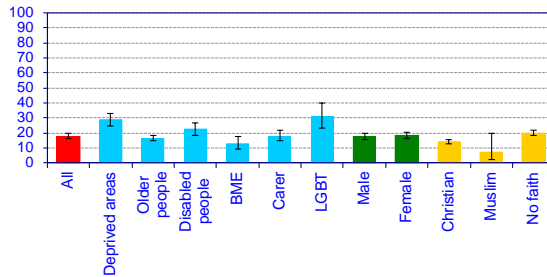
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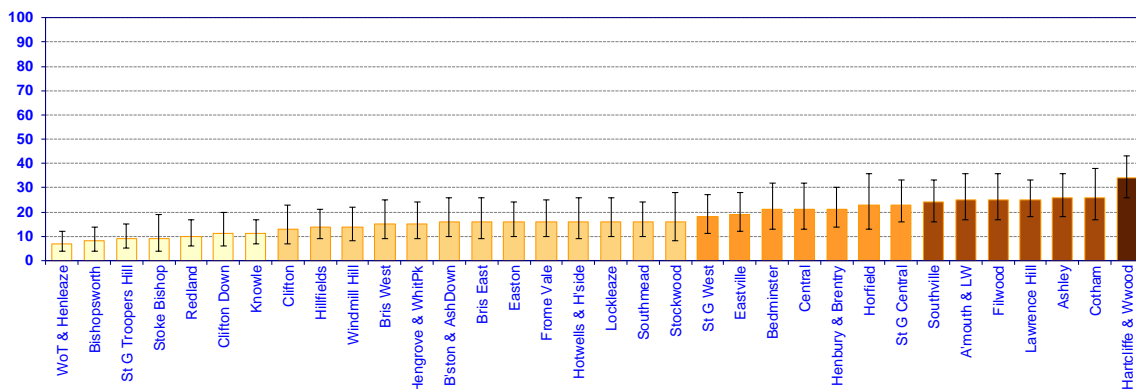
% respondents who live in households with a smoker



% respondents who live in households with a smoker



% respondents who live in households with a smoker



% respondents who eat 5 or more portions of fruit and vegetables ↔
% respondents who eat their main meal from fresh and raw ingredients ↔

The Department of Health ‘healthy balanced diet’ includes eating five or more portions of fruit and vegetables per day, together with the correct balance of fibre, salt, fat and sugar. An unbalanced diet can lead to a number of health problems, including type 2 diabetes, circulatory diseases and obesity.

% respondents who eat 5 or more portions of fruit and vegetables ↔

A half of all residents (50%) say they ate 5 or more portions of fruit and vegetables a day, pretty much the same proportion over the past five years. Consumption did fall to 47% in 2011, but has risen back to the 2010 level.

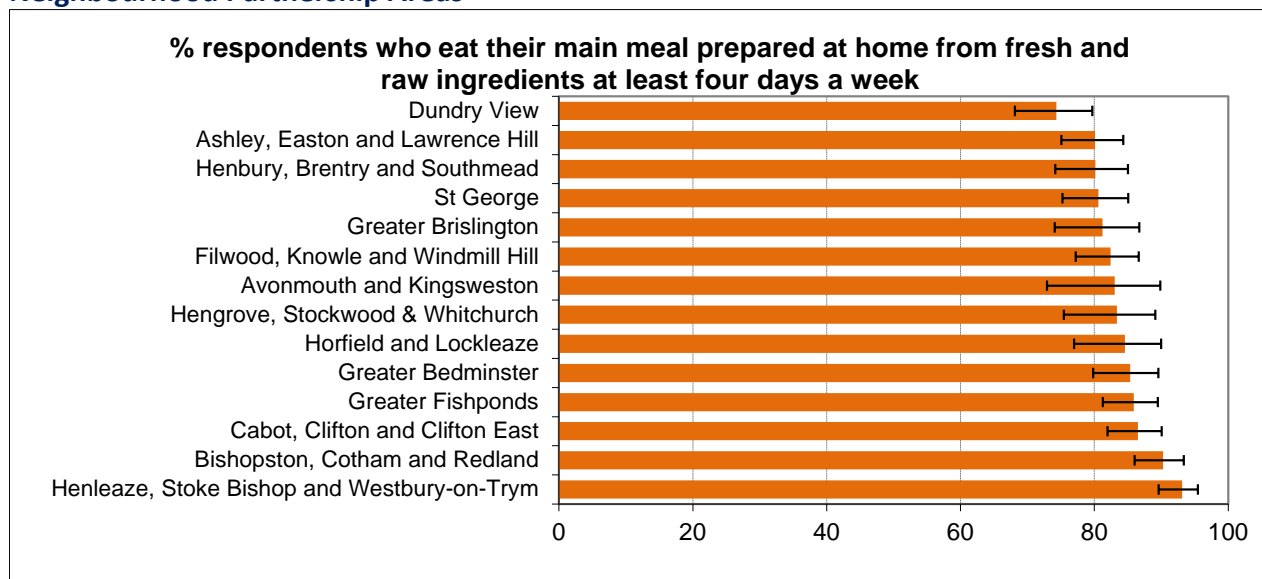
There was little variation across the city. The highest level of fruit and vegetable consumption was for residents in Westbury-on-Trym (62%), whilst it was below average in Filwood (34%), St George Central (38%) and Lawrence Hill (40%).

Every year, men eat significantly less fruit and vegetables compared to women; in 2015, 46% of men ate ‘5 a day’ compared to 55% of women. Older people, at 57%, consumed more fruit and vegetables than younger people aged under 50 years of age, at 47%. Groups whose consumption of fruit and vegetables was below average were lesbian, gay , bisexual and transgender people (44%), disabled people (48%) and people of Muslim faith (35%).

% respondents who eat their main meal prepared at home from fresh and raw ingredients ↔

84% of residents eat their main meal prepared at home from fresh and raw ingredients at least four times a week, exactly the same proportion (84%) as in 2012 when the question was first asked in the survey. Significantly fewer disabled people eat their main meal prepared from fresh and raw ingredients, at 75%. The percentage for men is lower than that for women, at 81% and 87% respectively. Areas that were below average were Hartcliffe & Withywood (69%), St George Troopers Hill (72%), Lawrence Hill (73%) and Henbury & Brentry (74%)

Neighbourhood Partnership Areas

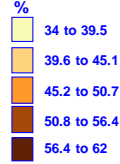
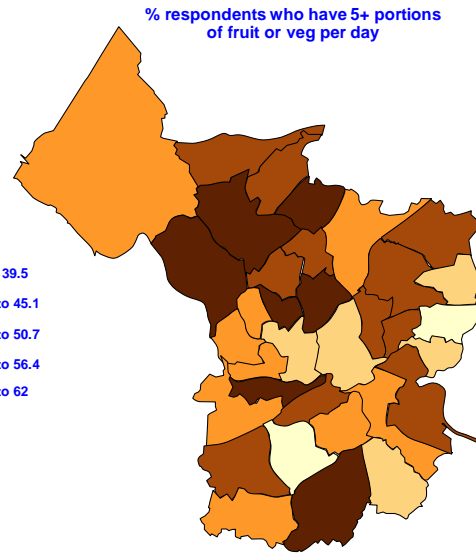


% respondents who have 5+ portions of fruit or veg per day

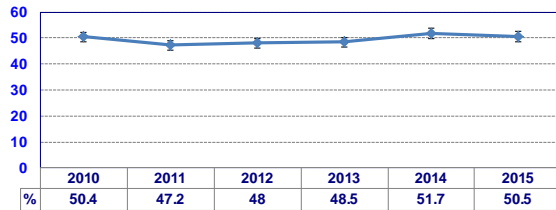
| Ward | % | lower confidence limit | upper confidence limit |
|-----------------------------|----|------------------------|------------------------|
| Ashley | 58 | 48 | 68 |
| Avonmouth & Lawrence Weston | 48 | 37 | 59 |
| Bedminster | 48 | 37 | 58 |
| Bishopston & Ashley Down | 51 | 40 | 61 |
| Bishopsworth | 52 | 41 | 63 |
| Brislington East | 53 | 42 | 63 |
| Brislington West | 46 | 36 | 58 |
| Central | 45 | 34 | 57 |
| Clifton | 47 | 36 | 58 |
| Clifton Down | 46 | 36 | 56 |
| Cotham | 60 | 49 | 71 |
| Easton | 51 | 40 | 61 |
| Eastville | 55 | 45 | 64 |
| Filwood | 34 | 25 | 45 |
| Frome Vale | 54 | 42 | 66 |
| Hartcliffe & Withywood | 48 | 38 | 58 |
| Henbury & Brentry | 55 | 44 | 66 |
| Hengrove & Whitchurch Park | 57 | 46 | 66 |
| Hillfields | 44 | 34 | 55 |
| Horfield | 59 | 46 | 71 |
| Hotwells & Harbourside | 47 | 35 | 58 |
| Knowle | 47 | 36 | 58 |
| Lawrence Hill | 40 | 31 | 49 |
| Lockleaze | 49 | 38 | 60 |
| Redland | 55 | 45 | 65 |
| St George Central | 38 | 30 | 48 |
| St George Troopers Hill | 43 | 32 | 55 |
| St George West | 53 | 43 | 63 |
| Southmead | 53 | 42 | 64 |
| Southville | 58 | 48 | 67 |
| Stockwood | 40 | 29 | 53 |
| Stoke Bishop | 57 | 46 | 68 |
| Westbury-on-Trym & Henleaze | 62 | 54 | 68 |
| Windmill Hill | 53 | 42 | 63 |

| | | | |
|-----------------|-------------|-------------|-------------|
| Bristol | 50.5 | 48.6 | 52.4 |
| Question number | rQ36 | | |
| Sample size | 3818 | | |
| Year | 2015 | | |
| Deprived Areas | 50.0 | 45.0 | 54.0 |
| Older people | 56.9 | 54.6 | 59.1 |
| Disabled people | 48.0 | 42.8 | 53.7 |
| BME | 51 | 44 | 57 |
| Carer | 57.0 | 53.0 | 61.0 |
| LGBT | 44 | 35 | 54 |
| Male | 45.9 | 43.0 | 48.8 |
| Female | 55.0 | 52.6 | 57.4 |
| Christian | 55.5 | 53.1 | 57.9 |
| Muslim | 35 | 22 | 51 |
| No faith | 53.2 | 50.7 | 55.8 |

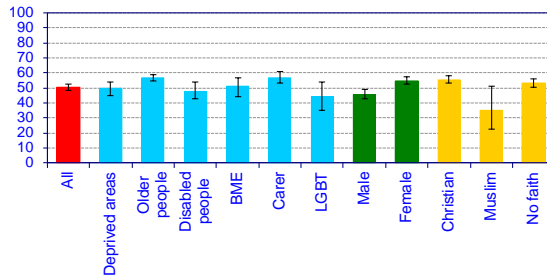
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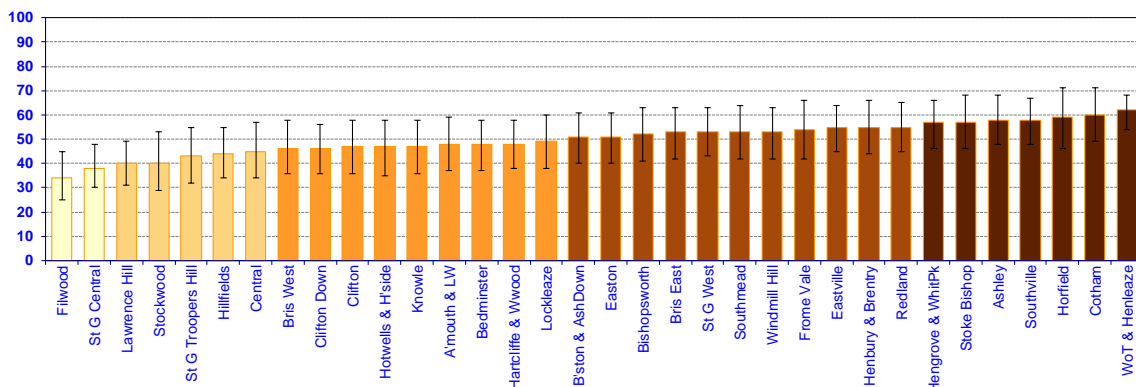
% respondents who have 5+ portions of fruit or veg per day



% respondents who have 5+ portions of fruit or veg per day



% respondents who have 5+ portions of fruit or veg per day



% respondents who are obese or overweight ↔

% respondents who are obese ↔

Being obese or overweight is a key indicator of health and wellbeing and obesity carries greater risks from diabetes, circulatory problems and, often, poor mental health. In the Quality of Life survey, the indicator for being overweight or obese is based on residents’ self-recorded weight and height from which the Body Mass Index (BMI) is calculated. A person with a BMI over 25 is considered overweight and one with a BMI over 30 is obese.

Obesity is rising nationally and tends to be higher in urban than in rural areas. Promoting healthy eating, taking more exercise and reducing obesity are priorities for the City Council.

% respondents who are overweight or obese ↔

In 2015, 45% of respondents to the survey were overweight or obese. This indicator has stayed relatively stable over the last five years. Significantly more residents (55%) in deprived areas were obese or overweight. Wards with a higher proportion of overweight or obese people were Hengrove & Whitchurch Park (66%), Hartcliffe & Withywood (66%), Stockwood (65%), St George Central (59%) and Henbury & Brentry (59%).

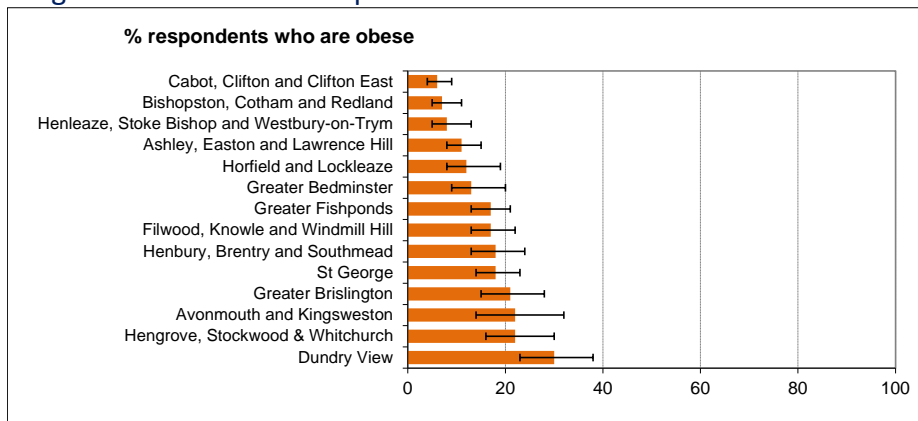
Equalities analysis has shown significantly more disabled people (65%), older people (56%) and carers (54%) were overweight or obese in 2015. There was a gender difference with more men (50%) than women (41%) overweight or obese.

% respondents who are obese ↔

The overall proportion of obese people, at 15%, has not changed significantly since 2010 (16%). One in four people in deprived areas (25%) were obese, maintaining the gap with the rest of the city. At a ward level the prevalence of obesity was higher in Hartcliffe & Withywood (34%), Brislington East (27%) and Hillfields (25%).

Of all the equalities groups, the percentage of people who were obese was highest for disabled people, at 32%. The level of obesity was also higher than the average for older people and carers, both at 19%.

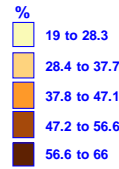
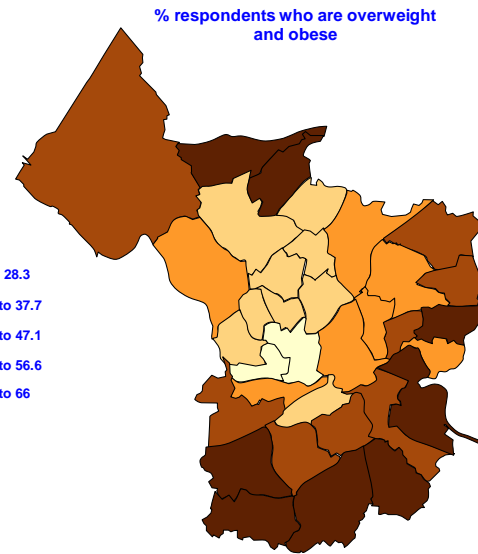
Neighbourhood Partnership Areas



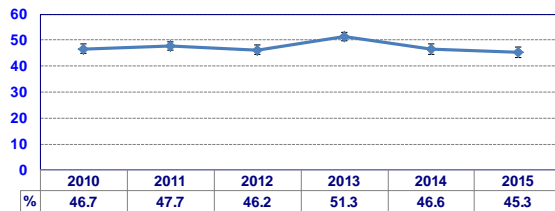
% respondents who are overweight and obese

| Ward | % | lower confidence limit | upper confidence limit |
|-----------------------------|-----------------|------------------------|------------------------|
| Ashley | 29 | 21 | 37 |
| Avonmouth & Lawrence Weston | 56 | 46 | 67 |
| Bedminster | 50 | 40 | 61 |
| Bishopston & Ashley Down | 34 | 25 | 45 |
| Bishopsworth | 59 | 47 | 71 |
| Brislington East | 58 | 46 | 69 |
| Brislington West | 50 | 40 | 60 |
| Central | 28 | 19 | 39 |
| Clifton | 30 | 21 | 42 |
| Clifton Down | 30 | 21 | 41 |
| Cotham | 35 | 24 | 47 |
| Easton | 41 | 32 | 51 |
| Eastville | 42 | 33 | 52 |
| Filwood | 54 | 43 | 64 |
| Frome Vale | 54 | 41 | 66 |
| Hartcliffe & Withywood | 66 | 55 | 76 |
| Henbury & Brentry | 59 | 48 | 68 |
| Hengrove & Whitchurch Park | 66 | 56 | 76 |
| Hillfields | 56 | 44 | 67 |
| Horfield | 34 | 22 | 47 |
| Hotwells & Harbourside | 19 | 12 | 29 |
| Knowle | 52 | 40 | 63 |
| Lawrence Hill | 43 | 33 | 52 |
| Lockleaze | 44 | 35 | 54 |
| Redland | 31 | 22 | 42 |
| St George Central | 59 | 49 | 68 |
| St George Troopers Hill | 39 | 28 | 50 |
| St George West | 55 | 44 | 66 |
| Southmead | 57 | 45 | 67 |
| Southville | 40 | 31 | 50 |
| Stockwood | 65 | 51 | 77 |
| Stoke Bishop | 45 | 34 | 56 |
| Westbury-on-Trym & Henleaze | 32 | 26 | 39 |
| Windmill Hill | 29 | 20 | 40 |
| Bristol | 45.3 | 43.4 | 47.2 |
| Question number | bmi_ge25 | | |
| Sample size | 3657 | | |
| Year | 2015 | | |
| Deprived Areas | 55.0 | 50.0 | 59.0 |
| Older people | 56.4 | 54.2 | 58.6 |
| Disabled people | 65.0 | 60.0 | 70.2 |
| BME | 47 | 41 | 54 |
| Carer | 54.0 | 50.0 | 58.0 |
| LGBT | 38 | 29 | 47 |
| Male | 49.9 | 47.0 | 52.8 |
| Female | 40.8 | 38.4 | 43.1 |
| Christian | 52.2 | 49.8 | 54.6 |
| Muslim | 57 | 41 | 71 |
| No faith | 40.4 | 37.9 | 42.9 |

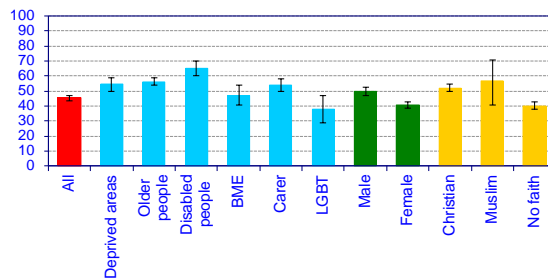
Please note - these are for the new wards for Bristol City Council, effective May 2016. Also, a few indicators are new or have been re-recorded such that there is no previous trend data available.



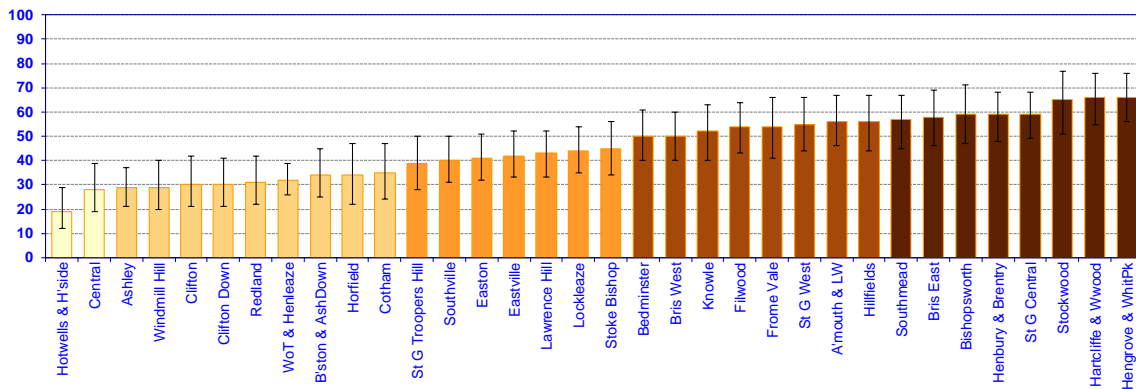
% respondents who are overweight and obese



% respondents who are overweight and obese



% respondents who are overweight and obese



Safety and Crime

% respondents whose day to day life is affected by fear of crime ↓ % respondents who have been discriminated against or harassed in the last 12 months

Freedom from crime is fundamental to our quality of life. This indicator measures the perception of the level of crime in the neighbourhood affecting individuals. This indicator will drop as fewer people become victims of crime, confidence in the police and community cohesion increases, and reflect the success of crime reduction measures.

% respondents whose day to day life is affected by fear of crime ↓

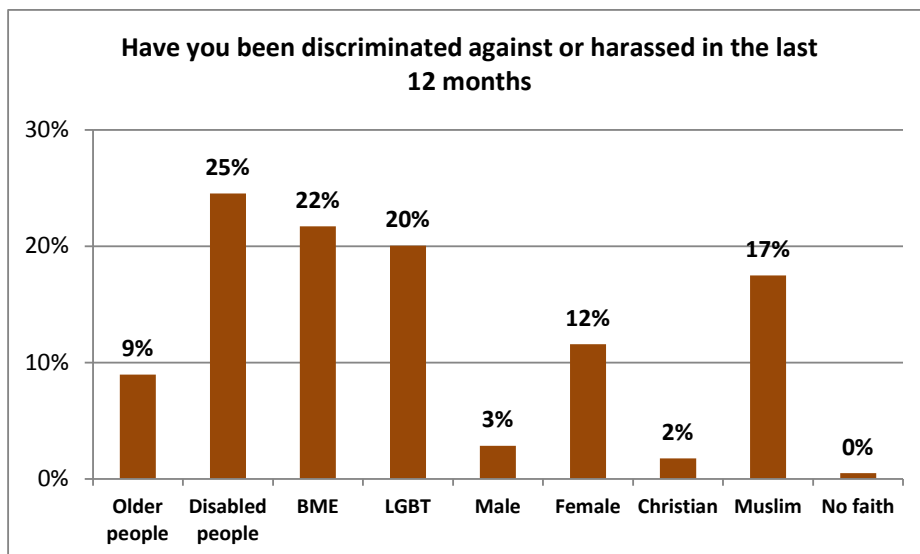
In 2015, 12% of residents said fear of crime affected their day-to-day life, a significant improvement compared to 2010 when 23% of residents said they were affected. A higher proportion of people (24%) in deprived areas were afraid of crime.

There was significant variation between wards, with greater levels of fear experienced by residents in Hartcliffe & Withywood (33%), Filwood (27%) and Central (23%), whilst under 5% of people living in Westbury-on-Trym & Henleaze (5%), Stoke Bishop (5%), Knowle (5%), Windmill Hill (4%), Redland (4%), Clifton Down (4%) and Clifton (2%) were affected.

Equalities analysis indicated that 25% of disabled people and 20% of people from Black and minority ethnic groups were fearful of crime, significantly greater than the average. Muslims were the group most affected by fear of crime, with one in three (33%) reporting it as an issue.

% respondents who have been discriminated against or harassed in the last 12 months

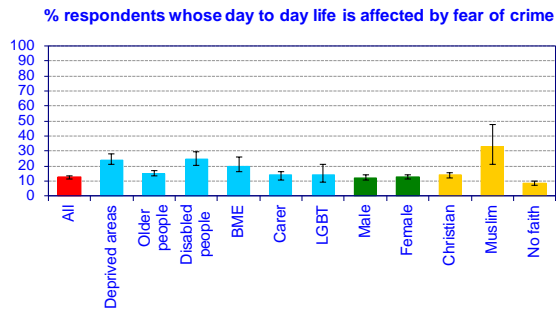
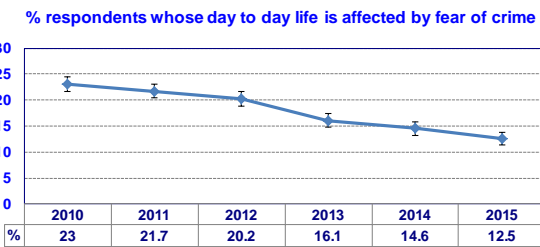
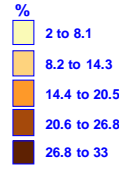
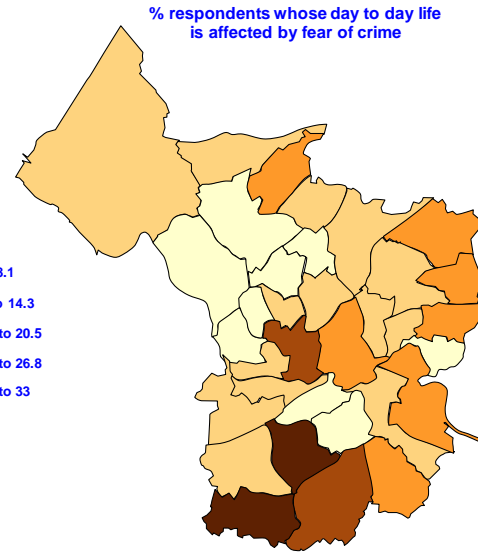
People were asked whether they had been discriminated against or harassed due to any specific prejudices such as their age, race, religion, sexuality or disability. The chart below shows the percentage of people who reported that they had been discriminated against or harassed due to that particular prejudice. Most discrimination was reported by Disabled People (25%).



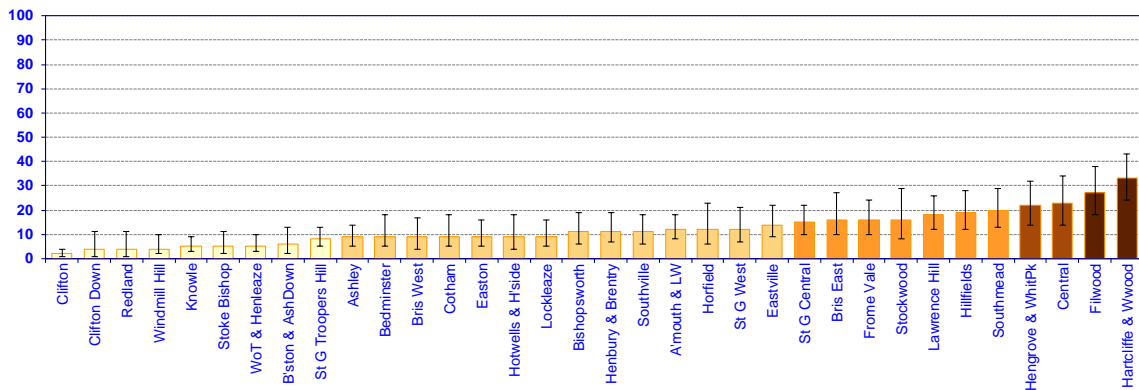
% respondents whose day to day life is affected by fear of crime

| Ward | % | lower confidence limit | upper confidence limit |
|-----------------------------|-------------|------------------------|------------------------|
| Ashley | 9 | 5 | 14 |
| Avonmouth & Lawrence Weston | 12 | 8 | 18 |
| Bedminster | 9 | 5 | 18 |
| Bishopston & Ashley Down | 6 | 2 | 13 |
| Bishopsworth | 11 | 6 | 19 |
| Brislington East | 16 | 10 | 27 |
| Brislington West | 9 | 4 | 17 |
| Central | 23 | 14 | 34 |
| Clifton | 2 | 1 | 4 |
| Clifton Down | 4 | 1 | 11 |
| Cotham | 9 | 5 | 18 |
| Easton | 9 | 5 | 16 |
| Eastville | 14 | 9 | 22 |
| Filwood | 27 | 18 | 38 |
| Frome Vale | 16 | 10 | 24 |
| Hartcliffe & Withywood | 33 | 24 | 43 |
| Henbury & Brentry | 11 | 7 | 19 |
| Hengrove & Whitchurch Park | 22 | 14 | 32 |
| Hillfields | 19 | 12 | 28 |
| Horfield | 12 | 6 | 23 |
| Hotwells & Harbourside | 9 | 4 | 18 |
| Knowle | 5 | 3 | 9 |
| Lawrence Hill | 18 | 12 | 26 |
| Lockleaze | 9 | 5 | 16 |
| Redland | 4 | 1 | 11 |
| St George Central | 15 | 10 | 22 |
| St George Troopers Hill | 8 | 5 | 13 |
| St George West | 12 | 7 | 21 |
| Southmead | 20 | 13 | 29 |
| Southville | 11 | 6 | 18 |
| Stockwood | 16 | 8 | 29 |
| Stoke Bishop | 5 | 2 | 11 |
| Westbury-on-Trym & Henleaze | 5 | 3 | 10 |
| Windmill Hill | 4 | 2 | 10 |
| Bristol | 12.5 | 11.3 | 13.7 |
| Question number | | rQ7h | |
| Sample size | | 3985 | |
| Year | | 2015 | |
| Deprived Areas | 24.0 | 21.0 | 28.0 |
| Older people | 14.9 | 13.4 | 16.7 |
| Disabled people | 24.8 | 20.6 | 29.4 |
| BME | 20 | 16 | 26 |
| Carer | 14.0 | 11.0 | 16.0 |
| LGBT | 14 | 9 | 21 |
| Male | 12.2 | 10.5 | 14.1 |
| Female | 12.7 | 11.3 | 14.3 |
| Christian | 13.9 | 12.4 | 15.5 |
| Muslim | 33 | 21 | 48 |
| No faith | 8.7 | 7.5 | 10.1 |

Please note - these are for the new wards for Bristol City Council, effective May 2016. Also, a few indicators are new or have been re-ordered such that there is no previous trend data available.



% respondents whose day to day life is affected by fear of crime



% respondents who feel safe outdoors in their neighbourhood after dark ↑

% respondents who feel safe outdoors in their neighbourhood during the day ↑

These indicators measure general fear of crime in the neighbourhood and vulnerability. Fear of crime and vulnerability may limit how residents interact in their community and venture out from their homes during the day or night. An improvement with these indicators will reflect lower crime levels in the neighbourhood, confidence in measures to tackle crime and anti-social behaviour, neighbourhood policing and improved community cohesion.

Note – these indicators were not asked in 2014 but were re-instated in the 2015 survey.

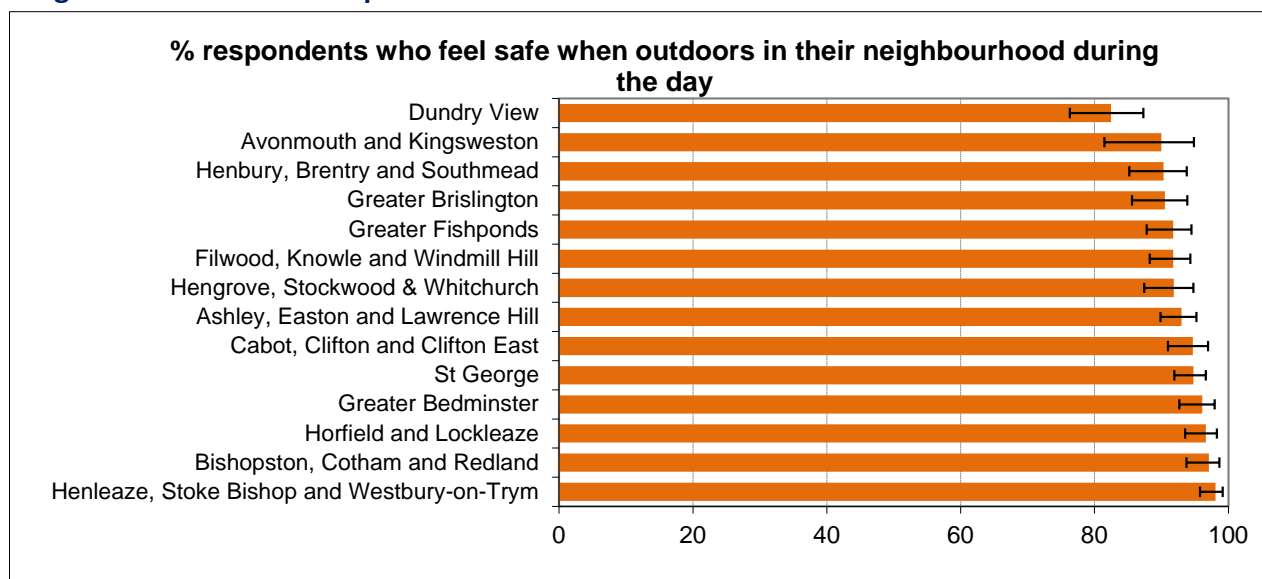
% respondents who feel safe outdoors in their neighbourhood after dark ↑

There was an overall rise in the percentage of residents who feel safe outdoors after dark, from 57% in 2010 to 70% in 2015. There was large geographical variation with only 52% of respondents living in deprived areas feeling safe outdoors after dark. The proportion of residents who felt safe was particularly low in Hartcliffe & Withywood (45%), Filwood (48%), Lawrence Hill (50%), Avonmouth & Lawrence Weston (51%), Southmead (53%), Hillfields (56%) and St George West (58%). The wards where people felt safest were Knowle (79%), Bedminster (81%), Bishopston & Ashley Down (82%), Hotwells & Harbourside (82%), Windmill Hill (83%), Cotham (85%), Clifton Down (86%), Redland (86%) and Clifton (87%). Disabled people were the least likely group to feel safe, at 54%. Men (74%) tended to feel safer than women (65%).

% respondents who feel safe outdoors in their neighbourhood during the day ↑

The proportion of people who felt safe outdoors during the day was already very high in 2010 (91%), but still showed a slight increase to 93%. However, fewer residents in deprived areas felt safe in the daytime, at 83%, particularly in Hartcliffe & Withywood (78%) and Filwood (81%). Most people felt safe in Knowle (96%), Ashley (97%), Westbury-on-Trym & Henleaze (97%), Windmill Hill (97%), Redland (98%), Horfield (98%), St George Troopers Hill (98%), Bedminster (98%), Cotham (99%), Stoke Bishop (99%) and Clifton Down (100%). Only 82% of disabled people felt safe outdoors during the day. Fewer carers (90%) felt safe compared to non-carers (94%).

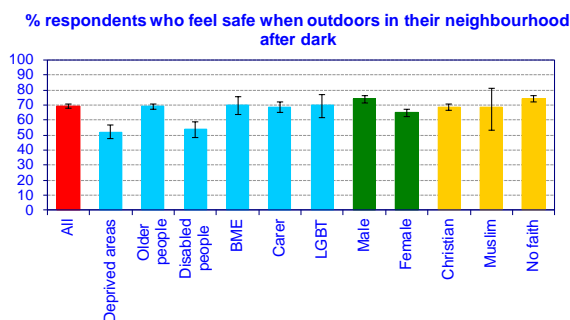
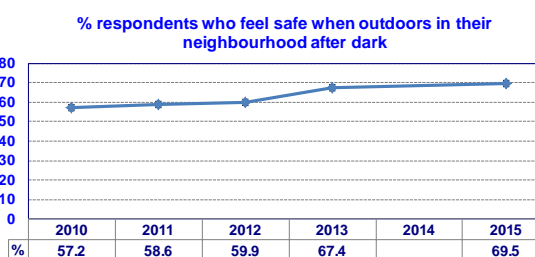
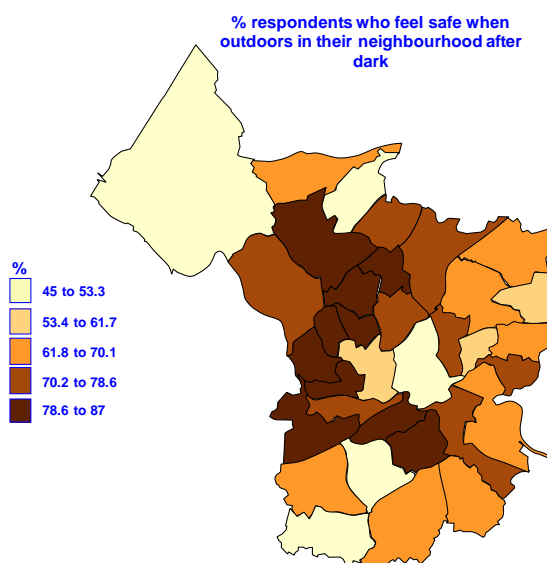
Neighbourhood Partnership Areas



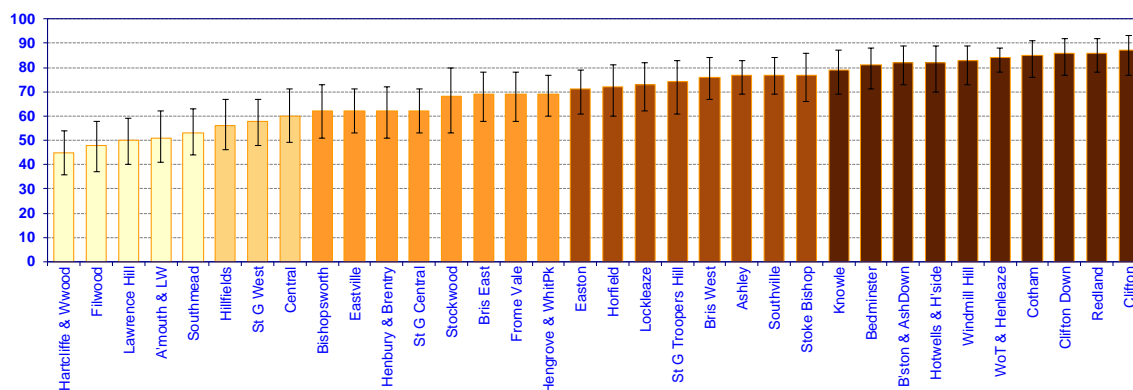
% respondents who feel safe when outdoors in their neighbourhood after dark

| Ward | % | lower confidence limit | upper confidence limit |
|-----------------------------|-------------|------------------------|------------------------|
| Ashley | 77 | 69 | 83 |
| Avonmouth & Lawrence Weston | 51 | 41 | 62 |
| Bedminster | 81 | 71 | 88 |
| Bishopston & Ashley Down | 82 | 73 | 89 |
| Bishopsworth | 62 | 51 | 73 |
| Brislington East | 69 | 58 | 78 |
| Brislington West | 76 | 67 | 84 |
| Central | 60 | 49 | 71 |
| Clifton | 87 | 77 | 93 |
| Clifton Down | 86 | 77 | 92 |
| Cotham | 85 | 76 | 91 |
| Easton | 71 | 61 | 79 |
| Eastville | 62 | 53 | 71 |
| Filwood | 48 | 37 | 58 |
| Frome Vale | 69 | 58 | 78 |
| Hartcliffe & Withywood | 45 | 36 | 54 |
| Henbury & Brentry | 62 | 51 | 72 |
| Hengrove & Whitchurch Park | 69 | 60 | 77 |
| Hillfields | 56 | 46 | 67 |
| Horfield | 72 | 60 | 81 |
| Hotwells & Harbourside | 82 | 70 | 89 |
| Knowle | 79 | 69 | 87 |
| Lawrence Hill | 50 | 40 | 59 |
| Lockleaze | 73 | 62 | 82 |
| Redland | 86 | 78 | 92 |
| St George Central | 62 | 53 | 71 |
| St George Troopers Hill | 74 | 61 | 83 |
| St George West | 58 | 48 | 67 |
| Southmead | 53 | 44 | 63 |
| Southville | 77 | 69 | 84 |
| Stockwood | 68 | 53 | 80 |
| Stoke Bishop | 77 | 66 | 86 |
| Westbury-on-Trym & Henleaze | 84 | 78 | 88 |
| Windmill Hill | 83 | 73 | 89 |
| Bristol | 69.5 | 67.9 | 71.1 |
| Question number | | rQ6a | |
| Sample size | | 3930 | |
| Year | | 2015 | |
| Deprived Areas | 52.0 | 48.0 | 57.0 |
| Older people | 69.1 | 67.0 | 71.1 |
| Disabled people | 54.0 | 48.4 | 59.1 |
| BME | 70 | 64 | 76 |
| Carer | 69.0 | 65.0 | 72.0 |
| LGBT | 70 | 62 | 77 |
| Male | 74.3 | 71.7 | 76.7 |
| Female | 64.9 | 62.7 | 67.0 |
| Christian | 68.6 | 66.5 | 70.7 |
| Muslim | 69 | 53 | 81 |
| No faith | 74.2 | 71.9 | 76.3 |

Please note - these are for the new wards for Bristol City Council, effective May 2016. Also, a few indicators are new or have been re-recorded such that there is no previous trend data available.



% respondents who feel safe when outdoors in their neighbourhood after dark



- % respondents who agree locally, anti-social behaviour is a problem** ↓
- % respondents who agree police and local public services are successfully dealing with issues of crime and anti social behaviour** ↓
- % respondents who agree people using drugs is a problem** ↓

These indicators measure concern with anti-social behaviour (ASB) in the neighbourhood that is likely to include vandalism, graffiti, rowdiness, drunkenness, harassment, drug dealing, prostitution etc. They also reflect public confidence in local agencies in tackling community safety issues that matter to local people.

% respondents who agree locally, anti-social behaviour is a problem ↓

In 2015, 24% of residents thought anti-social behaviour was a problem in their local neighbourhood. This indicator has shown a significant improvement compared with 2010 when 33% of residents felt this was a local problem. The proportion of residents who reported problematic anti-social behaviour was higher in the deprived areas of the city, at 41%, especially Filwood (52%), Hartcliffe & Withywood (47%) and Lawrence Hill (36%) wards. The lowest levels of anti-social behaviour were found in Westbury-on-Trym & Henleaze (5%), Clifton (6%), Knowle (10%), Redland (12%), Stoke Bishop (13%) and Brislington West (15%).

Equalities analysis suggests that disabled people (31%), carers (25%) and people belonging to black and minority ethnic groups (27%) were more likely to agree anti-social behaviour was a problem.

% respondents who agree police and local public services are successfully dealing with issues of crime and anti-social behaviour ↓

Having seen an improvement in this indicator in recent years the proportion of residents who felt police and local public services were successfully dealing with issues of crime and anti-social behaviour fell from 37% in 2013 to 30% in 2015. Residents in Eastville (19%) and Hillfields (21%) appear to have the least confidence in public agencies.

Of the equalities groups, Muslims had the greatest faith in the police and local public services ability to tackle anti-social behaviour, at 58%, followed by people from black and minority ethnic groups, at 43%. Lesbian, gay, bisexual and transgender people were the group least assured, at 20%.

% respondents who agree people using drugs is a problem in this area ↓

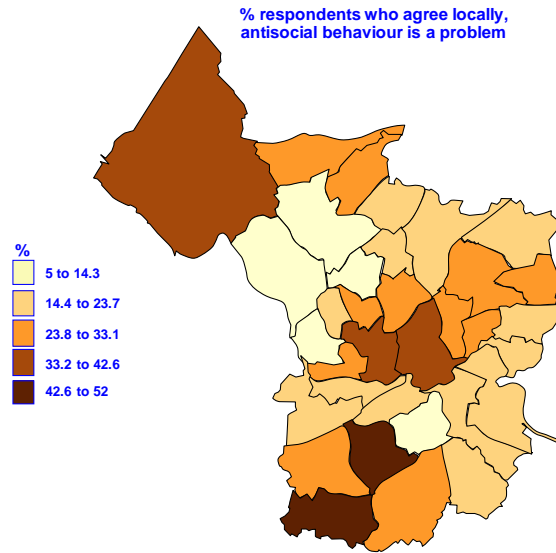
The proportion of people who felt drug use was a problem in their neighbourhood had not significantly changed in 2015, measuring 23%, after a steep drop from 29% in 2010 to 22% in 2014. Problems with drug use were higher in deprived areas, at 55%, particularly in Hartcliffe & Withywood (63%), Filwood (52%), Lawrence Hill (43%) and Ashley (40%).

A greater problem with drug use was perceived by disabled people (35%) and carers (26%).

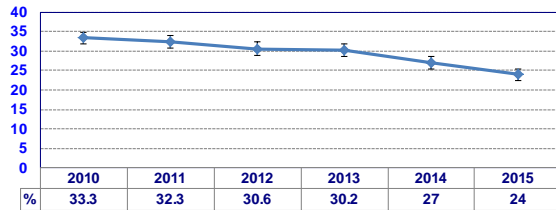
% respondents who agree locally, antisocial behaviour is a problem

| Ward | % | lower confidence limit | upper confidence limit |
|-----------------------------|-------------|------------------------|------------------------|
| Ashley | 28 | 21 | 38 |
| Avonmouth & Lawrence Weston | 35 | 25 | 46 |
| Bedminster | 21 | 13 | 32 |
| Bishopston & Ashley Down | 16 | 9 | 26 |
| Bishopsworth | 24 | 16 | 34 |
| Brislington East | 20 | 13 | 29 |
| Brislington West | 15 | 9 | 24 |
| Central | 34 | 24 | 45 |
| Clifton | 6 | 2 | 13 |
| Clifton Down | 17 | 10 | 27 |
| Cotham | 24 | 16 | 35 |
| Easton | 31 | 23 | 41 |
| Eastville | 25 | 18 | 35 |
| Filwood | 52 | 42 | 62 |
| Frome Vale | 23 | 15 | 33 |
| Hartcliffe & Withywood | 47 | 38 | 57 |
| Henbury & Brentry | 31 | 23 | 41 |
| Hengrove & Whitchurch Park | 29 | 20 | 38 |
| Hillfields | 27 | 18 | 37 |
| Horfield | 19 | 11 | 31 |
| Hotwells & Harbourside | 25 | 16 | 36 |
| Knowle | 10 | 6 | 16 |
| Lawrence Hill | 36 | 28 | 46 |
| Lockleaze | 19 | 12 | 30 |
| Redland | 12 | 6 | 20 |
| St George Central | 22 | 15 | 31 |
| St George Troopers Hill | 15 | 8 | 27 |
| St George West | 32 | 23 | 42 |
| Southmead | 31 | 21 | 41 |
| Southville | 20 | 14 | 28 |
| Stockwood | 16 | 9 | 28 |
| Stoke Bishop | 13 | 7 | 24 |
| Westbury-on-Trym & Henleaze | 5 | 3 | 9 |
| Windmill Hill | 22 | 14 | 32 |
| Bristol | 24.0 | 22.5 | 25.5 |
| Question number | | rQ7f | |
| Sample size | | 3942 | |
| Year | | 2015 | |
| Deprived Areas | 41.0 | 36.0 | 45.0 |
| Older people | 22.5 | 20.7 | 24.4 |
| Disabled people | 30.8 | 26.1 | 36.0 |
| BME | 27 | 22 | 33 |
| Carer | 25.0 | 22.0 | 29.0 |
| LGBT | 19 | 13 | 27 |
| Male | 25.2 | 22.8 | 27.7 |
| Female | 22.8 | 21.0 | 24.7 |
| Christian | 21.6 | 19.9 | 23.4 |
| Muslim | 33 | 21 | 48 |
| No faith | 21.8 | 19.8 | 23.9 |

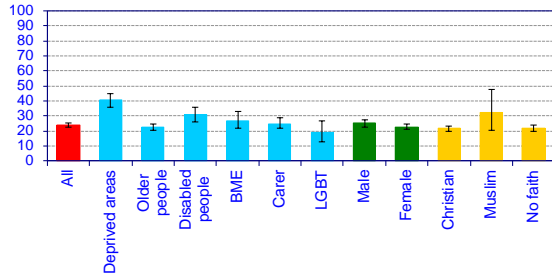
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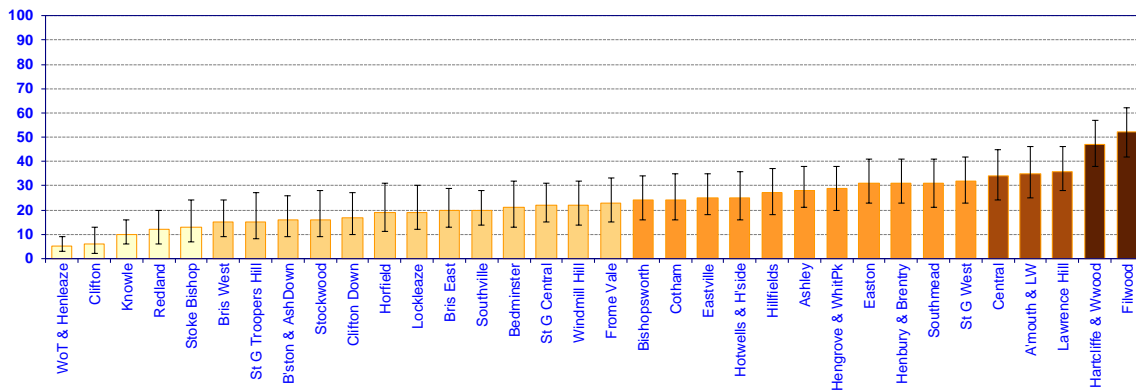
% respondents who agree locally, antisocial behaviour is a problem



% respondents who agree locally, antisocial behaviour is a problem



% respondents who agree locally, antisocial behaviour is a problem



% respondents who agree that domestic abuse is a private matter ↓

% respondents who agree women’s behaviour can attract and provoke domestic abuse ↓

% respondents who agree sexual harassment is an issue in Bristol ↑

Tackling domestic violence is a local and national concern and it can account for a quarter of all violent crime. A priority for this Council and its partners is to reduce the number of people who become repeat victims of domestic abuse.

In 2008, the Quality of Life survey introduced a number of indicators of domestic abuse, and responses can help explain people’s attitudes towards this issue and why some of these crimes go unreported. In the most recent survey -

- 7% felt domestic violence was a private matter
- 9% felt women’s behaviour can attract and provoke domestic abuse
- 22% felt sexual harassment is an issue in Bristol

Trends since 2010 are available for two of these indicators: ‘% who agree domestic violence was a private matter’ dropped to 7% in 2014 (from 14% in 2010) and measured the same in 2015, indicating more people would be inclined to report an incident; ‘% who agree women’s behaviour can attract and provoke domestic abuse’ has also dropped to 9% (20% in 2010). The percentage of residents who thought sexual harassment was an issue has risen over the past two years since 2013, when it first appeared, from 19% to 22%.

People living in deprived areas were more likely to agree domestic abuse was a private matter, at 12%; women’s behaviour can attract and provoke domestic abuse, at 16%; and sexual harassment is an issue in Bristol, at 31%.

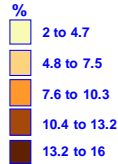
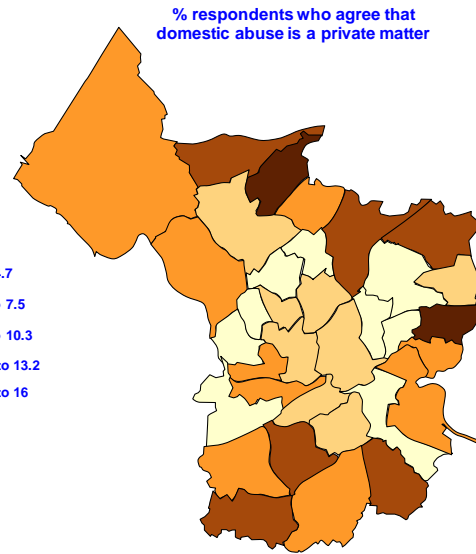
The proportion of residents who believed women’s behaviour attracted and provoked domestic abuse was higher than average in Southmead (17%), Hartcliffe & Withywood (17%), Avonmouth & Lawrence Weston (17%), Hengrove & Whitchurch Park (18%) and Henbury & Brentry (19%). More than a third of people in Filwood (36%), Lawrence Hill (35%) and Easton (35%) recognized sexual harassment was an issue in Bristol.

Equalities analysis suggests disabled people and older people are more likely to agree “domestic violence is a private matter” (17% and 14% respectively), “women’s behaviour can attract and provoke domestic abuse” (19% and 17% respectively). 29% of both lesbian, gay, bisexual and transgender people and disabled people agree “sexual harassment is an issue in Bristol”.

% respondents who agree that domestic abuse is a private matter

| Ward | % | lower confidence limit | upper confidence limit |
|-----------------------------|-------------|------------------------|------------------------|
| Ashley | 6 | 3 | 12 |
| Avonmouth & Lawrence Weston | 10 | 7 | 15 |
| Bedminster | 4 | 2 | 9 |
| Bishopston & Ashley Down | 3 | 1 | 6 |
| Bishopsworth | 8 | 5 | 13 |
| Brislington East | 8 | 5 | 14 |
| Brislington West | 4 | 2 | 8 |
| Central | 7 | 3 | 15 |
| Clifton | 3 | 1 | 7 |
| Clifton Down | 3 | 1 | 8 |
| Cotham | 5 | 1 | 14 |
| Easton | 4 | 2 | 11 |
| Eastville | 4 | 2 | 7 |
| Filwood | 12 | 8 | 18 |
| Frome Vale | 11 | 6 | 20 |
| Hartcliffe & Withywood | 12 | 7 | 19 |
| Henbury & Brentry | 12 | 7 | 21 |
| Hengrove & Whitchurch Park | 8 | 5 | 12 |
| Hillfields | 5 | 3 | 11 |
| Horfield | 9 | 4 | 19 |
| Hotwells & Harbourside | 8 | 3 | 17 |
| Knowle | 6 | 3 | 10 |
| Lawrence Hill | 5 | 3 | 11 |
| Lockleaze | 11 | 6 | 18 |
| Redland | 4 | 1 | 9 |
| St George Central | 15 | 10 | 22 |
| St George Troopers Hill | 9 | 6 | 15 |
| St George West | 2 | 1 | 7 |
| Southmead | 16 | 10 | 25 |
| Southville | 9 | 5 | 15 |
| Stockwood | 13 | 7 | 21 |
| Stoke Bishop | 9 | 5 | 15 |
| Westbury-on-Trym & Henleaze | 5 | 3 | 9 |
| Windmill Hill | 6 | 3 | 12 |
| Bristol | 7.5 | 6.7 | 8.3 |
| Question number | | rQ7j | |
| Sample size | | 3960 | |
| Year | | 2015 | |
| Deprived Areas | 12.0 | 9.0 | 15.0 |
| Older people | 14.2 | 12.7 | 15.8 |
| Disabled people | 16.9 | 13.4 | 21.0 |
| BME | 11 | 7 | 15 |
| Carer | 9.0 | 7.0 | 11.0 |
| LGBT | 4 | 2 | 8 |
| Male | 7.7 | 6.6 | 9.0 |
| Female | 7.2 | 6.2 | 8.4 |
| Christian | 13.4 | 12.0 | 15.0 |
| Muslim | 14 | 7 | 27 |
| No faith | 3.6 | 2.8 | 4.7 |

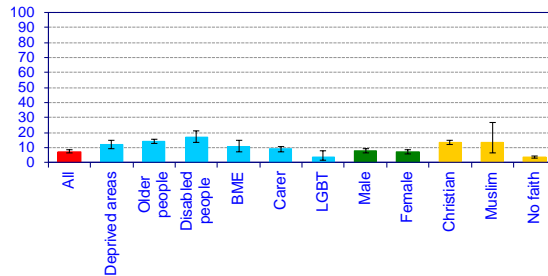
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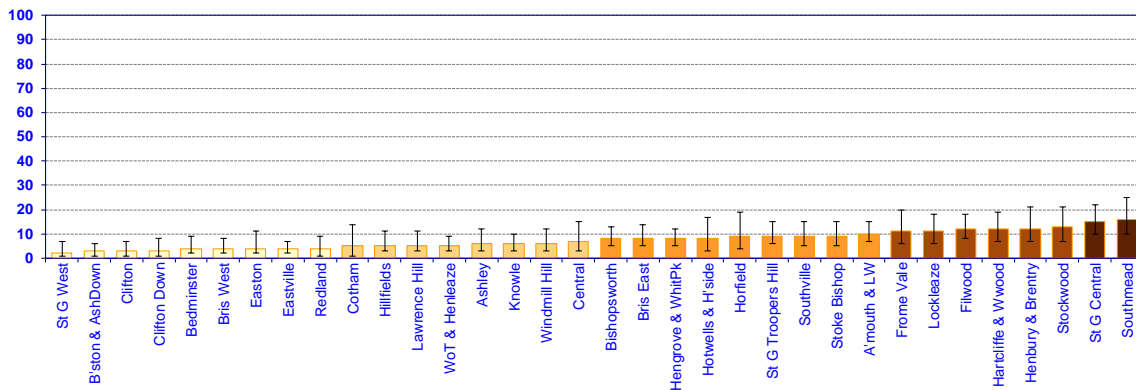
% respondents who agree that domestic abuse is a private matter



% respondents who agree that domestic abuse is a private matter



% respondents who agree that domestic abuse is a private matter



Community

% respondents who agree people from different backgrounds get on well together ↑

% respondents who feel they belong to their neighbourhood ↑

These indicators are measures of community cohesion and a high or increasing value will reflect a neighbourhood where people are respectful, tolerant of difference and demonstrate consideration towards others.

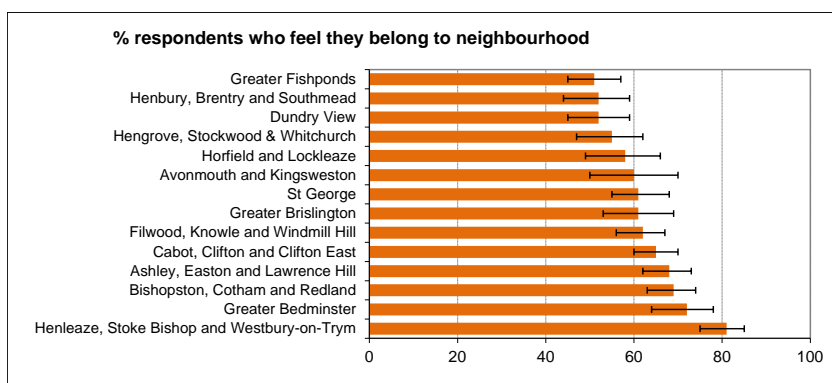
% respondents who agree people from different backgrounds get on well together ↑

This indicator has risen from 58% in 2010 to 63% in 2015, representing a slight improvement. Three out of four, or more, residents believe people get on well together in Ashley (82%), Easton (80%), Windmill Hill (79%), Bishopston & Ashley Down (79%), Knowle (75%), Westbury-on-Trym & Henleaze (74%), Southville (74%), Redland (74%), Hotwells & Harbourside (74%) and Eastville (73%). A half of residents agree people get on well together in Stockwood (44%), Bishopsworth (46%), Avonmouth & Lawrence Weston (47%), Filwood (48%), Hillfields (48%), St George Central (50%), Hartcliffe & Withywood (52%) and Henbury & Brentry (52%). Equalities analysis shows people living in deprived areas (57%) and disabled people (59%) are less likely to think people from different backgrounds get on well together. More people belonging to black and minority ethnic groups (72%) and people of no faith (67%) say people get on well together.

% respondents who feel they belong to their neighbourhood ↑

After remaining stable in recent years, the indicator rose from 56% in 2014 to 62% in 2015. People in deprived areas are less likely to feel they belong to their neighbourhood, at 54%, less than half of residents in Filwood (35%), Hillfields (40%), Henbury & Brentry (47%) and Hartcliffe & Withywood (49%). Three-quarters, or more, people feel they belong to their neighbourhood in Westbury-on-Trym & Henleaze (85%), Redland (82%), Easton (77%), Windmill Hill (76%), Stoke Bishop (73%), Southville (73%) and Ashley (73%). Older people (68%) and women (64%) are more likely to feel that they belong to their neighbourhood. Disabled people (60%) and men (60%) are less likely to feel they belong to their neighbourhood.

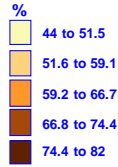
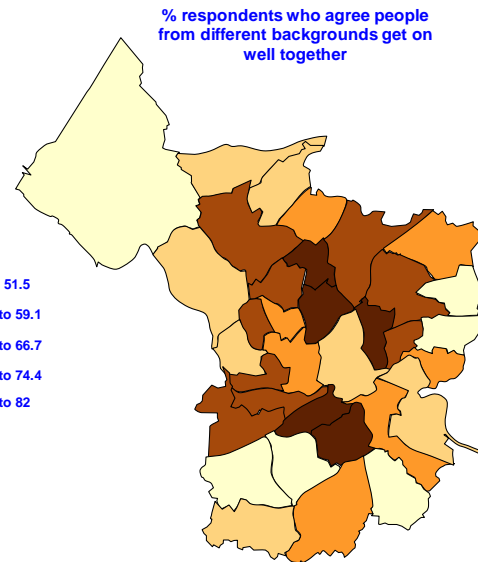
Neighbourhood Partnership Areas



% respondents who agree people from different backgrounds get on well together

| Ward | % | lower confidence limit | upper confidence limit |
|-----------------------------|-------------|------------------------|------------------------|
| Ashley | 82 | 72 | 88 |
| Avonmouth & Lawrence Weston | 47 | 36 | 58 |
| Bedminster | 67 | 56 | 77 |
| Bishopston & Ashley Down | 79 | 68 | 87 |
| Bishopsworth | 46 | 36 | 57 |
| Brislington East | 59 | 48 | 70 |
| Brislington West | 64 | 53 | 74 |
| Central | 66 | 55 | 76 |
| Clifton | 59 | 47 | 70 |
| Clifton Down | 71 | 60 | 80 |
| Cotham | 66 | 55 | 76 |
| Easton | 80 | 71 | 87 |
| Eastville | 73 | 63 | 81 |
| Filwood | 48 | 37 | 58 |
| Frome Vale | 62 | 50 | 72 |
| Hartcliffe & Withywood | 52 | 43 | 61 |
| Henbury & Brentry | 52 | 42 | 63 |
| Hengrove & Whitchurch Park | 60 | 50 | 70 |
| Hillfields | 48 | 38 | 59 |
| Horfield | 61 | 48 | 72 |
| Hotwells & Harbourside | 74 | 63 | 83 |
| Knowle | 75 | 66 | 82 |
| Lawrence Hill | 59 | 50 | 67 |
| Lockleaze | 71 | 60 | 79 |
| Redland | 74 | 64 | 82 |
| St George Central | 50 | 41 | 60 |
| St George Troopers Hill | 64 | 51 | 74 |
| St George West | 67 | 57 | 76 |
| Southmead | 53 | 42 | 63 |
| Southville | 74 | 65 | 81 |
| Stockwood | 44 | 31 | 58 |
| Stoke Bishop | 55 | 43 | 65 |
| Westbury-on-Trym & Henleaze | 74 | 67 | 80 |
| Windmill Hill | 79 | 70 | 86 |
| Bristol | 63.4 | 61.6 | 65.2 |
| Question number | | rQ7c | |
| Sample size | | 3990 | |
| Year | | 2015 | |
| Deprived Areas | 57.0 | 52.0 | 61.0 |
| Older people | 62.1 | 59.9 | 64.2 |
| Disabled people | 59.0 | 53.5 | 63.6 |
| BME | 72 | 66 | 77 |
| Carer | 66.0 | 62.0 | 69.0 |
| LGBT | 67 | 59 | 75 |
| Male | 62.8 | 60.0 | 65.5 |
| Female | 64.0 | 61.8 | 66.3 |
| Christian | 63.5 | 61.2 | 65.7 |
| Muslim | 74 | 59 | 85 |
| No faith | 66.6 | 64.3 | 68.8 |

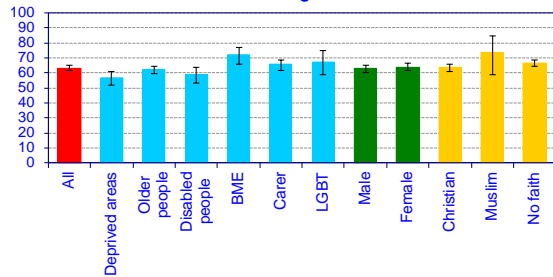
Please note - these are for the new wards for Bristol City Council, effective May 2016. Also, a few indicators are new or have been re-recorded such that there is no previous trend data available.



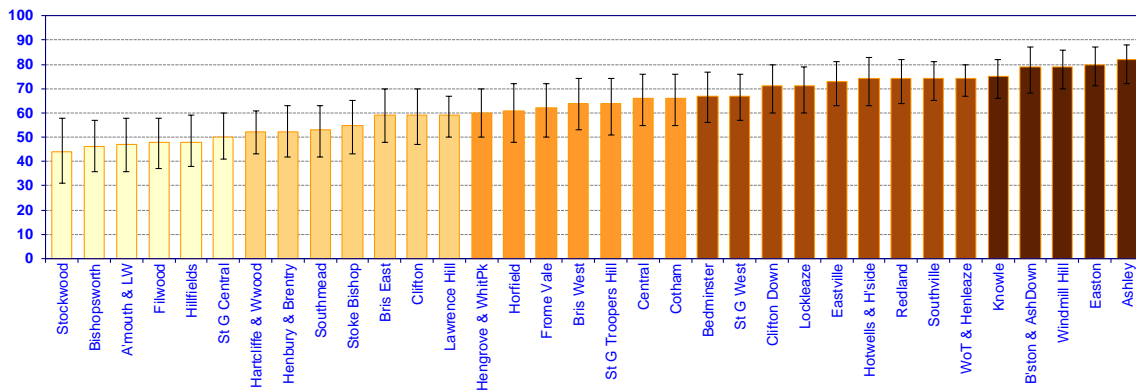
% respondents who agree people from different backgrounds get on well together



% respondents who agree people from different backgrounds get on well together



% respondents who agree people from different backgrounds get on well together

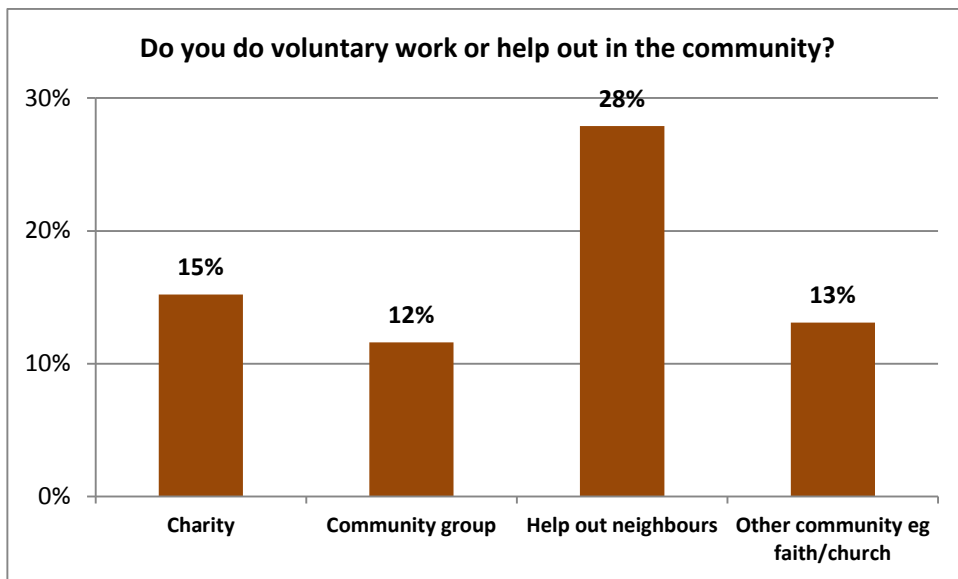


% respondents who do voluntary work or help out in the community at least 3 times a year

This is an indicator of community cohesion and measures whether residents feel empowered to make a difference both to their own lives and to the area in which they live. A high level of volunteering is a sign of strong, active communities, vital in supporting a range of activity undertaken by the third sector organisations and the success of neighbourhood partnerships.

Note - In 2015 this question was amended so as to better reflect the different types of informal community support that people do voluntarily, so there is no trend data available.

About a half of all residents (52%) volunteer at least three times a year. The level of volunteering is lower in deprived areas with 45% of people volunteering at least three times a year. The fewest volunteers can be found in Hartcliffe & Withywood (35%), Cotham (39%) and Stockwood (40%). The densest population of volunteers live in Redland, Westbury-on-Trym & Henleaze, Bedminster and Clifton wards, where two-thirds of residents volunteer at least three times a year. More carers (69%) volunteered compared with non-carers (53%). Disabled people were the group least likely to volunteer, at 47%, whilst Christians (59%) and people of Muslim faith (69%) were more likely than the average to volunteer. Older people tended to volunteer more frequently than younger people, at 57% and 50% respectively.



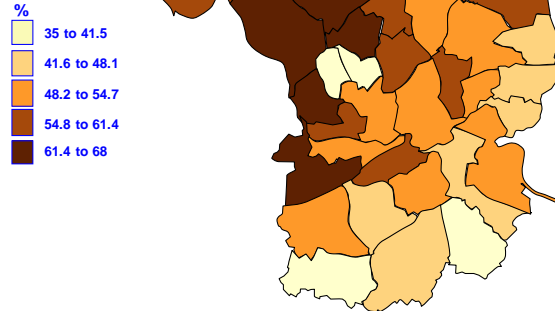
% respondents who volunteer or help out in their community at least 3 times a year

| Ward | % | lower confidence limit | upper confidence limit |
|-----------------------------|----|------------------------|------------------------|
| Ashley | 58 | 48 | 68 |
| Avonmouth & Lawrence Weston | 55 | 44 | 66 |
| Bedminster | 65 | 56 | 73 |
| Bishopston & Ashley Down | 55 | 44 | 65 |
| Bishopsworth | 52 | 40 | 63 |
| Brislington East | 49 | 37 | 61 |
| Brislington West | 46 | 36 | 56 |
| Central | 50 | 39 | 61 |
| Clifton | 65 | 53 | 76 |
| Clifton Down | 41 | 31 | 53 |
| Cotham | 39 | 28 | 50 |
| Easton | 57 | 46 | 67 |
| Eastville | 50 | 40 | 60 |
| Filwood | 47 | 36 | 57 |
| Frome Vale | 60 | 47 | 72 |
| Hartcliffe & Withywood | 35 | 27 | 44 |
| Henbury & Brentry | 50 | 39 | 62 |
| Hengrove & Whitchurch Park | 42 | 31 | 53 |
| Hillfields | 45 | 34 | 57 |
| Horfield | 57 | 45 | 69 |
| Hotwells & Harbourside | 57 | 44 | 68 |
| Knowle | 54 | 42 | 67 |
| Lawrence Hill | 51 | 41 | 61 |
| Lockleaze | 49 | 38 | 61 |
| Redland | 68 | 58 | 77 |
| St George Central | 42 | 32 | 51 |
| St George Troopers Hill | 47 | 36 | 59 |
| St George West | 50 | 39 | 61 |
| Southmead | 52 | 41 | 63 |
| Southville | 51 | 41 | 61 |
| Stockwood | 40 | 29 | 52 |
| Stoke Bishop | 62 | 50 | 73 |
| Westbury-on-Trym & Henleaze | 67 | 59 | 74 |
| Windmill Hill | 61 | 49 | 71 |

| Bristol | 52.3 | 50.4 | 54.1 |
|-----------------|-------|------|------|
| Question number | rQ12b | | |
| Sample size | 3679 | | |
| Year | 2015 | | |
| Deprived Areas | 45.0 | 41.0 | 49.0 |
| Older people | 56.9 | 54.6 | 59.1 |
| Disabled people | 47.0 | 41.8 | 52.5 |
| BME | 18 | 13 | 23 |
| Carer | 69.0 | 65.0 | 73.0 |
| LGBT | 59 | 50 | 68 |
| Male | 50.5 | 47.5 | 53.5 |
| Female | 54.1 | 51.7 | 56.4 |
| Christian | 59.0 | 56.7 | 61.3 |
| Muslim | 69 | 54 | 81 |
| No faith | 50.1 | 47.5 | 52.7 |

Please note - these are for the new wards for Bristol City Council, effective May 2016. Also, a few indicators are new or have been re-recorded such that there is no previous trend data available.

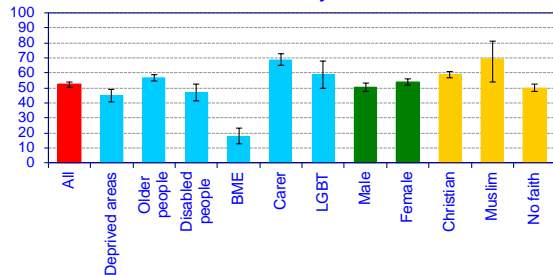
% respondents who volunteer or help out in their community at least 3 times a year



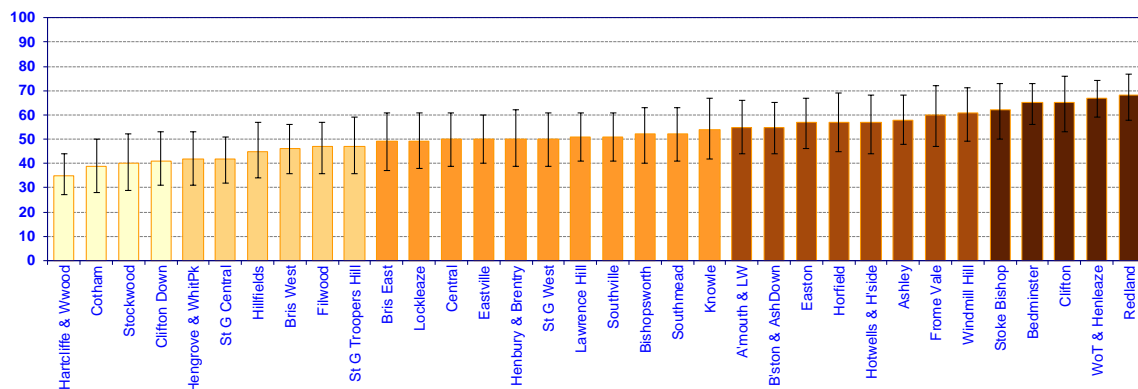
% respondents who volunteer or help out in their community at least 3 times a year



% respondents who volunteer or help out in their community at least 3 times a year



% respondents who volunteer or help out in their community at least 3 times a year



% respondents who think noise from neighbours is a problem ↓
% respondents who think noise from pubs, clubs and entertainment is a problem ↓

Noise from neighbours is one of the most intrusive nuisances in the city that can lead to sleep loss, interrupted study, stress and poor emotional health. Noise is often more problematic in the summer months when residents have their windows open and spend more time outdoors. An increasing value will reflect noisier neighbours, warmer weather and a lack of enforcement action to control noise.

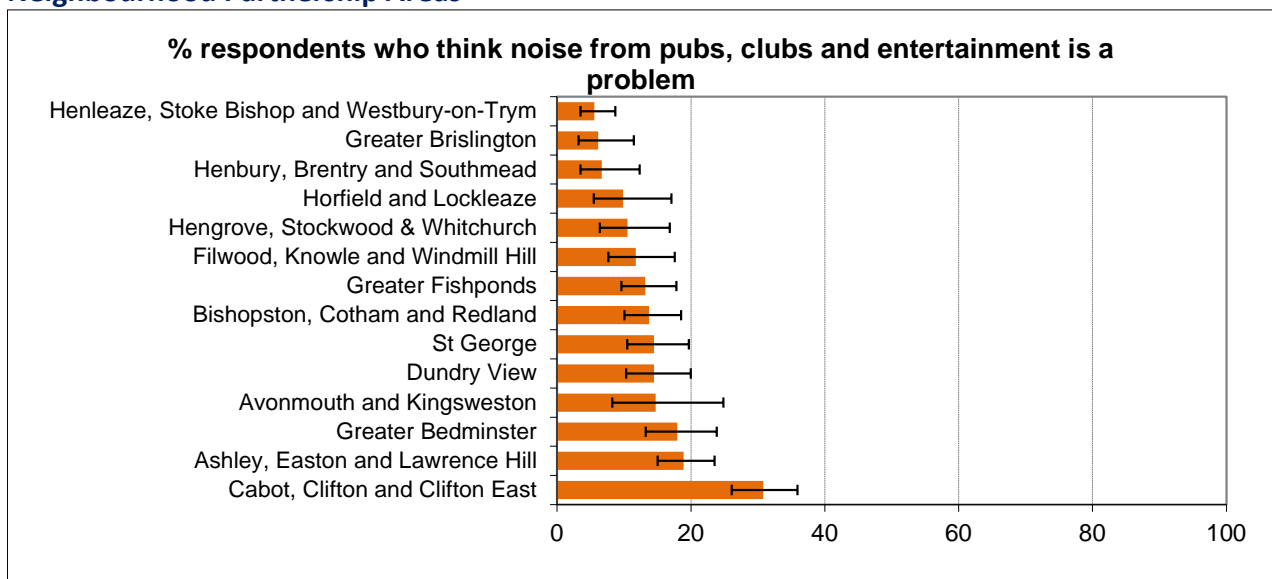
% respondents who think noise from neighbours is a problem ↓

The proportion of residents reporting problem noisy neighbours had been steadily increasing since 2010, when only 34% of residents reported a problem, rising to 41% of residents in 2013. However in 2014 the percentage of residents reporting a problem fell back to 35% and the decline has continued into 2015, measuring 32%. Noisy neighbours were more marked a problem in deprived neighbourhoods, where exactly half of residents (50%) said they had a problem. The wards where the worst offending takes place are Cotham (57%), Filwood (53%), Lawrence Hill (49%), Avonmouth & Lawrence Weston (48%) and Hartcliffe & Withywood (46%). This reflects areas of the city where there is high density population and flats. Noise was more of a problem for disabled people (38%) and carers (35%)

% respondents who think noise from pubs, clubs and entertainment is a problem ↓

The percentage of residents who said they experienced problematic noise from pubs, clubs and entertainment has fallen for the past two years from 21% in 2013, through 17% in 2014, to 15% in 2015. Unsurprisingly the greatest number of complainants live in Central ward, at 55%, where there is the highest concentration of venues.

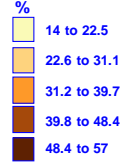
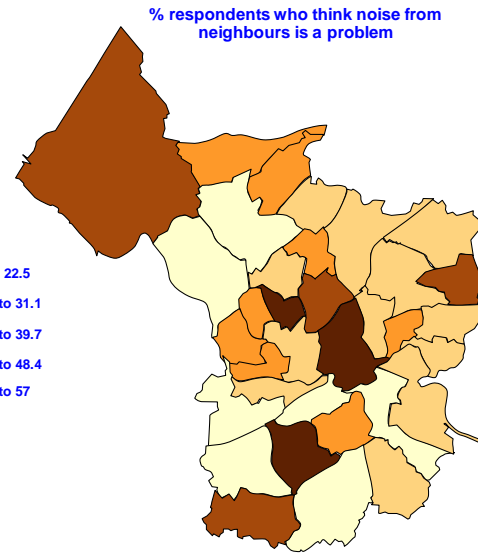
Neighbourhood Partnership Areas



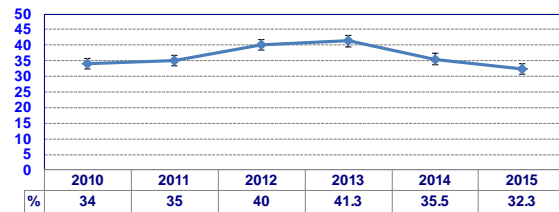
% respondents who think noise from neighbours is a problem

| Ward | % | lower confidence limit | upper confidence limit |
|-----------------------------|-------------|------------------------|------------------------|
| Ashley | 42 | 33 | 52 |
| Avonmouth & Lawrence Weston | 48 | 38 | 59 |
| Bedminster | 18 | 11 | 29 |
| Bishopston & Ashley Down | 37 | 27 | 48 |
| Bishopsworth | 17 | 10 | 26 |
| Brislington East | 31 | 22 | 43 |
| Brislington West | 21 | 14 | 32 |
| Central | 29 | 20 | 40 |
| Clifton | 36 | 25 | 48 |
| Clifton Down | 38 | 29 | 49 |
| Cotham | 57 | 45 | 68 |
| Easton | 31 | 22 | 41 |
| Eastville | 24 | 17 | 33 |
| Filwood | 53 | 42 | 64 |
| Frome Vale | 30 | 21 | 41 |
| Hartcliffe & Withywood | 46 | 36 | 56 |
| Henbury & Brentry | 33 | 24 | 44 |
| Hengrove & Whitchurch Park | 21 | 13 | 30 |
| Hillfields | 41 | 31 | 52 |
| Horfield | 29 | 18 | 42 |
| Hotwells & Harbourside | 32 | 22 | 44 |
| Knowle | 33 | 22 | 45 |
| Lawrence Hill | 49 | 39 | 58 |
| Lockleaze | 30 | 22 | 41 |
| Redland | 30 | 22 | 39 |
| St George Central | 30 | 21 | 40 |
| St George Troopers Hill | 28 | 18 | 41 |
| St George West | 36 | 27 | 47 |
| Southmead | 36 | 27 | 46 |
| Southville | 28 | 20 | 38 |
| Stockwood | 26 | 16 | 40 |
| Stoke Bishop | 15 | 10 | 24 |
| Westbury-on-Trym & Henleaze | 14 | 9 | 19 |
| Windmill Hill | 19 | 12 | 29 |
| Bristol | 32.3 | 30.6 | 34.1 |
| Question number | | rQ4c | |
| Sample size | | 3924 | |
| Year | | 2015 | |
| Deprived Areas | 50.0 | 46.0 | 54.0 |
| Older people | 29.5 | 27.5 | 31.5 |
| Disabled people | 38.4 | 33.5 | 43.5 |
| BME | 31 | 25 | 38 |
| Carer | 35.0 | 31.0 | 39.0 |
| LGBT | 31 | 24 | 40 |
| Male | 32.7 | 30.0 | 35.6 |
| Female | 31.9 | 29.8 | 34.0 |
| Christian | 28.6 | 26.6 | 30.7 |
| Muslim | 39 | 26 | 54 |
| No faith | 31.3 | 29.0 | 33.6 |

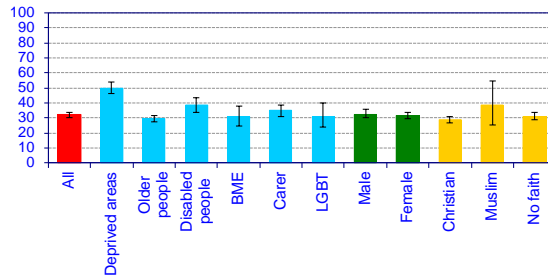
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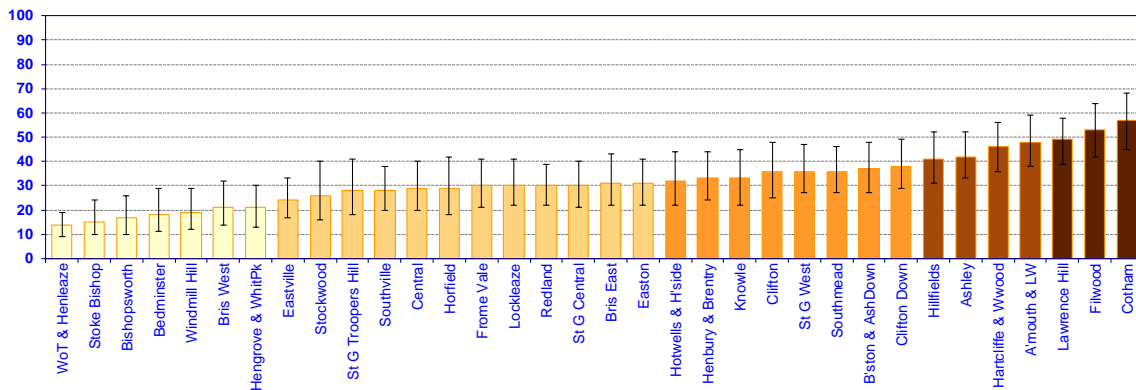
% respondents who think noise from neighbours is a problem



% respondents who think noise from neighbours is a problem



% respondents who think noise from neighbours is a problem



% respondents satisfied with leisure services / facilities ↓

% respondents satisfied with activities for children and young people

This indicator reflects general satisfaction with leisure facilities and services in the community. A low or decreasing value can indicate areas of the city where there is under-provision or poor quality facilities/services. Adequate and appropriate facilities will provide opportunities for people of all ages and abilities to interact in their community, promote independence and health and wellbeing.

% respondents satisfied with leisure services / facilities ↓

First introduced in 2012, when it measured 59%, satisfaction with leisure services / facilities rose significantly in 2013 to 67% but now has fallen to 52%.

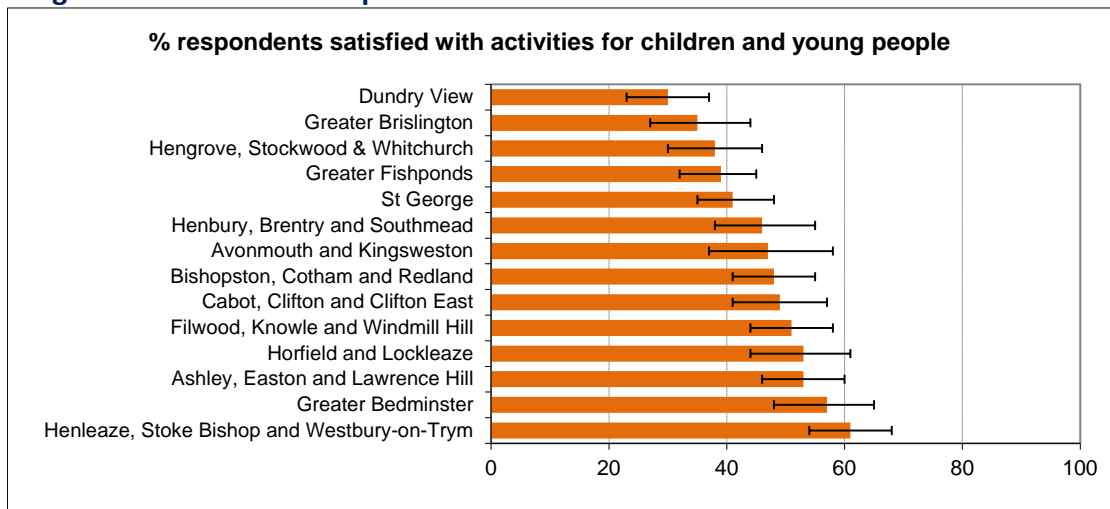
There is substantial geographical variation with two-fifths or fewer residents in Avonmouth & Lawrence Weston (30%), Brislington East (32%), Eastville (38%), Hillfields (39%), Filwood (40%), Frome Vale (40%) being satisfied with leisure services / facilities compared with more than three-fifths of residents in Southville (63%), Bishopston & Ashley Down (66%), Westbury-on-Trym & Henleaze (68%), Clifton Down (73%) and Horfield (75%).

Men are significantly less satisfied than women, at 48% and 57% respectively. Disabled people, at 47%, had lower levels of satisfaction than non-disabled people, at 55%. Older people, at 50%, reported less satisfaction with leisure services than people aged 49 years and under, at 54%.

% respondents satisfied with activities for children and young people

Just under half of residents (47%) were satisfied with activities for children and young people. Satisfaction was lower in deprived areas (41%) and southern parts of the city, particularly in Hartcliffe & Withywood (23%), Brislington East (27%), Filwood (30%), Frome Vale (35%) and St George Central (36%). At least three out of five people were satisfied with children’s and young people’s activities in Westbury-on-Trym & Henleaze (64%), Knowle (64%), Ashley (64%), Southville (63%) and Horfield (61%). People from Black and minority ethnic groups reported higher levels of satisfaction, at 56%. Satisfaction for carers was below average, at 40%.

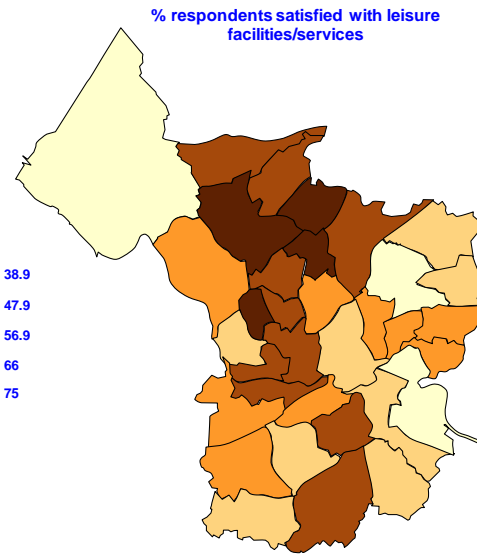
Neighbourhood Partnership Areas



% respondents satisfied with leisure facilities/services

| Ward | % | lower confidence limit | upper confidence limit |
|-----------------------------|-------------|------------------------|------------------------|
| Ashley | 55 | 45 | 65 |
| Avonmouth & Lawrence Weston | 30 | 23 | 37 |
| Bedminster | 52 | 40 | 63 |
| Bishopston & Ashley Down | 66 | 55 | 75 |
| Bishopsworth | 50 | 38 | 61 |
| Brislington East | 32 | 22 | 43 |
| Brislington West | 42 | 31 | 53 |
| Central | 57 | 45 | 68 |
| Clifton | 47 | 36 | 59 |
| Clifton Down | 73 | 64 | 81 |
| Cotham | 59 | 46 | 70 |
| Easton | 48 | 37 | 59 |
| Eastville | 38 | 29 | 48 |
| Filwood | 40 | 30 | 51 |
| Frome Vale | 40 | 29 | 52 |
| Hartcliffe & Withywood | 44 | 34 | 53 |
| Henbury & Brentry | 59 | 49 | 69 |
| Hengrove & Whitchurch Park | 62 | 51 | 71 |
| Hillfields | 39 | 29 | 50 |
| Horfield | 75 | 62 | 84 |
| Hotwells & Harbourside | 60 | 48 | 71 |
| Knowle | 63 | 52 | 73 |
| Lawrence Hill | 43 | 33 | 53 |
| Lockleaze | 63 | 51 | 73 |
| Redland | 59 | 49 | 68 |
| St George Central | 48 | 38 | 58 |
| St George Troopers Hill | 53 | 41 | 65 |
| St George West | 52 | 41 | 63 |
| Southmead | 59 | 47 | 69 |
| Southville | 63 | 53 | 72 |
| Stockwood | 46 | 34 | 59 |
| Stoke Bishop | 54 | 42 | 65 |
| Westbury-on-Trym & Henleaze | 68 | 61 | 75 |
| Windmill Hill | 55 | 44 | 65 |
| Bristol | 52.4 | 50.6 | 54.3 |
| Question number | rQ14g | | |
| Sample size | 3604 | | |
| Year | 2015 | | |
| Deprived Areas | 46.0 | 42.0 | 51.0 |
| Older people | 49.7 | 47.3 | 52.0 |
| Disabled people | 47.0 | 41.6 | 53.1 |
| BME | 55 | 49 | 62 |
| Carer | 51.0 | 46.0 | 55.0 |
| LGBT | 49 | 40 | 59 |
| Male | 47.9 | 45.1 | 50.7 |
| Female | 57.0 | 54.7 | 59.2 |
| Christian | 56.2 | 53.8 | 58.6 |
| Muslim | 62 | 47 | 75 |
| No faith | 51.6 | 49.0 | 54.1 |

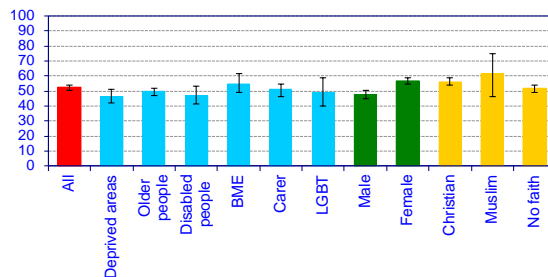
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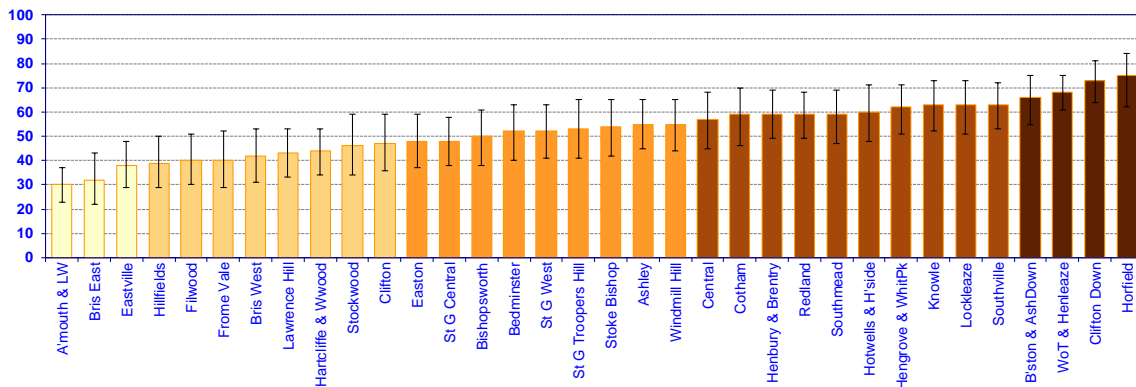
% respondents satisfied with leisure facilities/services



% respondents satisfied with leisure facilities/services



% respondents satisfied with leisure facilities/services



% respondents who do not see family and friends as much as they would like to

% respondents who meet friends and family at least every week ↔

Reducing social isolation is a priority in Bristol's Health and Wellbeing Strategy. The quality and quantity of social relationships affect health behaviours, physical and mental health, and risk of mortality. Weak social connections can have physically and emotionally damaging effects resulting in depression, poor nutrition, decreased immunity, anxiety, fatigue and social stigma for the individual. Socially isolated older adults have longer stays in hospital, a greater number of GP visits, and are more dependent on homecare services. While social isolation amongst older people is being addressed by Bristol Ageing Better, people can be affected by social isolation at any age or stage of life.

These indicators are measures of social isolation. They can indicate the success of work with individuals and communities to identify who is at risk of social isolation and engage them in finding solutions.

% respondents who do not see family and friends as much as they would like to

In 2015, 18% of residents did not see friends and family enough or at all. This is not significantly different from what it measured in 2014 (20%).

People living in deprived areas were more likely to be socially isolated, at 21%, particularly in Lawrence Hill (28%) and Filwood (29%). Areas where social networks appeared to be stronger, with social isolation reported less, include Stockwood (9%) and Westbury-on-Trym & Henleaze (11%). Disabled people were most at risk of social isolation, at 31%, and the social life of lesbian, gay, bisexual and transgender people is also less satisfactory than the average, at 26%. The proportion of older people who didn't see family friends enough or at all was below average, at 15%.

% respondents who meet friends and family at least every week ↔

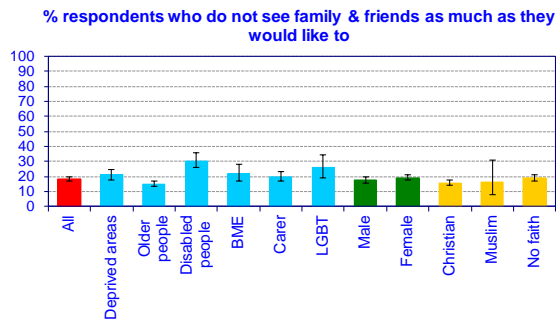
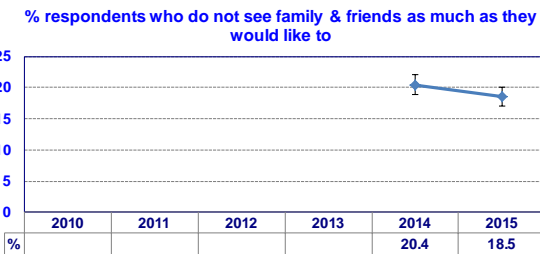
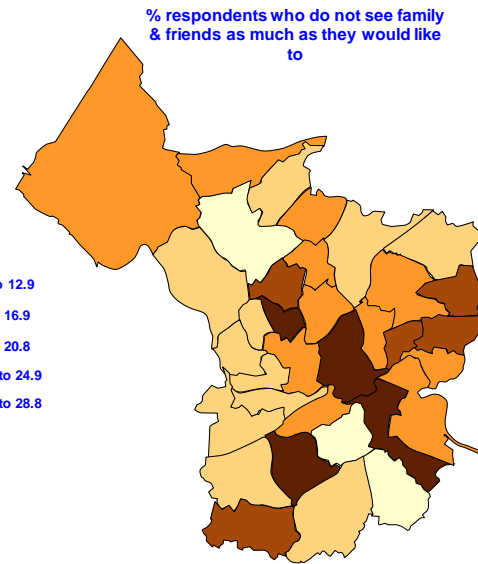
More than four-fifths (83%) of residents meet friends and family at least every week. This indicator has remained relatively stable over the last five years, measuring 82% in 2010.

People living in deprived areas met friends and family less frequently, at 80%, particularly in Filwood (70%) and Lawrence Hill (75%), whilst the best social lives were experienced in Clifton (95%), Stockwood (93%) and Westbury-on-Trym & Henleaze (89%). The most socially isolated groups were disabled people (74%), people belonging to Black and minority ethnic groups (74%) and people of Muslim faith (69%).

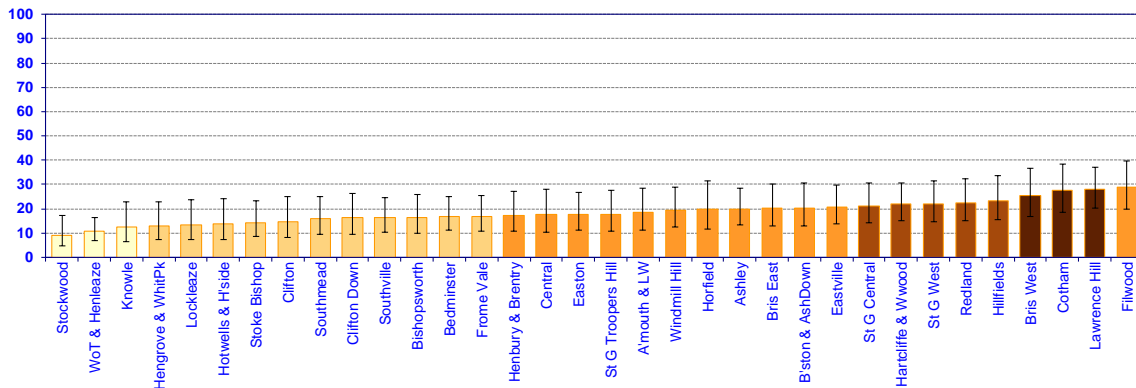
% respondents who do not see family & friends as much as they would like to

| Ward | % | lower confidence limit | upper confidence limit |
|-----------------------------|-------------|------------------------|------------------------|
| Ashley | 20 | 13 | 29 |
| Avonmouth & Lawrence Weston | 18 | 11 | 28 |
| Bedminster | 17 | 11 | 25 |
| Bishopston & Ashley Down | 20 | 13 | 31 |
| Bishopsworth | 17 | 10 | 26 |
| Brislington East | 20 | 13 | 30 |
| Brislington West | 25 | 17 | 37 |
| Central | 18 | 11 | 28 |
| Clifton | 15 | 8 | 25 |
| Clifton Down | 16 | 10 | 26 |
| Cotham | 27 | 19 | 38 |
| Easton | 18 | 11 | 27 |
| Eastville | 21 | 14 | 30 |
| Filwood | 29 | 20 | 40 |
| Frome Vale | 17 | 11 | 26 |
| Hartcliffe & Withywood | 22 | 15 | 31 |
| Henbury & Brentry | 17 | 11 | 27 |
| Hengrove & Whitchurch Park | 13 | 7 | 23 |
| Hillfields | 23 | 16 | 34 |
| Horfield | 20 | 12 | 32 |
| Hotwells & Harbourside | 14 | 7 | 24 |
| Knowle | 13 | 7 | 23 |
| Lawrence Hill | 28 | 20 | 37 |
| Lockleaze | 14 | 7 | 24 |
| Redland | 22 | 15 | 32 |
| St George Central | 21 | 14 | 31 |
| St George Troopers Hill | 18 | 11 | 28 |
| St George West | 22 | 15 | 32 |
| Southmead | 16 | 10 | 25 |
| Southville | 16 | 11 | 25 |
| Stockwood | 9 | 5 | 17 |
| Stoke Bishop | 14 | 8 | 23 |
| Westbury-on-Trym & Henleaze | 11 | 7 | 16 |
| Windmill Hill | 19 | 12 | 29 |
| Bristol | 18.5 | 17.1 | 20.0 |
| Question number | | rq10 | |
| Sample size | | 4030 | |
| Year | | 2015 | |
| Deprived Areas | 21.2 | 17.9 | 24.9 |
| Older people | 15.1 | 13.5 | 16.7 |
| Disabled people | 30.6 | 26.0 | 35.6 |
| BME | 22 | 17 | 28 |
| Carer | 20.0 | 16.8 | 23.4 |
| LGBT | 26 | 19 | 34 |
| Male | 17.7 | 15.6 | 20.0 |
| Female | 19.3 | 17.4 | 21.3 |
| Christian | 15.9 | 14.4 | 17.7 |
| Muslim | 16 | 8 | 31 |
| No faith | 19.2 | 17.3 | 21.3 |

Please note - these are for the new wards for Bristol City Council, effective May 2016. Also, a few indicators are new or have been re-recorded such that there is no previous trend data available.



% respondents who do not see family & friends as much as they would like to



Vibrant Bristol

A place where the streets are alive with activity, and where every citizen and community participates in the cultural life of our city

% respondents satisfied with the range and quality of outdoor events in Bristol ↔

This indicator measures satisfaction with outdoor events and facilities in the city. A wide range of events take place in Bristol throughout the year including major festivals (e.g. Balloon Fiesta, Harbour Festival, VegFest), street parties (e.g. Make Sunday Special, Playing Out events), and many park events, sports and science events, etc. Satisfaction will decrease if residents are less happy with these events and facilities in Bristol and in their local neighbourhood i.e. if they are of poor quality, seldom occur, have poor access and if they are poor value for money. The weather can affect this indicator, with decreasing satisfaction during poor weather.

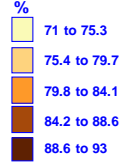
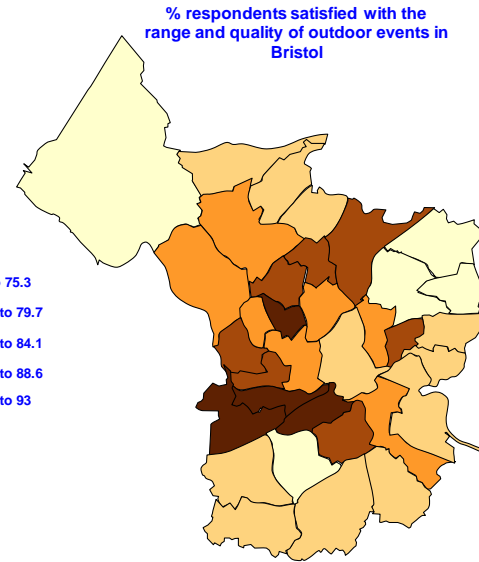
This indicator routinely has a very positive response, and 81% of residents were satisfied with Bristol's range and quality of outdoor events in 2015. This is lower than 2014 (84%), but similar to what it measured 5 years previously (80% in 2010).

Residents in all wards reported high levels of satisfaction with this indicator, with seven out of ten residents or more being satisfied in each ward. Wards with above average satisfaction were Windmill Hill (93%), Bedminster (90%), Southville (89%), Cotham (89%), Lockleaze (88%), Bishopston & Ashley Down (88%) and Knowle (87%). Deprived areas had lower levels of satisfaction, at 73%. Satisfaction was lowest for disabled people (60%), older people (72%) and carers (74%). Women were more satisfied than men, at 83% and 79% respectively.

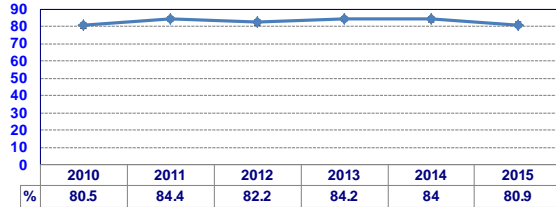
% respondents satisfied with the range and quality of outdoor events in Bristol

| Ward | % | lower confidence limit | upper confidence limit |
|-----------------------------|-------------|------------------------|------------------------|
| Ashley | 83 | 75 | 89 |
| Avonmouth & Lawrence Weston | 74 | 63 | 82 |
| Bedminster | 90 | 83 | 94 |
| Bishopston & Ashley Down | 88 | 80 | 93 |
| Bishopsworth | 77 | 66 | 86 |
| Brislington East | 79 | 68 | 87 |
| Brislington West | 82 | 72 | 88 |
| Central | 84 | 74 | 91 |
| Clifton | 87 | 78 | 92 |
| Clifton Down | 84 | 75 | 90 |
| Cotham | 89 | 81 | 94 |
| Easton | 82 | 74 | 88 |
| Eastville | 72 | 62 | 80 |
| Filwood | 71 | 61 | 80 |
| Frome Vale | 72 | 60 | 82 |
| Hartcliffe & Withywood | 76 | 67 | 83 |
| Henbury & Brentry | 79 | 69 | 86 |
| Hengrove & Whitchurch Park | 76 | 68 | 83 |
| Hillfields | 73 | 62 | 81 |
| Horfield | 79 | 67 | 87 |
| Hotwells & Harbourside | 86 | 77 | 92 |
| Knowle | 87 | 81 | 92 |
| Lawrence Hill | 76 | 66 | 83 |
| Lockleaze | 88 | 82 | 92 |
| Redland | 87 | 79 | 92 |
| St George Central | 77 | 68 | 83 |
| St George Troopers Hill | 79 | 67 | 88 |
| St George West | 85 | 76 | 90 |
| Southmead | 77 | 67 | 85 |
| Southville | 89 | 84 | 93 |
| Stockwood | 76 | 67 | 83 |
| Stoke Bishop | 81 | 72 | 88 |
| Westbury-on-Trym & Henleaze | 81 | 75 | 86 |
| Windmill Hill | 93 | 86 | 96 |
| Bristol | 80.9 | 79.5 | 82.2 |
| Question number | rQ24 | | |
| Sample size | 4014 | | |
| Year | 2015 | | |
| Deprived Areas | 73.0 | 69.0 | 77.0 |
| Older people | 71.5 | 69.4 | 73.5 |
| Disabled people | 60.0 | 54.8 | 65.2 |
| BME | 77 | 71 | 82 |
| Carer | 74.0 | 70.0 | 77.0 |
| LGBT | 80 | 73 | 86 |
| Male | 78.6 | 76.4 | 80.7 |
| Female | 83.2 | 81.4 | 84.8 |
| Christian | 76.1 | 74.2 | 78.0 |
| Muslim | 67 | 52 | 80 |
| No faith | 82.7 | 80.7 | 84.4 |

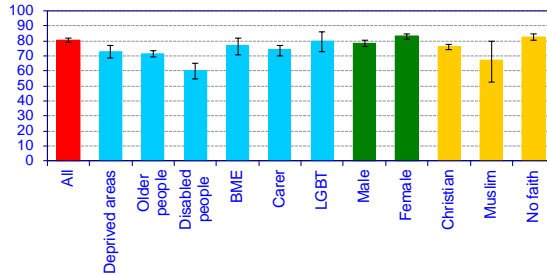
Please note - these are for the new wards for Bristol City Council, effective May 2016. Also, a few indicators are new or have been re-recorded such that there is no previous trend data available.



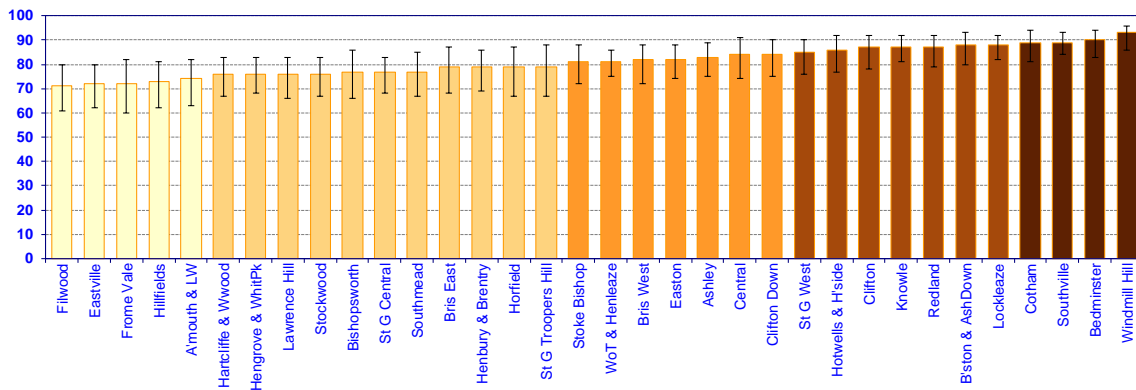
% respondents satisfied with the range and quality of outdoor events in Bristol



% respondents satisfied with the range and quality of outdoor events in Bristol



% respondents satisfied with the range and quality of outdoor events in Bristol



% respondents who are satisfied with libraries ↓

% respondents who are satisfied with museums and galleries ↔

These indicators measure satisfaction with some of the cultural facilities and services in the city. Satisfaction will decrease if residents are less happy with these facilities in Bristol and in their local neighbourhood.

% respondents who are satisfied with libraries ↓

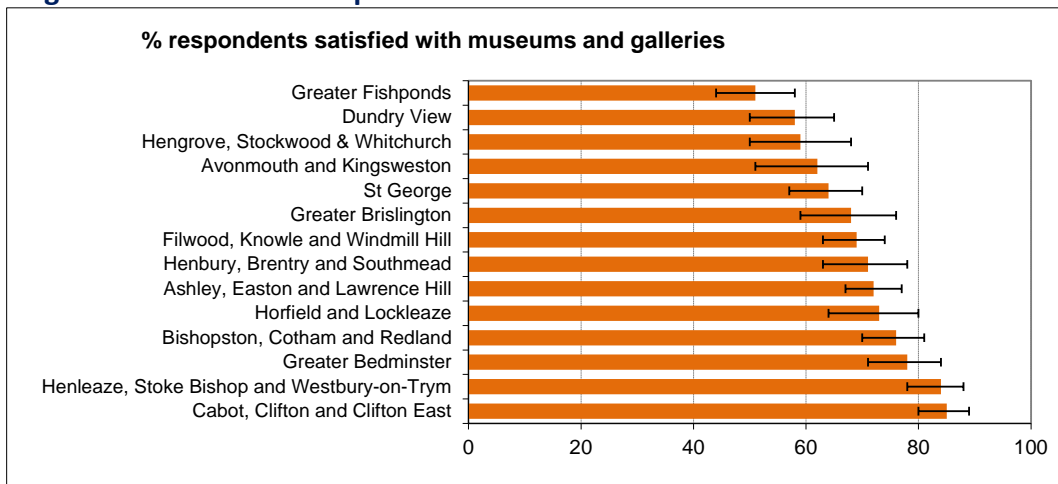
Satisfaction with Bristol’s libraries has decreased over the past five years, reaching a low in 2015 with only three-fifths (60%) of residents being satisfied. People who had a library card were more likely to be satisfied, at 75%, than non-library card holders, at 44%. The satisfaction of residents living in deprived areas, at 57%, is lower than those in non-deprived areas, at 62%. Wards where less than half of people were satisfied were Bishopston & Ashley Down (42%), Eastville (42%), Filwood (47%), Windmill Hill (47%) and Avonmouth & Lawrence Weston (49%). Satisfaction was above average in Westbury-on-Trym & Henleaze (83%), Southmead (80%), Hotwells & Harbourside (76%), Henbury & Brentry (74%), Clifton Down (73%) and Redland (72%). Men showed significantly lower rates of satisfaction (54%) compared to women (66%).

% respondents who are satisfied with museums and galleries ↔

70% of residents were satisfied with Bristol’s museums and galleries in 2015. This is lower than 2014 (73%), but higher than what it measured 5 years previously (66% in 2010). People living in deprived areas, at 61%, tended to be less satisfied than those in non-deprived areas, at 74%. The lowest levels of satisfaction were found in Frome Vale (49%), Eastville (51%), Filwood (52%), Hillfields (52%), Hartcliffe & Withywood (54%), Stockwood (55%) and St George Central (59%). At least four out of five residents were satisfied in Clifton Down (90%), Westbury-on-Trym & Henleaze (86%), Hotwells & Harbourside (86%), Clifton (85%), Central (82%), Redland (81%), Southville (80%) and Ashley (80%).

Disabled people, at 67%, were less satisfied than non-disabled people, at 75%. Proportionately fewer carers (68%) were satisfied compared to non-carers (74%). More women (74%) were satisfied with museums and galleries than men (67%).

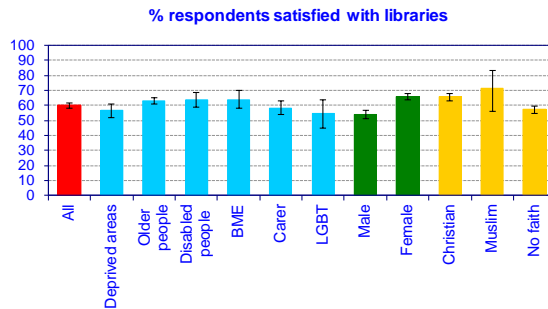
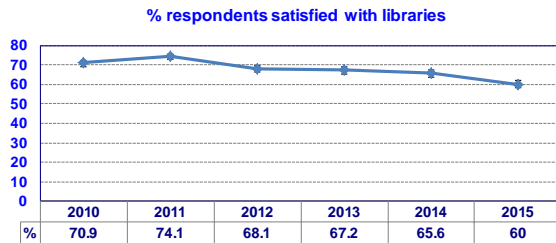
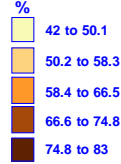
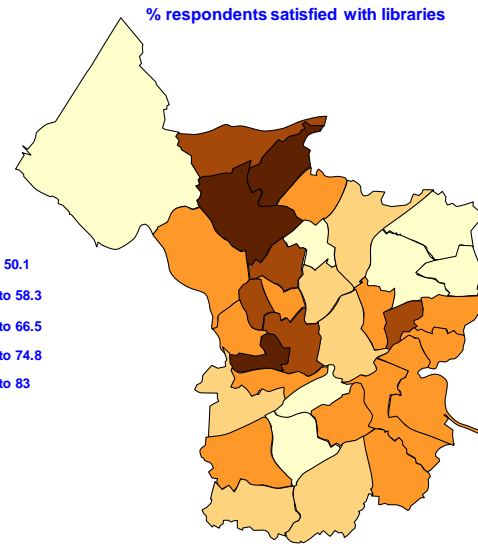
Neighbourhood Partnership Areas



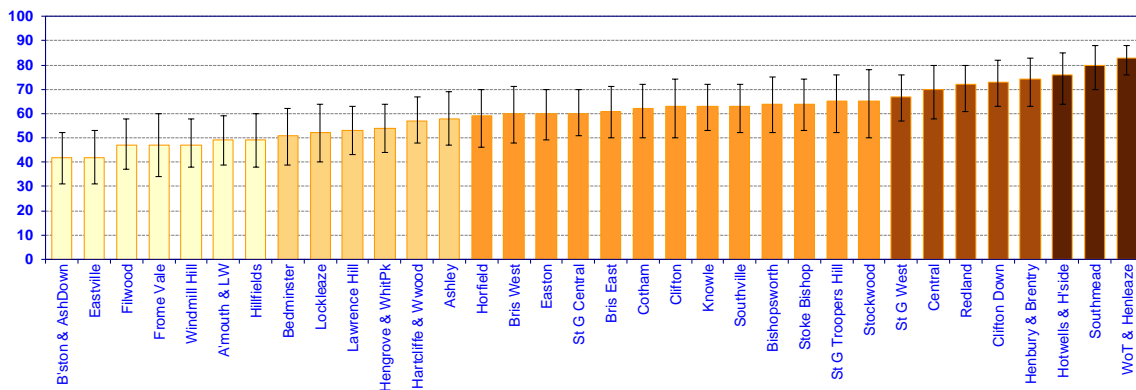
% respondents satisfied with libraries

| Ward | % | lower confidence limit | upper confidence limit |
|-----------------------------|-------------|------------------------|------------------------|
| Ashley | 58 | 47 | 69 |
| Avonmouth & Lawrence Weston | 49 | 39 | 59 |
| Bedminster | 51 | 39 | 62 |
| Bishopston & Ashley Down | 42 | 31 | 52 |
| Bishopsworth | 64 | 52 | 75 |
| Brislington East | 61 | 50 | 71 |
| Brislington West | 60 | 48 | 71 |
| Central | 70 | 58 | 80 |
| Clifton | 63 | 50 | 74 |
| Clifton Down | 73 | 63 | 82 |
| Cotham | 62 | 50 | 72 |
| Easton | 60 | 49 | 70 |
| Eastville | 42 | 31 | 53 |
| Filwood | 47 | 37 | 58 |
| Frome Vale | 47 | 34 | 60 |
| Hartcliffe & Withywood | 57 | 48 | 67 |
| Henbury & Brentry | 74 | 63 | 83 |
| Hengrove & Whitchurch Park | 54 | 44 | 64 |
| Hillfields | 49 | 38 | 60 |
| Horfield | 59 | 46 | 70 |
| Hotwells & Harbourside | 76 | 64 | 85 |
| Knowle | 63 | 53 | 72 |
| Lawrence Hill | 53 | 43 | 63 |
| Lockleaze | 52 | 40 | 64 |
| Redland | 72 | 61 | 80 |
| St George Central | 60 | 51 | 70 |
| St George Troopers Hill | 65 | 52 | 76 |
| St George West | 67 | 57 | 76 |
| Southmead | 80 | 70 | 88 |
| Southville | 63 | 52 | 72 |
| Stockwood | 65 | 50 | 78 |
| Stoke Bishop | 64 | 53 | 74 |
| Westbury-on-Trym & Henleaze | 83 | 76 | 88 |
| Windmill Hill | 47 | 38 | 58 |
| Bristol | 60.0 | 58.1 | 61.8 |
| Question number | rQ14h | | |
| Sample size | 3515 | | |
| Year | 2015 | | |
| Deprived Areas | 57.0 | 52.0 | 61.0 |
| Older people | 62.9 | 60.7 | 65.1 |
| Disabled people | 64.0 | 58.6 | 69.0 |
| BME | 64 | 58 | 70 |
| Carer | 58.0 | 54.0 | 63.0 |
| LGBT | 55 | 45 | 64 |
| Male | 54.0 | 51.1 | 56.9 |
| Female | 65.8 | 63.5 | 68.1 |
| Christian | 65.6 | 63.3 | 67.8 |
| Muslim | 72 | 56 | 83 |
| No faith | 57.2 | 54.6 | 59.8 |

Please note - these are for the new wards for Bristol City Council, effective May 2016. Also, a few indicators are new or have been re-recorded such that there is no previous trend data available.



% respondents satisfied with libraries



A Flexible and Efficient Council

The council will need to change the way it engages with, and delivers services to, the citizens of Bristol. Its focus is on achieving the Mayor's vision through the delivery of excellent services to all of our customers.

Indicators:

% respondents satisfied with how the council runs things ↔

% respondents dissatisfied with how the council runs things ↔

This headline indicator provides an overview of how Bristol citizens rate their satisfaction with services provided by the council. The indicator was first asked in the Best Value User Satisfaction survey and 2008 Place survey. These national benchmarking surveys have now ceased and the measure is tracked using the Quality of Life survey.

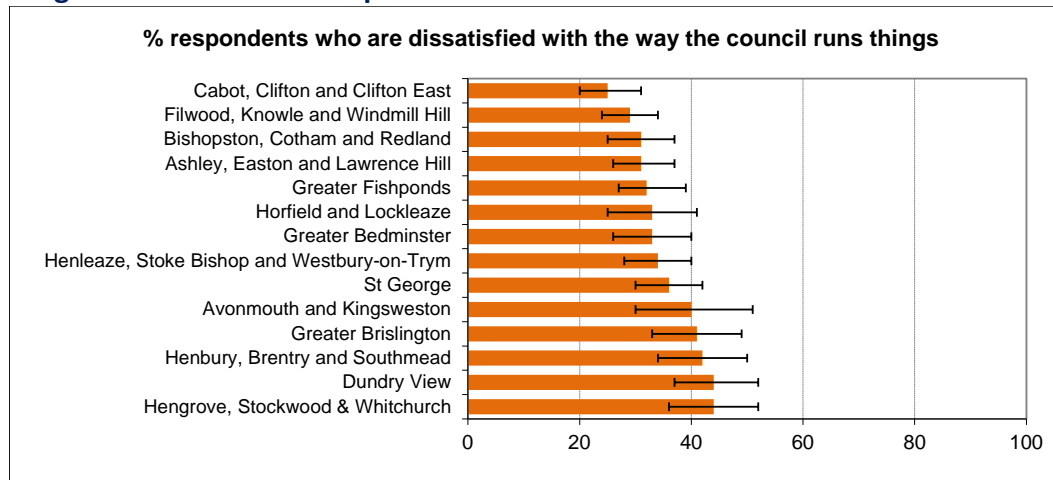
% respondents satisfied with how the council runs things ↔

In 2015, 36% of residents were satisfied with how the council runs things. Although lower than the 39% satisfaction recorded in 2010, this proportion has remained relatively stable in recent years, 2011 to 2015. There was variation across the city with lowest rates of satisfaction in Avonmouth & Lawrence Weston (20%), Bishopsworth (22%) and Henbury & Brentry (26%) and the highest in Central (54%). Satisfaction was lower for carers (28%) and older people (31%), but higher for people belonging to Black and minority ethnic groups.

% respondents dissatisfied with how the council runs things ↔

At 34%, the proportion of residents dissatisfied with how the council runs things remained unchanged from the previous year, 2014, and similar to what it measured in 2010 (33%). Highest rates of dissatisfaction are found in Bishopsworth (50%) and Brislington East (48%). Carers were more dissatisfied than non-carers, at 42% and 33% respectively. Older people, at 37%, were more likely to be dissatisfied than people aged 49 years and under, at 32%.

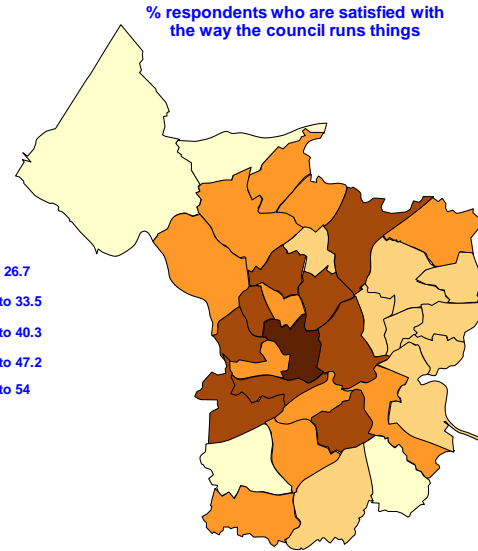
Neighbourhood Partnership Areas



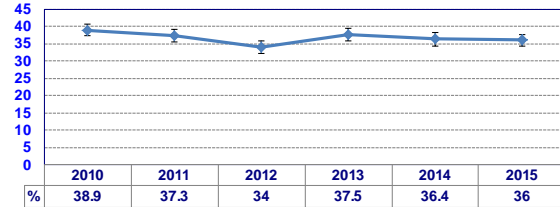
% respondents who are satisfied with the way the council runs things

| Ward | % | lower confidence limit | upper confidence limit |
|-----------------------------|-------------|------------------------|------------------------|
| Ashley | 41 | 31 | 52 |
| Avonmouth & Lawrence Weston | 20 | 12 | 31 |
| Bedminster | 43 | 32 | 54 |
| Bishopston & Ashley Down | 33 | 23 | 45 |
| Bishopsworth | 22 | 14 | 32 |
| Brislington East | 32 | 22 | 45 |
| Brislington West | 40 | 29 | 52 |
| Central | 54 | 42 | 65 |
| Clifton | 46 | 35 | 58 |
| Clifton Down | 46 | 35 | 57 |
| Cotham | 37 | 25 | 50 |
| Easton | 31 | 22 | 42 |
| Eastville | 28 | 20 | 39 |
| Filwood | 36 | 26 | 47 |
| Frome Vale | 35 | 25 | 48 |
| Hartcliffe & Withywood | 35 | 26 | 44 |
| Henbury & Brentry | 26 | 18 | 36 |
| Hengrove & Whitchurch Park | 28 | 20 | 38 |
| Hillfields | 27 | 18 | 39 |
| Horfield | 37 | 26 | 50 |
| Hotwells & Harbourside | 36 | 25 | 48 |
| Knowle | 44 | 34 | 55 |
| Lawrence Hill | 42 | 33 | 52 |
| Lockleaze | 41 | 31 | 52 |
| Redland | 45 | 35 | 55 |
| St George Central | 28 | 19 | 38 |
| St George Troopers Hill | 33 | 22 | 45 |
| St George West | 32 | 22 | 43 |
| Southmead | 35 | 25 | 48 |
| Southville | 45 | 36 | 55 |
| Stockwood | 26 | 15 | 40 |
| Stoke Bishop | 37 | 26 | 49 |
| Westbury-on-Trym & Henleaze | 36 | 29 | 43 |
| Windmill Hill | 39 | 29 | 49 |
| Bristol | 36.0 | 34.2 | 37.7 |
| Question number | rrQ15b | | |
| Sample size | 3780 | | |
| Year | 2015 | | |
| Deprived Areas | 33.0 | 29.0 | 38.0 |
| Older people | 30.9 | 28.9 | 32.9 |
| Disabled people | 35.0 | 29.9 | 40.0 |
| BME | 43 | 36 | 49 |
| Carer | 28.0 | 24.0 | 31.0 |
| LGBT | 33 | 25 | 42 |
| Male | 35.0 | 32.3 | 37.9 |
| Female | 36.9 | 34.7 | 39.1 |
| Christian | 34.9 | 32.7 | 37.1 |
| Muslim | 52 | 36 | 67 |
| No faith | 34.6 | 32.2 | 37.0 |

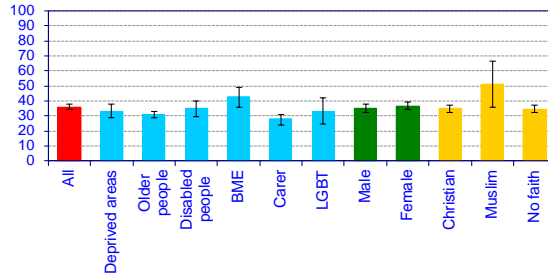
Please note - these are for the new wards for Bristol City Council, effective May 2016. Also, a few indicators are new or have been re-recorded such that there is no previous trend data available.



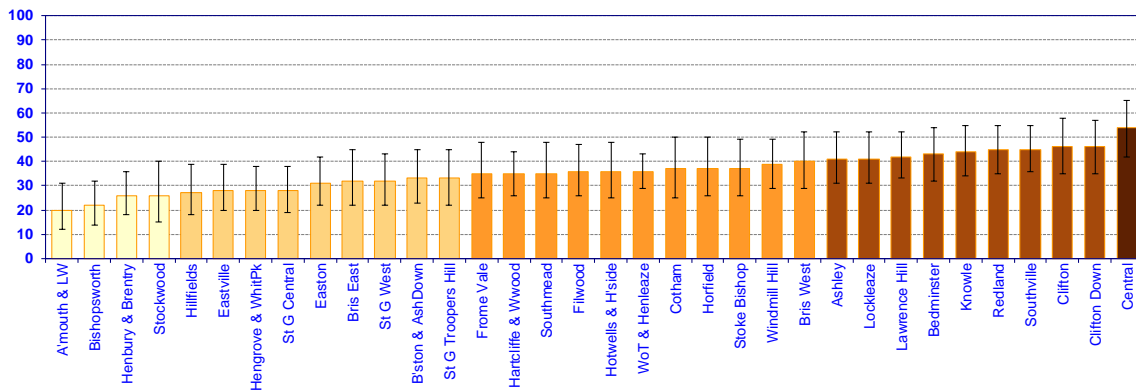
% respondents who are satisfied with the way the council runs things



% respondents who are satisfied with the way the council runs things



% respondents who are satisfied with the way the council runs things



% respondents who agree the Council provides value for money ↑

% respondents who disagree the Council provides value for money ↓

This indicator is a measure of Council productivity and whether the Council is spending money wisely on a range of services, maximising financial resources and delivering the required budget reductions. The indicator was first asked in the Best Value User Satisfaction survey and 2008 Place survey but is now tracked using the Quality of Life survey.

% respondents who agree the Council provides value for money ↑

In 2015, 38% of residents agreed that the Council provides value for money, similar to 2014 (37%), but a significant increase compared to the 33% who agreed in 2010.

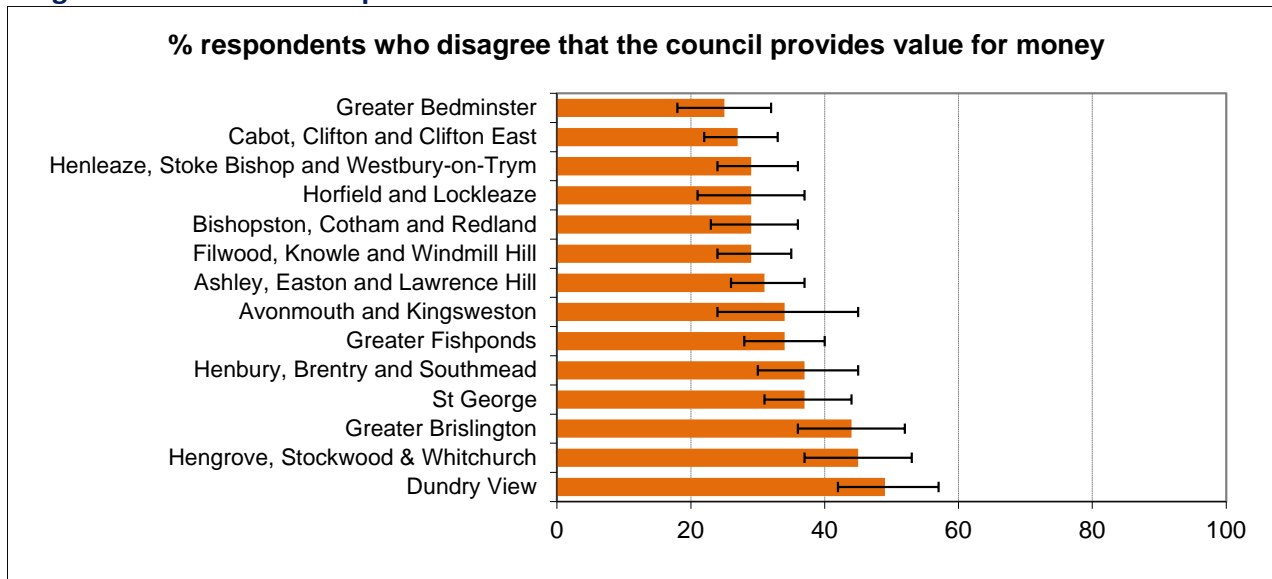
There was some variation in the city, with the fewest people agreeing with the proposition that the Council provides value for money living in Bishopsworth (22%) and Filwood (26%), whilst the most agreement found in Southville (48%). Carers were the group with below average levels of agreement, at 33%.

% respondents who disagree the Council provides value for money ↓

The proportion of residents who disagree that the Council provides value for money has oscillated in the past 4 years over the range 30% to 35%, and measured 33% in 2015. This still represents a 5-year fall from the 39% recorded in 2010.

Higher rates of disagreement were found in deprived areas and particularly in the south-east. The percentage of people who thought the Council did not provide value for money was above average in Bishopsworth (53%), Hengrove & Whitchurch Park (48%), Hartcliffe & Withywood (47%) and Brislington East (46%). People with the lowest levels of disagreement lived in Redland (23%), Southville (23%), Windmill Hill (23%) and Westbury-on-Trym (26%). Carers disagreed more than non-carers, at 37% and 31% respectively. Men, at 36%, were more likely to disagree than women, at 31%.

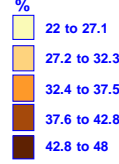
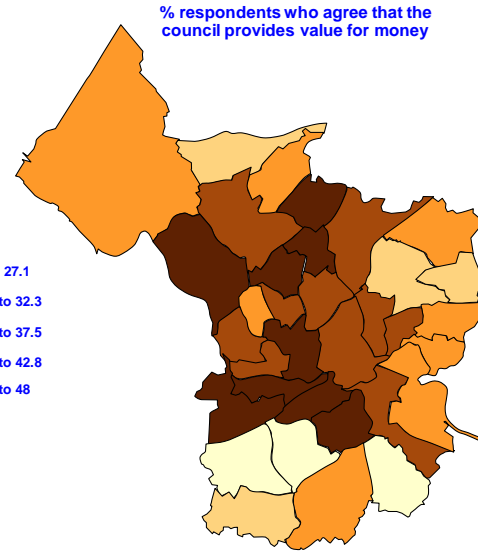
Neighbourhood Partnership Areas



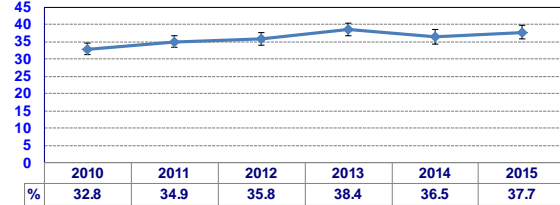
% respondents who agree that the council provides value for money

| Ward | % | lower confidence limit | upper confidence limit |
|-----------------------------|-------------|------------------------|------------------------|
| Ashley | 40 | 31 | 51 |
| Avonmouth & Lawrence Weston | 33 | 24 | 45 |
| Bedminster | 44 | 33 | 56 |
| Bishopston & Ashley Down | 44 | 32 | 56 |
| Bishopsworth | 22 | 14 | 32 |
| Brislington East | 34 | 23 | 46 |
| Brislington West | 38 | 27 | 50 |
| Central | 43 | 32 | 55 |
| Clifton | 40 | 29 | 52 |
| Clifton Down | 37 | 28 | 49 |
| Cotham | 39 | 27 | 51 |
| Easton | 40 | 30 | 50 |
| Eastville | 32 | 23 | 43 |
| Filwood | 26 | 18 | 37 |
| Frome Vale | 35 | 25 | 46 |
| Hartcliffe & Withywood | 29 | 22 | 39 |
| Henbury & Brentry | 32 | 23 | 42 |
| Hengrove & Whitchurch Park | 33 | 24 | 45 |
| Hillfields | 29 | 20 | 41 |
| Horfield | 45 | 33 | 58 |
| Hotwells & Harbourside | 39 | 29 | 51 |
| Knowle | 44 | 32 | 56 |
| Lawrence Hill | 41 | 31 | 51 |
| Lockleaze | 39 | 28 | 50 |
| Redland | 48 | 37 | 58 |
| St George Central | 36 | 27 | 47 |
| St George Troopers Hill | 33 | 22 | 46 |
| St George West | 42 | 32 | 54 |
| Southmead | 37 | 27 | 48 |
| Southville | 48 | 38 | 59 |
| Stockwood | 25 | 15 | 40 |
| Stoke Bishop | 44 | 33 | 56 |
| Westbury-on-Trym & Henleaze | 41 | 34 | 48 |
| Windmill Hill | 45 | 34 | 56 |
| Bristol | 37.7 | 35.8 | 39.6 |
| Question number | rrQ15a | | |
| Sample size | 3632 | | |
| Year | 2015 | | |
| Deprived Areas | 36.0 | 32.0 | 41.0 |
| Older people | 36.3 | 34.2 | 38.5 |
| Disabled people | 39.0 | 34.1 | 44.8 |
| BME | 40 | 33 | 46 |
| Carer | 33.0 | 29.0 | 37.0 |
| LGBT | 44 | 34 | 53 |
| Male | 35.8 | 32.9 | 38.8 |
| Female | 39.6 | 37.2 | 42.1 |
| Christian | 38.4 | 36.1 | 40.8 |
| Muslim | 53 | 37 | 69 |
| No faith | 38.2 | 35.7 | 40.7 |

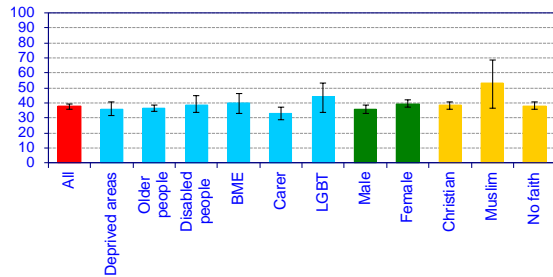
Please note - these are for the new wards for Bristol City Council, effective May 2016. Also, a few indicators are new or have been re-recorded such that there is no previous trend data available.



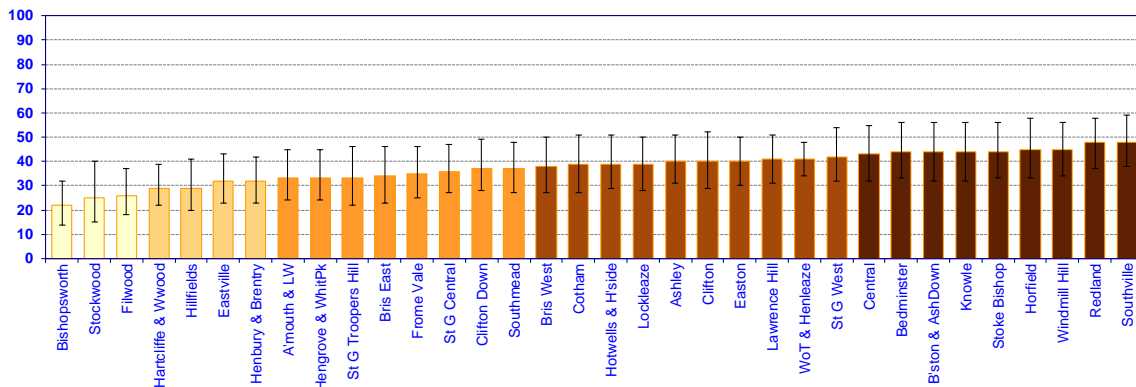
% respondents who agree that the council provides value for money



% respondents who agree that the council provides value for money



% respondents who agree that the council provides value for money



% respondents who agree a directly elected Mayor will improve / is improving leadership of the city ↔

% respondents who disagree a directly elected Mayor will improve / is improving leadership of the city ↑

This question was first asked in 2012 just prior to the election of Bristol's first elected Mayor, to establish a baseline of whether people expected leadership in Bristol to improve once a Mayor was in place. It has subsequently been asked every year since. Note – it is not intended to reflect satisfaction with the individual Mayor, but with the principle of Mayoral leadership.

% respondents who agree a directly elected Mayor is improving leadership of the city ↔

In 2015, 38% of people agreed that a Mayor was improving leadership of the city, not significantly different from the 40% measured in 2014, but lower than the 2012 baseline (41%).

There was considerable variation across the city with fewer people in deprived areas (27%) agreeing that a Mayor was improving leadership. Support for the mayoral model was weakest in Hengrove & Whitchurch Park (20%), Hillfields (21%), Avonmouth & Lawrence Weston (22%), Hartcliffe & Withywood (22%) and Henbury & Brentry (26%). Stronger backing for the idea of a directly elected Mayor could be found in Southville (57%), Redland (53%), Cotham (52%), Clifton (51%) and Windmill Hill (50%). Approval of Mayoral leadership was lower for disabled people (27%), carers (29%) and older people (33%). The leadership provided by a Mayor found more favour with people belonging to Black and minority ethnic groups (46%) and people of Muslim faith (58%). Men were more likely to endorse the concept of a Mayor compared to women, at 42% and 34% respectively.

% respondents who disagree a directly elected Mayor is improving leadership of the city ↑

The proportion of residents who disagreed with the proposition that a Mayor is improving the leadership of the city in 2015 (32%) was similar to 2014 (31%). This represents a considerable increase from the 22% measured in 2012 and 2013, and is consonant with a corresponding decrease in the percentage of respondents who were uncommitted as to their agreement or disagreement.

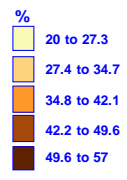
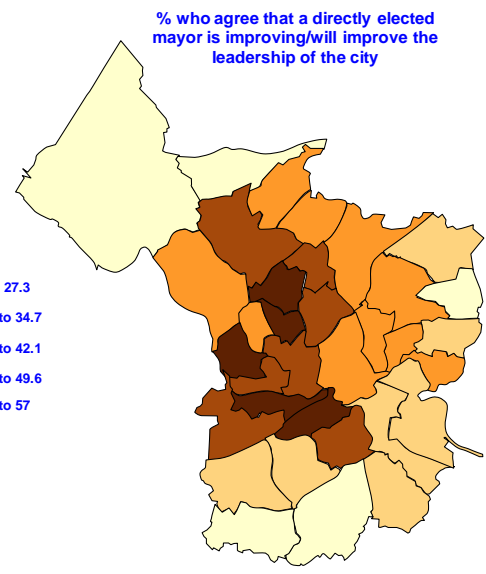
In general, wards further the centre of Bristol reported higher levels of disagreement (i.e. people who did not agree that a Mayor is improving leadership), notably Bishopsworth (56%), Hengrove & Whitchurch Park (52%), Stockwood (46%), Brislington East (45%), Avonmouth & Lawrence Weston (45%) and Hillfields (43%). The lowest rates of disagreement were expressed in Central (12%), Clifton (13%), Clifton Down (14%), Cotham (14%), Hotwells & Harbourside (14%), Bishopston & Ashley Down (20%), Redland (20%) and Southville (20%). More people disagreed in deprived areas, at 41%. Disagreement was more prevalent amongst carers (45%), older people (43%) and disabled people (45%). Fewer people belonging to Black and minority ethnic groups and people of Muslim faith disagreed with the proposition, at 22% and 13% respectively.

% who agree that a directly elected mayor is improving/will improve the leadership of the city

| Ward | % | lower confidence limit | upper confidence limit |
|-----------------------------|-------------|------------------------|------------------------|
| Ashley | 43 | 33 | 54 |
| Avonmouth & Lawrence Weston | 22 | 14 | 33 |
| Bedminster | 47 | 36 | 58 |
| Bishopston & Ashley Down | 46 | 36 | 57 |
| Bishopsworth | 31 | 20 | 43 |
| Brislington East | 33 | 23 | 44 |
| Brislington West | 31 | 21 | 42 |
| Central | 45 | 34 | 56 |
| Clifton | 51 | 39 | 62 |
| Clifton Down | 41 | 31 | 52 |
| Cotham | 52 | 41 | 63 |
| Easton | 42 | 32 | 52 |
| Eastville | 36 | 27 | 46 |
| Filwood | 33 | 24 | 43 |
| Frome Vale | 32 | 21 | 45 |
| Hartcliffe & Withywood | 22 | 16 | 31 |
| Henbury & Brentry | 26 | 19 | 36 |
| Hengrove & Whitchurch Park | 20 | 13 | 30 |
| Hillfields | 21 | 14 | 30 |
| Horfield | 42 | 30 | 54 |
| Hotwells & Harbourside | 43 | 33 | 55 |
| Knowle | 45 | 34 | 56 |
| Lawrence Hill | 39 | 31 | 48 |
| Lockleaze | 38 | 28 | 48 |
| Redland | 53 | 43 | 62 |
| St George Central | 29 | 21 | 38 |
| St George Troopers Hill | 35 | 25 | 47 |
| St George West | 40 | 30 | 51 |
| Southmead | 36 | 26 | 47 |
| Southville | 57 | 47 | 66 |
| Stockwood | 31 | 20 | 45 |
| Stoke Bishop | 41 | 30 | 52 |
| Westbury-on-Trym & Henleaze | 43 | 36 | 50 |
| Windmill Hill | 50 | 40 | 60 |
| Bristol | 37.8 | 36.1 | 39.6 |

| Question number | rrrQ16 | | |
|-----------------|--------|------|------|
| Sample size | 4033 | | |
| Year | 2015 | | |
| Deprived Areas | 27.0 | 23.0 | 31.0 |
| Older people | 33.3 | 31.4 | 35.3 |
| Disabled people | 26.9 | 22.6 | 31.6 |
| BME | 46 | 40 | 53 |
| Carer | 29.0 | 26.0 | 33.0 |
| LGBT | 36 | 28 | 46 |
| Male | 42.1 | 39.3 | 44.9 |
| Female | 33.6 | 31.5 | 35.7 |
| Christian | 34.5 | 32.4 | 36.7 |
| Muslim | 58 | 43 | 71 |
| No faith | 41.7 | 39.3 | 44.2 |

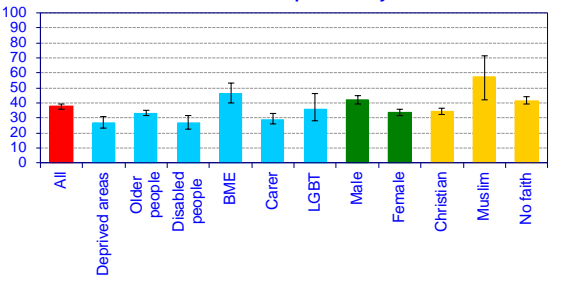
Please note - these are for the new wards for Bristol City Council, effective May 2016. Also, a few indicators are new or have been re-recorded such that there is no previous trend data available.



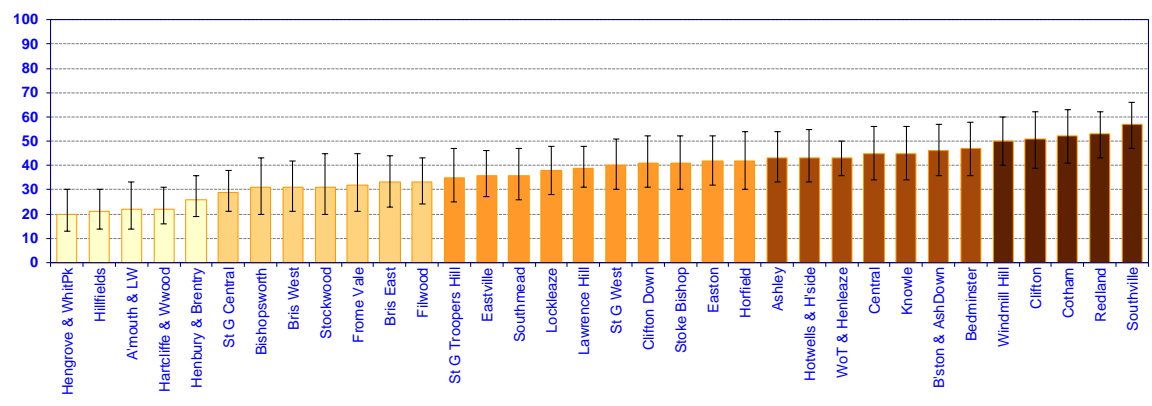
% who agree that a directly elected mayor is improving/will improve the leadership of the city



% who agree that a directly elected mayor is improving/will improve the leadership of the city



% who agree that a directly elected mayor is improving/will improve the leadership of the city



% respondents who agree they can influence decisions that affect their local area ↔

% respondents who agree they can influence decisions that affect the public services they use ↔

This indicator can relate to a number of different areas provided by the council and partners. It measures the extent to which citizens can influence services and decisions locally and feel part of the democratic process. A high or increasing value will indicate a responsive and enabling council.

% respondents who agree they can influence decisions that affect their local area ↔

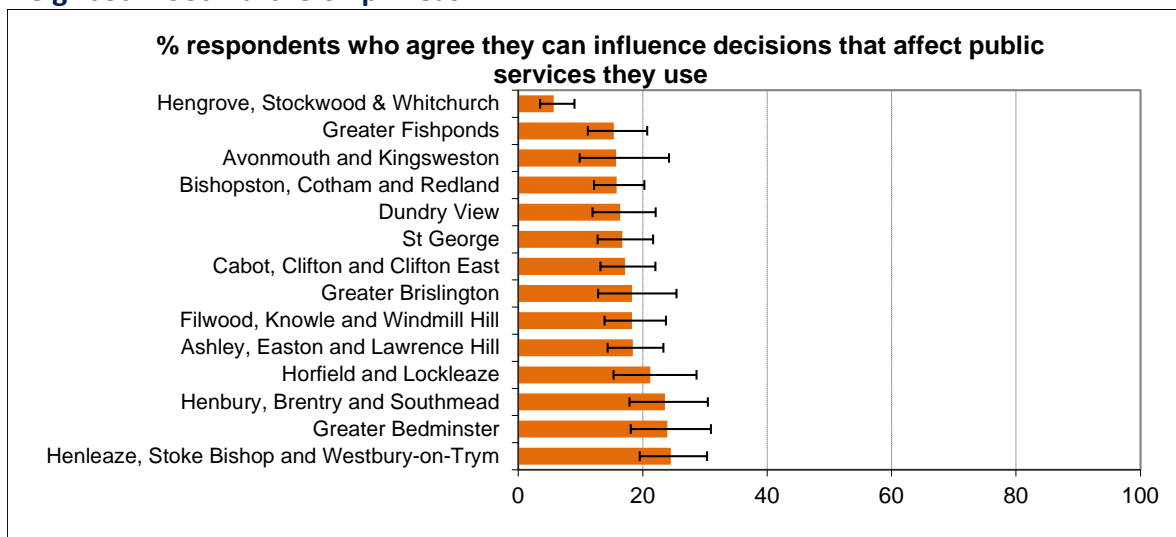
Only a quarter of residents (25%) felt they could influence decisions about their local area. The indicator has remained stable, over the range 23% to 26%, for the past four years, since a slight rise in the percentage who felt influential in 2011 (from 22% in 2010 to 25%).

Just one in five people (20%) felt they could influence decisions that affected their local area. Residents felt the least influential in Hengrove & Whitchurch Park (11%), Stockwood (12%), Filwood (14%), Hillfields (14%) and St George Central (15%). The highest proportion of people who thought they could influence decisions lived in Westbury-on-Trym & Henleaze, but this was still only two out of five (40%) residents. Equalities analysis didn't show any differences between groups.

% respondents who agree they can influence decisions that affect the public services they use ↔

Less than one in five of residents (18%) believed they could influence decisions about public services, similar to the proportion reported for the past five years. People were particularly skeptical in Stockwood (5%), Hengrove & Whitchurch Park (6%), Bishopsworth (9%) and Clifton (11%). There was less doubt expressed in Westbury-on-Trym & Henleaze (25%) and Southmead (30%) that their views would be taken into account. Both people belonging to Black and minority ethnic groups and people of Muslim faith had greater trust in their ability to influence decisions, at 25% and 38% respectively.

Neighbourhood Partnership Areas

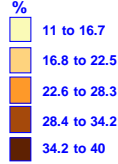
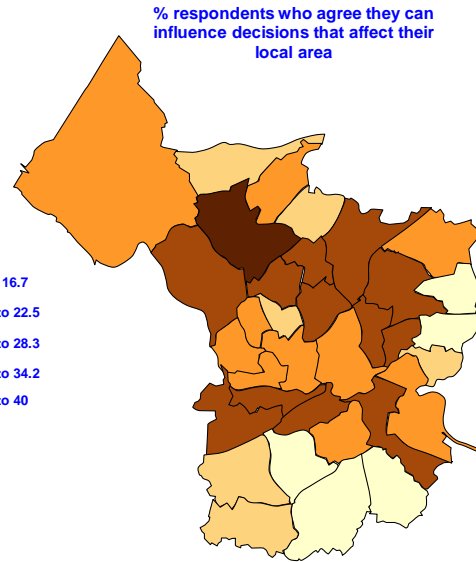


% respondents who agree they can influence decisions that affect their local area

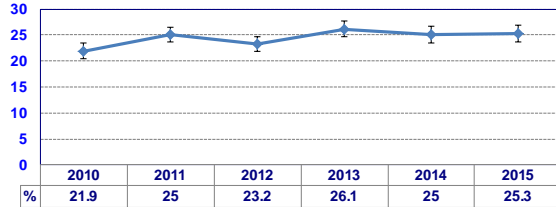
| Ward | % | lower confidence limit | upper confidence limit |
|-----------------------------|----|------------------------|------------------------|
| Ashley | 31 | 22 | 42 |
| Avonmouth & Lawrence Weston | 24 | 16 | 33 |
| Bedminster | 31 | 21 | 43 |
| Bishopston & Ashley Down | 32 | 23 | 42 |
| Bishopsworth | 21 | 13 | 33 |
| Brislington East | 24 | 16 | 36 |
| Brislington West | 29 | 20 | 40 |
| Central | 27 | 18 | 39 |
| Clifton | 28 | 19 | 40 |
| Clifton Down | 24 | 16 | 33 |
| Cotham | 21 | 14 | 30 |
| Easton | 29 | 20 | 40 |
| Eastville | 32 | 24 | 42 |
| Filwood | 14 | 8 | 24 |
| Frome Vale | 26 | 17 | 38 |
| Hartcliffe & Withywood | 21 | 14 | 30 |
| Henbury & Brentry | 20 | 14 | 29 |
| Hengrove & Whitchurch Park | 11 | 6 | 18 |
| Hillfields | 14 | 8 | 24 |
| Horfield | 21 | 13 | 32 |
| Hotwells & Harbourside | 25 | 16 | 37 |
| Knowle | 26 | 17 | 37 |
| Lawrence Hill | 26 | 19 | 34 |
| Lockleaze | 30 | 21 | 40 |
| Redland | 32 | 24 | 42 |
| St George Central | 15 | 9 | 23 |
| St George Troopers Hill | 21 | 12 | 33 |
| St George West | 32 | 23 | 43 |
| Southmead | 24 | 16 | 35 |
| Southville | 30 | 22 | 39 |
| Stockwood | 12 | 7 | 20 |
| Stoke Bishop | 29 | 19 | 41 |
| Westbury-on-Trym & Henleaze | 40 | 33 | 47 |
| Windmill Hill | 31 | 22 | 41 |

| Bristol | | | |
|-----------------|------|------------------------|------------------------|
| Ward | % | lower confidence limit | upper confidence limit |
| Bristol | 25.3 | 23.7 | 26.9 |
| Question number | rQ7a | | |
| Sample size | 3979 | | |
| Year | 2015 | | |
| Deprived Areas | 20.0 | 17.0 | 24.0 |
| Older people | 25.2 | 23.3 | 27.1 |
| Disabled people | 23.7 | 19.5 | 28.6 |
| BME | 27 | 22 | 34 |
| Carer | 27.0 | 23.0 | 30.0 |
| LGBT | 25 | 18 | 34 |
| Male | 23.7 | 21.4 | 26.2 |
| Female | 26.8 | 24.8 | 28.9 |
| Christian | 26.9 | 25.0 | 29.0 |
| Muslim | 36 | 23 | 52 |
| No faith | 24.8 | 22.7 | 27.1 |

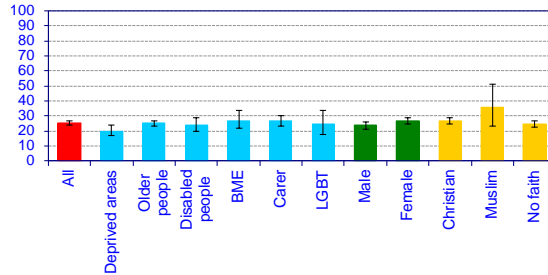
Please note - these are for the new wards for Bristol City Council, effective May 2016. Also, a few indicators are new or have been re-recorded such that there is no previous trend data available.



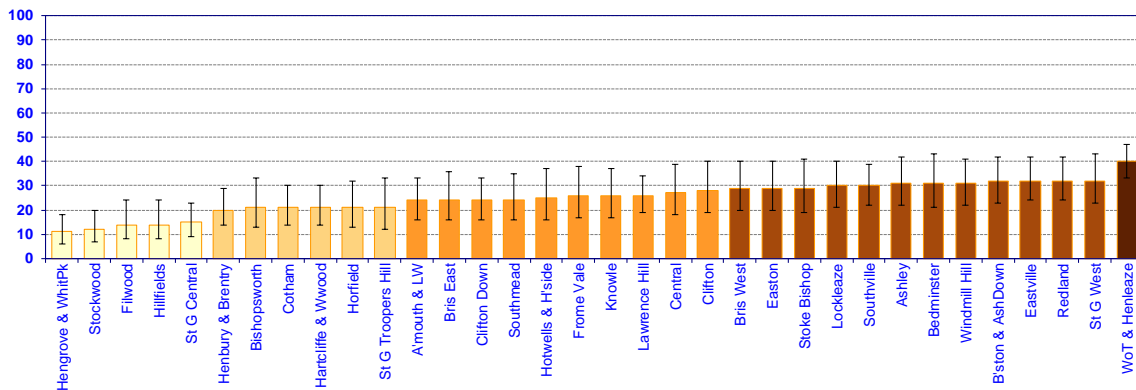
% respondents who agree they can influence decisions that affect their local area



% respondents who agree they can influence decisions that affect their local area



% respondents who agree they can influence decisions that affect their local area



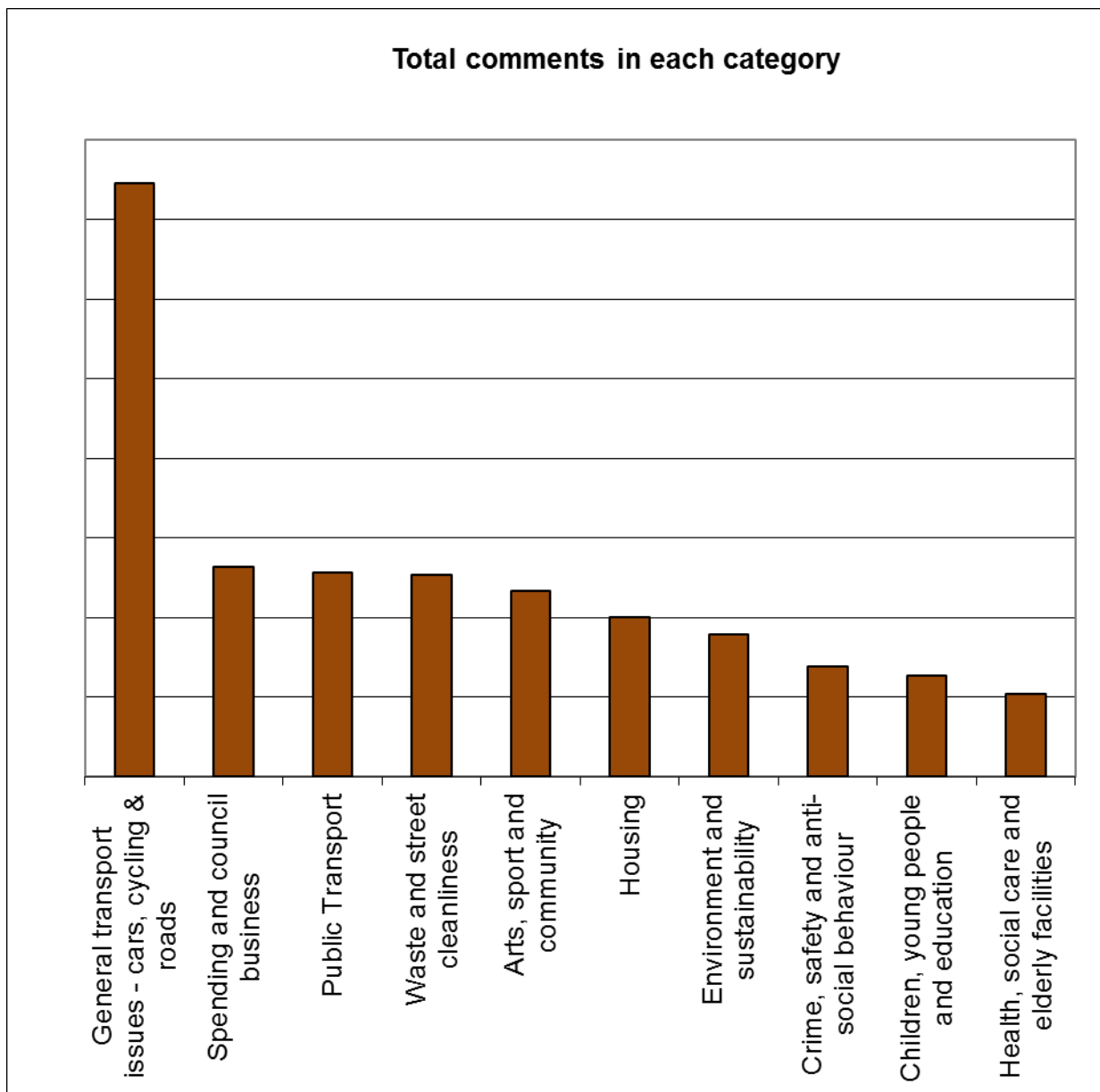
Citizens' Priorities

What would you like to see happen in Bristol in the future?

At the end of the survey, respondents were given the opportunity to briefly state which issue or aspiration regarding Bristol was at the forefront of their minds: "What would you like to see happen in Bristol in the future?". Approximately 1900 comments were received, and frequently more than one topic was mentioned. These comments were roughly sorted into categories using keyword lists, and then the categories most frequently mentioned were reviewed further.

The categories that were commented on most frequently are:

1. General transport issues – cars, cycling & roads
2. Spending and council business
3. Public Transport
4. Waste and street cleanliness
5. Arts, sport and community
6. Housing



General transport issues – cars, cycling & roads

The greatest number of comments, in this category, was about parking followed, in order of frequency, by commuting and congestion; cars; 20 mph zones; maintenance of roads and pavements; cycling and cyclists; speed and traffic calming.

Of the comments on traffic, the largest proportion was on reducing congestion.

Of the comments on 20mph zones, the majority wanted the zones removed, although many said they would want them kept outside schools.

The majority of comments on cycling were about the need for improving cycling infrastructure to support more cycling, although there were also a large number of comments on the need for stricter laws for cyclists (e.g. cycling on pavements, insurance).

Spending and council business

The largest proportion of comments in this category in 2015 were critical of the Mayor.

Public Transport

The majority of comments in this category wanted an improvement to the bus service. Those comments which went into more detail specified that they wanted more buses and more bus routes covered. There were also a large number of comments asking for cheaper bus fares.

Waste and street cleanliness

The largest proportion of the comments on waste was about ensuring that the streets were clear of litter. There were also large numbers of comments complaining about dog fouling, fly tipping and the general waste collection.

Housing

The largest number of comments was about the need for affordable housing, followed by the need for more housing, in general, to be built.



Understanding the results

Each question asked in the survey is measuring at least one quality of life indicator, and these indicators are described in this report. Only a selection of results from the 2015 Quality of Life survey are included in this report. For the complete collection of results and more information about the survey see www.bristol.gov.uk/qualityoflife

Trend analysis

It is possible to show trends for indicators that have been measured using the same survey question for at least 3 years. Trend graphs and traffic light colours are used in this report to illustrate trends that are of statistical significance. The symbols reflect the following trends:

Getting worse ↓↑

Standing still, no trend ↔

Getting better ↓↑

These traffic light symbols change colour when an indicator estimate (measured in the 2015 survey) is significantly different from an earlier year, using statistical analysis based on the t-test, and visual examination ('eyeballing') of the data.

5-year trends between 2010 and 2015 have been illustrated in this report where possible.

Weighting and Non-response

A lower response rate in 2014 raised concerns that the survey would be more subject to non-response bias. This is when some groups have more of a tendency than others to participate in the survey or not. In the past more women than men responded and a disproportionate number of older people. Also some wards are under-represented in the sample, despite attempts to bolster this, together with the very different demographic profile of respondents compared to previous years. The responses therefore were weighted according to sex, age and ward to help compensate for this bias.

This weighting means that the 2014 and 2015 results are not directly comparable to the previous QoL data already published. To provide comparison for 2014 and 2015, previous years' results (for Bristol overall only, not yet individual wards) for a 5-year trend have been recalculated in the same way as outlined above for comparison purposes, so these 2010-2013 figures may be different to previously published. [Past trend data for wards will be recalculated to fit in line with the new ward boundaries for 2015-16. See www.bristol.gov.uk/qualityoflife for updates as available.]

Confidence limits

Confidence limits help us interpret results from sample surveys that are meant to reflect the whole population. A 95% confidence interval is used, which is the range within which the true population would fall for 95% of the time the sample survey was repeated. Confidence limits depend on the amount of variation in the underlying population and the sample size. They are the standard way of expressing statistical accuracy of survey-based estimates (results).

The low response combined with substantial “missing not at random” issues suggested a nominal 95% confidence interval for the true response may not have an actual coverage of 95% -- it may be much less. A ‘replicate weight method’ of calculating confidence limits, the ‘bootstrap’, was used to produce more statistically robust results than the ‘Taylor series linearization method’ of calculating standard errors used in previous years. Bootstrapping can be less sensitive to the underlying assumptions. It has been applied retrospectively to the 2010-2013 results.

Ward and neighbourhood partnership area analysis

Ward maps are presented in 5 colours of equal intervals. The number of responses per ward averages 120 residents, and confidence intervals for the smaller ward samples are large (between 20 and 30 percentage points). The number of responses by neighbourhood partnership areas average 290 with narrower confidence intervals. Care should be taken when looking at the maps and comparing wards, and often differences between wards are not statistically significant unless there is a difference of at least 20 percentage points. It is possible to see this scale of variation for some ward indicators.

Equalities analysis

Each indicator is analysed to show the differences for each ‘equalities’ group (groups of special interest including minority groups). Both ‘protected characteristics’, as defined by the Equalities Act 2010, and response rate were taken into account in the selection of the groups.

Deprived areas – residents living in one of the 10% most deprived areas in England, according to the English Indices of Deprivation 2015

(www.bristol.gov.uk/page/deprivation)

Older people – people aged 50 years or more

Disabled people – people who think of themselves as disabled

BME – people belonging to Black and minority ethnic groups

Carer – people who provide unpaid care for someone with long term physical or mental health illness or disability, or problems related to old age

LGBT – people who identify as lesbian, gay, bisexual and/or transgender

Male – people who identify as male

Female – people who identify as female

Christian – people who say they are of Christian faith

Muslim – people who say they are of Muslim faith

No faith – people who say they have no faith/religion.

How are the results used?

Mayor's Vision and Corporate Plan

The Bristol City Council Corporate Plan illustrates the Council's contribution towards achieving the Mayor's vision. This report is part of the evidence base for the Mayor's vision and includes performance indicators from the corporate plan to help us measure progress.

As an evidence base for service planning

The results provide a quality of life context and form part of the evidence base to inform service planning by the City Council. The indicators will help answer the question 'how well do our corporate priorities address community needs and aspirations?' They can be used alongside other performance statistics, support the self-assessment of the council, neighbourhood decision-making and assist with equalities impact assessments.

New Ward Profiles 2016

2016 Ward Profiles have been compiled for the new Council wards that come into place from May 2016. These provide background and demographic information for Bristol and for each of the new wards, and highlight any significant differences.

www.bristol.gov.uk/statistics-census-information/new-wards-data-profiles

Neighbourhood Partnership Statistical Profiles 2015

Neighbourhood Partnership Statistical Profiles combine information from the 2011 census with information on deprivation, crime, education, health and the Quality of Life survey. These profiles help inform neighbourhood plans.

The 14 Neighbourhood Partnership Statistical Profiles can be found at

www.bristol.gov.uk/page/council-and-democracy/neighbourhood-partnership-statistical-profiles.

Source of information for the public

Quality of life reports, web pages and databases are accessible by the public who require access under the Freedom of Information Act 2000. Documented findings from the survey are also used as feedback for the thousands of residents who participate in the survey each year.

For further information

Details and updates about the Bristol Quality of Life survey and the complete set of results 2015 are on www.bristol.gov.uk/qualityoflife. This includes an Excel spreadsheet tool to download with results of 150 indicators, including 2015 ward maps that can be copied into other reports.

Key Facts about Bristol 2015 at www.bristol.gov.uk/statistics, plus Bristol's **14 Neighbourhood Partnership Statistical profiles** (link as above).

Or contact for help or other formats:

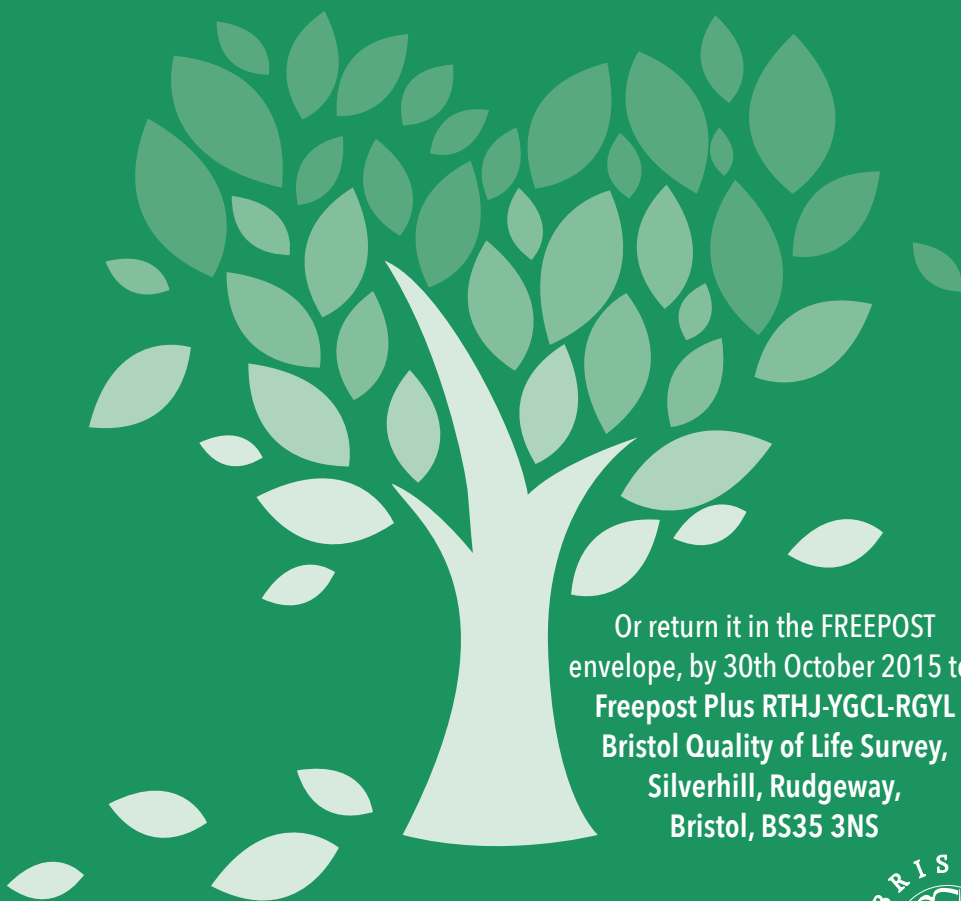
Consultation and Strategic Intelligence Team

Email: consultation@bristol.gov.uk

Tel. 0117 9222848

Quality of life in your neighbourhood 2015

You can complete this questionnaire online:
www.bristol.gov.uk/quality



Or return it in the FREEPOST envelope, by 30th October 2015 to:
Freepost Plus RTHJ-YGCL-RGYL
Bristol Quality of Life Survey,
Silverhill, Rudgeway,
Bristol, BS35 3NS

If you require help with this questionnaire:
t: 0117 922 2848 e: consultation@bristol.gov.uk

Page 134



Your local area and community

1. What is your postcode?

(We ask this so we can map responses)

| | | | | | | | |
|--|--|--|--|--|--|--|--|
| | | | | | | | |
|--|--|--|--|--|--|--|--|

2. How satisfied are you with your local area as a place to live?

(tick one box)

| | | | | |
|----------------------------|----------------------------|---------------------------------------|----------------------------|----------------------------|
| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

3. On the whole, do you think over the past two years your neighbourhood has got better or worse in the following cases?

(tick one box in each case)

| | Better | Worse | Not changed | Have lived here less than 2 years |
|---|----------------------------|----------------------------|----------------------------|--------------------------------------|
| a) Your neighbourhood in general | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| b) Traffic congestion | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| c) State of repair of local roads | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| d) Keeping public land clear of rubbish | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| e) Quality of new developments | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |

4. How big a problem do you think the following environmental issues are in the neighbourhood?

(tick one box in each case)

| | Serious problem | Problem - but not serious | Not a problem | Does not apply / don't know |
|--|----------------------------|------------------------------|----------------------------|-----------------------------------|
| a) Dog fouling | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| b) Street litter | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| c) Noise from residential neighbours | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| d) Noise from pubs, clubs and entertainment | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| e) Anti-social graffiti (e.g. tagging) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |

5. In terms of crime and safety do you feel that, in the last 3 years, your neighbourhood has got better or worse? (tick one box)

| | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|------------------------------|
| A lot better | Better | No change | Worse | A lot worse | Lived here less than 3 years |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |

6. How safe or unsafe do you feel in your neighbourhood?

(tick one box in each case)

- | | Very safe | Fairly safe | Neither / nor | Fairly unsafe | Very unsafe | Does not apply |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| a) Outdoors after dark | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
| b) Outdoors during the day | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |

7. Do you agree or disagree with the following statements?

(tick one box in each case)

- | | Strongly agree | Tend to agree | Neither / nor | Disagree | Strongly disagree |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| a) "I can influence decisions that affect my local area" | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| b) "I can influence decisions that affect the public services I use" | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| c) "In this neighbourhood people from different backgrounds (eg race, disability, social group) get on well together" | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| d) "People treat other people with respect and consideration in my neighbourhood" | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| e) "I feel I belong to my neighbourhood" | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| f) "Locally, anti-social behaviour is a problem" | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| g) "Police and local public services are successfully dealing with issues of crime and anti-social behaviour in my area" | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| h) "Fear of crime affects my day-to-day life" | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| i) "People using drugs is a problem in this area" | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| j) "Domestic abuse is a private matter" | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| k) "Sexual harassment is an issue in Bristol" | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| l) "Women's behaviour can attract and provoke domestic abuse" | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

8. How often do you visit Bristol's parks and green spaces?

(tick one box)

- | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| 5 times a week or more | 1 - 4 times a week | 2 - 3 times a month | 1 - 6 times a year | Less than once a year |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

9. How often do you meet friends and family? (tick one box)

Most days 1

Every week 2

Every month 3

A few times a year 4

Never 5

10. How do you feel about your social life? (By social life we mean the time you spend with friends and family) (tick one box)

I see friends and family as much as I want

 1

I see them sometimes, it's OK

 2

I do see them, but not enough

 3

I feel lonely because I do not see them very much or at all

 4

11. Have you been discriminated against or harassed in the last 12 months because of: (tick one box in each case)

a) Age

Yes 1

No 2

b) Disability

Yes 1

No 2

c) Religion

Yes 1

No 2

d) Sexual orientation

Yes 1

No 2

e) Ethnicity / race

Yes 1

No 2

f) Gender / sex

Yes 1

No 2

12a. Do you do voluntary work or help out in the community with any of the following? (tick all that apply)

Charity

 1

Community group

 1

Help out my neighbours

 1

Other community (e.g. faith/church)

 1

I don't do this

 1

12b. How often do you help out? (tick one box)

Most weeks

 1

Every month

 2

A few times a year

 3

Once or twice a year

 4

Never

 5

13. Is there anything that prevents or makes it difficult for you to get involved in the community or volunteering?

Yes 1 No 2

(if YES please describe)

Local services

14. How satisfied or dissatisfied are you with the following?
(tick one box in each case)

| | Very satisfied | Fairly satisfied | Neither / nor | Fairly dissatisfied | Very dissatisfied | Does not apply |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| a) The local bus service | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
| b) Information on local bus services | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
| c) Bus stops and shelters | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
| d) Quality of parks and green spaces | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
| e) Children's playgrounds and play areas | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
| f) Activities for children & young people | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
| g) Leisure facilities/services | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
| h) Libraries | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
| i) Museums and galleries | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
| j) Weekly recycling service | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
| k) Fortnightly general household waste (black wheelie bin) service | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |

15a. To what extent do you agree or disagree Bristol City Council provides value for money? (tick one box)

| | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Strongly agree | Tend to agree | Neither / nor | Tend to disagree | Strongly disagree | Don't know |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |

15b. How satisfied are you with the way the Council runs things?

| | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Very satisfied | Satisfied | Neither / nor | Fairly dissatisfied | Very dissatisfied | Don't know |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |

16. Do you agree or disagree that a directly elected mayor is improving the leadership of the city? (tick one box)

| | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Strongly agree | Tend to agree | Neither / nor | Tend to disagree | Strongly disagree | Don't know |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |

Your lifestyle

17. Have you participated in any arts / creative activities in the last 12 months? (please tick any that apply)

None

 1

Dance

 1

Drama/
theatre

 1

Art/ design/
crafts

 1

Play a musical
instrument / sing

 1

Photography, film,
video or editing

 1

Spoken word / creative
writing (including blogs)

 1

Other (please describe)

18a. Are there any children aged 7-10 who live in your household some or all of the time?

Yes 1 No 2

18b. If yes, what is the usual way the oldest of the children (aged 7-10) travels to school?

Walk 1 Bike 2 Bus 3 Car 4 Train 5 Other (please specify)

18c. How far do they travel to school? (You can use miles or kilometres)

Miles

Kilometres

19. How often do you undertake, in total, 150 minutes of moderate exercise (e.g. brisk walking, cycling, or swimming) or 75 minutes of vigorous exercise (e.g. running, playing sport or aerobics) in a week? (tick one box)

Every week

 1

At least once a
month

 2

Less than once
a month

 3

Never

 4

20. How often do you take part in active sport? (when you are active for 30 minutes or more) (e.g. football, running, swimming) (tick one box)

5 times a
week or more

 1

3 - 4 times
a week

 2

1 - 2 times a
week

 3

Less than
once a month

 4

Never, due to
health reasons

 5

21. If you are working and travel to work, on a typical mid-week day, what is your main form of transport to work? (tick one box)

| | | | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Car (as driver) | Car (as passenger) | Bus | Cycle | Walk | Train | Moped/ motorbike | Other |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 | <input type="checkbox"/> 7 | <input type="checkbox"/> 8 |

22. How often do you ride a bicycle? (tick one box)

| | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| 5 times a week or more | A few times a week | A few times a month | A few times a year | Over a year ago/never |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

23. Does anything prevent you from leaving your home when you want to or need to? (please tick any that apply)

| | | | |
|--------------------------------|----------------------------|------------------------------|----------------------------|
| Nothing / never | <input type="checkbox"/> 1 | Financial circumstances | <input type="checkbox"/> 1 |
| Fear of crime | <input type="checkbox"/> 1 | Disability | <input type="checkbox"/> 1 |
| Lack of confidence | <input type="checkbox"/> 1 | Poor health | <input type="checkbox"/> 1 |
| Inaccessible public transport | <input type="checkbox"/> 1 | Caring responsibilities | <input type="checkbox"/> 1 |
| Lack of support and assistance | <input type="checkbox"/> 1 | Fear of losing parking space | <input type="checkbox"/> 1 |

Other (please describe)

24. How satisfied are you with the range and quality of outdoor events in Bristol? (e.g. Bristol Harbour Festival, Bristol Balloon Fiesta, Make Sunday Special, and events in local parks) (tick one box)

| | | | | |
|----------------------------|----------------------------|---------------------------------------|----------------------------|----------------------------|
| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

25. How concerned are you about the impact of climate change in the United Kingdom? (tick one box)

| | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|
| Not at all concerned | Not very concerned | Fairly concerned | Very concerned |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |

26. Which of the following do you think will be affected by climate change? *(please tick any that apply)*

Bristol's weather

 1

Bristol's economy

 1

Your health

 1

Your work

 1

Your neighbourhood

 1

None of these

 1

27. Which of the following actions have you taken and why?

(please tick any that apply)

Action taken due to climate change concerns

Action taken for other reasons

I have not done this

Changed the way I travel

 1

 1

 1

Reduced my household waste

 1

 1

 1

Reduced energy use at home

 1

 1

 1

Eaten less meat and dairy produce

 1

 1

 1

28. On average, how many days a week do you eat your main meal prepared at home from fresh and raw ingredients?

(please write the number of days, between 0 and 7, in the box)

29a. Do you eat any food grown by yourself or by people you know?

Yes 1

No 2

29b. Are you able to home cook a meal using fresh and raw ingredients?

Yes 1

No 2

Your home

30. Including yourself how many people live in your home?

(If you live by yourself write 1 in the box)

31. How satisfied are you with the state of repair of your home?

(tick one box)

Very satisfied

 1

Fairly satisfied

 2

Neither satisfied nor dissatisfied

 3

Fairly dissatisfied

 4

Very dissatisfied

 5

32. Is your home... (please tick any that apply)

Owned by you, your partner or family (with or without a mortgage) 1

Rented from a housing association / trust 1

Rented from a private landlord 1

Residential care home / nursing home 1

Sheltered accommodation 1

Rented from the Council 1

Shared ownership 1

Other (please specify)

Your health and wellbeing

33. Overall, how satisfied are you with your life nowadays?

(please circle a number where 0 is "not at all satisfied" and 10 is "completely satisfied")

Not at all satisfied 0 1 2 3 4 5 6 7 8 9 10 Completely satisfied

34. Do you have any long-term illness, health problem or disability which limits your daily activities or work you can do?

(include problems that are due to old age)

Yes 1 No 2

35. How often are there 2 or more days in a row when you do NOT drink any alcohol? (tick one box)

I don't drink

Every week

Most weeks

I rarely or never have 2 alcohol-free days in a row

 1 2 3 4

36. How many portions of fruit and vegetables did you eat yesterday?

(Please write the number of portions in the boxes e.g. write 0 if none)

Vegetables (not including potatoes)

Fruit

(a portion is, for example, an apple, a handful of grapes or 3 heaped tablespoons of carrots)

37. In the last 12 months, how would you say your health has been, on the whole?

(tick one box)

Good ¹

Fairly good ²

Not good ³

38. Below are some statements about feelings and thoughts.

Please tick the box that best describes your experience of each over the last two weeks.

None of the time Rarely Some of the time Often All of the time

| | | | | | |
|--|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| I've been feeling optimistic about the future | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ | <input type="checkbox"/> ⁴ | <input type="checkbox"/> ⁵ |
| I've been feeling useful | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ | <input type="checkbox"/> ⁴ | <input type="checkbox"/> ⁵ |
| I've been feeling relaxed | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ | <input type="checkbox"/> ⁴ | <input type="checkbox"/> ⁵ |
| I've been dealing with problems well | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ | <input type="checkbox"/> ⁴ | <input type="checkbox"/> ⁵ |
| I've been thinking clearly | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ | <input type="checkbox"/> ⁴ | <input type="checkbox"/> ⁵ |
| I've been feeling close to other people | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ | <input type="checkbox"/> ⁴ | <input type="checkbox"/> ⁵ |
| I've been able to make up my own mind about things | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ | <input type="checkbox"/> ⁴ | <input type="checkbox"/> ⁵ |

Weight is a current health concern. *(If you are able to weigh yourself or measure your height, please do so wearing light clothing and without shoes)*

39. What is your weight? (You can use stones & pounds or kilogrammes)

Stones Pounds **OR** Kilogrammes

40. What is your height? (You can use feet and inches or metres)

Feet Inches **OR** Metres

41. Are you pregnant? Yes ¹ No ² Does not apply ³

42a. Do you smoke? Yes ¹ No ²

42b. Does anyone else in your household smoke?

Yes ¹ No ² Don't know ³

42c. Does anyone smoke regularly within your home (indoors)?

Yes ¹ No ²

About you-

All personal details will be treated in confidence

43. Are you?

Male ¹

Female ²

44. What age are you?

45. What is your religion/faith? *(tick one box)*

None

Buddhist

Christian

Hindu

Jewish

Muslim

Sikh

 ¹ ² ³ ⁴ ⁵ ⁶ ⁷

Other *(please specify)*

46. How would you describe your ethnic origin? *(tick one box)*

White or
White British

Black or
Black British

Asian or
Asian British

Mixed
background

Other ethnic
group

 ¹ ² ³ ⁴ ⁵

If other, please describe

47. Do you think of yourself as a disabled person?

Yes ¹

No ²

Prefer not to say ³

48. Are you lesbian, gay, bisexual or transgender?

Yes ¹

No ²

Prefer not to say ³

49. What is your highest level of educational or technical qualification?

GCSE, O level,
NVQ level 1
or equivalent

NVQ level 2,
AS level or
equivalent

A level or
equivalent

Degree level
or equivalent

Higher degree
or equivalent

None

 ¹ ² ³ ⁴ ⁵ ⁶

50. How well would you say you are managing financially these days?

(tick one box)

Living
comfortably

Doing
alright

Just about
getting by

Finding it
quite difficult

Finding it
very difficult

 ¹ ² ³ ⁴ ⁵

51. Do you have a Bristol library card?

Yes ¹

No ²

52. Which of these activities describes what you are doing at present?

(please tick any that apply)

Employed full-time *(Over 30 hours a week paid employment)* 1

Employed part-time *(Up to 30 hours a week paid employment)* 1

Self-employed, full or part-time 1

Full-time education at school, college or university 1

Looking after the home and/or family 1

Wholly retired from work 1

Unemployed and available for work 1

Permanently sick or disabled 1

53. Do you need to develop your skills in any of these areas?

(please tick any that apply)

| English | Maths | Computer skills | Employability skills (e.g. job search, interviews) | Technical/ professional skills | None |
|----------------------------|----------------------------|----------------------------|---|-----------------------------------|----------------------------|
| <input type="checkbox"/> 1 | <input type="checkbox"/> 1 | <input type="checkbox"/> 1 | <input type="checkbox"/> 1 | <input type="checkbox"/> 1 | <input type="checkbox"/> 1 |

54. Do you know where to get information, advice and guidance about employment and training? Yes 1 No 2

55. Do you get a means tested benefit because you have a low income?

(e.g. income support, universal credit, working or pension tax credit)

Yes 1 No 2 Not applicable 3

56. Do you provide any unpaid care or support to family members or friends because of long term ill-health or disability, or problems related to old age? *(Please tick time spent in a typical week)*

No 1 Yes, 1 - 19 hours a week 2 Yes, 20 - 49 hours a week 3 Yes, 50+ hours a week 4

57. Briefly, what would you like to see happen in Bristol in the future?

(please write in box)

Thank you for taking part in this survey



Neighbourhoods Scrutiny Commission

Report of: Strategic Director - Neighbourhoods

Title: Directorate Risk Register Review October 2016

Ward: Citywide

Officer Presenting Report: Alison Comley – Strategic Director, Neighbourhoods

Contact Telephone Number: 0117 357 4357

Recommendation

The Commission review and scrutinise the Directorate Risk Register as at 3rd October 2016 which is attached to this report.

Summary

This report presents the Directorate Risk register. Going forward, Directorate Risk Registers will be reviewed by Directorate Leadership Teams on a quarterly basis and will be provided for scrutiny at six monthly intervals.

The significant issues in the report are:

- Corporate Risk in the context of Directorate risk consideration
- Process for review of Directorate risks.
- Issues arising from the Directorate Risk Register
- The full directorate risk register (Appendix 1)



Policy

1. *The Audit Committee is responsible for providing independent assurance to the Council regarding the effectiveness of its strategic risk management arrangements. The Council has a Risk Management Policy which requires strategic risks to the Council, and details of how they are managed to be recorded in strategic risk registers – the Corporate and Directorate Risk Registers. Whilst the Corporate risk Register is scrutinised by the Audit Committee on a six monthly basis, it was agreed at Overview and Scrutiny Management Board, that the Directorate Risk Registers will be scrutinised by each Directorate scrutiny twice a year. They will however also be provided once each year to Audit Committee, for information (not scrutiny) to provide the Audit Committee with assurance that Directorate Risk Registers are in place and effectively scrutinised.*

Consultation

2. **Internal**
Directorate Leadership Team / Risk Owners / Cabinet Member – Neighbourhoods
3. **External**
Not applicable
4. **Background – Risk Management and the Corporate Risk Register**
 - 4.1. Risk is defined in the Risk Management Policy as ‘the chance of something happening that will impact (positively or negatively) on the achievement of the Council’s Objectives’. Risk Management is the planned and systematic approach to the identification, evaluation, prioritisation and control of risks and opportunities facing the Council Management.
 - 4.2. Risk Assessment is the measure of likelihood and impact on objectives of an uncertain action of event.
 - 4.3. The Corporate Risk Register (CRR) is an integral element of the Council’s Strategic Risk Management arrangements and aims to support the delivery of the Council’s objectives by setting out the strategic high level risks facing the Council in delivering its plans and how they are ensuring these risks are effectively managed.
 - 4.4. The CRR is used by the Strategic Leadership Team to monitor risk levels and take assurance that all necessary steps are being taken to ensure the risks are managed to a level acceptable to them.
 - 4.5. The CRR is currently under review.
5. **The Directorate Risk Register**
 - 5.1. As well as Corporate Risks, Directorate Risk Registers (DRR) detail risks faced by each Directorate. The DRR is owned by the Strategic Director and is used by the Directorate

Leadership Team to ensure and monitor that risks are effectively managed.

5.2. The Directorate Risk Register was developed following:

- DLT Risk identification and assignment of a risk owner who is responsible to ensure each risk is effectively managed
- Detailed work with the Risk Owner to determine key current mitigations and further actions to ensure the risk is properly managed
- Re-review by DLT to ensure risk levels are correctly identified and target risk levels are acceptable

5.3. The Neighbourhood Directorate Risk Register is attached as Appendix 1 for scrutiny. The register is presented in the standard format agreed by ELT / SLT and uses the risk management methodology in the risk management policy agreed by the SLT and the Audit Committee in November 2014. Appendix 2 provides helpful extracts from that policy to assist Members in understanding risk levels recorded in the register. The risk matrix, Guidance parameters used to measure impact and Guidance parameters used to measure likelihood.

5.4. The timing of presentation of the Directorate Risk Register to Scrutiny is such that the commission are also receiving information concerning Directorate performance at this meeting. It is envisaged that both the risk and performance information provided to the Committee should be reviewed together to aid effective challenge to both sets of information.

5.5. The Neighbourhood Directorate Scrutiny Commission last received the Directorate Risk Register in the April 2016 Scrutiny Commission meeting. The following paragraphs summarise the key changes to the risk environment since then:

- Re-design of services within the Neighbourhoods has resulted in new risks being transferred in to the Directorate.
- New risks to the Neighbourhoods include work around the Prevention of Homelessness, Business Rate Revenue and Housing Benefit Subsidy.
- These new risks have been transferred from the Business Change and People Directorates.

Other Options Considered

6. None necessary

Risk Assessment

7. Robust and effective strategic risk management arrangements are essential in helping the Council manage its business and deliver its priorities.

Public Sector Equality Duties

None necessary for this report

Legal and Resource Implications

Legal

None sought

Financial

(a) Revenue

None arising from this report

(b) Capital

None arising from this report

Land

Not applicable

Personnel

Not applicable

Appendices:

Appendix 1 – Neighbourhoods Directorate Risk Register

Appendix 2 – Risk Matrix, Guidance parameters used to measure impact and Guidance parameters used to measure likelihood

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

Background Papers:

None

Agenda Item 9 – Appendix 1

Neighbourhoods RISK REGISTER – September 2016

| | Risk Description, Causes, Consequences and Horizon | Risk Owner | Current Risk Management Arrangements (Current Mitigation) Responsible officer (RO): | Status of Current Mitigation | Current Risk Like/Imp | Target Risk Like/Imp | Further Actions Required | Timeframe for Action | Responsible Officer for Action | Risk Review Period |
|----|--|-----------------------------------|---|---|--------------------------|--------------------------|--------------------------|---|--------------------------------|--------------------|
| 1. | Managing Health and Safety matters across the directorate | | | | | | | | | |
| | <p>Risk Description: Death and injury of citizens and staff as a result of BCC being a sizeable landlord or through other services use of plant.</p> <p>Causes Fire, asbestos etc not having robust plans to deal with known hazards. Non compliance with safety regulations etc, failure of routine/planned maintenance. Failure to design safe buildings (Construction Design and Management regulations). Operatives' use of plant and appropriate communications and guidance. Poor training. Poor maintenance of plant and equipment.</p> <p>Consequences Death, cost of court cases, reputation, confidence.</p> <p>Horizon: ongoing</p> | All N'bourhoods Service Directors | <p>CHaSM s are regularly completed and updated – all managers</p> <p>Designated officer to support managers in mitigating risks – Martin Dunphy</p> <p>Maintenance of vehicles through Transport services – Nick Gingell</p> <p>Induction training and team briefing training on safe use of plant. – all managers Refresher training provided on a 2-3 year cycle – Gillian Douglas</p> <p>Housing Delivery:</p> <p>Fire safety policy in place inc. Fire risk assessments+ accelerated programme of works to address risks/issues ongoing. (N Debbage)</p> <p>Asbestos strategy/inspection regime in place + agreed processes for safe removal/encapsulation in line with Regulations. (N Debbage)</p> <p>Rolling 1 year (gas) and 10 year (electrical) safety checks on all properties/appliances (G Durden)</p> <p>Rolling samples of communal water systems for Legionella in place Risk assessment in place for domestic systems (G Durden)</p> <p>Regular checks of lift operations (min. 6 monthly) (G Durden)</p> <p>CDM Co-ordinators in place to</p> | <p>On track</p> <p>On track</p> <p>On track</p> <p>On track</p> <p>On track</p> <p>On track</p> <p>On track</p> <p>On track</p> | Probable/significant (8) | Probable/Significant (8) | | Ongoing, via quarterly returns from Service Managers. | Steven Barrett | Annual |

| Risk Description, Causes, Consequences and Horizon | Risk Owner | Current Risk Management Arrangements (Current Mitigation) Responsible officer (RO): | Status of Current Mitigation | Current Risk Like/Imp | Target Risk Like/Imp | Further Actions Required | Timeframe for Action | Responsible Officer for Action | Risk Review Period |
|--|-----------------------------------|--|---|-------------------------------|------------------------------|--|---|--|--------------------|
| | | <p>prevent/manage all H&S issues on all capital and Revenue programmes (N Debbage, G Durden, Z Naylor)</p> <p>The management, testing and maintenance of all Health and safety-related issues within Neighbourhoods is a day-to-day, business as usual activity, built into works programmes and plans.</p> <p>Quarterly feedback of information from Neighbourhoods Corporate Safety Rep – Steven Barrett</p> | <p>On track</p> <p>On track</p> <p>On track</p> | | | | | | |
| 2. Waste Management | | | | | | | | | |
| <p>Risk description: Ensuring effective delivery of the waste contract</p> <p>Cause: Poor contract management (Quality and cost), ineffective service delivery.</p> <p>Consequence: Reputation loss, public health risk, higher costs,</p> <p>Horizon: Short / medium term</p> | Gillian Douglas/ Netta Meadows | <p>Bristol Waste Company awarded a 10 year agreement – Cabinet decision made August 2016 .</p> <p>Commissioning lead being recruited to develop the agreement between BCC and BWC for delivery of services including new performance indicators for each element of the integrated waste service.</p> <p>Currently a new Waste Service Agreement is being Re-drafted to cover the new arrangements as agreed at Cabinet in August. This should be in place by December 2016.</p> | <p>September 2016 – BWC is continuing to deliver domestic waste collection, street cleansing and winter maintenance with new services being taken on, on a phased basis.</p> <p>December 2016</p> | Possible/ Critical (12) | Unlikely/ Critical (6) | <p>Ongoing work redrafting new Waste Service Agreement with BWC.</p> <p>Integrated waste services agreement to be developed by January 2017.</p> <p>Preparation is underway for transfer of the Household Waste Recycling Centres to BWC.</p> <p>Planned transfer of waste disposal and treatment contracts is also underway.</p> <p>Reporting on existing performance indicators to continue through Neighbourhoods Scrutiny.</p> | <p>December 2016</p> <p>September 2016 – January 2017</p> | Netta Meadows | December 2016 |
| 3. Public Health – health protection systems | | | | | | | | | |
| <p>Risk description: Failure of the health protection system, including failure to protect the public from infectious diseases and emergency incidents</p> <p>Cause: Fragmentation of existing systems, partners undergoing re-organisation and capacity is a</p> | Becky Pollard / Patsy Mellor | <p>The Health Protection Committee meets quarterly, chaired by the DPH to provide assurance that local plans are in place to prepare for and manage public health emergencies.</p> <p>Public Health funding approved to support EH team to address the backlog in Food Safety inspections</p> | All on track | Unlikely/ Critical (6) | Unlikely/ Critical (6) | <p>Clearly agree and outline funding arrangements for communicable disease incidents and outbreaks.</p> <p>To continue to validate existing plans and procedures, ensuring plans are effective and well-practised.</p> <p>Utilise the agreed funding and work to clear the backlog of Food Safety Inspections</p> | | <p>Becky Pollard/ Thara Raj</p> <p>Sophie Prosser/Thara Raj/ Simon Creed</p> <p>Adrian Jenkins</p> | Bi-annual |

| Risk Description, Causes, Consequences and Horizon | Risk Owner | Current Risk Management Arrangements (Current Mitigation) Responsible officer (RO): | Status of Current Mitigation | Current Risk Like/Imp | Target Risk Like/Imp | Further Actions Required | Timeframe for Action | Responsible Officer for Action | Risk Review Period |
|---|---------------|---|------------------------------|-----------------------|----------------------|---|----------------------|--------------------------------|--------------------|
| <p>significant issue.</p> <p>Consequence: Preventable death/ illness from infectious diseases.</p> <p>Horizon: ongoing</p> | | <p>Bristol Immunisation and Vaccination group has been set up and will report to the Health Protection Committee</p> <p>Environmental Health Out of Hours rota implemented.– Adrian Jenkins</p> <p>Health Protection Committee Annual Report 2015/16 completed and being taken to the HWB October 2016. The report highlights achievement, gaps and priorities in the health protection system for the next year.– Becky Pollard</p> <p>A Mass Response plan for the Bristol area is being drafted to outline the local response arrangements to health protection incidents.</p> | | | | <p>prioritising the highest risk rated premises and new businesses.</p> <p>Public Health funding agreed and recruitment underway.</p> | | Nick Carter | |
| 4. Public Health – Commissioning | | | | | | | | | |
| <p>Risk description:</p> <p>The current providers of children and young people’s community health services, including health visiting and school nursing, have given notice on their contract to end at 31/03/16. The new contract is currently being commissioned and due to commence 01/04/2017. These services are mandated nationally and must be delivered.</p> <p>Cause: Notice given by current provider not to extend contract until 2017</p> <p>Consequence: An interim provider must be secured to ensure continuous service provision.</p> <p>Horizon: Interim provider commenced service provision in April 2016.</p> | Becky Pollard | <p>Interim providers commissioners group has been organised led by Bristol CCG who are the lead commissioner. - Anne Colquhoun and Rebecca Cross attend this meeting.</p> <p>A provider for 2016/2017 has been secured as Sirona in partnership with AWP and Bristol Community Health.</p> | Complete | Unlikely / critical | Unlikely / critical | No further action required | | | |

| Risk Description, Causes, Consequences and Horizon | Risk Owner | Current Risk Management Arrangements (Current Mitigation) Responsible officer (RO): | Status of Current Mitigation | Current Risk Like/Imp | Target Risk Like/Imp | Further Actions Required | Timeframe for Action | Responsible Officer for Action | Risk Review Period |
|--|---------------|--|--------------------------------------|--------------------------------|---------------------------------|---|----------------------|------------------------------------|--------------------|
| 5. Public Health – clinical safety | | | | | | | | | |
| <p>Risk description: Failure to assure the clinical safety of services we deliver or commission.</p> <p>Cause: Poor contract management and contract delivery</p> <p>Consequences: Legal liability and loss of contracts. Loss of grant if fail to deliver.</p> <p>Horizon: Until clinical governance system is established</p> | Becky Pollard | <p>The Director of Public Health is overseeing the development of a clinical governance framework working with Bristol CCG</p> <p>Robust contract management arrangements are in place.</p> <p>Preliminary meeting taken place with CCG lead for clinical governance and partnership working arrangements discussed.</p> <p>System needs to be set up to formalise these arrangements.</p> | <p>In development</p> <p>Current</p> | Likely/ Significant (10) | Possible/ Significant (6) | <p>Clinical governance process paper is currently being considered by NHSE and the CCG, as many of the clinical incidents which may arise will be in secondary and primary care.</p> <p>Proposals include adding to existing serious incident and significant event reporting processes managed by these partners.</p> <p>An internal reporting template has been developed for other providers.</p> <p>Revised arrangements will be included in new and existing contracts when finalised.</p> | October 2016 | Becky Pollard/ Barbara Coleman | Quarterly |
| 6. Public Health – grant | | | | | | | | | |
| <p>Risk description: In year cut to the public health ring fenced grant in 2015/16 and uncertainty of public health grant allocation for 2016/17.</p> <p>Risk</p> <p>Inability to meet existing public health commitments and budget alignments to support the MTFP.</p> <p>Potential risk of service reductions in both mandatory and non-mandatory public health services (including sexual health, health checks, health visiting and school nursing services, drug and alcohol services)</p> | Becky Pollard | <p>Current Risk Management</p> <p>To lobby Department of Health through its current consultation process for a 6.2% cut in public health grant funding to all local authorities across England.</p> <p>To identify potential areas of savings within the current public health budget to minimise negative impacts on the health of the local population (including underspends and reserves)</p> <p>Arrangements (Current Mitigation)</p> <p>Produce a short and medium term financial strategy to take account of funding reductions and savings requirements</p> <p>6.2% in year reduction has been identified and managed within current year.</p> | Complete | | | <p>Further reductions to the ring fenced grant are likely in addition to the public health contribution to current financial situation.</p> <p>The senior public health team are undertaking a thorough review of expenditure across all programme areas to identify where savings may be made or where re-distribution of resources is required.</p> | | Becky Pollard / Barbara Coleman | On-going |
| 7. Knowledge, skills and expertise gap | | | | | | | | | |
| Risk description: | | | | Probable/ | Possible/ | | | | |

| Risk Description, Causes, Consequences and Horizon | Risk Owner | Current Risk Management Arrangements (Current Mitigation) Responsible officer (RO): | Status of Current Mitigation | Current Risk Like/Imp | Target Risk Like/Imp | Further Actions Required | Timeframe for Action | Responsible Officer for Action | Risk Review Period |
|---|---------------|--|------------------------------|-----------------------|----------------------|--|----------------------|--------------------------------|--------------------|
| <p>Reduced expertise and experience resulting from current voluntary severance</p> <p>Cause: Reduced level of knowledge and expertise within redesigned services, post restructure</p> <p>Skills shortage could result in failure to comply with statutory duties:</p> <ul style="list-style-type: none"> • Environmental Health Officers • Trading Standards officers • Licensing officers • Public Protection Officers • Housing Officers • Specialist/technical staff, eg, Quantity Surveyors, Project managers <p>Consequence: Reduced capabilities to deliver services to citizens</p> <p>Horizon: Short to medium term</p> | Alison Comley | <p>Neighbourhoods Directorate ensuring that VS decisions are being made through the NLT forum (on a weekly basis) to ensure a consistent and strategic approach to decision make on the VS process.</p> <p>Identify pinch points/areas of concern within the Directorate</p> | Current | Significant (8) | Significant (6) | <p>Service area re-designs</p> <p>Continue consistent NLT re-design discussions and VS decision making</p> | Ongoing | Service Directors | December 2017 |



8. Housing Revenue Account – maintain a balanced HRA 30 year business plan

| Risk Description, Causes, Consequences and Horizon | Risk Owner | Current Risk Management Arrangements (Current Mitigation) Responsible officer (RO): | Status of Current Mitigation | Current Risk Like/Imp | Target Risk Like/Imp | Further Actions Required | Timeframe for Action | Responsible Officer for Action | Risk Review Period |
|--|---------------------------|--|------------------------------|--------------------------|--------------------------|--|-----------------------|--|--------------------|
| <p>Risk description: Unviability of the HRA</p> <p>Causes: Changes to rent policy and welfare benefit reform reducing income</p> <p>Consequences: Lack of ability to deliver planned services, requirement to cut spending plans/reduce services</p> <p>Horizon: ongoing</p> | Steve Barrett / Mary Ryan | <p>Regular updating and external review of HRA 30-year business plan, consultation on revised strategy and resulting budget implications</p> <p>Responsible officer (RO): Mary Ryan/Steve Barrett</p> | On track | Probable/significant (8) | Unlikely/significant (4) | HRA budget for 2016/17 has been agreed at Cabinet. Over the year 16/17 we are undertaking extensive consultation with stakeholders on different options in order to deliver a balanced 30-year business plan from 2017. | 2016/17 | Nicky Debbage | Bi annual |
| 9. Tree Management – maintain a rolling programme of tree management works across the city | | | | | | | | | |
| <p>Risk description : risk of trees falling as a result of failure under certain weather conditions and/or due to disease</p> <p>Causes : the council has 100,000 trees. Severe weather conditions and/or disease can lead to tree failure.</p> <p>Consequences : if not managed effectively a tree may fall and present a risk to the public, staff and infrastructure</p> <p>Horizon : ongoing</p> | Di Robinson / Gemma Dando | Clear tree management process that responds to HSE and HSW Act recommendations/guidelines. Risk based approach to managing trees with trees that are deemed to be high risk being felled. | | Possible/critical | Possible/significant | <p>Where trees are subject to diagnostic tests or close monitoring, risk assessments should be updated on Confirm from the time that regular monitoring starts and where necessary the cyclical inspection regime made more frequent for that particular tree.</p> <p>Review resourcing of tree management by services that require input from the tree Management Team e.g. Cemeteries and Crematoria</p> <p>August 2016 – no further update</p> | 2016/17 | Richard Ennion | Quarterly |
| 10. Failure to Prevent Homelessness | | | | | | | | | |
| <p>Risk newly transferred over to Neighbourhoods</p> <p>Risk description :</p> <ul style="list-style-type: none"> - Failure to prevent homelessness <p>Causes :</p> <ul style="list-style-type: none"> - Welfare reform - Changes to private renting - Shortage of affordable housing - Non-priority individuals with | Nick Hooper | Working with private sector and voluntary and community sector providers to ensure an adequate supply of emergency accommodation for families. St Mungo's Broadway is commissioned to deliver outreach services to rough sleepers and a severe weather emergency protocol (SWEP) is in place to support rough sleepers if there is severe weather. Also working with providers to develop more PRS accommodation as move-on. | | | | <p>Develop commissioning process for emergency accommodation needs in longer term. Joint Process with South Glos underway. Aim is to create more capacity and increase number of providers. New contract operating from May 2016. Separate but related process to create a 'block' contract for emergency accommodation is delayed until Oct 16.</p> <p>Reduce average number of families temporarily housed in emergency accommodation per night.</p> | Oct-16 2016/17 | Gillian Douglas Gillian Douglas | Quarterly |

| | Risk Description, Causes, Consequences and Horizon | Risk Owner | Current Risk Management Arrangements (Current Mitigation) Responsible officer (RO): | Status of Current Mitigation | Current Risk Like/Imp | Target Risk Like/Imp | Further Actions Required | Timeframe for Action | Responsible Officer for Action | Risk Review Period |
|-----|---|---|--|---|-----------------------|----------------------|--|---|---|---|
| | <p>complex needs</p> <p>Consequences :</p> <ul style="list-style-type: none"> - Cost to Bristol City Council for T.A. - Reputational damage from street homelessness - Costs to wider system (e.g. Health) - Social costs to households <p>Horizon :</p> <ul style="list-style-type: none"> - Current and on-ongoing | | <p>Emergency accommodation to be put on framework contracts.</p> <p>On-going review of processes between housing/children families.</p> <p>Restructuring of Housing Options is underway with Housing Advice working differently through the CSP to assess homeless households within 48 hours of presentation. This ensures earlier intervention and maximisation of prevention opportunities.</p> <p>Hardship Fund project within WRAMAS has been outreaching to families at risk of homelessness due to benefit cap and has increased work with h/hs subject to bedroom tax. This project runs tro March 2017.</p> <p>Real lettings properties – target is on schedule with 13 properties already being let to homeless households as long term accommodation.</p> <p>New properties being accessed as interim accommodation (e.g. council properties) as a better value option than private spot purchased accommodation.</p> | <p>Ongoing</p> <p>Ongoing</p> | | | <p>Continue to roll out ‘Real Lettings’ (80 in total – over 2 years)</p> <p>Rough sleepers task group (led by St Mungos)</p> <p>Bring into use surplus BCC property for temp emergency accommodation.</p> <p>Complete restructuring of Housing Options</p> | <p>2016/2017</p> <p>Ongoing</p> <p>January 17</p> | <p>Olly Alcock</p> <p>Carmel Brogan</p> <p>Carmel Brogan</p> <p>Gillian Douglas</p> | <p>Yearly</p> <p>Quarterly</p> <p>Monthly</p> |
| 11. | <p>NEW RISK</p> <p>Potential large loss of Business Rate Revenue resulting from approximate 20% rateable value reduction, back-dated to 1/4/2010, in respect of Seabank Power Station</p> <p>Causes: Successful appeal made to Valuation Office Agency</p> <p>Consequences : Reduction in Business Rate by approximately £2.9 million, 49% of which will be</p> | Patsy Mellor/ Finance Business Partner | <p>Loss under Appeal provision was made for £820K, based on historic reduction of 3% for this type of appeal.</p> <p>Potential loss over the amount made under the appeal provision for this property likely to be in the region of £700K</p> | Awaiting official notification from the Valuation Office Agency (VOA) of exact rateable value reduction | Highly probable | Highly probable | Further update once official notification received from VOA , which will enable exact figure of revenue loss to be supplied. | Expected by 31/3/2017 | Paul Kimbrey | 31/3/2017 |

| | Risk Description, Causes, Consequences and Horizon | Risk Owner | Current Risk Management Arrangements (Current Mitigation) Responsible officer (RO): | Status of Current Mitigation | Current Risk Like/Imp | Target Risk Like/Imp | Further Actions Required | Timeframe for Action | Responsible Officer for Action | Risk Review Period |
|-----|--|--|---|------------------------------|----------------------------------|---------------------------------|--|-----------------------|---|--------------------|
| | direct loss to Authority | | | | | | | | | |
| 12. | <p>RISK NEWLY TRANSFERRED OVER TO NEIGHBOURHOODS</p> <p>Potential large loss of Business Rate Revenue resulting from NHS applications for charitable status</p> <p>Causes: Advised by LGA to refuse but still ongoing</p> <p>Consequences : Reduction in Business Rate between approximately £2m-£9m</p> | Patsy Mellor/ Finance Business Partner | <p>Mandatory Charitable Rates Relief. Current uncertainty around Health care trust and mandatory charitable relief.</p> <p>Issue is being managed by Business Rates team but monitored by Finance Team. National position including Counsel's Opinion from LGA is that claims unfounded. Claims received so far rejected.</p> <p>Counter application has been received.</p> | | Possible Critical (9) | Unlikely Critical (9) | <p>Response to counter claim will be issue September.</p> <p>Most instalments are up to date. Part year for 2015 unpaid but in communication with Trust to make payment.</p> | Expected by 31/3/2017 | Jo Hunt/ Martin Smith/ Anne Nugent/ Tony Whitlock/ Sheralynn McCarthy | Quarterly |
| 13. | <p>RISK NEWLY TRANSFERRED OVER TO NEIGHBOURHOODS</p> <p>The level of summons costs currently being charged where a summons is issued in respect of local taxation is £100.00. This figure is calculated using an outdated calculation and, in other local authorities, has been challenged in the Magistrates Court. There is the potential for the calculation to be challenged in Bristol although this risk has decreased over the last six months.</p> <p>Cause: Outdated calculation used that does not accurately account for expenditure leading to the possibility of an incorrect figure being calculated.</p> <p>Consequences: 1. Potential for budget deficit of circa £800k based on projected income reduction.</p> | Patsy Mellor / Finance Business Partner | Revised cost calculation issued to Magistrates Court and no challenge received as yet. | | Unlikely Impact Significant, (4) | Unlikely Impact Significant (4) | Corporate finance to include review of cost calculation into work planning for 2016/17 in order that a revised cost calculation be delivered in time for 01 April 2017. | 31/3/2017 | Corporate Finance / Martin Smith | |

| Risk Description, Causes, Consequences and Horizon | Risk Owner | Current Risk Management Arrangements (Current Mitigation) Responsible officer (RO): | Status of Current Mitigation | Current Risk Like/Imp | Target Risk Like/Imp | Further Actions Required | Timeframe for Action | Responsible Officer for Action | Risk Review Period |
|--|------------|--|------------------------------|-----------------------|----------------------|--------------------------|----------------------|--------------------------------|--------------------|
|--|------------|--|------------------------------|-----------------------|----------------------|--------------------------|----------------------|--------------------------------|--------------------|

| 14. Risk newly transferred over to Neighbourhoods | | | | | | | | | |
|---|--------------|--|---|---------------------------|----------------------------|--|--|--------------------|---------------------|
| Housing Benefit Subsidy Description/Cause Housing Benefit is recompensed for the monies paid out by the DWP usually on a £1 for £1 basis. Two issues have arisen from previous year's subsidy audits resulting in an increased risk/financial pressure. 1. Increased use of temporary and 'exempt' supported accommodation, resulting in a loss of subsidy rebate in these areas. (Losses for 2016/17 are estimated at £1.5m and £1m respectively). 2. In addition the 2014/15 claim which was submitted in April 2015 and audited in November 2015 identified a sizeable level of incorrectness and qualification of £1.1. million. Consequences/Horizon The demand on temporary and 'exempt' supported accommodation remains high as does the level of incorrectness despite some measures that have already been put in place. | Patsy Mellor | Mitigation <ul style="list-style-type: none"> 2 assessment officer transferred to the QC and Subsidy Team (June 2015) A monthly 'copy' of the subsidy claim is scrutinised by the QC and Subsidy Team to compare to previous estimates throughout the year (On going) Daily QA checking results in c3,400 cases being checked in and focuses in 3 main problem areas (On going) Training in targeted areas A full internal review has been undertaken of the existing QA and Subsidy Employed external subject matter experts to review existing process, outcomes confirmed as appropriate and signed off. |  | Significant /likely (10) | Significant/ Probable (8) | <ul style="list-style-type: none"> Increased focus to be given to service's performance Refocus QA and subsidy resource in to the areas identified in the 2014/15 audit Increase availability of training/mentoring to known staff in known areas | On going On going On going | Sheralynn McCarthy | Quarterly / Monthly |
| 15. | | | | | | | | | |
| Reduction in HB and CTR administration grant Description/Cause | Patsy Mellor | Mitigation <ul style="list-style-type: none"> Possible reductions in cost of |  | Significant / likely (10) | Significant / Probable (8) | The following are being considered/investigate with a view to reducing unit cost. | | Sheralynn McCarthy | Monthly |

| | | | | | | | | | |
|--|--|---|--|--|--|---|--|--|--|
| <p>For 2016/17 as part of the reduction in central government grants the DWP have applied a 19% (£480k) reduction to BCCs Housing Benefit administration grant.</p> <p>In respect of DCLG's administrative grant for CTR this has broadly remained the same for Bristol at £693k</p> <p>Consequences/Horizon</p> <p>There is a real danger that that there will be further year on year reductions for both grants resulting in an increased pressure on the General Fund</p> | | <p>Service currently undertaken by Applied Programme, e.g. evidence upload technology</p> <ul style="list-style-type: none"> Increase in automated processing systems via initiatives such as Automated Transfer of LA data (ATLAS) Improved local performance processes and procedures | | | | <ul style="list-style-type: none"> Purchase New Integrate new claims and changes reporting forms. Further automation of ATLAS and any other new technologies as/when apply Possible purchase of new performance software | <p>June 2016</p> <p>October 2016</p> <p>April 2017</p> | | |
|--|--|---|--|--|--|---|--|--|--|

Appendix 2 - Risk Matrix

Page 160

| | | | | | | |
|-------------------|---|-------------------|------------------|---------------|-------------------|----|
| Likelihood | 6 | Almost Certain | 6 | 12 | 18 | 24 |
| | 5 | Likely | 5 | 10 | 15 | 20 |
| | 4 | Probable | 4 | 8 | 12 | 16 |
| | 3 | Possible | 3 | 6 | 9 | 12 |
| | 2 | Unlikely | 2 | 4 | 6 | 8 |
| | 1 | Almost Impossible | 1 | 2 | 3 | 4 |
| | | Marginal 1 | Significant 2 | Critical 3 | Catastrophic 4 | |
| | | Impact | | | | |

Appendix 3 – Severity of Impact Guidance

| | Effect on service provision | Potential Financial loss/gain | Potential Fraud & Corruption loss | Reputation | Legal | Environmental | Communities | Personal safety |
|-------------------|--|-------------------------------|-----------------------------------|---|---|--|---|---|
| 1 Marginal | Very limited effect (positive or negative) on service provision. Impact can be managed within normal working arrangements | Under £0.5m | Under £50k | Minimal and transient loss of public trust. Contained within the individual service | No significant legal implications or action is anticipated | No effect (positive/negative) on the environment/community | Minimal effect on community | Minor injury to citizens or staff may result or can be prevented. |
| 2 Significant | Noticeable and significant effect (positive or negative) on service provision. Effect may require some additional resource, but manageable in a reasonable time frame. | Between £0.5m - £5m | Between £50k - £100k | Significant public 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. | Tribunal/ BCC legal team involvement required (potential for claim) | Short term effect (positive or negative) on the natural and or built environment. | Short term effect (positive or negative) on a small number of vulnerable groups/individuals | Significant injury or ill health of citizens or staff may result or be prevented. |
| 3 Critical | Severe effect on service provision or a corporate Plan priority area. Effect may require considerable additional resource but will not require a major strategy change. | Between £5m - £10m | Between £100k - £1m | Serious potential for enhancement of or damage to reputation. Dissatisfaction regularly reported through Council Complaints procedure. Higher levels of local or national interest. Higher levels of local media/social media interest. | Criminal prosecution anticipated and or civil litigation. | Serious local discharge of pollutant or source of community annoyance that requires remedial action. | Medium term effect (positive or negative) on a significant number of vulnerable groups/individuals. | Major injury or ill health of citizens or staff may result or be prevented. Long term disability/absence from work. |
| 4 Catastrophic | 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. | More than £10m | More than £1m | Highly significant potential for enhancement of or damage to reputation Intense local, national and potentially international media attention. 'Viral' on line social media Public enquiry or poor external assessor report. | Criminal prosecution anticipated and or civil litigation (> 1 person) | Lasting effect on the natural and or built environment. | Lasting effect (positive or negative) on a significant number of vulnerable groups/individuals. | (Avoidable) Death of citizens or staff may result or be prevented. Long term disability/absence from work. |

Appendix 4

Assessment of the likelihood guidance

| | Likelihood | Likelihood Descriptors | Numerical likelihood |
|---|-------------------|---|----------------------|
| 1 | Almost impossible | This will probably never happen | Less than 1% |
| 2 | Unlikely | Do not expect it to happen, but it is possible it may do so | Less than 25% |
| 3 | Possible | Might happen on rare occasions | Less than 50% |
| 4 | Probable | Probably will happen on rare occasions | 50% or more |
| 5 | Likely | Probably will happen at regular intervals | 75% or more |
| 6 | Almost certain | Surely will happen and possibly frequently | 99% or more |

NEIGHBOURHOODS DIRECTORATE FUNCTIONS

CITY WIDE CITIZEN Citizen Service Service Director, Patsy Mellor

Citizen Services

OMNI channel centre

- Corporate contact centre acting as a front line service for the following areas: Highways, lighting, Travel cards, residents parking, ASB, Food Safety, Pest Control, pollution control, Waste services, Planning and Building regulations, Registrations (births & deaths), Family Information service, Housing Repairs, Benefits, Local Tax, Estates, Rent Management, HomeChoice Bristol.

Citizen Service Points

- 100 Temple Street, Fishponds, Hartcliffe, Southmead, Ridingleaze

Corporate Customer relations team

- Addressing statutory and non-statutory complaints and FOI across the council.

Service Development Team

- Supports the 3 areas above, manages internal performance, undertakes citizen engagement, provides training.

Head of Revenues and Benefits

- **Housing benefits**
- Processing of exempt & supported accommodation
- Technical & subsidy team
- Appeals/Policy/Training
- Local Crisis & Prevention
- Applications/Fund
- Discretionary Hardship Fund
- Collections of Council Tax
- Debt Management
- Valuation and Inspection
- Collection of Business Rates
- Systems and Information

Regulatory Services

Licensing

- Granting licenses for taxis, entertainment venues, street trading, charity collecting, gambling
- Enforcement of regulated activity
- Policy work – Licensing Act / Gambling Act
- Policy on Taxis, SEV's, street trading

Trading Standards

- Consumer protection
- Weights and measures
- Food/product labelling
- Preventing doorstep crime
- Preventing under age sale of age related products
- Enforcement of illicit/counterfeit supply of goods
- Animal welfare e.g. licensing of pet shops
- Fireworks/poisons/explosives issues
- Scambusters – fraudulent activity

Public Protection

- Inspection of food premises
- Infectious diseases
- Contaminated land
- Permits for environmental processes
- Dealing with nuisance issues (dust, noise, smell)
- Petroleum licensing
- Port Health – Border Inspection Post at Docks

Pest Control

- Rodents, wasps, sea gulls and other infestations
- Sewer baiting

Safer Bristol

- Community Safety
- Emergency Planning
- Safer Bristol Partnership
- Substance Misuse
- Anti Social Behaviour
- Hate Crime
- Counter Terrorism
- Domestic Violence
- Violent Crime
- Modern Slavery
- Support Victims of Crime and Anti Social Behaviour
- Coercion and Exploitation
- Priority Neighbourhoods
- Reducing the harm caused by alcohol and drugs
- Reducing Re-offending and Reducing First Time Entrants
- Restorative Practice

NEIGHBOURHOODS DIRECTORATE FUNCTIONS

NEIGHBOURHOOD CITIZEN Neighbourhoods and Communities Service Director, Di Robinson

Neighbourhood Management

- Neighbourhood Partnerships
- Neighbourhood Enforcement. Including litter, fly tipping, fly posting, graffiti, noise and pollution enforcement, licensing enforcement, highways enforcement, animal welfare including dog control and dog fouling enforcement.
- Public toilets
- ABS Neighbourhoods lead (admin and business support for the neighbourhoods directorate)
- VCS Infrastructure – the grant for supporting VCS development in the city
- VCS council wide investment (the Prospectus)
- Community Development – building community capacity so that communities are resilient and strong and support each other
- Cities of Service – volunteering programme
- Neighbourhood Health Improvement – community health teams engaging with citizens to improve health outcomes.

Libraries

- Management and operation of the Libraries
- Libraries for the future - programme of change
- New Library Management System
- Upgrading broadband and free public computers
- Working with library friends groups to have greater community input
- New team of Library development officers working with neighbourhoods and the community
- Volunteering programme ongoing
- Managing the service impact of the Cathedral School build in the Central Library basements
- Re tendering for book supply contract
- Working with 6 other authorities as a Libraries West consortium

Parks and Green Spaces

- All green spaces – including parks, bowling greens, cricket, rugby, football pitches and allotments.
- Grounds Maintenance
- Landscape Design & Projects
- Horticulture & all trees
- Traded Services
- Cemeteries , Crematoria and Memorials – along with all associated fees and charges, ground maintenance.

NEIGHBOURHOODS DIRECTORATE FUNCTIONS

CITIZEN AS TENANT

Housing Services

Service Directors – Mary Ryan, Steven Barrett & Nick Hooper

Responsive Maintenance

- Day to day responsive & planned repairs to local authority homes
- Repairs to our empty homes, to bring back into use for reletting

Estate Management

- Reletting of properties
- Letting & management
- Rent collection
- Caretaking
- Compliance with tenancy conditions

Planned Maintenance

- Cyclical maintenance
- Planned improvements
- Servicing programmes
- Major Projects

Housing Business Planning & Service Development

- Strategies & policies
- Tenant participation
- Performance
- Asset management & review for 27,000 homes: stock condition surveys/data, investment planning, legal requirements & standards for council housing, future of homes
- New Build – planning and delivery of new council homes
- Policy & projects for service improvements in council housing & services to tenants
- HRA business plan – financial plan for housing
- Tenant participation – supporting tenants to get involved in decisions about their homes, supporting formal tenant participation structures such as Housing Scrutiny Panels
- Housing systems – support to ICT systems in housing

Private Housing & Accessible Homes

- helping private landlords to provide a good service in quality homes
- improving housing conditions within the Private Housing Sector
- inspection and property licensing in the private rented sector
- bringing empty homes back into use through advice, assistance and enforcement
- Providing vulnerable and disabled people with opportunities to remain living independently in their own homes through the installation of home adaptations
- Gypsy and traveller consultation, community involvement and the management of unlawful gypsy and traveller encampments and new site provision

Housing Options

- Homelessness
- Housing Advice
- Tenancy Support
- Home Choice Bristol
- Welfare rights and money advice

NEIGHBOURHOODS DIRECTORATE FUNCTIONS

HEALTHY CITIZEN

Public Health

Service Director, Becky Pollard

Health Protection & Sexual Health Health protection

- Assurance of health protection arrangements for Bristol (including emergency preparedness arrangements and environmental health arrangements)
- Contribution/chair communicable disease outbreak control meetings
- Improving child and adult vaccination coverage
- Tuberculosis case reviews
- Community liaison on health protection issues (including extreme weather alerts)

Sexual Health

- Improve sexual health
- Monitor communicable diseases & environmental hazards
- Prevention of sexually transmitted infections (including HIV, chlamydia, syphilis and gonorrhoea)
- promoting uptake of wide range of contraception (including Long Acting Reversible Contraception, condom distribution scheme & emergency hormonal contraception)
- promoting emotional wellbeing through healthy relationships & sex education

Mental Health & Social Inclusion

- Reduce inequalities
- Substance misuse – drugs and alcohol
- Mental wellbeing and ill-health
- Suicide
- Gender violence – Domestic Abuse
- Violence against Women & Girls
- Female genital mutilation
- Workplace health
- Social prescribing
- Social inclusion
- Offender health
- Housing and Homelessness
- BME groups
- Disability
- Learning difficulties

CCG Core Support

- Maximise effectiveness in improving health & reducing health inequalities
- DPH Annual report
- Communications
- Primary care and acute commissioning
- Workforce development
- Business Management
- Evidence and Evaluation

Adults and Older People / Healthy Lifestyles and Place

- Reduce inequalities in relation to sustainability & urban environment
- Healthy lifestyles hub
- Healthy weight (adults) - Physical activity, nutrition
- Transport and active travel
- Sustainability for health
- Built environment
- Sport and play development
- Reduce inequalities
- Long term conditions (diabetes, respiratory)
- Older people
- Smoking and cancer
- Behavioural insight/social marketing
- Sports and Physical Activity Team:
- Sports Strategy
- Management of the Citywide Leisure Management Contracts
- Sports Commissioning Work
- Sport and Physical Activity Development
- Securing external funding for Sport and physical activity.

Children & Young People (PH)

Early Years:

- Maternal Health
- Health Visiting
- Screening & Immunisations
- Injury Prevention

Mental Health & Vulnerable Groups:

- Children's Emotional & Mental Health
- Vulnerable Young People
- Teen Abuse

Risky Behaviour:

- Sexual Health
- Teenage Pregnancy
- Substance Misuse
- Tobacco
- Sexual Health Promotion

School Health

- School Nursing
- Healthy Schools
- Screening & Immunisation
- Sex & Relationship Education

Healthy Weight:

- Breastfeeding
- Early Years Nutrition
- Dental Public Health
- Childhood Obesity
- National Child Measurement
- Physical Activity
- Food and Nutrition

Agenda Item 10 - Appendix

| | People Scrutiny Work Programme Items | Neighbourhoods Scrutiny Work Programme Items | Place Scrutiny Work Programme Items | Business Change & Resources Scrutiny Work Programme Items |
|---|---|---|---------------------------------------|--|
| S e p t e m b e r | Performance monitoring | Annual Report from Director of Public Health | Local Flood Risk Management Strategy | Q1 Finance Monitoring for Business Change |
| | Risk Register | Sexual Health Re-procurement | Residents Parking Schemes | Q1 Performance Report for Business Change |
| | BCC Adult Social Care Strategic Plan | Mental Health & Neighbourhoods (already agreed by Chair) | Q1 Performance Report | Business Change Directorate Risk Register |
| | Children Services Improvement Plan Year 2 | Risk Register | | Quarterly Update re Outcomes of Legal Cases (will be part of performance report) - TBC |
| | Bristol's Strategy for Children, Young People and Families & Children and Family Partnership work programme | NPs positioning briefing (no paper or dem services deadlines) to determine dates and format of further NP scrutiny through the municipal year | | |
| | | | | |
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| | | | | |
| O c t o b e r | Re-commissioning Bristol Youth Links | Young People's Housing Pathway Plan | Place Budget Scrutiny | Business Change Budget TBC |
| | Models of Health and Social Care - Three tier model, Update on Better Care, Home Care Services (to be preceded by an informal briefing regarding good practice in involving disabled people in service design and evaluation and co-production). <i>Further work to take place with Councillors to shape the content.</i> | Provisional - TBC by Strategic Director - Briefing on Information, Advice and Guidance Review | Public Transport Information Strategy | |
| | | | | |

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|--------------------------------------|---|--|--|---|
| | | | | |
| N o v e m b e r | Recommendations of the Adult Safeguarding Board | | Joint Spatial Plan <i>Suggested methodology: report to meeting</i> | Business Change Budget |
| | Corporate Parenting Panel Annual report | | Joint Local Transport Study <i>Suggested methodology: report to meeting</i> | Bristol City Council's Reserves & Assets (including details of all stocks held) |
| | Annual Safeguarding Children's Report | | Supported Bus Services | |
| | Bristol as City of Sanctuary and Supporting refugees and asylum seekers, including unaccompanied minors / care leavers | | | |
| | | | | |
| | 23rd Nov - Meeting in common with South Gloucestershire Health Scrutiny Committee to receive an update on the University Hospitals Bristol response to the Verita Independent Report. | | | |
| D e c e m b e r | INQUIRY DAY | Performance Information - Q2 | Q2 Performance Monitoring | Q2 Finance Monitoring for Business Change |
| | School places and admissions, to include information on exclusions and the Integrated Education and Capital Strategy | Risk Register | Directorate Risk Register | Q2 Performance Report for Business Change |
| | | Finance Update | Revenue Generation and Asset Sales | Quarterly Update re Outcomes of Legal Cases (will be part of performance report) |
| | | Review of Parks - positioning statement | BCC's strategic principles for management of its investment property | Debt Collection – what is/isn't being collected effectively & current policies <i>Suggested Methodology: TBC</i> |
| | | Supermarkets dealing with waste - update from Core Cities meeting in October | Community Buildings (TBC) | |
| J a | Performance monitoring | | Place Budget Scrutiny | Change Programme |
| | Annual Education Performance – All Key Stages | | Cultural Strategy | ICT Projects |
| | Oversight of commissioning / monitoring of contracts / procurement process (tax avoidance) - Joint with Business Change and Resource Committee | | | Channel Shift - how to provide quality services for customers |

| | | | | |
|--------------------------------------|---|---|--|--|
| n u a r y | | | | Benefits Realisation - business case and review of performance (link with Change Programme paper) |
| | | | | ICT Strategy - performance, efficiencies cost overruns, technology etc. |
| | | | | Review of Agile Working (Bristol Workplace) - costs, provision of services and impact on staff (subject to ensuring no duplication with HR Committee etc.) |
| F e b r u a r y | | Review of the Housing Revenue Account Business Plan | Air Quality <i>Suggested Methodology:</i> report to meeting | Legal Services – business model, best practice and next steps <i>Suggested Methodology: TBC</i> |
| | | | Bristol Transport Plan/City Centre Movement Strategy | Income Generation - review of outcomes following KPMG review. |
| | | | North Fringe and Cribbs & Patchway | |
| | | | | |
| | | | | |
| M a r c h | Performance monitoring | Performance Information - Q3 | Performance Monitoring | Q3 Finance Monitoring for Business Change |
| | Risk Register | Risk Register | Energy Services | Q3 Performance Report for Business Change |
| | Health and Wellbeing Board work programme – joint with Neighbourhoods | Finance Update | Climate Change and Energy Security Framework | Business Change Directorate Risk Register |
| | Mental Health themed updates including a) Mental health working group action plan b) Update following Mental Health Summit, c) Update following Freedom of Mind festival (Young People's Mental Health), d) Provision of mental health services (including provision of beds and maternal beds), e) The use of police custody as a place of safety. (Neighbourhoods Scrutiny Councillors invited to attend) | | | Quarterly Update re Outcomes of Legal Cases (will be part of performance report) |
| | | | Warm Up Bristol | |

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| A p r i l | Health Providers - Quality Account reports | Review of Housing Lettings Policy <i>Suggested methodology</i> : Select Committee | Joint Spatial Plan <i>Suggested methodology</i> : report to meeting |
| | Bristol, North Somerset and South Gloucestershire Sustainability and Transformation Plan (STP) (Neighbourhoods Scrutiny Councillors invited to attend) | | Joint Local Transport Study <i>Suggested methodology</i> : report to meeting |
| | <i>Exploration of joint working with South Gloucestershire and North Somerset Councils.</i> | | Colston Hall |
| | | | |
| M a y | Health themed meeting - to include information on waiting times (<i>could merge with April meeting</i>). | | |
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| J u n e | Youth Links re-commissioning update | Performance Information - Q4 | |
| | | Risk Register | |
| | | Finance Update | |
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| | Education themed meeting | | |
| | Update on the Employment and Skills strategy (to include information on work experience) | | |

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| Overview & Scrutiny Management Board Work Programme Items | | |
| Audit Referral re Public Engagement | S e p t e m b e r | |
| Cabinet Referral re the Elimination of the Gender and Race Pay Gap | | |
| BCC International Strategy | | |
| Mayor's Response re Cabinet Referral - Budget Timetable and Mayor's Forward Plan | | |
| Scrutiny Work Programme - standing item | | |
| Mayor's Forward Plan – standing item | | |
| Scrutiny Resolution and Full Council Motion Tracker – standing item | | |
| Protocol for dealing with exempt items | | |
| Delivering the Corporate Plan – Outturn Performance Report for 2015/16 | | |
| Performance Indicators – Agreeing the best approach | | |

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| Mayor's Forward Plan | O c t o b e r | |
| Scrutiny Resolution and Full Council Action Tracker | | |
| Budget Consultation - Scrutiny are asked to consider public and partner engagement in budget consultation and using this as a platform to consider the future size, shape, role of local government and what that means for other city partners. The future role of the council | | |
| Public Forum and Scrutiny Meetings to consider the policy towards allowing questions/statements that don't relate to matters on the relevant agenda - <i>See other public engagement items (public engagement generally)</i> | | |

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| Scrutiny Work Programme - to approve the outcomes from the workshop | | |
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| Companies Business Plans (to include exempt information) | N o v e m b e r | |
| Mayor's Forward Plan | | |
| Medium Term Financial Plan | | |
| Scrutiny Resolution and Full Council Action Tracker | | |
| Budget Scrutiny | | |
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| Mayor's Forward Plan | D e c e m b e r | |
| Scrutiny Resolution and Full Council Action Tracker | | |
| Future of Performance Reporting | | |
| Process for Dealing with Exempt Material | | |
| Budget Scrutiny | | |
| Corporate Plan | | |

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| Scrutiny Resolution and Full Council Action | J a | |
| Quarterly Financial Monitoring Reports | | |
| Elimination of the gender and race pay gap, ensuring everyone is paid equally | | |

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| Equalities Action Plan | n u a r y | |
| Green Capital - maintaining the momentum – presentation and discussion | | |
| Mayoral Referral - Political participation generally and 2020 - plan for the 2020, inc review of previous elections (administration), increase registration, political literacy, postal votes and e-voting | | |

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| Mayor's Forward Plan | F e b r u a r y | |
| Scrutiny Resolution and Full Council Action Tracker | | |
| Annual Performance Report | | |
| Arena Update | | |
| Mayoral Referral - Brexit and the City International Strategy - Scrutiny are asked to consider a City strategy: bringing together stakeholders such as the Police, chamber of commerce, vol sector (migrants, refugees) etc. | | |

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| Mayor's Forward Plan | M a r c h | |
| Scrutiny Resolution and Full Council Action Tracker | | |
| Mayoral Referral - Devolution Deals - what does BCC want from deals 2, 3, 4 / Input from partners, neighbours and other places that have completed deals / Scrutiny to contribute to engaging and shaping | | |
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